



UNIVERSITY OF
TORONTO
MISSISSAUGA

Accessibility Services Student Handbook 2023-2024

Please contact the Centre at 905-569-4699 or email access.utm@utoronto.ca

if you have any questions about the information contained in this handbook.

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About Us

Our Location

Accessibility Services

University of Toronto Mississauga

Room 2037B, Davis Building

3359 Mississauga Rd. N.

Mississauga, Ontario L5L-1C6

General inquiries and appointments: (905) 569-4699

Fax: (905) 569-4366

Email: access.utm@utoronto.ca

Website: <http://www.utm.utoronto.ca/access>

Our Office Hours

Monday – Friday 10:00am to 3:30pm (Closed for lunch between 12:00pm to 12:30pm)

What if I need something dropped off when you are closed?

The after-hours mail slot is located on the door of the main office - Room 2037B, William G. Davis Building. All materials submitted after hours will be date stamped the following business day.

How to Reach Us

For general inquiries, please contact our front desk staff by phone at (905) 569-4699, via email at access.utm@utoronto.ca, or drop by our office (Room DV2037B) during regular office hours.

<i>Mariham Youssef</i> (On leave)	Accessibility Accommodation Coordinator (Room 2037B Davis)	mariham.youssef@utoronto.ca	905-569-4699
<i>Maleeha Majid</i>	Accessibility Assistant (Room DV2037B Davis)	access.utm@utoronto.ca	905-569-4699
<i>Elizabeth Martin</i>	Director (Room 3208B Davis)	elizabeth.martin@utoronto.ca	905-828-5406
TBA	Assistant Director	TBA	
<i>Amreen Fatima</i> (On leave)	Accessibility Assistant (Room DV2037B Davis)	access.utm@utoronto.ca	905-569-4699
<i>Sabrina Borg</i>	Academic Life Strategist	sabrina.borg@utoronto.ca	905-569-4686
<i>Counselor</i>	Wellness & Resiliency Counselor	health.utm@utoronto.ca	905-828-5255
<i>Ruth-Ann Gordon</i> (On leave)	Skills Strategist/Adaptive Technologist (Room 2098 Davis)	ruthann.gordon@utoronto.ca	905-569-4686
<i>Malou Twynam</i>	Career Counselor (Room 2035B Davis)	malou.twynam@utoronto.ca	905-569-4441
<i>Michael Serwin</i>	Examination Coordinator (Room 2037B Davis)	accessexams.utm@utoronto.ca	905-828-3847 905-569-4699
<i>Tai Yip</i>	Examination Assistant (Room 2037B Davis)	accessexams.utm@utoronto.ca	905-828-3847
<i>Ha Phan</i>	Examination Assistant (Room 2037B Davis)	accessexams.utm@utoronto.ca	905-828-3847
<i>Thomas Kristan</i>	Examination Assistant (Room 2037B Davis)	accessexams.utm@utoronto.ca	905-828-3847
<i>Scott Mendoza</i>	Coordinator of Volunteer Services (Room 2037B Davis)	accessvolunteers.utm@utoronto.ca	905-569-4453
<i>Thuy Nguyen</i>	Volunteer Services Assistant (Room 2037B Davis)	accessvolunteers.utm@utoronto.ca	905-828-5422

<i>Stephanie Ziolkowski</i>	Accessibility Advisor (Room 2035A Davis)	stephanie.ziolkowski@utoronto.ca	905-569-5726
<i>Alyssa Hollinger</i>	Accessibility Advisor (Room 2035 Davis)	alyssa.hollinger@utoronto.ca	905-828-3866
<i>Maryum Khokhar</i>	Accessibility Advisor (Room 2042 Davis)	maryum.khokhar@utoronto.ca	905-569-4698
<i>Lauren Atkinson</i>	Accessibility Advisor	lauren.atkinson@utoronto.ca	905-569-4699
<i>Payal Singh</i>	Accessibility Advisor (Room 2042 Davis)	Payal.singh@utoronto.ca	905-569-4698
<i>Shannon Swanson</i>	Accessibility Advisor	Shannon.swanson@utoronto.ca	416-978-1005
<i>Celine Silva</i>	Accessibility Accommodation Coordinator	celine.silva@utoronto.ca	905-569-4699

Booking Appointments

Q: Who is my Advisor?

A: Your Advisor is the person you will meet with to discuss your disability-related needs, accommodations, and other related issues. When you contact Accessibility Services for the first time, an appointment will be set up for you to meet your advisor.

Q: How do I book an appointment with my Advisor?

A: Please contact the front desk at 905-569-4699 or access.utm@utoronto.ca to book appointments with your Advisor.

Q: Can I book regular appointments?

A: Your Advisor will speak to you about your individual needs and will make recommendations regarding frequency of appointments.

Q: How can I contact my Advisor if I have questions or concerns?

A: Contact information is listed in the “How to Reach Us” section of this manual (pg.5). Your Advisor will indicate the best method of contact and will get back to you as soon as possible. If you require immediate assistance, you may contact the front desk via phone or email.

Q: What if I need to cancel an appointment?

A: Please contact 905-569-4699 to cancel your appointment. If possible, we ask that you give 24 to 48 hours notice when cancelling appointments as this allows another student the opportunity to book an appointment.

Please note that missing appointments may result in a delay in service and/or a delay in the implementation of your accommodations. We cannot provide supports if you do not engage in discussions with your Advisor about your needs.

Q: What if I am late for an appointment?

A: Please contact 905-569-4699 immediately. Your appointment *may* be rescheduled to ensure that there will be sufficient time to adequately address *all* of your questions and/or concerns. **You will be required to reschedule your appointment if you are more than 10 minutes late.**

Processes

AIMS (Accessibility Information Management System)

Every student registered with Accessibility Services will have their own **AIMS online service account**. Your **AIMS** account will allow you to:

- View and print your ‘Request for Academic Accommodations Letters’
- Request, download/print and manage your peer note taking accommodations
- Request quiz, test, or exam accommodations online
- Confirm your quiz, test or exam
- View your quiz, test and exam schedules online
- Self-Renew for the academic term

To access your AIMS account visit the homepage of Accessibility Services website:

www.utm.utoronto.ca/access

In the column on the right side of the page is the AIMS login link. Login using your UTORID and password.

