Moving to remote learning can be a challenge for many students. As things are constantly changing, it is important to use the resources available to you. The following FAQs provide more information about accommodation in this new environment.

Read through to the end for additional information on our Libraries and Brightspace supports.

**Frequently Asked Questions**

**Connecting with the Student Accessibility Centre**

How can I schedule an appointment with an Access Advisor or Technology Advisor?

- To schedule an appointment with an advisor, you must book an appointment through our [online booking system](#), leave a message at 902-494-2836, or email [access@dal.ca](mailto:access@dal.ca)
- Advisors are available to meet with students via phone, email, and MS Teams
- Book an appointment with your [Access Advisor](#)
- Book an appointment with your [Technology Advisor](#)

I would like to make a new request for accommodation. Will I still be offered an intake appointment?

- Yes, intake appointments are still taking place. Follow the steps above to schedule an appointment

I can’t get in to see my doctor so I may not have any documentation. What should I do?

- It is important that you do not book a medical or counselling appointment for the sole purpose of obtaining documentation. We will meet to discuss, likely approving temporary accommodations
Accommodations

How will my accommodations be implemented now that my course is delivered remotely?

- Your accessibility plan remains as is in this new, temporary format
- If the temporary remote learning environment has resulted in additional barriers to your inclusion please contact us to discuss solutions

I now have a take-home exam. How will that work with my time extension?

- Extended time does not typically apply to take-home exams. If you feel that it should, contact your Advisor to discuss

Can I continue to access peer notetaking?

- Yes. Our note takers have been directed to honour the terms of their notetaking contract by continuing to take notes and posting them on Brightspace
- Note takers have also been directed to alert us if the temporary remote course design does not allow for note taking. Should this apply to your notes, we will inform you as soon as possible

How can I learn more about my options including withdrawing from courses?

- The deadline to withdraw from courses has been extended. Check out the important dates page for details

Extended screen time is challenging for me. What should I do?

- Schedule an appointment with an Access Advisor to discuss changes to your current accessibility plan and/or other possible strategies

I am experiencing a higher degree mental distress. What should I do?

- Schedule an appointment with an Access Advisor to discuss changes to your current accessibility plan and/or other possible strategies and supports
- More information about our Health and Wellness supports can be found here
- Don’t forget about the Good2Talk phone and text support for NS post-secondary students

I regularly have my courses captioned in real time. What should I do now that my courses are online?

- Schedule an appointment with an Access Advisor to discuss changes to your current accessibility plan and/or other possible strategies
How will a Reader/Scribe work as an accommodation for online exams?

- Where possible, a Reader/Scribe will provide this support remotely. Other options can be explored with your Advisor on a case-by-case basis.

I don’t have access to the assistive technology I need to complete my course. Can you help?

- If you don’t have software on your personal computer you may be able to borrow from our Lending Library. Send us an email for further details via access@dal.ca.

**Midterms and Final Exams**

Am I still able to write my online exams with accommodations?

- Absolutely. Your Access Advisor has, or will communicate to your instructors, your time extensions and any other accommodations required for your online exam.
- Your Instructors will apply the accommodations directly to the online testing platform (e.g. Brightspace).

I have accommodations for additional writing time as well as stop time breaks. How will this work with an online exam?

- Your Access Advisor has, or will communicate to your instructors, your total test writing time. You are strongly encouraged to use the break time as intended – if you need them, use them. If you don’t need them, don’t use them.

Has the registration process changed for test/exam scheduling?

- As all in-person exams have been suspended for the remainder of the term, you will no longer have to submit a request to sit an exam.
- If you have questions or concerns about how your accommodations for exams will be implemented, send us an email access@dal.ca.

Where should I write my online exam?

- As all in-person exams have been suspended for the remainder of the term, students will be responsible for finding a suitable space to write.

I’m concerned about writing exams at home, dealing with distractions. What should I do?
• Whether you’re preparing for an exam, or writing an exam, we recommend the following: remove all distractions; ensure you have everything you need before you start; find your ideal lighting (natural light, lamps, overhead); find your ideal room temperature – not too hot and not too cold
• Check out this site for further information on study spaces (scroll to the middle of the page)
• You may also consider white noise devices or noise-cancelling headphones

Additional Considerations

Dalhousie Libraries’ physical locations have closed, but students can access any number of supports including Live Chat and a laptop lending program. Click here for further information.

To access supports from Student Affairs and for tips on how to be successful while learning remotely, log into Brightspace and view the “Student Support Services” course space.