

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, timed 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 you 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 Bb certified or compatible browser, by reviewing the OS/browser matrix available at: [http://www.ddlcampus.cmich.edu/browsercheck/cgi-bin/bb8\\_matrix-new.pdf](http://www.ddlcampus.cmich.edu/browsercheck/cgi-bin/bb8_matrix-new.pdf)
- **DO NOT** click the exam link unless you are actually prepared to take the exam at that time.
- If the exam is set for "single attempt" and/or "force completion" and you hit the Cancel or Back buttons, close the window or try to access another area of the course, you will be locked out and unable to access the exam again. If this occurs, contact your instructor immediately by email or phone to document the problem and ask them how to proceed.
- Click **the link only once**, otherwise you may receive a message: "The assessment has already been taken".
- Maximize your browser screen before starting the exam.
- If the use of additional windows or websites is allowed, open them before starting the exam.
- Resizing the screen or launching a second browser window when the exam is displayed may cause you to be locked out of the exam.
- **Disable any pop-up blockers** before starting the exam. Pop-up blockers can prevent the exam from displaying.
- If an exam must be taken by a specific date or time, 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.
- If an exam question presentation is "All At Once" rather than "One At A Time", **wait for the entire quiz to load** before answering/saving Question #1. (Scroll down to the bottom of the exam to make sure all the questions appear before starting.)
- 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).
- Wireless Laptop Users: Always use a hard-wired connection plugged directly into your router instead of a wireless connection when taking exams.

## While you are taking the exam:

- If you do lose your connection in the middle of an exam, **do not** close your browser window. Try to re-establish your 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 you encountered technical difficulties.
- Check the status of the Force Completion setting--If it says: "This Test must be completed now. **It CANNOT be resumed later**--you CANNOT logout and return to the test later. **The test must be completed and submitted without exiting from it.** If Force Completion indicates "This test can be saved and resumed later", then you will be able to save the test, logout, and return to it--however, **if it is a timed exam, the timer will continue to run**, even if you do not have the exam displayed.
- If the exam is timed, you will see the following message when starting the exam: ***This quiz has a X hour X minute time limit.*** The clock will start as soon as the quiz is loaded and a timer will display at the top of the exam area. When one minute remains, a warning pop-up message will display. If the time limit is exceeded, Blackboard will accept the submission, but the time overage will be recorded in the grades area by a red exclamation point which must be reviewed by your instructor.
- Remember that Saving and Submitting are two separate processes, and even if you've saved the exam you still must click Submit when you are finished or have run out of time. (It may take some time to record the results--**DO NOT click Submit more than once.**)
- **DO NOT** use the browser's Back and Forward buttons or the scroll wheel on your mouse to navigate; instead use the arrow keys and/or window side scroll bars to move to previous questions. (This does not apply to exams that are set to display questions one at a time and/or prohibit backtracking.)
- If time permits, review your exam responses prior to submission.