



Accessing Your Accommodations and Requesting Exams

Student Handbook

MRU Access and Inclusion Services

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Submitting a Semester Request and Obtaining 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.

Typically, it takes 1-2 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.symphlicity.com/students/>
- b. Click **Accommodation**
- c. Click **Semester Request**
- d. Click **Add New** below

Step 2: Review the accommodations that you have been approved for:

- a. If they are wrong: contact us at accessibility@mtroyal.ca or come to Y201
If they are right: select the current semester from the dropdown box
- b. Click **Submit for all Accommodations**

Step 3: Download your Accommodation Letter:

Once your Semester Request has been processed (1-2 business days), you will receive an email with an **html version** of your Accommodation Letter.

Please do not forward this email to your instructors!

Complete the following steps to obtain a **PDF version** of your letter.

The PDF version is the one that should be shared with your instructors.

You will need to send a **separate email** to each of your instructors and **copy accessibility@mtroyal.ca** and attach a copy of your Accommodation Letter.

- a. Log in to Accommodate: <https://mtroyalaccommodate.symplicity.com/students/>
- b. Click **Accommodation**
- c. Click **Accommodation Letters**
- d. Click the letter for **the current semester**
- e. Click **Generate PDF**
- 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.

««« What's Next? «««

You need to share your Accommodation Letter with each of your instructors. The duty to accommodate does not begin until you provide your instructors with a copy of your Accommodation Letter (see next section).

Informing Your Instructors of Your Accommodations

Step 1: Share your Accommodation Letter with your instructors:

- a. 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.
- b. To share your Accommodation Letter through email:
 - i. Email each of your instructors **separately** and cc accessibility@mtroyal.ca
 - ii. In your email, please use the template below:

Subject Line: Accommodation Letter for (Name), Course Code and Section
(example: Accommodation Letter for Good Student, PSYC 1101-002)

Hello (Instructor's Name),

I have attached my Accommodation Letter for your review. I have copied Access and Inclusion Services for ease of communication. A conversation regarding the accommodations listed on my Accommodation Letter is required. Could we please have a discussion on (suggest a day and time)?

Once our conversation takes place, please "reply all" stating that we have had a discussion and that you acknowledge my accommodations. Access and Inclusion Services will then keep your acknowledgement on file.

If you have any questions about this process, please contact my Access Advisor whose name is at the bottom of my Accommodation Letter.

Thank you,

(Your Name)

- c. Alternatively, you may share your Accommodation Letter in person:
 - i. Take your Accommodation Letter to your instructor in a private setting such as during their open office hours. Please do not give your Accommodation Letter before, during, or after class.

Step 2: Have a conversation with your instructors:

It is essential for you to have a conversation with each of your instructors, in a private setting, to discuss the accommodations listed on your Accommodation Letter and how your accommodations will work with the design of your course(s).

The conversation may take place virtually or in-person.

- a. Virtual conversations should be held privately, and not when other students may be logging in/out of online lectures.
- b. In-person conversations should also take place in a private setting (not at the start or end of class). Students are encouraged to meet with their instructors during open office hours, but an alternative day/time may be arranged.

Step 3: Obtain faculty (instructor) acknowledgement:

Your instructors **must** acknowledge that a conversation took place regarding your accommodations.

Please ask your instructor to email accessibility@mtroyal.ca stating that the two of you have had a conversation and that they acknowledge your accommodations.

««« You're done! «««

The duty to accommodate has begun.

If you will be writing quizzes, tests, midterms and/or final exams on campus in the Accommodated Exam Centre (Y201), you will need to submit an exam request **at least 7 days in advance** (see next section for instructions).

Requesting to Write Exams in the Accommodated Exam Centre (Y201)

a. Quizzes, tests, midterm exams:

- i. It is highly recommended that all quizzes, tests, and midterm exams be requested at the beginning of the semester.
- ii. Submitting an exam seating request a **minimum of 7 days in advance** (e.g., Monday for the following Monday) is required.

b. Final exams:

- i. Final exams should be requested as soon as the MRU Registrar releases the final exam schedule (usually mid-semester).
- ii. Submitting a final exam seating request a **minimum of 7 days in advance** (e.g., Monday for the following Monday) is required.

Key points:

All exams are booked on a first come, first served basis.

Exam seating requests submitted with less than 7 days notice (late requests) **cannot be accepted.**

If the Accommodated Exam Centre is full, you and your instructor will need to determine an alternative day or time for you to write the exam.

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

Students taking in-person classes who wish to access their exam accommodations must write in the Accommodated Exam Centre (Y201).

How to Make an Exam Seating Request

Step 1: Enter basic information:

- a. Log on to Accommodate: <https://mtroyal-accommodate.symplicity.com/students/>
- b. Click **Exam Seating Requests**
- c. Click **New Booking Requests**
- d. Choose the course from the dropdown box
- e. For “Date Range,” enter the date of the exam as both the start and end date.
- f. **Do not change “Time Range”**
- g. Click **Yes** under “Override Course Length”
- 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.

Questions? Problems? Come to Y201 or email us at accessibility@mtroyal.ca !

Step 3: In the “Confirm Exam Booking” pop-up:

- a. Enter the name of the exam (check your course syllabus)
- b. Enter the date the class will write the exam
- c. Enter the time the class will start and end the exam
- d. Indicate if this is a Blackboard exam
- e. Enter any extra information about this exam that you want us to know.
For example, if you do not need a computer for this exam. Also enter any extra materials that your instructor has indicated.
- f. Click **Submit Request**

««« **You’re done!** «««

You will see your requests under “Pending Booking Requests”.

You will receive an email when the Request has been processed.

Things to Remember!

If you or your instructor(s) have any questions or concerns, please contact your Access Advisor and they will support you.

If an accommodation is denied, please contact your Access Advisor right away.

Contact information for your Access Advisor is listed at the bottom of your Accommodation Letter.

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.