

TES – Website INSTRUCTOR & FACULTY FAQ's

Are authorized test/exam accommodations subject to my approval?

The only test/exam accommodations that are subject to the approval of the course instructor are the use of an aid sheet, a calculator accommodation or a dictionary. To access any of these three accommodations during a test/exam, the student must (a) be authorized for the accommodation by an advisor at Accessibility Services and (b) receive the course instructor's explicit authorization (i.e. a signature) and present it to the invigilator.

Any other accommodations for which the student is entitled, beyond those three listed above, are guaranteed to him/her and are not subject to the approval of the course instructor. If you have an inquiry about a student's authorized accommodations, contact Accessibility Services at 416-978-8060.

Are all students who write at the Test/Exam Centre authorized for extra writing time?

The amount of extra time authorized, if any, is determined on an individual basis by the student's advisor at Accessibility Services.

Are there any circumstances in which a student may be denied his/her authorized test and exam accommodations by Test and Exam Services?

For each test or exam that a student chooses to write with accommodations through Test and Exam Services, s/he is required to submit an accommodation request form to our office by an established deadline.

Accommodations are not guaranteed to students who fail to meet the registration deadline.

A student approached me and requested that I provide him/her with test or exam accommodations. How should I respond?

If you find yourself in this situation, it is recommended that you ask the student if s/he is registered with Accessibility Services. If the student confirms that s/he is registered with Accessibility Services, then you should request permission to contact his/her advisor to discuss the request for accommodations. The student's advisor at Accessibility Services can confirm whether or not a request for accommodations is appropriate based on the student's documentation.

If the student is not registered with Accessibility Services, it is recommended that you suggest that the student contact the Accessibility Services to discuss their situation.

Do you offer accommodations to students who speak English as a second language (ESL), have poor handwriting, find writing exams stressful, etc.?

Only students who are actively registered with Accessibility Services have access to Test and Exam Services.

To whom should I direct an inquiry about the note-taking service, alternate format textbooks, assignment extensions, etc.?

For inquiries of this nature, contact Accessibility Services (insert link to <http://www.accessibility.utoronto.ca/Contact-Us.htm>)

A student approached me with a Calculator Approval Form and/or a Dictionary Approval Form. How should I proceed?

The Calculator Approval Form and the Dictionary Approval Form are provided to students who are authorized by Accessibility Services for the use of a calculator and/or a dictionary during tests and exams. To ensure that the use of one or both of these items does not compromise the integrity of the test or exam, these accommodations must be specifically authorized by the course instructor for each test or exam.

If you would like more information or if have questions or concerns about a student's authorized accommodations, please contact Accessibility Services at 416-978-8060.

A student approached me with an aid sheet that s/he wishes to use during an upcoming test/exam. How should I proceed?

To ensure that the content of the aid sheet does not compromise the integrity of the test or exam, this accommodation must be specifically authorized by the course instructor for each test or exam. If you feel that the content of the aid sheet compromises the integrity of the test or exam, you may choose not to approve the accommodation by not signing the aid sheet.

If you would like more information or if have questions or concerns about a student's authorized accommodations, please contact Accessibility Services at 416-978-8060.

Are all students who write at the Test/Exam Centre authorized for the use of a computer?

The use of a computer as well as the specific software is determined on an individual basis by the student's advisor.

If a student's authorized accommodations include the use of a computer, they must use secure computers provided by Test and Exam Services (they never permitted to access their own computers during the writing of tests and exams).

Is a student who has a disability required to disclose his/her disability status to his/her course instructors?

Students are encouraged to disclose to their course instructors that they are registered with Accessibility Services and are authorized to write tests and exams with accommodations through Test and Exam Services, however, students are not required to disclose this information. Consequently, you may be unaware that there is a student enrolled in your course who has a disability until you receive a request for a copy of a test from Test and Exam Services.

Can Test and Exam Services disclose a student's name?

Upon request by the course instructor, Test and Exam Services staff can disclose the names of students who are scheduled to write a test or exam with accommodations. Students who write tests and exams with accommodations are required to sign a confidentiality waiver authorizing Test and Exam Services staff to disclose their names to specific University of Toronto staff and faculty outside of Accessibility Services and Test and Exam Services on a need-to-know basis.

Can Test and Exam Services disclose a student's authorized accommodations?

Test and Exam Services staff are not permitted to disclose the specific details of particular student's test and exam accommodations. If you have a question about a student's authorized test and exam accommodations, please contact Accessibility Services (insert link <http://www.accessibility.utoronto.ca/Contact-Us.htm>).

