

TEST AND EXAM SERVICES
UNIVERSITY OF TORONTO
ST. GEORGE CAMPUS

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR FACULTY AND STAFF
2013-2014**

What is Test and Exam Services (TES)?

Test and Exam Services (TES) is the department at the University of Toronto that is responsible for coordinating quiz, term test, and final exam accommodations for students with documented disabilities who are registered with Accessibility Services (AS) on the St. George Campus.

What does Test and Exam Services (TES) do?

Working cooperatively with the institution's faculty and staff, TES plays a vital role in the execution of the University of Toronto's commitment to accessibility. TES ensures that the University of Toronto upholds its **legislated responsibility** to students with disabilities by ensuring that these students receive their **legally-mandated accommodations** in the provision of quizzes, tests, and exams.

- During the 2012-2013 academic year, TES coordinated, administered, and proctored [more than 12,000](#) quizzes, tests, and exams for the University of Toronto.
- TES oversees quizzes/tests/exams for every department, every faculty, and every level of study at the University of Toronto, including but not limited to:
 - Faculty of Arts and Science
 - Faculty of Applied Science and Engineering
 - Faculty of Kinesiology and Physical Education
 - Faculty of Law
 - Faculty of Medicine
 - Faculty of Music
 - Faculty of Pharmacy
 - Rotman School of Management
 - Academic Bridging Program and Transitional Year Program

What is the difference between Test and Exam Services (TES) and Accessibility Services (AS)?

Accessibility Services

- Collects, assesses, and retains students' disability-related medical documentation and assessment results
- Conducts learning disability assessments
- Determines which accommodations, if any, are warranted on a case-by-case basis
- Authorizes students with disabilities for individualized academic accommodation plans
- Accessibility Services authorizes test/exam accommodations, but does not coordinate test/exam accommodation services nor oversee the administration of tests/exams.

Test and Exam Services

- Schedules and administers the tests/exams of students with disabilities
- Trains, schedules, and supervises proctoring staff
- Manages adaptive furniture, equipment, and technology
- Oversees immediate response to common incidents that occur in this population of students, including anxiety, illness, medical emergency, and exam abandonment
- Advises students with regard to the university's examination policies and procedures (e.g. exam deferral)
- Test and Exam Services coordinates test/exam accommodations and proctors tests/exams, but does not assess students' documentation nor authorize students for test/exam accommodations.

Are the tests/exams that I provide to TES regarded as confidential?

TES coordinates more than 12,000 tests/exams annually for the University of Toronto. The integrity of the examination process is of the utmost priority. Strict security measures are in place to protect the confidentiality of test/exam materials.

Where do students with disabilities write tests/exams?

Generally, accommodated tests/exams are administered inside of the University of Toronto's Exam Centre at 255 McCaul Street. Exam Room 340 is designated for this purpose. During busier midterm and exam periods, alternate locations on campus may be utilized as well.

Will TES administer a test/exam to one of my students who does not have a disability?

Only students with disabilities who are registered with AS are eligible to write tests/exams with TES.

Who supervises students who write tests/exams with TES?

Highly-qualified graduate and PhD students at the University of Toronto act as invigilators for students who write tests/exams with TES. TES' invigilators undergo an intensive training process and are specifically trained to administer tests/exams to students with disabilities in accordance with the University of Toronto's examination policies and procedures. They are trained to balance mandated accommodations with academic integrity.

Are all students who write with TES authorized for additional writing time? How much?

Every student who writes tests/exams with TES is authorized for an individualized academic accommodation plan. The amount of additional writing time authorized, if any, is determined by AS on a student-by-student basis based on the student's disability and documentation.

My student typed his test responses. Is the computer that he used during the test secure?

TES works in close partnership with Computing and Networking Services (CNS) to ensure that the university-issued computers to which some students have access during tests/exams are secure. The computers are password-protected; software access is restricted based on authorized accommodations; USB ports are locked; and internet access is disabled.

Are the tests/exams that I provide to TES administered at the time that I specify?

The majority of accommodated tests/exams are administered at the same times as the regularly-scheduled class sittings. That said, the University of Toronto allows for specific exceptions to be made within established parameters when a student's test/exam accommodations authorized by AS prohibit him/her from writing a test/exam at the same time as his/her classmates. In these cases, TES is required to reschedule the test/exam to comply with the student's accommodations authorized by AS. When a quiz or term test is rescheduled by TES for disability-related reasons, the course instructor or the designated departmental contact is notified of the rescheduling. This notification is included in the automated quiz or term test request e-mail directly beneath the standard list of quiz/test administration questions. For a rescheduled final exam, the faculty through which the course is offered is notified.

Are my student's academic accommodations subject to my review and approval?

Authorized accommodations have been deemed necessary by AS based on the student's disability and documentation. A student's individualized academic accommodation plan is established by AS and coordinated by TES to ensure that the University of Toronto upholds its legislated responsibility to accommodate the student in the provision of quizzes, tests, and exams. Course instructors and designated departmental contacts are asked to work cooperatively with AS and TES to ensure that the University of Toronto upholds its legislated responsibility to students with disabilities by ensuring that these students receive their legally-mandated accommodations in the provision of quizzes, tests, and exams.

What if I prefer that my student write the quiz/test/exam in class without accommodations?

If a student is authorized for accommodations by AS, it is the student's right to write all quizzes/tests/exams with TES if s/he chooses to do so. Please note that TES *does* regularly administer tests/exams involving audio-visual components, aural/oral components, lab components, and computer software requirements. Again, course instructors and designated departmental contacts are asked to work cooperatively with AS and TES to ensure that the University of Toronto upholds its responsibility to students with disabilities by ensuring that these students receive the accommodations to which they are entitled.