Q: How does Accessibility communicate with me?

A: Email to your **@mail.utoronto.ca account** is the form of general communication. We will send periodic emails with announcements, events and deadlines relating to your accommodations. Please ensure that you read these emails thoroughly, as they are intended to provide you with valuable tips and information.

For security purposes, Accessibility will only send messages to your @mail.utoronto.ca email address and we encourage you to check it on a regular basis. **Be aware that forwarding email to external providers (e.g. hotmail, gmail) may result in blocked, delayed or lost messages. The University will not be responsible for lost correspondence.**

Q: Do I automatically receive my accommodations each year?

A: No. Your services and accommodations **are put in place for a specified length of time (i.e., up to one year)**. You must book a re-registration appointment in advance of your accommodation expiration date in order to discuss your services in the context of your current disability and academic needs. Students can self-renew using the AIMS system per academic term.

Q: Do I need to have updated documentation each year?

A: Not necessarily. Documentation of your disability-related needs is required by Accessibility Services to develop an accommodation and service plan. Updated documentation may be required depending on the nature of your disability related needs or if the documentation is outdated. In this case, you and your Advisor will discuss next steps for having it updated.

Q: How will my instructors know about the accommodations I need?

A: The process of accommodation relies on a partnership between Accessibility Services, the student, and the instructor. To facilitate this process a **'Request for Academic Accommodations Letter'** will be generated for each of your instructors. The purpose of the letter is to outline your accommodations and provide information about the implementation of your accommodations.

Instructors are asked to implement the accommodations they feel equipped to carry out. Accessibility will implement any accommodations the instructor is not equipped to put in place (e.g., hire sign language interpreters; provide a computer for exams with assistive technology, etc).

The other purpose of the letter is to assist you with introducing yourself to your instructor(s), which is the first step in establishing a good working relationship. Students are encouraged to meet with their instructors at the start of each term to discuss their academic accommodations and how they will be implemented in each course.

Please note that letters sent to your instructor **do not** state your disability/diagnosis.

Q: How do I receive my Request for Academic Accommodations Letters?

A: Your letters are generated through **AIMS** at the beginning of each term. Accessibility Services has step-by-step videos available to view on all our AIMS procedures, this includes requesting notes, inputting tests or final exams and self-renewal. The videos can be found on our website at: <http://www.utm.utoronto.ca/accessibility/registered-students/aims-students>.

Log-in to AIMS and select the “Accommodation Request & Renewals” tab, you will see your courses listed for the current or upcoming semester. Select the “request” button – this will open a new page where you can review your accommodations and select the courses/professors that you would like them sent to. Review the important information on this page and submit the request at the bottom of the page.

Q: What do I do with my ‘Request for Academic Accommodations’ Letters?

A: Your instructors will also receive a copy of the letter from Accessibility. You can print your letter and bring it with you to the meeting with your instructor. We recommend you meet with your instructor during the first two weeks of the course to discuss your accommodations, as they may need advance notice to make arrangements.

We highly recommend that you contact your instructors via email in advance of the first day of class and arrange a time to meet with them. We encourage you to arrange a meeting during office hours in order to provide enough time to discuss your needs and to ensure privacy.

Be prepared to briefly explain how your disability may affect your course participation, if applicable. Where required, you should also develop a plan for implementing your accommodations (e.g., how to obtain the reading list in advance; permission to tape-record lectures; if the disability affects oral presentations, what alternative can be arranged; if an FM System will need to be used in lectures, etc.).

Instructors are requested not to ask about the nature of your disability however it is important to decide ahead of time how you would respond to the question should it be asked. Please speak to your Advisor if you are unsure about how to respond to questions that you feel uncomfortable answering (see the “Confidentiality and Disclosure of Disability” section for more information).

If you are not comfortable approaching your instructor, please feel free to speak to your Advisor.

Other arrangements can be made to inform your instructor about your needs.

Q: Am I required to use the services and accommodations available to me?

A: No. Your accommodations are designed to meet your disability related needs, but those needs may vary depending upon the format of your course. As such, you may find that there are times when you choose not to use the available supports. In these cases, we strongly encourage you to speak to your Advisor about your decision.

It is important to note that when you choose not to use the services and accommodations provided, we *may* not be able to support a request for special consideration arising from your choice.

Example #1: Your accommodations include extra time for exams, and you choose not to use the service. You run out of time while writing your exam and want to request a rewrite. Accessibility will not be able to support this request.

Example #2: Your Advisor has recommended that you reduce your course load, but you choose to maintain your current schedule. You realize after the course drop date that your GPA is at risk and decide to petition for a late withdrawal. Accessibility may not be able to support this petition request.

Confidentiality and Disclosure of Disability

Confidentiality of information is the foundation of an effective service for students with disabilities. Accessibility Services believes that this practice generates a student's trust and confidence; it is also our legal responsibility.

Information provided to Accessibility Services is protected in accordance with the Ontario Human Rights Code and the Freedom of Information and Protection of Privacy Act. Personal information provided to us cannot be used, or disclosed to others, without the student's written consent, except where required by law.

Confidentiality also extends to student transcripts. Any student who has utilized the service will **not be identified on their transcript** as receiving accommodations.

Q: Do I have to disclose my disability to the instructor?

A: No, you are not required to disclose the nature of your disability, or health consideration, to your instructor.

The issue of whether or not to disclose is very personal. Before choosing to disclose, it is important that you:

- Feel comfortable with your diagnosis
- Understand your diagnosis
- Understand your strengths, challenges, and needs

Instructors often appreciate knowing about your circumstances. Sharing this information can facilitate problem solving if you have trouble later on in the term, and gives the instructor the opportunity to offer assistance, which could be valuable to you (e.g., one-on-one help, additional resources, names of tutors, etc.). Please discuss this important decision with your Advisor if you are unsure about what to do.

