



University of Lethbridge  
Accommodated Learning Centre  
Exam Accommodations (B760K)  
Phone: 403-394-3949  
Email: exam.accommodations@uleth.ca

## ***Notice of ALC Policies***

In order for the Accommodated Learning Centre (ALC) to better serve our students, please be aware of the following policies and procedures:

### **General Policies**

1. Due to high enrollment, students are encouraged to email [alc@uleth.ca](mailto:alc@uleth.ca) to set up a telephone or video call (at least five business days in advance). All services and support will occur remotely. No in-person appointments will be possible at this time.
2. As per the policy in the Academic Calendar (p.84), it is the **responsibility of the student** to read and understand notifications sent by the ALC and any other University department or Faculty member.
3. All email communication between students and the ALC shall occur directly with the student using their Uleth email address.

### **Course Policies**

1. Students are highly encouraged to **communicate and build rapport** with their Professors/Instructors early in the semester to create shared understanding and increase the quality of the accommodations.  
It is recommended that students confirm with Professors/Instructors that they have received an ALC Accommodation letter (sent after ADD/DROP) and discuss how class materials such as class notes, slides and transcripts are distributed.
2. Students who have an accommodation to tape lectures (audio or video) must **provide prior notice to their Professor/Instructor (request the required form by emailing the front desk at: [alc@uleth.ca](mailto:alc@uleth.ca))**. Recordings and transcripts are to be used for personal study only and must not be distributed.
3. If the Professor/Instructor has contact information that is different to the usual uleth.ca email and/or does not have an office on campus, please provide appropriate contact information.
4. Students are to notify the ALC via [alc@uleth.ca](mailto:alc@uleth.ca) if there is a change in the **Primary** Professor/Instructor for their course(s) as a new letter of accommodation will need to be sent to the new designate.

### **Exam Policies (General)**

1. Students requesting exam accommodations are responsible for booking those exams through ClockWork (during both the regular semester and final examination period). During the regular semester, ClockWork bookings must be completed a **minimum of 7 days prior to the exam date**. Early exam requests are encouraged.
2. Students are responsible for keeping accurate records of exam dates and for ensuring that their exams have been booked (and/or cancelled) properly via ClockWork by checking "My Upcoming Events" on a regular basis.
3. Students do not have the ability to cancel exams through ClockWork, and must email the Exam Coordinator: [exam.accommodations@uleth.ca](mailto:exam.accommodations@uleth.ca) when they wish to make a cancellation. Please clearly state the course name, and date/time of the exam you wish to cancel in your email.
4. In the course of an examination, no student shall obtain or attempt to obtain information from another student or other unauthorized source, or give or attempt to give information to another student, or knowingly possess, use or attempt to use any unauthorized material.  
<https://www.uleth.ca/policy/resources/student-discipline-policy-academic-offenses-undergraduate-students>

***I acknowledge the 7 day booking deadline by signing below:***

### **Exam Booking Policies (On Campus Exams)**

1. A small number of classes have been authorized to occur on campus. ALC exam hosting may be arranged, at the students' request, exclusively for on campus courses.
2. **Altering the start time of an exam CANNOT be granted by the ALC.** These requests must be approved by the professor before any alterations are made to the student's exam booking. The ALC may be required to reschedule an exam to comply with safety protocols.
3. **To ensure appropriate safety measures and staffing are in place, the ALC will be unable to book or change exams with less than a 7-day booking deadline.**

### **Remote Exam Policies (On-line)**

1. **The ALC will be unable to host exams on campus for online classes.** Exams and other evaluation formats will be arranged by the Professor/Instructor. They will be notified of exam time extensions and other accommodations via email for exams that have been booked in Clockwork. If the exam is to be supervised for the rest of the class, the Professor/Instructor will make those arrangements for accommodated students as well.
2. Students are responsible for confirming the appropriate time allowance and selecting their accommodations when booking in Clockwork so that accurate information can be communicated. Please confirm with the Professor/Instructor **the actual completion time** of the exam or assignment as, in some cases, extensions are built in according to Universal Design principles and extensions may not apply.
3. Students must make independent arrangements to ensure a distraction control space, adequate technology and stable internet service. Any disruption or unsuccessful exam attempt must be resolved directly with the Professor/Instructor.
4. In some cases, Professors/Instructors may utilize Exam Invigilation Software to monitor exams. This may impact specialized technology such as Dragon or Kurzweil. Please alert the Exam Coordinator by email so that solutions can be found.

### **Remote Moodle Exam Policies**

1. Students are responsible for understanding the date(s) and time(s) that Moodle exam(s) open and close for each applicable course. The ALC does not keep track of these dates.
2. If a Moodle exam is open for several days, **we recommend that you make your ClockWork booking for the date and time that the exam FIRST opens.** This will ensure that your accommodations are set up on Day 1 of the exam, while giving you the freedom to write the exam on any date and at any time during the window it is open.
3. **We discourage students from writing a Moodle exam on the last day that it is being offered** in case there are any technical difficulties or issues beyond the control of the ALC.
4. **We encourage students to begin all Moodle exams during office hours (which are Monday-Friday from 8:30 AM – 4:00 PM).** Should you encounter any technical difficulties in the evening or on a weekend, they will not be resolved until the next business day.
5. **Permission to write a Moodle exam before or after the window that it is open CANNOT be granted by the ALC.** These requests must be approved by the Professor/Instructor before any alterations are made to the student's exam booking.

*I acknowledge these policies and procedures, and will follow them accordingly for the duration of my studies. I understand that if I do not follow these policies and procedures, I increase the risk of the Accommodated Learning Centre not being able to fulfill my approved accommodations.*