

Academic Consideration Requests (ACR) FAQs for students, verifiers and decision-makers

For information on submitting and ACR or the ACR Portal, or if you are having issues accessing the portal or logging a request, please contact the Senate Office at Senate@torontomu.ca

Academic Consideration Requests FAQs

Please refer to Policy 167 - Academic Consideration. Faculty and administrative decision makers can verify the authenticity of a submission request however, Instructors reserve the right to grant consideration for missed work.

Who do I contact for information on how to submit an ACR request and what happens after my submission is completed?

Students must contact their program department with any questions about submitting ACR's including; when to expect a decision on verification and how to proceed when a request has been (or not been) verified.

The Senate office does not make decisions on accepting or granting academic consideration requests.

What is the difference between a request for academic accommodation and an academic consideration request?

Academic Accommodations are outlined in Policy 159 and means a planned variation in the way a student with a disability receives course curriculum and materials, participates in course activities, or demonstrates mastery of course content and skills through evaluation and assessment.

Academic accommodations must be planned in partnership with Academic Accommodations Support (AAS). Students are responsible for sharing their accommodation “plan” with their instructors through the AAS Student Portal.

Academic Consideration (Policy 167) involves extenuating circumstances that are of a **short-term duration (normally no more than 3 days)**.

Students who require academic consideration for missed course obligations (e.g. assignments, tests, labs, etc.) must submit their request through the on-line ACR portal to provide instructors with notification of their circumstances and to allow instructors to review and determine next steps.

Requests for Academic Consideration **that extend beyond three days must always be submitted with documentation** to support the request. Students cannot use their one-time without documentation option for Extenuating circumstances **longer than three days**. See Policy 167: Academic Consideration, Section 5.2. Documentation.

Does a student with an accommodation still use the ACR process?

Yes, if the extenuating circumstances do not relate to their accommodation. A student who has an academic accommodation may experience extenuating circumstances that impact their ability to meet their short-term

academic obligations and should submit their requests through the ACR portal. *e.g. a student with Accommodations can still get the flu.*

What if a student submits an ACR without supporting documentation?

If the student is using their once per-term, no documentation required request, the system will accept it. The system will automatically monitor submissions. If a student has already submitted their ACR without documentation for the same term, further attempts to submit an ACR without documentation will not be permitted.

A request for academic consideration without documentation will **not be accepted for a final exam and/or final assessment** as requests of this nature **must always be accompanied** by documentation.

What if a student is unable to get a medical note from their family doctor?

The TMU Medical Centre has returned to offering in-person medical appointments (virtual and phone appointments are no longer available). If you wish to see a physician or if you are a new user, please contact reception at [416-979-5070](tel:416-979-5070) or by email at medicalct@torontomu.ca to schedule an appointment.

Students may submit an ACR without supporting documentation once per semester at their discretion, excluding final exams and final assessments. Do they need to provide any details about or reason for this request?

No, they do not.

What if a student is experiencing extenuating circumstances that involve more than three days and/or may also have more than one request per semester?

For circumstances that extend beyond three days (e.g. pervasive illness or family circumstances) or which are foreseen, anticipated and will involve extended time away from studies (vacation or travel, external obligations, conflicting work schedules) students must contact their chair/director or academic advisor to discuss options for ensuring academic success.

These circumstances may have a greater impact on a student's academic success and will require a more comprehensive discussion with someone that is familiar with the student's academic program and curriculum expectations.

If a student submits a request for academic consideration before the 3 day period, for a short-term absence and they provide documentation that is not health related? (e.g. they have a commitment to attend a work related seminar) is this still an extenuating circumstance?

Good question!

This could be considered an "other" extenuating circumstance. It is always preferable to have students request academic consideration proactively (preferably well in advance of the course obligation) when they know in advance that they may have a conflict and they need an alternate arrangement.

How do we change/update the administrator who verifies the ACR?

The current designated verifier has the administrative rights to assign their own back-up/replacement person within the software application.

Who do we contact for issues with the online portal, student submissions, policy interpretation or for general questions about Academic Consideration?

The Senate Office manages administration of the online portal. For help navigating the system, and questions related to ACR submissions, academic policies, or to discuss a difficult circumstance, please contact the Senate office at senate@torontomu.ca

Should the number of requests play a role in their decision to provide consideration?

The consideration of requests are on an individualized basis - if the student has submitted several ACR's throughout the semester, the student may have larger challenges, and there may need to be a conversation with the academic advisor or program director about whether the student has a realistic ability to meet the program requirements at this time.

Are students required to use the ACR system or can they make arrangements directly with the instructor?

It is best to use the system to have a documented record of the requests.

What about small low weight assignments, like a weekly quiz or assignment?

Instructors may wish to use the policy 166 options, such as re-weighting the assignment or extending the quiz deadline.

What about if a student is requesting to take the course remotely for a short period of time?

A request for Academic Consideration would not be used for this circumstance and it would be up to the instructor if the course requirements can be met in this way.