INTRODUCTION

It is with great pleasure that I thank you for your very important contribution to undergraduate teaching and the experience of our students here, at the Department of Communication.

I want to do everything I can to support you in your teaching and to ensure that your experience as a part-time professor is satisfying and enriching for both you and your students.

To this end, we have developed a handbook for part-time professors teaching at the undergraduate level in the Department of Communication. This handbook was created in collaboration with Linda Pietrantonio, Philippe Busser and the Undergraduate Studies Committee who kindly shared their guide as a model. It has been structured in chronological order to accompany you through the steps you will likely take as you develop your course, from the time you are assigned a course until you submit your marks at the end of the semester. It contains helpful information on academic policies and procedures related to undergraduate teaching including course requirements, dealing with academic fraud, evaluating student work, and important dates and deadlines. This guide provides you with the information you need to carry out your duties as a professor. All the information is located in one booklet – with many links to other resources – so it should save you time and effort by acting as a helping hand in your teaching and related tasks.

The Undergraduate program is managed by the Director of Undergraduate Studies and the Undergraduate Studies Committee at the Department of Communication. The committee’s mandate is to ensure the quality of the Department’s programs and it plays an important role in implementing all policies related to academics and the academic experience for all our undergraduate students.

If you have any questions about the handbook or on the interpretation of any academic regulations or require clarification on any of the policies, procedures and practices outlined in this guide, please contact the Director of Undergraduate Studies. If you have any administrative questions, regarding offices, photocopying, dates and deadlines, submission of marks, and so on, please contact the Departmental Secretary, Iman Haddi.

Based on survey feedback from part-time professors there is a common interest in learning how to better their teaching. As such, the following article entitled Tools to Engage Today’s Students was created specifically to outline practices that promote excellence in teaching.

I look forward to the upcoming semester and wish you all the best.

Isaac Nahon-Serfaty, Ph.D.
Chair of the Department of Communication
Tools to Engage Today’s Students

As a professor, the better you understand your students the more you enhance their learning and your own teaching experience. Today’s postsecondary students, differ immensely from the generation teaching it. Differences in perception can present an obstacle for the professors—engaging the students in and out of the classroom. Twenge¹ (2013) states that today’s students are more likely to overestimate their capabilities, to read shorter documents rather than long ones, to rely on peer-evaluations and to expect better results with less work.

Dr. Simon Beaudry is a professor at the School of Psychology, Senior Manager of the INSPIRE Human Behaviour Lab at the University of Ottawa and the recipient of the Part-Time Professor of the Year Award in 2014. He says that supporting your students’ psychological needs is the key to changing their motivation. He offers tools to create an optimal learning environment for students of this young generation. Based on Edward L. Ryan and Richard M. Deci’s (2000) seminal work on motivation, Beaudry (2015) suggests, in a presentation given at uOttawa, that we need to build students’ autonomy (self-directedness), competence (a sense of mastery), and relatedness (connection to others)². Listening to your students, giving them time to complete their tasks their own way and to explain their reasoning offers an environment to allow them to develop their autonomy. Constructive and regular feedback, inquiry based activities and believing in your students allows them to expand on their capabilities and competence. Open discussions, teacher-student and student-student collaboration, and expressing enthusiasm and empathy make students feel welcome and help to develop their relatedness within the group. Using these tools as a base can to be very fruitful in your teaching practice and enhance your experience as a professor. At the same time, you will give the students the opportunity to succeed within the course while optimizing their motivation. This relation between prof and student establishes a good base for the development of this optimal environment.

Dr. Jenepher Lennox Terrion is a professor at the Department of communication, holder of the 2013 Chair of Teaching and recipient of the Excellence in Teaching Award in 2012 at the University of Ottawa. Her research focuses on the importance of the professor-student relationship within the classroom. This rapport can have positive repercussions on the attitude, motivation and perhaps even academic results of the students. She suggests, in her TedxTalks presentation at uOttawa, that if students notice an interest from the prof and that he or she cares about their learning,

they will be more likely to take risks and try new things: imperative for learning.

Dr. Smart, Dr. Kelley and Dr. Conant are marketing professors at Texas State University, California State University and Texas A&M University, respectively. Together, they have obtained a plethora of excellence in teaching awards throughout their professional career. Their research also explores the student-professor link. They suggest (2003) the development of a fluid and open environment improves the satisfaction of the students. It is very important to communicate effectively, to give current examples, to offer opportunities for students to apply their learning and to encourage student participation. With a more relaxed environment, students can develop their autonomy, their competence and can feel welcome among the group.

Dr. Jeanette Norden (pictured above) is a Cellular and Developmental Biology professor in medical school and Neuroscience professor at Vanderbilt University. She was recently a keynote speaker at the Kesarwani Conference (2015) at the University of Ottawa. In her teaching, she focuses not only on intellectual development, but also particularly on professional development. She wants to include students in the creation of knowledge to create a eagerness and passion for learning. She says it is less about the quantity of teaching, but the quality, the depth and comprehension of the material. She states: “Teach less, better”. Professors need to know that their actions within the classroom have an immense impact on the lives of their students.

Sophie Yelle
Fourth Year Student in Communication

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1. COURSE POLICIES AND PROCEDURES

1.1 Blackboard Learn

Blackboard Learn is an online application for managing courses. With this application, you can communicate with students, present helpful resources, post announcements, syllabi, course slides, mandatory and supplementary readings and grades.

The Centre for Mediated Teaching and Learning website offers resources for professors and students, including tutorials on how to create courses and make them available to students as well as how to post material.

An excellent resource for assistance with Blackboard Learn can be found here.

Professors can also stop into the support lab, located in Vanier 1020.

For all other computer support needs, contact the computer help desk at 613-562-5800 extension 6555.

1.2 Course syllabus

The University's regulation 8.5 – Course syllabus for undergraduate and graduate studies, outlines requirements related to the course syllabus:

``Professors must supply a course syllabus during the first meeting with the students at the beginning of each course. This course syllabus must include:

- the course description approved by the Senate,
- general and specific course objectives,
- teaching methods,
- evaluation methods and distribution of grades,
- a list of required and recommended readings,
- a calendar of activities and evaluations,
- the professor’s contact information and office hours and
- a reference to the regulation on plagiarism and academic fraud.”

In order to avoid misunderstandings or ambiguity related to course requirements and your expectations, it is advised that you go over the syllabus with your students on the first day of class and provide students with a revised version if you make any changes during the year. If you wish to change the due date for a take-home exam, all students registered in the course must agree and you must obtain the signature of each one.

Section 8.4 of the academic regulation on courses states: All classes must begin at the time indicated on the official timetable and end 10 minutes before the time indicated on the timetable. This extra time ensures that students get to their next class on time.

Once finalized and approved, post the course syllabus on Blackboard Learn. The students will be able
to access this document from there. Do not print the syllabus with the objective of distributing them to the students. It is sufficient, inexpensive and environmentally friendly to have it available online. The students will print it if they wish.

At this time, it is important to register your mid-term and final exams with Access Services. Here is the link. For more information, see section 2.3

1.3 Syllabus template and checklist

Once you have been assigned your course, Iman Haddi, Secretary at the Department of Communication, will communicate with you. She will inform you of the important dates and deadlines as well as the requirements for the course outline. She will also include a checklist. This checklist MUST be completed and attached to your finished syllabus. The syllabus and checklist must be submitted as requested to Iman Haddi before classes begin. Once you have submitted your syllabus, it will be reviewed by the Departmental Undergraduate Studies Committee and you will receive an email requesting required changes, if necessary.

For your benefit, we have provided a syllabus template for undergraduate courses. The syllabus template is included in Appendix A of this guide and can be used once adapted.

1.4 Important dates

Be sure to consult the list of important academic dates and deadlines when planning your courses. The list provides deadlines for course registration and withdrawal, session start dates, etc.

1.5 Office hours – Department Office and Professor availability

The main office for the Department of Communication is located on the 11th floor of Desmarais Hall (55 Laurier E.), -Room 11101. Office hours are:

Monday to Friday : 9:00 to 12:00 – 1:00 to 4:30
Summer Hours (June –August) : 9:00 to 12:00 and 1:00 to 3:30

Students appreciate scheduled weekly office hours. They are less likely to visit if they must schedule a meeting time. Please include your weekly schedule of office hours in your course syllabus.

Office space is provided for the Department’s part-time professors. The offices can be reserved by contacting the academic unit offering the course.

1.6 Planned and unexpected absences by professors

If you cannot be present for a particular lecture or course, advise the secretariat of the Department of Communication at 613-562-5238 so students can be advised.

