Please contact the Centre at 905-569-4699 or email
access.utm@utoronto.ca if you have any questions about the
information contained in this handbook.
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About Us

Our Location

AccessAbility Services
University of Toronto Mississauga
Room 2037, Davis Building
3359 Mississauga Rd. N.
Mississauga, Ontario L5L-1C6

General inquiries and appointments: (905) 569-4699
Fax: (905) 569-4366
Email: access.utm@utoronto.ca
Website: http://www.utm.utoronto.ca/access

Our Office Hours

September—April
Monday – Thursday 10:00am to 4:00pm (Closed for lunch between 12:00pm and 1:00pm)
Friday 10:00am to 3:00pm (Closed for lunch between 12:00pm and 1:00pm)

May—August
Monday – Thursday 10:00am to 4:00pm (Closed for lunch between 12:00pm and 1:00pm)
Friday 10:00am to 3:00pm (Closed for lunch between 12:00pm and 1:00pm)
What if I need something dropped off when you are closed?

The after-hours mail slot is located on the door of the main office - Room 2037, Davis Building. All materials submitted after hours will be date stamped the following business day.
How to Reach Us

For general inquiries, please contact our front desk staff by phone at (905) 569-4699, via email at access.utm@utoronto.ca, or drop by our office (Room DV2037) during regular office hours.

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<th>Name</th>
<th>Title</th>
<th>Email</th>
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<tr>
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<td><a href="mailto:elizabeth.martin@utoronto.ca">elizabeth.martin@utoronto.ca</a></td>
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<td>905-569-4441</td>
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<td>Examination Coordinator (Room 2037B–Davis)</td>
<td><a href="mailto:accessexams.utm@utoronto.ca">accessexams.utm@utoronto.ca</a></td>
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<td>AccessAbility Services Assistant (Room 2037B–Davis)</td>
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<td>905-569-4699</td>
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<td>Coordinator of Volunteer Services (Room 2037B – Davis)</td>
<td><a href="mailto:accessvolunteers.utm@utoronto.ca">accessvolunteers.utm@utoronto.ca</a></td>
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<td>Assistant Director/AccessAbility Advisor (Room 2037B – Davis)</td>
<td><a href="mailto:teresa.jose@utoronto.ca">teresa.jose@utoronto.ca</a></td>
<td>905-569-4289</td>
</tr>
<tr>
<td><strong>Payal Singh</strong></td>
<td>AccessAbility Advisor (Room 2042 – Davis)</td>
<td><a href="mailto:payal.singh@utoronto.ca">payal.singh@utoronto.ca</a></td>
<td>905-569-4698</td>
</tr>
</tbody>
</table>
Q: Who is my Advisor?
A: Your Advisor is the person you will meet with to discuss your disability related needs, accommodations, and other related issues. When you contact AccessAbility Services for the first time, you will be told with whom you will be meeting.

Q: How do I book an appointment with my Advisor?
A: Please contact the front desk at 905-569-4699 or access.utm@utoronto.ca to book appointments with your Advisor.

Q: Can I book regular appointments?
A: Your Advisor will speak to you about your individual needs and will make recommendations regarding frequency of appointments.

Q: How can I contact my Advisor if I have questions or concerns?
A: Contact information is listed in the “How to Reach Us” section of this manual (pg. 4). Your Advisor will indicate the best method of contact and will get back to you as soon as possible. If you require immediate assistance, you may contact the front desk via phone or email.

Q: What if I need to cancel an appointment?
A: Please contact 905-569-4699 to cancel your appointment. If possible, we ask that you give 24 hours’ notice when cancelling appointments as this allows another student the opportunity to book an appointment.
Please note that missing appointments may result in a delay in service and/or a delay in the implementation of your accommodations. We cannot provide supports if you do not engage in discussions with your Advisor about your needs.

Q: What if I am late for an appointment?

A: Please contact 905-569-4699 immediately. Your appointment may be rescheduled to ensure that there will be sufficient time to adequately address all of your questions and/or concerns. You will be required to reschedule your appointment if you are more than 10 minutes late.
To access your AIMS account visit the homepage of AccessAbility Services website:
www.utm.utoronto.ca/access

In the column on the left side of the page is the AIMS login link. Login using your UTORID and password.

Q: How does AccessAbility communicate with me?
A: Email to your @mail.utoronto.ca account is the form of general communication. We will send periodic emails with announcements, events and deadlines relating to your accommodations. Please ensure that you read these emails thoroughly, as they are intended to provide you with valuable tips and information.

For security purposes, AccessAbility will only send messages to your @utoronto.ca email address and we encourage you to check it on a regular basis. Be aware that forwarding email to external providers (e.g. hotmail, gmail) may result in blocked, delayed or lost messages. The University will not be responsible for lost correspondence.

Q: Do I automatically receive my accommodations each year?
A: No. Your services and accommodations are put in place for a specified length of time (up to one year). You must book a re-registration appointment in advance of your accommodation expiration date in order to discuss your services in the context of your current disability and academic needs.

Q: Do I need to have updated documentation each year?

A: Not necessarily. Documentation of your disability-related needs is required by AccessAbility Services in order to develop an accommodation and service plan. Updated documentation may be required depending on the nature of your disability related needs or if the documentation is outdated. In this case, you and your Advisor will discuss next steps for having it updated.

Q: How will my instructors know about the accommodations I need?

A: The process of accommodation relies on a partnership between AccessAbility Services, the student, and the instructor. To facilitate this process a ‘Request for Academic Accommodations Letter’ will be generated for each of your instructors. The purpose of the letter is to outline your accommodations and provide information about the implementation of your accommodations.

