

What if...

Possible scenarios and what to do

- Here are some of the situations you may encounter while registered with SAS.
- We encourage you to take a moment to read the following scenarios and think about how you might handle each situation.
- Each scenario is followed by its resolution.
- We hope you find this information helpful but never hesitate to contact your Accessibility Consultant if you have any questions.

Scenario 1

Accommodations Not Provided

Academic Accommodation:

Simon is in an English lecture where a video is being shown to the class. Unfortunately, Simon's accommodation requiring the use of Closed Captions hasn't been provided. Because of this, Simon is missing most of the content in the video and there will be a quiz covering that information in the next class.

What should Simon do?

Testing Accommodation:

Crystal requires 50% additional time to write their assessments. When Crystal sat to write the online test, they realized no additional time was included in the testing window.

Crystal knows NOT to start the test and follow up with the professor but then what?

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Scenario 1 Resolution

Accommodations Not Provided

Academic Accommodation:

As soon as possible, **Simon** should:

- talk to the professor after the class or set up a meeting to discuss the issue **or**
- immediately send an email to the professor identifying the concerns, copying the **Accessibility Consultant (AC)**
- if an in-person conversation does not address the concerns, email the AC with all the details so that further support can be offered.

Testing Accommodation:

Crystal should:

- email professor immediately, explaining the issue, copying the **Student Accessibility Officers (SAO)** at sastesting@nipissingu.ca
- if professor can solve the issue quickly, Crystal can resume. If not easily addressed, Crystal should notify the SAOs for follow up.

If the exam makes use of LockDown Browser (LDB):

- instructions are given at start of exam to email the online proctors
- Crystal would copy the SAOs.
- it is possible that Crystal would have to defer writing the exam.

Scenario 2

Extensions on Assignments

Annabelle has fallen behind in her readings and doesn't feel they will be able to submit an assignment on time.

Annabelle's Letter of Accommodation (LOA) indicates they may need to request extensions on assignments.

How should Annabelle proceed?

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Scenario 2 Resolution

Extensions on Assignments

Annabelle's accommodation would read something like:

For reasons related to their disability, Annabelle may require an extension on an assignment. Extensions should be negotiated with faculty in advance of the due date and a new and reasonable deadline agreed upon. For more information, see [Faculty Resources on the SAS website](#).

Annabelle should:

- set up a meeting with the professor to discuss the issue **or**
- as soon as possible, send an email to the professor to start discussing alternate arrangements
- if this does not address the concern, email the Accessibility Consultant with all the details so that further support can be offered.

[Faculty Resources on Extensions on Assignments](#)

Scenario 3

Unable to Attend Scheduled Test or Exam (Disability- Related)

Rohit, who is on the varsity hockey team, has sustained a concussion. They have been advised by the doctor that they should not be attending class for the following 10 days and should avoid doing any activity that requires a computer screen.

Rohit knows there is a PhysEd midterm in 5 days but will not, due to their disability, be able to write this test.

Jasmine has been experiencing an increase in disability-related symptoms and has been dealing with the effects of new medication. As such, Jasmine hasn't been sleeping or able to focus on studying for her upcoming Math midterm.

Both these students have options available, so what steps are next?

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Scenario 3 Resolution

Unable to Attend Scheduled Test or Exam (Disability- Related)

In this case, **Rohit** should:

- contact the AC and provide medical documentation stating the new limitations as a result of the new, temporary disability
- the Accessibility Consultant will reach out to all professors and advise them of these limitations and support the student with planning ahead
- The AC will copy sastesting@nipissingu.ca for references to testing
- Upon their return, Rohit will need to contact an SAO to follow up on missed tests etc...

To the extent that **Jasmine** is comfortable doing so, they should, with details:

- reach out to professor and ask for flexibility-
 - (the more faculty know, the better they understand and helps establish a collaborative relationship that supports Jasmine for the long term.)

If Jasmine feels unable to reach out to faculty personally, they should:

- contact the Accessibility Consultant ASAP
- be prepared to provide supporting documentation
- work with the Accessibility Consultant to access support
- the SAOs will be advised if testing or notetaking accommodations are affected

Scenario 4

Unable to Attend Scheduled Test or Exam (Non Disability-Related)

Cyrus has experienced a death in the family and will need to attend a funeral service on the day of their Psychology exam.