1.7 Registration, withdrawal and enrollment caps

Students who want to change courses or course sections or withdraw from a course must do so by the deadline published in section 1.3 and by following the official procedure.
They must either use the Rabaska online registration tool to make these changes or complete and submit the appropriate form, available from the Faculty’s undergraduate office. A PDF version of the form can also be downloaded here. As a professor, you will not have to access Rabaska.

Students whose names do not appear on your class list (on Blackboard and Infoweb) are NOT officially registered for the course. These students must register in the course as soon as possible.

The number of students able to register in a given course is determined by departmental criteria and the Vice-Dean and must meet security regulations. Professors are not authorized to approve special registration requests or sign any document providing special access to a course. Authorization must be provided by the academic unit or the office of the vice-dean of undergraduate studies. Below is the necessary contact information for the Vice-Dean’s office in the Faculty of Arts.

**Vice-Dean of undergraduate studies**
Andrew Taylor  
Simard Hall, Room 109  
Telephone: 613-562-5335  
[ataylor@uOttawa.ca](mailto:ataylor@uOttawa.ca)

**Administrator of undergraduate studies**
Reza Mashaie  
Simard Hall, Room 110  
Telephone: 613-562-5335  
[rmashaie@uOttawa.ca](mailto:rmashaie@uOttawa.ca)

**Administrative assistant**
Huguette Ferraton  
Simard Hall, Room 109  
Telephone: 613-562-5335  
[hferrato@uOttawa.ca](mailto:hferrato@uOttawa.ca)

1.8 Bilingualism

As a bilingual institution, the University of Ottawa has established a policy on bilingualism, which states:

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All students have the right to require that a course in which they are registered be given in the language used to describe the course in the current calendar, subject, however, to the regulations of the faculty or school respecting conditions to be satisfied in order for a course to be offered. Except in language courses and courses in Lettres françaises and English and, in rare cases, bilingual courses, all students have the right to produce their work and answer examination questions in the official language of their choice.” (Part VI, Regulation on Bilingualism at University of Ottawa 1974)
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As for Part-Time Professors, the University offers various language programs to increase competency in either official language. To be eligible for training you must first complete a [Language Test](https://example.com). Then, you can fill out the [Registration Form](https://example.com). You can find additional information [here](https://example.com) (under Language Training Services for Academic Staff).
1.9 Writing and style guide for university papers and assignments

The Faculty of Arts offers many writing and style guides for university papers and assignments. These guides and tools offer a great foundation for student success in writing. Please direct your students to these guides.

Additionally, the Academic Writing Help Centre has developed a series of tools to help students writing university papers.

Here at the Department of Communication, we encourage you to include reference to these helpful resources in the course syllabus.

1.10 Teaching assistantships

Teaching assistants are hired for certain courses. At the start of the academic year, units determine their TA requirements and assign assistantships according to the collective agreement in effect.

The collective agreement for TAs is available on the Human Resources website.

1.11 Evaluation of teaching

(www.evaluaction.uottawa.ca/purpose.html)

All courses at the University of Ottawa with at least nine contact hours with the same professor are subject to an evaluation by the students, regardless of the teaching method used.

All evaluations are done using the official evaluation questionnaire, unless the Senate has approved the use of another evaluation method or an exemption.

These evaluations or S-Reports can be found on uoZone and Infoweb under "Applications" under the name "S-Report – Evaluation of teaching and courses". See what your students think!

When and how evaluations are done

- The process for administering the evaluation was developed in consultation with the Internal Audit Office
- Evaluations take place on specific dates near the end of the session
- If teaching responsibilities are shared, teaching will be evaluated if a professor has completed at least nine hours of teaching
- Professors are advised weeks in advance of the scheduled date the course evaluation will take place
- The evaluation is completed during the first few minutes of class on the day of the evaluation
- The professor must leave the classroom before the evaluation monitor gives the instructions for the evaluation and students begin filling out the questionnaire
- The evaluation materials will be left in your mailbox on the day of the evaluation. Please ask a student in the class to serve as monitor and carefully read out loud to the students in the class the instructions on the back of the envelope and on the instruction sheet attached to the evaluation materials.
Customized formative evaluation

The customized formative evaluation complements the official evaluation questionnaire and allows professors to get feedback from students on areas of interest to them. The customized formative evaluation provides professors with an optional evaluation tool adapted to individual needs so that they may get feedback on specific aspects of their course.

Professor's who want to participate in the customized formative evaluation can choose up to 10 questions from the bank of customized questions; this evaluation will be administered along with the official evaluation. The choice of questions and the results are stored in a separate database and only the professor can access them through Student Messages.

More information on the customized formative evaluation is available on the Faculty information page. We encourage professors to take a look at this site, which includes a bank of 227 questions from which to choose 10 in order to create a personalized questionnaire.

1.10.1 Excellence award for teaching assistants

Professors can recommend a teaching assistant whose work they consider exceptional for an award.

The award aims to value the work of Teaching Assistants and their contribution in the classrooms. This annual program gives out an Excellence Award in three categories: Science, Humanities and Online Course. Each award comes in the form of a $500 prize. The nomination form must be completed by a University of Ottawa professor (Full or Part-time) or a Dean and be accompanied by two additional signatures of students who can attest to the assistant's work.

The assistant, for whom a nomination form will have been completed by a professor, must also complete a form describing their experiences as a teaching assistant and any TA related training they may have participated in.

For additional information, please visit Teaching and Learning Support Service at saea-tlss@uOttawa.ca.

1.12 Frequently asked questions

- **Q: A student registered in my course has not attended many classes since the beginning of the session. How do I evaluate the student’s participation?**

  **A:** You must first be sure you explicitly state in your syllabus that class participation is a requirement for the course. Be sure to include the grading criteria for participation. If you penalize students for being absent, you must be sure you have a reliable method for taking attendance and that students are aware of it. You can also remind students about the penalties for missing classes.

- **Q: Do the required readings for my course need to be in the official language of the course?**
A: It is preferable for them to be in the official language of the course. If readings in the other official language are assigned to students, explain the essential information in class in the official language of the course so students are not at a disadvantage when it comes to exams.

- **Q: I need to cancel a class because of illness. What do I need to do?**

A: Notify the Communication Department Secretariat as soon as possible and send an email to all registered students via InfoWeb or Blackboard. You cannot make up the class at the end of the session, however if time permits you may be able to reschedule the class. Remember, a medical certificate must be submitted to the Health, Wellness and Leave Sector of Human Resources when you are absent for more than three work days. For more information pertaining to leaves of absence please consult the Leaves Page on the uOttawa website. This webpage also includes a medical certificate which requires submission for prolonged absences.

- **Q: The session has not started yet, but I know that I will be absent for one of my classes. What do I need to do?**

A: As soon as possible, please advise the chairperson of your need to miss class. Except in the case of sick leave, you will need to also make all reasonable efforts to reschedule those duties to another appropriate time, or to make such other arrangements agreed to by the Chair or her/his designate. For more information pertaining to leaves of absence please consult the Leaves Page on the uOttawa website. This webpage also includes a blank medical certificate.

- **Q: What is the difference between Infoweb and Blackboard Learn?**

A: Infoweb is a site of applications useful for professors. These applications include your Class List, Customized Formative Evaluations and results, Student Messages, your Course Schedule and the S Report results for other professors and yourself. On the other hand, Blackboard Learn is an online application for managing courses. With this application, you can communicate with students, provide helpful resources, and post announcements, syllabi, course slides, mandatory and supplementary readings as well as grades. This application is particularly useful for students.

2. **EXAMS**

Unless otherwise authorized by the academic unit, each course includes a final exam or equivalent. The exam must take place during the official examination period. The format of the exam (written, oral, final essay, take-home exam, etc.) is decided by the professor.

- Written exams must be between two and three hours in length. Students must remain in the examination room for at least a full hour before they are permitted to leave. No students should be permitted to leave the examination to use the washroom facilities. If a temporary absence is necessary the student must be accompanied by the exam proctor.

- Tests or assignments valued at more than 10% of the final mark are not permitted during the last week of a course.

- Take-home exams must be due during the official examination period. Professors using this exam format must advise the academic unit(s) at the beginning of the session using the Checklist provided by Iman Haddi. This makes it easier for the Faculty to establish the final exam schedule. If you wish to change an exam’s format midway through the semester, you
must submit a request to the faculty with the written consent (signature) of every student enrolled in the course.

- The final exam, or its equivalent, cannot be worth more than 60% or less than 30% of the final grade. As a result, at least two evaluations must be given in each course. Any exception to this requirement must be approved in writing by the chair of the particular academic unit.

2.1 Official examination schedule

Examination schedules are set by the Registrar’s scheduling office early in each session. **Final exams must be scheduled during the official exam period outlined in the university calendar.** No final examination of any kind may be given outside the official examination period. Any exception to this requirement must be approved in writing by the Dean. More information specific to the Faculty of Arts regarding exam schedules can be found [here](#).

