

STUDENT ABILITY SUCCESS CENTER (SASC)
PROCEDURES FOR RECEIVING TEST
ACCOMMODATIONS

effective 8/9/18

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GETTING STARTED

The Test Accommodation Center (TAC) is responsible for the administration of accommodated exams on behalf of SDSU faculty for students who are registered with SASC. The TAC's responsibility is to both you, the student, as well as your instructors to ensure that all classroom exams and quizzes are carried out in accordance with your accommodations and your instructor's wishes. Administration of a test at the TAC will mirror the requirements for the classroom administration with the addition of the test-taker's appropriate and reasonable accommodations.

In order to receive test accommodation services, please carefully review the guidelines below. If you have any questions, please contact the test desk at the Test Accommodation Center (TAC).

Contact Information and Hours of Operation

Test Accommodation Center (TAC)

Location: Calpulli 1300

Test Desk: (619) 594-2643

Coordinator: (619) 594-7722

Office Hours: M-F 8:00a-4:30p

Test Administration: by appointment

Checking Out Test Accommodation Forms

- **Reservation for Testing Accommodations (RTA) forms** are checked out in the Test Accommodation Center, Calpulli 1300. All forms must be returned by the end of the semester in which they are checked out. This includes unused and voided forms.
- A form is required for each test taken. Tests given over a two-day period require two forms. As forms are submitted, you may check out additional forms.
- You can check out up to 4 forms at one time, or you can bring in copies of your syllabi to check out all forms needed for the semester.
- If you have weekly quizzes and all of the following conditions are met, you may use one form for all of the quizzes (see following section on quizzes for additional information):
 - You must have a schedule of all quizzes.
 - All quizzes must last the same amount of time and be 30 minutes or less in length.
 - Each quiz must be given at the same time of day .

Completing RTA Forms

You are responsible for initiating the exam booking process and submitting your RTA forms. Instructors are not able to schedule exams for you.

You are responsible for making sure all information requested in your section of the form, as well as the professor's section, is provided. **We will only allow materials and timings noted on the RTA, so check the form carefully before submitting.**

- You may use all or part of your authorized accommodations, depending on the type of test. When you submit your RTA form, the front desk staff will ask which accommodations you will need for the specific exam. At that time, please be sure to specify all accommodations needed.

If accommodations are not requested at the time you submit your RTA, they may not be available on the day of your exam.

- If additional materials have been authorized by your professor, it must be noted on the form. These materials may include scratch paper, a calculator, a ruler, and notes. If these items are not specified on the RTA, you may not be allowed to use them for your exam.
- **Mobility Accommodations:** SASC attempts to assign those with mobility related accommodations to test rooms in SASC. If you have a mobility related accommodation that is not visible, please ask to have it noted when submitting your RTA

- **RTA forms (except for finals) are due, completely filled-out and signed by the professor, by close of business (4:30pm) at least one week before the test day.** If this deadline is met, your accommodations are guaranteed. You are encouraged to turn in RTA forms as soon as possible. The TAC will accept completed RTA forms (including forms for Final Exams) as early as the first week of class.
- Forms submitted after the deadline date will be accommodated on a first-come-first-served basis. If SASC cannot accommodate some or all of your listed accommodations (i.e date/time, using a writer or requesting a private room), you will be notified as soon as possible in order for you to have time to make alternate arrangements. You will be contacted only if SASC cannot accommodate your request.
- Students who turn in RTA forms late three or more times per semester may be unable to schedule any further exams until speaking with the Coordinator. Any subsequent issues may result in a meeting with the Director of Student Ability Success Center.

Note: SASC does have a drop box to the right of our front door. RTA forms can be turned in there. The box is checked in the morning at 8:00 a.m. and any forms received will be dated as having been received the day they are processed. Forms not completed properly will not be processed. You may call the Test Desk ((619) 594-2643) between 9:00 a.m. and 4:30 p.m. to make sure we have received the form and do not have any questions. Your copy can be picked up at your convenience.

