



Taking Quizzes in D2L Brightspace

In the quizzes tool on D2L Brightspace, your instructor might assign you quizzes, tests, or exams.

Important Notes for D2L Quizzes:

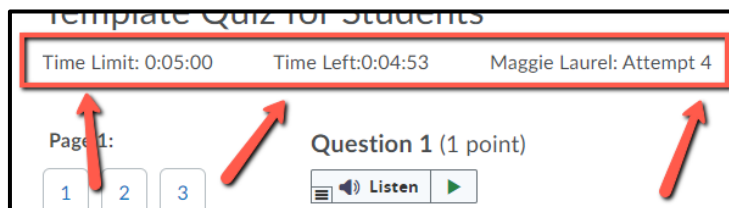
- 1) **Using Respondus LockDown Browser on D2L Quizzes:** We have a separate user guide specifically for using Respondus – please reference that on our Center for Teaching and Learning Student Resources Website.

Quiz Requirements

You must use the **Respondus LockDown Browser** to take this quiz.

- 2) **Understanding Quiz Time Limits:** Many quizzes have enforced time limits. Make sure you understand your time restrictions before taking a quiz.
 - a) On each page in the quiz, you can view the **Time Limit**, the **Time Left**, and the number of **Attempts** you get on that quiz.
 - i) **Time Limit:** The total time (in hours, minutes, and seconds) to take and submit the quiz.
 - ii) **Time Left:** The time spent (in hours, minutes, and seconds) taking the current quiz attempt. Note that the time counts down from the start of the quiz, and the time doesn't pause even if you exit the quiz.
 - iii) **Attempt:** The quiz attempt you are currently taking. Typically, you will only get 1 attempt per quiz.

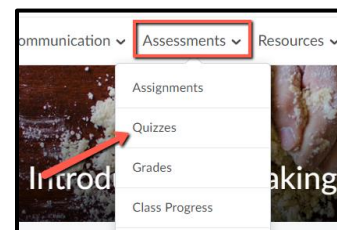
- b) **Important:** Remember the quiz timer continues to count down the time allowed for the quiz attempt even if you close your browser or navigate away from D2L.



- 3) **Viewing Quiz Results and Feedback:** We have a separate user guide specifically for viewing quiz results - please reference that on our Center for Teaching and Learning Student Resources Website.

Taking a Quiz on D2L:

- 1) From the course navigation bar, click **Assessments** and then click **Quizzes**. Then, select the quiz you want to complete.
- 2) View the instructions and details for the quiz.
 - a) **Current Time:** The time you access the quiz Summary page.

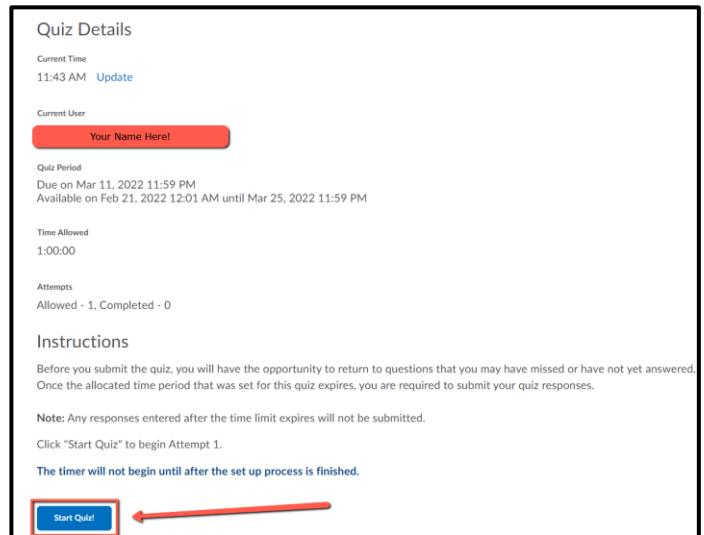




- b) **Quiz Period:** The start date, due date, and end date for the quiz. If a quiz does not have dates listed, the quiz can be completed anytime during the course.
- c) **Time allowed:** The time limit you have to respond to the questions in the quiz.
- d) **Attempts:** The number of times (i.e. attempts) you can take the quiz.
- e) **Instructions:** General instructions for taking a quiz, including saving your responses, navigating through pages (if applicable), and starting the quiz.

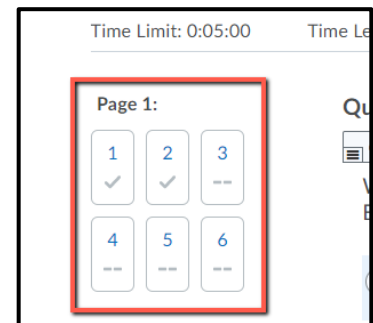
3) When you are ready to start the quiz, click **Start Quiz**.

