



Spring 2020 1L Exam FAQs

If you have technical problems during an exam you should email [Bill Greene](#) immediately. Do not contact your instructor as you will then be compromising the anonymity of the exam.

I'm a first year student, when will my mock exam be available?

You will receive an email later this week with information about the mock exam that you can use to practice the process for downloading and uploading your exams. The mock exam will be available during your last week of classes. You will be able to complete the mock exam any time between then and the first day of the exam period.

I usually take my exams at the DRC, what happens this term?

You should have received a communication from Kendra Millay if you receive accommodations. If you have not, please reach out to k.millay@northeastern.edu.

Usually Exemplify prevents me from using multiple programs or opening multiple windows on my computer at once. Will this be the case for these exams?

No, during this exam period and for all exams you will be able to have multiple tabs open to toggle between them, which will allow you to look at both the exam question and your answers at the same time. During this exam period, Exemplify will NOT be in secure mode so you will be able to have multiple programs and multiple windows open at once.

How do I print my exam?

As discussed above, you will be able to use multiple programs at once and toggle between the exam and your answer. If you still need a printed version of the exam, you should purchase a printer and related supplies. If you need financial assistance to cover the cost of the printer, paper, ink, etc., you should contact [Linda Schoendorf](#) in the Financial Aid Office.

I've been having trouble with my laptop, tablet, or internet. What do I do?

Contact [OCS](#) with any technological problems. For technology issues that are not directly exam related, you can also contact the IT Service Desk 24 hours a day, 7 days a week at 617.373.HELP [4357] or help@northeastern.edu.

If my internet goes down during the exam, what should I do?

As a reminder, internet access for exams is only required to download and upload your exam. You will not need internet service in the interim as you are taking the exam. If you have internet problems when it is time to upload your completed exam, you should contact [Dean Harper](#) and [Bill Greene](#) immediately. Do not contact your professor directly.

I understand that I need to complete an Exam Rules Certification Form. How does that work?

You'll receive a link closer to your exam period with instructions on how to complete the exam certification.

What do I do if I am unable to take my exams as scheduled due to an extraordinary personal situation or disruption created by COVID-19 or because of a medical or personal emergency?

You should contact [Dean Harper](#) to discuss supports and options, including the possibility of exam schedule adjustments. We understand that these are extraordinary times, and students will be accommodated to the greatest extent possible.