Scheduling Final Exams

- **Final exam forms are due approximately one month before finals begin.** The exact date is posted in SASC at the beginning of each semester and must be met in order for your finals date and time to be guaranteed. All date and time changes must be approved by SASC as well as your professor. The schedule for final exams is located online in the class schedule.
- If final exams are not scheduled by the announced deadline, you have the following options to still receive testing accommodations for your Final Exams:
 1. You may take your final exam(s) at the TAC the week before Finals Week or at another time during Finals Week with the approval of your instructor(s).
 2. You and your instructor(s) can make separate arrangements outside of the TAC for you to take your final exam(s) with accommodations proctored by the instructor(s) or another proctor appointed by the instructor(s).
 3. **OR** you will need to take your final exam(s) with the class on the day and time specified in the University Finals Week Schedule.

Test date or time changes

Changes to a test date or time must be submitted to the TAC on the same day the changes are announced in your class. You can either come in, call (619) 594-2643 or email TAC.SASC@sdsu.edu. Provide the following information:

- Your name
- The date of the test
- The time of the test
- The course number (i.e. Psy 101)
- The original date or time
- The new date or time

If we are not notified immediately, changes may not be able to be guaranteed and you may need to negotiate with your professor for a day and time that SASC can accommodate.

Canceling a test

If you wish to cancel a test, you must provide the TAC with two days (48 hours) notice either in person, by phone or by email. Failure to do so will result in a no-show (see below). When canceling, please provide us the following information:

- Your name
- The date and time of the test
- The course (i.e. Psy 101)
- Whether or not you will be rescheduling the test at a later date

Rescheduling a test

If you cannot take a test, you must notify your professor and the TAC immediately. You can email the TAC at TAC.SASC@sdsu.edu or call the main office at (619) 594-2643. When emailing or calling, please provide the following information:

- Your name
- The date and time of your class
- The course (i.e. Psy 101)
- State the reason for wishing to reschedule (**you must have the professor's permission to reschedule!**)
- If emailing, please include your instructor in the email as well.

Note: if this occurs frequently throughout the semester (three or more times), you may be unable to take any further exams at the TAC until you have met with the Coordinator. Any subsequent issues may result in a meeting with the Director of Student Ability Success Center. **Exams rescheduled due to a change by your instructor will not require these meetings.**

No-shows

If you do not come to a scheduled test without proper notification (48 hours notice), you are considered a no-show.

- Any no-shows will be noted in your SASC record.
- After your third no-show you may be unable to take any further exams at the TAC until you have met with the Coordinator. Any subsequent issues may result in a meeting with the Director of Student Ability Success Center.
- Any exam rescheduled as a result of a no-show is subject to professor's approval and TAC's availability. You are responsible for initiating this.

Lateness

In order to respect the integrity of university exams, the TAC has the following procedure for anyone arriving late to an exam appointment:

- If you are late to take your scheduled exam for any reason, you forfeit the missed time. This means that the end time will remain the same and no additional time will be granted.
 - The only exceptions are if the TAC operations are causing a delay or if you are bringing the exam directly from the professor, and the professor is running late. If this is the case, you should then include a note from the professor.
- The TAC may notify the professor if you are more than 15 minutes late for your scheduled time. If you are 20 or more minutes late, the TAC will not administer the exam at that time and you will be asked to reschedule. You are responsible for rescheduling the exam.
- Test time cannot be used for studying. If you do not start your exam when the proctor is ready for you, you will be considered late. The same policies for late students will apply to you. Additionally, this will be noted as an **irregularity** and will be dealt with as such. Please see the section "Policy on Academic Dishonesty" for more information about exam irregularities.

Note: If this frequently occurs throughout the semester (three or more times), students may be unable to schedule any further exams until speaking with the Coordinator. Any subsequent issues may result in a meeting with the Director of Student Ability Success Center.

