

# Blackboard Test Taking Tips for Students

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

## *Technology Requirements*

### **Operating Systems**

CCCC Distance Ed (DE) recommends students who are PC users to use at least Windows 7. Please note: Microsoft Office is not an operating system; therefore, there is no such thing as Windows 2013, only Office 2013 or 2016. This is a common mistake made by users. DE recommends students who use a Mac to use OSX 10.10 "Yosemite" or higher.



### **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. DE strongly recommends certain browsers for its users.

**For users with at least Windows 7**, DE recommends the most recent stable release of Internet Explorer, Mozilla Firefox, or Google Chrome. Tests are most stable in the Firefox, however, some audio and video perform better in Internet Explorer.

**For users with Mac OSX 10.10 "Yosemite" or higher**, DE recommends using the latest Mozilla Firefox, Google Chrome, or Safari browsers. Tests are most stable in Firefox.

### **Plug-ins**

There are three plug-ins we recommend you have on your computer. These plug-ins include Adobe Reader, Adobe Flash, and JRE (Java Runtime Environment). These are free downloads and are the most commonly used plug-ins for students. Links to these programs can be found on the [distance education website](http://www.cccc.edu/distanceeducation) (www.cccc.edu/distanceeducation).



For more information regarding browser support, including a Browser Checker, visit [Browser Support for October 2014 release](http://tinyurl.com/pedg55r) (http://tinyurl.com/pedg55r).

## ***Test Taking Best Practices***

Do not have more windows and/or tabs open than you need at one time once you begin your exam.

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 keys 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.

You can type your responses to essays and/or short answers into a word processor (Microsoft Word, Notepad, etc.) and then copy/paste them into your test. Doing this will allow your written work to be saved if your Internet has a glitch or your test does not submit.

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***

**Email:** [destaff@cccc.edu](mailto:destaff@cccc.edu) **Phone:** 919-718-7529