



## **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)

# Welcome to the Disability Resource Center!

This comprehensive handbook includes:

- How to access [MyDRC](#)
- How to request an Authorized Academic Accommodation Letter
- How to request a test or exam appointment with the Testing Center
- Testing Center Policies and Procedures for Students

## Hours of Operations

### Monday-Thursday

8:00 am to 5:00 pm\*

### Friday

8:00 am to 2:00 pm\*

Tests must be completed 15 minutes before closing.

# MyDRC

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

- 1) request their Authorized Academic Accommodation letter(s),
- 2) print and download their approved Authorized Academic Accommodation letter(s)
- 3) request test or exam appointments
- 4) request, view, and download alternate media

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

## How to access MyDRC:

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

The screenshot shows the Palomar College Disability Resource Center website. A red arrow points to the 'Site Menu' button in the left sidebar. The main content area includes a welcome message, contact information, and hours of operation.

**Palomar College**  
Learning for Success

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

**Disability Resource Center**  
Counseling Services Division

Palomar Home > Disability Resource Center

**Welcome to the DRC**

**IMPORTANT: NEW INFORMATION REGARDING DRC'S ONSITE AND VIRTUAL HOURS OF OPERATION**

We are happy to assist you! There are a number of ways to connect with a DRC staff member and get answers to quick questions or to schedule an appointment with a DRC Counselor or other specialist.

**Three Ways to Reach the DRC**  
Connect with a Live Staff Member during our Office Hours!

Call us!	Email us!	In Person Appts!
760-744-1150, Ext. 2375	drc@palomar.edu	Learn How to Schedule

**\*\*\*ALL DRC COUNSELING APPTS. WILL BE CONDUCTED VIA ZOOM, PHONE OR IN PERSON\*\*\***

Onsite DRC appointments are limited to students/prospective students who are cleared to come to campus through the [cleared4work](#) app (i.e. no symptoms; current on any COVID testing needed, etc.)

**Contact Information**

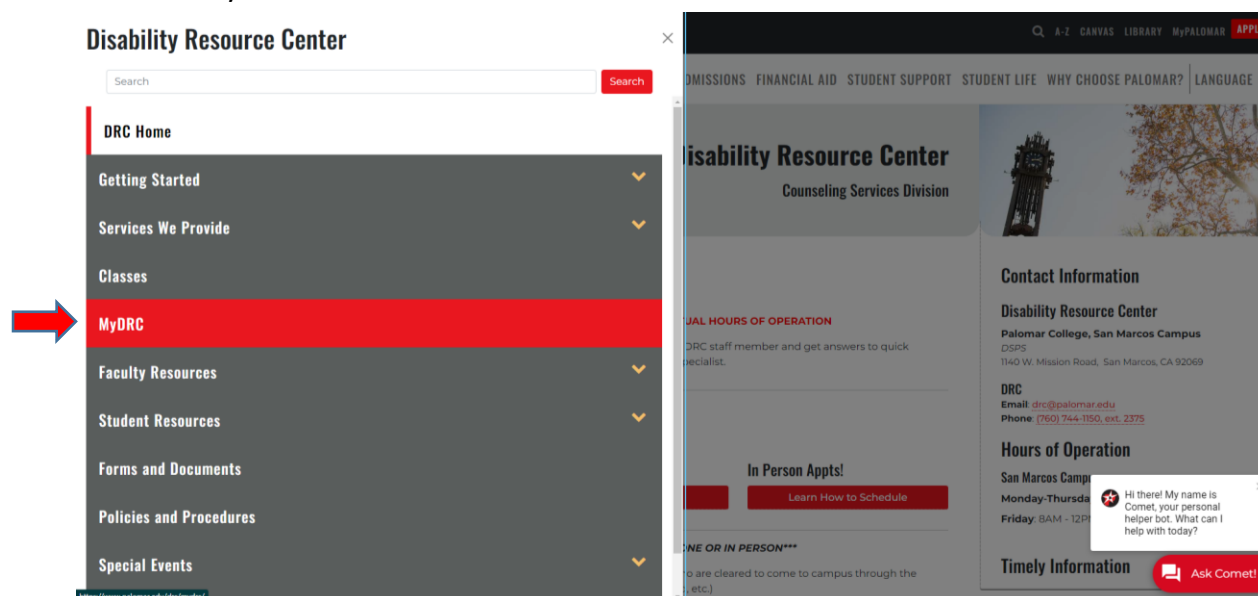
**Disability Resource Center**  
Palomar College, San Marcos Campus  
DSPS  
1140 W. Mission Road, San Marcos, CA 92069

