

Disability Resource Center

Student Test/Exam Accommodation Policies and Procedures Handbook

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

Welcome

Welcome to the Disability Resource Center!

This comprehensive handbook includes:

- How to access MyDRC
- How to request an Academic Accommodation Letter
- How to request an exam appointment with the Testing Center
- Testing Center Policies and Procedures for Students

MyDRC

[MyDRC](#) is an online portal where registered DRC students can:

- 1) request academic accommodation letter(s),
- 2) print and/or download their approved Academic Accommodation Letter(s) and
- 3) request, view, and download alternate media.

Academic Accommodation Letter(s) will appear in MyDRC after they are approved by a DRC counselor. To access [MyDRC](#), the student will need their **MyPalomar student e-mail address and password**.

How to access MyDRC:

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

The screenshot shows the Palomar College website's Disability Resource Center page. A red arrow points to the 'Site Menu' button in the left sidebar. The main content area features a 'Welcome to the DRC' section with an important notice about on-site and virtual hours of operation. Below this, there are three ways to reach the DRC: 'Call us!' (760-744-1150, Ext. 2375), 'Email us!' (drc@palomar.edu), and 'In Person Appointments' (Learn How to Schedule). A disclaimer states that all DRC counseling appointments will be conducted via Zoom, phone, or in person. The right sidebar contains contact information for the Disability Resource Center at Palomar College, San Marcos Campus, including the address, phone number, and hours of operation (Monday-Thursday 8AM-5PM, Friday 8AM-12PM). There is also a 'Timely Information' section with an 'Ask Comet!' button.

2. Click on “MyDRC”

The screenshot shows the Palomar College Disability Resource Center website. On the left, a dark navigation menu lists several options: DRC Home, Getting Started, Services We Provide, Classes, MyDRC (highlighted in red with a red arrow pointing to it), Faculty Resources, Student Resources, Forms and Documents, Policies and Procedures, and Special Events. The main content area features the 'Disability Resource Center' title and 'Counseling Services Division'. Below this, there are sections for 'Contact Information' (including email and phone), 'Hours of Operation', and 'In Person Appts!'. A chatbot notification from 'Comet' is present in the bottom right corner.

3. Click on “MyDRC Student Log-in”

The screenshot displays the 'MyDRC Student Log-in' page. At the top left is the Palomar College logo. The navigation bar includes links for ACADEMICS, ADMISSIONS, FINANCIAL AID, STUDENT SUPPORT, STUDENT LIFE, WHY CHOOSE PALOMAR?, and LANGUAGE. The main content area contains text about accommodations and a list of resources. A red arrow points to the 'MyDRC Student Log-in' button in the 'For Students' column. The 'For Instructors' column contains buttons for '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'. A chatbot notification for 'Comet' is visible in the bottom right corner.

Authorized Academic Accommodation Letter(s)

Students seeking to utilize academic accommodations must be approved by a DRC counselor based on disability documentation on file with the DRC office. If you have any questions regarding your file, please contact the DRC Front Office.

Students are required to obtain **a new Academic Accommodation Letter for each new course**. Letter(s) are course and instructor specific therefore, if a student drops a course and re-enrolls in another one, a new request must be submitted for the new course, regardless of whether it is the same subject or instructor.

Students must meet with a DRC counselor **once a year** to be considered active. Failure to not meet once a year will result in denial of accommodation letter(s).

Letter(s) can be requested via [MyDRC](#). Once the 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) via email or in person. Instructions for instructors are included in the letter, however, the DRC highly encourages students to direct their instructor(s) to [MyDRC](#) to **digitally acknowledge** the letter.

