# Disability Support Services Testing Desk Handbook

Last Updated: August 2019

# **Table of Contents**

Why do we provide Accommodations?			3
Poli	Policies		
	l.	Rescheduling Policy	4
	II.	Late Arrival Policy	4
	III.	Academic Dishonesty and Student Conduct	4
Acc	essi	ble Technology and Software	5
	I.	Software Manual	5
	l.	Software Locator	5
Sca	ntro	ons and Blue Books	5
Gro	up	Testing Room and Private Rooms	6
	I.	Group Testing Room	6
	II.	Private Testing Room	6
Che	ckiı	ng-in and Ending Students	7
	l.	Checking-in	7
	II.	Ending	7
	III.	Starting/Ending Students with Specific Disabilities & Accommodations	8
The	Но	w-To Section	9-22
	l.	Confirming Next Day Exams	9-11
	II.	Creating Folders for Exams	12
	III.	Manually Scheduling Exams	13-18
	IV.	Receipts	19-20
	V.	Proctoring with Cameras and LanSchool	21-22

## Why do we provide accommodations?

The Americans with Disabilities Act of 1990 is a civil rights law that prohibits discrimination based on disability. It affords similar protections against discrimination to Americans with disabilities as the Civil Rights Act of 1964, which made discrimination based on race, religion, sex, national origin, and other characteristics illegal. In addition, unlike the Civil Rights Act, the ADA also requires covered employers to provide reasonable accommodations to employees with disabilities, and imposes accessibility requirements on public accommodations.

Legal mandates require postsecondary institutions to provide a minimal level of support services for students with disabilities. However, this legislation does not delineate a model of effective services. Consequently, accommodations and accommodation delivery vary a great deal across institutions.

#### **Mandate**

"No otherwise qualified individual with a disability in the United States . . . shall, solely by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (Section 504 of the Rehabilitation Act of 1973)

"Subject to the provisions of this title, no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by such entity."

(Title II of the Americans with Disabilities Act)

### **Self-Advocacy**

While meeting with students to determine appropriate individual accommodations, disability services staff have the opportunity to encourage student self-advocacy. Many students experience anxiety when presented with the tasks of meeting with instructors to discuss accommodations. The disability services staff member can work with students to practice for such meetings, as well as provide helpful hints for successful communication with instructors.

#### **Test Scheduling**

It is the student's responsibility to take an active role in scheduling exam accommodations. Requesting exam accommodations, providing exam information, following procedures with exam accommodation forms, and communicating exam changes to the staff are all student responsibilities.

#### **Proctoring**

Proctoring is the process of observing test takers while they take a test. The proctor is the person with the responsibility and authority to take various actions to prevent the test taker from stealing or removing any confidential test materials, or from performing any unauthorized activity that would enable the test taker to gain an unfair advantage during the test. This includes the responsibility to administer a test in a standardized manner, in order to:

- Maintain integrity and security during the test process
- Ensure test outcomes are fair and scores are valid for their intended use; and
- Maintain a distraction-reduced testing environment.

## **Policies**

#### I. Rescheduling Policy:

- Requests to reschedule a testing appointment (date/time) will only be made due to a
  disability-related reason or a university administrative conflict impeding the student
  from taking the exam or quiz during the scheduled date or time. For disabilityrelated reasons, documentation from a licensed provider must be provided to DSS in
  order to process the rescheduling request.
- In situations where students reschedule and do not show up for a maximum of 3 times for an exam or quiz, the students' DSS counselor will be notified and the student may be required to meet to discuss any challenges.
- If testing appointments are not scheduled accordingly, students are required to request documented permission (not verbal) from the instructor to be scheduled for an alternate day/time, or simply take the exam or quiz in the class.

#### **II. Late Arrival Policy:**

- Students are expected to arrive to the DSS office on time and begin their exam
  or quiz as scheduled. As a courtesy, students are sent a reminder email the day prior
  to their testing appointment.
- If the student arrives late to DSS or arrives early but delays themselves from starting at the scheduled start time, the elapsed time will automatically be deducted from the student's total time allowed. This means that the scheduled end time will remain the same and will not be adjusted or extended.

