



Access and Inclusion Services (AIS) Instructor Accommodate Guide:

*Access your Accommodate account,
accommodation letter acknowledgment,
assessment upload instructions, and
Accommodated Exam Centre information*

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Accommodate Account Access

First Time Login

1. New instructors are asked to contact our staff if they have not used Accommodate before. Please contact us by calling 403-440-6868 or emailing accessibility@mtroyal.ca,
2. We will assist you by sending a welcome email with instructions and instructions for acquiring account access.

Returning User

1. Log into **Accommodate**: <https://mtroyal-accommodate.symplicity.com/faculty/>
 2. You can navigate through your portal from this Homepage to identify students with Accommodations, acknowledge accommodations, review exam seating requests, and upload assessments.
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What to Expect Each Semester



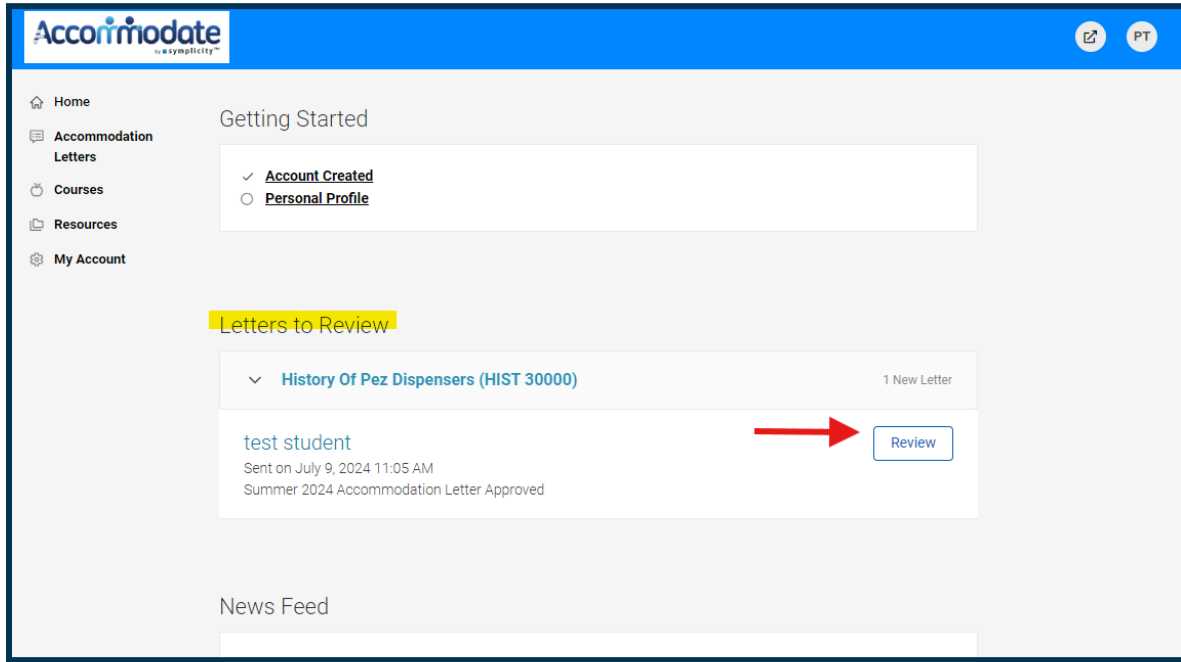
Each semester, students will submit their **Semester Request**. This:

- tells our office that they would like to access their academic accommodations for that semester,
- signifies to instructors that their academic accommodations are *valid for that semester*.

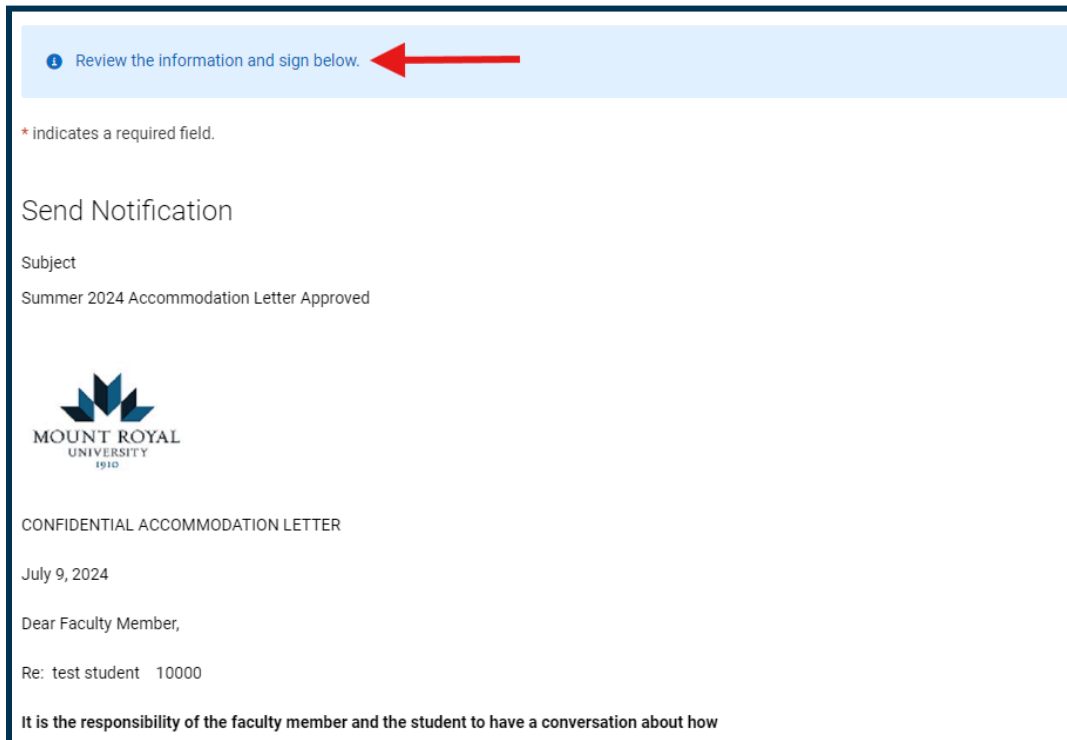
1. You will receive an email notifying you that a student has shared their accommodations with you.
 2. Once the student completes a Semester Request and the system notifies you of a student's accommodations, **your duty to accommodate has begun**.
 3. You are advised to acknowledge each student's accommodations **via your Accommodate portal**.
 4. Students may begin requesting Exam Seating Requests for their courses as soon as they have completed their Semester Request.
 5. AIS will contact you to inform you of the student's confirmed booking request, and will send a reminder email to request you upload your assessment to your Accommodate portal 3 business days before the student's confirmed booking time.
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Review and Acknowledge Student Accommodations

