

# Respondus User's Guide

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for use with Blackboard v. 8.0

Wilmington University Distance Learning

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## *Getting Started*

### Overview

*Respondus* is a powerful tool for creating and managing exams that can be printed to paper or published directly to Blackboard, eCollege, WebCT, and other eLearning systems. Exams can be created offline using a familiar Windows environment, or moved from one eLearning system to another.

### Computer Requirements

*Respondus* requires Windows 98 or higher, 32 MB of RAM, 6 MB of free hard disk space, and a 800x600 monitor (1024x768 recommended). *Respondus* is generally used in conjunction with a course management system such as ANGEL, Blackboard, eCollege, WebCT, and can also be used with IMS QTI-compliant assessment systems.

### Installation and Setup

The Wilmington University version of *Respondus* can be downloaded from the **Download and Install** link found at: <http://www.wilmu.edu/blackboard/respondus/index.aspx> You will need to use your Wilmington University email user name and password to access the page that contains the download and registration information. To begin the installation process, locate the **Respondus3.exe** file once it is downloaded to your hard drive. Double-click the file to start the *Respondus* installation program and follow the instructions on the screen. Once *Respondus* is installed, start the program by double-clicking the *Respondus* icon that appears on the Windows desktop. Or, follow these steps to start the software.

- Click [Start] from the Windows desktop
- Click [Programs]
- Click [Respondus]
- Click [Respondus 3.0]

The first time you start *Respondus* (and each time thereafter until the program is registered), you will be presented with a screen that provides the "Product ID#". The Product ID# is used to obtain the Activation Password (see below) which is needed to complete the installation.

### Activation Password

Once the *Respondus* installation program is finished, you will need to copy and paste the licensing information and password found from the **Download and Install** link found at: <http://www.wilmu.edu/blackboard/respondus/index.aspx> Again, you will need to use your

Wilmington University email user name and password to access the page that contains the download and registration information. Once the registration information is entered into the licensing textbox (you may want to “copy and paste” the password from the URL above in order to prevent typing mistakes), click [OK] to continue. At this point you should be able to use Respondus immediately. Please note that new licensing information must be entered each year at the end of July.

## Choose a Course Management System (CMS) Personality

Immediately after the Respondus software is activated, you are prompted to select a Course Management System (CMS) “personality.” Respondus offers various user environments (called personalities) that parallel the features and terminology used by specific course management systems, such as Blackboard, eCollege and WebCT. You can change the “personality” at any time in Respondus from the *Start* menu. For use with Wilmington University's Blackboard system, choose **Blackboard 6.3-8.x**.

## On-line Help

Respondus includes a full-featured help system that includes an index and context-sensitive help. To view the on-line help, choose “Help Topics” from the pull-down Help menu and select a topic. You can also press the F1 key from within Respondus to obtain context-sensitive help. Throughout the program you will additionally see small buttons having a “?” symbol. When the button is clicked, information on that particular option or task is provided.

If you encounter a question that is not answered in the on-line help or in this manual, you are encouraged to visit the “Support” section of our web site ([www.respondus.com](http://www.respondus.com)). There you will find Frequently Asked Questions (FAQ) and other resources.

The remainder of this user manual is organized according to the five menus used in the “Blackboard” personality of Respondus: **Start**, **Edit**, **Settings**, **Preview & Publish**, and **Retrieval & Reports**.

## *Start Menu (Blackboard Personality)*

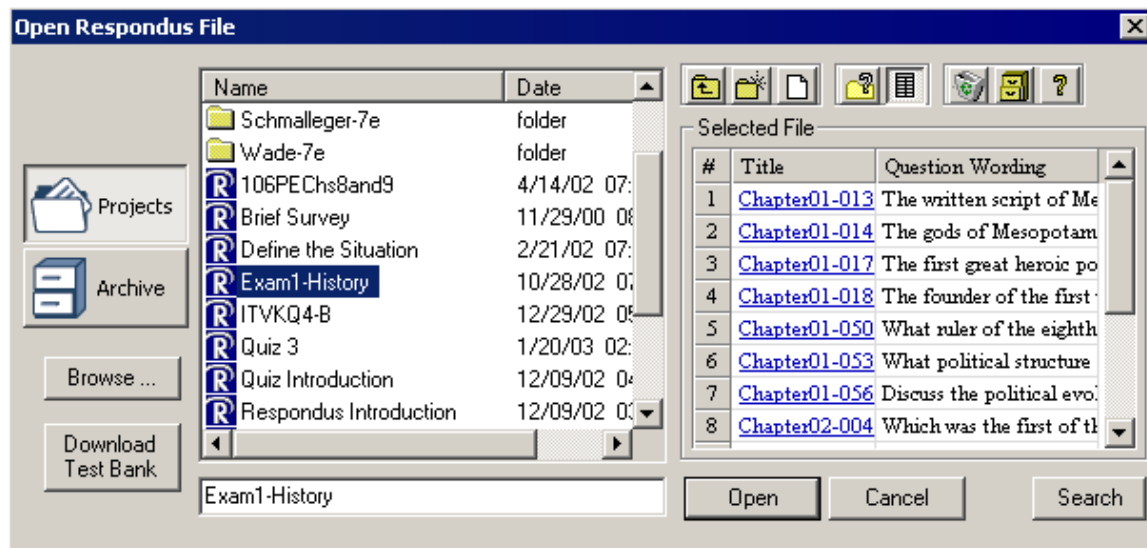
### Overview of Start Menu

The *Start* menu provides the ability to **Open** a Respondus file, **Create** a new file, and **Import** questions from a text file. The **Exam Wizard** provides the easiest way to create an exam from an

existing set of questions. The **Archive Wizard** allows you to archive an exam or survey, including all media components and equations, with a single click.

## Opening a File

From the *Start* menu, click the **Open** button. The following window will appear:



Highlight an exam or survey project by clicking it once. To obtain information on the project, select either of the two center buttons located to the top right of the file list. Select the “Item List” button (right of center) to view a list of the questions that are available in the highlighted project. To preview a particular question, click the “title” of the question. To open a highlighted project, click the [**Open**] button at the bottom of the window. (Double-clicking a file name will also open it.)

Respondus allows projects to be organized within folders. For example, you can place the exams for a particular course within a folder rather than having exams for all courses listed together. To create a new folder, click the “Create New Folder” button located second from left. To navigate down a level within a folder, double-click on the folder itself. To navigate up a level, click the “Up One Level” leftmost button on the row.

The [**Browse...**] button, located on the lower left side of the window, allows you to find a Respondus file (.rsp) located elsewhere on your hard drive and **copy** the file to the “c:\Respondus Projects” folder. It does *not* move the file or open it directly, rather, it creates a new “Projects” folder based on that file. The [**Browse...**] button can also be used to locate a Respondus “archive” file (.rsa or .rpa) and to restore it to the Projects directory (see *Restoring an Archive File*).

The [**Search**] button allows a file to be searched prior to opening it (it can only be used if the “Item List” button is selected). Searching is particularly useful if you are trying to locate a file that contains a particular question or set of questions.

The [**Download Test Bank**] button is used to download test banks that are distributed by textbook publishers. Hundreds of the leading textbooks for higher education have test banks available in Respondus format. These can be downloaded via the Internet with the Respondus software. (For complete details, see the “Respondus Test Bank Network” at [www.respondus.com](http://www.respondus.com).) To download a test bank, enter the File Code and password that is supplied by the publisher. Respondus will automatically locate, download, and restore the test bank file and place it in the Respondus *Projects* folder.

Once a file is opened, the screen automatically changes to the *Edit* menu.

## Creating a File

From the *Start* menu, select the **Create** button to create a new file. You are first prompted to enter a file name and a description for the file. Then you must indicate whether the file is an “Exam” or a “Survey.” The type of file you create (or open) will determine the features that are available throughout the program. Click [**OK**] when you are finished. Once a file is created, you are automatically switched to the *Edit* menu. This is where you add questions to the file.

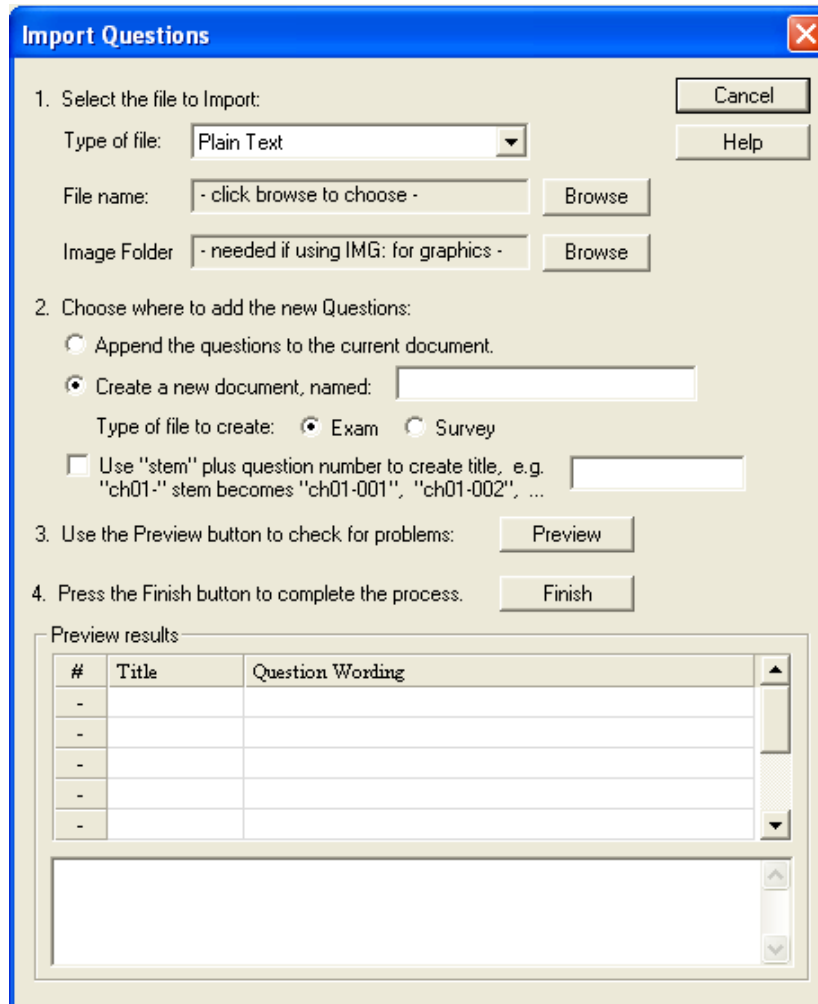
## Importing Questions

Respondus allows you to import multiple choice, true-false, essay, fill in the blank, matching, and multiple answer questions from a file. The questions must be organized in a format that is acceptable to Respondus and the file must be stored in one of the following formats: plain text (.txt), rich-text (.rtf), MS Word (.doc and .docx) or tab/comma delimited (.csv) format.

The formatting required for all file formats except for .csv files is described in the section entitled “*The Standard Format for Importing Documents*.” The formatting required for .csv files is described in the section “*Importing Tab/Comma Delimited Files (CSV)*”. Once the file is in the Standard Format, follow these steps to import it into Respondus.

### *Starting the Import*

From the *Start* menu, select the [**Import Questions**] task. The following dialog will appear:



### Step 1

The first step is to select the type of file that will be imported. The “Standard Format” for organizing questions is the same for Plain Text (.txt), Rich Text (.rtf) files, and Microsoft Word (.doc and .docx) files. Files that are in rich text (.rtf) and MS Word (.doc and .docx) format will retain some of the enhanced question formatting such as bold, italic, underline, superscript, and subscript. Embedded graphics can only be imported if the file is in Microsoft Word (.doc or .docx) format, although an alternative method is available for .rtf and .txt files (see *Importing Images* below). Note that certain types of enhanced importing cannot be imported. If the enhanced formatting causes a problem with an import, consider saving the file to rich text or plain text format and then try the import again.

