

OSD INVIGILATOR HANDBOOK

Office for Students with Disabilities
MCGILL UNIVERSITY (last updated March 2019)

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Welcome to the OSD

Thank you for accepting the position as an invigilator at the Office for Students with Disabilities (OSD)'s Exam Center. We are happy to have you join our team of staff who are dedicated to ensuring that students with disabilities at McGill have an accessible exam experience. This document will provide you with some guidelines, and help orient you in your role.

What is the OSD?

The Office for Students with Disabilities (OSD) is a unit of [Student Services](#) that provides support services and reasonable accommodations to undergraduate, graduate and postdoctoral students with documented disabilities of either a permanent, temporary, or episodic nature. The OSD fosters an accessible and inclusive university experience for McGill's diverse student population in collaboration with other Student Services and the wider McGill community through resources and services.

Students who write exams with the OSD make use of various accommodations such as extra time, breaks, enlarged exams, and computers. These accommodations are not special privileges, but rather measures taken in order to minimize the barriers that a student experiences as a result of their disability in their academic environment. All accommodations are outlined on a student's individualized accommodation plan by an OSD advisor. Any changes to a student's accommodations must be pre-approved by an OSD advisor.

The OSD Exam Center

The OSD Exam Center is located at 3459 McTavish Street (suite RS56). Our hours of operation are from 8 am – 8 pm, Mondays to Fridays. We are open to walk-in traffic weekdays from 9 am – 5 pm.

Organizational Structure

The Exam Coordinators are responsible for scheduling your shifts, preparing the materials, and acquiring all information related to the administration of a student's exam. During peak periods, they may be supported by Exam Supervisors. For invigilators working at Macdonald Campus, this is done by the Student Services Administrator (osd.macdonald@mcgill.ca).

The Exam Center Manager processes your timesheets in collaboration with Student Services' Human Resources, and oversees hiring and disciplinary matters.

Who do I ask questions to?

- Payment/timesheets: Exam Center Manager (Rachel Desjourdy: Rachel.desjourdy@mcgill.ca)
- Shift scheduling/hours: Downtown - Exam Coordinators (exams.osd@mcgill.ca), Macdonald Campus (osd.macdonald@mcgill.ca)

Working with Students with Disabilities

Disability

In Bill C-81, *An Act to ensure a barrier-free Canada*, the definition of disability is as follows:

disability means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.

At the Office for Students with Disabilities, students register and receive services for temporary, permanent or episodic conditions. Medical documentation is a requirement for registration with our office, and must be provided by a relevant, licensed professional. Accommodations are provided by our office to support students who experience barriers in their academic environment.

It's important to note that in the majority of students with disabilities on campus have what is considered an *invisible* disability. That means that just by observing them, you would not be able to tell that they have a disability. Examples of visible disabilities include students who are wheelchair users, or blind students who walk with a white cane. Examples of invisible disabilities include learning disabilities such as dyslexia, a chronic health condition such as Crohn's or a mobility impairment such as rheumatoid arthritis.

It would be inappropriate for an exam center staff to ask for a student to disclose their particular diagnosis when accessing our services. If a student has registered with the OSD and has an active accommodation plan, they are eligible for the accommodations outlined in their accommodation plan, as determined by an Access Advisor at the OSD.

If you have questions on how to work with students with disabilities, please reach out to the Exam Center Manager who will be happy to provide you with additional resources and training.

Confidentiality

A student's registration status with the OSD is confidential, and is only shared with those directly involved in the implementation of the student's accommodations. As a staff member at the OSD Exam Center, you will have access to confidential information about students and their accommodations. Sharing information about a student's registration or accommodations without a student's written consent is a breach of confidentiality. As part of your position, you are required to sign a **confidentiality agreement** with our office.

Professionalism

In your role as an invigilator you will be dealing with a variety of individuals: students, professors, invigilators, OSD staff, your colleagues, Exam Supervisors and the Exam Center Manager. Throughout all of your interactions, you are expected to uphold a high standard of courtesy and respect. Do not be afraid to ask your colleagues for clarification if you have questions, or are asked a question that you do not feel equipped to answer.

