



# DALHOUSIE UNIVERSITY

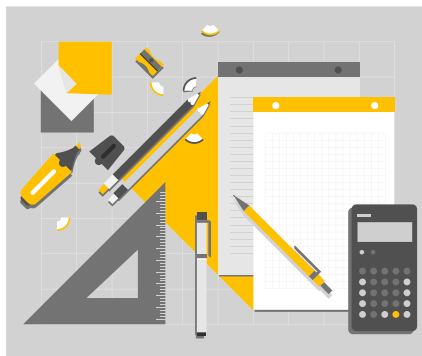
## ACCOMMODATE – Student User Guide

Student Accessibility Centre (Halifax)  
Student Success Centre (Truro)

**Please note that “Accessibility Services” is used throughout the document  
in reference to each respective Centre.**

**Updated: 2022-12-16**

[Click here for the Accommodate login page.](#)



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## Frequently Asked Questions

**Please note: Before emailing Accessibility Services, please login to ACCOMMODATE to see if the answer to your question maybe there.**

**Question: I've logged into Accommodate and filled out the form to write my quiz/test/exam but it won't give me any options.**

**Answer:** Please check to ensure you have completed the quiz/test/exam request form to completion. If you are still receiving no available dates, check to make sure you are booking within the 7 day deadline. Quiz/test/exam requests are due 7 days before the date they are scheduled to be written.

**Question: Has my Accessibility Request been processed?**

**Answer:** Please login to ACCOMMODATE and check to see if you have an Accessibility Registration Letter. It would also be available in your Dalhousie email.

Your accessibility request has not been processed until you receive this letter.

**Question: Do I have to submit an Accessibility Request every single semester?**

**Answer:** No. You only need to submit one Accessibility Request. You do need to submit an Accommodation Renewal **every semester**.

**Question: I think I may need an adjustment to my accommodation plan...what do I do?**

**Answer:** You should meet with your accessibility advisor. Additional documentation maybe required. If you require supplemental accommodations, you will need to submit a Supplemental Accessibility Request which can be done by logging into ACCOMMODATE.

**Question: Has my Accommodation Renewal been processed?**

**Answer:** Please login to ACCOMMODATE and check to see if you have a letter for your accommodations for that specific semester's courses. Your professors will also receive a copy of this letter. It would also be available in your Dalhousie email.

Your renewal has not been processed until you receive this.

**Question: I have been approved for note-taking services. Should I connect this accommodation to all my courses?**

*Only attach the note-taking accommodation to the courses you wish to receive note-taking services for. Do not attach it to courses you do not need note-taking for.*

## Section 1: Accessibility Requests & Renewing Accommodations

### Applying for academic accommodations – submitting an accessibility request

You will need to submit an accessibility request through the online platform, ACCOMMODATE in order to receive academic accommodations at Dalhousie University. All registered students can login to ACCOMMODATE with their NetID and password to submit an accessibility request. [Click here for the Accommodate login page.](#)

**Note:** It's recommended that you bookmark this page. All accessibility-related processes are monitored and completed through ACCOMMODATE, including note taking services and booking accommodated quizzes, tests and exams. Students receiving academic accommodations can expect to use ACCOMMODATE throughout their time at Dalhousie.

There are two requirements for a complete application for academic accommodations:

- 1) Accessibility Request submitted through ACCOMMODATE
- 2) Upload documentation to ACCOMMODATE

