What follows is a list of issues that have been identified with Maple T.A. and have not yet been addressed by Maplesoft. There are workarounds for all of these issues.

1. **Manually-edited grades are not posted automatically**

   Instructors must select a manually-edited assignment in Maple T.A. Gradebook, click Submit, then click Export. This can lead to **Problem 3** and **Problem 4**.

2. **Most recent score is always sent to BB Grade Center**

   For each user, the Blackboard Grade Center displays the last score obtained for each Maple T.A. assignment, even if that score was not their highest score. For Blackboard's "Test" content type only, the instructor can tell the Grade Center to display the highest score (or the average score) rather than the last score, but this cannot be done for Maple T.A. assignments. The only solution is to wait until a Maple T.A. assignment's deadline has passed, call up an assignment's scores in the Maple T.A. Gradebook (by default, the highest scores are displayed), then click the Export button to export those grades to Blackboard. This workaround can lead to **Problem 3** and **Problem 4**.

3. **Gradebook Export button does not work in Internet Explorer**

   The Export button used in **Problem 2** does not work in IE. The cause is related to an error on the page ("document.links.bbExportLink" is null or not an object), and the result is that the URL associated with the Export button is incomplete. The Export button does work in Firefox, however.

4. **Gradebook exporting fails if rosters don't match**

   Exporting does not work if the Maple T.A. course contains a user who no longer exists in the Blackboard course. This can easily happen when students drop a course. The best way to deal with this is to be proactive by updating the Maple T.A. roster whenever a student drops the class. In cases where those maintaining the Maple T.A. content of a class are not made aware of roster changes, I have created an Excel spreadsheet that makes roster reconciliation much easier by highlighting students in Maple T.A. who do not exist in Blackboard. This procedure can take two minutes per class, so it's not a great solution. (This spreadsheet is available on the WBA website.)
5. **BB’s Modify button doesn’t allow editing of Maple T.A. assignment entries**

When editing assignment lists in Blackboard, there are four buttons for each assignment: Modify, Manage, Copy, and Remove. For non-Maple T.A. assignments, the Modify button allows the instructor to change the entry for that assignment – i.e., its display name, description, etc. But for Maple T.A. assignments, the Modify button takes the instructor to the Maple T.A. Assignment Editor. The problem with this is that the instructor has no way to change how the assignment appears in Blackboard. This poses an obstacle when trying to deal with **Problem 6** and **Problem 7**. (And even apart from those problems, it gives the instructor no way to add their own text to Maple T.A. assignment entries.) There is an inelegant solution: one can mouse-over a non-Maple T.A. assignment's Modify button, copy the associated URL, paste it into the browser's location field, then mouse-over the Maple T.A. assignment to be edited, note its content_id value, and finally change the content_id value in the URL to that value.

6. **Maple T.A. assignment entries in BB can display "null, null, null" when added with IE**

When a Maple T.A. assignment is added to Blackboard, its entry is supposed to include a list of details: what kind of assignment it is, its deadline, and its time limit. For instance, an assignment might be listed as "Chapter 1 Quiz, Proctored, Before 1/22/09 10:00 PM, 60 minutes." However, when using Internet Explorer, the assignment will display "null, null, null" in place of the correct details. I.e., "Chapter 1 Quiz, null, null, null." One workaround is to use a different browser to add Maple T.A. assignments to Blackboard. Another workaround is to edit the assignment's entry and replace the nulls when the correct details, but **Problem 5** makes this difficult.

7. **Maple T.A. assignment entries in BB are not updated automatically**

When an assignment is updated in Maple T.A., its entry in Blackboard is not changed automatically. For instance, if its name is changed, or if it is changed from one type of assignment to another, or if its deadline is changed, that change will not be reflected in Blackboard. One way to deal with this is to delete the assignment from Blackboard and then add it again. Alternatively, one can use the workaround in **Problem 5** to edit the assignment's Blackboard entry.

8. **Changing the name of an assignment with maximum number of attempts will "break" the assignment**

When an instructor has set a limit on the maximum number of attempts for a Maple T.A. assignment, and then the instructor saves the assignment with a new name, the name of the assignment associated with the "maximum number of attempts" criterion does not change. This will cause an error when students try to access the assignment, and it locks the dropdown menu for changing the maximum number of assignments. The solution is to click the Advanced button in the Set Policies section of the Assignment Editor, clear the maximum number of attempts criterion, click the Set Policies tab and re-set the maximum number of attempts. Maplesoft has reported that this problem will be fixed in the next version of Maple T.A.

9. **Maple-based assignments can change question upon grading**

To give an exaggerated example, a student can be asked "What is 2 + 2?", the student can type "4" in the answer field and click Grade, then view their results, and on rare occasions the question will have changed to "What is 1 + 4?" This problem has been reported to Maplesoft and they have requested server files from us which we have provided.
10. Attempting to add a Maple T.A. assignment to a BB content area can result in an error

If this happens, delete the content area and create a new content area. Be sure to copy the name and description of the content area to Notepad before deleting.

11. Copying and pasting from MS Word can cause an error when using non-IE browsers

The browsers are trying to preserve Word's formatting and Maple T.A. doesn't know how to handle it. One solution is to use Internet Explorer when you are copying and pasting text from Word to Maple T.A. The other solution is to save your Word document as plain text and open it in Notepad (or some other plain text editor), and do your copying and pasting from that document.