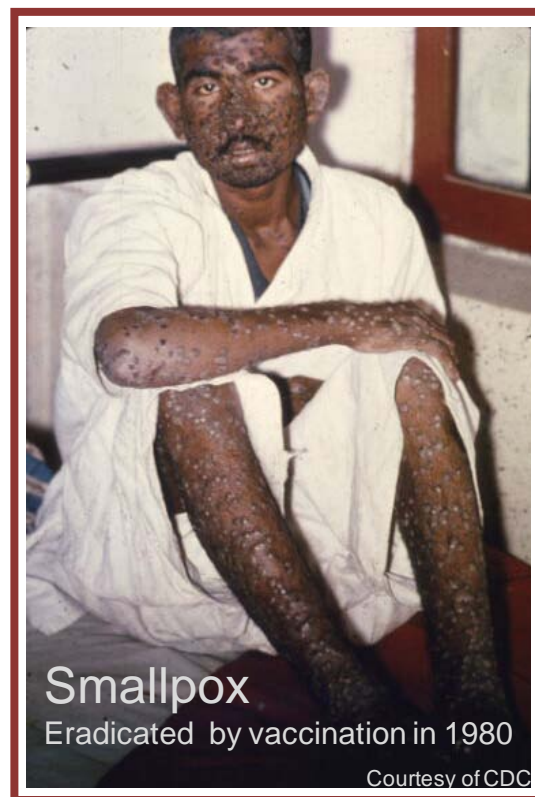


# Biomedical Immunology

GMS PA 610 OL  
Fall 2016

## COURSE GUIDE

Department of Pathology & Laboratory Medicine, Boston University School of Medicine (BUSM)  
Graduate Medical Sciences (GMS)



**Course Director**

Jacqueline Sharon, PhD [jsharon@bu.edu](mailto:jsharon@bu.edu)

**Course Coordinator**

Cecelia Slayter [cslayter@bu.edu](mailto:cslayter@bu.edu)  
Tel: 617-638-4500 / Fax: 617-638-4085

**Course Associate Director**

Daniel Remick, MD [remickd@bu.edu](mailto:remickd@bu.edu)

**Blackboard Learn Course Website**

<https://learn.bu.edu/>

© 2016, Trustees of Boston University, Boston University School of Medicine

All rights reserved. No part of the course materials may be reproduced in any form or by any electronic or mechanical means, including information storage and retrieval systems, except for individual use by students registered in the course for the purpose of studying the materials.

# Table of Contents

---

	<b>Page No.</b>
PREREQUISITES .....	3
COURSE DESCRIPTION .....	3
Overview	
Number and Format of Learning Sessions	
COURSE LEARNING OBJECTIVES.....	4
STUDENT EVALUATION AND GRADING .....	4
Formative Evaluation (for your own assessment)	
Summative Evaluation – Exams and Quizzes (graded)	
Grade Cutoffs	
Finding Out Your Course Grade	
LEARNING MATERIALS .....	5
Syllabus Sections (Notes)	
Required Textbook	
Lecture Slides	
Discussion Guides	
“Case Continuation” Questions from Part 2 of Discussion Sessions	
Videorecordings of Lectures and Part 2 of Discussion Sessions	
Practice Questions	
Slide-set Review of Course Material	
CLARIFICATIONS AND STUDY HELP.....	6
Piazza Q & A	
Contact Course Director if Difficulty with Course Material	
BLACKBOARD LEARN COURSE WEBSITE .....	6
GENERAL BOSTON UNIVERSITY POLICIES .....	6
COURSE EVALUATION BY STUDENTS .....	6
STUDY TIPS .....	6
General	
Study Tips for Lectures .....	7
Study Tips for Discussion Sessions	
Study Tips for Quizzes	
Study Tips for the Exam .....	8
FACULTY AND STAFF INFORMATION .....	8
SCHEDULE OF SESSIONS AND TOPICS – FALL 2016 .....	9
TECHNOLOGY REQUIREMENTS/OPTIONS AND DIRECTIONS FOR USE .....	10
To access the Blackboard Learn course website	
To access the videorecordings	
To access the quizzes	
To talk with the course director through videoconferencing (optional, in case of difficulty with the course material)	
Taking the Exam with Remote Online Proctoring .....	11
System Requirements	
Setting-up an Account with Examity	
Scheduling the Exam .....	12
Exam Rules	
Taking the Exam	
Technical Support	

