



## **Disability Resource Center**

# Student Test Accommodation Policies and Procedures Handbook

Testing Center  
NA-2  
760.744.1150 ext. 3939  
[drcproctor@palomar.edu](mailto:drcproctor@palomar.edu)

# DRC Student Test Accommodation Policies and Procedures

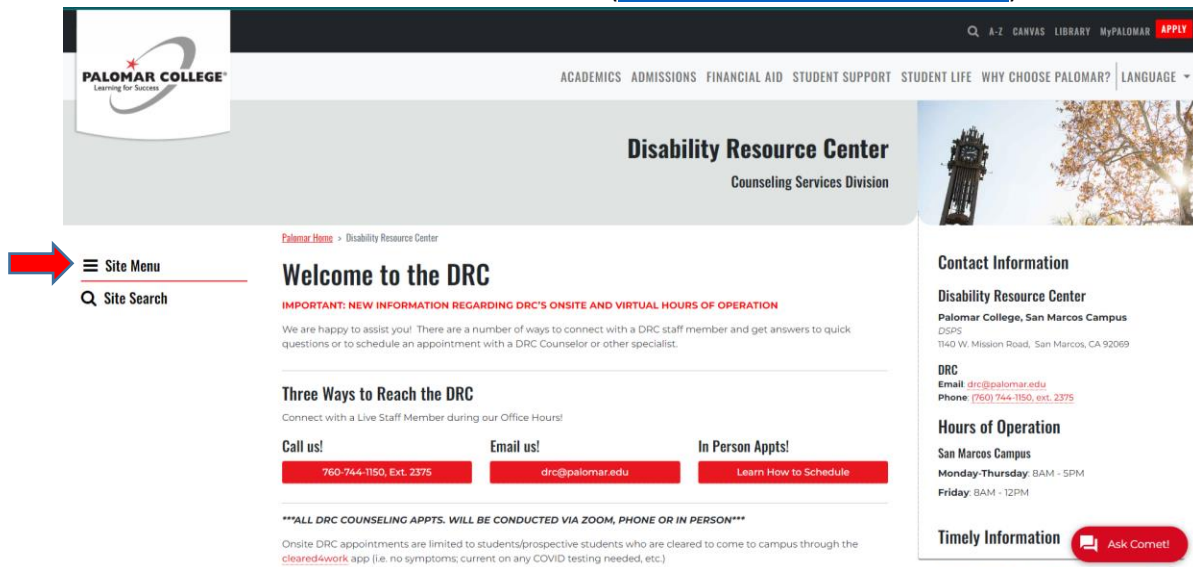
## MyDRC

MyDRC allows registered and active DRC students to request accommodation letters, print accommodation letters once they are authorized, and book exam appointments online. To log-in to MyDRC you will need your **Palomar student e-mail address and password**. It is the same log-in information that you use to access Canvas.

