

Most common asked questions over the Assessments tool in Blackboard.

1. How do I take a Quiz?

Please refer to your instructor's directions for taking the quiz, since assessments can be set up in a many ways.

Note: Quizzes will open in a new window. If your quiz will not open, make sure all pop-up blocking programs on your computer are turned off.

Step 1: On the Course Menu, expand Course Tools.

Step 2: Select Assessments.

Step 3: Select the quiz you were instructed to take.

Step 4: Note the **availability, duration, question delivery method, attempts allowed and total grade.**

Step 5: Click **Begin Assessment**. The quiz opens in a new window.

Step 6: **Complete your responses** to the questions.

Step 7: When you are finished, click the **Finish** button at the bottom of the quiz window.

Step 8: Click **OK** on the popup message to submit the quiz. If questions have not been answered (didn't select Save Answer), a message will list those questions and allow the student to go back and save the answers to those questions. In this case, click **Cancel** to return to the quiz.

Step 9: If the instructor has released the score, click **View Attempt** to see your score and any additional feedback

Note: The **View Attempt** button will not appear if the instructor does not want to release your score immediately. There may be questions that require the instructor to manually input a grade and comments for before the total score can be released to you.

- Question on an assessment can be displayed in a number of ways. For example, the instructor can release all the questions at once or display one question at a time. Depending on the directions giving by your instructor you may or may not be able to revisit a question.
- If the assessment is a timed one the clock starts as soon as you begin your assessment.
- If you were logged off Blackboard or your computer crashed during a test
- you may re-login to Blackboard and resume your quiz by pressing the **Continue Assessment** button.
- If you need to resume a quiz, only answers saved prior to shutdown are retained. If time has already expired, you may still be able to save or change answers and submit the quiz, but the instructor will see that your submission is late.
- The **Question Status** indicator is a tool to provide users with a quick up-to-date look at their progress (complete or incomplete questions) in an assessment at all times. The yellow dot means the question has not been answered. If it has an exclamation mark (!) that means the question was answered but not saved. Finally if there is a **blue checkmark** that means the question has been saved. A reminder to save your answers periodically.

2. I got locked out of a quiz before I could finish it. What should I do?

If you can, log back into your course as soon as you have restarted your computer or once Internet connectivity is restored. Go back into the quiz by clicking the **Continue Assessment** button. Only answers saved prior to shutdown are retained.

If time has already expired, you may still be able to save or change answers and submit the quiz, but the instructor will see that your submission is late. If you cannot save answers, then the instructor has likely "disallowed answer submission after time has expired."

In any case, email your instructor immediately to explain that you were locked out of the quiz; include any error messages that displayed. (Only your instructor can reset your quiz.)

3. How come I cannot save my questions after returning to my quiz at a later time?

If it is a timed quiz, the time has likely expired. The instructor can set the quiz to disallow answer submissions if time has expired, then you will be unable to answer and save any more questions.

Click **Finish** to submit your quiz with the questions you previously saved.

4. I took my quiz again and got a worse score. How can I get the better score in My Grades without having to take the test all over again?

When you are allowed to take a quiz multiple times, the Instructor can determine which attempt's score is recorded in the Gradebook. Please contact your instructor with any concerns.

5. I'm trying to open a quiz but nothing happens, or the quiz screen is blank.

This problem is usually caused by a "Pop-up Blocker."

WARNING: Quizzes always open in a new window. If your quiz will not open, make sure all pop-up blocking programs on your computer are turned off. Please turn off any security software such as Norton Internet Security, McAfee Security Suite, CA Security Center. You should also remove any "toolbars" you might have installed as these may also contain security elements.

Sometimes the quiz window will automatically minimize itself to the task bar. So check your computer's task bar for a window titled "Assessment." This is especially the case if another quiz window is already open.