

# **WRITING TESTS AND EXAMS WITH ACCOMMODATIONS**

A HANDBOOK FOR STUDENTS WITH DISABILITIES

**2017-2018**



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# TEST AND EXAM SERVICES

**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 disabilities who are:**

- 1. registered with Accessibility Services on the Downtown Campus, and**
- 2. authorized by Accessibility Services for quiz, test, and exam accommodations for Downtown Campus courses.**

**Test and Exam Services administers quizzes, tests, and exams 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 2016-2017 academic year, Test and Exam Services coordinated more than 18,000 accommodated quizzes, tests, and exams to University of Toronto students.**

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



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



[tes.info@utoronto.ca](mailto:tes.info@utoronto.ca)



416-946-8584



255 McCaul Street  
Exam Room 340



**Administration Office Hours**  
**Monday to Friday**  
**9:00 AM to 4:30 PM**



**Test & Exam Centre Hours**  
**Monday to Saturday**  
**7:00 AM to 10:30 PM**



**Exam Room 340 is a  
scent-free, nut-free space.**

## 2017-2018 DATES & DEADLINES



### FALL TERM BEGINS (2017)

14 days' notice is required to request accommodations for all evaluations scheduled between September 5th and December 7th.

5

SEPTEMBER



### DECEMBER EXAM PERIOD REGISTRATION DEADLINE

10

NOVEMBER



### DECEMBER EXAM PERIOD BEGINS

EXAM PERIOD: December 8, 2017 - December 20, 2017

8

DECEMBER



### WINTER TERM BEGINS (2018)

14 days' notice is required to request accommodations for all evaluations scheduled between January 4, 2018, and April 6, 2018.

4

JANUARY



### APRIL EXAM PERIOD REGISTRATION DEADLINE

9

MARCH



### APRIL EXAM PERIOD BEGINS

EXAM PERIOD: April 9, 2018 - April 30, 2018

9

APRIL



### SUMMER SESSION (2018)

Dates and Deadlines Posted Online in May 2018:  
[ace.utoronto.ca/tes/deadlines](http://ace.utoronto.ca/tes/deadlines)

'18

MAY-AUG.

## 2017-2018 ACADEMIC YEAR

## SEPTEMBER 2017

SUN	MON	TUE	WED	THU	FRI	SAT
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

## OCTOBER 2017

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

## NOVEMBER 2017

SUN	MON	TUE	WED	THU	FRI	SAT
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

## DECEMBER 2017

SUN	MON	TUE	WED	THU	FRI	SAT
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

## JANUARY 2018

SUN	MON	TUE	WED	THU	FRI	SAT
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

## FEBRUARY 2018

SUN	MON	TUE	WED	THU	FRI	SAT
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	1	2	3

## MARCH 2018

SUN	MON	TUE	WED	THU	FRI	SAT
25	26	27	28	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## APRIL 2018

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

## MAY 2018

SUN	MON	TUE	WED	THU	FRI	SAT
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

## JUNE 2018

SUN	MON	TUE	WED	THU	FRI	SAT
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

JUNE EXAM PERIOD  
DATES AND DEADLINE  
TO BE ANNOUNCED

## JULY 2018

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

## AUGUST 2018

SUN	MON	TUE	WED	THU	FRI	SAT
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

AUGUST EXAM PERIOD  
DATES AND DEADLINE  
TO BE ANNOUNCED

TERM

EXAM PERIOD

ACCOMMODATION REGISTRATION DEADLINE

## REGISTER

### Register for Accommodations

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

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

FALL TERM **DEADLINE**

**14 DAYS' NOTICE**

DECEMBER EXAM PERIOD **DEADLINE**

**NOVEMBER 10**

WINTER TERM **DEADLINE**

**14 DAYS' NOTICE**

APRIL EXAM PERIOD **DEADLINE**

**MARCH 9**

Note that being registered with Accessibility Services only means that you may be eligible to write quizzes, tests, and exams with Test and Exam Services (if you are authorized to do so by your Accessibility Advisor). However, being registered with Accessibility Services does not automatically schedule you to write all of your quizzes, tests, and exams with accommodations. To schedule yourself to write your quizzes, tests, and exams with accommodations, you must submit an accommodation request form to Test and Exam Services for each evaluation.