Instructors are asked to implement the accommodations they feel equipped to carry out. AccessAbility will implement any accommodations the instructor is not equipped to put in place (e.g., hire sign language interpreters; provide a computer for exams with assistive technology, etc).

The other purpose of the letter is to assist you with introducing yourself to your instructor(s), which is the first step in establishing a good working relationship.

Please note that letters sent to your instructor do not state your disability/diagnosis.

Q: How do I receive my Request for Academic Accommodations Letters?

A: Your letters are generated through AIMS at the beginning of each term. Once you have met with your Advisor and are registered your letters will be available 2 business days after your appointment. You can access the letters by following the steps below:

Step 1: Log-in to your AIMS account.
Step 2: Locate the course for which you would like to access your Letter of Introduction. Click on **Get prof letter**.

Step 3: A PDF letter is generated for the course you chose. You can view and/or print the letter.

If you experience any trouble, or require assistance to access your letters, contact AccessAbility. We are more than happy to assist you.
Q: What do I do with my ‘Request for Academic Accommodations’ Letters?

A: Your instructors will also receive a copy of the letter from AccessAbility. You can print your letter and bring it with you to the meeting with your instructor. We recommend you meet with your instructor during the first two weeks of the course to discuss your accommodations, as they may need advance notice in order to make arrangements.

We highly recommend that you contact your instructors via email in advance of the first day of class and arrange a time to meet with them. We encourage you to arrange a meeting during office hours in order to provide enough time to discuss your needs and to ensure privacy.

Be prepared to briefly explain how your disability may affect your course participation, if applicable. Where required, you should also develop a plan for implementing your accommodations (e.g., how to obtain the reading list in advance; permission to tape-record lecture; if the disability affects oral presentations, what alternative can be arranged; if FM System will need to be used in lectures, etc.).

Instructors are requested not to ask about the nature of your disability, however it is important to decide ahead of time how you would respond to the question should it be asked. Please speak to your Advisor if you are unsure about how to respond to questions that you feel uncomfortable answering (see the “Confidentiality and Disclosure of Disability” section for more information).

If you are not comfortable approaching your instructor please feel free to speak to your Advisor. Other arrangements can be made to inform your instructor about your needs.

Q: Am I required to use the services and accommodations available to me?

A: No. Your accommodations are designed to meet your disability related needs, but those needs may vary depending upon the format of your course. As such, you may find that there are times when you choose not to use the available supports. In these cases, we strongly encourage you to speak to your Advisor about your decision.

It is important to note that when you choose not to use the services and accommodations provided, we
may not be able to support a request for special consideration arising from your choice.

Example #1: Your accommodations include extra time for exams, and you choose not to use the service. You run out of time while writing your exam and want to request a rewrite. AccessAbility will not be able to support this request.

Example #2: Your Advisor has recommended that you reduce your course load, but you choose to maintain your current schedule. You realize after the course drop date that your GPA is at risk and decide to petition for a late withdrawal. AccessAbility may not be able to support this petition request.
Confidentiality and Disclosure of Disability

Confidentiality of information is the foundation of an effective service for students with disabilities. AccessAbility Services believes that this practice generates a student’s trust and confidence; it is also our legal responsibility.

Information provided to AccessAbility Services is protected in accordance with the Ontario Human Rights Code and the Freedom of Information and Protection of Privacy Act. Personal information provided to us cannot be used, or disclosed to others, without the student’s written consent, except where required by law.

Confidentiality also extends to student transcripts. Any student who has utilized the service will not be identified on their transcript as receiving accommodations.

Q: Do I have to disclose my disability to the instructor?

A: No, you are not required to disclose the nature of your disability, or health consideration, to your instructor.

The issue of whether or not to disclose is very personal. Before choosing to disclose, it is important that you:

- Feel comfortable with your diagnosis
- Understand your diagnosis
- Understand your strengths, challenges, and needs

Instructors often appreciate knowing about your circumstances. Sharing this information can facilitate problem solving if you experience difficulties later on in the term, and also gives the Instructor the opportunity to offer assistance which could be valuable to you (e.g., one-on-one help, additional
resources, names of tutors, etc.) Please discuss this important decision with your Advisor if you are unsure about what to do.

Should you decide to disclose to your instructor, please remember that s/he cannot be expected to know everything about the impact of a disability on your life (e.g., transportation, accommodations, assistive devices/technology, study requirements, etc.). Therefore, it is helpful to be concise, organized, and comfortable with your presentation of this information. It is also important to communicate with the instructor throughout the term should any problems arise.
Q: What are my responsibilities as a student with a disability?

A: In Policy & Guidelines on Disability and the Duty to Accommodate, the Ontario Human Rights Commission (OHRC) has noted specific responsibilities of persons with disabilities.

These include, but are not limited to, the following:

- Advise the accommodation provider of their disability
- Make needs known and provide information to the accommodation provider as needed
- Participate in discussions regarding possible accommodations
- Work with the accommodation provider on an ongoing basis

We also expect students to:

- Meet with AccessAbility staff before the school session begins in order to avoid delays in the delivery of service
- Communicate accommodation needs and work with staff to identify solutions and appropriate courses of action
- Take ownership of accommodations and services
- Self-monitor the effectiveness of accommodations and other services and communicate with AccessAbility staff about this throughout the school session
- Check their university email account regularly for updates and communication from our office
- Read the U of T Mississauga calendar to become aware of all deadlines (e.g., dropping/adding courses, submitting petitions, etc.)
- Keep us informed of any changes to your personal contact information (e.g., address, email address, phone number, etc.) and course information. Use the online forms or fill in the forms available in the office to notify us of the changes.

Your accommodations are based on your disability related needs and should not be misused (e.g., you
indicate you were late for an exam because you used the extra time to study). If such a pattern does arise, your AccessAbility Advisor will meet with you to discuss your accommodations.