## PREREQUISITES

Bachelor's degree in biology or related field, basic knowledge of biochemistry, cell biology, molecular biology

## COURSE DESCRIPTION

### Overview

This online course covers key immunologic concepts: how the components of the immune system are generated, organized, and function; the mechanisms that lead to beneficial immune responses, immune disorders, and immunodeficiencies; methods to identify immune reactions; and ways to manipulate the immune system and its components to benefit the patient. These concepts and related case studies are presented through lectures and case-based discussion sessions, in which students interact with the material by answering audience-response questions. Students also interact with other students and with the instructors through an online discussion board, which is monitored daily on weekdays by the course director. Furthermore, personal student-student interactions, through joint viewing of lecture videorecordings and joint participation in discussion sessions, are encouraged whenever possible. Biweekly open-book online quizzes help students keep-up with the material. A closed-book exam at the end of the course is taken with remote online proctoring.

**Number and Format of Learning Sessions** [2 h/wk (11 weeks), 1 h/wk (3 weeks)] – see Schedule

19 lectures (~1 hour each)

3 discussion sessions (2 hours each)

The lectures and the second part of discussion sessions, which are updated annually, are available as videorecordings online in the Blackboard Learn course website.

GMS PA 610 OL is based on the immunology content offered to first-year medical students at Boston University School of Medicine, and uses the videorecordings of the lectures given in-class to the medical students. The discussion session videorecordings are done specifically for the GMS PA 610 OL course.

### *Lectures*

The lectures consist of slide presentations, which include multiple-choice audience-response questions that students can use for (non-graded) formative evaluation while viewing/listening to the videorecordings. Students are expected to spend at least 3 additional hours of independent study time per lecture hour for successful completion of the course.

### *Discussion sessions*

Each discussion session consists of two parts. In Part 1, a clinical case is presented, and a guide with directions is provided. Students are asked to work in small groups (or alone), to answer questions related to the case and to organize the case information, in a Case Table, into: clinical findings / patient history, lab findings (assays), family history / genetics, mechanism, and treatment. In Part 2 of the discussion session, students view/listen to a videorecording during which they answer (non-graded) multiple-choice or true/false audience-response questions based on the discussion questions, or on new case information. Concepts from the discussion sessions are included in quizzes and in the exam. Students are expected to spend at least 1 additional hour of independent study time per discussion session.

## COURSE LEARNING OBJECTIVES

By the end of the course students will be able to:

1. Demonstrate basic knowledge of the organization and function of the immune system.
2. Differentiate the mechanisms that lead to beneficial immune responses and immune disorders.
3. Analyze immune-based case studies.
4. Apply key immunologic concepts and methods to diagnose immune disorders.
5. Explain strategies for manipulating the immune system to benefit the patient.

## STUDENT EVALUATION AND GRADING

### Formative Evaluation (for your own assessment)

- Audience-response (Turning Point) questions in lectures
- Open-ended and audience-response questions in discussion sessions
- Open-ended study questions in the syllabus
- Practice quizzes
- Practice exam

### Summative Evaluation – Exams and Quizzes (graded)

7 quizzes – 5 questions/quiz – 10% of grade (2.5% per quiz, only the top 4 scores count)

1 exam – 60 questions – 90% of grade

The quizzes and the exam are based on the material covered in the lectures and discussion sessions, and consist of multiple-choice (single best-answer) questions. **There are NO make-up tests.**

The quizzes, which are taken online and are open-book, help you keep-up with the material. They are in-part formative evaluation because only your best-scoring 4 of the 7 quizzes count towards your grade. Each quiz covers material since the last quiz. Each quiz is time-limited to 10 minutes and is available for 1 week – beginning Wednesday of the week in which it is scheduled at 4 PM Boston time and ending the following Wednesday at 4 PM Boston time. The correct answers to the quiz questions appear after you submit the quiz. You can view your quiz scores in My Grades in the course website.