Quizzes

Quizzes are accommodated in the same manner as classroom tests. If quizzes are given at the start of class, you may want to consider the following to prevent losing class time:

- Arrange with your professor to start your quiz earlier than the class so that you can be back in class when the lecture starts (remember to allow for your extended time as well as travel time to the class).
- If the quiz is not graded or discussed immediately following its completion, request to take it at the end of the class.
- Arrange for a classmate to take notes for the portion of class you will miss.

Pop quizzes are also accommodated. If you know your professor plans on giving pop quizzes during the semester, please contact TAC at the beginning of the semester to make the arrangements.

Planning for Your Test

You should do the following to prepare to take your test with accommodations. If changes need to be made, you are responsible for notifying your professor(s) and the TAC as soon as possible.

- Look over your copy of the RTA to verify what materials you are allowed and what time you should arrive at the TAC.
- Confirm that you have resolved any timing conflicts that may occur due to your extended time. The TAC is not responsible if you “double book” yourself.
- If your RTA is marked that your test will be emailed, faxed, dropped in the department office or delivered to SASC, please remind your professor of this 1-2 days before your test day.
- Before coming to SASC, make sure you have all materials needed (i.e., blue book, scantron, pencil, scientific/graphing calculator, dictionary, etc.). The TAC does not provide those materials.
- If you will be picking up your test in your classroom, you should have all of your needed materials before your class starts and you should make sure to arrive to your class on time.

Note: Remember, the test must be in a sealed envelope with the professor’s signature across the seal or SASC will not accept it and you will be sent back to class. Additional time will not be granted to you. Envelopes are available for your use in the TAC office. Please stop in prior to your test (up to a day before) to get one.

Day of the Test

- The meet time noted on your RTA (typically 15 minutes before your test) is when you should plan to arrive and check in at the TAC.
- Your actual test start time is the same as your class, unless you will be bringing us the test in a sealed envelope. In this case, your start time is 15 minutes after the start time listed by your instructor. We will not start tests earlier than your class begins without your professor’s permission.

Exception: All final exams are scheduled to start 15 minutes after the test time noted on the RTA. Your meet time will not change.

- Please be on time. Your test time starts as scheduled, whether or not you are here, just as it does for those students taking the test in class. Arriving late, therefore, will result in lost time for completing your exam. If you arrive more than 20 minutes after your start time, we will not administer your exam at that time and you will need to negotiate rescheduling your test with your professor.
- Test time cannot be used for studying. If you do not start your exam when the proctor is ready for you, you will be considered late. The same policies for late students will apply to you. Additionally, this will be noted as an **irregularity** and will be dealt with as such. Please see the section “Policy on Academic Dishonesty” for more information about exam irregularities.

- When arriving at TAC, check in at the front desk. You will be required to show photo ID. TAC reserves the right to not administer an exam if students do not have identification on them.
- You will be instructed to take out your allowed materials. Remember, we will only allow those materials noted on your RTA. If the professor changed the items allowed, you can bring a signed note from the professor, or ask them to email the TAC with the approved changes and we will note the changes. Your allowed materials will be checked and you will be asked to put all other items, including your cell phone and smartwatch, in a locker. **No cell phones or smart watches are allowed in the testing area.** If leaving a cell phone in a locker, remember to turn it OFF. If you want a timepiece (i.e. watch, clock, timer), remember to bring one. SASC has a limited number and they are for the proctor's use.
- When shown to your test room, you will be told how much time you have to take the test. Clocks or timers will be pointed out to you in your testing area.
- The proctor may ask you to remove your hat or jacket hood. This is to help us best proctor your exam. If you have any questions or concerns about this, please talk to the TAC Coordinator.
- If you feel there is an error on the test or you have a question you feel the professor would answer, notify your proctor as soon as possible. Time needed to correct errors will not be counted as part of your test time.
- If you have a personal need (i.e. use of restroom), please notify your proctor. Unless breaks are one of your authorized academic accommodations, the time used will be part of your test time. You are not allowed to leave the TAC during a test. There is a restroom in the office for your use.
- If you are authorized breaks as part of your accommodations, when you are ready for a break, notify your proctor. You are not allowed to leave the TAC during a test. There is a restroom in the office for your use. Break time not used will not increase your test time.
- When done with your test, make sure to clean up after yourself (i.e. collect your trash, brush off the table) and take all test materials to your proctor. The proctor will check your test materials and dismiss you. TAC will collect all material that is related to the exam (notes, scratch paper etc) and return it with your exam. Once dismissed, collect your belongings.
- If you are to return the test to the professor, your proctor will give it to you in a sealed envelope with their signature, the date and the time across the seal before dismissing. You will be asked to sign showing that you have received the test to return.
- SASC will return all other tests. Tests will be returned within two business days. When tests are returned, they are signed for. If your professor states that they did not receive the test, please notify us and we will provide you the information regarding when and where it was returned, as well as to whom it was given.

