Points to note for students regarding Blackboard assignment and test submissions

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Preparation

1. Read through the user guides:
    - Blackboard Help Center: Assessments (https://help.anthology.com/blackboard/student/en/assessments.html)
    - Integration between Blackboard and O365 (Insert Content > Cloud Storage > OneDrive) is NOT available. Please attach your file directly from your local device.
2. Please **reserve ample time** for submitting assignment or test attempts to Blackboard.
3. It is advised to **update the browser and the operating system (OS) to the latest available versions** before accessing Blackboard (Blackboard Help Center: Browser Support (https://help.anthology.com/blackboard/student/en/getting-started/supported-browsers.html)).
4. Students **should use a computer and the web version of Blackboard (https://blackboard.cuhk.edu.hk (https://blackboard.cuhk.edu.hk)) (instead of Blackboard App)** to complete Blackboard assignments or tests.
5. Students should ensure they have accessed to a **stable network** before submitting assignment or test attempts on Blackboard. If needed, students in Mainland China can register for CUHK VPN Add-On Service (https://help.edtech.cuhk.edu.hk/docs/pilot-cuhk-vpn-add-on-service).
6. 2FA (DUO Two Factor Authentication) (https://www.itsc.cuhk.edu.hk/all-it/information-security/two-factor-authentication-2fa/) is required for accessing Blackboard. Avoid changing your phone right before the assessment. Ensure that you have successfully enrolled your account and registered your device in DUO. Additionally, please check and attempt to sign on to Blackboard before the assessment.
7. Students can practice submitting assessments in the **Blackboard Learn Exam Trial Course** (https://help.edtech.cuhk.edu.hk/docs/blackboard-learn-exam-trial).
8. If you are required to use Respondus Lockdown Browser (LDB) (https://help.edtech.cuhk.edu.hk/docs/using-respondus-lockdown-browser-and-a-webcam-for-online-exams-for-cuhk-students), please **check and update LDB to the latest version** (https://support.respondus.com/hc/en-us/articles/4409607243035-How-to-update-LockDown-Browser) and perform **self-practice** (https://help.edtech.cuhk.edu.hk/docs/blackboard-learn-exam-trial) **after updating it**.
    - If you are unable to activate your camera or microphone, you may try temporarily turning off your anti-virus software (such as Kaspersky) and accessing the test again via LockDown Browser. More troubleshooting tips are available from Respondus Support: Spinning Wheel During Webcam Check (https://support.respondus.com/hc/en-us/articles/4409595685019-Spinning-Wheel-During-Webcam-Check).

During Assessments

1. **Avoid accessing the same assessment from multiple browser sessions at the same time**, as this may affect file uploads.
2. Students **should avoid refreshing the page / closing window / clicking the 'Go back' button in the browser** while taking Blackboard tests. (See Tips for taking a test (Original) (https://help.anthology.com/blackboard/student/en/original-course-view/tests-and-surveys.html#tips-for-taking-a-test), Tips for taking a test (Ultra) (https://help.anthology.com/blackboard/student/en/assessments/prepare-for-an-assessment.html#id69844)).
3. Please check regularly to see if the answers are automatically saved while taking the test on Blackboard.
    - Every time an answer has been auto saved, you will see a Last saved notification at the bottom of the assessment.
    - YouTube Video: Test Taking and Submission (https://www.youtube.com/watch?v=Kkuldu3rrE0&list=PLontYaReEU1vndBOA5qA-u_Gwyh9xk8U3&index=24)
    - Blackboard Help Center: Submit an Assessment

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(https://help.anthology.com/blackboard/student/en/assessments/submit-an-assessment.html)

4. To prevent session timeout, **avoid leaving Blackboard idle for a long period of time before submitting attempts**.
5. For long answers, if feasible, students could consider **saving their answers on their computers (as a backup) before uploading them to Blackboard**. This prevents the loss of answers due to session timeout or disconnection.
6. If students encounter any issues when submitting attempts on Blackboard, they should **report them to their instructors and/or TA immediately**.

After Submissions

1. Students should **make sure they have submitted their assignment or test attempts to Blackboard successfully**.
    - **Assignment and Test (Ultra):** See Blackboard Help Center: Submit an Assessment (https://help.anthology.com/blackboard/student/en/assessments/submit-an-assessment.html)
        - Students will see and receive an email copy of the submission receipt after a successful submission. Please **check the details, including the "Submission size", in the email and the submission receipt.** Students should keep the email and the submission receipt as a record. In case you cannot receive the email, you should check if the submission is successful on Blackboard.
        - Depending on the assessment settings and visibility, you could review your submissions by navigating to the respective assessment.

Please contact us at ITSC Service Desk (https://servicedesk.itsc.cuhk.edu.hk) or elearning@cuhk.edu.hk () if you have questions.

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