1. Log into **Accommodate**: <https://mtroyal-accommodate.symplicity.com/faculty/>
2. From the Homepage > Letters to Review > Review,



3. Review the accommodation letter in the pop-up,



4. Provide acknowledgment through virtual signature,

Sent/Submitted
July 9, 2024 11:05 AM

Please electronically sign below.

Acknowledgement *

Professor Test

Sign

Letter signed successfully

reement, retained in Access and inclusion services, not to copy, share, or distribute the materials in any form, to any person.

5. Done; Repeat steps for *each student*.



Once students have informed you about their accommodations (via Accommodate), it is recommended that you and the student **communicate about how their accommodations will be applied in the course**. Doing so helps to work out details so that everyone has the same understanding and expectations.

Any communication should take place privately, not during class time.



If you wish to **review acknowledged Accommodation Letters** throughout the semester, you may do so from the “Accommodation Letters” option in the left-hand column of your Accommodate homepage. Letters can be filtered via keyword if you have multiple students/courses.

Assessment File Upload and Booking Confirmation

Accommodated Exam Centre Bookings

1. Instructors will be notified via email when a student in one of their courses has booked a seating time with Access and Inclusion Services. You will receive a separate email for **each booking** once the Exam Scheduler has approved it.

We recommend reviewing the booking and uploading the assessment file(s) to your Accommodate portal as soon as you have been notified that a booking has been approved.

2. Following the booking approval, you will receive 1 to 2 reminder email notifications. You should only receive these reminders if you have not already submitted your assessment files/confirmed booking details *OR* if you have not indicated that the provided file may be applied to all bookings/all sections.

3. Please be aware of the following information for Accommodated Booking Requests:

- Booking requests are approved on a first come, first serve manner,
- The scheduler approves booking requests chronologically, beginning with the nearest upcoming dates,
- Students may submit all booking requests as early as the first day of the semester, provided they have completed their Semester Request,
- When reviewing approved bookings, please pay attention to the date of the exam booking both in the email and Accommodate, as multiple booking dates may be approved at once.

Assessment Submission Deadline



The AIS Accommodated Exam Centre must receive assessments **3 business days prior** to the testing date. This is non-negotiable. If assessment files and/or confirmation of online examination details are not received by the outlined deadline for your students' scheduled assessment date, **the booking will be rescheduled for a new date.**

EXAMPLE: If the booking is on a Friday, the assessment must be submitted by 11:59 PM Tuesday night at the latest, so that AIS has it by the following Wednesday morning on open.

This ensures that **our office** has adequate processing time to receive, package, and process all assessment files and accommodation requirements for each assessment.

Please see the following deadline chart for reference:

AIS Student Booked Date	Assessment Submission Due Date (11:59PM)
Monday	Wednesday (the week prior)
Tuesday	Thursday (the week prior)
Wednesday	Friday (the week prior)
Thursday	Monday (the week of)
Friday	Tuesday (the week of)

THE ACCOMMODATED EXAM CENTRE DOES NOT PROCESS EXAMS ON WEEKENDS OR HOLIDAYS

HOLIDAY MONDAY	HOLIDAY MONDAY	HOLIDAY FRIDAY	HOLIDAY FRIDAY
AIS Student Booked Date	Assessment Submission Due Date (11:59PM)	AIS Student Booked Date	Assessment Submission Due Date (11:59PM)
HOLIDAY	N/A	Monday	Tuesday (the week prior)
Tuesday	Wednesday (the week prior)	Tuesday	Wednesday (the week prior)
Wednesday	Thursday (the week prior)	Wednesday	Thursday (the week prior) <i>MUST be available to AIS staff on office open Monday 8:00 AM.</i>
Thursday	Friday (the week prior)	Thursday	Monday (the week of)
Friday	Tuesday (the week of)	HOLIDAY	N/A

