



Invigilator Manual



**Ryerson
University**

**Office of
the Registrar**

Thank you for invigilating exams for Ryerson University this year!

Your supervision role is crucial in creating a supportive environment as well as one that prevents academic integrity offences.

This document contains the procedures that invigilators need to know. Please familiarize yourself with this information – as part of your invigilation contract you will be asked to sign to confirm that you will be familiar with this information prior to your first invigilation shift. If possible, I encourage you to take the booklet with you.

Examination Policy 135, Academic Integrity Policy 60, and Student Code of Non-Academic Conduct Policy 61 contain more information.

If you have any questions or feedback, please don't hesitate to get in touch via the contact info on the last page.

Best wishes,

Michelle Green
Manager – Examinations and Special Projects
Office of the Registrar

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Invigilator Responsibilities

The role of an invigilator is to supervise students at an examination. Responsibilities include:

Administration, Set Up &End Exam

- Create an environment that is, to the greatest extent possible, supportive of students undertaking the examination
- Start, conduct, and finish exams on time and in accordance with the University's Examination Policy and Procedures, the Student Code of Conduct, and relevant departmental, school, or graduate program policies
- Assist with setting-up examination venues by laying out equipment and examination materials in accordance with procedures provided, directing student to their seats,
- Making announcements about possessions permitted in examination venues
- Not allow students to leave during the last 15 minutes
- Ensure that all students submit all required exam materials. Students are not allowed to take any materials, including scrap paper, out of the room.

Leadership

- Respond to student emergencies
- Relay instructions from the instructor concerning the procedure to be followed in case of a fire alarm during the examination and make an announcement to the students about this procedure at the beginning of the exam
- Summon a "rover" for assistance in case of emergencies (student illness, washroom needs, etc.) or in cases where a student and/or exam paper must be removed from the exam room

Academic Integrity

- Make every effort to safeguard the integrity of the examination
- Maintain vigilance at all times (e.g., you may not use your cell phone or grade papers)
- Monitor student conduct during the exam and act upon suspicion of cheating, breaking examination rules, or the Student Code of Conduct, for example, talking, eating, accessing their belongings, noise, or use of unauthorized aids, etc. during exams
- Clarify aspects of the examination which are unclear, but not answer any question that is deemed to infringe on exam integrity

Attendance

- Check student identification – OneCard for undergraduate students; government issued identification is acceptable for Continuing Education
- Ensure that students sign a section attendance list during the examination
- Not allow students to enter the exam after 30 minutes or leave within the first 30 minutes, or during the last 15 minutes

Reporting

You must show your OneCard or government-issued ID at the beginning of your shift to the professor or at large venues, the lead invigilator.

Metro Toronto Convention Centre and & Kerr Hall Upper Gym

- The MTCC and the Gym all have **lead proctors** managing the process for each period. They will be responsible for making all exam announcements and discussions with instructors. **The lead invigilator** will be your main contact, and sign you in, orient you to the space, manage your breaks (if you are working more than 5 hours straight) and provide guidance to ensure the venue has adequate invigilation coverage
- Your MTCC hiring contact is Lucia Stewart

On-Campus Classroom Exams

- Classroom campus report to the instructor
- Your hiring contact is the department who hired you.

Getting Paid

- Your departmental administrator will set up a contract to accept online in eHR
- eHR is found on a tab in your my.ryerson.ca account
- Enter direct deposit information on eHR
- Enter your hours online through eHR
- At the MTCC and Gyms sign in and sign out, so the administrator can verify your hours

Shift Start & End Time

- Shifts start 30 minutes before the exam start time. **Please** arrive on time to help set up!
- If there is an unavoidable circumstance, contact whoever hired you
- Shifts finish 30 minutes after the exam finishes to assist with resetting the room
- Be sure to sign in at each shift. You will not be paid for the full shift if you sign in late or leave early.

Before the Exam

Set Up

- Find out any special announcements
- *Check to see to see that the door can be easily locked in case of an emergency, so you know you can leave exams, bags, and coats in the room if necessary***
- Check that the room, desks, and walls are tidy and free of papers, and there's no writing on desks
- Make sure the clock is working and is visible to all students. If the clock is not working, you can write the time on the board every 15 minutes, or make a large sign. Students may not use their phone or smart watch as a clock.
- Check that students' seats are the correct distance apart (consult with Exam lead proctor/assistant proctor or instructor)
- Place TRS Scantron sheets or blank exam booklets on desks according to the seating chart. (Exam questions are distributed, face down, during the announcements.)

