The following information reviews some of the critical responsibilities of the Centre’s registrants. We ask registrants to also review the CSD website as they are expected to be well familiarized with the Centres’ roles and procedures.

Not all of the following sections necessarily apply to each student’s circumstance; regardless, we ask that you please read each section.

ACCESSING ACCOMMODATIONS

- ARRANGING ACCOMMODATIONS EACH TERM
  - At the start of each semester, it is the student’s responsibility to schedule a meeting with their Disability Access Advisor (DAA) to review and finalize accommodations. Students are asked to please book this meeting as soon as possible and to schedule it to occur after their first week of classes.
  - Booking an appointment with the DAA can be completed by telephone at 778-782-3112 or by email at csdo@sfu.ca
  - Alternatively, IF the student has been permitted to use the self-renewal option by their DAA AND they do not require any changes to their accommodations, then they can send the accommodation notices to the instructors using the online self-renewal module, which can be found at: http://www.sfu.ca/students/disabilityaccess/current-students/online-accommodations-renewal.html
  - Once the accommodation notices have been sent, each instructor reviews and usually acknowledges receiving them. This, in turn, triggers a confirmation notice which is sent to the student’s SFU e-mail account.

- REQUESTING A CHANGE TO ACCOMMODATIONS
  - Students are to make an appointment to follow up with their DAA as soon as possible if requesting a change to their accommodations during the term. A change is not automatic and may require some deliberation before a decision is made.

- UPDATES ON CURRENT STATUS – IF YOUR CONDITION CHANGES
  - It is the student's responsibility to inform the CSD of a change in their disability or situation, and to provide the appropriate verification as soon as possible. A delay in communicating with the DAA and providing the necessary documentation may result in the loss of opportunity to secure timely accommodations.
EXAM PROCEDURES

• ON-LINE BOOKING OF AN EXAM
  o CSD registrants are required to submit a request to write any exam using the on-line exam booking system. Here is the link:
  o https://www.sfu.ca/students/disabilityaccess/current-students/online-test---exam-booking-for-students.html
  o For each mid-term or final exam to be written at the CSD, it is the student’s responsibility to complete the on-line booking by the deadlines, which are as follows:
    ▪ If accommodations are required for any mid-term or quiz, the deadline to complete the on-line booking is at least 1 week before the date of the test.
    ▪ If accommodations are required for final exams, the deadline to complete on-line booking is at least 2 weeks before the start of the final exam period.
  o The above deadlines must be met if the intention is to write any test at the CSD. If the deadlines are not met, it is assumed that the student has decided to write the test in class without accommodations. While the CSD will generally work with students to help ensure that they receive the accommodations they require, students have a responsibility to follow the Centre’s procedures. Failure to submit the on-line requests by the deadlines will likely result in a loss of the privilege of writing that particular exam at the Centre.
  o PLEASE NOTE: As a courtesy, new CSD registrants may be granted a one-time late booking with permission from the Disability Access Advisor. After that, registrants will write with the class unless there is a verifiable circumstance beyond their control that prevented them from booking. The deadlines are in place to ensure instructors have enough time to coordinate an exam with the Centre and for the CSD to secure space and staffing to oversee the test.

• CANCELLING AN EXAM
  o If a student is unable to attend an exam scheduled at the CSD, they must inform the instructor within 24 hours as well as the CSD at the earliest opportunity. Contact with the CSD can be achieved by email, telephone or using the on-line system to cancel the test.
  o If the student obtains approval from the instructor to reschedule the exam, it is the student’s responsibility to provide the CSD with written confirmation from the instructor of the change in date/time (email is permitted).
• **START TIMES FOR MID-TERMS AND FINAL EXAMS**
  o The CSD follows University-wide practices with regard to exam procedures. The Senate Committee on Academic Integrity in Student Learning and Evaluation states, “Students will not be permitted to enter the examination room after the first 30 minutes or to leave within the first 30 minutes. Students who arrive after the first 30 minutes should be referred to the department for alternate arrangements.”
  o This applies to any student writing an exam at the CSD. Students will not be permitted to write the scheduled exam if they arrive more than 30 minutes after the scheduled start time at the CSD.
  o If a student needs to start a mid-term exam at a different time than the class (e.g., before the class starts), then, please book the exam in as usual with the class time and then contact the CSD exam desk at: csdexams@sfu.ca with the time change request.
  o **Please note you may not be starting your final exam at the same time as your class.** Due to the volume of exams administered at the CSD during the Final Exam Period, **there are three set start times:**
    - 8:30 AM - For any university scheduled exams at or before 12 PM
    - 1:30 PM - For any university scheduled exams at 3:30 PM
    - 5:30 PM - For any university scheduled exams at or after 7:00 PM

• **ARRIVAL TIME TO CSD & HOLDS**
  o **Students should arrive at least 15 minutes before the arranged start time** for any exam at the CSD. If students are late for an exam, they will not be provided with additional time and will be expected to finish the exam at the pre-established end time. However, if the CSD is late in setting a student up for their exam, they will not lose any time.
  o **Students will be subject to a default holding period** (30 minutes into the regular in-class writing time) for exam security purposes, when required. During the hold, there will be no access to electronic devices; however, access to items such as personal food and study materials will be allowed.