#### **III. Academic Dishonesty and Student Conduct**

- Due to DSS's duty to uphold academic integrity during all test proctoring, all test-taking activities are monitored at all times. Testing areas within DSS are equipped with video surveillance cameras and computer monitoring software. All other testing areas are staffed with at least one proctor monitoring students at all times.
- Refusal to stop and surrender an exam or quiz when informed by a proctor that the allotted time has ended, is considered an act of misconduct and will be reported to the Dean of Students office.
- Any incidents of academic dishonesty or student misconduct will be reported in the form of a Student Conduct Referral Report to the Dean of Students office and may result in disciplinary actions or sanctions as described in the Academic Dishonesty Policy (UPS.300.021) & Student Conduct Procedures (Executive Order 1098).

# **Accessible Technology and Software**

#### I. Software Manual

- There are Software Manuals located at the testing desk and each private room with information on accessible technology available on the computers.

There is a tab for:

**JAWS** 

**Zoom Text** 

**CCTV** 

**Ease of Access** 

Dragon

Kurzweil (K3000)

Read & Write

- In an effort to support exam integrity students are not authorized to use their own log in for Kurzweil 3000. There are 5 student log-ins available for students to use during exams at the front pocket of the binder. Please remember to hand the card with log-in information to students using K3000 for exams and remember to collect after student's complete exam.

#### **II. Software Locator**

- In addition to the binder on the wall the sheet attached is on the wall with the software that is available in all private rooms and each computer in the group room. Keep this in mind when placing students for their exams and make sure they have the accessible technology and software they need to complete their exams.

# **Scantrons and Blue Books**

- Scrantons and Blue Books are located on the wall next to the testing desk and organized on an acrylic organizer. The prices for the Scantrons and blue books are located on a poster on top of the lockers. Cash box for change is located on the left side of David's desk on the top drawer. If box is locked please ask David to open it, as he is the only one with a key to the cash box.
- 882-E.....\$0.32
- F-1712-PAR-L.....\$0.32
- F-289-PAR-L.....\$0.32
- F-288-PAR-L.....\$0.32
- Large Blue Book....\$0.42
- Small Blue Book....\$0.32

# **Group Testing Room and Private Rooms**

#### **I. Group Testing Room**

- Every morning, the opener should un-lock the testing room door and prep the students to take exams.
  - 1. Turn on the lights
  - 2. Turn on the first fan at the entrance of the room and make sure it oscillates
  - 3. Turn on multiple white noise machines on stations 3, 6, 8, 10, & 11
  - 4. Turn on the second fan in between stations 11 & 12
  - 5. Make sure all of the computers are turned on & left on the blue screen that shows the "CSUF Computer Use Policy"
- Some students may get distracted by the noise and are welcome to turn them off they just need to be turned back on once student has completed exam. In the back corner there is another fan that should be turned on. The fans help create white noise however, they also keep the air flow as it can get stuffy in the room.

#### **II. Private Testing Rooms**

- Each of our private rooms need to be cleaned and maintained on a daily basis
- These rooms are for students with a "Private Room" accommodation that will be listed on the testing folder in the top right corner under "Testing Accommodations Needed"
- Private Room 112 has a special computer from the College of Engineering and Computer Science with specialized computer software for course in that college. Students who need JAWS and Zoom Text.
- There is a CCTV located in Private Room 110 should a student have accommodations for both a private room and a CCTV

# **Starting and Ending Students on Exams**

#### **I. Starting Exams**

Starting students on exams is a multiple-step process that will take time to learn and be accustomed to at first. It is important to take things slow to make sure no steps are missed and each transaction is successful. The process can be daunting especially at times when multiple students are scheduled all at the same time; we call these 'Rushes of students.' Do not allow this to overwhelm you. Plan ahead and anticipate as much as possible to make things run smoothly and as seamless at possible for yourself. Each student will be taken care of and will start on their exam eventually.

- Take your time and go through your 'starting' process with each student:
  - i. Have them put away their belongings <u>including cell phones and smart</u> <u>watches</u> turned off or on silent.
  - ii. Let them know what they are allowed; check them for any unauthorized objects or materials.
  - iii. Write end times (seat numbers) on a post-it for students.
  - iv. Put students name (First name, last initial), start time, end time, and allowed materials on the Google Doc Testing Sheet.

