Using Respondus to Create and Distribute
Blackboard Tests and Quizzes at Radford University

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STARTING RESPONDUS

1. Start Respondus for the first time by clicking the Respondus desktop icon or by selecting Respondus from the programs menu.

2. When you start Respondus for the first time you will be prompted to provide three pieces of information (This information is available by logging-in to Blackboard and entering the course titled “RU Blackboard Resource Center”):
   a. Institution Name
   b. Local Support Contact(s)
   c. Installation Password. When prompted, enter information EXACTLY as it appears below. Click License when you have finished entering the information.

SET RESPONDUS PERSONALITY

1. Respondus will prompt you to select a “personality” for Respondus. This adjusts the type of information that Respondus uses to create tests/quizzes based on the course management system that you will be using to distribute the tests/quizzes. Select “Blackboard 6/Vista 4” and click the OK button.

2. The Respondus Start Screen Appears. You are now ready to create a new Respondus file. A Respondus file contains test questions and all the information you need to publish a Blackboard quiz.
CREATE A NEW RESPONDUS FILE

1. Click the Create Icon to start a new Respondus File

2. The Create New File Menu will appear. From here enter information as depicted in the picture below and then click OK.

![Create New File Menu](image)

The file is created and you are automatically moved to the Respondus Edit Questions screen. Note: Respondus files are automatically stored in the folder …/Respondus/Projects. The “Respondus” folder is located at the location you specified during installation; usually C:/PROGRAMS/Respondus or C:/Program Files/Respondus.
1. To add a question to the Respondus file. From the Edit Questions screen select a question type from the left-hand sidebar menu. Multiple-Choice is selected in the example (displayed in the picture to the right).

2. The Question Editor appears to the right of the “Question Type” menu. Fill in information as needed and click Save Changes. Each question should have a title. The question title will help you locate the question in the quiz database and is also helpful if you decide to use advanced testing features at a later date. There is no standard format for question titles but experience has shown the author that the best title format is “subjectarea_000” For example, let’s say you want to create 4 questions on Newtonian physics. You might decide to title them as follows:
   a. Newtonphysics_001
   b. Newetonphysics_002
3. A summary of the question appears in the Question List (Located at the bottom of the Edit Questions screen).

<table>
<thead>
<tr>
<th>#</th>
<th>Title</th>
<th>Format</th>
<th>Question Wording</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Newton</td>
<td>Mult. Choice</td>
<td>Which of the following is one of Newton's laws?</td>
</tr>
</tbody>
</table>

4. Continue to add questions by selecting the question type, entering the appropriate information and clicking the Add to End of List button.
5. Repeat steps 1-4 until you have finished adding questions to the Respondus file. Note: You can make changes to a file by selecting its title from the Question List and then clicking “Modify”. You are now ready to apply “Settings” to the file. Click the Settings tab.

PREPARING SETTINGS

BASIC AND AVAILABILITY SETTINGS

1. From the Settings tab click the Basic & Availability button.
2. The Basic & Availability Screen appears

   **Basic & Availability**

   The quiz settings may be determined prior to publishing a file to WebCT Server (this is optional). When a file is published to WebCT Server, the “Apply settings” option must be selected in order to implement the quiz settings.

   **Basic Settings**

   - **Question Titles:**  
     - Show question titles (short names) when students view the quiz.
   - **Question delivery:**  
     - Deliver all the questions at once.
     - Deliver questions one at a time, where questions can be revisited
     - One at a time, where students cannot revisit answered or skipped questions
   - **Quiz Duration:** Unlimited
   - **Attempts Allowed:** 1
   - **Separation, a minimum of:**

   **Availability**

   - Available After: [MM/DD/YYYY HH:MM]
     - (No limits if you leave all boxes blank)
   - Available Until: [MM/DD/YYYY HH:MM]

   **Selective Release**

   [ ] Allow access as soon as the quiz is published.

Most of the basic and availability settings are fairly self-explanatory. Just make the appropriate selections and then click, “Security and Submissions” to move on to the next group of settings. For an overview of all options on the Basic and Availability screen see appendix B: Basic and Availability Settings Screen.
1. From the Blackboard Settings menu select Security and Submissions. The Security and Submissions screen appears.

