

TES – Website STUDENT FAQ's

Why do I have to use my University of Toronto e-mail account?

As of September 1, 2006, correspondence between the University of Toronto and students is to be conducted via university-issued e-mail accounts. The university requires that students have and maintain an e-mail account issued by the University of Toronto.

For further information, please consult the University of Toronto's **Policy on Official Correspondence with Students** (insert link).

What do I do if the extra time that I receive to complete a test will cause a conflict between the test and a lecture?

If you foresee a conflict between a test or exam and another academic obligation (e.g. lecture, lab, tutorial) as a result of your authorized test and exam accommodations (i.e. extra time), note this on the registration forms you submit.

When notified of a conflict in writing by the student at the time of registration, Test and Exam Services makes every effort to remedy scheduling conflicts between test or exams and students' other academic obligations when the conflict is the result of the student's authorized test and exam accommodations (i.e. extra time). Please note that Test and Exam Services cannot remedy scheduling conflicts having to do with students' personal commitments.

Can I complete the online registration form, print it, then submit it in-person or via fax?

You are welcome to print the online registration form and submit it in-person or via fax. Test and Exam Services fax number available on the **contact** page (insert link).

What if I Foresee an Academic Conflict with my re-scheduled Test/Exam? What accommodations will I get at the Test/Exam?

Make a note of conflicts between tests/exams and other academic obligations (e.g. lectures, labs, tutorials) on your Registration Form.

Test and Exam Services uses your ROSI course timetable solely to verify enrollment in the course and meeting section listed on your registration request. It is your responsibility to foresee and note academic conflicts.

What accommodations will be provided by Test and Exam Services?

During a test or exam, you will receive all accommodations as authorized by your advisor at Accessibility Services. This information will be listed on the administrative paperwork that you are required to sign prior to the commencement of your test or exam.

Neither the test/exam invigilators nor Test and Exam Services are authorized to make additions or alterations to students' accommodations. If you have a question about your accommodations or if you feel they are not meeting your needs, please contact your advisor at Accessibility Services (insert link <http://www.accessibility.utoronto.ca/Contact-Us.htm>)

Note: A student may be denied some or all accommodations if s/he registers for a test or exam after the established registration deadline. If a student's late registration is denied accommodation, s/he will be informed of this by Test and Exam Services prior to the date of the test or exam.

Can I ask questions during the test/exam?

If you have a question about the content of a test/exam, notify the invigilator. The invigilator will then attempt to contact the course instructor by telephone using the contact information you provided on your registration form.

Note: If you did not include contact information on your registration form, the invigilator may be unable to contact the course instructor during the test/exam.

Do I get breaks?

For authorized breaks, you must notify an invigilator when you are taking a break from your test/exam, and when they will be returning from the break.

During a break:

- You must be supervised by an invigilator.
- You must exit the test/exam carrel.
- You may not leave the Exam Centre.
- You may not access your belongings.
- You may not communicate with anyone except the invigilator.
- You may access the washroom, as per the established guidelines.

Note: The time used to contact a course instructor for clarification is not considered a break, it is considered part of your overall writing time.

Will I be able to use the washroom?

If you require the use of the washroom, you must notify an invigilator.

You must use the washroom designated by the invigilator, generally the accessible washroom located within the test/exam site.

What do I do if there is an atypical situation, such as for a medical emergency or a computer breakdown?

If a difficulty arises, you should notify an invigilator. Situations that should be reported to the invigilator include, but are not limited to: adaptive technology malfunctions, outside distractions and illness.

What do I do at the completion of the test/exam?

At the conclusion of a test/exam, the invigilator will notify you that your allotted writing time is over. At that time, all writing shall cease. The invigilator may seize the papers of students who fail to observe this requirement, and a penalty may be imposed by the academic faculty under which the test/exam is administered.

You are not permitted to add information to, erase information from or otherwise alter a test/exam after the announcement of the conclusion of a test/exam.

Upon completion of a test or exam, the invigilator will collect all materials:

- The test or exam question paper (students are not permitted to keep test/exam question papers)
- Used and unused test/exam booklets
- Written and/or typed responses
- Used and unused scrap paper. Scrap paper is not returned to course instructors and/or academic faculties.
- Authorized aid sheets

All test/exam responses must be submitted on the test/exam question paper, in test/exam booklets, or, if a computer is authorized, in a typed electronic document. If the use of a computer is an authorized accommodation the invigilator will print a copy of the responses and ask you to verify the number of pages and sign the printed copy of your responses.

Upon completion of a test/exam, you are required to sign a Test/Exam Submission Checklist that is completed by the invigilator to confirm that all completed materials have been submitted as listed on the checklist.

Prior to leaving the Exam Centre, you will collect your photo identification card from the invigilator and gather all of your personal belongings. **Note:** Test and Exam Services is not responsible for lost, stolen, broken or misplaced items or items left at test/exam sites.

Who decides when I will take the test/exam?

Course instructors and academic faculties schedule the times for tests and exams and students are expected to register for and write tests and exams at the times assigned by their course instructors and academic faculties.

The only exceptions to this procedure are as follows:

Exception 1 – Accommodated Time

If a student's authorized extra time and/or breaks cause his/her scheduled test/exam end time to be later than the scheduled closing time of the test/exam site. In this case, the start time of the test or exam will be rescheduled as necessary by Test and Exam Services to ensure that the test/exam end time is before the closing time of the test/exam site.

Exception 2 - Times/Dates

If a student is authorized for an accommodation that requires some test/exam dates and/or times to be changed by Test and Exam Services. If a student is authorized for such an accommodation (e.g. "AM Writing Only", "PM Writing Only", or "One Test/Exam Per Day"), his/her advisor at Accessibility Services will outline the procedure that will be followed if and when tests and exams must be rescheduled to comply with the student's authorized accommodations.

Exception 3 – Peak Periods

During busy times of the academic year when there are significant increases in the number of tests and exams being written by students with accommodations, Test and Exam Services reserves the right to move test and exam start times up to one hour earlier than the originally-scheduled start times due to the availability of space and resources.

What is the difference between a Test and an Exam?

A **TEST** refers to short quizzes, tests, and exams that is scheduled to take place **outside of the faculty designated exam period**.

An **EXAM** is a test that **takes place within the faculty designated Exam period**.

The difference between a test and an exam is often confused because a professor (or department) may casually refer to a test as an exam or vice versa. To keep it simple, just follow the instructions posted according to the date you are to write the test or exam.

What if I do not intend to take a Test or Exam that I have registered for?

If you are not going to take a test or exam you have registered for, **contact** (insert link) our office as soon as possible.