

Test 1- Blackboard Exams

Platform: Lenovo Laptop

OS: Windows 7 Enterprise

Java Version: V6 U24

Browser: Firefox 5.0

Internet Provider: Comcast

Connection Type: Wireless (Linksys)

Started: 9:05 PM

Submitted: 11:31 PM

Duration: 2 hours 26 min

Test Parameters

Number of Questions: 50

Questions Type: Short Essay

Question of Delivery: One question at a time.

Multiple Attempts: Not allowed. This Test can only be taken once.

Force Completion: Once started, this Test must be completed in one sitting. Do not leave the Test before clicking **Save and Submit**. This Test does not allow backtracking. Changes to the answer after submission are prohibited.

Testing Behaviors

For each question I used different methods to populate the answer. For example: cut and pasted from Word, copied from a webpage, typed directly in the text editor. I used different formatting options. I left the page inactive for different amounts of time. Inactive meaning I did not click in the window at all during the wait time. The longest I waited was 20 minutes before returning to Blackboard and submitting an answer.

I used the Save Answer button on the first 25 questions. I did not use the Save Answer button for the last 25 questions. When using the Save Answer button, I never got a wait for more than a few seconds. Clicking the Save Button does not move you to the next question. You return to the same question for which you can edit. The arrow button is used to move to the next question.

Observations

1. When in an exam the course menu panel is available on the left side of the screen. If the student thinks at any time during the exam they can click on a course menu item and the Force Completion option is applied then the student is kicked out of the test.
2. For the student claimed that uninstalling Firefox 6.0 and reinstalling Firefox 3.6 fixed the problem.
 - There may have been other variables involved as to why this fixed the issue unrelated to the version of browser.
 - Uninstalling and reinstalling the browser may have fixed the issue regardless of what version. Installing and reinstalling the same version may have produced the same results. There can be settings in a browser was causing the issue, such as a proxy setting that a clean install could have fixed.

- Did the client use any of the recommendations in addition to the browser change? If so, then one of these may have played a role in fixing the problem

Results

1. The only error I received was a backtracking warning; however I did not click on the back arrow key in the browser to get this message, but rather the forward button in the exam. The back arrow key in the exam is not available when the professor sets this option. I tried to duplicate this, but could not. I got an error indicating I could not back track. After clicking OK I was able to return to the exam.

If students have this issue, then they may think they are out of the exam at this point. If they click any button other than the OK, then they are kicked out at this point.

2. At 11:25 PM – Question 48 – next question took over 45 seconds. I got worried at this point, but it did finally go. It was the only one out of 50 questions that did this.

Test 2 – Blackboard Exams

Platform: Lenovo Laptop

OS: Windows 7 Enterprise

Java Version: V6 U24

Browser: Firefox 6.0

Internet Provider: Comcast

Connection Type: Wireless (Linksys)

Started: 11:47 PM

Submitted: 1:00 (BB went down for maintenance).

Duration:

Test Parameters

Number of Questions: 50

Questions Type: Short Essay

Question of Delivery: One question at a time.

Multiple Attempts: Not allowed. This Test can only be taken once.

Force Completion: Once started, this Test must be completed in one sitting. Do not leave the Test before clicking **Save and Submit**. This Test does not allow backtracking. Changes to the answer after submission are prohibited.

Testing Behaviors

For each question I used different methods to populate the answer. For example: cut and pasted from Word, copied from a webpage, typed directly in the text editor. I also used different formatting options. I left the page inactive for different amounts of time. Inactive meaning I did not click in the window at all during the wait time. The longest I waited was 20 minutes before returning to Blackboard and submitting an answer.

I used the Save Answer button on the first 25 questions. I did not use the Save Answer button for the last 25 questions. When using the Save Answer button, I never got a wait for more than a few

seconds. Clicking the Save Button does not move you to the next question. You return to the same question for which you can edit. The arrow button is used to move to the next question.

Observations (Same in both tests)

1. When in an exam the course menu panel is available on the left side of the screen. If the student thinks at any time during the exam they can click on a course menu item and the Force Completion option is applied then the student is kicked out of the test.

2. Student claimed that uninstalling Firefox 6.0 and reinstalling Firefox 3.6 fixed the problem.
 - There may have been other variables involved as to why this fixed the issue unrelated to the version of browser.
 - Uninstalling and reinstalling the browser may have fixed the issue regardless of what version. Installing and reinstalling the same version may have produced the same results. There can be settings in a browser was causing the issue, such as a proxy setting that a clean install would have fixed.
 - Did the client use any of the recommendations in addition to the browser change? If so, then one of these may have played a role in fixing the problem

Results

1. I was just over an hour in the exam and it went down for the weekly maintenance. I was able to get through the testing behaviors above and couldn't reproduce the issue. There were no delays in saving or navigating to the next question. I received no errors of any kind.