Writing Exams at CAL

Policies, Procedures, &

How to Book your Exams Online

Centre for Accessible Learning (CAL)
University of Victoria

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CONTACT US

We’re always happy to help. If you have any questions, or need help navigating the Online Student Services system, please feel free to give us a call, or drop by the Front Desk to have one of us take you through the steps!

Centre for Accessible Learning (CAL)

Exam office: 250-472-4087 | calexam@uvic.ca
Front desk/exam supervisors: 250-472-4947 | calfrontdesk@uvic.ca
Visit our webpage: http://www.uvic.ca/services/cal/
I. SCHEDULING EXAMS AT THE CAL EXAM CENTRE

As a University of Victoria student you are familiar with the Regulations Governing Administration of University Examinations (University calendar, Undergraduate Academic Regulations: Examinations). You must be equally aware of your responsibilities for scheduling and writing exams at the CAL Exam Centre.

Please note: The CAL Exam Centre may not be able to accommodate certain exams (i.e. lab exams that require specific material or software). Please review your course outline and speak to your instructor first, if you have any questions or concerns.

What to do:

You can send your letters of accommodation to your instructors, and schedule your quizzes, tests, and exams using the ‘Online Student Services’ area of ClockWork, our online booking system. You can find the link to these services on the CAL website (see Section III. USING THE ONLINE STUDENT SERVICES for a detailed ‘how-to’).

Letters of accommodation:
You can share your letters of accommodation every term through the Online Student Services, to any or all of your instructors. You will not be able to schedule exams through the CAL Exam Centre before sharing your letters of accommodation.

Booking tests/exams:
You can decide to write your quizzes, tests, exams, or any in-class timed assignments at the CAL Exam Centre.

You must write your exams at the same time the class is writing unless you have advanced written authorization from your instructor to write at a different time. If you need to change the date or time of an exam, please forward your written authorization to the exam coordinator who will make the necessary changes.

First, you will need your course outline to schedule your quizzes, tests, and exams. If the date and/or time of an exam is unknown to you, you need to ask your instructor for the details.

Choose which of your approved accommodations you will need for each exam.
Book your exams in ClockWork, on the same date and time that the class will write.

- **Extra time accommodations:** If you receive extra time for tests/exams, the online system will calculate this automatically, and add it to your booking.
- **Time conflicts:** If you have another class following your exam, and your extra time runs into it, please reply to your confirmation email, and request that your time accommodation be added on to the start of your exam time. The Exam Coordinator will then make the changes and notify you via email.
- **Accommodations affecting start time:** Evening exams end at 10pm. If you have accommodations for extra writing time, then your start time may be earlier so that you will finish by 10pm. Make sure to record any of your earlier start times in your calendar.

**Booking errors:**
Be careful with the information you enter. If you make an error such as booking your exam on the wrong date or at the wrong time, ClockWork will not catch this. A mistake can result in your exam being unavailable at the time the exam is normally being written. It may not be possible to correct booking errors. If you notice a mistake after you have made a booking, please contact us immediately.

**Deadlines:**
In order to give CAL enough time to notify instructors, schedule supervisors, book rooms, etc., you need to meet the following deadlines:

- Fall/Spring in-term bookings – 14 days in advance
- Fall/Spring final exam bookings – 14 days prior to the first day of the final exam period
- Summer – all bookings – 7 days in advance
- You have until 11:59pm on the deadline date to schedule your exam, after which the booking section of Online Student Services will no longer be available for scheduling.

If the date or start/end time of an exam is unknown to you, it is your responsibility to determine this information by speaking with your instructor with enough time to adhere to the above deadlines. If you miss a deadline and book an exam on an incorrect date, it will be considered a booking error and may not be corrected.

**Late exam requests:**
Late requests are ONLY taken in extenuating circumstances and are ONLY taken in person by completing a ‘Late Exam Request Form’ at the CAL front desk. Submitting a Late Exam Request Form does not mean that it is approved. Your late request must first be processed by the Exam Coordinator, and you will be notified if your booking has been approved (or refused).
Missed exams:
If you are unable to write a scheduled exam at CAL you must speak directly to your instructor to find out what the options/policies are for missed exams in the particular course. CAL staff cannot advise on options/policies for missed exams.

If your instructor gives you permission to write a missed exam at another time, you must provide written authorization to the exam coordinator who will schedule you at the earliest available time slot.

Check your bookings:
Please confirm your bookings online regularly and the morning you are scheduled to write at CAL. If you have any questions about your bookings, please contact us immediately.

The CAL has a permanent exam room in the Clearihue building, room D267, and sometimes needs to book extra alternate seating on the busiest exam days, so you need to know your exam location.

- If the location box is blank, your exam is at the regular CAL Exam Centre. Here is a map of where we are located: [https://www.uvic.ca/services/cal/onlineservices/contact/index.php](https://www.uvic.ca/services/cal/onlineservices/contact/index.php)
- If the location box specifies an alternate location (i.e. CLE D267), you should go directly there.
- Give yourself enough time to get there!

II. WRITING EXAMS AT THE CAL EXAM CENTRE

Before your exam:
Arrive on time and be fully prepared to start your exam. If you feel too unwell to write your exam, you should go to UVic Health Services to see a physician and then speak directly to your instructor.

Bring all allowable material with you (formula sheet, calculator, dictionary, textbook, etc.).

Lock up belongings in a CAL-provided locker prior to your exam, including all bags, wallets, outerwear, and personal belongings. Phones and electronic devices are not permitted in the exam rooms. Devices must also be turned off before being stowed away.

Before entering your exam room, CAL exam staff will speak to you about what you are allowed to bring into the room. You must know which materials (if any) are permitted by your instructor, and show those materials before entering the exam room.
Ensure you have access to a clock, understand your time limit, and that all your requested accommodations are in place.

