SERVICES FOR STUDENTS WITH DISABILITIES
EXAM ACCOMMODATIONS POLICY

SSWD Exam Centre Hours

8:00am – 9:30pm Monday – Friday
9:00am – 4:00pm Saturday

During December and April Final and Progress Exam Schedule
8:00am – 10:00pm

If your instructor cannot accommodate your needs and you wish to request to write a test/exam in the SSWD Exam Centre, you must do the following:

Submit an exam request before the deadline via the **ONLINE TOOLS** icon on our website.

- Deadline for all in-term test/exam requests: ***14 days in advance***
- Deadline for December and April exam requests: posted on SSWD Main page

Test/Exam Scheduling Process

Submit Your Request Online

- Submit a request by clicking on the **TESTS/QUIZ/MID-TERM** icon from the Online Tools.
- Enter the test/exam date, time and course from the drop down list.
- Check the accommodations required from the approved list and enter any comments in the box provided. Submit your request.
  Note: Please verify the correct information is entered (i.e., scheduled class date and time of the test/exam).
- Once your request is submitted, a **confirmation email will be sent to your Brock email address** within 24 hours.

We do not accept requests for exams via phone or email. If you are unable to access the Online Tools, a hard copy of the *Exam Request Form* is available from your Case Manager.

- Your instructor will then be contacted via email to inform him/her of your request and accommodations. Your instructor will confirm the date and time, as well as provide our office with specific details regarding your test/exam at

least 7 days in advance of the scheduled date. Instructors must submit test/exam scripts to our office at least 48 hours in advance.
- To check the status of your request, go to "My Appointments" from the Online Tools menu. Your test/exam request will appear as "tentative" until the test/exam details are confirmed. Upon receipt of confirmation, the test/exam will be booked and your request will appear as "confirmed".

Note:
- *Tests/exams are typically booked during the regularly scheduled class times; however, certain circumstances may require us to schedule the test/exam to begin at an earlier time (e.g., extra time is needed, class before or after the requested test/exam, space and/or invigilator limitations, etc.).*
- *Although we regularly accommodate tests/exams on Saturdays, Exam Centre hours are between 9:00am and 4:00pm during term. If you have a test/exam scheduled on a Saturday, please be prepared to write within these hours. Alternatively, your instructor may arrange for the accommodations to be provided or agree to an alternate date.*

Confirmation of Test/Exam

In-class mid-term tests/exams typically start at the beginning of class. Our office will contact you by email if the start time of your test/exam needs to be changed due to any of the reasons discussed above. If you wish to confirm your test/exam date and time, please check via Online Tools, "My Appointments".

Note: Evening tests/exams typically start earlier to allow for extra time needed. If you arrive late for a test/exam, this time will be deducted from your total writing time.

Final and Progress Exam Requests

- Prior to exams in December and April, please check your "Appointment" page.
- Approximately 5 days prior to the beginning of final exams, a schedule will be posted on our webpage confirming your exam start time and location. Make sure to verify that all your requested exams are listed.
- Make note of any changes.

Note: All Exam/Test times are in "Universal Military Time/ or the 24 Hour Clock". You are responsible for calculating the times accordingly.

Late Requests

Students who do not submit their request by the specified deadlines will **not** be accommodated in the SSWD Exam Centre.

Exceptions will **only** be made in extenuating circumstances prevent the student from submitting their request in a timely fashion. Please contact your Case Manager **immediately** should this occur.

Special circumstances will be considered at the sole discretion of the Manager, SSWD. If after discussion with the Manager it is decided that the SSWD is able to schedule your test/exam, there will be an administration fee of $25.00, payable in advance.

Changing Information on an Already Submitted Request

You are able to make changes to your requested tests/exams by the regular deadline through your Online Tools. If changes are required after the deadline (e.g., test starts at the beginning of class rather than the end, you no longer require a scribe, etc.), please email sswd@brocku.ca.

Test/Exam Scheduling Conflicts

A test/exam conflict occurs when you have two tests/exams scheduled at the same time. You may also have a conflict due to your accommodations (e.g., your extra time causes two exams to overlap).

You are responsible for informing your Case Manager about any potential conflicts before the exam submission deadlines. Your Case Manager will provide a *Test/Exam Time Change Request* form and discuss alternative dates. This form must be taken to your professor for signature and confirmation.