Should you decide to disclose to your instructor, please remember that s/he cannot be expected to know everything about the impact of a disability on your life (e.g., transportation, accommodations, assistive devices/technology, study requirements, etc.). Therefore, it is helpful to be concise, organized, and comfortable with your presentation of this information. It is also important to communicate with the instructor throughout the term should any problems arise.

Duties and Responsibilities in the Accommodation Process

A: In *Policy & Guidelines on Disability and the Duty to Accommodate*, the Ontario Human Rights Commission (OHRC) has noted specific responsibilities of persons with disabilities.

These include, but are not limited to, the following:

- Advise the accommodation provider of their disability
- Make needs known and provide information to the accommodation provider as needed
- Participate in discussions regarding possible accommodations
- Work with the accommodation provider on an ongoing basis

We also expect students to:

- Meet with Accessibility staff before the school session begins in order to avoid delays in the delivery of service
- Communicate accommodation needs and work with staff to identify solutions and appropriate courses of action
- Take ownership of accommodations and services
- Self-monitor the effectiveness of accommodations and other services and communicate with Accessibility staff about this throughout the school session
- Check their university email account regularly for updates and communication from our office
- Read the U of T Mississauga calendar to become aware of all deadlines (e.g., dropping/adding courses, submitting petitions, etc.)
- Keep us informed of any changes to your personal contact information (e.g., address, email address, phone number, etc.) and course information. Use the online forms or fill in the forms available in the office to notify us of the changes.

Your accommodations are based on your disability related needs and should not be misused (e.g., you indicate you were late for an exam because you used the extra time to study). If such a pattern does arise, your Accessibility Advisor will meet with you to discuss your accommodations.

Q: What are the responsibilities of Accessibility Staff?

A: In *Policy & Guidelines on Disability and the Duty to Accommodate*, the OHRC has noted specific responsibilities of service providers. These include but are not limited to the following:

- Accept student requests for accommodation in good faith, unless there are legitimate reasons for acting otherwise
- Seek expert opinion or advice when needed
- Take an active role in ensuring that alternative approaches and possible accommodation solutions are investigated
- Keep a record of accommodation requests and action taken
- Maintain confidentiality

Q: What are the responsibilities of instructors?

A: Like Accessibility staff, instructors are required to:

- Know which student is requesting academic accommodations, and what accommodations are required for coursework supports
- Accept student requests for accommodation in good faith, unless there are legitimate reasons for acting otherwise
- Maintain confidentiality

Q: What should I do if I have a conflict with or concern about Accessibility Services?

A: If you have a concern with Accessibility Services, you should first try to resolve it by speaking to your Advisor or contacting the Director, Liz Martin, at (905) 828-5406 or via email at elizabeth.martin@utoronto.ca. If your concern remains unresolved after taking these steps, you may contact the Dean of Student Affairs. The next step is to contact the Vice-President and Principal.

Q: What if I am unclear about my responsibilities or what I need to do?

A: We strongly advise that you contact Accessibility staff if you...

- Are unsure at any point about what to do next
- Need clarification on any of our processes, services, or accommodations
- Feel that the accommodations and services are not meeting your needs
- Are not receiving the accommodations and services that you and your Advisor discussed
- Have any other questions or concerns

For more details and the complete list of responsibilities visit:

<http://www.ohrc.on.ca/en/policy-ableism-and-discrimination-based-disability/8-duty-accommodate>

Taking Courses at Other U of T Campuses

Q: How do I receive my accommodations on another U of T campus?

A: In order to receive services and supports at another U of T campus, you must notify our office so we can forward your accommodation information to the appropriate office.

To implement your accommodations on another U of T campus you must:

1. Complete the Transfer of Accommodation documentation for the appropriate campus. Forms are available in the main Accessibility office as well as online at: utm.utoronto.ca/accessibility/registered-students/online-forms

You will then need to submit the completed forms to the University of Toronto Mississauga Accessibility office. Your Advisor will then forward the documents and your accommodations to the other U of T campus.

The screenshot shows a web browser window with the URL utm.utoronto.ca/accessibility/registered-students/online-forms. The page title is "Accessibility Services" and the breadcrumb is "Registered Students / Online Forms". The main content area is titled "Online Forms" and "Forms for Students". It lists several categories of forms available for download:

- Accommodations:** Accessibility Services Medical Certificate (Acrobat PDF File) and Accessibility Services Medical Certificate (Microsoft Word Document).
- Extension Request Form - Beyond One Week:** Assignment Extension Request Form (Acrobat PDF File) and Assignment Extension Request Form (Microsoft Word Document).
- Transfer of Accommodations:** U of T St. George or Scarborough (Acrobat PDF File), Sheridan College (Acrobat PDF File), and Sheridan College (Microsoft Word Document).
- Petitions:** Petition Form (Link to form on UTM's Office of the Registrar's Website) and Verification of Student Illness or Injury form (Link to form on UofT Website).

A blue arrow points from the text "University of Toronto St. George & University of Toronto Scarborough" to the "Online Forms" link in the left sidebar.

2. Once you have completed and submitted all the necessary forms, please call the appropriate U of T office to book an appointment (see contact information at the end of this section).

Q: Do I need to meet with an Accessibility Advisor at St. George or U of T Scarborough campus?

A: Yes. Each U of T campus is unique. As such, procedures for receiving accommodations on each campus may vary. You must schedule an appointment with an Advisor on the campus in which you are taking the course to ensure that you are familiar with their procedures.

If you have specific course concerns, discuss this with the Advisor at the campus where the course is taking place. They will be more familiar with the campus and faculty.

Q: Do I provide my documentation to the St. George or Scarborough disability office?

A: No. Our office will keep your documentation on file.

Q: Who do I speak to if I need to change my accommodations while taking a course at another campus?

A: You are to contact your Accessibility Advisor at your home campus, U of T Mississauga, to discuss potential changes in accommodation. All updates and/or changes will then be communicated to your Advisor at the other disability office.

Q: Who do I speak to if I need to submit a disability related bursary (e.g., OSAP)?

A: You are to contact your Accessibility Advisor at your home campus, U of T Mississauga, to discuss submitting a disability-related bursary.

Q: When taking courses at St. George or U of T Scarborough, which deadlines do I adhere to?