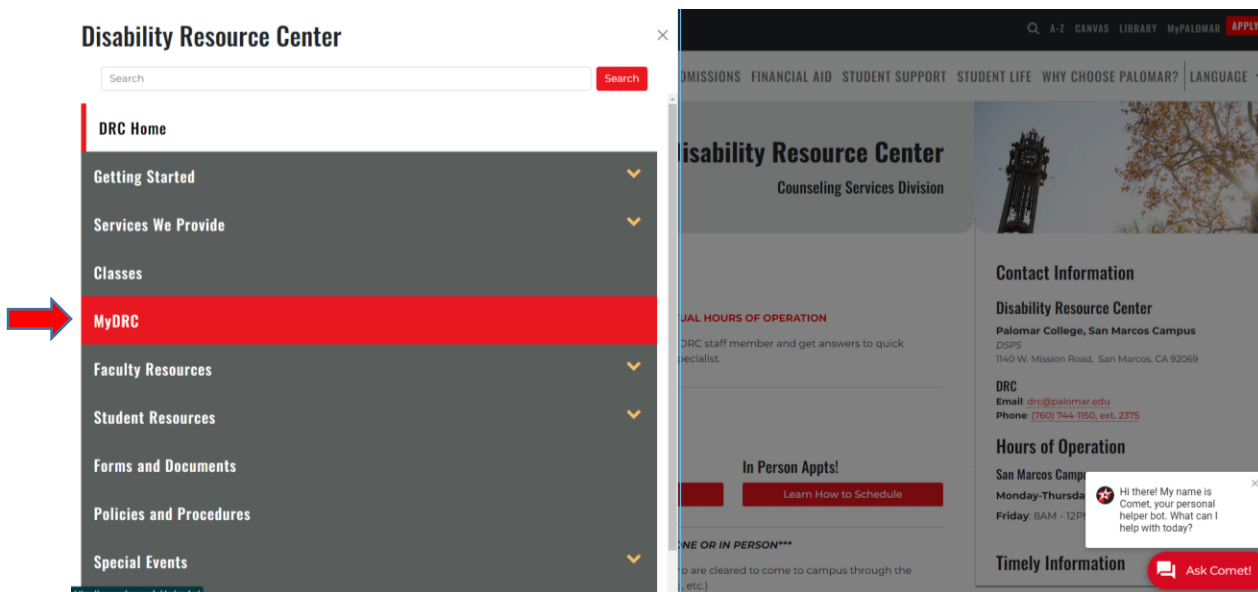
Please review [Palomar's Health and Safety Guidance](#) for the most up-to-date information on COVID-19 related information and policies.

### How to access MyDRC:

1. Click on "Site Menu" on the DRC website. ([www.palomar.edu/drc/mydrc](http://www.palomar.edu/drc/mydrc))



2. Click on "MyDRC"



### 3. Click on “MyDRC Student Log-in”

The screenshot shows the Palomar College website header with the logo and navigation links: ACADEMICS, ADMISSIONS, FINANCIAL AID, STUDENT SUPPORT, STUDENT LIFE, WHY CHOOSE PALOMAR?, and LANGUAGE. Below the header, there is a section titled "Accommodations taking effect." with bullet points explaining the process. A red arrow points to the "For Students" column, which contains the "MyDRC Student Log-in" button. The "For Instructors" column contains the "MyDRC Instructor Log-in" button. A chatbot window for "Comet" is visible in the bottom right corner.

Palomar College Learning for Success

ACADEMICS ADMISSIONS FINANCIAL AID STUDENT SUPPORT STUDENT LIFE WHY CHOOSE PALOMAR? LANGUAGE

Accommodations taking effect." Accommodations, such as extended quiz/exam time, should only be applied in Canvas or in the classroom, etc. IF the student presents the instructor with a DRC Authorized Academic Accommodation Letter (e-mail or in person).

- Instructors should ONLY adjust exam/quiz time in Canvas if/when the DRC student gives them the Accommodation letter (this may occur at ANY time in a given semester).
- If a student tells a professor they have been approved extended time for exams, the professor can check this by visiting MYDRC, however, legally, instructors can still request the student provides them with a copy of the Accommodation Letter.

To log-in to MyDRC you will need your Palomar student e-mail address and password. It is the same log-in information that you use to access Canvas.

If you have any questions or trouble accessing MyDRC please contact the DRC office at 760-744-1150, Ext. 2375

**For Students**

- MyDRC Student Log-in
- Alternate Media Log-in
- How to Request Alternate Media
- How to Request Accommodation Letters
- DRC Remote Proctoring Student Guidelines

**For Instructors**

- MyDRC Instructor Log-in
- DRC Remote Proctoring Instructor Guidelines
- How to extend time on a Canvas quiz/exam
- Canvas community resource on moderating quizzes once published

Hi there! My name is Comet, your personal helper bot. What can I help with today?

