

# DRC Testing Proctoring Student Guidelines Hybrid: Remote & In-person Services

Testing Center Phone: 760.744.1150 ext. 3939

DRC Office Google Phone: 760.593.7230

[drc@palomar.edu](mailto:drc@palomar.edu)

## Testing Center Hours BY APPOINTMENT ONLY

Monday- Thursday

8:00am-5:00pm

(Exams must be completed by 4:45pm)

Friday

Remote Services Only

8:00am-2:00pm

Welcome to **Fall 2021**! This guide is intended to help you navigate how to receive testing accommodations in the current instruction setting. Students that have questions about exam accommodations and administration should first ask their instructors for clarification and expectations. If access is not possible using existing course resources/technology in the alternative instruction setting, or require complex exam accommodations the student should contact the Disability Resource Center via phone, email, or online contact form at <https://www2.palomar.edu/pages/drc/drc-contact-form/>.

## DRC Testing Center Staff

Cynthia Cordova

**Testing Center Coordinator**

Rosa Garcia Lizarraga

**Testing Center Assistant**

Dr. Shauna Moriarty

**DRC Director**

## Steps to ensure approved accommodations are ready for your exams:

### Accommodation Letter(s)

- If you would like to use approved testing accommodations, please be sure you have a current Authorized Academic Accommodation Letter for each course(s).
- You may check if you have current approved accommodation letter in **MyDRC** (<https://www2.palomar.edu/pages/drc/mydrc/>) or you may contact the DRC at [drc@palomar.edu](mailto:drc@palomar.edu) or 760.593.7230 or 760.744.1150 ext. 2375.
- If you **do not have a current (FALL 2021) Accommodation Letter(s)** approved by a DRC counselor, please complete the following steps:
  1. Complete the short **online Accommodation Request via MyDRC:**  
<https://www2.palomar.edu/pages/drc/mydrc/>
    - Instruction on how to submit a request can be found here :  
<http://www2.palomar.edu/pages/drc/files/2016/02/TestingProcedure.pdf>  
(Please be sure to follow steps 1-8 only)
    - Approved Accommodation Letter(s) will be emailed to your **Palomar email**.
  2. Forward the Accommodation Letter(s) to your Instructor(s).
  3. Ask your instructor(s) to review and acknowledge the document via **MyDRC** (<https://www2.palomar.edu/pages/drc/mydrc/>) or sign and return the letter(s) via email to the DRC at [drc@palomar.edu](mailto:drc@palomar.edu)
  4. Inform your instructor(s) to apply the accommodations for all quizzes and exams **three (3) business days** before your scheduled quiz/exam.

***\*New or Revised Accommodations Letters should be given to your instructor three (3) business days in advanced\****

## Online Exams

### Before an Exam

- Ask your Instructor(s) for clarification and expectations for quiz and/or exam.
- Talk to your Instructor(s) and use resources/technology available in your course(s).
- **Three (3) business days** before your scheduled quiz/exam, kindly remind them that you are a registered DRC student and that you have been approved for accommodations.
- Direct them to **MyDRC** (<https://www2.palomar.edu/pages/drc/mydrc/>) to allow them to see a copy of your Accommodation Letter that outlines your approved accommodations.
- Direct them to the DRC Testing Center for information on how to provide testing accommodations at [drcproctor@palomar.edu](mailto:drcproctor@palomar.edu) or 760.744.1150 ext. 3939.
- Before starting your quiz or exam in Canvas, check to see if your extended time accommodation has been applied. Contact your Instructor via their preferred method of communication (ex. email, Canvas, etc) and the DRC if the extended time has not been applied or applied with the incorrect amount of time.
- **DO NOT START THE QUIZ/EXAM** if the accommodations have not been applied. Contact your Instructor and the DRC **right away** informing them that your testing accommodations have not been applied to the quiz/exam.
- Instructors can also contact the **ATRC** (<https://www.palomar.edu/atrc/>) for more assistance on how to provide extended time on Canvas exams.

## On-campus Proctoring

- Students taking face-to-face courses on campus and seek to have exams proctored by the DRC will need to schedule a proctoring appointment **five (5) business days** in advanced of their scheduled exam.
- Exam should coincide with the same time or time frame given to the class.
- Once appointment has been approved, the student will receive an email confirmation with **On-Campus Proctoring Agreement** outlining policies and procedures.
- Due to limited seating in Testing Center per CDC regulations, students are encouraged to **arrive 15 minutes before their scheduled appointment to allow ample time for check-in.** If student arrives more than 15 minutes late to appointment, the following alternatives will apply:
  - DRC Testing Center staff will need to determine if students can be accommodated
  - Take the exam with the remaining time,
  - Or reschedule for a different day or time with your instructor's written approval via email or verbal approval via phone (DRC to request approval).
- Proctoring will take place at the Testing Center (NA-2).
- Only one student will be permitted in the Testing Center lobby at a time.
- All students and proctors are required to be screened for a temperature and symptoms of COVID-19. Please use Palomar's Pre-Screening Form via Palomar App. If approved, you will receive a "You are Clear!" pass. Please show "You are Clear!" pass to the DRC Testing Center staff at check-in.
- Student and proctor must **always maintain 6 feet apart.**
- Student and proctor **must properly wear a mask covering at all times.**
- Students that do not comply with requirements, will be reminded of the policy. If the student continues to disregard the protocol, they will be asked to leave, and the exam will be collected as is. If the situation escalates, Campus Police will be notified, and an incident report will be filed with Student Life & Leadership. Instructor will also be notified of the incident.

