### Steps:
1. **View Feedback for Assessments or Assignments**

### Actions:

1. **Login to Blackboard at** [http://online.columbiasouthern.edu](http://online.columbiasouthern.edu)

2. **Click** View Grades **from the Tools module on the left side of the screen.**

   ![Tools Menu]

   - Calendar
   - Announcements
   - My Grades
   - Personal Information
   - Tasks
   - Address Book
   - Observer Dashboard
   - Blackboard Sync

3. **Click the course for which you want to view your grades.**

   ![My Courses/Organizations]

   - CS 1010-10L-3A11-S2, Computer Essentials (CS1010-10L-3A11-S2)
   - MBA 6001-08E-5B10-S1, Organizational Research and Theory (MBA6001-08E-5B10-S1)
   - MBA 6001-08E-5B10-S1, Organizational Research and Theory (MBA6001-08E-5B10-S1)
   - MBA 6601-10H, International Business (MBA6601-10H)

4. **Now you will see a list of your grades for the assessments & assignments you have completed.**

   ![My Grades Table]

<table>
<thead>
<tr>
<th>Item Name</th>
<th>Details</th>
<th>Due Date</th>
<th>Last Submitted, Edited, or Graded</th>
<th>Grade</th>
<th>Points Possible</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit I Assessment</td>
<td>Details</td>
<td>Apr 25, 2011 8:22 AM</td>
<td>100.00</td>
<td>100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unit I Discussion Board</td>
<td>Details</td>
<td>Apr 25, 2011 8:22 AM</td>
<td>95.00</td>
<td>100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unit II Assessment</td>
<td>Details</td>
<td>Apr 25, 2011 8:22 AM</td>
<td>90.00</td>
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<tr>
<td>Unit II Discussion Board</td>
<td>Details</td>
<td>Apr 25, 2011 8:22 AM</td>
<td>100.00</td>
<td>100</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5. If your professor gave you feedback for the entire assessment or assignment you will see it under the **Comments** column.

2. **View Feedback for Written Response Questions**

1. To view feedback for written response questions, go into your course from the **My Courses** page when you first login to Blackboard.

   ![My Courses]
   
   **Courses you are teaching:**
   
   ![American History]

2. Go into the unit for the assessment you want to view.

   ![COURSE CONTENT]
   
   - Unit I
   - Unit II
   - Unit III

3. Click the link for the unit assessment.

   ![Unit I Assessment]
   
   You may open this assessment multiple times but you may only submit it once. You may print the assessment and prepare your answers offline. Alternatively, you may enter and save your answers for a portion of the assessment, and continue at a later time. Once all questions have been answered, click the "Submit" button. The "Save" and "Submit" buttons are located at the bottom of the exam.

4. Click the blue **Begin** button.

   ![Begin button]

   ![Cancel button]

5. You will receive this message. Click the **OK** button at the bottom right of the screen.

   ![Test previously taken: Unit I Assessment]
   
   Test already completed. Click **OK** to review results of last attempt.

   Monday, April 25, 2011 9:05:28 AM CDT
6. Now you will see all the questions and your answers for this assessment. Scroll down the screen to the written response portion of the assessment. Below each written response you should see feedback from your instructor.

Question 12

Describe a communication situation you have experienced or observed that succeeded because the sender and the receiver were successful in identifying and removing barriers. The situation need not be work related.

Selected Answer: I have worked many years in the Information Technology field, specifically in tech support. There are many potential communication barriers in this position, as you are constantly communicating with people via phone, email, & in person while trying to understand their issues or problems they are having with their computers. Much of the time I felt like a therapist trying to get people to tell me their problem and exactly what they were doing when they definitely having more information always seemed better and easier. I also learned early that talking with people directly is probably the most efficient. Going through email can seem like pulling teeth as they probably won’t answer all the questions you send them, and you have to keep going back and forth with them. I also had to learn how to talk to people about technical problems without losing them in “techno-babble” which is a communication barrier (Krzan, p. 16, 2006). Let’s face it, we have all probably called some piece of technology a “thingy” at some point in our life. Nobody wants to feel ignorant when it comes to their computer or technology and people in the tech support field should be sensitive to that.


Correct Answer: [None]

Response: You said there were many potential communication barriers but you only named Feedback: one. What are the others?

Your Score for this Question

Your Answer

Feedback from Instructor