

## Online Exam Tips

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The following information applies only to online exams/quizzes delivered through Blackboard. Online exams can be set for single or multiple attempts, with specific date and time settings, timer restrictions and/or with password protection. An exam might display a single question at a time, or may offer the ability to stop and save, resuming it where stopped. Other exams may be configured so questions are pulled in random order from a question pool.

Contact your instructor ahead of time if you have any questions about the exam format and review the following tips to reduce the chance of problems:

### Before Starting an Online Quiz/Exam

- Be sure that you are using a Blackboard certified or compatible browser, by reviewing the [OS/Browser matrix](#) or running the [Blackboard system test](#).
- Do not click the exam link unless you are prepared to take the exam at that time. Once you've entered the exam, avoid clicking the Cancel or Back. If the exam is set to *single attempt* and/or *force completion*, the current test attempt will become locked. If a locked attempt is preventing you from re-accessing the quiz/exam, contact your instructor immediately.
- Click the link to the test only once. If the link is clicked more than once, a message indicating *The assessment has already been taken* may appear, prompting instructor intervention to clear the attempt, which may now be locked.
- Avoid minimizing, maximizing, resizing or a launching a new Internet browser window or clicking on other course links during the exam. Ensure that the exam window is maximized before starting.
- **Disable any pop-up blockers** before starting the exam. Some exams (depending on instructor configuration) are set to launch in a new window. Enabled pop-up blockers may prevent the new window from launching.
- If an exam must be taken in a specific time window, do not wait until the last minute to start it. Should something go wrong, there may not be enough time to resolve the issue before the deadline.
- In an exam question presentation is set to display all test questions on a single screen (*All at Once* configuration), wait for the entire quiz to load before answering/saving any loaded questions. Scroll down to the bottom of the exam to ensure that all questions appear before starting.
- For Dial-Up Users: Make sure your ISP idle time-out settings are set to the maximum allowed time. (In IE, this setting is usually found under: Tools > Internet Options > Connections > Settings > Advanced).
- **For Wireless Internet Users:** try to use a hard-wired connection plugged directly into a network jack or router instead of using a wireless connection.

## While Taking the Exam

- In the heading of the exam page, check the status of *Force Completion*. If it says *This Test must be completed now*, the test must be completed and submitted without exiting from it--it **CANNOT be resumed later**. If Force Completion indicates *This test can be saved and resumed later*, the test can be saved and resumed at a later time --however, if it is a timed exam, the timer will continue to run, even if the exam has been exited.
- If the exam is timed, the heading of the exam page will indicate the time limit. Upon entering the exam, a timer displaying the elapsed time will appear in the **Test/Survey Status** box. When one minutes remains, a warning pop-up message will display. If the time limit is exceeded, Blackboard will still accept the submission, but the time overage will be recorded by a green exclamation point in the grades area. If this happens, Blackboard requires instructor intervention before a grade value is displayed.
- Remember that saving and submitting are two separate processes with two different outcomes. Saving an exam (if allowed by the instructor) may allow the exam attempt to be resumed at a later time. If the exam has been saved, it must still be submitted when completed in order for the results to be recorded.
- If the connection is lost during the exam, **do not** close the browser window. Instead, try re-establishing the connection. If the exam is still displayed, complete it and try to submit. If you are concerned about whether your results were recorded, print a copy of the confirmation page for your records and email your instructor indicating the problem you encountered.
- **DO NOT** use the browser's **Back** and **Forward** buttons or the **Scroll Wheel** on your mouse to move through questions; instead use the provided arrow keys and/or window side scroll bars to navigate.
- If the exam is configured to display one question at a time, **DO NOT** click the Next button more than once.
- **Avoid** using the **Save Answer** button located next to each question—instead use the **Save All Answers** button at the bottom of the screen. When the individual Save Answer buttons are used, students may see the message: *The following questions may be incomplete: x, y, z. Continue?* If this occurs, click OK to submit the assessment; the answers will be saved during the submission process.
- If time permits, review your exam responses prior to submission. If any questions were left unanswered, a reminder prompt will appear.
- Do not click Submit more than once.