Exam Guide for Professors and Invigilators
Welcome to your guide to invigilating exams at Ryerson!

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 professors and invigilators need to know. You may want to take the booklet with you or access online at www.ryerson.ca/registar/faculty.

Final 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 of Examinations and Special Projects
Office of the Registrar
# Table of Contents

A Quickstart Guide to Examinations 4
Invigilation Responsibilities 5
   Administration, Set Up & End Exam 5
   Leadership 5
   Academic Integrity 5
   Attendance 5
Invigilator Information 6
   Accessibility for Ontarians with Disabilities Act (AODA) 6
   Payment 6
   Breaks and Hours of Work 6
   Shift Start & End Time 7
   What to Bring 7
   What to Wear 7
Exam Procedures 8
Before the Exam 8
   Set Up 8
   Personal Belongings 8
   Seating Students 8
   Late Arrivals 8
Sample Examination Procedures Announcement 9
During the Exam 10
   Distribute Papers 10
   Online Assessments (computer-based exams) 10
   Attendance, Student ID & Watch Check 10
Identification Procedure for Facial Covering 11
Academic Integrity 12
Washrooms 13
Prayers 14
End of Exam 14
Emergency Procedures 15
Threatening or Disturbing Behaviour 16
Upset or Sick Students 17
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Summary</td>
<td>18</td>
</tr>
<tr>
<td>Completing an Incident Report</td>
<td>19</td>
</tr>
<tr>
<td>Examination/Test Incident Report Form</td>
<td>20</td>
</tr>
<tr>
<td>Temporary OneCard</td>
<td>22</td>
</tr>
<tr>
<td>Identification Confirmation Form</td>
<td>23</td>
</tr>
<tr>
<td>Campus Map</td>
<td>24</td>
</tr>
<tr>
<td>Contact and Website Information</td>
<td>25</td>
</tr>
<tr>
<td>Security</td>
<td>25</td>
</tr>
</tbody>
</table>
A Quickstart Guide to Examinations

<table>
<thead>
<tr>
<th>Do</th>
<th>Don’t</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Contact Security 416-979-5040 if room is locked</td>
<td>• Place exam questions on desks before students arrive</td>
</tr>
<tr>
<td>• Place scantron or Akindi sheets or blank, lined booklets on desks before students arrive</td>
<td>• Require students to store belongings at the back of the room where they can’t see them</td>
</tr>
<tr>
<td>• Allow students to keep belongings under desks and coats on back of chairs (if feasible) and wear hats (baseball caps backwards)</td>
<td>• For an online assessment, allow students who use 2-factor authentication to use briefly their cell phones or other method to log into Ryerson services such as my.ryerson.ca or D2L (see pg 10)</td>
</tr>
<tr>
<td>• For an online assessment, allow students who use 2-factor authentication to use briefly their cell phones or other method to log into Ryerson services such as my.ryerson.ca or D2L (see pg 10)</td>
<td>• Forget to ask students to put their phones in an inaccessible place (for example in their bag under their desk) before the assessment starts</td>
</tr>
<tr>
<td>• Distribute exams facedown to students present</td>
<td>• Put exams on empty desks</td>
</tr>
<tr>
<td>• Allow students to arrive up to 30 minutes late</td>
<td>• Allow students to enter if anyone has left</td>
</tr>
<tr>
<td>• Check student and invigilator ID</td>
<td>• Don’t forget students may have temporary OneCard</td>
</tr>
<tr>
<td>• OneCard issues temp IDs during business hours)</td>
<td></td>
</tr>
<tr>
<td>• Remember The Chang School accepts gov’t ID</td>
<td></td>
</tr>
<tr>
<td>• Use the projector to show the time or write it on the board every 15 minutes</td>
<td>• Allow students to wear watches</td>
</tr>
<tr>
<td>• Have a rover or invigilator, ideally of the same sex, accompany students to the outside of washroom</td>
<td>• Allow students to walk the hallways unattended</td>
</tr>
<tr>
<td>• Confiscate cheat notes</td>
<td>• Confiscate electronics</td>
</tr>
<tr>
<td>• Ask to see under hat or hair, if you have a suspicion a student is using headphones</td>
<td>• Touch a student</td>
</tr>
<tr>
<td>• If academic misconduct is suspected, fill in a detailed incident form and submit to the Professor. See Academic Integrity website for more information.</td>
<td>• Ignore academic integrity incidents</td>
</tr>
<tr>
<td>• Evacuate quickly and close the door during a fire alarm. Contact Scheduling if you wish to arrange a make-up date. (See Emergency Procedures for details)</td>
<td>• Take photos of students -- write a report, and if possible, have two invigilators observe the incident and sign</td>
</tr>
<tr>
<td>• Contact 911 in case of emergency, or Security at 416-979-5040 in a non-emergency</td>
<td>• Gather the exams – leave on the desk</td>
</tr>
</tbody>
</table>
Invigilation Responsibilities

