

Tests Tips in Blackboard Learn

Before taking the test, prepare your computer

- **Use a compatible browser.** [Google Chrome](#) is the recommended browser for taking tests in Blackboard Learn or [Mozilla FireFox](#). Please avoid using Internet Explorer.
- **Use a reliable computer with a reliable wired internet connection.** A high-speed Internet connection is recommended. We recommend using a wired connection, especially for long exams or finals / midterms.
 - [Check your off-campus Internet speed](#)
- **Turn off pop-up blockers.** Pop-up blockers might block an exam from opening in Blackboard Learn. Your instructor has the option of opening your exam within Blackboard Learn or in a new window. If the exam is set to open in a new window, your browser might treat it as a pop-up.
 - [KSU knowledge base instructions to enable pop-ups](#)
- **Add kent.edu as a trusted site.** Make sure you add the kent.edu domain as a trusted site in your browser's security settings to ensure that content will not be blocked.
- **Disable firewalls** before taking the test if you are taking an exam from a computer or a computer network that has a firewall installed.
- **Make sure your computer is free of viruses and /or spyware** by running anti-virus and anti-spyware software regularly.
 - [KSU knowledge base instructions for Virus and Spyware Protection](#)
- **Take a practice test.** If your instructor has provided a practice test; make sure that you access it prior to the start date of your test on the computer you will be using for the exam in order to provide sufficient time to fix any issues that you may discover.

Tests Tips in Blackboard Learn (continued)

During the Test

- **Close down all other programs running on your computer.** Do not take a test with several other applications running in the background, such as movies, music, e-mail, etc.
- **Sign directly into [Blackboard Learn](#)**
- **Set aside time** in which you will be free from interruptions to take the test. Most tests can only be accessed once.
- **Only click the link for the exam once.** Do not double click or click on the test link multiple times.
- **Read the instructions for the test carefully.** Each Blackboard Learn test may be set up differently by your instructors. The options for each test will be listed at the top in the Instructions area. It is very important that you read your instructor's directions carefully.
 - **Some tests may be taken for than once.** While others can only be taken once. Your instructor will inform you if the test can be taken more than once.
 - **Some tests may require that they be completed in one sitting (force completion).** While some tests may allow you to complete one section then return to finish additional sections.
 - **Some tests may be timed.** Your instructor will tell you if the test is timed and provide the time allotted.
 - **Some tests are all-at-once assessments.** Allowing you access to the entire test and to be able to move freely from item to item (permits backtracking). Some tests are one-at-a-time assessments, showing only one question at a time, and you may not return to a previous question.
- **Do not click the Back, Forward or Refresh button** once you have started the test. This can cause you to lose your Internet connection, as well as your test.
- **Do not resize your browser window** once you have started the test. This will cause Blackboard Learn to reload the quiz, which could also lead to a "**Duplicate Attempt**" issue.
- **Only single click any of the buttons within the test (Begin, Save, Next Question, Save All Answers (if available), and Save and Submit).** It may take a few seconds to a few minutes to process, receive confirmation or to move to the next question but clicking more than once can actually slow down the loading process and cause test errors.

Tests Tips in Blackboard Learn (continued)

During the Test (continued)

- **Essay question answers** should be composed in Microsoft Word then copy and paste each answer into the text box of the Blackboard Learn essay test. Please note that some formatting loss may occur, but you will have a backup of your answers. Click the **Save** button after each answer.
- **Click the Submit button one time only** when you are finished with the test. It may take several moments for test to be submitted, so do not click **Submit** more than once. Once your test is submitted, you will receive confirmation that it was successfully submitted. Feel free to copy and paste this confirmation information for documentation purposes.
 - If you click the **Save** button, your test will be saved but not submitted.
 - Always use the **Logout** button to conclude your sessions in Blackboard Learn.

If you experience issues with your test

- **Contact your instructor immediately** if you get locked out of a test during the allowed testing time, if you received a message stating that you have already completed the test, or if you received a message stating the test is still in progress. If your instructor resets the exam for you to take again, Blackboard Learn will clear all of your previously answered questions and you must start the test from the beginning.
 - **Only your instructor can reset your test.**
- **Take a screenshot of the error message.** If you receive any error message, take a screenshot of it as you might be asked what the error message stated if you submit a support ticket or by your instructor.
- **After successfully submitting your test,** click on **My Grades**, located on the left side of the page, to view your test score. If the test contained questions types other than multiple choice, true/false, or matching, your test will need to be manually graded by your instructor before you can see your grade. Contact your instructor for details regarding grade availability.