

## MEMORANDUM, DCD #18, 2022-2023

To: Chairs, University of Toronto Scarborough  
Cc: Chairs' Assistants, Departmental Business Officers,  
Undergraduate Coordinators & Departmental Assistants  
From: Office of the Vice-Principal Academic & Dean and Office of the Registrar  
Date: 21 March 2023  
Re: **Winter Exams**  
Note: For broad distribution to Winter course instructors and administrative staff

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As final exams are quickly approaching, we want to review several key points, given that this exam period includes both in-person and online assessments. Please ensure this information is distributed to all course instructors and administrative staff in your unit.

Deferred examination period: **11-27 April 2023**  
Final examination period: **13-27 April 2023**

Please refer to the following supporting documents related to exam administration for reference and distribution:

- i. [Administration of Final Exams \[for reference\]](#)
- ii. [Conducting Final Exams \[for distribution\]](#)
- iii. [Exam Incident Report - Academic Integrity form \[for distribution\]](#)
- iv. [Exam Incident Report - Illness/Behavioural form \[for distribution\]](#)
- v. [Possession of Unauthorized Electronic Device Form \[for distribution\]](#)

### New for 2023:

- Exam start times have been modified to 9am or 1pm or 5pm. Encourage students to read the exam schedule carefully. Instructors and invigilators need to arrive in exam rooms 30 minutes prior to the posted exam time to ensure that exam rooms are prepared well in advance. Students will need to be admitted to the exam room before the posted start time so that the exam can begin promptly **on the hour**.
- This exam period falls during Ramadan and other important religious observances. Please familiarize yourself with the practices during exams: [U of T Scarborough Final Examinations and Religious Observations: Winter 2023](#)
- Instructors are asked to submit their final exam on Course Information System (CIS) at least **5-business days** prior to their scheduled final exam date. In addition, we request that instructors submit an alternate exam script and any supplemental document(s) to be used for deferred exams, accommodated exams, conflict exams, etc. This practice is to facilitate more efficient processing of examinations. Where an instructor elects to submit only one exam script, it will be assumed that this version should also be used for deferred exams, accommodated exams, conflict exams, etc.

### A) Exam and Assessment Design

1. The Centre for Teaching & Learning (CTL) can assist with final exam, and deferred exam, preparation, and delivery. For detailed information on designing your in-person or online assessments, promoting academic integrity, and administering exams in Quercus, please refer to these resources:

For assessment design: <https://uoft.me/TeachingLearning-assessment>

For exam resources: <https://uoft.me/TeachingLearning-exams>

For mock exams: <https://uoft.me/MockExam>



CTL offers 25-minute and 50-minute 1:1 virtual consultations. An ed tech can work with instructors on a variety of exam related topics, including in-person exam set-up, deferred exams, and online exam configuration. Appointments can be booked online at:

<https://outlook.office365.com/owa/calendar/UTSCCentreForTeachingandLearning@utoronto.onmicrosoft.com/bookings/>

2. Online Assessments: Please ensure that any online exam frameworks can be supported by CTL (using Quercus “quiz” or “assignment”). For instructor questions and support related to the development of online exams and final assessments in Quercus contact [quercus.utsc@utoronto.ca](mailto:quercus.utsc@utoronto.ca)
3. To learn more about the plagiarism detection software available at the University of Toronto- <https://teaching.utoronto.ca/resources/plagiarism-detection/> Instructors can email [quercus.utsc@utoronto.ca](mailto:quercus.utsc@utoronto.ca) for direct assistance.

