

# STUDENT GUIDE

## WRITING TESTS AND EXAMS WITH ACCOMMODATIONS

2018-2019

**Test and Exam Services  
Academic + Campus Events  
University of Toronto, Downtown Campus**

*In partnership with Accessibility Services  
University of Toronto, Downtown Campus*

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## CONFIDENTIALITY

Test and Exam Services regards all information about students as confidential. That said, Test and Exam Services is required to inform University of Toronto staff and faculty of the names, student numbers, and course enrollment information of students who write tests and exams with accommodations, on a need-to-know basis. Additionally, Test and Exam Services is required to inform University of Toronto staff and faculty of some specific accommodations for which students are allowed, on a need-to-know basis.

## INTRODUCTION

Test and Exam Services (TES) is the University of Toronto department responsible for coordinating quiz, term test, and final exam accommodations for students with disabilities who are both registered with Accessibility Services on the Downtown Campus and have test/exam accommodations as outlined by Accessibility Services.

Test and Exam Services administers test/exam to students with disabilities who are enrolled in any department, in any faculty, and in any level of study on the Downtown Campus.

During the 2017-2018 academic year, Test and Exam Services coordinated more than 21,000 accommodated test/exams to University of Toronto students.

Working cooperatively with Accessibility Services and the institution's faculty and staff, Test and Exam Services plays an important role in the execution of the University of Toronto's commitment to accessibility.

## CONTACT TEST AND EXAM SERVICES

**Website:** [ace.utoronto.ca/tes/](http://ace.utoronto.ca/tes/)

**E-mail:** [tes.info@utoronto.ca](mailto:tes.info@utoronto.ca)

**Telephone:** 416-946-8584

**Address:** 255 McCaul Street, Exam Room 340

### **Administration Office Hours:**

Monday to Friday from 9:00 AM to 5:00 PM

### **Test and Exam Centre Hours:**

Monday to Saturday from 8:00 AM to 10:30 PM

## IMPORTANT DATES AND DEADLINES (2018-19)

<b>September 6, 2018</b> The Fall 2018 Term Begins	14 days' notice is required to request accommodations for all evaluations scheduled between September 6 <sup>th</sup> and December 6 <sup>th</sup>
<b>November 16, 2018</b>	Deadline to register for accommodations for any evaluation scheduled during the December 2018 exam period (December 7 <sup>th</sup> to December 21 <sup>st</sup> )
<b>December 7, 2018</b>	The December 2018 exam period begins
<b>January 7, 2019</b> The Winter 2019 Term Begins	14 days' notice is required to request accommodations for all evaluations scheduled between January 7 <sup>th</sup> and April 5 <sup>th</sup>
<b>March 15, 2019</b>	Deadline to register for accommodations for any evaluation scheduled during the April 2019 exam period (April 6 <sup>th</sup> to April 30 <sup>th</sup> )
<b>April 6, 2019</b>	The April 2019 exam period begins
<b>Summer Session 2019</b>	Will be posted on the Test and Exam Services website in May 2019 <a href="http://ace.utoronto.ca/tes/deadlines.html">ace.utoronto.ca/tes/deadlines.html</a>

## REGISTER FOR TEST/ EXAM ACCOMMODATIONS

For every test/exam you wish to write with accommodations, submit an online accommodation request form to Test & Exam Services. You must submit one accommodation request form for each test/exam that you wish to write with accommodations.

**Register Online:** [www.ace.utoronto.ca/tes/register.html](http://www.ace.utoronto.ca/tes/register.html)

Being registered with Accessibility Services means that you may have test/exam accommodations as part of your individual accommodation plan. Being registered with Accessibility Services does not automatically schedule you to write your tests/exams with accommodations. You **must submit an online accommodation request form to Test and Exam Services for each evaluation.**

**Accommodations are not guaranteed to late registrants**

# CONFIRM TEST AND EXAM BOOKINGS

## 1. Registration Confirmation E-mail

When you successfully submit a request for accommodations for a test/exam online, you will receive an automated registration confirmation e-mail at your University-issued e-mail account within 10 minutes. If you do not receive this automated registration confirmation e-mail:

- a. Check your junk or bulk mail folder.
- b. Assume that your request for accommodations did not submit successfully. Try again.