A: It is very important to note that even though you may be taking a course at another campus, you must still adhere to the academic and financial deadlines at U of T Mississauga. If you have questions, please speak to the Registrar's Office at U of T Mississauga.

Q: How do I contact the Office for Students with Disabilities (OSD) at the other U of T campuses?

A:

**U of T St. George (Downtown)
Accessibility Services**

455 Spadina Avenue, 4th Floor, Suite 400
(Just north of College Street)
Toronto, Ontario, M5S 2G8
Phone: 416-978-8060
Email: accessibility.services@utoronto.ca
Fax: 416-978-5729

**U of T Scarborough
AccessAbility Services**

Room AA142 (Arts + Admin Building)
1265 Military Trail
Scarborough, Ontario, M1C 1A4
Tel/TTY: 416-287-7560
Fax: 416-287-7334
Email: ability.utsc@utoronto.ca
Website: www.utsc.utoronto.ca/ability

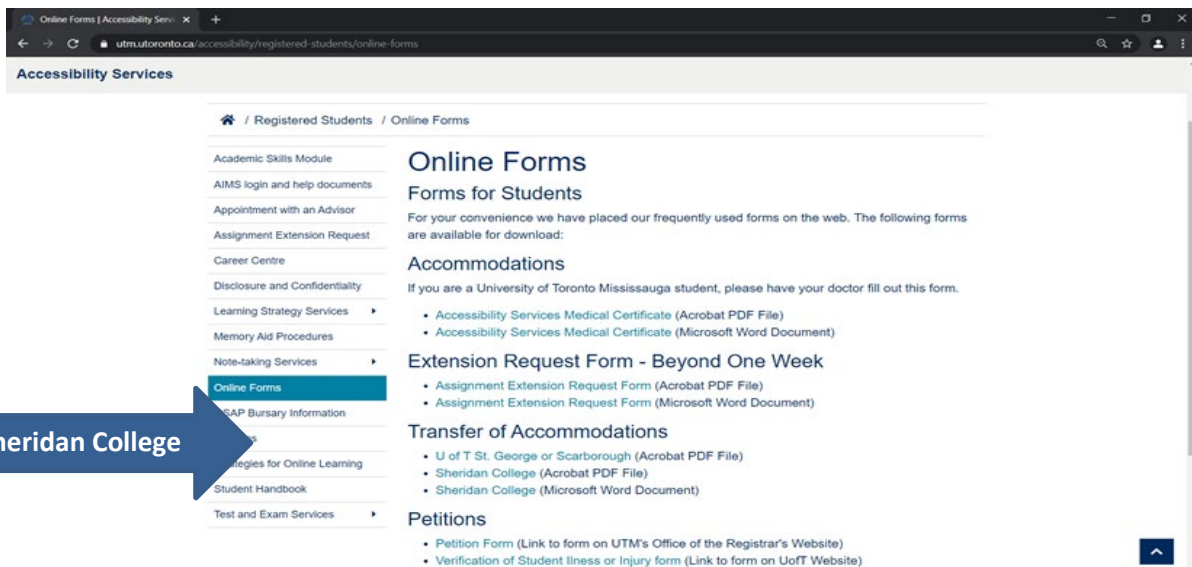
U of T Mississauga Students & Joint Programs at Sheridan College

Q: Will I receive accommodations at Sheridan College?

A: The Sheridan College Accessible Learning Services office will need to identify appropriate accommodations based on your disability related needs and the Sheridan course requirements. In order to facilitate the accommodation process, it is recommended that you follow the below steps:

To implement your accommodations at Sheridan you must:

1. Complete the Transfer of Accommodation documentation for Sheridan. Forms are available in the main Accessibility office as well as online at <https://www.utm.utoronto.ca/accessibility/registered-students/online-forms> Please complete the Transfer of Accommodation for Sheridan. You will then need to submit the completed forms to the main Accessibility office. Your Advisor will then fax the documents and your accommodations to Sheridan.



2. Book an appointment with the Accessible Learning Services office (Tel: 905-845-9430 ext. 8196) at Sheridan College.

Q: Do I need to meet with a Disability Advisor at Sheridan College?

A: Yes. To implement your accommodations, you need to schedule an appointment with a Disability Advisor at Sheridan College's Accessible Learning Services (please see below for contact information). You must book the appointment to discuss your disability related needs based on your current course(s) and Sheridan's procedures for receiving accommodations.

Q: Do I provide disability related documentation to Sheridan College?

A: Yes. Please speak to the Accessible Learning Services office at Sheridan College (Trafalgar Campus) regarding their requirements for documentation. You can call them at (905) 845-9430 ext. 8196.

Q: Who do I speak to if I need to change my accommodations while taking courses at Sheridan College?

A: You will need to speak to your Disability Advisor at the Sheridan College Accessible Learning Services office for any accommodation requests related to Sheridan courses.

Q: Who do I speak to if I need to submit a disability related bursary (e.g., OSAP)?

A: Since UofT will continue to administer all financial aid matters while you attend a Joint Program, you are to contact your Accessibility Advisor at U of T Mississauga to discuss a disability related bursary.

Q: When taking courses at Sheridan College, which deadlines (academic and financial) deadlines do I adhere to?

A: It is very important to note that even though you may be taking a course at Sheridan, you must still adhere to specific academic and financial deadlines at U of T Mississauga (e.g., the course add and drop dates for U of T Mississauga, as published in the U of T Mississauga calendar, will also apply to your Sheridan courses.) If you have questions, please speak to the Registrar's Office at U of T Mississauga.

Q: How do I contact the Accessible Learning Services office at Sheridan College?

A:

Trafalgar Road Campus (Oakville)

Sheridan College Institute of Technology & Advanced Learning
Accessible Learning Services Office
Room B103, 1430 Trafalgar Road
Oakville, Ontario, L6H 2L1
Telephone: (905) 845-9430 ext. 8196
Fax: (905) 815-4102
Email: trafalgar.als@sheridancollege.ca

UNIVERSITY OF TORONTO MISSISSAUGA

ACCESSIBILITY SERVICES

Quizzes/Tests /Exams

Process to Request and Receive Quiz/Test Accommodations

If you are approved for quiz/test accommodations, the following procedures apply to you.

