



# Accessing Your Accommodations and Requesting Exams

## *Student Guide*

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# 1

## How to: Submit a Semester Request and Obtain Your Accommodation Letter



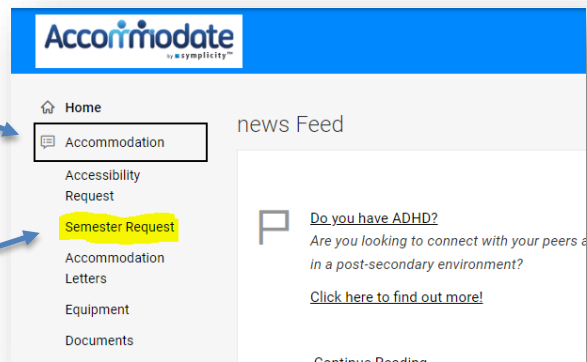
Accommodation Letters are semester-specific to indicate that your accommodations are current. Therefore, you must submit a Semester Request at the start of each semester.

It takes up to 2 business days from when you submit a Semester Request to when your Accommodation Letter will be ready!

### Step 1:

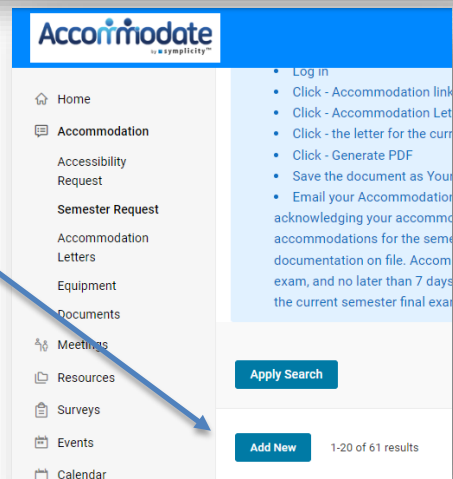
a. Log in to Accommodate:  
<https://mtroyal-accommodate.symlicity.com/students/>

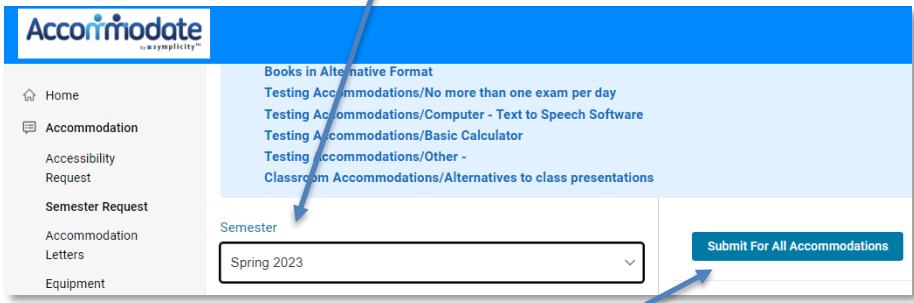
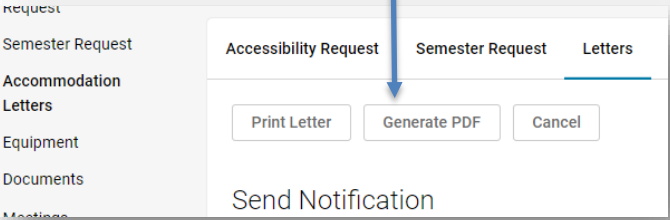
b. Click **Accommodation**