## 2. "My Registration History" Online

Go to [clockwork.studentlife.utoronto.ca/custom/misc](http://clockwork.studentlife.utoronto.ca/custom/misc). To review all of the bookings you have made with Test and Exam Services, click on "My Registration History". Note that "My Registration History" shows you the class test/exam date and time for each of your bookings. Your sitting of each evaluation may be held on a different date, at a different time, and/or for a different duration depending on your accommodation plan.

## 3. Test/Exam Notification E-mail

When you are booked to write a test/exam with accommodations, you will receive an automated notification e-mail reminding you of your evaluation date, start time and writing location **two days prior to your scheduled writing date**. It is very important that you read this notification e-mail. Students who write tests/exams with accommodations may do so on a different date or at a different time than the class based on their individual accommodation plan. As well, assigned writing locations will vary.

## 4. Questions?

If you have any questions about accommodated tests/exams, please contact by E-mail: [tes.info@utoronto.ca](mailto:tes.info@utoronto.ca) or Telephone: 416-946-8584

## **ACADEMIC CONFLICTS**

If you have a lecture or tutorial scheduled immediately before or after your quiz or test, your professor will need to let us know about the lecture start time. When you make a request for a quiz or test an email is sent to your professor to confirm the details of the evaluation. If your professor lets us know that you have a lecture directly before beginning to write the quiz or test, we will schedule your accommodated sitting of the quiz or test to allow for “travel time” to Test and Exam Services. It is a good idea to be in touch with your professor to let them know that this is something you may require.

If you have two final exams scheduled at the exact same time, request accommodations for both final exams by registering with Test and Exam Services for each one, as you normally would. We will adjust your exam schedule to remedy the conflict.

## **AUTOMATIC TEST AND EXAM RESCHEDULING**

### **End of Day**

If you are registered to write with Test and Exam Services and your extra writing time and/or stopped-clock break accommodations cause your test/exam end time to be later than our closing time (10:30 PM) your test/exam will automatically be rescheduled to start at an earlier time to ensure that your test/exam end time is at/or before closing time.

### **Midterm Periods and Exam Periods**

During busy times of the academic year, when there are significant increases in the number of requests for accommodated tests and exams, your test/exam sitting may be rescheduled earlier (up to one hour earlier) than the class sitting if deemed necessary by Test and Exam Services.

### **Time Shifting Accommodations**

If you have one of the accommodations listed below, some or all of your test/exam dates and/or times may be automatically rescheduled to comply with the requirements of the accommodation. Automatic rescheduling of your tests and exams will happen in accordance with the established procedure, as outlined below and described on the following pages.

### **Time Shifting Accommodations:**

1. AM Test and Exam Writing Only
2. PM Test and Exam Writing Only
3. 11:00 AM Test and Exam Start Time
4. 12:00 PM Test and Exam Start Time
5. 6:00 PM Test and Exam End Time
6. One Test/exam Per Day
7. One Day Between Tests/Exams
8. Two Days Between Tests/Exams

## **TIME SHIFT ACCOMMODATIONS**

### **1. AM Test/Exam Writing Only**

If you have “AM Test/Exam Writing” as an accommodation, your sitting of the evaluation will be rescheduled if the class is scheduled to write at or after 12:00 PM. Your accommodated test/exam will be rescheduled to the following business day with a start time from 8:00 AM to 9:00 AM.

### **2. PM Test/Exam Writing Only**

If you have “PM Test/Exam Writing” as an accommodation, your sitting of the evaluation will be rescheduled if the class is scheduled to write at or before 11:59 AM. Your accommodated test/exam will be rescheduled to the same day with a start time from 12:00 PM to 2:00 PM.

