



### Test-taking strategies

- **If you experience trouble during an exam --**  
First, contact your instructor. The Blackboard support team cannot do much because tests under the instructor's purview. Try clearing your browser cookies and re-taking the test.
- **Mobile devices are good for lots of things, but test taking is not one of them!**  
Use the Google Chrome browser on a desktop or laptop computer.
- **Log directly into Blackboard --**  
Blackboard will not log you out of a test but WConnect might. The best address is: <http://bb.wpunj.edu/>
- **Use a wired connection, if possible –**  
Wireless computers are handy but wired computers provide the most stable connections.
- **Write essays offline on a text editor –**  
There are two issues here:
  - a. When you write an essay or short-answer question on a text editor, you have a copy of the content. If something happens to the test software, you will still have the content saved locally.
  - b. Word processors feature formatting that is invisible to the writer. Copying content from a word processor (MS Word or Mac Pages copies formatting along with the text and the formatting often does not mesh with Blackboard. All computers come with text editors (Notepad for Windows, TextEdit for Mac) and you should write *and save* essays and short answers there, then copy them into Blackboard.
- **Be a careful typist!**  
Try to avoid Backspace, Tab, and Delete. These keys aren't "no go" zones but anecdotal data suggests that they *can* create problems
- **Save answers as you go --**  
*Answer save, answer save, answer save!*
- **Avoid extra open software --**  
Open *one* version of the Chrome web browser and close everything else – except your text editor!

## Links:

### [IT Help Desk:](#)

The Help Desk *cannot* reset or re-open your test. Doing so would violate the instructor's prerogative. We can help your instructor reset a test for a student but that request *must come from the instructor*. However, the IT help desk address is a handy link for most technology-related problems, requests or reports.

### [Blackboard Student Support:](#)

This page features dozens of links related to the beginning of a semester, getting started, setting preferences, assessments, collaboration and more. It is also available by selecting the **Student Support button** across the top of the Blackboard course interface.

### [Taking an online test:](#)

A helpful 3-minute video

### [Checking your grades:](#)

A helpful 2 minute, 20 second video

### [Tests and Surveys](#)

Illustrated instructions, tips and a video for test-taking on Bb Learn