

Requesting an exam

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Due to Covid-19, Athabasca
University exam locations are closed and only ONLINE exams are being issued. Students must confirm that an invigilation centre is open before booking an exam. Please refer to the Covid Q&A page for any updates and current steps for booking an online exam.

When you are ready to write your examination, you must complete and submit an Examination Request Form. You do not require permission to write an examination; however, we recommend that you discuss your preparedness with your tutor or learning facilitator. You will first need to contact the examination centre or your invigilator and select a date and time to write, and to discuss possible fees. You must submit your Examination Request Form well in advance of your requested write date.

% Exam request deadlines

When you are ready to request an examination, complete and submit the online Examination Request Form (also available through myAU).

Online – Examination Request Form

If you are not able to complete and submit the online form, a PDF version is also available.

PDF – Examination Request Form

Before you submit the form, it is important that you continue to review the following sections.



Exam request deadlines

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If you are requesting to write an exam **at an AU location** (i.e. AU Athabasca, AU Edmonton, or AU Calgary), you must request your exam 10 days before your requested write date. (Available dates/times at month end are in high demand so more notice may be necessary to ensure your preferred date/time.)

If you are requesting an exam within Canada or the United States at an established AU Approved Invigilation Centre you must request your exam 20 calendar days prior to your requested write date.

If you are **outside of Canada and the United**

States and requesting an exam to be invigilated at an established AU Approved Invigilation Centre, your request must be received 30 calendar days prior to your requested write date.

If you are requesting to write an exam at **an invigilator not yet established** as an AU Approved Invigilator, your request must be received 60 calendar days prior to your requested write date.

Exam request and completion deadlines

(with an AU-approved invigilator)

Exam type	Exam request deadline	Exam completion deadline
Request for an exam for invigilation at an AU location	10 calendar days prior to the exam write date	Prior to or on the course contract end date
Request of an exam for invigilation inside	20 calendar days prior to the	Prior to or on the course contract end

Canada and the US	exam write date	date
Request of an exam for invigilation outside Canada and the US	30 calendar days prior to the exam write date	Prior to or on the course contract end date
Late request for an exam	Prior to or on the course contract end date	Not later than 30 days after the course contract end date
Supplemental Exam	Within 90 calendar days of the initial write date	Within 30 calendar days of making the supplemental exam request

New invigilator request deadline

(invigilators not already approved)

60 calendar days prior to the anticipated exam write date.

- > Examination centres
- Invigilators

Information effective Sept. 1, 2021 to Aug. 31, 2022. Updated August 16, 2021 by Office of the Registrar (calendar@athabascau.ca)



Examination centres

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University exam locations are closed and only ONLINE exams are being issued. Students must confirm that an invigilation centre is open before booking an exam. Please refer to the Covid Q&A page for any updates and current steps for booking an online exam.

Students can write their examinations at Athabasca University buildings in Athabasca, Edmonton, or Calgary, Alberta. In addition, a Canada-wide Examination Invigilation Network has been established that is composed of many post-secondary institutions that are AU-approved invigilation centres.

> Writing at Athabasca University 2

If you wish to write your examination at a location other than AU or any of the listings in the Examination Invigilation Network, you must write at an accredited post-secondary institution such as a community college or a

technical institute. If a college or technical institute is not accessible, you may write your examination at an educational institution such as a high school or library, provided it is approved by Examination Services Unit, Office of the Registrar.

> Canada-Wide Examination Invigilation Network **♂**

If none of these options is available, review Invigilators: Pre-Approved.



Arrive on time

Arrive promptly for your examination. Latecomers can be extremely disruptive to other students writing examinations. If you arrive more than 15 minutes late for a scheduled examination, and you have not notified your exam invigilator in advance, you should try to rebook your examination within 10 business days. Depending on where you write, you may be charged a non-refundable exam rebooking fee (payable at Athabasca, Edmonton, and Calgary, Alberta).

After the 10 business-day hold

period, the unwritten examination is returned to AU. If and when you request the exam again, the non-refundable multiple examination fee will be charged.