# CONFIRM TEST & EXAM BOOKINGS

1

## **REGISTRATION CONFIRMATION E-MAIL**

When you successfully submit a request for accommodations for a quiz, test, or 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 to register 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 that you have made with Test and Exam Services, click on "My Registration History". Note that "My Registration History" shows you the class quiz/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

## **QUIZ/TEST/EXAM NOTIFICATION E-MAIL**

When you are booked to write a quiz/test/exam with accommodations, you will receive an automated notification e-mail reminding you of your evaluation start time and writing location one day prior (during the term) or two days prior (during an exam period) to your scheduled writing date. It is very important that you read this notification e-mail. Students who write quizzes/tests/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.

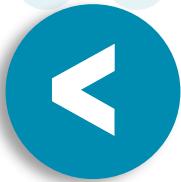
4

## **CONTACT US**

E-mail: [tes.info@utoronto.ca](mailto:tes.info@utoronto.ca)  
Telephone: 416-946-8584

Not sure if you  
registered for  
accommodations?  
Check!

## ACADEMIC CONFLICTS



### I have a lecture or tutorial scheduled **IMMEDIATELY BEFORE** my quiz/test.

**WRITTEN PERMISSION:** Obtain written permission from the course instructor to begin writing the quiz/test 15 minutes later than the rest of the class begins writing the quiz/test to allow for 'travel time' from the classroom to Test and Exam Services.

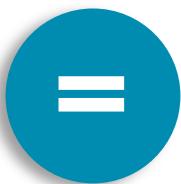
**14 DAYS' NOTICE:** Forward the written permission to Test and Exam Services at least 14 days prior to the quiz/test date. We will reschedule your sitting of the quiz/test accordingly. If you cannot provide 14 days' notice, forward the permission with as much notice as possible. Be aware that with less than 14 days' notice, rescheduling is not guaranteed.



### I have a lecture or tutorial scheduled **IMMEDIATELY AFTER** my quiz/test.

**14 DAYS' NOTICE:** Inform Test and Exam Services at least 14 days prior to the quiz/test date. We will reschedule your sitting of the quiz/test to a time slightly earlier than the class sitting to remedy the conflict. If you cannot provide 14 days' notice, inform us with as much notice as possible. Be aware that with less than 14 days' notice, rescheduling is not guaranteed.

**SEQUESTERING:** No matter what time you finish writing the quiz/test, you will be required to remain sequestered and supervised at the quiz/test location until 15 minutes past the time that the class is scheduled to begin writing the quiz/test.



### I have two final exams scheduled at the exact same time.

**REGISTER:** Request accommodations for both final exams by registering with Test and Exam Services for each, as you normally would. We will adjust your exam schedule to remedy the conflict.

# AUTOMATIC TEST/EXAM RESCHEDULING



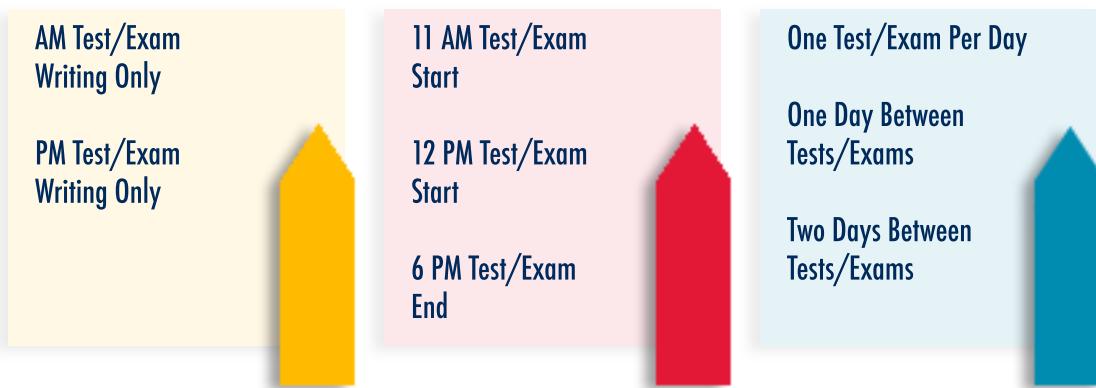
## End of Day

If you are registered to write with Test and Exam Services and your authorized extra writing time and/or stopped-clock break accommodations cause your test/exam end time to be later than Test and Exam Services' closing time (typically 10:30 PM), your test/exam will automatically be rescheduled as early as necessary to ensure that your test/exam end time is before Test and Exam Services' closing time.



