

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.

Requesting your exam	Preparing for your exam	Writing your exam
Provides information on how to request all types of exams and where and when	What you need in order to write your exam: student ID, arrive promptly, and	What happens if you can't write your exam, time allotments significant exam disruption, lost

you
write.

check
technical
requirement

exams,
and
AU's
right
to
request
a
rewrite.

Proposing
new
invigilators

Unwritten/multiple
exams

Supplemental
exams

If
AU's
existing
network
of
exam
invigilators
does
not
work
for
you,
you
might
be
able
to
propose
a
new
invigilator.

Information
for
when
you
cannot
write
the
exam
on
the
day
you
requested.

If
you
are
not
happy
with
your
initial
exam
mark,
you
may
write
a
supplemental
exam.

Grouped study examinations

Exam processes are different for students registered in grouped study courses.

Transcript requests

A transcript is a student's official academic record. This section includes information on how to request a transcript, what is included on a transcript, and Letter of Certification

Marks and Grades

Information on AU's Grading Policy, GPA, notification of marks and grades, final grade processing and incomplete course work can be found here.

**Information effective Sept. 1, 2023 to Aug.
31, 2024.**

Updated July 21, 2023 by Office of the Registrar
(calendar@athabascau.ca)

Requesting your exam

Regulations effective September 1, 2023.

When you are ready to write your examination, you must complete and submit an Examination Request online via myAU. When you request your exam through a virtual invigilator or at an established AU-approved invigilator, you must request your exam at least 10 days prior to your requested write date.

You do not require permission to write an examination; however, we recommend that you discuss your preparedness with your tutor or academic expert. It is a two-stage process:

1. Contact your invigilator and select a date and time to write, and discuss possible fees.
2. Submit your Examination Request Form at least 10 days in advance of your requested write date.

 **Online – Examination Request Form**

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

Invigilator fees

Students are responsible for any expenses incurred when writing an exam. Most invigilators request a fee to invigilate exams. Invigilation centres may also charge a fee if you cancel or reschedule your exam.

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

Where do I write?

Students have options of where they can write their AU exams, but they must be supervised by an AU-approved invigilator/proctor. And invigilator/proctor is a person who supervises students while they are writing an exam.


Students can write through ProctorU, a virtual invigilator, which enables them to write their exam in the comfort of their own home. There are technical requirements that must be met. Visit **ProctorU**

for details.

AU has established a Canada-wide Examination Invigilation Network of place-based invigilators.

If you do not have the technical requirements to use virtual invigilation and there is not an approved invigilator within 40 km of your location, contact Examination Services (examunit@athabascau.ca) before proposing a new invigilator. There may be one already set up for your area that is not listed.

Athabasca University students living outside Canada can write their examinations with an AU-approved virtual invigilator, or can contact Examination Services to obtain a list of approved place-based invigilators. All invigilators must be approved by Athabasca University in order to supervise an AU exam.

- › [Virtual invigilator](#) 
- › [Canada-wide examination invigilation network](#)
- › [How to propose a new](#)

invigilator

If you are requesting to write an exam at an invigilator/proctor not yet established as an AU-approved invigilator, your request must be received 60 days prior to your requested write date.

When do I write?

Students can write any time within their course contract period, but the exam must be requested and completed prior to end date. Students cannot write their exam prior to the course contract start date. If you are near the end of your course contract and are unable to request and write within it, a course extension may be an option. Please see **Course Extensions** as not all students will benefit from an extension.

All examination requests, must be requested 10 days prior to writing and must be written on or before the course contract end date.

Supplemental exams are an

exception and can be written past the contract end date.

You will receive an e-letter notification when your exam request has been processed.

Accessibility services

Students who require exam accommodations must register with Accessibility Services so that exam accommodations are arranged as verified. Some accommodations may require additional time outside of standard timelines. Students who require exam accommodations must provide at least 20 days notice between the exam request date and the scheduled write date in order for Accessibility Services to prepare and process exams with the approved accommodations. In rare circumstances, these time limits may be extended to 30 days but this will be noted in your Confirmation of Accommodation letter from Accessibility Services upon registration with the unit.