### **3. 11:00 AM Test/Exam Start Time**

If you have “11:00 AM Test/Exam Start” as an accommodation, your sitting of the evaluation will be rescheduled as follows:

- If the class is scheduled to write at or BEFORE 12:00 PM, you will be scheduled to write on the same day starting at 11:00 AM.

- If the class is scheduled to write AFTER 12:00 PM, you will be rescheduled to write the following business day starting at 11:00 AM (please note: final exams are also written on Saturdays).

#### **4. 12:00 PM Test and Exam Start Time**

If you have “12:00 PM Test/Exam Start” as an accommodation, your sitting of the evaluation will be rescheduled as follows:

- If the class is scheduled to write at or BEFORE 1:00 PM, you will be scheduled to write on the same day starting at 12:00 PM.
- If the class is scheduled to write AFTER 1:00 PM, you will be rescheduled to write the following business day starting at 12:00 PM (please note: final exams are also written on Saturdays)

#### **5. 6:00 PM Test and Exam End Time**

If you have “6:00 PM Test/Exam End Time” as an accommodation, your sitting of the evaluation will be rescheduled if your extra writing time and stopped-clock break accommodations cause your test/exam to end at 6:01 PM or later. Your sitting of the evaluation will be rescheduled earlier on the same day to ensure that you will finish your test/exam at exactly 6:00 PM. If the class sitting of the evaluation is scheduled at or after the start time of your sitting of the evaluation, sequestering procedures apply, as outlined in the next section entitled “Sequestering”.

#### **6. One Test/exam Per Day**

If you have “One Test/exam Per Day” as an accommodation, your sitting of the evaluation will be rescheduled if you have two evaluations scheduled with Test and Exam Services on the Downtown Campus on the same date. The latter evaluation chronologically (or alphabetically if at the same time) will be rescheduled to the following business day between 8:00 AM and 9:00 AM.

Your sitting will NOT be rescheduled if you have only registered to write one of the two conflicting evaluations with Test and Exam Services or if the conflicting evaluations are occurring on different campuses (please email [tes.info@utoronto.ca](mailto:tes.info@utoronto.ca) if you find yourself in this situation).



## **7. One Day Between or Two Days Between Tests and Exams**

If you have “One Day Between Tests/Exams” or “Two Days Between Tests/Exams” as an accommodation, your sitting of the evaluation will be rescheduled if you have two evaluations scheduled with Test and Exam Services on the Downtown Campus with fewer than one or two full days (as applicable) between them. The latter evaluation chronologically will be rescheduled to the next business day that results in one or two full days (as applicable) between with a start time between 8:00 AM and 9:00 AM.

Your sitting will NOT be rescheduled if you have only registered to write one of the two conflicting evaluations with Test and Exam Services or if the conflicting evaluations are occurring on different campuses (please email [tes.info@utoronto.ca](mailto:tes.info@utoronto.ca) if you find your self in this situation).

## **SEQUESTERING**

If your sitting of the test/exam begins before the regularly-scheduled class sitting, regardless of what time you complete the test/exam, you will be required to remain sequestered and supervised with Test and Exam Services until 15 minutes after the class' quiz or test start time or 45 minutes after the class' exam start time.

While being sequestered, you are permitted to study, read, write, stretch, rest, eat, and use the washroom. You are NOT PERMITTED to exit the test/exam location, communicate with other students, use or be in possession of any electronics such as a cell phone, laptop, tablet, MP3 player, or any other electronic devices of any kind.

## **AFFIDAVITS**

If your sitting of a test/exam begins before or after the regularly-scheduled class sitting, immediately prior to writing, you will be required to sign an affidavit that states the following: "I certify that I have not received any prior indication about the content of the test/exam, nor will I reveal the content of the test/exam to anyone until the regularly-scheduled class sitting of the test/exam has ended."

