

Langara College Accessibility Services  
Invigilator Training



# Langara College Accessibility Services Invigilator Training

*BFRASER*

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# Introduction

This guide was created as a training tool for invigilators employed by Langara College's Accessibility Services. Accessibility Services is one of the Student Services departments on campus. Accessibility Services works with students with disabilities to arrange support services and facilitate academic accommodations.

The invigilator's role is to proctor or oversee student exams on behalf of an instructor. Students writing exams with Accessibility Services have exam accommodations to mitigate disability-related barriers. The invigilator helps ensure students receive these accommodations.

This guide was created to help meet three goals:

1. Exams meet academic integrity standards and instructors' expectations;
2. Langara students receive their approved exam accommodations; and
3. Invigilators understand their job duties and responsibilities and feel confident in the role.

## *Learning Objectives*

Upon completion of the training, you should be able to:

- Explain the importance of confidentiality.
- Name the materials and supplies required for

invigilation.

- Correctly use the invigilator materials.
- Apply standardized exam procedures.
- Recall the exam rules.
- Recognize when to call an Accommodation Assistant.
- Explain the importance of exam integrity.

# PRE-EXAM PROCEDURES

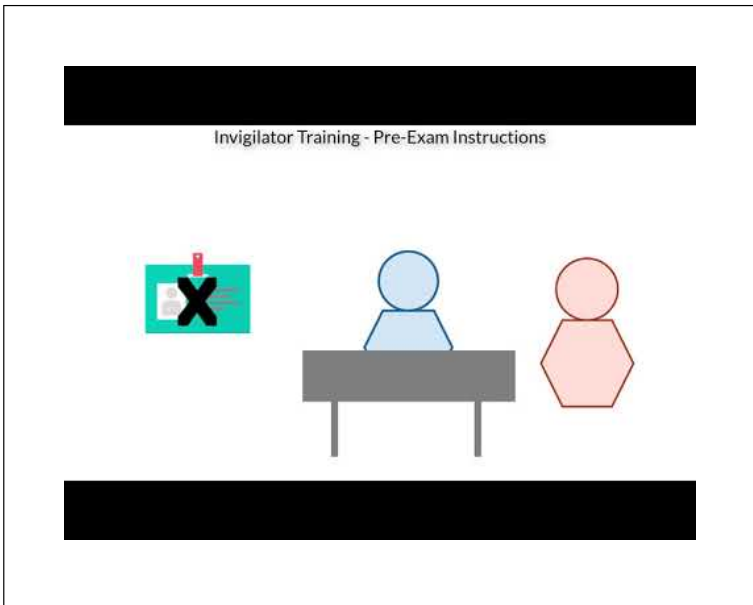


# Pre-Exam Procedures

You can expect students to arrive up to 10 minutes prior to their scheduled exam time. Invigilators must perform a number of tasks before students registered with Accessibility Services can begin their exams. Pre-exam procedures for invigilators include:

- Collecting the materials and supplies required for the day;
- Processing students' paperwork;
- Seating students;
- Logging students onto computers; and
- Ensuring students are aware of the exam rules.

In the following video, Anna introduces the processes and procedures undertaken by the invigilator prior to a student writing an exam.



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<https://pressbooks.bccampus.ca/invigilatortraining/?p=76>

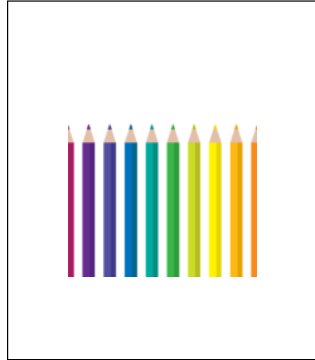
# Materials and Supplies

At the start of the day, you will receive:

A box of supplies.

A copy of the *Daily Schedule*, including all special instructions.

Students' exams.



## Exams

The exams will be in labeled envelopes. Attached to each envelope will be a *Final Exam Request*, indicating:

- Student name,
- Student number,
- Course,
- Section,
- Instructor,
- Accommodations,
- Duration, and
- Materials permitted for the exam, such as scrap paper or a calculator.

# Arrival Procedures



Upon arrival, the student must present valid Langara ID.

Confirm that the student is scheduled to write an exam by crosschecking their student ID with the *Daily Schedule*.

You do not need to collect the student's *Adjusted Examination Schedule*; it is for the student's reference only.

If the student did not bring Langara ID, call an Accommodation Assistant to verify the student's identity.