To submit your requests, you must log into AIMS. The procedures are outlined on Accessibility's Test & Exam video tutorial. Accessibility Services has step-by-step videos available to view on all our AIMS procedures, this includes requesting notes, inputting tests or final exams and self-renewal. The videos can be found on our website at:

<http://www.utm.utoronto.ca/accessibility/registered-students/aims-students>.

Process to Request and Receive Final Examination Accommodations

If you are approved for Final Exam accommodations, the following procedures apply to you.

To submit your requests, you must log into AIMS. The procedures are outlined on Accessibility's Final Exam video tutorial. Accessibility Services has step-by-step videos available to view on all our AIMS procedures, this includes requesting notes, inputting tests or final exams and self-renewal. The videos can be found on our website at:

<http://www.utm.utoronto.ca/accessibility/registered-students/aims-students>.

PLEASE NOTE: If you experience any difficulty logging into AIMS, requesting tests/exams or confirming your tests/exams, it is **your** responsibility to immediately inform University of Toronto Mississauga Accessibility Services at 905-569-4699 or accessexams.utm@utoronto.ca so staff can address the issue.

Process to Request Deferred Examination Accommodations

If you are approved for a Deferred Exam, the following procedures apply to you.

Please forward your petition table with your new **date and time** and your **payment status** to accessexams.utm@utoronto.ca as soon as it is approved.

You can find this table on the registrar's website in your petition. Click "View" next to each of your petitions and retrieve the table.

Please Note: Your payment needs to be either paid or waived for you to receive your deferred exam date and time.

Q: What do I do if the instructor changes the date of the quiz/test/exam?

A: If the quiz/test/exam has been rescheduled, or if some of the information has been changed, you must inform the Examination Assistant immediately at accessexams.utm@utoronto.ca fourteen days prior to the new date of the test/exam. If this deadline is not met, the Centre will not have time to reschedule.

Q: How do I know when and where I am writing my quiz/test/exam?

A: Quizzes/tests/exams are scheduled to overlap with the first 30 minutes of the class' scheduled time. However, if you are writing with extra time you may start before, and/or end after, your class.

Your writing time and room location will be available for you to **view on AIMS 2 days before your test/exam date**. If you have difficulty viewing the information, please contact the Examination Assistant at accessexams.utm@utoronto.ca or by phone at 905-828-3847.

Q: What if I cannot write my quiz/test/exam?

A: Quiz/Term Test - If you are unable to write a quiz or term test, or your performance on a test is adversely affected by illness or other extenuating circumstances, please log on the ACORN to declare your absence for the quiz/test/exam. Please read your course outline and follow departmental policies and procedures for missing a test. Please remember to provide a copy of any documentation required to the department and your Accessibility Advisor. If your reason for missing your test is related to your documentation on file with Accessibility, please reach out to your Accessibility advisor before, or on the day of your test to touch base, as your advisor will be able to determine if they can provide a support letter.

Final Exams - In the case where you cannot write an exam, you should consult the U of T Mississauga's Calendar for policies and procedures outlined by the Registrar's office.

Please note that the U of T Mississauga Office of the Registrar clearly states (<http://www.utm.utoronto.ca/registrar/current-students/petitions#supportingdox>):

If illness is cited as the reason for the petition, it must be accompanied by an original [U of T Verification of Student Illness or Injury form](#) stating that the student was examined and diagnosed at the time of the illness and, in the case of exams, on the day of the exam or immediately after (i.e. the next day), and must indicate a serious degree of incapacitation on academic functioning (e.g. unable to attend classes, write a test/examination). A statement from a physician that merely confirms a report of illness and/or disability made by the student is not acceptable.

If support has been obtained from someone other than a practitioner listed on the [U of T Verification of Student Illness or Injury form](#) then a [Verification of Extenuating Circumstances form](#) is acceptable.

Other documentation can include, but is not limited to: a letter of support from Accessibility Services, automobile collision or police reports, a death certificate, and supporting documentation from employers, lawyers and other related personnel. When in doubt, students are encouraged to seek advice in the Office of the Registrar regarding appropriate documentation for their petition requests.FOOD

You are strongly advised, before missing an examination, to discuss the possible consequences of deferring an examination with an Academic Advisor in the UTM Office of the Registrar and to consider doing so only in the case of illness or other truly extenuating circumstances for you may be placing yourself at a disadvantage by sitting an examination long after the course has finished. If you missed the exam for disability related reasons please contact your Accessibility Advisor before or on the day of your scheduled exam date.

If you choose to write an examination, you may not petition to rewrite it. It is advised that you decide prior to receiving the exam whether or not you will write it.

The Office of the Registrar requires that:

All documentation must be in its original form; photocopies and faxes are not acceptable.

It is the responsibility of the student to provide medical or other documentation in support of their petition. Any cost incurred in obtaining documentation (e.g. a doctor's note) is the responsibility of the student.

Q: How can I arrange a make-up quiz/test?

A: Once an instructor offers a make-up quiz/test, the procedure for requesting accommodations for a make-up quiz/test is the same as the standard request for accommodations – you must make an online test request using **AIMS**. Please follow up with your Accessibility advisor if you miss a test and if your reason for missing the test was not disability related, please provide a copy of the completed verification illness form that you have submitted to the department.

Q: What should I do if I have a test/exam scheduling conflict?

A: If you have been scheduled to write two exams at the same time you are to note this on AIMS and also email the Examination Assistant at accessexams.utm@utoronto.ca. This information is to be added on Step 5 of your test/exam request. In most cases, arrangements will be made for you to write both exams on the same day, with a supervised break, unless your accommodations state otherwise. If the conflict involves a St. George Campus or UTSC course, please inform the Examination Assistant immediately.

Q: What do I do if I have been scheduled to write three consecutive final exams?

A: If you have been scheduled to write examinations in three consecutive time slots, you are to note this on AIMS and also email the Examination Assistant at accessexams.utm@utoronto.ca to inform them of the conflict. This information is to be added at Step 5 of your final exam request. Requests for such arrangements must be made by the posted deadline and cannot be considered after that time.

