

Enterprise Survey Open Entry Responses Can Cause Truncation

Article Number

000077557

Description

Enterprise Survey Open Entry Responses that exceed the character limit on the submission is truncated without warning the user.

This only becomes an issue if students provide more than 1000 characters of feedback on Enterprise Surveys.

KB Product

Learn SaaS

Last Modified Date

Fri Apr 11 19:29:00 GMT 2025

Release (General)

9.1;SaaS

Service Packs

Learn 3900.65.0;Learn 3900.67.0

Steps to Replicate

1. Log into **Blackboard Learn** as an administrator
2. Create an Original View Course
3. Enroll an instructor and at least one student in the Course
4. Navigate to **System Admin > Enterprise Surveys > Create a new survey**
 1. Add an "Open Entry" type Question and select "Large (1000 characters)" for the Answer Field Size
 2. Create a new Response Period and use the Course's students as the respondents
 3. Use the default Notification settings and move on to Scheduling
 4. Select 'Now' for **Send Survey** option, 'Never' for the **Close Survey** option, and checkmark 'Release Survey Results'
5. After deploying the survey, login as the student
 1. Go to the Course and start a survey
 2. Enter more than 1000 characters of text
6. Return to the Administrator View and go back to **Enterprise Surveys**
7. Open the **Context Menu** for the Survey and Export the Submission Data
8. Download and open the file

Observed Behavior:

The Student's first 1000 characters are displayed.

Expected Behavior:

The Student's full response should be displayed.

Summary

Enterprise Survey Open Entry Responses that exceed the character limit on the submission is truncated without warning the user.

Target Release

Learn 9.1, 3900.74.0 Release

SaaS - Fixed (v3900.74.0)

Title

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