



Delivering a Difficult Exam Outcome: Best Practices for Neutral Chairs



Explain

- Deliver the outcome clearly and succinctly.
- Acknowledge that this news may be distressing for the student.
- Explain the next steps in the post exam procedure and reassure the student that this is not the 'end of the line'.

"The examination committee has made its decision. I am sorry to inform you that the committee has voted fail (or the committee was unable to reach a unanimous decision). I understand that this outcome is difficult to receive. I would like to ensure that before we leave today, you have supports in place, and a plan is made to touch base again tomorrow."



Ask and listen

- Listen to and answer any questions that the student may have.
- Ask about the student's available supports.
- Do not leave the student alone in the examination room.
- Offer to refer them to other resources for additional help (see over for Contact List).

"Do you have a friend or family member that can pick you up or meet you today?"

"I can tell that this is very upsetting for you. Can I connect you with someone for support?"

"If you would like, we can call and book you an appointment (e.g., with student Wellness Services) together."



Follow-up

- Make a plan to connect the next day.
- Verify that an appropriate person follows up with the student with regard to next steps.

"Your supervisor will follow up with you tomorrow."



Checklist

- Have you confirmed that the student has support after the exam?
- Have you asked the student what their plans are for the rest of the day/evening?
- Have you made a plan for contact the next day?

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Contacts for support

If the student would like to access counselling or mental health services, please contact:

Student Wellness Services (MSC 370) (403) 210-9355

Monday to Friday, 8:30 am- 4:30 pm

- Hours are subject to change depending on pandemic response plan
- Early evening appointments are available upon request

After hours support is available from the **Distress Centre** (403) 266-4357, or **Wood's Homes Community Support Team** (403) 299-9699. Students can call Student Wellness Services after hours to connect with our community partners.

If you feel the student may be at risk of self-harm and is not an imminent risk of suicide, please contact: **Student at Risk Team** - sar@ucalgary.ca.

If there is an immediate threat of *self-harm* or if the student is exhibiting concerning behaviour, please contact: **Campus Security** - (403) 220-5333.

Other resources for mental health support

Empower Me: 1-833-628-5589 Available 24/7 (for students eligible for GSA benefits)

International SOS: 1-215-354-5000 (call collect) (for international students located outside of Canada)

Contacts for next steps

If the student would like to get more information or advice about next steps, or to discuss their academic situation in a confidential manner, please contact:

FGS Graduate Academic and International Specialists
grad.advisor@ucalgary.ca

Student Ombuds
(403) 220-6420
ombuds@ucalgary.ca