

Issue with course grading

CLOSED

Service Request ID: 2130636 [🔗](#)

Details

Acct/Dept

Faculty of Science

Type

[TK]Teaching and Learning / Moodle

Service

Teaching, Learning, & Classroom Support / Moodle Support

Impact

Affects User

Urgency

Low

Priority

Low

Source

Email



Created

Mon 12/9/24 10:47 AM by Moodle Support

Last Modified

Tue 12/17/24 11:07 AM by Bradley Forsyth

Age

8 days old

Reviewer

Unassigned

Responsibility

OL-MoodleSupport / Bradley Forsyth

Responded

Mon 12/9/24 10:56 AM by Bradley Forsyth

Completed

Tue 12/17/24 11:07 AM by Bradley Forsyth

Date(s)

Mon 12/9/24 - Mon 12/16/24

Description

Hello.

For my course, **ARET1302_01 - Architectural Technology 1 (Fall 2024)**, I have heard from one of my students that what they see for their course total is much different than the grade that I am seeing. Based on our calculations, what I am seeing is correct, but this could be troubling to students if they are seeing a much lower mark. Is this something that you could look into?

I am available for a Teams call until 1:00 today if that would be easier.

Thanks!

Dale Parkes, Architect AIBC

Co-Chair, Associate Teaching Professor, Architectural and Engineering Technology Department

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Requestor

Name

Dale Parkes

Time Zone

(GMT-08:00)Pacific Time(US and Canada)

Company

Thompson Rivers University

Title

Chair

Primary Email

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Tasks (0)

Feed (5)

All

Communications



Edits



Status Changes



Comments

Search...



BF Bradley Forsyth (private)

Changed Status from "Open" to "Closed".

Tue 12/17/2024 11:07 AM

BF Bradley Forsyth

Hi Dale,

It can be quite easy to accidentally enter a grade override. They're identifiable by the yellow highlight. You usually don't want to enter an override for a category total as it will interfere with Moodle's

calculation.

Regarding the total displaying as a percentage, you likely just need to switch edit mode off again.

Erin's total is now displaying correctly as 82.53%. Here's the link to Erin's User Report page so you can see exactly how the gradebook appears to them: <https://moodle.tru.ca/grade/report/user/index.php?id=57488>.

You should be all set, but let me know if you have any further questions.

Best,

Brad

Notified: Dale Parkes <Dparkes@tru.ca>

Mon 12/9/2024 11:20 AM

Dale Parkes

That's great. Thanks a lot!

Dale.

Mon 12/9/2024 11:22 AM

BF Bradley Forsyth

Hi Dale,

Understood! Just wanted to make sure you were aware that those empty grades will be ignored.

It looks like there is a discrepancy between what Erin sees and what you see for their course total. I suspect it's because there is a grade override entered for the Assignment category total which might be preventing Moodle from calculating it correctly, as seen below:



I recommend removing the override. To do so, click on the little pencil icon next to the "Assignments Total" title. This will bring you to the Single View screen. Next, turn on edit mode, scroll down to find Erin's name, deselect the checkbox in the override column, and then save your changes. This should enable Moodle to calculate their assignments total correctly, and hopefully fix the issue. I can take another look once this has been done to make sure.

Best,

Brad

Notified: Dale Parkes <Dparkes@tru.ca>

Mon 12/9/2024 11:08 AM

Dale Parkes

OK.

I have done that. Strange that it was just the one student where that was checked.

Now though when I go to the grader report it no longer shows the totals as a percentage, just the aggregate number of all the grades. Will this correct itself in time or do I need to do something to bring that back?

Thanks again.

Dale.

Mon 12/9/2024 11:14 AM

BF **Bradley Forsyth**

Changed Status from **New** to **Open**.

Hi Dale,

Nothing is jumping out at me that should be causing significant issues. The only thing that I noticed is that your gradebook is set to ignore empty grades in its calculation of the course total, so you'll want to make sure that students have grades entered for everything or else Moodle will ignore that assessment item in the calculation. For example, I see some students didn't complete one of the quizzes, so you'll want to enter a "0" in order for their course totals to be correct.

Could you let me know which student brought this to your attention so I can compare what they see in the gradebook vs what you see?

Best,

Brad

Notified: Dale Parkes <Dparkes@tru.ca>

Mon 12/9/2024 10:56 AM

Dale Parkes

Thanks for getting back to me so quickly Brad.

The student who brought this to my attention is Erin Hughes.

The reason that some grades were not entered is because I do not want to count them in the overall grade.

Thanks again.

Dale.

Mon 12/9/2024 11:00 AM

BF **Bradley Forsyth (private)**

Took primary responsibility for this service request from OL-MoodleSupport.

Mon 12/9/2024 10:48 AM