**Q: What are the responsibilities of AccessAbility Staff?**

**A:** In *Policy & Guidelines on Disability and the Duty to Accommodate*, the OHRC has noted specific responsibilities of service providers. These include but are not limited to the following:

- Accept student requests for accommodation in good faith, unless there are legitimate reasons for acting otherwise
- Seek expert opinion or advice when needed
- Take an active role in ensuring that alternative approaches and possible accommodation solutions are investigated
- Keep a record of accommodation requests and action taken
- Maintain confidentiality

**Q: What are the responsibilities of instructors?**

**A:** Like AccessAbility staff, instructors are required to:

- Know which student is requesting academic accommodations, and what accommodations are required for coursework supports
- Accept student requests for accommodation in good faith, unless there are legitimate reasons for acting otherwise
- Maintain confidentiality

**Q: What should I do if I have a conflict with or concern about AccessAbility Services?**

**A:** If you have a concern with AccessAbility Services, you should first try to resolve it by speaking to your Advisor or contacting the Director, Liz Martin, at (905) 828-5406 or via email at elizabeth.martin@utoronto.ca. If your concern remains unresolved after taking these steps, you may contact the Dean of Student Affairs. The next step is to contact the Vice-President and Principal.
Q: What if I am unclear about my responsibilities or what I need to do?

A: We strongly advise that you contact AccessAbility staff if you...

- Are unsure at any point about what to do next
- Need clarification on any of our processes, services, or accommodations
- Feel that the accommodations and services are not meeting your needs
- Are not receiving the accommodations and services that you and your Advisor discussed
- Have any other questions or concerns

For more details and the complete list of responsibilities visit:

Q: How do I receive my accommodations on another U of T campus?
A: In order to receive services and supports at another U of T campus, you must notify our office so we can forward your accommodation information to the appropriate office.

To implement your accommodations on another campus you must:

1. Submit the **Taking Courses at Other U of T Campuses Form** to our office. This form can be found in the AccessAbility main office (Room 2037, Davis Building) or you can download it at www.utm.utoronto.ca/access. Once AccessAbility receives this form from you, your accommodations will be faxed to the office of the applicable campus.

2. Call the appropriate office to book an appointment (see contact information at the end of this section).

Q: Do I need to meet with an AccessAbility Advisor at St. George or U of T Scarborough campus?
A: Yes. Each U of T campus is unique. As such, procedures for receiving accommodations on each campus may vary. You must schedule an appointment with an Advisor on the campus in which you are taking the course to ensure that you are familiar with their procedures.

If you have specific course concerns, discuss this with the Advisor at the campus where the course is taking place. S/he will be more familiar with the campus and faculty.

Q: Do I provide my documentation to the St. George or Scarborough disability office?
A: No. Our office will keep your documentation on file.
Q: Who do I speak to if I need to change my accommodations while taking a course at another campus?

A: You are to contact your AccessAbility Advisor at your home campus, U of T Mississauga, to discuss potential changes in accommodation. All updates and/or changes will then be communicated to your Advisor at the other disability office.

Q: Who do I speak to if I need to submit a disability related bursary (e.g., OSAP)?

A: You are to contact your AccessAbility Advisor at your home campus, U of T Mississauga, to discuss submitting a disability-related bursary.

Q: When taking courses at St. George or U of T Scarborough, which deadlines do I adhere to?

A: It is very important to note that even though you may be taking a course at another campus, you must still adhere to the academic and financial deadlines at U of T Mississauga. If you have questions, please speak to the Registrar’s Office at U of T Mississauga.

Q: How do I contact the Office for Students with Disabilities (OSD) at the other U of T campuses?

A: **St. George AccessAbility Services**

455 Spadina Avenue, 4th Floor, Suite 400  
(Just north of College Street)  
Toronto, Ontario, M5S 2G8  
Phone: 416-978-8060  
Email: accessibility.services@utoronto.ca  
Fax: 416-978-5729

**U of T Scarborough AccessAbility Services**

University of Toronto Scarborough  
Room S302 (Science Building)  
1265 Military Trail  
Scarborough, Ontario, M1C-1A4  
Tel/TTY: 416-287-7560  
Fax: 416-287-7334  
Email: ability@utsc.utoronto.ca  
Website: www.utsc.utoronto.ca/ability
Q: Will I receive accommodations at Sheridan College?
A: The Sheridan College Accessible Learning Services office will need to identify appropriate accommodations based on your disability related needs and the Sheridan course requirements. In order to facilitate the accommodation process, it is recommended that you:

1. Notify your AccessAbility Advisor at U of T Mississauga that you are taking courses at Sheridan College as part of a joint program. This can be done in-person, by phone or email. The Advisor will prepare a letter for you outlining the accommodations that you receive.

2. Book an appointment with the Accessible Learning Services office (Tel: 905-845-9430 ext. 2530) at Sheridan College.

3. Your letter outlining your accommodations will be faxed to Sheridan College or you can pick it up from your AccessAbility Advisor.

Q: Do I need to meet with a Disability Advisor at Sheridan College?
A: Yes. To implement your accommodations, you need to schedule an appointment with a Disability Advisor at Sheridan College’s Accessible Learning Services (please see next page for contact information). You must book the appointment to discuss your disability related needs based on your current course(s) and Sheridan’s procedures for receiving accommodations.

Q: Do I provide disability related documentation to Sheridan College?
A: Yes. Please speak to the Accessible Learning Services office at Sheridan College (Trafalgar Campus) regarding their requirements for documentation. You can call them at (905) 845-9430 ext. 8196.

