



ACCESSIBILITY SERVICES TEST CENTRE

GUIDELINES & EXPECTATIONS

1. Exam Booking Procedures

- All tests/exams, including final exams, can be booked in the following ways:
 - Book your own quizzes, tests, and exams through the [Self-Serve Student Portal](#)
 - Fill out a paper copy of the booking form available in the AS Test Centre (OM 1482)
 - Download a [PDF copy](#) of the booking form, and email it to asexams@tru.ca or drop it off at the Test Centre
- **Booking deadlines:**
 - **Midterms, tests, and quizzes:** booking forms are accepted at any time in the semester, up to **one week before the scheduled exam date**.
 - **Final exams:** booking forms are accepted up to **three weeks before the last day of class**, for exams occurring during the official final exam period.
- Please ensure that you book your exams ahead of the deadlines, as we require enough time to schedule invigilators/exam spaces, communicate with instructors, and obtain copies of exams.
- It is important that you speak with your instructor/program contact to confirm the duration of your exam. The test duration is how long the test was **designed to take**, which may not necessarily be the same amount of time the class is given to write it. This information allows us to accurately calculate your extra time accommodation (if applicable) and schedule an appropriate amount of time for each test booking.

2. Alternate Times

- If an alternate start time is needed due to a conflict with class schedules or AS Test Centre hours of operation, please make arrangements with the Test Centre and your instructor **before** the booking deadline.
- When possible, AS can start your exam earlier in the day to ensure that your scheduled end time overlaps with the class start time. To maintain academic integrity, you will need to stay in the Test Centre without access to electronic/communication devices until 30 minutes after the class start time. In these instances, we recommend that you bring along study/reading materials to pass the time.
- We require approval from your instructor/program contact (via email or writing) if there is no overlap between the class exam start time and your alternate start time.
- If you write an exam at a different time from the class, please keep in mind the [Student Academic Integrity policy](#) (ED 05-0) and do not share information about the exam with other students.

3. Exam Envelopes

- You are responsible for providing your instructor/program contact with an exam envelope (available in the Test Centre) prior to the booking deadline.
- If you do not provide your instructor/program contact with an envelope, the exam may not be delivered to the Test Centre on time, as your instructor may assume that you are writing with the class.
- If you are a student in the Faculty of Law, please do not provide your instructor with exam envelopes. The AS Test Centre will liaise directly with the Office of the Assistant Dean to obtain copies of exams.

4. Final Exam Start Times & Office Hours

- During the final exam periods (in December and April), AS typically administers exams during three sittings:
 - 9:00 am start time
 - 2:00 pm start time
 - 3:00 pm - 4:30 pm start times for all final exams scheduled to begin at 7:00 p.m. This will depend on your extra time accommodation (if applicable) and the exam duration. (Please discuss this with the Test Centre.)
- During the final exam periods, Test Centre office hours are Monday to Friday, 8:00 am - 9:00 pm, and Saturdays 9:00 am - 6:30 pm.

5. Before Arrival at the Test Centre

- Please ensure that you are complying with the AS scent-reduction and food policies:
 - Scent reduction: TRU is a [scent-reduced environment](#) due to extreme sensitivities or allergies experienced by some of our staff and students. Students who arrive wearing scented products may not be allowed to write their exams in the Test Centre on that day. This may include “naturally-scented” personal care products.
 - Food and beverages: All beverages must be in sealed reusable containers (e.g., coffee mugs, water bottles). No food will be allowed in the examination room, but it may be left at the front desk if you will require a snack during your exam time.
- Please remember to bring all materials that you will require for your exam (e.g., calculator, pens, pencils, etc.), as the Test Centre may not have extra supplies available to borrow.
- You are encouraged to use the washroom **before** your test. Washroom breaks are discouraged for exams less than an hour in length. If you must use the washroom, you will be escorted.

6. Starting Your Exam

- Please try to arrive at the AS Test Centre (OM 1482) 10 minutes prior to your exam start time. Identify yourself by name and specify the exam you are scheduled to write. You will be asked to provide photo ID and will be assigned a locker to store your belongings.
- The invigilator will ask you to empty your pockets and put your bag, jacket, cell phone, watch, laptop, etc. in your locker. From this point until the completion of the exam, you

will not be permitted to return to your belongings. Please note that you should not bring any valuables with you, as we can take no responsibility for lost or stolen items.