If you know there is a large rush approaching, fill out the Google Testing Sheet before students arrive. Also, write their seat number a post it and put it on their folder, that way when they arrive you are prepared and can just mark them "here" on the Google Doc.

### **II. Ending**

- Do not rush! Mistakes <u>ALWAYS</u> happen at this point during the exam proctoring process and must be avoided as much as possible.
- Rule #1: ALWAYS collect the exam and all testing materials first and foremost from the student. DO NOT let the student leave the testing area with the exam.
- As you collect the student's exam materials:
  - 1. Check if the student needs a scantron scribed
  - 2. If something needs to be printed off their flash drive
  - 3. If there's something the student needs to turn in along with the exam (Homework, Crib sheets, Journals, SOQ's)
  - 4. If the exam needs to be emailed to the professor.
  - 5. If student needs to deliver the exam themselves.
- When ending a student's exam go through the entire 'ending' process:
  - 1. Collect all necessary materials
  - 2. Initial, date, and write in end time
  - 3. Date stamp the yellow envelope then seal with tape.
  - 4. Place it in the appropriate delivery stack.
    - Department Deliveries = place horizontally in the exam outbox
    - Professor Pick Up = place vertically with label towards the top in the outbox located on the left side of the lockers

- o If the student needs to deliver the exam, have them **PRINT** their name at the bottom of the receipt by the black **X**.
  - 1. Make sure to ask them if they know where they are delivering the exam. The student return label should have a location written by David; refer them to that location for delivery.

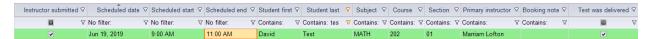
#### II. Starting/Ending Students with Specific Disabilities & Accommodations

- 1. Student who need a private room
  - One of the accommodations our office offers is "Private room (when available)" which will be listed in the top right corner of the exam receipt. We do not let the student walk back to the private room alone, therefore we must walk the student to the room and make sure they have everything they need to get started on their exam.
- 2. Visually Impaired or Blind Student who uses JAWS
  - Students who are visually impaired might have a private room accommodation to utilize speech to text software such as JAWS. If the student needs assistance, be sure to communicate with the student on what they need
    - \* If a blind student needs you to guide them to the testing room:
      - a. Place the back of your hand on the back of their hand. This will let
        This will help them figure out where your arm is. Then they can hold
        your arm just above the elbow
      - b. Be sure to give verbal directions as you are walking them to the private room
      - c. As you enter the private room, be sure to guide the student the desk and chair
- 3. Student who needs who needs to be proctored for a listening portion
  - A Student Assistant will need to sit in a private room with the student and proctor while the student listens to the listening portion of their exam (typically on YouTube or a flash drive)
- 4. Student who needs a live scribe
  - A Student Assistant will need to sit in a private room with the student and scribe their answers for them. The SA will ask the student their preference if they would like to be read the question or they can read it on their own and tell the SA what to write down for the answer.

