Blackboard Test Taking Tips for Students

Please read through the following tips for the best testing experience possible in Blackboard.

Technology Requirements

Operating Systems

Blackboard recommends students to use at least Windows XP, Vista, or Windows 7. Please note: Microsoft Office is **not** an operating system; therefore, there is no such thing as Windows 2007, only Office 2007 or 2010. This is a common mistake made by users.

Browsers

A browser is your portal to the Internet. There are quite a few on the market today including Internet Explorer, Mozilla Firefox, Apple Safari, and Google Chrome. Blackboard strongly recommends certain browsers for its users.

For users with Windows XP, Vista, or 7, Blackboard recommends the latest Mozilla Firefox, Google Chrome, or Internet Explorer 9. Tests are most stable in the latest Mozilla Firefox. Some audio and video perform better in Internet Explorer 9.

For users with Mac OS X 10.5 "Leopard," 10.6 "Snow Leopard," or 10.7 "Lion," Blackboard recommends using the latest Mozilla Firefox or Safari. Tests are most stable in Firefox. Some audio and video perform better when users have Flip4Mac installed.

Programs and Plug-ins

There are four programs we recommend you have loaded on your computer. These programs include Microsoft Internet Explorer 9 and Mozilla Firefox. These are free downloads and will be your preferred browsers when using Blackboard. On a PC we also recommend Windows Media Player and Apple QuickTime for viewing media files. For Macs, we recommend Flip4Mac to view audio and video files. These are also free downloads and will be your preferred media players when using Blackboard.

There are three plug-ins we recommend you load on your computer. These plug-ins include Adobe Reader, Adobe Flash, and Java. These are also free downloads and are the most commonly used plug-ins for students. Links to these programs and plug-ins can be found on the distance education website at www.cccc.edu/de.

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Test Taking Best Practices

- Once you begin your exam, do not have more windows open than you need at one time.

- When selecting an answer in a question with radio buttons, be sure to select your answer and then click away in the empty white space before scrolling or using the arrow to move up or down on your screen. Otherwise, moving the mouse scroll wheel or using the arrow keys could make the most recently selected answer change.

- One acceptable window may be Windows Notepad or Microsoft Word. You can type your responses to essays and/or short answers and then copy/paste them into your test. That way, in case your test does not submit, your written work will be saved.

- If you are taking a test and suddenly get locked out, contact your instructor for assistance. The distance education department will not reset tests in courses.

Distance Education Contact Information

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