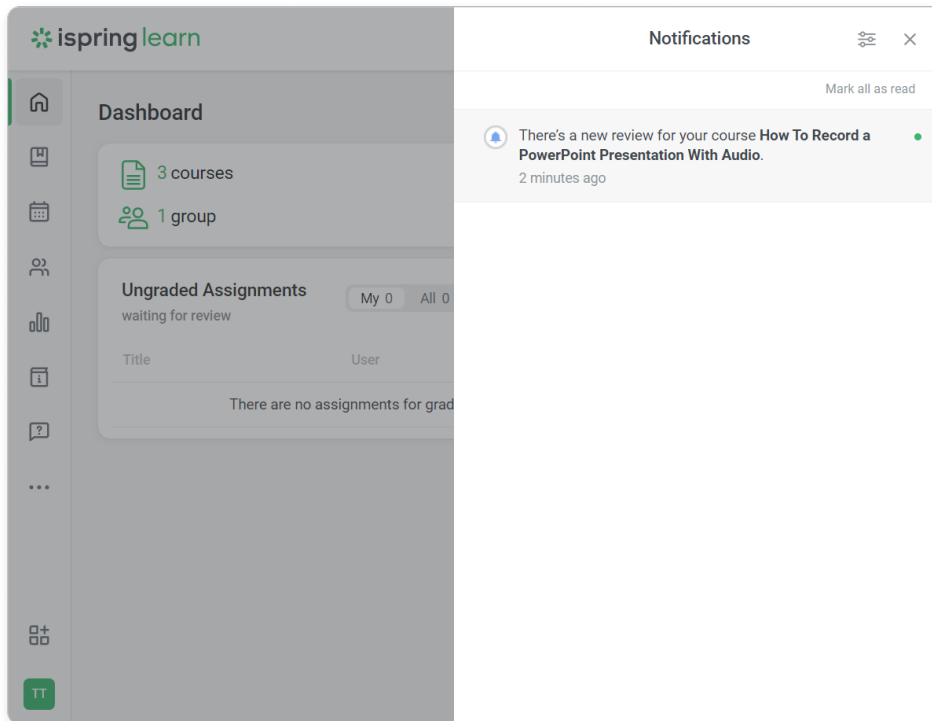


Reviews in the Admin Portal

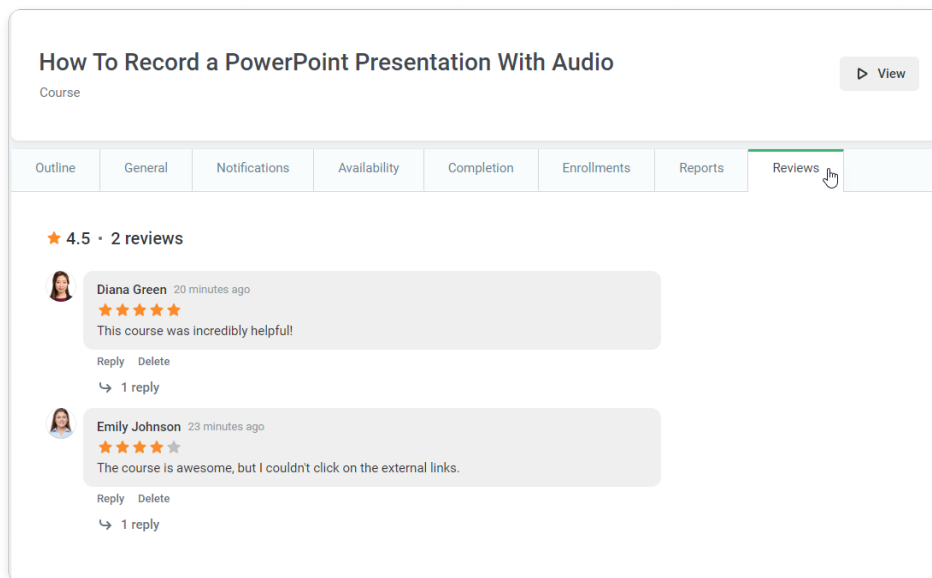
In the admin portal, you can check all the reviews posted for the course.

1. As soon as a user has left a review, the instructor will receive a new message in the notifications center in their account. To view a review, they will need to click on the alert.

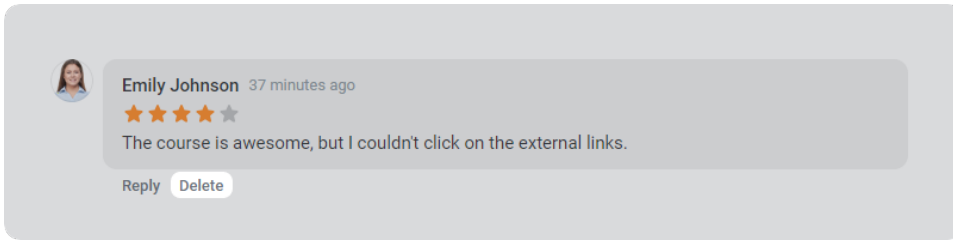


2. The instructor will be redirected on the course editing page in the **Reviews** tab. Here they can view all the reviews and marks as well as an average mark. It's calculated as an arithmetical mean of all the course marks.

If you are not a course instructor, simply open a course and select the **Reviews** tab.



