



Disability Resource Center

Student Test Accommodation Policies and Procedures Handbook

Testing Center
NA-2
760.744.1150 ext. 3939
drcproctor@palomar.edu

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MyDRC

[MyDRC](#) allows registered and active DRC students to request academic accommodation letter(s), print and/or download their academic accommodation letter(s) after the letters are approved by a DRC counselor, and request 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.

How to access MyDRC:

1. Click on “Site Menu” on the DRC website. (www.palomar.edu/drc/mydrc)

The screenshot shows the Palomar College Disability Resource Center website. The top navigation bar includes the Palomar College logo and a search bar. The main header features the text "Disability Resource Center" and "Counseling Services Division". A red arrow points to the "Site Menu" icon in the top left. The main content area includes a "Welcome to the DRC" message, contact information, and hours of operation. A red arrow points to the "Site Menu" icon in the top left navigation bar.

2. Click on “MyDRC”

The screenshot shows the Palomar College Disability Resource Center website with the "Site Menu" open. A red arrow points to the "MyDRC" option in the menu. The background shows the same website content as the previous screenshot.

3. Click on “MyDRC Student Log-in”

The screenshot shows the Palomar College website header with the logo on the left and navigation links (ACADEMICS, ADMISSIONS, FINANCIAL AID, STUDENT SUPPORT, STUDENT LIFE, WHY CHOOSE PALOMAR?, LANGUAGE) on the right. Below the header, there is a section titled "Accommodations taking effect." with a list of instructions for instructors. A red arrow points to the "MyDRC Student Log-in" button in the "For Students" column. A chatbot window for "Comet" is visible in the bottom right corner.

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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!

AUTHORIZED ACADEMIC ACCOMMODATION LETTER(S)

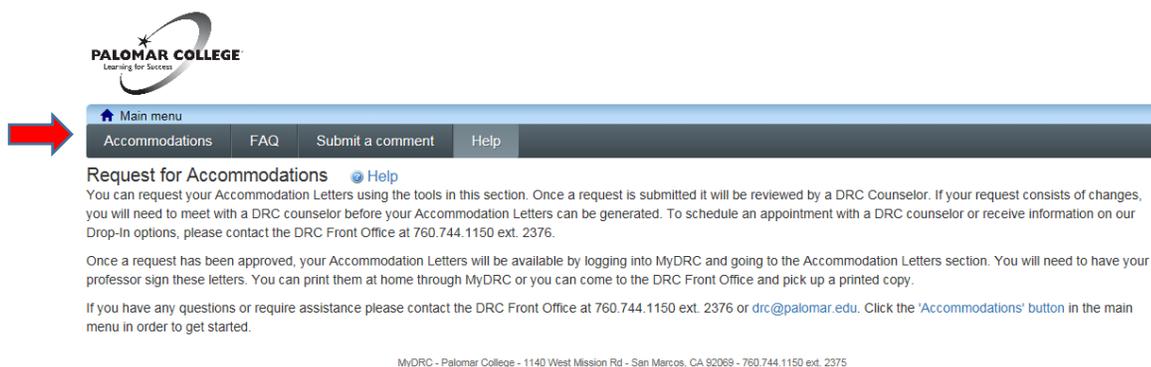
Students seeking to utilize academic accommodations must be approved by a DRC counselor based on documented disability. Students are required to obtain a new academic accommodations letter for **each new course** they are enrolled in. Letters can be requested via [MyDRC](#). Once the letter request has been received and prepared by a DRC counselor, it will be emailed to the student's Palomar email. It is the student's responsibility to present their Academic Accommodation Letter(s) to their instructor(s). Students should direct their professor(s) to [MyDRC](#) to **digitally acknowledge** the letter.

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. At the top is a red banner with the text 'PALOMAR COLLEGE PORTAL'. Below the banner, there are two lines of text: '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'. To the right of the input fields is the Palomar College logo. Below the input fields is a red 'Login' button. At the bottom, there is contact information: 'Information Services Help Desk: helpdesk@palomar.edu (760)744-1150 ext. 2140'.

4. Click on “Request” button next to the course for which you are requesting the accommodation.



[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	Waiting for student to request 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	Waiting for student to request Please click the 'Request' button to the right in order to complete the request process.	<input type="button" value="Request"/>	

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5. 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”.

