

## Acuity Insights Accommodations Policy

*Last updated: July 2025*

**Statement of Commitment:** At Acuity Insights, we aim to foster a culture of inclusion by creating an environment that is accessible to all applicants completing our admissions assessments. We recognize that barriers to participation exist and that the provision of accommodations for applicants with disabilities is of the utmost importance. We are committed to providing equitable opportunity for all applicants, including those with functional limitations of any kind, by considering, assessing, and accommodating applicant needs on an individual basis. This policy outlines our commitment to meeting the needs of persons with disabilities looking to complete any of our admissions assessments.

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## Section 1: Definitions

For the benefit of applicants, we have defined some key terms used throughout this policy:

- **Disability** is defined as:
  - a characteristic of the body, mind, or senses that, to a greater or lesser extent, affect a person's ability to engage in some or all aspects of day-to-day life; and
  - can be categorized into:
    - i. non-apparent disabilities (e.g., psychiatric or learning disability, attention deficit hyperactivity disorder (ADHD), chronic health conditions, traumatic brain injuries, etc.); or
    - ii. apparent disabilities (e.g., physical or mobility disabilities, deaf or hard of hearing, blind or low vision, certain intellectual or developmental disabilities, etc.).
- **Functional Limitation** is defined as:
  - a restriction or lack of ability to perform an action or activity in the manner or within the range considered typical that results from an impairment; and
  - not including limitations in typing proficiency or capabilities unless otherwise related to a specific disability or condition.
- **Qualified Professional** is defined as:
  - a licensed professional who works in the area of the disability for which the applicant is seeking accommodations.
  - having comprehensive training (e.g., holds a medical or another relevant professional degree) and experience in the assessment and diagnosis of the disability in question; and
  - not a relative, employer, or friend of the applicant, even if otherwise qualified.
- **Temporary Medical Condition** is defined as:
  - a short-term condition as a result of injury, surgery, or acute illness that adversely affects an applicant's ability to fully participate in an academic environment without accommodations; and
  - likely to be resolved in less than six (6) months.

## Section 2: Guiding Principles

Accommodations are individualized plans designed to reduce barriers that may otherwise prevent an applicant with disabilities from participating and/or performing to the best of their ability on any of our admissions assessments. The implementation of appropriate accommodations ensures equitable opportunities for applicants with disabilities.

Accommodation plans are developed upon review of an applicant's submitted Accommodations Request Form, which documents the disability and functional limitation(s) of the applicant as they relate to the individual assessment environments (e.g., Casper).

Accommodation requests are assessed on a case-by-case basis to ensure equal opportunity for all. The submission of a request does not guarantee the approval of an accommodation. All requests will be assessed in accordance with the terms of this policy, and decisions shall be made by Acuity Insights accordingly.

Acuity Insights abides by the [Principle of Most Appropriate Accommodation](#). This principle dictates that any approved accommodation will be one that “most respects the dignity of the individual with a disability, meets individual needs, best promotes integration and full participation, and ensures confidentiality.”

Accommodations are a shared responsibility between the applicant and Acuity Insights. Both parties must be equally involved and engaged to effectively provide and implement all necessary accommodations.

Except as provided herein, all accommodation requests require supporting evidence from a qualified professional in the jurisdiction where the applicant resides. By way of example, in Ontario, Canada, a qualified professional may be defined as being a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists/Registered Mental Health Therapists of Ontario

The review of accommodation requests and any accommodation measures resulting in the modification of the assessment(s) format (e.g., additional time) are provided free of charge. However, certain approved accommodations, such as assistive software (e.g., Speech-to-Text and Text-to-Speech) or assistive personnel (e.g., Scribe and Reader), must be procured by the applicant at their expense. One reason for this is that Acuity Insights does not use testing centers and thus each applicant's test environment (both physical and technological) may differ.

## Section 3: Understanding the Components of our Admissions Assessments

After reserving their Casper test, applicants will be granted access through their Acuity Insights account to the necessary admissions assessments required by the program(s) on their distribution list. Below are the standard formats and technical requirements for each assessment. If approved for an accommodation measure (e.g., additional time), the applicant will be provided with an explanation of how the measure(s) will be applied.