Next, use the **[Browse]** button to locate and select the file to be imported.

Images embedded in MS Word files will import automatically. However, if images are being imported with csv, rich-text, or txt files (see *Importing Images* below), browse to the folder that contains those images.

### Step 2

Specify whether the questions should be appended to the currently open file or whether to create an entirely new file. If you select the second option you will need to enter the name of the file to be created and indicate whether the file should be an “Exam” or “Survey.”

Each question being imported will have a “title”. If you don’t specify a title for each question in the text file itself (discussed below), Respondus will automatically use the first 20 characters of the question wording as the question title. Alternatively, titles can be based on a specific “stem” (or string of text) which will then be followed by consecutive numbering starting with 001. For example, if you select the “Use stem...” checkbox and enter the text “Chapter1-”, the title for the first question being imported will be Chapter1-001, the title for the second question will be Chapter1-002, and so on. (You are **not** required to enter a stem phrase--this feature is entirely optional.)

### Step 3

Click the [**Preview**] button to preview the file being imported and to see if there are any warning messages. If warning messages are shown at the bottom of the screen, you need to determine whether to make changes to the text file or whether to continue with the import.

Note that some warning messages can be ignored. For instance, Respondus might give the warning “2 duplicate titles were changed by adding `2` (or 3, 4...)”. This is simply indicating that two of the question titles for the file being imported are identical (remember, question titles are generated from the first 20 characters of the question wording). Since two question titles in Respondus cannot be identical, the warning message is simply indicating that the duplicate title is having a number such as “2” added to the end of it to make it distinct. This change does not affect the question itself (titles aren’t displayed during an exam), so most users can safely ignore this warning.

### Step 4

If you are satisfied with how the results look in Preview, click [**Finish**] to complete the import. The Respondus file has now been created or appended. Switch to the *Edit* menu to modify the file, or go to the *Preview* tab to view the file using a browser-like window.

### *The Standard Format for Importing*

Respondus will import multiple choice, true-false, essay, fill in the blank, and multiple answer questions. The plain text, rich-text, or MS Word file must be organized in a “Standard Format” before it can be imported into Respondus. The Standard Format for multiple choice questions has *required elements* and *optional elements*, each of which is described below. This section is followed by an explanation of the formatting required for true/false, essay, fill in the blank, and multiple answer questions.

Required Elements (Multiple Choice)

Each question must begin with a *question number*, followed by either a period “.” or a parentheses “)”.

Example:        3)

Example:        3.

The *question wording* must follow the question number. (Note: at least one space should be between the question number and the question wording.)

Example:        3) Who determined the exact speed of light?

Example:        3. Who determined the exact speed of light?

Each *answer* must begin with a letter (A-T) followed by a period “.” or a parentheses “)”.

Example:        3) Who determined the exact speed of light?

- a. Albert Einstein
- b. Albert Michelson
- c. Thomas Edison
- d. Guglielmo Marconi

Optional Elements (Multiple Choice)

A “title” can be imported with each question. If a title is not provided for a question, the first 20 characters from the question wording will be used as the question title. Titles must be placed at the beginning of a question and begin with “Title:” followed by the actual text for the title. If the title exceeds 20 characters, the remaining characters will be dropped during the import.

Example:        Title: Speed of Light  
                    3) Who determined the exact speed of light?

- a. Albert Einstein
- b. Albert Michelson
- c. Thomas Edison
- d. Guglielmo Marconi

For imports into an exam file, *correct answers* can be indicated in two ways. First, you may place an asterisk (\*) directly in front of the answer choice (do **not** put a space between the asterisk and the answer choice).

Example:      **Title: Speed of Light**  
                 **3) Who determined the exact speed of light?**  
  
                 **a. Albert Einstein**  
                 **\*b) Albert Michelson**  
                 **c) Thomas Edison**  
                 **d. Guglielmo Marconi**

The second option is to place a list of correct answers at the end of the file. The list must begin with the word "Answers:" and must be positioned at the end of the file. (Note: Any text after the answer list will be ignored.)

Example:      **Answers:**  
                 **1. A**  
                 **2. C**  
                 **3. B**

If neither method is used to select a correct answer, Respondus will automatically select the letter "A" as the correct answer. Don't worry, you will be warned if a question does not have an answer selected for it prior to completing the import. (Note that survey files should not have "correct answers" indicated. If you are importing questions into a survey file, any correct answer designations will be ignored.)

With an Exam file, *general feedback* can be imported by placing the tilde "~" symbol in front of the feedback for a correct answer. The @ symbol can be used to indicate the feedback for incorrect answers. There must be at least one space to the right of the ~ and @ symbols and the text you want displayed for the feedback. The feedback must appear before the answer choices.

Example:      **Title: Speed of Light**  
                 **3) Who determined the exact speed of light?**  
  
                 **~ Yes. Albert Michelson won the Nobel Prize for Physics for**  
                 **determining the exact speed of light.**  
  
                 **@ No. The correct answer is Albert Michelson, who won the 1907**  
                 **Nobel Prize for Physics for determining the exact speed of light.**  
  
                 **a. Albert Einstein**

- \*b) Albert Michelson**
- c) Thomas Edison**
- d. Guglielmo Marconi**

(Note: if you are importing questions into a survey file, all feedback designations will be ignored.)

To import feedback for individual answer choices of *multiple-choice* questions (only available with Blackboard 6 and higher), place the feedback immediately after the answer choice and begin the line with the @ symbol. There must be at least one space between the @ symbol and the feedback text.

Example:      **Title: Speed of Light**  
                 **3) Who determined the exact speed of light?**

**a. Albert Einstein**  
                 **@ No. Albert Michelson determined the exact speed of light.**

**\*b) Albert Michelson**  
                 **@ Yes. Albert Michelson won the Nobel Prize for Physics for determining the exact speed of light.**

**c) Thomas Edison**  
                 **@ No, Thomas Edison did not determine the exact speed of light.**

**d. Guglielmo Marconi**  
                 **@ No. Marconi did not discover the exact speed of light, but he did win the Nobel Prize for Physics for his work with radio waves.**

#### Importing True and False Questions

The process of importing “true and false” questions is similar to that used for importing multiple choice questions (see above). Both of the following examples are valid ways to format a true and false question for importing purposes.

Example:      **3) Albert Michelson determined the exact speed of light?**

**\*a) True**  
                 **b) False**

Example:      **3) Albert Michelson determined the exact speed of light?**

**\*a. T**

**b. F**

It's important to note that the "True" (or "T") answer choice must be listed prior to the "False" (or "F") answer choice in order for Respondus to recognize it as a true and false question type. (If "False" appears first in the list, the question will be imported as a "multiple choice" question).

To include a "title" or "feedback" with the true and false question, follow the same formatting rules described above for multiple choice questions. For instance,

Example:      **Title: Light speed**

**3) Albert Michelson determined the exact speed of light?**

**~ Correct. Albert Michelson won the Nobel Prize for Physics for determining the exact speed of light.**

**@ Incorrect. Albert Michelson determined the exact speed of light and won the 1907 Nobel Prize for Physics for his efforts.**

**\*a. True**

**b. False**

A second way to designate a correct answer for a true and false question is to place it in a list of correct answers at the end of the file. The list must begin with the word "Answers:" and must be positioned at the end of the file. (Note: Any text after the answer list will be ignored.) The correct answer for a true and false question can be designated in three ways: (1) the complete word "True" or "False," (2) the letter "T" or "F," or (3) the alphabetical letter "A" (for true) or "B" (for false). For example, the formatting of each of the following answers is acceptable for true and false questions in which all of the answers are "true":

Example:      **Answers:**

**1. True**

**2. T**

**3. A**

### Importing Essay Questions

The logic for importing essay questions is similar to what is described above for Multiple Choice and True & False questions. The primary difference is that the first line of formatting must begin

with "Type: E". This is followed by the "Title" (which is optional), the question number, and the question wording.

Example:      **Type: E**  
                 **Title: Michelson-Morely experiment**

**4) How is the Michelson-Morely experiment related to Albert Einstein's theory of relativity?**

If you are importing an essay question into an Exam file, you can supply an answer two different ways. First, you may provide an answer immediately after the question wording, beginning the answer with "a." or "a)" (without the quotes).

Example:      **Type: E**  
                 **Title: Michelson-Morely experiment**

**4) How is the Michelson-Morely experiment related to Albert Einstein's theory of relativity?**

**a) In 1887, Albert Michelson and Edward Morely carried out experiments to detect the change in speed of light due to ether wind when the Earth moved around the sun. The result was negative. They found the speed of light is always the same regardless of Earth's motion around the sun. Scientists were puzzled with this negative result, and they didn't know how to explain it. Albert Einstein came up with the answer in his famous second postulate in theory of relativity: that the speed of light (in vacuum) is always constant and absolute, regardless of its source's motion and observer's movement.**

The second way to supply an answer for an essay question is to place it in a list of correct answers at the end of the file. As described above with multiple choice questions, the list must begin with the heading "Answers:" and must be positioned at the end of the file. The answer to an essay question should begin with the corresponding question number, followed by either a period "." or a parentheses ")". This is then followed by a space and then the answer.

Example:      **Answers:**  
                 **1. A**  
                 **2. C**  
                 **3. B**  
                 **4. In 1887, Albert Michelson and Edward Morely carried out experiments to detect the change in speed of light due to ether wind when the Earth moved around the sun. The result was negative. They**

**found the speed of light is always the same regardless of Earth's motion around the sun. Scientists were puzzled with this negative result, and they didn't know how to explain it. Albert Einstein came up with the answer in his famous second postulate in theory of relativity: that the speed of light (in vacuum) is always constant and absolute, regardless of its source's motion and observer's movement.**  
**5. B**

Again, all answers are ignored if they are imported into survey files.

#### Importing Fill in the Blank Questions

Fill in the blank questions may be imported by starting the first line of formatting with "Type: F". This is followed by the "Title" (which is optional), the question number, and the question wording.

Example:      **Type: F**  
                 **Title: Who invented television?**  
                 **5. Who is known as the "father of television"?**

Respondus allows only one correct answer per question, but it does permit you to enter multiple forms of that answer.

Example:      **Type: F**  
                 **Title: Who invented television?**  
                 **5. Who is known as the "father of television"?**  
  
                 **a. Zworykin**  
                 **b. Vladimir Zworykin**  
                 **c. Vladimir Kosma Zworykin**

Answers can also be placed at the end of the file, using a format similar to multiple choice questions. The only difference is that you can enter multiple forms of an answer by repeating the question number.

Example:      **Answers:**  
                 **1. A**  
                 **2. C**  
                 **3. B**  
                 **4. C**  
                 **5. Zworykin**

- 5. Vladimir Zworykin
- 5. Vladimir Kosma Zworykin
- 6. B

### Importing Matching Questions

The process of importing a “matching” question is similar to what is described above for importing multiple choice questions, but there are some key differences. The first line of formatting must begin with “Type: MT”. This is followed by the “title” (which is optional), the question number, and the question wording.

Each *answer* (which consists of both parts of a correct match) must begin with a letter (a-t) followed by a period “.” or a parentheses “)”. The two parts of the match must be separated with an “=” symbol and there should not be any hard returns or blank lines within either parts of the answer.

Example:      **Type: MT**  
                  **Title: Scientific discoveries**

- 4) Match the correct name to the discovery or theory.**
  - a. Michelson-Morely = Speed of light**
  - b. Einstein = Theory of Relativity**
  - c. Marconi = radio waves**

Spaces before or after the “=” symbol are optional, but it is important that an answer only uses the = symbol for the purpose of separating the two parts of the match. If you plan to list correct answers for other questions at the bottom of the document, simply skip the number for all questions that are of the matching variety.

### Importing “Multiple Answers” Questions

The logic for importing questions that have multiple answers is similar to what is described above for importing multiple choice questions. (Multiple Answers questions are, essentially, multiple choice questions in which more than one correct answer can -- and generally should -- be selected by the student). The primary difference is that the first line of the formatting must begin with “Type: MA”. This is followed by the “Title” (which is optional), the question number, and the question wording. Correct answers are designated with an asterisk.