In your role, you are also expected to uphold professional boundaries. **The use of information that you have access to in your role is never to be used for personal reasons.** The use of information in this way would also be considered a breach of confidentiality.

The Role of the Invigilator

Major Duties and Responsibilities

- To ensure the fair and proper conduct of examinations
- To assist the exam coordinator including the preparation of student entry, student invigilation, the distribution of examination materials, and the collection of examinations
- Assisting students prior to the start of examinations by directing them to their seat and informing them of their exam accommodations
- Checking the attendance during examinations
- Ensuring exam security inside the examination rooms
- Invigilating during examinations, dealing with queries raised by students
- Monitoring, documenting, addressing and reporting incidents and/or misconduct
- Escorting students from exam rooms during the examination as required (e.g: washrooms)
- Ensuring the examination room is clear and tidied for the next session

Conduct of an Invigilator

- The use of cell phones, personal computers or headphones during your shift is not permitted. You may bring a book or other non-electronic materials.
- Invigilators must remain awake and alert at all times. Sleeping during your shift is not permitted
- If you need to communicate with another invigilator or a student, do so in writing, or outside of the exam room in order to minimize noise.
- Leaving an exam room unattended is a violation of exam security. If you need to leave please inform a fellow invigilator, or other Exam staff so that the student remains supervised.
- Invigilators are expected to arrive on time for their scheduled shift. Repeated tardiness may result in disciplinary action.

The Invigilation Shift

Before your shift

- Arrive on time and report to exam center staff
- Sign in using the sign-in sheet
- Collect all exam materials.
 - This includes exams, exam booklets, scantrons – all pre-packaged in envelopes. Please double check to make sure you have all the exams and flag any missing or incorrect material to the exam coordinator
 - Additional equipment may be required for your exam: headphones, laptops, USB keys, standing desks, etc.
 - Any keys or access cards
 - **IMPORTANT:** You are accountable for the exam materials in your possession. Exams are not to be left unattended or unsupervised. All materials must be returned to the OSD Exam Center at the end of the exam.

Things to check:

- ✓ All exam materials for your exams have been received

- ✓ Scantron versions correspond to the version number on the question paper
- ✓ Review all exam instructions. Pay attention to: materials allowed on the exam (e.g. Dictionaries, calculators, formula sheets), any special invigilation instructions (e.g. How many times to play audio clips for a listening exam)
- ✓ Any particular instructions for student's accommodations (e.g. sequestering, invigilator support with scantron, etc.)

During your shift

- Prepare the exam area, setting up the equipment as needed.
- Familiarize yourself with the script to be read prior to students starting their exams
- Place the exams on the desk/table that correspond to the classroom layout.
- Once the exams have been placed on the desks/tables, under no circumstances may the room be left unattended.
- Make sure you are wearing your badge and that it is visible at all times.
- Admit students into the exam room and verify that their ID card correspond to the name on the sign in sheet
 - Students are allowed entry into the exam room 10 minutes prior to the scheduled start time. They may sit at their assigned seat **without** study material, and are not permitted to start the exam until the scheduled start time.
 - Retain the student's ID card for the duration of the exam
 - Personal belongings are not permitted at the student's seat. They are to leave bag and coats at the front of the room along the wall, or in a designed cubby.
- Have them complete the sign in sheet and review their accommodations.
- Assign students to their appropriate seating areas
 - On the desk, the student should only have writing instruments, any instructor-approved materials (calculators, dictionaries, formula sheet, etc., unless otherwise stated by the professor) and any required medication. Students may also keep water or calming objects (prayer beads, stress balls, etc.) on their desks.
- Signal students when to begin the exam
- Alert students using the card when there are 15 minutes remaining to their exam time
- Track and supervise stopwatch breaks
- If a student has completed an exam on the computer, ensure that the file is saved and printed, and that the student has initialed each page prior to leaving the exam room
- Once the exam is over, the student must remain seated until their exam is picked up.
- Hand back the student's McGill ID card **ONLY** when the student has signed the "yellow or pink sheet" and that you have added the END TIME.

