

Test-Taking Problems Caused by Question Text Copied from MS Word



Blackboard Known Issue

Never copy and paste text directly from a Word document to build a test in Blackboard.

You will unknowingly insert Word-specific HTML and conditional scripting statements into your test instructions, questions, and answers. The browser will attempt to execute this code with unpredictable results, which may include:

- The test's *Save* and *Submit* buttons not being responsive to student clicks.
- The test session freezing or kicking the student out of the test attempt.
- The student seeing browser-based error pop-up messages while taking the test.
- The student not being able to answer questions or type responses into text-boxes.
- The student's test answers failing to auto-save.

WORKAROUND OPTIONS

To Build Test Content

Either enter your test content directly into the text-editor fields by typing or copy and paste your content from your Word document to a plain text editor such as Windows Notepad or EditPad.org. Then copy and paste the plain text to Blackboard. This ensures that your test content is plain text and free of Word code.

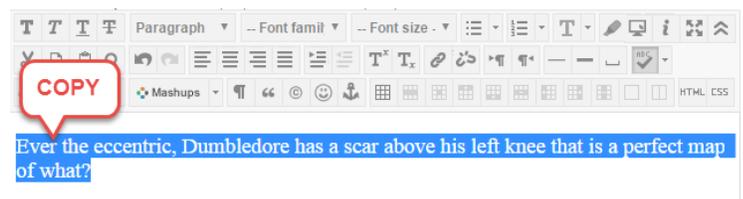
Alternatively, you may use these options to build question pools that can be uploaded into Blackboard:

- [CSI Question Pool Generator](#)
- [Uploading Questions in Bulk Using an Excel File](#)

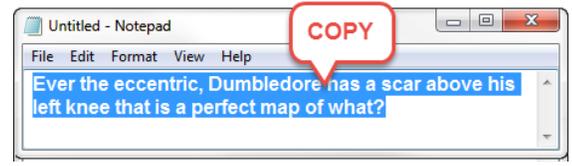
To Correct Copy/Pasted Content from Word in Blackboard

You must edit the test's content that you copied and pasted from Word to strip out the Word code using these steps.

1. When editing a test's description, question statement, or answers, copy the text from Blackboard's content-editor.



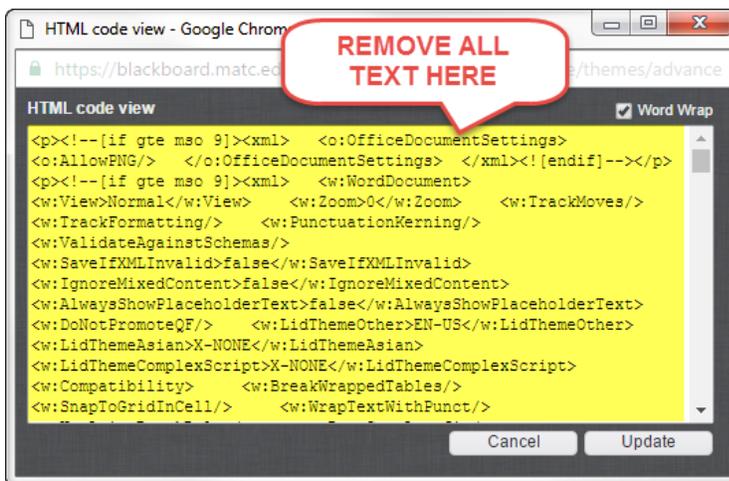
- Then, open a plain text editor, such as Windows Notepad or the online tool EditPad.org. Paste the copied content into the plain text editor. Then, copy the clean text from the plain text editor and return to Blackboard.



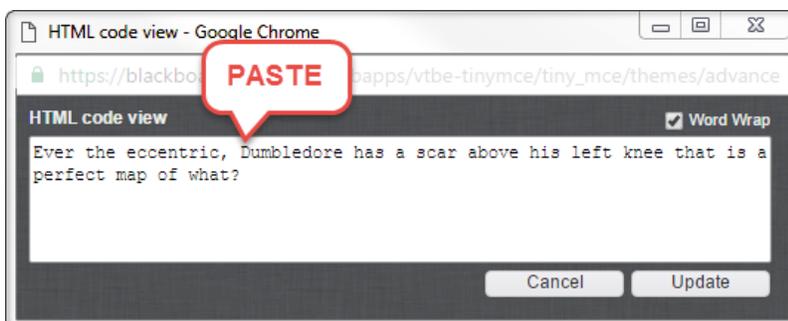
- In Blackboard's content editor, click the HTML button that is provided in the content editor's third row of tools.



- In the HTML window that appears, remove all text and code that appears here.



- Then, paste the text you copied from the plain text editor and click the window's "Update" button.



- Click the "Submit" button on the bottom of the Blackboard page to save your changes.