WORK WITH ACCESSIBILITY
Services early to ensure you
are accommodated.

Request an exam via the
university online Examination
Request via MyAU and
indicate that
accommodations are
required due to the impact of
a disability. Keep in mind you
must select the invigilator
that you've arranged to
provide your
accommodations, including
virtual invigilator.

More information about
services and the
accommodation process is
found on the Accessibility
Services web site.

 **Online Examination
Request**

 **Accessibility Services
website**

Supplemental exam request

If you are requesting a
supplemental exam, you
must request within 90 days
of the initial write date, and

of the initial write date, and declare a write date within 30 days of making the supplemental exam request.

Oral exams

If you are registered in a course that has an oral exam, be advised that the exam may be conducted by phone, video conferencing, email, or other methods, and should be arranged between you and your tutor. The evaluation section of the course syllabus will indicate whether the course has an oral quiz or examination, or not.

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.

Examination Appeals

All examination appeals must be made using the **Office of the Registrar Online Appeals Form** [↗](#) . The appeals officer designated by the Registrar has the final authority on all appeals. All decisions on appeals will be communicated in writing to the Appellant.

If the appeals officer has received an appeal in error, it will be redirected accordingly.

Information effective June 1, 2022 to Aug. 31, 2022.

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Preparing for your exam

Regulations effective September 1, 2023.

Students must present a valid form of photo identification to an invigilator prior to being allowed to write an exam. The identification must be government issued (passport, driver's licence, etc.) or an Athabasca University-issued photo ID card.

Arrive promptly for your examination to allow for setup time. If you are using a virtual invigilator, it is recommended you double check your technical requirements the day of your exam. If you think you might be late, please contact your invigilator to discuss whether the exam can be written or must be rescheduled.

Check your course website beforehand to determine:

- the maximum amount of time you have to complete the exam,
- if you can bring specific items (like a calculator) into your exam,
- the format of the exam (e.g. multiple choice, short answer, long answer, etc.).

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Writing your exam

Regulations effective September 1, 2023.

For exam security reasons, AU sets the access date of the exam. Online exam access is not available until your course contract start date. The exams can only be opened by the AU-approved invigilator.

To accommodate emergencies, AU provides the ability for the invigilator to access the exam for 5 days after the original write date. The purpose is to accommodate technical issues, weather, emergencies, or other unexpected events that prevent the writing of the exam at the scheduled time. After 5 days, the unwritten exam is no longer available to be written, and you may request a new exam, except in the case of Supplemental Exams, which must be written as requested.

Arrive on time

Arrive promptly for your

examination. **ProctorU** asks that you log in to ProctorU 10 minutes before your scheduled start time. Generally, for exams being written at AU approved invigilators, if you arrive more than 15 minutes late for a scheduled examination, and you have not notified your exam invigilator in advance, you may need to rebook your examination within 5 business days. Contact your invigilator for their specific guidelines.

The 5 business-day hold period is meant as an emergency buffer, such as technical issues, weather emergencies, or other unexpected events that prevent the writing of the exam at the scheduled time. After the 5-business day hold period, the unwritten exam is no longer available to be written.

If you think you might be late, please contact your invigilator to discuss whether the exam can be written or must be rescheduled.

Student identification

Students must present a valid form of photo identification to an invigilator prior to being allowed to write an exam. The identification must be government issued (passport, driver's licence, etc.) or an Athabasca University-issued

photo ID card

Examination attempts and time allotments

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, and assigned a grade.

If a student discovers they have been issued or are writing the wrong exam, they must immediately bring the

must immediately bring the discrepancy to the invigilator's attention. The exam invigilator must contact AU's Examination Services Unit at 780-675-6579. If 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. Each case will be evaluated on its own merit and the student will be provided with instructions on how to proceed.

