Disability **R**esource **C**enter

Test Accommodation Guidelines for Instructors

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

Revised Spring 2025

Academic Accommodation Letter(s):

- Students who have been approved for test accommodations by the DRC and are seeking to receive test accommodations must first present an official **DRC Academic Accommodation Letter** to their instructors in person or e-mail. The Academic Accommodation Letter indicates the student's approved/prescribed disability-related accommodations, including test accommodations (such as extended time, a reader/scribe, etc).
- Once the instructor has received and reviewed the Academic Accommodation Letter, they **need to digitally acknowledge** the letter through MyDRC (see below for instructions on how to digitally acknowledge letters).
- Professors are to only confirm receipt of the Academic Accommodation Letter(s) once the student(s) email or deliver it to you. You are only responsible for implementing the accommodation once the student(s) have presented/emailed it to you.
- **Questions regarding the approved test accommodations should be directed to the DRC counselor listed on the letter**. All approved academic accommodations that the instructor disputes will be permitted during the DRC's review of the instructor's questions or concerns and determination of fundamental alteration. To learn more about disputing an academic accommodation, please review our guide on how to Disputing the Provision of an Academic Accommodation.

How To Digitally Acknowledge Academic Accommodations Letter(s) In MyDRC:

- Once an instructor logs in to MyDRC, they will see a list of all of their current courses in which one or more of their students are also members of the DRC, have **requested, and been approved** for test/exam and/or classroom accommodations. Instructors can click the "courses" tab to get started; the instructor will then be asked to log in using their school login account.

- **Instructors should only confirm receipt of the Academic Accommodation Letter(s) once the student(s) email or deliver it to them.** Instructors are only responsible for implementing the accommodation once the student(s) have presented/emailed it to them. By clicking "acknowledge" the instructor has essentially signed the letter and that information will be recorded in the student's file.

What if there are Academic Accommodation Letters for students who have not presented their instructor with a Letter?

- There are times a DRC student may request and be approved for accommodations (i.e. extended time for exams or note taking, etc.) yet they intentionally choose not to use these accommodations and thus do not provide their Academic Accommodation Letter

to the instructor. Some students' disabilities have fluctuating symptoms and they may not be experiencing a flare up, or the way the exams are structured minimizes the impact of the disability causing them to not need the extended time. Or the student may simply be trying out a semester or a class without using their approved accommodations.

- If instructors see Academic Accommodation Letters in MyDRC and the student(s) has not presented them with a Letter, instructors should not approach the students or extend test/exam time.
- If a student informs their instructor that they have been approved for extended time for exams but have not received the Academic Accommodation Letter, the professor can verify by visiting MyDRC; however, legally, instructors can still request the student provides them with a copy of the Academic Accommodation Letter.

Exam Appointments At The DRC Testing Center:

- After a student requests a testing appointment at the DRC Testing Center, the instructor will receive an email detailing the student's request to take an exam at the DRC Testing Center. The email will include directions to the Testing Center's online booking system, MyDRC.
- Professors can make changes/corrections to exam appointment requests.
- For questions or concerns, review our guide on how to submit exams.
- Students must request their test/exam appointment(s) at least **five business days in advance** via MyDRC or in-person. Two weeks' notice is needed for final exams.
- Test/exams appointments must coincide with the same day and time as the class unless prior arrangements have been made with the instructor. Please note that the DRC Testing Center must receive written or verbal permission to administer the exam outside the regular class time. If permission has not been received, the DRC Testing Center will make an attempt to receive this permission via email or phone.
- If a student fails to appear to their scheduled testing appointment, it is their responsibility to notify their instructor to discuss re-scheduling the exam. The DRC Testing Center requires written or verbal approval from the course instructor to re-schedule exams. This may be done by phone, by email, or in person.

Rescheduling Test/Exam Appointments

- Students needing to reschedule their 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. The DRC Testing Center will not reschedule appointments until verbal or written confirmation from the instructor.