Example:      **Type: MA**  
                  **3) Which of the following individuals are credited with determining the exact speed of light?**

- a. Albert Einstein
- \*b. Albert Michelson
- c. Thomas Edison
- \*d. Edward Williams Morley

To include a “title” or “feedback” with the Multiple Answers question, follow the same formatting rules described above for multiple choice questions. For instance,

Example:      **Title: Speed of Light**  
**3) Which of the following individuals are credited with determining the exact speed of light?**

~ **Yes. Albert Michelson and Edward Williams Morley collaborated on a series of experiments that eventually led to the exact determination of the speed of light.**

@ **No. Albert Michelson and Edward Williams Morley collaborated on a series of experiments that eventually led to the exact determination of the speed of light.**

- a. Albert Einstein
- \*b. Albert Michelson
- c. Thomas Edison
- \*d. Edward Williams Morley

A second way to designate correct answers for questions with multiple answers is to place them in a list of correct answers at the end of the file. The list must begin with the word “Answers:” and must be positioned at the end of the file. If a question has been designated as a Multiple Answers type using “Type: MA”, then correct answers can be shown in a list in one of three ways: (1) placing a blank space between the letters representing the correct answers, (2) placing a comma between the letters representing the correct answers, or (3) placing a comma and a blank space between the letters representing the correct answers. For example, the formatting of each of the following answers is acceptable for multiple answer questions.

Example:      **Answers:**  
**1. B D**  
**2. B, D**  
**3. B,D**

**Important:** Once the import file is organized to the specifications described above, it should be saved to MS Word (.doc or .docx), rich-text (.rtf) or a text (.txt) file. It is then ready to be imported by Respondus.

### Importing Images with Questions

**Images embedded in MS Word files will import automatically.** However, it is possible to import images with rich-text or txt files using an alternate method. First, be sure that the images in gif, jpg, or jpeg format and are contained in a separate folder. Then place the following tag at each place where an image should appear: [ **img: "filename.jpg"** ]. The word "filename.jpg" should be replaced with the actual file name.

Example:      **3) The interferometer, shown here [img: "interferometer.jpg"], was used by which of the following scientists.**  
                 **a. Albert Einstein**  
                 **\*b. Albert Michelson**  
                 **c. Thomas Edison**  
                 **d. Vladimir Zworykin**

To include alternative text for ADA-compliant screen readers, place the desired text in a second set of quotes immediately following the quotes that contain the file name:  
[ **img: "interferometer.jpg" "Picture of an interferometer"** ].

All images that are being imported must be placed in a single folder. During the import process, the location of the image folder must be specified in the first step. After the import is complete, the images will appear inline with the question text.

### Importing HTML with Questions

It is possible to import blocks of HTML so that they are treated by Respondus as HTML rather than standard text. This is accomplished by placing the tag [HTML] immediately before the block of HTML and another tag [/HTML] immediately after the block of HTML. So, for example, if you imported the following line:

[HTML] <a href="http://www.respondus.com">CLICK HERE</a> [/HTML] to download Respondus.

it would appear as follows when viewed in Blackboard:

[CLICK HERE](http://www.respondus.com) to download Respondus.

Of course, keep in mind that HTML will have variable results if you print the exam from Respondus rather than using it exclusively within online examinations.

### Importing Tab/Comma Delimited Files (CSV)

Questions can be imported from tab/comma delimited files (.csv). This type of importing is best done by someone who has experience with databases or CSV-structured files.

The CSV file can have a maximum of 34 columns. If all columns are used, they should follow this order: Type, Title/ID, Points, Question Wording, Correct Answer, Choice 1, Choice 2, Choice 3, Choice 4, Choice 5, Choice 6, Choice 7, Choice 8, Choice 9, Choice 10, General Feedback, Correct Feedback, Incorrect Feedback, Feedback 1, Feedback 2, Feedback 3, Feedback 4, Feedback 5, Feedback 6, Feedback 7, Feedback 8, Feedback 9, Feedback 10, Topic, Difficulty Level, Meta 1, Meta 2, Meta 3, Meta 4.

The first column, "Type" should use the two-letter abbreviation shown below:

MC = Multiple Choice

TF = True/False

MR = Multiple Response/Answer

FB = Fill in the Blank/Short Answer

ES = Essay/Paragraph

The following columns must always be present in the .csv file: Type, Title/ID, Points, and Question Wording, although the Points and Title/ID columns can be empty. If the Type is "ES" (essay), no further columns are required. If the Type is "MC" (multiple choice), "MR" (Multiple Response/Answer), "FB" (Fill in the Blank/Short Answer), or "TF" (True/False) there must also be a Correct Answer column (although for FB questions, this column is not used and can be blank). For MC, MR, and FB questions, "Choice 1" column must also be present.

If the "Points" column is not empty, the value can range from 0-100 and will be rounded to two decimal places. If no value is provided, Respondus will assign the point value of 1.00.

The formatting requirements for the "Correct Answer" column depend on the question type:

MC - Supports numbers 1-10 or letters A-J (ignoring the case)

TF - Supports numbers (1,2) and letters (A,B), where 1/A= true, 2/B= false. The words "true" and "false" are also supported. Capitalization is ignored for all answer types.

MR - Supports a list of numbers/letters within the range of 1-10 or A-J. The numbers/letters must be separated by a comma or space; all must be contained within quotes. (e.g. "a,c,h,j" or "a c h j"). A trailing separator (e.g. "1,4,") is acceptable.

ES - (This column isn't used; use the Choice 1 column instead)

FB - (This column isn't used, use the Choice # columns instead)

The following notes will be helpful in the development of your CSV file:

- At the current time, the Topic, Difficulty, and Meta fields are being ignored and discarded. We are specifying these fields now so that they will be compatible with a future version of Respondus that will support them.
- Blank lines between records are ignored.
- Embedded line breaks within quotes are supported.
- Literal column separators (within quotes) are supported.
- Literal quotes (2 quote characters in sequence) are supported.

The following notes are specific to the feedback fields:

- all feedback columns are optional
- general feedback is not supported in Blackboard, nor for essay/paragraph questions
- correct answer feedback is not supported outside of Blackboard, nor for essay/paragraph questions
- incorrect answer feedback is not supported outside of Blackboard, nor for essay/paragraph questions
- choice-specific feedback is not supported in Blackboard prior to version 6, or for question types other than Multiple Choice; it is also not supported for fill-in-the-blank or essay/paragraph questions
- choice-specific feedback for more than 2 answer choices is not supported for TF questions
- choice-specific feedback is not supported for answer choices which do not exist

To import the tab/comma delimited file with Respondus, select the "Import Questions" task from the Start menu in Respondus. Change the "Type of File" to "Tab/Comma Delimited (CSV)" and then browse to the file. A window will open and ask you to describe the type of data being imported (plain text or HTML, the number of header rows to skip, the type of delimiter, etc.). The Preview allows you to look at the data before the import is complete. If everything looks good, click OK to close the window.

If the CSV file contains HTML, it is possible to include image links such as `<img src=""filename.jpg"">`. (Notice that any single quote in the HTML must be changed to a pair of quotes in the HTML.) If images are referenced in the CSV file using HTML, then select the location of the image folder next.

Finally, select from the remaining options that are available from the “Import Questions” task. Click **Finish** to complete the import.

## Exam Wizard

The *Exam Wizard* helps familiarize new users with the basic functions of Respondus. In addition, the Exam Wizard is the best way to create an exam using questions contained in one or more Respondus files, such as a publisher test bank. The Exam Wizard allows questions to be randomly selected from the files and point values can be assigned across an entire question type. (The discussion below primarily relates to Exam files. Fewer features are available if the file being created or appended is a Survey file.)

To begin, select the **Exam Wizard** button from the *Start* menu. The first page of the wizard offers three choices. Select the top choice that states “Create a new exam and then copy questions to it from a question bank or Respondus file” and click [Next]. The next page of the wizard requires you to provide a name and description for the exam being created. Click [Next] once this information has been entered. The next page of the wizard prompts you to select the Respondus files from which the questions will be copied. Highlight a file and click the [Select] button. Repeat this process until all files from which you want to select questions are selected. Click [Next] to continue.

The next page of the wizard prompts you to select one of the source files chosen in the previous step. You then have the choice of using *Automatic Selection* or *Manual Selection*. When Automatic Selection is chosen, the current number of questions for each question type is displayed in the “Available to Select” column. In the next column, enter the number of questions you want selected for each question type. Then enter the point values to be assigned to each question type (this step is optional--if you leave the “points per question” field blank, the point values from the original file will be used). When all entries are finished, click either the **[Add to End of List]** button or the **[Insert Into List]** button. Repeat this process for each source file.

The *Manual Selection* option allows the questions for each file to be viewed before making a selection. In fact, you can preview individual questions by clicking the title of a question, or by searching the entire list of questions by clicking the **[Keyword Search]** button at the top right. To select questions from this list, simply click in the column furthest to the left--a checkmark will

appear next to the question. When you are finished with your selections, click either the **[Add to End of List]** button or the **[Insert Into List]** button. Repeat this process for each source file.

The *Automatic Selection* and *Manual Selection* options may be combined. You may also reselect a file from the pull-down list and choose additional questions from it. However, Respondus will prevent you from selecting a question more than once.

Once questions have been added to the list at the bottom of the screen, you may edit the point values manually. To delete a question from the bottom list, or to move it to a different location in the list, click the blue title and select the desired option. Finally, notice that a tally of the total number of questions and point values appears at the top right corner of the lower grid.

The next and final page of the wizard is self-explanatory. It provides a variety of options as to what can occur next. For example, to edit questions in the file, you would select the option to go to the Edit menu. To preview or print the exam, you would select that option, and so on.

Click **[Finish]** to complete the wizard. (Note: Respondus does not permit you to copy questions from a Survey file to an Exam file. Also, some features in this task are disabled when the file being created is a Survey.)

## Archive Wizard

The *Archive Wizard* in Respondus allows you to archive an exam or survey, including all media components and equations that may be associated with it. An entire “tree” of folders can also be archived. The Archive Wizard and related tasks are useful for doing routine backups, to create a ready-to-use exam/survey file that can be e-mailed to a colleague, or for organizing the “Projects” folder so that only current files are displayed. Archive files require considerably less hard drive space because the contents are stored in a compressed format.

### Creating an Archive File

To create a Respondus archive file, go to the *Start* menu and select the “Archive Wizard” tab. A directory of the Respondus Projects folder is now displayed. Highlight the file or folder that you want to archive and click **[Next]**. The next screen specifies the name of the file or folder that will be archived, plus the location of the archive file once it is created. (It is possible to choose a different location, but this is not recommended since it will later require additional steps to restore the archived file). The final screen of the wizard indicates that the archiving is complete and provides the location of the archived file. Additional information is provided in a “Notes” section.

There is a faster way create Respondus archive files, albeit without the guidance of a wizard. From the *Start* menu, select the *Open* task. Two large buttons appear on the left side of the window: *Projects* and *Archive*. The *Projects* folder is where all active Respondus files and folders are stored. When files are archived, they are placed in the *Archive* folder. To archive a file, click once on a file (or folder) in the *Projects* area and then click the small button on the toolbar at the right named *Create Archive File* (the icon looks like a filing cabinet). A name for the archive file is suggested by Respondus; you may accept this name or provide a different one. When the [OK] button is clicked, all files associated with the exam (including media objects) are compressed into one file and it is placed in the *Archive*. If you are archiving a folder that contains multiple Respondus files, all the files contained within the folder will be included in the archive file. It is important to note that the original Respondus files are **not** deleted from the *Projects* area when they are archived. If you want to delete the original Respondus files, highlight them again in the *Projects* area and select the *Delete File* button (it looks like a “recycle waste basket”) located on the toolbar at the right.

