ESSENTIAL TERM-END GUIDELINES FOR ALL INSTRUCTORS

This document contains information that is important to all teaching Faculty members, including sessional lecturers and lab coordinators, as well as exam invigilators whether faculty or students. Please read; don't ignore. You may be experienced, but procedures do change.

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Including a note on the Snow Policy

MISSED EXAMS & DEFERRED STANDING

(To think about for the next time you teach) During the term, please don't send students to the Science Information Centre if they've missed a midterm or an assignment unless they have been absent for some time. If you give clear guidelines at the start of the term about how absences are handled you and the student should be able to work out an accommodation. See Grading Practices in the UBC Calendar [http://students.ubc.ca/calendar/index.cfm?tree=3,42,96,0]. We do, however, appreciate any referrals of students who appear to be struggling with personal issues, which negatively affect their attendance and/or achievement. The earlier we can talk to a student, the more likely it is that effective remedies can be implemented.
Any student who misses your final exam should be directed to the advising office for the Faculty in which the student is enrolled, in order to seek Academic Concession (generally what is sought is the privilege of writing a deferred exam). In this way, all students can be treated alike and instructors can be relieved of the task of evaluating reasons for absences. You may wish to decide for yourself if a student's absence is justified and you have the right to arrange for a make-up exam during the exam period, but if the student does not report an absence to their Faculty and something goes wrong with the arrangements then the student has no recourse and you may have been inconvenienced.

Students not in Science: Although students in other Faculties enroll in science courses, we in the Science Information Centre have no jurisdiction over those students. Only the student's "Dean" (i.e., advising office) can be their advocate. Unclassified students officially have to deal with the Non-Degree Studies unit of Enrolment Services in Brock Hall. Science tries to coordinate with Enrolment Services so that both degree and unclassified students are subject to the same rules and policies.

Occasionally, a student will “sleep in” or “misread the exam schedule” and will arrive on campus after the start of an exam. If the elapsed time is short, you may be able to let the student write the exam right then. If not, then please send the student to their faculty’s advising office; it is possible that the outcome will be a fail in the course, but a request for a deferred exam may also result.

HOW DOES A STUDENT REQUEST ACADEMIC CONCESSION?
The student must complete a "Request for Deferred Exam" form at the student’s Faculty advising office. Students should report the absence as soon as possible, even if the supporting documentation will not be available until later. Science students are expected to report within 48 hours of the missed exam. Refer student inquiries to “Illness, Academic Concession, and Deferred Standing” (http://www.calendar.ubc.ca/vancouver/index.cfm?tree=12,215,410,1462). Documentation to support the request generally takes the following forms:

- **Illness**: a medical note from the student’s physician or from UBC Student Health Services.
- **Death** in the Family: a copy of the death certificate or a copy of the obituary.
- **Other emergencies affecting the student**: the Faculty of Science reserves the right to request other forms of supporting documentation but may instead interview the student.

THE INSTRUCTOR’S ROLE

Only the student's Dean has the right to grant deferred standing. However, "the Dean" needs information from the instructor in order to make a reasoned decision. Hence, the Science Information Centre will usually send you an e-mail asking for information on the student’s performance during the term. A prompt reply can greatly expedite the process.

Grounds on which a request for deferred standing may be refused include:

- the exam has already been written,
- the student is failing the course and writing an exam cannot compensate. Please let us know if you have told the student (or the class in general) about any offer to reweight course components,
e.g., that a failing midterm mark will be ignored should the mark on the final exam be higher. We need all the information in order to assess the student’s case,

- the student has not been attending. “Attendance” may be represented in submission of assignments, “clicker” response data, etc.,
- the student has not completed sufficient term work, or
- the student's overall performance (on all courses) is not satisfactory (which the instructor of one course will not know).

- Dean’s offices across campus vet the students' requests for Academic Concession and, if the reason for the absence is valid and documented, add the “SD” standing to the student’s record on the SISC.

- When we know about any scheduled “make-up” exams (which some departments routinely offer so that students have an early chance to gain credit in a prerequisite for a course starting the next term or session), we tell the students. Otherwise, students are instructed by the Science Information Centre to contact their instructor/department concerning the scheduling of the deferred exam.

**IF YOU RECEIVE A NOTICE OF “GRANTING” OF ACADEMIC CONCESSION FROM ANOTHER FACULTY**

The memo (or e-mail) sent to instructors is meant to inform you that a request has been made and that it has been adequately supported with external documentation. *If you feel that a deferred exam is NOT appropriate* for one of the reasons listed above, then please respond immediately.