**DRC**  
Email: [drc@palomar.edu](mailto:drc@palomar.edu)  
Phone: (760) 744-1150, ext. 2375

**Hours of Operation**  
San Marcos Campus  
Monday-Thursday: 8AM - 5PM  
Friday: 8AM - 12PM

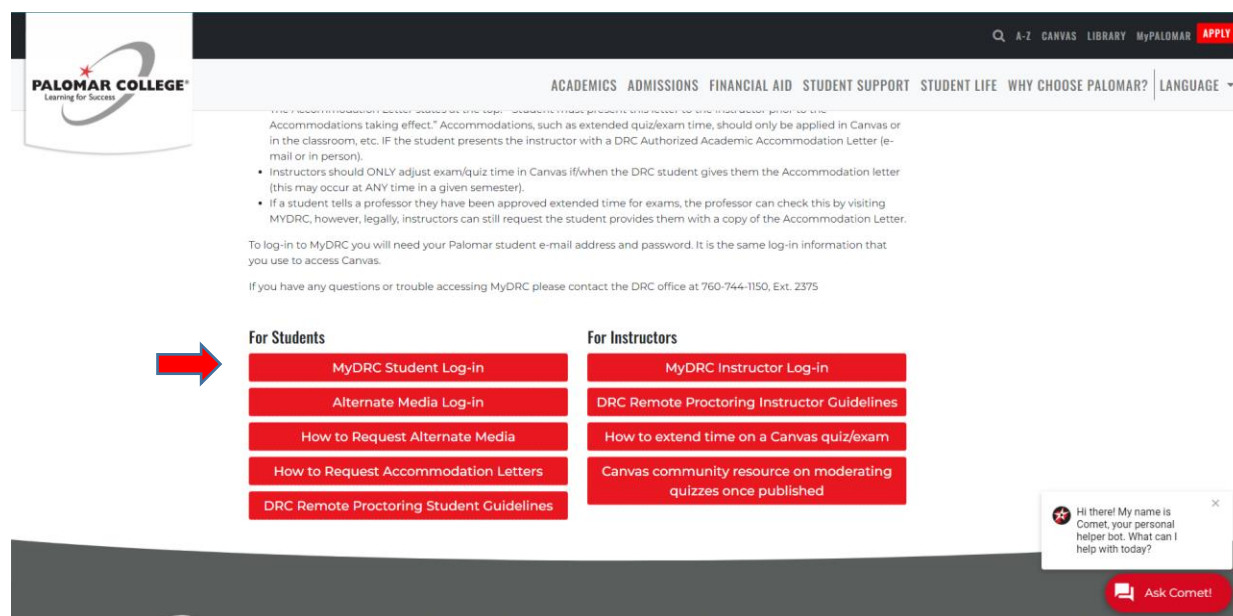
**Timely Information** [Ask Comet!](#)

## 2. Click on “MyDRC”



The screenshot shows the Disability Resource Center website. On the left, a navigation menu is open, with 'MyDRC' highlighted in red. A red arrow points to this menu item. The main content area displays the 'Disability Resource Center' header, a search bar, and various links like 'ADMISSIONS', 'FINANCIAL AID', 'STUDENT SUPPORT', 'STUDENT LIFE', 'WHY CHOOSE PALOMAR?', and 'LANGUAGE'. Below these are sections for 'Contact Information', 'Hours of Operation', and 'Timely Information'. A chatbot window is visible on the right side of the page.

## 3. Click on “MyDRC Student Log-in”



The screenshot shows the MyDRC Student Log-in page. A red arrow points to the 'MyDRC Student Log-in' button in the 'For Students' column. The page includes a Palomar College logo, a navigation menu, and a main content area with text about accommodations and login instructions. Below the text are two columns of buttons: 'For Students' and 'For Instructors'. The 'For Students' column contains buttons for 'MyDRC Student Log-in', 'Alternate Media Log-in', 'How to Request Alternate Media', 'How to Request Accommodation Letters', and 'DRC Remote Proctoring Student Guidelines'. 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 window is visible on the right side of the page.

## Authorized Academic Accommodation Letter(s)

Students seeking to use academic accommodations must first be approved by a DRC counselor, based on disability documentation on file with the Disability Resource Center (DRC). If you have questions about your file or eligibility, please contact the DRC front office for assistance.

Students must obtain a new Authorized Academic Accommodation letter for each course they are enrolled in. Accommodation letters are specific to both the course and the instructor. Therefore, if a student drops a course and later enrolls in a different one—even if it is the same subject or taught by the same instructor, a new accommodation request must be submitted for the new course.