2.2 Conflicts in exam schedules

After advising students of the final exam date, professors are to advise students to report any conflicts in exam schedules to the Faculty’s undergraduate office.

There are three types of valid exam schedule conflicts:

- **Type 1:** Two exams at the same time on the same day.
- **Type 2:** Three exams within a 24-hour period.
- **Type 3:** Two in-class exams back-to-back

For type 1 conflicts, the Faculty’s undergraduate office will contact the professor to discuss possibilities for accommodating the student.

For type 2 conflicts, the Faculty will proceed the same way as for type 1 conflicts, but only if requested by the student.

Type 3 conflicts are considered only in cases involving a student with special learning needs, in which case, the Faculty will ask the student to contact Access Service to make the necessary arrangements for an accommodation.

**Advise your students that all exam conflicts are to be reported to The Faculty of Arts or by writing to arts@uottawa.ca.**

Conflicts in exam schedules do not apply to take-home exams. Conflicts will not be considered in the following situations:

- Conflicts in exam and travel schedules (train, plane, etc.); any other situation the Faculty may consider valid.

- Exceptional circumstances (fire, bomb scare, inclement weather, bridge closure, etc.) resulting in the cancellation or postponement of an exam during the official or supplemental exam period. For more information, please see Academic Regulation 9.7.
• Misreading the exam schedule or forgetting about an exam is not considered justification for missing an exam.

2.3 Exam accommodations – Access Service

On May 1, 2013, Access Service began using Ventus, a new accommodations management application. It is imperative to use Ventus if a student has any type of learning disability. This makes the process uniform and facilitates the responsibilities for both students and professors. Watch the online informational video for more information. Also, if you are interested, here is an introductory letter from SASS about Ventus.

Professors file an online notice of examination for each of their courses and each section, indicating the date of mid-term exams, quizzes and any other in-class evaluations.

Students who wish to receive services through Access Service must officially advise the service of their needs. When a student with accommodation needs is registered in a course, the professor will receive an automatic message indicating the deadline for providing Access Service with copies of their exams and other tests or assignments.

In the past, students with disabilities had to register for each exam or assessment in each one of their courses. Errors in evaluation dates between Access Service and units or students forgetting about exam or test dates often made receiving and providing accommodations difficult and frustrating for the student and the professor, who was left having to make accommodation arrangements for individual students. This automated system makes communication between students, professors and academic units much easier and more efficient.

Instructions for using Ventus are available online.

For any questions on the nature of accommodations, please contact Access Service at 613-562-5976 or at adapt@uottawa.ca.

2.4 Guidelines on academic accommodation for religious observances

In September 2011, the University Senate adopted guidelines on religious accommodation. They are listed in the table below and also available here.

<table>
<thead>
<tr>
<th>Academic regulation 15 on religious accommodations</th>
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<tr>
<td>(Approved by the Senate on September 12, 2011)</td>
</tr>
<tr>
<td>Guidelines on academic accommodations for religious observances by students</td>
</tr>
<tr>
<td>Objective</td>
</tr>
<tr>
<td>1. The University of Ottawa values its diverse community and wishes to formalize its practices on reasonable accommodation for student to observe religious traditions. To facilitate requests for reasonable accommodation for religious observance, in March of each year the Registrar’s office provides deans with a list of the dates of religious holidays for the upcoming academic year for which accommodation is most often requested.</td>
</tr>
</tbody>
</table>
2. The Ontario Human Rights Code guarantees every person the right to equal treatment with respect to services without discrimination because of creed. The Ontario Human Rights Commission defines creed as "a professed system and confession of faith, including both beliefs and observances or worship" with a focus on the sincerity of the belief or practice, rather than on its validity. Creed does not include secular, moral or ethical beliefs or political convictions.

3. This guide outlines the process for addressing religious observances that conflict with a student’s academic or course-specific requirements. It is intended to meet the need of students to observe religious holidays while ensuring that accommodation does not compromise the integrity of a course or program. The meaning of the term “reasonable accommodation” used in these guidelines will depend on the facts and circumstances present in each individual case.

**Procedure for requesting accommodation**

4. Students must submit their request in writing or by email to the professor responsible for the course or the person responsible for these requests at the Faculty. The request for accommodation must indicate the nature of the religious observance and the accommodation being requested. The student is expected to assist the professor or designated authority in efforts to implement reasonable accommodation, including identifying solutions that may be reasonably pursued.

5. The following deadlines apply to accommodation requests:

   a. Academic requirements listed in the course syllabus or otherwise communicated during or before the first class: Within two weeks of the first class;

   b. Academic requirements communicated after the first class: Within five working days of the date the requirement was communicated to the class; et

   c. Final examinations: Within five working days of the publication of the final examination schedule.

6. The professor or designated authority and student will consult to reach an agreement on the reasonable accommodation arrangement. If the professor or designated authority requests clarification or additional information, the student must respond in a timely manner, normally within a maximum of five working days. The professor or designated authority may consult with other University staff while respecting confidentiality policy as appropriate.

7. If a mutually agreeable solution cannot be reached within a reasonable time period, taking into account relevant academic deadlines and the time required for arrangements to be finalized, the student must immediately send a written request to the Vice-Dean of Undergraduate or of Graduate Studies or other person designated by the Faculty who will make a final decision.

8. The Vice-Dean of Undergraduate or of Graduate Studies or designate may request additional information from the student or the professor and may consult with other University staff, where appropriate. The Vice-Dean of Undergraduate or of Graduate Studies or designate will inform the student and the professor of his or her decision in writing, usually within two weeks of the student’s request to the Vice-Dean of Undergraduate or of Graduate Studies or designate.

9. In cases of questions or concerns, the professor or Vice-Dean of Undergraduate or of Graduate Studies or designate may consult the University’s Legal Services.

### 2.5 Supplemental exams

At the Faculty of Arts, students who fail a course cannot write a supplemental exam.
Supervision of exams

During the official examination period, professors are responsible for supervising their exams. If a professor cannot be present due to an extenuating circumstance, he or she must immediately contact the chair of the Communication Department, who will find a replacement supervisor.

We strongly recommend professors and other exam supervisors arrive at least 15 minutes before the official start time of the examination. The individuals supervising an exam must be present for the entire exam period.

Examination booklets should be used for exam answers. Unless otherwise specified, students must use both sides of each page in their examination booklets.

Students must also sign the attendance sheet in the examination room provided by the academic unit, which includes the name and student number of every student in the class. In large classes, students who do not sign in will not have their exam graded.

**Academic regulation 9.4 on the conduct of the examination**, adopted by the Senate on April 8, 2013, states:

- “Silence is mandatory during all exams.
- The examination monitor has the right to request student identification.
- Students who arrive more than 30 minutes after the examination has begun will not be allowed to write the examination.
- Students are not permitted to leave the examination room until one hour after the examination has begun.
- Students cannot receive a religious accommodation during the examination (refer to academic regulation 15 on religious accommodations).
- Students are not permitted to bring any examination booklets into or out of the examination room.
- Unless otherwise indicated in writing, the use of books, notes, mathematical tables, dictionaries or any other reference tools is not allowed.
- Students are prohibited from using electronic devices or any other communication tool that has not been approved beforehand.
- Any such device or tool must be shut off, stored and out of reach.
- It is the student’s responsibility to confirm which electronic devices or tools (e.g.; calculators) are allowed for each examination.
- Anyone who fails to comply with these regulations may be charged with academic fraud.
- Students have the right to see their own examination booklets upon request and after they have been marked.
- To avoid academic fraud, students must be supervised when consulting their examination booklets and cannot leave with their original examination booklets.”

Requests for assistance to grade or supervise exams

If you need help with grading an exam, discuss your needs with the Department at the beginning of
2.8 Marking of multiple choice exams through docUcentre

When you choose multiple choice tests as a means to evaluate your students, they can answer the questions on a Scantron sheet (bubble sheet). Multiple choice exams can be corrected by DocUcentre, located in room 0024 of the University Centre (85 University). DocUcentre can be reached at 613-562-5800 extension 3711.

For information on the grading process, please call 613-562-5800 extension 4213. Exams are corrected at a location off campus for confidentiality reasons.

**How to submit Exams to scan** (docUcentre UCU 0024 offers Exam Scanning Services)

1. Pick up the “Scantron Request Form” and the “Scantron Answer Sheets” from Iman Haddi, the secretary for the Department of Communication (DMS 11101).

2. Fill out the remainder of the “Scantron Request Form” provided by Iman with appropriate information and signature.

3. Bring your Scantron sheets to docUcentre UCU 0024 for correction between 8:00am and 5:00pm from Monday - Friday. Please note that student employees are not allowed to handle Exam Scanning Services.

