



Procedures for Instructors

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1 Our Role

Academia provides a broad freedom to explore, discover, and create. The most important responsibility associated with that freedom is to be in the classroom when you are scheduled to be there. However, instructors that arrive the moment that class begins and leave immediately upon completion are perceived as uncaring and uninterested. Arriving a few minutes early and staying a few minutes after to field questions and talk to students is generally good practice and highly appreciated by students.

2 Purpose

This guide has been developed to:

1. Gather in one place university, faculty, and department policies and procedures
2. Provide sources for additional information
3. Encourage consistent application across the department

3 Canadian Engineering Accreditation Board Review

In the **academic year 2011-2012**, we must prepare for our next accreditation review. **Please keep scanned or hard copies of samples (2 low marks, 2 mid marks, 2 high marks) of graded student work**, including:

- Assignments
- Lab reports
- Project reports/submissions
- Midterms
- Final Exams
- Any other relevant work

4 The Book: The Faculty Undergraduate Calendar

Please review all **relevant policies and procedures**. It is very important that instructors familiarize themselves with the Faculty Calendar including:

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5 Classroom Facilities

5.1 Audio-Visual equipment

Equipment (16 mm projectors, carousels slide projector, overhead projectors, data projectors, video play back, video-audio recorders, monitors, screens, P.A. systems, etc.) can be booked by calling 416-978-6544 one week in advance. There is a \$10.00 charge for all equipment per use except overhead projectors, which are free. If you use the department's equipment, it is free.

5.2 Facilities

- Report all problems with facilities to GB105 Student Services. You may also choose to contact these units directly for expedited response:
- Facilities **urgently in need of maintenance** or repairs (lights, blackboards, projection screens, heating etc.) should be reported to Facilities and Services at 416-978-3000.
- Other items which could be described as **necessary improvements rather than urgent maintenance** should be addressed by the Committee on Teaching Methods and Resources. Therefore, report these to Ms. Angie Sinopoli at 416-978-3661 or sinopol@ecf.utoronto.ca.
- Instructors should notify Ms. Dianne Stathopoulos at 416-978-7034 or dianne@ecf.utoronto.ca if they find an **examination room to be too hot or too cold**.
- Other room issues can be reported to Colin Anderson colin@civ.utoronto.ca , or Bob Manson bob@ecf.utoronto.ca
-

6 Course Management

6.1 Good Practices

- If you are having problems with a class, talk to the Student Services group for suggestions. They know what is going on across the Department.
- You CANNOT assign a mark of zero on an assignment or exam if you think they were cheating. First, take photocopies or scan the items in question. Follow the procedure in the calendar. Then contact the Associate Chair Academic with your findings and recommendations. Only the Chair's office can penalize the students.
- You CAN ask students to leave the classroom if they are being disruptive. It is best to ask them to meet you in your office immediately after the lecture. If they are abusive, call security 8-2222
- You SHOULD ask your TA to electronically scan midterms or major assignments before handing them back to the class (a sample may suffice). This will serve as your baseline and prevent students from changing their papers and submitting them for regrading.
- One way to prevent cheating in an exam is to assign seating.
- Take time in the first lecture to tell students of your expectations of their behaviour. For example, you can tell them that if they are late for class, they should take off their coats and get their note paper ready before entering the room to minimize the disruption to everyone else.
- You CAN lock the doors when you start your lecture if students are chronically late and disruptive when they enter the room. You may wish to open the door 15 minutes into the lecture to allow those waiting outside to enter.
- If you agree to allow a student to skip one assignment (for example if they were sick and missed the class – ensure you get a doctor's note), then write that agreement down and have the student and yourself sign it. This could be a critical piece of information if they petition the course later on.
- All petitions that occur DURING the course should be put in writing by the student using the form on the registrar's website. Keep this document – also submit a copy to the office so that it is in the student's file.
- Petitions for grade consideration are evaluated directly by the Examination committee rather than asking you to assess alternatives for grades.
- DO NOT change a student's grade even if they beg or start to harass you at the end of the term unless it is clear that an error was made. Instead, forward the student's email or your own email explaining the situation to the Student Services Office so that they can deal with it.