Test/Exam Regulations

All students will follow "University Exam Procedures" when writing a test or exam with SSWD.

On the day of your test/exam:

- Arrive 10 minutes before your scheduled test/exam start time.
- If you arrive late, you will still finish at the pre-arranged time.
- Bring your Student ID.

Before you start your test/exam:

- Confirm the correct start time. If a clock is available in the room, it will be used; otherwise the invigilator's watch is used.
- Check the time to stop writing. *Note: If using a computer, you must spell check (where permitted) and print within the given time unless otherwise specified.*
- Note what test/exam aids are permitted.
- Inform the invigilator if you want to be told how much time you have remaining, and at what intervals.
- If there are any discrepancies with the accommodations indicated, advise the invigilator immediately.
- Sign your Exam Information Sheet and commence writing the test/exam.

While in the Exam Centre:

- All bags, books, purses, electronic devices, coats, hats, etc. must be left in the designated area.
- You must have all allowable materials with you before the exam script is handed to you. Students are allowed only their writing materials and student card, unless otherwise specified (e.g., open book exam, dictionaries permitted, calculators permitted, etc.).
- Please note that the invigilator may ask to check any items brought into the exam room. Prior or during the time you write your test/exam, the invigilator may require you to empty all pockets and check any items that you have with you.
- You are allowed to have water in the test room as long as you are not disturbing others and if you are not using the computer. Eating or drinking is not allowed at the computers.
- Invigilators must collect **all** test/exam materials once you are finished writing.

Guidelines for Computer Use During a Test/Exam

You are **not** permitted to use the spellchecker, thesaurus or dictionary unless authorized. Students are not permitted to work with any file other than that set up by the invigilator.

Note: Some specialized course software is not available and/or access cannot be duplicated in the Exam Centre. In these circumstances, arrangements for test accommodation needs should be discussed with the instructor.

- The invigilator will inform you when there are 5 minutes left in your scheduled test time.
- The invigilator will print the finished document for your review.

- Ask the invigilator to print during the test if you wish to review the document on paper. Note that there will be no time given to make adjustments to the document (using the computer) after the allotted time is over.
- You are **not** allowed to take a copy of the document for yourself.
- Before starting your exam, follow the instructions in the Exam Centre to save the file.
- When you are finished your work, the invigilator will ensure that the document is saved and printed.
- Do not leave the exam room until you have confirmed the number of pages printed.

Breaks

If you have been authorized to receive breaks, you are **not** allowed to write or study during your breaks. You must let the invigilator know when you want to take your break so that they can stop the clock. If you choose **not** to use your break time, the time will be subtracted from the scheduled finish time.

All authorized breaks must be taken in the exam room and/or within the sight of an invigilator. Under no circumstances will you be allowed to leave the premises without supervision.

You should use the washroom before you go to the test room. Washroom breaks are limited to five minutes and you must be accompanied by an invigilator. You will not be allowed to have any extra time for washroom breaks (unless your accommodations state otherwise). Smoking breaks are not permitted.

Late Arrivals

In-term Tests/Exams

Students who arrive 10 minutes late, for example, to write their test/exam will have 10 minutes deducted from their total allotted time. Students who arrive after the end time of the class scheduled test/exam will not be allowed to write and will be charged the "No Show" fee of $20.

Progress or Final Exams

In accordance with University Policy, students arriving more than 30 minutes late for a Progress or Final exam (December and April) will not be allowed to write the examination and will be charged a "No Show" fee of $20. (See "No Show" Tests/Exams below.)

Note: It is policy that you pay any fees charged before you write any further tests/exams in the SSWD Exam Centre. If there are clearly extreme extenuating

circumstances, you may request an appointment with the Director by calling extension 3240.

Questions for Your Instructor During a Test/Exam

If you have a question about the test/exam, it is your responsibility to let the invigilator know and they will do their best to contact the instructor for clarification.

You should continue to write your test/exam. If the instructor is not available, you should discuss your question with the invigilator. The invigilator will write down your question and will include this when your exam is packaged to be returned. On the test/exam paper, write down how you are interpreting the question and write down your answer.

