



MEMORANDUM, DCD #18, 2020-21

To: Chairs & Academic Director
Cc: Chairs' & Academic Director's Assistants, Undergraduate Coordinators & Departmental Assistants
From: Office of the Vice-Principal Academic & Dean and Office of the Registrar
Date: 23 March 2021
Re: **Winter Exams**

Dear Chairs and Academic Director,

As Winter final exams are quickly approaching, we want to review several key points, given that this exam period continues to be different than usual. Please ensure this information is distributed to all Winter course instructors and administrative staff in your unit.

Deferred examination period: **10-11 & 13-23 April 2021**
Final examination period: **13-23 April 2021**

A) Exam and Assessment Design:

1. While we urge instructors to explore a range of appropriate assessment methods, the Centre for Teaching and Learning remains eager to assist with final exam, and deferred exam, preparation and delivery. Please ensure that any exam frameworks can be supported by CTL (using Quercus "quiz" or "assignment"). For detailed information on designing your assessments, promoting academic integrity, and administering exams in Quercus - including possible exam formats and directions on using the Honour Pledge - please refer to the Academic Continuity Resources sites:

For assessment design: <https://uoft.me/AcademicContinuity>
https://q.utoronto.ca/courses/188948/pages/designing-your-assessments-quizzes-andexaminations?module_item_id=1886123

For exam resources: <https://uoft.me/AcademicContinuity-exams>
<https://q.utoronto.ca/courses/156214/pages/final-exams> (exam resources)

2. For instructor questions and support related to the development of exams and final assessments, contact quercus@utsc.utoronto.ca.
3. CTL continues to offer 30-minute 1:1 virtual consultation on a rolling daily basis. An ed tech will work with faculty to get their exam loaded and properly configured during these sessions. Appointments should be booked online at:

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

4. Turnitin may be used for final assessments in the context of online course delivery during COVID19. See <https://teaching.utoronto.ca/ed-tech/teaching-technology/turnitin/> for a local U of T resource and for conditions of use. If instructors have not previously informed the class of their use of Turnitin, they **MUST** include the following statement on their assignment:

"Normally, students will be required to submit their course assignments to Turnitin.com for a review of textual similarity and detection of possible plagiarism. In doing so, students will allow

their material to be included as source documents in the Turnitin.com reference database, where they will be used solely for the purpose of detecting plagiarism. The terms that apply to the University's use of the Turnitin.com service are described on the Turnitin.com web site."

Students have the right to opt out of using Turnitin. If a student chooses not to submit their work through Turnitin, instructors will need to find alternative arrangements to check their work rigorously. CTL can provide guidance on establishing these alternatives.

B) Issues Encountered During Exam Administration:

1. If instructors or students encounter technical issues during an exam, IITS Help Desk Staff are available. Instructors should contact the Staff & Faculty Help Desk at servicedesk.utsc@utoronto.ca and students should contact 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. In-person technical support for instructors and students will be available in BV487. We strongly recommend that both instructors and students avail themselves of the mock exams available here:

<https://q.utoronto.ca/courses/187560/assignments>
2. If student identification is required for the online final examination, please inform students of the specific ID policy well in advance. Please allow students to use government-issued photo ID in lieu of TCards since campus is less accessible during lockdown, students may be studying out of the city or province, TCard production cannot be done immediately, and TCards cannot be sent through mail.
3. 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.*
4. 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.
5. If an instructor encounters a situation related to academic integrity, behaviour, or illness in the context of their exam, they should complete the appropriate Exam Incident Report and submit that form to the department office: [Exam Incident Report \(academic integrity\)](#) or [Exam Incident Report \(behavior/illness\)](#).

C) 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:** 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. Some students writing with extra time accommodations may need to start their exams earlier than the class in order to end by 11 PM. If students must start 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. Conflict Exams Including Time-Zone Conflicts

- a. As is standard practice, exams are scheduled with student course enrolment taken into account in order to minimize exam timetable conflicts and to provide adequate separation of common course combinations. Online timed exams are scheduled in the same way that they normally are; take-home exams that have an extended period to complete are scheduled to avoid conflicts at the submission deadline.
- b. Conflicts can never be completely 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 UTSG and UTM); b) have three consecutive exams in four consecutive time slots; or c) have a conflicting religious observance. We are once again augmenting this policy to address problems arising from significant time zone differences, as well as the possibility of conflicting take-home exam due dates.
- c. We anticipate higher volume of religious observance conflict this exam period because of the volume of exams scheduled over the weekend and the entire exam period overlapping with Ramadan. The Office of the Registrar will inform Instructors with religious observance conflict resolutions at least one week prior to the conflict date. Please note, if a Saturday or Sunday exam conflicts with a religious observance, normally the exam will be rescheduled for the following Monday.
- d. For issues arising from time zone differences, online exams that occur outside the hours of 7:00AM to midnight in a student's local time zone will be treated as conflicts, and the Registrar will organize alternative writing times upon request. For take-home exams, we look at the submission deadline to determine a conflict with another take-home or a timed online exam. However, almost without exception we were able to schedule take-home exams such that no such conflicts were produced.
- e. Students are required to request consideration of exam conflicts by **March 23**, and instructors will be informed of any time zone conflict resolutions by the Office of the Registrar as they are implemented. Instructors will be informed of any time zone resolutions at least one week prior to the conflict date if students submit their requests by the deadline. We acknowledge that in April last year many instructors were informed of resolutions very late because of the last-minute necessity to move examinations online. We do not anticipate this inconvenience for the Winter term.
- f. In implementing conflict resolutions for timed final exams hosted on Quercus, instructors have two options:
 - 1. Instructors grant access for the Examination staffs 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.

2. 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.
- g. Please note 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.

D) Post Exam Administration:

1. As was the case during the Fall 2020 session 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 COVID-related challenges will affect an instructor's ability to deliver grades on time, this should be discussed proactively with the Chair/Academic Director.
2. Electronic storage of 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 their exams are downloaded for archiving. For instructor guidance on the electronic archiving of exams, please refer to the exam resources section of the Academic Continuity site: <https://uoft.me/AcademicContinuity-exams>.
3. As is standard practice, students have the right to petition for a deferred exam if they miss a final exam (or equivalent) in a course. Students are also currently permitted to self-declare an absence for COVID-19 related reasons using the Acorn-based form for this purpose. This declaration will be accepted as satisfactory documentation of illness. For other reasons for missing an exam, including connectivity issues, students will be required to explain the circumstances, and instructors may be asked for any corroborating observations they may be able to provide (i.e., emails with students, log activities in Quercus, etc.). Students in this position should be directed to the Office of the Registrar. To assist with timely processing of petitions, instructors are kindly asked to respond as promptly as possible to any inquiries from the Office of the Registrar.

E) 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.utoronto.ca/registrar/term-work>). Note that this does not require a petition but instructors who choose to accept such a student request are also asked to request that your departmental administrative staff member notify Jeanine O'Carroll at jeanine.ocarroll@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 Curtis Cole, Registrar & Assistant Dean Enrolment Management, at curtis.cole@utoronto.ca.