How to Request an Accommodation Letter in MyDRC

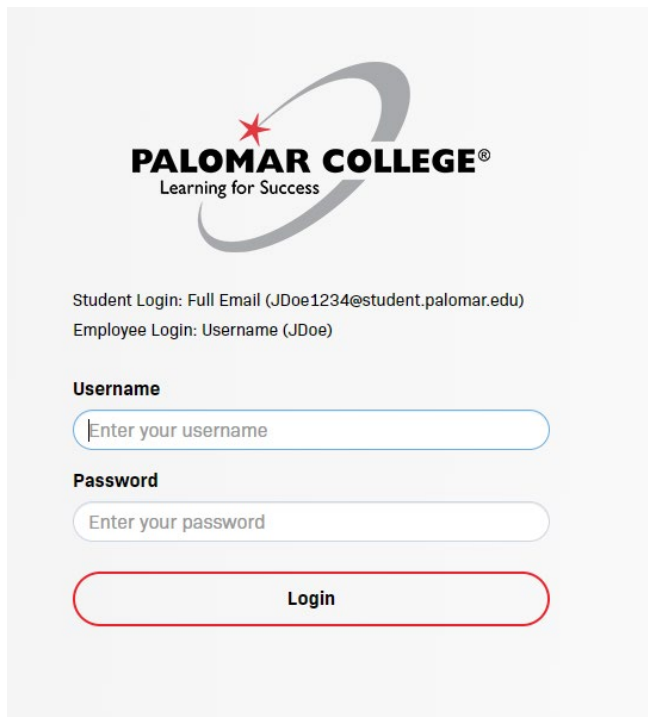
1. Click on the “Accommodation Letters” icon.



2. Click on the “Accommodations” tab.

The screenshot shows the 'Request for Accommodations' page. At the top left is the Palomar College logo. Below it is a 'Main menu' bar with four tabs: 'Accommodations', 'FAQ', 'Submit a comment', and 'Help'. A red arrow points to the 'Accommodations' tab. The main heading is 'Request for Accommodations' with a 'Help' link. The text below reads: 'You can request your Academic Accommodation Letter(s) using the tools in this section. Once a request is submitted it will be reviewed by a DRC Counselor. If your request consists of changes or you have not met with a counselor in over a year, you will need to meet with a DRC counselor before your Academic Accommodation Letter(s) can be generated. To schedule an appointment with a DRC counselor or receive information on our Drop-In options, please contact the DRC Front Office at 760.744.1150 ext. 2375.' Below this is a paragraph: 'Once a request for accommodations have been approved by a DRC counselor, your Academic Accommodation Letter(s) will be viewable by both you and your instructor on MyDRC. You will need to personally email or deliver your Accommodation Letter(s) to your instructor(s). You can print them at home through MyDRC or you can come to the DRC Front Office and pick up a printed copy. Approved accommodations will only take effect and be implemented once you have presented/emailed the Accommodation Letter(s) to your Professor(s).' The final paragraph states: 'If you have any questions or require assistance please contact the DRC Front Office at 760.744.1150 ext. 2375 or drc@palomar.edu. Click the ['Accommodations'](#) button in the main menu in order to get started.' At the bottom, contact information is provided: 'MyDRC - Palomar College - 1140 West Mission Rd - San Marcos, CA 92069 - 760.744.1150 ext. 2375'.

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



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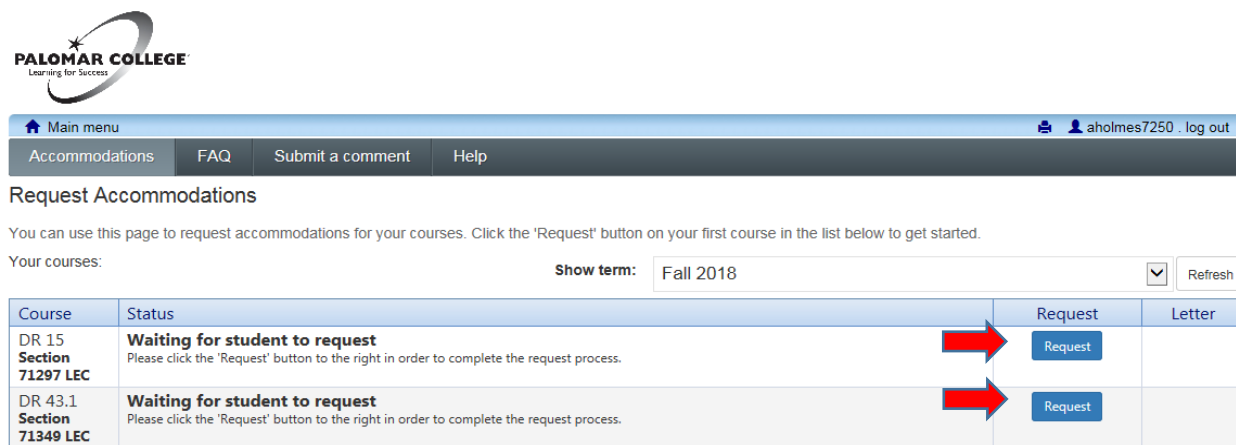
Student Login: Full Email (JDoe1234@student.palomar.edu)
Employee Login: Username (JDoe)