• **ITEMS PERMITTED IN THE EXAM**
  o Scrap paper (if permitted by the instructor) and exam booklets will be supplied by the CSD. Students are responsible for bringing all other necessary items (e.g., pen/pencil, a calculator) as well as their **SFU photo identification card**.
  o Books and notes are generally not allowed unless specified by the instructor (e.g., open book exam). Bags, jackets, hoodies, hats, cell phones, pencil cases
and any and all electronic devices are not allowed in the exam room. There is a locker at the CSD where students may leave their belongings; however, students should be aware that the university accepts no responsibility for lost or stolen items. The CSD strongly encourages students to leave their valuables at home.

- **Calculators** – if the instructor has permitted the use of a calculator for any exam, students are responsible for bringing the approved type, e.g., non-programmable calculator. An invigilator will make a photocopy of the calculator and this will be included in the exam package returned to the instructor.

- **Scantron sheets** – Scantron sheets (bubble sheets) must be completed during the allotted exam period, including all identifying information, unless otherwise specified in advance by the student’s DAA.

- **Scrap Paper** – the use of scrap paper during any exam must be approved by the instructor in advance. Exam booklet(s) will be provided, unless otherwise specified in advance by the student’s DAA. No pages should be torn out of the booklet as the student may be subject to a penalty for missing pages.

- **Crib Sheets (cheat sheet)** - the use of a cheat sheet during any exam must be approved by the instructor in advance.

**EXAM MONITORING/INVIGILATION**

- Exams administered at the CSD may involve video monitoring of the exam rooms.

- Also, computer activities may be tracked or logged on any computer that is used by a registrant writing exams.

**ACADEMIC HONESTY**

- The University code of academic integrity and good conduct (policy S10.01 – see http://www.sfu.ca/policies/gazette/teaching.html) applies to all services at the CSD.

- An exam invigilator may enter the exam room and inspect materials in the room at any time. If academic dishonesty is suspected during an exam administered at the CSD, any relevant information will be documented and given to the instructor and the faculty for consideration of appropriate action.

**IF YOU HAVE A QUESTION OR NEED ASSISTANCE**

- During any exam, students who need to communicate with an invigilator are to raise the red sign located on the desk. If there is an issue that cannot be resolved, students may request a discussion with their DAA or other available CSD staff.

- If the student has a question for the instructor, paper will be provided to the student to write the question down. The invigilator will make all reasonable
attempts to contact the instructor and provide the answer. If this fails, the instructor will be provided with the question that was unanswered so that it can be taken into consideration during marking.

- **WASHROOM BREAKS**
  - It is recommended that students use the facilities before starting an exam. Unless washroom breaks are part of your accommodations, going to the washroom is not expected during exams that are less than 2 hours long.
  - If students wish to use the washroom, they must raise the red sign located on the desk to alert an invigilator. The student will be accompanied to the washroom.
  - If a student must urgently leave unaccompanied, they must inform an invigilator or CSD staff member before re-entering the exam room.

- **EXAM RETURN TO INSTRUCTOR**
  - Most often, students are required to return their exams to the instructor, TA or Department Office. This will be specified by the instructor in advance of the exam. Students are also responsible for returning the signed exam delivery slip to the CSD.
  - If delivery of the exam is unsuccessful, students are required to return it to the CSD immediately. Do not take the exam home! If the CSD office is closed, please drop it into the mail slot on the right side of the office door.

**STAYING INFORMED**

- **USE OF SFU EMAIL ACCOUNT**
  - The CSD sends regular updates and reminders to students via their SFU e-mail account. It is the students’ responsibility to monitor their SFU e-mail account routinely.
OTHER

- **PRIORITY REGISTRATION** – If students have been provided with priority registration in order to receive either (1) an aide in class or (2) alternate format texts, they agree to register and submit their course list to the CSD within 5 days of the priority registration date. Upon doing so, the student is verifying that they will be keeping the selected courses. A delay in providing the necessary information to the CSD may delay services.

- **LIBRARY STUDY ROOMS** – CSD registrants may book a private study room in the WAC Bennett Library. If a student is interested in using this service, this needs to be requested through the CSD. For instructions on how to reserve a study room online, please go to [http://www.lib.sfu.ca/my-library/services-for-you/rooms-for-disabled](http://www.lib.sfu.ca/my-library/services-for-you/rooms-for-disabled).

- **NOTETAKERS** – If the student’s accommodation includes a notetaker, the student is expected to contact the CSD as soon as possible if:
  
  - The student is having difficulty accessing the notes online.
  - The student no longer needs a notetaker, e.g., they have withdrawn from the course or if class notes or audio recordings are available online.
  - If students fail to inform the CSD in a timely manner, they may jeopardize access to this accommodation in the future.