Student Booking Rescheduled Due to Late Assessment Submission

If the assessment file(s)/exam detail confirmation is not uploaded by the outlined deadline, the student's booking will be rescheduled as follows:

- 1.** If the assessment details/file have not been received by the deadline, the Accommodated Exam Centre staff will alert the instructor and student(s) of the need to reschedule the accommodated booking due to non-submission. Once this email has been sent to the instructor and student, rescheduling is guaranteed.
- 2.** The student's bookings will be rescheduled to the nearest available booking date that works with the students schedule, *pending receipt of the assessment*.
 - The booking will always be rescheduled a minimum of 3 full business days from the submission of the assessment to allow the required processing time.
- 3.** Once the student has confirmed, AIS staff will notify the instructor of the new date/time for the exam.
 - The rescheduled assessment should not disadvantage or penalize the student in either format or content. Students should not be penalized for rescheduling the accommodated booking date. The completed student assessment should be counted as on time.

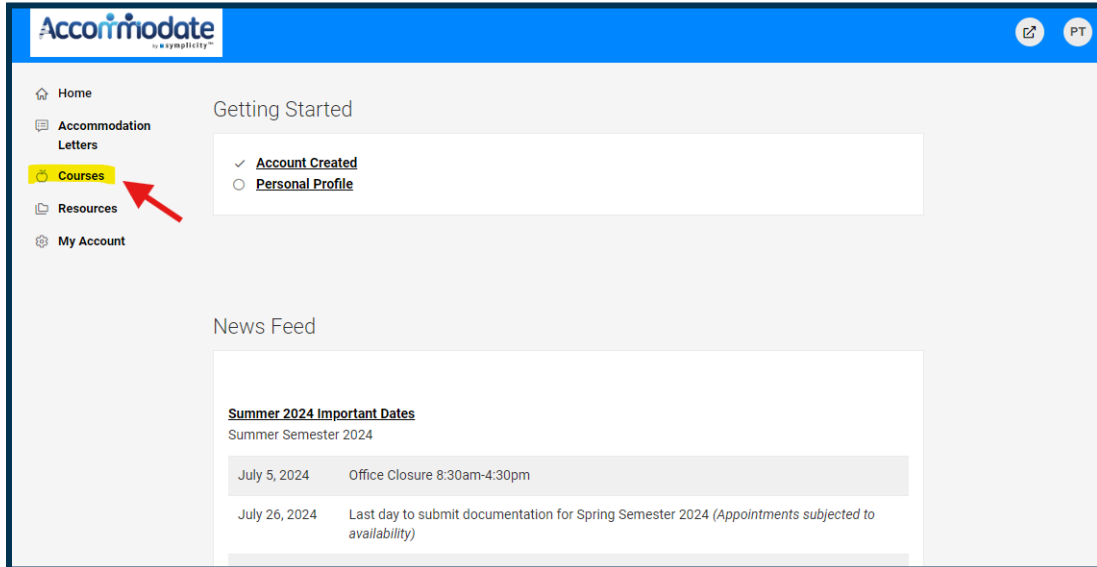
The Accommodated Exam Centre facilitates over 5500 bookings per semester. Each semester our registration and subsequent booking volume increases.

The volume of bookings requires that the outlined submission deadlines are met to guarantee the successful processing of all assessment files and/or online exam details prior to the exam date. This is a multi-step process that requires time to complete.

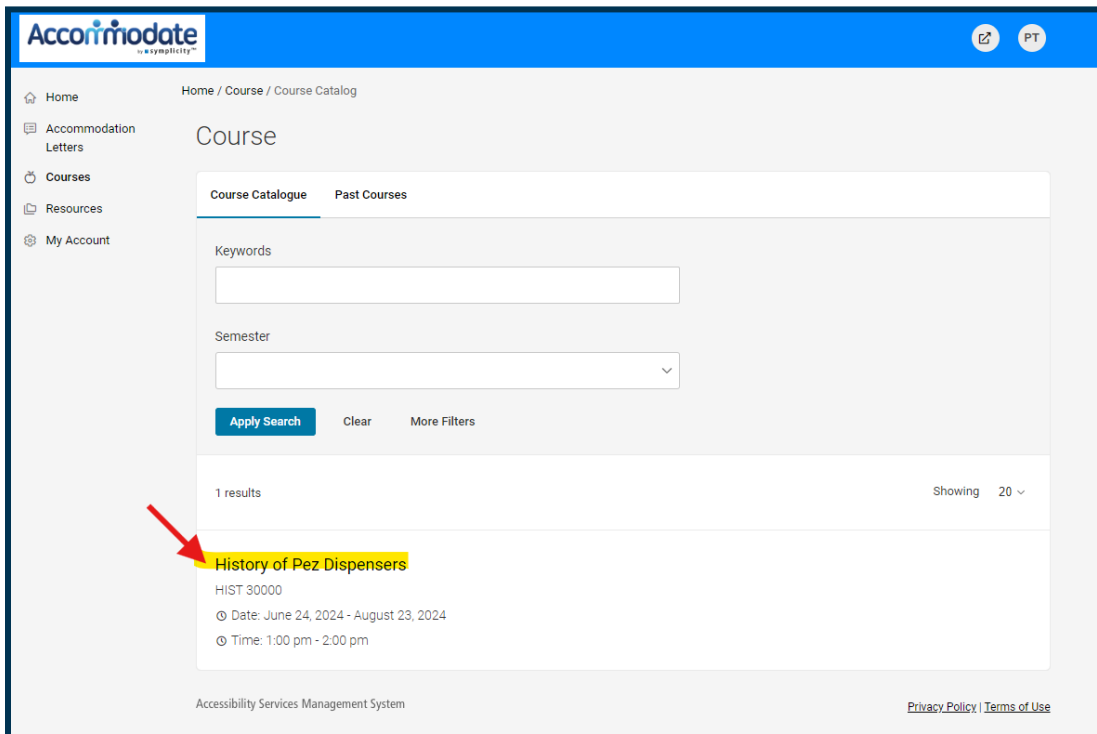
The submission deadlines and use of Accommodate to submit exams are non-negotiable. Non-submission and late submission will result in rescheduling.