Username
Enter your username

Password
Enter your password

Login

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



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Home 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: 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	Waiting for student to request Please click the 'Request' button to the right in order to complete the request process.	 Request	

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6. Select the accommodation(s) you are requesting. Then select the course(s) for which you are requesting the Accommodation Letter(s). Indicate in the text box if there are any changes being requested to your approved accommodation(s). Read the “Terms” and check “I agree to terms outlined above.” Then click “Submit.”

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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 SGoldsmit@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 exams/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

7. Once you click “submit” on the prior screen you will see the confirmation below. **Note** that the status is “Pending” at this time.



[Main menu](#) aholmes7250 . log out
[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:

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	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. The status will update to “Sent” once a DRC counselor has approved the accommodations that you have requested.



[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	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.		<input type="button" value="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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- The status will update to “Confirmed” once the Accommodation Letter(s) is acknowledged by the DRC, or instructor has acknowledged the receipt online.



[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	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.		<input type="button" value="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 for Students

How to Request a Test/Exam Appointment via MyDRC

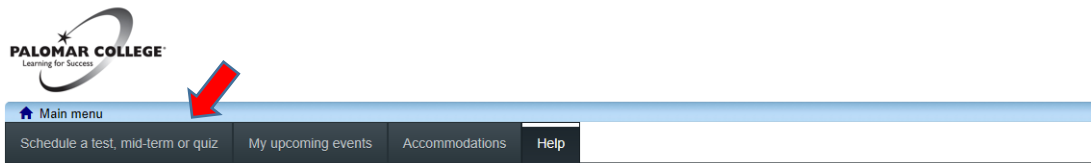
1. Click on “MyDRC Student Log-in”

The screenshot shows the MyDRC website interface. At the top, there is a navigation bar with the Palomar College logo on the left and a search bar on the right. Below the navigation bar, there is a main content area with a heading "Accommodations taking effect." and a list of bullet points. A red arrow points to the "MyDRC Student Log-in" button in the "For Students" section. Other buttons in the "For Students" section include "Alternate Media Log-in", "How to Request Alternate Media", "How to Request Accommodation Letters", and "DRC Remote Proctoring Student Guidelines". The "For Instructors" section includes "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". A chatbot icon labeled "Ask Comet!" is visible in the bottom right corner.

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

The screenshot shows the MyDRC website interface. At the top, there is a navigation bar with the Palomar College logo on the left and a search bar on the right. Below the navigation bar, there is a main content area with a heading "Welcome to the MyDRC" and a sub-heading "Please select an option from the menu below:". Three icons are displayed: "Accommodation Letters" (a document icon), "Schedule a Test or Exam" (a calendar icon with a pencil), and "Request Alternate Media" (a book icon). A red arrow points to the "Schedule a Test or Exam" icon. The footer contains the text "MyDRC - Palomar College - 1140 West Mission Rd - San Marcos, CA 92069 - 760.744.1150 ext. 2375".

3. Click on the “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

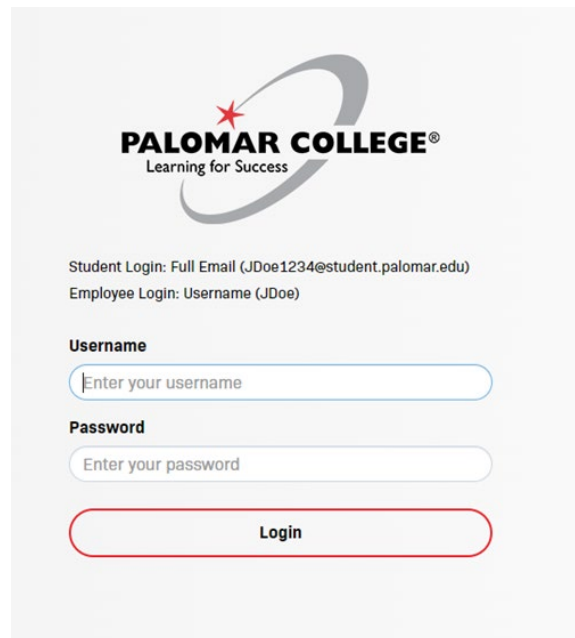
Welcome to the Student Test Booking and Accommodations website. On this site you will be able to:

- 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.