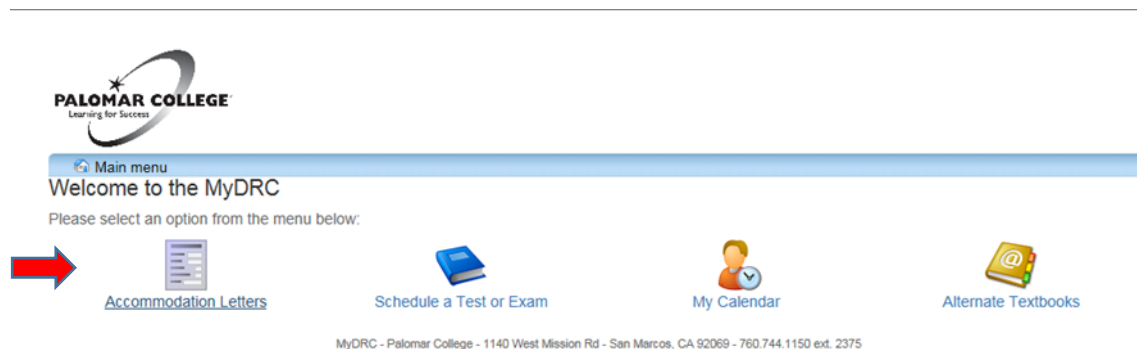
Ask Comet!

## REQUESTING AN ACCOMMODATION LETTER

- Obtain an Accommodation Letter(s) for each course; letters can be requested by submitting an **Accommodations Request** online through [MyDRC](#).
- Once the letter has been received and prepared by a counselor, they can be downloaded and printed or forwarded to the instructor of the course at the request of the student. It is the student's responsibility to submit their Accommodation Letter(s) to their instructor(s).
- Accommodation Letter(s) need to be signed by the instructor and returned to the DRC **OR** digitally acknowledge by your instructor in MyDRC.
- The DRC will not accept Accommodation Letter(s) that are not signed or digitally acknowledge, and testing accommodations may be delayed.

# HOW TO REQUEST AN ACCOMMODATION LETTER

1. Click on “Accommodation Letters” icon.



2. Click on “Accommodations” tab



3. Log-in using your **student e-mail address** and **MyPalomar password**.

The screenshot shows the Palomar College Portal login page. It has a red header with 'PALOMAR COLLEGE PORTAL'. Below the header, it says 'Student Login: Email (JDoe1234@student.palomar.edu) and MyPalomar password' and 'Employee Login: Network/email username (JDoe) and network/email password'. There are two input fields: 'Username' and 'Password'. Below the fields is a red 'Login' button. To the right of the login fields is the Palomar College logo. At the bottom, it says 'Information Services Help Desk: helpdesk@palomar.edu (760)744-1150 ext. 2140'.

- Click on “Request” button next to your course.





🏠 Main menu 👤 aholmes7250 . log out

Accommodations | FAQ | Submit a comment | Help

### Request Accommodations

You can use this page to request accommodations for your courses. Click the 'Request' button on your first course in the list below to get started.

Your courses: Show term:

Course	Status	Request	Letter
DR 15 Section 71297 LEC	<b>Waiting for student to request</b> Please click the 'Request' button to the right in order to complete the request process.	 <input type="button" value="Request"/>	
DR 43.1 Section 71349 LEC	<b>Waiting for student to request</b> Please click the 'Request' button to the right in order to complete the request process.	 <input type="button" value="Request"/>	

MyDRC - Palomar College - 1140 West Mission Rd - San Marcos, CA 92069 - 760.744.1150 ext. 2375

- Choose the accommodations you are requesting. Then choose the classes for which you are requesting those Accommodation Letters. Indicate if there are any changes being requested to your approved accommodations. Read the “Terms” and check “I agree to terms outlined above.” Click “Submit”.

## Request Accommodations

Please review the information listed below and indicate whether you need changes to your accommodations at this time. If your accommodations require changes your request will be submitted for review.

### Your accommodations

- ☒ Academic Counseling
- ☒ Alternate Format Material
- ☒ Audio Recording Lectures
- ☒ Distraction-reduced setting
- ☒ Extended Time: 1.50x
- ☒ Note taker (Peer)
- ☒ Registration Assistance/Priority Enrollment
- ☒ Use of computer

[check all](#) [check none](#)

### Courses to request

N DSAB 943 section 33837 LEC

- ☒ Sherry L. Goldsmith 5Goldsmith@palomar.edu

[check all](#) [check none](#)

### Please indicate if your accommodations require any changes

- ☐ No, my accommodations do not require any changes.
- ☐ Yes, I would like to request additional accommodation(s). I understand that this requires me to meet with a DRC counselor during drop-ins or a schedule appointment. My Accommodation Letters will not be ready until I meet with a DRC counselor.