### 3.1 Casper Format and Technical Requirements

- Casper is a situational judgment test (SJT) taken online on a desktop or laptop computer that has the following:
  - An updated version of Chrome or Firefox, as these are the only browsers on which the assessment is supported (we recommended having both downloaded)
  - A reliable broadband internet connection
  - An audio output source (speakers or headphones)
  - A webcam
  - A microphone
- Acuity Insights does not use testing centers to administer the Casper test; applicants can take the online Casper test at a location of their choosing. However, applicants are encouraged to situate themselves in a quiet environment with minimal distractions.
- The Casper test must be taken alone and solely by the person registered for the assessment unless otherwise approved through the accommodations request process.
- As of the 2025-2026 admission cycle, the standard Casper test is composed of 11 sections (4 video response sections and 7 typed response sections):
  - Each section contains either a word-based or video-based scenario followed by a 30-second reflection period, and then a set of open-ended questions to which the applicant must respond in the designated format.
  - Each video response section contains 2 open-ended questions, and each typed response section contains 2 open-ended questions.
  - In video response sections, applicants are given 1 minute to record a response to each question. In typed response sections, applicants are given 3.5 minutes total to answer both questions. **These time limits are a critical aspect of the test and help evoke the most authentic response possible. It is normal for an applicant to feel rushed or short on time during the Casper test.**
- Casper typically takes between 65-85 minutes to complete, with two optional breaks:
  - An optional 10-minute break after the video response section
  - An optional 5-minute break after the first 4 scenarios in the typed response section

For further Casper format clarification, please refer to [this article](#).

### 3.2 Duet Format and Technical Requirements

- Duet is a value-alignment assessment, completed online using a desktop or laptop computer that has the following:
  - An updated version of Chrome or Firefox, as these are the only browsers on which the assessment is supported (we recommended having both downloaded)
  - A reliable broadband internet connection.
- Applicants are encouraged to situate themselves in a quiet environment with minimal

distractions. Duet must be taken alone and solely by the person who registered for the assessment unless otherwise approved through the accommodations request process.

- Duet is an assessment where applicants are asked to complete comparisons within 3 categories, each with 7 characteristics.
- There is no time limit associated with completing Duet, but it takes approximately 15-20 minutes to complete.
- There are no optional breaks included. However, unlike the Casper test applicants do not need to complete the assessment in one sitting. If they require a break, they may close their browser and return to complete it at a later time before their program's deadline.

## Section 4: Understanding the Available Accommodations for our Admissions Assessments

The most common accommodations that may be approved for use on our admissions assessments are:

- Additional time to complete an assessment
- Assistive software:
  - Speech-to-Text (dictation) software
  - Text-to-Speech (reader) software
- Assistive personnel:
  - Scribe
  - Reader

Acuity Insights recognizes that applicants may require accommodations that fall outside of the above-mentioned measures. We will work with applicants to provide the most appropriate measures within the technical limitations of the admissions assessments.

Please note that requests for certain measures are not necessary or permitted. These include but are not limited to:

- **Separate testing environments**, as the test is completed online and in a place of the applicant's choosing
- **Closed captioning**, which is standard on all videos presented on any of our admissions assessments
- **Spelling and grammar correction software**, as Casper Raters are instructed to disregard spelling and grammatical errors
- **Calculators or other numerical assistive technology**, as there are no mathematical questions on the test
- **Accommodations due to slow typing speed** unless otherwise related to a specific disability or condition

### 4.1 Additional Time

Additional time is calculated based on a time multiplier. For example, if an applicant is approved for 2x time, they would be provided with 7 minutes for each typed section's response page instead of 3.5 minutes.