**Your application for accommodations will not be processed until both steps are completed.**

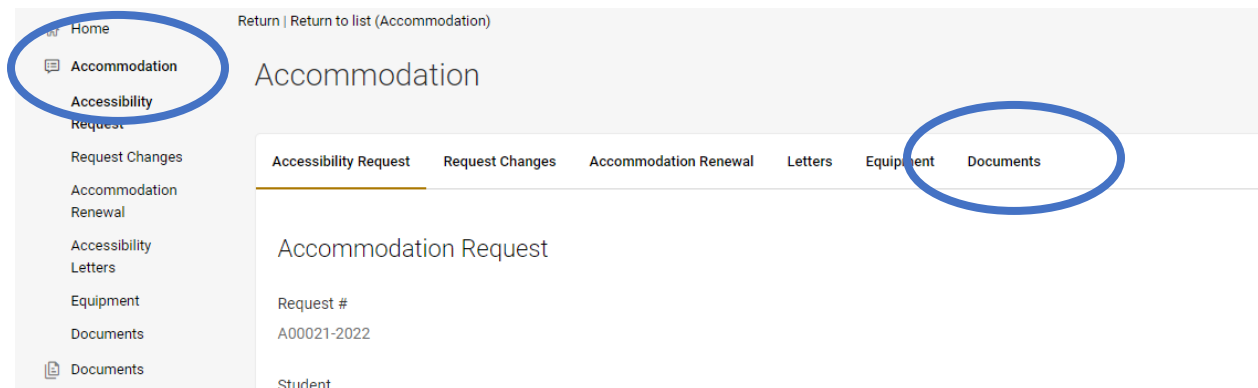
To submit your accessibility request, click “Accommodation” -> “Accessibility Request.”

Fill out each field, answering each question to the best of your ability. Be sure to add the accommodations you are requesting. If selecting the “Other” option, do not forget to list or describe the accommodation in the “Other accommodations” field.

Hit “submit” when you have filled out the form.

Next, you need to upload your documentation to ACCOMMODATE. This could come in the form of a psychoeducational report, or a medical assessment form from your doctor. Please reach out to [access@dal.ca](mailto:access@dal.ca) if you are on the Halifax campus, or [accessac@dal.ca](mailto:accessac@dal.ca) on the Truro campus if you have questions about necessary documentation.

To upload your documentation, navigate back to the “Accommodation” tab on the left-hand side. Click “Accessibility Request” again, and then “Documents” from the options along the top of the page.



Give your document a title, select the document type, and upload your file by clicking the “Upload File” button. You maybe prompted to select a “Classification” and “Status” – don’t worry about these fields, you can skip them.

Once you have submitted your accessibility request and uploaded your documentation, your request will be processed by an accessibility advisor. **You will receive an Accessibility Registration letter in your Dal email.** This means your application was processed and approved. Your instructors **DO NOT** receive this. Once you have your registration letter, you’re ready to move onto the next step: submitting a semester request!

You can also view your accessibility letters in the ACCOMMODATE system. Login, select “Accommodation” -> “Accessibility Letters” for a complete list.

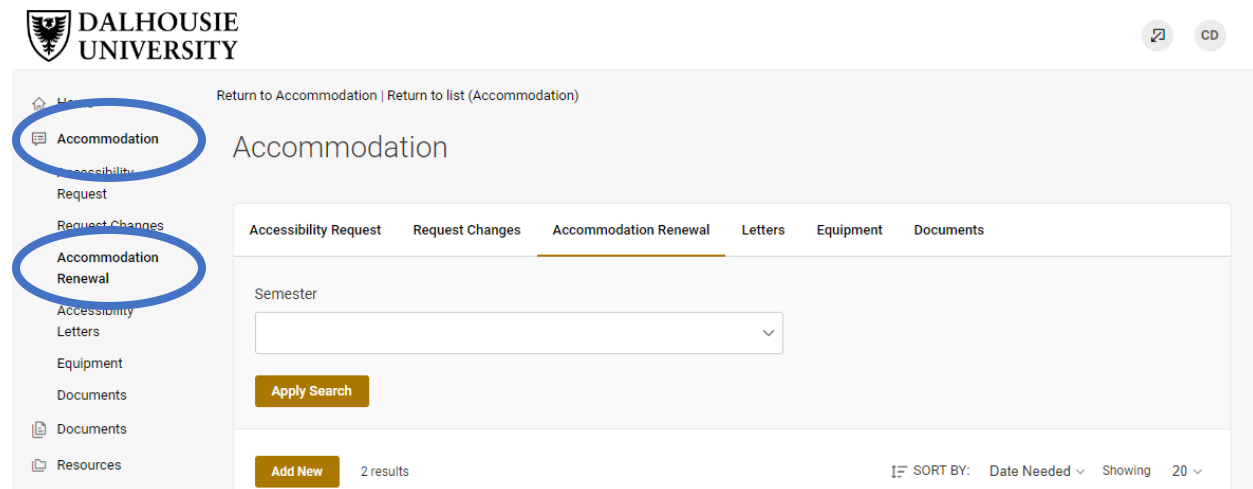
**Note:** You only need to submit one accessibility request during your time at Dalhousie. Unless you are requesting changes to your accommodation plan, you are not required to submit another accessibility request again. Accessibility requests and accommodation renewals are distinct processes (please see the next section for information about renewing academic accommodations).