## **MAKE-UP TERM TESTS**

A make-up term test is any in-class, timed, term evaluation that you have made arrangements with the course instructor to write on a different date or time than the originally-scheduled test sitting. The date of the make-up test must fall during the academic session in which you are enrolled in the course.

If you miss the originally-scheduled test sitting, contact the course instructor or course coordinator to discuss your options. Permission to write a make-up test is at the discretion of the course instructor or course coordinator.

If the course instructor or course coordinator allows you to write a make-up test, confirm a date and time the make-up test is to be scheduled. If the course instructor or course coordinator do not have a preference about the date and time of the make-up test, choose a date and time that work for you. Request accommodations for the make-up test using the Test & Exam Services registration web page.

## **DEFERRED TERM TESTS**

A deferred term test is any in-class, timed, term evaluation that you have petitioned through your College or Faculty Registrar to write on a different date than the originally-scheduled test sitting. The date of the deferred test must fall after the academic session in which you are enrolled in the course.

If you miss the originally-scheduled test sitting and you will be unable to complete a make-up test during the term in which you are enrolled in the course, file a petition to defer the test with your College Registrar (Faculty of Arts and Science) or Faculty Registrar (all other faculties).

If your petition to defer the test is approved, the date and time that the deferred test is to be scheduled will be communicated to you by your Registrar. Request accommodations for the make-up test using the Test & Exam Services registration web page.

## DEFERRED FINAL EXAMS

A deferred final exam is any final course evaluation that was originally held during a formally-scheduled exam period that you have petitioned through your College or Faculty Registrar to write on a different date than the originally-scheduled exam sitting.

If you miss the originally-scheduled exam sitting, file a petition to defer the exam with your College Registrar (Faculty of Arts and Science) or Faculty Registrar (all other faculties). Note that filing a petition to defer an exam does not guarantee that a deferral will be granted.

If your petition to defer the exam is approved, the date and time that the deferred exam is to be scheduled will be communicated to you by your Registrar. Request accommodations for the make-up test using the Test & Exam Services registration web page.

## LATE REGISTRATION

<b>Accommodations are NOT guaranteed to late registrants</b>
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1. If you missed a registration deadline:

- Request accommodations for the test/exam right away by completing a Late Registration Form in the registration section of **[ace.utoronto.ca/tes/register.html](https://ace.utoronto.ca/tes/register.html)**
- Check your e-mail for a response from Test and Exam Services. We will assess your late request for accommodations and let you know whether or not it can be processed.
- If your late request for accommodations is approved, you will be scheduled to write the evaluation with Test and Exam Services. You will receive all of your accommodations, unless you are advised otherwise prior to the test/exam date.
- Check the **registration deadlines** and make note of them to ensure that in future, you request accommodations on time.

2. If your late request for **TERM TEST** accommodations is **NOT approved**:

- You may ask the course instructor to coordinate your accommodations for the quiz or test. Be aware that course instructors are not obligated to provide quiz or test accommodations.
- You may ask the course instructor to permit you to write a make-up term test at a later date, which you can then register again to write with accommodations. Be aware that course instructors are not obligated to approve requests to write make-up tests.
- You may write the term test with your classmates without any accommodations.
- Connect with your Accessibility Advisor to discuss other options that might be available to you if you missed the accommodation registration deadline due to significant, extenuating disability-related circumstances (e.g. extended hospitalization).

3. Your late request for **FINAL EXAM** accommodations is **not approved**:

- You may submit a petition to defer the final exam with your College or Faculty Registrar. If the petition to defer the exam is granted, you can then register again to write with accommodations. Be aware that filing a petition to defer an exam does not guarantee that a deferral will be granted.
- You may write the final exam with your classmates during the regularly-scheduled exam sitting without any accommodations.
- Connect with your Accessibility Advisor to discuss other options that might be available to you if you missed the accommodation registration deadline due to significant, extenuating disability-related circumstances (e.g. extended hospitalization).
- Note that the course instructor, the course coordinator, Test and Exam Services staff, or Accessibility Services staff are not authorized to assign an alternate final exam date – rescheduling is only permitted if it is necessitated by your accommodations as approved by Accessibility Services.

