Frequently Asked Questions

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

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

If anything is unclear, or you still have questions, please reach out to us by phone or email: 902.494.2836 or access@dal.ca. We’re here to help.

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 and submit your formal request online (log-in required).

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.
- If you do have documentation, you can upload online (log-in required).
Accommodations

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

- Remember to submit your online request for accommodations whether you are a new or returning student (log-in required).
- Your accessibility plan remains as is in this new format.
- If the remote learning environment has resulted in additional barriers please contact us to discuss solutions.

Can I continue to access notetaking?

- Yes. We ask that you submit your online request for note taking once you have determined which courses require note taking support.

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 possible 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 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?

- If you require an Interpreter, or CART, your Advisor will work out those details.
- To discuss other changes to your plan, schedule an appointment with an Access Advisor.

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.
- Students also have access to other software such as MS Office (requires log-in).

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).
• As most tests and exams will be written online, students will not need to submit an online request to sit an exam this term.

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 to use the breaks as intended – if you need them, use them. If you don’t need them, don’t use them.

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.

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.

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.
• The plan for in-person exams has been shared with the relevant parties.

Where should I write my online exam?
• You can choose the location. We recommend a distraction-reduced environment.
• 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
Financial
If you are experiencing financial difficulties, you may be eligible for financial support. Check out Dalhousie’s ‘applying for bursaries’ page for further information.

Dalhousie Student Union is accepting applications for their bursary for students with disabilities. Up to $1,000.00 is available.
Advising and Study Skills
Having trouble navigating between your synchronous and asynchronous courses? Staying on track? Make sure to connect with an Academic Advisor or our Study Skills Service.

Launched in early August, Dalhousie’s new online learning website is designed to help students navigate the term via a host of resources and tips.

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

Community
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.

And don’t forget to check out our Dal Mobile App!