c. Click **Semester Request**

d. Click **Add New** below



<p><b>Step 2:</b></p>	<p><b>Review the accommodations that you have been approved for:</b></p> <p>a. If they are <u>wrong</u>: contact us at <a href="mailto:accessibility@mtroyal.ca">accessibility@mtroyal.ca</a> or come to Y201</p> <p>If they are <u>right</u>: select the current semester from the dropdown box</p>  <p>b. Click <b>Submit for all Accommodations</b></p>
<p><b>Step 3:</b></p>	<p><b>Download your Accommodation Letter in PDF format:</b></p> <p>Once your Semester Request has been processed (up to 2 business days), you will receive an email with an <b>html version</b> of your Accommodation Letter.</p> <p><b>Please do not forward this email to your instructors!</b></p> <p>See Step 4 for obtaining a PDF version of your letter to share with your Instructors.</p>
<p><b>Step 4:</b></p>	<p><b>Obtain a PDF version of your Accommodation Letter to share with your Instructors:</b></p> <p>a. Log in to Accommodate: <a href="https://mtroyal-accommodate.symplicity.com/students/">https://mtroyal-accommodate.symplicity.com/students/</a></p> <p>b. Click <b>Accommodation</b></p> <p>c. Click <b>Accommodation Letters</b></p> <p>d. Click the letter for <b>the current semester</b></p> <p>e. Click <b>Generate PDF</b></p> 

f. **Save** the document as (Your Name, Semester X 202X)

If you would like us to print your Accommodation Letter, please respond to the email indicating so, and then stop by Y201 to pick up your Accommodation Letter. Please allow 2 business days for printing.

## 2

### How to: Inform Your Instructors of Your Accommodations



The Duty to Accommodate begins when you provide your instructors with a copy of your current Accommodation Letter.

You may provide your Accommodation Letter in-person or via email.

Accommodation Letters should be provided to instructors as early in the semester as possible, and **at least 7 days in advance** of quizzes, tests, midterms and final exams.

**Step 1:**

**Option A  
(In Person)**

Take your Accommodation Letter to your instructor in a private setting such as during their open office hours or by scheduled appointment.

Please do not give your Accommodation Letter before, during, or after class.

**Step 1:**

**Option B  
(Email)**

- a. Prepare a **separate** email to each of your instructors
- b. Attach a PDF version of your Accommodation Letter
- c. In the cc field include [accessibility@mtroyal.ca](mailto:accessibility@mtroyal.ca)
- d. In the body of the email, copy/paste the following template:

	<p><b>Subject: Accommodation Letter - (Name), (course number and section)</b></p> <p>Hello (Instructor's Name),</p> <p>I have attached my Accommodation Letter for the current semester, and I have included the main Access and Inclusion Services office for ease of communication.</p> <p>It is the responsibility of students and faculty to discuss how my accommodations can be applied in your course. Could we please meet on (suggest a day/time)?</p> <p>Once our conversation takes place, please "reply all" to this email indicating that you acknowledge my accommodations. Your acknowledgement will be kept on file with Access and Inclusion Services.</p> <p>If you have any questions about my accommodations, please contact my Access Advisor whose name is at the bottom of my Accommodation Letter.</p> <p>Thank you,</p> <p>(Your Name)</p>
<p><b>Step 2:</b></p>	<p><b>Have a conversation with your instructors:</b></p> <p>It is essential for the student and faculty member to have a <b>private</b> conversation to discuss the accommodations listed on your Accommodation Letter and how they will be applied within the design of each course.</p> <p>The conversation may take place:</p> <ol style="list-style-type: none"> <li>a. Virtually (e.g., phone or Google Meet), but not when other students may be logging in/out of online lectures.</li> <li>b. In person, during your instructors' open office hours or by agreed upon appointment (not during class time).</li> </ol>
<p><b>Step 3:</b></p>	<p><b>Obtain faculty (instructor) acknowledgement:</b></p> <p>Your instructors <b>must</b> acknowledge that a conversation took place regarding your accommodations.</p> <p>Please ask your instructor to email <a href="mailto:accessibility@mtroyal.ca">accessibility@mtroyal.ca</a> stating that the two of you have had a conversation and that they acknowledge your accommodations.</p>

# 3

## How to: Write Exams in the Accommodated Exam Centre (Y201)

### Accommodated Exam Centre:

Students taking in-person classes who wish to access their exam accommodations must write in the Accommodated Exam Centre (Y201) by submitting exam seating requests using Accommodate.