The exam, which is closed-book, covers all course material, and is time-limited to 2 hours. The exam is taken online with remote proctoring by Examity® <http://examity.com/>. It is scheduled by the student at any chosen time within a 1-week window (which starts and ends at 4 PM Boston time, see Schedule below). System requirements and directions for scheduling and taking the exam are located in the Technology Requirements section below.

You are bound by the Honor Code NOT to discuss the quiz and exam questions with other students.

**Grade Cutoffs** (rounded-up to nearest integer starting at 0.5; e.g., 69.85 →70 and 69.12 →69)

A ≥ 93%; A- ≥ 85%; B+ ≥ 78%; B ≥ 70%; B- ≥ 62%; C+ ≥ 54%; C < 54%

Passing grade: ≥ B-

### Finding Out Your Course Grade

Your grade in the course will be available in My Grades in the course website. An announcement will be made (in the course website) when the course grades are available.

## LEARNING MATERIALS

### Syllabus Sections (Notes)

A syllabus section, designated Notes, is provided for each lecture. The syllabus section consists of learning objectives, references, vocabulary, lecture guide (lecture notes), and (open-ended) study questions. *Many quiz and exam questions are multiple-choice versions of the study questions in the syllabus.* The syllabus has wide margins to allow note-taking.

### Required Textbook

Abbas AK, Lichtman AH, & Pillai S. *Basic Immunology – Functions and Disorders of the Immune System*. Fifth Edition, 2016. Elsevier.



- Most of the Medical Immunology course follows this textbook and uses many of its illustrations.
- Excellent reference book: Glossary, Tables of immune molecules (cytokines, CDs).
- However, only chapters 10, 11 and 12 of the textbook are assigned reading. *Chapters 1-9 have more information than what students are responsible for in this course, and should NOT be used as a study source.* Comprehensive lecture notes in the syllabus sections are provided instead. The material in the last four lectures is under- or not-represented in the textbook.

### Lecture Slides (PDFs)

The slide sets used in the lectures are provided. Blank slides in lecture PDFs, and those designated Turning Point Question, indicate audience-response questions, which will be presented in the lectures.

### Discussion Guides

A discussion guide including a clinical vignette and discussion questions and/or activity instructions is provided in Part 1 of each discussion session.

**“Case Continuation” Questions from Part 2 of Discussion Sessions** – provided as PDFs

### Videorecordings of Lectures and Part 2 of Discussion Sessions

***NOTE:** Videorecordings and PDFs of Notes, Slides, Discussion Guides, and Case Continuation Questions are available 1 week before the corresponding scheduled session.*

### Practice Questions

- Audience-response questions are included in lectures and Part 2 of discussion sessions.
- Study questions are found at the end of the syllabus section for each lecture.
- A practice quiz\* is available 2 days before the time window of the corresponding quiz.
- A practice exam\* is available 1 week before the exam time window.
- A compilation of the audience-response questions used in the lectures\* is available 1 week before the exam time window.

\*Answer keys are provided separately.

**Slide-set Review of Course Material** – available 1 week before the exam time window

## CLARIFICATIONS AND STUDY HELP

- **Piazza Q & A:** Students are encouraged to post questions or comments on the Piazza online discussion board (Piazza Q & A, link available in the course website – follow directions to register and set your preferences). Answers by an instructor or other students are also posted on Piazza and are available to all. The questions and answers are organized by lecture and discussion number so questions pertaining to a particular topic can be found easily. The discussion board is monitored daily on weekdays by the course director, to answer questions and endorse or correct answers by students.
- **Contact Course Director if Difficulty with Course Material:** Students who have difficulty with a particular topic or with the course material in general can make an appointment, by e-mail (write 'GMS PA 610 OL study help' in subject line) to [jsharon@bu.edu](mailto:jsharon@bu.edu), to discuss with the course director through webconferencing (instructions in the Technology Requirements section below) or teleconferencing.

