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Contact Information

- The Exams Office is open Monday-Friday, 8:30-12 / 1-4:30, except during peak periods, when we are open 8:30-4:30.
- Our email address is exams@queensu.ca and is our preferred method of communication, particularly during peak periods (April and December).
- Our phone number is 613-533-2101.
- Exams staff include:
  - Stuart McPherson, Manager
  - Deborah Smith, Exams Administrator
  - Carlye Oda, Exams Administrator
  - Coral Prosser, Exams Assistant

What do I need to know?

- As long as an exam request is made by the specified deadline date, the following will apply:
  - The Exams Office will schedule the exam
  - The exam will appear on the final exam timetable, posted to SOLUS
  - The Exams Office will make accommodation for any student with:
    - An official exam conflict (Two at the same time, three consecutive)
    - A religious conflict (applications are vetted by the University Chaplain)
    - Active registration at Student Wellness Services
  - **NOTE:** The Exams Office will NOT make accommodation for any personal conflict (surgery, family illness, alternate obligation, etc). This is up to the Instructor to approve and administer; the Instructor should contact their Department Head for assistance if necessary.
  - **NOTE:** The final exam periods in December and April may NOT be used as a deferral period for students who have missed a previous exam. Exam halls are assigned based on current enrolments, and as such, there is not space in the halls for students who are not currently registered in the course.
- Instructors are asked to be available during the final exam in person or by phone. We ask Instructors to stop by both the main venue as well as any accommodated venues to check in with students. If unable to do so, Instructors are asked to nominate a colleague who can be contacted in their stead in the case of student questions.
- The only approved calculator permitted in an exam venue is the Casio 991.
  - EXCEPTION: The School of Business permits calculators with a Blue sticker (issued by them), for COMM courses only. A COMM student in a course from another faculty, such as ECON 110, will only be permitted the Casio 991 in the exam venue.
  - You may not approve a different calculator. Students attending an exam without an approved calculator will be left without one for the exam. Please ensure your class is aware of the approved calculator.
- The use of computers is only permitted for students who are approved through Student Wellness Services, and in those cases, it is the use of Word or specialized software.
  - We cannot administer any main venue exam that involves the use of a computer as notes or to take the exam, as well as exams containing visual slides or audio.
• These exams must be administered by the Instructor.
• We will be able to administer slides or audio for accommodated students.

- We encourage questions! Don’t be afraid to ask; we’re here to help. 😊

**Submitting exams**

- The Exams Office requires a hard copy of submitted exams. Electronic versions will not be accepted.
- Exam print deadlines are firm, and late submissions will not be accepted. Department Administrative Assistants are provided with the print deadlines in early November for Fall term and early March for Winter term.
  
  *NOTE: Exams for a Continuing & Distance Studies course (section 700) are always due very early due to the restraints of ensuring the exam is sent all over the world. Instructors teaching a section 700 course should anticipate having their final exam prepared for submission by November and March 8 (estimates).*

- Please ensure the cover page of your exam is done correctly. Department Administrative Assistants are provided with a template in early November for Fall term and early March for Winter term.

**Exam pick-up**

- The Exams Office is open for exam pickup Monday-Friday from 8:30-4:30 only. Anyone picking up exams should be prepared to show Photo ID; if not a listed Instructor or Department Administrative Assistant, the designate will also need to provide a letter of authorization from the Instructor before the exams will be released.
- Any exam can be picked up directly from the exam hall at the end of the exam. Exams will not be released until all exams written in the hall are accounted for. It is recommended instructors arrive at the hall by the end time (generally 12, 5 and 10 pm), and be prepared to wait up to 15 minutes to receive them.

Anyone picking up exams should be prepared to show Photo ID; if not a listed Instructor, the designate will also need to provide a letter of authorization from the Instructor before the exams will be released.
Making an Exam Request
As an Instructor, you are required to submit an exam request for every section of every course that has an exam. If course ABCD 123 has sections 001, 002 and 003 (whether they are the same exam or different), you must submit an exam request for each one. Any section that does not have an exam request made will not be scheduled.

