Frequently Asked Questions

With most fall term classes being delivered remotely, we have created this list of FAQs to provide explicit information as they relate to accommodations in this environment.

Read through to the end for additional information on libraries, academic supports, and virtual communities.

Questions are grouped in the following categories:

- Appointments and Documentation
- Accommodations
- Midterms and Final Exams
- Other Supports

Appointments and Documentation

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

- To schedule an appointment, book an appointment through our online booking system, leave a message at 902-494-2836, or email access@dal.ca
- Advisors are available to meet with students via phone and MS Teams
- This link takes you to the appointment page for Access Advisors
- This link takes you to the appointment page for our Technology Advisor

I would like to make a new request for accommodation. Can I make an appointment?

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

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

- We discourage booking 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 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. We ask that you submit your request for note taking once you have determined note taking is necessary.

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 strategies.

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

• Schedule an appointment with an Access Advisor to discuss changes to your current accessibility plan and/or other 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 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 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?

- If your exams are being held online, you will not have to submit a request to sit an exam.
- We are working on a plan for any in-person exams and will share this information once available.

Where should I write my online exam?

- You can choose the location. We recommend a distraction-reduced environment where possible.
- If you are concerned about writing exams at home, check out our Tips for Taking Remote Exams
- You may also consider white noise devices or noise-cancelling headphones.

Other Supports

Dalhousie Libraries’ are reopening. Students can access any number of supports including Live Chat and a laptop lending program. Click here for further information.

Launching in early August, a new online learning website will help students prepare for classes in September with resources and tips.

Together@Dal is a program for new students and a great way for you to meet other students and become connected to the university community throughout the summer and into your first semester. (If you're a graduate student, be sure to check out our Grad Edition.)