

D2L Quizzes

This guide will inform and educate students regarding common technical problems and issues experienced by learners in regards to D2L Quizzes. In addition, this document provides guidance on how to take D2L quizzes and how to view quiz attempts and feedback.

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Tech Tips for Taking a D2L Quiz

1. BROWSERS:

- **DO use** newest version of [Mozilla Firefox*](#) or [Google Chrome](#) (Windows or Mac) ; Download from our D2L [technology requirements](#) web page. (* Firefox Extended Support Release (ESR) is not supported.) We hear most of the complaints from students using Safari (Mac) or Edge (PC).
- **DO NOT use Internet Explorer (IE)**when taking quizzes; D2L DOES NOT support this browser.

2. HARDWARE:

Use a laptop or desktop to take D2L Quizzes. iPads and other tablet or mobile devices are not recommended due to potential compatibility issues as well as the smaller screen size affecting quiz question/response visibility and productivity.

3. INTERNET: Use a hardwired Cable or DSL connection

for the optimum experience while taking a D2L quiz online. Home users' wireless connections may be slower due to internet connection sharing and interference. Wireless internet is subject to signal strength and reception issues; except for high speed services, having multiple users on at the same time may result in slower performance issues.

- **D2L bandwidth requirements - Good: 1.5 Mbps** (upload and download speed) **Min: 56k** (primarily 'read only', not recommended for activities where you will be 'writing' files to your courses – such as with quizzes, assignment submission and discussions).
- **Speedtest:** [Click here to test your connection speed off-campus](#)
 - [Click here to test your connection speed on-campus](#)

Note: *Although D2L is useable over a 56K modem, the faster & more reliable your Internet connection speed, the better your experience will be.* If your internet speed is less than 1.5 Mbps, you may be susceptible to performance issues such as slower page load times and reduced online quiz performance.

4. TROUBLESHOOTING:

What should you do if the quiz becomes unresponsive? This can happen if time has expired or your internet connection dropped due to interference, or slowness; You can continue a quiz if:

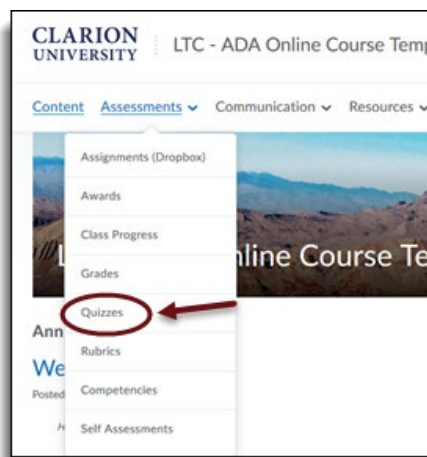
- **The quiz is still available** – date and time restrictions have not lapsed (availability details can be seen under the quiz name on the Quiz list page)
- **Time remains on your quiz attempt** - Once you have started the quiz, the clock continues to run, even if you lose your connection to the quiz
- **Your quiz attempt has not been submitted**

What to do if the quiz is unresponsive:

- **Refresh the browser:** *A note of caution* - although answers are automatically saved, you may lose responses if internet connection dropped. Take note of answers before refreshing the browser page. (For essay-style questions, type your answer in a document first and then copy and paste into the quiz)
 - Reload the page using the browser refresh icon, or the F5 key on Windows, or Command + R on Mac and continue your exam. If the connection was lost, you may need to log back in to the course.
 - After resuming the quiz attempt - quickly navigate to the last question saved using the Question panel on the left side of the quiz window.
- **Duplicate the quiz tab:** Depending on the quiz set-up, if you refresh or clear the browser cache, your completed answers may be lost. *If possible*, duplicate the quiz tab:
 - a. **Google Chrome:** Right-click the tab and select **Duplicate**
 - b. **Firefox:** Hold down **Ctrl** and drag the tab with your mouse to either the left or right, or right-click the tab and select **Duplicate tab**.
 - c. **Microsoft Edge:** Right-click the tab and select **Duplicate**.
 - d. **Safari:** On the current tab, Hold down **Cmd + L**, then press **Cmd + Enter**
- **Switch to a different browser.** Regardless of the browser you use, one first step when having problems is to try switching to a different browser.