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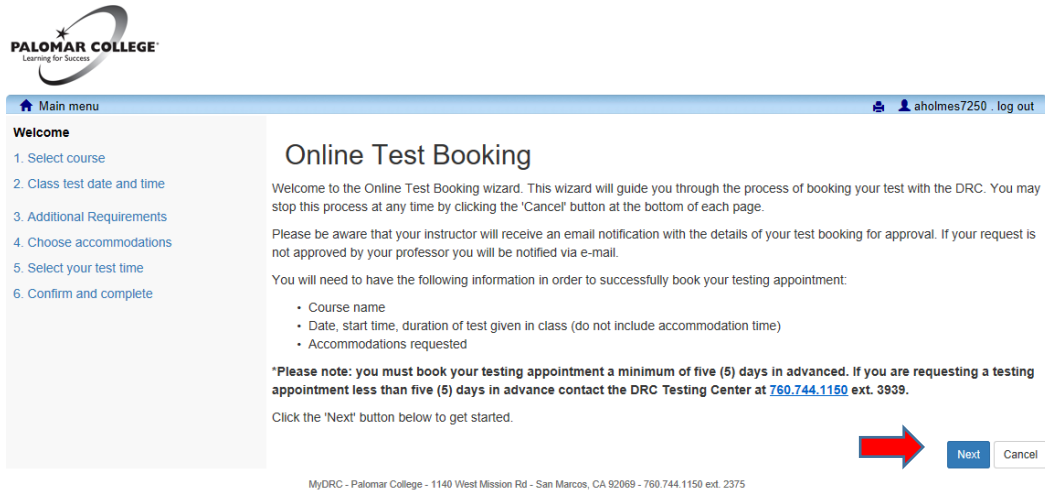
Student Login: Full Email (JDoe1234@student.palomar.edu)
Employee Login: Username (JDoe)

Username

Password

Login

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



The screenshot shows the Palomar College logo at the top left. Below it is a navigation menu with a 'Main menu' link and a user profile 'aholmes7250' with a 'log out' option. The main content area is titled 'Online Test Booking' and contains the following text:

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

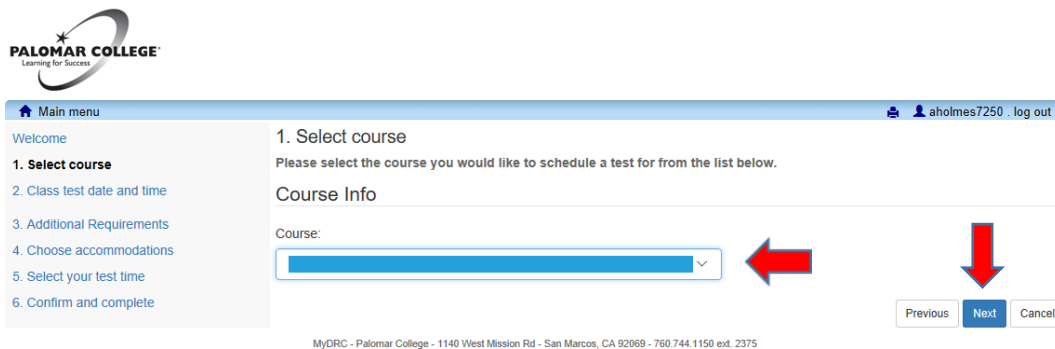
***Please note: you must book your testing appointment a minimum of five (5) days in advanced. If you are requesting a testing appointment less than five (5) days in advance contact the DRC Testing Center at 760.744.1150 ext. 3939.**

Click the 'Next' button below to get started.

At the bottom right, there are two buttons: 'Next' (highlighted in blue) and 'Cancel'. A red arrow points to the 'Next' button.

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



The screenshot shows the Palomar College logo at the top left. Below it is a navigation menu with a 'Main menu' link and a user profile 'aholmes7250' with a 'log out' option. The main content area is titled '1. Select course' and contains the following text:

Please select the course you would like to schedule a test for from the list below.

