

## **ISSUE: I need a quiz/exam reset due to technical issue**

**Step 1:** Review the *Quiz and Exam Reset/Re-take Policy* below to determine your eligibility.

**Step 2:** If believe you are eligible for a reset/re-take, please submit a request for a quiz/exam reset through the Student Support ticket system.

[Click here to submit a ticket](#)

**Step 3:** Please provide an explanation as to why you qualify for a quiz/exam reset.

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### **QUIZ & EXAM RESET and RE-TAKE POLICY**

- There are three (3) types of assessments: quizzes, assignments, and exams.
  - QUIZZES: Students will automatically be granted the ability to retake quizzes and exams one time (1 time).
  - ASSIGNMENTS: Students will not be allowed to resubmit or re-take assignments once the grade is assigned by the instructor.
  - EXAMS: Students will **not** be allowed to resubmit or re-take exams once the grade is assigned by the instructor or computer.
  - EXTRA-CREDIT: Teachers may deem certain assessments or quizzes as extra-credit. This decision is strictly at the discretion of each course instructor.
- For both synchronous and asynchronous courses, the teacher also retains the right to assess participation grades.
- Teachers retain the right to adjust the grading distribution and weights per category, i.e., quizzes, assignments, participation, and exams.
- **Students may only request assignment or exam reset if there are technical glitches or special circumstances. Requests must be submitted with a ticket through Student Support.**