## Date & Time Shifting Accommodations

If you are authorized for 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/exams will occur in accordance with the established implementation procedure for the accommodation which you are authorized for, as outlined on page 11.



## Midterm Periods & Exam Periods

During busy times of the academic year, when there are significant increases in the number of requests for accommodated tests/exams, your test/exam sitting may be rescheduled up to one hour earlier than the class sitting if deemed necessary by Test and Exam Services. This means, for example, that your 4:15 PM test may be held with Test and Exam Services at 3:15 PM, or your 9:00 AM exam may be held at 8:00 AM.

# TIME SHIFT ACCOMMODATIONS

## **AM TEST/EXAM WRITING**

If authorized, your sitting of the evaluation will be rescheduled if the class sitting is scheduled at or after 12:00 PM. The evaluation will be rescheduled to the following business day between 8:00 AM and 9:00 AM.

## **PM TEST/EXAM WRITING**

If authorized, your sitting of the evaluation will be rescheduled if the class sitting is scheduled at or before 11:59 AM. The evaluation will be rescheduled to the same day between 12:00 PM and 2:00 PM.

Time shift accommodations may cause you to miss other academic obligations, such as lectures.

If you start writing a test or exam before your class starts writing, sequestering is required. Review page 12!

## **11:00 AM TEST/EXAM START**

If authorized, your sitting of the evaluation will be rescheduled if the class sitting is scheduled at any time other than 11:00 AM. If the class sitting is before or after 11:00 AM, your accommodated sitting will be held on the same day at 11:00 AM. Sequestering may be required and the procedures outlined on page 12 may apply.

## **12:00 PM TEST/EXAM START**

If authorized, your sitting of the evaluation will be rescheduled if the class sitting is scheduled at any time other than 12:00 PM. If the class sitting is before or after 12:00 PM, your accommodated sitting will be held on the same day at 12:00 PM. Sequestering may be required and the procedures outlined on page 12 may apply.

## **6:00 PM TEST/EXAM END**

If authorized, your sitting of the evaluation will be rescheduled if with your additional writing and/or break time, the end time of your sitting will end at or after 6:01 PM. Your sitting of the evaluation will be rescheduled earlier on the same day to ensure that you finish 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 is required and the procedures outlined on page 12 apply.

## **ONE TEST/EXAM PER DAY**

If authorized, 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 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.

## **ONE DAY BETWEEN & TWO DAYS BETWEEN TESTS/EXAMS**

If authorized, 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 the two evaluations, 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.

# SEQUESTERING & AFFIDAVITS

## SEQUESTERING

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

### **WHAT IS ALLOWED WHILE BEING SEQUESTERED?**



reading



stretching



eating



writing



resting



washroom

### **WHAT IS NOT ALLOWED WHILE BEING SEQUESTERED?**



exiting the  
exam location



communication  
with others\*

\* Invigilators excepted



electronic devices  
of any kind



cell phones



laptops, tablets



MP3 players

## AFFIDAVITS

If your sitting of a quiz, test, or 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 or exam, nor will I reveal the content of the test or exam to anyone until the regularly-scheduled class sitting of the test or exam has ended."

# MAKE-UPS & DEFERREDS

## MAKE-UP TERM TESTS

### **WHAT IS A MAKE-UP TEST?**

A make-up 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.

### **WHO CAN GIVE ME PERMISSION TO WRITE A MAKE-UP TEST?**

The course instructor.

### **HOW DO I ARRANGE TO WRITE A MAKE-UP TEST WITH ACCOMMODATIONS?**

If you miss the originally-scheduled test sitting, contact the course instructor to discuss your options. Permission to write a make-up test is at the discretion of the course instructor. If the course instructor authorizes you to write a make-up test, s/he should specify the date and time that the make-up test is to be scheduled. If the course instructor does 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 by following the instructions on Page 7.