Students taking online classes may choose to write in the Accommodated Exam Centre (Y201) and must submit an exam seating request.

ALL exam seating requests must be submitted **at least 7 days in advance**. Late requests (fewer than 7 days' notice) cannot be accepted.

If you are notified that the Accommodated Exam Centre is full, you will need to speak with your instructor to determine an alternative day or time for you to complete your accommodated exam.

<b>Quizzes, tests, midterms</b>	Should be requested as early in the semester as possible (ideally, during the first two weeks of class).  Submitting an exam seating request at least 7 days in advance is required (for instance, Monday for the following Monday).
<b>Final exams</b>	Should be requested as soon as the MRU Registrar releases the final exam schedule (usually mid-semester).  Submitting an exam seating request at least 7 days in advance is required (for instance, Monday for the following Monday).

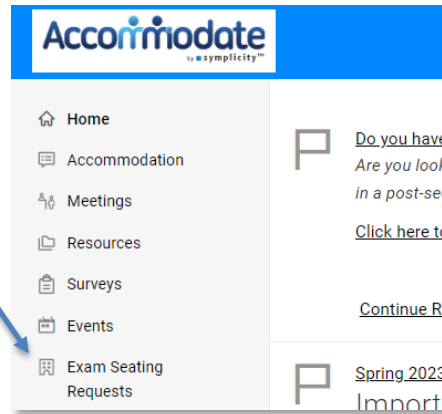
## How to: Submit an Exam Seating Request

### Step 1: Enter basic information:

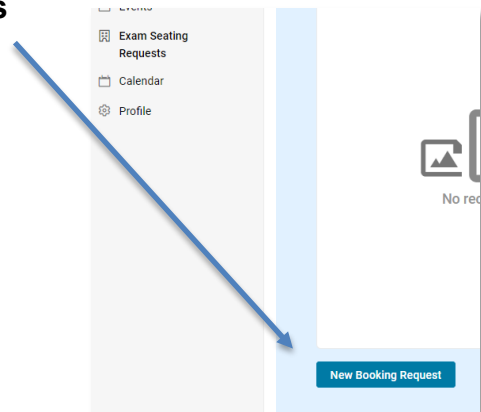
a. Log in to Accommodate:

<https://mtroyal-accommodate.symphlicity.com/students/>

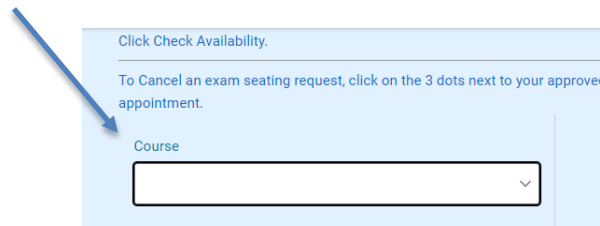
b. Click **Exam Seating Requests**



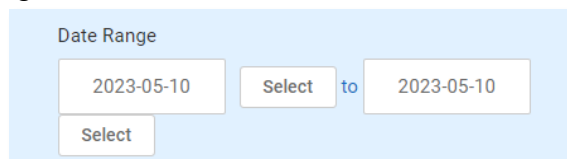
c. Click **New Booking Requests**



d. Choose the course from the dropdown box

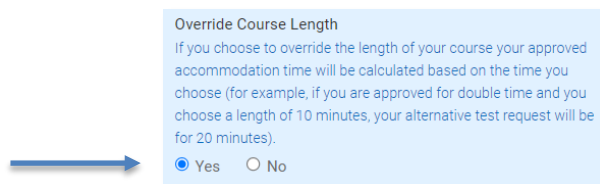


e. Date Range - enter the date of the exam as the start and end date.



f. Time Range - **Do not change**

g. Override Course Length - Yes

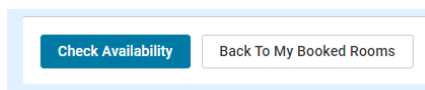


h. Choose the length of time (in minutes) that the class has to write the exam.