Significant exam disruption

Significant exam disruptions may occur which are beyond the control of the student, invigilator, or AU. These may include, but are not limited to,

a utility service disruption or an evacuation of an invigilation centre. AU will ensure an appropriate opportunity to write the exam as provided.

In the event of a significant exam disruption, the invigilator must immediately contact the Examination Services Unit at 780-675-6579. If the Examination Services Unit is closed, the invigilator must contact the unit on the following business day. Further instruction will be provided to the invigilator and the student at that time.



Lost exams

If a student writes an exam under appropriate supervision and the written exam is returned directly to AU from or through an AU-approved invigilator, but the exam or part of the exam is lost, the student may be required to be re-tested in order to adequately evaluate the student's knowledge of the subject matter. See the

Undergraduate Lost Exam Policy

for more information.

AU's right to request a rewrite

Athabasca University reserves the right to require that a student re-write an exam. This does not limit the University's right to proceed with charges of **Student Academic Misconduct**  or **Non-Academic Misconduct** .

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Proposing new invigilators

Regulations effective September 1, 2023.

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. 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.

Invigilator guidelines

If an AU-approved invigilator is not available in your area, you may propose an individual who meets the guidelines below. The request time is longer than for an exam request with an existing invigilator.

Invigilator environment

- An AU-approved invigilator must be able to provide an environment that meets the following conditions:
- A safe and quiet exam writing environment that is free from distraction and disruption.
- A secure method of holding the confidential login and exam information.
- The ability to ensure that an exam is invigilated in accordance with Athabasca University's Invigilation Standards and in accordance with the Exam Invigilation Procedures of the exam.
- The ability to ensure that a student does not have access to the exam outside of the scheduled write date and time.
- The ability to ensure that the student writes the exam within the allotted

time to do so.

- The ability to provide a desktop or laptop computer that is compatible with the technology that is required to host the online exam and is located in an environment that is suitable to the writing of the exam.

Invigilation criteria

A proposed invigilator must be fluent in written and spoken English and be a permanent employee in one of the following categories:

- a professor or instructor at a recognized public or private post-secondary institution;
- an administrative, professional, or library employee of a recognized public or private post-secondary institution;
- an administrative, professional, faculty, or

library staff member of a recognized public or private elementary, middle, or secondary school;

- an administrative or professional staff member of a public library;
- a ranking officer in the Armed Forces;
- an official at an embassy or consulate office.

A proposed invigilator **may not** be a friend, neighbour, co-worker, supervisor, family member, or relative of the student, and may not live at the same address as the student. Exceptions may be considered for students who live in remote communities and who do not have access to one of the individuals from the above categories within a 40 km radius of the student's residence. The Office of the Registrar must be confident that the individual selected will ensure that the examination invigilation guidelines will be followed and that there is no conflict of interest between the

approved invigilator and student.

AU students are not permitted to act as invigilators for other AU students without the written permission of an authorized representative of AU as designated by the AU Registrar. Students at other schools are also not permitted to act as an invigilator unless the individual is a paid employee of an AU-approved invigilation centre or has been approved by an authorized representative of AU as designated by the AU Registrar.

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 and invigilator review, fill out the Invigilator Request Form and email it to invigilation@athabascau.ca.

- › [Examination Request](#) 
- › [Examination Invigilation Network](#)
- › [Invigilator Request](#)

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Unwritten/multi exams

Regulations effective September 1, 2023.

Occasionally, circumstances arise that prevent students from writing their examination on the date requested. When the examination is returned to Athabasca University as unwritten, you can request to write at a later date by completing and submitting a new Examination Request. All multiple examination requests must be requested 10 days prior to writing and must be written on or before the course contract end date.

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.

Supplemental examinations must be written on the original requested date and cannot be re-requested.

Questions?

