

and so forth. You will know that the retrieval is successful by the statement “*Completed successfully*” that appears in the *status* box.

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

If you created and uploaded math symbols or equations to Blackboard, when these symbols are retrieved back 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 + 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).

Cleanup HTML Tool

Questions imported from a Word document or by pasting from Word into a question editor may contain more formatting than is needed, such as font changes and styles that don't work properly with a learning management system server.

The *Cleanup HTML* tool, located under *File* on the menu bar, allows you to apply three levels of cleanup to all questions in the current file. The first level strips away some extra font and style information that is usually not appropriate for use on servers. The next level removes almost all font information so that the server's normal fonts are used instead of other fonts. The final level removes almost all formatting which can solve problems with unsafe HTML that are not fixed using the other two levels.

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.