Course Info

Course:

Below the 'Course:' label is a drop-down menu with a blue bar and a downward arrow. A red arrow points to this drop-down menu.

At the bottom right, there are three buttons: 'Previous', 'Next' (highlighted in blue), and 'Cancel'. A red arrow points to the 'Next' button.

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7. Fill in the date of the test/exam in the “Date of class test” field. Fill in the time of the test/exam in the “Time of class test” field. Fill in the time the class gets to take the test/exam below the “Class test duration.” **If you are unsure how long the class gets to take the test/exam, put in the regular length of your class.** Your professor will let the Testing Center know the correct length of exam once they review and approve the appointment. After completing all the above fields, click “Next”.

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Main menu aholmes7250 . log out

Welcome



- Select course
- 2. Class test date and time**
- Additional Requirements
- Choose accommodations
- Select your test time
- Confirm and complete


2. Class test date and time



Please specify when the test is taking place. Enter class test duration in minutes.


* Note: if you are unable to select the day you wish to schedule please contact the DRC Testing Center at [760.744.1150](tel:760.744.1150) ext. 3939

Specify a date and time

Date of class test:  

Time of class test: 

Class test duration: (hours) (minutes)  



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8. Fill in the location that you would like to take the exam in the “Location you want to take exam at:” field. Most exams are taken at the DRC Testing Center on the San Marcos campus. If your class is held at a location other than San Marcos, you may request to take the exam at the location of your class or at the San Marcos campus. Click “Next”.

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Main menu aholmes7250 . log out


Welcome

- Select course
- Class test date and time
- 3. Additional Requirements**
- Choose accommodations
- Select your test time
- Confirm and complete

3. Additional Requirements

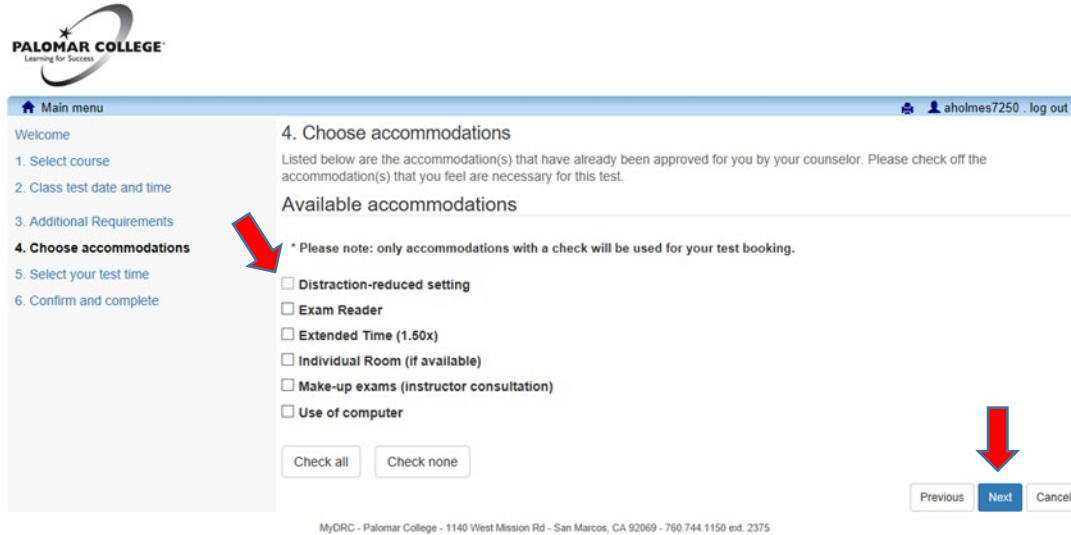
Please fill in the appropriate information below.

Location you want to take exam at: 



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

9. Select the accommodation(s) that you feel are necessary for this exam by checking the checkbox next to each accommodation needed. Once complete click “Next”.



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Main menu | 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

4. Choose accommodations

Listed below are the accommodation(s) that have already been approved for you by your counselor. Please check off the accommodation(s) that you feel are necessary for this test.

Available accommodations

* Please note: only accommodations with a check will be used for your test booking.

