Exam FAQs for students registered with Accessibility Services during COVID-19

Last updated 6 April 2020

Additional exam FAQs are available online at http://www.studentlife.utoronto.ca/as/covid-19-updates

NOTE: for the purposes of this FAQ, “assessment” refers to any final evaluation in the course, i.e. timed online test or take-home test.

Before Assessment

- How will my accommodations be communicated with my professor or designated point-person in your Faculty (for some Professional Faculties)?
  - If you registered to write your assessment with Accommodated Testing Services (ATS), they will have contacted your Professor or the designated point-person in your Faculty and shared your accommodations with them. You will receive an e-mail confirming this.
  - If you did not register to write your assessment on time and you were advised to share your accommodations directly with your Professor, you should confirm with your Professor that your accommodations have been applied to your assessment writing time if you have not yet heard back.
  - If you have any concerns with this information being shared with your instructor, please contact your Accessibility Advisor immediately.
• What test and exam accommodations are being shared with my Professor or designated point person in my Faculty?
  o If you registered to write your assessment with Accommodated Testing Services, they will have shared your extra time, break time, and any time-shifting accommodations with your Professor/designated faculty contact person. Not all test and exam accommodations are shared.
  o If you did not register to write your assessment on time and you were advised to share your letter of accommodation directly with your Professor/designated Faculty person, everything listed on your Letter of Accommodation can be shared by you with your instructor. If you have concerns about sharing this letter, please contact your accessibility advisor as soon as possible.

• How will I know how much additional time and breaks I am receiving, in total?
  o For online tests, Professors/faculty contacts are advised to add your additional writing time to your total break time, and add that to the length of the assessment for the class.
  o For take-home tests, please refer to your Letter of Accommodation for how additional time and break time is being calculated by Accommodated Testing Services and Professors/faculty contacts.

• Where can I find resources on writing take-home and online assessments?
  o Accessibility Services’ Learning Strategies Team and the Academic Success Centre have created a helpful resource on this here.

During Assessment

• Where can I find the total amount of additional time that has been applied to my assessment?
  o Quercus – you can view your assignments and their due dates here. You can view your Quizzes and their deadlines here. Professors may use either the assignment or quiz function for your take-home assessments.

• Can I leave the room/move away from my computer if I take a break during my assessment?
  o Quercus – If you are writing your test online and don’t have live proctoring, you need to log back in if you have left the room/your computer for a certain amount of time - Find information on Resuming a Quiz you have started here.

• If my computer logs out of my online platform, can I log back in?
- Quercus – Yes, you just need to log back in. Find information on Resuming a Quiz you have started here.

• Who should I contact if I am experiencing a technical issue such as having trouble with my computer or that I’m unable to access the assessment?
  - You should communicate with Information Commons Help Desk and contact your instructor or departmental contact should you experience a technical issue that is compromising your ability to write your assessment.

• Who should I contact if I am unable to complete writing the assessment, for disability-related reasons or otherwise?
  - You should communicate with your instructor or departmental contact should you become unable to complete writing the assessment. If the reason is disability or health-related, please also communicate with your Accessibility Advisor as soon as possible. It is not necessary to provide the disability related circumstances to the instructor. It may also be necessary to contact your Registrar or departmental advisor to discuss petitions or other academic processes, particularly if the assessment will not be completed until after the end of April.

• Who should I contact if I believe that the appropriate amount of additional time has not been added to my assessment?
  - You should first calculate the amount of additional time you should be receiving using the usual calculations for a timed-assessment (extra time + stopped clock breaks + class writing length), or refer to the Calculation chart Accessibility Services has developed for Take-home assessments in your Letter of Accommodation.
  - If the amount of time is not consistent with what has been added to your writing time, please contact your Professor and attach your Letter of Accommodation, which lists your accommodations. You may also copy your Accessibility Advisor on this e-mail.

• Will I receive any notification or message letting me know how much time I have left during the assessment?
  - Quercus: If your assessment is being written in the Quiz section on Quercus, you can find information on Quiz Warning Notifications here. There are no time warning notifications for Assignments, so you should use whatever strategies you find helpful such as your phone’s timer to make sure you submit the assignment on time.