Q: Who do I speak to if I need to change my accommodations while taking courses at Sheridan College?
A: You will need to speak to your Disability Advisor at the Sheridan College Accessible Learning Services office for any accommodation requests related to Sheridan courses.
Q: Who do I speak to if I need to submit a disability related bursary (e.g., OSAP)?
A: Since UofT will continue to administer all financial aid matters while you attend a Joint Program, you are to contact your AccessAbility Advisor at U of T Mississauga to discuss a disability related bursary.

Q: When taking courses at Sheridan College, which deadlines (academic and financial) deadlines do I adhere to?
A: It is very important to note that even though you may be taking a course at Sheridan, you must still adhere to specific academic and financial deadlines at U of T Mississauga (e.g., the course add and drop dates for U of T Mississauga, as published in the U of T Mississauga calendar, will also apply to your Sheridan courses.) If you have questions, please speak to the Registrar’s Office at U of T Mississauga.

Q: How do I contact the Accessible Learning Services office at Sheridan College?

Trafalgar Road Campus (Oakville)
Sheridan College Institute of Technology & Advanced Learning
Accessible Learning Services Office
Room B103, 1430 Trafalgar Road
Oakville, Ontario, L6H-2L1

Telephone: (905) 845-9430 ext. 8196
Fax: (905) 815-4102
TDD: (905) 815-4045
Email: trafalgar.ds@sheridaninstitute.ca
Quizzes / Tests / Exams
Process to Request and Receive Quiz/Test Accommodations

If you are approved for quiz/test accommodations, the following procedures apply to you.

Q: How do I tell AccessAbility that I want to write a quiz/test with accommodations?

A: To submit your requests you must log into AIMS. The procedures are outline below:

a. Go the AccessAbility Services website: www.utm.utoronto.ca/access. On the left side of the page under ‘For Students...” click on the AIMS Tests/Exams Login link which takes you to the AIMS Menu.

b. Click on the Request/Confirm Tests & Exams link
C. On the left menu click on *Schedule a test, midterm or quiz*
d. Once you have read the welcome message from AccessAbility, enter your UTORid and password at the bottom of the page then follow Steps 1-7 below:
**STEP 1**

a. Click on *Select course* and select your course from the dropdown list. Once you have selected your course, click *Next*.

**STEP 2**

a. Select the date, time and duration of your test as indicated by your instructor on your course syllabus. You can type in the information or use the icons (calendar, clock and time-slider) to the right of each box. The ‘class test duration’ box must be filled in using minutes.
b. Click ‘Next’

**STEP 3**

a. Verify your instructor’s name and email address from your course syllabus

b. Click ‘Next’
STEP 4

a. Choose the accommodations you will be using for the test by checking the individual boxes beside each accommodation.

**NOTE:** You can also check all accommodations or check none by using the buttons below the accommodation list.

b. Once you have chosen, click ‘Next’

c. **STEP 5**

a. Indicate any conflicts you will have for the test (e.g. two tests on the same day back to back).

   b. Click ‘Next’
Welcome

1. Select course
2. Class test date and time
3. Confirm prof info
4. Choose accommodations
5. Additional requirements
6. Search status
7. Confirm and complete

5. Additional requirements

Please indicate below any issues related to your upcoming test/exam.

TEST/EXAMINATION CONFLICTS

TIMETABLE CONFLICT

- Scheduled to write two exams at the same time
  Details

- Exam at St. George or UTSC campus
  Details including
  time, location and
  length of St.
  George/UTSC test

SCHEDULING CONCERNS

- I have another test/exam on the same day
  Details

- Writing portion with class -- need to be picked up at
  Time

**STEP 6**

**IMPORTANT!** Make sure you click ‘Next’ and move to STEP 7. Not completing STEP 7 will result in an incomplete test request and your test will not be added to the Centre’s test schedule.

- If your request has been **successfully** entered you will see:

6. Search status

A spot was found for you to write your test; please click the 'Next' button below to continue booking your test.

- If your request was **NOT successfully** entered you will see:

6. Search status

No available spaces could be found for you to write your test. Please click the 'Cancel' button at the bottom and contact us to see if alternate arrangements can be made.

If you receive the message above, contact the Examination Coordinator at 905-828-3847 or accessexams.utm@utoronto.ca as soon as possible.
STEP 7

You must click on the box in front of “I acknowledge that the information I am submitting is correct to the best of my ability.”

Click ‘Submit Request’ to complete your test request

Instructor:
Radhakrishnan, Thottackad . t.radhakrishnan@utoronto.ca

Class test date / time
Mon Aug 7, 2017 8:00 AM (1 h)
* Note: this is not your accommodated writing time

Accommodations required
Extra time for all tests/exams/quizzes (2.00 (100%))
Other (Can only write in TEST Centre or in a private room)
Computer WITHOUT Spellchecker

Additional requirements:
Other, specify: yes

☐ I acknowledge that the information I am submitting is correct to the best of my knowledge.
Reminder Email

Two days before your test or exam you will receive a reminder email with your room location, start time and end time. You can also log onto AIMS two days before your test or exam and check under “My upcoming events” to find out your room location, start and end time.

1. Click on ‘My upcoming events’
PLEASE NOTE: If you experience any difficulty logging into AIMS, requesting tests/exams or confirming your tests/exams, it is your responsibility to immediately inform the AccessAbility Resource Centre at 905-569-4699 or access.utm@utoronto.ca so staff can address the issue.

Q: What do I do if the instructor changes the date of the quiz/test/exam?
A: If the quiz/test/exam has been rescheduled, or if some of the information has been changed, you must inform the Examination Assistant immediately at accessconfirm.utm@utoronto.ca ten days prior to the new date of the test/exam. If this deadline is not met, the Centre will not have time to reschedule.