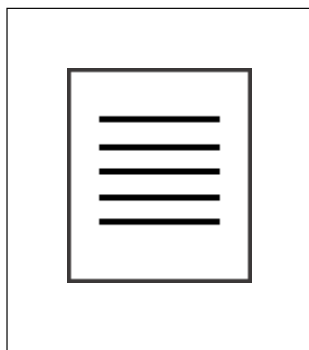
A crucial aspect of exam invigilation is ensuring students follow the exam rules. To limit uncertainty, the rules will be on the whiteboard. Have the student review the exam rules while you process the exam paperwork. Then, seat the student for the exam. If required, use Accessibility Services' generic username and password to logon to a computer.

# Processing the Student's Paperwork

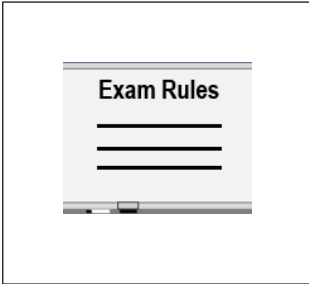
Open the student's exam envelope, check the exam, and review the exam instructions and accommodations with the student.

Crosscheck the exam and materials with the *Final Exam Request* and *Daily Schedule* to ensure duration and materials are correct.

Put the *Final Exam Request* in the folder. If the student wants to submit the *Adjusted Examination Schedule*, add it in the folder as well.



# Exam Rules



The following rules will be on the whiteboard. Ask the student to read them.

Only items expressly permitted for the exam can be taken to the desk. Unauthorized materials cannot be in pockets at any time during the exam. Students must empty their pockets if requested

by the invigilator.

All other items (backpacks, bags, jackets, pencil cases, etc.) must be placed at the front of the exam room.

Demonstrate to the invigilator that electronic devices (e.g. smartphones, smartwatches, etc.) are turned off (not on vibrate). Store devices in backpacks or leave them with the invigilator.

Only quiet and odourless food is permitted in B148. In G109a/A216 food and drinks must be removed from bags and left at the front.

Word/WordPad should be saved on the desktop.

For Brightspace exams, answers will be automatically saved.

Clicking outside the entry box to prompt saving.

Invigilators will delete work from computer desktops after printing.

*As invigilator, you are tasked with ensuring students comply with these rules.*

# Seating Students

In G109a/A216, assign seats as follows:

**Row A** – students using Microsoft Word (approved for computers with spell check).

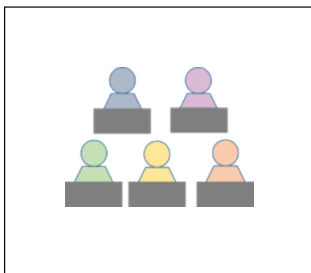
**Row B** – students using WordPad (approved for computers without spell check).

**Row C** – students writing online exams as well as for overflow from Rows A and B.

Record the following:

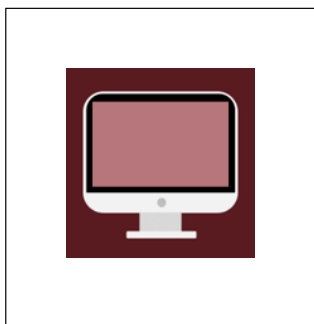
Student's seat number/computer station on the exam envelope.

Student's seat number and start time on the *Daily Schedule*.



Seat students writing the same exam far apart.

# Computer Login Procedures



## Important Reminders

Before the student begins their exam, remind them:

to save their work to the desktop that accessing any software or resources not required for their exam is prohibited. Accessing unauthorized software or resources during an exam is a

violation of Langara's Academic Integrity Policy (F1004).

Find updated login password information in the Invigilator Binder.

## Word Exams

Students approved for a **Comp/Spell** accommodation can use a computer with spellcheck to type their exam responses.

Log the student on to a computer using the generic Accessibility Services' username and password. Open a blank Word document and have the student begin their exam.

## WordPad Exams

Students approved for a **Comp/No spell** accommodation can use a computer to type their exam responses, but they cannot use spellcheck. WordPad is a simple text-editing program used to create documents. It does not include spellcheck, so it is appropriate for students with a Comp/No spell accommodation.

Log the student on to a computer using the generic Accessibility Services' username and password. Open a blank WordPad document and have the student begin their exam.

## WordReader

Provide a headset to students with a WordReader accommodation.

The student's exam envelope will contain a USB drive with the exam in Word format. The WordReader accommodation permits the student to use the Speak function. See the [How to Enable WordReader video](#) for instructions on adding the Speak function to the toolbar.