## DEFERRED TERM TESTS

### **WHAT IS A DEFERRED TEST?**

A deferred 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.

### **WHO CAN GIVE ME PERMISSION TO WRITE A DEFERRED TEST?**

Your College or Faculty Registrar.

### **HOW DO I ARRANGE TO WRITE A DEFERRED TEST WITH ACCOMMODATIONS?**

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 deferred test by following the instructions on Page 7.

## DEFERRED FINAL EXAMS

### **WHAT IS A DEFERRED EXAM?**

A deferred 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.

### **WHO CAN GIVE ME PERMISSION TO WRITE A DEFERRED EXAM?**

Your College or Faculty Registrar.

### **HOW DO I ARRANGE TO WRITE A DEFERRED EXAM WITH ACCOMMODATIONS?**

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 deferred exam by following the instructions on Page 7.

## LATE REGISTRATION

### If you missed the registration deadline...

1

**REQUEST ACCOMMODATIONS** for the quiz/test/exam right away by completing a LATE REGISTRATION AFTER THE DEADLINE FORM and submitting it to Test and Exam Services: [www.ace.utoronto.ca/tes/register](http://www.ace.utoronto.ca/tes/register)

2

**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 has been approved.

3

**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 authorized accommodations, unless you are advised otherwise prior to the quiz/test/exam date.

4

**IF YOUR LATE REQUEST FOR ACCOMMODATIONS IS NOT APPROVED**, you will not be scheduled to write the evaluation with Test and Exam Services. Instead, you will be offered the options outlined on page 15.

5

**CONNECT WITH YOUR ADVISOR** at Accessibility Services if you missed the registration deadline due to extenuating disability-related circumstances.

6

**CHECK THE REGISTRATION DEADLINES** and make note of them to ensure that in future, you request accommodations on-time.

Accommodations  
are not guaranteed  
to late registrants.

[www.ace.utoronto.ca/tes/register](http://www.ace.utoronto.ca/tes/register)

## LATE REGISTRATION

### If your late request is not approved...

#### TERM TEST OPTIONS

- You may ask the course instructor to coordinate your accommodations for the quiz/test. Be aware that course instructors are not obligated to provide quiz/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. See page 13 for more information about make-up tests.
- You may write the term test with your classmates during the regularly-scheduled quiz/test sitting without any accommodations.
- Connect with your Accessibility Advisor at Accessibility Services 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).

#### FINAL EXAM OPTIONS

- You may submit a petition to defer the final exam with your Registrar. If the petition to defer the exam is granted, you can then register again to write with accommodations. See page 13 for more information about deferred exams.
- You may write the final exam with your classmates during the regularly-scheduled exam sitting without any accommodations.
- Connect with your Accessibility Advisor at Accessibility Services 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, Test and Exam Services staff, and Accessibility Services staff are not authorized to assign an alternate final exam date (i.e. a "make-up" exam date).
- Note that the course instructor is not permitted to provide accommodations to you during the final exam. Most faculties (including the Faculty of Arts and Science) do not allow this.

# WHAT TO EXPECT BEFORE YOU WRITE



## DATE, TIME, & LOCATION

- When you are booked to write a quiz/test/exam with accommodations, you will receive an automated notification e-mail reminding you of your evaluation start time and writing location one day prior (during the term) or two days prior (during an exam period) to your scheduled writing date.
- It is very important that you read this notification e-mail. Students who write quizzes/tests/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 quiz/test/exam start time assigned to you by Test and Exam Services.
- Check-in with an Invigilator by submitting your student identification card (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 quiz/test/exam.
- Test and Exam Services does not compensate students for quiz/test/exam writing time lost due to late arrival, regardless of whether or not this is the practice of your department or faculty of enrolment. If you arrive at the assigned writing location after the quiz/test/exam start time assigned to you by Test and Exam Services, you can expect that (a) time will be deducted from your overall writing time, and (b) additional consequences may be imposed, such as being denied permission to write the quiz/test/exam.