<table>
<thead>
<tr>
<th>Security</th>
<th>Submissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Settings</td>
<td>Message: Display this message to the student after completing the quiz</td>
</tr>
<tr>
<td>Proctor password</td>
<td>Email: Send a copy of each student’s submission via e-mail to:</td>
</tr>
</tbody>
</table>

- **Security Settings.** The Security Settings are optional. They may be used to restrict access to the quiz/survey for security purposes. The settings do not change the Availability of the quiz/survey, they only change how it is accessed.

- **Proctor Password.** If nothing is entered in the text box, your students may access the quiz normally. Otherwise, your students will be asked for a password before entering the quiz. To successfully enter the quiz, the password the student enters must exactly match the text in the text box. This method is often used with proctored exams given in lab settings, as the exam proctor will give out the password at the beginning of the exam. This ensures that the correct students are accessing the quiz at the proper time.

- **IP Address Mask.** In order to limit quiz access to those coming from a specific group of computers, an IP address mask may be used. For example, if you only want computers bearing an RU IP address to view the quiz you might enter the following mask: 137.45.128.0. If nothing is entered in the IP Mask Number text box, then the quiz may be accessed from any computer.

Once security settings (if any) are selected you can move on to the next settings screen.
1. Invoke the Results screen by clicking Results in the Blackboard Settings menu.

The Results screen appears.

Selecting settings on the Results screen may be a bit confusing if you are not a regular user of the Blackboard quiz tool. A complete description of choices on this screen can be found in Appendix C: Result Settings. After completing your results settings you are ready to publish the quiz to Blackboard.
1. Click the Preview and Publish tab to begin.

2. Select Publish to Blackboard from the Preview and Publish menu.

3. Select the Publish Wizard

4. In the “WebCT 6 Server drop-down menu select “Add new Server”
   Select the “manual” select option and click “Next”

5. In the blank provided type http://webct6.radford.edu/ and then click the “extract” button.

6. Click the “Institutions” button and select “RADFORD UNIVERSITY”

7. In the description blank just type something memorable like “My RU Blackboard Connection”

8. Enter your username and password in the blanks provided. Optionally you may check the “Remember my username and password...” check box.

9. Click OK

10. Click “Next”

11. You are automatically returned to the Publish to Blackboard screen. Select the course to which you wish to publish the quiz from the “Group or Section” pull-down menu. Note: The course depicted below is for illustration purposes only. Your menu will be automatically populated with your Blackboard courses.
12. Blackboard stores all quiz questions into a database and then organizes the database by categories. If you have previously used the Blackboard quiz tool you may already have a category into which you would like to file the quiz questions. Otherwise you should create a category title for the questions that you are adding to the database. In the example below I created a new category called, “computer graphics quiz questions”. All questions in the current quiz will be filed under this category heading.

13. Set Actions to perform. By default Respondus will select the action, “Create/Replace quiz” and will select a quiz title for you based on the title of your Respondus file. Generally, you will not need to change these settings. However, you can elect to create a self-test or replace an existing quiz/test.

14. Click, “Next” to send your quiz to the Blackboard server. The Windows’ hourglass will appear. The time required to transfer the information to the Blackboard server depends on several factors:

   - the speed of your Internet connection
   - the speed of the server running Blackboard (and its current load)
   - the size of the quiz or survey you are publishing
   - the quantity and size of the media files being uploaded to Blackboard

15. In a typical situation, Respondus will complete the transfer of information to Blackboard in 15-30 seconds. However, this can increase to 5 or more minutes if a large number of media files are being uploaded. You will know that the transfer is complete when the Windows’ hourglass disappears and when the phrase "Completed successfully" appears in the "status" box. If a transfer was not entirely successful, these words will not be displayed.

   Once a file has been published to Blackboard, you should go to your course and confirm that everything was transferred to your expectation.
APPENDIX A: QUESTION TYPES

Question Types

Respondus allows you to create six different types of questions: Multiple Choice, True and False, Paragraph, Matching, Short Answer, and Multiple Response. Descriptions of each type appear below.

All question types require you to enter a "Title." The title can be up to 64 characters. If you do not enter a title, Respondus will use the first 20 characters from the "Question Wording" for it.

