

New Quizzes: Grades Not Syncing to Gradebook

Issue:

Student/Instructor complains their grade did not update.

Occasionally, when a student submits a quiz being administered using the New Quizzes feature, the attempt does not appear sync properly in the gradebook making it look like they have not attempted or submitted the quiz.

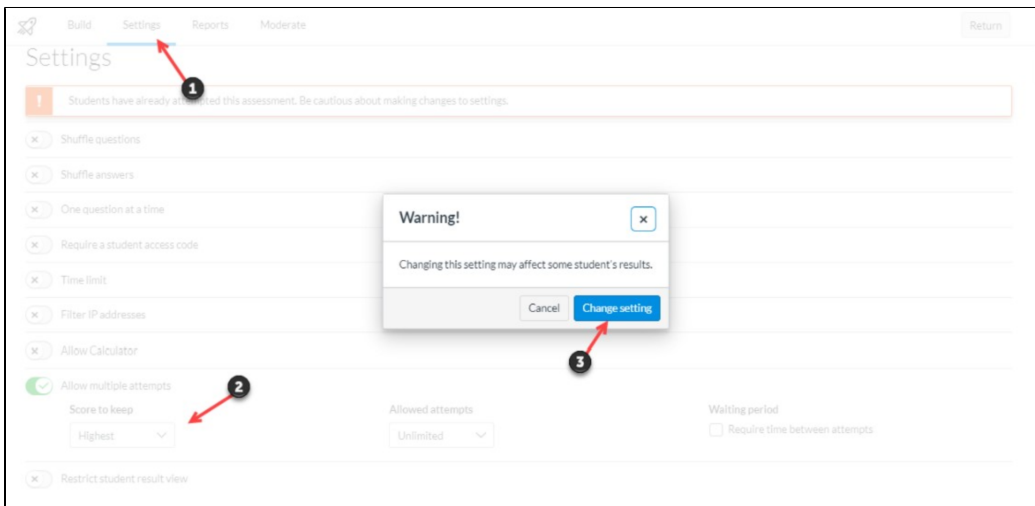
Solution:

The workarounds below will update the score in Canvas.

Suggested Workaround #1

- a. From within the course, go to **Quizzes** on the course menu.
- b. Click on the quiz title.
- c. Scroll down and click **Build**.
- d. On the top menu bar, click on **Settings** [1].
- e. Change the "Score to keep" from "Highest" to "Latest" [2].
- f. A box will pop up, click **Change Settings** button [3].
- g. Repeat these steps to go back and change the "score to keep" option back to "highest."

This is a toggle effect that refreshed the grade center so that all attempts show up.



Suggested Workaround #2

To trigger grade passback on an individual attempt, navigate to the attempt in the Moderate page of the New Quiz, scroll down to the bottom of the attempt, click into the Fudge Points box, click the whitespace surrounding the Fudge Points box (this should be make the "Update" button clickable), and then click "Update". If the "Update" button isn't clickable after going through those steps then try entering -1 or 1 to change the overall score of the attempt, click "Update", then change the score back (fudge points back to 0) and click "Update" again.

Suggested Workaround #3

To trigger grade passback for the entire New Quiz navigate to the Settings tab, under "Allow Multiple Attempts" (if Allow Multiple Attempts isn't enabled, enable it, and then disable after this process) change the "Score to keep" value to a different value such as "Average", apply the changes in the prompt that appears, change the "Score to keep" value back, and apply the changes again.

Related Articles

- [SOLVED: New Quizzes Not Showing Up In Gradebook \(Links to an external site.\)](#)
- [New Quizzes are not always passing back to the Gradebook \(Links to an external site.\)](#)
- [New Quizzes: Resend grades to gradebook button](#)