The goal is to ensure that all final exams are administered in a manner that maximizes integrity and provides the opportunity for students to demonstrate the intended learning outcomes of a course.

Responsibilities include:

Administration, Set Up & End Exam

- Ensure exams are conducted in accordance with the University’s Final Examination Policy and Procedures, the Student Code of Conduct, and relevant departmental, school, or graduate program policies and procedures
- Assist with setting-up examination venues by laying out equipment and examination materials in accordance with procedures provided, directing student to their seats
- Make announcements regarding exam procedures, etc.
- Ensure that all students submit all required exam materials. Students are not allowed to take any materials, including scrap paper, out of the room.
- Perform timekeeping; the official start and end time of an exam should be announced by the staff or faculty administering the exam and where no clock is available in the exam room, invigilators must indicate (in a non-disruptive manner) the time every 15 minutes e.g. by using presentation technology or by writing on the board

Leadership

- Consult with the instructor if possible, and provide direction regarding disruptions or emergency procedures when safe to do so; follow the direction of the alarm public address system and any responding emergency personnel
- Respond to student emergencies; summon 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 for students procedural aspects of the exam which are unclear, but do not provide content information that may infringe on Policy 60: Academic Integrity
- Report suspected academic misconduct to the instructor in accordance with Policy 60: Academic 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

Students may go to the washroom during last 15 minutes

Invigilator Performance Issues
An invigilator performance form can be found online at www.ryerson.ca/teaching/employment_resources/cupe-3904-unit3

Invigilator Information

Accessibility for Ontarians with Disabilities Act (AODA)
All new employees must complete an AODA Short Term Training Form, available from your hiring department. If you have previously completed one, you do not need to do it again.

Payment
● Payment is arranged by the department that hired you
● Pay dates can be found under bi-weekly deferred at www.ryerson.ca/hr/payroll/
● Once your contract is active, you can activate your online identity to set up direct deposit
  ○ Once your computer access is activated and you have access to eHR, check out the self service functions by logging into my.ryerson.ca and clicking on the eHR tab. Click on Main Menu > Self Service. Ensure that your direct deposit, address and emergency contact information are up to date.
● If you do not set up direct deposit, a cheque will be made, and held at the Staff Faculty Cashier’s Office. http://www.ryerson.ca/financialservices/about/services/fac_staff_cash.html
● If you wish to have a cheque mailed to you, you must contact HR each time. hr@ryerson.ca or 416-979-5075

Breaks and Hours of Work
● If you are working more than five hours in a row, you are entitled to a 30-minute meal break, or if you agree, two 15-minute breaks (however, see next bullet)
● To maintain academic integrity, you cannot leave a class unattended or with inadequate invigilation coverage; therefore it may be best to arrange your schedule so you have breaks between shifts.
● The maximum weekly limit of total hours across the university is 44 hours, as the university cannot pay for overtime
Reporting at the Mattamy Athletic Centre

You must show your OneCard at the beginning of your shift to the professor or, at large venues, the administrative staff.