Optional note:

### Terms

As a student at Palomar College, I understand that:

- I understand that once I request accommodations for a specific course(s) and a DRC counselor approves these accommodations, the Accommodation Letter(s) outlining my approved exam/quiz and classroom accommodations becomes viewable by the instructor of that course and by myself on MyDRC.
- I further understand that it is my responsibility to personally email or deliver my Accommodation Letter(s) to my Instructor(s).
- Lastly, I understand that the approved accommodations will only take effect and be implemented once I present/email my Accommodation Letter(s) to my Professor(s).

☐ I agree to the terms outlined above

Cancel

Submit

6. Once you click submit on the prior screen you will see the confirmation below. **Note** the status is “Pending”.



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[Accommodations](#)
[FAQ](#)
[Submit a comment](#)
[Help](#)
aholmes7250 . log out

### Request Accommodations

Your accommodation request(s) have been submitted. Please review the list below.

You can use this page to request accommodations for your courses. Click the 'Request' button on your first course in the list below to get started.

Your courses: Show term: Fall 2018 Refresh

Course	Status	Request	Letter
DR 15 Section 71297 LEC	<b>Waiting for student to request</b> Please click the 'Request' button to the right in order to complete the request process.	<a href="#">Request</a>	
DR 43.1 Section 71349 LEC	<b>Pending</b> A DRC counselor will review the information and update the status; you will be notified by email when this happens.		

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7. Status goes to “Sent” once a Counselor has approved the accommodations that were requested.



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aholmes7250 . log out

### Request Accommodations

You can use this page to request accommodations for your courses. Click the 'Request' button on your first course in the list below to get started.

Your courses: Show term: Fall 2018 Refresh

Course	Status	Request	Letter
DR 15 Section 71297 LEC	<b>Sent</b> Your accommodation letter has been created. Please bring a printed copy to your professor for signature. You can print it at home or come to the DRC to get a printed copy.		<a href="#">Get letter</a>
DR 43.1 Section 71349 LEC	<b>Pending</b> A DRC counselor will review the information and update the status; you will be notified by email when this happens.		

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8. Status goes to “Confirmed” once a signed copy is returned to the DRC or instructor has acknowledged the receipt online.



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[FAQ](#)
[Submit a comment](#)
[Help](#)
aholmes7250 . log out

### Request Accommodations

You can use this page to request accommodations for your courses. Click the 'Request' button on your first course in the list below to get started.

Your courses: Show term: Fall 2018 Refresh

Course	Status	Request	Letter
DR 15 Section 71297 LEC	<b>Confirmed</b> The instructor signed copy (or acknowledgement) of your Accommodation Letter has been recieved by the DRC and your Accommodations are in place for this course.		<a href="#">Get letter</a>
DR 43.1 Section 71349 LEC	<b>Pending</b> A DRC counselor will review the information and update the status; you will be notified by email when this happens.		