6.2 BlackBoard

BlackBoard is a web-based course management tool. Instructions for access to the software should be provided to instructors during the first week of classes via email from the Faculty. It has several advantages:

- Easy communication with students
- Place to post assignments and solutions
- Easy communication with TAs and posting grades, comments

There is a bulletin board for students to discuss assignments, ask questions, and generally converse. However, it is important to provide structure to this feature. Students should be

restricted to *discussing course material only* – this is not the venue for sharing comments about other courses or professors, vulgarities, jokes, or advertisements. *Either the instructor or one of the teaching assistants should monitor this section of the web page.*

6.3 Course Related Field Trips

Some courses require students to go on field trips or site visits, either supervised or unsupervised. Some companies are concerned about their liability related to the students' safety. You can get a certificate letter from the University's Risk Management and Insurance group that outlines our coverage – this typically satisfies their corporate lawyers (perhaps that is why it is called a comfort letter). To get that letter, send an email to Beata Kuszewska [beata.kuszewska@utoronto.ca] (copy Eric Fleming eric.fleming@utoronto.ca) or phone 416-978-7484 and provide the following information

- the students names
- the full company name, address, postal code, and phone number
- the address of the site to be visited if different from above
- the main contact name at that address

6.4 Grading

The instructor should provide a breakdown of the grading scheme at the first class. The composition of the final mark may not be changed without the approval of at least a two-thirds majority of the students enrolled in the course and permission from the Committee on Examinations. The composition of final course marks:

- A final examination ($\geq 35\%$)
- Closely supervised term work (term tests or any other work which is a reliable measure of the performance of the student)
- Term work not closely supervised ($\leq 25\%$). This work requires a sign-off from the students stating that the work being submitted either by an individual student or a group of students is their own work. If no sign-off statement is required (students are encouraged to work together), the contribution to the final grade must be *limited to 5% of the final* course mark (e.g. assignments).

Examples of the sign-off statement include:

- ***This report was written entirely by the author, is properly referenced where information came from other sources, and has not received previous academic credit at this or any other institution.***
- ***I hereby certify that I am thoroughly familiar with the contents of this [project/laboratory report/problem set/essay/report]; it is [solely /substantially] my own work, I have referenced all my sources of information, and I am the sole author.***
- Final course marks are due one week after the examination date.
- See Faculty guidelines for student peer evaluations.
- Final exams are to be *graded by the instructor*. The Faculty Examinations Committee may grant exceptions to this policy upon application by the instructor.

The Faculty guidelines on **term tests** include:

i	The dates(s) of term tests should be announced to the class with the composition of final course mark within the first two weeks of term. Departments/Divisions or the First Year Office should attempt to assist in the coordination of the selection of test dates to ensure the minimum of test conflicts.
ii	Unannounced term tests, if used, should not count for more than a minor fraction of the total mark for closely supervised term work, and the value of this fraction should be specified early in the term when the details of the composition of the final course mark are announced in class.
iii	It is a University regulation that instructors must assign, grade and return at least one piece of term work which is part of the evaluation of student performance, whether essay, lab report, review etc., before the last date to withdraw from the course (early Nov/March).
iv	<i>No term tests</i> should be held in the last three weeks of term, unless students specifically request otherwise.
v	In courses with both a final examination and term test, there should be preferably only one test and there should not be more than two tests.
vi	All test papers should be returned to students before the end of term.
vii	Term tests should be spaced evenly over the term taking into account the final examination.
viii	The instructor must run term tests under examination conditions with appropriate invigilation. Proper examinations rooms can be booked through the registrar – see item xi.
ix	All term work, including term tests and thesis must be completed by the last day of lectures. Extensions of deadlines beyond these dates will interfere with the preparation for examinations, which commence almost immediately after the last day of lectures.
x	Room allocations for term tests will be provided by the Registrar's Office. Requests should be directed to Ms. Dianne Stathopoulos at 416-978-7034.
xi	Each instructor is required to specify on term tests and final examination papers the type of calculator permitted

- See the Faculty website or calendar for course promotion and failure rules.