*Please note, you cannot have a colleague take your shift without first making arrangements with the department.

The MAC site coordinators are responsible for coordinating the venue, overseeing exam distribution, and making exam announcements. The coordinators, along with the administrative invigilators, will be your main contacts, and sign you in, orient you to the space, and provide guidance to ensure the venue has adequate invigilation coverage.

Checking in for on-campus classroom exams

If you are invigilating in a classroom, report to the professor and show them your OneCard as ID. If you have questions, contact the department that hired you.

Shift Start & End Time

- All staff are to be ready to start working at the beginning of their shift time, and are only paid for their scheduled shift, unless specifically requested to come early or stay late
- If there is an unavoidable circumstance, contact whoever hired you
- Be sure to leave enough time between shifts to travel between locations
- Be sure to sign in and out at each shift. You will not be paid for the full shift if you sign in late or leave early.

What to Bring

- Copies of incident reports (available from your hiring department)
- Pen
- Watch or other time-keeping device
- Snacks & coffee
- Leave valuables at home
- Note you cannot mark, work, or use your cell phone during your shift

What to Wear

- Business casual clothing
- Bring a sweater
- Wear quiet and comfortable footwear
- To increase visibility at the large venues you will be given a vest
- Please do not wear heavily scented products
Exam Procedures

Before the Exam

Set Up
- The professor should share any special announcements or aids allowed with the invigilators
- Check the room, desks, and walls are tidy and free of papers, and no writing on desks
- Make sure the clock is working and is visible to all students. If the clock is not working, use the projector, or write the time on the board every 15 minutes. Students may not use their phone or smart watch as a clock
- Check that students’ seats are spaced apart
- Place scantron or Akindi response sheets or blank, lined booklets on desks (Exam questions are distributed, face down, during the announcements)

Personal Belongings
- Students are allowed to keep personal belongings under their desks, and coats on the back of chairs, and wear hats (baseball caps backwards). Decide if it is feasible for students to keep their belongings at their desks and still maintain academic integrity.
- While we encourage professors to allow students to keep their belongings with them, during final exams, plastic bags will still be provided on campus 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
  - Bags are available in the foyer of buildings: SHE, ENG, VIC, TRS, KHE (first floor), and at the coat check in KHN1C.

Seating Students
- In KHW271 or MAC, make sure the correct seating plan is followed
- The MAC and KHW271 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?
- The professor can make the decision if the student will be allowed to complete a make-up
- Be aware that the student may be anxious, so try to be calm and reassuring
- If necessary, get assistance from Security. (see phone numbers on last page)

Late Arrivals
- Student may arrive up to 30 minutes late. After the 30 minutes, they must contact their professor to discuss the situation
- The professor can decide to allow the extra-late entry; however it is strongly recommended the student not be allowed in if anyone has already left
- In the Gym and MAC, late students will not be allowed to enter the room until all students have started, subject to the rules above
Sample Examination Procedures Announcement

Welcome to the examination for _______________. Invigilators, please hand out exams only to desks where a student is seated. Students, 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.

- First rule: Don’t cheat! You must maintain all academic standards, including 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 professor, do not cheat!

- **Turn off** and place all cell phones, smart watches, electronic devices **under your seat**. They cannot be in your pocket or on your wrist as this is against the academic integrity policy. You cannot go into your bag or pockets during the exam. If you need to, put your hand up for an invigilator

- Turn your baseball caps backwards

- You may have pens, pencils and materials your professor said you can have on your desk, but no pencil cases.