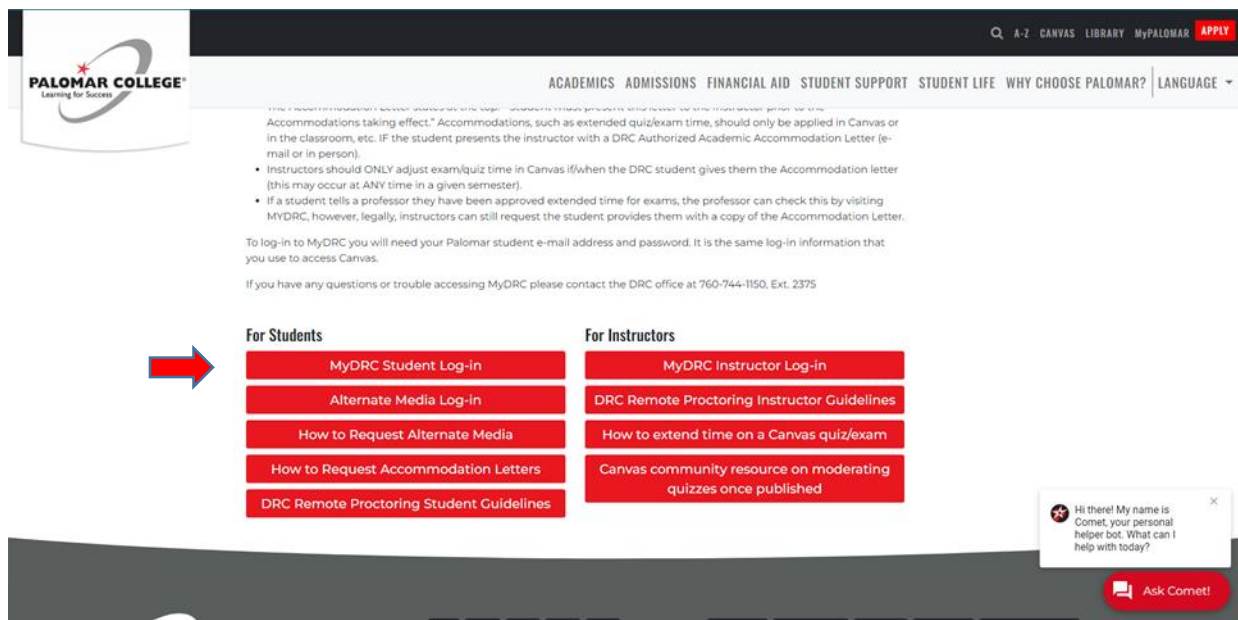
MyDRC - Palomar College - 1140 West Mission Rd - San Marcos, CA 92069 - 760.744.1150 ext. 2375

# REQUESTING EXAM APPOINTMENTS

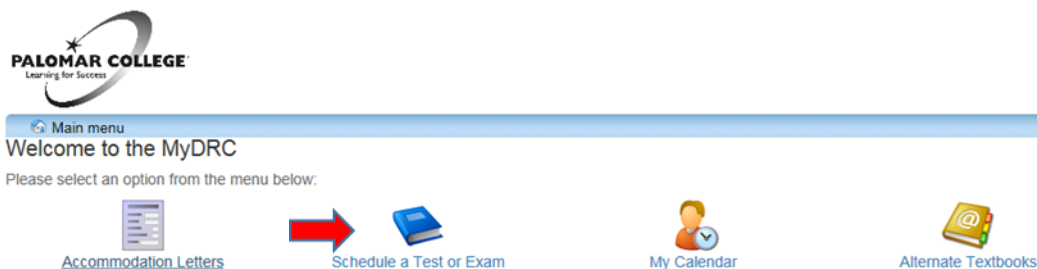
- Exams taken with the DRC are administered by **appointment only**.
- **Five (5) business days** before the quiz/exam students are required to request an appointment in person, by phone or online through [MyDRC](#). **Two weeks' notice is needed for final exams**.
- Testing day and time should coincide with the same time that the class takes the quiz/exam, unless prior arrangements have been made with the instructor. **Testing appointments made after the five day or two-week deadline may not be supported or occur on the requested date and time.**
- Exams will be confirmed and booked after reviewed by Testing Center Coordinator.