Delivering Exams:

- It is **the instructor's responsibility to deliver exams** to the DRC Testing Center.
- To ensure that each test/exam is administered accurately, the DRC Testing Center requests test/exams and proctoring instructions to be delivered **24 HOURS** prior to the scheduled time. It is important to submit tests as soon as possible to allow the DRC Testing Center to review the test, include the necessary materials, and ensure that all legally mandated testing accommodations are administered properly.
- DRC Testing Center will not be responsible for mistakes (i.e., answers on test, missing pages, missing scantron, etc.) for tests/exams submitted after the exam submission deadline.
- Failure to submit tests/exams before submission deadline may result in the student rescheduling their testing appointment up to one week out from original exam date.
- Exams can be delivered to the DRC Testing Center by the following methods:
    - Online: Exam Submission via MyDRC. Please review our guide on how to submit exams.
    - Drop off: by Instructor or department representative to DRC Testing Center in NA-2
    - Inter-Campus Mail
    - Email: drcproctor@palomar.edu If sent via email, the preferred method for receiving tests is uploading exams in Microsoft Word or PDF format.
- Please complete an Exam Proctoring Form or blue envelope when submitting exams in person, mail, or email. Exam Proctoring Forms and blue envelopes can be found at the DRC Testing Center, our website, or with the Academic Department Assistant.

NOTE: In order to maintain the integrity of each exam, **students are not allowed to deliver tests/exams to the DRC Testing Center or return completed tests/exams to their instructor.**

Proctoring Form & Blue Envelope:

For the DRC to administer a test/exam as the instructor intends, it is imperative for instructors to provides the following information when delivering the tests/exams to the DRC Testing Center:

- **Exam Information:** Completely fill out class information (Instructor's name, student's name, student's ID#, course title, exam name, date and time exam is to be taken).
- **Standard Time for Exam**: Verify that the time allotted for the in-class exam appears correctly in the test request.
- **Test Return Option**: Indicate the preferred test/exam return method. Test return/delivery options include:

  - **Department campus mail:** please note that all outgoing exams that will be delivered via inter-campus mail will be scanned and emailed to the instructor's Palomar email unless otherwise indicated by the instructor.
  - **Pick-up:** by instructor or department representative.
  - **E-mail:** The DRC will only email completed exams to the instructor's Palomar email.
  - **NOTE:** In order to maintain the integrity of each exam, students are not permitted to return completed test/exams to their instructors.
- **Special Instructions** & **Instructor Approved Materials**: *Indicate all materials allowed for the test/exam*. These items will be the only items allowed to be taken into the DRC Testing Center. It is imperative that a detailed list of all materials approved for in-class use is communicated to DRC prior to the test/exam.
- If necessary, include any special instructions needed to administer the exam. e.g.- "Part I of the test is closed notes. Part II of the test is open note."
- **Surprise/Pop-Quizzes** information should be communicated to the DRC Testing Center in advance to ensure quiz is administered accurately and all accommodations are ready for the student at the time of the quiz.
- **Audio Portions:** The DRC Testing Center encourages instructors to administer any audio portions of exams. If the DRC Testing Center must administer an audio portion of an test/exam, the audio component must be either saved to a USB drive and delivered to the DRC Testing Center or emailed to drcproctor@palomar.edu. If the test/exam is a PowerPoint presentation with embedded audio, it is the instructor's responsibility to embed the audio.
- **Final Exam Special Note:** If an instructor does not have a final exam ready to be administered by the time and date the student has scheduled the final, the instructor may be responsible for accommodating the student in his/her own department at the discretion of the DRC Director, or the exam may need to be administered on an alternate date.

Receiving Completed Test/Exam Packets

Completed test/exams and all materials used (i.e., scantron, answer form, notes or other materials that were allowed) are placed in the testing envelope. Instructors can receive their completed tests/exams by:

- **Inter-Campus Mail**: The DRC Testing Center will scan and email a copy of the completed test/exam, scratch paper, and any approved notes used, and deliver the physical copy to the designated department as indicated by the instructor. DRC Testing Center will do their best to deliver completed tests/exams to the mailroom by 4pm Monday - Thursday and by 1pm on Friday.
- **Test Pick-up**: Instructors may pick up completed exam/test packets in-person from the DRC Testing Center during regular business hours. The instructor may send a department

representative in their place but must indicate this on the testing request form or notify the DRC Testing Center prior to pick-up.

- **Email**: The DRC Testing Center will scan and email completed tests/exams to the instructor's Palomar email. The physical copy of the exam will be delivered to the instructor's department mailbox unless indicated otherwise.
  NOTE: In order to maintain the integrity of each exam, students are not permitted to return completed exams to the instructor or to the department.

Fallbrook, Escondido & Rancho Bernardo Education Centers

- Students requesting tests/exams at the Fallbrook, Rancho Bernardo, or Escondido Education Centers must adhere to 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.
- Instructors are asked to submit tests/exams **24 hours in advance** to the **DRC Testing Center or the corresponding Education Center TLC** to ensure each exam is administered accurately with the proper accommodations. Please be sure to fill out an Exam Proctoring Form.
- Completed tests/exams will only be delivered as followed:
  1. **Pick-Up**: Instructors or department representative must sign out exams at the corresponding Education Center's TLC
  2. **Education Center Mailbox**
  3. **Email:** Completed test/exams will be emailed to the instructor's Palomar email**.**

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, students must contact the DRC Testing **Center five (5) business days** in advance to schedule an appointment at the same time as the class in order to schedule a proctor outside of regular operating hours.