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).

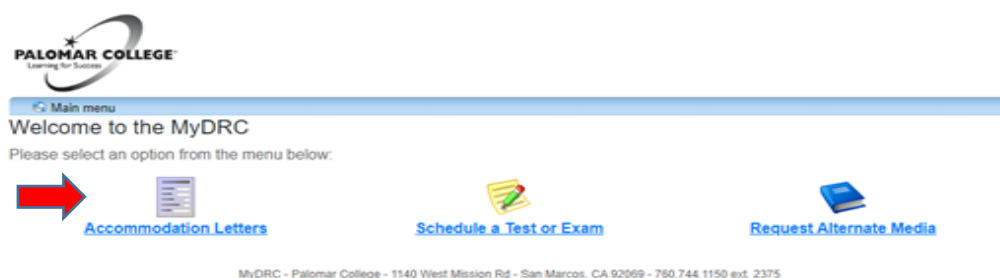
Authorized Academic Accommodation letter(s) can be requested through [MyDRC](#). Once submitted, a DRC counselor will review the request. If approved, the **Authorized Academic Accommodation Letter(s)** will be emailed to the student's Palomar email and made available in [MyDRC](#).

It is the **student's responsibility** to provide a copy of the letter(s) to their instructor(s). Students may do this by:

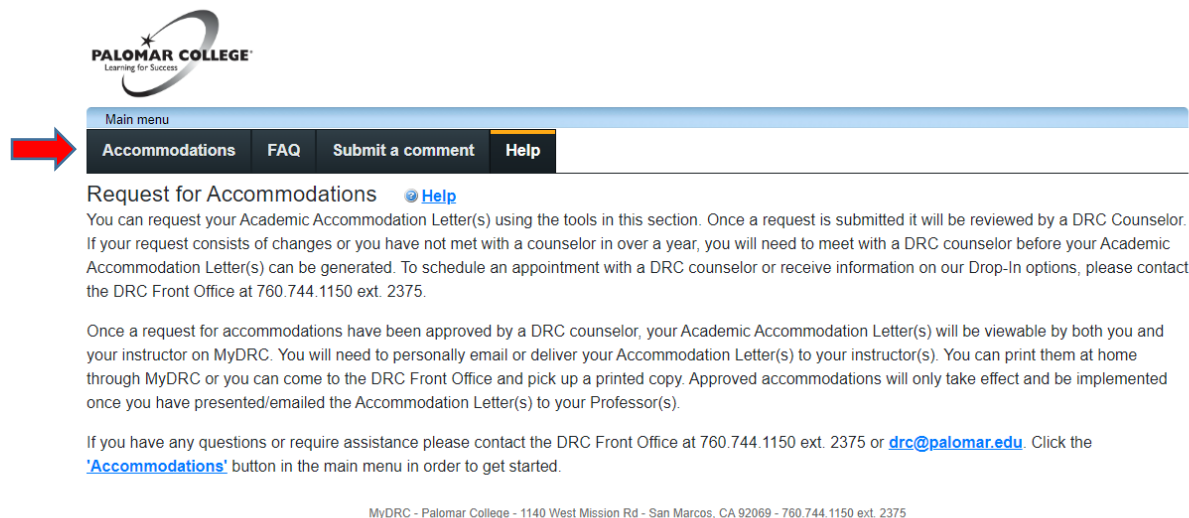
- Emailing the letter(s),
- Providing a hard copy, or
- Directing their instructor(s) to view and digitally acknowledge the letter in [MyDRC](#).

# How to Request an Authorized Academic Accommodation Letter in MyDRC

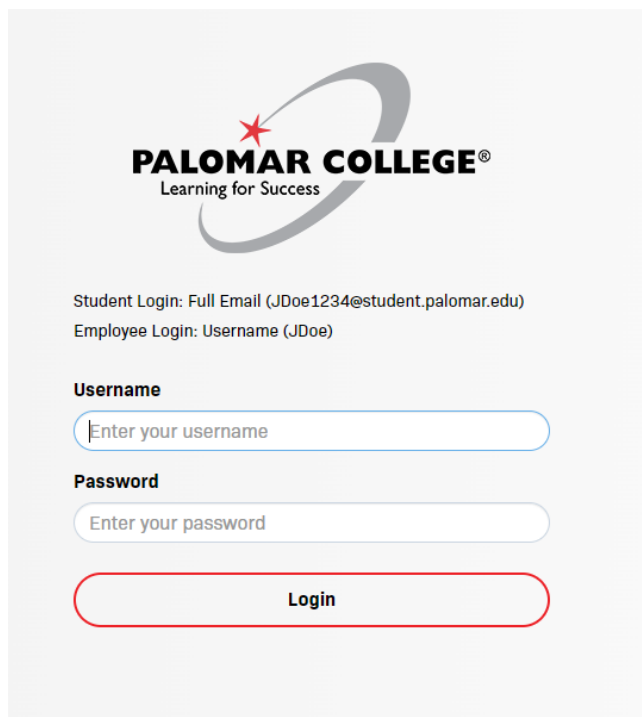
1. Click on the “Accommodation Letters” icon.