## YOUR BELONGINGS

- Place your belongings – including your cell phone – in the area designated by the Invigilator. In EX340, students are asked to place their belongings in a locker in the lobby, which the Invigilator locks.
- You may only bring into the quiz/test/exam location authorized items. Any items that you bring into the location are subject to inspection by the Invigilator (e.g. pencil case, food and drink items, medication containers, etc.). Unauthorized electronic devices (such as a cell phone or a smartwatch) are prohibited.

# WHAT TO EXPECT BEFORE YOU WRITE



## SIGN-IN

- Wait in the lobby until you are called by the Invigilator to be signed-in.
- During sign-in, the Invigilator will:
  1. Communicate the details of the quiz/test/exam, including the authorized writing time and permitted quiz/test/exam aids.
  2. Review the details of your authorized quiz/test/exam accommodation plan with you.
  3. Ask that you sign your Test/Exam Administration Form confirming that you understand and agree to the accommodations authorized.
  4. 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)”.
  5. Inspect any items that you have chosen to keep with you during the quiz/test/exam (e.g. pencil case, food and drink items, medication containers, etc.).
- The Invigilator will escort you to your assigned desk.



## IMPORTANT REMINDERS

- Prior to the commencement of a quiz/test/exam, you are expected to refrain from writing, typing, or designating any answers to questions on any quiz/test/exam materials.
- Invigilators do not have the authority to change your authorized quiz/test/exam accommodation plan in any way. If your accommodation plan is not meeting your needs, contact your Disability Counsellor at Accessibility Services to discuss the possibility of making changes for future quizzes/tests/exams.
- Access to Test and Exam Services' quiz/test/exam locations, including EX340, is restricted to the students scheduled to write with accommodations, the Invigilators supervising the students, and select University of Toronto staff and faculty. Family and friends are welcome to wait for you in the lobby.
- With respect to the safety of students with environmental sensitivities and allergies, EX340 is a scent-sensitive, nut-sensitive space. Refrain from wearing perfume, cologne, or other strong scents. Ensure that food and body products (e.g. lotions) are free of nuts, nut oils, and traces of nuts.

# WHAT TO EXPECT WHILE YOU WRITE



## ACCOMMODATIONS

- During the writing of a quiz/test/exam with Test and Exam Services, you will receive all of the accommodations that are authorized to you by your Accessibility Advisor at Accessibility Services.\*

\* Unless you have been informed otherwise in advance of the quiz/test/exam (e.g. because you missed the quiz/test/exam accommodation registration deadline).



## WRITING TIME

- The Invigilator will calculate and monitor your authorized quiz/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 quiz/test/exam and pace your writing accordingly. Note that cell phones and smartwatches are not permitted timekeeping devices.



## BREAK TIME

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

# WHAT TO EXPECT WHILE YOU WRITE

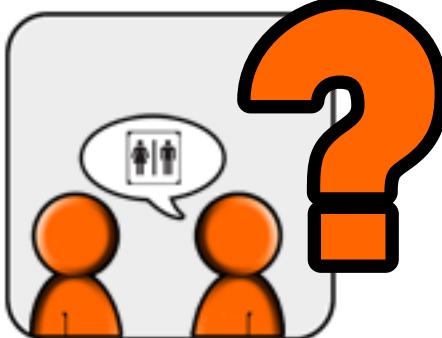


## WASHROOM BREAKS

If you wish to take a washroom break during a quiz/test/exam, you must notify the Invigilator upon beginning and upon ending the break. During a washroom break:

1. You may not exit the quiz/test/exam location.
2. You may not take any quiz/test/exam materials (such as pens) or any bulky items (such as a jacket) with you into the washroom.
3. The washroom break will count against your authorized writing time unless you are authorized by your Accessibility Advisor for breaks "with stopped-clock" - provided you do not exceed your permitted maximum break time (as defined by your Accessibility Advisor).

**1**



Ask the Invigilator if you may take a washroom break.

**2**



The invigilator will note the time of your washroom break.

**3**



Use the washroom located inside of the exam location.

**4**



Tell the invigilator that you would like to resume writing.

