

Blackboard Tests – *Tips for Success!* (Students)

Browser and Internet connection information

Check these items BEFORE you begin the test!

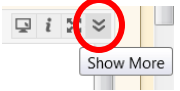
- **Clear your browser's cache!**
 - Visit http://www.ndsu.edu/its/instructional_services/cache/ for more information
- **Internet Connections:**
 - **Wireless or Dial-up Connections are NOT** recommended
 - Always use a hard-wired connection while taking tests in Blackboard
 - High-speed access is **strongly** recommended!
- **Browser Versions:**
 - Use the newer versions of Firefox, Google Chrome, Internet Explorer, or Safari – other browsers are not recommended
 - Microsoft Edge: (default browser in Windows 10) is supported by Blackboard but is **not** recommended at NDSU as students have reported several issues using this browser when taking tests in Blackboard!
- Add Blackboard as a **trusted site in each browser** you use:
 - See your browser's Help menu for specific instructions
 - Add <https://bb.ndsu.nodak.edu> as a trusted site URL

Starting the Test:

- **DON'T** click on the link to the test/or quiz **unless you are ready to take it at that time!**
- **DON'T double-click** the link to the test or the "Begin" button – you may see "The assessment has already been taken" and you may not be able to proceed with the test!
- **Close ALL other applications** (Facebook, Twitter, instant messaging, email, etc.)
 - Avoid opening other windows once you've started the test
 - If the instructor allows the use of additional windows or websites, **open them first**
- Turn off all **pop-up blockers**, *OR* make Blackboard a **Trusted Site** (see above)
- **Maximize** your browser window - if you resize the window or launch a second browser window after starting the test you may be locked out of the test!

While taking the test:

- **Wait for the entire test to load** before you answer or save the first question
 - Scroll down to the bottom of the test to make sure all questions appear (unless questions are presented one at a time)
- **DON'T** click the browser's **Back, Forward or Cancel** buttons, **close** the browser window, **use the scroll wheel** on your mouse to navigate, or **try to go to another area of the course**
 - If the instructor set the test for "single attempt" or "force completion" you may be locked out and unable to open the test again
 - If you get 'locked out' of the test, contact the instructor **immediately** and ask them to clear your attempt – you may have to retake the test from the beginning!

- If you see a text box editor window for any question with only one row of toolbar buttons displayed, click the “Show More” button on the far-right end of the toolbar to display more tools 
- **Stay active in the test window** – Blackboard tests are set to "time out" after a certain period of inactivity – click **Save** periodically to avoid this problem!
- **Saving** and **Submitting** are two different things! If you click Save All Answers, but never click Save and Submit, the test has not been submitted to the instructor for grading
- **DON'T** click **Submit** more than once!
- If you lose your Internet connection during a test, **do not** close your browser window
 - Try to re-establish the Internet connection first, then complete the test and try to submit it
 - Print a copy of the submission confirmation page that appears as verification if possible, then contact your instructor
- If you see "This test must be completed now" **it cannot be resumed later!**
 - **DON'T** exit the test – you **must** click the **Submit** button to submit the test for scoring
- If **Save** buttons are available, **click Save periodically** in case problems occur during the test

Timed tests:

- Check to see how much time is available before you start
- A timer appears at the top of the screen immediately after you click OK to begin the test
- **Five-minute** and **one-minute warning** messages appear before the time expires
- If allowed by the instructor, you can **finish and Submit the test** after the time has expired! Your instructor will see how much time you took and may adjust the test grade accordingly
- If NOT allowed by the instructor, the test will close and answers will be submitted automatically if you exceed the time allowed
- If the instructor did NOT choose "Force Completion", you can Save the test, logout and continue the test again at another time – **If it is a timed test, the timer continues to run until you click Submit!**