- a) Note: If the **Start Quiz** button doesn't appear on the page, scroll down to the D2L Troubleshooting section of this document for more assistance!



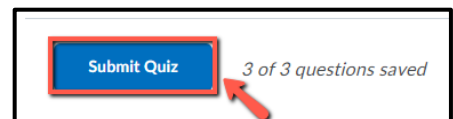
4) Respond to the questions in the quiz attempt.

- a) The **navigation bar** on the left side of the page shows you the total number of questions on the quiz. Questions will be shown with a checkmark once you have answered the question, and it has auto-saved. Please note, this feature may not display if you are using a device with a smaller screen, or mobile device!
 - i) **Selected response questions** (multiple choice, true and false, matching, and ordering) are saved automatically when a radio button, drop-down menu, or checkbox is selected.
 - ii) **Text input questions** (short answer, fill-in-the-blank, arithmetic, significant figure, and plain-text written response questions) auto-save every 10 to 15 seconds.
 - iii) **HTML-enabled written response** questions save when the mouse cursor is clicked outside the text response area.
- b) If applicable to the quiz, navigate between the quiz pages using the **Next Page** or **Previous Page** buttons.



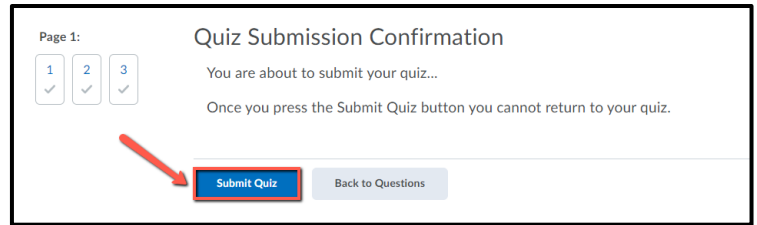
5) Once you have answered all the questions, click the **Submit Quiz** button on a quiz page.

- a) A confirmation page may display with information about any unanswered questions. To respond to the unanswered question, click the question link to return to the question.






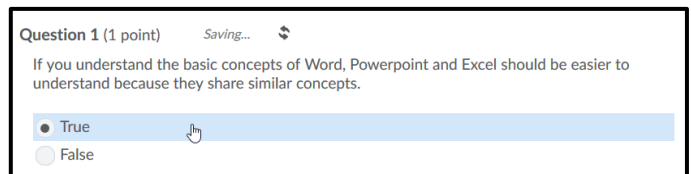
6) On the Quiz Submission Confirmation page, click **Submit Quiz** again to officially submit your work. You will not be able to return to this quiz attempt once you complete this step.



Troubleshooting D2L Quiz Issues:

- *What happens if my internet connection is lost during the quiz?*
 - If internet connectivity is lost during the quiz-taking process, you can continue to respond to questions in the quiz but your responses won't auto-save and the attempt won't submit until the internet connection is restored. View the 3 minute video on [what to expect if you lose internet connectivity during a quiz attempt](http://mediaspace.minnstate.edu/media/1_s27qv9fz) (mediaspace.minnstate.edu/media/1_s27qv9fz).

- *What should I do if a question is not automatically saving my responses?*
 - When responding to a quiz question, the question may not automatically switch from 'saving' to 'saved'. This sometimes occurs if the student is quickly clicking on answer choices, and the system does not update the 'saved' message as quickly. To resolve the issue, click on the  **restart save** icon next to the question to re-trigger the 'saved' message to display.



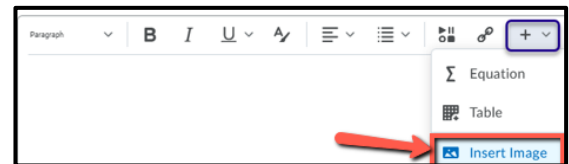
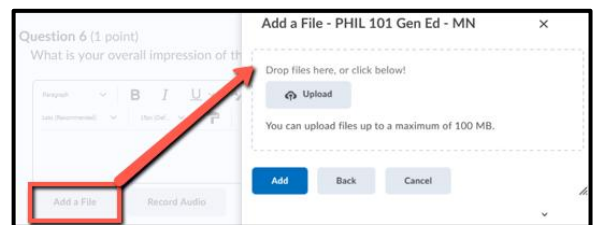
- *My page is unresponsive – I can't select any question responses or submit my quiz attempt.*
 - When the quiz page becomes unresponsive (such as buttons do not respond when clicking or pressing on them, and the page does not update when attempting to move to a different page in the quiz), the issue is typically related to an internet connection timeout. When internet connectivity is lost while taking a quiz attempt, responses to questions in the quiz often don't auto-save and the attempt doesn't submit until the internet connection is restored.
 - It is recommended that you open a new Internet browser tab to re-establish your Internet connection. Once the Internet connection is re-established, you should be able to continue responding to questions in your quiz attempt.
 - **Note: This workaround is not applicable to quizzes that are restricted to the Respondus LockDown Browser.**
 - Open a **new browser** window.