# WHAT TO EXPECT WHILE YOU WRITE



## TEST/EXAM AIDS

- A test/exam aid is different than an accommodation.
  1. An accommodation is authorized by your Accessibility Advisor at Accessibility Services to address a disability-necessitated requirement (e.g. additional writing time, computer, etc.).
  2. A test/exam aid is an item that provides academic assistance during a test/exam. It is authorized by the course instructor for use by all students in the course (e.g. aid sheet, non-programmable calculator, translation dictionary, etc.).
- When you write a quiz/test/exam with Test and Exam Services, you will be permitted to use the same test/exam aid(s) as your classmates are using.



## CALCULATOR USE DURING A TEST/EXAM

- If your classmates are not authorized to use a calculator as a test/exam aid during the evaluation but you are authorized by your Accessibility Advisor to use a calculator as an accommodation:
  1. You must arrive at the quiz/test/exam location with a printed **Calculator Approval Form** that is completed and signed by the course instructor.
  2. You can obtain a copy of the **Calculator Approval Form** from Accessibility Services.
  3. You provide the calculator, which must comply with the specifications outlined by the course instructor.



## DICTIONARY USE DURING A TEST/EXAM

- If your classmates are not authorized to use a dictionary as a test/exam aid during the evaluation but you are authorized by your Accessibility Advisor to use a dictionary as an accommodation:
  1. You must arrive at the quiz/test/exam location with a printed **Dictionary Approval Form** that is completed and signed by the course instructor.
  2. You can obtain a copy of the **Dictionary Approval Form** from Accessibility Services.
  3. 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.
  4. If the course instructor permits a language translation dictionary or other course-specific dictionary, you provide the dictionary.

# WHAT TO EXPECT WHILE YOU WRITE



## ATYPICAL SITUATIONS

- If an atypical situation arises during the quiz/test/exam, notify the Invigilator. Such situations may include, but are not limited to, questions about the evaluation, questions about your accommodations, concerns about temperature, noise, or other distractions, technology malfunctions, anxiety, and illness.



## QUESTIONS FOR THE COURSE INSTRUCTOR

- If you have a question about the quiz/test/exam, notify the Invigilator. The Invigilator will attempt to contact the course instructor by telephone or, if the class sitting is occurring in the same building, by seeking out the instructor in-person. If this attempt is successful, you will be put in contact with the instructor.
- If the Invigilator's attempt to reach the instructor is unsuccessful, the fact that you had an unresolved question will be documented. The Invigilator's documentation will be forwarded to the instructor with your quiz/test/exam materials.



## TEST & EXAM ABANDONMENT

### • TERM TEST ABANDONMENT

If you abandon a term test partway through, whether or not the reason for abandonment is disability-related, you will need to request a make-up sitting from the course instructor. Course-specific procedures for requesting a make-up sitting of a term test apply to all students, including those registered with Accessibility Services. On that note, be aware that requesting a make-up sitting of a test does not guarantee that the course instructor will authorize a make-up sitting. See page 13 for more information.

### • FINAL EXAM ABANDONMENT

If you abandon a final exam partway through, whether or not the reason for abandonment is disability-related, 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, including those registered with Accessibility Services. On that note, be aware that filing a petition to defer a final exam does not guarantee that a deferral will be granted. See page 13 for more information.

# WHAT TO EXPECT AFTER YOU WRITE



## COMPLETING THE TEST/EXAM

- All writing must occur between the announced commencement and the announced conclusion of the quiz/test/exam. Extra time is not given for:
  1. Writing your name and student number on quiz/test/exam materials
  2. Contacting the course instructor for clarification
  3. Finishing up 'just one last' word, sentence, or question
  4. Filling in your multiple choice answer sheet
  5. Editing your quiz/test/exam responses



## SUBMITTING TEST/EXAM MATERIALS

- At the conclusion of the quiz/test/exam, the Invigilator will inform you that your authorized writing time is over. You must stop writing or typing immediately.
- The Invigilator will collect your quiz/test/exam materials.
  1. The quiz/test/exam question paper
  2. Used and unused booklets, multiple choice answer sheets, scrap paper
  3. Handwritten and/or typed responses (printed in the Invigilators' Office)
  4. Authorized aid sheets



## SUBMISSION CHECKLIST

- The Invigilator will account for the quiz/test/exam materials that 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, the materials that you have submitted.



## LEAVING THE QUIZ/TEST/EXAM LOCATION

- The Invigilator will return your TCard and you are free to leave, provided sequestering is not required. Note that you may not leave Test and Exam Services with any quiz/test/exam materials in your possession.