Things to check:

- ✓ Students writing exams using a computer are saving their work
 - Files should be named with their name and student number.
(e.g. janedoe260400000.docx)
- ✓ Monitor for breaches of academic integrity (e.g. use of personal electronic devices, use of unauthorized materials)

Remember:

- Be alert and always be ready to answer raised hands. Be courteous at all times.
- Writing, eating, chatting with other invigilators and/or using any electronic devices are under NO circumstances allowed in the exam rooms. If there is more than one invigilator in the room, one of the invigilators should be at the back of the room. Maintain visual contact with the other invigilator and alternate from being in the front of the room to the back and vice versa.
- NEVER leave the exam room unattended.
- If a student fails to show up to write an exam, write “DNW” (Did Not Write) on the sign in sheet
- If a student informs you that they cannot continue the exam, show special care and concern when you question the student. The student may be ill, they may need to go to the restroom or they may be disturbed by some localized noise and may need to be moved to another area.
- If a student needs to go to the restroom, travel to and from the restroom must be supervised. Invigilators must complete the Bathroom Log Form (Appendix E) with the name of the student, time out & and time in and then initial it. Make sure the times are accurate.
- If a student signals for “Stop-Watch”, kindly whisper to them and ask if they want to remain at their desk or if they want to leave. If they choose to step out, make sure you write down the time in their logs and escort them outside the room to a designated supervised area. If the student wishes to stay in the exam room, ask him/her to turn over the exam and record the time in the log. Once the break is over for both cases, make sure you write the end time in their logs.
- If a student has a question regarding the content of the exam, please say you are not allowed to answer any questions and that you can escort him/her to the OSD to contact the professor. Identify the course and section number for which the student has a question, and signal to an Exam Supervisor or other Exam Center staff to contact the professor. Once contact has been established, the student will be notified and the question can be asked.

After your shift

- Separate exam materials from the log sheets. Exam materials are to be repacked in the envelopes and the logs are to be handed in separately
- Return exam materials to the OSD Exam Center
- Wipe down work surfaces
- Turn off lights
- Lock doors (if applicable)

Helpful Tips

- Wear soft-soled shoes, such as sneakers, so as not to make noise when walking around the room.
- Bring a sweater in case the heating is inadequate or light clothes in the event it is too warm.
- Wear a watch.
- Bring a pen and a pencil.
- Wear the name badge at all times and make sure it is visible at all times.

- Please do not bring any electronic devices into the exam room. Cell phones are only used in case of emergency to contact the OSD or to dial 911.
- Please remember to mind personal hygiene and wear deodorant when invigilating an exam. This is critical as exams are written in small, enclosed classrooms. Additionally, refrain from wearing strongly-scented cologne or perfume while invigilating as some students may be scent-sensitive.
- Please do not eat any food while invigilating an exam. You can use your breaks to have a snack, but absolutely no food is permitted within the exam room.

Exam Accommodations

Extra time

It is the responsibility of the invigilator to make sure that the time allotted for a student's exam is respected. Students who have extra time on their exam are not obliged to take all of their extra time, but they are authorized to use it all. Additional extra time cannot be assigned without the authority of an OSD advisor or the Exam Center Manager.

Some students are authorized to receive additional time to complete their exams. This information will be available to you, and pre-calculated. The most common time accommodations include: T $\frac{1}{4}$ (25% additional time), T $\frac{1}{3}$ (33% additional time), T $\frac{1}{2}$ (50% additional time), double time.

Use of a computer during an exam

It is the responsibility of the Exam Supervisor and the invigilator to ensure that all exam rooms are equipped with the appropriate technology needs (e.g. number of laptops), and to communicate any missing equipment to the exam coordinators. You are also responsible for returning equipment to its appropriate location at the end of the exam.