- **WHEN A STUDENT CONTACTS YOU ABOUT A "MAKE-UP" EXAM**
  If you have not received a notice from the student's Dean/Advising Office or do not see “SD” standing on your class list, then feel free to contact that office directly for confirmation that the student is eligible for deferred standing. If you have a reason that deferred standing is not appropriate, this is a chance to supply that information. If the student has not contacted their Faculty’s advising office, please tell them to do so immediately.

  **If the student IS eligible for deferred standing**, you may then arrange with the student to write any make-up exam that you intend to offer but you should not feel that it is necessary to offer "one-off" make-up exams. See SCHEDULING OF MAKE-UP AND DEFERRED EXAMS below.

- **SUBMIT A PARTIAL GRADE AND "DNW" STANDING NOT AN "SD" STANDING**
  When a student does not write your final exam, you will usually not yet have been notified of a request for a concession. When you submit grades, you won't know if the student is eligible for deferred standing so ENTER A GRADE AND “DNW”, NOT "SD". The only way to ensure that Enrolment Services receives complete and consistent information is if you let the Dean's office transmit to them the notification of deferred standing. **If a student does not write your final exam**, then when you submit grades, calculate a grade based on work completed with its appropriate weighting and use "DNW" in the standing column. Students with a legitimate claim to deferred standing may temporarily have an 'F' on their record, but if they inquire, tell them that the SD will be added as soon as possible.
**The only exception** to the instructions above is the case when a Dean's office (e.g., Centre for Arts Student Services) sends you a notice and tells you that you can enter "SD". If you have received a notice and you agree with the granting of deferred standing then you may submit the partial grade together with an "SD" standing. (This will not be the case for any Science course.)

Why is it important to enter the appropriate partial grade? It will end up being the student's final grade if no academic concession is given or the deferred exam is never written. You save work if you enter the partial grade at the end of the term.

**SCHEDULING OF MAKE-UP AND DEFERRED EXAMS**

The Faculty of Science does not schedule the deferred exam dates. There are four options for a make-up or deferred exam:

1. **In-schedule Make-up Exam:** In rare cases, the instructor and/or department may schedule a make-up exam within the exam period. It is the student’s responsibility to determine from the instructor/department whether, and if so when, an exam date has been set.

2. **Department-scheduled Exam – usually in early January when the first-term winter course is prerequisite to a second-term course.** If there is an 'early' make-up exam in your course for more than the rare case, please inform the Science Information Centre so that we can inform students and other Faculties’ advising offices.

3. **Next Regularly Scheduled End-of-Term Exam:** The student can be instructed to write the next regularly scheduled exam in the course (e.g., for a second-term course, a Summer Session exam if the course is offered). The student will need to consult the instructor(s) involved to determine if any additional or different material will be examined. *A student granted deferred standing should be able to rely on the course materials already in her/his possession and, at present, will not likely have access the Course Management System on-line site after the course has ended. Work is underway to develop a system for providing such access in the future.*

N.B. Options 1-3 are preferred over option 4 below. The Science Information Centre communicates with both the student and Enrolment Services to ensure that students will know their obligation and not get conflicting instructions. The goal is to ensure that summer deferred exams are used only when earlier opportunities are not available or, because of the student’s health, for example, do not work.

4. **Official Deferred Exam Period:** Enrolment Services sets the official deferred exam period in the summer (late July to mid-August). Students who are granted "SD" are informed of their obligation to write the scheduled deferred exam if the course has not been completed in another way. Students are informed by Enrolment Services of the process to follow.

**STUDENT'S RESPONSIBILITY**

If the Science Information Centre does not have information from your department about the scheduling of an early make-up exam, students will be told at the time they make the request for
academic concession to contact their instructor or the department office to determine when the earliest exam will be offered.

INSTRUCTIONS FOR EXAM INVIGILATORS FOR AVOIDING CHEATING

Before any exam, tell your students to read “Exam Guidelines” at http://www.students.ubc.ca/coursesreg/exams/exam-guidelines/.

Faculty, it is your responsibility to discuss these guidelines with anyone who will help you invigilate exams. Don't assume that everyone involved knows the job. Be organized, be vigilant, and don't provide the conditions for a student to give in to temptation.