From the Office of the Registrar's Calendar

(https://student.utm.utoronto.ca/calendar/calendar_detail2.pl?Topic=Examination%20Conflicts):

U of T Mississauga students who have:

- 1. two University of Toronto final examinations in the same time slot, or*
- 2. three consecutive final examinations -- e.g., 1 p.m., 5 p.m. on a Monday, and 9 a.m. on a Tuesday (Note: This accommodation does not apply to the deferred examination period), or*
- 3. three examinations on one day,*

should submit an online "Examination Conflict(s) & Religious Accommodation Reporting Form"

(www.utm.utoronto.ca/forms) to the Office of the Registrar by no later than the deadline listed on the U of T Mississauga examination schedule.

Students who are enrolled in a scheduled course conflict (lecture to lecture) at the time the exam schedule is produced will not be accommodated for scenarios 2 and 3 above.

In the case where a regularly scheduled course or test at another U of T division conflicts with a UTM final exam, the regularly scheduled course or test will take precedence. The student is responsible for contacting the Office of the Registrar to ensure that the conflict is declared so that appropriate arrangements to reschedule the final exam can be made.

Q: What is the process to request special consideration for religious accommodations?

A: From the UTM Office of the Registrar's Calendar

(https://student.utm.utoronto.ca/calendar/calendar_detail2.pl?Topic=Accommodation%20for%20Religious%20Reasons):

Students must complete an "Examination Conflict(s) & Religious Accommodation Reporting Form" available at www.utm.utoronto.ca/forms. The reporting form must be submitted to the Office of the Registrar by the date listed on the U of T Mississauga examination schedule.

Writing with Accessibility - The Day of the Quiz/Test/Exam

Please note that students who write their tests and final exams with Accessibility Services observe all procedures that are followed by their class during the tests/exams.

You are to arrive at the designated test/exam site **at least 15 MINUTES** before your scheduled start time.

When writing with Accessibility Services, the Invigilator will ask you to show your T-card and sign the **Student Information Sheet** before you can commence writing. The Student Information Sheet outlines all the information about your quiz/test/exam, including your accommodations.

Before you sign your Student Information Sheet and begin to write the test/exam you must:

- Verify your test accommodations and start time on the Student Information Sheet
- Sign all necessary paperwork (e.g. Student Information Sheet, Electronic Devices Form, etc.)
- Place your name and student number on every page of your quiz/test/exam
- Check the time to stop writing (if you are using a computer, you must save onto the H-drive or USB key provided to you and print within the given time unless otherwise specified)
- Review and agree on correct start time (Invigilator's watch/clock or clock in room is used)
- Note what aids are allowed
- Discuss with the Invigilator if you want to be told how much time you have remaining, and/or breaks, and at what intervals (½ hr, 5 min., etc.)

Q: What if I have a question for my instructor during my quiz/test/exam?

A: If you have a question about the quiz/test/exam, the Invigilator will attempt to contact the instructor for clarification. You should continue to write your quiz/test/exam while the Invigilator attempts to reach your instructor, as it could take some time. Should your instructor not be available to visit, we encourage you to write down your interpretation of the question followed by your answer and note that you were unable to speak to the instructor for clarification.

Q: Am I permitted to use scrap paper during my quiz/test/exam?

A: Scrap paper is an academic accommodation. If you have scrap paper as an accommodation, the invigilator will provide you with official Accessibility scrap paper. This paper must be handed in with your test. If scrap paper is not one of your accommodations, you can use the reverse side of the test/exam script or the area in the margins of the test/exam script for making notes.

Q: I have been authorized to receive breaks during my quiz/test/exam. What does this mean and how do I take breaks during the test/exam?

A: The purpose of the break is to allow you time to relax, do stretching exercises, change positions, etc. The difference between extra time and break time is that the clock "stops" during break time and you must stop writing when on an authorized break. If you are authorized to have break time(s), the format of your break (e.g. per hour) will be indicated on the Student Information Sheet.

The following policies and procedures apply to taking breaks:

- You must let the Invigilator know when you want to take your break so that they can stop the clock.
- You are expected to remain at the test site for the duration of the break as you must be supervised at all times.
- During your breaks, you must turn your test/exam over, you are NOT allowed to write, study, or access other material or computer software during this time.
- **If you choose not to take your break**, you cannot use the time for other purposes, unless otherwise indicated on the Student Information Sheet (i.e. you cannot use the break time to finish writing the test/exam).

Q: I receive the use of a computer as part of my accommodations. How will this work during my quiz/test/exam?

A: If you have been authorized to use a computer, you are NOT permitted to use the spellchecker, thesaurus, or dictionary unless this is also authorized as an accommodation. You are also not permitted to work in, or access, any file or online resource (e.g. internet sites, Blackboard, etc.) other than those set-up by the Invigilator. The Invigilator will set up the computer for you with the program you are permitted to use (e.g., Word, Kurzweil etc.).

You must adhere to the following guidelines when utilizing a computer during a quiz/test/exam:

- You must spell-check (if permitted) and print the finished document within the allotted time. The Invigilator will inform you when there are 10 minutes left in your scheduled test time.
- You may print during the test under the supervision of the Invigilator if you wish to review the document on paper; however, once your allotted test time is over, no additional time will be given to make adjustments to the document. You will not be permitted to make any changes after the final print.
- You are NOT permitted to take a copy of the document for yourself, nor will you be allowed to take any materials used during the course of your exams, including any crib sheets, scrap paper or memory aids. All materials must be given to the Invigilator at the conclusion of your exam.
- **You may only save your work to the computer H-Drive/ USB key or other drive as instructed by the Invigilator.** If you save your document to other drives on the computer, it will be automatically erased. The Invigilator will set up the program for you prior to your test/exam. After the completion of the exam, your work will be printed, and the file will be erased from the drive.
- **DO NOT attempt to use or access unauthorized files, programs, or connect to the Internet.**

Q: I have been authorized a scribe. What does the scribe do?