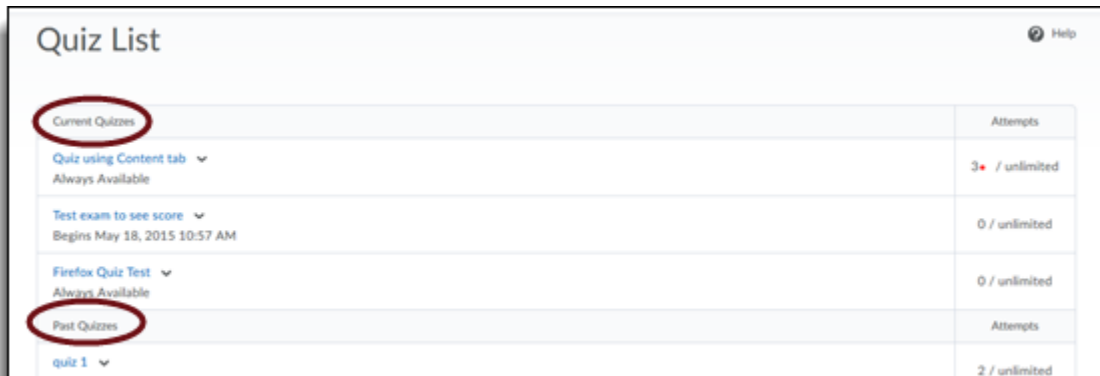
Accessing the Quizzes Tool

Click on the **Quizzes** link under the drop down menu in the **Assessments** tab. Alternatively, your instructor may have added a link to the quiz under **Content** within your course.



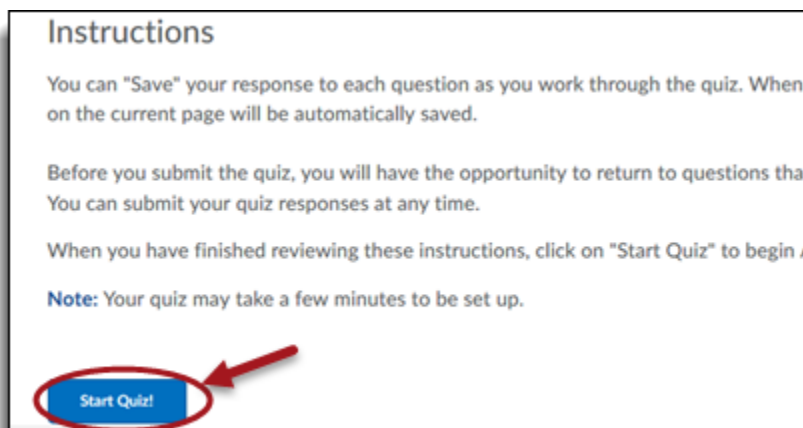
Taking a Quiz

Quizzes are organized in Current, Past and Future categories on the Quiz List page.

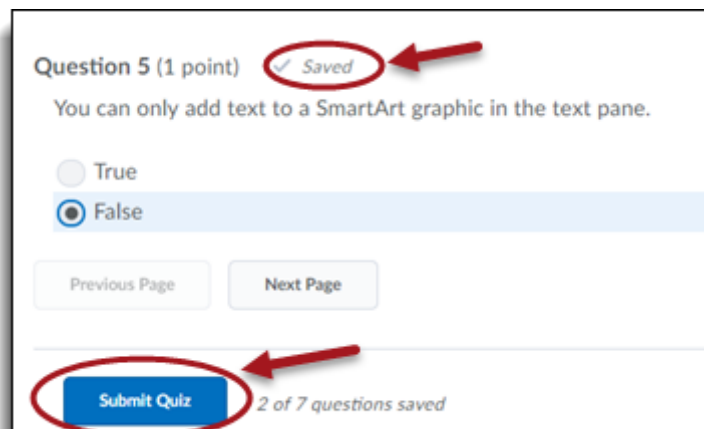


From the main Quiz List:

1. Click on the name of the quiz you wish to take.
2. Read any instructions and details for the quiz, and when finished, click on the **Start Quiz** link.

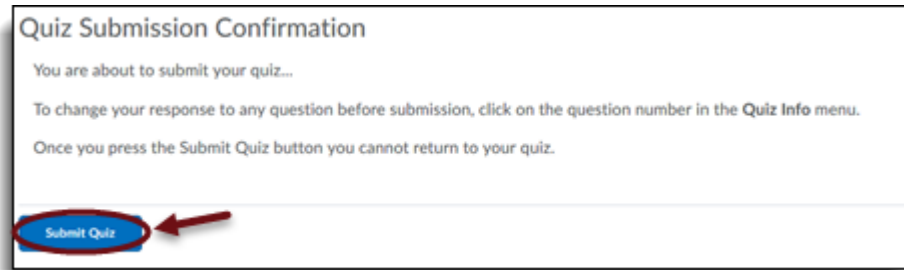


3. Answer the quiz questions by selecting an answer from the list of options or by filling in the appropriate text field. **Quiz questions automatically saved after either selecting an answer or 10-15 seconds after typing a response. Monitor your progress by looking at the Question panel on the left-hand side of the screen.**

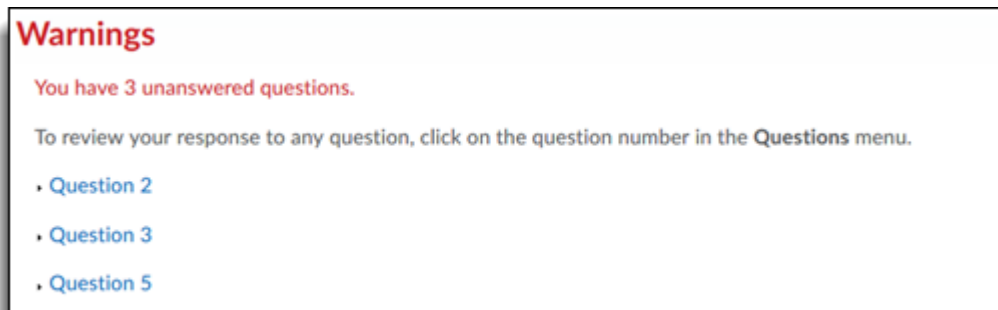


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4. If there is more than one page, click the **Next Page** or **Previous Page** icon to navigate between pages
5. Click on the **Submit Quiz** button when you are ready to submit your quiz. The quiz confirmation screen will appear.