Personal Belongings

- Plastic bags are provided for valuables such as electronic devices, wallets, etc.
 - The bags must be sealed, placed under their chair, and returned at the end of the exam
 - On campus, bags are available in the foyer of buildings: SHE, ENG, VIC, TRSM, KHE (first floor), and at the coat check in KHN1C.

Seating Students

- In the Gyms or MTCC, make sure the correct seating plan is followed. It will be provided by the lead proctor/assistant proctor and or instructor.
- The MTCC will have **seat numbers** assigned to each student

What do I do if a student arrives and says they are unable to write the exam?"

- If an unexpected circumstance occurs, contact the Exam lead proctor, assistant proctor, or instructor
- Be aware that the student may be anxious, so try to be calm and reassuring
- If necessary get assistance from security. The MTCC has a nurse available for large exams.

Late Arrivals

- Student may arrive up to 30 minutes late. After the 30 minutes, they must contact their instructor to discuss the situation. In the Gym and MTCC, late students up to 30 minutes will not be allowed to enter the room until all students have started.

Make Announcements (Exam questions are distributed during announcements)

- You may make classroom announcements. At the MTCC announcements are done by the lead proctor. Read the Examination Procedures below slowly and clearly

Examination Procedures Announcement

Welcome to the examination for _____. Invigilators, please hand out exams only to desks where a student is seated. You must leave your examination face down until we announce you can begin. If you have a scantron sheet, please check it has your name and student number on it.

- You must maintain all academic standards, including but not limited to not using unauthorized aids or cheat sheets, electronic devices, cell phones, smart watches, or copying from a classmate. Please, for the sake of yourself, your classmates, and your instructor, do not cheat on this exam!
- **Turn off** and place all cell phones, smart watches, electronic devices in a security bag **under your seat**. They cannot be in your pocket or on your wrist.
- Having ready access to your phone, smart watch, or electronic devices is considered a breach of the Academic Integrity policy
- Place all bags, coats, and hats at the front of the room. **No personal belongings, other than those in the security bag, can be brought to your desk**
- No food is allowed, unless medically required. You may have water in a clear plastic bottle without labels
- You may only have materials on the desk that are designated by the instructor, such as pens, pencils, or in some cases, formula sheets and calculators. No pencil cases on the desks
- Place your OneCard student ID on your desk face up
- Invigilators will be taking attendance. Please do not sign your exam until the invigilator gets to you. You may not leave until you've had your attendance taken
- If you need to use the washroom, have a question or are finished your exam, raise your hand and wait for an invigilator to assist you

- Does everyone have an examination paper? Please raise your hand if you don't
- Please check that you have the correct examination
- Write your and your instructor's name on your exam and each exam booklet that you use.
- The time is _____. You may begin!

Good luck!

During the Exam

Distribute Papers

- Check you have the **right** exam papers (!) and any other supporting material
- Contact the lead proctor/assistant proctor or instructor if there is an issue

What do I do if wrong exam paper has been handed out?

- Inform lead proctor/assistant proctor/instructor immediately
- Check if other students have the wrong papers
- Check the class list to make sure that the right students are present for the right exam
- If applicable, collect the wrong exam and hand out the correct exam

Check Student ID

- Students must have their Ryerson ID cards on their desks. Invigilators will be responsible for checking these ID cards once students begin the exam. ID is double checked at the MTCC, first quickly by security at the hall entrance, and then closely by the invigilators
- Check that the student photo matches the student present. If not, or the student is not on the list, notify the assistant proctor, lead proctor or instructor immediately*
- Check the student off of the attendance list

*If it is suspected that someone is impersonating a student, the photo identification of that person should be checked, and the person should be asked to sign the exam paper for further verification. If it is suspected that the identification is not valid, students may be asked to provide alternate photo identification. Security may be called, if circumstances warrant.

What if the student has forgot their Ryerson OneCard student ID?

Students may be admitted with valid photo ID (passport, health card, or driver's license).

What if the student has NO photo identification?

If they are on campus, they can proceed to the OneCard in JOR02 during business hours to get a free temporary ID. If they are at MTCC or it is after hours, consult with the instructor how to proceed

Monitor for Students' Questions

- Carry additional exam booklets and pencils with you
- Respond as quickly as possible
- For transparency, you must speak English, even if you both know another language
- Never answer any question relating to the content of the exam!** Notify the instructor if there are content-specific questions
- Contact the lead proctor/assistant proctor and or the instructor if you need assistance
- Keep moving to combat boredom! Occasionally invigilate from the back and in random patterns.

- Stay in the section you are assigned
- You may not use your phone while invigilating

What do I do if a student claims there is error in the paper?