Assessment Upload via Accommodate

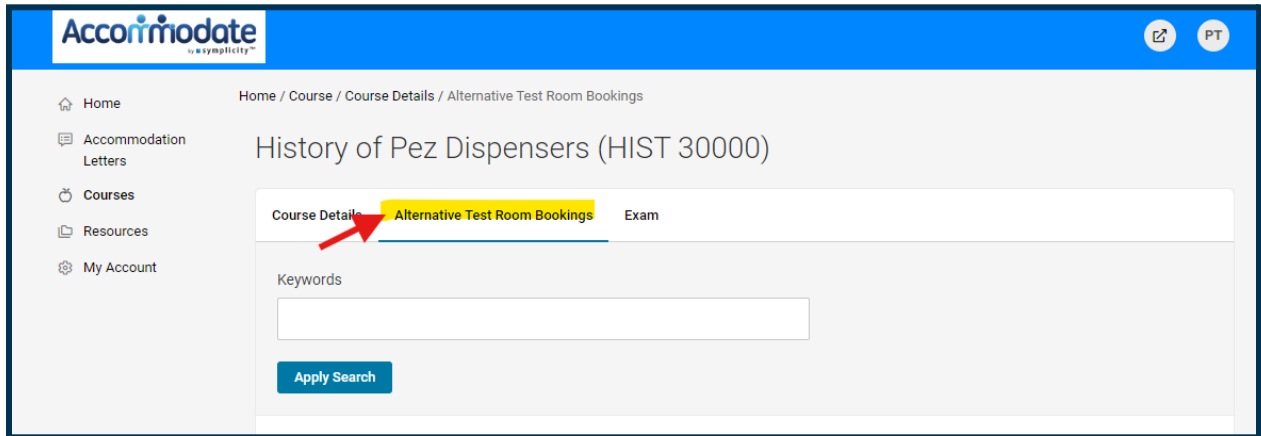
1. Log into **Accommodate**: <https://mtroyal-accommodate.symplicity.com/faculty/>
2. From the Homepage > Select Courses,