## BLACKBOARD LEARN COURSE WEBSITE

The course website at <https://learn.bu.edu/> contains all the learning materials (except for the textbook), a link to the Piazza discussion board, the quizzes and exam, course announcements, and faculty & staff information. The website is organized in modules, which are accessible from the left menu. The learning materials, as well as folders with links to the quizzes and the exam, are all located in the Course Materials module. The Piazza Discussion board is accessible by clicking on the Piazza Q & A link in the left menu. Instructions for taking the quizzes and the exam, and for scheduling the exam, are located in the exam and quiz folders, as well as in the Technology Requirements section below.

## GENERAL BOSTON UNIVERSITY POLICIES

All students will abide by Boston University policies, including codes of academic and professional conduct. These policies and expectations for professional student conduct are posted on the university website and are available publicly. Any real or apparent deviation from these policies will be reviewed rapidly and in compliance with Boston University policies. The failure to fulfill any of these responsibilities is a basis for disciplinary action under this code or the academic regulations of the schools and colleges of the University.

## COURSE EVALUATION BY STUDENTS

We would greatly appreciate your evaluation and suggestions at the end of the course so we can improve this and other courses. A link to an anonymous Course Evaluation Survey, administered through Qualtrics, will be included in an announcement before the exam.

**STUDY TIPS** (these are only suggestions; ignore them if you have your own successful study strategies)

### General

- Study actively – read to find answers.
- Study what you do not know, NOT what you know.
- Do the following only ONCE, referring back only to selected parts as needed:
  - View/listen to the videorecordings of the lectures and second part of discussion sessions.
  - Read the Lecture Guide in the syllabus sections or the assigned textbook chapter.

## **Study Tips for Lectures**

BEFORE viewing each lecture (optimally the day before), read the Learning Objectives and Vocabulary in the corresponding syllabus section, and the slide set – to familiarize yourself with the material.

Be sure to answer the audience-response questions while viewing/listening to the lectures. You are encouraged to take notes if you are so inclined. (Although the Lecture Guide in the syllabus sections provides comprehensive lecture notes to relieve anxiety about “missing something important,” note-taking is an active process that keeps you focused and enhances retention of the material).

Write down or type any questions you have.

AFTER viewing the lecture (optimally the day after), use the syllabus section as follows:

- Read and try to answer each learning objective.
- Read the vocabulary terms and try to recall their meaning and context, noting or marking those of which you are uncertain.
- Now read the lecture guide, while referring to the slide set and your notes (if any), and paying special attention to the terms of which you were uncertain; you may annotate the lecture guide, as desired.
- Post on the Piazza discussion board any questions you still have, and check for answers from peers and instructors.
- Answer the study questions in the spaces provided at the end of the syllabus section.

Create any study summaries/aids that “work for you.”

## **Study Tips for Discussion Sessions**

Complete Part 1 BEFORE viewing and participating in Part 2. Then view/listen to the videorecording of Part 2 while answering the audience-response questions, taking notes and/or correcting your Part 1 answers, and recording the letter choices for the correct answers to the “case continuation” questions.

AFTER completing the discussion session (optimally the day after), use an unmarked copy of the discussion guide to re-read the case and re-answer the questions in Part 1. Then re-answer the case continuation questions from Part 2, which are found in the separate file. Check your answers against your notes from the discussion session and review any material about which you are uncertain. Post on the Piazza discussion board any questions you still have, and check for answers from peers and instructors.

## **Study Tips for Quizzes**

Note: Although quizzes are open-book, it is best to study for them as if they were closed-book.