## Renewing academic accommodations each semester

Important: Once your accessibility application has been processed and approved, you will need to renew your academic accommodations each semester. **Your accessibility advisor is not responsible for renewing your accommodations.** You will need to login to ACCOMMODATE and submit the

appropriate form to activate your accommodations for the semester. This is also required to notify your professors of your accommodation plan.

To submit a semester request, login to ACCOMMODATE. Navigate to “Accommodations” -> “Accommodation Renewal.”



Click the “Add New” button to add a new renewal.

You will be prompted to select the semester you would like to renew accommodations for. Select the appropriate semester.

**Important:** You can *submit* for all accommodations for all your courses or apply specific accommodations to specific courses.

**Students approved for note-taking accommodations:** If you are approved for note-taking, only attach the note-taking accommodation to the courses you require note-taking for.

You have successfully renewed your accommodations! Your accessibility advisor will review this. **Once they have, you and your professors will receive an email detailing your accommodation plan.**

## Requesting updates to an accommodation plan

You may require updates to your academic accommodation plan throughout your degree. It’s recommended that you meet with your accessibility advisor first to discuss these changes. You may be required to submit additional documentation to validate your additional requests. [Click here to book an appointment on the Halifax or Truro campus.](#)

To request changes, login to ACCOMMODATE. Click on “Accommodations” -> “Request changes.”

You will be prompted to list the new accommodations you are requesting. You can also upload any documentation you have if it’s required.

Your accessibility advisor will review your request for changes

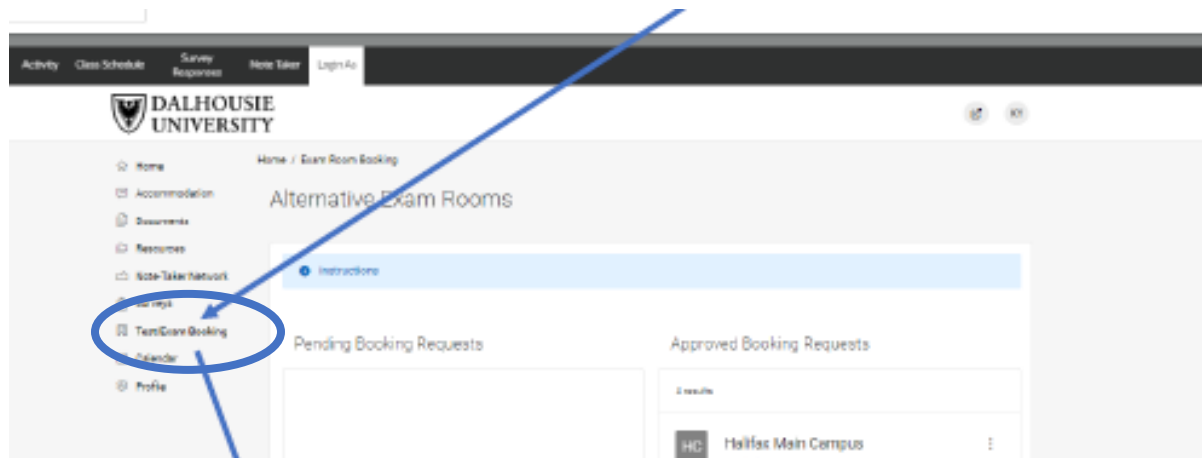
## Section 2: Booking to write quizzes/tests/exams with accommodations