A: If you are authorized to have a scribe for writing tests/exams, the scribe will type or write the answers you provide. You must instruct the scribe as to how you want to proceed with the questions (e.g., read everything first, what order you want to start in, how fast or slow to read each question). The scribe acts as your hand and/or eyes; they will not assist you with the content of the answer in any way. You must dictate your answer to the scribe and include all punctuation. Do not assume that the scribe knows how to spell technical words. It is up to you to confirm spelling with the scribe.

Test Centre/Room Regulations

1. Although you are writing in a separate location, the Test Centre regulations are the same as those followed at the class test site.
2. For health reasons, we require the room to be **scent-free and nut-free**. On your test day, please do not wear perfumes or other scented products, and please do not bring foods that contain nuts / tree nuts. You are allowed to bring small snacks in clear bags or containers.
3. You are advised to read the section of the UofT Mississauga Calendar titled *Code of Behaviour on Academic Matters* located at:
https://student.utm.utoronto.ca/calendar/calendar_detail2.pl?Topic=Regulations%2C%20Codes%2C%20%20and%20Policies
4. You are advised to **arrive at the Test Centre/room at least 15 minutes before the scheduled exam time** in order to sign in and review the Student Information Sheet. You will be permitted to begin the test/exam at the scheduled time.
5. No persons will be allowed in the Test Centre/room except the students writing the exam, course instructors, and the invigilators supervising within our test site.
6. **You must bring your photo identification cards (TCard)** and place it in a conspicuous place on your desk. Bags, books, cell phones, wallets are to be deposited in areas designated by the Invigilator and are not to be taken to your test/exam desk or table. **Please remember to turn your cell phone off and place it in your bag.**
Note: The University is not responsible for personal property left in the Test Centre/ rooms.
7. Seating and rooms will be predetermined by the Test/Exam Officer. Invigilators do not have the authority to change seating within the exam space unless authorized by the Test/Exam Officer.

8. Late Policy:

Term Tests - Students who are less than 30 minutes late for a test may enter the test room and begin writing. The Invigilator is not required to give any extra time. Students who arrive at the Centre more than 30 minutes after their class has started writing will not be allowed to write with the Centre and must follow up with the instructor/department.

Final Examinations – Students who are less than 30 minutes late are to enter the examination room and begin writing. The invigilator is not required to give any extra time. Students who are more than 30 minutes late, must report immediately to the Office of the Registrar (Room 1235, Innovation Complex).

9. No unauthorized materials or electronic devices shall be brought into the Test Centre/ room or used at a test/exam except those authorized by the Invigilator. Unauthorized materials include, but are not limited to, books, class notes, or aid sheets. Unauthorized electronic devices include, but are not limited to, cell phones, laptop computers, programmable calculators, MP3 players, blue tooth devices, smart watches, personal digital assistants ("PDA" such as Palm Pilot or Blackberry), pagers, electronic dictionaries, Compact Disc Players, and any data storage device not authorized by the Centre. Failure to follow any of these rules could result in a formal allegation of academic misconduct.

Remember: It is not just a cell phone, it's an unauthorized aid!

10. Please use the washroom before you arrive at the designated time/location of the quiz/test/exam.
11. You must not communicate with other students in any manner whatsoever while the tests/exams are in progress.
12. You must take out all materials (e.g. pen, pencils, calculator etc.) before the question paper is handed out. Please note that the Invigilator may ask to check items brought into the Test Centre/room and may ask you to empty your pockets before/after going to the washroom.
13. If you bring any unauthorized material into the Test Centre/room, or assist, or obtain assistance from other students or from an unauthorized source, you may be liable to penalties under the *Code of Behaviour on Academic Matters* (see the University of Toronto Policies section of the Calendar) including the loss of academic credit for the course, suspension, or expulsion from the University.
14. You are not permitted to leave the Test Centre/room, except under supervision, for at least half an hour after the class test/exam has commenced. Therefore, if you are writing earlier than the class, and finish

before the class has begun, you must be prepared to remain in the Test Centre/room for at least 30 minutes after the scheduled class start time. Please note that studying during this waiting period will not be permitted in our Test Centre/room(s).

15. You will be allowed to leave the Test Centre/room when the Invigilator has given you authorization to do so.
16. At the conclusion of a test/exam, you must stop writing. If you continue to write after your time has expired your instructor will be informed.
17. Invigilators will collect all quiz/test/exam materials once you are finished writing. Question sheets, all booklets with rough notes, scrap paper and pre-approved memory aids must be handed in.
18. Exam books and other material issued for the quiz/test/exam shall not be removed from the Test Centre/room.
19. At the conclusion of the test/exam you must remain seated until all test/exam related materials have been collected. Students wishing to leave before the conclusion of a quiz/test/exam must adhere to the same regulations.
20. Once you have completed your test or exam, please approach your invigilator to submit your completed test or exam. You must not speak with any students who are still writing their test/exam. We ask that you collect your belongings and leave the Test Centre/room quickly and quietly.

Q: Where can I get additional information on the quiz/test/exam process?

A: For additional information on the quiz/test/exam process, please email the Accessibility test/exam department at accessexams.utm@utoronto.ca .

Important Policies to Remember

- When coming to your Accessibility (AS) test/exam, please come, at least, **15 minutes** prior to your AS scheduled start time. This will allow you time to fill and sign all necessary paper-work before your test/exam.
- Before your AS test/exam, please place **all your electronic devices (i.e. cell phone)** into your bag or coat and place belongings at the designated place set by the invigilator.
- If you are writing in the Test Centre, please bring a lock with you so you can secure your belongings in the locker outside the Test Centre.
- You will need to **forfeit** the amount of time by which you are late to your AS test/exam (past your AS start time). You will **NOT** be permitted to write your test/exam if you arrive more than 30 minutes past the start time of your class (if written at same time as class).
- If you are **feeling sick**, prior to the start of your test/exam, please, **DO NOT OPEN** the test/exam envelope, but notify the invigilator , **seek medical attention** and follow departmental or Office of the Registrar policies and procedures for missing a test or exam.

