

Blackboard Online Assessment Guide for WSU Faculty – page 2

- Have a back-up plan in case of technical issues with the system. If Blackboard goes down, you may need to give a paper assessment instead. Wayne State has a campus license for Respondus, which can upload assessments to Blackboard and/or create paper assessments with answer keys. For more information about Respondus, call WSU's Office for Teaching and Learning at (313) 577-6448. Note: The Respondus software differs from the Respondus LockDown Browser described below.
- Provide students with a printed copy of the *Blackboard Online Assessment Guide for WSU Students* (available at <http://computing.wayne.edu/blackboard>) and/or have an electronic copy linked prominently from your Blackboard course Website.
- Also provide students with the following **contact information**, so they can report problems with Blackboard or the assessment when they occur.

Problems with logging into Blackboard: contact the Computing & Information Technology (C&IT) Help Desk at (313) 577-4778 or helpdesk@wayne.edu during office hours.

Problems with an assessment: Contact the instructor or report the problem in writing.

- Make sure that someone with 'Instructor,' 'Teaching Assistant,' or 'Grader' access to the course is available while students are allowed to take the assessment. Neither the C&IT Help Desk nor the Blackboard Support Team can reset an assessment for a student.
- For proctored exams, if more than 15 students are scheduled to take an assessment in Blackboard at the same time, please have students access the assessment in groups of 10. Having any more than 10 to 15 students begin an assessment at the same time can cause Blackboard to respond slowly for the whole campus.

During the Assessment:

- You may elect to clear an attempt for a student who reports a problem with an assessment. The Lock icon in the Gradebook generally indicates that an assessment is in progress, but also can indicate a loss of connectivity to Blackboard. Note that clearing out an assessment that is in progress will irreversibly erase that attempt and any answers associated with it.
- If you enable Force Completion and a student has a problem during an exam, you can un-check Force Completion to allow the student to resume an assessment from where he/she left off (located under Test Options). Otherwise, the student will have to start over from the beginning. You then must re-check the Force Completion option after the student has logged back into the assessment to prevent others from retaking the assessment.
- If a student submits the assessment and receives an error message, tell him or her to click the Back button one time and print the assessment. Note, however, that a student cannot print an assessment if it was deployed using Respondus LockDown Browser.

About Respondus LockDown Browser:

- Respondus LockDown Browser is a customized browser that increases the security of online testing in Blackboard. When students use Respondus LockDown Browser to take a Blackboard test, they are unable to print, copy, go to another Website, access other applications, or close a test until it is submitted for grading. It functions much like a standard browser, but some options have been removed or work differently.

More on next page...

Blackboard Online Assessment Guide for WSU Faculty – page 3

- Respondus LockDown Browser is not the same as, but it does work with, the Respondus software available through WSU's Office for Teaching and Learning. Using Respondus, you can manage, create, and upload exams to Blackboard.
- If you set up a test so that it requires students to use Respondus LockDown Browser, they will not be able to take the test with a standard Web browser.
- Respondus LockDown Browser is best used by students in a proctored exam environment. No technology can completely eliminate dishonest behavior, but studies have found that effective proctoring of exams can eliminate most opportunities. Some Wayne State computer labs already have the Respondus LockDown Browser installed on their computers for proctored group assessments.
- Respondus LockDown Browser software must be installed on each computer that is to be used by students to take a Blackboard assessment requiring the LockDown Browser (home, personal, lab, or work).
- This software is available to students and instructors as a free download from C&IT's Software Clearinghouse at <http://clearinghouse.wayne.edu/currentsite/downloads.htm>.
- A *Respondus LockDown Browser Instructor Quick Start Guide (Blackboard Edition)* is available for instructors on C&IT's Website at <http://computing.wayne.edu/blackboard>. This PDF file is very clear and well written and includes references to additional training and support resources.
- We recommend that you provide students with a printed copy of the *Respondus LockDown Browser Student Quick Start Guide (Blackboard Edition)*, and/or have an electronic copy linked prominently from your Blackboard course Website. This one-page PDF file is available on C&IT's Website at <http://computing.wayne.edu/blackboard>.

This *Blackboard Online Assessment Guide for WSU Faculty: Tips for Success* is provided to faculty by the Blackboard Support Team in WSU Computing & Information Technology. Please direct questions/comments/concerns to us at bbadmin@wayne.edu.

The WSU Office for Teaching and Learning offers Blackboard assessment workshops. The OTL workshop calendar can be found at <http://www.otl.wayne.edu/workshops.html>.