**During the Casper test**, additional time is applied to the following sections unless otherwise specified:

- The instruction page presented before entering the video response section
- All word scenario pages
- All reflection pages
- All response pages
- All optional break pages

Additional time is **not** applied to:

- The introduction section of the test
- The time to watch a video scenario
- The Casper Practice Test located within an applicant's Acuity Insights account\*

*\*If approved for additional time, applicants will be provided with a link to a Casper Practice Test with their specific additional time or the closest appropriate time.*

Depending on the nature of the applicant's disability or condition, it may only be necessary for applicants to receive additional time on either the video response section, the typed response section, or both sections. An applicant's qualified professional will be given an opportunity to provide their recommendation on which sections of the test an applicant needs additional time, but it is ultimately at the discretion of the Acuity Insights Team.

Please note that applicants may not accumulate additional time to use at the end of their test for the purpose of reviewing previously completed sections. Regardless of accommodation status, applicants are not permitted to return to a previous page of the test once completed.

**During the Duet assessment**, additional time is not applied, as Duet is not a timed assessment.

#### 4.2 Assistive Software

Assistive software may be in the form of Speech-to-Text (dictation) or Text-to-Speech (reading) software. The use of assistive software must be explicitly approved by the Acuity Insights Team through the accommodation request process.

Applicants are responsible for procuring the relevant software and ensuring that it functions properly with our admissions assessments. One reason for this is that Acuity Insights does not use testing centers and thus each applicant's test environment (both physical and technological) may differ.

Applicants may use assistive software already familiar to them that meets their individual needs and are encouraged to test their chosen software with the available Casper Practice Test(s) prior to completing the assessments.

Speech-to-Text software is a tool that may be used to transcribe a verbal response into a typed response, instead of typing with a keyboard. For approved applicants, said software may be used for all or part of their Casper test. It is not applicable to Duet as this assessment does not require answers to be typed.

Text-to-Speech software is a tool that may be used to read aloud typed information, such as instructions, prompts, and questions. For approved applicants, said software may be used for all or part of our admissions assessments.

#### 4.3 Assistive Personnel

Applicants may be approved to use assistive personnel in the form of a Scribe and/or Reader. If approved for assistive personnel, applicants may choose to use their approved personnel for all



or part of our admissions assessments.

An approved Scribe may:

- Be used to transcribe a verbal response into a typed response, instead of the applicant typing with a keyboard
- Be used for all or part of the typed response section of the Casper test, as this is the only assessment that requires responses to be typed

An approved Reader may:

- Be used to read aloud any typed information, such as instructions, prompts, and questions
- Be used for any of our admissions assessments for which it is deemed necessary

An approved Scribe and/or Reader:

- **Cannot** be a friend, family member, or colleague of the applicant
- **Cannot** have previously completed any of our admissions assessments, nor have plans to complete them in the future
- **Cannot** be in view of the applicant's webcam for the video-response section of the Casper test\*
- **Cannot** provide their opinion, perspective, or advice on a scenario or response when completing any of our admissions assessments
- **Cannot** assist virtually/remotely (i.e., must be physically present)
- **Must** be in view of the applicant's webcam for the typed response section of the Casper test

*\*This is in conjunction with our commitment to minimize awareness of accommodations during the rating of the Casper test.*

Please note that it is the responsibility of the applicant to recruit their own assistive personnel. We suggest that if applicants need guidance, they should start by contacting their school's accessibility office.

Applicants must provide a signed copy of the confidentiality agreement (provided at the time of approval within their accommodations approval letter) and provide a photo of the Scribe and/or Reader's government-issued photo ID for proctoring purposes **at least two (2) days prior to their scheduled Casper test**. This information must be emailed to the Acuity Insights Team via [accommodations@acuityinsights.com](mailto:accommodations@acuityinsights.com).

If an applicant fails to provide this documentation, they will not be permitted to use assistive personnel during their Casper test.

Testing data will be reviewed post-test to ensure that Section 7 of Acuity Insights' [Terms of Use](#) has not been violated.

## Section 5: Accommodations Application Process

Applicants are required to first create their Acuity Insights account and reserve their Casper test prior to submitting their request for accommodations. If for any reason they are unable to reserve their Casper test, applicants are asked to inform the Acuity Insights Team of their intended Casper test date when submitting all required documentation.