6. **Unanswered Questions:** If you attempt to submit a quiz with unanswered questions, you will see a warning at the top of the Submit Quiz page. Click the links below the warning to return to the unanswered questions.



Time Restricted Quizzes

If your quiz has a time-limit, you may be prompted or forced to submit your quiz. This is dependent on Quiz settings selected by the instructor. If the quiz is set to auto-submit at the end of the designated time period, only saved questions are submitted.

You can resume your quiz if the time restrictions have not expired. Refresh (F5) your browser if need.

Looking Over Questions

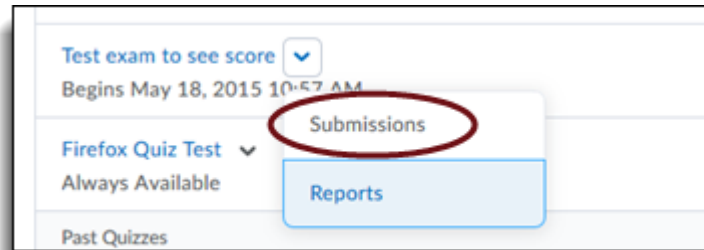
It is a good idea to review your quiz or difficult questions in the quiz, before you submit it. You can review questions using the Previous page icon or by clicking the question number in the Quiz Info widget on the left. When you are done reviewing your answers, click the **Submit Quiz** button.

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Viewing Your Quiz Submission and Feedback

Your instructor may enable you to view your quiz results, after submission. Not all instructors enable quiz submission view, and settings may vary in each course.

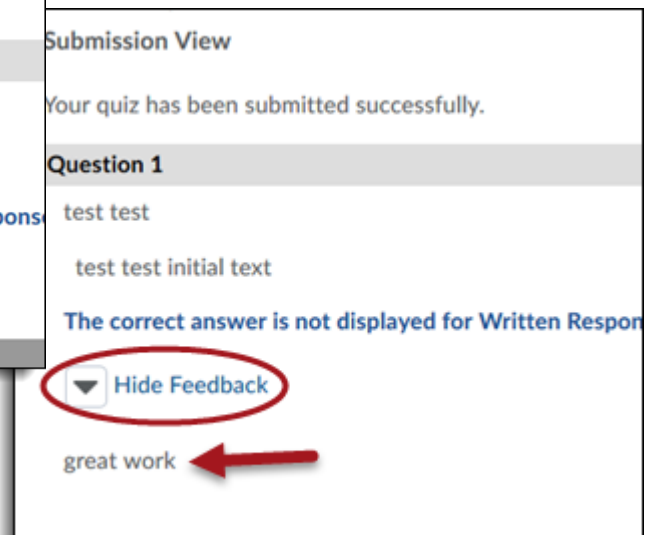
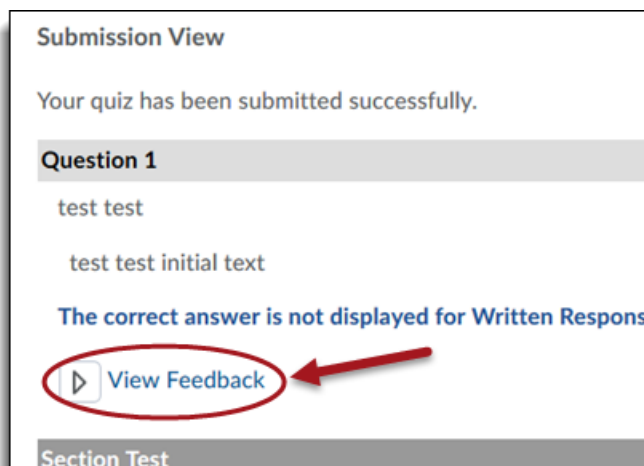
1. If submission options have been set, click the dropdown arrow to the right of the quiz name and click on **“Submissions.”**



2. On the quiz submission page, you will see your score/out of score. If your instructor enabled optional quiz views, you will also see your quiz attempt listed here as well as overall feedback – if provided. The comment bubble means there is feedback within the attempt. Click an attempt to see the quiz details your instructor has enabled as well as any individual feedback. ***If no specific view has been set up by the instructor, then you will only see the score/out of score (Score can also be disabled by instructor). Please contact your instructor with any questions regarding quiz views.***



3. Your instructors may also provide individual question feedback – such as on an essay-type quiz. To view the instructor’s question feedback, select **‘View Feedback’** below each question as needed.



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