

# Blackboard

## New VTBE does not Load for Response Feedback for "Grade Questions" Tool

**Date Published:** Nov 25,2020 **Category:** Planned\_First\_Fix\_Release:Future\_Reference\_Learn; Product:Grade\_Center\_Learn; Version:Learn\_9\_1\_3900\_0,SaaS **Article No.:** 000074946

**Product:** Blackboard Learn

**Release:** 9.1;SaaS

**Service Pack(s):** Learn 9.1, 3900.0.0, SaaS

### Steps to Replicate:

1. Log into Blackboard Learn as Instructor
2. Create or reuse an Original Experience Course
3. Create a **Test** with an **Essay** or **Short Answer** Question
4. **Quickenrol > Student Preview**
5. Take the test, then **Exit** Student Preview **Keeping Data**
6. Return to the **Full Grade Center**. For the Column of the test click "**Chevron**" > **Grade Questions**
7. There is only one response so click the "**1**" > **Edit** to enter the "**Grade Responses**" **Screen**

### Expected Behavior:

The functioning full editor is available for Response Feedback.

### Observed Behavior:

A plain HTML 'textarea' field appears. If text is entered into this 'textarea', it may not be saved. Existing text may be lost if edited.

### Symptoms:

- VTBE toolbars and utilities do not load for the Grade Questions > Grade Responses screen.
- Text entered into the plain text field may not be saved.
- If pre-existing text from before this issue is subsequently edited, it may be deleted.

## Question Information

Displaying 1 to 1 of 1 items

### ! Blackboard Administrator\_PreviewUser (Attempt 1 of 1)

Submitted Nov 7, 2020 6:20:42 PM

Date:

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Score: - out of 10 points

Response

Feedback: For the toolbar, press ALT+F10 (PC) or ALT+FN+F10 (Mac).

**Cause:** This bug has been determined to be distinct from the bug identified in [New VTBE does not Appear if Australian English, or an Outmoded Custom Language Pack is Used](#) and occurs even if the default **en\_US** language pack is used.

**Resolution/Workaround:** Grade the attempts individually.

**Information:** The message "**For the toolbar, press ALT+F10 (PC) or ALT+FN+F10 (Mac)**" appears above the text entry field. This accessibility shortcut does not show or hide the toolbars: it moves the input caret "focus" to the toolbar to enable switching between the toolbar and the text entry field for users that do not use a mouse.

**Target Release:** Future Reference

**Patch Available:** No