3. Select the course for which you would like to upload an assessment file,

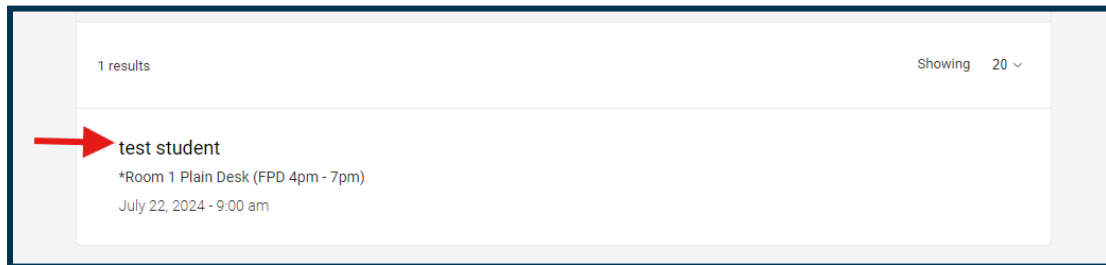


4. Navigate to Alternative Test Room Bookings,

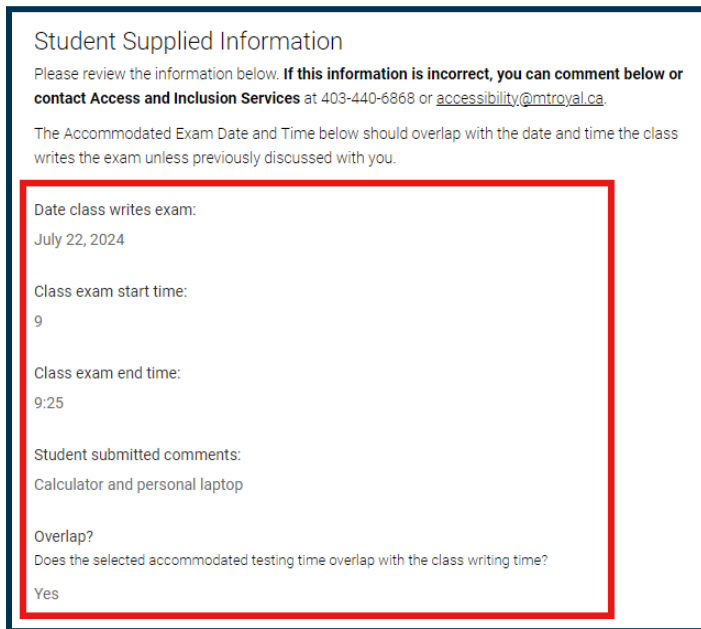


5. Review each booking for accuracy,

5A. Click the Student Name for each student,



5B. Review ALL Student Supplied Information for each student,



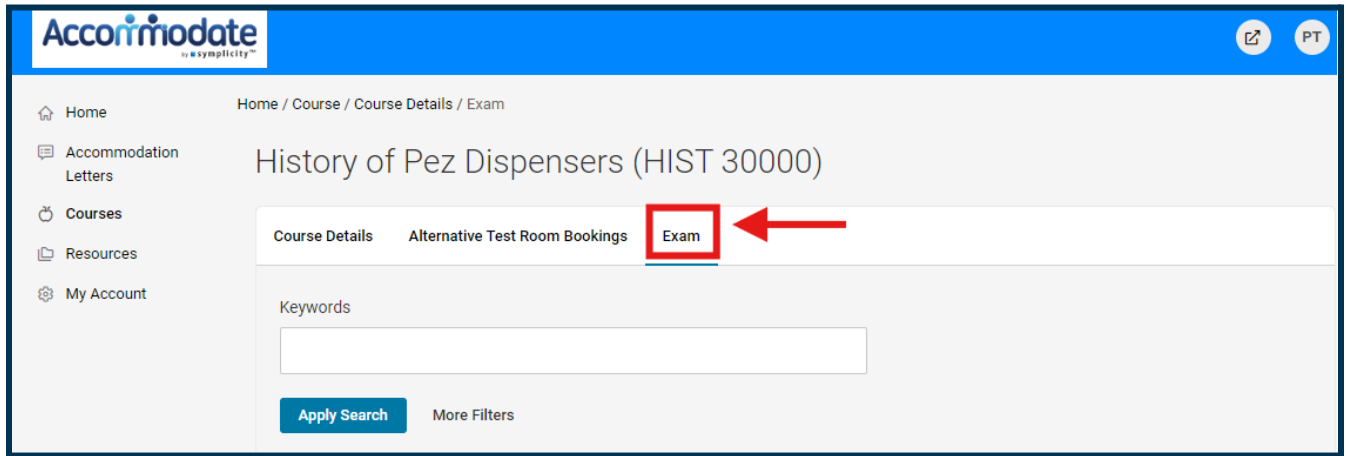
Things to remember when reviewing the student booking:

1. AIS Seating times start **on the hour** every hour during office hours,
2. If students are writing D2L/online exams, note the start time to ensure that you open the exam for when the student is to write in AIS as this may differ from the class start time, and may differ from student to student.
 - **If this is not set up correctly ADC Sandbox will be contacted and this will be adjusted,**
 - **If we are unable to reach ADC Sandbox, we will attempt to contact you and if we are unable to reach you the student's booking will be rescheduled. Please ensure that you are available to be contacted to avoid any rescheduling.**
3. Ensure the in class time is correct. The amount of accommodated time provided will be based on the in class length of time reported.
4. Any information needed to facilitate the exam **MUST BE** added to the booking as our staff will facilitate the exam based on the information provided to us. Instructors are responsible for informing Access and Inclusion Services of any and ALL materials students are permitted to bring into and/or take with them from an exam,
5. Confirm the student indicated permitted materials/laptops. If these are NOT permitted, please indicate this clearly.

