

March 2017

Writing a **CUIC** Exam Online

Prior to the exam

- Your Notice for Admission will be emailed to you 7-10 business days prior to your exam. Review the ticket to verify that the exam, date, and time are correct. Bring the admission ticket and one piece of photo identification to the exam site.
- Your proctor will receive online exam access instructions, including a username and password, from Dalhousie University 2-3 days prior to the exam.

Starting the exam

1. Your proctor is responsible for turning on your computer, opening the web browser and entering the Dalhousie URL: www.cuic.cce.dal.ca/exams.php
2. Your proctor will select the correct exam from the Exam Selection Page and log in. Your exam will open in **two separate windows** if it is a combination of multiple-choice and case study.
 - If you are writing *CUC-185 Products & Services* or *MSR Accreditation*, your exam is made up of 100 multiple-choice questions therefore, you will have just one exam window.

If your proctor selects the wrong exam, they can click the back arrow on the internet browser and re-select the correct exam.

3. You will be required to enter your first name, last name, and Learning Gateway Login ID (this appears on your exam admission ticket). Don't worry if the email address is too long for the text box, it will not impact the exam.
4. Once the exam is open, the allotted time starts: 2 hours for *CUC-185 Products & Services* and *MSR Accreditation*; 2 ½ hours for all other exams.

If there are problems logging on to either the site or an exam, your proctor should contact Colin MacLean at Dalhousie University (902) 494-3662. If necessary, leave a voice mail message and the call will be returned as soon as he is available.

During the exam

- **Under no circumstances can the online exam documents be printed.**
- Ask your proctor for scrap paper. You may not bring your own scrap paper to the exam and all scrap paper must be returned to the proctor at the end of the exam. No exceptions.

- If formulas are required for the exam, they will be provided at the beginning of the case study.
- You can minimize or maximize the windows at any time during the exam to easily move between the case study and multiple choice questions. You may answer the multiple-choice and case study portions of the exam in any order.
- When you answer the final multiple choice question, a form will appear containing the answers you selected for each question. If you want to review them or there are unanswered questions, you can do that right away or minimize the window and return to them later. **Do not close the browser window**; instead minimize the screen and return to it later.
- When you are sure you have completed the exam or if time has expired, you need to **submit the answers** by following the onscreen instructions. Your proctor should verify that all components have been submitted, then exit the system and close your web browser.

What if:

- You or your proctor accidentally close the window or browser or you lose your internet connection?
- You or your proctor accidentally submit your exam (or a portion of it) before you meant to?

Your proctor can contact Colin MacLean Dalhousie University (902) 494-3590 or email colin.macleam@dal.ca for instructions on how to proceed. If necessary, leave a voice mail message and the call will be returned as soon as he is available.

Questions?

CUSOURCE Client Solutions is happy to help.
clientsolutions@ccua.com or 1.888.367.1386