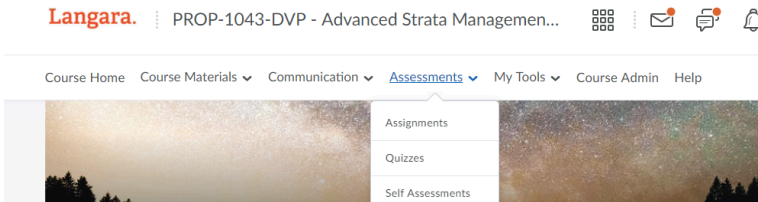
If the student is approved for WordRead **and no spell check**, disable spelling and auto-correct. Select File>Options>Proofing>uncheck spelling and auto-correct.

## Brightspace Exams

Students will need to log into their Brightspace account to access their online exam.

Log the student in using the Accessibility Services'

generic username and password. Use either a Chrome or Firefox browser to go to <https://d2l.langara.bc.ca/d2l/login>. Have the student log in to their Brightspace account. Access the course by clicking on the course name and then select Quizzes from the Assessment link on the navigation bar.



## Citrix Exams

Computer courses such as BCAP, CPSC and CSIS require students to access their student account (H: drive) and/or course-related software programs.

Have the student log in to the computer to access their student account through the Citrix environment.

Check the list of software programs in the Invigilator Binder and/or the Citrix lab at <https://langara.ca/information-technology/technology-on-campus/software/citrix-labs.html>

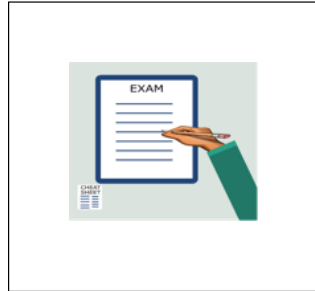
Locate the Student Exams Requiring Access to CITRIX Based Programs handout in the Invigilator Binder and follow the instructions to help the student login.

# Suspected Cheating

If you suspect a student of cheating, document the student's actions in detail.

Do not confront the student.

Relay the information to the AA immediately.



# Review - Pre-Exam Procedures

You have completed the pre-exam procedures. Test you what you have learned by completing the review activity. After you have successfully completed the review, move on the exam procedures.



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invigilatortraining/?p=302](https://pressbooks.bccampus.ca/invigilatortraining/?p=302)

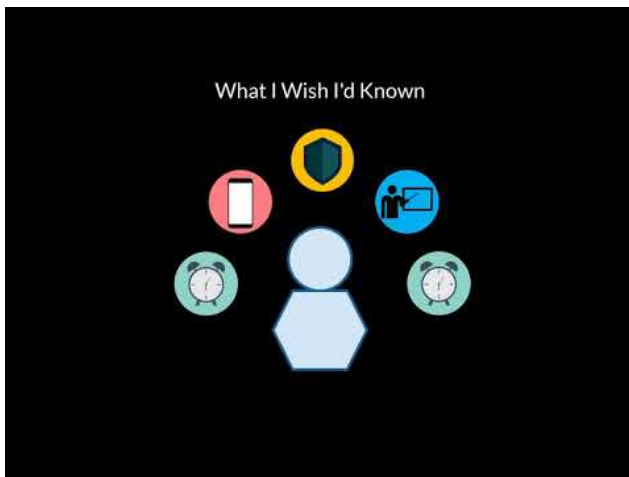
# EXAM PROCEDURES



# Exam Procedures

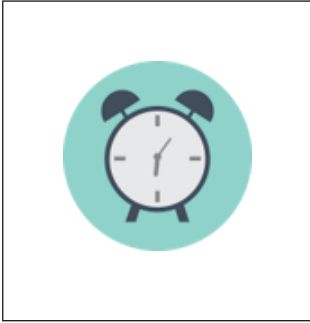
There are a number of critical things to keep in mind while invigilating an exam.

- Ensure students comply with the exam instructions.
- Maintain a presence in the room and limit your phone usage as much as possible.
- Consistently walk around the room to ensure students do not access unauthorized web pages or content during the exam.



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<https://pressbooks.bccampus.ca/invigilatortraining/?p=23>

# Late Arrivals



If a student arrives **less than 30 minutes late**, time missed is forfeited and no additional time is added to the scheduled exam time.

If the student requests to have the missed time added, contact an AA immediately.

If a student arrives **more than 30 minutes late** to the exam, do not

start the exam.

Call an AA immediately.

The AA will seek approval from the instructor for the student to write the exam.