### Submitting a test/exam request

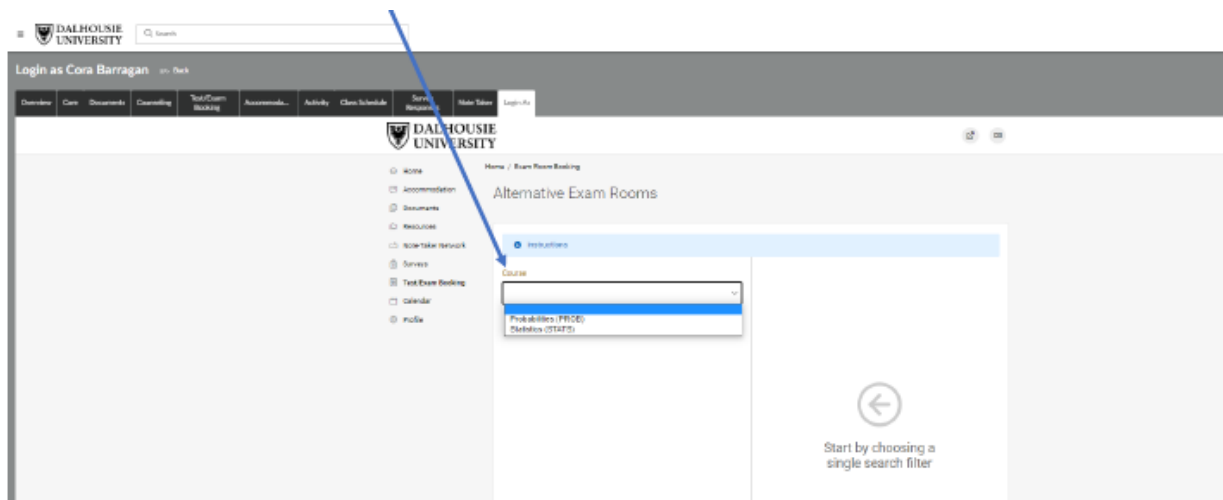
Note: to submit a test or exam request you will need to renew your accommodations for that semester and your advisor will have to approve it. **You will not be able to submit test or exam requests if this is not complete. Give yourself enough lead time to make your request.**

You will need to submit a request for each individual quiz/test/exam you would like to write with accommodations. It's recommended that you do this at the beginning of the semester when you receive the syllabus from your professor.

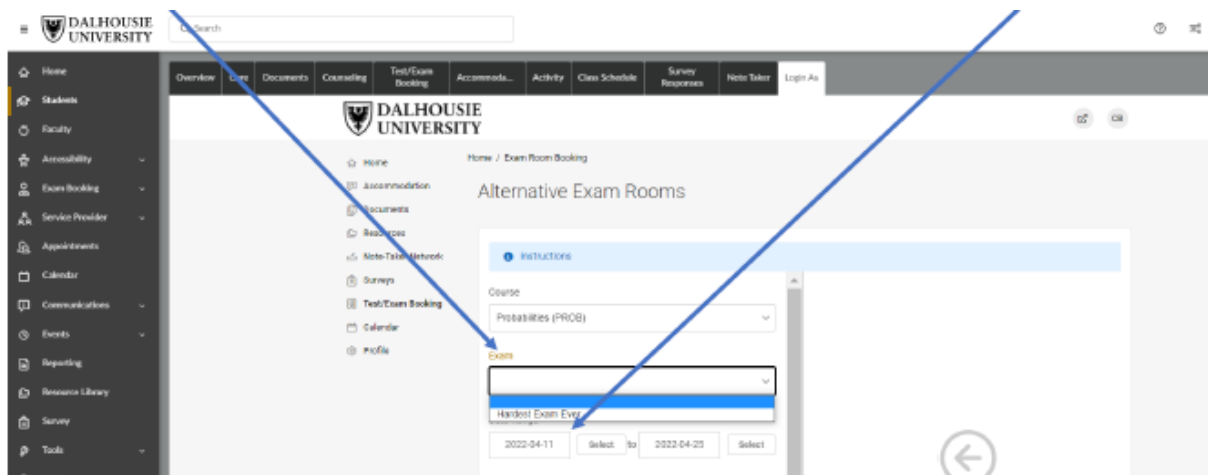
To submit a semester request, login to ACCOMMODATE. Click on "Test/exam Booking" on the left-hand side.



