

Notes on Taking Online Quizzes and Tests

Dial-Up Connections. You should avoid taking an online quiz or test over a dial-up connection if at all possible. During a quiz, and especially a longer test, it is very possible that the connection to your internet provider will be lost. While you are taking the test, your Internet provider's server will not detect any signal from your computer and will likely disconnect. You won't know this until you get an error message when you submit the test and it is too late. If your instructor has set the test to only allow one attempt, you will be locked out from taking it again without your instructor clearing the lock.

If you have a dial-up connection at home, you should take the test on another computer with a DSL or cable connection. An alternative would be to take it on a computer on campus.

If you have absolutely no alternative other than taking the test over a dial-up connection, there is one method you might try to avoid the problem described above. Open a separate browser window other than the one in which you are working on Blackboard. This browser can be set to any web page. Every few minutes, switch to this browser window and click the **Refresh** button. Then switch back to the browser window in which you are taking the test in Blackboard and continue working. By doing this every few minutes, you are letting the Internet provider's computer know that the connection is still active.

Other Considerations. Before taking an online quiz or test, consider the following points:

- Do not start during a storm or threat of a storm. Losing power, even if it just blinks, will more than likely cause the work you have completed to that point to be lost and likely lock you out from attempting the test again. Even if your power stays on, your Internet provider may have a problem which will have the same result.
- Do not wait until the last minute before the deadline to take an online test. If you encounter problems, you will need to let your instructor know so that he/she can assist you.
- Note whether the test has a time limit. In Blackboard, your instructor can set a limit on how much time you will have to complete the test. If there is a time limit, a clock counting the time elapsed will appear in the lower left corner of the browser window.
- If you have a problem, email or otherwise contact your instructor immediately. You can also email bbhelp@richmondcc.edu for technical assistance, but a system administrator will not clear a lock on a test without your instructor's permission and cannot answer questions about the course, a test, or test policies.