2. Click on the “Accommodations” tab.



3. 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**

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



[Main menu](#)
[Accommodations](#)
[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>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>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>

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

5. Select the accommodation(s) you are requesting. Then select the course(s) for which you are requesting the Authorized Academic 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 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 exams/quizzes 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** that the status is “Pending”.



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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: 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. The status will update to “Sent” once a DRC counselor has approved the accommodation(s) that you have requested.



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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	<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. The status will update to “Confirmed” once the Authorized Academic Accommodation Letter(s) is acknowledged by the DRC, or instructor has acknowledged the receipt online.



### 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

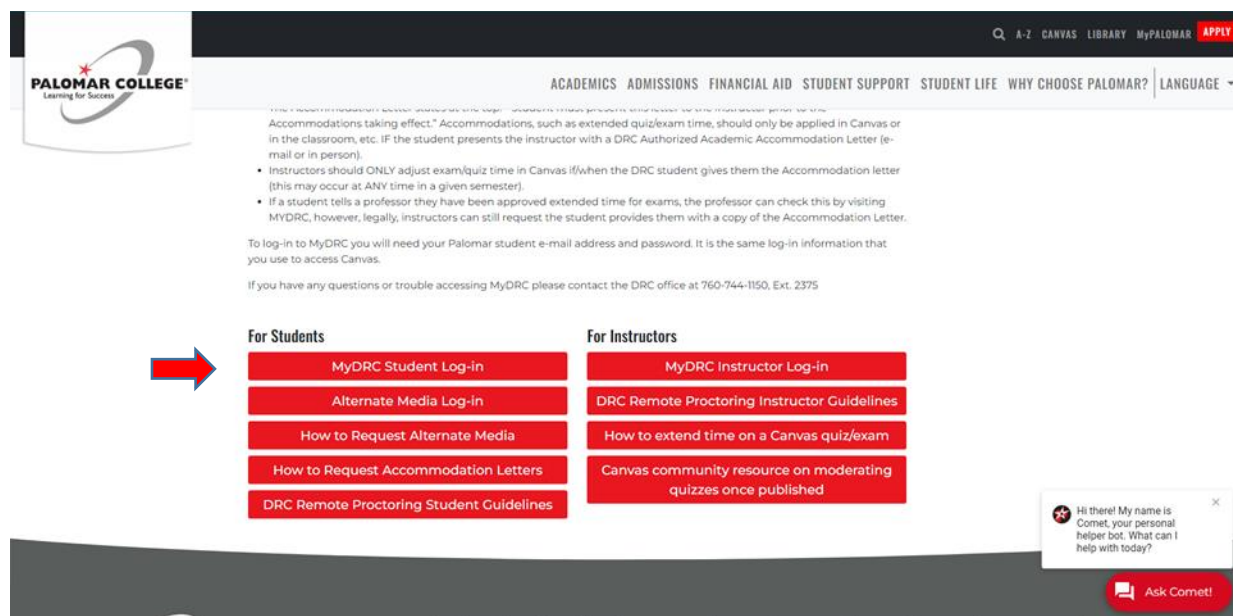
Course	Status	Request	Letter
DR 15 Section 71297 LEC	<b>Confirmed</b> The instructor signed copy (or acknowledgement) of your Accommodation Letter has been recieved by the DRC and your Accommodations are in place for this course.		<a href="#">Get letter</a>
DR 43.1 Section 71349 LEC	<b>Pending</b> A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

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# Testing Center Policies and Procedures for Students

## How to Request a Testing Appointment via MyDRC

1. Click on “MyDRC Student Log-in”



The screenshot shows the Palomar College MyDRC website. The header includes the Palomar College 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." followed by instructions and a list of bullet points. A red arrow points to the "For Students" section, which contains the following links:

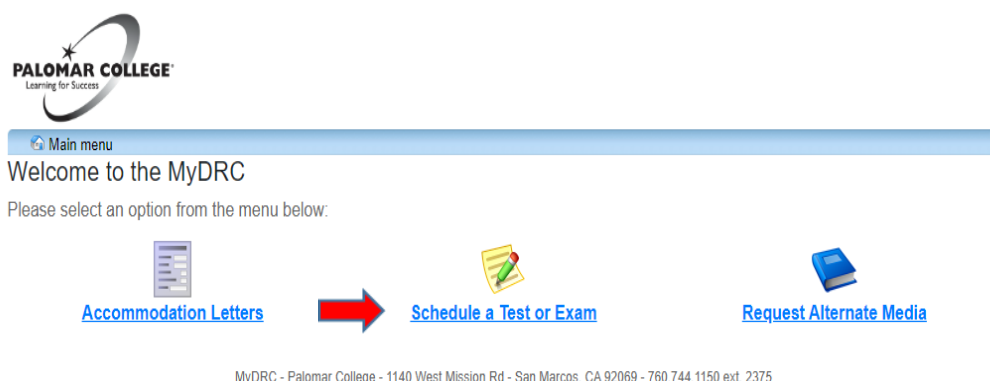
- MyDRC Student Log-in
- Alternate Media Log-in
- How to Request Alternate Media
- How to Request Accommodation Letters
- DRC Remote Proctoring Student Guidelines

The "For Instructors" section contains the following links:

- 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

At the bottom right, there is a chatbot icon labeled "Ask Comet!" and a small chat window that says "Hi there! My name is Comet, your personal helper bot. What can I help with today?"

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

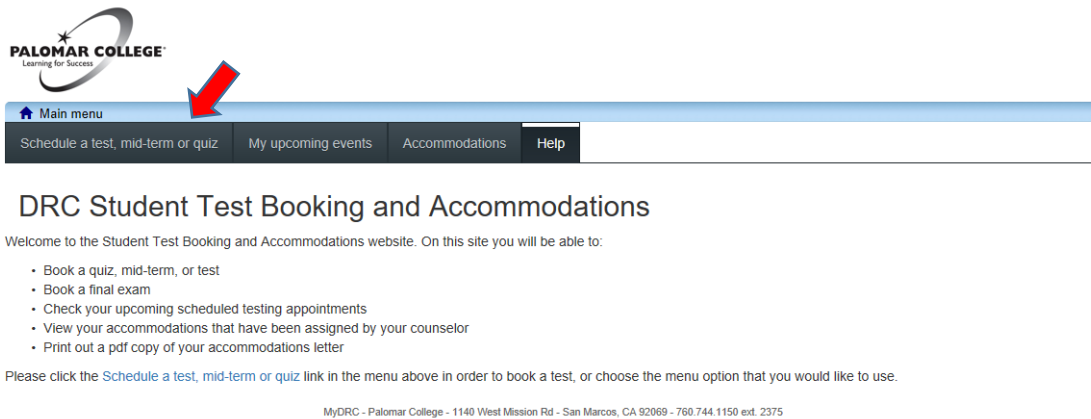


The screenshot shows the Palomar College MyDRC website. The header includes the Palomar College logo and a "Main menu" button. Below the header, there is a section titled "Welcome to the MyDRC" followed by the text "Please select an option from the menu below:". Below this text, there are three icons with corresponding links:

- Accommodation Letters
- Schedule a Test or Exam (highlighted with a red arrow)
- Request Alternate Media

At the bottom, there is a footer that reads: "MyDRC - Palomar College - 1140 West Mission Rd - San Marcos, CA 92069 - 760.744.1150 ext. 2375"

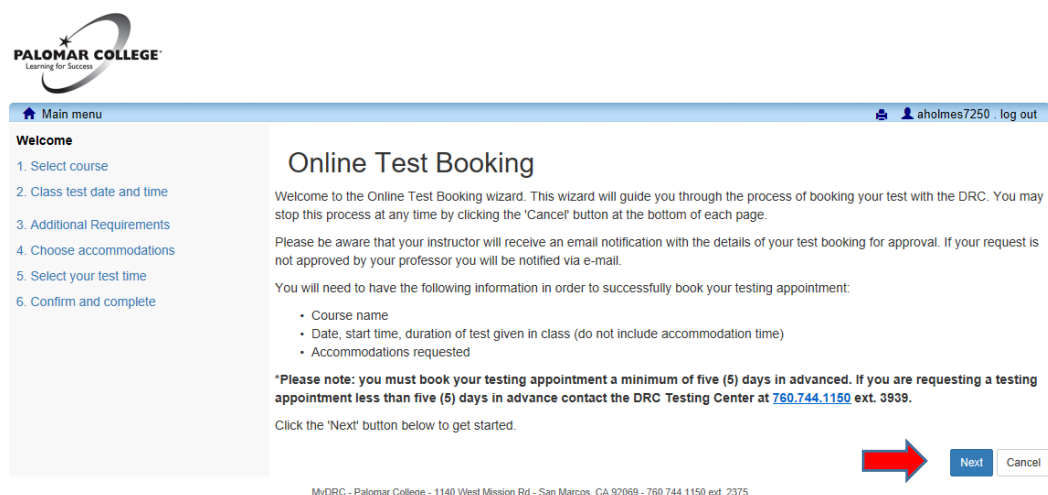
- Click on the “Schedule a test, mid-term or quiz” tab.