4. It takes only 2 business days for the scanning process. Results will be sent by e-mail unless you specified just “Printed” as an option on the “Scantron Request Form”.

5. Scantrons can be picked up the day after receiving your e-mail results at UCU 0024.

2.9 Procedure for cancelling or postponing exams

University of Ottawa regulation 9.7 outlines the procedure for cancelling or postponing an exam. The regulation states:

<table>
<thead>
<tr>
<th>Regulation 9.7, the procedure for cancelling or postponing an exam</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closed bridges, snowstorms, bomb scares, fire requiring evacuation, etc. are all examples of special circumstances that may lead to the cancellation or postponement of a final or supplemental exam. To avoid confusion, misunderstandings and disappointment, the University clarifies how to deal with them.</td>
</tr>
</tbody>
</table>

Faculties that have more stringent requirements must ensure that professors and students are made aware of them.

<table>
<thead>
<tr>
<th>Cancellation of all exams on a given day</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) This decision will be made as soon as possible so that students are advised not later than 8 a.m. on the day of the exam;</td>
</tr>
<tr>
<td>b) A notice is posted on the University’s home page and included on the Emergency InfoLine (613-562-5555). Exams will be automatically rescheduled for the first or second weekend of the start session;</td>
</tr>
<tr>
<td>c) Updated exam times for any postponed exams will be posted on the University’s home page;</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Absence of a chief invigilator</th>
</tr>
</thead>
</table>

Copies of all exams are always available at the faculty secretariat, with instructions on how to administer the exam in question so that it can take place.

**Student absence from an examination (because of a major events approved by the vice-president academic or delegate)**

a) Students who arrive must be allowed to write the examination and the invigilator is to be tolerant of students arriving late.

b) The Faculty must consult with the professor and make arrangements for a special examination for students who missed the exam and notify the students as soon as possible.

**Bomb scares or fires**

The decision to evacuate examination rooms and clearance to return to the rooms must come from Protection Services.

Decisions on whether to continue the exam are made upon return to the room. Depending on the situation, the professor or the main supervisor can decide to:

a) Continue the exam as soon as everyone is allowed to re-enter the building;

b) Cancel the exam. The Faculty must then consult with the professor and make arrangements for a special examination for students who missed the exam and notify the students as soon as possible.

In keeping with regulation 9.7, a copy of all exams are to be submitted to the chair of the department along with instructions on how to administer the exam at least two working days prior to the date of the exam. This will allow Department to ensure the exam takes place when a professor is late or must be absent due to extenuating circumstances.

The professor must provide the unit with names of all exam assistants and advise the assistants that they may be contacted by the unit in the case of an emergency.

**2.10 Justification for absence from exam or late submission of assignment**

Students who have missed an examination must provide supporting documentation in order for the absence to be considered justified. Please note that students can acquire an illegitimate medical certificate. Precautions must be taken to ensure the authenticity of the document. Academic regulation 9.5 outlines justification for absence from an exam or late submission of an assignment:

**Academic regulation 9.5**

(Approved by the Senate on January 10, 2011)

**Justification for absence from an examination (mid-term, final or deferred) or late submission of assignments**

Absence from any examination or test, or late submission of assignments due to illness, psychological problems or exceptional personal circumstances must be justified; otherwise, students will be penalized.

**1. Due to illness**

a) Students must notify their professor or the academic secretariat of the faculty where they are registered prior to the exam or assignment deadline.

b) Before accepting the student’s justification, the professor or the faculty’s academic secretariat has the right to request a medical certificate from the attending physician (must include the student’s name, the dates of both the absence and when the student can return to school, the date the physician saw the student and the physician’s signature).
c) If there is any doubt as to the authenticity of the medical certificate, the professor or the faculty’s academic secretariat may ask for it to be validated by the University of Ottawa’s Health Services.

d) If absence due to medical reasons was not foreseen, students must notify their professor or the academic secretariat of the faculty where they are registered and submit a medical certificate dated for the date of the absence within five working days of the exam date or the assignment deadline, unless extenuating circumstances make it impossible to do so.

e) Students who write an examination during the period of disability indicated on the medical certificate cannot later plead illness to appeal their examination results.

2. Psychological problems

a) Students must notify their professor or the academic secretariat of the faculty where they are registered prior to the exam or assignment deadline.

b) Before accepting the student’s justification, the professor or the faculty’s academic secretariat has the right to request either a certificate from the attending physician or from a psychologist (must include the student’s name, the dates of both the absence and when the student can return to school, the date the physician saw the student and the physician’s or psychologist’s signature) or a supporting letter from the University of Ottawa’s Counselling and Coaching Service.

c) It is relatively easy for a student to obtain an illegitimate medical certificate. If there is any doubt as to the authenticity of the medical certificate, the professor or the faculty’s academic secretariat may ask for it to be validated by the University of Ottawa’s Health Services.

d) If absence due to a psychological problem was not foreseen, the student must notify the professor or the academic secretariat of the faculty where they are registered and submit a certificate bearing the date of the absence or a supporting letter within five working days of the exam date or the assignment deadline, unless extenuating circumstances make it impossible to do so.

e) Students who write an examination during the period of disability indicated on the medical certificate cannot later plead psychological problems to appeal their examination results.

3. Extenuating personal circumstances

Absence from an examination or test or late submission of assignments due to extenuating personal circumstances must be justified in writing within five working days of the date of the examination or test or the assignment deadline. The academic unit and the Faculty reserve the right to accept or reject the reasons presented. Reasons such as travel, work or misreading the examination schedule are not considered valid and will not be approved except in extenuating circumstances that are properly documented.

2.11 Cheating during an examination

Cheating during examinations is a form of academic fraud. Cheating can take many forms, such as:

- Using MP3 players, cellular phones or calculators to store notes, information or formulas
- Using notes, information or formulas written on hands, arms or other body parts
- Using notes, information or formulas written on scraps of paper, erasers, tissue boxes, whiteout bottles, etc.
- Using an exam booklet obtained before the exam that contains notes, information or formulas
- Copying from a book left open on the ground or in a backpack left within sight
- Copying off another student
- Exchanging information or answers with another student, by talking or using any type of code
- Not complying with the instructions provided during the examination

**If you notice a student cheating**

- Confiscate the material being used to cheat (notes, data and other information, formulas) as proof.
- If a student is caught copying from another student, you can ask the student to move to another seat.
- Record the name of the students involved, document what happened as well as the time of the incident and any other relevant information. See the incident report form in Appendix B.
- At the end of the exam, try to get more information from the student about what happened. In all cases, it is best to let the students finish the examination to prevent disruption to the rest of the students.
- If possible, find a witness to confirm the student cheated or tried to cheat.
- Consult regulation 14.2, on academic fraud for information on steps to take.

**2.12 Storing and returning exams, papers and assignments**

All students have the right to see their examination booklets upon request and after they have been marked. To avoid academic fraud, students must be supervised when consulting their examination booklets and cannot leave with their original examination booklets. Students cannot be given their original examination booklets (academic regulation 9.4).

All students have the right to request the review of a grade, including those assigned to final exams (academic regulation 10.3). Professors must therefore retain copies of all exams. In the spring of 2014, the period exams must be conserved was extended to 12 months in keeping with the Freedom of Information and Protection of Privacy Act (see academic regulation 9.8 on destruction of examinations and assignments).

Staff at the departmental secretariat cannot collect or return assignments or exams. Professors are responsible for doing so. Take-home exams can be given out in class.

If an assignment is corrected after the last class has been held and a student asks for the assignment, the professor can mail it to the student in a stamped, self-addressed envelope provided by the student.

**2.13 Frequently asked questions**

- **Q:** If a student advises me they cannot attend the final exam or is not able to hand in a take-home exam on time for a reason that is not medical, must I accommodate the student?

  **A:** Without a medical certificate, you have the right to deny a differed exam or extension on a take-home deadline, something you should outline in your course syllabus. Reasons such as travel, work and misreading of the exam schedule are not usually accepted, as indicated in the applicable University regulation.
- Q: A student cannot make it to an exam due to illness. What should I do?

A: The student must submit a request for a deferral along with a medical certificate in order to be able to defer the exam. The form to request a deferred mark is available at [http://arts.uottawa.ca/documents/pdf/note_differee_arts5352.pdf](http://arts.uottawa.ca/documents/pdf/note_differee_arts5352.pdf)

If there is a doubt about the authenticity of the medical certificate, the Faculty can request that it be validated by the University of Ottawa’s Health Services. You can visit the Health Services website for information on medical certificates, available at: [http://www.uottawa.ca/health/services/certificates.html](http://www.uottawa.ca/health/services/certificates.html)

A note from the University of Ottawa Counselling Services is equivalent to a medical certificate from the University of Ottawa’s Health Services.

