

# Student Exam Handbook

Student Accessibility  
Services



## Table of Contents

Table of Contents .....	- 2 -
Introduction .....	- 3 -
Exam For Students Registered in SAS.....	- 3 -
How to Schedule your Exam.....	- 3 -
Deadlines.....	- 3 -
Online Exams.....	- 4 -
Appeal Process for Late Scheduling of Exams .....	- 5 -
Cancelling Exams, Missing Exams, Make-Up Exams, Time Modifications and Rescheduling Exams.....	- 5 -
Instructions for Cancelling/Modifying Exams in AIM .....	- 6 -
Evening Exams.....	- 7 -
Changes Related to 6:00 p.m. Exams .....	- 7 -
Rescheduling Procedure:.....	- 8 -
Less Than Three Hours .....	- 8 -
Alternate Day Rescheduling: Change of Exam Form .....	- 8 -
Writing Tests, Quizzes and Exams .....	- 10 -
Other Exam Accommodations.....	- 13 -
Music During Exams .....	- 15 -
Exam Incidents .....	- 16 -
The Role of Proctors .....	- 16 -
Special Procedures for Law Students .....	- 17 -

## Introduction

Student Accessibility Services (SAS) provides accommodation support for several thousand exams each year. This handbook will go review 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 SAS.

## Exam For Students Registered in SAS

In order to schedule exams, you must register with our office each semester you are studying by requesting accommodations through AIM

(<https://olympic.accessiblelearning.com/UWindsor>)

How to Schedule your Exam: [How to Schedule an Exam in AIM \(Link\)](#)

### Deadlines

Tests, Quizzes, Midterms: **10 Business days prior to the scheduled date**

Finals: **14 business days prior to the start of the Final Exam Schedule**

You will have until 11:55 PM on the deadline date to schedule your assessments.

After 11:55 AIM will give you an error message and you will have to follow the “Appeal Process for Late Scheduling of Exams”

- appeal to schedule a late exam or you may not be able to schedule at all. If that is the case email [exam@uwindsor.ca](mailto:exam@uwindsor.ca) to find out what your next steps are.
- 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.
- Students are expected to book exams in AIM 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”
  - Exams that are scheduled to be written by the class after 6:00PM:
  - All evening exams will begin at 6:00pm (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 email [exam@uwindsor.ca](mailto:exam@uwindsor.ca)
- 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 not be scheduled.
- Anytime that you are communicating with us directly about exams, you need to include:
  - Your full name & Student ID #
  - Full course code with appropriate lecture or lab section #
  - Name of the Instructor
  - Date and start time of the test
  - How long the class will receive to write the test

### Online Exams

You should not schedule **online exams** (e.g. distance education exams) with our office. 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 provided to complete the exam encompasses your accommodation for extra time.

If you require technology, you ought to discuss your needs with your Advisor.

## 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, you may appeal through AIM. Typically, exceptions will only be allowed in the event of significant extenuating circumstances (i.e., a death in the family, illness, ).

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 reschedule 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 interest to write with the class. Typically, no late appeal for **final exams** will be considered within less than 7-days of the final exam period beginning. The process for submitting an appeal is as follows: [How to submit an appeal \(link\)](#)

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

If you schedule a mid-term or quiz or any other assessment (except a final exam) for:

- the wrong time or date
- it is no longer a take home or online exam,
- if the professor changes the date later

If the exam is still more than 14 days away you can go into AIM and make the changes yourself. If it is less than fourteen days away, you will not be able to make this change in AIM. In that case, you must contact the Exam Coordinator at [exam@uwindsor.ca](mailto:exam@uwindsor.ca) or (519) 253-3000 ext. 3463.

## Instructions for Cancelling/Modifying Exams in AIM

- Click on the 'Exam Accommodations' tab. You should see a list of all tests/exams already scheduled
- Within each exam entry, there are options on the right-hand side to either 'modify' or 'cancel' the exam request. Click on either one.
- If you are modifying an exam, you will need to enter the test type, date, time, accommodations, and a rationale for the modification. Click 'Update Exam Request'
- If you are cancelling the exam, you will need to click on 'confirm cancellation'

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 complete these steps in addition to notifying the Exam Coordinator:

- Inform your Professor/Instructor in advance (when possible)
- Be prepared to provide your instructor and/or your Advisor with medical documentation supporting your absence from the exam. The exemption being if you already have medical documentation on file to support your need to reschedule.
- If you need to reschedule the exam, follow the steps outlined in the "Rescheduling Procedure: Alternate Day Rescheduling") included later in this document.