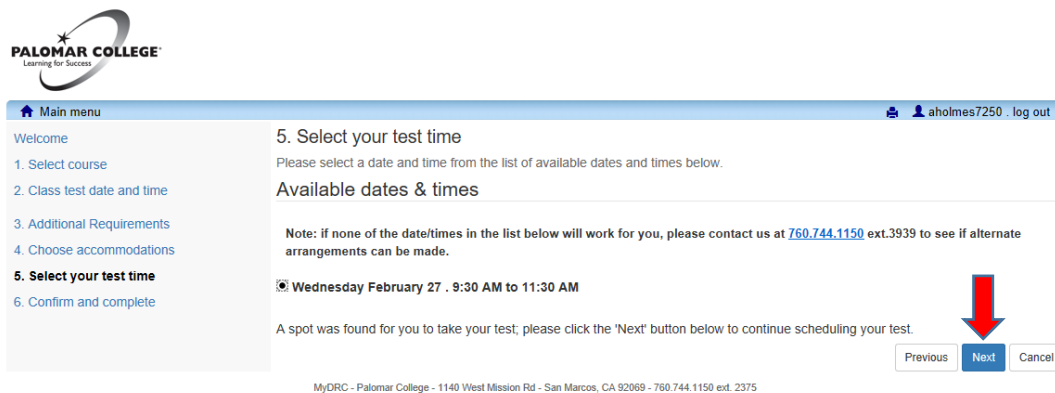
- Distraction-reduced setting
- Exam Reader
- Extended Time (1.50x)
- Individual Room (if available)
- Make-up exams (instructor consultation)
- Use of computer

Check all Check none

Previous **Next** Cancel

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

10. The system has automatically found a seat for your exam and provided the extra time required based on your accommodation. Please review the time and date to and confirm by clicking “Next”. If the system was unable to find you a time, please call the DRC Testing Center at 760.744.1150, ext. 3939 for assistance.



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Learning for Success

Main menu | 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

5. Select your test time

Please select a date and time from the list of available dates and times below.

Available dates & times

Note: if none of the date/times in the list below will work for you, please contact us at [760.744.1150](tel:760.744.1150) ext.3939 to see if alternate arrangements can be made.

Wednesday February 27 . 9:30 AM to 11:30 AM

A spot was found for you to take your test; please click the 'Next' button below to continue scheduling your test.

Previous **Next** Cancel

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

11. Review the time, date, length, and accommodations requested for the exam. Click the checkbox next to “I acknowledge that the information...”. Then click “Finish”.



[Main menu](#)
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

6. Confirm and complete

This test is not scheduled yet! Click 'Finish' to submit your test request. Please verify that the class date and time are correct - the information below will be sent to your professor for approval.

Your tentative test information

Tentative test date and time

Wed Feb 27, 2019 . 9:30 AM to 11:30 AM (2 h)

Course information

TEST 100 45145

Class test date / time
 Wed Feb 27, 2019 9:30 AM (1 h and 20 m)
 * **Note: this is not your accommodated writing time**

Accommodations required

Distraction-reduced setting
 Extended Time (1.50x)
 Use of computer

Additional requirements:

Location you want to take **San Marcos**
 exam at:

I acknowledge that the information I am submitting is correct to the best of my knowledge.

Previous
Finish
Cancel

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



Requesting Test/Exam Appointment

- Student may request a test/exam appointment by:
 - Loggin in MyDRC
 - In-person at the DRC Testing Center in NA-2
 - Phone: 760-744-1150 ext. 3939
 - Email: drcproctor@palomar.edu
- Students seeking to utilize their exam accommodations administered by the Testing Center must have **a current** Authorized Academic Accommodation letter. Exams will not be administered without an approved Academic Accommodation Letter on file and sent to the instructor.
- Tests/exams taken with the DRC Testing Center are administered by **appointment only**.
- **Five (5) business days** before the test/exam, students are required to request an exam appointment in person, by phone, or online through [MyDRC](#). **Two weeks' notice is needed for final exams.**
- Business days for the DRC are Monday – Thursday from 8:00 am to 5:00 pm and 8:00 am to 2:00pm on Friday. Holidays are not considered a business day. Please refer to the [current academic calendar](#) for accurate information.
- Testing day and time should coincide with the same time that the class takes the test/exam unless prior arrangements have been made with the instructor. Requests for **test/exam appointments made after the five-day deadline may not be supported or occur on the requested date and time. Likewise, appointments made for finals exams after the two-week deadline may not be supported or occur on the requested date and time.**
- Test/exam appointments will be confirmed and booked after being reviewed by the Testing Center Coordinator.
- It is the student's responsibility to check their MyDRC account to confirm exam dates and times.