- Thank them for letting you know
- Tell them to continue with the next question
- Notify the instructor
- Remember there may not actually be an error, so stay calm 😊
- Never confirm there is an error unless this has been formally announced by the lead proctor/assistant proctor or instructor

Monitor Academic Integrity

Your role is to uphold Policy 60 Academic Integrity in a respectful and timely manner, as academic integrity is important to Ryerson’s fundamental values of honesty and fairness. It is important to report student academic misconduct (cheating), as not doing so is unjust and unfair to the University and every other student sitting the exam. However, please remember that any suspicions of academic misconduct are just that – suspicions – so please be sure to be respectful and when reporting, just record the facts.

Pay close attention to the students’ hands, wrists, and body language. Watch for students:

- Attempting to use unauthorized information. For example, phones, smart watches, calculators, MP3 players, iPods, writing on arms or other body parts, cheat sheets on small pieces of paper, notes on other items
- Talking or copying
- Exam booklets that students have brought themselves, which may be a different colour
- Leaving during the first 30 minutes or unsupervised if they intend to return and continue the exam
- Allowing work to be copied during an examination – this counts as cheating

What do I do if I see someone cheating with unauthorized aids?

- Quietly take any written materials. We cannot confiscate electronics. If a student is using a cell phone, smart watch or other device, quietly ask the student to turn off and place the electronic in a clear plastic bag under their desk. If they refuse, contact the lead proctor, instructor or Security, depending on the level of disruption.
- Write on the exam booklet, and take a note for your incident report, what questions were completed at the time of confiscation
- Notify the Exam lead proctor, assistant proctor or instructor.
- Complete an *Examination Incident Report Form*, including:
 - A description of what happened, who said what, and at what time
 - The questions which were completed at the time of confiscation
 - Any other relevant information. Be objective. Use statements such as: “The student stated...,” “it appeared that...” “the student appeared...”
- Give the Examination Incident Form to the lead proctor, assistant proctor, or instructor. The instructor is responsible for following up on the academic misconduct.

In most instances of confirmed or suspected cheating, the student must be allowed to finish writing the exam. In some instances it may be suitable to move the student to another desk. Exam lead proctor/assistant proctors or instructors are only to ask the student to withdraw from the examination in extreme circumstances: for example when a student's continued presence would disrupt the examination process for others.

What do I do if I suspect a student is copying from another student?

- Record the names of the student, as well as the student(s) being copied from
- Record the details on the *Examination Incident Report Form*.
- Notify the Exam lead proctor, assistant proctor or instructor.
- Complete an *Examination Incident Report Form*, including:
 - A description of what happened, who said what, and at what time
 - Any other relevant information. Be objective. Use statements such as: "The student stated...", "it appeared that..." "the student appeared..."
- Give the Examination Incident Form to the lead proctor, assistant proctor, or instructor. The instructor is responsible for following up on the academic misconduct.

What if someone is letting another student copy from them?

- This also counts as cheating!
- Record the names of the student, as well as the names of the student(s) who are being copied from
- Notify the Exam lead proctor, assistant proctor or instructor
- Complete an *Examination Incident Report Form*, including:
 - A description of what happened, who said what, and at what time
 - The questions which were completed at the time of confiscation
 - Any other relevant information. Be objective. Use statements such as: "The student stated...", "it appeared that..." "the student appeared..."
- Give the Examination Incident Form to the lead proctor, assistant proctor, or instructor. The instructor is responsible for following up on the academic misconduct.

Washrooms

- Any student requesting to use the washroom is to be escorted by an invigilator or rover. There must always be invigilators covering the room; if there are not enough, students have to wait until someone returns. The Gym, KHW073 and the MTCC will have rovers in the room at all times.
- In classroom settings, only one student is permitted to use the washroom at a time, accompanied by an invigilator
- Be sure that student places exam face down before leaving for washroom
- If a rover reports there has been an academic integrity issue in the washroom, you must complete an incident report and provide it to the professor

End of Exam

- Students are to raise hand to have you collect their exam booklet
- Students may not leave in the last 15 minutes of the exam.
- Check to see their name and professor are on all materials to be submitted
- Students may not take any exam materials (paper, scrap paper or booklets) from the
- No completed papers should be removed from the exam room until the end of the exam session
- Return exams and any additional papers to the CORRECT instructor!!!!**
- Tidy the room: Remove any papers or garbage. Check the desks for writing.

Emergency Procedures

Since the examination period is stressful, it is important that you stay calm if an issue arises. Your role will be to direct the students, along with lead proctors, assistant proctors or instructors.