## **WHAT TO EXPECT BEFORE YOU WRITE**

### **Date, Time, and Location**

- When you are booked to write a test/exam with accommodations, you will receive an automated notification e-mail reminding you of your evaluation start time and writing location two days prior to your scheduled writing date.
- It is very important that you read this notification e-mail. Students who write test/exams with accommodations may do so on a different date or at a different time than the class. As well, assigned writing locations will vary.

### **Check-in**

- Arrive at the assigned writing location at least 15 minutes prior to the test/exam start time assigned to you by Test and Exam Services.
- Check-in with an Invigilator by submitting your TCard. Your official arrival time is the time at which you hand your TCard to the Invigilator. The Invigilator will maintain possession of your TCard for the duration of your test/exam.
- Test and Exam Services does not compensate students for writing time lost due to late arrival. Time will be deducted from your overall writing time or depending on how late you are, you may not be permitted to write the test/exam.

### **Your Belongings**

- Place your belongings - including your cell phone and coat/jacket - in the area designated by the invigilator. In EX340, lockers are available in the lobby, which the Invigilator locks.
- You may only bring into the test site any items needed to write the test/exam. Any items that you bring into the location are subject to inspection by the Invigilator (e.g. pencil case, containers, etc.).
- If you are concerned about leaving an item in a locker, it is recommended that you do not bring the item to the test centre. Test and Exam Services is not responsible for any lost or stolen items or any items that may be left behind.

### **Sign-In procedure - the Invigilator will...**

- Call you in to the carrel when ready to sign you in
- Communicate the details of the test/exam, including writing time and permitted test/exam aids
- Review the details of your test and exam accommodation plan with you
- Ask that you sign your Test and Exam Administration Form confirming that you understand and agree to the accommodations
- Ask that you sign a Student Declaration confirming that you are "not in possession of any unauthorized test/exam aids (such as notes) or unauthorized electronic devices (such as a cell phone or a smartwatch)"
- Inspect any items that you have with you during the test/exam
- Escort you to your assigned writing space.

### **Important Reminders**

- Invigilators are not permitted to change your test and exam accommodation plan in any way. If you feel your accommodation plan is not meeting your needs, contact your Accessibility Advisor at Accessibility Services to discuss your situation.
- Test and Exam Services is nut free and scent-sensitive. Please refrain from wearing perfume, cologne, or other strong scents. Ensure that any food or body products are free of nuts.

# **WHAT TO EXPECT WHILE YOU WRITE**

## **Accommodations**

During the writing of a test/exam, you will receive your accommodations assigned by your Accessibility Advisor (unless you have been informed otherwise in advance because you missed the registration deadline).

## **Writing Time**

- The Invigilator will calculate and monitor your test/exam writing time. You will receive a warning approximately 10 minutes prior to the expiration of your writing time, then you will be advised when your writing time has expired.
- You are encouraged to monitor your own writing time throughout the test/exam and pace your writing accordingly. Test and Exam Services has a limited number of timers available for student use – ask the invigilator if you would like to use one.

## **Break Time**

- If you wish to take a break during your test/exam, you must notify the Invigilator upon beginning and upon ending the break.
- You may not exit the test and exam location.
- You must step away from the test/exam materials. You may not remain at your assigned desk nor take materials with you to the designated break area.
- You may not communicate with other students.
- If you have breaks "with stopped-clock", any breaks that you take during a test/exam will not count against your writing time - provided you do not exceed your permitted maximum break time (as defined by your Accessibility Advisor).
- If you have breaks "without stopped-clock" or you do not have breaks as a part of your accommodation plan, any breaks that you take during a test/exam will count as part of your writing time.