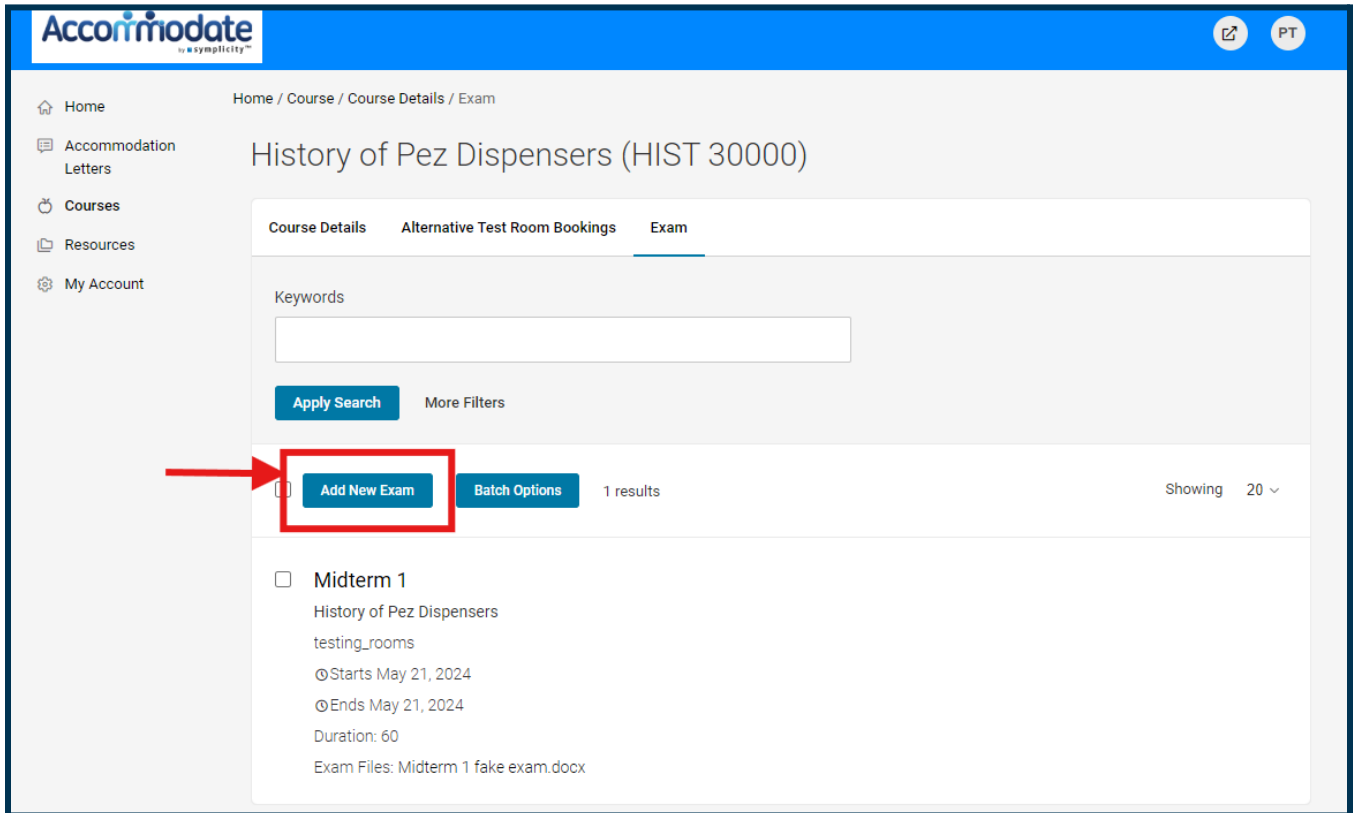
PLEASE REVIEW BOOKINGS ON ACCOMMODATE AND PROVIDE ALL NECESSARY INFORMATION, EVEN IF THE EXAM IS DELIVERED ONLINE.

If your assessment is online **please upload the assessment details to Accommodate prior to the assessment submission deadline** (we do not require a copy of the online exam unless it is one of the student's accommodations).

6. Attach the assessment file > Exam,



7. Add New Exam,



8. Enter all required testing information. **Required fields are marked with an asterisk.**

**Online assessment details may be confirmed through this upload method; no attachment is required.*


The screenshot shows the Accommodate system interface. The top navigation bar includes the Accommodate logo and user icons. A sidebar on the left contains navigation links: Home, Accommodation Letters, Courses, Resources, and My Account. The main content area is titled 'Home / Course / Course Details / Exam' and contains a form for entering exam details. The form is titled '[new record]' and has tabs for 'Course Details', 'Alternative Test Room Bookings', and 'Exam'. Below the tabs are buttons for 'Submit', 'Save', 'Cancel', and 'Delete'. A legend indicates that an asterisk (*) denotes a required field. The form fields include: 'Course *' with the value 'History of Pez Dispensers (HIST 30000)'; 'Title *' with an empty text input field; 'Final Exam' with a note 'Completing this field will cause the page to reload. All fields will retain their values.' and radio buttons for 'Yes' and 'No'; 'Date Class Write Exam' with a date picker and a 'Clear' button; 'In-Class Test Length *' with a note 'Please tell us the length of time that students writing in-class have to complete the exam.' and a sub-note 'Our team will use your in-class exam length to calculate the appropriate length for students writing with AIS based on their accommodations.' and a dropdown menu; 'Does the class writing time already give students writing in the class extra time. Ex: all students receive 1.5/s to write their exam.' with radio buttons for 'Yes' and 'No'; 'Is Internet Required? *' with radio buttons for 'Yes' and 'No'; and 'Is this an online exam? *' with radio buttons for 'Yes' and 'No'.

9. File Upload and Printing Instructions:

- Once the details have been entered, if there is a file available to attach at this point, please do so. **If you have multiple files to submit, hold CTRL while selecting the files to upload,**

-If you have specific instructions for printing, please ensure they are clearly noted,

Attachments
Please upload any files that need to be printed for this exam (e.g., test document, formula sheet, etc.). The preferred file type is PDF.



Drop files here to upload
Each file should be less than 1GB

Printing Instructions
Unless told otherwise, we print all exams on 8.5x11 paper, double-sided, and black & white. Use this space to specify any special printing requirements (e.g., legal paper, colour, single sided, etc.).


Numbers of Exam Pages *
Please indicate the # of pages this exam file has. If this is a D2L exam enter 0.

Note: We advise page formatting with a footer (ie. 1/2, 2/2) on your exam files.

10. Indicate if this file and details are to be used for ALL students in THIS section of this course **and** indicate if this file and details are to be used for ALL students in ALL sections of this course,

Can this exam be applied to all student bookings in this course and section between the above exam start and end date? *


If select yes, exam will be automatically added to all existing approved or pending requests for the same course and section with a test date in between the exam start and end date.

Yes No 

Can the attached exam (and the above information) be used for all students in ALL course sections that you teach? *

If select yes, the AIS team will ensure the same information is applied to exam seatings for all course sections that you teach.

Note: The exam information transfer will not happen automatically for students from other course sections.

