

Testing Best Practices for Students

- Use the latest version of Mozilla Firefox Web Browser.
(<http://www.mozilla.org/en-US/firefox/fx/>)
- Be sure the computer is up to date with needed applications for use in Blackboard. Navigate to this site (<http://www.yc.edu/v4content/teaching-and-elearning-support/students/hardware-software.htm>) and select "Test Browser". If anything is needed on the computer, there are directions to follow
- Close and restart the Web Browser before entering the test
- Disable Pop Up Blockers
- Be Prepared for the test. Make sure when you select the option to begin, there will be no other distractions
- Save and Save often. By selecting the save option, Blackboard notes activity in the test. If there is no activity shown, Blackboard disables the Internet Service Provider (ISP)
- **Close all other software programs on your computer and do not open any during testing**
- **Have a secure connection to the internet** rather than wireless to take an online test.
- Only have **one browser window opened to Blackboard**
- Yavapai College performs maintenance every day from 3:00 AM – 4:00 AM. Do not start a test during this time frame
- Clear **the cache on your computer** before starting a test to mitigate potential problems. In Mozilla Firefox, click the TOOLS menu. Select CLEAR RECENT HISTORY (on MAC, this is CLEAR PRIVATE DATA). Select all checkboxes in the DETAILS and then click CLEAR NOW
- DO NOT **use the browsers back, forward and refresh buttons** during a test.
- **Do not double-click the start button on a test** while waiting for it to load. This can cause multiple instances of the exam to open, leading to some confusion.
- **If you are disconnected from your test session** for any reason, 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 regarding this*.
- If questions appear one at a time, select the SINGLE arrow to advance to the next question.
- Be sure to select the Save and Submit option when the test is completed
- **If you are not certain that your test submission was acknowledged at the end, contact your professor immediately**

