

Images Fail to Display in New Canvas Quizzes

March 2, 2024

Problem Description

For about 1.5 years, I've been using New Quizzes. I have continuously received this error message when creating item banks:

You are attempting to save content containing course links which may not work when used in other courses.

However, the images always displayed in any new courses where I used the item banks, and I considered the error message spurious. This week things changed, and the images stopped displaying.

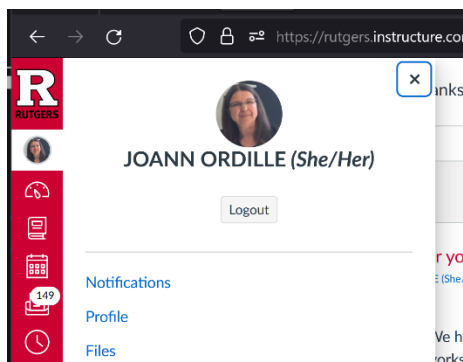
Other faculty at my university were reporting that images did not display when using the lockdown browser.

With the help of my students who tested in a mock-up lockdown browser quiz, and comments in the Instructure community, I found a workaround for us for both these issues. I think they are the same issue. This workaround is designed to help instructors who is sharing item banks with themselves. This workaround will probably not help you if you are sharing item banks with different instructors.

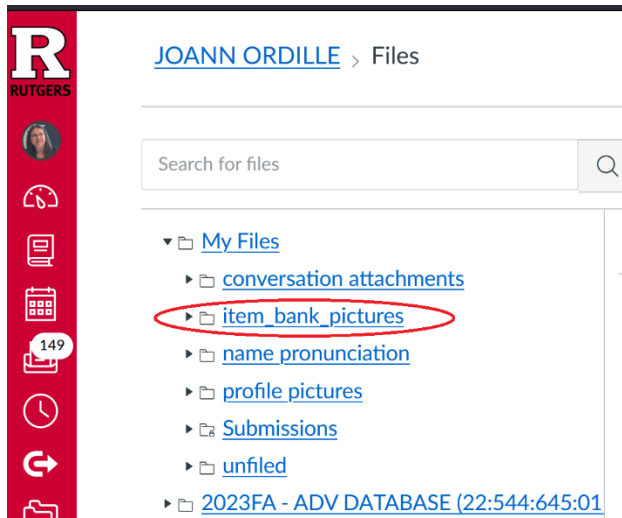
Workaround Instructions

If you are receiving an error about course links not working in other courses when you save an item bank question, or your students are reporting that images do not display in New Quizzes, a solution is to place the image in your user files. When used in an item bank, these files are available in all your classes.

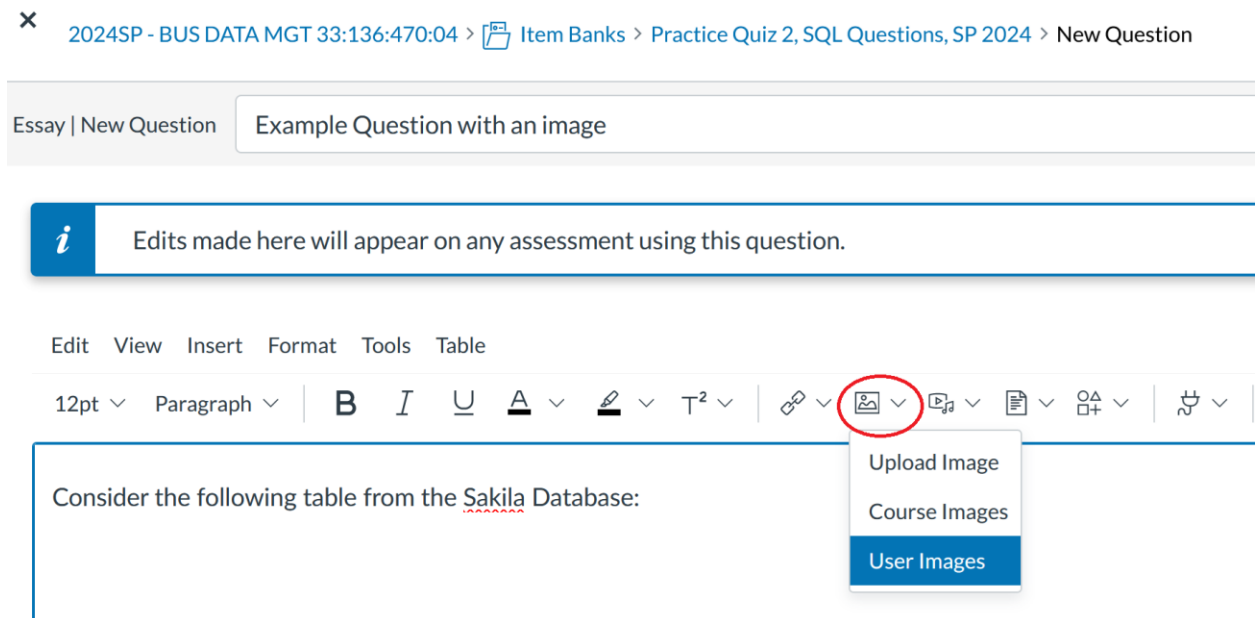
Go to Files under your Profile picture:



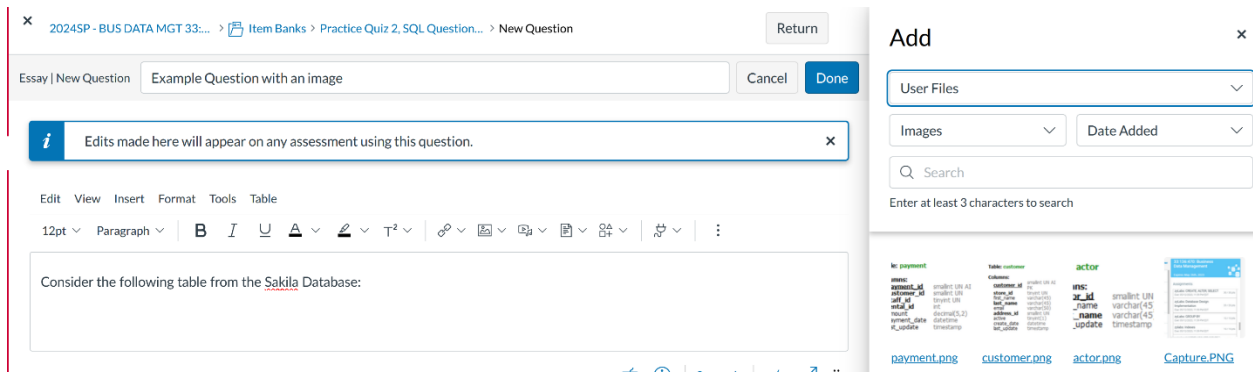
Create a folder for the images in your user files:



Upload the pictures for your item bank to that folder. Next, when writing your question, choose User Files as the source of your image:



An option that displays all the images in your user files may pop up. If you sort by Date Added, the most recent images will be at the top. If this option does not pop up, you may need to navigate to the folder you created in User Images.



You can fix your item banks by editing each question and either:

1. Clicking on the image and choosing image options. If course is the first folder after the server domain name in the link, then this is an image that will not display. I know that following storage folder locations will display: assessment_questions, users. You may need to experiment if there is a different first folder in the name, or use option 2 below.
2. Alter your question a bit (e.g. extra period at the end) and try to save it. If you receive the error message about other courses, then you need to fix the image.

The "Validate Links in Content" function on the Course Settings Page will NOT identify item banks with invalid links to images.

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