- Water is allowed in a clear bottle without labels - no food unless medically required

- Place your OneCard student ID on your desk

- Sign your exam when the invigilator gets to you

- Don’t leave before your attendance is taken

- You may not leave your desk the first 30 minutes, or last 15 minutes

- 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

- (KHW271 only) Be aware the washroom is about a 5 minute walk away

- When you leave, please move quietly away from all exam rooms

Ok, everyone take a quick check: Heads (hats backwards), pockets (empty), wrists (no watches), toes (bag sealed under your desk)

- 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 professor’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 correct exam papers and any other supporting material
☐ Contact the coordinator or professor if there is an issue

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

● Inform coordinator or professor immediately
● Check if other students have the wrong paper
● 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

Online Assessments (computer-based exams)

While students may not have access to cell phones during computer-based assessment, students who use two-factor authentication will need to use either their phone, U2F key or printed backup codes before the assessment to log in to many Ryerson services such as the my.ryerson portal or D2L Brightspace. Once they have logged in, devices can be put away. If you have any questions, please contact the Computing and Communications Services (CCS) Help Desk at help@ryerson.ca or 416-979-5000, ext. 6806.

Attendance, Student ID & Watch Check

☐ Students must have their Ryerson OneCards on their desks. If they do not have their OneCard, during business hours they must go to the OneCard office to get a temporary ID
☐ Check ID cards once students begin the exam.
☐ Check that the student photo matches the student present. If not, or the student is not on the list, notify the coordinator or professor immediately*
☐ If the student has a facial covering, have the professor verify their identity as below
☐ Check the student is not wearing a watch
☐ Check the student off 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 forgotten their Ryerson OneCard student ID?

Students must go to the OneCard during business hours to get a temporary ID. Outside of business hours, the professor may choose to admit students with government photo ID (passport, health card, or driver’s license), and require the student to show their OneCard at a later time.
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 after hours, consult with the professor how to proceed.

Identification Procedure for Facial Covering

What if the student is wearing a niqab (facial covering)? How do I approach the student to confirm their identity?
If possible, have the professor (rather than the invigilator) confirm the student’s identify. Policy requires that students be identified and yet we need to be respectful of students’ rights. The following is a suggested script for approaching the student where the Student ID Card shows a face but the student has her/his face covered.

Hello, the university policy requires that we confirm the identity of everyone writing exams. At the same time we want to respect your rights. We can confirm your identity in two ways:

1. You can come to a private place and allow a female invigilator to see your face to confirm your identity, or,
2. You can complete this form affirming your identity

Which option is best for you?

(Form at end of document)
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!**
- Contact the professor 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 or mark while invigilating**

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

- Thank them for letting you know
- Tell them to continue with the next question
- Notify the professor
- Remember there may not actually be an error, so stay calm
- Only confirm an error if it has been formally announced by the coordinator or professor
- If the exam is being written in more than one location, including Test Centre, notify other sites

**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.

**Tiered Classrooms**

The Learning and Teaching Office has provided some best practices on upholding academic integrity in tiered classrooms. [http://ryerson.ca/content/dam/lt/resources/handouts/tiered_seating_academic_integrity.pdf](http://ryerson.ca/content/dam/lt/resources/handouts/tiered_seating_academic_integrity.pdf)

**What to watch for**

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

- Attempting to use unauthorized information. For example, phones, wireless headphones, 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 spacing or 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 academic misconduct
What do I do if I suspect someone cheating with unauthorized aids?

☐ Quietly take any written materials. Do not confiscate electronics. If a student is using a cell phone, smart watch or other device, quietly ask the student to turn off and place it in their bag under their desk. If they refuse, write a detailed incident report about what you saw and what happened.

☐ If you have a suspicion, you can take the student aside and ask to empty pockets, take off hats, or move hair out of the way. Do not touch the student. A female student wearing a head covering may wish to go to a more private location with a female invigilator.

☐ Write on the exam booklet, and take note for your incident report of which questions were completed at the time of confiscation.

☐ Complete an Examination Incident Report Form, including (see end of document for tips and incident report form):
  o A description of what happened, who said what, and at what time
  o The questions which were completed at the time of confiscation
  o Any other relevant information. Be detailed and objective. Use statements such as: “The student stated...,” “it appeared that...” “the student appeared...”

☐ Provide the incident report to the professor, who will notify the Academic Integrity Office.

