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Reference # 2021-G-0016**PERSONAL & CONFIDENTIAL**

February 26, 2021

Via email ONLY

Jonathan.olfert@su.ualberta.ca

Jonathan Olfert
University of Alberta Students' Union

Dear Mr. Olfert:

Re: *Freedom of Information and Protection of Privacy Act (FOIP Act)*- Response

On January 27, 2021, our office received your request for the following:

“Knowing the number of students that contacted Accessibility Resources / Student Accessibility Services during Spring / Summer 2020 or Fall 2020 with a request or complaint that involved: SEM and/or online proctoring software; professors not recording classes, or not allowing recordings to be available asynchronously; and/or participation marks for students in other time zones. For the time period of Spring/Summer Term (May 4 – August 12, 2020) & Fall Term (September 1 – December 7, 2020)

As previously explained and in 10(2) of the FOIP Act, the University has created a record in order to respond to your request. Please find attached the responsive record (page 2 of this letter) that includes explanatory notes in addition to the information requested.

If you are dissatisfied with the response provided, you may ask for a review with the Information and Privacy Commissioner. You have 60 days from the date of this notice to request a review. For more information go to their website at: <http://www.oipc.ab.ca> or you can call 1-888-878-4044.

Please contact me if you have any questions regarding the content of this letter.

Sincerely,
Mary Golab
Director, Information and Privacy Office

Attachment – responsive record

Responsive Records Count

In response to your request for

“Knowing the number of students that contacted Accessibility Resources / Student Accessibility Services during Spring / Summer 2020 or Fall 2020 with a request or complaint that involved: SEM and/or online proctoring software; professors not recording classes, or not allowing recordings to be available asynchronously; and/or participation marks for students in other time zones. For the time period of Spring/Summer Term (May 4 – August 12, 2020) & Fall Term (September 1 – December 7, 2020)”

the following is the information identified as responsive. As agreed, this information was compiled from emails received by Accessibility Services during the time period containing the search terms below. The search results do not include the status or resolution method of the request.

- 2,975 records including the terms “Smart Exam Monitor,” “SEM,” “online proctoring,” “online exam proctoring,” “remote proctoring,” “remote proctor,” “remote exam proctoring,” or “remote exam proctor” were identified.
- 393 records including the terms “recording,” “recordings,” “lecture recording,” or “lecture recordings” were identified.
- 690 records including the terms “participation,” “participation grade,” “participation grades,” “participation mark,” “participation marks,” “participation assessment,” “participation assessments,” “participation mandatory,” or “mandatory participation” were identified.

PLEASE NOTE: the request criteria were defined as follows in order to facilitate the request:

- The access request terms “Accessibility Resources” and “Student Accessibility” were expanded to include all Academic Success Centre teams and associated records, because “Accessibility Resources” is a team/service in the Academic Success Centre and all its teams work with students registered for academic accommodations (i.e., students with documented permanent disabilities) and “Student Accessibility Services” is the former name of “Accessibility Resources” team.
- The access request time period of “Spring/Summer Term (May 4 – August 12, 2020) and Fall Term (September 1 – December 7, 2020)” was modified to May 4 - December 31, 2020, in order to facilitate the search and as student inquiries about specific academic terms regularly occur in the gaps between official term dates.
- The access request criteria to include student requests or complaints was modified to include any student inquiry. This criterion was modified because: nearly all student inquiries to the ASC are requests for assistance or information; and, formal complaints are directed to the ASC Director or Dean of Students, but none of the complaints received in this time period were responsive to the access request.