Checking-in for a Test/Exam

- Students are encouraged to arrive to take their 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 Testing Center Assistant and **provide a photo I.D.** Students without a photo ID, will need to contact the DRC Testing Coordinator immediately to discuss alternate options.
- If the student arrives **more than 15 minutes late**, the Testing Center Coordinator will need to be contacted for approval. Should there be extenuating circumstances surrounding the late arrival, contact DRC's Testing Coordinator immediately.
- Upon approval from the DRC Testing Coordinator, students may start their exam appointment up to 10 minutes before their scheduled appointment time unless otherwise noted by the instructor.

- Due to the limited space inside the DRC Testing Center lobby, **only 2 students** will be allowed at a time. Please wait outside the Testing Center until directed to enter the lobby.
- All personal belongings not approved for use during the test/exam including books, notes, backpacks, purses, calculators, food/drink, smart/electronic devices (ex: Apple Watch), etc. will need to be placed in the storage areas.
- All electronic/smart devices must be placed in the storage area, unless it is a medical device, and the DRC office has documentation the need for use.
- The DRC is not responsible for any damage or loss to students' personal property.
- **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 the testing area.
- 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.
- Talking, whispering, gum-chewing, pencil tapping, eating, excessive entering and exiting of the testing area etc., may be distracting to other students who are testing. Students exhibiting distracting behavior will be asked to cease the behavior by the proctor or Testing Coordinator. If the behavior continues, the student will be removed from the testing area and required to meet with the DRC Coordinator, counselor, or Director before being permitted to take tests/exams in DRC's Testing Center.
- If a memory aide has been approved as an accommodation, please refer to our [Guide for Implementation for Students and Instructors](#) for more information.
- It is the student's responsibility to bring all testing materials (i.e. scantrons, calculators, etc.)
- Any approved notes used during the test/exam will be photocopied and provided to the instructor after the exam is completed.
- The DRC will provide scratch paper, and this will need to be turned in with the test/exam.
- The DRC provides new earplugs to use for free.

Alternative & Assistive Media/Readers/Scribes/Aides

- Students must notify the DRC Testing Center at the time of requesting a test/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/exam 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, test/exam 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.

Fallbrook, Rancho Bernardo, & Escondido Education Centers

- Students requesting to take tests/exams at the Fallbrook, Rancho Bernardo, or Escondido Education Centers will need to adhere the following guidelines:
 - Students **must follow the standard appointment request procedure.** Failure to request test/exam appointment(s) through the DRC Testing Center may result in accommodations not being supported.
 - Tests/Exams proctored at satellite campuses will be administered at the center's TLC unless other arrangements have been made and approved by the DRC. Students will be notified of any changes to location prior to the appointment.
 - Please note that TLC hours differ from the DRC Testing Center.
 - Fallbrook TLC Hours- **Mon-Thu:** 8:00 am - 5:15 pm (exams must be completed by 5:00 pm)
 - Rancho Bernardo TLC Hours- **Mon-Thu:** 7:30 am - 6:00 pm (exams must be completed by 5:45 pm)
 - Escondido TLC Hours- **Mon-Thu:** 8:00 am – 6:00 pm (exams must be completed by 5:45 pm)

Evening & Weekend Classes

- The DRC Testing Center is open from **8 am to 5 pm, Monday through Thursday, and 8 am to 2 pm on Friday.** Students in courses with test/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 test/exam during DRC's hours of operation 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 at the same time as the class.

Online Courses

- Students taking an online course and seeking to utilize their approved academic accommodations must follow standard protocol. Students must request an Academic Accommodation Letter and provide a copy to their instructor.
- Students requesting online proctoring appointment must contact the DRC Testing Center **five (5) business days** in advance to arrange a one-on-one online proctor. Failure to request test/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 that do not require a one-on-one proctor but would like to utilize the DRC Testing Center physical location for their test/exam, **must follow the standard appointment request procedure.**
- Students taking an online test/exam on Canvas should confirm with their instructor that their exam accommodation has been applied. We recommend students to check with their instructor 24 hours before the scheduled test/exam time. Contact the instructor via their preferred method of communication (ex. email, Canvas, etc.) and the DRC Testing Center if the extended time has not been applied properly.
- **DO NOT START THE TEST/EXAM** if the approved accommodation(s) has not been applied. Contact the instructor and the DRC Testing Center immediately informing them that the accommodations have not been applied for the test/exam.