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. Students are only requested 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 coordinator or professor.

☐ Complete an Examination Incident Report Form.

☐ Give the Examination Incident Form to the coordinator or professor. The professor is responsible for following up on the academic misconduct.

What if someone is letting another student copy from them?

☐ Record the names of the student, student(s) who are being copied from.

☐ Same as above.

Washrooms

- Rovers are hired by each department to travel between rooms and accompany students to the washroom; ideally, a same-sex invigilator can also escort a student to the washroom.
- You may ask to see a rover’s ID to confirm their identity.
- Students must take their OneCards (or government-issued ID at Chang School) so identity can be verified in case of an issue.
- Only one student is permitted to use the washroom at a time.
● There must always be invigilators covering the room; if there are not enough, students have to wait until someone returns. Large multi-exam venues such as KHW 271 and the MAC will have rovers (hired by the Registrar) available at all times, and may permit more students
● Be sure that the student places exam face down before leaving for washroom
● Check for any notes in the washroom and stalls before the student enters
● Escort students in the hallway. Remain outside in the hall, near the doorway
● Ask if the student if they have any electronics, such as cell phones or watches, and if so, hold them while in the washrooms, and ensure that the invigilator accompanying the student to their desk is aware, so the electronics go under the student desk – not back in their pocket
● If the student seems to be taking a long time, inquire if the student is okay.
● If you have a reason to suspect academic misconduct, e.g. you hear talking, rustling papers, lights on the ceiling, or electronics noises, complete an incident report clearly detailing your firsthand account and bring any academic integrity issues to the attention of the course instructor
● Be sure to respect the student’s privacy – do not look into the stalls!

Prayers

Students may wish to pray during exams. Similar to the washroom protocol, student may not leave the exam unaccompanied, so a rover or invigilator should escort them to the corridor and remain with them during their prayers. Please stay at a distance where you are not intruding, but able to ensure that inappropriate communication or academic integrity issues are not taking place.

End of Exam

- Students are to raise a hand to have you collect their exam booklet
- Students may not leave their seats 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 room
- 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 professor**
- 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 coordinators or professors.

Refer to Emergency Awareness, Preparedness & Response Procedures
http://www.ryerson.ca/content/dam/irm/pdfs/Emergency_Response_Plan.pdf

In addition, for exams:

Fire Alarms or Evacuations
It is mandatory to evacuate when you hear a continuous fire alarm or are directed by Ryerson Security or other emergency personnel. See Examination Policy 135 for details.

Some buildings operate on a two stage fire alarm:

**Stage One announcement indicating no evacuation necessary**
- Tell students they can keep writing AND will be given extra time at the end
- If students need to leave due to stress/noise, they must be accompanied by an invigilator if they wish to return. The student may not talk to other students while they leave the exam room.
- If students leave unattended they cannot return and will need to contact the professor to discuss next steps
- Time how long the alarm is. When the alarm stops, give the students this time, plus an extra 5 minutes to compensate for the disruption
- Be sure to adjust your notes to the end time reflects the extra added time

**Stage Two or continuous alarm or announcement saying evacuate**
Instruct students to:
- Leave their exams face down on their desks
- Take their belongings if safe and feasible
- Leave by the closest exit. Do not use elevators
- Follow directions of Security if they are present

When Security indicates it is safe to re-enter the building, confer with the professor as to whether the exam can continue, perhaps with special consideration, such as extra time, given the disruption, or whether it should be rescheduled to another date.

If the decision is to discontinue that exam, the invigilator or the professor will make an announcement that the exam will be rescheduled and direct students to the Registrar’s website www.ryerson.ca/registrar for the time and location of the make-up exam

- The professor must contact Scheduling to arrange a make-up exam time. Contact your departmental assistant if you need assistance.
- Complete an Incident Report and submit to Manager of Examinations
Threatening or Disturbing 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 discreet, compassionate and calm, but clear and assertive.

