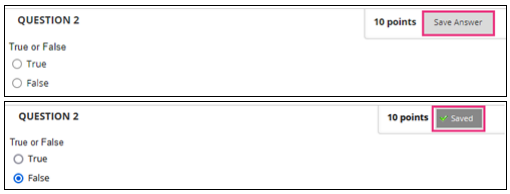
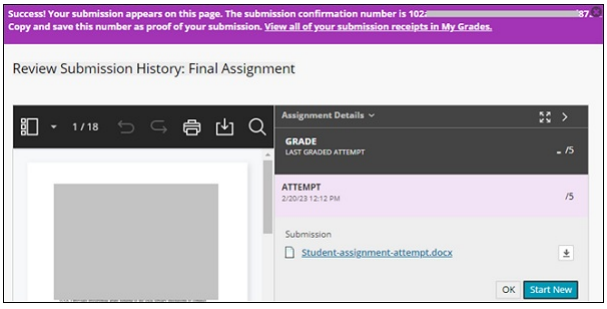
Points to note for students regarding Blackboard assignment and test submissions

Last Modified on 03/06/2024 11:23 am HKT

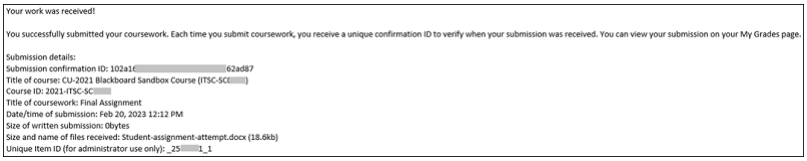
1. Please **reserve ample time** for submitting assignment or test attempts to Blackboard.
2. Students **should use a computer and the web version of Blackboard (https://blackboard.cuhk.edu.hk** (https://blackboard.cuhk.edu.hk)**) (instead of Blackboard App)** to complete assignments or tests on Blackboard.
   - For assignments: "Confirmation numbers and email notifications for submission receipts are not available in the app" (Blackboard Help: Tests and Assignments in the Blackboard App (https://help.blackboard.com/Blackboard_App/Tests_and_Assignments)).
   - For tests: Blackboard App does NOT support all question types (Blackboard Help: Tests and Assignments in the Blackboard App (https://help.blackboard.com/Blackboard_App/Tests_and_Assignments)). And there is no auto-save feature.
3. 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/blackboard-online-test-best-practices-for-teachers-and-supporting-staff).
4. 2FA (DUO Two Factor Authentication) (https://www.itsc.cuhk.edu.hk/all-it/information-security/two-factor-authentication-2fa/) is required for accessing Blackboard, starting from 3 July 2024 for students. 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.
5. 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/support/index.php?/Knowledgebase/Article/View/326/0/how-to-update-lockdown-browser#:~:text=How%20to%20update%20LockDown%20Browser%20%2D%20Powered%20by%20Kayako%20Help%20Desk%20Software&text=For%20Windows%20users%2C%20start%20Respon and **perform self-practice** (https://www.cuhk.edu.hk/eLearning/c_systems/blackboard/Blackboard-OnlineCourse-CU-ITSC-EXAM-TRIAL.pdf) **after updating it**.
6. 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 (https://help.blackboard.com/Learn/Student/Original/Tests_and_Surveys)'). Please also check the 'Save Answer / Saved' button regularly to see if the answers are automatically saved while taking the test on Blackboard.



7. To prevent session timeout, **avoid leaving Blackboard idle for a long period of time before submitting attempts**.
8. For long answers, if feasible, students are advised to **save 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.
9. If students encounter any issues when submitting attempts on Blackboard, they should **record and report them to their instructors and/or TA immediately**.
10. Students should **make sure they have submitted their assignment or test attempts to Blackboard successfully**.
    - **Blackboard (Original Course View) Assignment: confirmation number and submission receipt**
      - Students will see a success message with a **confirmation number** after a successful submission. Please consider taking a screenshot and/or copy the information for the record. You could also check the submitted file by clicking the file name under 'Submission', and/or click the 'arrow down' button to download the file.



      - Students will also receive an **email copy of the submission receipt** after a successful submission. **Please check the details in the email.** Students should keep the email as a record. In case you cannot receive the email, you should check if the submission is successful on Blackboard.



      - Students can check the submission receipt under 'My Grades' > 'Submitted' if it is set to be shown to students.

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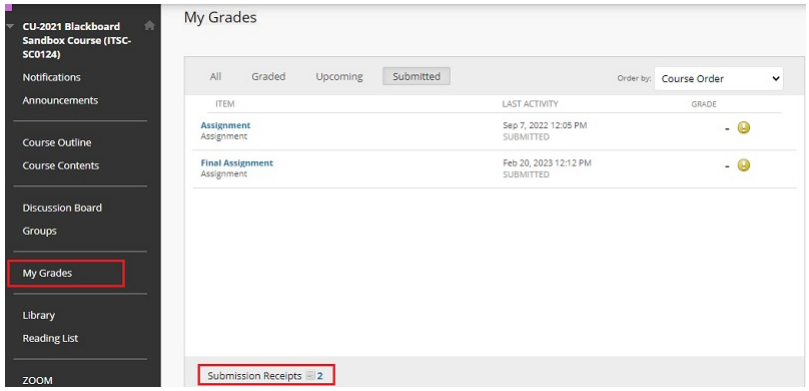
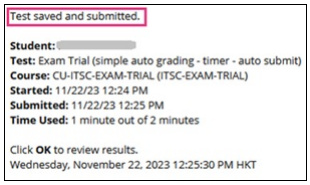


- For more information, please refer to Blackboard Help: Common Questions About Assignments (https://help.blackboard.com/Learn/Student/Original/Assignments/Assignments_FAQ) (See 'How do I check that my assignment was submitted?').

- **Blackboard (Original Course View) Test: "Test saved and submitted"**
  - After submitting a test, please make sure you can see the success message: **"Test saved and submitted"**.



- **Blackboard (Ultra Course View) Assignment and Test:** Please refer to Blackboard Help: Assessment Submission Confirmation (https://help.blackboard.com/Learn/Student/Ultra/Assignments/Submit_Assignments/Confirmation)

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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