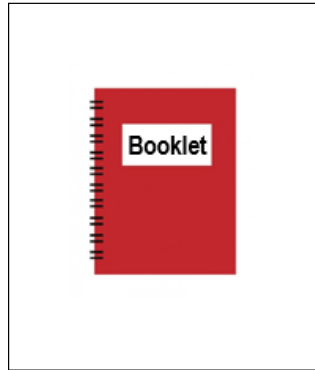
# Requests for Scrap Paper

Students are prohibited from using their own scrap paper.

Some instructors provide scrap paper with the exam.

If scrap paper has not been provided and a student asks for some, then give the student an exam booklet (provided scrap paper is allowed).

After the exam, put the exam booklet (scrap paper) in the exam envelope, along with the exam.



# Exam Breaks



## Exam Break Accommodation

If a student has an exam break accommodation (e.g. 5-10 minute breaks) and requests a break, contact the accommodation assistant.

The AA will supervise the student.



Record exit and return time as **Ex Brk** (Exam Break) on the Daily Schedule.  
Add the break time to the student's exam end time.

# Washroom Breaks

Students are encouraged to use the washroom before the exam. Washroom breaks are discouraged from exams less than one hour in length and are **not permitted** in the first 30 minutes of an exam.

If a student requests permission to use the washroom during an exam, call the AA.

The AA will come to the exam room and escort the student to the washroom. At no time is a student allowed to go to the washroom on their own.



Record exit and return times as W (washroom break) on the Daily Schedule. No extra time is added unless it is an approved accommodation.

# Students' Questions



If a student has a question during the exam, contact the AA.

The AA will locate the instructor and escort the student to the instructor.

Neither the invigilator nor the AA is permitted to answer questions or provide clarification.



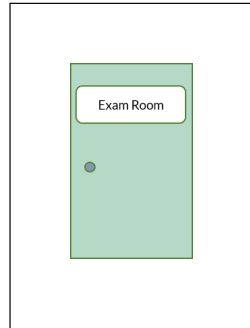
Record exit and return times as IQ (instructor question) on the Daily Schedule. Add extra time to the student's end time based on the amount of time out of the room.

# Instructor Interruptions

Instructors are not permitted in the exam room.

If an instructor wants to enter the exam room to provide instruction or information to a student, direct the instructor to see an AA in B146.

The AA will then escort the student from the exam room to B146 to meet with the instructor.



Record exit and return times on the Daily Schedule.

Add extra time to the student's end time based on the student's time out of the room.

# Calculator Procedures



Students approved to use a basic calculator as an accommodation must use an Accessibility Services' calculator.

If the calculator is not in the exam envelope, provide one from the exam box.

If a student without a calculator accommodation is permitted to use a calculator but forgot to bring one, call an Accommodation Assistant before loaning one from the exam supplies' box.

# Review - Exam Procedures

You have completed the exam procedures. Test you what you have learned by completing the review activity. After you have successfully completed the review, move on the post-exam and end-of-day procedures.



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# POST-EXAM AND END-OF-DAY PROCEDURES



# Post-Exam Procedures

After the student completes the exam, complete the following procedures:

- Record the exam end time on the *Daily Schedule*.
- Check that the student has provided all required information, including:
  - name,
  - student number,
  - course, and
  - date.
- Check that all exam pages and materials have been submitted.
- If the student has written an exam on a computer, print **two copies** of the exam.
  - See *Printing in G109a/A216* for printing instructions.
  - After printing the exam, delete the work from both the USB and the desktop/computer.
  - Return the USB to Accessibility Services at the end of the day.
  - **Do not put the USB in the exam envelope.**
- Place the exam materials (exam, response sheet, formula sheets, scrap paper, etc.) in the appropriate envelope and seal it.



# End-of-Day Procedures

At the end of the day, give the Accommodation Assistant:

- the student exams
- the *Daily Schedule*
- the folder of *Final Exam Requests* and *Adjusted Final Examination Schedules*
- the box of supplies (including the printer card)

## Time Sheet Instructions

When filling out your timesheet, indicate the number of hours **worked**.

If you have worked less than your scheduled shift and alternate duties were not assigned, indicate the number of hours worked or 4 hours (minimum daily pay), whichever is greater.

# Review - Post-Exam and End-of-Day Procedures

Before leaving the training guide, take a couple of minutes to test your knowledge of the post-exam and end-of-day procedures.



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# RESOURCES



# Contact Information

To call an Accommodation Assistant, please use the classroom phone.

## Accommodation Assistants

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Local	5145
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Local	5564
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Local	5283
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Local	5509
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## Accessibility Services

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Reception	5509
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## Security

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Emergency	4444
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Non-emergency	5270
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	604-562-1011
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