## HOW TO REQUEST AN EXAM APPOINTMENT

1. Click on “MyDRC Student Log-in”

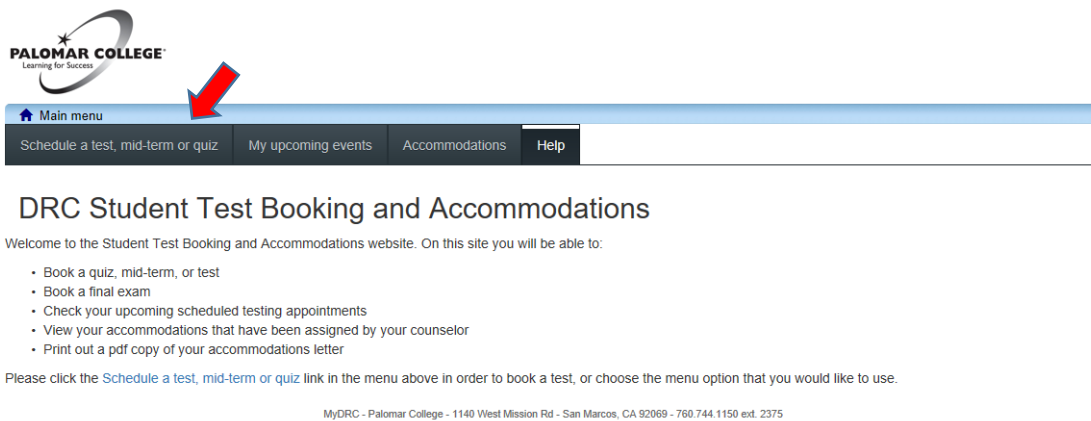


2. Click on “Schedule a Test or Exam” icon

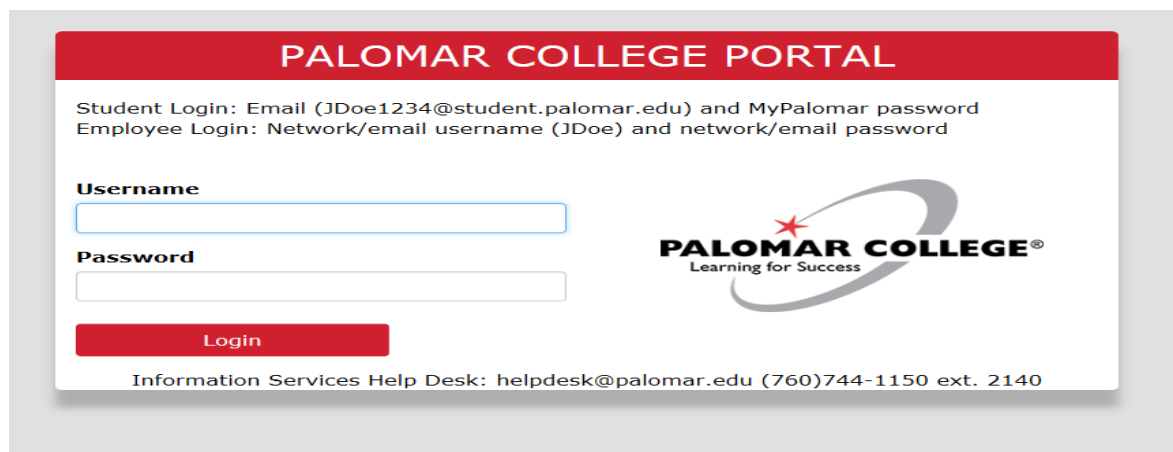




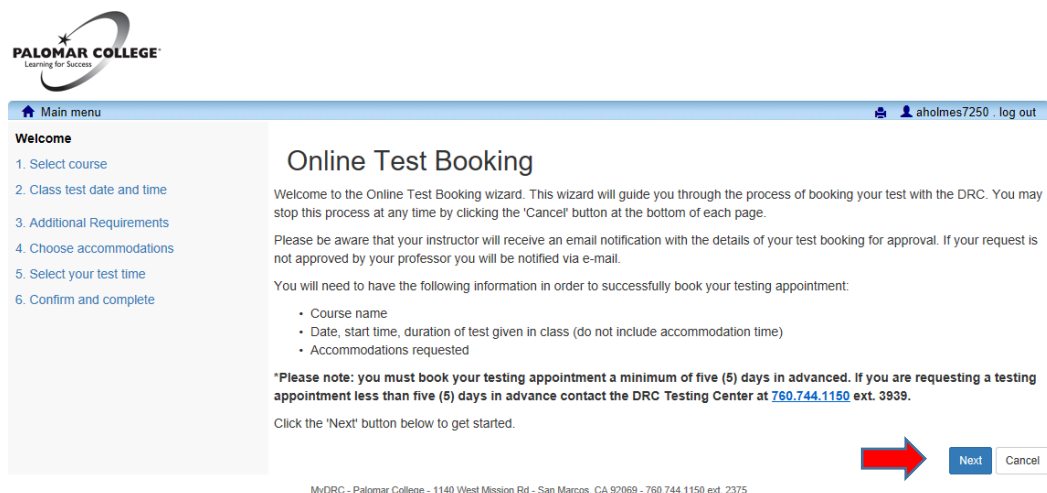
3. Click on “Schedule a test, mid-term or quiz” tab



4. Log-in using your student e-mail address and MyPalomar password.



5. After reading the directions click on “Next”.



6. Choose the course you need to take the exam for using the drop-down list below “Course:”. After selecting the course click “Next”.