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

The screenshot shows the Palomar College login page. At the top is the Palomar College logo with the tagline "Learning for Success". Below the logo, the text reads: "Student Login: Full Email (JDoe1234@student.palomar.edu)" and "Employee Login: Username (JDoe)". Below this is a "Username" label followed by a text input field with the placeholder "Enter your username". Below that is a "Password" label followed by a text input field with the placeholder "Enter your password". At the bottom is a red "Login" button.

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



**PALOMAR COLLEGE**  
Learning for Success

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

## 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

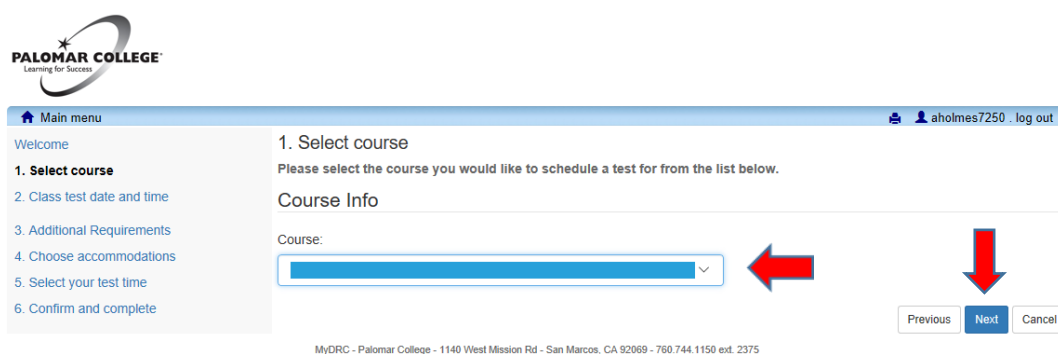
**\*Please note: you must book your testing appointment a minimum of five (5) days in advanced. If you are requesting a testing appointment less than five (5) days in advance contact the DRC Testing Center at 760.744.1150 ext. 3939.**

Click the 'Next' button below to get started.

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



**PALOMAR COLLEGE**  
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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

## 1. Select course

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

### Course Info

Course:

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

7. Fill in the date of the test or exam in the “Date of class test” field. Fill in the time of the test or exam in the “Time of class test” field. Fill in the time the **class gets to take the test or exam** (without extended time) below the “Class test duration.” **If you are unsure how long the class gets to take the test or 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”.

**PALOMAR COLLEGE**  
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

**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:  eg. 9:30 am

Class test duration:  0 (hours)  0 (minutes)

Previous **Next** Cancel

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

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 at 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”.

**PALOMAR COLLEGE**  
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

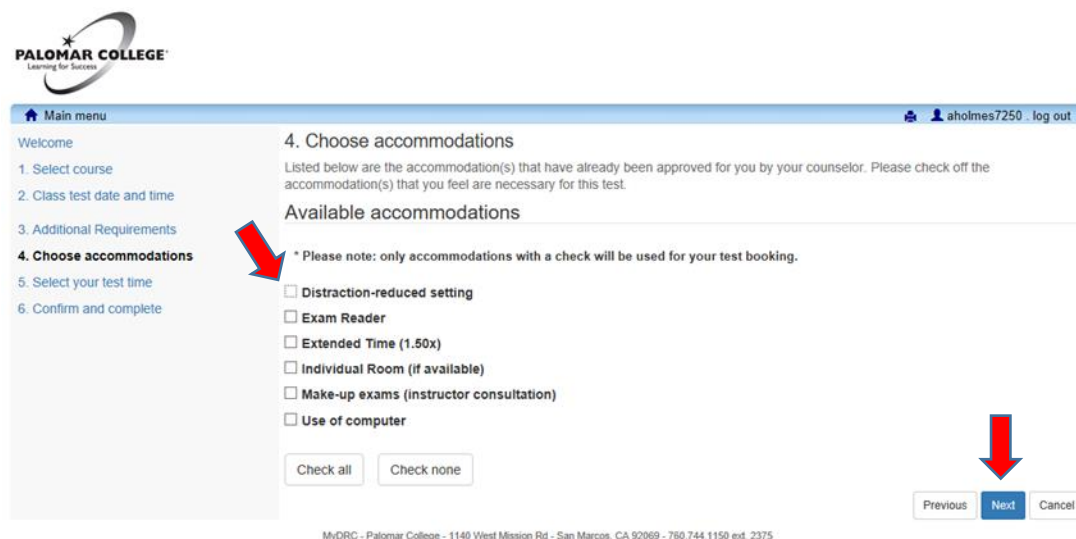
**3. Additional Requirements**  
Please fill in the appropriate information below.