### 5.1 Initial Request

Once the applicant has created their account and reserved their Casper test, they have the option to apply for accommodations. To do so, applicants are required to complete and submit the following:

- An [Accommodations Request Form](#):
  - Part 1 - To be completed by the applicant
  - Part 2 - To be completed by a qualified professional (as defined in Section 1)
- If required, additional supporting documentation, such as evidence of previous accommodations or previous medical evaluations

If an applicant was previously approved for accommodations by the Acuity Insights Team, they should refer to the validity period of their approved accommodations stated in their accommodations approval letter as it may not be necessary to submit another Accommodations Request Form.

All required documents must be submitted as soon as reasonably practicable (**at least four (4) weeks prior to the time of an applicant's scheduled or intended Casper test**). \* Applicants may submit their documents through one of the following methods:

- Email: [accommodations@acuityinsights.com](mailto:accommodations@acuityinsights.com)
- Secure upload link: Applicants may request a secure upload link for their accommodations documents by emailing [accommodations@acuityinsights.com](mailto:accommodations@acuityinsights.com)

*\*Please note that exceptions to the 4-week submission timeline and document requirements may be made in extreme circumstances (e.g., the second iteration of the Canadian Resident Matching Service (CaRMS) Casper test or medical emergencies). Applicants should contact the Acuity Insights Team with their completed Accommodations Request Form as soon as possible to inquire if an exception can be made.*

Once submitted, a member of the Acuity Insights Team will generally acknowledge receipt of the request within **one (1) business day**. If an applicant does not receive such a message within **five (5) business days** of submitting their request, they are asked to contact the Acuity Insights Team via [accommodations@acuityinsights.com](mailto:accommodations@acuityinsights.com).

To verify your current functional impairment, additional supporting documentation may be helpful or necessary. All supporting documentation pertaining to the accommodations request must be **current**, which in most cases means **within the last five (5) years**.

Examples of additional supporting documentation include but are not limited to:

- Documentation of previous accommodations granted at an educational institution or previous work environment
- Medical, psychological, and/or psychoeducational evaluations
- Supplementary documentation from additional qualified professionals

The above are examples of additional supporting documentation to help Acuity Insights process your request for accommodations. Please note that the submission of supporting documents is *optional* and at the discretion of the applicant unless otherwise required by the Acuity Insights Team to process an applicant's request.

Applicants will receive a response from Acuity Insights, generally via email, within **seven (7) business days** of their request. This response will confirm one of the following outcomes:

- Approved for all or some measures requested by the applicant, and provided with a personalized information package
- Denied all measures requested by the applicant
- Request for further information or additional documentation

If the applicant is unsatisfied with the outcome of their request, they have the option to request a Review and/or Appeal of their accommodations (see Section 7).

Approved testing accommodations are applied by the Acuity Insights Team to each individual admissions assessments reservation. At the time of approval, the team will apply approved additional time accommodations to any current reservations that fall within the validity period. For details on how to apply any currently valid accommodations to additional future reservations, please refer to Section 6.

Rescheduling an accommodated Casper test must be completed with the help of the Acuity Insights Team. If an applicant needs to reschedule an accommodated Casper test, they must notify the Acuity Insights Team via [accommodations@acuityinsights.com](mailto:accommodations@acuityinsights.com) as soon as reasonably practicable (**at least one (1) week prior to the time of an applicant's scheduled Casper test**).

Please note that all applicants (with or without accommodations) are subject to a rescheduling fee should they choose to reschedule within 30 days of a scheduled Casper test. Exceptions may be provided for those with verified technical or medical issues and those approved for a fee assistance program honoured by Acuity Insights.

## 5.2 Extension Request

Acuity Insights recognizes that some conditions are chronic and/or lifelong and are unlikely to substantially change in as few as five (5) years. As such, applicants with a future admissions assessments reservation that falls outside of their accommodations validity period and would like to continue to receive the **same** accommodations as were previously granted by the Acuity Insights Team are required to complete and submit an [Extension Request Form](#).

