

Student Assessment Recommended Practices: *Taking Assessments*

- Do not wait until the last minute to take exams; if you experience technical problems they will take time to be resolved.
- Allocate ample time and ensure no distractions during this time period (turn phones off, children are cared for, pets have been cared for, no sandwich or TV breaks, etc).
- Do not enter exam until you are ready to take it or you may be locked out of exam.
- Once you have entered an exam do not leave until finished.
- If you experience difficulty immediately notify your instructor and the Blackboard Helpdesk: 1-888-994-4433.
- Firefox is the browser suggested for best chance of completing exams successfully.
- Ensure you have setup your browser using the browser setup guide (this can be found on the [Blackboard Helpdesk Support Site](#)).
- Ensure you have a reliable Internet connection and avoid using wireless Internet connections.
- Do not use iPad, iPhone, iPod Touch, Netbooks, or other hand held devices for exams.
- Close all other applications, especially instant message applications like AIM, Yahoo! Messenger, etc.
- Maximize browser window and do not resize or refresh during the exam.
- Do not use navigation buttons; use buttons provide in exam.
- Avoid using return/enter key, up & down arrow keys and mouse scroll wheel.
- If you must navigate between applications use keyboard commands (e.g. Alt-Tab in Windows).
- Do not double click exam links or buttons (single click only).
- Do not attempt to print the exams.
- Do not attempt to access other web pages or files during exam -- this may cause exam to fail.
- Do not click outside exam area. For example, do not click any Blackboard menu links such as Assignments or Announcements.
- Do not answer any questions until entire exam has loaded. You can follow the downloading of a exam by monitoring the browsers Status Bar Indicator found at the bottom of the browser window.
- Type answers to essay questions in word processor then copy and paste the answers into Blackboard (that is, into the text fields provided for each essay question). This way, you have a copy of your answers just in case you lose your Internet connection and need to re-take the exam.
- Avoid using Microsoft Word to record/complete your essay questions. If you must use Word copy and paste into another word processor like Word Pad or Note Pad before you copy and paste into Blackboard.
- When your exam is presented one question at a time always use the Save button before you go to the next question.
- When your exam is presented with all questions showing, avoid using Save button adjoining the question; instead use the Save button at the bottom of the page every ten or fifteen minutes during the exam.
- At end of exam ensure you select Submit and not Save. Only Submit will send the completed exam to the instructor.
- Click Submit only once. If your Internet connection is slow, you may think the quiz is not being sent. Wait at least 3-5 minutes for a confirmation that your quiz was received. The quiz must be sent, scored, and the results returned to you.
- When you receive the confirmation, print the screen so that you will have a record of your attempt.