

Guidelines for Administering Blackboard Assessments in a Group/Computer Lab Setting

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These guidelines may help lessen the incidents of having students get “locked out” or “bumped off” a Blackboard quiz, especially when taking the quiz in a group or computer lab setting. These guidelines may not completely eliminate the problems but may help prevent them!

1. Rather than having every student click the Take quiz link all at the same time have students click the link in small groups, simply to avoid every student hitting the same link at the same time.

2. Remind students of the following:

- Open only one browser window and access Blackboard. Do not open other browser windows while taking a Blackboard assessment.
- Single-click, do not double-click on the Take quiz link.
- While the assessment page is displayed on the screen only answer the questions and scroll, if necessary, up and down the page. Do not use any other links or buttons.
- Do not use the Back button once the assessment page is displayed.
- Do not click on other buttons on the left side panel once the assessment is displayed.
- Do not leave the assessment page without completing the assessment and clicking the Submit button at the end.
- Single-click, do not double-click the Submit button to submit the assessment.
- After clicking the Submit button do not use the Back button to return to the assessment page.
- To check your score following an assessment, go to the Tools button and use the Check Grade link.

3. If a student is immediately locked out of an assessment the attempt can be reset with the Clear Attempt button. The Clear Attempt button is found by going to the Control Panel, to the Online Gradebook, to the Spreadsheet View and by clicking on the padlock in the cell for the student's score. The Clear Attempt button is in the upper right corner of the assessment page. Do not use the Clear Attempt button unless you are completely sure the student has been locked out. The padlock icon appears, also, when a student is taking an assessment and will change to a score when the assessment is submitted.