- Copy the URL of the quiz from your first browser tab, and paste it into the new browser window.
- In the new browser tab, you should now be able to respond to and save your answers to the quiz questions.
- When ready, remember to submit your quiz attempt in the new browser tab.
- After you've submitted your quiz, close the original browser tab in which the questions were not responding.
- **Important:** If the time ran out while taking a quiz, please contact your instructor about your in-progress quiz attempt and the technical issue you have experienced.

➤ *I need to attach files to my question response.*

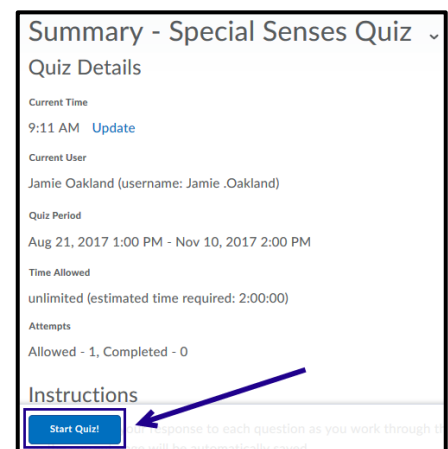
- To upload an existing file from your device, select the **Add File** button > **My Computer** to upload a file attachment. With this option, the file is attached underneath the text response field.
- Use the **Insert Images** > **My Computer** option to embed image file types from your device. With this option, the image is embedded within the text response field.



➤ *I am trying to start my quiz, but the **Start Quiz** button is not showing up?*

- Typically, when the 'Start Quiz' button is not available for a quiz it means the quiz is no longer open to take it (the end date is closed), the quiz has requirements that must be met first, or the quiz requires a third-party software (such as the Respondus LockDown Browser). Follow the following steps to troubleshoot the quiz.

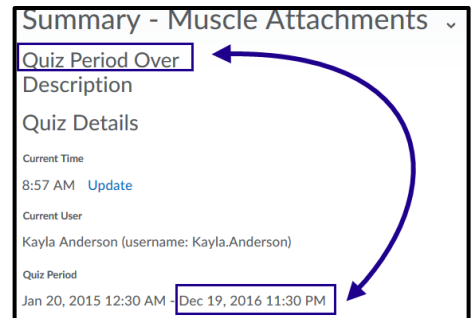
1. In the Quizzes tool, is the quiz listed?
 - No. Ask your instructor about the quiz.
 - Yes. Try the next step.
2. Click on the quiz's name.
3. On the quiz Summary page, does the **Start Quiz** button display?
 - Yes. Click the **Start Quiz** button to start the quiz.
 - No. Try the next step.





4. On the Summary page, does it list: 'Quiz Period Over' or 'Quiz Period Not Started'?

- Yes. The quiz has closed or has not started yet. Check the quiz dates on this page. Contact your instructor to ask about the quiz dates if they don't align with the course schedule.
- No. Try the next step.



5. Did your instructor give you special access to the quiz, so you could take it?

- Yes. The special access dates or attempts need to be adjusted for you to take the quiz. Contact your instructor to ask about the special access dates or attempts. Your instructor can be review and adjust your special access to the quiz.
- No. Try the next step.

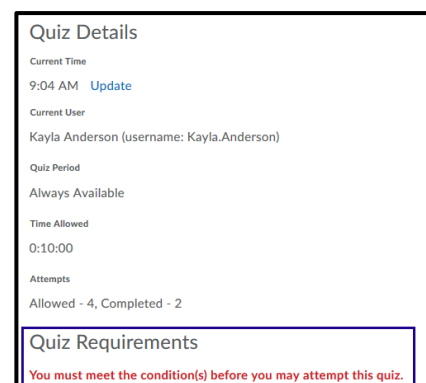
6. Does the quiz page display the following message: "To take this quiz you must use the Respondus LockDown Browser"?

- Yes. The Respondus LockDown Browser must be downloaded and launched to take the quiz. We have a separate user guide specifically for using Respondus – please reference that on our Learning Technology Support Website.
- No. Try the next step.



7. Does the quiz page display the following message: "You must meet the condition(s) before you may attempt this quiz"?

- Yes. The quiz has release conditions that you need to complete before you can start the quiz. Please contact your instructor to ask what release conditions you need to completed before you can take the quiz.
- No. Try the next step.



8. If none of the above has helped, no worries! We are here to help! You may reach us – **the Inver Hills and DCTC Learning Support team** – by submitting a request at [this link](#). We will get back to you as quickly as possible!