If you accepted the standard settings when Respondus was installed, the archived files will be located on your hard drive at **c:\Respondus Projects\Archives** . The files will have the extension “.rsa”. The .rsa files can then be copied to another location for backup purposes or sent to a fellow user of Respondus.

### Restoring an Archive File

There are two ways to restore a Respondus archive file (.rsa, .rpa) to the *Projects* area. The first approach works only if the archive file was saved to the default Archives folder (which can generally be found at c:\Respondus Projects\Archives. From the *Start* menu in Respondus, click the *Open* button. Select the large *Archive* button on the left side of the screen, highlight the file you want to restore, and click the [Open] button at the bottom right. The archived file or folder will then be restored and copied to the *Projects* folder. To then open the restored file in Respondus, click the *Projects* button and select the restored file.

If the archive file (.rsa, .rpa) is not located in the *Archive* folder, make sure the *Projects* button is selected and click [Browse...]. Navigate to the location of the archive file, highlight it with your mouse, and then click [Open]. The archive file will be restored and copied to the *Projects* folder at this point. You will then need to open the file in the *Projects* folder in order to view or edit it.

Please note that an archive file is not deleted from its original location when it is restored to the *Projects* folder.

## Changing the CMS “Personality” and Converting Files

Each course management system (e.g., Blackboard, eCollege, WebCT) is different in terms of the question types it offers, the approach it uses to create and manage exams, and even the terminology that is used. This is why Respondus allows the user to select an environment or “personality” that matches a particular course management system. For example, one user might use the “WebCT” personality, another might select the “eCollege” personality, yet another might choose a “Blackboard” personality, and so forth. Each user will feel right at home because the features and terminology will closely parallel their course management system.

### Changing the Personality

To switch to a different personality in Respondus, go to the *Start* menu and select the desired personality from the list that appears at the top of the screen. If the currently open file was created (or imported) using a different Respondus personality, a message will warn you of this and indicate that the file will be converted to the new personality if you continue. Click [OK] to continue and you will see one or more warnings of what will be modified when the file is converted. In some situations, you will be given a choice of how certain items will be converted. For instance, if you are converting a file from the WebCT 3.x personality to the Blackboard 5.x personality, you may encounter a message asking how “feedback” for answers should be handled.

After the file is converted, a screen will detail every modification or change that occurred to the file during the conversion process. You must then determine whether to “replace the current file” with the newly converted file, or to “save as a new file”.

If you plan to convert a large number of files and you want to use the same conversion settings, it is recommended that you go to the File>Preferences>Conversion screen and set your conversion settings accordingly. In this way you won’t have to specify your conversion preferences each time you convert a file.

If you are unsure which CMS personality was used to create a file, go to the *Start* menu, select Open, highlight the Respondus file, and select the “General Information” button from the small toolbar at the right (represented by a file folder with an overlaying question mark.) The CMS personality that was used to create the file will be displayed in the information window below.

### Quarantined Questions (after a file is converted)

Some course management systems have question types that simply cannot be used by other course management systems. During the conversion process, Respondus will provide the option to drop such questions or have them “quarantined” in the newly converted file. In most situations it is best to drop the question entirely. But if, at a later time, you plan to use the converted file with the original course management system, the quarantine option will preserve the questions for this purpose.

The title of a quarantined question will appear in red in Respondus (instead of the normal color of blue). Also, if a quarantined question is included in the file when it is published to a course management system, the question will be filtered out during the publishing step.

## Editing a File

### Overview of Edit Menu

The *Edit* menu allows questions to be added to the currently open file. If Blackboard 6.2 or earlier is being used, seven question types are available: Multiple Choice, True and False, Essay, Matching, Ordering, Fill in the Blank, and Multiple Answers. If Blackboard 6.3 or higher is being used, another eight question types are available: Calculated, Jumbled Sentence, Either/Or, File Response, Opinion Scale, Numeric, Quiz Bowl, and Fill in Multiple Blanks. Feedback and point values can also be added to questions, as can images, media files, tables, HTML, and other types of enhanced formatting.

The appearance of the *Edit* menu is dependent on whether you open an exam or a survey file. This is because fewer options are available for survey files (correct answers, point values, and feedback are not used with surveys). The discussion below primarily describes the use of the *Edit* menu as it relates to exam files.

The screenshot shows the 'Multiple Choice' question editor in Respondus. The interface includes the following elements:

- Title of Question:** A text box containing 'Perching Birds'.
- Question Wording:** A text box containing 'Which of the following perching birds have feet that are best designed for bark climbing?'. There is a checkbox for 'Randomize answers'.
- Answers:** A list of four options: A Titmouse, B Nuthatch, C Skylark, and D Swallow. A 'General Feedback' button and a 'Feedback' checkbox are also present.
- Select Correct Answer:** A dropdown menu with 'B' selected.
- Point Value:** A text box containing '1.00'.
- Buttons:** 'Add to End of List', 'Insert into List', 'Clear Form', and 'Preview'.

To create a new question, select the desired question type on the left side of the screen. The entry form on the right side of the screen will change accordingly.

## Common Features Among All Question Types

All question types require you to enter a “Title.” (Note: since Blackboard doesn’t use titles, this information is not retained when the file is uploaded to Blackboard). The title can be up to 64 characters. If you do **not** enter a title, Respondus will use the first 20 characters for it.

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

All question types allow the entry of “feedback.” If feedback is enabled for a particular exam (determined later using the “Settings” menu), students will see the feedback for the answers they selected as soon as they submit their completed exam--or at the time that the settings are changed to allow feedback to be viewed. 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 Edit menu. This will reveal the fields for entering feedback.

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 appear in the final exam--feedback and scoring information is also shown in this window. The Preview button can be selected at any stage in the editing process.

The “Question List” displays the title, question type, and question wording for each question in the file. The total number of questions and point values is shown at the top of the list. By clicking on the “title” of a question, a window containing the “properties” for the question is displayed. It is here where you can modify, delete, or move questions, as well as use a question as the basis for an entirely new item. These features are discussed below under “Modifying, Rearranging, and Deleting Questions.”

### **Multiple Choice**

Multiple Choice questions can have up to 20 answer choices, 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 the Blackboard server if an actual exam is uploaded (opposed to just a question pool).

**Tip:** The easiest way to navigate between the “Answer” fields in Multiple Choice questions is to use the PageUp and PageDown keys.

Blackboard 6 (and higher) additionally allows answer-specific feedback to be entered for multiple choice questions. By selecting the “feedback” checkbox, extra feedback fields will appear below each answer choice.

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***

True and False questions are self-explanatory: enter the statement in the question wording field and then select either “True” or “False” as the correct answer. With Survey files, the True and False question type is replaced with a “Yes and No” question type.

### ***Essay/Short Answer***

This question type allows a student to enter a paragraph or short phrase for the answer. A correct answer can be entered for feedback purposes; however, the answer must still be graded manually in Blackboard. If the “Short Answer” checkbox is selected, the size of the answer window can be specified (up to six lines).

### ***Matching***

Matching questions require students to match items from two columns. There are two ways to create matching questions in Respondus. First, the instructor 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 20 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. See the table below.

|   | <b>Column1</b> | <b>Match Column</b>                       |
|---|----------------|-------------------------------------------|
| D | Afghanistan    | A. Multi-Party Democracy                  |
| A | Albania        | B. One-Party Regime                       |
| C | Algeria        | C. Military/Monarchical/Theocratic Regime |
| D | Angola         | D. Disordered State/Civil War             |
| A | Argentina      |                                           |
| A | Austria        |                                           |
| A | Bahamas        |                                           |
| C | Bahrain        |                                           |
| A | Bangladesh     |                                           |
| B | China          |                                           |
| B | Cuba           |                                           |

In a matching question, the left column will be displayed to the student in the order information was entered. The answers in the right column will be automatically scrambled *unless* you select the checkbox below indicating that the answers should be displayed as entered.

**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 and scored proportional to the number correct. So if a student matches 8 of 10 items correctly, the score will be 80% for that question.

### **Ordering**

Ordering questions allow students to provide an answer by selecting the correct order the answers are to appear. Enter the question wording or statement in the Question Wording field and then enter the answer choices in the correct order. Finally, enter a number indicating the order in which you want the answer choice displayed in the narrow column to the left of each answer.

### **Fill in the Blank**

Fill in the blank questions require students to enter a word, short phrase, or string of characters. Since a computer automatically grades the answer, students must give an answer that exactly matches one of the answers provided by the teacher. You are permitted to enter multiple forms of

the correct answer. For instance, if the answer to a question is “New York Yankees,” the instructor can make each of the following an acceptable answer:

Yankees  
New York  
New York Yankees  
NY Yankees

### ***Multiple Answers***

The Multiple Answers question type is very similar to Multiple Choice, except that students can (and generally should) select more than one correct answer.

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

In the column that precedes the answer choice, the letter “X” should be entered for all correct answers. Blackboard will give full credit only when the student has selected all correct answer choices and has left all incorrect answer choices unselected. Partial credit is not given.

### ***Calculated***

Calculated questions require students to apply a mathematical formula to answer the question. Calculated questions are designed using variables. Random values, based on a specified range, are automatically generated for each variable in the question. Thus, Calculated questions can be unique for each student, as illustrated in this example where values are inserted for {x} and {y}.

**Example:** If a car is traveling {x} miles per hour for {y} hours, how far does it travel (in miles)?

The Respondus editor for Calculated questions requires that the following sections be completed:

- Question Wording
- Formula
- Variable Properties
- Answer Properties
- Value/Answer Sets

#### **Calculated – Question Wording**

In the Question Wording section, enter the text of the question just as you would for any other question type. However, instead of using specific numerical values to define the details of the question, instead use variables by specifying a name enclosed in curly brackets for each one. For example: “How long does it take to travel {x} miles at a speed of {y} mph?”

Variable names can only contain letters and digits (the characters 0-9, a-z, and A-Z), and the “\_” (underscore) character. However, the first character of a variable name cannot be a number and the variable names “e” and “pi” should not be used.

You can use as many different variables as you need to define the question, and you can use the same variable name multiple times if necessary.

### Calculated - Formula

In the Formula section, enter the mathematical formula associated with the question. This is the same formula that the student will be expected to use, and the same one that will be used to automatically calculate the correct answer for grading purposes. The same variables specified in the question wording will be used to indicate where each value should go in the formula.

The formula can be typed into the edit field directly, or entered by selecting options from the pull-down lists provided for Variables, Functions, Operators, and Constants. Selected options will appear in the edit field at the current cursor location, and will overwrite the current selection (if any).

The “Variables” list provides an easy way to select a common variable name.

The “Functions” list provides the following supported mathematical functions:

|                  |                                             |
|------------------|---------------------------------------------|
| <b>abs(x)</b>    | Absolute value of x. $\text{abs}(-3) = 3$ . |
| <b>acos(x)</b>   | Arc-cosine of x in radians                  |
| <b>asin(x)</b>   | Arc-sine of x in radians                    |
| <b>atan(x)</b>   | Arc-tangent of x in radians                 |
| <b>cos(x)</b>    | Cosine of x in radians                      |
| <b>logn(n,x)</b> | Base n logarithm of x                       |
| <b>sin(x)</b>    | Sine of x in radians                        |
| <b>sqrt(x)</b>   | Square root. $\text{sqrt}(9) = 3$ .         |
| <b>tan(x)</b>    | Tangent of x in radians                     |

Note that the values for trigonometric functions are expressed in radians, not degrees. For conversion purposes,  $\pi$  radians = 180 degrees. Also, for all formulas that have two correct answers (for example, the square root of 9 is +3 and -3), only the positive number will be treated as correct.

After selecting a function from the list, the formula must be edited to replace the argument list with numbers or variables. For example, “round(d,x)” might be edited to specify a fixed number of decimal places and a variable to round, as in “round(3,{y})”, which would round the variable {y} to 3 decimal places.