Main menu | aholmes7250 . log out

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 SGoldsmith@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:

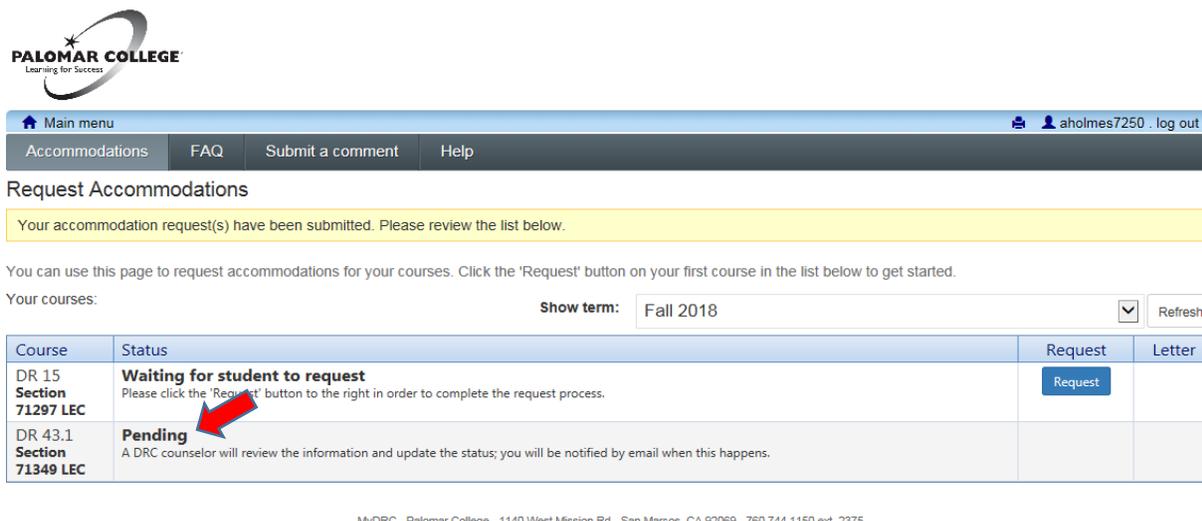
Terms

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

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

Request Accommodations

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

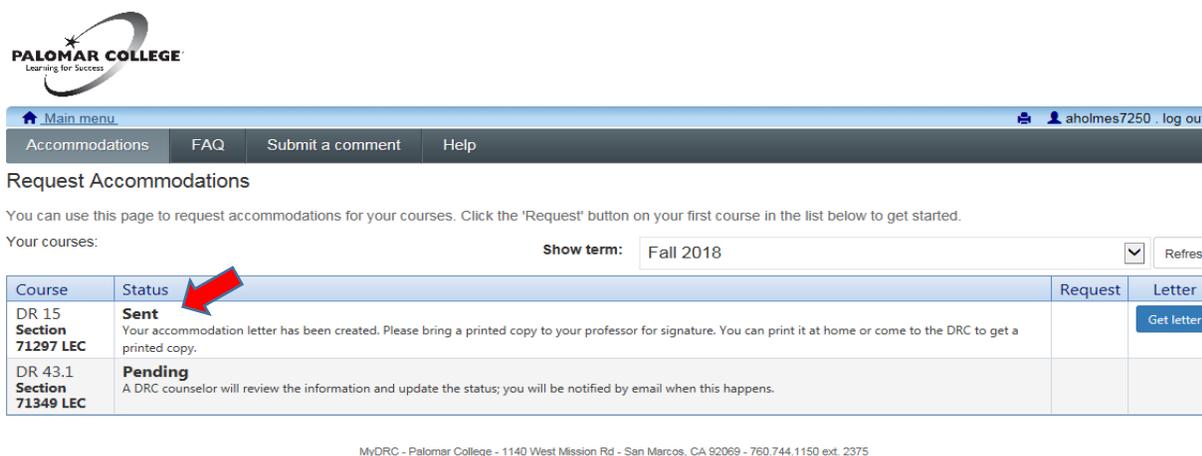
You can use this page to request accommodations for your courses. Click the 'Request' button on your first course in the list below to get started.

Your courses: Show term: Fall 2018 Refresh

Course	Status	Request	Letter
DR 15 Section 71297 LEC	Waiting for student to request Please click the 'Request' button to the right in order to complete the request process.	Request	
DR 43.1 Section 71349 LEC	Pending 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 you requested.