- Q: A student cannot be present for a deferred exam on the agreed-upon date. Am I required to accommodate the student?

A: It is at your discretion whether to set another date for the student, but you are not required to do so. If you refuse the student’s request, the student will be assigned EIN as a grade. However, if the student provides a valid medical certificate, you must set another exam date.

- Q: Can I grant a deferral for reasons other than a medical problem or a death in the family?

A: You can grant a deferral if you think the reason is valid. See the amended regulation, which includes reasons related to exceptional personal circumstances (regulation 9.5).

- Q: A student cannot be present at the final exam because the date of the exam falls on a religious holiday. Can I refuse the deferral for this reason?

A: The University accepts certain request for deferral for religious holidays. A list of conditions for accommodation are available at:

- [Academic regulation 15 on religious accommodations](http://www.uottawa.ca/health/services/certificates.html)

Remember, accepting these types of deferrals are up to the discretion of the professor. You can respectfully ask for documentation of a student’s religious affiliation if they are requesting a mark deferral.

- Q: I would like to make the final exam a take-home. Do I have to give students a paper copy?

A: Yes, you must provide students with a paper copy of the exam.

- Q: At the beginning of the session, I told my department I would be giving a giving a final exam in class. However, I have now decided to give a take-home exam instead. What steps should I take?

A: Notify your academic unit right away and advise your students during class, send them an email and post a notice on [Student Messages](http://www.uottawa.ca/health/services/certificates.html).

- Q: Do I have to be present at my final exams?
A: During the official exam period, you are responsible for proctoring (supervising) your exams. If you cannot supervise one or more of your exams due to extenuating circumstances, inform the chair of your academic unit so that a replacement can be found.

3. EVALUATION OF COURSE WORK AND EXAMINATIONS

Professors must indicate attendance requirements in the course syllabus. A student can be refused admittance to a final exam if they fail to meet the course attendance requirements.

3.1 Importance of first graded work

Regulation 9 (providing feedback prior to the withdrawal deadline), adopted by the Senate on April 8, 2013, states that professors are to assign, evaluate and return academic work that is worth at least 25% of the final course mark no later than one week prior to the deadline for withdrawal without academic penalty. When feedback cannot be provided before this date because of the nature of the course, this information should be clearly stated in the course syllabus.

3.2 Term papers and assignments meeting the requirements of more than one course

The academic regulation on academic fraud (regulation 14.2) clearly states that a student must obtain written authorization from the professor in order to submit the same work for a course that was previously submitted in another course. In exceptional cases, a professor can authorize a student to submit an assignment produced for another course on the condition that the content has been adapted to the new course according to clearly defined requirements.

3.3 Normalization of grades

Grade normalization is governed by academic regulation 9.1 on normalization of grades, adopted in April 2009. The regulation states:

The use of a predetermined distribution (statistical or otherwise) in order to determine the assignment of marks is contrary to the principles of evaluation endorsed by Senate.

3.4 Official alphanumeric grading system

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
<th>Numeric value</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>90-100%</td>
<td>10</td>
<td>Exceptional</td>
</tr>
<tr>
<td>A</td>
<td>85-89%</td>
<td>9</td>
<td>Excellent</td>
</tr>
<tr>
<td>A-</td>
<td>80-84%</td>
<td>8</td>
<td>Excellent</td>
</tr>
<tr>
<td>B+</td>
<td>75-79%</td>
<td>7</td>
<td>Very good</td>
</tr>
<tr>
<td>B</td>
<td>70-74%</td>
<td>6</td>
<td>Very good</td>
</tr>
<tr>
<td>C+</td>
<td>65-69%</td>
<td>5</td>
<td>Good</td>
</tr>
<tr>
<td>C</td>
<td>60-64%</td>
<td>4</td>
<td>Good</td>
</tr>
<tr>
<td>D+</td>
<td>55-59%</td>
<td>3</td>
<td>Passable</td>
</tr>
<tr>
<td>D</td>
<td>50-54%</td>
<td>2</td>
<td>Passable</td>
</tr>
</tbody>
</table>
3.5 EIN, ABS and DFR

**EIN**: Symbol used whenever a student has failed to complete a significant portion of the course assignments and/or examinations. This symbol is equivalent to a failure mark (F).

**ABS**: Symbol used when a student has not attended the course, has not submitted any assignment and has not advised the University, within the time limits specified in the Important dates and deadlines schedule, that the course was dropped. This symbol is equivalent to a failing grade (F).

**DFR**: Symbol used when the appropriate authority considers that the student has not completed the course requirements for a valid reason. The student will have to complete such requirements by the date set by the faculty. If no mark has been filed with the Office of the Registrar twelve months after the end of the course, the DFR symbol will be changed to EIN.

3.6 Deferred grades (DFR)

Students can ask to be excused from attending a final or supplemental exam or to write the exam at a later date. To do so, they must complete and submit a request for deferral form (available from the Faculty’s secretariat or undergraduate studies office) to the professor, along with a medical certificate and any other supporting documents. The form can also be downloaded from the Faculty’s website at [http://arts.uottawa.ca/documents/pdf/note_differee_arts5352.pdf](http://arts.uottawa.ca/documents/pdf/note_differee_arts5352.pdf)

The deadline for meeting the course requirements must not be more than 12 months after the end of the session in which the course took place.

The completed form must indicate the type of exam or assignment the student must complete to meet the course requirements and the assignment due date or date of exam.

A student who does not meet the new deadline will have their grade changed to EIN (F). If a deferral is granted, the professor must grade the paper or exam and submit the final grade.

3.7 Submission of final grades

In keeping with the terms of collective agreements, grades must be submitted no later than 10 working days after the date of the final exam. Prior the end of each session, the Faculty of Arts Academic Services will send a reminder about the deadline for submitting grades.

The Office of the Registrar completes a data capture 24 hours after the deadline for entering all final grades in the student information system. Many reports and lists are generated so the files of all students at the Faculty can be reviewed. Hence the importance of meeting the official grade submission deadline.
A delay in submitting final grades can result in various problems such as:

- preventing fourth-year students from graduating
- causing a student to lose a scholarship or bursary
- jeopardizing a student’s admission to graduate studies

In addition, all delays in submitting grades create additional work for staff at the Faculty’s Office of Undergraduate Studies, who are in the process of starting a review of the academic standing of all undergraduate students at the same time.

3.8 Posting student grades

A policy on posting student grades was adopted by the University Senate in May 2012. This policy is posted on the Registrar’s website (see Appendix D). The document outlines the University’s obligation to comply with Ontario’s Freedom of Information and Protection of Privacy Act (FIPPA) when collecting, using or sharing students’ personal information, including their grades.

In keeping with this policy, secure electronic systems (InfoWeb, uoZone, Blackboard Learn) are used to communicate all personal information. Email should never be used to communicate personal information. Documents (including assignments and grading) containing a student’s personal information are never to be placed or left where they can be accessed or seen by others (for example, in a box in the corridor).

3.9 Grade reviews

All requests for grade reviews are governed by revision of grades and appeals. The regulation states:

<table>
<thead>
<tr>
<th>Academic regulation 10.3 – Revision of grades and appeal</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Adopted by the Senate on June 18, 2012. Section C was updated on May 5, 2014.)</td>
</tr>
<tr>
<td>Note: This regulation applies to all undergraduate and graduate students, with the exception of medical students at the doctoral level.</td>
</tr>
</tbody>
</table>

**Background**

The University recognizes the right of every student to see all written tests, assignments and exams that have been used to establish their grade for courses in which they are registered, after the work has been graded; the documents include those produced by the students themselves or evaluations written by supervisors (as part of work terms, clinical placements or internships).

The University also recognizes students’ right to ask for a grade review and to appeal grades;

**General provisions**

When students do not understand a grade assigned to them, the University encourages them to contact their professor or practicum supervisor for clarifications or for the reasoning behind the grade.

If students still question the grade despite the explanations they receive, they can ask for a review, as set out in this regulation. The revised grade can be higher than, lower than or equal to the grade submitted for review.

The grade review cannot be cancelled once the process has been completed and the new grade assigned.

This regulation applies to grade reviews for all courses under the University of Ottawa’s responsibility;

At the undergraduate level, this regulation does not apply to activities that are evaluated by a jury or committee in accordance with established procedures.
At the graduate level, the jury’s decision may, however, be appealed to the Executive Committee of the Faculty of Graduate and Postdoctoral Studies on the grounds that appropriate procedures were not followed.

At the graduate level, however, the jury’s decision can be appealed to the Executive Committee of the Faculty of Graduate and Postdoctoral Studies on the grounds that appropriate procedures were not followed. Students not satisfied with the outcome of this process can appeal to the Senate Appeals Committee on the same grounds.