Whenever possible, AU will accommodate moderately late arrivals; however, you will risk being interrupted if others leave the room before you are finished writing your examination. Allowing additional time may not always be possible.

If you think you might be late, please inform the institution where you are writing. Staff will advise you whether or not there is time to write your examination. If you still choose to write with less than the recommended time allowed, this will be noted on your examination in the case of a future appeal.



Student identification

Students must present a valid form of photo identification to an invigilator prior too being allowed to write an exam. The

identification must be government issued (passport, driver's licence, etc.) or and Athabasca University-issued photo ID card.

Centres within Canada

Students who live within a 100 km radius of an AU-approved invigilation centre, write their examinations at that centre. Students who live more than 100 km from an exam invigilation centre, may request to write their exams closer to home provided they arrange for an invigilator who meets specific guidelines and is approved by AU.

- > Examination Invigilation Network <a>C
- Invigilators

Centres outside Canada

AU students who live outside of Canada must write their examination at an AU-approved post-secondary institution or Canadian Embassy, or use an invigilator who meets > Invigilator guidelines

Grouped study students

Grouped study students write their examination at the same place, date, and time selected by the course professor unless approval for an exception has been obtained in advance by the AU course coordinator.

Online examinations

An increasing number of AU examinations are completed and submitted online. The course syllabus and your course materials will indicate whether the examination(s) for the course are online. Students have two options for how to write online exams: through ProctorU or at an invigilation centre that is able to invigilate online exams.

ProctorU ☑ : This exam-writing option is available to students with a computer in a suitable location, with (high-speed) internet access and a webcam.

Invigilation centre ☑ : When writing an online

examination, it is your responsibility to ensure a computer with an Internet connection and an accepted web browser is available for your use at the Invigilation Centre. Students are not permitted to bring or use personal laptops for online exams.

Refer to your student manual for training resources, computer requirements and other information related to writing your online exam. Please direct your questions about online examinations to the Examination Services Unit or the AU Information Centre

All other examination regulations apply to online examinations. You must complete and submit the Examination Request Form to Examination Services using the methods described in the **Requesting an Examination** section.

Examination attempts and time allotments

Once a student has viewed an examination—unless the wrong examination has been sent to the invigilator—the examination will be considered to have been written or attempted to have been written and assigned a grade.

At the beginning of the invigilation of the exam, a student must verify that the correct

exam (midterm or final) for their course has been provided. Once a student has viewed an exam, unless the wrong exam has been sent to the AU-approved invigilator, it will be considered an attempt at the exam and the exam will be considered written.

If a student discovers they have been sent or are writing the wrong exam, they must immediately bring the discrepancy to the invigilator's attention. The exam invigilator must contact AU's Examination Services Unit at 780-675-6579 and ensure that the student remains at the invigilation site for further instruction. In the event that the Examination Services Unit is closed, the invigilator must contact the unit the next business day. Further instructions will be provided to the invigilator and the student.

Students must complete their examinations within the time specified on the official invigilation and examination instructions. An exam will be considered void if the student has exceeded the allowed time that has been specified for the exam.

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Invigilators

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Pre-approved invigilators

Students are required to write an exam with an established Athabasca University-approved invigilator if they live within 100 km of an already-approved invigilator. Students who live more than 100 km away from an examination centre may write their exams closer to home provided they arrange for an invigilator.

An invigilator is a person authorized by AU to oversee the writing of an examination by an AU student. There may be an AU-approved invigilator in your area already.

Use the link below to determine whether there is an AU-approved invigilator in your area. If not, email **Examination Services Unit**, Office of the Registrar, review the **Exam Request Deadlines**, and Invigilation guidelines below.

Examination Invigilation Network

Invigilator: required AU approval

AU has the right to refuse a requested invigilator and request that the student submit an alternative invigilator, or request that the student write the examination at an AU-approved invigilator. AU has the right to discontinue the use of an AU-approved invigilator at any time.

Invigilator guidelines

If an AU-approved invigilator is not available in your area, you may propose an individual (with the **Invigilator Request Form** (2)), who meets the guidelines below. The request time is longer than for an exam request with an existing invigilator. Please review **Exam Request Deadlines**.