#### **B) IN-PERSON Exam Administration**

1. If instructors experience a problem or require support during an in-person exam, contact the Exam Support Team at (416) 287-7540. They are available on campus during all in-person exams.
2. Masking: The Province of Ontario has strongly recommended the use of a [medical mask](#) in public indoor spaces. The University of Toronto strongly encourages all faculty, staff, and students to wear a mask during exam sittings. To properly verify identity, a masked student will be asked to briefly lower their mask during the identification check. If a student refuses to lower their mask due to health concerns, they can be accompanied to a less crowded space and asked to lower their mask while the instructor/TA/invigilator keeps their mask on. If a student’s identity cannot be properly verified against their TCard, a request for a second piece of ID can be used to verify identity. The process for identifying students with face veils remains unchanged. Refer to “Conducting Final Exams” document.
3. Instructors holding in-person exams via Quercus on a student owned computer are advised that Quercus requires multi-factor authentication (MFA). Students should be advised to login to Quercus within seven days before the exam, so that MFA will not trigger on exam day. There may be some isolated cases where it will be necessary to allow students limited access to their mobile devices at the beginning of the exam to proceed with MFA if it has not been activated in advance of the exam. After the initial login, students should be advised to place mobile devices out of sight.

#### **C) ONLINE Exam Administration:**

1. If instructors or students encounter technical issues during an exam, Information & Instructional Technology Services (IITS) Help Desk Staff are available. Instructors should contact the Staff & Faculty Help Desk at [servicedesk.utsc@utoronto.ca](mailto:servicedesk.utsc@utoronto.ca) and students should contact [student-helpdesk@utsc.utoronto.ca](mailto:student-helpdesk@utsc.utoronto.ca) and/or 416-287-4357. For Quercus set-up, CTL staff are available by appointment, or by email, in preparation for the exam period at [quercus.utsc@utoronto.ca](mailto:quercus.utsc@utoronto.ca). In-person technical support for instructors and students will be available in BV487. Instructors and students can use mock exam resources to become more comfortable with the different approaches: <https://uoft.me/MockExam>
2. The use of e-proctoring is not recommended at U of T Scarborough.
3. If student identification is required for the online final examination, please inform students of the specific ID policy well in advance.



4. If a student has technical issues uploading their final exam by the deadline, they are instructed to first contact the [Student Helpdesk](#). If this does not resolve their issue, they should contact the instructor via email with an unofficial copy of their exam. Faculty should use their discretion when accepting late submissions of final exams and are encouraged to be flexible whenever possible recognizing the challenges of technology.
5. If an instructor will not accept the late submission of a final exam, please keep it on file and ask the student to submit a [petition to the Office of the Registrar](#). If the student's petition is approved, the Petitions Office will then contact the instructor directly and ask for it to be graded.

#### D) Required Alternate Arrangements:

##### 1. Accommodated Exams for Students Registered with AccessAbility Services

- a. Students registered with AccessAbility Services will submit their accommodation request through the Office of the Registrar. In implementing time-based accommodations for timed final exams hosted on Quercus, instructors have two options:
  - i. **Preferred option:** If they have not already done so, instructors can grant Accommodated Tests & Exams staff in the Office of the Registrar access to courses that are hosted on Quercus, and they will implement the time-based accommodations for students on behalf of faculty members. This ensures students receive their appropriate accommodations and relieves instructors from having to take on the additional administrative tasks of calculating writing time for individual students in their courses.
  - ii. If faculty members prefer to apply the accommodations on their own, five days before the final exam the Accommodated Tests & Exams team will send a list of students requiring extra-time accommodations, as well as their extra time allotment. Instructions on applying extra time and extensions on Quercus will be provided by CTL and the Accommodated Tests & Exams team.
- b. For take-home exams, students will submit any required extension requests through their Disability Consultants (DC) at AccessAbility Services, and the student's DC will reach out to faculty members to implement the extensions.
- c. If students must start their exam earlier than the class, the Office of the Registrar will ensure there is overlap between the student writing time and the class writing time, unless there is a disability-related reason for the exam to be moved to a different date and/or time entirely.