Yes No 

NOTE: If 'Yes' is selected you do not need to upload the file/details to every student booking in that course. The Exam Facilitator will transfer the information to all additional bookings.

11. SUBMIT



Email and Hard Copy Assessment Submissions

Access and Inclusion Services is going online!
Fall 2024: We will no longer be accepting email or hardcopy assessment files.

Upload your assessment via [Accommodate](#)., and contact our Exam Facilitator at 403-440-5680 or our front desk at 403-440-6868 if you have any problems or require support. If you come to Y201 to submit your hardcopy files, or email files to our office - we will direct you to submit these online via the Accommodate portal.

D2L and Online Based Assessments

If students are writing D2L/online exams:

1. **The instructor must open the assessment for when the accommodated booking begins.** This may differ from the class start time, and may differ from student to student,
2. Upload all details, including passwords and date/time confirmation to Accommodate **prior to the assessment submission deadline** (we do not require a copy of the online assessment unless it is a student's accommodation). **Non-submission of details by the assessment submission deadline will result in rescheduling; this is inclusive of online formats,**
3. **Do not enable lockdown browser for students writing in AIS.** These students must leave assessment websites to access accommodations such as grammar and spell check, dictation software, and more.

Please reach out to the ADC Sandbox team (403.440.7002 | sandbox@mtroyal.ca) or Access and Inclusion Services (403.440.6868 | accessibility@mtroyal.ca) if you have any questions relating to the setup of online assessments for students with accommodations

Use of Personal Laptops

Please note that for students writing assessments with **restricted access** to internet or other non-accommodation based applications:

- Student's need to use an AIS provided wired-networked MRU computer with our NetSupport application for monitoring computer activity/restrictions,
- If you allow your student to use their personal computer we cannot use our remote monitoring software to monitor their screens,
- If you require screen monitoring and restricted access please state that there will be no personal laptops permitted in the students booking on Accommodate.

ADC Sandbox

If the online assessment is not set up correctly on D2L, ADC Sandbox will be contacted. The D2L platform will be adjusted to reflect the submitted assessment details. **Ensure that you are available during your student's accommodated writing times,** as you will be contacted when ADC Sandbox is unavailable.

Additional Exam Materials

When confirming your additional exam materials, please be aware of the following:

1. **Specify** if the students have indicated they are permitted materials/devices that they are **not** permitted to have,
2. Be **clear** about permitted materials, including but not limited to:
 - Written answer booklets,
 - Scantron and color/type,
 - Reference aides and cue cards:
Size; typed or handwritten; single or double sided; can the student take it with them at the end or submit with the exam?
 - D2L/Online passwords/instructions,
 - Instructor submitted equation sheets/tables/charts/kits etc.
 - Rulers,
 - Dictionaries/thesauruses/course case studies or novels etc.
 - Class notes/open book,
Specify if handwritten or typed,
 - Calculators,
Indicate calculator type(s) clearly. If type is not indicated ANY calculator will be permitted with a cleared memory,

Student Assessments in the Accommodated Exam Centre (Y201)

Booking Request Deadlines

Midterm Assessment Deadline:



Exam Seating Requests should be submitted as early in the semester as possible.

Exam Seating Requests must be submitted **at least 7 days in advance of the assessment date**. Late requests (fewer than 7 days' notice) will not be accepted.

Final Assessment Deadline:

Exam Seating Requests should be submitted as soon as the final exam schedule is released. See the [critical dates calendar](#).



Exam Seating Requests must be submitted **by the posted deadline**.

- Requests received after the deadline will not be accepted.

Accommodated Exam Centre Expectations

Instructor Expectations:

- Communicate respectfully within the Access and Inclusion main office (Y201),
- Submit all details/assessment files via Accommodate [before the indicated submission deadline \(Pg.6\)](#),
- Be clear with assessment details and printing instructions for the accurate facilitation of your assessment,
- Provide contact information to be able to respond to questions students may have while writing the assessment, or resolve any issues or concerns with the submitted assessment,
- Pick up all completed assessments for grading within the Access and Inclusion main office (Y201).

Student Expectations:

- Communicate respectfully with all staff, instructors, invigilators, and other students while within the Accommodated testing space,
- Request booking space by the outlined deadlines, with correct information, to receive Accommodated Exam Centre services,
- No technology, including but not limited to, headphones, apple watches, fitbits, cellphones, iPads, or laptops (personal computers will be permitted only if confirmed by the instructor),
- Multi-Factor Authentication (MFA): A cellphone or MFA-enabled device will be required for ALL assessments requiring Google or D2L login/access. This device

will be stored in the student's exam envelope until they complete the assessment,

- Clear containers only, including but not limited to, beverage containers, pencil cases, and eyeglasses cases,
- No food inside examination rooms, unless it is an accommodation,
- No non-approved materials or personal belongings may be in the examination rooms; an incident report may be created if students are found with non-approved items in the exam rooms,
- Return all examination materials and student produced material to the invigilator at the end of the assessment; this includes reference sheets/cue cards unless otherwise specified by the instructor,
- Washroom Access: AIS does not have a washroom in the Exam Centre. Students are permitted to use the washrooms without an escort as allowed for students not writing with AIS .

