

Content Not Appearing To Students When Accessing Learning Modules Within a Course

Article Number

000076103

Description

Student users are not seeing Learning Module content straight away when accessing a course. After some period of time, the content/text of the document starts to appear.

Information

Learning Modules are using a cache in a window of 20 minutes to reduce performance impact. See [Create Learning Modules](#) for additional information.

KB Product

Learn SaaS

Last Modified Date

Fri Apr 11 19:33:23 GMT 2025

Release (General)

9.1;SaaS

Resolution Workaround

- Instructor uses the 'refresh' action after the availability date.
 - The student uses the 'refresh' action after the availability date.
 - The student can log out and log in again after the availability date.
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Service Packs

Learn 3900.28.0;Learn 3900.30.0

Steps to Replicate

1. Log into **Blackboard Learn** as an Administrator
2. Create a new course
3. Create a Student > Enroll it in the course
4. Access the course
5. In the course's left menu click **Course Content** > **Build Content** > **Learning Module**
6. Give the module a name > **Submit** > Go inside the learning module
7. Create some items > **Build Content** > **Item**
 1. Give the item a name > **Submit**
8. In the course's left menu in the **Course Management** section click on **Users and Groups** > **Groups**
9. Create > Single Group Self enroll > Give the group a name
10. In the *Group is visible to students* question select the *Sign-up Sheet Only* option
11. Give a name to the Sign-up Sheet in the *Name of Sign-up Sheet* section > **Submit**

12. In the course's left menu click **Course Content** > Click the chevron next to the Learning Module created > **Adaptive Release**
13. In the Membership section add the created group to selected items > **Submit**
14. Back in the **Course Content** window go to **Tools** > **Groups** > select **Link to the Groups Page** (if not selected) > **Next**
15. Give the link a name > **Submit**
16. Log in as the enrolled student and:
 - Go to **Course Content** > Note that the Learning Module is not visible
 - Click the groups link created > Click **Sign up** > click **Sign Up** (again)
 - Go to **Course Content** > note that the **Learning Module** is now visible > Click the **Learning Module**

Observed Behavior:

There are no items in the Learning Module nor in the Table of Contents.

Expected Behavior:

The items in the Learning Module should be seen by the student as they were created in the previous steps.

Note: Without any changes after 15+ minutes, the student can see the content in the Learning Module.

Summary

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Target Release

Functioning as Designed

Title

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