Tips for Using Tests in Blackboard – For Students

Before Taking a Blackboard Test

You need to do/consider the following:

• Check your computer settings prior to starting the test. Go to > Start > Control Panel > Internet Options. This will alleviate most of the common issues.

• Enable pop-up windows. This can be done through your browser’s Tool menu
  
  o **For Internet Explorer:** Go to > Tools > Pop-Up Blocker > Click Pop-Up Blocker Setting > Add http://blackboard.cuonline.edu > Click Add > Click Close
  
  o **For Firefox:** Go to > Tools > Options > Content > Exceptions > Add http://blackboard.cuonline.edu > Click Allow > Click Close

• If your test is timed, enable your browser’s status bar (View > Status Bar. It shows up at the bottom of your page) so that you can see the timer.

• It is recommended that you **CLOSE** all other programs running on your computer prior to starting a Blackboard exam. If you have multiple programs running at one time, it may cause problems.

• Take your test as soon as you are ready. **DO NOT** wait until the last day to take a test in Blackboard. If you have technical difficulties or lose your connection, there may not be enough time for you to resolve the issue, and you may not be permitted to complete or re-take your exam.

• **DO NOT** enter any test or exam until you are ready to take it! Once you click OK to enter a test, Blackboard counts this as an attempt at the test, even if you only look at the test and do not answer any questions. Your instructor is the only one who can clear an incomplete attempt from your record.

While You Are Taking a Blackboard Test

It is recommended that you:

• **DO** wait until the test has loaded fully before you start answering questions.

• **DO NOT** resize or refresh the window during a test. Make sure to set the window size they way you want it before you start your assessment. Most
browsers refresh the page when you resize the screen; this means Blackboard will try to reload your exam. This may bar you from taking/finishing the exam.

- **DO NOT** click anywhere outside the test area during an exam. This includes Blackboard navigation buttons, like Announcements, for example. Clicking outside the test area will cause Blackboard to kick you out of the test before you have completed it.

- **DO NOT** click the back arrow on your web browser while you’re taking a test. Navigate using only the arrow keys within the Blackboard exam. Using the back button can kick you out of the exam before you are finished.

- **DO NOT** click the Submit, Next or Arrow keys more than once. It may take a few moments for you to receive confirmation or move to the next question, but be patient. Clicking more than once doesn’t make things happen more quickly; it actually slows down the system and causes test errors.

**Saving Answers and Submitting Your Test**

It is recommended that you:

- **DO** click on the Submit button at the end of any test when you are finished, otherwise the test will not be recorded to the Grade Center.

**Dial-up Internet Connections**

Taking a test is not considered to be internet activity for most dial-up Internet Service Providers (ISPs). After a certain amount of “inactivity,” your ISP will disconnect your session. To lower your risk of being disconnected, we recommend the following preventative measures:

- **ONLY** use the scroll bar to move around in your test. **DO NOT** use the Back button, as that can cause Blackboard to kick you out of the test.

- **TURN OFF** Instant Messenger, email notification and/or call waiting while taking a test. These processes may interrupt your internet connection.

- **DOT NOT** listen to internet radio. The streaming audio from internet radio is seen as activity. Please note, this solution will only work on a newer computer with a lot of RAM.

**Reference:**
Florida Community College [http://acid.fccj.edu/newlisite/]