Student Recommendations for Blackboard Learn Tests

It is strongly recommended that students follow these guidelines to help avoid problems when taking tests in Blackboard Learn. While no amount of preparation can account for all possible issues, this information can minimize the chance of experiencing a problem.

- **If you use the Firefox browser and log into Blackboard from myBama**, close the myBama tab once you have opened Blackboard. This will prevent myBama from logging you out of Blackboard when it times out.

- **Do not double-click**.

- **Use a wired internet connection**. Do not use a wireless or satellite connection, if possible.

- Close or **quit other programs** running on the computer.

- **Disable pop-up blockers** in the browser.

- **Do not resize or refresh** the browser window after beginning a test. Make sure it is the desired   size before beginning the test.

- **Do not use the back and forward** buttons on the browser to navigate within a test. To move   from question to question, only use the navigation within the test.

- Use the mouse scroll wheel as little as possible. Scrolling the wheel right after clicking an answer choice may inadvertently change an answer on a question.

- **Do not maximize or minimize the browser during the test.** Do not switch between multiple windows or tabs, or open other programs. If your instructor allows you to use your notes, print them out before taking the test.

- If the test shows all questions on the same page, click on the **Save** button to the right of each question after answering the question.

- At the end of the test, click the **Submit** button and wait to receive the confirmation message that the test was submitted successfully. The report includes: first name, last name, name of the assessment, course name, username, course ID, and date/time of submission. Some instructors may require students to print or email a screen shot of the report as verification.

- If, after submitting your test, you see a **lock symbol** when checking your grade, this indicates that the test was

not submitted correctly. Inform your instructor and ask how to proceed. Your instructor is the only person who can clear your attempt and allow you to retake a test. ***Note: When an instructor clears a student's attempt, all previously submitted answers are erased.***

- Always wait for Blackboard Learn to finish processing a request before clicking another button. Do not rush through the test and click several buttons at once.

- Allow plenty of time before the test's closing time. If you enter the test ten minutes before the closing time, you may be locked out. Plan enough time to contact your instructor if anything goes wrong.

- Make sure Java is updated and enabled on your computer.

- Read the Test Instructions section at the top of the test. This area tells you the time limit (if any), how many attempts you are allowed, and if you are able to backtrack (for one-at-a-time question presentation).

- If you reach the end of the time limit and a window opens that says, "You have reached the end of the time limit. Click OK to continue," click the Cancel button instead of OK if you need to continue the exam. The OK button assumes you are finished with the test and will submit it.

For more information, contact the Faculty Resource Center at 205.348.3532
or frc@ua.edu
or visit our website at http://frc.ua.edu.

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