All question types have a "Question Wording" section. This is where the main body of the question is entered.

Some question types allow the entry of "feedback." If feedback is enabled for a particular quiz (determined later using the "Settings" menu), students will see the feedback for the answers they selected when they view their graded quiz. To enter feedback for a question (regardless of whether you later decide to have it displayed), select the Enable Feedback option on the left side of the screen. The form will then display fields where feedback can be entered. "General Feedback" can also be entered by clicking the [General Feedback] button and entering the desired information. (Note: If you deselect the Enable Feedback option, all feedback remains stored with the question. It simply does not display the feedback on the Edit screen until the option is reselected.)

Four buttons appear at the bottom of all edit forms. The [Add to End of List] button adds the current question to the end of the "Question List" (located at the bottom of the screen). The [Insert Into List] button lets you insert the current question into the Question List at a specified location. The [Clear Form] button will erase all data that currently shows in the form. Finally, the [Preview] button opens a browser-like window that lets you view how the question will display in the final quiz—feedback and scoring information is also shown in this window. The Preview button can be selected at any stage in the editing process.

MULTIPLE CHOICE QUESTION TYPE

Multiple Choice questions in Respondus allow up to 26 answer categories, but only one correct answer can (and must) be selected. You must also provide a point value for each question (the default setting is "1"). Keep in mind, though, that point values can only be transferred to Blackboard Server if an actual quiz is uploaded (opposed to just a question bank).

Tip: The easiest way to navigate between the "Answer" fields in Multiple Choice questions is to use the PageUp and PageDown keys.
Answer choices for multiple choice questions can be randomized during a Blackboard exam by selecting the "randomize answers" checkbox located just above the answers list. This feature is only supported in Blackboard 3.8 and higher, so will work at RU.

With survey files, correct answers and point values cannot be included with multiple choice questions. The task does, however, include a "Favorite Answer List" feature that allows you to store frequently used answer sets or scales (e.g., Strongly Agree, Agree, Disagree, Strongly Disagree). To create a Favorite Answer List, enter your answers in the Edit form and click the [Favorite Answer List] button. Then select the option to "Create a new answer list..." and give it a name that allows you to quickly identify it at a later time. From the Edit menu, to use a previously defined answer list, click the [Favorite Answer List] button, select the option "Use the Answer List selected below," select the answer list you want to use, and click [OK].

With Survey files, the Multiple Choice task also includes a "Multiple Response" checkbox that enables the respondent to select more than one answer.

**TRUE AND FALSE QUESTION TYPE**

With exam files, Respondus provides a separate question type for use with True and False items. This simplifies the editing process for the designer. When questions are transferred to Blackboard, the True and False questions are placed in Blackboard’s broader "Multiple Choice" category. Similarly, a "Yes and No" question type is available with survey files.

**PARAGRAPH QUESTION TYPE**

Paragraph question types (also known as "essay" questions) allow students to enter complete sentences or paragraphs for their answer.

If the "Enable Feedback" option is turned on, a correct answer can be provided. However, these questions must be graded manually in Blackboard.

The paragraph question type includes a "pre-fill Answer box" feature that allows an instructor to enter text that will appear in the answer box when the question is displayed during a quiz. This feature only supports plain text, although you may additionally include an equation if the Blackboard Server is version 3.7 or higher (such is the case at RU).

**MATCHING QUESTION TYPE**

Matching questions require students to match items from two columns.

There are two ways to create matching questions in Respondus. First, the designer may specify matching pairs for both the left and right columns—specifically, the correct match for the left column must be placed in the field immediately to the right. If this procedure is followed, it is not necessary to indicate the correct answer in the small column located at the far left. (Note it is possible to place extra answers in the right column. In this situation, the extra answers act as decoys and do not match any of the answers in the left column.)

The second approach for creating matching questions allows items in the right column to be placed in any order, but requires the correct answer for the match to be indicated in the small column located at the far left. This approach is especially suited for questions in which a long list of items (e.g., country names) is being matched to a relatively short list of items (e.g., type of government).
For example, the left list might contain 25 countries (Afghanistan, Albania, Algeria, Angola, Argentina, etc.) while the list on the right might display four types of government (Multi-Party Democracy, One-Party Regime, Military/Monarchical/Theocratic Regime, Disordered State). Instead of entering the type of government for each country, you can simply enter the letter of the correct answer in front of the country name.