Catching a suspected cheater ruins everyone's prospect of an enjoyable term-end break, so prevention is of paramount importance. It is the grim reality that some students yield to the temptation of unethical practices during exams and jeopardize their academic careers. Cheating on exams occurs, but other alleged offenses include claims of submitting exams when the records clearly indicate that no exam had been received, and the receipt of an exam from someone whose presence had not been recorded. In most instances concerning cheating, students had in their possession materials other than those authorized by the examiner, but suspected prewritten exam booklets have also been reported.

Investigating suspected cases of cheating takes time that none of you has to spare, so together we must do whatever we can to prevent these occurrences. To this end, I am requesting that all invigilators be told to study these guidelines to remind them of their responsibilities and to emphasize the need for strict and unrelenting vigilance in all exam rooms.

THE FOLLOWING GUIDELINES WORK IN MANY INSTANCES.

The recommended steps may seem like an imposition on your time, but they can save a lot more time you would have to spend later if they prevent cheating. We all want to deter students from committing an infraction that will jeopardize their academic future:

1. Present all students with the Rules Governing Formal Examinations [http://www.calendar.ubc.ca/vancouver/index.cfm?tree=3,41,90,0] on every exam to avoid claims of ignorance should a violation occur. **If you have additional rules, append them to the official set.** The rules are printed on the official exam booklets, but if your students write answers on the exam paper itself, the rules **must** be printed on the cover. At the start of the exam, tell the students to read the rules.

2. **Count the exams** before handing them out and again when they are handed in. You may mark the exams themselves with an identifying mark to discourage the submission of prewritten pages (digital photocopiers are able to add unique serial numbers) and to help keep count.

3. **Monitor students** who leave the exam room to use the toilet. Tell students to use the toilet before the exam. Students have been known to hide course resources in toilet stalls, garbage cans, etc. Have an invigilator check the nearby washrooms in the first half-hour of the exam. Do not let more than one student out of the room at a time. If you have enough invigilators, have one accompany the student to the door of the washroom.
4. **Tell the students** that it is their responsibility not to exhibit behaviour which could lead an invigilator to suspect that they were looking at a neighbour’s paper or were purposefully exposing their paper to another student. See 11, 12 below.

5. **Control the distribution of exams** in a way that ensures none will disappear. In large venues, it may be necessary to distribute the exam papers before the students enter, but if possible, let students into the room 10 minutes early and then distribute the exam papers one by one. Monitor the movement of students so that no one can take an exam and leave the room.

6. **Be prepared for an alarm.** You need to know the proper evacuation procedure from the exam room (e.g., which stairwell to use). See INSTRUCTIONS IN CASE OF EXAM DISRUPTION below.

7. **Limit the materials that the students have with them.** Tell them at the start of the exam that they must not have any unapproved materials (to avoid the excuse “I forgot that I had a page of notes in my pocket.”). Nothing but the essentials (writing instruments, student ID card, page of notes if permitted, textbook if permitted, acceptable calculator, etc.) should be on the student’s desk. Permit students to store valuable articles of clothing and purses out of reach. All electronic devices not authorized for use must be powered down. Hats can be used to conceal notes and should be carefully monitored (don’t hesitate to check them), but an occasional student who is bothered by fluorescent lights needs one. **Do not let students have within reach any pencil cases, cell phones** (often justified as a “watch”, but camera phones have been used to send exam information to an absent student), **pagers, music recorders, electronic dictionaries, and programmable calculators** that you have not checked for banned memory. Do not hesitate to confiscate such equipment especially if the student will not show you what information it contains. **Be on the outlook for the newest gadget, a wristwatch that has the capacity to receive information wirelessly.**

8. **Count the students** in the room. Collect and count all exams from unoccupied desks. Control the movement of students. No student should be permitted to leave within the first half hour and no student should be permitted to enter after the first half hour. If an obviously stressed student arrives a little later, having misread the schedule or missed a bus, and no student has left your room, you may decide to let the latecomer in.

9. **Insist that students identify themselves on the exam paper in ink with name, student number, and signature.** Require all students to provide their UBC card and check their identity against the class list. If the exams have been serialized, write the serial number of the student’s exam next to their name on your list. If a student does not have a student card, ask for a U-Pass, driver's license or other photo-id. This check should be carried out during the exam despite the awkwardness of moving along rows in fixed-desk rooms.

10. **Keep the students informed of the time remaining.**

11. **Be obvious at all times.** It is difficult to watch over the class while seated, so invigilators should circulate frequently.

12. **Do not wait until the end of an exam to stop suspicious behaviour.** **Talk to the student the first time you notice** any behaviour (e.g., body position, etc.) that even hints at an infraction and report to the person in charge. You don't need to be heavy-handed, because in most cases, the student will have been careless rather than cheating. If you want to be able to watch a student more closely, then move him/her
quietly to another seat, first identifying the student(s) whose paper(s) may have been viewed inappropriately.