Understanding your Accommodations

Your counselor will work with you to determine which accommodation(s) are appropriate for your needs. You are responsible for informing the TAC of any changes to your testing accommodations as soon as possible in order to ensure that scheduled exams are updated.

- Extended time (e.g. time and a half, double time)
 - Timing will be established based off of the listed time that your instructor has provided for us. For example, if the class is given 1 hour to complete a test and you have time and half, you would be allotted 90 minutes (1 hour 30 minutes). This is not extra time for studying, and you will be expected to start at the same time as the rest of your class.
- Reader and / or Writer
 - If you authorized to have a proctor to read and / or write your exam for you, you must indicate that at the time of exam booking. A reader/writer will not be automatically assigned to you. Proctors will not provide you with assistance in interpreting or rephrasing your exam nor will they help you beyond what is assigned to them. The completion of your exam is your responsibility.
- Separate, Quiet Room (SQR):
 - This accommodation is authorized on an “if available” condition. This means that separate rooms are not always available at the time you have requested (especially during finals). SASC will do its best to assign this accommodation if it is requested on the RTA form. You will be notified ahead of time if a private room will not be available for your test.
- Breaks
 - Break amounts and duration will be determined by you and your counselor. Typically, it will look something like “5 minute break every 45 minutes.” This means that for every 45 minutes your exam is, you are entitled to a five minute break. These breaks do not stack, so if you do not use your break the first 45 minutes, you cannot take a 10 minute break later in the exam.
- Computer or other equipment (e.g. projector)
 - If you (or the exam) are authorized the use of a computer or other equipment, you must indicate that at the time of booking the exam. The TAC has computers in some of the testing rooms set up for your use during exams. Other specialized equipment may have to be supplied by you or your instructor.
- Assistive technology (e.g. voice recognition, screen reader)
 - These require training from SASC’s Alternative Media Specialist prior to use in an exam. Due to the extra time needed to process exams needing assistive technology, exam booking deadlines will be especially strict. Plan ahead if you will be using these!
- Alternate Formats (e.g. Braille, enlarged text)
 - Due to the extra time needed to process exams needing alternate formats, exam booking deadlines will be especially strict. Plan ahead if you will be using these!

Policy on Academic Dishonesty

Student Ability Success Center and the Test Accommodation Center at SDSU strive to maintain their credibility as a valuable SDSU resource that offers services to students with disabilities. At the Test Accommodation Center, it is expected that all students taking exams adhere to University academic standards and guidelines. All exams and quizzes taken at the Test Accommodation Center are monitored for irregularities and recorded by video camera, a method which is less intrusive than having a test proctor sitting in the room.

Irregularities may include, but are not limited to the following:

- The use of a cell phone or other unauthorized device
- The use of unauthorized notes or materials
- Exceeding exam time without authorization

If any employee of the TAC witnesses any irregularities the following actions will be taken.

First Offense: Any irregularities will be reported to the professor. California State University's Executive Order 969 requires faculty members to report incidents of academic dishonesty to campus judicial officers. Other disciplinary action may be taken by the professor. SASC and the TAC will keep record of this incident and place it in your file.

Second Offense: If an irregularity occurs a second time, the same process will be used in reporting to the professor. You will also be required to meet with your SASC Counselor.

