

STUDENT HANDBOOK – STUDENT ACCESSIBILITY SERVICES

Procedures for Exam Accommodations (Last Updated August 29, 2019)

Introduction

Please note that we are still in the process of updating exam information in SNAP. Therefore, the procedures in this handbook supersede any conflicting information that you find in the SNAP database.

Student Accessibility Services provides accommodation support for several thousand exams each year. Now that you're here, let's go over the exam process in more detail so that you have a better understanding of how this process works and the steps you will need to follow.

These procedures apply to exams, tests, quizzes, or any in-class, timed assessment you wish to write with Student Accessibility Services.

Scheduling of Exams by Students

- In order to schedule exams, you must register with our office **each** semester you are studying (using either the Standard Registration or Express Registration options). Please note that Students in Law and Education may be able to pre-register for the winter semester in advance.
- If you wish to write an exam, test, quiz or other in-class, timed assessment in the Student Accessibility Services with the accommodations you have been granted, you will need to schedule it in the SNAP database. See the next page for instructions. We suggest that **students schedule all of their tests (except take homes), quizzes, midterms and exams in the SNAP database during the first (2) weeks of the semester.**

Are You Having Difficulty Scheduling Your Exams?

- 1) Are you registered with us for this semester? You cannot schedule exams unless you re-register with us every semester (please note that Students in Law and Education may be able to pre-register for the winter semester in advance).
- 2) Are you using the right browser? For full functionality be sure to use Mozilla Firefox.
- 3) Are you trying to schedule an exam after the deadline date for scheduling has passed? Deadlines are explained on Pg 3.

Instructions for/Information about SNAP:

- 1) Only students who have registered with our office for a particular semester will be able to access the SNAP database. For full functionality be sure to use Mozilla Firefox.
- 2) Go to the following website: <http://www.uwindsor.ca/studentaccessibility/> and click on the link on the right hand side of the home page titled 'Schedule an exam via SNAP'.
- 3) Log into SNAP using your UWin ID (NOT Student #) and password (Note: You must be registered in classes and to use this online system). This brings you to the 'Personal Information' page – remember that this information comes from your Uwinsite and if it is not correct, you must go to your Uwinsite (student.uwindsor.ca) to make any changes.
- 4) The 'Approved Accommodations' tab confirms all classroom and exam accommodations that you have discussed with your Advisor – if you need to update these accommodations, you must meet with your Advisor at least 48 hours in advance of the exam.
- 5) If you are unable to view all tabs on your monitor, press Ctrl – (minus key) to decrease the fontsize.
- 6) The 'Exam Scheduler' tab is where you schedule all tests and exams – when you click on this tab it brings you to your current exam schedule – if the screen is blank, it means that you have not yet scheduled any exams.
- 7) Be sure your computer is synchronized with the current world date and time!!
- 8) Click on the link, 'Add New Exam' to schedule your tests, quizzes, and finalexams
- 9) Remember to complete all mandatory fields (fields with *) including the correct date of the exam, start time of the exam, instructor name and full course code. You MUST use the course code with the lecture section number (e.g. 1, 2, 3, 30, 31, etc.) NOT the lab section. Click 'Save'.
- 10) Review the Exam Policies on the pop up and click 'OK' (for Mac users and some PCs press 'ENTER').
- 11) You will receive a confirmation email (in your uwindsor account) for each exam entry (when you receive this email confirmation, it means that you are now scheduled to write this exam in our office and you will be expected to show up to write at this date/time).
- 12) **IMPORTANT: You MUST click on 'Add New Exam' each time you enter a new exam** (*the form does NOT clear automatically*)
- 13) You can view all of the current semester's scheduled tests/exams by clicking the link, '**My Exam Schedule**'