- › email **Examination Services Unit**,
Office of the Registrar

- > refer to **Requesting an examination**
- > **Examination Request** [↗](#)
- > **Supplemental examinations**

Information effective Sept. 1, 2023 to Aug. 31, 2024.

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Supplemental exams

Regulations effective September 1, 2023.

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.

You have 90 days from the initial exam write date to request a Supplemental Exam. When you request a Supplemental Exam, you will be required to select a write date. This write date must be within 30 days of the request and cannot be changed.

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 non-refundable fee for a supplemental examination. To avoid delay, ensure that this fee accompanies the Examination Request Form.

Supplemental examinations are requested the same way your initial exam was requested, by using the Examination Request form.

- › **Supplemental examination fee**
- › **Examination Request** [↗](#)

Questions?

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

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Grouped study examinations

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 instructor 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.

On the day of the exam

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

Requests for alternate date and/or time

In exceptional circumstances,

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 instructors are not responsible for invigilating supplemental 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, instructor-prepared exams must be pre-approved by the Course Coordinator and formatted to University standards.

The grouped study instructor will invigilate all scheduled exams (i.e. midterm and final exams) for the course. If a grouped study instructor cannot invigilate a scheduled exam, they must email the request to the **Examinations Services** with as much notice as possible prior to the scheduled exam write date. Alternative on-site invigilators must be approved by the Coordinator of Examination Services. 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** [↗](#) . 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.


Information effective Sept. 1, 2023 to Aug. 31, 2024.

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Transcript requests

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

Your 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. At this time, the transcript issued to MyCreds™ is a static document, and so if your academic record has changed since you last requested access, you will need to re-request it.

Most institutions or agencies require that official transcripts be sent to them directly from AU. AU issues secure digital transcripts through [MyCreds.ca](https://mycreds.ca)™  .

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 through your myAU portal.

In order to access and share official transcripts, AU students must sign up with MyCreds™, and pay the \$10, plus tax, pay-to-unlock fee. Once paid, students will have unlimited access and ability to share transcripts for 365 days from date of issue.

After that time, if a student needs to send a transcript, they must re-request their transcript and repay the pay-to-unlock fee through MyCreds™.

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:

1. be made in writing and bear the student's signature and birth date or student ID number;
2. 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**; [✉](#) and
5. read ATTN.: Academic Records.

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Marks and grades

The final grade for a course is determined based on the evaluation scheme included in your course syllabus.

The marks for your assignments and examinations should be available to you approximately 5 to 7 days. Unofficial final grades should be available 4 to 5 days after Athabasca University receives the marks for your last assignment or examination.

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

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.

Alpha grading scale

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 the myAU portal, under Check your grades. It can take 5 to 7 days from the time your final grade appears here to when it appears on your transcript. 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.

Questions regarding marks

Throughout your course, questions about your midterm marks may be directed to your Academic Centre or tutor.

The Office of the Registrar will only provide statements of your composite grade (final grade) achieved in courses and the credits earned for each course completed. Your

earned for each course completed. Your final grade cannot be calculated until all the course requirements (e.g., labs, assignments, essays, tests, quizzes, and examinations) have been completed, submitted, and marked.

Final grade processing

We recommend that you write your examination and complete and submit all your assignments at least 6 weeks before the date your final grade is required.

If you are transferring your courses to another institution, 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 0F (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

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 0 (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 the lab may be allowed to be completed after the course contract end date. For more information, contact the Faculty that offers the course.

- › **Course extensions**
- › **Course withdrawal**

Appeals

Students may appeal any mark given to essays, examinations, assignments, or exercises that contribute to their final grade. Appeals of both failing and passing marks will be considered.

Students determine the grounds for appeal and must follow the procedures outlined in Athabasca

University's **Student Code of Conduct and Right to Appeal Regulations.**

These regulations may not apply to **grouped study courses**. Grouped study students must consult an advisor at the collaborating institution offering the AU course.

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