This regulation also does not apply in the case of technical errors (calculation errors, transcription errors, omissions, etc.). These errors are corrected by professors themselves as soon as possible.

A request for revision for any given mark may only be submitted once.

**First stage: Grade review**

- Students who are not satisfied with their grade after discussing the matter with their professor can ask for a grade review.

- When grade reviews can take place during the session, students must submit their request within five working days of receiving the contested grade. For final exam grades and in cases when grade reviews can take place only at the end of the session, the student must submit the request within 10 working days after the grade in question becomes official. This date is indicated in the online list of important academic dates and deadlines.

- Students must submit their request for a grade review in writing to the chair of the academic unit offering the course. The request must include a) the name of the course, the course syllabus, the grade assigned and the name of the professors who assigned it, b) the grounds for the appeal and c) the assignment or test corrected by the professor, if applicable, and other relevant documents.

- The chair of the academic unit, or a designate, immediately sends a copy of the student’s request to the professor concerned, asking for comments in writing as well as the evaluation criteria used for the test or assignment and any other relevant documents. When grade reviews can take place during the session, the professor must respond to the request within five working days. In the case of a final evaluation or when appeals can take place only at end of the session, the professor must respond within 10 working days.

- Upon receiving the required documents from the professor, the chair of the academic unit, or a designate, asks at least one other professor to review the test or assignment under appeal and forwards all documents from the student and the grading professor to this reviewing professor. The chair of the unit, or designate, must ensure that the professor or professors possess the necessary qualifications for conducting the review. The reviewer’s anonymity must be maintained; When appeals can be made during a session, the review must be done within five 5 working days for tests given during the session. For final tests and exams or when appeals can take place only at the end of a session, the review must be done within 10 working days.

- Based on all of the documents received, including all evaluations (initial evaluation and revisions), the chair of the unit, or a designate, determines the grade to be awarded and immediately informs both the student and the professor in question.

- The student has the right to obtain a copy of all the documents used in reaching the decision.
Appealing grades for work terms, clinical placements or internships

- Students who fail a work term or practicum and who do not agree with their grade can, after discussing the matter with the person at the University responsible for assigning their final placement grade, ask for a grade review within 10 working days of receiving their grade for the completed placement.

- Students must submit their appeal in writing to the chair of the unit offering the work term or to the CO-OP director, as applicable. The appeal must include a) all information related to the placement, such as course name, course syllabus, number of placement days, location, details of supervision received, grade obtained and name of the individual at the University who assigned the grade, b) the grounds for the appeal, c) the work-term evaluation reports and d) all other relevant documents.

- The chair of the academic unit, or designate, sends a copy of the student’s request as soon as possible to the individual at the University responsible for assigning the final grade asking them to provide any comments in writing along with the evaluation, as provided to the student, and other pertinent documents. A response must be submitted within 10 working days.

- Upon receiving the required documents, the chair of the academic unit, or designate, assigns one or several professors to complete the review (the appeal); the chair also forwards to them all documents received from the student and the person responsible for assigning the final grade and asks for recommendations, e.g. maintain the grade or repeat all or part of the work term, clinical placement or practicum. The chair of the unit, or designate, must ensure that the professor or professors possess the necessary qualifications for conducting the review. This review must take place as soon as possible.

- Based on all of the documents received, the chair of the academic unit, or designate, informs the student, the professor, the person responsible for assigning the final grade and the Faculty of the decision as soon as possible.

Second stage: Appeal to the Senate

- A student can appeal a decision following the initial grade review to the Senate Appeals Committee.

- Once a student has filed an appeal, the committee asks the academic unit to provide the Committee with all relevant documentation along with comments.

Senate appeals procedure.

3.10 Academic fraud

In recent years, the Faculty has seen an increased number of allegations of plagiarism and other types of academic fraud. The document below was created for students to provide them with information on academic fraud, the consequences of academic fraud and how to steer clear of it.


Academic regulation 14.2 outlines the University’s policy on academic fraud.

3.10.1 Procedure for submitting an allegation of academic fraud

If a professor discovers a possible case of academic fraud when correcting students’ work or exams,
he or she must report the suspected case of fraud. The procedure for reporting suspicion of academic fraud is as follows:

1. Make a photocopy of the student’s assignment or exam.
2. On this photocopy, highlight the plagiarized sections and number each one in the margin.
3. In the reference document (the original source of the work), highlight the sections that were plagiarized and indicate the number in the margin that corresponds with the passage found in the student’s work.
   We recommend using a yellow highlighter so that the text doesn’t blacken when photocopied. If there is more than one source document, identify them as Ref. A, Ref B, etc.
   Please note that the investigation is based solely on the documents provided, so a complete and clearly presented file greatly facilitates the committee’s work.
4. Send these documents together with a letter to the dean or the Faculty.
   Remember that the student, the committee members, the Faculty’s Executive Committee or sub-committee and the Senate Appeals Committee will see this letter. In the letter, focus on the incident and avoid expressing an opinion on any sanctions.

   The letter must include:
   • the name and student number of the student involved;
   • the course code and name as well as the session in which the student was enrolled in the course;
   • the percentage of the grade that the work or exam in question is worth and the student’s grades in the course up to the date of the alleged plagiarism;
   • details about events surround the incident.

   All correspondence must be written in the language of the student involved.

   A complete file includes:

   ✔ the letter to the dean or the dean’s representative describing the allegation of fraud;
   ✔ a copy of the original work or exam;
   ✔ a photocopy of the student’s work with the plagiarized passages sections highlighted in yellow with each section numbered in the margin;
   ✔ original source of the work
   ✔ course syllabus

   If a student is found to have committed academic fraud, the student will be referred to the Office of the Vice-Dean of Undergraduate Studies.

   While an allegation of academic fraud submitted to the dean or the person responsible for handing cases of academic fraud is being investigated, the student’s file will show a grade of NNR.
3.11 Frequently asked questions

- **Q: I have witnessed academic fraud (or plagiarism). What should I do?**

  **A:** Allegations of fraud must be submitted to the dean or the person responsible for cases of academic fraud. The allegation must be submitted in writing and must include all the details to support the allegation. Consult regulation 14.2 and 14.3 on academic fraud. Follow the procedure outline in section 3.9.1 on filing an allegation of academic fraud.

  Remember that while the allegations are being investigated, the grade **NNR** appears in the student’s file.

- **Q: How do I submit final grades?**

  **A:** Final grades are exported from InfoWeb to an Excel file. The procedure is included in Appendix D. Send the file to the operations coordinator or the person responsible for entering the grades for your academic unit.

- **Q: A student forgot about a final exam and the exam counts for 30% of the final grade. Do I give the student a 0 or an incomplete grade, which means an automatic failure?**

  **A:** You must assign a mark of **EIN** (failure/incomplete).

- **Q: I realized once I had finished grading that most of my final marks are A’s. Is this unusual?**

  **A:** It is not unusual for grades of C and D as final marks. A’s are reserved for exceptional work and excellent results, so you may likely need to review your grading scheme for the paper or final exam.

- **Q: A student complained about a final mark and asked me to review it. Am I under any obligation to do so?**

  **A:** The University recognizes students’ right to see their written assignments or tests. If students are not happy with the mark they were given, they can ask you to review their grade. See regulation 10.3 on revision of grades and appeals for details on the procedure involved.

4. **OTHER HELPFUL INFORMATION**

4.1 Information for late-hires

The most important task to complete is the syllabus. This has a strict deadline and will act as the guideline for the entire course. See section 1.1.

It is strongly recommended to order your books from a smaller bookstore, as they are more likely to fulfill your request on time. If the books do not arrive on time, you can upload the required readings in PDF format onto Blackboard for the time being. This way, the students will stay up to date and this will not affect your established schedule.
4.2 Teaching and Learning Support Service

**TLSS comprises the following four sectors:**

Click on the sections below for more information about each sector.

Created in 1999 to pool the services of services and centres providing support for teaching and learning, the Teaching and Learning Support Service (TLSS) promotes and fosters excellence and innovation in teaching and learning at all levels of the University.

The Multimedia distribution Service provides facilities and equipment to help incorporate new information and communications technology into teaching and learning practices. To borrow or rent audiovisual equipment or for technical support when using the equipment, call 613-562-5900.

Visit the TLSS Blended Course Design Institute to learn about the new initiative recently created.

Visit the Centre for e-Learning to learn about excellence and innovation in mediated teaching and learning.

4.3 Academic and Professional Development Fund

The Academic and Professional Development Fund is created by the Collective Agreement between APTPUO and the University of Ottawa. It is administered by a selection committee which operates within guidelines agreed to by the parties. The purpose of the Academic and Professional Development Fund is to promote research and participation in scholarly activities on the part of part-time academic staff.