Before an invigilator may be approved, the

University must be able to verify the accuracy of the information presented by the student and proposed invigilator.

If these options are not available to you, email **Examination Services Unit**, Office of the Registrar. A staff member will help you determine a suitable location and an acceptable invigilator. If you would like to request an invigilator review, fill out the Invigilator Request Form and email it to **invigilator_review@athabascau.ca**

- ➤ Examination Request Form ☑
- > Examination Invigilation Network 🗷
- > Invigilator Request Form 🛭

Exam shipment and delivery

Online exam

The AU-approved invigilator will be provided with instructions, a secure password, and a hyperlink to access an online exam in advance of a student's scheduled exam write date.

Only the invigilator may log in to access the exam. Secure passwords must never be given to a student.

Standard mail

All exams are shipped by letter mail to the AU-approved invigilator. Students must take postal delivery times into consideration when making their exam request. Note that delivery standards may vary for rural, remote, and international communities. Students who are writing an exam in rural, remote, and international areas should add additional time to their request. AU cannot guarantee a desired delivery date.

Courier delivery

Students may request that their exam be shipped to their AU-approved invigilator via courier at their own expense. Students can request courier shipment at the time they make their exam request.

AU courier fees vary between locations ad may be subject to change at any time. Note that AU Athabasca is not located in a major courier hub and overnight delivery is not available. AU courier fees are non-refundable and AU cannot guarantee a desired delivery date.

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Unwritten/multipexams

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Occasionally, circumstances arise that prevent students from writing their examination on the date requested. When the unwritten examination is returned to Athabasca University, and you request to write at a later date, this is called a multiple examination. You may reschedule your examination by following these guidelines.

For each request to write, you must complete and submit an Examination Request Form. If you reschedule your new write date within 10 business days after your original write date, but not past your contract end date, you will avoid the multiple examination fee (examination rebooking fees may be assessed by your invigilator).

If you reschedule later, Athabasca University will charge you a non-refundable multiple examination fee. This fee is levied each time an exam is returned unwritten and is requested again. If you were scheduled to write your examination at a Athabasca University Athabasca, Edmonton, or Calgary office, you will be charged a non-refundable rebooking fee, provided the exam is written within 10 days.

Ensure that your invigilator is able to reschedule to the new write date. Your invigilator may assess a cancellation or rebooking fee; however, they are under no obligation to reschedule a new write date. Also ensure that the correct fee accompanies the Examination Request Form.

Multiple examinations do not apply to supplemental examinations, which are written as requested.

Returning an unwritten/multiple examination

If you are unable to write your examination, your AU-approved invigilator must hold the unwritten examination for a period of 10 business days after the scheduled write date. Although it is expected that an approved invigilator will endeavor to accommodate

rescheduling, they are not obligated to reschedule a new write date. Invigilators are under no obligation to accept an exam rebooking request from a student.

Unwritten examinations must be returned immediately after the expiry of the 10 business-day hold period. If the exam is not being written at one of the Athabasca University Athabasca, Edmonton, or Calgary offices, it is expected that the AU-approved invigilator will initiate the return process on the next business day following the expiry of the 10 business-day hold period.

Students must use the Multiple Exam Request process to request an alternate exam after an unwritten exam has been returned to AU, provided they are making their request within the specified deadlines.

Exam rebooking

AU examination locations

Students may re-book an exam at AU Calgary, AU Edmonton, or AU Athabasca to write the exam not later than the 10 business day hold period after their originally scheduled exam write date. A non-refundable exam re-booking fee will be assessed each time a student re-books an exam.

All re-booked exams must be requested and completed within the **completion deadlines**.

AU-approved invigilation centres

Students must follow the rules and regulations of the AU-approved invigilator.

Questions?

- email Examination Services Unit, Office of the Registrar
- > refer to Requesting an examination
- Examination Rebooking Fee (Athabasca, Edmonton, or Calgary)
- > Multiple Examination Fee
- ➤ Examination Request Form
- > Supplemental examinations

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Supplemental exams

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If you are not satisfied with your initial examination mark (supplemental examinations do not apply to assignments, quizzes, or challenge courses) you may request and write **one** supplemental examination for each midterm or final exam required in your course. The higher of the two marks will be used in calculating your final course grade.