Electronic Devices Policy

No electronic device, storage medium, or accessory of any kind is allowed when writing a test/exam with the SSWD unless explicitly authorized in writing by the SSWD office via your instructor or your Case Manager **and** examined by the invigilator on duty immediately prior to the test/exam.

Prior or during the time you write your test/exam, SSWD reserves the right to spot check the test environment. The invigilator may require you to empty all pockets and check any item that you have with you. If a student writing a test/exam is found with unauthorized materials or an electronic device, it will be confiscated immediately and the instructor will be contacted for further instructions. Electronic devices, storage media and accessories, include, but are not limited to computers (hardware and software), cell phones, electronic translators, etc.

Scribing

If you are authorized to have a scribe for writing tests/exams, you must instruct the scribe in the presence of the invigilator as to how you want to proceed with the questions. The scribe will not assist you with the content of the answer in any way. You must dictate your answer to the scribe and include all punctuation. Any technical terms must be spelled out to the scribe.

Cancelled and "No Show" Tests/Exams

Cancelled Tests/Exams

Process for Cancelling a Test/Exam

If you are unable to write a test/exam at the scheduled time due to illness, you must do **all** of the following:

1. Contact the Accommodations Coordinator (Ext. 4028) before 4:30 p.m. the day before the exam. Should you become ill the day of the test/exam, you must call the office as soon as possible.
2. Contact your instructor and inform him/her that you have missed the scheduled test/exam, request permission to write a make-up exam and discuss arrangements.
3. If permission is given, obtain a *Missed Test/Exam Make-Up Request* form (online or from the SDC Reception desk) and have the instructor complete it, sign it, and return it to you.
4. Submit the *Missed Test/Exam Make-Up Request* along with a medical certificate to both your instructor and the Accommodations Coordinator within 7 days of the missed exam, indicating the date of your illness (as required by University policy). You are responsible for any costs associated with this documentation.

Note: Exams missed due to illness will not be rescheduled at the SSWD Exam Centre unless it is approved by the instructor and a copy of the medical certificate is provided. All requests must be approved by your instructor.

*If you are unable to write your scheduled exam for a reason other than illness, you must contact the office of SSWD (ext. 4028) by 4:30 p.m. the day before your scheduled exam explaining why you must miss the exam. Exams will **not** be rescheduled at the SSWD Exam Centre unless you provide clear evidence of extenuating circumstances.*

Test/Exam Make-Up Requests

As indicated under the process for cancelling an exam, it is your responsibility to contact the instructor to arrange an agreed upon date for a make-up exam. You must then submit a *Missed Test/Exam Make-Up Request* form following the above procedure **no later than 7 days** prior to the agreed upon date for the make-up exam.

Accommodation of make-up exams is dependent upon space availability. If, for any reason other than a verified illness, you miss a make-up exam, the "No Show" Tests/Exams policy will apply.

"No Show" Tests/Exams

"No Show" Tests/Exams

The following circumstances are considered a "No Show" test/exam:

- You do not cancel by 4:30 p.m. the day before the scheduled test/exam.

- You fail to bring in a copy of a medical certificate (or other approved documentation) to the Accommodations Coordinator within 7 days following the scheduled test/exam.

Procedures for "No Show" Test/Exam:

- You will be charged a "No Show" test/exam fee of $20.
- You will not be allowed to reschedule the test/exam at the SSWD Exam Centre.
- You will not be allowed to reschedule any other test/exam at the SSWD Exam Centre until you pay the $20 fee.

Fees

If you do not show up for a test/exam, written notice of the fee will typically be sent to your Brock email address within one week after your test/exam. You must pay this fee within 10 working days of the notice. If payment is not received, a charge of $20 will be noted on your University records and will remain on your record until you arrange payment.

Please note that the University will not grant degrees or provide transcripts as long as there are charges on your record. Payment is to be made by cash, certified cheque, or money order payable to Brock University.

Special Considerations

Religious Observances

If you are unable to write a scheduled exam for religious reasons, applications must be made to the Registrar's Office at least two weeks prior to the examination period. For scheduling purposes in SSWD, the application to the Registrar's Office must be made two weeks prior to online submission deadline. Supporting documentation must be submitted. If there is a change in your examination schedule, it is your responsibility to notify SSWD about the change.