In a matching question, the left column will be displayed to the student in the order information was entered. The right column appears as a list of drop-down menus that students can use to select the appropriate match. Answers in the drop-down menus are randomized.

Tip: The easiest way to navigate through the answer choices is to use the PageUp and PageDown keys. Press the PageDown key twice to move through the "correct match" field.

All answer choices are equally weighted with matching questions. So if a question has 10 matches, each match is worth 10%.

There are three choices for grading:

- Proportional to the Number Correct - All answers are equally weighted, without any penalty for incorrect answers. So if a student matches 8 of 10 items correctly, the score would be 80% on that question.
- All Points or None – The student must answer all items correctly in order to receive 100% credit. If any items are missed, no credit is given for the question.
- Right Less Wrong – This option sums the number of correct answers and then subtracts the number of wrong answers. Hence, if the student answers 8 items correctly and two items incorrectly, the score is 6 (8 correct - 2 incorrect).

**SHORT ANSWER QUESTION TYPE**

Short Answer questions (also known as fill-in-the-blank questions) require students to enter a word, short phrase, or string of characters. Since the computer automatically grades the answer, students must give an answer that exactly matches one of the answers provided by the teacher. The standard edit window in Respondus only allows one fill-in-the-blank answer per question. However, it is possible to create questions that have multiple answers (e.g., "Name the first 5 elements of the periodic table") by clicking the "Advanced" button that appears above the answer grid (this feature is explained later in this section).

Using the standard editing grid, Respondus allows the designer to provide multiple variants of the correct answer. For instance, if the answer to a question is "New York Yankees," the designer might enter each of the following as an acceptable answer:

- Yankees
- New York
- New York Yankees
- NY Yankees
Two types of credit can be given for short answer questions. The "Equals" (exact match) option requires the student to type an exact word or phrase, but ignores capitalization. The "Contains" option also requires the user to type an exact word or phrase, but it ignores extra words or characters that appear before or after the answer provided by the instructor. In addition, this option is case sensitive. (Note that the "regular expression" option is available for users who want to implement Perl scripting language for determining credit for short answer questions. The use of this feature is beyond the scope of this user guide.)

The short answer question type also provides advanced features.

**ADVANCED SHORT ANSWER QUESTIONS**

The "Advanced" button that appears above the answer grid in the short answer editor allows the creation of more sophisticated short answer questions. First, more than one correct answer can be required of the student (e.g., "Enter the names of the first two men who walked on the moon?"). Second, the order of the correct answers can be specified (e.g., "In the first blank enter the name of the first man to walk the moon. In the second blank enter the name of the second man to walk on the moon."). Third, it is possible to assign different point values for each answer choice (e.g., Neil Armstrong = 40% of the point value, Buzz Aldrin = 60% of the point value).

To begin, click the "Advanced" button to change the standard answer grid to the advanced answer grid. If the question requires students to fill in two or more answer blanks, but the order in which the answers are entered doesn’t matter, then simply list each correct answer in the wide grid section at the right.

| A | Armstrong |
| B | Aldrin    |
| C |           |

However, if the question requires students to fill in two or more answers, and the order in which the answers are entered does matter, then the middle column in the grid should be used to specify the position of each correct answer. For example, if the first answer must be entered as "Armstrong" and the second answer must be entered as "Aldrin," then the grid should look like this:

| A | 1  | Armstrong |
| B | 2  | Aldrin    |
| C |    |           |

If you want to allow multiple variants for each correct answer, that too can be accomplished if each answer choice has a specified order. For example, consider the following question: "In the first blank below, enter the name of either astronaut who walked on the moon as part of the Apollo 11 mission. In the second blank, provide the name of the astronaut who orbited around the moon in the mother ship, but never walked on the moon."

| A | 1  | Armstrong |
| B | 1  | Aldrin    |
| C | 2  | Collins   |
Finally, it is possible to distribute the point value for each correct answer according to the percentages specified in the leftmost column. For example, if the total point value for the following question is worth 10 points, the instructor might assign one answer a higher percentage of these points: "Who were the first two astronauts to walk on the moon?"