As a member of the Equity Centre, **Katie** will speaking at a provincial conference on the topic of “Inclusion and Diversity”. The conference is set to take place on the same day as their Sociology test.

Although one student had no advance notice, both students should follow the same steps to address the conflicts. Any guesses how?

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Scenario 4 Resolution

Unable to Attend Scheduled Test or Exam (Non Disability-Related)

In both these cases, Student Accessibility Services **cannot advocate** for the student.

For **Cyrus** who has a scheduled exam but is faced with an unplanned situation, they need to:

- proceed as per the Nipissing University Policy on requesting exam deferrals
- be prepared to provide supporting documents as requested by the Registrar's Office
- if approved, the Registrar's Office will follow up with SAS to arrange for the accommodated exam to take place on a later date

[Final Exam Deferrals-FAQs](#)

Katie would be able to plan for a change in their midterm schedule, as identified on the course syllabus and should:

- contact prof directly as soon as possible, well in advance of the midterm
- copy sastesting@nipissingu.ca who can help with rescheduling, pending professor approval. Faculty approval **must be part of the email.**

Scenario 5

Missed a Test or Exam (Disability- Related)

Miguel has a physical disability that causes unexpected symptom flare ups, especially under stress.

Over the course of the term, Miguel experienced episodes of intense pain and they did not attend some scheduled tests. However, Miguel has worked with professors and SAS throughout the term when this happened.

Due to their disability, Miguel has missed 2 final exams.

Nipissing University has a process in place to help students in these situations.

What do you think Miguel needs to do?

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Scenario 5 Resolution

Missed a Test or Exam (Disability- Related)

Because **Miguel** has missed these exams for disability-related reasons, they should:

- proceed as per the Nipissing University Policy on requesting exam deferrals **and identify as registered with SAS, where indicated**
- be ready to provide some supporting documents to the Accessibility Consultant
- the Registrar's Office will follow up with SAS to arrange for the accommodated exam to take place on a later date

Scenario 6

Missed a Test or Exam (Non Disability-Related)

The day of their Biology midterm, **Manon** became very ill and did not write the test. As it turns out, Manon had strep throat.

Although Manon is registered with SAS and has testing accommodations, the reason for this absence is not related to a disability.

Jason broke his leg the day before their Criminal Justice final exam. In fact, Jason is still in the hospital waiting for surgery to repair his leg. He missed his final exam.

What can SAS do, if anything, to help these students?

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Scenario 6 Resolution

Missed a Test or Exam (Non Disability-Related)

In both cases, because the absences are **not** related to a disability, SAS **cannot advocate** for the student. **An exception is identified on the following page.**

Manon should:

- email professor to advise of the situation and ask to defer the test
- be prepared to show faculty supporting documentation
- if approved to write later, copy sastesting@nipissingu.ca showing **the professor has approved** the change
- the SAOs will then help arrange a new date to write

If this were a scheduled final exam, **Manon** would:

- proceed as per the Nipissing University Policy on requesting exam deferrals
- be prepared to provide supporting documents as requested by the Registrar's Office
- if approved, the Registrar's Office will follow up with SAS to arrange for the accommodated exam to take place on a later date

Scenario 7

Notes Not Uploaded to Portal

Mackenzie has been assigned note takers in all their lectures. When Mackenzie goes to download the notes from the Note Taking portal, they notice that the last 2 weeks of notes from the Philosophy course, are not there.

Mackenzie hadn't been checking notes regularly and is at now at a disadvantage because there is a midterm in 3 days.

What could Mackenzie have done differently? What should the student do now?

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Scenario 7 Resolution

Notes Not Uploaded to Portal

REMINDER: The note taking agreement states:

I will **review my notes** weekly (at minimum) to ensure that there are no issues and will notify the SAOs of any concerns related to my notes.

Mackenzie did not fulfill their responsibility as a student receiving note taking accommodations.