- The invigilator will calculate your allotted writing time and announce it to you. Start and stop times will be strictly followed, and time lost due to late arrivals cannot be added to the end of the exam. If you arrive more than 30 minutes late, we cannot allow you to start writing unless we receive approval from your instructor.
- AS can only allow you the aids that your instructor/program contact indicated on the exam envelope.
- The invigilator is authorized to inspect any items that you have with you during the writing of the exam, including your calculator or beverage items.
- Invigilators cannot clarify or explain exam questions. Any exam-related questions will be relayed to the course instructor/program contact by phone or email. Please review the entire exam before asking any questions. In some cases, AS may be unable to contact the instructor/program contact during the exam to ask questions, and we will ask you to write why you answered the exam question the way you did on a separate piece of paper.

7. After Your Exam

- When the invigilator notifies you that your exam time is over, you must cease writing. The invigilator will collect all materials:
 - The test or exam question paper.
 - Used and unused exam booklets.
 - Written and/or typed responses.
 - Used and unused scrap paper (if approved by the instructor/program contact).
 - Formula/cheat sheets.
- If you use a word processor to type your responses, the invigilator will print a copy of your document and ask you to confirm that your entire document printed correctly.
- Please remember to collect all your belongings after completing your exam.

8. Computer Usage

- If you are using a word processor to complete your exam, please work only within the Word document that has been opened for you. This document will be saved on the desktop when you arrive; please do not save it to a different location. The use of any other function or program requires advance authorization in writing to AS from the instructor/program contact.
- No internet access is allowed unless requested by your instructor/program contact.
- Spelling and grammar check is only permitted if it is an approved accommodation.
- All computers are monitored by a program called Faronics Insight. This software allows the invigilator to monitor all computer user activity from their workstation and gives them the ability to limit internet access, applications, printing, and file storage.

9. Assistive Technology

- If you have an approved accommodation for one of the following assistive programs (or any other unlisted program), please indicate on the exam booking form if required for your exam:
 - Read&Write
 - Dragon

- JAWS/NVDA
- Please note that certain features of these programs may be limited in the Test Centre to ensure academic integrity.

10. Behavior During Exams

- Accessibility Services recognizes that exams can be stressful. [Counselling](#) and other services are available to students, and you are encouraged to access TRU's support services and develop a plan to manage your stress.
- Students, staff, and faculty of TRU are expected to conduct themselves in a professional manner in accordance with the [Respectful Workplace and Harassment Prevention Policy \(BRD 17-0\)](#). If a student's behavior is not in accordance with this policy, the student may be asked to leave the Test Centre, resulting in not completing the exam. A report will be submitted in accordance with the policy, and the instructor/program contact will be notified. The Office of Student Affairs and the Director of Student Access and Academic Supports will also be notified.

11. Missed Supervised Exams

- If you become ill prior to your exam, please inform the Test Centre (asexams@tru.ca) and your instructor/program contact as soon as possible. Please follow current Covid-19 protocol.
- You will need your instructor/program contact's approval prior to rescheduling any missed exams with the AS Test Centre. For more information on rescheduling missed exams, please see Section 6 (Missed Supervised Exams) of the [Examinations policy \(ED 03-9\)](#).

12. Attendants/Interpreters

- An Attendant or an Interpreter may be required to provide personal care and/or interpreting during an exam but they must not provide any assistance with the exam questions, nor will they be allowed to access any written material, electronic devices, or personal items other than what may be required to attend to the personal needs of the student (e.g., tissues, medication, etc.). A person other than the Attendant will be asked to read/scribe during exams if necessary.

These guidelines are intended to ensure that examinations are conducted in a fair manner and in accordance with TRU's policies on [Student Academic Integrity \(ED 05-0\)](#) and [Examinations \(ED 03-9\)](#). If a student is writing an exam with AS and is discovered to be in possession of unauthorized material (e.g., electronic device or accessory, storage device), the item will be confiscated immediately by the invigilator, and a report will be filed by the invigilator to be used by the instructor as evidence in their submission of an Academic Integrity [Case Report Form](#). Students, invigilators, interpreters, readers/scribes, and all individuals assisting with exam accommodation are expected to be aware of, and comply with, these policies and guidelines.