The exam request webform is open for a set amount of time to receive requests each term. They are as follows:

FALL TERM
Open no later than September 8 and closes the last day of add/drop.

WINTER TERM
Open no later than January 5 and closes the last day of add/drop. Often this will be opened in late December, just prior to the University closing.

SUMMER (6W1, 12W, 6W2) TERM
Open no later than May 5 and closes approximately 8 days later.

THE EXAM REQUEST DEADLINES ARE FIRM. NO LATE REQUESTS WILL BE ACCEPTED, REGARDLESS OF COURSE SIZE. IF AN EXAM REQUEST IS NOT SUBMITTED BY THE COMMUNICATED DEADLINE, THE FOLLOWING APPLIES:
• The Exams Office will, on request, find a date and time that is as conflict-free as possible
• The Exams Office will, on request, find a room(s) for your exam
• The Instructor will be responsible for:
  o Advising students of the date, time and location of the exam (it will not be posted to SOLUS)
  o Proctoring their own exam
  o Printing their own exam
  o Providing any answer booklets required
  o Administering any final exam accommodations
  o Administering any exams for conflicts
• The exam webform is found at https://www.queensu.ca/registrar/iservices.php.

• Once you “click here”, you will be asked to sign in with your NetID and Password.
• And then you need to confirm you’re who the system thinks you are.

![Examination Requests](image)

**Examination Requests**

You have been located in the Exam Requests database as:
Name: Smith, Deborah

Please confirm/correct your contact information below:
E-mail address: deborah.smith@queensu.ca (required)
Daytime telephone: 79357 (required)

**Announcements**

The FIRM deadline for Fall 2017 exam requests is September 22 at 4:00 pm. No requests will be accepted after this time.

[Click here to continue]

• Then you want to get in to the **Final Examination Requests**

![Examination Requests](image)

**Examination Requests**

Mid-Term Examination Room Booking Requests - please send an email to acadbook@queensu.ca.

In your subject line, please include the course (ABCD 123), and date and time of exam.
In your email body, please include course information, date and time of exam, capacity required, and contact information. Requests should be sent through the UofT Data System.

Final Examination Requests for Fall 2017 (to run December 7–21, 2017).

Click here to submit your Exam Requests for Fall term courses. Do not forget to enter a request for each course section requiring an exam. This link is for entering examination requests (which may include scheduling, space allocation, proctoring) for FINAL exams in the Fall 2017 examination period. The FIRM deadline for these requests is September 22 at 4:00 pm. Private exam administration may be selected for any exam.

Click here to return to the main options page.

(note, the Mid-Term link here only links to an email – acadbook@queensu.ca - to book a room for a midterm)
• From here, you can submit a new Examination Request.

Examination Requests
The Exams Office - Phone: 613-533-2101, Email: exams@queensu.ca

Departmental View of Requests to Date
Click here to view the requests submitted from your Department.

Submit a new Examination Request
Click here to create a new Examination Request.

Modify or Duplicate an existing Examination Request
(The database does not contain any Examination Requests submitted by you.)

Click here to return to the Exams options page.
Course Details
From the drop-down menu, choose the correct Department and the course and section:

NOTE: once an exam request has been made, that course section disappears from the drop-down menu so that it can't be used again.
**Instructor information**

The name, office phone and email pre-populates from your login, and the confirmation you made a couple of screens ago. Instructors should add their home or cell phone for contact away from the office.

If there is a second instructor, or TA who will be visiting the exam halls or can answer questions, this information should be put in the appropriate spaces below. Having this information helps us help you.

**Instructor in Charge of the Course: (all four fields are required)**

Name: Smith, Deborah
Office phone: 79357
Home phone or cell phone:
E-mail: deborah.smith@queensu.ca

**Second Instructor (or Teaching Assistant) for this course section:**

Name:
Office phone:
Home phone or cell phone:
E-mail:
Exam details
This gives us the information required to actually schedule exams.

The first question asks if the instructor wishes the Exams Office to administer (proctor) the exam (referred to as a Centrally Administered exam), or if they wish to proctor it themselves (referred to as a Private exam) (select YES / NO).