- this has put Mackenzie at a disadvantage
- this has also put every student needing these notes, at a disadvantage. To be clear, they have the same responsibility to report issues
- caused a serious delay for SAS who must now rush to try and resolve the issue before the test

Mackenzie must now:

- contact the note taker directly, (the information is provided to all students when they are assigned a note taker for the course) **or**
- or contact SAOs at notetaking@nipissingu.ca

SAS cannot guarantee that past notes not uploaded will become available though every attempt will be made to find some.

Scenario 8

Conflicting Schedule (Disability-related)

Test/Midterm:

Taylor's accommodation of 100% additional time to write tests overlaps with a lecture that follows those weekly tests.

Beatrice has 2 midterms on the same day but this conflicts with their accommodation of “one midterm/day”.

Final Exam:

Li has looked at the newly released final exam schedule and has determined that because they are morning exams, this conflicts with their accommodation to only write assessments after 12:00 PM.

Beatrice has noticed that there are 2 scheduled exams on the same day which presents a conflict with their “1 exam/day” accommodation.

What are the options available for these students?

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Scenario 8 Resolution

Conflicting Schedule (Disability-related)

In ALL these cases, **SAS students** must first:

- Advise SAOs of the conflict by the **appropriate deadlines dates**

Options for midterm/test conflicts may include:

If timetable allows, a student may start the test early (or later if required)

- SAS will open testing centre as early as 8AM to accommodate early starts

If timetable does not allow an early start, the SAOs will work with the student and professor to address the conflict on another date.

For final exam conflicts:

- proceed with choosing one of the alternate dates provided by SAS
- SAOs will work with the student and professor to address the conflict

Scenario 9

Conflicting Schedule (Non Disability-related)

Adam must attend blood tests to monitor a medical condition unrelated to their disability. They are to take place every Monday at 9:00 AM for 4 consecutive weeks. Adam will be missing that morning class each week.

Frederick is on the cross-country ski team and will be representing Nipissing University at a provincial meet. The team leaves campus on Thursday to return the following Monday so Frederick is expected to miss a class where an important video will be shown.

In order to help pay for tuition, **Paula** has a part-time job on weekends. Paula sees that they have a final exam scheduled on a Saturday, when they would normally be working.

What are the options for these students?

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Scenario 9 Resolution

Conflicting Schedule (Non Disability-related)

In all three cases, Student Accessibility Services **cannot advocate** for the student.

Adam and **Frederick** would plan for a change in their midterm schedule, as identified on the course syllabus and should:

- contact prof directly as soon as possible, well in advance of the expected absences
- work with the professor(s) and other students in the class to make up for any missing information, notes etc...

According to the Academic Calendar, all students are expected to attend their final exams. Deferral requests will not be granted on the basis of work schedules, child care or travel plans.

Paula is responsible for being aware of their exam schedule and make appropriate arrangements regarding work.

Scenario 10

Issues with Adaptive Technology

Isaac is very busy working on several assignments due in the next few days. Suddenly, the computer screen goes black and will no longer restart.

Claire purchased a digital version of their textbooks but the Read-Out-Loud feature isn't working well. Since it doesn't highlight where the book or words are being read, Claire is unable to follow along. There also seems to be a problem reading the cue cards and notes that were created along the way.

What would be the next steps to address these issues?

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Scenario 10

Resolution

Issues with Adaptive Technology

In this case, **Rohit** should:

- contact the AC and provide medical documentation stating the new limitations as a result of the new, temporary disability
- the Accessibility Consultant will reach out to all professors and advise them of these limitations and support the student with planning ahead
- The AC will copy sastesting@nipissingu.ca for references to testing
- Upon their return, Rohit will need to contact an SAO to follow up on missed tests etc...

To the extent that **Jasmine** is comfortable doing so, they should, with details:

- reach out to professor and ask for flexibility-
 - (the more faculty know, the better they understand and helps establish a collaborative relationship that supports Jasmine for the long term.)

If Jasmine feels unable to reach out to faculty personally, they should:

- contact the Accessibility Consultant ASAP
- be prepared to provide supporting documentation
- work with the Accessibility Consultant to access support
- the SAOs will be advised if testing or notetaking accommodations are affected