Functions can also be nested within a formula, as in “sqrt(abs({x}))”. In this case, the absolute value of {x} is evaluated first, followed by the square root of the result. Functions can be nested as deeply as necessary to properly calculate the answer.

When entering numerical values, scientific notation is expressed in the format xEy, where x is the coefficient and y is the exponent. To convert numbers from scientific notation to standard notation, use x times 10 to the power of y. For example:

- 3.2E4 equals 32000
- -2E0 equals -2
- 3.14E-2 equals 0.0314

The “Operators” list provides the following standard mathematical operators:

- Subtraction
- () Parentheses used to group elements for precedence
- \*
- \*\* Multiplication
- \*\* Power or exponent. For example, 2\*\*3 = 8.
- / Division
- + Addition

The “Constants” list provides the following commonly-used numerical constants:

- \_e** Base e or Euler’s constant (2.71828...)
- \_pi** Pi – the circle ratio (3.14159...)

Some example questions and associated formulas might be:

**Question:** How long does it take to travel {x} miles at a speed of {y} mph?

**Formula:** {x}/{y}

**Question:** What is the positive square root of {x}?

**Formula:** sqrt({x})

**Question:** Compute sin(x) where x = {x} degrees.

**Formula:** sin({x}/180\*\_pi)

### Calculated - Variable Properties

Clicking the “Variable Properties” button in the Formula section displays the Variable Properties dialog. Here, each variable in the question wording and formula is listed by name, along with Minimum, Maximum, and Scale values for that variable.

The Minimum and Maximum define the range of values each variable can be assigned, and the Scale specifies the number of decimal places each value should be allowed before the value is rounded off.

You can click each cell in the grid to edit the specific minimum, maximum, or scale value you want to change (the variable names cannot be edited). In general, for a given variable the minimum must be less than or equal to the maximum, and the scale must be greater than or equal to 0 and less than or equal to 5.

### Calculated - Answer Properties

Clicking the “Answer Properties” button in the Formula section displays the Answer Properties dialog. Here you can specify values for answer scale and acceptable tolerance, as well as a unit name if required.

Answer scale can be specified in Decimal Places. If the answer scale is specified in decimal places, the value must be greater than or equal to 0 and less than or equal to 5, just as with the scale values specified in the Variable Properties dialog.

Answer tolerance is the amount that the student's answer can deviate from the calculated answer and still be considered correct. It can be specified as a numeric value or as a percentage of the answer value.

If you choose to require a unit name, comparisons with the name entered by the student will be case-insensitive and space-insensitive.

### Calculated - Value/Answer Sets

Clicking the “Value/Answer Sets” button below the Formula section displays the Value/Answer Sets dialog. Here you can generate sets of variable values and calculate the associated answers using the formula previously entered. When the Calculated question is presented to the student, one of these value sets will be randomly chosen to populate the variables in the question wording and the formula, and the associated answer will be used to grade the student's response.

The grid displays a list of numbered value/answer sets. The number of sets available can be selected from the “Number of Sets” pull-down list. The contents of this list will vary, depending upon the complexity of the question wording. For each set, the generated values for each variable are shown, and the individual cells can be clicked to edit those values. Note that any manually-entered values must be within the range specified by the variable minimum and maximum in the Variable Properties dialog. The answers cannot be edited; instead, the “Update Answers” button can be clicked to recalculate the answers for all value sets.

### ***Jumbled Sentence***

This question type displays a sentence with some parts of the sentence as variables. The user selects the correct answer for each variable from a drop-down list to assemble the sentence. The drop-down list displays the same answers for each variable.

The pull-down list for variables is created by placing square brackets around the variables in the question wording. For example, the following question wording would have four variables: rose, name, smell, and sweet.

A [rose] by any other [name] would [smell] so [sweet].

Variables can contain letters (A-Z, a-z), numbers (0-9), periods (.), underscores (\_) and hyphens (-). All other occurrences of the opening rectangular brace ("[" character should be preceded by the back-slash ("\") character. Variable names must be unique and cannot be reused.

### ***Either/Or***

The Either/Or question type is essentially a multiple choice question that offers preset answer choices. After entering the question wording, one of the following answer sets can be selected: Yes/No, Agree/Disagree, Right/Wrong, True/False.

### ***File Response***

This question type requires the user to upload a file as the answer to the question. The answer must be graded manually in Blackboard.

The "Answer Key Wording" field is optional and the contents are only used when a print version of the exam is created with Respondus.

### ***Opinion Scale***

The Opinion Scale question type is essentially a multiple choice question that pre-populates the following answer choices: Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, Not Applicable.

### ***Numeric***

The Numeric question type (also referred to as "Calculated Numeric Response") is similar to the Fill-In-The-Blank question type except that the answer must be a number, or a value within a range of numbers.

A numeric value should be entered as the "Correct Answer." If an exact answer is required for the student to receive credit for the question, enter "0" the "Answer Range." If, however, the answer value can fall within a +/- range of the correct answer, then enter the variance that is permitted (fractional values should be expressed in decimals).

### **Quiz Bowl**

Quiz Bowl is similar to the approach used in the television game show “Jeopardy” where the answer is displayed to the user and the question must be entered in a text box.

An answer must include at least one interrogative word such as who, what, when, or where. By default, Respondus supplies the four most common interrogatives in the left column. If a different interrogative is wanted, such as “why,” then add that to the list. Unwanted interrogatives should be removed from the list.

In the right column, at least one phrase must be supplied. If multiple phrases are entered, the user must only enter one of the phrases in order to obtain credit for the question.

### **Fill in Multiple Blanks**

This question type is used when multiple blanks are wanted for a fill-in-the-blank question. When creating the question, square brackets [x] indicate where the blanks will appear in the question. If more than one answer is placed within a set of brackets, each should be separated with a comma. For example:

[Einstein, Albert Einstein] developed the General Theory of Relativity and the [Special] Theory of Relativity.

This would appear to the user as:

[                      ] developed the General Theory of Relativity and the [                      ] Theory of Relativity.

For the first variable, both “Einstein” and “Albert Einstein” would be acceptable answers. A total of 10 variables can be used in one question. Up to 20 acceptable answers can be specified for each variable.

### **Adding Bold, Italic, Underline, and Super/Subscript**

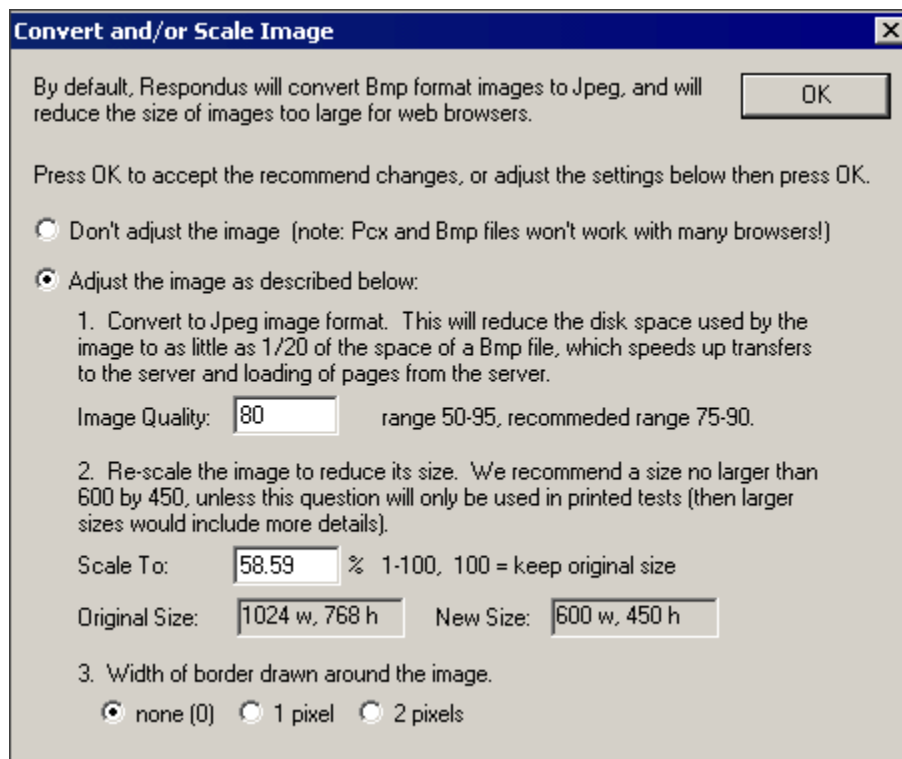
Respondus makes it easy to add enhanced formatting to question wordings, answers, and feedback. The bold, italic, and underline tasks work just like a standard word processor. Simply highlight the text you want to modify and click the appropriate [B], [I], or [U] button on the tool bar. The text will immediately change to the selected formatting. The superscript [X<sup>2</sup>] and subscript [X<sub>2</sub>] tools function in the same manner. To remove any of the above-mentioned formatting, simply highlight the text again and reselect the corresponding button from the toolbar. (Please note that although the underlying “HTML tags” are not displayed in Respondus, these tags will be transferred to -- and displayed by -- Blackboard when the file is uploaded.)

## Adding Images, Media and Attachments to Questions

One of the more powerful features in Respondus is the ease in which media (e.g., images, audio clips, video clips) and attachments (e.g., spreadsheets) can be added to exams. Media content can be included in question wordings, answer choices, and feedback, all without writing or viewing HTML. In addition, the media objects can be previewed offline, and everything is automatically uploaded to the server during the *Publish to Blackboard* step.

From the *Edit* menu, position the cursor at the place in the question where you want the media item added. Then click the “Insert Picture or File” icon on the toolbar, which is represented by a camera. A pop-up window will let you navigate to and select the multimedia element. The default “file type” setting will display only bitmap, jpeg, gif, png, and pcx files. To display .wav, .avi, and other audio/video files, select the “Audio-Video” option from the pull-down menu labeled “Files of Type.” The third option on the list (All Files) allows you to select other types of media files, as well as attachments (such as a spreadsheet or word processor document).

Most graphical images on the web are stored in jpeg, gif, or png format. Consequently, if you select a graphic that is in another format (such as bitmap or pcx), Respondus will allow you to convert it to a jpeg file with the click of a button. Similarly, if the graphic you select is over 320 x 290 pixels in size, Respondus will allow you to convert it to more suitable dimensions. The program automatically detects if a graphic you select is larger than 320 x 290 pixels or if it is not stored in jpeg, gif, or png format. In such cases, the following screen will appear:

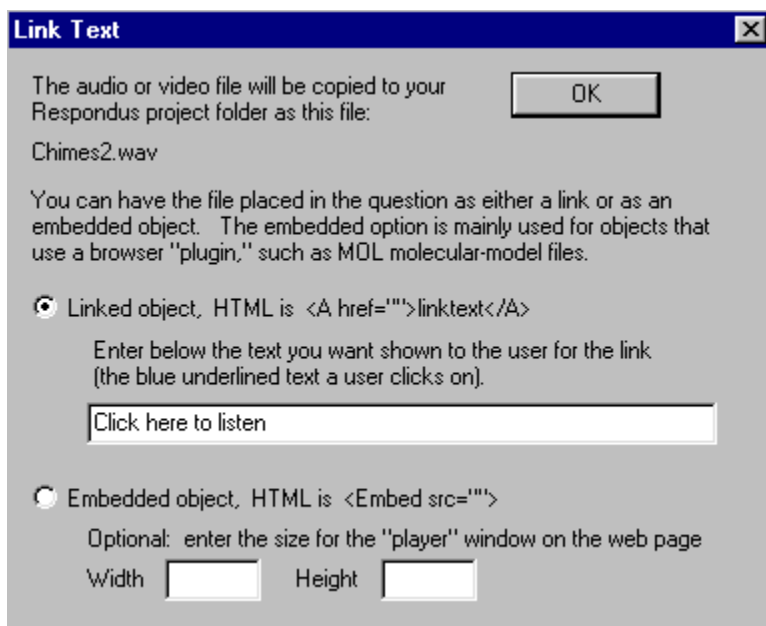


In most situations, you can simply click **[OK]** to accept the suggested settings. If you prefer to customize the settings -- or to retain the original format and size -- that can be done too. An additional option lets you add a border to the graphic. Select the settings you prefer and click **[OK]**.