- Review your summaries/study aids, the slide sets for the relevant lectures, and the completed discussion guide and answered case continuation questions (if the quiz material includes a discussion session). If you encounter something you don't fully understand – refer to the relevant part in the syllabus, your notes, or the videorecording.
- Take the respective practice quiz, then check your answers against the answer key, and look up the material for any questions you got wrong.
- Post on the Piazza discussion board any questions or comments, and check for answers from peers and instructors.
- Take the quiz, then look up the material for any questions you got wrong.

## **Study Tips for the Exam**

- Read your summaries/study aids.
- Read the Review Slide Set, and look up in the lecture slide sets and/or the syllabus anything for which you need elaboration.
- Review your completed discussion guides and the answered case continuation questions for each discussion.
- Answer the questions in the compilation of audience-response questions, then check your answers against the answer key, and look up the material for any questions you got wrong.
- Take the practice exam, then check your answers against the answer key, and look up the material for any questions you got wrong.
- Post on the Piazza discussion board any questions or comments, and check for answers from peers and instructors.
- Re-read / study the Review Slide Set and your summaries/study aids.
- Take the exam.

## **FACULTY AND STAFF INFORMATION**

### **Jackie Sharon, PhD**

Dr. Sharon is a Professor of Pathology and Laboratory Medicine with research interests in the development of vaccines and immunotherapeutics, which have been funded by NIH and other agencies. She is an expert in the structure-function analysis of antibodies and their antigen targets, and has pioneered the technology for recombinant polyclonal antibodies. Course Director.

### **Daniel Remick, MD**

Dr. Remick is Professor and chair of the Department of Pathology and Laboratory Medicine and an internationally-recognized expert in innate immunity and sepsis. He has over 300 publications, chairs national conferences and has 30 years of NIH funded research. He has served on editorial boards of numerous journals including the Journal of Immunology. Course Associate Director.

### **Debbie Stearns-Kurosawa, PhD**

Dr. Stearns-Kurosawa is an Associate Professor of Pathology and Laboratory Medicine with basic and translational research interests in bacterial infections, systemic endothelial function and the networked pathways of coagulation and immunity. With industry and NIH funding over 25 years, she has developed clinically-relevant animal models of biodefense pathogens and bacterial toxins to identify and develop therapeutics appropriate for patients.

### **Susan Winandy, PhD**

Dr. Winandy is the Nancy L.R. Bucher Assistant Professor of Pathology and Laboratory Medicine. Her NIH-funded research investigates T cell effector mechanisms and signaling pathways with particular relevance to development of leukemia. Her research has also been funded by the Howard Hughes Medical Institute, the American Cancer Society and the American Heart Association, and has served on the Journal of Immunology editorial board.

### **Cecelia Slayter**

Ms. Slayter is Administrative Manager for the Department of Pathology and Laboratory Medicine, and is highly experienced in course administration. Course Coordinator.



## SCHEDULE OF SESSIONS AND TOPICS – FALL 2016

Week of	Lecture No. (or Q or D)	Instructor	Topic
Sept 6	1 (0.5h) 2 (1.5h)	Sharon Sharon	Course introduction* Introduction to microbes and the immune system
Sept 12	3 4 Q1	Remick Winandy	Innate immunity – first response to infection and damaged self Antigen recognition by antibodies and T cell receptors
Sept 19	5	Winandy	B and T cell maturation
Sept 26	6 7 Q2	S-Kurosawa Sharon	T cell activation, proliferation & trafficking in response to antigen B cell activation, proliferation & differentiation in response to antigen
Oct 3	8 9	Sharon Winandy	Lymphoid tissues and the circulatory system* T cell differentiation & effector functions
Oct 10	D1 Q3	Sharon	Viral infection
Oct 17	10 11	Sharon Sharon	Antibody-mediated effector functions Vaccines, immunotherapeutics, immunodiagnostics
Oct 24	D2 Q4	Sharon	Agammaglobulinemia and complement component 3 deficiency
Oct 31	12 13	Remick Remick	Immunological tolerance and autoimmunity Immune responses against tumors and transplants
Nov 7	14 Q5	S-Kurosawa	Hypersensitivity
Nov 14	D3	Sharon	Goodpasture's syndrome and systemic lupus erythematosus
Nov 21	15	Winandy	Congenital and acquired immunodeficiencies
Nov 28	16 Q6 17	Remick S-Kurosawa	The immunology of sepsis – life-threatening complication of infection Mucosal immunity (GI)
Dec 5	18 19 Q7	Remick Sharon	Lung immunology Fetal and newborn immunology
	Study Period		
Dec 14-21	EXAM (2h)		Covers all course material