##### 2. Exam Conflicts

- a. As is standard practice, exams are scheduled with student course enrolment considered to minimize exam timetable conflicts and to provide adequate separation of common course combinations. Take-home exams that have an extended period to complete are scheduled to avoid conflicts at the submission deadline.
- b. Conflicts can never be eliminated, and the exam conflict policy remains in force for this exam period. It requires students to notify the Office of the Registrar if they a) have a direct conflict with two exams that overlap (may involve exams from U of T St. George (UTSG) and U of T Mississauga (UTM); b) have three consecutive exams; or c) have a conflicting religious observance.



- c. Students are required to request consideration of exam conflicts by **23 March 2023**.
- d. In implementing conflict resolutions for timed final exams hosted on Quercus, instructors have two options:
  - i. Instructors grant access for the Examination staff in the Office of the Registrar to the courses that are hosted on Quercus, and our office will implement the conflict resolution on behalf of the faculty. This ensures students receive their conflict resolution in time and relieves instructors from having to take on the additional administrative tasks of arranging conflict resolution time for individual students in their courses.
  - ii. If instructors prefer to handle the conflict resolution on their own, the Examination team will inform instructors with the conflict resolutions at least one week prior to the conflict date.
- e. Students with exam conflicts could also be registered with *AccessAbility Services*. The Examination Team will collaborate with the Accommodated Tests & Exams Team to provide a common conflict resolution, which resolves student's conflicts and allows them to write the exam with the appropriate accommodation.

### 3. Missed Exams

- a. Students are advised not to write exams if they are ill and feel that their performance will be compromised. Students who are exhibiting respiratory symptoms that have not been improving for 24-hours should not come to campus to write in-person exams. More direction can be found here: <https://ehs.utoronto.ca/symptomatic-or-confirmed/>
- b. Students have the right to petition for a deferred exam if they miss a final exam (or equivalent) in a course. Students who miss an examination will use the Absence Declaration tool in **ACORN** and submit a petition for a deferred exam through the Office of the Registrar. More information about missed and deferred exams can be found here: <https://www.utsc.utoronto.ca/registrar/missing-examination>

The Absence Declaration will be accepted as satisfactory documentation of absence due to illness, and further documentation will not be requested from students. If an exam is missed due to reasons other than illness, students will be required to explain the circumstances and provide supporting documentation in their petition. In the case of a missed online exam, instructors may be asked for any corroborating observations they may be able to provide (i.e., emails with students, log activities in Quercus, etc.). To assist with timely processing of petitions, instructors are asked to respond as promptly as possible to any inquiries from the Office of the Registrar.

### E) Post Exam Administration:

1. Standard deadlines for submission of grades are in effect. Please ensure that final grades are submitted no later than five business days following the exam, the submission deadline for a take-home exam or the final day of classes for courses in which there is no final exam. If challenges will affect an instructor's ability to deliver grades on time, this should be discussed proactively with the Chair.
2. For in-person final exams, once final marks have been submitted through eMarks, instructors will then provide all written exam booklets, including scantrons and scripts, along with signed Candidate Forms to



their Departmental Admins. Departmental Admins should deliver these to the Office of the Registrar, Highland Hall, Room 139A, along with the “Exam Collection Cover Sheet”.

3. Electronic storage of online exams within departments is required for potential petitions and re-read requests as well as exam viewing and clerical check requests. All instructors must ensure that online exams are downloaded for archiving. For instructor guidance on the electronic archiving of exams, please refer to <https://uoft.me/TeachingLearning-exams>

#### **F) Submission of term assignments and deadlines**

Instructors are reminded that they have the discretion to grant, with their Chair or Director’s approval, an extension for up to one week after the last day to submit term work <https://www.utsc.utoronto.ca/registrar/term-work>. A petition is not required, but instructors who choose to accept such a student request are also asked to have a departmental administrative staff member email [records.utsc@utoronto.ca](mailto:records.utsc@utoronto.ca), as it may alter the date by which final grades for the course must be submitted.

Questions related to final exams can be directed to Shelby Verboven, Registrar & Assistant Dean, Strategic Enrolment Management at [shelby.verboven@utoronto.ca](mailto:shelby.verboven@utoronto.ca)