An additional window that prompts you to add text description for the image (an "Alt" field) will appear. Screen readers use the text that is entered here; this text is also used when the mouse pointer is held over the image. If you simply click **[OK]** to close the window, the actual name of the image file will be used (such as "cat.jpg"). If you want to type in a more helpful textual description (such as "cat sleeping on pillow in front of a sunny window"), the screen reader will use the complete description. Keep in mind, though, that the text description of the image may tip students to the correct answer for a question. In this case, you may want to edit the text description to something generic like "image 1". Note that you can prevent the window that prompts you to enter a text description from appearing in the future by deselecting the checkbox "Show this screen each time an image is added."

You are now returned to the *Edit* menu and the image is now copied to your Respondus Projects folder.

If the object you are adding to a question is an audio/video clip, a media object that requires a browser plug-in, or an attachment (such as a spreadsheet), a different prompt will appear once the file is selected.



There are two primary choices to be made on this screen, each of which offers a secondary option. The first choice is to determine whether you want the item inserted as a link or as an embedded object. For most situations you will want to use the “Linked Object” option, which is the default setting. (In HTML terms, this is referred to as an “a href” tag.) The alternative choice is to use the “Embedded Object” option, which is sometimes required if your object requires a browser plug-in.

If you select the “Linked Object” option and click [OK], the actual file name of the audio/video file will display in the link that appears to the student. As an alternative, you can enter a more “friendly” description for the link, such as “Click Here to Listen” for an audio file or “Click Here to Open the Spreadsheet” for an Excel file.

Similarly, if you select the “Embedded Object” option and click [OK], the size of the player window for the object will be determined automatically by the user's browser. If, however, you want to determine the exact size (in pixels) of the media player, you can do so by entering the width and height dimensions accordingly.

Once a media object or file attachment has been selected and you return to the *Edit* menu, a short string of characters representing the object will appear in green text. An image placed in the *question wording* will look something like <PIC\_1>, with the next image being displayed as <PIC\_2>, and so on. An <AV\_1> tag will represent other file types. When a media object has been placed in an *answer choice* or feedback, it will appear as a small green box, except when that field is being edited.

To delete a media object, position the cursor in the same field where the item is located. Then click the “Insert Picture or File” icon on the toolbar (the camera icon) and select the option to delete an existing image or file.

You can preview questions containing media objects by selecting the [Preview] button. We recommend that you preview all questions containing media objects before uploading them to the Blackboard server.

## Web Links

The *Web Link* tool, available from the toolbar of the *Edit* menu, makes it easy to add a link to a web page or a media file located on a different web server. This is useful when a media file is large or only available from a different web server (such as a web site run by a museum, or a content management system).

Upon clicking the Web Link icon on the toolbar, a pop-up window will offer two areas for entering a URL. The top section should be used if the link will point to an *image* (such as a jpeg,

gif, or png file). The bottom section should be used if the link will point to a web page or an audio/video file located on another server.

Links to image files can have a border placed around the image. Links to a web page or audio/video file can have text specified for the link displayed to students, such as "Click here to watch the video." This text would then appear instead of the file name or URL itself.

Once a web link has been pasted into the appropriate "Address (URL)" field, click [OK] to return to the *Edit* menu. A short string of characters representing the web link will appear in green text. If the HTML web link is placed in the *question wording*, it will look something like <H\_1>, with the next link being displayed as <H\_2>, and so on. When a web link has been placed in an *answer choice* or feedback field, it will appear as a small green box, except when that field is being edited.

A web link can be previewed (if the computer is connected to the Internet) by clicking the [Preview] button.

To delete a web link, position the cursor in the field where the web link is located. Then click the "Web Link" icon on the toolbar, select the delete option, highlight the link in the list, and click [OK].

## HTML Editor

Even course designers who are comfortable writing HTML often have difficulty sorting out the HTML they've written from the question wording itself. Respondus solves this problem by encapsulating blocks of HTML so that the question wording stays the focus of the screen. The only time a designer has to view HTML is while the Respondus HTML Editor is being used.

From the *Edit* menu in Respondus, position the cursor at the location in the question where you want to begin a block of HTML. Then click the "HTML Editor" icon on the toolbar (represented by the symbol <H>) to open the editor. Enter your HTML by typing or pasting it into the editor--it is also possible to retrieve the HTML from a file located elsewhere on your hard drive by using the "Read File" option. Click [OK] to close the HTML Editor. A set of characters representing the HTML block will appear at the insertion point: <H\_1> for the first block, <H\_2> for the second block, and so on. To see how the HTML will appear in Blackboard, click the preview button.

To delete an HTML block, position the cursor in the same field where the HTML block is located, and select the "HTML Editor" icon from the toolbar. Choose the option to delete the HTML block and highlight the block you want to delete. Click [OK] to close the HTML Editor.

(Note: Early versions of Respondus allowed HTML to be entered directly in the standard edit windows, which would then be interpreted in Blackboard as HTML. Respondus now requires you to use the HTML Editor to designate a block of text as HTML.)

## Equation Editor

The process of adding equations is similar to how media objects are added (see the earlier discussion). Equations can be added to question wordings, answer choices, and feedback, all without writing HTML. In addition, the equations can be previewed offline and they are automatically uploaded to the server during the *Publish to Blackboard* step.

From the *Edit* menu, position the cursor at the place in the question where you want the equation located. Then click the “Equation Editor” button on the toolbar, which is represented by a summation symbol. The Equation Editor will open and you can begin creating the equation. The Equation Editor in Respondus works almost identically to the one that is available with Microsoft Word and WordPerfect. So if you’ve used those equation editors before, you’ll already know how to use this one. The key thing to learn about the Equation Editor is that the top row of menu options consist of “symbols” while the bottom row of menu options consist of “palettes”. If you select a “symbol” from the top row, it’s no different than if you selected the + or = sign on your keyboard --except that the symbols from the Equation Editor eventually get displayed as graphics since most symbols can not be viewed with a standard web browser. When you select a “palette” from the bottom row, you are given the opportunity to enter text at various insertion points shown on the screen. You can also select a palette from the bottom row, click in an insertion point, and then select a symbol from the top row. For more information about the Equation Editor, refer to the online help that is available from within the editor.

Once you finish editing the equation, exit the Equation Editor by either clicking the [X] that appears at the top right corner of the window or by selecting *File* from the pull-down menu and clicking *Exit* (do *not* simply minimize the Equation Editor). A second window that addresses the size of the equation will now appear. The font selection and size used within the Equation Editor determines how large the equation will be when it is *printed* from Respondus. But it is generally desirable to show equations in a larger format when displaying them on the web. In general, we recommend that a web-based equation be displayed at 150% of the size used for printing. So by default, the Respondus software suggests that the “image scaling” for the equation be increased to 150%. To accept this setting, simply click the [OK] button. If you want the graphic to appear even larger in Blackboard, then you can increase the scale to up to 400%. It’s important to note that changing the image scale using this option only affects how it will appear in Blackboard--you are **not** affecting the size of the equation that will *print* from Respondus. In order to change the size of the equation for printing purposes, you must select a different font size in the equation editor itself.

Once an equation has been added and you return to the *Edit* menu, a short string of characters representing the equation object will appear in green text. An equation placed in the *question wording* will look something like <EQ\_1>, with the next equation being displayed as <EQ\_2>, and so on. When an equation is placed in an *answer choice* or feedback, it will appear as a small red box, except when that field is being edited.

To modify or delete an equation, position the cursor in the same field where the equation is located. Then click the Equation Editor icon on the toolbar and select the option to modify or delete an existing equation.

To preview questions containing equations, select the [**Preview**] button. We recommend that you preview all questions containing equations before publishing them to Blackboard.

### *Using MathType with Respondus*

The Equation Editor in Respondus is a special version of *MathType*™ by Design Science. If you frequently create documents with equations, you may find *MathType* is better suited to your needs. *MathType* is as easy to use as the Equation Editor and has many extra features to help you save time and create a wider range of equations.

*MathType* is available in English, Japanese, German and French. For further information about purchasing *MathType*, contact your software dealer or Design Science directly: Design Science, Inc., 4028 Broadway, Long Beach, CA 90803, USA.

Toll free: 800-827-0685

International: 562-433-0685

Fax: 562-433-6969

Email: [sales@dessci.com](mailto:sales@dessci.com)

World Wide Web: <http://www.dessci.com>

If you already own *MathType*, you will need to reinstall it in order to have it work directly with Respondus. *MathType*'s readme file explains that it sets itself up to replace Equation Editor at the time that it's installed. So if you add a new application like Respondus that uses the Equation Editor, you must re-install *MathType*.

## **Power Edit**

The "Power Edit" task available from the *Edit* menu provides additional features for formatting questions, including a table editor, bulleted lists, the ability to change fonts and justification, and so forth. In addition, the Power Edit window provides a much larger workspace, which is especially useful if you are creating tables or editing questions that have large blocks of text.

To begin, click in the field that you want to edit and then click the “Power Edit” button on the toolbar. Several of the tasks on the Power Edit toolbar also appear on the main toolbar, so only the unique features will be discussed below.

### Tables

Respondus makes it easy to insert and edit tables. From the *Edit* menu in Respondus, position the cursor at the location where you want to insert the table. Then click the “Power Edit” button and select the “Insert Table” icon from the toolbar (located at the top right). When the next pop-up window appears, specify the number of columns and rows that should be included in the table (all other settings are optional). Click the [OK] button to return to the Power Edit window. You can now click within the cells of the table and enter the text.

The width of the table cells can be adjusted by dragging the column lines. To edit other aspects of the table from the Power Edit menu, click within the table and select the desired action from the pull-down menu labeled “Table.” Use the “Insert” option to add a row or column to the table. Use the “Delete” option to delete a row or column, or to delete the entire table. Other formatting (such as font changes and the centering of text) can also be applied to the cells in a table.

Finally, keep in mind that it is usually possible to paste tables into Respondus directly from Microsoft Word. Also, Respondus tables are designed to support both web-based exams and print exams. So you only have to create a table once if you require both online and print exams.

### Fonts, Formatting, and Lists

The remaining features in the Power Edit task are self-evident if you are familiar with the basic functioning of a word processor. To apply a different font to text, simply highlight the text and select the desired font and size from the pull-down lists. Text can be left justified (the default), right justified, and centered by selecting the appropriate toolbar button. Finally, it is easy to create bulleted or numbered lists by selecting the corresponding option from the Power Edit toolbar.

To see how the formatting will appear in Blackboard, click the preview button that is located at the top left of the Power Edit toolbar. To exit the Power Edit window, simply click the [X] at the top right corner of the window, or go to *File* and click *Save & Exit*.

### **Spell Check**

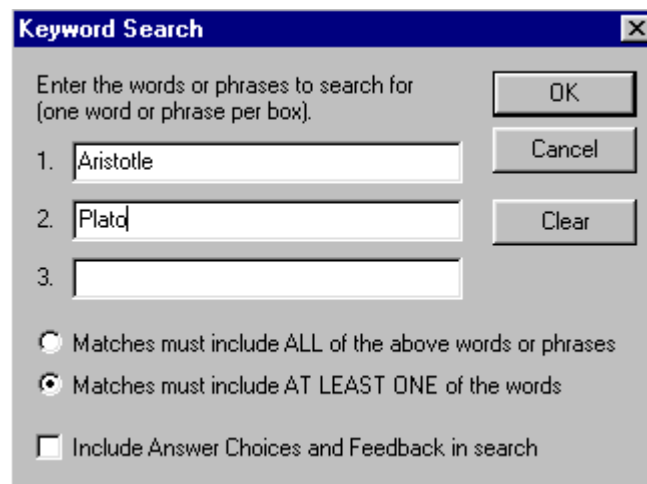
The Spell Check feature, which is located on the toolbar for the *Edit* menu, will search the currently open file for spelling errors and allow corrections to be made. Once the Spell Check feature is started, it will search for words that do not match items contained in the dictionary. If

the word is not found in the dictionary, you are given the option to “Change” the word to one that is suggested, to “Ignore” the identified word, to “Change All” such words in the file to one you select, or to “Add” the word to the dictionary. If you want to make more detailed changes to the question, click the “Edit This Question” button, which will close the spell checker and make the question available for editing.