Online Exams

- Students requesting online proctoring through the DRC Testing Center or Palomar Online Proctoring Services (POPS) **must follow the standard protocol when scheduling an appointment**. Students 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 and facilitated by a Palomar proctor.
- Students taking online course(s) that do not require a one-on-one proctor but would like to utilize the DRC Testing Center, **must follow the standard appointment request procedure**.
- Be prepared to receive an email from the student **48 hours** before the scheduled test/exam time confirming accommodation has been applied to their online test/exam.
- **Students are instructed not to start their test/exam** if their approved accommodation(s) has not been applied. Students will contact their instructor and the DRC Testing Center immediately informing them that their accommodations have not been applied for the test/exam. Furthermore, students shall not get penalized if their Academic Accommodations have not been applied to their test/exam in a timely manner.

How to Extend Time on CANVAS:

- Classic Quiz the instructions are at: https://community.canvaslms.com/docs/DOC-13053-4152276279.
  This allows, per student per quiz, for a specific amount of extra time to be added.
- New Quiz there are two possibilities.
  1. The way that matches the Classic Quiz method is documented at: https://community.canvaslms.com/docs/DOC-15038-4152790671.
  2. The other option is to simply allow either an additional set amount of time or a multiplier for a student, so all New Quiz attempts have the time limits automatically adjusted. That's documented at: https://community.canvaslms.com/docs/DOC-16842-41521110302.

Extended time set for student but defaults back to regular length of time?

With a Canvas Quiz, there are two aspects:

The quiz time limit, and the availability window for the quiz. Both can be customized for individual students, though they accomplish different things.

The quiz time limit can be set for the quiz as a whole (so “students have 10 minutes to take the quiz”), and this is what typically needs expanding when DRC students are entitled to take longer

to complete a quiz attempt. To make that customization the instructor browses to the published quiz in Canvas, then hits a button to "Moderate This Quiz" and gets a list of all students in the course. When they go to Edit a particular student, they have controls to add additional minutes to the quiz time limit (so in the ten-minute example for a 1.5x student they would add 5 minutes, and a 2x student would get 10 minutes added). This extra time is added to any attempt on that quiz a student makes, so if the quiz allows multiple attempts the added time is on all of those, not just one.

The availability window for the quiz is determined by the "available from" and "available until" dates set at the bottom of the quiz editing screen. That is the time window in which students may take the quiz. Typically for online classes this is a fairly wide window, days or sometimes a week, during which any students may attempt the quiz. Outside that time window students may not interact with the quiz, so if a student begins a quiz attempt which goes past the "available until" date, their attempt ends even if that is before a time limit expires. It is possible to set different availability dates for particular students, though that is done by editing the quiz rather than using the moderation tool. (So, as a hypothetical, if the instructor sets the available window to be a single hour, and sets a time limit for 120 minutes, absolutely nobody will be able to take the two hours, since there simply isn't enough time between the available from and until settings.)

Occasionally, situations occur when the instructor adds extra time to the time limit, but not expanding out the windows of time in which the quiz is available.

How to allow all questions to be viewed at once:

To allow student to view all the questions at once, per their approved accommodations, please do the following:

1. Set up a duplicate quiz
2. Assigned only to that student (and, of course, assign the original quiz to everybody except that student) with the question layout not set to one at a time.

Helpful Resources for Online Exam Accommodations:

Palomar ATRC

- Phone: (760) 744-1150 x2862
- Email: atrc@palomar.edu
- Website: https://www2.palomar.edu/pages/atrc/

Canvas Community

- **Accessibility in Canvas:** https://community.canvaslms.com/docs/DOC-2061-accessibility-within-canvas
- **Setting to Maximize Security**: https://community.canvaslms.com/docs/DOC-3313-quiz-settings-to-maximize-security

- **How to Assign a Quiz to Individual Student:** https://community.canvaslms.com/docs/DOC-26363-how-do-i-assign-a-quiz-to-an-individual-student

TESTING CENTER CONTACT INFORMATION

Testing Center Professionals
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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.

Location
NA-2
drcproctor@palomar.edu
760-744-1150 ext. 3939