UMass Chan
MEDICAL SCHOOL

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 Blackboard Learn tests. Mozilla Firefox also works well.

- 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 depending by browser. 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. On your computer, open Chrome.

2. On your browser toolbar, click More ⋮ **> More Tolls > Clear Browsing Data.**

3. In the "Clear browsing data" box, click the checkboxes for **Cookies and other site data** and **Cached images and files**.

4. Use the menu at the top to select the amount of data that you want to delete. Choose **beginning of time** to delete everything.

5. Click **Clear browsing data**.

During an Online Test:

Save as you go.

Save at least every few minutes. If you are answering questions quickly, **Do Not 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 forward.

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 the time while taking an online test.

If your instructor has set a time limit on the exam, Blackboard will try to display a warning 1 minute before the time limit expires, but browser settings may prevent this warning from appearing. For exams with time limits, the exam time clock will start and will not stop regardless of whether you save the exam and reopen it later. 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 or a proctor.

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 content or results, contact your instructor.