Can Test and Exam Services disclose information about a student's reason for being registered with Accessibility Services?

If you have a question about how best to support a student with a disability who is enrolled in your course, please contact Accessibility Services (insert link <http://www.accessibility.utoronto.ca/Contact-Us.htm>).

Are the computers at the Test/Exam Centre secure?

Test and Exam Services works in close partnership with Computing and Networking Services to ensure that the desktop and laptop computers in the Exam Centre are and remain secure.

The computers are monitored by Test and Exam Services staff when in use, and they are securely stored when not in use.

All computers are password-protected. Only Test and Exam Services staff can log-on to the computers. Device access such as access to disk drives, CD drives and USB ports is also password-protected.

Computers are only equipped with Microsoft Word and authorized adaptive software. Internet access, wireless and otherwise, is disabled on all computers.

Upon completion of every test/exam, if a computer was used, an invigilator clears the hard drive.

Where do students who are authorized for test and exam accommodations write?

Students write tests and exams with accommodations, at the Exam Centre located at 255 McCaul Street in Exam Room 340.

On the University of Toronto campus map (insert link <http://rrs.osm.utoronto.ca/map/>), the Exam Centre is building code "EX".

Are students with disabilities required to write all tests and exams at the Test/Exam Centre with Test and Exam Services?

Students who are authorized for test and exam accommodations may decide to write all tests and exams with accommodations or they may decide to write some tests and exams without accommodations in the classroom. For any test that a student has requested to write with accommodations, you will receive a test request e-mail from the Test and Exam Services Coordinator approximately one week prior to the scheduled writing date.

Is the Test/Exam Centre open outside of business hours?

The Test/Exam Centre is open and staffed on an as-needed basis Monday to Friday from 8:00 AM to 10:30 PM.

Who supervises students who write tests and exams at the Test/Exam Centre?

Graduate and PhD students at the University of Toronto are employed by Test and Exam Services in the role of invigilators for students who write at the Test/Exam Centre. This group of highly-qualified invigilators is trained to administer tests and exams to students with disabilities while overseeing the security of test and exam materials and ensuring that tests and exams are administered in accordance with the University of Toronto's policies and procedures.

Why is some of the information in the test request e-mail that I received from Test and Exam Services incorrect (e.g. the test date)?

For every test that a student chooses to write with accommodations, s/he is required to register and provide Test and Exam Services with the test date, test time, test duration and the course instructor's full name and contact information. The Test and Exam Coordinator uses this information (exactly as it was provided by the student) to request tests from course instructors. Unfortunately, students will sometimes provide Test and Exam Services with incorrect information, resulting in incorrect information being listed in test request e-mails sent to course instructors.

If you notice that information listed in a test request e-mail is incorrect, inform Test and Exam Services of the student's mistake in a timely manner to ensure that attempts can be made to rectify the error.

Why did I receive a test request e-mail from Test and Exam Services with less than the usual one week notice?

Students who are authorized for test and exam accommodations by Accessibility Services are well aware of the accommodation request procedure and deadlines, however, they may miss registration deadlines for a variety of reasons. Test and Exam Services approves students' late requests for accommodations in specific, exceptional circumstances. If the student's late request for accommodations is considered and approved by the Test and Exam Services Coordinator, you may receive a test request e-mail with less than the usual one week notice.

Are the tests and exams that I provide to Test and Exam Services regarded as confidential and handled accordingly?

Test and Exam Services' staff coordinate more than 12,000 tests and exams annually, and security of test and exam materials is of the utmost priority. Every test and exam is secured in a locked safe at all times.

Prior to their scheduled writing dates, the safe in which the tests and exams are secured is only accessible by three staff members. On their scheduled writing dates, the tests and exams are secured in a different safe which is accessible to the invigilation staff overseeing the administration of the tests and exams.

Only three Test and Exam Services' staff have access to the as.testandexam@utoronto.ca e-mail account, and all Test and Exam Services staff - including administrative staff, invigilation staff and couriers - are bound by the strict terms of a declaration of confidentiality.

Are the tests and exams that I provide to Test and Exam Services administered on the date and at the time that I specify?

Each student is required to write tests and exams on the same date and at the same time as his/her classmates unless his/her authorized accommodations prohibit him/her from doing so. If a student is authorized to write a test at an alternate time for disability-related reasons, you will be notified of this at the time that a copy of the test is requested.