Q: How do I know when and where I am writing my quiz/test/exam?
A: Quizzes/tests/exams are scheduled to overlap with the first 30 minutes of the class’ scheduled time. However, if you are writing with extra time you may start before, and/or end after, your class.
Your writing time and room location will be available for you to **view on AIMS 2 days before your test/exam date**. If you have difficulty viewing the information, please contact the Examination Assistant at accessconfirm.utm@utoronto.ca or by phone at 905-828-3847.

**Q: What if I cannot write my quiz/test/exam?**

**A: Quiz/Term Test** - If you are unable to write a quiz or term test, or your performance on a test is adversely affected by illness or other extenuating circumstances, please read your course outline and follow departmental policies and procedures for missing a test. Please remember to provide a copy of any documentation required to the department and your AccessAbility Advisor.

**Final Exams** - In the case where you cannot write an exam, you should consult the U of T Mississauga’s Calendar for policies and procedures outlined by the Registrar’s office.

Please note that the U of T Mississauga Calendar clearly states:

If illness is cited as the reason for the petition, it must be accompanied by an original **U of T Verification of Student Illness or Injury form** stating that the student was examined and diagnosed at the time of the illness and, in the case of exams, on the day of the exam or immediately after (i.e. the next day), and must indicate a serious degree of incapacitation on academic functioning (e.g. unable to attend classes, write a test/examination). A statement from a physician that merely confirms a report of illness and/or disability made by the student is not acceptable.

If support has been obtained from someone other than, a practitioner listed on the **U of T Verification of Student Illness or Injury form** then a **Verification of Extenuating Circumstances form (available at www.utm.utoronto.ca/forms)** is acceptable.

Other documentation can include, but is not limited to a letter of support from AccessAbility, automobile collision or police reports, a death certificate, and supporting documentation from employers, lawyers and other related personnel.

[http://www.utm.utoronto.ca/registrar/current-students/petitions#supportingdox](http://www.utm.utoronto.ca/registrar/current-students/petitions#supportingdox)

You are strongly advised, before missing an examination, to discuss the possible consequences of deferring an examination with an Academic Advisor in the UTM Office of the Registrar and to consider doing so only in the case of illness or other truly extenuating circumstances for you may be placing yourself at a disadvantage by sitting an examination long after the course has finished. If you missed the exam for disability related reasons please meet with your AccessAbility Advisor.
If you choose to write an examination, you may not petition to rewrite it. It is advised that you decide prior to receiving the exam whether or not you will write it.

The Office of the Registrar requires that: *Petitions must be supported by original documentation (photocopies and faxes are NOT acceptable). Late petitions will not be accepted.*

*It is the responsibility of the student to provide medical or other supporting documentation. It is the practice of some doctors to charge a fee for writing medical notes. Any cost incurred by the student in obtaining a doctor’s note is the responsibility of the student.*

**Q: How can I arrange a make-up quiz/test?**

**A:** Once an instructor offers a make-up quiz/test, the procedure for requesting accommodations for a make-up quiz/test is the same as the standard request for accommodations – you must make an online test request using [AIMS](https://student.utm.utoronto.ca/calendar/calendar_detail2.pl?Topic=Examination%20Conflicts). Please follow up with your AccessAbility advisor if you miss a test so that you can provide a copy of the completed verification illness form that you have submitted to the department.

**Q: What should I do if I have a test/exam scheduling conflict?**

**A:** If you have been scheduled to write two exams at the same time you are to note this on AIMS and also email the Examination Assistant at [accessconfirm.utm@utoronto.ca](mailto:accessconfirm.utm@utoronto.ca). This information is to be added on Step 5 of your test/exam request. In most cases, arrangements will be made for you to write both exams on the same day, with a supervised break, unless your accommodations state otherwise. If the conflict involves a St. George Campus or UTSC course, please inform the Examination Assistant immediately.

**Q: What do I do if I have been scheduled to write three consecutive final exams?**

**A:** If you have been scheduled to write examinations in three consecutive time slots, you are to note this on AIMS and also email the Examination Assistant at [accessconfirm.utm@utoronto.ca](mailto:accessconfirm.utm@utoronto.ca) to inform the Centre of the conflict. This information is to be added at Step 5 of your final exam request. Requests for such arrangements must be made by the posted deadline and cannot be considered after that time.

From the Office of the Registrar’s Calendar  
U of T Mississauga students who have:

Two University of Toronto final examinations in the same time slot, or
three consecutive final examinations -- e.g. 1 p.m., 5 p.m. on a Monday, and 9 a.m. on a
Tuesday (Note: This accommodation does not apply to the deferred examination period), or
three examinations on one day, should submit an online "Examination Conflict(s) & Religious
Accommodation Reporting Form" (www.utm.utoronto.ca/forms) to the Office of the Registrar by no later
than the deadline listed on the U of T Mississauga examination schedule.

In the case of a conflict between a final examination and a term test, the final examination takes
scheduling priority. Students should contact the department offering the term test to make arrangements
to write the test at an alternate time.

Q: What is the process to request special consideration for religious accommodations?

A: From the UTM Office of the Registrar’s Calendar
(https://student.utm.utoronto.ca/calendar/calendar_detail2.pl?Topic=Accommodation%20for%20Religious%20Reasons)
:

Students must complete an "Examination Conflict(s) & Religious Accommodation Reporting Form"
available at www.utm.utoronto.ca/forms. The reporting form must be submitted to the Office of the Registrar by the date listed on the U of T Mississauga examination schedule.
Please note that students who write their tests and final exams with AccessAbility Services observe all procedures that are followed by their class during the tests/exams.

