



**MEMORANDUM, DCD #17, 2020-21**

To: Chairs & Academic Director  
Cc: Chairs' & Academic Director's Assistant, Departmental/Undergraduate Assistants  
From: Katherine R. Larson, Vice-Dean Teaching, Learning & Undergraduate Programs  
James Donaldson, Vice-Dean Recruitment, Enrolment & Student Success  
Date: 23 March 2021  
Re: **Examination Viewing Requests**

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Dear colleagues,

We are writing to share a positive development in how we can support students' requests for examination viewing. In the midst of the complexities of shifting online, it has been difficult to handle students' requests for exam viewing and petitions for re-reads, and so these have been handled inconsistently or not at all, largely because there has not been a clear system for handling these requests online. We do need to ensure that departments and faculty are not denying students the right to request an exam viewing. With this in mind, the Centre for Teaching and Learning has initiated a system to help facilitate these requests, working in partnership with the Registrar's Office and with departmental staff.

When students submit a request for an exam viewing via eService to the Registrar's Office, that request will be sent to CTL, who will prepare a PDF of the exam via Quercus. The Registrar's Office will then send that PDF to the relevant department. At that point, a member of staff should meet virtually with the student to facilitate the exam viewing. In some cases, and depending on the format of the exam, correct answers may be viewable.

We hope this process provides a relatively straightforward way of managing such requests, both in response to the current COVID context, and longer term for final assessments that take place via Quercus. Requests are currently being received for examinations in the Fall 2020 term, but please be aware that there may also still be some outstanding requests from the Summer 2020 term.

Please share this new procedure with faculty and staff in your units and remind them that student requests for exam viewings should not be denied.

**Katherine R. Larson**  
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