

Blackboard Learn

Blackboard Learn Testing: Best Practices for Students

Preparing for an Online Test:

- **Make sure you are using a [supported browser](#) and operating system.** Google Chrome is the recommended browser for test-taking at UMMS.
- Use the [Browser Checker](#) to ensure that Blackboard Learn **supports your browser and operating system.**
- Before starting an online test, close all other software programs or processes on your computer, including the browser that you plan to use to take the test. Re-start your browser and log into Blackboard without logging into any other sites. This will help identify your test session in the system logs if you encounter technical issues.
- Disable all pop-up blockers. The steps for this will vary among browsers. If you have questions, call the IT HelpDesk at 508-856-8643, or email them at helpdesk@umassmed.edu.
- Make sure you do not have more than one browser window opened in Blackboard; this can cause problems with submitting your exam.
- Make sure your computer is up-to-date on patches and that it is virus and spyware free. If you are not sure of the reliability of your laptop or need assistance, contact the HelpDesk prior to the exam.
- Clear the cache on your computer before starting a test to mitigate potential problems. Instructions appear below.

Clearing Your Browser Cache (Google Chrome):

1. Select the History menu
2. Select Show History
3. Select Clear browsing data.
4. Select clear browsing data

During an Online Test:

Save as you go.

Save at least every few minutes. If you're answering questions quickly, **don't click Save repeatedly**. Blackboard has an automatic save function that runs in the background during a test and clicking save repeatedly can interfere with the auto-save process.

Allow time for the system to respond.

Look for the green progress bar at the bottom of the screen. If the test presents one question at a time, your answers will be automatically saved as you go. However, you should still save your answers.

Don't double-click.

Double-clicking the *Save Answer*, *Next Question*, or *Submit* buttons may cause an error.

Do not use the browsers arrow buttons to go backwards or forwards.

If the exam has been set up to allow you to revisit a previous question, use the back or forward buttons provided in the test window. Use of the back or forward button triggers the Blackboard AutoSave function.

Make sure you are aware of your time while taking an online test.

If your instructor sets a time limit, Blackboard will try to display a warning 1 minute before the time limit expires, but browser settings may prevent this warning from appearing. If your instructor sets a time limit in Blackboard, when you click open a test the clock will start and will not stop regardless of whether you save it and reopen later. It certainly may be prudent to have a back-up timer of your own. If you are disconnected from an online test, log back into Blackboard as quickly as possible to resume the test.

Resuming a test in Bb Learn:

If you are disconnected from your test for any reason, you should close your browser, re-start the browser, and go back to the test in Blackboard. If your instructor permits, you will be returned to the test question you were just viewing. If you experience difficulty resuming your test, please see your instructor.

After an Online Test:

After you submit an online test, the information you will see next depends on the settings your instructor has selected. You may only see a confirmation that the test was submitted with no additional information. You may see a grade for the test if the instructor activates that feature. If any questions require the instructor to assign a grade individually, you will see an exclamation point (needs grading) instead of a grade.

If you exceed a specified time limit, and you have not submitted the test, you will see a pencil and paper icon indicating that your attempt is Still in Progress. If you have exceeded the time limit, but have submitted your test, you will see a green exclamation point for the grade. If you have questions about test information, contact your instructor.