Applicants must submit their request as soon as reasonably practicable (**at least four (4) weeks prior to the time of an applicant's scheduled or intended Casper test**). \* Applicants may submit their documents through either of the following two methods:

- Email: [accommodations@acuityinsights.com](mailto:accommodations@acuityinsights.com)
- Secure upload link: Applicants may request a secure upload link for their accommodations documents by emailing [accommodations@acuityinsights.com](mailto:accommodations@acuityinsights.com)

*\*Please note that the same exceptions to the 4-week submission timeline and document requirements indicated for an initial accommodations request may apply (see Section 5.1).*

Applicants can expect similar timelines and format for the acknowledgement and processing of their request, as well as the application of their approved accommodations and rescheduling of their Casper test as outlined for an initial accommodations request (see Section 5.1).

If requesting any additional accommodations or modifications to previously granted measures, a new Accommodations Request Form must be submitted instead (see Section 5.3).

Please note that applicants will only be permitted to extend the validity period of their previously approved accommodation measures up to a maximum of five (5) years from the date of initial approval. After such a time, applicants will be required to submit a new Accommodations Request Form.

### **5.3 Amendment Request**

If an applicant receives new and substantial information related to their disability or experiences a worsening of their condition, they may wish to submit a new [Accommodations Request Form](#) to have their previously approved accommodations revised. Applicants should indicate on their new request form that they are requesting an amendment.

All required documents must be submitted as soon as reasonably practicable (**at least four (4) weeks prior to the time of an applicant's scheduled or intended Casper test**). \* Applicants may submit their documents through one of the following methods:

- Email: [accommodations@acuityinsights.com](mailto:accommodations@acuityinsights.com)
- Secure upload link: Applicants may request a secure upload link for their accommodations documents by emailing [accommodations@acuityinsights.com](mailto:accommodations@acuityinsights.com)

*\*Please note that the same exceptions to the 4-week submission timeline and document requirements indicated for an initial accommodations request may apply (see Section 5.1).*

Applicants can expect similar timelines and format for the acknowledgement and processing of their request, as well as the application of their approved accommodations and rescheduling of their Casper test as outlined for an initial accommodations request (see Section 5.1).

Please note that the request must demonstrate sufficient evidence that the applicant needs the additional or augmented measures. Receiving a lower-than-expected score on a previously completed Casper test will not be considered sufficient evidence that previously approved accommodation measures should be amended.

## Section 6: Duration of Approved Accommodation Measures

Unless otherwise specified, approved accommodation requests are valid from the date of approval listed in an applicant's accommodation approval letter until July 31st two calendar years from the year of approval.

For example, if an applicant requests accommodations on their Casper test taken at any point during 2023 and their request is approved, their accommodations will be valid for any additional Casper tests taken between their date of approval and July 31st, 2025.

Applicants may extend their accommodations validity period by submitting an [Extension Request Form](#) (see section 5.2). Please note that applicants will only receive the **same** accommodations as were previously approved by the Acuity Insights Team and may only be permitted to extend the validity period up to a maximum of five (5) years from the year of initial approval.

Approved testing accommodations are applied by the Acuity Insights Team to each individual admissions assessments reservation. At the time of approval, the team will apply approved additional time accommodations to any current reservations that fall within the validity period.

Consequently, if an applicant makes any additional reservations during their validity period, the applicant **must** contact the Acuity Insights Team via [accommodations@acuityinsights.com](mailto:accommodations@acuityinsights.com) to inform them of a new reservation **at least one (1) week prior to the applicant's additional Casper test date and time**.

Failure to notify the Acuity Insights Team at least one (1) week prior to the new test date and time may result in accommodation measures not being applied to new reservations or may require that the applicant's Casper test be rescheduled to a later date.

Please note that applicants with approved accommodations should be prepared to potentially re-submit their previously completed Accommodations Request Form and any supporting documents if requested by the Acuity Insights Team. In these cases, applicants will be informed directly regarding the need to resubmit said documents.