## 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.
- 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](mailto:exam@uwindsor.ca). Please refer to the “Rescheduling Procedure” section included in this document for more details and the exact steps to follow
- Since your class is starting the exam at 7:00pm, you will not be able to leave the SAS office or access any electronic devices if you finish writing before 7:30pm (per Senate Policy on Conduct of Exams and Tests.).
- Candidates are not permitted to enter the exam room 30 minutes after the start of the exam per Senate Policy on Conduct of Exams and Tests.

## Changes Related to 6:00 p.m. Exams

If you are writing an evening exam but need to start earlier than 6:00PM in order to finish by 10:30PM (SAS Policy) due to your accommodation(s) of extra time or breaks, you need to take the following steps:

- Schedule the Exam on AIM for 6:00
- Email [exam@uwindsor.ca](mailto: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.

## Rescheduling Procedure:

### Less Than Three Hours

Follow these steps if you need to write an exam 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.

If 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 then you need to let [exam@uwindsor.ca](mailto:exam@uwindsor.ca) know.

Some examples of overlaps may include: a conflict with another test /exam, a lecture taking place post-test /midterm, lab, other class, etc.

- Schedule the Exam in AIM for the same time that the class is writing.
- E-mail [exam@uwindsor.ca](mailto: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.

### Alternate Day Rescheduling: Change of Exam Form

Follow these steps if you need to write a test, quiz or exam on an alternate date from the class

- E-mail [exam@uwindsor.ca](mailto: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.
- The Exam Team will email your instructor the Change of Exam Form so that you can discuss with your instructor an alternate day to write.

Faculty are required to complete and submit a Change of Exam Request form or send the information required in the "Change of Exam Form" in an email to [exam@uwindsor.ca](mailto:exam@uwindsor.ca).



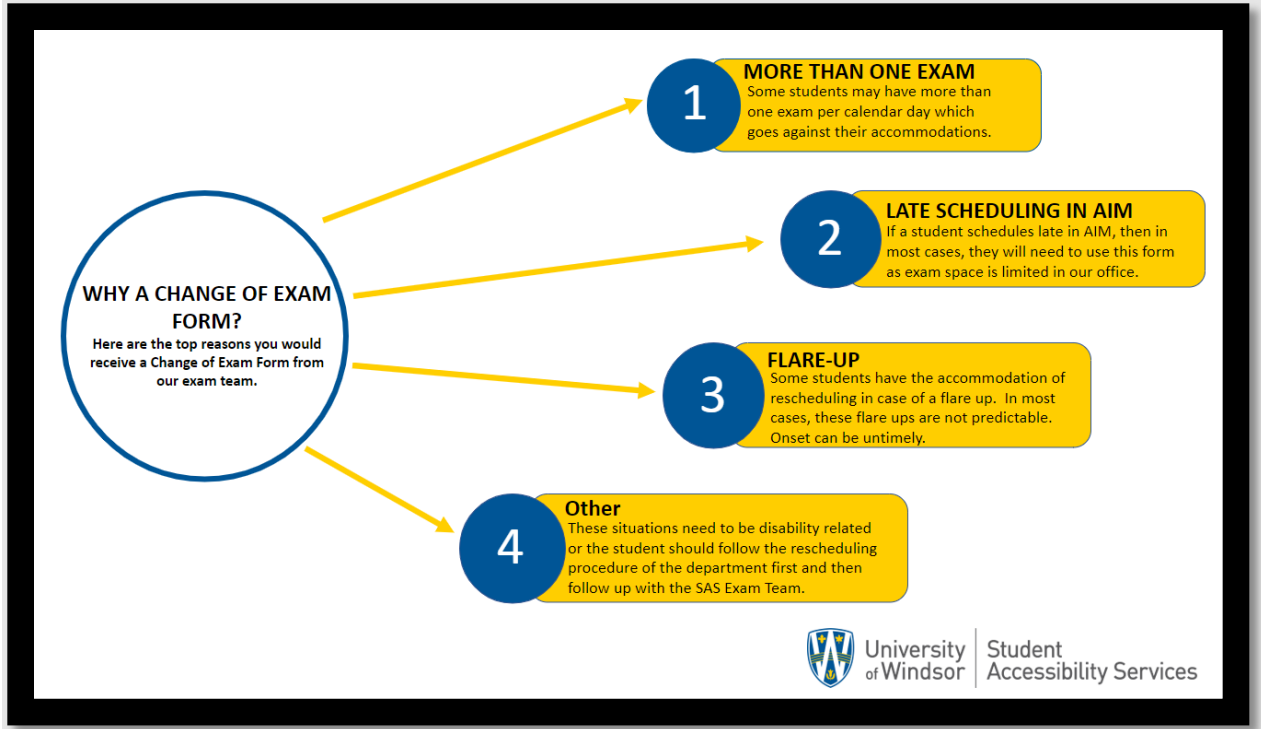


Figure 1 Reasons for a "Change of Exam Form"