L, lecture – 1 hour unless indicated; D, discussion – 2 hours; Q, quiz – 10 minutes, available Wednesday at 4 PM till the following Wednesday at 4 PM, Boston time; Exam available 4 PM to 4 PM, Boston time, in the indicated time window. \* Lecture recorded in-office, all other lectures recorded in live medical school classroom.

## TECHNOLOGY REQUIREMENTS/OPTIONS AND DIRECTIONS FOR USE

### **To access the Blackboard Learn course website:**

#### Requirements:

- Desktop, laptop or tablet computer (Apple's IOS and Android devices)
- Internet connection (hard-wired or Wifi)

#### Directions:

1. Go to <https://learn.bu.edu>
2. Login with your BU user name & password
3. Click on the PA 610 OL course under My Courses
4. Within the PA 610 OL course site, click on the desired module, e.g., Course Materials, in the left menu
5. **To access the videorecordings:** click on the link provided in the Course Materials module or click on the EchoCenter module in the left menu; then:
  - a. Login with your BU user name & password
  - b. Click on the video you want to watch in the left menu
  - c. Click Play on the middle right side of the screen
6. **To access the quizzes:** click to open the respective quiz folder, then follow directions to Take the Quiz

*Note: Access to the EchoCenter at a company site may require use of an Internet Guest Account, depending on the firewall of the company (check with your company's Audio-Visual / Information Technology Office)*

### **To talk with the course director through videoconferencing (optional, in case of difficulty with the course material):**

#### Requirements:

- Personal\* desktop, laptop or tablet computer; or smart phone (Apple's IOS and Android devices)
- Internet connection\* (hard-wired or Wifi); or Cellular connection (tablet and smart phone only)

#### Directions:

- Install videoconferencing software Web-App on your device (one time only, click [Skype for Business Install](#))
- Course Director will send you a Skype Meeting invite through email
- Click on the 'Join Skype Meeting' link in the email at the scheduled time

*\*Boston University has an enterprise-wide license to Skype for Business / Lync, (anyone can use this via the Web-App provided the meeting is created by a BU faculty/Staff). However, firewalls at some companies may preclude use of this software on company computers or company internet. In such cases, a personal device and either an Internet Guest Account or a Cellular connection is needed.*

# Taking the Exam with Remote Online Proctoring

---

Your exam will be proctored remotely, online, by Examity. With Examity, the exam may be taken from any quiet location directly through Blackboard. You can **schedule your exam** at any chosen time during the specified 1 week window, but **at least 24 hours before the intended start time**.

## System Requirements

---

- *Webcam* – good quality, that works with your computer (check this prior to scheduling). Please note that you will be asked to perform a 360 degree pan of your room and of your desk so the proctor can make sure the area is clear.
- *Microphone* – good quality, working (built-in or external)
- *Computer with the following minimum system specifications*
  - One of the following operating systems
    - Windows XP – Windows 10
    - Mac OS X 10.8 (Mountain Lion) – 10.11 (El Capitan)
  - 1.2GHz (or faster) processor
  - At least 2GB of RAM
  - **3 mbps** (or faster) direct Internet connectivity— needed for both the upload and download speeds
    - A **wired** connection is strongly recommended. We do not recommend using Wi-Fi. **IMPORTANT:** Use the <http://www.speedtest.net> to check if your upload speed is below 3 Mbps. If so, you may need to call your Internet service provider to troubleshoot your speed.
  - One of the following Internet browsers:
    - Google Chrome v39 or later
    - Mozilla Firefox v34 or later
    - Internet Explorer v8 or later
    - Safari v6 or later
  - Flash Player 11.3, or higher, plug-in installed. You can check your version of Flash Player at <http://www.adobe.com/software/flash/about/>