Third Offense: If an irregularity occurs a third time, the student will be reported to judicial officers within the Center for Student Rights and Responsibilities in addition to notifying your professor.

Troubleshooting

- **How do I know when my exam/quizzes/finals are?**
 - Professors typically will list all of those dates in their syllabus. Finals times are set by the university and can be found online at http://registrar.sdsu.edu/calendars/final_exam_schedule if your instructor has not listed it in their syllabus. If you are unsure about a date, confirm with your instructor either via email or during their office hours.
- **I'm late turning in my RTA forms because I was sick/professor was out/I forgot/etc what should I do?**
 - The TAC strongly recommends turning in all RTA forms at the beginning of the semester to avoid situations like this. However, we understand that sometimes things come up. If you are late turning in a form for whatever reason, the TAC will do its best to accommodate you. We will contact you as soon as possible if we are unable to accommodate some or all of your request. At that point, it will become your responsibility to determine how you wish to take your test.
- **How do I know when my test is? How will I know how much time I have for my test?**
 - When you turn in your RTA form, the people working at the front desk will determine your meeting time, your start time as well as your extended time. They will write this down on your RTA and hand a copy back to you for your reference. If you turned in your RTA after hours into the dropbox, please come by during business hours to receive your booking receipt. You are also welcome to call the front desk and we would be happy to provide that information for you.
- **My instructor provided incorrect information on the RTA form about my test (wrong day, wrong time, missing materials etc)**
 - It is your responsibility to ensure that your instructor has provided the correct information you will need to take your test. If you notice an error prior to turning in your RTA form, please contact your instructor immediately. Do not turn in an RTA form you know to be incorrect. If you notice an error after scheduling, contact your instructor and the TAC as soon as possible. We will need authorization from your instructor to make any changes to a booked exam.
- **I have a scheduling conflict due to my accommodated test(s)**
 - Notify your instructors and the TAC immediately. You must work with your instructors and the TAC to determine a solution that works for all parties. The earlier you catch this, the easier it will be for us to help you solve the problem.
- **I'm taking an online class and/or my exam is on Blackboard. Do I still need to turn in an RTA form for a test?**
 - That depends. Many online and Blackboard exams are treated similarly to “take-home” exams and most likely will not require you to turn in an RTA form, as you will not be taking the test at the TAC. You must let your instructor know of any accommodations you may require for the exam ahead of time (ideally at the beginning of the semester, but at least one week prior to any online test).

- If you want to take your online test at the TAC, you must turn in an RTA for the test. Please let us know that the test is online and what you will require when booking the exam.
- **I'm running late to my scheduled testing appointment.**
 - Call the front desk as soon as you are able. We will work with you to determine whether you will need to reschedule. Depending on the nature of your lateness, the TAC may help you work with your instructor to reschedule.
- **I need a computer for a test/I would like a private room/ I need a writer for a test**
 - If this is an approved accommodation, we will be happy to provide this for you. Please note that all requests must be made at least one week in advance as we may not have availability for your requested accommodation if scheduled late.
- **I showed up for my appointment on time and the exam is not ready. What do I do?**
 - If your test is not ready due to an error on the part of the TAC or your instructor, we will work with you to make sure your test happens as soon as possible. We will keep you informed about the status of your exam as we work to locate it. Your time will not be affected by this.
 - If your test is not ready due to an error made by you (ex: you were supposed to pick up the exam or you did not schedule your exam), you will be responsible for either rescheduling the test or taking it in class. Your time will be affected by this.
- **My test is supposed to start later than 4:30 / My exam is on a Saturday. Can I take my test at the TAC?**
 - Definitely! We are happy to proctor exams outside of our normal business hours for exams starting as early as 7:00 am and ending as late as 10:45pm M-F and between 8:00am and 6:00 pm on Saturdays, as long as the test has been scheduled at least one week in advance. Any exams scheduled late will be subject to our staff's schedule and you may have to reschedule your exam.