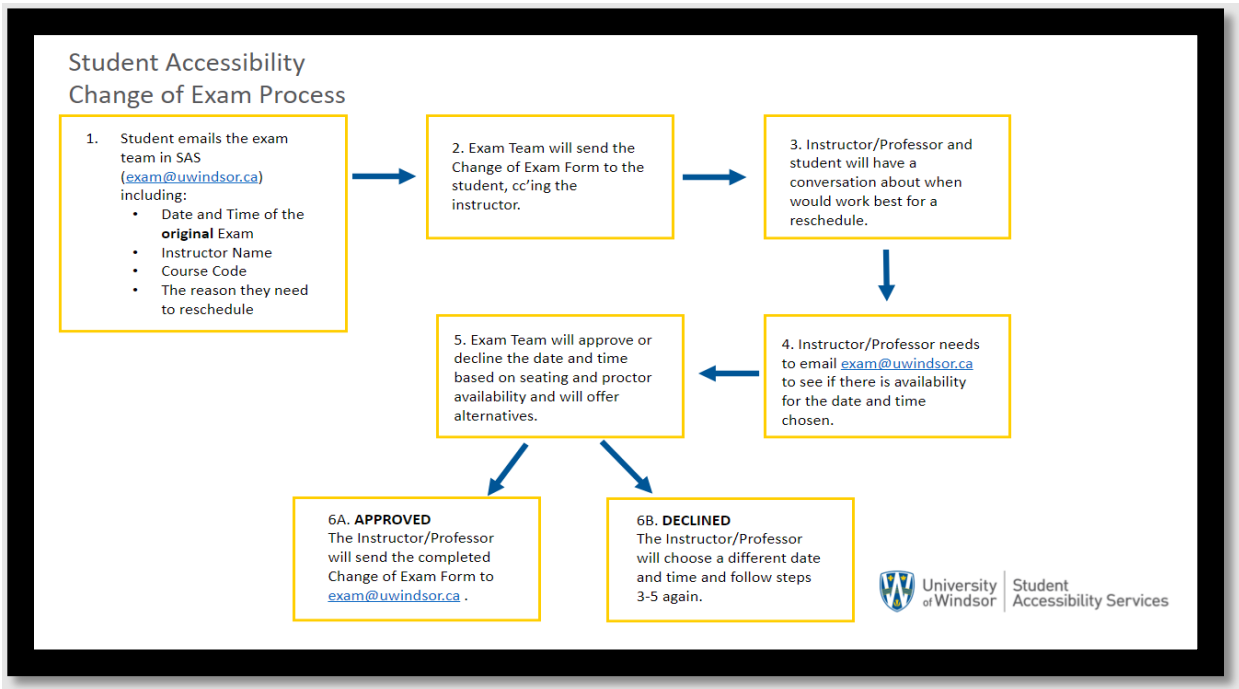


Figure 2 Procedure for Changing an Exam Date and Time



Student Success Centre— Student Accessibility Services  
 401 Sunset Ave. (Dillon Hall, Rm. 117),  
 Windsor, Ontario, N9B 3P4  
 Phone: 519-253-3000 ext. 3463 / Fax: 519-973-7095

**STUDENT ACCESSIBILITY SERVICES**

**CHANGE OF EXAM REQUEST FORM (ALTERNATE DAY RESCHEDULES)**

Student Name: \_\_\_\_\_ Student ID #: \_\_\_\_\_ Semester: \_\_\_\_\_

*Please print clearly:*

Course Code & Section:		
Instructor Name:		
Original Exam Date/ Time:	DATE:	TIME:
Rescheduled Exam Date/Time:	DATE:	TIME:
Instructor Signature:		

\*Please submit to Exam Coordinator in Student Accessibility Services Rm 117 DH, or scan and email to [exam@uwindsor.ca](mailto:exam@uwindsor.ca)

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Figure 3 Change of Exam Form (Student Accessibility Services)

## Writing Tests, Quizzes and Exams

You are advised to arrive a few minutes early to write your test, quiz or exam. Please note that on Saturdays and Sundays, you will need to enter Dillon Hall via the accessible door on the west side of the building. 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 test, 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 allowed to leave 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.
- The use of cell phones is not permitted while you are writing the 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 including but not limited to a Smart Watches and other articles are not permitted at a candidate's desk unless pre-approved by an advisor.
- 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 "Other Exam 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 AIM 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 AIM. If a note has not been made in AIM, 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 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.