## **Washroom Breaks**

- To take a washroom break during a test/exam, you must notify the Invigilator upon beginning and upon ending the break.

- During a washroom break, you may not exit the test/exam location nor may you take any materials with you into the washroom. The washroom break will count as part of your writing time unless you have breaks "with stopped-clock" as an accommodation – up to the total break time for which you are accommodated.

## **Test and Exam Aids**

- A test/exam aid is an item that provides academic assistance during a test/exam. It is authorized by the course instructor or course coordinator for use by all students in the course (e.g. aid sheet, non-programmable calculator, translation dictionary, etc).
- When you write a test/exam with Test and Exam Services, you will have the same test and exam aids as your classmates based on the information provided to Test and Exam Services.

## **Calculator Use during a Test/exam**

If your classmates are not allowed to use a calculator as a test/exam aid but you are accommodated by your Accessibility Advisor to use a calculator as an accommodation:

- You must follow the procedures outlined by your Accessibility Advisor and communicate with your course instructor/coordinator prior to the day of the test to obtain permission to use the aid.
- The calculator must comply with the specifications outlined by the course instructor or course coordinator.

## **Dictionary Use during a Test/exam**

If your classmates are not allowed to use a dictionary as a test/exam aid but you are accommodated by your Accessibility Advisor to use a dictionary as an accommodation:

- You must follow the procedures outlined by your Accessibility Advisor and communicate with your course instructor/coordinator prior to the day of the test to obtain permission to use the aid.
- Test and Exam Services will provide you with an English-language standard, spelling, or electronic dictionary to comply with the specifications outlined by the course instructor/coordinator.



- If the course instructor or coordinator permits a language translation dictionary or other course-specific dictionary, bring your dictionary with you to the test/exam.

### **Atypical Situations**

- If an atypical situation arises during the test/exam, notify an Invigilator. For example: Questions about your accommodations, noise or other distractions, technology malfunctions or illness.

### **Questions for the Course Instructor**

- If you have a question about the test/exam, notify an Invigilator. The Invigilator will attempt to contact the course instructor, course coordinator, or teaching assistant.
- If the Invigilator's attempt to reach the instructor, coordinator, or teaching assistant is unsuccessful, the fact that you had an unresolved question will be documented and sent back to your professor with your test/exam. You would then write your assumptions down on your test/exam paper to facilitate a discussion with your professor at a later date.

### **Test or Exam Abandonment**

- If you abandon a term test partway through; whether the reason for abandonment is disability-related or illness, you will need to request a make-up sitting from the course instructor. Procedures for requesting a make-up sitting of a term test apply to all students. Be aware that requesting a make-up sitting of a test does not guarantee that the course instructor will allow a make-up test.
- If you abandon a final exam partway through; whether the reason for abandonment is disability-related or illness, you will need to file a petition to request that the final exam be deferred to a later date. Faculty-specific procedures for filing a petition to defer a final exam apply to all students. Be aware that filing a petition to defer a final exam does not guarantee that a deferral will be granted.

## **WHAT TO EXPECT AFTER YOU WRITE**

### **Completing the Test/exam**

- All writing must occur between the announced start and the announced end of the test/exam.
- At the conclusion of the test/exam, the Invigilator will inform you that your writing time is over. You must stop writing or typing immediately.

Extra time is NOT given for:

- Writing your name and student number on the test/exam materials
- Contacting the course instructor for clarification
- Finishing up the last word, sentence, or question
- Filling in your multiple choice answer sheet
- Editing your test/exam responses

### **Submitting Test and Exam Materials**

The Invigilator will collect your test/exam materials, including: the test/exam question paper, used and unused booklets, multiple choice answer sheets, scrap paper, handwritten and/or typed responses (printed in the Invigilators' Office) and permitted aid sheets.