# WHAT TO EXPECT AFTER YOU WRITE



## SENDING TERM TEST MATERIALS FOR MARKING

- When Test and Exam Services obtains your term test materials from your course instructor, the instructor is asked to state a location on the St. George Campus to which your completed test should be sent.
- Typically, the location specified by your instructor will be the main office at the academic department 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 location specified by your instructor within three business days of the date that you wrote the test. The recipient's name, signature, and telephone number are required upon delivery. Test and Exam Services retains this information, as well as date, time, and location of delivery.
- The recipient of your test materials at the location specified by your instructor then forwards your test materials to the instructor, course coordinator, or teaching assistant responsible for marking the evaluation.



## 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 materials back to the Office of the Faculty Registrar. (Note that there are a few exceptions, including final exams for graduate-level courses and some of the smaller professional faculties.)
- Test and Exam Services couriers your exam materials to the Office of the Faculty Registrar within one business day of the date that you wrote the exam. The recipient's name and signature are required upon delivery. Test and Exam Services retains this information, as well as date and location of delivery.
- The recipient of your exam materials at the Office of the Faculty Registrar typically then forwards your exam materials to the academic department through which the course is offered.
- The recipient of your exam materials at the department, in turn, forwards your exam materials to the instructor, course coordinator, or teaching assistant responsible for marking the evaluation.

## ACADEMIC & BEHAVIOURAL CONDUCT

# EXPECTATIONS OF STUDENTS

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

Academic misconduct at the University of Toronto is defined by the **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

Behavioural misconduct at the University of Toronto is defined by the **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)

### CONSEQUENCES OF VIOLATION

1. A report or reports written by Test and Exam Services' Invigilators and/or staff outlining the alleged violation.
2. A meeting or meetings with and/or without the student present to discuss the alleged violation.
3. The report(s) may be reviewed and the 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).
4. 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.

# ACADEMIC & BEHAVIOURAL CONDUCT

1

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

2

Unauthorized quiz/test/exam aids may include, but are not limited to:



notes of any kind



electronic devices of any kind



communication with others\*

\* Invigilators excepted



cell phones



smartwatches



calculators

3

Possession of an unauthorized aid during a quiz/test/exam – even if you claim not to have used it – is an academic offense that carries a significant penalty.

4

When the Invigilator announces that the quiz/test/exam is over, you must stop writing or typing immediately. Failing to do so is an academic offense that carries a significant penalty.

5

Quiz/test/exam materials are regarded as restricted. You may not keep any quiz/test/exam materials after the evaluation has concluded.

6

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.

Possession of a cell phone during a test or exam is an academic offense.

# CONFIDENTIALITY & E-MAIL POLICY

## CONFIDENTIALITY

- Confidentiality of students' personal information is the foundation of an effective service for students. Test and Exam Services regards all information about students as confidential.
- That said, Test and Exam Services is required to inform some University of Toronto staff and faculty of the names, student numbers, and course enrolment information of students who write tests/exams with accommodations, on a need-to-know basis.
- Additionally, Test and Exam Services is required to inform some University of Toronto staff and faculty of some specific accommodations for which students are authorized, on a need-to-know basis.

## E-MAIL POLICY

- Ensure that your e-mail address on ACORN is your University-issued e-mail address (@mail.utoronto.ca) in accordance with the University of Toronto's *Policy on Official Correspondence with Students*.
- 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 quizzes, tests, and exams from Test and Exam Services at your University-issued e-mail address.
- Note that Test and Exam Services will only correspond with you via e-mail if you are using your University-issued e-mail address.



**REVIEW THE UNIVERSITY OF TORONTO'S  
POLICY ON OFFICIAL CORRESPONDENCE WITH STUDENTS**

[www.acorn.utoronto.ca/policy.php](http://www.acorn.utoronto.ca/policy.php)

## NOTES

This image shows a template for a worksheet or letterhead. At the top, there are three small, semi-transparent light blue circles arranged in a triangular pattern. The main body of the page consists of horizontal blue lines for writing. At the bottom, there is a large, solid dark blue circle containing a white line drawing of a pencil.