6.5 Teaching Assistants

Each year, instructors are provided guidelines that cover the total number of hours that the teaching assistants have been assigned for the course, establishing expectations and roles in the course with your TA, and union-related rules. Please follow these carefully. If there is a problem with your TA, document the problem and notify the Associate Chair Academic immediately.

- TAs may grade assignments, projects and parts of the term test. If final exams are be graded by the TAs, then it must be under the close supervision of the instructor.

6.6 Tutorials

In Civil Engineering, it is general practice for the instructor to attend tutorials. This practice has been positively noted by students.

6.7 Examination Invigilation

All exams, midterms and quizzes require invigilation. **Students should *never be left alone* during an exam. Walk around the room throughout the exam, particularly in large rooms. Ensure students only have allowable items on their desk. If there appears to be any communication happening, check it out.** All inconsistencies or suspected cheating should be documented.

- If it is *suspected that a student or students may be cheating on a term test or examination*, the instructor or proctor should:
 - Immediately and quietly collect all evidence and answer books of the student or students involved
 - Provide unused answer books or blank exams to continue writing
 - Advise the Registrar without delay
 - At the close of the exam, the instructor(s) who observed the infraction shall promptly deliver the evidence collected with a dated and signed report of his/her observations to the Department Chair. The case will be dealt with according to the Code of Behaviour on Academic Matters
 - These cases can in some instances be difficult to prove, therefore, such documentation can mean the difference between a “good” or “poor” case particularly if it reaches the Tribunal level.
- See Academic Offences in the Problems section of this guide.

If a student is writing at Student Accessibility Services, they will require an appropriate number of copies of the exam. They will arrange to pick it up from your office. It might be more convenient to have them pick it up from the Department or Registrar’s office. Under no circumstances should you email it to them! Also, please remember that it is the student’s responsibility to inform you that s/he will be writing at SAS.

7 Problems

7.1 Academic offences, cheating, plagiarism

See the University's Code of Behavior on Academic Matters in the Faculty Calendar.

Instructors should familiarize themselves with this section before the start of each term.

- Students should be reminded that offenders are caught, and sanctions can be severe – zero in the course with annotation on the transcript for several years; suspension for a year; even expulsion.
- Plagiarism: several excellent websites are available that review the definition and give examples of plagiarism, including <http://www.ecf.toronto.edu/%7ewriting/handbook-plagiarism.html>
- **If it is suspected that a student or students may be cheating on a term test or examination, follow procedures in Examination Invigilation.**
- If an assignment handed back for “regrading” arouses suspicion, instructors should make a photocopy of the next assignment before they return it. Only by such evidence can a case be made against someone who “improves” the test and claims that his or her answers were overlooked. In some cases, it would be wise to communicate such information to the Term Coordinator and/or the Student Services office. They can track if this occurs in multiple courses.
- *Under the Code, **the Instructor IS NOT ALLOWED** to settle a case or give a sanction/penalty, even where there is clear evidence, or an admission of guilt from the student. The Chair, Dean, or Registrar must handle it as outlined in the regulations.*

See Flow chart on next page for summary of procedure.