You are to arrive at the designated test/exam site at least 10 MINUTES before your scheduled start time.

When writing with AccessAbility Services, the Invigilator will ask you to show your T-card and sign the Student Information Sheet before you can commence writing. The Student Information Sheet outlines all the information about your quiz/test/exam, including your accommodations.

Before you sign your Student Information Sheet and begin to write the test/exam you must:

- Verify your test accommodations and start time on the Student Information Sheet
- Sign all necessary paperwork (e.g. Student Information Sheet, Electronic Devices Form, etc.)
- Place your name and student number on every page of your quiz/test/exam
- Check the time to stop writing (if you are using a computer, you must save onto the H-drive or USB key provided to you and print within the given time unless otherwise specified)
- Review and agree on correct start time (Invigilator's watch/clock or clock in room is used)
- Note what aids are allowed
- Discuss with the Invigilator if you want to be told how much time you have remaining, and/or breaks, and at what intervals (½ hr, 5 min., etc.)

Q: What if I have a question for my instructor during my quiz/test/exam?

A: If you have a question about the quiz/test/exam, the Invigilator will attempt to contact the instructor for clarification. You should continue to write your quiz/test/exam while the Invigilator attempts to reach your instructor, as it could take some time. Should your instructor not be available to visit, we encourage...
you to write down your interpretation of the question followed by your answer. The Examination Coordinator will contact the instructor to inform him/her of the situation.

**Q: Am I permitted to use scrap paper during my quiz/test/exam?**

**A:** Scrap paper is an academic accommodation. If you have scrap paper as an accommodation, the invigilator will provide you with official AccessAbility scrap paper. This paper must be handed in with your test. If scrap paper is not one of your accommodations, you can use the reverse side of the test/exam script or the area in the margins of the test/exam script for making notes.

**Q: I have been authorized to receive breaks during my quiz/test/exam. What does this mean and how do I take breaks during the test/exam?**

**A:** The purpose of the break is to allow you time to relax, do stretching exercises, change positions, etc. The difference between extra time and break time is that the clock "stops" during break time and you must stop writing when on an authorized break. If you are authorized to have break time(s), the format of your break (e.g. per hour) will be indicated on the Student Information Sheet.

The following policies and procedures apply to taking breaks:

- You must let the Invigilator know when you want to take your break so that they can stop the clock.
- You are expected to remain at the test site for the duration of the break as you must be supervised at all times.
- During your breaks, you must turn your test/exam over, you are NOT allowed to write, study, or access other material or computer software during this time.
- Unless your accommodations state otherwise, breaks are not to be used to go to the washroom.
- **If you choose not to take your break,** you cannot use the time for other purposes, unless otherwise indicated on the Student Information Sheet (i.e. you cannot use the break time to finish writing the test/exam).

**Q: I receive the use of a computer as part of my accommodations. How will this work during my quiz/test/exam?**

**A:** If you have been authorized to use a computer, you are NOT permitted to use the spellchecker, thesaurus, or dictionary unless this is also authorized as an accommodation. You are also not permitted to work in, or access, any file or online resource (e.g. internet sites, Blackboard, etc.) other than those set-up
by the Invigilator. The Invigilator will set up the computer for you with the program you are permitted to use (e.g., Word, Kurzweil etc.).

You must adhere to the following guidelines when utilizing a computer during a quiz/test/exam:

- You must spell-check (if permitted) and print the finished document within the allotted time. The Invigilator will inform you when there are 10 minutes left in your scheduled test time.

- You may print during the test under the supervision of the Invigilator if you wish to review the document on paper; however, once your allotted test time is over, no additional time will be given to make adjustments to the document. You will not be permitted to make any changes after the final print.

- You are NOT permitted to take a copy of the document for yourself, nor will you be allowed to take any materials used during the course of your exams, including any crib sheets, scrap paper or memory aids. All materials must be given to the Invigilator at the conclusion of your exam.

- **You may only save your work to the computer H-Drive/ USB key or other drive as instructed by the Invigilator.** If you save your document to other drives on the computer, it will be automatically erased. The Invigilator will set up the program for you prior to your test/exam. After the completion of the exam, your work will be printed, and the file will be erased from the drive.

- **DO NOT attempt to use or access unauthorized files, programs, or connect to the Internet.**

**Q:** I have been authorized a scribe. What does the scribe do?

**A:** If you are authorized to have a scribe for writing tests/exams, the scribe will type or write the answers you provide. You must instruct the scribe as to how you want to proceed with the questions (e.g., read everything first, what order you want to start in, how fast or slow to read each question). The scribe acts as your hand and/or eyes; they 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. Do not assume that the scribe knows how to spell technical words. It is up to you to confirm spelling with the scribe.
1. Although you are writing in a separate location, the Test Centre regulations are the same as those followed at the class test site.

2. For health reasons, we require the room to be **scent-free and nut-free**. On your test day, please do not wear perfumes or other scented products, and please do not bring foods that contain nuts.

3. You are advised to read the section of the UofT Mississauga Calendar titled *Code of Behaviour on Academic Matters* located at [https://student.utm.utoronto.ca/calendar/calendar_detail2.pl?Topic=Discipline%20Codes](https://student.utm.utoronto.ca/calendar/calendar_detail2.pl?Topic=Discipline%20Codes)

4. You are advised to **arrive at the Test Centre/room at least ten minutes before the scheduled exam time** in order to sign in and review the Student Information Sheet. You will be permitted to begin the test/exam at the scheduled time.

5. No persons will be allowed in the Test Centre/room except the students writing the exam, course instructors, and the invigilators supervising within our test site.