Three dictionaries are included with a standard installation of Respondus: American English, Canadian English, and British English. However, a free bundle of supplemental dictionaries can be downloaded from the Respondus website, including French, German, Spanish, Dutch, Finnish, and a comprehensive medical dictionary.

### Keyword Searches

There are several places in Respondus where the **[Keyword Search]** button appears, such as at the bottom of the *Edit* menu. This option allows you to search the currently open file, or the file that is being previewed.



Up to three words can be included in a search. When more than one word is used, you can choose whether a match is required of *all* words or *any* of the words. A final option allows you to include answer choices and feedback in the keyword search.

### Modifying, Rearranging, and Deleting Questions

It is easy to modify, move, or delete a question in Respondus. From the *Edit* menu, select a question from the “Question List” by clicking on its “Title”. A window appears that displays the entire properties for the question. On the right side of the window are several options. Click the **[OK]** button to close the window, click the **[Delete]** button to delete the question, click **[Preview]** to preview the question, and click **[Move]** to place the question at a different position

in the Question List. If you select the **[Modify]** button, you will be returned to the Edit screen and the current properties for that question will be displayed in the form--modify the question as you like. Notice that the two buttons at the bottom of the form now indicate "Save Changes" or "Cancel Changes". If you want to save the changes to the question, select the corresponding button. If you do not want the changes to be implemented, select the **[Cancel Changes]** button.

## Using a Question as the Basis for a New Question

To use an existing question as the starting point for a new question, locate the desired question in the "Question List" at the bottom of the *Edit* menu. Select the question by clicking on the title, and when the properties window appears, select the button **[Use as Basis for New Item]**. You will be returned to the edit screen and the properties for the original question will be displayed in the form. The original title for the question will be modified slightly--for example, the number "2" will be added to the end of the name. At this point you can rename the title and make any other changes you like. When finished, add or insert the question into the Question List.

## Copying Questions from Another Respondus File

From the *Edit* menu it is possible to copy questions from another Respondus (.rsp) file. Click the button **[Copy from another file]**, which is located on the left side of the screen. This will open a window containing the files stored in the default directory (\Respondus Projects). Select a "source" file by double-clicking the file name or by clicking it once and selecting **[Open]**.

**Tip:** Before selecting a file, you can search the contents of the file by clicking on it once and then selecting **[Search]**. You can also preview the questions for a file--prior to opening it--by highlighting the file name and clicking the "Item List" button. Specific information for a question can be obtained by clicking its title.

Once the source file is selected, a new window lists the questions in it. Individual questions can be selected by clicking the column furthest to the left. A checkmark will indicate that the question has been selected. When all the desired questions have been selected, choose either the **[Add to End of List]** button or the **[Insert into List]** button to add the questions to the original ("target") file.

## ***Settings Menu***

### **Overview**

Respondus allows you to select “settings” prior to uploading an exam or survey to Blackboard. Although this step is entirely optional, it does allow you to determine settings “off line” and make an assessment available as soon as it is published to Blackboard. (Keep in mind that students cannot take an exam or survey in Blackboard until it has been “made available” to them.) The Settings menu also provides a means to designate a “random block” of questions within an exam.

### **Random Blocks**

Blackboard supports the creation of “random blocks,” which are sets of questions that are randomly selected during an exam. Before creating random blocks in Respondus, it is important that questions intended for these sets be organized and grouped properly. For example, if the fifth question in the exam is going to be randomly selected from a set of three questions, then those three questions should be grouped together at 5, 6, and 7 in the file. Make sure your questions are organized in this manner before continuing.

To create a random question set, go to the Settings menu and select the “Random Blocks” tab. Click the Random Blocks button to continue.

Then select the option “Add New Set” and enter the first and last numbers -- that is, the range -- of the questions that will comprise the random question set. For instance, if you want questions 5, 6, and 7 to be the basis of a random question set, you would enter 5 as the first question and 7 as the last question in the set.

If you want all of the questions in the set to be shown during the exam, select the “All” option. If, however, you want a smaller number of questions from the set asked during the exam, choose the “Select Number” option and provide the desired number. For example, if you want only one question from questions 5-7 asked during the exam, you would enter the number 1. You are then asked to provide a point value for the question set. (All questions in a question set must have the same point value.)

Finally, click the “Add New Set” button to finish the creation of the question set. In the list below, a letter representing the question set will appear next to each question that is contained in the question set. This allows you to easily see which questions are grouped together.

The letters representing each question set also provide the basis for editing a question set. For instance, if the letter “C” appears next to a set of questions, and you want to edit this particular

question set, select the option "Modify or Delete Existing Set" and select "C" from the pull-down list. The current settings for that question set will be displayed and several new options will appear in the lower section of the screen: Save Changes, Cancel Changes, and Delete Set.

In order for random blocks to be included with the exam when it is published to Blackboard, you must select the checkbox "Apply Random Blocks to Exam" on the Publish to Blackboard menu. Conversely, if you do not want random blocks included with the exam when it is published to Blackboard, leave this box unchecked.

## Settings

The design of the *Settings* task in Respondus is nearly identical to that used by Blackboard. So if you have specific questions about individual features, it is best to consult the user documentation for Blackboard. Note that if you have created a survey file, only the settings appropriate for surveys will be displayed. Also note that your settings will only be transferred to the Blackboard server if you select the checkbox "Apply Settings to Exam" during the *Publish to Blackboard* step.

**Availability**


When a file is published to a Blackboard server, these settings are used if the "Apply settings" option is selected.

### Availability Settings

Instructions:

- ☐ Make exam visible to students (in content area chosen at time published)
- ☐ Allow multiple attempts: Number  (leave blank for unlimited)
- ☐ Force Completion: Students must complete the assessment the first time it is launched (Bb 6.10 and higher)
- ☐ Set time limit for Exam: Hours  Minutes   
MM/DD/YYYY HH:MM
- ☐ Display (make visible) After:
- ☐ Display Until:
- ☐ Password protect - students must enter password before taking the exam.  
Enter password (spaces are not allowed).

### Respondus LockDown Browser

- ☐ Require Respondus LockDown Browser for this exam [More Information](#)
- ☐ At the end of the exam title, display the text "Requires Respondus LockDown Browser"

## How To Save New Default Settings

In Respondus there are two types of default settings: the original settings as provided by Blackboard and a second set of default settings that you can determine yourself. To save your own default settings, select the settings you want and then click the **[Use as New Defaults]** button on the left side of the screen. From this point forward, all new files created in Respondus will have the new default settings attached to them.

If you make modifications to the settings and later wish to restore the default settings (either your own default settings or Blackboard's), click the **[Restore Default Settings]** button. You will be asked which settings you want to restore.

## *Preview & Publish*

### Overview

Once an exam or survey is created in Respondus, the *Preview and Publish* menu let's you determine what to do with the file. Most users will first want to examine the contents of the file using the *Preview* task. When the questions are ready to be uploaded, the *Publish to Blackboard* task connects Respondus to a Blackboard server and transfers the exam or survey to it. Finally, the *Print* task lets you format and print the exam or survey directly from Respondus, or you can bring a file into a word processor for further enhancement and printing.

### Preview

The *Preview* task, located on the *Preview & Publish* menu, is similar to the preview option that appears in the *Edit* menu. The primary difference is that here you can easily scroll from one question to the next.



The preview window shows how the question wording and answer choices will appear to students when they take the exam. The feedback and correct answer for the question is additionally displayed at the bottom of the window.

To edit the question being displayed in the Preview window, click the [**Modify Item**] button. The screen will change to the *Edit* menu and the question will be displayed in the editor. Make the required changes and click [**Save Changes**].

## Publish to Blackboard

The *Publish to Blackboard* wizard is available from the *Preview & Publish* menu and guides a user through the steps of publishing an exam to the Blackboard server. You must already have a Blackboard account and password in order to use this task. In addition, it is helpful to understand the basic approach used by Blackboard to create an online exam. (Note: the instructions below are for publishing exams to Blackboard 6.x. The publishing instructions will differ slightly if Blackboard 5.x is being used.)

The screenshot shows the 'Publish Wizard' window with a blue title bar and a close button in the top right corner. The window contains three numbered steps:

- 1. Type of Publish - Single Course or Batch Publishing**
  - ☒ Publish to single course
  - ☐ Batch Publish to multiple courses
- 2. Choose an existing server, or "add new server" to add settings information for a new server**

Blackboard Server:

Settings: 

Server: statecollege.edu  
Server Port: 80  
User: jsmith
- 3. Press [Next] to connect to server**

At the bottom of the window are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

The initial decision is to choose whether the exam is being published to a single course or to multiple Blackboard courses. (Note: The “Batch Publish” feature is only available in the Campus-wide version of Respondus.)

The second step requires that information be entered about the Blackboard server and the user account. (This information can be stored for future use, enabling this step to be bypassed after the initial setup.) From the *Blackboard Server* list, select “Add New Server.” A window will open.

**Blackboard Server and Course**

To automatically set the server information for your institution:

1. Open your browser, go to the Blackboard "Login" page where you type in your name & password, copy the "Address" of the page from the browser to the box below.  
(If you type your name & password into a small grey popup window, leave the box blank.)
2. In your browser go to the course you want to use, then go to the "Control panel" page and copy the Address into the box below
3. Press Extract

Server name, e.g. "bboard1.univ.edu"      Course ID, e.g. "\_2\_141"  
 blackboard.statecollege.edu      \_44256\_1

Login type: JSP-1      Login page: /webapps/login?action=relogin      Institution code: 0

Server Port: 443      Secure Server? ☒ Yes, HTTPS:// always

Login Port: 0      If HTTPS used only for login, otherwise set to 0

LDAP & Kerberos logins may need to manually set Type=PL-1, Login port= 443

The information below must be entered manually:

Description: My Blackboard courses      Version: Version 6.0  
 (text to display in the server selection list, e.g. "My Bb server")

User name: jsmith24      Password: xxxxxxxx

☒ Remember my User Name and Password (save them on this computer) --  
 If this is a shared computer, un-check this box!

As instructed on the screen, open a web browser and go to the login page for the Blackboard Learning System. **Be sure that you are at the actual page where the user name and password is entered, not a preliminary web page or portal.** Copy the complete URL for this page and paste it in the field provided. (The easiest way to copy a URL displayed by a browser is to highlight it with a mouse, click the **right** mouse button, and select "copy". Then go to the appropriate field in Respondus, click the **right** button again and select "paste".)

Next, log into your Blackboard course and select the "Control Panel" page. Again, copy the URL address displayed in the browser to the appropriate field in Respondus. Upon clicking the "Extract" button, Respondus will fill in the Server Name, Course ID and Login Type needed to connect to the course. The default "server port" is 80, but some institutions use a different port number for their Blackboard server. Respondus should detect the port number automatically during the extract step.

Now provide a short description for the Blackboard server. The server can be called anything you like, such as “My WilmU Blackboard courses.” If more than one Blackboard server will be accessed, you will want to select a name that helps differentiate the two servers.