Fire Alarms or Evacuations

See Examination Policy 135 for details.

It is mandatory to evacuate when you hear the fire alarm instructions or are directed by Ryerson Security or other emergency personnel

- Stop the test/exam immediately
- Instruct students to:
 - Leave their exams face down on their desks
 - Take their security bags under their desk, but leave their coats and bags.
(If the door is not able to be locked, check to see if Security is nearby to lock the door. If not, and it is safe and feasible, students may take their coats and bags.)
 - Leave by the closest exit
- Ensure that the students leave promptly, even if you suspect the alarm is false
- Leave the exams on the desks and lock the door.** If for some reason the door can't be locked, remember your first priority is safety.

- You may be directed by Security or the instructor/lead proctor to proceed with the students to an alternate location

- If you must evacuate, direct the students to the Evacuation Locations
 - MTCC As directed by MTCC Security
 - Kerr Hall /Gyms Inner Quad
 - EPH/ SHE Pitman Hall Courtyard
 - Victoria Building Victoria Street (front of building)
 - TRS Marriot Hotel Courtyard (rear of building)
 - Podium Victoria Mall (lane in front of building)
 - Engineering Church Street (front of building)

If Security indicates it is safe to re-enter the building, confer with the instructor as to whether the exam can continue. Generally, if the exam has already been distributed, a make-up exam will be scheduled

- If the decision is to discontinue that exam, you or the instructor will make an announcement that the exam will be rescheduled. Information will be posted on the Registrar's website www.ryerson.ca/registrar
- **Complete an Incident Report and submit to the Office of the Registrar, Manager of Examinations (LIB80 or exams@ryerson.ca).**
- It is up to the instructor to make alternate arrangements with the Registrar's Office

Dealing with Difficult or Disruptive Behaviour

Disruptive behavior is an offence in *Academic Integrity* and *Student Code of Non-Academic Conduct* policies. If a student is disrupting the exam environment:

- Remember that the student may be stressed, anxious, or experiencing a mental health issue, so if possible, be discrete, compassionate and calm, but clear and assertive
- **Determine if you need to seek assistance and support**
If the behavior is potentially dangerous (violence, weapons, threats, etc.)
 - **ON CAMPUS**, call Ryerson Security **416-979-5040** or **ext. 80** or 911 or use a Blue Emergency Pull Station
 - **At MTCC**, call **(416) 585-8160 or 8160** from closest house phone
 - Give exact location
 - Give details information about the situation
 - If safe, remain in contact with security until they arrive
- Ask the student to stop and instruct what you need them to do. For example,
(What you are doing right now) is disruptive to other students. I need you to...
Kicking your desk is disruptive to other students. I need you to stop kicking your desk.

If the student repeats or continues the behavior:

At this point, if you continue to..... (fill in behaviour) I will need to call Security.

If at any time the behaviour escalates, call Security immediately

- Document
Even if you did not need to contact Security, complete an Incident Report as soon as possible, noting:
 - Date, time, place
 - Who and what was involved
 - Record anything that was said or significant behavior the student exhibited.

- Submit Incident report to Security, if they are involved, or Office of the Registrar, Manager of Examinations (LIB80 or exams@ryerson.ca)

Assisting Upset or Sick Students

- If possible, notify a lead proctor or instructor to assist with the situation
- At the MTCC, a nurse is available for exams with over 1000 students
- Ask the students what is happening, and how you can best assist
- Remember that the student may be stressed, anxious, or experiencing a mental health issue, so if possible, be discrete, compassionate and calm

- Document
Even if you did not need to contact Security, complete an Incident Report as soon as possible, noting:
 - Date, time, place
 - Who and what was involved
 - Record anything that was said or significant behavior the student exhibited.

- Submit Incident report to Security, if they are involved, or Office of the Registrar, Manager of Examinations (LIB80 or exams@ryerson.ca)

Incident Summary

Incident Report forms are completed by the person who observes the activity and then given to the lead proctor who will ensure the correct processing of the Report

Type of Incident	Form Completed by	Give Form to
Suspicion of cheating (Confiscated items to be placed in envelope by lead proctor)	Person observing the suspicious activity	Professor
Report of stolen items	No form required. Call security	
Emergency evacuation or other behaviour incident	MTCC or Gym lead proctor or Classroom invigilator	MTCC or Gym: lead proctor Classroom: instructor and Exam Manager
Instructor Issues Request length of exam change Late arrival Exam materials Call or text Exam Manager on cell (647) 977-7735 if there is an issue with an instructor that you have questions about or cannot be resolved	MTCC or Gym lead proctor or Classroom invigilator	MTCC or Gym: lead proctor Classroom: instructor and Exam Manager
Student behavior, such as identity verification issues, disruptive behaviour, threats If necessary, contact Security 416-979-5040	MTCC or Gym invigilator or lead proctor or Classroom invigilator	MTCC or Gym: lead proctor Classroom: instructor and Exam Manager
Do not complete an incident form for: Students who do not have ID Cards but present valid, alternate ID. Students who are late Lost or stolen items (call Security)		

Examination Incident Report Form

One form is to be used for each incident being reported unless the incident affects the entire class.