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Accommodations | FAQ | Submit a comment | Help

Request Accommodations

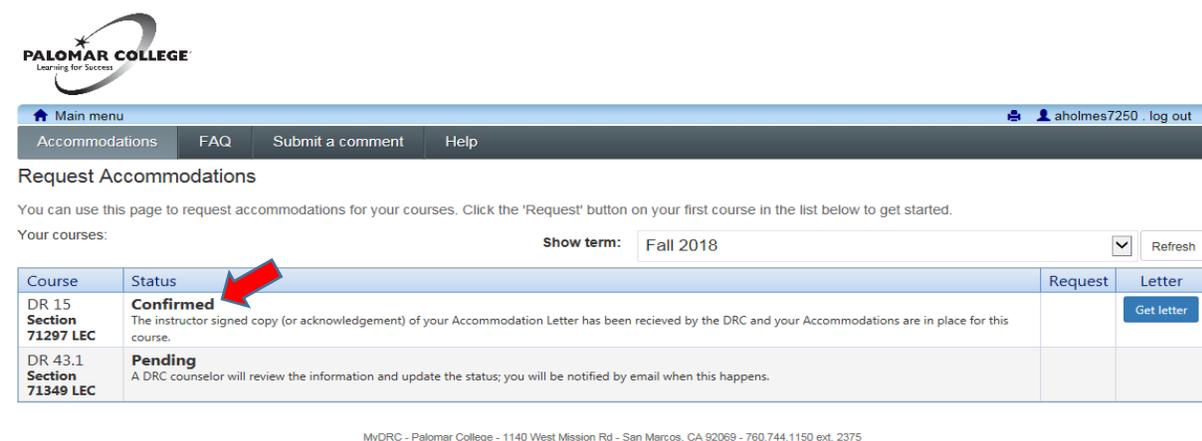
You can use this page to request accommodations for your courses. Click the 'Request' button on your first course in the list below to get started.

Your courses: Show term: Fall 2018 Refresh

Course	Status	Request	Letter
DR 15 Section 71297 LEC	Sent 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.		Get letter
DR 43.1 Section 71349 LEC	Pending 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 and acknowledged by the DRC, or instructor has acknowledged the receipt online.



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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: Fall 2018 Refresh

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

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Testing Center Policies and Procedures

REQUESTING EXAM APPOINTMENTS

- Students seeking to utilize their exam accommodations must have a **current** Authorized Academic Accommodation letter.
- 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 deadline may not be supported or occur on the requested date and time. Likewise, testing appointments made for finals exams after the two-week deadline may not be supported or occur on the requested date and time.**
- Exams will be confirmed and booked after reviewed by the Testing Center Coordinator.

HOW TO REQUEST AN EXAM APPOINTMENT

1. Click on “MyDRC Student Log-in”

The screenshot shows the MyDRC website interface. At the top left is the Palomar College logo. The navigation menu includes: ACADEMICS, ADMISSIONS, FINANCIAL AID, STUDENT SUPPORT, STUDENT LIFE, WHY CHOOSE PALOMAR?, and LANGUAGE. Below the navigation menu, there is a search bar and a list of links: MyDRC Student Log-in, Alternate Media Log-in, How to Request Alternate Media, How to Request Accommodation Letters, and DRC Remote Proctoring Student Guidelines. A red arrow points to the 'MyDRC Student Log-in' button. To the right, there is a section for 'For Instructors' with links: MyDRC Instructor Log-in, DRC Remote Proctoring Instructor Guidelines, How to extend time on a Canvas quiz/exam, and Canvas community resource on moderating quizzes once published. At the bottom right, there is a chatbot icon labeled 'Ask Comet!'.

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



Main menu

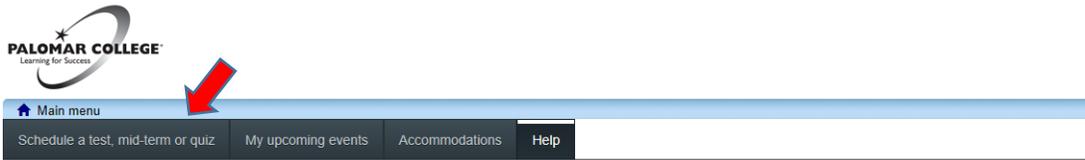
Welcome to the MyDRC

Please select an option from the menu below:



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



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[Main menu](#) |
 [Schedule a test, mid-term or quiz](#) |
 [My upcoming events](#) |
 [Accommodations](#) |
 [Help](#)

DRC Student Test Booking and Accommodations

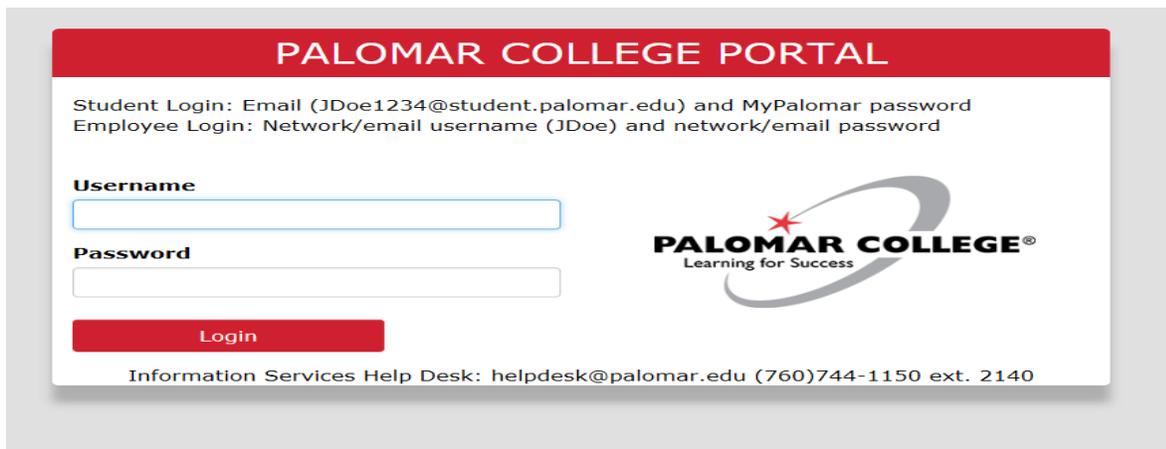
Welcome to the Student Test Booking and Accommodations website. On this site you will be able to:

- Book a quiz, mid-term, or test
- Book a final exam
- Check your upcoming scheduled testing appointments
- View your accommodations that have been assigned by your counselor
- Print out a pdf copy of your accommodations letter

Please click the [Schedule a test, mid-term or quiz](#) link in the menu above in order to book a test, or choose the menu option that you would like to use.

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



PALOMAR COLLEGE PORTAL

Student Login: Email (JDoe1234@student.palomar.edu) and MyPalomar password
Employee Login: Network/email username (JDoe) and network/email password

Username

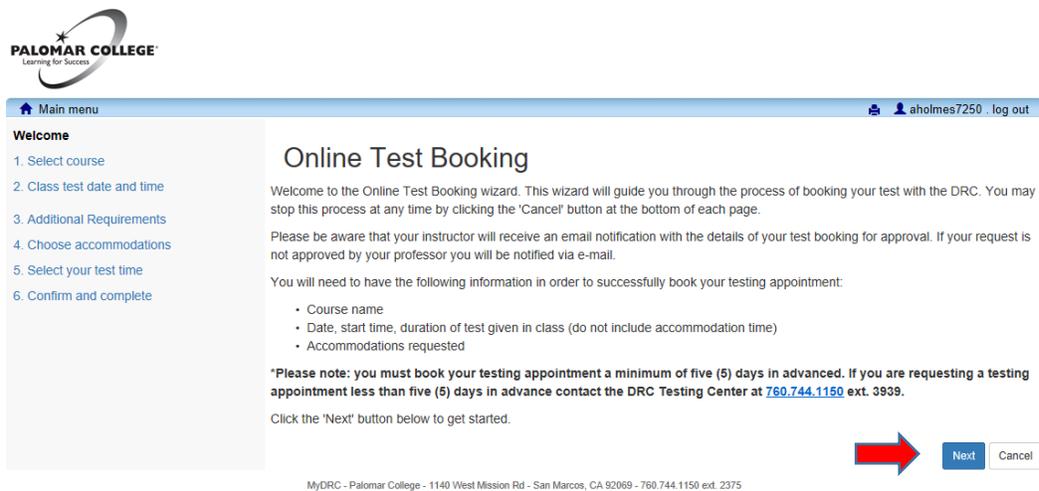
Password

Login

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Information Services Help Desk: helpdesk@palomar.edu (760)744-1150 ext. 2140

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



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 [aholmes7250](#) |
 [log out](#)

Welcome

1. Select course
2. Class test date and time
3. Additional Requirements
4. Choose accommodations
5. Select your test time
6. Confirm and complete

Online Test Booking

Welcome to the Online Test Booking wizard. This wizard will guide you through the process of booking your test with the DRC. You may stop this process at any time by clicking the 'Cancel' button at the bottom of each page.