Enter an instructor-level *User Name* and *Password*. This information should be the same as what is entered when using a web browser to access your Blackboard course. If you want Respondus to remember the User Name and Password for future sessions, select the “Remember my User Name...” setting. Click [OK] to close the Server Settings window

**Before clicking [Next], be sure you are connected to the Internet. If using a dial-up connection, go ahead and connect to the Internet now.**

Click [Next] to continue. The Windows hour-glass will appear momentarily. If the connection is successful, the next page of the wizard will appear. If the connection is unsuccessful, an error message will indicate that Respondus was unable to connect to the server using the provided settings. If this occurs, troubleshoot it as follows:

- Make sure you are running a supported version of Blackboard and have the correct “personality” selected from the Start menu in Respondus.
- Make sure your connection to the Internet is working properly.
- Double-check the Password and User ID information. In fact, open your browser, go to the Blackboard server, and enter the identical login information. This will confirm that the Blackboard server is running and that the User ID and Password are correct.
- Check that the server port and secure server settings are correct
- Make sure you are running the latest version of Respondus (go to Help>Check for Update to see if a more current version is available).

On the next page of the wizard, you are prompted to select a course from the pull-down list.

After selecting the course, decide whether to create a new exam or replace an exam that already exists in the Blackboard course. To create a new exam, select that option and enter a name for the exam. To replace an existing exam, click the “replace existing exam” option and select the exam from the pull-down list. (Note that an exam can only be replaced if it has not yet been administered to students.)

As an alternative to creating or replacing an exam, it is possible to create or replace a question pool.

Additional options can be selected at this point. If Random Blocks were created for the file, they can be uploaded by selecting the *Random Blocks* option. The selections from the *Settings* menu can also be uploaded with the exam by selecting that option. Finally, select the option *Link the exam to a Content Area* if you want the exam to be linked to a Content Area (the selection of the Content Area occurs in the next step).

Click [Next] and Respondus will start to publish the exam and settings. If the exam is being linked to a Content Area, Respondus will prompt you to select a location. A status report appears during the publishing process. For a typical exam, the publishing process takes 20-40 seconds. This can increase to five minutes or more if a large number of media files are being uploaded or if the server connection is particularly slow. You will know that the publish process is complete when the hourglass disappears and the phrase “**Completed successfully**” appears in the “status” window.

After an exam is published to Blackboard, we recommended going to the course and confirming that everything appears as expected.

### Update Settings

Respondus can be used to update the settings for a test that already exists in Blackboard. From the *Preview & Publish* menu, select the *Update Settings* tab. Follow the sequence for selecting the server, the course, and the exam. Click the [**Settings**] button to obtain the current settings for the selected test. Make the desired changes to the settings and click the [**Publish New Settings**] button. The status bar will indicate when the new settings have been successfully published to the course.

### Printing Options

Respondus allows you to format and print exams/surveys directly from the software. It is also possible to save an exam to MS Word format for further enhancement and printing. To begin, go to the *Preview and Publish* menu in Respondus and select the *Print Options* tab.

The screen now displays the printing options available in Respondus. There are three formatting templates from which to select: Exam, Exam with Answer Key, Answer Key Only. Once a template is selected, you can further modify it by clicking the Settings button to its right. If the exam being printed has matching questions, be sure to select the checkbox labeled "Matching, randomize answers" if you want the second set of answers to be randomized. Also, if you have sequential questions that refer to the same image or graphic, you will likely want to select the “Suppress Repeated Images” button so that the image is not repeated with each question.

Click the **[Edit Headers]** button to enter the information you want to appear at the top of each page. Different information can be entered for the second and subsequent pages too. The header information might look something as follows:

The next section allows up to 5 variations of the exam to be generated. You have the ability to “randomize all” questions in the exam or to have the questions randomized according to question type (i.e., all the multiple choice questions are randomized within a group, all the essay questions are randomized within a second group, and so forth). If Calculated questions are contained in the file, each Exam Variation will have a unique set of variables for the Calculated questions. If you don’t want multiple exam variations, simply retain the “Original Order” option from the pull-down list. (Note: As long as the questions in the exam file remain unchanged, a particular “Exam Variation” will have the same question order each time it is printed or saved to MS Word format. However, if you add or insert new questions, the Exam Variation will differ the next time you print/save an exam or answer key.)

It is also possible to specify a range of questions to be included in the exam. If both fields are left blank, all questions will be included.

At the bottom of the screen there are three options: *Print Preview*, *Save to File*, and *Send to Printer*. The *Print Preview* button allows you to preview the contents of the file in a pop-up window. We recommend that you use this option before printing the exam/survey or saving the contents to a file--it is a quick way to identify mistakes. The *Save to File* option allows the creation of a MS Word file (.doc), a “rich text file” (.rtf), or a standard text file (.txt). The MS Word and .rtf formats will retain enhanced formatting such as bold, italics, and underlining, whereas the .txt format will strip such information. Once a file is saved, it can be opened with a word processor for further formatting and modification. Finally, the *Send to Printer* option permits you to print

directly from Respondus. This task works similar to the printing function in other Windows programs.

## ***Retrieval and Reports***

### **Overview**

Once an exam or survey is administered in Blackboard, Respondus allows you to retrieve reports that contain such things as the gradebook and student scores on assessments. The second option on the *Retrieval and Reports* menu allows the retrieval of the exam/survey instrument from Blackboard so that it can be modified in Respondus, published to another course, or archived.

### **Retrieving Reports for Exams/Surveys**

Blackboard maintains a “gradebook” and can generate a variety of reports for exams. Respondus enhances these capabilities by retrieving reports from multiple locations in Blackboard and consolidating them into a single page. Reports based on multiple exams can also be combined into a single report. Since reports are automatically saved to the user's hard drive, it is possible to view the gradebook and reports offline, or to archive the reports at the conclusion of a course.

To retrieve the gradebook or reports using Respondus, go to the *Retrieval and Reports* menu and select the *Retrieve Reports* tab. The first several steps are similar to those used for publishing an exam to Blackboard (see the earlier discussion for a detailed explanation). The first step is to select the Blackboard course. The next step is to select the assessment(s) on which the report will be based.

Three different elements can be included in a report. The first checkbox allows the retrieval of the entire gradebook for the course. The second checkbox will retrieve the student scores for each assessment that was selected. The third checkbox allows the retrieval of summary statistics for each question in the assessment. Finally, if multiple assessments were selected in the list above, it is possible to have all the reports combined into one file, or have each report saved as a unique file.

### **Retrieving an Exam or Question Pool from Blackboard**

Respondus allows the retrieval of exams, surveys, and question pools from a Blackboard course. To begin, go to the *Retrieval and Reports* menu in Respondus and select *Retrieve Questions*. The

first couple of steps to retrieving an exam or pool are identical to those used for publishing one to Blackboard (see the earlier discussion for a detailed explanation). First, select the Blackboard course. Second, select the appropriate button for retrieving an exam, survey or pool.” Third, select the specific file you want to retrieve from the pull-down list. Finally, enter a name for the new Respondus file you are creating.

Once all selections have been made, click the [**Retrieve**] button. The retrieval process will take between 15 seconds and several minutes, depending on several factors: the speed of your connection, the load on the server, the size of the multimedia elements that are being retrieved, and so forth. You will know that the retrieval is successful by the statement “**Successfully completed**” that appears in the *status* box.

When a file is being retrieved, Respondus will detect if multimedia objects are associated with it and will automatically download these objects if they are stored with your Blackboard course. (Respondus does NOT attempt to download multimedia elements if they are stored on a different server.) If multimedia objects are retrieved with a file, Respondus will automatically update the HTML links in questions that point to these objects. This makes the multimedia elements work properly when the file is published again to Blackboard.

If you created and uploaded math symbols or equations to Blackboard using Respondus, when these symbols are retrieved from Blackboard they will be treated from that point forwarded as images, not equations. This means that if you want to use Respondus to modify an equation that was retrieved from Blackboard, you will first need to delete the equation graphic using the “Insert Picture or File” option (see above discussion) and then use the Equation Editor to create the new equation. Hence, it is usually better to start with your original Respondus file since it permits you to edit the equation directly. Also, if you are providing a colleague an exam that contains equations, it is best to send that file in the original Respondus format so the person can edit the equations more easily.

### Download Data

Respondus will download answer databases for exams or surveys. The results are saved as “comma separated values” files (.csv) which are easily opened by Excel, Access and many statistical analysis programs. The download feature in Respondus is especially useful with surveys since additional analyses (e.g., crosstabs) are usually desired.

To download an answer database, go to the *Retrieval and Reports* menu in Respondus and select the *Download Data* tab. Select the Blackboard Server and the Course. Then select the exams and/or surveys for which you want to download the answer databases.

Click the [**Retrieve**] button to begin the download process. The files will be downloaded to the “My Documents” folder using the names of the original exams or surveys (but with a .csv extension).

## ***Other Tools & Features***

### **Overview**

There are several additional tools in Respondus that offer a range of functions. Each of these is discussed below.

### **Save As Copy**

The “Save As Copy” tool is located on the *File* pull-down menu. Use this task to create a copy of the currently open file.

### **Preferences**

A “preferences” option is located on the File menu bar, contains three tabs: *General*, *Edit & Publish*, and *Conversions*.

The top section of the *General* preferences allows you to prevent Respondus from automatically checking for updates to the Respondus software. (The checking occurs whenever an exam is published from Respondus to an online course.) Directly beneath this is a list of course management systems. If you only want to be informed of updates that relate to specific course management systems, unselect those systems for which you are not interested. The final option on the *General* tab allows the current description of the Respondus file to be edited.

The *Edit and Publish* preferences provide a variety of options:

- The ability to discard font changes when copying and pasting from another program
- The ability to change the default point value for new questions that are created or imported
- The ability to prevent the “ALT text” window (for entering text for screen readers) from appearing each time an image is added to an exam
- The scaling percentage that should be used for equations that are published to the online course
- The ability to change the default font for questions that are published to Blackboard. (We highly recommend that you don't change the default font. If you change the default font and later need to edit your questions from within Blackboard using a browser, it will be

more difficult because the font HTML will be intermixed with the question wording. Also note that changes to the default font will not be applied to tables or any text that already has a specific font applied it.)

The third preference tab, *Conversions*, allows the settings to be determined for files that are converted from one CMS personality to another. If you do not want to be asked each time how certain issues should be handled for the file conversion, then select the settings that you prefer.

## Question Title Tool

There are many situations when it is desirable to rename all the titles in the Respondus file to provide a consistent look or numbering sequence. For example, if you copy questions from many different files, import additional questions to that file, and then create some questions directly within Respondus, you may end up with a haphazard list of titles.

The *Question Title Tool*, located under *File* on the menu bar, lets you specify a “stem” (or string of text) that all question titles will start with. The stem text will then be followed by consecutive numbering that begins with 1 (or 01, or 001, etc.). For example, if you enter “Chapter1-” as the stem text, and then select “001” as the format for the numbering scheme, the title for the first question will be changed to Chapter1-001, the title for the second question will be changed to Chapter1-002, and so on. If you specify a range of questions for the titles being changed, you can provide even more specific titles throughout your file. For instance, questions 1-20 might use the stem “Ch1-Unit1-” and questions 21-30 might use the stem “Ch1-Unit2-” and so forth.

## Check for Update

The “Check for Update” tool, located on the *Help* menu bar, provides an easy way to see if an update is available for Respondus. When Respondus is used to publish an exam, it will automatically check to see if an update is available for the Respondus software (this check will occur only once in a 24-hour period). *No information about your computer hardware and software is collected by Respondus, Inc. during this process.* Instead, the Respondus software *retrieves* information from Respondus.com and will display a message if an update is available. You will then have the choice of upgrading to the latest version of the software.

To manually check for a software update, select the “Check for Update” option from the *Help* pull-down menu (you will need a live Internet connection). Respondus will instantly return a message indicating whether an upgrade is available. If an upgrade to Respondus is available, you can let Respondus download the required file(s) automatically and update the software for you. This is the easiest way to apply a patch or upgrade.

If you prefer that Respondus does not automatically check for an update during the publishing step, go to the File menu, select Preferences, and unselect the appropriate checkbox under the *General* tab.

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