**Take immediate action for obvious infractions** or if a student is found with unauthorized materials or equipment. Appropriate action is confiscation of the exam and any unauthorized material, and informing the student of the next steps (see REPORTING AN OFFENSE below).

To wait means you risk losing the evidence.

13. **Control the collection of exams** to prevent a student from leaving without handing in an exam. Insist that no students leave the room in the last 10 or 15 minutes (the ones who leave prior to that usually can be controlled). When the writing time is up, give a clear signal and tell the students to put down all writing instruments. Then, either walk around and collect the exams, checking off names as you go, or control the flow of students so that long lines do not develop (they encourage last-minute writing and may allow a student to slip out with the exam). **Students complain when they observe other students talking and comparing papers while waiting in the hand-in lines.**

If there is a discrepancy between the invigilation list and the number of papers handed in, do a careful check of the room to confirm that a missing exam has not been overlooked.

**REPORTING AN OFFENSE**

In the event of a student being suspected of, or being apprehended in the act of, an offense, the student "shall be notified within a reasonable period of time of intention to report the alleged offense to the department head, dean, or other appropriate person" (UBC Calendar).

I recommend that you contact both your Head and the Associate Dean immediately and then arrange to meet the student as soon as possible, preferably with a notetaker present. Before the alleged offense is reported to the President, the student will be given the opportunity of explaining the incident to the Head of the Department (or delegated Associate Head or Undergraduate Chair) and/or to the Dean of the Faculty in which the offense has been committed. Since the Associate Dean (representing the Dean) almost always does interview the student, often the Head (or delegate) will decline to hold a meeting but will pass on the instructor’s report with a cover letter to the Associate Dean. Since the penalty imposed may be suspension from the University, it is important that all procedures are followed correctly. Any questions concerning procedures that should be taken during or after an alleged incident of cheating should be directed to Associate Dean Paul Harrison: adstudents@science.ubc.ca or 822-3659).

**The following five items may affect you or your students:**

**UBC POLICY ON RELIGIOUS HOLIDAYS**


"UBC permits students who are scheduled to attend classes or write examinations on holy days of their religions to notify their instructors in advance of the holy day of their wish to observe it by absenting themselves from class or examination. Instructors provide opportunity for such students to make up work or examinations missed without penalty." (UBC Calendar).
Students may approach you directly; they are required to give two weeks’ notice, but may not be so diligent. Please try to find a second exam time that will be mutually acceptable. If you are unfamiliar with the specifics of a request, don’t hesitate to contact Associate Dean Paul Harrison (adstudents@science.ubc.ca; Tel. 2-3659).

Requests for accommodation under this policy are not the same as requests for deferred standing. Students whose religious observances conflict with an exam should be given the option of writing the exam as close to the scheduled day/time as possible. You may need to have the student sign a confidentiality agreement to ensure that no communication occurs between the student and others in the class, whether the alternative exam occurs before or after the scheduled exam. If your course will have a make-up exam early in the next term, you may offer that as the alternative, but the student does not have to accept it.

THE OFFICIAL UBC SENATE POLICY REGARDING EXAMINATION HARDSHIPS
[http://www.calendar.ubc.ca/vancouver/index.cfm?tree=3,41,91,0]

A student facing an exam hardship, defined as three or more exams scheduled within a 24-hour period, shall be given an alternative date for the second exam causing hardship by the respective instructor or department. The student must notify the instructor of the second exam no later than one month prior to the exam date. An alternative exam should be scheduled as close as possible to the original date.

What is an Exam Hardship?
Students may report to you that their exam schedule is a hardship but often their third exam falls just outside the 24-hour period. For example, with the first exam on a Monday at 8:00 a.m., the second on Monday afternoon at 3:30, and the third on Tuesday at 8:00 a.m., there is no official hardship because the third exam starts just after the 24-hour period expires. Such a sequence of exams will put pressure on students but they will have to accommodate.

The exam schedule avoids any student having two exams scheduled at the same time and then minimizes back-to-back exams. Within those two criteria, the schedule reflects the myriad of combinations of courses that students take.