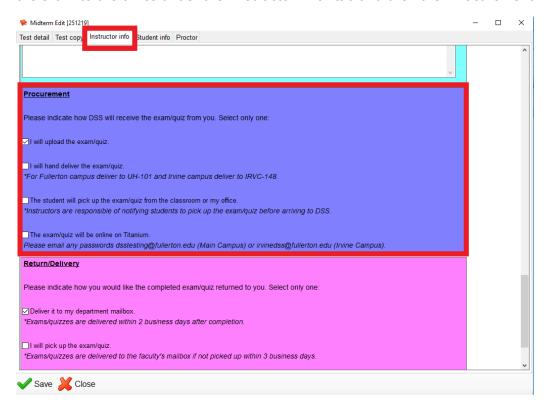
### The How-To Section

## I. Confirming Next Day Exams

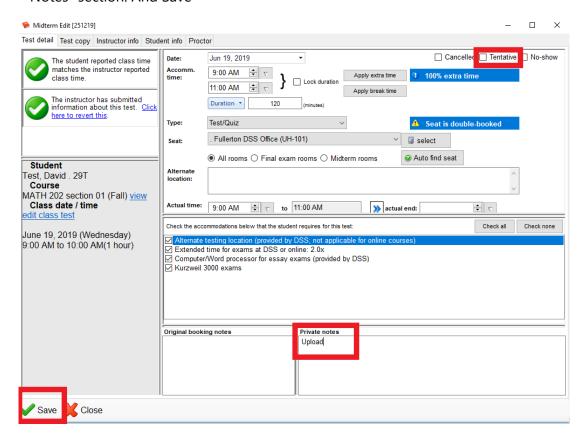
- -Confirming exams can take up a big portion of your shift depending on what time of day it is but it is important not to rush this because you will be printing exam sheets and the actual exams after you are done confirming. When confirming exams, you will be confirming that all parameters have been submitted by the professor and how the instructor has decided to provide the exam to us.
- You will go into the exam bookings for the next day and one-by-one: if the professor has submitted the parameters the box "Instructor submitted" will be checked off. If the exam has been delivered the "Test was delivered" box will be checked off.
  - 1. Before confirming the exams, the booking will show up green:



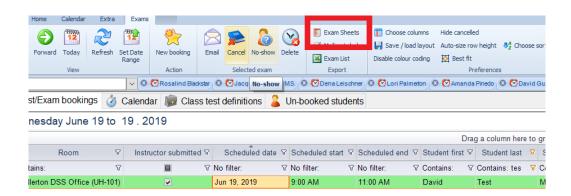
2. The first step will be to open the booking and check how the professor will be providing the exam to the office under the "Instructor Info" tab and then the "Procurement" section:



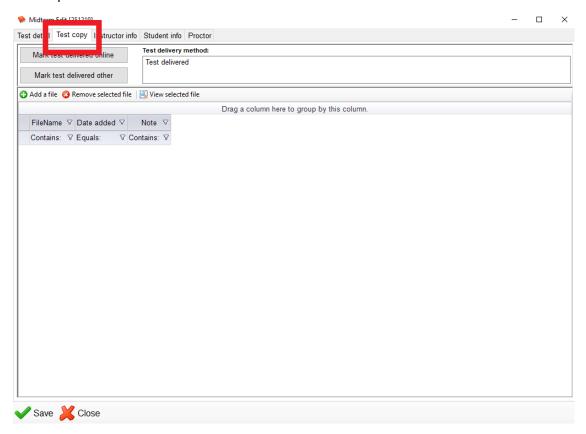
3. Third will be to remove the exams status as "Tentative" by clicking the box and removing the check mark and entering how the professor will be providing the exam in the "Privates Notes" section. And Save



4. To print the exam sheets:

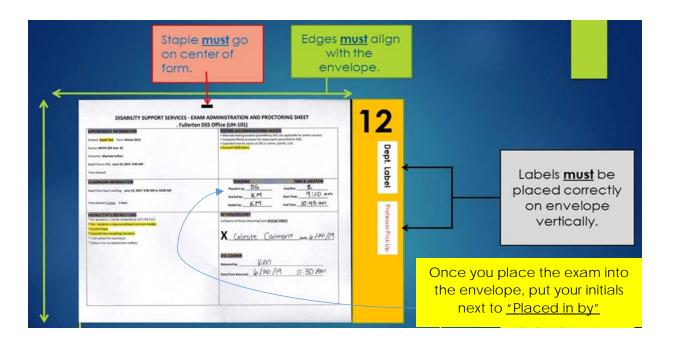


## 5. To print exam:



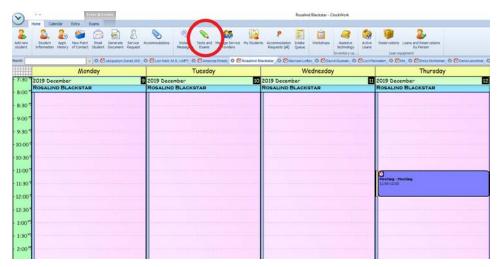
#### **II. Creating Folders for Exams**

- 1. When creating folders for next day exams it is important to make sure that you are aware of what exam you place into the folder. The exam sheet is stapled to the top left corner of the yellow folders with the folder horizontally with the opening to the left. It is important to follow the diagram below and place the corresponding stickers to the department of the student's exam. If the professor opts for a delivery method other than department delivery, there are also stickers that must be placed to avoid delivering the exam when the professor wants to pick it up personally or if they prefer another method.
- 2. The Department stickers and labels are located in a blue blinder by the printer located between David's and the admin desk.