- In order to allow us adequate time to notify instructors, schedule proctors, book rooms, etc., students are required to provide at least 7 days advance notice when scheduling to write *mid-term exams* with SAS. In other words, the deadline for scheduling midterm tests/quizzes/exams with SAS is 7 days prior to the date you are scheduled to write, and prior to the specific final deadline for that semester as noted below. All exams, including midterms, must be scheduled before the specific final scheduling deadline for that semester. Please be aware that SNAP will not allow you to schedule your exam if you have missed that deadline, and it is therefore advisable to schedule your SAS exams as early in the semester as you possibly can.
- **Final Exams:** Students must have all of their exams (including finals and any remaining midterms which fall after the final deadline) scheduled before the specific deadline date designated for that semester (approximately 21 days in advance of the beginning of the final exam period). A specific date will be communicated to students by email in advance of this deadline each semester (and will be noted on the SAS website: <http://www.uwindsor.ca/studentaccessibility/>). The specific final deadlines for scheduling ANY exams with SNAP/SAS will be posted on SAS' website each term.
- You will have until 11:59 PM on the deadline date to schedule your exams, after which SNAP will no longer be available for scheduling.
- If the date or start time of an exam is unknown to you, it is your responsibility to determine this information by speaking with the instructor with enough time to adhere to the above deadlines.
- If you fail to meet these deadlines you will NOT be able to access the SNAP system to schedule your exam, you will not be accommodated in SAS, and you will have to negotiate directly with your instructor to arrange a rescheduled date. If it is determined that you will be eligible to write in our office at later date, you will need to follow the appropriate rescheduling procedure outlined later in this document.
- Students are expected to book exams in SNAP on the same date and time as the rest of the class with the following exceptions:
 - Students who have more than one exam per day and have the accommodation of "*one exam per day*" (but note that you must follow the procedures outlined in the "Rescheduling Procedure: Alternate Day Rescheduling" section that appears later in this document)
 - Exams that are scheduled to be written by the class after 6:00PM. All evening exams will begin at 6:00 (unless a student is required to write earlier due to extra time allotments). Do not schedule any exam to begin later than 6:00 p.m. If you need to start an evening exam earlier than 6:00 due to your time accommodations, please follow the procedures in the "Rescheduling Procedure: Changes Related to 6:00 p.m. Exams" section that is included later in this document.

- You may encounter time conflicts when writing two tests or exams on the same day, once your accommodation of extra time is taken into account. In all such instances, students are expected to make the appropriate scheduling arrangements (see "Rescheduling Procedure: Less Than Three Hours" section) prior to the specific scheduling deadline for those exams (7 days prior to midterms, and prior to specific end-of-term deadlines for midterm/final exams). If you do not meet this deadline for rescheduling your overlapping tests or exams, you will have to follow the Appeal Process for Late Scheduling of Exams.
- You should not schedule **online exams** (e.g. distance education exams) with our office unless you require additional technology. Students are permitted to write online exams anywhere and a proctor is not required. You should communicate directly with your instructor to ensure that the window of time allowed to complete the exam is either already large enough to meet your needs for extra time or is enlarged specifically for you. If you require technology, you should discuss your needs with your Advisor and be assigned a key to the Annex Lab at the Leddy Library. Please note that the extra time allotment should be based on the duration of the exam as opposed to the window of time an instructor has allowed students. For example, a 3-hour exam that can be written anytime during a 12-hour window would mean that students with the accommodation of double time are entitled to 6 hours to write the exam. Since the window is 12 hours, that student's extra time needs are automatically met. They are not entitled to have their time window doubled to 24 hours.
- If you arrive to write an exam that has not been scheduled with us, you will be informed that you will need to either go write with the class or negotiate a make-up time with your instructor. Please note that an exam that was scheduled incorrectly or incompletely will be considered to be notscheduled.
- Anytime that you are communicating with us directly about exams, you need to include:
 - Your full name & Student ID #
 - Full course code with section # (not lab #)
 - Name of the Instructor
 - Date and start time of the test

Appeal Process for Late Scheduling of Exams

If you fail to register your exams in a timely manner and believe that you have an extenuating circumstance surrounding this, you may appeal using SAS' [online form](#) providing supporting documentation upon request. Typically, exceptions will only be allowed in the event of significant extenuating circumstances (i.e., a death in family, illness, or other significant event).