Undergraduate

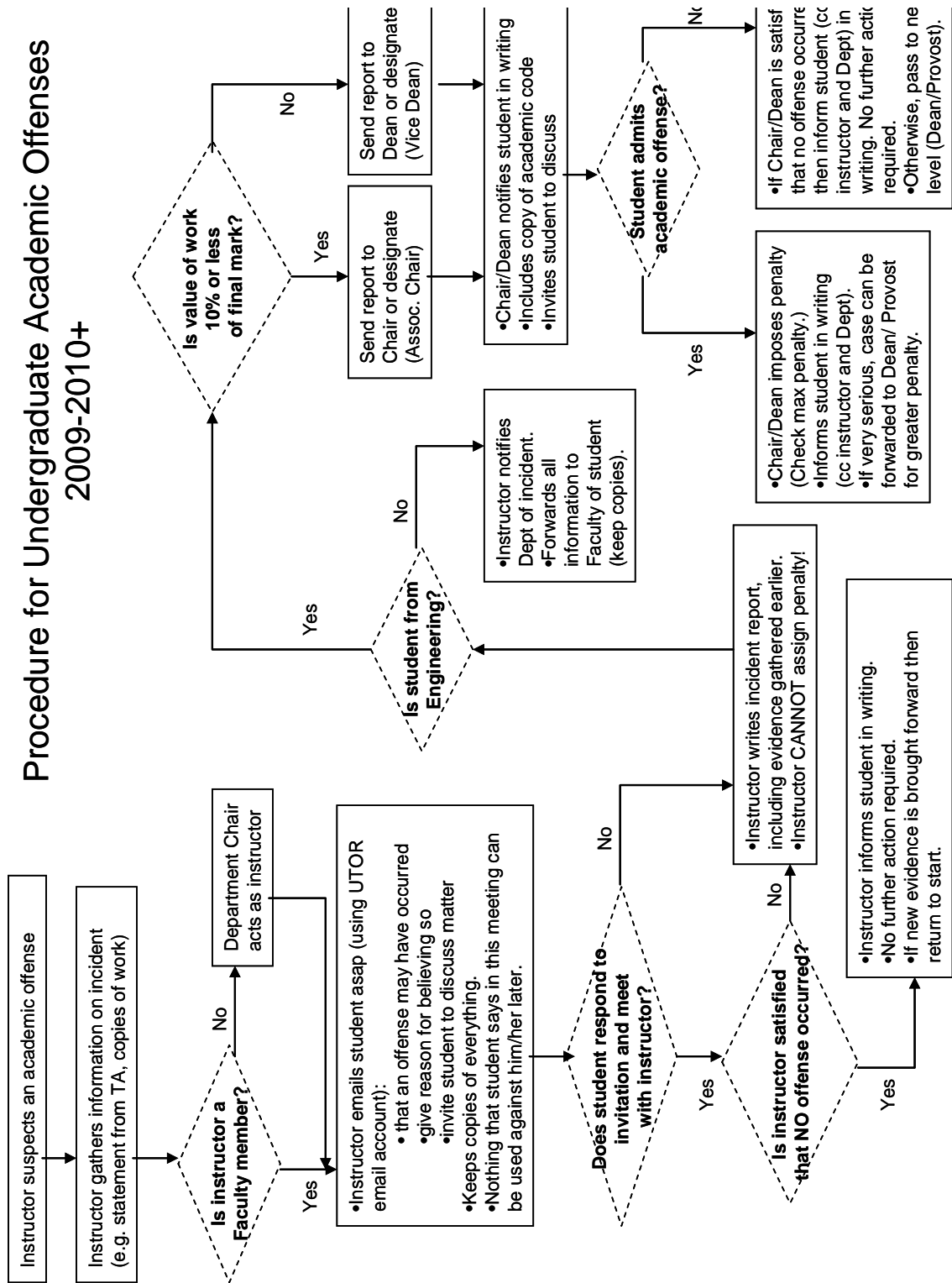
<http://www.undergrad.engineering.utoronto.ca/Assets/Calendar0910/Chapter+6++Academic+Regulations.pdf>

Graduate

<http://www.governingcouncil.utoronto.ca/policies/behaveac.htm>

Please contact the Chair if any items in this document require updating, correction, or additional information. Thanks.

Procedure for Undergraduate Academic Offenses 2009-2010+



7.2 Disruptive students

See: Code of Student Conduct. “No person shall cause by action, threat or otherwise, a disturbance that the member knows obstructs any activity organized by the University of Toronto or by any of its divisions, or the right of another member or members to carry on their legitimate activities, to speak or to associate with others.” This includes instruction in a classroom, laboratory or examination room.