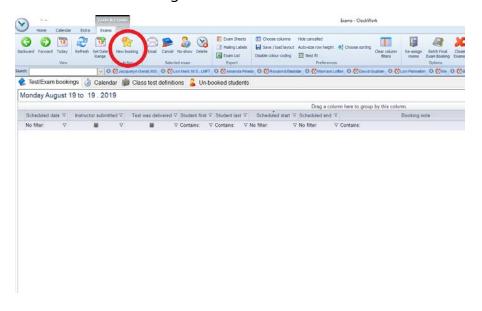


## III. Manually Scheduling Exams

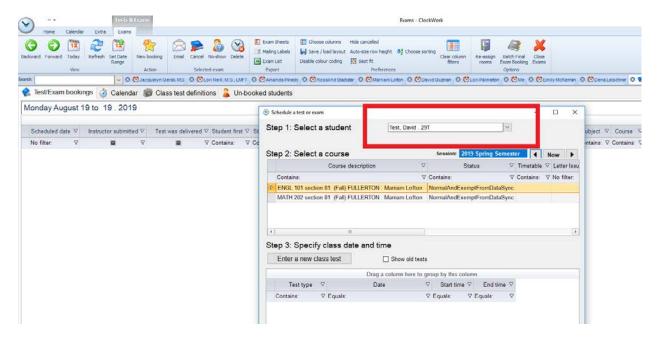
1. Click on the "Tests and Exams" icon



2. Click on the "New Booking" icon

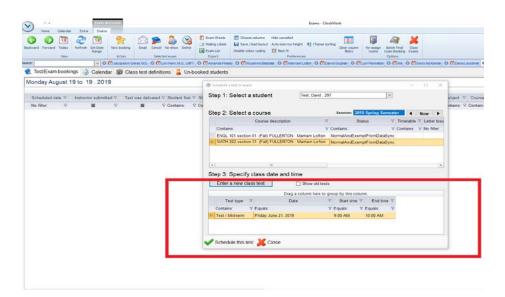


Enter the student's name or CWID



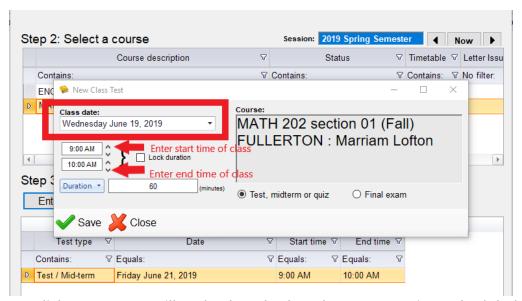
4. Select the correct class, then click "Enter a New Class Test"

\*The test could already be scheduled by another student in that class. If that happens, click on that booking instead of creating a new one\*

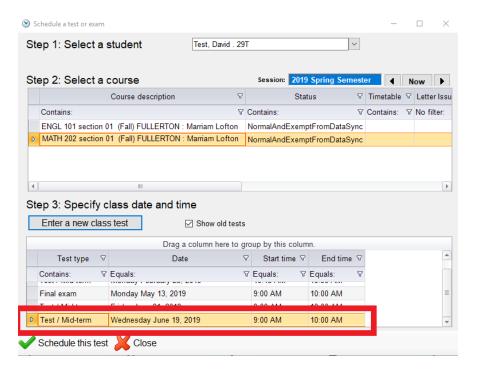


5. Once you click "Enter a new test", proceed to enter the class date. In the time slot, enter the time the CLASS is taking the exam. Then click "Save" once you are finished entering the class information.