**Scholarly activities are those which contribute:**

a) through research, to the advancement of knowledge in a discipline;
b) through artistic or literary creation, to the advancement of the arts and the letters;
c) through various professional activities, to the advancement of a profession.

The Fund provides three types of grants:
1) Travel grants for participation in conferences.
2) Research grants.
3) Publication grants.

More information relating to these funds is in the Collective Agreement between uOttawa and the APTPUO. The agreement can be found on the APTPUO website under the “Agreements” category.

4.4 Classrooms, computer labs and other rooms

Professors who need to change classrooms or require a computer lab or a particular location for a special activity must submit a request to the secretariat, who will forward the request to the Registrar’s scheduling office. This office does not accept requests directly from professors or academic units.

4.5 Class lists and InfoWeb

Students can make changes to their course selection during the first two weeks of each session. Professors should check InfoWeb to get their most current class lists. It can be downloaded from InfoWeb.

If you wish to contact your students, you can message them through Student Messages or Blackboard Learn.

4.6 Access to student files – Disclosure of information

The University is subject to Ontario’s Freedom of Information and Protection of Privacy Act. Only the following information can be provided: student’s name, student’s registration status, student’s program and the diplomas conferred by the University.

No other information in the student’s record can be provided unless the student has provided written consent.

As a result, students requesting a letter of reference from a professor must complete Third Party Authorization form, available at all academic units or online.

4.7 Frequently asked questions

- **Q: What do I do if my classroom door still locked when I arrive?**
- **A:** During office hours, call the secretariat of your academic unit. Outside office hours, call 613-562-5499. You will be given an estimate of the time it will take for an officer to unlock the classroom door.
Q: The session has just started and I do not like my assigned classroom. Can I get it changed?

A: Mention it to the Departmental secretariat so they can check for other options. Given the lack of space at the University, it can be difficult to get an assigned classroom changed.

Q: I have questions about University regulations, procedures, etc. Who can answer them?

First, contact the person from your unit that is responsible for undergraduate programs. You can also contact the Office of the Vice-Dean of Undergraduate Studies at 613-562-5335.

Q: What do I do if I’m being subjected to harassment, threats or violent behaviour by colleagues, student or someone else?

A: If you are treated in a way you consider threatening, harassing or violent follow the appropriate steps depending on the situation:

- If it’s an emergency, contact Protection Services at 613-562-5499.
- If you are a victim of sexual harassment, visit the Office for Prevention of Discrimination and Harassment website for information on how to report the incident.

Q: What do I do in the case of an emergency?

A: A document will soon be available outlining the necessary procedures in the event of an emergency.

5. STUDENT SERVICES

Students in the Faculty of Arts have access to numerous services. Here is a list of the most commonly used services.

5.1 Mentoring Centre

The Mentoring Centre offers support services and guidance to all students. Services include:

- Advice on university life and suggestions for doing well at university
- Individual assistance to help students acquire the skills they need for academic success
- Workshops on a range of subjects, including preparing for midterms and finals, staying motivated, reading and effective note-taking, university resources, preparing for presentations, university research skills and stress and time management
- Philosophy Tutors are available through the Mentoring Centre. These are Master’s and Ph.D. students who can assist Art’s students with their Philosophy Courses.

The Mentoring Centre is open from Monday to Friday, between 9:30 a.m. and 4:30 p.m. It is located in the Simard building in room 125B. Student mentors trained in mentoring are available to help students, under the supervision a Centre coordinator. The Mentoring Centre is managed by the person responsible for the student experience at the Faculty along with the vice-
undergraduate studies and secretary and members of the Faculty’s executive committee.

5.2 Morisset Library – Orientation and training


At the beginning of the Fall and Winter sessions, the library offers workshops and seminars on how to use the resources available in a variety of different disciplines. You can arrange for workshop to be given for students in your classes by calling 613-562-5883.

A range of other services is available for professors:

<table>
<thead>
<tr>
<th>Research</th>
<th>Teaching</th>
</tr>
</thead>
<tbody>
<tr>
<td>Borrowing material from the uOttawa library network</td>
<td>Reserving materials for courses</td>
</tr>
<tr>
<td>Borrowing material from other libraries</td>
<td>Research assistance</td>
</tr>
<tr>
<td>Off-campus access to electronic resources</td>
<td>Audiovisual material</td>
</tr>
</tbody>
</table>

5.3 Ordering Course Textbooks

When choosing your textbook, contact publishers (e.g. Pearson, Sage, Oxford, etc.) via their website. Ask them to send a complementary examination copy of the book. Essentially, they will send you a copy, free of charge, to help finalize your decision. It is advised to use the address of the Department (55 Laurier St. E.) when making this request.

There are multiple locations to order textbooks for your students. The following are the most popular:

- Agora (student-run bookstore)
  - 145 Bessereer St. (613-562-4672)
- Benjamin Books
  - 122 Osgoode St. (613-232-7495)
- Librairie du soleil (French only)
  - 33 George St. (613-241-6999)
- uOttawa Bookstore
  - 85 University Pr. (613-562-5700)

Once you have ordered the textbook(s), note that you are entitled to a desk copy. This is a free copy of the book. You can use it to develop your library or to pass along to the TA assigned to the course.

You also have the option to simply scan and upload the required readings as PDF documents onto Blackboard Learn. As every student has different preferences, it is recommended to offer both options, the PDF documents and the hard-copy book.
5.4 Student Academic Success Service (SASS)

The Student Academic Success Service (SASS) is located on the third floor of the Desmarais Building (room 3172), at 55 Laurier Avenue East (613-562-5976). Services include:

- Academic Writing Help Centre (AWHC) – 110 University
- Access Service – Desmarais, Room 3172
- Counselling and Coaching Service – 100 Marie-Curie
- Career Development Centre – UCU312
- Office for the Prevention of Discrimination and Harassment – 1 Stewart (at Waller)
- Aboriginal Resource Centre – UCU215D

5.5.1 Emergencies - How to identify a student in distress

As a professor, you are the contact person for many students. Some will approach you with personal problems and/or concerns. They will reach out for assistance. You play an important role in identifying and recognizing students in distress or seeing the telltale signs.

SASS has developed a guide for teaching staff to help them recognize the signs of a student in distress and provide information on what to do. The guide also provides a list of services and contact information for emergency situations. This guide can be accessed via this link.

At the Faculty of Arts, the vice-dean of undergraduate studies is your first point of contact for support if you need to intervene or follow-up with a student in distress.

5.5.2 Academic Writing Help Centre (AWHC)

The Academic Writing Help Centre provides individual advice to students on how to write university papers.

Students learn to plan and structure their work and understand the importance of preparing an outline and how to benefit from professors’ comments on their marked assignments.

SASS also offers study skills counselling.

5.5.3 Access Service

Access Service provides services for students with learning disabilities or other functional limitations such as a visual or auditory disability, chronic health conditions and mental health conditions.

5.5.4 Counselling and Coaching Service

This service provides assistance to students who may be dealing with any variety of challenges or difficult situations. Services are provided by professional counsellors and, at times, interns and trainees who are closely supervised.
The services are free for students at the University of Ottawa and St. Paul University, except for a minimal fee for workshops where psychometric testing is done.

The Service has produced a document for teaching staff that describes strategies and adaptive measures professors can apply to create a more inclusive academic environment to minimize or remove the various challenges faced by students with permanent or temporary disabilities. The guide outlines the services available through Access Service and illustrates the importance of the influence a professor can have on student learning by incorporating inclusive teaching strategies in their classroom. It also addresses adaptive measures for exams.

5.5.5 Career Development Centre

The Career Development Centre provides a variety of services and resources related to career development to help students highlight the skills they have acquired as they move into the work world.

5.5.6 Office for the Prevention of Discrimination and Harassment

The Office for the Prevention of Discrimination and Harassment provides students with a confidential place to discuss incidents where they suspect they have been a victim of discrimination or harassment.

The Office is responsible for handling cases it receives and for helping resolve disputes, sometimes with the assistance of mediation services.

5.5.7 Aboriginal Resource Centre

The Aboriginal Resource Centre provides numerous services for the University’s aboriginal population.