The screenshot shows the Palomar College MyDRC interface. The header includes the Palomar College logo and the text "Learning for Success". The navigation bar shows "Main menu" and a user profile "aholmes7250 . log out". The left sidebar lists the steps: "1. Select course", "2. Class test date and time", "3. Additional Requirements", "4. Choose accommodations", "5. Select your test time", and "6. Confirm and complete". The main content area is titled "1. Select course" and contains the instruction "Please select the course you would like to schedule a test for from the list below." Below this is a "Course Info" section with a "Course:" label and a drop-down menu. A red arrow points to the drop-down menu. To the right of the drop-down menu are three buttons: "Previous", "Next", and "Cancel". A red arrow points to the "Next" button. At the bottom of the page, the text "MyDRC - Palomar College - 1140 West Mission Rd - San Marcos, CA 92069 - 760.744.1150 ext. 2375" is displayed.

7. Fill in the date of the exam in the “Date of class test:” field. Fill in the time of the exam in the “Time of class test:” field. Fill in the time the class gets to take the exam below the “Class test duration:”. If you are unsure how long the class gets to take the exam put in the regular length of your class. After completing the above fields click “Next”.

The screenshot shows the Palomar College MyDRC interface for step 2: "Class test date and time". The header and navigation bar are the same as in the previous screenshot. The left sidebar lists the steps: "1. Select course", "2. Class test date and time", "3. Additional Requirements", "4. Choose accommodations", "5. Select your test time", and "6. Confirm and complete". The main content area is titled "2. Class test date and time" and contains the instruction "Please specify when the test is taking place. Enter class test duration in minutes." Below this is a note: "\* Note: if you are unable to select the day you wish to schedule please contact the DRC Testing Center at 760.744.1150 ext. 3939". The section is titled "Specify a date and time" and contains three fields: "Date of class test:", "Time of class test:", and "Class test duration:". The "Date of class test:" field has a calendar icon and a red arrow pointing to it. The "Time of class test:" field has a text input with "eg. 9:30 am" and a red arrow pointing to it. The "Class test duration:" field has two spinners for "hours" and "minutes", both set to "0", and a red arrow pointing to the "hours" spinner. To the right of the fields are three buttons: "Previous", "Next", and "Cancel". A red arrow points to the "Next" button. At the bottom of the page, the text "MyDRC - Palomar College - 1140 West Mission Rd - San Marcos, CA 92069 - 760.744.1150 ext. 2375" is displayed.

## NORTH, SOUTH & ESCONDIDO EDUCATION CENTERS

- Students requesting to take exams at the North, South, or Escondido Education Center will need to adhere the following guidelines:
  - Students must follow standard appointment request procedure. Failure to request exam appointment(s) through the DRC Testing Center may result in accommodations not supported.
  - Exams will only be proctored at the location where the course is being instructed or at the DRC Testing Center.
  - Exams proctored at satellite campuses will be administered at the center's TLC unless other arrangements have been made and approved by the DRC. Student will be notified of any changes to location prior to the appointment.

## RESCHEDULED 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, email, or in person. 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 Counselor or Director to get testing accommodations re-instated.
- Only students and instructors are allowed to cancel testing appointments.

## NO APPOINTMENT POLICY

- Exam appointments requests not made five (5) business days in advanced will need to be reviewed by the Testing Center Coordinator.
- Students attempting to take exams they have not scheduled will have their tests administered at the discretion of the Testing Coordinator.
- 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.

## EVENING CLASSES

- The DRC Testing Center is open from 8 am to 5 pm, Monday through Thursday, and 8 am to 12 pm on Friday. 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.
  - If no other option is available, contact the DRC Testing **Center five (5) business days** in advance to schedule an appointment.