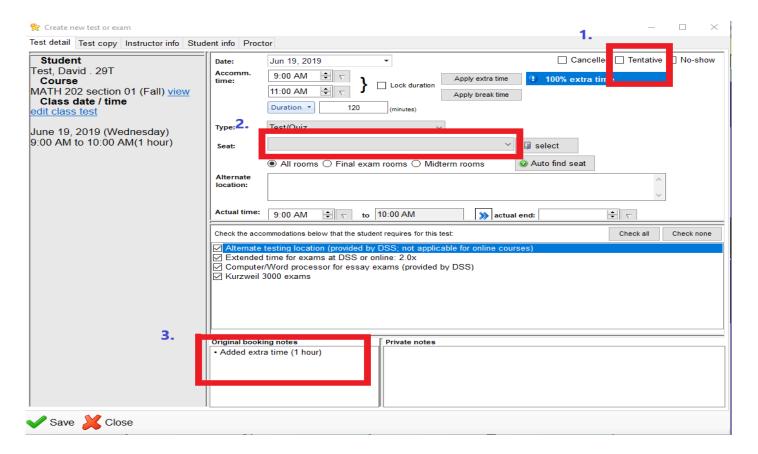
\*Make sure if you are booking an exam that is NOT a final exam, the "Test, midterm, or quiz" icon is checked off.



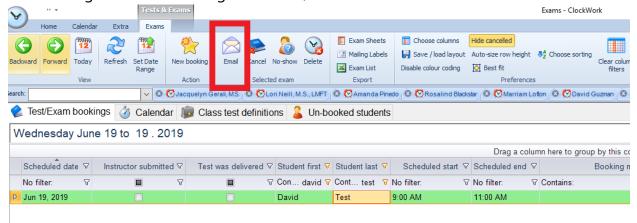
6. After you click "Save", you will go back and select the exam you just scheduled. After the correct exam is highlighted yellow, click "Schedule this exam" in the bottom right corner.



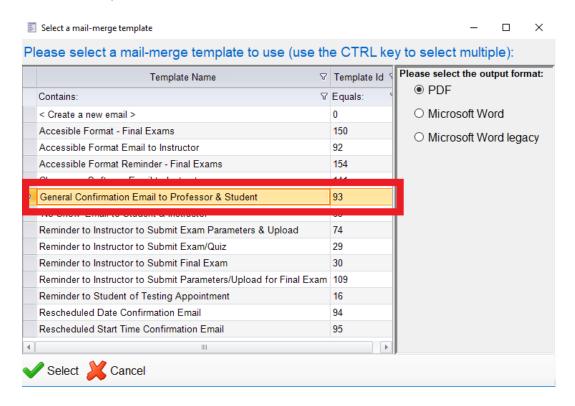
- 7. The final steps for booking the exam are numbered 1-3 on the image below.
  - 1. Check off the box that is marked "Tentative"
  - 2. Open the drop down menu for "Seat" and select
    - ". Fullerton DSS Office (UH-101)"
  - 3. Delete any wording in this box that includes "Added extra time (1 Hour, 2 Hour, etc.)



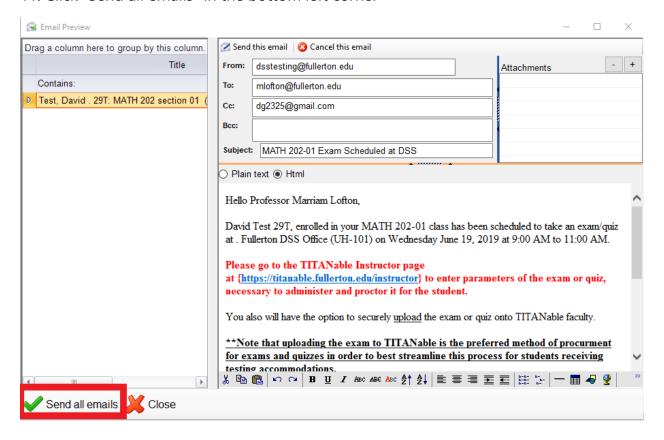
- 8. Click "Save" in the bottom left corner to finalize the booking of the exam.
- 9. After the exam is booked, you must send a confirmation email to the professor and the student. Find the booking under the appropriate day it is scheduled for and click on the booking. After the booking is selected, click the Email button in the task bar.