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>40.0</td>
<td>Armstrong</td>
</tr>
<tr>
<td>B</td>
<td>60.0</td>
<td>Aldrin</td>
</tr>
<tr>
<td>C</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In this example, students who provide the correct answer of "Armstrong," but do not provide the correct answer of "Aldrin," will only receive 40% of the point value (in this case 4 of 10 points).

**MULTIPLE RESPONSE QUESTION TYPE**

Respondus provides a separate question type for multiple choice questions that have more than one correct answer. The Multiple Response question type is very similar to Multiple Choice questions, except that students can (and should) select more than one correct answer. (When multiple response questions are transferred to Blackboard, they are placed in Blackboard’s broader "Multiple Choice" category.)

Tip: The easiest way to navigate through the answer choices is to use the PageUp and PageDown keys. Press the PageDown key twice to move through the "correct answer" field.

Answer choices for multiple response questions can be randomized during a Blackboard exam by selecting the "randomize answers" checkbox located just above the answers list. This feature is only supported in Blackboard 3.8 and higher.

In the column that precedes the answer categories, the letter "X" should be entered for all correct answers. Blackboard will assign equal value to all answers that are indicated as correct. Thus, if two of four answers are marked as correct, each correct answer will be worth 50% of the point value. If the designer selects three of four answers as being correct, each correct answer will be worth 33.3%.

It is also necessary to select the type of "Credit Given" for correct and incorrect answers. Respondus offers two choices: "Right Less Wrong" and "All Points or None".

The "All Points or None" setting is straightforward: if any portion of the answer is wrong, no points will be awarded for the question.

If the "Right Less Wrong" option is selected, incorrect choices are subtracted from correct choices. For example, if a student accurately selects the two answers out of four that are correct, but additionally selects a third answer that is wrong, she would receive 100% for answering the two questions correctly, minus 50% for the incorrect answer (for a total score of 50%).

It should be noted that the default setting in Respondus prevents the final point value for a question from being negative (thereby preventing a student from losing points for answering the question incorrectly). This setting can be overwritten once questions are published to Blackboard.

For advanced users, Respondus also allows the entry of percentage values for each multiple response item.
APPENDIX B: BASIC AND AVAILABILITY SETTINGS

BASIC SETTINGS

The section labeled Basic Settings includes settings that must be considered for most quizzes and surveys.

QUESTION TITLES

Select this check box to allow students to see the titles used when the questions were first created.

QUESTION DELIVERY

There are three options available for question delivery.

- The first option (Deliver all questions at once) corresponds to the standard option, which is to display all of the questions simultaneously on the screen. This method follows the delivery method of a paper exam where a student may view and answer questions in any order.

- The second option (Deliver questions one at a time, where questions can be revisited) provides the same flexibility to the student as option one, but displays only one question on the screen at a time.

- The third option (One at a time, where students cannot revisit answered or skipped items) is very different from the first two options. Like the second option, this option displays one question at a time; however, students must answer or skip each question before proceeding to the next question. Once a question has been answered or skipped, the student cannot revisit the question.

QUIZ DURATION : (QUIZZES ONLY)

The duration is the length of time the student has to complete the quiz. The clock starts when a student first accesses the quiz.

To set the duration for the quiz, select the units (day(s), hour(s), or minute(s)) from the drop-down menu and then type the number of desired units in the text box. To give students unlimited time on a quiz, select the "unlimited" option from the pull-down menu and do not specify any units in the text box.

Normally, the student may submit answers after time has expired. All of these events are logged so that it is easy to determine which students exceeded the set time limit, and by how much. You may set the quiz so that students cannot submit answers after their time is up. To do this, click the check box labeled Disallow submission if time has expired.

Warning: Use this feature with caution. This feature will not take into account that a student spent 30 minutes composing an answer and then attempted to submit the answer after the set time limit; the submission will not be allowed, so all the work will be lost. If this function is used, warn the students to save their work frequently by clicking Save Answer.
ATTEMPTS ALLOWED (QUIZZES ONLY)

This setting determines the number of times a student may complete a quiz—this may be set from one to five, or to unlimited. Select your choice from the drop-down menu.

Note: For the purpose of compiling question statistics, only the first attempt is recorded.