## Setting-up an Account with Examity

---

- Login to Blackboard
- Click on the Examity link on the left side of your Blackboard course homepage. This will take you to your Examity dashboard.
- Create your profile by clicking on ‘My Profile’ link, and select and answer 3 unique security questions. Please **remember the answers to these security questions as you will need this information to check into your exam**.
- Upload a valid, signed, government-issued picture ID (such as Driver's license or State ID). **You will need to bring this ID with you every time you take an exam** (for verification purposes) so make sure you use an ID to which you have regular access
- Update your time zone

Once you have finished setting up your account, you can schedule exam appointments whenever you want.

## Scheduling Your Exam

---

You need to have an account with Examity in order to schedule the exam

You must schedule your exam appointment at least 24 hours before your intended start time

- Login to Blackboard
- Click on the Examity link on the left side of your Blackboard course homepage
- Click 'Schedule Exam' link and select the date and time you would like to schedule your exam

## Exam Rules

---

- ✓ *Government-issued picture ID available* – you will need to use the same ID you had uploaded when you created your account with Examity (or the last time you updated your Examity profile).
- ✓ *Alone in room* – if someone might enter the room like a child or roommate please let your proctor know this beforehand. S/he will most likely ask you to pan the room to make sure the person is no longer in the room.
- ✓ *Clear Desk and work area* – this includes any written material regardless if it's for class or not
- ✓ *Computer connected to a power source*
- ✓ *No phones or headphones* – please keep your cell phone or home phone in the same room. If the proctor is not able to reach you s/he will call your phone
- ✓ *No dual monitors* – if you have one please unplug it
- ✓ *No leaving your seat* – if you have to use the restroom or adjust anything in the room please let your proctor know. The proctor will make a note of it and may ask you to pan the room with your webcam.
- ✓ *No talking*
- ✓ *Webcam, speakers, and microphone must remain on throughout the test* – this is so the proctor can see you and also contact you if need be.
- ✓ *The proctor must be able to see you for the duration of the test* – If a proctor asks you to adjust your webcam please know s/he is trying to make sure the exam is appropriately monitored so s/he may periodically remind you to adjust your webcam.

## Taking the Exam

---

Arrive 15 minutes before the scheduled exam appointment

Make sure you have your ID and know the answers to your security questions

Make sure the Pop-Up Blocker on your computer is disabled (otherwise you will not be able to connect with Proctor Support)

- Login to Blackboard at the scheduled time
- Click on the Examity link on the left side of your Blackboard course homepage
- Once you see your Examity dashboard click the 'Start Exam' button
- Follow the authentication directions from Proctor Support

---

## Technical Support

If you have any additional questions please read the Student Quick Guide here -

[http://www.examity.com/docs/blackboard\\_student\\_quick\\_guide.pdf](http://www.examity.com/docs/blackboard_student_quick_guide.pdf)

Examity also offers 24/7 tech support via phone (855-392-6489), email [support@examity.com](mailto:support@examity.com), or by clicking the 'live chat' button on the left hand side of the screen during an exam.

If an issue cannot be resolved with the Examity proctor during your scheduled proctoring session and you need assistance from BU outside the on-call support window, please send an email message to [pexams@bu.edu](mailto:pexams@bu.edu) and we will attend to your issue the following morning starting at 9:00 AM Boston time. In some cases, rescheduling of your exam will be required. We will work with your instructor to make sure your issue is resolved in as timely a manner as possible.

Please email [support@examity.com](mailto:support@examity.com) if you have any questions or need to reschedule your exam.

*Thank you and best wishes for success on your exam!*

Boston University Distance Education  
Proctored Exams

[pexams@bu.edu](mailto:pexams@bu.edu)

(617) 358-1969 • (888) 883-0168