5.6 InfoService

InfoService provides a wide range of administrative services for students. Located on the first floor of Tabaret Hall, the service handles:

- Information on tuition fees
- uOttawa card
- Transcripts
- Docu-Net
- Statement of studies
- Statement of degree conferred
- Copies of diplomas
- Information on Convocation
5.7 Other helpful services and websites

- Protection Services: 141 Louis-Pasteur
  - Protection – 613-562-5499
  - Emergencies – 613-562-5411
  - Parking – 613-562-5785
  - Foot Patrol

- Financial Aid and Awards

- Student Federation of the University of Ottawa
  - Bike Co-op
  - Bilingualism Centre
  - Centre for Students with Disabilities
  - Food Bank
  - Foot Patrol
  - International House
  - Peer Help Centre
  - Pride Centre
  - Student Rights Centre
  - Sustainable Development Centre
  - Women’s Resource Centre
  - InfoWeb
  - Community Life Service

5.8 Frequently asked questions

**Q: A student appears to need help or medical care. How can I help?**

**A:** There are a number of services you can call on at the University, depending on the need:

- For medical needs: [University of Ottawa Health Services](#)
- For mental health needs: [Counselling and Coaching Service](#).
- For questions or information on academic issues and orientation:
  - Faculty of Arts
  - Career Development Centre
- For matters relating to financial aid: [Financial Aid and Awards service](#)
- For food needs: [SFUO Food Bank](#)
- For housing needs: [Housing Service](#)

For more information on these services, contact the person responsible for undergraduate studies
at your academic unit.

- **Q: One of my students seems to have a learning disability. Who can I refer this student to?**

  **A:** You or the student can get in touch with Access Service, which provides a wide range of services to students with learning disabilities or who have special equipment needs.
APPENDIX A: Syllabus Template

Contact Information
Professor       Your Name
Office          Your Office
Office Hours    Day and Time
Email           Your Email
Office Phone    613-562-5800 (ext. xxxx)

Course Information
Class time:
Room:

Course Description
Use the official course description from http://www.uottawa.ca/academic/info/regist/calendars/courses/CMN.html.

Objectives
Provide 2-4 specific, measurable, clear learning objectives.

Required Text
For the required readings, students must purchase the following:
  1) X at the uOttawa Bookstore
  2) X course pack at DocuCentre

Educational Structure
Example:
  • Theory: Important concepts relative to communication will be addressed. This part of the course will mostly comprised of class lectures with opportunity for students to ask questions and analyze course material.

  • Application: The students will have the opportunity to prepare assignments, which will be revised during class. They can also get familiarized with communication with the support of videos and case studies.
Regulations Regarding the Course
Examples:

Attendance at Exams
Absence from an exam or not handing in an assignment due to illness or extraordinary personal circumstances must be justified. You will be required to provide me with a medical certificate or other official documentation no more than 5 working days after the exam in order to be allowed to write a make-up exam. Other reasons such as, but not limited to, travel, employment and misreading the examination schedule are not acceptable. You may refer to Academic Regulation 9.5 for further details at http://www.uottawa.ca/governance/regulations.html.

Late Penalty
Assignments must be handed in at the start of the class at which they are due. If you do hand in your assignment after the beginning of class on the due date without a medical certificate, I will reduce it by one full letter grade. I hate having to do this so please do not oblige me to follow through. That means that you cannot arrive at class at 5:40 and hand in your paper without the consequences.

Academic Fraud
Academic integrity is vital to your own learning process, as well as to the academic goals of the university. Possible acts of academic fraud include cheating, use of a paper written by someone else, plagiarism and unauthorized possession of exam materials. You could fail this course if you are caught in any act of academic fraud. Please see your Undergraduate Studies Calendar for further information.

Evaluation
Clearly identify the means by which you will evaluate students. Provide clear dates, weighting and descriptions. Example:

<table>
<thead>
<tr>
<th>Evaluation</th>
<th>Date</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Midterm Exam 1</td>
<td>October 1, 2015</td>
<td>25%</td>
</tr>
<tr>
<td>Midterm Exam 2</td>
<td>November 3, 2015</td>
<td>25%</td>
</tr>
<tr>
<td>Weekly Quiz</td>
<td>Weekly</td>
<td>20%</td>
</tr>
<tr>
<td>Final Exam</td>
<td>TBD (check university exam schedule)</td>
<td>30%</td>
</tr>
</tbody>
</table>

Midterm Exam 1 (25%)
October 1, 2014: Multiple-choice questions.
Covers Chapters (1-4) and all course content taught between lectures 1-5.

Midterm Exam 2 (25%)
Nov 3, 2014: Multiple-choice questions.
Covers (5-7) and all course content taught between lectures 6-9.

Weekly Quiz (20%)
Attending class, actively taking notes in class, and doing assigned readings are essential for success in this course. A quiz will be held in class each week, excluding weeks when midterm examinations are being held.
Final Exam (30%)
Held during exam period.
(Exact date/time TBD - Check
Multiple-choice questions. Cumulative. Covers chapters 1-3, 5-12 and all course content
taught since September 9th.

Final Grades
Grades will be based on the official University of Ottawa Grade Scale:
A+  90-100%   B+  75-79%   C  60-64%   E  40-49%
A   85-89%    B   70-74%   D+ 55-59%   F  0-39%
A-  80-84%    C+  65-69%   D  50-54%

Schedule

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Readings</th>
</tr>
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<tbody>
<tr>
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<tr>
<td>Oct 25 - 31</td>
<td>No Class: Study Break</td>
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<tr>
<td>TBD</td>
<td>Final Exam: Chapters 1-10</td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX B – Incident report, cheating during an examination
(See over)

Date of exam: ____________________________

Name(s) of the student(s) involved: ____________________________

________________________________________

________________________________________

Student(s) number(s):

________________________________________

________________________________________

________________________________________

Course title and code: ____________________________

Professor’s name: ____________________________

Exam proctor’s name: ____________________________

Description of the event:

________________________________________

________________________________________

________________________________________

________________________________________

________________________________________

Signature of the exam proctor ____________________________ Date

Witness ____________________________ Date
APPENDIX C - Policy on posting student grades

Politique sur l’affichage des notes des étudiants / Policy on Posting Student Grades

Approuvée par le Sénat le 7 mai 2012/ Approved by the Senate on May 7, 2012

POSTING STUDENT GRADES

The University is subject to the Freedom of Information and Protection of Privacy Act (FIPPA) of Ontario. FIPPA contains specific rules on how to collect, use and disclose personal information. The University must therefore comply with FIPPA when posting student grades.

We must ensure that students cannot be identified when we post grades on a list (any grade given during a session: tests, midterms, assignments, projects, etc.), because revealing identities constitutes an invasion of personal privacy.

Please apply the following practices when posting grades:

- Display grade lists only through the University of Ottawa’s secure electronic means, on the door of the professor’s office or at the reception of the department; Posting grades on the professor’s website is prohibited;

- Never post grades beside the student’s name;

- Present grade lists in numerical or random order rather than in alphabetical order. The student numbers must be truncated.

- Do not post grades for classes with six or fewer students, as the students could easily be identified.

- Post grades only for a limited time.

- Never post final grades; instead, have them appear in InfoWeb and uoZone.

When you use secure electronic means to post student grades, make sure that students see only their own grades. The Grade Book tool in Blackboard Vista is available to facilitate the secure posting of student grades.
APPENDIX D – Procedure for submitting final grades using Blackboard

Please note that in order to submit your final grades to your Academic unit, you will have to export your class list via your Blackboard or Infoweb account. You will be able to save the list as an Excel file directly to your computer and manipulate the data.

When you will submit your grades to the Undergraduate office of the Faculty of Arts (artsadmin@uottawa.ca), he or she will be able to simply transfer the grades automatically to the system without having to enter them individually, if the document is in the correct format. If not, the document will be sent back to the professor.

It is important to note that submitting final grades using Blackboard isn’t official. This benefits the student as they can see their marks added up by individual assignment. You must also submit your notes using Infoweb (Appendix J).

Please find below the different steps to follow in order to export your class list via your Blackboard account.

STEP 1: Go to the Course Management window of your course on Blackboard.

Then, access Full Grade Center from the Grade Center section of the Control Panel.
STEP 2: Select **Download** from the **Work Offline** contextual menu.

STEP 3: Select the Data to Download. For best results, download the Full Grade Center.
STEP 4: You can also specify where to save the data.

STEP 5: Click on Submit.
STEP 6: Download the file to work offline and save it.

STEP 7: Open the file in a spreadsheet application to enter or edit grades
IMPORTANT

You need to edit the spreadsheet in order to have at least the 7 mandatory columns, which must be named as below:

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SessionCode</td>
<td>CourseCode</td>
<td>SectionCode</td>
<td>StudentID</td>
<td>FirstName</td>
<td>LastName</td>
<td>FinalGradeSIS</td>
</tr>
<tr>
<td>2</td>
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</tr>
</tbody>
</table>

The «FinalGradeSIS» column is for the letter grade.

STEP 8: When you are finished, save the file on your computer. Then send the file to the Undergraduate office of the Faculty of Arts (artsadmin@uottawa.ca)