



For the Accessible Learning Centre (ALC) to better serve our students, please be aware of the following policies and procedures:

General Policies

1. Due to high enrollment, students are encouraged to email alc@uleth.ca to set up a telephone or video call (at least five business days in advance).
2. As per the policy in the Academic Calendar (p.84), it is the **responsibility of the student** to read and understand notifications sent by the ALC and any other University department or Faculty member.
3. All email communication between students and the ALC shall occur directly with the student using their Uleth email address.

Course Policies

1. Students are highly encouraged to **communicate and build rapport** with their Professors/Instructors early in the semester to create shared understanding and increase the quality of the accommodations.
It is recommended that students confirm with Professors/Instructors that they have received an ALC Accommodation letter (sent after ADD/DROP) and discuss how class materials such as class notes, slides and transcripts are distributed.
2. Students who have an accommodation to tape lectures (audio or video) must **provide prior notice to their Professor/Instructor (request the required form by emailing the front desk at: alc@uleth.ca)**. Recordings and transcripts are to be used for personal study only and must not be distributed.
3. If the Professor/Instructor has contact information that is different to the usual uleth.ca email and/or does not have an office on campus, please provide appropriate contact information.
4. Students are to notify the ALC via alc@uleth.ca if there is a change in the **Primary** Professor/Instructor for their course(s) as a new letter of accommodation will need to be sent to the new designate.

Exam Policies (General)

1. Students requesting exam accommodations are responsible for booking those exams through ClockWork (during both the regular semester and final examination period). During the regular semester, ClockWork bookings must be completed a **minimum of 7 days prior to the exam date**. Early exam requests are encouraged.
2. Students are responsible for keeping accurate records of exam dates and for ensuring that their exams have been booked (and/or cancelled) properly via ClockWork by checking "My Upcoming Events" on a regular basis.
3. Students do not have the ability to cancel exams through ClockWork and must email the Exam Coordinator: exam.accommodations@uleth.ca when they wish to make a cancellation. Please clearly state the course name, and date/time of the exam you wish to cancel in your email.
4. In the course of an examination, no student shall obtain or attempt to obtain information from another student or other unauthorized source or give or attempt to give information to another student, or knowingly possess, use or attempt to use any unauthorized material.
<https://www.uleth.ca/policy/resources/student-discipline-policy-academic-offenses-undergraduate-students>

Exam Booking Policies - Paper based/ in class Exams

1. All paper based/in class exams **MUST be written on the same date and at the same time as the rest of the class.**
2. **Altering the start time of an exam CANNOT be granted by the ALC.** These requests must be approved by the professor before any alterations are made to the student's exam booking. The ALC may be required to reschedule an exam to comply with safety protocols.
3. If you are up to 30 minutes late, your time will be deducted from your exam duration. If you are 30 minutes late, you are NOT allowed to begin your exam unless professor's approval is provided.
4. To ensure appropriate safety measures and staffing are in place, the ALC will be unable to book or change exams with less than a 7-day booking deadline.

Exam Booking Policies – Remote/On-line Exams

1. **The ALC will be unable to host exams on campus for online classes.** Exams and other evaluation formats will be arranged by the Professor/Instructor. They will be notified of exam time extensions and other accommodations via email for exams that have been booked in Clockwork. If the exam is to be supervised for the rest of the class, the Professor/Instructor will make those arrangements for accommodated students as well.
2. Students are responsible for confirming the appropriate time allowance and selecting their accommodations when booking in Clockwork so that accurate information can be communicated. Please confirm with the Professor/Instructor **the actual completion time** of the exam or assignment as, in some cases, extensions are built in according to Universal Design principles and extensions may not apply.
3. Students must make independent arrangements to ensure a distraction control space, adequate technology, and stable internet service. Any disruption or unsuccessful exam attempt must be resolved directly with the Professor/Instructor.
4. In some cases, Professors/Instructors may utilize Exam Invigilation Software to monitor exams. This may impact specialized technology such as Dragon or Kurzweil. Please alert the Exam Coordinator by email so that solutions can be found.

Exam Booking Policies – Moodle Exams written on campus

1. Moodle exams must be **scheduled to begin** between **8:30am and 4:00pm from Monday to Friday, and between 9:00am and be completed before 7:00pm on Saturdays. ALC is closed on Sundays.** Moodle exams booked outside this time may be cancelled without notice. (**Note: Moodle exams are not available for students to access until 10am on the first day the exam has been set to open by the professor. Please keep this in mind when booking exams and always check the opening time of your exam**).
2. If you arrive late for your exam without notice, you will be asked to end your exam at the original scheduled end time.
3. Moodle exams are **untransferable** between the ALC and the Testing Centre. Cancellation of a Moodle exam request within ALC must be made through the ALC in order for students to be able to access it from the regular Testing Centre. If an Exam needs to be moved to a different date within the testing window, this can usually be accommodated if on a weekday.
4. It is highly recommended that students **do not write a Moodle exam on the last day** that it is being offered in case there are any technical difficulties or issues beyond the control of the ALC.
5. Students are responsible for understanding the dates and times a Moodle exam is open and closed for each applicable course. The ALC does not keep track of these dates.
6. Moodle exams that have an accommodated time of 4 hours or more, or for “unlimited time,” will be booked for a total of 3 hours with the ALC unless a special request is made to exam.accommodations@uleth.ca. For “unlimited time” exams, please consider writing in the Testing Centre if a private room is not required.
7. **Permission to write a Moodle exam before or after the window that it is open CANNOT be granted by the ALC.** These requests must be approved by the Professor/Instructor before any alterations are made to the student’s exam booking.
8. If a student has an accommodation for **Hardcopy Moodle exams**, it is the student’s responsibility to confirm if this accommodation is available with the instructor/professor, and advise the ALC of the need for this as it arises, **7 days prior**.

Exam Booking Policies – Moodle Exams written at the regular Testing Centre (E630)

1. Students will select this format if they would like to **write in the regular Testing Centre with extra time accommodation only**. No other accommodations will be available.
2. If an exam is open for several days, **we recommend that you make your ClockWork booking for the date that the exam FIRST opens**. This will ensure that your extra time accommodation is set up on Day 1 of the exam, while giving you the freedom to write on any date and at any time during the exam window.
3. Please be sure to check the regular Testing Centre hours.

Exam Booking Policies – Moodle Exams for Online classes

1. Students are responsible for understanding the date(s) and time(s) that Moodle exam(s) open and close for each applicable course. The ALC does not keep track of these dates.
2. If a Moodle exam is open for several days, **we recommend that you make your ClockWork booking for the date and time that the exam FIRST opens**. This will ensure that your accommodations are set up on Day 1 of the exam, while giving you the freedom to write the exam on any date and at any time during the window it is open.
3. **We discourage students from writing a Moodle exam on the last day that it is being offered** in case there are any technical difficulties or issues beyond the control of the ALC.
4. **We encourage students to begin all Moodle exams during office hours (which are Monday-Friday from 8:30 AM – 4:00 PM)**. Should you encounter any technical difficulties in the evening or on a weekend, they will not be resolved until the next business day.
5. **Permission to write a Moodle exam before or after the window that it is open CANNOT be granted by the ALC.** These requests must be approved by the Professor/Instructor before any alterations are made to the student’s exam booking.

I acknowledge these policies and procedures and will follow them accordingly for the duration of my studies. I understand that if I do not follow these policies and procedures, I increase the risk of the Accessible Learning Centre not being able to fulfill my approved accommodations.