The appeal process will take a minimum of three days to complete. This may mean that if your appeal is granted, but not processed, until after the originally scheduled exam date you will have to negotiate a rescheduled date with the instructor. In such circumstances, SAS cannot guarantee that your professor will grant the request for a reschedule and it may be in your best interests to write with the class. Typically, no late appeal for final exams will be filed within less than 7-days of the final exam period beginning. The process for submitting an appeal is as follows:

- Submit appeal via [online form](#)
- Include a clear rationale as to why the test / exam was not scheduled by the established deadline
- You will be asked to indicate your full name and Student ID#, your SAS Advisor, the course code, the instructor name, the format of the test/exam (i.e. midterm, final, etc.) and the date and time of the test/exam
- You will be contacted once the appeal has been reviewed and, at that time, will be advised as to the next steps in the process

Cancelling Exams, Missing Exams, Make-Up Exams, Time Modifications and Rescheduling Exams

- If you schedule a mid-term, quiz or exam with us and then fail to write it without first informing the Exam Coordinator (without significant extenuating circumstances that prevented you from doing so), you will be required to meet with the Director to discuss the implications of this behavior for you, your fellow students, our staff and faculty. You will be unable to write future exams in our office until you meet with the Director. This means that you should take the steps outlined below if you drop a class or need to change the date/time of your exam for some reason.
- If you schedule a mid-term or quiz or any other assessment (except a final exam) for the wrong time or date in error or if the professor changes the date later and the exam is more than seven days away, you may make the change directly in SNAP. If it is less than seven days away, you will not be able to make this change in SNAP. In that case, you must contact the Exam Coordinator at exam@uwindsor.ca or (519) 253-3000 ext. 3463. Include:
 - Your full name & Student ID #
 - Full course code with section # (not lab #)
 - Name of the Instructor
 - Date and start time of the test

Note: It is in your best interest to double-check the accuracy of all exams that you schedule. It is your responsibility to make the changes in SNAP or contact the Exam Coordinator. Do not rely on the Student Accessibility Services Team or the professor to do this on your behalf. Also, we cannot guarantee that we will be able to accommodate changes with less than seven days notice.

- If you schedule a mid-term, quiz or any other assessment (except a final exam) on SNAP and later determine that it is a take-home or on-line exam and you will not be writing with our office after all, you must notify us. If it is more than seven days away, you may make the change directly in SNAP. If it is less than seven days away, you will not be able to make this change in SNAP. In that case, you must contact the Exam Coordinator at exam@uwindsor.ca or (519) 253-3000 ext. 3463. Include:
 - Your full name & Student ID #
 - Full course code with section # (not lab #)

- Name of the Instructor
- Date and start time of the test
- If you have dropped a class, you are asked to cancel all tests/exams related to that course and may do so directly on SNAP as long as that test is more than seven days away. If the cancellation applies to a test, exam or other type of assessment that is less than seven days away, you will not be able to cancel it in SNAP. In that case, you must contact the Exam Coordinator at exam@uwindsor.ca or (519) 253-3000 ext. 3463. Include:
 - Your full name & Student ID #
 - Full course code with section # (not lab #)
 - Name of the Instructor
 - Date and start time of the test
- You may not make any changes pertaining to final exams on SNAP. In that case, you must contact the Exam Coordinator at exam@uwindsor.ca or (519) 253-3000 ext. 3463. Include:
 - Your full name & Student ID #
 - Full course code with section # (not lab #)
 - Name of the Instructor
 - Date and start time of the test

Instructions for Cancelling/Modifying Exams in SNAP:

- Under the 'Exam Scheduler' tab, click on the link, 'Cancel Exam'. You should see a list of all tests/exams already scheduled
- Select the exam you wish to cancel and click the button, 'Edit'
- Tick off the box, 'Cancel This Exam' and click 'Save'
- If you need to change the course information, you will have to 'Cancel' the entire exam entry first, then click on Add New Exam to enter the exam again
- Anytime that you have missed a test or exam or know in advance that there is some reason that you will be unable to write it on the scheduled date (e.g. make-up exams), you need to do the following in addition to notifying the Exam Coordinator:
 - Inform your course instructor in advance
 - Be prepared to provide your instructor and/or your Advisor with medical documentation supporting your absence from the exam.
 - If you need to reschedule the exam, follow the steps outlined in the "Rescheduling Procedure: Alternate Day Rescheduling") included later in this document.
 - Keep in mind that we offer make-ups *only* on Fridays of each week. All exams that are rescheduled because of a missed exam must be rescheduled on a Friday, at least one week in advance.
- If, due to a medical condition, you have the accommodation of, "*may need to reschedule exams due to condition flare-up*", you may be required to provide medical documentation to either your professor and/or your SAS advisor to support rescheduling of the exam . Whether or not supporting medical documentation