10. Select Template ID 93 – "General Confirmation Email to Professor & Student"

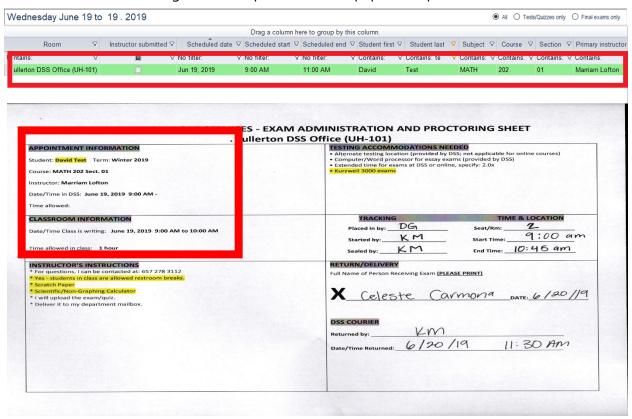


#### 11. Click "Send all emails" in the bottom left corner

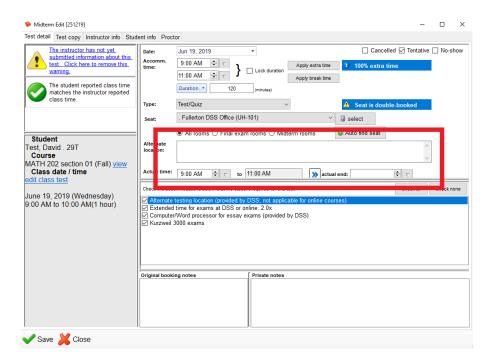


#### **IV. Receipts**

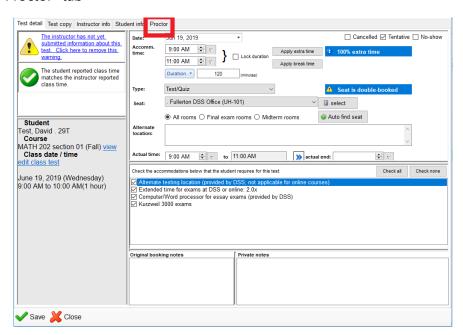
1. Go to the exam booking that corresponds with the paper receipt



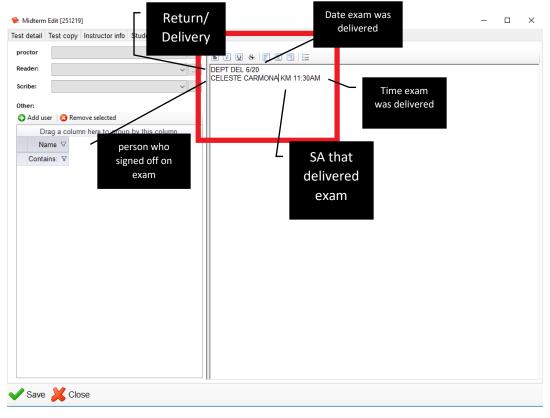
2. Enter seat number in "Alternate Location" and enter Start/End time in "Actual Time"



3. Click the "Proctor" tab



4. In the blank space, enter how the exam was delivered/returned, date of delivery, who signed off on the exam, the SA that delivered the exam, and the time the exam was delivered

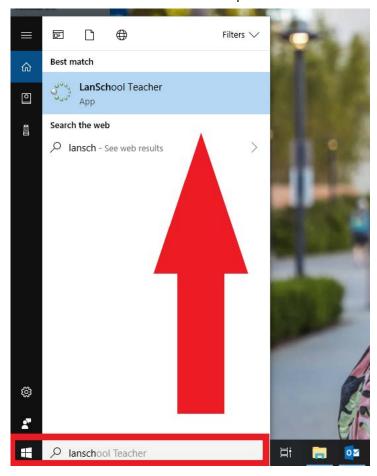


### V. Proctoring with Cameras and Lanschool

- 1. Cameras URL: http://137.151.183.21/
  - a. This URL has to be out into an **Internet Explorer** page. The URL will not work with any other browser so make sure that it is inputted into Internet Explorer. There are multiple ways to navigate the cameras.



2. LanSchool: Type "Lanschool" in the search bar on the bottom left corner of your screen and click on "LanSchool Teacher" at the top of the search results.



3. Once you click on "LanSchool Teacher" from the search bar, you will then go to the button that looks like this: \(^\) on the task bar in the bottom right corner and click on it. You will then click the icon that looks like a green circle.

