



Frequently Asked Questions

Managing Assignments

Q1. What happens to the questions that a user submits in a course?

The questions are sent to the TargetSolutions Content Team and to the site Administrators. The turnaround time for answers from the TargetSolutions Content team is about 24-48 hours.

Q2. For “rejected” assignments, will the user receive an email notification or a notification on the top of their home page?

The user will receive an email notification and a platform notification letting them know their assignment was rejected along with comments from the Platform Manager.

Q3. What courses are available to my organization?

All TargetSolutions courses that are available to you are in the Course Library. The Course Library is located in the Administration section. With this tool, administrators are able to customize courses in one location. Here you can view course descriptions, upload and edit attachments, edit the passing grade, set course timer, add tags, and make courses self-assignable

Q4. Can you create new categories in the Activities Builder?

Yes, you can create new categories by clicking on the “Add New” button. Also, you can create as many categories as you need.

Q5. Does the user receive an email every time we update the due dates on an assignment?

No, if you make updates to the start or due dates on an assignment, the platform will not send them an updated email. They will only receive an email when the course is available or overdue.

Q6. Why is my activity not appearing in Record Completions?

To record an activity as completed, Platform Managers will need to have the activity available in their *Activities Builder* by selecting “Allow Recording as Complete” within the settings of a Custom Activity.

The *Record Completions* application only applies to assignments that are Custom Activities. A Platform Manager cannot “record” an assignment for a TargetSolutions Course as complete.

Q7. Why is my activity not appearing in Validate Completions?

To require validation for Custom Activities, Platform Managers will need to have the activity available in their *Activities Builder* by selecting “Require Validation upon Completion” within the settings of a Custom Activity.

The *Validate Completions* application only applies to assignments that are Custom Activities. A Platform Manager cannot validate a completion record for a TargetSolutions Course.