- **For behaviours presenting imminent danger to health and safety**
  - **ON CAMPUS**, call 911 or use a Blue Emergency Pull Station
  - For non-emergencies, call Security at 416-979-5040
  - **At MAC, contact the Security Staff on site** or 911
    - Give exact location
    - Give details information about the situation
    - If safe, remain in contact with security until they arrive

- 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

- See Student Care for further resources
  - https://www.ryerson.ca/student-care/
Upset or Sick Students

☐ Remember that the student may be stressed, anxious, or experiencing a mental health issue, so if possible, be discreet, compassionate and calm
☐ Step out of the exam room if possible
☐ Find out more. Ask “What’s going on? How can I help? What else would help right now?”
☐ If medical assistance is required contact Security
☐ Students who choose to commence an exam are presumed to be able to complete the exam. In exceptional circumstances, students may be granted academic consideration in accordance with University policies and procedures.
   O If necessary, contact their professor for guidance
   O Ask if they are registered with Academic Accommodation Support, and if so, encourage them to get in touch with their accommodation facilitator to assist with next steps
☐ During the office hours of 9am- 4:30pm, the student could go alone or be accompanied by an invigilator (if safe) or Security to Ryerson Counselling Centre in JOR 07
☐ After hours, supports include Security or the post-secondary support line Good2Talk 1-866-925-5454
☐ Complete an Incident Report and submit to professor. If the issue affects the whole exam, also contact the Manager of Exams
☐ If a student presents behaviour that is worrisome but doesn’t signal an immediate threat to themselves or others and requires follow-up, contact Student Care https://www.ryerson.ca/student-care/
## Incident Summary

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

<table>
<thead>
<tr>
<th>Type of Incident</th>
<th>Form Completed by</th>
<th>Give Form to</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suspicion of cheating</td>
<td>Person observing the suspicious activity</td>
<td>Professor</td>
</tr>
<tr>
<td>Report of stolen items</td>
<td>No form required. Call Security</td>
<td></td>
</tr>
<tr>
<td>Emergency evacuation</td>
<td>Person leading the evacuation</td>
<td>Professor</td>
</tr>
<tr>
<td>Exam administration issues, such as:</td>
<td>Invigilator, site coordinator or professor</td>
<td>Professor or Manager of Exams</td>
</tr>
<tr>
<td>Request to change length of exam,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missing or incorrect exam materials</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student behavior, such as identity verification issues, disruptive behaviour,</td>
<td>Person observing the activity</td>
<td>Security &amp; Professor</td>
</tr>
<tr>
<td>threats</td>
<td></td>
<td>Chair if necessary</td>
</tr>
<tr>
<td>If necessary, contact Security</td>
<td></td>
<td>Manager of Exams if affected whole exam</td>
</tr>
</tbody>
</table>

**Do not** complete an incident form for:
- Students who do not have ID Cards
- Students who are late
- Lost or stolen items (call Security)
Completing an Incident Report

When documenting an incident related to the suspicion of academic misconduct, the written report should be:

**Factual**
The student stated... It appeared that... the student appeared to...
e.g.: “According to the professor’s instructions, calculators are not allowed. The student was using a calculator”

**Detailed**
Include who, what, when, where, for how long
eg.: “I advised the student at the start of the exam that the exam will be over at 2pm. At 2:01 pm, I instructed the student to stop writing. The student continued to take the exam until 2:15 p.m. I asked the student three times to stop writing as the exam was over. The student stated, “I am not finished. I really need extra time.” I advised the student that the incident will be documented and reported.”

**In the Moment**
Notes and reports should be made at the time of the incident, or at the first available opportunity

**Non-Judgmental**
Instead of “the student was clearly cheating and when I asked him he lied.” objectively state what happened, e.g.: “I advised the student that I saw him look at his cell phone and I asked him to put it in the bag under his seat. He said it was off, but I believe that it was on and saw him touch and look at the screen. He put it under his desk.”