**Pro tip:** There is a chart called “Time in Minutes” under the **Resources** tab in Accommodate.

i. **Scroll past/do not adjust** the sections called “Building,” “Specific Accommodation Required,” “Room(s),” and “Days of the Week.”

j. Click **Check Availability**



**Step 2: Select your seating time and room:**

a. Pick a time that overlaps with the class writing time.

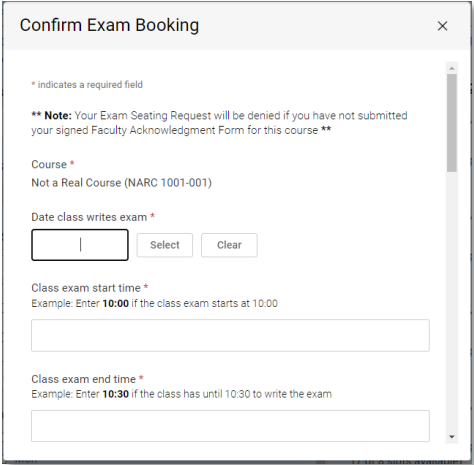

- If you have your instructor’s permission to write at a different time, check the appropriate box.



b. Under the time you selected, find a room that best fits your approved accommodations.

- If your accommodations include the use of special software, choose a room with that software listed.
- Note – The “Room Accommodations Table” at the top of the page shows the accommodations available in each exam room.



<p><b>Step 3:</b></p>	<p><b>In the “Confirm Exam Booking” pop-up:</b></p> <ol style="list-style-type: none"> <li>Enter the name of the exam (check course syllabus)</li> <li>Enter the date the class will write the exam</li> <li>Enter the time the class will start and end the exam</li> <li>Indicate if this is a D2L exam</li> <li>Enter any extra information about this exam that we should know. (e.g., any extra materials that your instructor has indicated or if you do not need a computer for the exam).</li> <li>Click <b>Submit Request</b></li> </ol>	
<p><b>Step 4:</b></p>	<p><b>Monitor your exam requests:</b></p> <p>You will see your exam requests under “Pending Booking Requests.”</p> <p>You will receive an email when the exam request has been processed.</p>	
	<p><b>Questions? Problems?</b></p> <p>Come to Y201 or email us at <a href="mailto:accessibility@mtroyal.ca">accessibility@mtroyal.ca</a></p>	



## Commonly Asked Questions

### **Who is my Access Advisor?**

Your Access Advisor is the individual who you met with during your intake conversation. Your Access Advisor's name and contact information is on the bottom of your Accommodation Letter.

### **Who do I contact if there are questions or concerns about my accommodations?**

Please contact your Access Advisor. Their name and contact information appear at the bottom of your Accommodation Letter.

### **What do I do if my instructor denies one of the accommodations listed on my Accommodation Letter?**

Please contact your Access Advisor as soon as possible. Their name and contact information appear at the bottom of your Accommodation Letter.

### **Where is the Accommodated Exam Centre located?**

The Accommodated Exam Centre is located inside of the main Access and Inclusion Services office in room Y201. Y201 is where you should come to write all accommodated quizzes, tests, and midterms.

For accommodated final exams, Access and Inclusion Services uses some additional locations on campus due to the high volume of exam requests within the 10-day final exam period. Your exam location will be communicated to you in advance of your final exam. You will have access to all of your exam accommodations within the additional locations.

### **Who do I contact if I have questions or problems with submitting accommodated exam requests?**

Please contact the Exam Team by coming to Y201 or emailing [accessibility@mtroyal.ca](mailto:accessibility@mtroyal.ca)



Check your MRU email regularly. We can only send emails to your MRU email address!

Review the Announcements on your Accommodate homepage to be "in the know" about important information.