- In potentially **dangerous** situations, for instance, if a student is acting violently or carrying any sort of weapon, call the Campus Police at once. St. George Campus 416-978-2222 or 8-2222 from an internal telephone.
- Disruptive students should be asked to first quiet down. They can be asked to leave the lecture and/or talk to you after the class if they continue to disturb the class. Immediately document the incident, noting date, time, place, who were involved, and what was said and done. Be specific.
- If the disruption continues, you may have to cancel the rest of the class. Contact the Department Chair, and access this document: <http://www.utoronto.ca/ota/Disruptive%20Behaviour.pdf> for guidance on University policy and recommended actions.

7.3 Petitions

There are several types of petition:

- Petition for Consideration in Course Work (during the term)
- Petition for Special Consideration (exam period)
- Petition for Final Examinations (exam period)

<http://www.undergrad.engineering.utoronto.ca/support/registrar/petitions.htm>

7.3.1 During the term:

A student who unavoidably misses any graded work should discuss the matter with the appropriate lecturer and if accommodation is requested, submit a **Petition for Consideration in Course Work**. Such a petition should be accompanied by a UofT Medical Certificate and must be *submitted directly to the instructor within one week* of the student’s return to classes.

After reviewing the supporting documents, you may either allow the petition or deny it. If the petition is denied, communicate this in writing to the student stating very briefly why.

If you accept the petition, then you may decide upon the appropriate remedy and communicate it to the student in writing. The remedy will depend upon the circumstances. For example, where a student misses a term test (closely supervised term work) because of a documented illness (Note: HIN1 is a special case), then you could award any one of the following:

- i) Put the test weight on the final exam
- ii) Increase the weight of the next term test and final exam in proportion to their original weights
- iii) Assess a test grade based on the Will-Boocock formula set out in the Faculty Guidelines (This formula is for assessing a Final Exam result, but you can use it for assessing a term test grade)
- iv) Set a supplemental term test. Note: The standard practice in the Faculty is NOT to hold supplemental tests.

Where a student performs badly on a term test because of illness, then you may additionally decide to not count the term test and then award any of the above. You could also provide that

the test mark will only be used to improve the student's grade and that the additional weight on the final examination will only be applied if the student performs better on the final exam than on the test. While this may seem a little unusual, our Faculty policy is to encourage students to write even if they are not feeling well. It follows that we should not hold an adverse grade against the student should they decide to write.

Relief to the student may include adjusting the course mark distribution, for example:

	Normal	Relief
Non-closely supervised work	25%	25%
Midterm	25%	0%
Final	50%	75%

Please ensure that you send an email to the student outlining your agreement, and that the student responds confirming the terms of the agreement. Keep these emails along with the petition and supporting documentation for several months after the end of the term.

7.3.2 Exam Period:

A student who believes that his/her academic performance has been adversely affected by illness, mishap or other circumstances during the term or the examination period should submit a **Petition for Special Consideration** or **Petition for Final Examinations**. Such petitions must be *submitted to the Registrar's Office within one week* of the date of the student's last examination. Late petitions and requests for deferred examinations based on travel, employment or personal plans will not be considered. Petitions must be accompanied by appropriate documentation.

Petition for Special Consideration

1. A signature is required from the Department before it is submitted to the Registrar. Only three people have the authority to sign: the Manager, Student Services (MSS), the Associate Chair-Academic (ACA), and the Department Chair. *No one else in the Department has the authorization* to sign a petition for special consideration. A copy of the signed form must be given to the MSS.
2. If a professor who understands the situation well would like to support the student's petition for special consideration, he/she is encouraged to provide a letter of support.

Students *must* talk to the Undergraduate Counselor before submitting petitions.

7.4 Crisis Referral Chart

The responsibility for investigating critical injury in the department falls to the co-chairs of the safety committee Renzo Basset (8-5985) and Alan McClenaghan (8-3094), who will in turn inform OEH&S and the MOL.