### **Submission Checklist**

- The Invigilator will account for the test/exam materials you have submitted on a Submission Checklist form.
- You will be asked to review and sign the Submission Checklist to confirm that the items documented are, in fact, all of the materials you have submitted.

### **Leaving the Test/Exam Location**

- The Invigilator will return your TCard and you are free to leave, unless sequestering is required.
- You may not leave Test and Exam Services with any test/exam materials in your possession, even if allowed by your instructor.
- Test and Exam Services does accept assignments, papers or other documentation that may need to be submitted to your professor.

## **Sending Term Test Materials for Marking**

- Your test/exam will be sent back to the responsible academic unit through which the course is offered.
- Test and Exam Services assigns your completed test a tracking number, places your test materials in an envelope, and then couriers your test materials to the required location within 3 business days of the date that you wrote the test.

## **Sending Final Exam Materials for Marking**

- In the majority of cases, Test and Exam Services obtains your final exam materials from the Office of the Faculty Registrar and sends your completed exam back to the Office of the Faculty Registrar the following morning (next business day).

## **BEHAVIOURAL CONDUCT**

All students at the University of Toronto are required to be aware of, familiarize themselves with, and comply with the terms outlined in the University of Toronto's Code of Behaviour on Academic Matters and Code of Student Conduct.

**Code of Behaviour on Academic Matters.** Review the Code online: [www.governingcouncil.utoronto.ca/Assets/Governing+Council+Digital+Assets/Policies/PDF/ppjun011995.pdf](http://www.governingcouncil.utoronto.ca/Assets/Governing+Council+Digital+Assets/Policies/PDF/ppjun011995.pdf)

**Code of Student Conduct.** Review the Code online: [www.governingcouncil.utoronto.ca/Assets/Governing+Council+Digital+Assets/Policies/PDF/ppjul012002.pdf](http://www.governingcouncil.utoronto.ca/Assets/Governing+Council+Digital+Assets/Policies/PDF/ppjul012002.pdf)

Violating the Code of Behaviour on Academic Matters or the Code of Student Conduct may result in consequences including, but not limited to:

- A report written by Test and Exam Services' Invigilators and/or staff outlining the alleged violation.
- The report(s) may be reviewed and any meeting(s) may be attended by any or all of the following: Test and Exam Services staff, Accessibility Services' staff (including Accessibility

Advisors), University of Toronto staff and faculty (including registrarial staff and course representatives).

- Additional steps may be taken by the University of Toronto including, but not limited to, investigation and/or imposed consequences at the discretion of the University.

You are expected to behave in a respectful manner toward and comply with instructions given by Invigilators. Verbal and physical abuse toward staff will not be tolerated.

## **ACADEMIC CONDUCT**

During the writing of a test/exam with Test and Exam Services, you may only have in your possession materials and items expressly authorized by the Invigilator.

Unauthorized test/exam aids may include, but are not limited to: cell phones, smartwatches, calculators, notes of any kind, electronic devices of any kind, communication with other students.

- Possession of an unauthorized aid during a test/exam, even if you claim not to have used it, is an academic offense that carries a significant penalty.
- When the Invigilator announces that the test/exam is over, you must stop writing or typing immediately. Failing to do so is an academic offense.
- Quiz/test/exam materials are restricted and you may not keep any materials after the evaluation has concluded.

## **E-MAIL POLICY**

Ensure that your e-mail address on ACORN and the one provided to Accessibility Services is your University-issued e-mail address (@mail.utoronto.ca) in accordance with the University of Toronto's "Policy on Official Correspondence with Students". Review the Policy online: [www.acorn.utoronto.ca/policy.php](http://www.acorn.utoronto.ca/policy.php). As a student at the University of Toronto, you are expected to monitor and retrieve the e-mail sent to your University-issued e-mail address on a frequent and consistent basis. Expect to receive important and sometimes time-sensitive correspondence about tests/exams from Test and Exam Services at your University-issued e-mail address.