Student or Course Name _____

Student ID# or Course Code _____

Date _____

Location _____

Exam Time _____

invigilator Name _____

Course Name & Code if not above _____

Exam assistant proctor/ instructor Name _____

Incident involved:

- Student caught with unauthorized material
- Student suspected of cheating
- Student communicating with another student during exam
- Fire alarm
- Student illness
- Student name does not appear on the registered class list
- Student identity issues, such as invalid or fraudulent identification
- Other: Please specify:

Full incident details (*continue over if necessary or attach the report of an assisting invigilator):

(See over)

Action Taken:

Additional Comments:

Signature _____

Date _____

Print name _____

Email _____

Phone _____

This form any associated evidence is to be submitted to :

Academic Integrity: Professor

Emergencies or incidents at MTCC or Gym: Lead proctor

Classroom Incidents: Professor and Exam Manager, LIB80, (416) 979-5000, ext. 6060
Work cell (647) 977-7735, exams@ryerson.ca

One Card

Starting this fall examination period, a new Temporary ID process for students will be in place. The new process will be communicated to students prior to the start of the examination period. The new form (example attached) will now be issued by the OneCard office. They will be open as of 8 a.m. for those individuals who have forgotten their OneCard. Where possible, for exams on campus, students who have forgotten their OneCard should obtain a Temporary ID.

What if the student writing an exam at the MTCC has forgot their Ryerson OneCard student ID?
Students may be admitted with valid photo ID (passport, health card, or driver's license).

What if a student has NO photo identification?

If they are on campus, they can proceed to the OneCard in JOR02 during business hours to get a free temporary ID. If they are at MTCC or it is after hours, consult with the instructor as to how to proceed.

A sample of the form the OneCard will issue is below.

 **TEMPORARY STUDENT IDENTIFICATION FORM**
VALID FOR ONE DAY ONLY

STUDENT AUTHORIZATION

STUDENT ID: _____
FIRST NAME: _____
LAST NAME: _____
EXAM DATE: _____

* I understand that temporary student identification is valid only on the exam date printed
* I understand that the re-issue of a lost Ryerson Student Identification Card must be requested at the OneCard Office (JOR02) and may be subject to a replacement fee.

SIGNATURE: _____ DATE: _____

ONECARD OFFICE AUTHORIZATION

VERIFIED GOVERNMENT ISSUED PHOTO ID
 NO ID - VERIFIED BY PHOTO ON FILE



STAFF NAME: _____ EXTENSION: _____
SIGNATURE: _____ DATE: _____

Temporary Student Identification may only be authorized by the OneCard Office.

If you have any questions or concerns please contact:
OneCard Office, Jorgenson Hall Room J08-62
390 Victoria St, Toronto, ON, M5B 2K3
416.979.5000 ext. 7546, onecard@ryerson.ca

Contact and Website Information

Thanks again for invigilating! If you have any questions, feedback, or suggestions, please don't hesitate to contact the Registrar's Office below.

Manager of Exams and Special Projects, Office of the Registrar

Michelle Green

Contact for last-minute shift cancellations, incidents, questions, or feedback

Location LIB 80
Office (416) 979-5000, ext. 6060
Work cell (647) 977-7735
Email exams@ryerson.ca

Senate

Lucia Stewart

Contact for cancelling shifts in advance, scheduling, availability, HR, payment issues

Location JOR 1227
Office (416) 979-5000, ext. 5011
Email exams@ryerson.ca

Student Exam Information and Procedures

<http://www.ryerson.ca/currentstudents/academics/exams>

Cancelled or Make-up Exam Schedules and Locations

<http://www.ryerson.ca/registrar>

Exam Policy 135

www.ryerson.ca/senate/policies/pol135.pdf

Security

ON CAMPUS, call Ryerson Security **416-979-5040** or **ext. 80** from an internal phone, or 911 or use a Blue Emergency Pull Station

At MTCC, call **(416) 585-8160** or **ext. 8160** from closest house phone