The second part is where a lot of people get confused; this is where any course sections running with this exam need to be listed, so we can schedule them together.

Question 1: If this is a joint exam...

Is the exam for this course section tied to another course or section? List them all here, including the course or section of this request.

- If it’s an undergraduate and graduate course together, record it as: CIVL 471/880  
  (Department | course number/ course number)
- If it’s two departments but same course number, record it as: MATH/MTHE 272  
  (Department/Department | course number)
- If it’s the same department and course but different sections, record it as: COMM 181 001-003  
  (Department | Course number | Applicable sections that are all together)
Question 2: **Common exam time**

Does the exam for this course section need to run at the same time as another course or section? List them all here, including the course of section of this request. This may be the exact same as the previous question’s entry.

- If it’s an undergraduate and graduate course together, record it as: CIVL 471/880
  - (Department | course number/ course number)
- If it’s two departments but same course number, record it as: MATH/MTHE 272
  - (Department/Department | course number)
- If it’s the same department and course but different sections, record it as: COMM 181 001-003
  - (Department | Course number | Applicable sections that are all together)

Question 3: **Common exam paper**

Does the exam for this course section have the same exam as another course or section? List them all here, including the course of section of this request. This may be the exact same as the previous question’s entry, or may exclude part of the previous entry if that course or section has a different exam.

- If the exam for this course section will not be the same as any other course or section, leave this blank.
- If the exam for this course section will be the same as any other course or section, record it as:
  - COMM 181 001-002 (Department | Course number | Applicable sections that are all together)
  - OR
  - COMM 181 001-003
  - OR
  - COMM 181 001
  - (Whatever is accurate)
- Any exam that needs to run at the SAME TIME as another exam but has a DIFFERENT PAPER will be placed in a different building.

**NOTE:** Once the exam request has been made, if there is another exam running with the exam in this request, you can use the DUPLICATE function.

After you click SUBMIT, and you are returned to the main page, you will see the list of exam requests you have made. To duplicate the information but simply for another course, select the exam, choose DUPLICATE. You can then select a new course section, and scroll down to hit SUBMIT without having to re-enter all the information.
Confidential Exams
All exams, unless granted confidential status by the faculties, will be posted to the ExamBank the following October. If an instructor wishes to have a Confidential exam, they choose that here, and then must submit a request to their faculty for approval by October / February / June 1. This must be done each term. Exams not approved for Confidential status by the faculty will be posted to the ExamBank.

Part II: Confidential Exams

No exam papers are permitted to leave the exam hall with students. Per Senate policy, prior years’ final exam papers will normally be made available annually to students for reference purposes, they are published on the web ExamBank in October of each year. Exemptions from the policy for particular examination question papers must be granted by the relevant Faculty or School and are known as CONFIDENTIAL EXAMS; once granted confidential status, the exam paper is not published.

Approval for confidential exam paper status MUST be received from your Faculty/School Office. It is the instructor’s responsibility to obtain approval each term. A link to the ASC Faculty’s application form and guidelines for confidential exam status is available here. All other Faculties/Schools should contact the Faculty Office for information directly. Exception: In the Faculty of Law, all exams are confidential.

This is a confidential exam: ☐ Yes - Exam paper not published to ExamBank.
☐ No - Exam paper will be published to ExamBank in October.
Exam Aids Allowed / Duration

This part gives us all the information needed to ensure your exam is scheduled and administered properly. The details of the exam are used to schedule and administer the main and accommodated exams. The information provided here will be echoed back to instructors in early November / March.

**Part III: Exam Aids Allowed/Duration**

What aids are you allowing in your exam?:
- Datasheets: ☐ Yes ☐ No
- Math Tables: ☐ Yes ☐ No
- Notebooks: ☐ Yes ☐ No
- Textbooks: ☐ Yes ☐ No
- Photocopies: ☐ Yes ☐ No
- Calculator: ☐ Yes, sticker colour: [please select] ☐ No

**Notes:** The only approved calculator for final exams is the Casio 991 (for all faculties), or an alternate calculator with a BLUE sticker (Commerce only). Please contact your Faculty Office for information on this policy. Students from Commerce taking an Arts and Science exam may use a blue stickered calculator.