6. **You must bring your photo identification cards (TCard)** and place it in a conspicuous place on your desk. Bags, books, cell phones, wallets are to be deposited in areas designated by the Invigilator and are not to be taken to your test/exam desk or table. Please remember to turn your cell phone off.

   **Note:** The University is not responsible for personal property left in the Test Centre/rooms.

7. Seating and rooms will be predetermined by the Examination Coordinator. Invigilators do not have the authority to change seating within the exam space unless authorized by the Examination Coordinator.

8. Late Policy:
Term Tests - Students who are less than 30 minutes late for a test may enter the test room and begin writing. The invigilator is not required to give any extra time. Students who arrive at the Centre more than 30 minutes after their class has started writing will not be allowed to write with the Centre and must immediately approach their instructor at the class’ writing location to discuss their situation.

Final Examinations – Students who are less than 30 minutes late are to enter the examination room and begin writing. The invigilator is not required to give any extra time. Students who are more than 30 minutes late, must report immediately to the Office of the Registrar (Room 1235, Innovation Complex).

9. No unauthorized materials or electronic devices shall be brought into the Test Centre/room or used at a test/exam except those authorized by the Invigilator. Unauthorized materials include, but are not limited to, books, class notes, or aid sheets. Unauthorized electronic devices include, but are not limited to, cell phones, laptop computers, programmable calculators, MP3 players, Personal Digital Assistants ("PDA" such as Palm Pilot or Blackberry), pagers, electronic dictionaries, Compact Disc Players, and any data storage device not authorized by the Centre. Failure to follow any of these rules could result in a formal allegation of academic misconduct.

Remember: It’s not just a cell phone, it’s an unauthorized aid!

10. Please use the washroom before you arrive at the designated time/location of the quiz/test/exam.

11. You must not communicate with other students in any manner whatsoever while the tests/exams are in progress.

12. You must take out all materials (e.g. pen, pencils, calculator etc.) before the question paper is handed out. Please note that the Invigilator may ask to check items brought into the Test Centre/room and may ask you to empty your pockets before/after going to the washroom.

13. If you bring any unauthorized material into the Test Centre/room, or assist, or obtain assistance from, other students or from an unauthorized source, you may you may be liable to penalties under the Code of Behaviour on Academic Matters (see the University of Toronto Policies section of the Calendar) including the loss of academic credit for the course, suspension, or expulsion from the University.
14. You are not permitted to leave the Test Centre/room, except under supervision, for at least half an hour after the class test/exam has commenced. Therefore, if you are writing earlier than the class, and finish before the class has begun, you must be prepared to remain in the Test Centre/room for at least 30 minutes after the scheduled class start time. Please note that studying during this waiting period will not be permitted in our Test Centre/room(s).

15. You will be allowed to leave the Test Centre/room when the Invigilator has given you authorization to do so.

16. At the conclusion of a test/exam, you must stop writing. If you continue to write after your time has expired your instructor will be informed.

17. Invigilators will collect all quiz/test/exam materials once you are finished writing. Question sheets, all booklets with rough notes, scrap paper and pre-approved memory aids must be handed in.

18. Exam books and other material issued for the quiz/test/exam shall not be removed from the Test Centre/room.

19. At the conclusion of the test/exam you must remain seated until all test/exam related materials have been collected. Students wishing to leave before the conclusion of a quiz/test/exam must adhere to the same regulations.

20. You are not permitted to leave the Test Centre/room during the final ten minutes of a test/exam, unless otherwise noted. You shall remain quietly seated at your desk if there are other students still writing. Once you are authorized by the Invigilator to leave the test/exam site, you must not speak with any students who are still writing their test/exam. We ask that you collect your belongings and leave the Test Centre/room quickly and quietly.

Q: Where can I get additional information on the quiz/test/exam process?

A: For additional information on the quiz/test/exam process, please email the Exam Assistant at accessconfirm.utm@utoronto.ca.
Important Policies to Remember

- When coming to your AARC test/exam, please come, at least, **10 to 15 minutes** prior to your AARC scheduled start time. This will allow you time to fill and sign all necessary paper-work before your test/exam.

- Before your AARC test/exam, please place **all your electronic devices (i.e. cell phone)** into your bag or coat and place belongings at the designated place set by the invigilator.

- If you are writing in the Test Centre, please bring a lock with you so you can secure your belongings in the locker outside the Test Centre

- You will need to **forfeit** the amount of time by which you are late to your AARC test/exam (past your AARC start time). You will **NOT** be permitted to write your test/exam if you arrive more than 30 minutes past the start time of your class (if written at same time as class).

- If you are **feeling sick**, prior to the start of your test/exam, please, **DO NOT OPEN** the test/exam envelope, but notify the invigilator, **seek medical attention** and follow departmental or Office of the Registrar policies and procedures for missing a test or exam.
Note-Taking Module Instructions

For Students Receiving

Note-Taking Accommodations
Procedures for Requesting Note Taking Accommodations

Step 1:
Go to the AccessAbility Resource Centre’s website: www.utm.utoronto.ca/access
Click on the Login link under ‘AccessAbility Information Management System for Students’
Click on ‘AIMS Notes Login’ which will take you to the AIMS menu

Step 2:
Click on the ‘Course Notes’ icon and then ‘Course/notes’
Log into your AIMS account using your UTORid and password.
Step 3:
If you require notes for a course, ensure that you have indicated ‘Yes’ under the column ‘I require a note-taker’. To do this, click on the ‘change this’ link under that column. Press the ‘OK’ button to confirm that you require a note-taker for the specified course.