3. If you consider a review inappropriate remove it. Right after the removal, the course rating will be updated.



A screenshot of a review by Emily Johnson, posted 37 minutes ago. The review has a 4-star rating (four orange stars and one grey star) and the text: "The course is awesome, but I couldn't click on the external links." Below the review text are two buttons: "Reply" and "Delete".

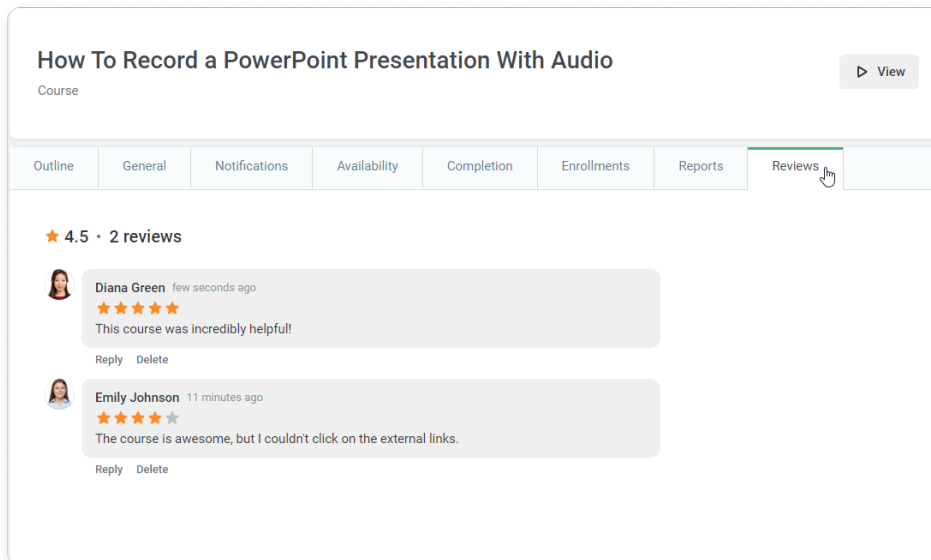
Only Account Owner, Account Administrators and Course Authors who have the permission to edit the course can delete reviews.

Comments and replies to course reviews

Reviews can be commented on by Account Owners, Administrators, Authors, and learners who have completed the course.

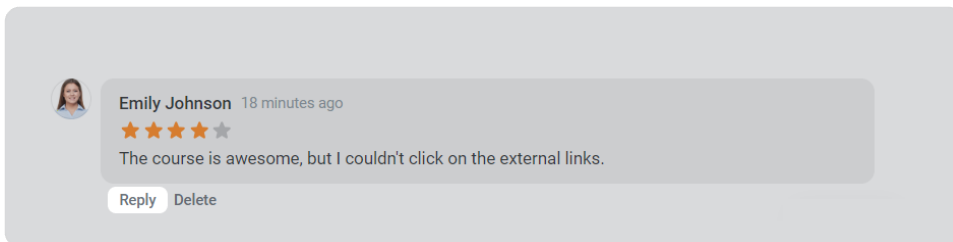
If a learner has not yet completed the assigned course, they can read reviews and comments, but they cannot write a review or comment.

1. Go to the course **Reviews** section.



A screenshot of the course "How To Record a PowerPoint Presentation With Audio" showing the "Reviews" section. The course title is at the top with a "View" button. Below the title is a navigation bar with tabs: Outline, General, Notifications, Availability, Completion, Enrollments, Reports, and Reviews (which is highlighted with a green underline and a mouse cursor). Below the tabs, the review section shows a 4.5-star rating and "2 reviews". Two reviews are listed: one by Diana Green (5 stars, "This course was incredibly helpful!") and one by Emily Johnson (4 stars, "The course is awesome, but I couldn't click on the external links."). Each review has "Reply" and "Delete" buttons below it.

2. Underneath the review, click on **Reply**.



A screenshot showing the "Reply" button for Emily Johnson's review. The review text is visible above the button: "The course is awesome, but I couldn't click on the external links." The "Reply" button is highlighted with a white background and a grey border.

3. Write your response and post it.

Emily Johnson 18 minutes ago
★★★★☆
The course is awesome, but I couldn't click on the external links.

Reply Delete

Emily, thank you for letting me know. Our tech support will get back to you within an hour to resolve the issue 😊.

Post (Enter)

Cancel

Done! You've replied to the review.

If you made a mistake in your response, you can edit or delete it.

Emily Johnson 21 minutes ago
★★★★☆
The course is awesome, but I couldn't click on the external links.

Reply Delete

Hide replies

Nick Moore few seconds ago
Emily, thank you for letting me know. Our tech support will get back to you within an hour to resolve the issue 😊.

Reply Edit Delete

Account Owners, Administrators, and Authors who have permission to edit the course can delete their responses, as well as learners' reviews and comments.

Notifications to the course instructor

If learners leave a review about the course, a reply, or a comment on a review, the course instructor will receive notifications via email and in the Administrator Portal.



New comment on a review of your course

"How To Record a PowerPoint Presentation With Audio"

[Open Reviews](#)



Diana Green Oct 24, 2023, 12:12 PM



This course was incredibly helpful!



Liam Harris Oct 24, 2023, 12:13 PM

Diana, I totally agree with you! 🙌