If the supplemental exam is written after the course contract end date, you are not required to apply for a course extension.

Athabasca University charges a nonrefundable fee for a supplemental examination. To avoid delay, ensure that this fee accompanies the Examination Request Form. **Unwritten/multiple examinations** do not apply to supplemental examinations, which are written as requested.

In order to request a supplemental examination, you must complete and submit the Examination Request Form to the Office of the Registrar so that the form will arrive no later than 90 calendar days after the date of writing the initial examination. The supplemental exam must be requested within the Exam request and completion deadlines.

- > Supplemental examination fee
- ➤ Examination Request Form ☑

NOTE: Not all post-secondary institutions will accept a course where a supplemental exam has been written. Students taking an AU course on a Letter of Permission from another post-secondary institution should check first to see if that institution will accept a course for transfer where a supplemental exam has been written.

Returning an unwritten supplemental examination

If a student is unable to write the supplemental exam, an AU-approved invigilator must hold the unwritten examination for a period of 10 business days after the scheduled write date. Although it is expected that an AU-approved invigilator will

endeavor to accommodate scheduling changes, the invigilator is under no obligation to reschedule a new write date.

Unwritten supplemental examinations must be returned immediately after the expiry of the 10-business day hold period. If the exam is not being written at an Athabasca University centre, it is expected that the AU-approved invigilator will initiate the return process on the next business day following the expiry of the 10-business day hold period.

An unwritten supplemental examination that has been returned to the University may not be re-requested.

Supplemental examination security

The regulations surrounding supplementary examination security are the same as regular examination security. See **Examination security** for more information.

Questions?

- > email Examination Services, Office of the Registrar
- Requesting an examination

Information effective Sept. 1, 2021 to Aug. 31, 2022.

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Challenge for credit examinations

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University exam locations are closed and only ONLINE exams are being issued. Students must confirm that an invigilation centre is open before booking an exam. Please refer to the Covid Q&A page for any updates and current steps for booking an online exam.

When the challenge for credit process involves an invigilated examination refer to the individualized study course **exam request** process, except in the case of Supplemental Exams. Supplemental Examinations are not allowed in the challenge for credit process.

- > Examination Invigilation Network 🗗
- Challenge for Credit
- > Unwritten/Multiple Examinations

Challenge for credit grades and appeals

Courses taken via the challenge for credit process are recorded as CH (courses taken via challenge) on your transcript. The evaluation schemes for courses taken via the challenge for credit process can be viewed in the course syllabus.

You have one opportunity to challenge a course and all requirements stipulated for a challenge for credit attempt must be completed to obtain credit. If you do not successfully complete, or you fail the course taken via the challenge for credit process, you are not permitted to challenge the course a second time. If you do not successfully complete the requirements of the course taken via the challenge for credit process you will be assigned a grade of "F" (failure). You must instead register in the full course and complete it successfully in order to receive credit.

The course grade acquired through completion of the challenge for credit process will be included in the student's GPA calculation for the purposes of satisfying continuation or graduation requirements, scholarships and awards (with the exception of AU course awards), except for challenge courses graded using pass/fail grades.

Challenge for credit courses shall be graded in a manner deemed appropriate at the time of the course creation by the faculty member responsible for the course, with either a pass/fail or letter grade. The minimum passing grade is a "D" unless the course, as outline in the course syllabus, requires a course grade higher than "D" for successful completion of the course.

All challenge for credit grade appeals are subject to an appeals process described in Athabasca University's **Student Code of Conduct and Right to Appeal Regulations**.

- ➤ Undergraduate courses

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Grouped study examinations

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Students in grouped study courses write their exams on the same date at the same time at each site. Course exam dates will be communicated to the students within the first two weeks of classes.

The grouped study tutor will give a course outline to the students on the first day of class. This document will contain information such as assignment deadlines and scheduled exam dates.



Students must provide a valid form of government-issued photo identification or an Athabasca University **Student ID card** to the invigilator prior to writing the exam.