### 6.1 Exceptions to Accommodations Validity Periods

Accommodation requests approved for temporary medical conditions are only valid for the particular admissions assessments reservation(s) to which each request applies. In these cases, the qualified professional who completed Part 2 of the Accommodations Request Form is required to state the expected duration of the temporary medical condition impacting the applicant's testing abilities. However, the validity period of any approved accommodation measures for temporary medical conditions will be determined at the discretion of Acuity Insights.

Applicants who have been granted accommodations for temporary medical conditions will be informed of the approved validity period of their accommodations measures within their accommodations approval letter. The approval will be valid only for assessments taken during the approved validity period.

**Applicants requesting accommodations for any admissions assessments scheduled outside of their validity period will need to submit either an Extension Request Form (if symptoms persist) or a new Accommodations Request Form (if it is related to a new condition or disability).**

If an applicant's amendment request is approved this may reset their accommodations validity period. This means that their amendment request approval date will now be considered their new initial approval date, and they will receive their accommodations until July 31st two calendar years from their new approval date. However, this may not apply to applicants seeking an amendment based on temporary medical conditions and is at the discretion of the Acuity Insights Team.

## Section 7: Accommodations Review and Appeal Requests

If an applicant is unsatisfied with the outcome of their request for accommodations, they may request a review of the decision within seven (7) business days of receipt of the decision by emailing the Acuity Insights Team via [accommodations@acuityinsights.com](mailto:accommodations@acuityinsights.com).

If an applicant is unsatisfied with the outcome of the review, they may request an appeal within ten (10) business days of receipt of the decision of the review.

### 7.1 Review Request

When a request for review is received, the Acuity Insights Team will consider all correspondences and documentation originally provided by the applicant. The team member completing the review cannot be the same team member who initially reviewed the documentation.

The applicant will be notified of the review's outcome via email within ten (10) business days.

If new accommodations or modifications to existing accommodations are approved after review, the validity period will be effective from the date of the new approval, unless otherwise specified. However, this may not apply to applicants seeking an amendment based on temporary medical conditions and is at the discretion of the Acuity Insights Team.

If the applicant is unsatisfied with the outcome of the review, they may then choose to request an appeal.

### 7.2 Appeal Request

If the applicant is unsatisfied with the outcome of the review, they may request an appeal, which is handled by a panel assembled upon receipt of the request. The panel may ask for additional information or documentation from the applicant. It may take **up to three (3) weeks** from the appeal request date (or receipt of requested additional information, if necessary) to formulate a decision. All decisions from the panel are final.

The panel is comprised of the following members:

- **Internal Team Member** (1) - a member of the Acuity Insights Team that was not involved in the initial accommodations request nor the review request.
- **External Expert** (1) - a qualified professional in a field related to the applicant's disability or a subject matter expert with experience related to accommodation policy and process. They will provide advice based on their area of expertise.
- **Neutral Team Member** (1) - an internal Acuity team member who will not have had any prior exposure to the case, nor will they have a vested interest in its outcome. However, they will have experience with escalated or challenging accommodations request cases.

The team member who reviewed the initial accommodations request will provide any additional information that is required by the rest of the panel to make their decision(s). They will **not** be involved in the final decision.

Once the panel reaches a decision, the applicant will receive the outcome by email.

If the applicant wishes to proceed with completing their reserved admissions assessments following the decision, they will not be restricted from doing so. However, if the applicant does not wish to proceed with completing their reserved admissions assessments following the decision, they will not be entitled to a refund, in accordance with Acuity Insights' [Terms of Use](#).



## **Section 8: Feedback**

Acuity Insights welcomes feedback on how we provide accessible customer service and testing. Applicant feedback will help us identify barriers and respond to concerns. Applicants can provide feedback by emailing the Acuity Insights Team at [accommodations@acuityinsights.com](mailto:accommodations@acuityinsights.com).

To ensure that the feedback process is accessible to people with disabilities the Acuity Insights Team will provide or arrange for accessible formats and communication if requested.