SPECIAL EXAM CONDITIONS FOR STUDENTS WITH DISABILITIES
[http://www.calendar.ubc.ca/vancouver/index.cfm?tree=3,34,0,0]

Students with special needs should be identified to you through the Access & Diversity unit in Brock Hall. If in doubt, ask a student to contact that unit first. The staff there can evaluate a student's needs and act as an advocate. You may be asked to supply an exam directly to Access & Diversity so that the student can write there under supervision. Students with disabilities normally make arrangements at the start of term, but sometimes an injury during the term results in a mobility or writing impediment, which necessitates a hasty plan for accommodation.
SUBMITTING GRADES
You will receive information directly from Enrolment Services about submitting grades through the Faculty Service Centre.
Grades may be entered manually or uploaded from a spreadsheet onto the Faculty Service Centre. If you do not have access to the FSC, e-mail SISSecurity@exchange.ubc.ca. Please include your name and the course(s) for which grade submission access is required, e.g. John Brown, BIOL 477, MATH 129. Your ID and password will be emailed to you.
Note that you will receive access only to those courses that are listed as being taught by you in the department responsible for offering the course. Course listings are handled by individual departments.

Student DID NOT WRITE: No matter which method you use to submit grades, unless you have been asked to do so by a Dean's Office, please DO NOT SUBMIT an SD standing (see note concerning deferred standing above). If a student does not write your final exam, calculate a percentage grade based on work completed with a zero for the final exam and add the DNW standing. If 'the system' works, the Dean's Office will have a record of all students who qualify for academic concession and someone there will enter the SD into the records system online at the appropriate time.

(REFRAIN FROM) POSTING GRADES
It is not necessary for you to post grades because students can access their grades online through the Student Service Centre webpage. The Registrar's staff will begin releasing grades on-line late in the exam period.
With the introduction of the “Freedom of Information and Protection of Privacy” Act (FOIPOP) in November of 1994, we were faced with the possibility of contravening the law by posting grades for final exams. We are not supposed to reveal a student’s grades to a third party. If instructors intend to post grades it is their responsibility to ensure that all students are advised of this before any grades are posted. Students may request that their grades not be posted. Departments, schools or faculties may ask professors not to post grades until they have been reviewed. All grades must be clearly labelled “Unofficial”.
Do NOT give grades over the telephone or e-mail since it is not possible to identify the caller/writer.

What if You don’t Submit Marks in a Timely Way?
Then students will not be able to continue into follow-up courses in the next term (or session) or will not be assessed for graduation in a timely manner.

INSTRUCTIONS FOR EXAM INVIGILATORS IN CASE OF EXAM DISRUPTION
At the start of an exam the invigilator in charge should inform all other invigilators of the procedure to be used should the fire alarm ring. If there is a power outage, fire alarm or bomb threat, the first priority is to get everyone to a safe location. Obey the authorities (fire fighters, Campus Security, RCMP). It is a good idea for an invigilator to keep an eye on fire alarms outside the exam room while students are gathering and for a few minutes after an exam starts. Numbers of invigilators assigned to an exam may, however, not be sufficient for this
activity. If an alarm rings, students must leave all exam papers on their desks but take valuables (e.g., wallets, purses) with them when they leave the exam room. Invigilators are responsible for ensuring that the students stay together, remain silent, do not discuss the exam, and do not consult notes or texts while the proper authorities evaluate the situation. This is difficult but can be accomplished. Students may find your actions “heavy handed” but be firm. Many students resent it when others take the opportunity for “group study”. There is limited time between the start of successive exams. Depending on when an exam is halted, you have to decide if it can be resumed when the exam room is declared safe to re-enter. Lost time should be added to the time available to students.

If the time lost is too great, the exam will have to be rescheduled. The room will probably be used in the next exam time slot and some students may have another exam to go to. Students should be given clear instructions about where to look for information about a rescheduled exam before being allowed to leave. Your course web site is one possibility. Alternatively, students should be reminded of their responsibility of registering an active e-mail address on the Student Service Centre; you can e-mail your class through the Faculty Service Centre. Contact the Science Information Centre (Kim Chan 822-3813) or the Dean's Office (Betty Chan 822-5090 or the Associate Dean (Paul Harrison, 822-3659, Cell: 604 355-1215, e-mail: adstudents@science.ubc.ca) and someone will then contact Scheduling Services to determine the possibilities for rescheduling the exam. Contact your departmental office so that inquiries from students can be answered there as well.

DISRUPTION OF UNIVERSITY ACTIVITIES BY INCLEMENT WEATHER
Please refer to Policy 68 “Disruption of Classes/Services by Snow”, found at: [http://universitycounsel.ubc.ca/files/2010/08/policy68.pdf]