Requests for alternate date and/or time

If a student needs to request an alternative exam write date and/or time, they must submit an appeal through the Office of the Registrar Online Appeals
Form with the potential new date and/or time and the reason for the change. Alternative dates or times may not be available.

Supplemental examinations

If a student requests a supplemental exam for a midterm or final exam, they must follow the rules and processes outlined for an individualized study examination, including obtaining their own invigilator

and following the applicable deadlines. Grouped study tutors are not responsible for invigilating supplemental or rebooked exams.

Lost exams

See the **Undergraduate Lost Exam Policy** for specific regulations that pertain to lost exams.

Preparation and invigilation of exams

All grouped study, tutorprepared exams must be approved by the Course Coordinator and formatted to University standards.

The grouped study tutor will invigilate all scheduled exams (i.e. midterm and final exams) for the course. If a grouped study tutor cannot invigilate a scheduled exam, they must email the request to the **Examinations Services Unit** with as much notice as possible prior to the scheduled exam

write date. Alternative on-site invigilators must be approved by the Examination Services Unit. A record of the request and change of invigilator must be included in the Grouped Study Evaluation Scheme/Exam Form.



Appeals

All appeals to requesting and completing grouped study examinations must be made using the Office of the Registrar Online Appeals Form Z . The Appeals Officer, designated by the Registrar, has the final authority on all appeals. If the Appeals Officer has received an appeal in error, it will be redirected accordingly.

All decisions on appeals will be communicated in writing to the Appellant.

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Transcript requests

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Due to Covid-19, Athabasca

University exam locations are closed

Covid Q&A page for any updates and

current steps for booking an online

exam.

A transcript is a student's official academic record at the time of the document's production.

If you use the Online Student Transcript Request form, the official transcript will show only the grades that have been entered in your official student record at the time the online request is submitted. Before you submit your request online, preview your transcript to ensure it accurately reflects the academic record you expect to be issued.

Most institutions or agencies require that official transcripts be sent to them directly from AU.





AU does not recognize honours list recipients on the official student record, but will indicate the following:

- current program of study and the associated total transfer credit awarded
- non-credit courses completed at AU
- grade-point average
- course names and numbers, number of credits awarded
- the final grade and corresponding 4-point grade value
- the grade points and credit hours earned for each course registration
- the term dates (year/month course(s) started)
- courses challenged for credit (noted with CH) including unsuccessful challenges
- re-registrations (noted with R) and repeated courses
- suspensions and expulsions
- graduation with distinction or great distinction.

Methods of requesting transcripts

No partial transcripts are issued, and only the student can request their own transcript. You may request your official transcript using one of the following methods:

- → online request
- Transcript Request Form (PDF) <a>B
- Login to myAU ☑ using your student ID number and password. Select the "Request Transcripts" option under Student Record in the left-hand navigation menu.

Transcript requests from a student must be kept at a reasonable number. AU may follow up with students ordering an unusually high number of transcripts.

Priority transcript requests*

*Are currently not available.

Students can request (and pay) for priority transcript service in which their transcripts are sent by fax. Please note this is not available for students wanting their transcripts faxed internationally. It is also the student's responsibility to determine if the institution they are requesting their transcript be sent to accepts faxed transcripts.

Letter of Certification

A Letter of Certification is an official confirmation of information that is not included on the student's transcript. For example, a letter may be requested if no course(s) have been completed at AU.

Only the student concerned may request a Letter of Certification from AU. The request must:

- be made in writing and bear the student's signature and birth date or student ID number;
- confirm the information to be included in the letter;
- **3.** bear the full name and contact information of the letter's recipient;
- **4.** be **emailed**, faxed to 780.675.6174, or **mailed**; **☑** and
- 5. read ATTN.: Academic Records.

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Marks and grades

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The final grade for a course is normally determined by a weighted average of the marks for all assignments and examinations completed in the course.

The marks for your assignments and examinations should be available to you approximately five to seven business days after Athabasca University receives them from the marker. Unofficial final grades should be available 10 business days after Athabasca University receives the marks for your last assignment or examination.