Location you want to take exam at:

Previous **Next** Cancel

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”.



**PALOMAR COLLEGE**  
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

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.

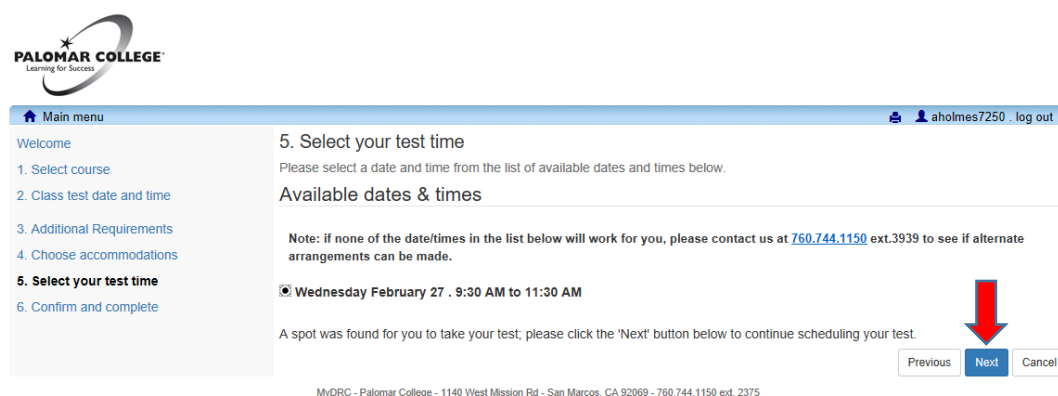
- ☐ Distraction-reduced setting
- ☐ Exam Reader
- ☐ Extended Time (1.50x)
- ☐ Individual Room (if available)
- ☐ Make-up exams (instructor consultation)
- ☐ Use of computer

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.



**PALOMAR COLLEGE**  
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”.



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Main menu aholmes7250 . log out

Welcome

- Select course
- Class test date and time
- Additional Requirements
- Choose accommodations
- 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 exam at: **San Marcos**

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

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

## Requesting a Testing Appointment

- Students seeking to have the DRC Testing Center administer their tests or exams must have a **current** Authorized Academic Accommodation letter. Test or exam will **not** be provided unless the letter has been approved **and** sent to the instructor.
- Tests or exams taken with the DRC Testing Center are administered by **appointment only**.
- Students are required to request an appointment **five (5) business days** before the test or exam. **Two weeks'** notice is needed for final exams. Requests for **test or exam appointments made after the five-day and/or two weeks for final exams deadline may not be supported or occur at the requested date and time**.
- Students may request a test or exam appointment through the following methods:
  - Online: [MyDRC](#).
  - In-person: at the DRC Testing Center in NA-2
  - Phone: 760-744-1150 ext. 3939
  - Email: [drcproctor@palomar.edu](mailto:drcproctor@palomar.edu)
- DRC Testing Center Hours
  - Monday – Thursday: 8:00 AM – 5:00 PM
  - Friday: 8:00 AM – 2:00 PM

Please note that holidays and campus closures are not considered business days. Refer to the [current academic calendar](#) for the most accurate and up-to-date information.

All exams must be completed 15 minutes prior to closing.

- Testing appointments should be scheduled for the same day and time the class is taking the test or exam, unless prior arrangements have been made with the instructor. If an alternate date or time is approved, the DRC Testing Center must be notified directly by the instructor before the exam can be administered.
- All test or 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 or exam

- Students are encouraged to arrive **5–10 minutes** before their scheduled appointment time to allow ample time for check-in. All students must check in with the DRC Testing Center Assistant and present a valid photo ID. Students who do not have a photo ID must contact the DRC Testing Coordinator immediately to discuss alternative arrangements.

