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## Undergraduate Lost Exam Procedure

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<b>Policy Sponsor:</b>	Office of the Registrar
<b>Name of Parent Policy:</b>	<a href="#">Undergraduate Lost Exam Policy</a>
<b>Policy Contact:</b>	Coordinator, Enrolment, Records and Examination Services
<b>Procedure Contact:</b>	Coordinator, Enrolment, Records and Examination Services
<b>Effective Date of Procedures:</b>	April 25, 2012
<b>Review Date:</b>	These procedures will be reviewed annually.

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### **Purpose**

If a student writes an online or paper-based exam under appropriate supervision and the written exam is returned directly to Athabasca University (AU) from or through an AU-approved invigilator, but the exam or a 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.

### **Definitions**

<b>Approved Invigilator</b>	An individual who is authorized by an AU representative in the Examination Services Unit to supervise an undergraduate course exam.
<b>Approved Invigilation Centre</b>	An establishment that has been authorized by an AU representative in the Examination Services Unit to supervise an undergraduate course exam. AU Edmonton, AU Calgary, and AU Athabasca offices offering invigilation services will be considered Approved Invigilation Centre's.
<b>Lost Exam</b>	A written exam is deemed lost when:  a) it was sent to AU by an Approved Invigilator, Approved Invigilation Centre or exam marker, but was not received by



AU within a reasonable period of time for the selected mode of shipment.

- b) it was sent by AU to the marker, but was not received by the marker within a reasonable period of time for the selected mode of shipment.
- c) it has been received by AU but has not been marked and cannot be located for marking.

A lost exam could involve the entire exam or parts of a written exam, an oral exam, or an academic assignment.

### **Lost Exam Reimbursement**

When a written exam is deemed lost by AU, and the student is re-tested, the student may be issued a refund to compensate for additional costs they may incur. The reimbursement amount of the refund will not exceed the Lost Exam Reimbursement amount.

### **Reasonable Period of Time**

For the purpose of this policy a reasonable period of time in Canada will be 21 days. For more information, see [Appendix A](#) in the Undergraduate Lost Exam Procedure.

### **Re-test**

If an exam, or portion of an exam has been lost, it may be required that a student be re-tested in order to evaluate the student's knowledge of the subject matter. The re-test may be the same or alternate version of the written exam, the oral exam or the academic assignment.

### **Procedure:**

1. When an AU staff member suspects that an exam or a part of an exam is lost, the staff member will contact the Academic Coordinator responsible for the course, the Coordinator, Enrolment, Records and Examination Services, the FOIP Coordinator, and Accessibility Services (if applicable) to report the lost exam. The Academic Coordinator and/or the Coordinator, Enrolment, Records and Examination Services will deem the exam lost. To see timelines for determining if an exam is lost, reference [Appendix A](#) of this procedure document.
2. The Coordinator, Enrolment, Records and Examination Services or a delegate will then contact the student whose exam has been lost. If the exam in question was booked through the Accessibility Services, Accessibility Services will notify those students of the loss of their exam.
3. A Lost Exam Report will be created and kept on file by the Office of the Registrar.



4. If the exam mark has been recorded but the exam was lost after marking and the student agrees to have the mark stand, the student must provide their decision in writing to the Academic Coordinator.
5. If the exam mark has been recorded but the exam was lost after marking and the student chooses to be re-tested, or if the exam was lost before marking, the Academic Coordinator will consult with the student regarding the details of re-testing.
6. The Academic Coordinator will notify the Coordinator, Enrolment, Records and Examination Services of the specific arrangements for re-testing and the deadline established for the student to complete the examination so that it may be noted in the Lost Exam Report. For a non-invigilated oral examination, the Coordinator, Enrolment, Records and Examination Services will update the student file to indicate the date of examination.

In cases where the student is to be re-tested with a written exam, the student must submit a request to write the exam through any of the following methods:

Online through the Office of the Registrar Online Services ([OROS](#)).

By submitting an [Examination Request form](#) by fax to 1-780-675-6174.

By submitting an [Examination Request form](#) by mail to:

Athabasca University  
Office of the Registrar Examination Services Unit  
1 University Drive  
Athabasca, AB T9S 3A3  
Canada

If the student will be writing the exam at [Athabasca University Edmonton](#) or [Athabasca University Calgary](#) they may use the online Examination Request forms for [Edmonton](#) or [Calgary](#).

If the student has approved accommodations through Accessibility Services, use the Accessibility Services online [Examination Request form](#).

7. In cases where the student is to be re-tested via an oral exam, the student must contact the Academic Coordinator and make arrangements for a suitable date and time for the administration of the exam. The Academic Coordinator will be responsible for administering the exam or arranging for a suitable University staff member to administer the exam.
8. In cases where the student is to be re-tested through an academic assignment, the Academic Coordinator will provide the student with written details of the assignment and a written deadline for submission of the assignment. The student must forward the assignment directly to the Academic Coordinator.



9. If the student wishes to be reimbursed for costs incurred for the re-writing of the exam, the student must provide original receipts and submit them to the Coordinator, Enrolment, Records and Examination Services for reimbursement, using the address above (Section 6). The refund is not to exceed the amount listed in the [Undergraduate Lost Exam Policy](#). The Coordinator, Enrolment, Records and Examination Services will send a request to AU Financial Services to have the Lost Exam Reimbursement amount issued to the student.

### **Applicable Legislation and Regulations**

n/a

### **Related References, Policies, Procedures and Forms**

[Undergraduate Lost Exam Policy](#)

[Undergraduate Examination Request and Completion Policy \(137\) Undergraduate Examination Request and Completion Procedures \(137a\)](#)

[Undergraduate Examination Request and Completion Policy – Grouped Study \(112\)](#)

[Undergraduate Examination Request and Completion Procedures – Grouped Study \(112a\)](#)

### **History**

General Faculties Council, April 25, 2012, Motion # 06-6 (associated policy approved)



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## Appendix A

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Grid for Lost Exam Timelines:

Declare an online exam (written in Canada, the U.S., or Internationally) lost if it has been more than 10 days since the exam write date and it has not been received by AU.

Declare an exam written in Canada lost if:

- It has been more than 45 days since the exam shipped from Athabasca University (AU) Office of the Registrar Examination Services and it has not arrived back at AU.
- It has been more than 21 days since the exam shipped from the invigilator.
- It has been more than 21 days since the exam shipped to or from the marker.

Declare an exam written in the U.S. lost if:

- It is more than 55 days since the exam shipped from Examination Services and it has not arrived back at AU.
- It is more than 21 days since the U.S. invigilator mailed the exam.

Declare an International exam lost if:

- It has been more than 65 days since the exam shipped from Examination Services and it has not arrived back at AU.

It has been more than 30 days since the exam was shipped by the international invigilator.

Shipped in Canada	Declare lost if more than 21 days from invigilator or marker to AU
Shipped from U.S.	Declare lost if more than 31 days from invigilator to AU
Shipped from International	Declare lost if more than 41 days from invigilator to AU
Shipped from AU to marker	Declare lost if more than 21 days from AU to marker

To view the Undergraduate Lost Exam policy, please go to <http://www.athabascau.ca/policy/registry/lostexam.pdf>