The following are trained in Emergency First Aid and CPR:

Russell D'Souza GB417 (8-5202)
Alan McClenaghan GB19 (8-3094)
John Buzzeo GB19 (8-3094)

For ALL after-hours emergencies, call University Police. **(416) 978-2222**

Type of Crisis		Referral
Medical Emergency (acute breathing problems, severe bleeding, unconscious person)	911	911
Physical illness or injury	8-8030	Health Service
Aggressive or disruptive behaviour	8-1485 8-2323	Community Safety Coordinator University Police
Emotional distress, delusions, paranoia, suicidal thoughts	8-7970 8-8070	Counselling & Learning Skills Services Psychiatric Service
Traumatic Event on Campus (sudden death or tragedy)	8-1485 6-7111	Community Safety Coordinator Student Crisis Response Coordinator
Emergency Housing (for students leaving violent situations)	8-7970	Interim Room
Emergency Housing (for students in all other situations)	8-8045	Housing Service
Assault	8-0174 8-1485	Assault Counsellor/Educator Community Safety Coordinator
Harassment, discrimination	8-1485 8-3908 6-5624 8-1259 8-8060	Community Safety Coordinator Sexual Harassment Officer Coordinator of LGBTQ Programs Anti-Racism Initiatives Officer Accessibility Services
Students needing advice on appeals and rights	8-4874 8-5536	Ombudsperson's Office Student Affairs
Students needing emergency funds, food, clothing	8-0120 8-2391	Registrar's Office Food and Clothing Bank
International students needing assistance	8-2564	International Student Centre

7.5 Medical Emergencies

These guidelines are compiled from University of Toronto guidelines.

Give any necessary first aid to the injured person until help arrives. **Do not attempt to move the injured person unless in danger of further injury.**

7.5.1 Critical injuries

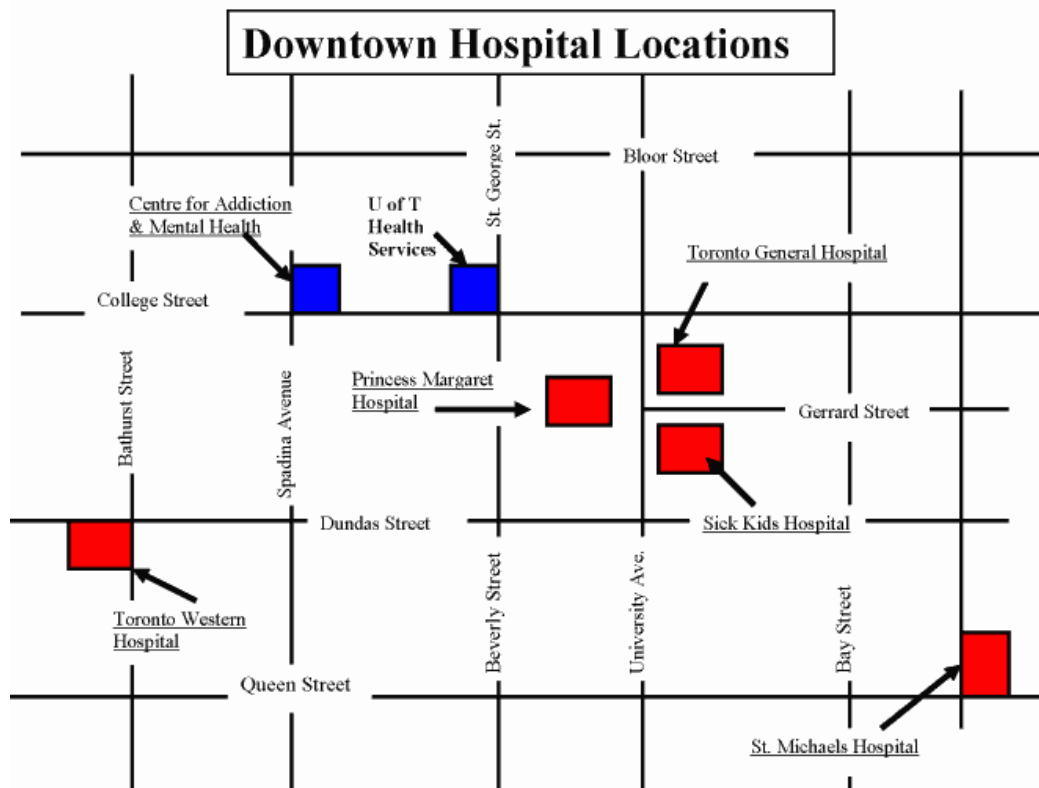
A critical injury is one of a serious nature which either:

- places life in jeopardy;
- produces unconsciousness;
- results in substantial loss of blood;
- involves the fracture of a leg or an arm;
- involves the amputation of a leg, arm, hand or foot;
- consists of burns to a major portion of the body; or
- causes the loss of sight in an eye.

For a critical injury, the University Police will notify Environmental Health and Safety who will notify the Ministry of Labour.

- Call **911** and then Campus Police Services (**978-2222**).
- Check if the casualty is wearing a MedicAlert bracelet or necklace.

- Give your **name, location, number of people involved, details of medical emergency.** Await further instruction and advice.
- Keep the casualty still and comfortable.
- Ask the casualty, "Are you okay?" and, "What is wrong?"
- Check breathing and pulse.
- Control serious bleeding by direct pressure on the wound.
- DO NOT administer food or drink to an injured person.
- Continue to assist the casualty until help arrives.
- While waiting for appropriate emergency person(s) to respond, obtain as much information as possible pertaining to the casualty and/or circumstances.



7.5.2 Non-Life Threatening Medical Conditions

- Provide the necessary First Aid.
- DO NOT administer any food or drink.
- If a person is in need of medical assistance call Campus Police Services (978-2222) or accompany them to Health Services in the Koeffler Centre. If after hours, go to the nearest emergency room.

7.5.3 Unusual or Inappropriate Behaviour

There is a crisis when an individual threatens harm to himself/herself or to others, or is out of touch with reality due to severe drug reactions or a psychotic break. A psychotic break may be manifested by hallucinations and uncontrollable behaviour.

If a crisis occurs:

- Never try to handle on your own a situation dangerous or unpredictable.

- Notify Police Services of the situation. Clearly state that you need immediate assistance, give your name, your location and the area involved.

7.5.4 When in A Hostage Situation

- Be Patient. Time is on your side. Avoid drastic action.
- The initial 45 minutes are the most dangerous. Follow instructions, and be alert. The captor is emotionally imbalanced. Don't make mistakes which could jeopardize your well-being.
- Don't speak unless spoken to and then only when necessary. Don't talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor at all times if possible, but do not stare. Treat the captor as friendly as possible.
- Avoid speculating. Comply with the instructions as well as you can. Avoid arguments. Expect the unexpected.
- Be observant. Try to remember all distinguishable characteristics of your captor (tattoo, scar, teeth missing, etc.). You may be released or escape. The personal safety of others may depend on your memory.
- Be prepared to answer the Police on the phone should a line be patched through to your location. Be patient, wait. Attempt to establish rapport with the captor. If medications or first aid is needed by anyone, say so. The captors in all probability do not want to harm persons held by them. Such direct action further implicates the captor in additional offenses.

7.6 Offensive Student Communications

The University's policy (<http://www.enough.utoronto.ca/English/page-16-7954-1.html>) states that any communication that is unwanted and that is:

- persistent
- repeated
- insulting
- abusive
- obscene, or
- otherwise unwelcome

may be considered **harassment** and may be actionable under University policy.

- There is a wonderful website at <http://www.enough.utoronto.ca> that discusses online etiquette, problems and solutions, including:
 - What to do
 - Threats
 - Before you reply
 - FAQ
 - Criminal harassment
 - U of T policy
 - Computer use
 - Resources

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