Nursing Exams

- The DRC Testing Center staff is certified to proctor ATI exams.
- The DRC highly encourages Nursing students to bring their own laptop or borrow one from the Nursing Department.

Rescheduled Test/Exam Appointments

- Students needing to reschedule their exam appointment must notify the DRC 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 DRC Testing Center to reschedule their appointment. Examples of approval include:
 - Email or phone call from the instructor to the DRC Testing Center.

Cancellation & No-Show

- Students are responsible for canceling 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 accommodation re-instated.
- Only the student, instructor, or approved person(s) as indicated by the student on DRC's Consent to Release Information form are allowed to cancel testing appointments.

No Appointment

- Test/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 tests/exams not scheduled in advance will have their tests/exams administered at the discretion of the Testing Coordinator based on availability.
- Availability is determined by space, time, and other approved accommodation needs.
- After **two (2) "no-appointment" incidents**, the student will need to meet with a DRC Counselor or Director to get testing accommodations re-instated.

Test/Exam Method of Delivery

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

Academic Integrity

- 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, suspicious activity, or other academic dishonesty 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, DRC and Palomar College, testing accommodation services may be suspended. Please refer to [Palomar's Student Discipline Procedures \(AP 5520\)](#) for more information.

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 during Test/Exam

- Students are encouraged to use the facilities before starting a test/exam.
- If restroom/nutrition breaks during testing is an approved accommodation, the student must leave all testing materials at the DRC Testing Center as they are not allowed to leave with test/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 takes a nutrition break.
- Students approved for a nutrition break must have their snack already in their possession. Students are not allowed to leave the DRC Testing Center to buy a snack at a vending machine or campus cafeteria.
- Students approved for a nutrition break must eat their snack in the DRC Testing Center lobby. Food is not allowed inside the testing area as it may cause a distraction to other students testing. Water bottles with a closeable lid are allowed.
- Students will have **ten (10) minutes** to use the facilities. Time exceeding ten (10) minutes will be documented and reported to the Testing Center Coordinator. 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 test/exam, the DRC will need to follow the instructor's request, unless restroom breaks are an approved accommodation. The Testing Center Assistant will notify the student at the beginning of the test/exam appointment if restroom breaks are not allowed.
- Students experiencing disability-related episodes which require breaks during a test/exam but have not been approved, must notify the Testing Center Coordinator immediately.

Time Allowed During Exams

- Time will be determined based on the standard time for the test/exam provided by the instructor. The standard test/exam 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 the test/exam, the Testing Center staff will make an attempt to obtain this information via email or phone.

- The student's test/exam time will start when the student arrives at their designated seat in the Testing Center. The students are responsible for monitoring their own time. Students are encouraged to use the clock in the room or on the computer, if applicable, or a personal timer, provided by the DRC, to monitor their time independently. Personal timers can be requested at any time during the test/exam.
- When the student's time has expired, the proctor will notify the student. If the student continues to work on the test/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 the instructor's discretion if the student will receive credit for the test/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 test/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.
- The Testing Center staff are not allowed to extend time or adjust accommodations if the test/exam was not completed during the scheduled time. 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 Test/Exam

- All materials must be turned into the proctor, including test/exam, scratch paper, and notes (if approved).
- Once the test/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 test/exam to the instructor or department in accordance with the course instructor's preferences.

TESTING CENTER CONTACT INFORMATION

Testing Center Professionals

Cynthia Cordova

Testing Center Coordinator

Ccordova1@palomar.edu

Alma Vasquez

Testing Center Assistant

avasquez1@palomar.edu

Rebecca Sterling

Testing Center Assistant

rsterling@palomar.edu

Location

NA-2

drcproctor@palomar.edu

760-744-1150 ext. 3939

Hours of Operations

Monday-Thursday

8:00 am to 5:00 pm*

Friday

8:00 am to 2:00 pm*

Exams must be completed 15-minutes before closing.