



## Exam Tips and Tricks

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Blackboard exams are automatically scored and provide instant feedback to a student which removes a substantial amount of grading overhead for the instructors. Exams may be configured in a variety of ways with various question types, and allows a specified number of randomized questions to be drawn from large question pools. Many of these issues are eliminated if the test is given one question at a time rather than displaying all questions at once.

The following guidelines should be followed to ensure successful online testing:

- ✓ Use a wired high speed connection if possible
- ✓ If using a wireless connection, save **OFTEN**
- ✓ Close all open browsers except Blackboard
- ✓ **DO NOT** double click the link to launch the exam – this will cause you to submit the exam and lock out
- ✓ Let all of the questions load before starting the exam
- ✓ Click **Save** at the bottom of the page periodically – this will ensure answers are saved in the database and will also keep an active connection to Blackboard (\*in B9.1 answers are auto saved every 10 seconds – but better safe than sorry, so keep saving please)
- ✓ **DO NOT** resize the screen, click the **REFRESH**, or use **BACK** arrows on the browser screen
- ✓ **DO NOT** click **RETURN/ENTER** on the keyboard; This may cause inability to advance
- ✓ Blackboard session timeout: if you have been on Blackboard for more than an hour before the start of an exam, click **LOG OUT** and then log back in (refresh Atlas desktop and re launch the Blackboard course) before launching the exam
- ✓ **DO NOT** click outside of the test area if the exam is opened in the Blackboard frame (not launched in a new window) as this could cause a lock up
- ✓ When using a mouse with a roller ball, be **very careful** that using the roller to scroll down the page does not change the answers that have already been selected. This may cause you to inadvertently change answers and not realize it!
- ✓ At the end of the exam, click **Submit ONE TIME** (DO NOT double click) – Be patient.
- ✓ To view your results, you need to click on “OK” after you submit (It is a very small button on the bottom right of the page after submitting the exam).

If an exam is submitted and nothing happens, please wait several more minutes. The amount of time it takes for the exam to submit is dependent upon the size of the exam and the amount of students submitting at the same time. Be patient. If help is required, contact [BBAssist@dau.mil](mailto:BBAssist@dau.mil) immediately, and do not allow the student to close the exam browser until a help desk technician has advised the student to do so.

**Instructors:** If a student double clicks to launch the exam, and therefor is locked out of the exam, you may clear their attempt in the grade center which will allow them another attempt at the exam.

Please send any questions/issues to: [BBAssist@dau.mil](mailto:BBAssist@dau.mil)