is necessary will be primarily worked out between you and your professor, but may include consultation with your advisor and/or doctor to assess appropriateness of request. You should find out in advance (when you give your letter of accommodation to your professor), what will be required if they are to miss an exam due to the impact of their disability. Please keep in mind that SAS assists some students with chronic conditions- where asking them to get multiple medical certificates to cover flare-ups while they are ill, is not practical. There may be times when an SAS advisor may have to advocate on your behalf with the professor so that a medical certificate is not required for a change of exam.

Evening Exams

- All exams will start on the same date, and at the same time as the rest of the class with the following exceptions:
 - All evening exams (both mid-terms and finals) are to start at 6:00 p.m. as opposed to the 7:00 p.m. class start time.
 - Students who arrive more than 30 minutes after their scheduled start time in SAS will be unable to write in SAS and will be advised to either write with their class or arrange a reschedule (adhering to SAS' "Rescheduling Process: Alternate Day Rescheduling") with their instructors permission.
 - If due to your time accommodations, you need to start writing an evening test or exam earlier than 6:00 p.m. in order to finish by 10:30, you must contact exam@uwindsor.ca. Please refer to the "Rescheduling Procedure: Changes Related to 6:00 p.m. Exams" section included in this document for more details and the exact steps involved).
 - Once the Exam Coordinator has verified your accommodations, he/she will then proceed to calculate your adjusted start time and will communicate that time to you and your instructor. Typically, tests or exams will not be scheduled any earlier than 2:30 p.m.

Rescheduling Procedure: Less Than Three Hours

- Follow these steps if you need to write an exam at on the same day but at a different time than the class (less than three hours difference) as a result of a scheduling conflict created by your extra-time accommodation (e.g. receiving extra time on an exam will mean that you will be late for your next class or will create a conflict/issue with another exam, as when exams overlap or immediately follow one another). Some examples of overlaps may include: a conflict with another test /exam, a lecture taking place post-test /midterm, lab, other class, etc.
 1. Schedule the Exam on SNAP for the same time that the class is writing.
 2. E-mail exam@uwindsor.ca to notify of the need to change a scheduled start time as a result of a timing conflict created by your 'extra time' accommodation (i.e. receiving extra time creates an overlap). Be sure to identify an alternate start time in your e-mail.
- The Exam Coordinator will make the scheduling change and send you and the instructor an e-mail notification of the change. If the instructor has any concerns, we will do our best to alleviate those and obtain his/her consent for this change.

- If you need to make a change that is greater than three-hours, please refer to Rescheduling Procedure: Alternate Day Rescheduling.

Rescheduling Procedure: Alternate Day Rescheduling

- Follow these steps if you need to write a test, quiz or exam on an alternate date from the class
 - Cancel the test, midterm or exam in SNAP if it was previously scheduled (remember that you cannot do this for final exams)
 - E-mail exam@uwindsor.ca to notify the Exam Coordinator of the need to reschedule. Include the course number, instructor name and date/time of the exam.
- Students are required to complete and submit a change of exam request form and either email the form to exam@uwindsor.ca or submit it in person to the SAS office. This form will require instructor signature and approval. If your instructor has emailed approval please attach it to the form.

Rescheduling Procedure: Changes Related to 6:00 p.m. Exams

- If you are writing an evening exam but need to start earlier than 6:00 in order to finish by 10:30 (when the office closes) due to your accommodations of extra time or breaks, you need to take the following steps:
 - Schedule the Exam on SNAP for 6:00
 - Email exam@uwindsor.ca to notify the Exam Coordinator of the need to begin an evening test /exam earlier than 6:00 p.m. (be sure to indicate that your accommodation(s) will not allow you to be finished by 10:30 p.m.). Include the course number, instructor name and date/time of the exam.
- The Exam Coordinator will verify your accommodations, calculate the time change and send you and your instructor an email communicating the start time. If the instructor has any concerns, we will do our best to alleviate those and obtain his/her consent for this change.