UNIVERSITY OF TORONTO MISSISSAUGA

ACCESSIBILITY SERVICES

Note-Taking Accommodations

Procedures for Requesting Note Taking Accommodations

If you are approved for Note-taking accommodations, the following procedures apply to you.

1. Before submitting your note-taking requests, please ensure that you have already self-renewed and sent the Letter of Accommodations to your course instructors on the AIMS system.
2. To submit your note-taking requests, you must log into AIMS by using your UTORid and password at <https://aims.utm.utoronto.ca/>
 - Select the "Course Notes" icon
 - Select the "Courses/notes" tab
 - Log in with your UTORid & password
3. Please only submit note-taking requests for your UTM courses by following the instructions below:
 - Under the column "I require a note-taker", click on the "change this" link to make a change from "No" to "Yes".
 - Select "OK" on the pop-up window to confirm that you require a note-taker for the course.

The procedures are also outlined on Accessibility's Note-Taking video tutorial. Accessibility Services has step-by-step videos available to view on all our AIMS procedures, this includes requesting notes, inputting tests or final exams and self-renewal. The videos can be found on our website at:

<http://www.utm.utoronto.ca/accessibility/registered-students/aims-students>.

Your Responsibilities

Q: When should I submit my note-taking request?

A: You are required to submit your note-taking request on AIMS prior to the beginning of the academic session, or as soon as you register with the department. Late note-taking requests may impact the office's ability to implement the accommodations in a timely manner.

Q: I submitted my note-taking request on AIMS but my instructor has yet to make an announcement in class for volunteers?

A: Please speak to your instructor during their office hours and remind them to make an announcement for note-takers at the beginning of the next lecture. If you have done this and still do not hear an announcement, please notify Accessibility's Volunteer and Note-taking department immediately.

Q: What do I do if students do not offer to volunteer during the instructor's recruitment announcement?

A: If students do not volunteer during the instructor's announcement, please notify Accessibility's Volunteer and Note-taking department so we may follow up with your professor. Please ensure that you keep us informed in order for us to assist you in the best way that we can.

Q: How often should I check my AIMS account?

A: You are responsible for checking your AIMS account frequently. We recommend that you login at least once per week to view the status of your account (i.e. check to see if notes are available, review and download the notes from the available note-takers, etc.).

Q: I selected my note-taker but the notes are incomplete. What should I do?

A: You have access to notes from all available note-takers for a particular course even when a note-taker has been selected. If notes are still missing from all note-takers, please notify Accessibility's Volunteer and Note-taking department so we can follow up with the volunteers.

Q: Do I need to select a note-taker?

A: We recommend that you select a note-taker to keep a record of which note-taker you like the most. However, it is not required to select a note-taker as you still have access to notes from all available note-takers for a particular course.

Q: Can I share my note-taker's notes with other students?

A: No. You are not permitted to share your notes with your peers. Accessibility has obtained permission from the note-taker to provide their notes for the sole use of students with disabilities who require this as an accommodation. Providing notes to other students without the note-taker's consent is in violation of the agreement with the note-taker, against the departments policies and regulations, and can endanger the reputation of our services. If you are found sharing the notes with others, your accommodations will be jeopardized.

Q: Do I still have to attend class and take notes during class even though I have a note-taker?

A: Yes. You are expected to attend all classes and take notes to the best of your ability even if you are approved for note-taking accommodations. Receipt of volunteer notes is not the equivalent of attending class. Frequent non-disability-related absences will initiate a suspension of service for the courses until you meet with your advisor to

review your accommodation needs and applicable procedures. It also risks the reputation of the department and deters volunteers from submitting their notes if students do not attend lectures.

Q: Should I save or print my notes?

A: We strongly encourage you to download these notes and keep a back-up copy on your computer, as well as a printed hard copy. This ensures you have access to the notes should there be a network issue. If you are unable to access the notes on AIMS, please contact the Accessibility's Volunteer and Note-taking department immediately.

Q: What do I do if I am missing notes for a course?

A: It is your responsibility to inform Accessibility's Volunteer and Note-taking department and follow up frequently to ensure your accommodations are provided in a timely manner. If you do not see lecture notes available within one (1) week of the lecture, please notify us immediately. Please provide us with the course code and lecture dates which you are missing notes for and we will follow up with your note-taker.

Rationale:

It is important for students to realize the purpose of receiving peer note-taking as an accommodation. As a student, you receive this accommodation because the impact of your disability may negatively affect your ability to take sufficient notes during lectures and tutorials. The purpose of receiving peer notes is to have an accurate, complete set of notes because you may have difficulty doing this yourself due to concentration difficulties, information processing difficulties, or difficulties with writing. Since learning takes place throughout the entire semester, you need to access your notes on a regular basis to review and facilitate your learning process. If you do not access your notes up on a regular basis, it may suggest that you do not require this accommodation.

Q: What should I do if I no longer need notes for a course?

A: Please cancel your note-taker request for this particular course on the note-taking module on AIMS.

- Under the column "I require a note-taker", click on the "change this" link to make a change from "Yes" to "No".
- Select "OK" on the pop-up window to confirm that you do not require a note-taker for the course. You will be redirected to a webpage with the heading "Confirm remove notetaker requirement".
- Please provide the reasons why you no longer require a notetaker for the course in the text box
- Select the "Confirm" button

Q: Do I still have access to the notes after the course has ended.

A: No. When a course ends, your note-taking accommodations will be expired and you will not have access to the notes from AIMS. You are responsible for downloading and saving all the notes from AIMS before the end of each semester.

Q: Can I submit a note-taking request for non-UTM courses?

A: No. Please submit your note-taking requests for UTM courses only. If you are taking courses held at the U of T downtown or Scarborough campus or Sheridan College, please contact their Accessibility Services office.

Q: What do I do if I have more questions about the note-taking service?

A: Please contact us in any of the following ways:

E-mail: accessvolunteers.utm@utoronto.ca

Phone: 905-828-5422

In Person: Room 2037B Davis Building

It is ultimately your responsibility as a student to be familiar with expectations for course components like assignments and exams. If your note-taker has provided information in their notes about due dates or expectations for course components, it is your responsibility to check with the instructor to ensure this information is accurate.