

# Student Accessibility Services Process

## at the Haskayne School of Business



### Before start of term (or as soon as possible)

Student registers with SAS and provides documentation outlining basis for academic accommodations.

Student has an appointment with an Access Advisor who determines reasonable accommodations for the student.



Students can initiate this process at any point during the term. We need to start accommodating them as soon as they have registered with SAS.



### Start of term

Access Advisor issues an accommodation letter and posts it to the [Clockwork Instructor Portal](#). Instructors are responsible for checking Clockwork prior to setting up an exam.

If instructors have questions or concerns about the accommodation, they should contact SAS (via contact at bottom of letter). *Please see reverse for more details.*



### 7 days before exam or quiz

Student is responsible for booking their exam using the online portal. SAS will schedule the exam, overlapping with the scheduled exam time (unless there is class conflict).



### 5 days before exam or quiz

SAS emails instructor (*at their UCalgary email address*) and gives instructions for providing a copy of the assessment along with exam administration details to the Instructor Online Portal.

Instructors complete the form on the Instructor Portal, detailing how long the assessment is, if calculators are allowed, if notes or other resources are allowed, and the format of the assessment (MC, written, D2L quiz, etc.) *Note that this task cannot be delegated and must be completed through the online portal.*



### 2 days before exam or quiz

SAS sends reminder email to instructor.



### Day of exam or quiz

Student completes the assessment at the Exam Centre.



### After the exam

Instructors have the option to pick up the assessment that day for grading, or it will be delivered the next business day to the Haskayne Undergraduate Office. Instructor grades the exam or quiz using the same criteria as they do for any other student.

# FAQ and resources for coordinating with Student Accessibility Services

for instructors at the Haskayne School of Business

## What are accommodations?

Accommodations help students meet the same learning criteria as their peers by allowing them to use additional tools or time to complete a task, or providing materials in an alternative format (for example, Braille, large print, or closed captioning for video). They are still expected to demonstrate the same competencies as their peers and are assessed based on the same criteria. In contrast, a *modification* is a change to what a student is expected to learn or do.

## What if I don't agree with an accommodation that a student is supposed to receive?

Postsecondary institutions have a legal and ethical responsibility to ensure that *eligible students* are provided with the appropriate supports in their University classes. *It is not up to the instructor to determine whether or not a student is eligible for these services.* If instructors feel strongly about the appropriateness of an accommodation for their courses, they should connect with the access advisor listed on the bottom of the letter.

## Do I have to give accommodations to students who haven't gone through Student Accessibility Services?

If a student discloses a disability to you, you should advise them that they need to consult with Student Accessibility Services and provide the appropriate documentation in order to be eligible for accommodations. Students may also be eligible for accommodations based on protected grounds other than disability, in which case they may request accommodations directly from the instructor. Please see the [Student Accommodation Policy](#) for more details.

## What are my obligations?

- Respect the student's privacy
  - do not request details about the student's disability
  - do not disclose the fact that the student has a disability to other students
  - keep discussions about the student's accommodations between you and the student (i.e., no discussion should occur about the student with other instructors or staff members without the student's permission);
  - ensure any written information about the student's disability is not available for public consumption (i.e., on a desk)
  - avoid use of the student's name in public when discussing general disability issues
- Work with Student Accessibility Services to provide the necessary accommodations
  - Check Clockwork regularly, and especially prior to setting up assessments.
  - Provide assessment materials by the appropriate due dates to the [Instructor Portal](#), along with pertinent details about the assessments (note that if you have students in multiple sections who all require the same exam materials, you can fill out the form just once as long as you email SAS to advise them that the materials are to be used for all sections).
  - Be responsive to emails and calls from Student Accessibility Services

## Can someone else coordinate with Student Accessibility Services on my behalf?

Unfortunately, no. In order to protect the student's privacy, coordination of accommodations must be kept between the instructor, the student, and Student Accessibility Services. Only the instructor can arrange exams and use the Clockwork system. That said, Teaching & Learning Coordinators can help set up D2L permissions, etc., to help facilitate SAS exams.

## Additional resources:

Please consult the [Student Accessibility Services](#) website for more information, or email [access@ucalgary.ca](mailto:access@ucalgary.ca) with questions. For questions specific to SAS exams, please email [access.exams@ucalgary.ca](mailto:access.exams@ucalgary.ca).