Please be aware that your instructor will receive an email notification with the details of your test booking for approval. If your request is not approved by your professor you will be notified via e-mail.

You will need to have the following information in order to successfully book your testing appointment:

- Course name
- Date, start time, duration of test given in class (do not include accommodation time)
- Accommodations requested

***Please note: you must book your testing appointment a minimum of five (5) days in advanced. If you are requesting a testing appointment less than five (5) days in advance contact the DRC Testing Center at 760.744.1150 ext. 3939.**

Click the 'Next' button below to get started.

Next

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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". Below the header is a navigation bar with "Main menu" and a user profile "aholmes7250 . log out". A sidebar on the left lists the steps: 1. Select course (highlighted), 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" (highlighted in blue), and "Cancel". A red arrow points down 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 visible.

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 all of 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 sidebar highlights step 2. 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:" with a calendar icon, "Time of class test:" with the example "eg. 9:30 am", and "Class test duration:" with two spinners for "hours" and "minutes". Red arrows point to each of these three fields. Below the "hours" and "minutes" spinners are two red arrows pointing up. To the right of the fields are three buttons: "Previous", "Next" (highlighted in blue), and "Cancel". A red arrow points down 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 visible.

FALLBROOK, RANCHO BERNARDO, & ESCONDIDO EDUCATION CENTERS

- Students requesting to take exams at the Fallbrook, Rancho Bernardo, or Escondido Education Centers 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 being supported.
 - 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.

EVENING & WEEKEND 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 after coming to an agreement with the instructor on an appropriate alternative day/time.
 - If no other option is available, contact the DRC Testing **Center five (5) business days** in advance to schedule an appointment.

RESCHEDULED EXAM APPOINTMENT

- Students needing to reschedule their appointment must notify the Testing Center as soon as possible.
- All appointments that need to be rescheduled must be approved by the instructor. Students will need to provide approval from the instructor of the new time and date. Once a new time and date have been approved, the student must contact the Testing Center to reschedule their appointment.

Examples 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 their appointment, 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 appointment requests not made **five (5) business days** in advance will need to be reviewed by the Testing Center Coordinator.
- Students attempting to take exams not scheduled in advance will have their exams administered at the discretion of the Testing Coordinator.
- Availability is determined by space, 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.

ONLINE COURSES

- Students requesting online proctoring must contact the DRC Testing Center **five (5) business days** in advance to arrange a one-on-one online proctor. Failure to request exam appointment(s) through the DRC Testing Center may result in accommodations not being supported
- All online proctoring will be conducted via Zoom.
- Students who are taking online courses but would like to utilize the Testing Center for their exam, **must follow standard appointment request procedure.**

ALTERNATIVE & ASSISTIVE MEDIA/READERS/SCRIBES/AIDES

- Students must notify DRC staff when requesting an exam appointment if they would like to utilize an approved reader, scribe, or assistive and alternate media.
- A reader or scribe **will not be scheduled or available on the test day unless requested in advance. A minimum of five (5) business days 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 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 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 (5) to ten (10) 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 more than 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**. Cell phones must be given to the Testing Center staff upon check-in or placed with the student's belongings in the designated lockers/spaces before entering the testing area.
- Only instructor-approved items (books, notes, etc.) may be taken into Testing Center. If notes are allowed, these must be pre-approved by the instructor and turned in with the exam after exam completion. 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.
- Food and drinks 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 always adhere to Palomar College Student Code of Conduct. 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 **ten (10) minutes** to use the facilities. Time exceeding ten (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 Authorized Academic Accommodation Letter). 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.
- Students experiencing disability-related episodes which require breaks during an exam but has not been an approved, must notify the Testing Center Coordinator immediately.

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 makes 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.
- The DRC will return the quiz/exam to the instructor or department in accordance with the course instructor's preferences.

TESTING CENTER CONTACT INFORMATION

Cynthia Cordova

Testing Center Coordinator

Dr. Shauna Moriarty

DRC Director

NA-2

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