Step 4:
If ‘none are available at this time’ is displayed under the ‘Note taker Availability’ column, we have not yet received a completed application from a note-taker from that course. If classes for this course have already begun, and one week has passed since your instructor’s in-class announcement, please contact the AccessAbility Resource Centre at 905-828-5422 or accessnotes.utm@utoronto.ca
Selecting a Note-taker

Step 1:
If ‘select a note-taker’ button appears under the column ‘Note-taker Availability’, we have received a completed application from at least one potential note-taker. Click on the ‘select a note-taker’ button to view sample notes submitted by potential note-takers in your course. If there are no sample notes available, please contact AccessAbility Services at 905-828-5422 or accessnotes.utm@utoronto.ca

Step 2:
Click on ‘Check sample notes’ to view the notes submitted by each note-taker. When you are finished viewing the notes, click on the ‘Back to Choose Note-taker’ button to select a note-taker.
Step 3:
To select your note-taker, click on the ‘Choose this notetaker’ button under the ‘Action’ column. Press ‘OK’ to confirm the selected note-taker.

Step 4:
Ensure that ‘Selected’ appears under the ‘Note taker availability’ column once you have selected a note-taker. This will be your note-taker for the rest of the semester.
Viewing your notes (after you have selected your note-taker)

Step 1:
To view the uploaded notes from your selected note-taker, click on the ‘Notes’ button under the column ‘My lecture notes’.

Step 2:
To download the notes, click on ‘View notes’ under the ‘Download’ column corresponding to the preferred lecture date.
Your Responsibilities

Q: When should I submit my note-taking request?

A: You are required to submit your note-taking request on AIMS prior to the beginning of the academic session, or as soon as you register with the Centre. Late note-taking requests may impact the Centre’s ability to implement the accommodations in a timely manner.

Q: I submitted my note-taking request on AIMS but my instructor has yet to make an announcement in class for volunteers?

A: Please speak to your instructor during their office hours and remind them to make an announcement for note-takers at the beginning of the next lecture. If you have done this and still do not hear an announcement, please notify the Centre immediately.

Q: What do I do if students do not offer to volunteer during the instructor’s recruitment announcement?

A: If students do not volunteer during the instructor's announcement, please notify the Centre so we may follow up with your professor. Please ensure that you keep us informed in order for us to assist you in the best way that we can.

Q: How often should I check my AIMS account?

A: You are responsible for checking your AIMS account frequently. We recommend that you login at least once per week to view the status of your account (i.e. check to see if sample notes are available, review the sample notes and choose your note-taker, download the notes from your chosen note-taker, etc.).

Q: I selected my note-taker but the notes are incomplete. What should I do?

A: Note-takers are only notified to upload all of their notes once they have been selected by a student. Otherwise, only their sample notes are uploaded on AIMS. Please wait 1-2 days from the date you have selected your note-taker and check again to see if the notes have been updated. If more than 2 days have passed and the note-taker has not uploaded any new notes, please notify the Centre so we can follow up with the volunteer.

Q: Can I share my note-taker’s notes with other students?
**A: No.** You are not permitted to share your notes with your peers. AccessAbility has obtained permission from the note-taker to provide their notes for the sole use of students with disabilities who require this as an accommodation. Providing notes to other students without the note-taker’s consent is in violation of the agreement with the note-taker, against the Centre’s policies and regulations, and can endanger the reputation of our services. If you are found sharing the notes with others, your accommodations will be jeopardized.

**Q: Do I still have to attend class and take notes during class even though I have a note-taker?**

**A: Yes.** You are expected to attend all classes and take notes to the best of your ability even if you are approved for note-taking accommodations. Receipt of volunteer notes is not the equivalent of attending class. Frequent non-disability-related absences will initiate a suspension of service for the courses until you meet with your advisor to review your accommodation needs and applicable procedures. It also risks the reputation of the department and deters volunteers from submitting their notes if students do not attend lectures.

**Q: What do I do if I am missing notes for a course?**

**A:** It is your responsibility to inform the Centre and follow up frequently to ensure your accommodations are provided in a timely manner. Once you have selected a note-taker, you are required to check that you have received a copy of the notes every week. If you do not see lecture notes available within 1 week of the lecture, please notify the department immediately. Please provide us with the course code and lecture dates which you are missing notes for and we will follow up with your note-taker.

**Rationale:**
It is important for students to realize the purpose of receiving peer note-taking as an accommodation. As a student, you receive this accommodation because the impact of your disability may negatively affect your ability to take sufficient notes during lectures and tutorials. The purpose of receiving peer notes is to have an accurate, complete set of notes because you may have difficulty doing this yourself due to concentration difficulties, information processing difficulties, or difficulties with writing. Since learning takes place throughout the entire semester, you need to access your notes on a regular basis to review and facilitate your learning process. If you do not access your notes up on a regular basis, it may suggest that you do not require this accommodation.

**Q: Should I save or print my notes?**

**A:** We strongly encourage you to download these notes and keep a back-up copy on your computer, as well as a printed hard copy. This ensures you have access to the notes should there be a network issue. If you
are unable to access the notes on AIMS, please contact the Centre immediately.

Q: What should I do if I no longer need notes for a course?
A: Please inform the department and provide us with the course code so we may inform your volunteer note-taker.

Q: Can I submit a note-taking request for non-UTM courses?
A: No. Please submit your note-taking requests for UTM courses only. If you are taking courses held at the U of T downtown or Scarborough campus or Sheridan College, please contact their Accessibility Services office.

Q: What do I do if I have more questions about the note-taking service?
A: Please contact us in any of the following ways:
E-mail: accessnotes.utm@utoronto.ca
Phone: 905-828-5422
In Person: Room 2037 Davis Building

It is ultimately your responsibility as a student to be familiar with expectations for course components like assignments and exams. If your note-taker has provided information in their notes about due dates or expectations for course components, it is your responsibility to check with the instructor to ensure this information is accurate.