According to the Centers for Control and Disease Prevention, wearing a mask properly includes the following:

- Wash your hands before putting on your mask
- Put it over your **nose and mouth** and secure it under your chin
- Try to fit it **snugly against the sides of your face**
- Make sure you can breathe easily
- CDC does not recommend use of masks or cloth masks for source control if they have an exhalation valve or vent



## Reader & Scribe

- Student must request a proctor **five (5) business days** in advanced of their scheduled exam or quiz by contacting the DRC by phone, email, or online contact form (<https://www2.palomar.edu/pages/drc/drc-contact-form/>).
  - Please note, testing appointments that require a reader or scribe made after the **five-day deadline** may not be supported.
- The DRC would like to encourage students approved for readers and scribes to utilize available assistive technology and alternate media. Students seeking approval and training in alternate media and assistive technology, should contact their DRC counselor.
- Approved Student Aides are only allowed to assist with personal hygiene or matters involving student safety. Refer to DRC's Student Aide forms.
- Exam time should coincide with the same time or time frame given to the class.
- Once the exam appointment has been approved, the student will receive an email confirmation with the **Remote Proctoring Agreement** outlining the protocol for the appointment.
- All exams are to be taken at the scheduled time unless authorized by the instructor for a different time or day.
- A Zoom meeting invitation will be sent to the student's Palomar email 15 minutes prior to the appointment.
- Students are expected to arrive on time. If late, the following alternatives will apply:
  - Take the exam with the remaining time,
  - Or, reschedule for a different day or time with your instructor's written approval via email.
- Students are to show a picture ID, have webcam on, be able to screen share, and only have pre-approved materials on hand.
- Students are to not leave the testing area or move from the sight of the proctor. Students are to use the restroom before the start of the exam. Exceptions apply for students who have "restroom breaks" listed on their DRC Authorized Academic Accommodation Letter. In such cases, students leave the online testing area due to disability-related symptoms for these approved restroom breaks.

### Upon entering Zoom appointment, student will be required to:

- Show picture ID: if student does not have a picture ID, the student is required to contact the Testing Coordinator at [drc@palomar.edu](mailto:drc@palomar.edu) for an alternative method of identification.
- Scan room with computer video (webcam), showing surroundings and work area.
- Student must show proficiency to screen share with proctor. In the event that the proctor needs to confirm student is viewing appropriate materials during exam, the student must screen share.

- Turn off or mute cell phone and other devices that may interfere with administering the exam.
- Show pre-approved materials (blank scratch paper and calculator, etc).

#### **During Exam:**

- Only the student is allowed in the room during testing.
- Workspace and hands must be visible on computer screen during testing session
- Student should avoid looking around the room or anywhere other than computer screen and workspace.
- Exam will be presented one page at a time; if breaks are allowed, they will need to be taken after completion of an entire page.
- Student can return to any questions before the end of the testing session; if breaks are taken, student can only return to questions presented before the break.
- Student will announce when needing to use scratch paper; front and back of paper must be shown before using, then again must show front and back after using.
- Student should not get up and move during the exam or leave the view of the webcam, unless a break is allowed.
- If breaks are allowed, they need to be taken in view of the webcam.
- Headphones may be used only if connected to the computer student is working/testing from.
- Hats and sunglasses may not be worn during testing.
- Any suspicious behavior must be reported to the Instructor and the DRC Testing Coordinator.

## Other Accommodations:

### North, South & Escondido Education Centers

- Students requesting to take face-to-face exams at the North, South, or Escondido Education Center as required by their instructor while implementing DRC approved accommodations will need to contact the DRC Testing Center **five (5) business days** in advanced of the scheduled exam.

### Evening Classes

- Students in courses with exam times that fall outside of the DRC Testing hours may:
  - Work with the instructor to receive the approved accommodations at the class/exam time.
  - Schedule the exam during DRC's testing hours on a day/time agreed upon by the instructor.
  - Please contact the Testing Center **five (5) business days** in advanced of the scheduled exam if you are unable to take the exam during our regular hours.