- If a student arrives more than 15 minutes late, approval must be obtained from the Testing Center Coordinator. In cases of extenuating circumstances, students should contact the DRC Testing Coordinator immediately.
- Students must complete their exams by 4:45pm (with extended time). Students who arrive late and cannot complete their exam within their allotted time by 4:45pm must either
  - forfeit their extra time or
  - request to re-schedule the exam with instructor approval.
- 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 or 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** must be **turned off** and either submitted to Testing Center staff at check-in or securely stored with the students' belongings in designated lockers or 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 permitted in the testing room, except for water bottles with a closeable lid. Students with approved food accommodation may step out to the Testing Center lobby to consume their food.
- Talking, whispering, gum-chewing, pencil tapping, eating, frequently entering or leaving the testing area, etc., may be distracting to other students. Students exhibiting such behavior distracting behavior will be asked to stop 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 allowed to test in the DRC Testing Center again.
- If a memory aid has been approved as an accommodation, please consult the [Guide for Implementation for Students and Instructors](#) for detailed instructions and requirements. It is the student's responsibility to understand and follow the proper procedures for implementing this accommodation.
- It is the student's responsibility to bring all testing materials (i.e. scantrons, calculators, etc.).
- Any approved notes used during the test or 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 or 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 or 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 or 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 or 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 or exams at the Fallbrook, Rancho Bernardo, or Escondido Education Centers will need to adhere to the following guidelines:
  - Students **must follow the standard appointment request procedure.** Failure to request test or exam appointment(s) through the DRC Testing Center may result in accommodations not being supported.
  - Tests or 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 enrolled in courses with test or exam times that fall outside these have the following options:
  - Work with the instructor to receive the approved accommodation during the class's scheduled exam time
  - Schedule the test or exam during DRC's hours of operation on an alternate day/time after coming to an agreement with the instructor.
  - If no alternative arrangements can be made, students must inform the DRC Testing **Center five (5) business days** in advance and schedule an appointment with a DRC counselor to discuss further options.

## Online Courses

- Students taking an online course and seeking to utilize their approved academic accommodation **must follow standard protocol**.
- Students requesting online proctoring appointment at the DRC Testing Center or Palomar Online Proctoring Service (POPS) must contact the DRC Testing Center **five (5) business days** in advance to arrange a one-on-one online proctor. Failure to request test or 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 Palomar proctors.
- Students who are taking online courses that do not require a one-on-one proctor but would like to utilize the DRC Testing Center's physical location for their test or exam, **must follow the standard appointment request procedure**.
- Students taking an online test or exam on Canvas and do not require a one-on-one proctor, should confirm with their instructor that their exam accommodation has been applied. We recommend students to check with their instructor **48 hours** before the scheduled test or 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 OR 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 or exam.

## Nursing Exams

- The DRC Testing Center staff are 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 or 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 permitted to cancel testing appointments.

## Late/Early Arrival

- 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.
- Students must complete their exams by 4:45pm (with extended time). Students that arrive late and their allotted time extended past 4:45pm must either forfeit their extra time or request to re-schedule the exam (upon Instructor's approval).
- Students wishing to start their exam early must receive approval from their instructor. The DRC Testing Center must be notified of the time change by the instructor 24 hours prior to the original exam start date and time.

## No Appointment

- Test or 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 or exams not scheduled in advance will have their tests or 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 or Exam Method of Delivery

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

- Students are encouraged to use the facilities before starting a test or exam.
- If restroom/nutrition breaks during testing is approved accommodation, the student must leave all testing materials at the DRC Testing Center as they are not allowed to leave with test or 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 for 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 or exam, the DRC will need to follow the instructor’s request, unless restroom breaks are approved accommodation. The Testing Center Assistant will notify the student at the beginning of the test or exam appointment if restroom breaks are not allowed.
- Students experiencing disability-related episodes which require breaks during a test or 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 or exam provided by the instructor. The standard test or 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 or exam, the Testing Center staff will make an attempt to obtain this information via email or phone.
- The student’s test or 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 or exam.
- When the student’s time has expired, the proctor will notify the student. If the student continues to work on the test or 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 or 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 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.

- The Testing Center staff are not allowed to extend time or adjust accommodations if the test or 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 or Exam**

- All materials must be turned into the proctor, including test or exam, scratch paper, and notes (if approved).
- Once the test or 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 or 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](mailto:Ccordova1@palomar.edu)

**Rebecca Sterling**

Testing Center Assistant

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

**Chris Santos**

Testing Center Assistant

[csantos1@palomar.edu](mailto:csantos1@palomar.edu)

**DRC Director**

Adam Kasarda

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

## 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](mailto:drcproctor@palomar.edu)

760-744-1150 ext. 3939