You will be prompted to fill out a form for your test. Select the course you would like to submit for.



If your professor has uploaded the exam, it will prompt you to select it. **DO NOT** select a test if the option is available, leave it blank.



It will ask for the date of your quiz/test/exam as a range. Select the day your quiz/test/exam is scheduled for **both** fields.

Leave the “Testing Centre Hours” fields as 8:00AM – 8:30PM. Do not change them.

For the “Final Exam” field, only select “Yes” if your exam is being written during the final exam period in December or April. [Click here for the final exam schedule for Truro](#) or [here for the final exam schedule for Halifax](#).

Do not override the class time length.

Select the campus.

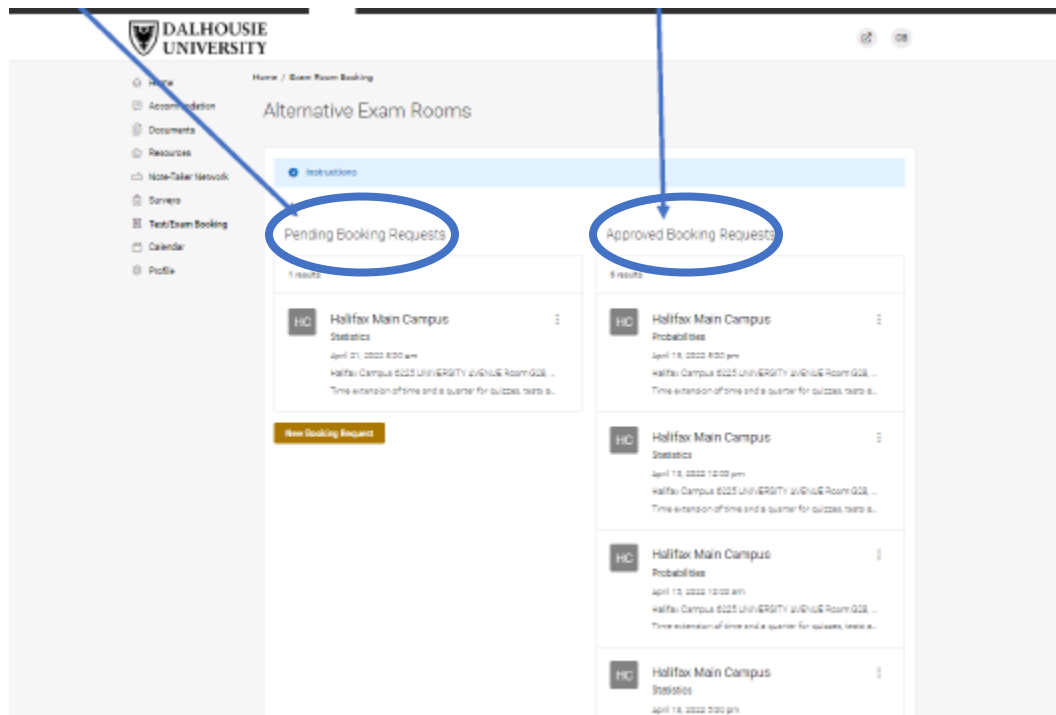


Next, select the accommodations you would like to use for this quiz/test/exam. You cannot add to this list, but you can remove any accommodations you are not planning to use. For example, if you are approved for scribe services but do not need them for a particular evaluation, please remove this from the selection. **Only select the accommodations you wish to use.**

Once you click “Check availability”, you should be able to choose an option from the right hand side of the screen.