### Breaks

- If restroom breaks during testing have been approved, the student must bring all quiz/exam material to the proctor as they is not allowed to leave with exam materials or personal items such as a cell phone after the testing appointment has begun.
- The student will have **10 minutes** to use the facilities. Time exceeding 10 minutes will be documented and reported to the instructor. Any unusual activity or unusual length of time taken for the break will be documented and reported to the instructor. **Testing time will not be paused** during break (unless "restroom breaks, clock stopped" is an approved accommodation on your Accommodation Form and AAP). If the instructor does not allow restroom breaks during the duration of the exam, the DRC will need to follow the professor's request, unless restroom breaks are an approved accommodation. DRC staff will notify the student at the beginning of the testing appointment if they are not allowed to take restroom breaks.

## Other Important Information:

### Reschedule an Exam Appointment

- Students will need to provide approval from the instructor with the new time and date. Once a new time and date have been approved, the student must contact the Testing Center to reschedule. Example of approval include:
  - Email or phone call from the instructor to the DRC Testing Center.
  - New online submission or blue DRC Proctor Form with the updated information.

### Cancellation & No-Show Policy

- Students are responsible for canceling testing appointments by phone or email. If the student fails to cancel, the appointment will be marked as a no-show.
- After two (2) no-shows, the student will need to meet with the DRC Director to get testing accommodations re-instated.
- Only students and instructors are allowed to cancel testing appointments.

### No Appointment Policy

- All exams proctored by the DRC Testing Center Exam **will need to be arranged in advanced five (5) business days** in advanced of their scheduled exam.
- Exam appointment requests not made five (5) business days in advanced will need to be reviewed by the Testing Center Coordinator. Please contact the Testing Center Coordinator at [drcproctor@palomar.edu](mailto:drcproctor@palomar.edu) or 760.744.1150 ext. 3939 to request exam appointment.
- Availability is determent by space and time and other approved accommodation needs.
- After two (2) “no-appointments” incidents, the student will need to meet with a DRC Counselor or Director to get testing accommodations re-instated.

### Cheating

- Please note that DRC staff monitor a live video camera feed that records activity in the DRC Testing Center. DRC staff monitors live video during one-on-one proctoring over Zoom. All incidents of cheating or suspicious activity will be documented and reported to the instructor. Cheating is a violation of the Standards of Student Conduct (AP 5500) and may result in suspension or expulsion. Should the student violate the terms agreed upon



between the student, the instructor and DRC, DRC testing accommodation service may be suspended. The student will receive a letter sent by US Mail to the address on file for Palomar College, informing the student about the decision and condition(s) to determine reinstatement of this service.

## Disruptive Behavior

- Students are to adhere to Palomar College Student Code of Conduct at all times. All violations will be documented and reported to the Office of Student Affairs and the DRC Director.

## Time Allowed During Exams

- Time will be determined based on the standard time for the exam provided by the instructor. The standard test time will then be adjusted based on the student's approved extended time accommodation (time and a half or double time). If the instructor does not provide a standard time for exam, DRC staff make an attempt to obtain this information via email or phone.
- The student's test time will start when the student arrives to their designated seat in the Testing Center. The students are responsible to monitor their own time. Students are encouraged to use the clock in the room or on the computer, if applicable, or a personal timer to monitor their time independently. Personal timers can be requested at any time during the exam.
- When the student's time has expired, the student will be notified by the test proctor. If the student continues to work on the quiz/exam after the allotted time has expired, the proctor will make a note that the student neglected to stop despite being instructed to do so. It is to the instructor's discretion if the student will receive credit for the quiz/exam.
- If the student runs out of time, it will be noted; the instructor is not required to allow the student additional time to complete the quiz or exam. If the student would like to request additional extended time, the student will need to make an appointment with a DRC counselor to discuss an accommodation request/revision.
- DRC staff are not allowed to extend time or adjust accommodations if the exam was not completed during the scheduled test. If a student would like to request additional

extended time for subsequent exams, they need to make an appointment with a DRC counselor to discuss this accommodation request/revision.

### Upon Completion of Exam

- All materials must be turned into the proctor, including quiz/exam, scratch paper, and notes (if approved).
- Once the quiz/exam has been handed over to the proctor, it will be placed in a sealed envelope, and it will not be able to be given back to the student. If the student would like to make corrections or add information, the student will need to make arrangements with the course instructor.
- DRC will deliver the quiz/exam to the instructor or department unless otherwise specified on the envelope by the instructor.

## Useful Tips for Creating Distraction-Reduced Setting at Home

- Set up your workspace: find an area in your home that's conducive to working. Make sure it allows you to stay focused.
- Simple is best: If possible, place your workstation away from distractions. Maintain your desktop clear of clutter and only have approved items (pencils, pen, computer)
- Turn it off: Be sure to turn off your television and cellphone. This will allow you to fully focus on your exam.
- Noise: Earplugs, headphones with or without music, or a white noise machine might help keep you focused.
- Take breaks: Give yourself breaks if needed. Pause, close your eyes, and take a few deep breaths. Be mindful of your time and pace yourself.