### Guidelines for Memory Aid Approval

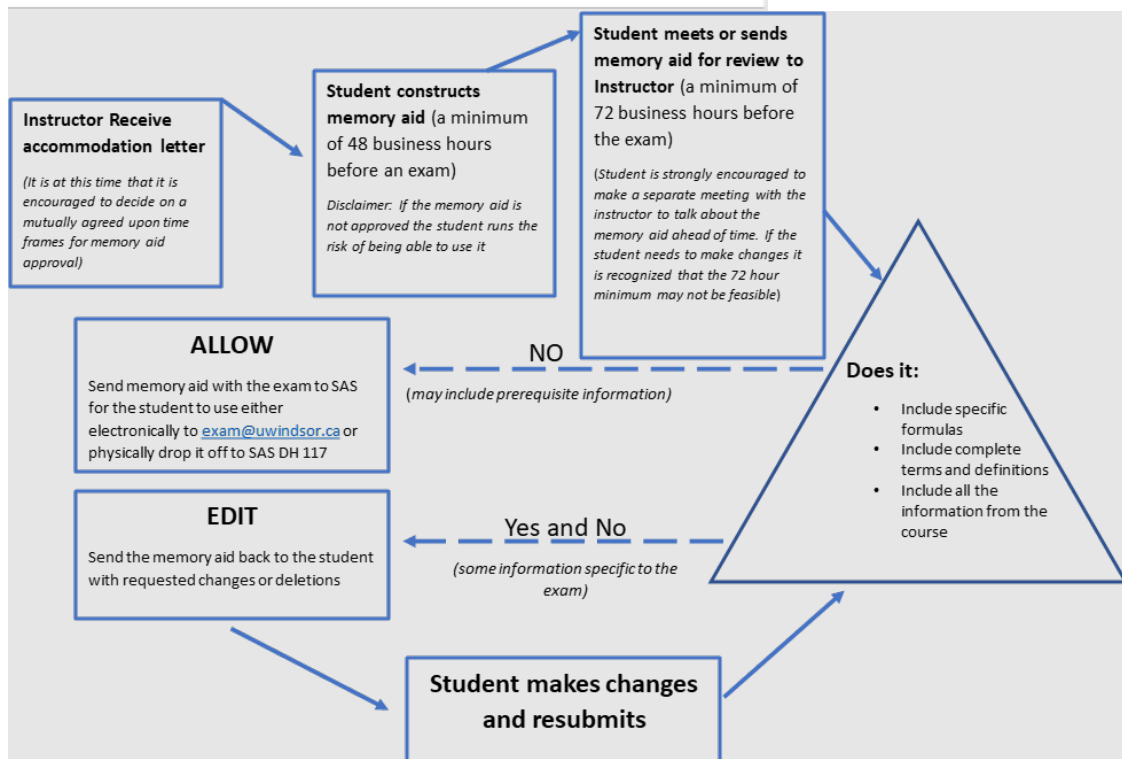


Figure 4 Process for Memory Aid Approval

- If you have the accommodation “clock stops for breaks up to 15 minutes of accommodated time” then during this break you can do what you need. You will NOT be able to access your backpack or phone. You WILL be able to use the washroom, go for a stretch break, walk, sit in a different space, etc.
- 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.

## Music During Exams

### Rationale

Eligible students are permitted to listen to music while writing in-person quizzes, midterms, and final exams with SAS. This accommodation will be facilitated while maintaining the academic integrity of students' exams.

The purpose of this accommodation is to support students' concentration and focus.

### Procedure

- The student's SAS Advisor will verify that the student's medical documentation supports their having access to music during exams and add this accommodation to their file.
- At least one week prior to the scheduled exam or quiz date, the student will provide their music to their SAS Advisor on a USB drive or via a cloud storage link, such as Google Drive, iCloud, or OneDrive.
- The only acceptable file formats for exam music will be .MP3 or .WAV files, which can be played back on the SAS exam computers.
- To allow sufficient time for screening, there would be a 1-hour limit for students' exam music.
- After reviewing the student's submitted music, the SAS Advisor would provide the USB drive or file sharing link to the Exam Coordinator, at least 24 hours prior to their next scheduled exam.
- When preparing the exam envelope, the Exam Coordinator will include the USB drive with music files, along with the other exam material. The SAS Proctor will use this drive when setting up the student's exam.
- To ensure the integrity of their exams, students would **not** be permitted to use their personal devices or headphones when writing with SAS. Every student with a music accommodation will therefore require a computer for their exams.
- Following the exam, the proctor would return the USB drive to the Exam Coordinator, who would store it until the next exam.
- Until such time as the student provides their Advisor with new music files, it will be assumed that they are listening to the files that they had last submitted.

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## 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.