ATTEMPTS SEPARATION (QUIZZES ONLY)

For quizzes that allow multiple attempts, you can set a minimum time that the student must wait before retaking the test. To set the duration, select the units (day(s), hour(s), or minute(s)) from the drop-down menu, and enter the number of units in the text box. If you do not enter a value, then there is no waiting period before a student can retake a test.

AVAILABILITY SETTINGS

The Availability Settings must be considered for every quiz and survey. These settings describe the time period in which the quiz or survey will be available to the students.

AVAILABLE AFTER

To set the start point of the quiz/survey availability period, fill in the text boxes for day, month, and year, and choose a time from the selection boxes for hour and minute. If any of the values for day, month, and year are zero, then the quiz/survey will not be released. However, if you want to activate the quiz/survey as soon as it is published to Blackboard, select the option "Allow access as soon as the quiz/survey is submitted."

It is important to remember that the "time" on the server may not match your own time. For example, Blackboard Inc. uses the Universal Time Code (UTC) for courses that are hosted on their servers. If you are not comfortable calculating the difference between your time zone and the UTC, you may want to avoid tight time limitations for administering quizzes. Also, remember that the UTC doesn’t adjust their clocks for "Daylight Savings" and other time-related events used by certain countries.

AVAILABLE UNTIL

To set the end point of the quiz/survey availability period, fill in the text boxes for day, month, and year, and choose a time from the selection boxes for hour and minute. If any of the values for day, month, and year are zero, the quiz availability will be Unlimited.

To make a quiz/survey immediately unavailable, you will need to go to the Quiz Settings section in Blackboard and select the "Deny Access Now" button.

SELECTIVE RELEASE

Respondus does not allow you to determine the Selective Release Settings offline. If you want to use these settings, you must make the changes on the Blackboard server using your browser.
APPENDIX C: RESULTS SETTINGS

The Results Settings in this section are required for quizzes. These settings affect the behavior of a quiz after it has been submitted.

STUDENT SCORE

If you allow your students to attempt the quiz multiple times, then this setting will determine how Blackboard calculates the quiz score. The selection box can be set to use the First, Latest, Highest, or Average score to calculate your students' score for a quiz.

Note: Only fully graded quizzes are used in the score calculation. Quizzes that are not graded or are partially graded are not included in the calculation.

Note: For question statistics, only the first attempt is recorded.

STUDENT SCORE RELEASE

This setting is used to set the conditions that will allow a student to view the quiz after it has been submitted. Note that when a student views a quiz, this causes it to be graded.

There are three options available for the release of quiz results to your students.

- The first option (Release the score once the quiz has been submitted) releases the quiz results to your students with no restrictions. If the quiz includes questions that cannot be marked automatically, the graded quiz will only be partially graded when viewed by the student.
- The second option (Release once submitted AND all of the questions have been graded) releases the quiz to your students only if all the questions have been graded. Thus, if all of the questions in a quiz can be graded automatically, the student will be able to view the graded quiz immediately. If the quiz includes questions that cannot be graded automatically, then your student can view the graded quiz only when all of the questions have been graded.
- The third option (Do not release the score) does not release the quiz results to the students. Thus, the students will not be able to review the quiz after taking it.

Note: These options may be changed at any time in Blackboard (using a browser). For example, if a quiz includes questions that cannot be graded automatically, it is often useful to select option three. Then, once all the quizzes have been fully graded, one of the first two options can be selected. Remember that once a quiz has been submitted to Blackboard and accessed by students, you can no longer use Respondus to make modifications or changes to the quiz. This must be done directly at the server using a browser.

RESULTS DISPLAYED TO STUDENTS

These check boxes determine the amount of quiz information that Blackboard will display to a student.

These settings will not be in effect if you have not released the quiz results. The basic parts of each question that can be toggled on and off are: the text of the question itself, the feedback for the question, and the student’s score for the question. If the question text is being displayed, your student’s response may also be shown.
If the response is shown, an evaluation of the question may also be shown. For the entire quiz, the total score and any comments entered by a grader may be displayed.

The default configuration shows the student everything. To duplicate the appearance of the quiz as student took it, select only option "A". To show no information about the quiz other than the final score, select only option "I".