Tips for Successful Quiz Taking

About Blackboard Quizzes and Tests

Quizzes and tests may vary in their location from course to course, depending on each instructor's preferences. There may be a link on the left menu called "Quizzes" or "Tests," or each quiz may be placed within specific weekly or other folders in the content area of the course. Check with your instructor to find out where online quizzes and tests are located.

For each quiz, instructors often set specific dates during which it is available (visible) and how long you have to complete each quiz once you start it. If in doubt, you should always refer to your course syllabus or schedule to know when quizzes/tests are available and due.

During your online test or quiz, it is critical that Blackboard is the only thing running on your computer. Do not run email, chat, music, video, or any other applications at the same time as your browser that is running Blackboard and the test/quiz. In addition, the only window or tab that should be open in your browser during an online test or quiz should be Blackboard and the test or quiz itself.

Getting Your Computer Ready

Make sure that you are using a computer and NOT an iPad, tablet, or Smartphone! These devices' operating systems and configuration are NOT fully compatible with Blackboard.

- Check to ensure you are using an operating system and browser that is fully compatible with Blackboard 9.1 2014 Release. To check your system's compatibility with Blackboard, use the Blackboard Browser Check tool, which is posted under Resources on the Blackboard login page.
    - Recommended Operating Systems
        - Windows 7, Windows 8, and Windows 10
        - Mac OS X 10.8, 10.9, and 10.10 supports most online course materials. Some applications may require a Windows environment. If you are using a Mac, you should be able to run a Windows virtual environment such as Parallels Desktop or vmWare fusion.
    - Recommended Browsers for Blackboard Learn
        - Firefox 31+
        - Chrome 336+
        - Internet Explorer (IE9+) – Windows ONLY; do not use with Mac OS
        - Edge 1+ (NOTE: Although listed as supported by Blackboard, users have reported serious performance issues when using Edge with Blackboard. We strongly discourage the use of the Edge browser with Blackboard).
        - Safari 6+ - Mac OS ONLY; Safari for Windows is unsupported.
- Turn <u>OFF</u> any pop-up blockers on your browser.
- Download the latest version of Java on Oracle's site: http://www.java.com/en/download/win10.jsp
- For general maintenance, clear your browser's cache. Follow the instructions for your browser(s) that are available at the following URL: http://www.wikihow.com/Clear-Your-Browser%27s-Cache

- It is STRONGLY SUGGESTED that you log out of Blackboard and log back in before you take your test.
- Make sure that the browser in which you are accessing Blackboard is the **ONLY** application/window open on your computer.
- Users on wireless internet connections tend to report more problems than those using wired connections. If you must use a wireless connection, make sure that you are in a location with good signal strength.
- Make sure your laptop is plugged in if there is any question of your battery life.

During the Quiz

- **Read the test instructions VERY carefully**. Many quizzes/tests have a specified time limit and your instructor MAY HAVE deployed the "auto-submit" option, which will automatically save and submit your test once the timer expires. If your instructor did not activate "auto-submit" and you exceed the time limit, you quiz will be accepted; however, Blackboard will mark the attempt as "late" and it will not be automatically graded until your instructor authorizes Blackboard to grade the submission.
- **Don't let your computer sit idle (unused) for more than a minute or so.** If you need more time to think about your answer, click somewhere within the test window, but away from the answer choices to keep your session active. Extended idle times can cause your internet service provider (ISP) to time out and can cause Blackboard to time out.
- **Click…DON'T double-click.** This applies to the Begin button, navigation buttons within the quiz/test, Save, and Save and Submit buttons.
- **DO NOT click the "BACK" or "FORWARD" buttons in the browser during a test or quiz.** If your instructor has configured a quiz using the auto-submit feature and you use the forward or back buttons on your browser, Blackboard will shut down your test attempt and submit it.
- **Monitor your progress in the test** by expanding the "Question Completion Status" field provided at the top of your test. Once it is expanded, the question icons will show you which questions have been saved and which have not. Use that information to monitor your progress and to ensure that your work is being saved as you move through the test.
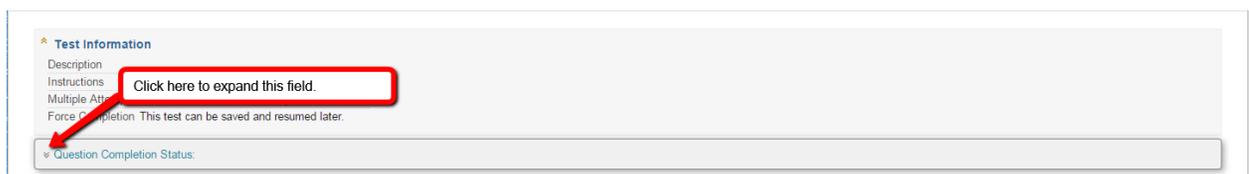
- **Make sure that all browser windows or tabs other than the one you are using for Blackboard are closed before you open the quiz/test**. DO NOT open a new browser window or browser tab or click on an already opened window or tab during the test or quiz.
- **Stay in the quiz/test until you submit your completed test**. Clicking anywhere outside of the test frame in your browser will likely result in technical issues.
- **When finished with the quiz, click the Submit button one time only and give Blackboard a few minutes to complete the submission process. You will receive a confirmation screen when your quiz has been submitted successfully.**

Reporting Problems

If you encounter an error during a quiz/test, get as much information as possible to share with **BOTH** your instructor and the support center. If possible, get a screen capture of any error messages or write down exactly what the error message reads. NOTE: For instructions on how to take a screen shot (screen capture), please refer to the following URL: http://www.wikihow.com/Take-a-Screen-Shot-(Screen-Capture). Record the exact time and date of the problem, where you were (e.g., on campus, home, work, Starbuck's), the type of device that you were using (e.g., desktop, laptop, tablet), the device's operating system (e.g., IE10, OSX, Android), the web browser (and version) you were using, exactly what you were doing when the error occurred, and any other relevant details you can recall. The quickest way to report all of this information is in an email sent to SupportCenter@uhcl.edu.

By following these guidelines, you greatly reduce your risk of being bumped out of your test/quiz and losing all or some of your work. If you are bumped out of taking the test or quiz and your instructor has set the test/quiz up to be a "force completion" exam, then you won't be able to get back into that test/quiz. If a lockout happens to you, please contact your instructor. Support Center staff members **are not** authorized to reset quiz attempts. If the instructor agrees to clear your attempt, he or she will need to reset your test/quiz so you can make another attempt. **Keep in mind it is the instructor's prerogative to determine if the test/quiz should be reset.**