Writing Tests, Quizzes and Exams

- It is a good idea that you arrive a few minutes early to write your test, quiz or exam. Please note that on Saturdays, you will need to enter Dillon Hall via the accessible door on the west side of the building. For security purposes, that will be the only door to the building that will be unlocked.
- Students are expected to show a valid student card in order to write their test, quiz or exam. This requirement also applies to all in-class exams on campus as well. You can expect to be turned away if you do not have this identification. In that event, an incident report will be completed so that your advisor is informed and can determine the appropriate course of action.
- When you write your exam in our offices, you are expected to bring any material or equipment that students writing with the class would be expected to bring to their exam room (including but not limited to writing materials, textbooks for open-book exams, laptops if permitted, etc.)

If you finish the text, quiz or exam **early** or decide to stop writing the exam for some reason (including making the decision to drop the course), you will not be released from the office until the class has been writing for 30 minutes (in keeping with University Senate policy). During this holding period, you may not use electronic devices (i.e. cell phone, laptop, etc.). Time warnings will not be given by proctors during any exams. Students are responsible for the management of their own time during any exam.

- You will not be permitted to write an exam if you arrive more than 30 minutes **late**. If you arrive within the first 30 minutes, you will be permitted to write, but this time will be deducted from your total writing time. For example, if you arrive for a 10:00 exam at 10:20, you will lose 20 minutes of writing time (the clock started at the official start time of the exam). If there are timed sections on your exam (based on instructions provided by the instructor), the time lost will apply to the first section and then subsequent sections in turn as necessary.
- Unless your accommodations specify that the clock stops for washroom breaks, it will keep running. If you need to use the **washroom** during an exam, the clock will not stop and you will be accompanied to the washroom by a proctor or other staff member.
- The use of **cell phones** is not permitted while you are writing their exam or in the general exam area. If there are special circumstances where you need to be reached by telephone, you must make arrangements for this *prior* to exam day with your advisor and/or the proctor on duty. Communication with a student can occur using the proctors' direct extension (x3477).
- Briefcases, knapsacks, pencil cases, electronic devices and other articles are not permitted at a candidate's desk unless pre-approved by an advisor.
- Students and staff are not permitted to **smoke** in the examination area.
- In consideration of those individuals with allergies and sensitivities, the office and all other exam check-in and writing spaces are **scent-free** zones.
- Students are not permitted to bring **food items** into an examination room. See the "OtherExam Accommodations" section for how we will assist students with eating as an approved accommodation. Due to allergies, no student may bring any food with peanuts or peanut traces into the office or any other exam check-in and/or writing spaces.
- You are permitted to bring a cold **beverage** into the exam with you UNLESS you are writing your exam using computer equipment. However, no hot beverages are permitted due to the scent-free zone. All liquids must be stored in a label-free, transparent or reusable container.
- If a student is writing a lengthy exam (>4 hours), they may take a **supervised nutrition break** away from the examination room. However, the clock will not stop during this break (unless this is an approved accommodation). Again, due to allergies, no student may bring any food with peanuts or peanut traces into the office or other exam check-in and writing spaces.
- Unless approved as a formal accommodation, **seating preferences** cannot be guaranteed.

- Hats and caps may be worn unless they obscure facial features, in which case, they must be stored outside of the exam room with your other belongings.
- If a fire alarm sounds, remain calm and exit the building immediately. Do not take any belongings or materials with you. Remain with your proctor and so as to preserve the integrity of the exam, do not speak to anyone.
- If you require a break during an exam for prayer, you must discuss this with your advisor in advance so that we may make appropriate arrangements. You should also note this need when booking your exam on SNAP and inform your instructor.
- Bringing in a laptop to an exam: Students who, like the rest of their class, are authorized by the instructor to use their own laptop for a test / exam will need to indicate this in the "Notes" section of SNAP. If a note has not been made in SNAP, according to our scheduling deadlines, SAS cannot guarantee that appropriate seating arrangements can be made the day of the test / exam.