Monitoring Software/Invigilation Process

Netsupport

AIS conducts this invigilation through an application called NetSupport, which provides several advantages. NetSupport is used to monitor real-time exams by remote screen viewing; this is done from the invigilation station located in the Accommodated Exam Centre. NetSupport is also used to facilitate printing when needed by students.

Last, and most critically, NetSupport allows students writing accommodated exams with AIS to use the applications they need to remove disability-related barriers, such as Microsoft Word (Dictation/Voice Typing, Grammar/Spellcheck), Read&Write (Text-to-Speech), Wordpad, and others which would be blocked if Respondus LockDown Browser were in use.

Students writing an accommodated exam requiring restricted access to non-accommodation applications in an AIS location will be required to use a wired-networked MRU computer with the NetSupport application.

Invigilation

Access and Inclusion staff invigilate exams and assessments written in the Accommodated Exam Centre. During final exams or when students are writing in satellite locations, invigilators are hired to invigilate.

Midterm Assessments

All assessments written with Access and Inclusion Services occur in Y201, Y210, W240 and/or other satellite locations. Seatings begin on the hour throughout the week (Monday through Friday). Students are asked to submit their requests by the outlined deadlines, overlapping or as close as possible to their class writing time (Please note, if Access and Inclusion Services is at capacity, students will be booked on another day and/or time from when their class is writing). Faculty must provide the exam 3 business days before the student will be writing with Access and Inclusion Services or the student will be rescheduled.

Faculty, or their delegate, are asked to pick up completed assessments from the Accommodated Exam Centre (Y201) before the start of the final exam period.

Final Assessments

All of the procedures above apply to final examinations, with the following exceptions:

- There are four (4) accommodated exam seating times: 9 a.m., 11:30 a.m., 2:30 p.m. and 4:30 p.m.
- Hours of operation during final exams are Monday through Saturday 8:30 a.m. to 9:00 p.m. Please note: on evenings when exams are not scheduled until 9:00 p.m., the office may close earlier. Please note that the last day of the final exam period is often used for deferred exams. Faculty are encouraged to remind students that they are to be available for the entire final exam period in the event they need to complete an exam on the last day of the final exam period.
- Completed final exams can be picked up outside of Y201. Any questions or concerns can be directed to our office at 403-440-6868.

Commonly Asked Questions

I can't login to my Accommodate account, what do I do?

Please contact the exam team by calling 403-440-6868 or emailing accessibility@mtroyal.ca, they will assist you with resetting your password and restoring account access.

Who do I contact if there are questions or concerns about my student's accommodations?

Please contact your students' Access Advisor (indicated on the student Accommodation Letter) as soon as possible.

A student's booking request has incorrect information. How is this corrected?

If any information is incorrect when you review the booking on Accommodate, please contact the Exam Scheduler by calling 403-440-5282 or emailing accessibility@mtroyal.ca.

What happens if Access & Inclusion has no overlapping availability in the Accommodated Exam Centre for my student?

If a student attempts to submit a seating request *prior* to the seating request deadlines and are unable to book overlap with the in class assessment **due to the Accommodated Exam Centre being at maximum capacity**:

1. They will be advised to request a seating for the earliest available time/date,
2. If such a booking occurs, both student and instructor will be contacted via email notifying them of the booking and their options,
3. Options will be to either permit the student to write in AIS without overlap or the instructor will make arrangements to accommodate the student; all applicable accommodations must be able to be provided. Instructors will need to give the student 3 days' notice if the student will be accommodated by the instructor or the department on a day before the scheduled booking with AIS.

Note: This only applies to students who meet the required seating request deadlines.

My student told me the Accommodated Exam Centre is at Maximum Capacity, what do I do?

Please contact the Exam Scheduler to confirm this information with AIS prior to arranging accommodation options. Students are encouraged to contact our team directly to confirm seating availability and to ensure the correct seating request steps are being taken.

Exam Scheduler: 403-440-5282 or accessibility@mtroyal.ca

What if my student misses the booking deadline?

Students who fail to meet the seating request deadlines **may not be permitted to book**:

- General or Midterm Assessments with less than 7 days' notice,
- Final Assessments beyond the outlined deadline.

Student options when a deadline is missed are as follows:

1. They can write with their class, without their accommodations,

2. They may write on a different date (that is 7 days in advance) in Access and Inclusion Services,
3. Arrangements may be made to be accommodated by you or a department representative.

Who do I contact if I have questions, problems, or concerns with submitting accommodated booking details/assessment files?

Exam Facilitator: 403-440-5680 or accessibility@mtroyal.ca

Why is my student's booking being rescheduled due to late booking details/assessment file submission?

The volume of bookings requires that submission deadlines are met to guarantee the successful processing of all assessment files and/or online exam details before the assessment date. This is a detailed process that requires time to complete.

Why do you need to have my contact information when I upload an assessment?

1. Discrepancies in submitted information during the student's writing time,
2. Incorrect settings for online assessments,
3. Student assessment questions,

Please ensure that you provide a contact method you can regularly monitor and respond to during the student's writing time. Our office is able to communicate via email, phone, and text messaging.

Where/how do I pick-up a completed assessment so it can be graded?

All completed assessments will be stored and are available for in-person pick-up within the Access and Inclusion main office (Y201) during office hours. Office hours vary throughout the year/semester. Please check Accommodate: <https://mtroyal-accommodate.symplicity.com/faculty/> for the most up-to-date information.