What exam materials will students require?
- Answer Booklets (provided by the Exams Office for Centrally Administered and accommodated exams only): ☐ Yes ☐ No
- Multiple Choice answer sheets - Scantrons (provided by the Instructor): ☐ Yes ☐ No

**IMPORTANT - PLEASE COMPLETE**

Because some students require alternate exam arrangements for their exams, we need the following information:

**Duration of exam:** 3 hours

**Please note that the duration of your exam cannot be changed after October 4, 2017.**

- Format of exam: □ Essay answers □ Short answers □ Multiple choice
- Listening component or slides (must be a Privately administered exam): ☐ Yes ☐ No
- Is this exam optional? ☐ Yes ☐ No
- Additional information: ____________________________ (limit 200 characters)

Exam scheduling principles and priorities are established by the SCAP Sub-Committee on Exams. Unfortunately, individual instructor scheduling requests cannot be accommodated.

Thank you for completing this form. The Exam timetable will be published on October 6, 2017.

Please ensure, when selecting the duration of your exam (1 HR, 1.5 HR, 2 HR OR 3 HR) that you select the duration closest to the amount of time it will take students to write exams. Selecting a longer period (e.g. 3 HR) for an exam that can be completed in less than 1 hour results in:

- Disruption to other students; exams are roomed according to duration; if your class is scheduled for 3 hours but leaves after 1, other courses in the room are affected
- Unnecessary costs to the University; proctors are hired based on the number of hours you have requested. If it can be completed in 1 hour, and we’ve hired based on a 3 hour exam, that one exam costs us more than $200 in wasted proctor hours
• Accommodated venues being affected, as we provide time based on the duration of the exam. If the student does not need the seat for as long as we have it reserved for, we have potentially eliminated a seat we could use.

Additional information
Any particular exam notes or requests can be added into the “additional information” box. We are unable to accommodate individual instructor scheduling requests.

Then click **CLICK HERE TO SUBMIT YOUR REQUEST** and you’re done!

Both the requestor and the departmental admin will receive an automatic email with the details of the request submitted:

*Here is the Examination Request you submitted:*

**Course:** MATH 124  **Section:** 001

**Primary instructor name:** Smith, Deborah  
**Primary instructor office phone:** 79357  
**Primary instructor home phone:** 123 456 7890  
**Primary instructor E-mail:** deborah.smith@queensu.ca

**Second instructor name:** TA Pete  
**Second instructor office phone:** 12345  
**Second instructor home phone:**  
**Second instructor E-mail:** ta@queensu.ca

**Scheduled exam:** Yes

**Course offered jointly with:** MATH 124 001-003

**Common exam time:** Yes - MATH 124 001-003  
**Common exam paper:** Yes - MATH 124 001-003

**Exam administration requested:** No

**Preferred location:**

**Confidential Exam:** No

**Aids allowed - Datasheets:** No  
**Aids allowed - Math tables:** Yes  
**Aids allowed - Notebooks:** No  
**Aids allowed - Textbooks:** Yes  
**Aids allowed - Photocopies:** No

**Calculator:** No

**Students will require - Answer booklets:** No
Students will require - Multiple choice answer sheets: Yes

Duration of exam: 3 HR

Format of exam - Essay questions: No
Format of exam - Short answers: Yes
Format of exam - Multiple choice: No

Listening component or slides: No
Exam is optional: No

Additional information:
Anyone who submits an exam request can then see the list of exams that they have submitted, and can edit, delete or duplicate any of them.

**Examination Requests**

The Exams Office - Phone: 613-533-2101, Email: exams@queensu.ca

**Departmental View of Requests to Date**

Click here to view the requests submitted from your Department.

**Submit a new Examination Request**

Click here to create a new Examination Request.