## ONLINE COURSES

- The student is to prepare and send an email to the instructor's preferred email address that includes the student's name, Palomar ID, and an attachment of the Accommodation Form for the instructor's signature.
- The student will then need to submit the signed Accommodation Form(s) to the DRC office in person, email, or fax. If professor digitally acknowledges the letter via MyDRC, no further action is required by the student.
- For an online course requiring on-campus quizzes/tests, follow standard request appointment procedure.
- Students needing online proctoring need to contact the DRC Testing Center **five (5) business days** in advance to arrange a one-on-one online proctor. All online proctoring will be conducted via Zoom.

## ALTERNATIVE MEDIA/READERS/SCRIBES/AIDES

- The student must notify DRC staff when scheduling the testing appointment if they would like an approved reader, scribe, or assistive and alternate media during the test. A reader or scribe **will not be scheduled or available on the test day unless requested at the time of the test appointment is made. A minimum three (3) business days of notice is needed to allow the DRC to secure a reader or a scribe.**
- **Please note, testing appointments that require a reader or scribe made after the three 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 METHOD OF DELIVERY

- The DRC Testing Center and instructor are responsible for the delivery of exams to and from the DRC Testing Center.
- Students are not allowed to deliver exams to the Testing Center or return completed exams to their instructor.

## DAY OF ON-CAMPUS QUIZ/TEST

- Students are expected to arrive to take their exam appointment **five to ten minutes** before the scheduled start time to allow ample time for check-in. All students will need to check in with the DRC proctor and provide a picture I.D. **If the student arrives 15 minutes late, the Testing Center Coordinator will need to be contacted.** Should there be extenuating circumstances surrounding the late arrival, contact DRC's Testing Coordinator.
- All personal belongings including books, notes, backpacks, purses, calculators, food/drink (unless approved), smart devices (ex: Apple Watch), etc. will need to be placed in the storage areas.
- Cell phones need to be **turned off** and with your belongings in the designated lockers/spaces before entering the Testing Center.
- Only instructor-approved items (books, notes, etc.) may be taken into Testing Center. If notes are allowed, these will need to be turned in with the exam. If the student would like to keep a copy of the notes, it is the student's responsibility to make arrangements with the instructor to retrieve them at a later time.
- The DRC will provide scratch paper, and this will need to be turned in with the exam.
- Talking, whispering, gum-chewing, and pencil tapping, etc., may be distracting to other students who are testing. Students exhibiting distracting behavior will be notified of this by the proctor or Testing Coordinator. If the behavior continues, the student will be required to meet with a counselor before being permitted to take tests in DRC's Testing Center.
- The DRC provides new earplugs to use for free. Students can request them from staff at any time.
- Food and drink are not allowed in the testing room, except for water bottles with a closeable lid. Students who require food during the exam are permitted to exit the testing room and consume their food in the lobby of the Testing Center (unless the professor has given direction that this is not allowed).

## CHEATING

- Please note that DRC staff monitor a live video camera feed that records activity in the DRC Testing Center. Close monitoring is conducted in private rooms. 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.

## BREAKS

- Students are encouraged to use the facilities before starting an exam.
- If restroom/nutrition breaks during testing have been approved, the student must leave testing materials at the DRC Testing Center as they are not allowed to leave with exam materials or personal items after the testing appointment has begun. Cell phones or other personal devices/materials will need to be left at the DRC Testing Center while the student uses the facilities or take a nutrition break.
- Students allowed a nutrition break must have their snack already in their possession. We will not allow students to leave the DRC Testing Center to buy a snack at a vending machine or campus cafeteria.
- 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.

## 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 QUIZ/TEST**

- 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.

## **TESTING CENTER CONTACT INFORMATION**

**Cynthia Cordova**

Testing Center Coordinator

**Dr. Shauna Moriarty**

DRC Director

**NA-2**

**[drcproctor@palomar.edu](mailto:drcproctor@palomar.edu)**

**760-744-1150 ext. 3939**

### **HOURS OF OPERATIONS**

Monday-Thursday

8:00 am to 5:00 pm

\*After 5:00pm by Appointment Only

Friday

8:00 am to 12:00 pm

\*12:00 pm to 2:00 pm by Appointment Only