Some students are authorized for the use of a computer during their exam. This will be indicated by the abbreviation "PC" on the long sheet. Whenever possible, students with a PC as an accommodation will be writing in the computer lab. It is possible that we have students writing on an OSD laptop in another room, depending on the volume of exams we are experiencing.

Students writing their exams with a PC should not have access to any un-authorized materials or personal electronic equipment unless explicitly indicated on the exam paper, or by the exam coordinator. When in doubt: 1) check the exam instructions, 2) ask the exam coordinator.

It is the responsibility of the invigilator to ensure that the computer screens are monitored during the exam, and that students are regularly saving their work. At the conclusion of the exam, the invigilator is to coordinate the printing of the exam, and have the student initial each page. The student's printed answers are **not** to be stapled to the question paper.

Location and exam environment

Some students do not receive any adjustments to their exam time, or other accommodations except for modifications in their environment. Examples of this include: writing in a room alone, writing in a small room, or just taking their exam at the OSD instead of with the class.

Please note that our exam facilities are not distraction-free or distraction-reduced, but are an alternate environment that allow us to proctor student's individual accommodations. A distraction-reduced environment is not an accommodation that we can provide. That being said, it is the responsibility of the Exam Center staff to ensure that distractors are minimized (e.g. invigilators shouldn't be talking in the exam room, hallways should be quiet)

If a student makes a complaint about the distractions in an exam environment you can:

- If capacity allows, change the student's assigned seat to a part of the room that is less visually distracting to them.
- Provide the student with ear plugs. These can be obtained from the Exam Coordinator's office. The nature of the other student's exam accommodations means that there will always be in-and-out traffic into any room that we proctor exams, and noise generated from other student's movement is inevitable.

Software and assistive technology

Due to the barriers that some students experience, additional equipment or technology may be required for them to access their exam. Our Adaptive Technologist takes care of setting up any necessary adaptive technology needed for the student's exam. A few examples of adaptive technology include:

- Electronic formats of their exam paper, so that it can be read aloud using software such as Wynn or Kurzweil

Stop Watch Time

It is the responsibility of the Exam Supervisor to ensure that invigilators are monitoring and calculating stop watch time appropriately. Stop watch time is indicated by the abbreviation "sw" on the long sheet.

The intention of stop watch time is to provide students with short, **supervised** breaks during their exam, that does not count towards the exam writing time. The intention of these breaks is that the student uses this time in order to address the barriers they experience. For example, a student with a medical condition may use the breaks to go to the washroom and address any health-related needs. In other cases, a student with anxiety may use stop watch breaks to employ strategies and techniques – like deep breathing exercises, or other self-regulating techniques.

The following guidelines apply:

- Stop watch time can only be taken during the official exam time. Once the exam time is done, the amount of stop watch time taken is tabulated, and is the remaining time for the exam.
 - For example, if my exam is from 9 am – 12 pm, and I take a total of 8 minutes of stop watch time, as of 12 pm, the conclusion of my exam, I have 8 minutes remaining
- Students are not to have access to any unauthorized materials or electronics during their stop watch breaks. It is the responsibility of the invigilators and exam supervisors to ensure that exam security is maintained.
- Students are not authorized to leave the exam area during their break (e.g. to go outside to smoke, or to buy a snack)

- Invigilators are instructed that if students reach 30 minutes of stop watch time, to notify an OSD Exam Centre staff who will speak to the student about their remaining exam time. Exceeding 30 minutes of stop watch time during an exam is not a reasonable accommodation.

Emergencies and Exam Interruptions

In the event of a fire alarm, mark the time of the alarm (exam writing time “stops” at the point), tell the student to leave all exam materials behind and instruct the students not to discuss their exams during the alarm. In winter, invigilators and students should take their coats and books; always take purses, wallets, and personal belongings in the case of a real fire. Calmly lead the students out of the examination room to the nearest exit. Lock the door and bring the key with you. **Students must remain under your supervision at all times.** Once exams resume, inform the students the amount of time for the evacuation will be added to their end times. An Incident Report must be filled out.