**Modify or Duplicate an existing Examination Request**

Please select an Examination Request Form:

<table>
<thead>
<tr>
<th>Course</th>
<th>Sec</th>
<th>Offered Jointly With</th>
<th>Common Time With</th>
<th>Common Paper With</th>
</tr>
</thead>
<tbody>
<tr>
<td>MATH 124</td>
<td>001</td>
<td>MATH 124 001-003</td>
<td>MATH 124 001-003</td>
<td>MATH 124 001-003</td>
</tr>
<tr>
<td>MATH 124</td>
<td>002</td>
<td>MATH 124 001-003</td>
<td>MATH 124 001-003</td>
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<td>700</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>STAT 263</td>
<td>700</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**EDIT:** Click here to change the selected request.

**DUPLICATE:** Click here to create a new request based on the values in selected item.

**DELETE:** Click here to delete the selected request.

To make any changes, select the course you want to manage, then click:

- **EDIT** – to make any changes while the exam request webform is open. For example, an exam was submitted as a 2 hour exam and it should be 3 hours. Once you select EDIT, you can make the change to the request and then hit SUBMIT.
- **DUPLICATE** – used primarily when multiple courses or sections are running the same exam. When the only detail that needs to be changed is the course or section being requested. Select DUPLICATE, and the data will be transferred to the new request. You can then select the additional course or section, and scroll to just SUBMIT.
- **DELETE** – if a request has been made in error, you can select DELETE.
Exam Accommodations
http://www.queensu.ca/registrar/exams/special-arrangements

The Exams Office manages exam accommodations for the following students:

**MIDTERMS** (any and all quizzes, tests, exams during the term)

- **Students requiring the use of a computer** as authorized through Student Wellness Services ([http://www.queensu.ca/studentwellness/home](http://www.queensu.ca/studentwellness/home))
- Students must make a request through our online Exam Accommodation System
- Instructors are requested to submit all term test data in our online Exam Accommodation System at [https://eservices.queensu.ca/apps/eas/instructor](https://eservices.queensu.ca/apps/eas/instructor), by add/drop in each term

**FINALS**

- All accommodations for any exam that was requested and scheduled through the Exams Office, and appears on the final exam timetable
- Any student registered with Student Wellness Services will be accommodated automatically based on enrolments in mid-October and mid-February
- Accommodated exams are kept to the same date/time as the main exam, unless required to be moved as a result of the student’s accommodation (example, one per day) or other unavoidable circumstance
- Exchange students whose first language is NOT English is entitled to 30 minutes of extra time and a language translation dictionary. Students must have both Instructor and Exchange office sign off, before delivering the request form to Gordon Hall, Room 110 by November/March 7. **No late submissions will be accepted**
- Students and instructors are notified by email of the exam accommodations beginning in early November and early March
- Students are required to cancel their exam in writing by return email or are subject to a $45 fine if they do not appear at the accommodated exam
- Students will NOT be accommodated for personal conflicts
**Exams Using Crowdmark**

Crowdmark is an electronic grading system that produces exams, each with its own individual QR code to improve grading efficiencies.

If using this system, when bringing the exam to the Exams Office for printing, please do the following:

- Contact the Exams Office in advance to determine the number of exam copies required
- Produce .pdf exams and load onto USB stick (if the USB is labelled with course or department, that’s best)
  - Files cannot contain more than 1400 pages each
  - Example: You are producing 200 copies of a 20 page exam. You must load these onto the USB in three separate files:
    - File 1 – Exam numbers 1-70 (70 copies x 20 pages = 1400 pages)
    - File 2 – Exam numbers 71-140 (70 copies x 20 pages = 1400 pages)
    - File 3 – Exam numbers 141-200 (60 copies x 20 pages = 1200 pages)
- Bring the USB to the Exams Office when required (see print deadlines)
- The Exams Office will hold the USB and you can pick it up within 2 days
- If not Confidential, the QR code will be removed from the original exam before scanning for publication to the Exam Bank
- Exam #1 from the printed Crowdmark exams will be used for filing. Should a late accommodation request come in wherein we are unable to utilize one of printed exams and are required to photocopy (this is rare), the QR code will be removed from the copy so as not to provide duplicate codes. The instructor will be notified of the manual-marking requirement in that case.