Read the front page of your exam and ensure that:

- You have been given the correct exam – check course name and number
- The exam is complete – number of pages, formula sheets, etc.
- You follow the instructions with regard to completing the exam

Speak to the exam supervisor immediately if you have any questions or concerns.

During your exam:
During exams, CAL exam staff will make frequent, random checks of exam rooms and washrooms.

Cheating is not tolerated and will be subject to disciplinary processes outlined in UVic’s Policy on Academic Integrity.

If you have a computer accommodation, work within your document set up by CAL staff. The use of any other function or program requires advanced written authorization from your instructor.

If you are using a CAL computer, always save your work regularly during the exam.

If you have any questions during the exam, please inform CAL exam staff who will try to contact your instructor. Some instructors cannot be reached, or do not answer questions during exams.

After your exam:
An exam supervisor will let you know when your exam time is up.

You must submit all exam materials when the exam time ends (exam paper, scrap paper, booklets, bubble sheets, etc.).

Booklets and bubble sheets must be completed during the allotted exam time. Extra time will not be given at the end of an exam for this purpose.

You may not take anything from the CAL testing centre without written permission from your instructor.
Important additional CAL Exam Centre info:

If you arrive late for an exam, but within the one half hour rule, you will be provided with the remaining time of your original booking. Any missed time is forfeited and extra time will not be provided.

You must avoid scented products when coming to an appointment or exam at the CAL. If you arrive heavily scented, you may be requested to write with your class.

If your sitting of the quiz or exam begins BEFORE the regularly scheduled class sitting, regardless of what time you complete the quiz, test, or exam, you will be required to remain supervised at the CAL Exam Centre until 15 minutes after the class’s quiz start time, or 30 minutes after the class’s exam start time.

While being supervised, you may access print material (class notes or textbooks). You may not leave the exam location, communicate with others, or use electronic devices of any kind (cell phones, laptops, tablets, mp3 players, etc.).

CAL Exam Centre hours:

8 am to 10 pm Monday to Friday

8 am to 10 pm Saturdays (during final exam periods, or for regularly scheduled Saturday classes, only)
III. A REMINDER OF UVIC EXAM REGULATIONS

CAL exams are written under the same policy as all University exams. For further information, you can check out the Regulations Governing Administration of University Examinations as stated in the University calendar, Undergraduate Academic Regulations: Examinations.

Here are some reminders:

- The “invigilator” (exam supervisor) is responsible for ensuring that the academic integrity of the examination is maintained at all times, and you will be supervised at all times while in the examination environment during the entire time frame of the examination.

- The examination environment includes the room in which the examination is being written as well as the hallways and washrooms adjacent to the examinations room.

- You may not enter the examination room after the expiration of one half hour.

- You may not leave the examination room without first delivering their examination booklets to the invigilator.

- When leaving or entering examination rooms please do so quietly in order not to disturb others.

- You are expected to limit the number of washroom breaks, except under extenuating circumstances, during an exam due to the disruption breaks cause to other students writing exams.

- You should be aware that you may be escorted to and from the washroom by an invigilator.

- You may be called upon by an invigilator to produce your student card.

- You may not communicate in any way with other students.

- You are not permitted to ask questions of the invigilator, except in cases of supposed errors in the papers.

- If you believe an error has been made in your test, you should report it immediately to the invigilator. If there are other reasons for complaint, you should let the invigilator know immediately.

Illness

- If you fall ill during an examination please tell the invigilator at once.

- If you fall ill or suffer an accident or family affliction before an examination you should report the circumstances immediately to your instructor, as well as to the CAL.

Final exam schedules

- Examinations in the Winter Session are held in December and April. Timetables are posted at the Office of the Registrar website http://www.uvic.ca/registrar/ by the end of October for first-term exams (December), and by the end of February for second-term exams (April). Students should wait until the final examination timetable is posted before making travel or work plans.
IV. USING THE ONLINE STUDENT SERVICES

How to share your letters of accommodation:

1. Go to http://www.uvic.ca/services/cal

2. Click on the Online Services tab

3. Click Online Student Services, and then click Launch to get started!

4. Click on Step 1. Share my Letters with instructors

5. Login with your Netlink ID and password

6. Select the correct term and click the Request button
7. You will now see a list of your accommodations in one column, and your courses in another. If you would like to send letters to ALL of your instructors, simply check off each course box, and then indicate that your accommodations are correct.

☐ My accommodation(s) are correct the way they are.

8. If you need to make changes to your accommodations, **DO NOT** use the following STOP option – this will put a hold on your file – you don’t want that!

Instead, **please contact the front desk** to book an appointment with your advisor.

9. If you are happy with your accommodations, click to agree to the terms, and submit.

I agree to the terms outlined above.

Submit  Cancel

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**How to book your exams:**

1. Follow steps 1-3 as indicated in ‘How to Share your Letters of Accommodation’

2. Click on Step 2. Book a test/exam

2. Book a test/exam

3. Login with your Netlink ID and password

To access this site you will need to log in

User-name: 
Password: 
Log In
4. Follow the numbered prompts in the left hand column under ‘Welcome’ to book your exams (i.e. select course, select test date/time, confirm prof info, etc.)
   - Be sure to follow the guidelines outlined in Section I of this document, as you proceed (i.e. using your course outlines, booking exams as regular class duration, etc.)!

5. Once you are finished with the final step (6.), click to acknowledge that the information you entered is correct, and then click Finish

6. You should now be able to view your booked exam(s) by going to Step 3. My schedule of booked tests/exams
   - Remember to check in here for changes, one day before each exam!

Here are some helpful video tutorials that can help you with the online exam booking process:

https://www.uvic.ca/services/cal/onlineservices/tutorials/index.php