



**SORBONNE
UNIVERSITY
ABU DHABI**

Online Exam
Students Best Practice

By
Digital Transformation & Innovation Department

Before the Test

Do not wait for the last minute! If you run into technical trouble while taking or submitting the test, you want to leave yourself ample time to get the problem resolved. As well, you want to be sure the link to the test is still available if you need to get back in.

Use a supported browser and operating system. Install "SUAD Student Version" of LockDown Browser <https://download.respondus.com/lockdown/download.php?id=562356524>. See the [Installation Guide](#)

Consider a wired internet connection. If you have access to a hardwired internet connection, we suggest you take your test using it. Wifi can be unreliable, particularly in public areas, and you may not recognize whether or not you're connected until you try to Submit.

Limit the applications you have open. Before you start the test, close all programs that you do not need during the test to minimize interference with your test session. Also, make sure you do not have more than LockDown browser window opened to Blackboard; this can cause problems when submitting your exam.

Restart your computer. Restarting your computer can free memory resources from applications that may be running in the background.

During the Test

Do not double-click the start button on a test, only One Click while waiting for it to load. This can cause multiple instances of the exam to open, leading to some confusion.

Make sure you are aware of your time while taking an on-line test. If your instructor sets a time limit, Blackboard will try to display a warning 1 minute before the time limit expires, but browser settings may prevent this warning from appearing. If your instructor sets a time limit in Blackboard, when you click open a test the clock will start and will not stop regardless of whether you save it and reopen later. It

Instructors may set a limit as to when an on-line test is available, often referred to as the “test window.” The link to open or re-open your test is only visible during this window. If your test also has a timer, you will not be ejected from the test at the end of the test window, but if that window has closed you will not be able to re-enter the test if you are knocked out of the test after that time, even if your timer has not expired. Start early enough during the test window so that you can complete the test before the window expires.

If you are disconnected from your test session 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 your instructor selects the **Force Completion** option, however, you cannot re-enter a test. In such a case you must contact your instructor first regarding this.

If the exam has been selected to show all questions at once, you should periodically save your answers. You can click the **Save** button next to each question as you select answers or scroll to the end of the page and click the global **Save** button. This will save your work thus far but will allow you to continue to other questions and even change earlier answers up until the time you click **Submit**.

If test questions are presented one at a time, only click the "next question" arrow once, even if the response is slow moving to the next question. Each question is saved automatically by Blackboard as you move from one question to another so there isn't any reason to hit **Save** before moving to the next question. That would just add an extra delay between questions.

If your instructor presents test questions one at a time, he can also choose whether to allow students to “backtrack”—that is, to go back to previously answered questions. If backtracking is permitted, you can go forward and backward to adjacent questions at any time using the test navigation arrows or to any question at any time using the **Question Completion Status** window. However, if backtracking is prohibited you can only move forward one question at a time, and you can only get to the end of the test to the **Submit** button by advancing through all questions one at a time. If your test has a time limit, you will need to keep this in mind in case you need to skip several questions to reach the end and click **Submit** before time expires.

If you are typing an answer in a text box, be aware that **neither Blackboard nor your browser saves text as you type it.** One option is to click the **Save** button next to the question frequently so the text you have typed so far will not be lost. Another option that perhaps is more secure is to type answers to essay questions first in Notepad, save it there, and then copy and paste the answer into the test's text box.

Trouble? Take a screenshot and contact your instructor or Helpdesk. Should you run into technical issues, take a screenshot – this information can be useful to your instructor or Helpdesk team and helpful for troubleshooting. Then, contact your professor or Helpdesk team immediately at 026569123 or send email to helpdesk@sorbonne.ae

Save as you go. Next to each answer, and at the top and bottom of the test page, is a Save button. Even though Blackboard will periodically auto-save your answers, do use the Save buttons frequently. This keeps your interaction with the server active, so the time-out issue from above goes away, and also gives you some reassurance that Blackboard received your answers.

Use a text editor like Notepad, Text Edit or MS Word are not allowed with Lockdown Browser to write your essay and short answer responses. While Blackboard does periodically save your answers.

Be aware of Auto-Submit! When you click on a Test link in Blackboard, you are directed to an interim page that gives you the test's instructions before you begin. Two important elements on this page are whether there's a **Timer** for the test and if the test will be auto submitted once the timer reaches its limit. If Auto-Submit is turned on, all saved answers are submitted when the timer hits its limit.

Submit. Submit. Submit! You may be inclined to get to the end of a test, click Save all Answers at the bottom of the page, and just close your browser. However, be sure to click Save and Submit if you are done. If you do not, your instructor will believe you are still in progress. Do not close the browser window or navigate to another site until you see the confirmation page.

After the Test

Understand Needs Grading. If any questions require the instructor to assign a grade individually, such as with short answers or essays, you will initially see an exclamation mark (Needs Grading) instead of your grade. Additionally, if you exceed a specified time limit, the Needs Grading status will also appear in place of a score.

No Grade Available. If the instructor to hide the test score , you will not able to see your test score , contact your instructor to check your score if it applicable .

Read the Feedback right. Your instructor can decide what you see when you Submit a test in Blackboard. The list of possibilities includes only a confirmation that the test was submitted, score per question, all possible answer choices, your submitted answers, the correct answers, and any textual feedback written into the test. You may also see some different permutation of the above after all students are graded or on a specific date.

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