Neither of these timelines includes mailing times (if applicable).

For each course you complete, the Office of the Registrar will provide a statement of the final grade that you achieved and the credits you earned.

Grading policy

Effective January 1, 2003, Athabasca University adopted the province-wide alpha/4.0 grading system to report undergraduate final grades. Courses with start dates of January 1, 2003, and later use an alpha grading scale. For courses with start dates before January 1, 2003, the percentage grading scale is used.

For individual courses, the alpha scale uses letter grades ranging from A+ through F to reflect a student's performance and knowledge of the materials covered. Overall academic performance is reported using the 4.0 grade-point average (GPA) scale. A grade point is a value between 0 and 4.00 that is assigned to a grade (alpha or percentage). The grade-point average is a weighted average of all the courses a student has taken with AU.

The passing grade for AU undergraduate courses taken before December 31, 2002, is 50 per cent unless otherwise stipulated in the course outline/syllabus. For courses started January 1, 2003, and later (including Challenge for Credit), the passing grade is the equivalent to a D unless otherwise stipulated in the course outline/syllabus.

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Grade-point average

A grade-point average is calculated for all AU undergraduate transcripts. All courses listed on your transcript have a grade and are included in the cumulative grade-point average calculation.

For each course taken, the transcript will display the course grade (percentage or alpha) as well as its corresponding 4-point grade value. All failing grades, excluding WF (Withdrawal Failure) and U (Failure: in courses using pass/fail grade mode), are calculated into the cumulative average. For courses started before December 31, 2002, the actual percentage grade earned by a student for a failed course is also shown on the transcript. For courses started before September 1989, the passing grade is 60 per cent unless stipulated otherwise. Grades for courses using the pass/fail grade mode are not included in the GPA calculation.

Alpha grading scale

Notification of marks and grades

Unofficial final grades can be viewed in Gradebook in the myAU portal. It can take five to seven days from the time your final grade appears in Gradebook until the final grade is entered into the student information system. If the final grade appears in the PDF document when you preview your transcript online, then the final grade is entered in the student information system and you can order a transcript. For each course you complete, the Office of the Registrar will provide a statement of the final grade that you achieved and the credits you earned.

If you are transferring your courses to another institution, please determine the receiving institution's deadlines and ensure you allow adequate time for your grades to be processed and sent.

Questions regarding marks

Questions about your midterm marks may be directed to your Academic Centre or tutor. You must identify yourself before AU staff will release unofficial marks or grades over the telephone. Marks and grades released over the telephone have no official standing.

The Office of the Registrar provides statements of your composite grade (final grade) achieved in courses and the credits earned for each course completed. Your course composite grade cannot be calculated until all the course requirements (e.g., labs, assignments, essays, tests, quizzes, and examinations) have been completed, submitted, and marked.

% Transcript requests

Final grade processing

We recommend that you write your examination and complete and submit all your assignments at least six weeks before the date your final grade is required.

If you are transferring your courses to another institution, please ask about the receiving institution's deadlines and ensure that you allow adequate time for your grades to be processed and sent.

Incomplete course work

Before December 31, 2002, students who were unable to complete a course by the course contract end date and did not request a course extension or a course withdrawal were awarded a grade of OF (Zero Failure).

After January 1, 2003, students who are unable to complete their course by the course contract end date and do not request a course extension or a course withdrawal are awarded a grade of F (Failure) or U (Failure: for courses using pass/fail grade mode).

For courses that have mandatory components (e.g., quizzes, assignments, or minimum grades on all assignments or quizzes), these components must be completed to pass the course. A mark of zero on such a component may result in a failing grade being assigned to the course. You are strongly advised to carefully read the course evaluation scheme in the course syllabus.

Some courses, especially those with lab components, are offered only at specific times of the year and are exempt from this policy. For more information, contact the Academic Centre that offers the course.

- Course extensions
- Course withdrawal

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Exams and grades

Assignments and examinations are the basic means of evaluating your knowledge and understanding of course content. Your final grade for a course is normally determined by a weighted average of the marks for all assignments and examinations completed in the course. You should review the Course Syllabus of each course you're registered in for specifics.

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