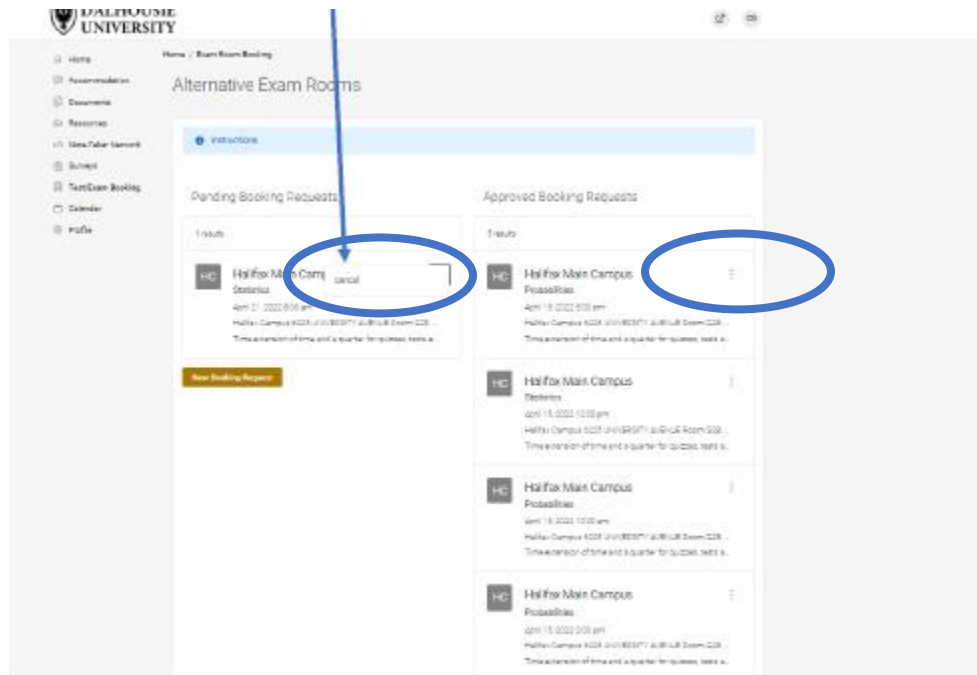
Select the start time of your class as the start time for your test. **If your test is being written outside of the regular class time, please contact Accessibility staff to make arrangements ([sasexams@dal.ca](mailto:sasexams@dal.ca) for Halifax, and [accessac@dal.ca](mailto:accessac@dal.ca) for Truro). Accessibility Centre staff cannot change a date or time of a quiz/test/exam without instructor permission.**

Your request will remain under the “Pending Booking Requests” section until it is approved. Approved requests will appear under “Approved Booking Requests.”



## Canceling a test/exam request

You can cancel both pending and approved quiz/test/exam requests. Login to ACCOMMODATE to select the Exam Booking Module. Hover over the three dots next to the entry you wish to cancel and hit the “cancel” button.



## Requesting an alternate time to write a scheduled test/exam

You will need permission from your professor to write a quiz/test/exam outside of the usual time.

**Accessibility Services cannot reschedule your quiz/test/exam without professor permission.**

Please consult with your professor or the course syllabus to find out the process for missed quizzes/tests/exams. This will differ for each course. Accessibility Services does not have access to course syllabi.

Once you have received permission, you will need to notify Accessibility Services. Please contact [sasexams@dal.ca](mailto:sasexams@dal.ca) if you are in Halifax, or [accessac@dal.ca](mailto:accessac@dal.ca) if you are in Truro.

## **Section 3: Note-Taker Network**

### **Confirming courses for note-taking services**

To receive note-taking services you will need to confirm them by completing the “Note-Taking Confirmation Survey.”

Login to Accommodate and select “Surveys” from the side bar. Complete the survey to confirm note-taking accommodations for the current semester.

### **Accessing uploaded notes**

Note-taking services are not guaranteed and are contingent upon a classmate volunteering from the class. Please consult with your accessibility advisor about alternate options to note-taking if a peer note-taker is not available.

To access uploaded notes, several conditions must be met:

- 1) Approval of note-taking services is required and will appear in your Accessibility Registration Letter.
- 2) You must renew your note-taking accommodation for the semester, attaching it to the courses you wish to request note-taking for.
- 3) Your accommodation renewal must be approved by your accessibility advisor.
- 4) A note-taker must be recruited and submit notes.

Once these conditions are satisfied, please login to ACCOMMODATE. You will see “Note Taker Network” as an option on the left-hand side. Click it, and you will be prompted to select the course you wish to see notes for.