1. HOW DO I SIGN-UP TO USE THE EXAMSOFT COMPUTERIZED EXAM PROCESS TO COMPLETE MY EXAMS?

Sign-up for using ExamSoft will be available by completing the Online Exam Consent form at the UBC Student Service Centre (SSC) website (https://ssc.adm.ubc.ca/sscportal/servlets/SRVSSCFramework). Log into the SSC using your Campus-wide login and password, place your mouse on “Exams” at the top of the screen, click on “LAW: Online Exam Consent,” read the Online Exam Consent, click “Yes” that you want to use the Online Testing Service, and click “Save.”

Note: Within the SSC Exam menu, the “Exam Schedule” and “Exam Application” are not applicable to Law students. The only exam information in the SSC that relates to Law students is the “LAW: Online Exam Consent.”

2. WHY DO I NEED TO COMPLETE AN ONLINE EXAM CONSENT FORM?

You must complete an Online Exam Consent form because your personal information (student number, e-mail address, exam code, courses in which you are registered, and exam answers) need to be uploaded to the ExamSoft server, and we cannot provide that information to ExamSoft without your permission.

3. DO I NEED TO COMPLETE AN ONLINE EXAM CONSENT FORM EACH TERM?

No. Once you complete the Online Exam Consent form at the Student Service Centre website, it will be valid for the rest of your UBC Law student career, unless you decide to later complete the Online Exam Consent form again but select to opt-out of the online testing service.

4. WHAT IS THE DEADLINE FOR COMPLETING THE ONLINE EXAM CONSENT FORM?

If you have never completed the Online Exam Consent form, you must do so at the Student Service Centre website by the deadline specified for the exam period for which you would like to begin using the ExamSoft computerized exam process. Students will be informed in the UBC Law Weekly Bulletin and by e-mail regarding this deadline for each term.

5. HOW CAN I LEARN MORE ABOUT THE EXAMSOFT COMPUTERIZED EXAM PROCESS?

Watch an ExamSoft pre-exam video. To learn more about the ExamSoft testing service, students are encouraged to go the ExamSoft website at www.examsoft.com/UBClaw to access the public information available for potential Exam Takers (Helpful Pre-Exam Videos, Helpful Support Tools, ExamSoft Exam Taker Info, and Minimum System Requirements). A password is not necessary to access this public information.
6. **AFTER COMPLETING THE ONLINE EXAM CONSENT FORM, WHEN CAN I LOG INTO EXAMSOFT’S SECURE WEBSITE AND DO A PRACTICE EXAM?**

Students will be informed in the Faculty of Law Weekly Bulletin and by e-mail each term regarding the dates that new ExamSoft users will receive their ExamSoft passwords. Once you receive your ExamSoft password, you will be able to download and register SofTest, ExamSoft’s testing software. Then you will be able to try some practice exams to familiarize yourself with the software.

7. **WHAT IF, AFTER TRYING TO DOWNLOAD AND REGISTER THE EXAMSOFT SOFTWARE, I NEED SOME HELP?**

ExamSoft users can contact the ExamSoft helpdesk for technical support through the ExamSoft Contact and Solution Center at http://support.examsoft.com/ics/support/default.asp?deptID=15194.

In addition, UBC Law ExamSoft help sessions will be held each term for students who need help with the ExamSoft software download and registration process. The dates and times of the sessions will be published in the Faculty of Law Weekly Bulletin and e-mailed to students each term.

8. **WHAT IF, AFTER COMPLETING THE ONLINE EXAM CONSENT FORM, I DECIDE THAT I DON’T WANT TO USE THE EXAMSOFT COMPUTERIZED EXAM PROCESS TO DO SOME OR ALL OF MY EXAMS?**

If you complete the Online Exam Consent form, and you change your mind on a given exam day, you can STILL decide to hand-write any or any part of your exam on the exam day.

9. **WHAT IF I DO NOT COMPLETE THE ONLINE EXAM CONSENT FORM BY THE DEADLINE?**

Once the deadline has passed for a given term, if you have not completed the Online Exam Consent form, you will not be able to use the ExamSoft computerized exam process to complete your exams for that term. However, you will still be able to complete the Online Exam Consent form so that you can use the ExamSoft computerized exam process for the next term.

10. **DO OTHER CANADIAN LAW SCHOOLS USE EXAMSOFT?**

Yes, many other Canadian Law Schools have been using ExamSoft for years:

- University of Alberta - since 2006
- University of Manitoba - since 2008
- Osgoode - since 2005
- Queen’s - since 2008
- University of Saskatchewan - since 2009
- U of T - since approximately 2003

11. **WHO SHOULD I CONTACT IF I HAVE QUESTIONS?**

Questions can be sent to Susan Morin, Director, Student Academic Services, morin@law.ubc.ca. Students will be notified in the Weekly Bulletin and by e-mail about upcoming ExamSoft help sessions.
12. WHAT IF THE SCREEN RESOLUTION ON MY LAPTOP WORKS BEST AT 1024 X 600 INSTEAD OF THE EXAMSOFT SUGGESTED 1024X768?

Answer from ExamSoft: “The operation of SofTest itself shouldn’t be affected but people that use this resolution might have to scroll to see parts of their screen. Of course, it’s always better to use the recommended settings if possible.”

13. WILL STUDENTS WHO TYPE AND STUDENTS WHO HAND-WRITE BE IN THE SAME ROOM DURING EXAMS?

Attempts will be made to put typists and hand-writers in separate rooms, however that cannot be guaranteed. Therefore, you should bring earplugs if you think the noise of typing will bother you.

14. DOES EXAMSOFT USE KERNEL HOOKS, ROOTKITS, OR SIMILAR MECHANISMS?

Answer from ExamSoft: “SofTest does not use kernel hooks or rootkits and certainly will not add any malware to their machines.”

14. DOES EXAMSOFT SUPPORT ALTERNATE KEYBOARD LAYOUTS, SPECIFICALLY, DVORAK?

Answer from ExamSoft: “Students may use the Dvorak keyboard layout and there is a Knowledge Base article about this on support.examsoft.com if they have any further questions, but it is possible.”

16. WILL STUDENTS TYPING AND STUDENTS HAND-WRITING BE GIVEN THE SAME AMOUNT OF TIME TO WRITE AN EXAM?

Yes. This is the same practice of all other Canadian Law schools surveyed that do computerized exams.

15: WILL EXAMS BE GRADED THE SAME REGARDLESS OF THE FORMAT IN WHICH THE EXAMS ARE WRITTEN?

Yes. The results of our survey of Canadian Law schools are that there is no grade advantage or disadvantage in regards to typing vs. hand-writing exams. All of the law schools use the same grading rules and practice for grading typed and hand-written exam answers.

16. WILL EXAMSOFT'S SOFTEST SOFTWARE ALLOW ME TO MINIMIZE IT AND ACCESS OTHER FUNCTIONS ON MY LAPTOP?

No, when typing exam answers in SofTest, you will not be able to access anything else on your laptop or through the internet. You laptop will be locked down except for accessing SofTest until you Exit SofTest. All students will need to bring hard copies of any allowed materials to open book exams.

17. WHY DOES EXAMSOFT RECOMMEND DISABLING ANTI-VIRUS BEFORE INSTALLING?

Answer from ExamSoft: “You would really only need to disable anti-virus if it is restricting your machine to a point where you have issues using Softest. That is why it is so important to take the Mock Exam.”

18. DOES SOFTEST WORK ON LINUX?
Answer from ExamSoft: “SofTest is not operable on Linux. If students have any questions about the system requirements and which version of different OS are supported they can always access the system requirements directly from the login page (top right > System Requirements).”