**A first-hand account**
“I said”, “I saw”, “I heard”, “the student told me...”

**Contains no conclusions**
Instead of “the student cheated on the test,” be specific, “At [specific time], 15 minutes after the exam started, I observed the student taking a piece of paper out of his boot, the student then looked at what was on the piece of paper for approximately 10 seconds, then wrote in the exam booklet. I advised the student of what I saw and then asked the student to take off his boots. He refused. I advised the student that the incident will be documented and reported.”

**Demonstrate knowledge and communicate the rule**
“At [specific time], I advised the student that the examination was over. The student asked for another 10 minutes. I advised the student that there were two hours allowed for the exam. Therefore since the exam started at [specific time] and it was now [specific time], the exam was over.”
Examination/Test 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
__________________________________________

Professor
__________________________________________

Incident involved:
• Student is suspected to have ready access to/or using unauthorized aids or devices (e.g. notes, cell phones, calculators, smart watches, etc.)
• Student suspected of other forms of academic misconduct (e.g. copying from another student, allowing their work to be copied)
• Student is suspected of communicating with another student during exam (inside or outside room)
• Fire alarm
• Student illness
• Student name does not appear on the registered class list
• Student identity issues, such as suspicion of invalid or fraudulent identification
• Other: Please specify:
________________________________________________________________________
________________________________________________________________________

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

Additional Comments:

Signature ___________________________________________ Date ______

Print name ___________________________________________

Email _______________________________________________

Phone _______________________________________________

This form and any associated evidence is to be submitted to:

Academic integrity or issue affecting only a few students - Professor.
For further information see www.ryerson.ca/academicintegrity

Incidents affecting the whole exam - Manager of Exams, exams@ryerson.ca
Temporary OneCard

When possible, students who have forgotten their OneCard should obtain a Temporary ID from the OneCard Office. If a student does not have a OneCard, it is up to the professors whether to let the student write the exam.

The Chang School accepts either the OneCard or government-issued photo ID

**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 MAC or it is after hours, consult with the professor as to how to proceed.

A sample of the form the OneCard will issue is below.
Identification Confirmation Form

(information to be filled in or written on a paper submitted with attendance)

Option 1: I consent to a female staff member to view my face in a private area and verify my identity as the person on my Ryerson student identification card (or other form of identification if necessary).

Option 2 (student to complete): I affirm my identity by completing the following statement:

I certify that I ______________________ am the person described on my Ryerson Student Identification Card, with the student identification number __________________, and that I am the student who is sitting the exam for the course __________________ at ______________________ on ______________________.

PLEASE COMPLETE THE FOLLOWING IF YOU HAVE CHosen OPTION 1 OR 2:
I choose Option # (Please circle): 1 or 2

Student’s Name: (PRINT) ______________________
Student’s Signature: ______________________
Staff name: (PRINT) ______________________
Staff Signature: ______________________
Date: ______________________
Professor’s Name if not above: ______________________
Contact and Website Information

If you have any questions, feedback, or suggestions, please don’t hesitate to contact the Office of the Registrar. Contact information is below.

Security

Emergency: 911
Non-emergency: Ryerson Security 416-979-5040

Questions about exam locations, shift cancellations, or payment
Contact the department that hired you

General information or feedback
Manager of Exams and Special Projects, Office of the Registrar
Office 416-979-5000, ext. 6060
Email exams@ryerson.ca

Student Exam Information and Procedures
www.ryerson.ca/registrar/students/exams

Cancelled or Make-up Exam Schedules and Locations
www.ryerson.ca/registrar

Test Centre (Contact in case of change to exam or cancellation)
416-979-5000, ext. 3592

Exam Policy 135
www.ryerson.ca/senate/policies/pol135.pdf

Student Care
www.ryerson.ca/student-care
Phone: 416-979-5000 ext. 3331
Email: studentcare@ryerson.ca

Student Conduct
Phone: 416-979-5000 ext. 2741
Email: rsco@ryerson.ca