Other Exam Accommodations

- If you have **eating** as an approved accommodation, you may take a supervised nutrition break away from the examination room (during which time the clock is stopped). Food items are not permitted in the examination room. Due to allergies, you may not bring any food with peanuts or peanut traces into the office or other exam check-in and writing spaces.
- If you have **music** as an approved accommodation, you must drop off a cd/usb key one week in advance of the exam. Your Advisor will remove all data on the cd/usb with the exception of the music (you will be informed of this), complete a spot-check of the music and then give it to the Exam Coordinator. The Exam Coordinator will include the music in with the exam. At the conclusion of the exam, the proctor will return the cd/usb to you if it is your last exam or return it to the Exam Coordinator for use in a future exam. You are not permitted to bring in your own music on the date of the exam.
- If a **memory aid** is one of your approved accommodations, you must bring the memory aid to your instructor in advance of the exam so that they can review and approve it. The professor can then either deliver the aid with the exam or scan it and submit it via email to the Exam Coordinator. It is your responsibility to negotiate an appropriate timeframe for this process with the instructor. Upon completion of the exam, the cueing sheet and the exam will be submitted for grading. Students using a memory aid must write their exam in Student Accessibility Services, and are not permitted to bring their own memory aid into the exam. Your Advisor can provide you with an information sheet for students and faculty members pertaining to memory aids.
- If a **scribe** has been approved for you as an accommodation, you must indicate this in the notes section of SNAP for the exam(s) in which a scribe is needed. Generally, the Exam Coordinator will schedule an additional proctor to serve as the scribe for you. In cases where a scribe must have content-specific background, your Advisor will work out a system with the department and the Exam Coordinator.

- If **breaks** have been approved for you as an accommodation, remember that the intention of this is to allow you the opportunity to clear your head, re-focus, and take a break from the exam area. Your breaks will be supervised and you will not be permitted to leave the SAS area, use your cell phone, or access any unauthorized items (including laptops, iPods, etc.). Unless your accommodations specify that the clock stops for washroom breaks, it will keep running (even if you have breaks as an accommodation). Given that, it is best that you use the washroom at the beginning of the break. If you need to go to the bathroom during a break, the clock will resume for that period and stop upon your return. If you need to go to the bathroom at the end of a break, the clock will resume.
- If you have assistance with **scantron** pages as an approved accommodation, be aware that you will need to remain in our office until we have been able to complete the scantron form with you (so that all parties are confident that it has been completed properly). This is a mechanical process that is only completed after you have finished your exam. You are not permitted to change your answers during this process.

Exam Incidents

- Proctors will complete an Exam Incident Report for any irregularities that occur during an exam. This will be reviewed by the Exam Coordinator and the Director who will identify next steps (if any) in consultation with your Advisor. You may request that a proctor complete an Exam Incident Report for anything that is of concern for you (for example, if we are unable to reach an instructor for clarification of an exam question).

The Role of Proctors

- Proctors are responsible for invigilating tests, quizzes and exams that are being written in our office. They will seat you, provide you with any exam materials that are required, set up necessary technology, ensure exam procedures are being followed and monitor the clock. As indicated above, they will also document any exam incidents via an Exam Incident Report which will trigger further discussion with and potentially action by your Advisor and instructor.
- Please be aware that proctors are not authorized to:
 - Discuss your exam with you or provide you with exam clarifications (clarifications can only be provided by the instructor or your advisor)
 - Determine which accommodations are appropriate for you (only Advisors may determine which accommodations you have)
 - Make decisions about your ability to write an exam

Special Procedures for Law Students

- The Faculty of Law has some special procedures in place for its students related to exams. Law Students are expected to follow these roles and procedures exactly.

Please note the following if you are using Exam Soft:

- You are able to cut & paste, highlight, bold and italicize in Exam Soft
- You are NOT able to copy & paste in Exam Soft nor access Spell Check

- Multiple choice and true-or-false questions (unless specified on the exam questionnaire itself) are to be completed on the red SCANTRON sheets which will be included with the respective exam(s)
 - If, during your exam, you decide to revert to writing on paper booklets rather than continuing with Exam Soft, you will be required to shut down your computer entirely
- During exams, Law students may direct questions to the Academic Coordinator, Law who will liaise with instructors. If you have a question, please let your proctor know so that she can contact the Academic Coordinator, Law.