



Test Accommodation Center (TAC) Student Handbook

Updated August 2024

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Contents of this handbook are subject to change without written notice based on operational needs of the department.

Getting Started

The Test Accommodation Center (TAC) is responsible for the administration of accommodated exams, on behalf of SDSU faculty, for students who are registered with Student Disability Services (SDS) and have approved test accommodations. The TAC's responsibility is to both you, the student, and your instructors to ensure that all classroom exams and quizzes are carried out in accordance with your accommodations and your instructor's directions. Administration of a test at the TAC will mirror the requirements of a classroom setting with the addition of the test-taker's approved accommodations.

In order to receive test accommodations, please carefully review the guidelines below. If you have any questions, please contact the Test Accommodation Center (TAC) via email (tac@sdsu.edu) or call the TAC Front Desk at (619) 594-2643.

Contact Information and Hours of Operation

Test Accommodation Center (TAC)

Location: Calpulli Center 3700

TAC Front Desk: (619) 594-2643

TAC Email: tac@sdsu.edu

Office Hours:

Fall/Spring: M-F 8:00am-6:00pm

Summer/Winter: M-F 8:00am-4:30pm

Test Administration: By appointment only

SDS Connect

- SDS Connect is an online case management system that will allow you to keep track of:
 - Viewing and sending your digital accommodation letters to your instructors
 - Creating and viewing existing exam bookings at the TAC
 - Viewing upcoming SDS appointments
- You will need to book each test/quiz individually. Tests given over a two-day period require two appointments.
- You are encouraged to schedule all of your exams at once at the beginning of the semester. You must schedule your exams up to **7 days** (for regular tests/quizzes) or **1 month** (for finals) prior to the test date. Deadlines for final exam bookings are updated before the beginning of every semester. **Fall 2024** : November 12th, **Spring 2025**: April 11th.

Scheduling a Exam using SDS Connect (excluding final exams, see below for scheduling final exams)

You are responsible for initiating the exam booking process and scheduling your exams. Instructors are not able to schedule exams for you.

You are responsible for making sure all information requested in your section of the booking is correct to the best of your knowledge. **We reserve the right to make changes to bookings if deemed inaccurate.**

- You may use all or part of your authorized accommodations, depending on the type of test. When you submit your exam booking, you will be shown what accommodations are available to you. At that time, **please be sure to specify all accommodations needed.**

If accommodations are not requested at the time you submit your exam request, they may not be available on the day of your exam.

- **Please note:** If additional materials have been authorized in class by your instructor, it must be noted by your professor when they are uploading exam information. . These materials may include scratch paper, a calculator, a ruler, and notes. **If these items are not specified by your professor in writing to the TAC staff, you will not be allowed to use them for your exam.**
- **Mobility Accommodations:** The TAC attempts to assign those with mobility related accommodations to test rooms within the TAC. If you have a mobility related accommodation that is not visible, please ask to have it noted by contacting your SDS Counselor to add it as a part of your accommodations (i.e. separate quiet room).

SDS Connect will not accept late exam bookings. If you are attempting to book an exam after the deadline date you must contact the TAC as soon as possible. You will be required to fill out a Late Booking Request form that will be reviewed by the TAC staff. You will be accommodated based on the availability of space in the TAC. If the TAC cannot accommodate some or all of your listed accommodations (i.e date/time, using a writer/reader or requesting a private room), you will be notified as soon as possible in order for you to have time to make alternate arrangements. Submitting a late booking request does not guarantee a seat, therefore you would be expected to take the exam in class without accommodations or work out other options with your instructor. The TAC staff will contact you via email with the status of your request.

Exam bookings (except for finals) must be submitted by 11:59 pm at least one week (7 days) before the test day. You are encouraged to schedule exams at the beginning of the semester, or as soon as possible, once you become aware of the exam/quiz date. The TAC will accept completed exam requests (including those for Final Exams) as early as the first week of classes each semester.

- Students who book exams past posted deadlines two or more times per semester are unable to schedule any further exams until speaking with the TAC Test Coordinator. Any subsequent issues may result in a meeting with the Director of the TAC

Note: SDS Connect is designed for your convenience and is able to be utilized even if the TAC is closed. Exams scheduled later in the day (i.e. before 11:59 pm) will be processed same-day, and thus not considered late. We will reach out to you via email to confirm your exam booking.

Scheduling Exams Outside of Operating Hours

All exams must be scheduled within operating hours of M-F 8:00 AM- 6:00 PM

As we revert back to the TAC's original operating hours, you must follow a new process to schedule any exams that fall outside of our operating hours. If this pertains to you, we ask that you have a conversation with your instructor about receiving approval for alternate dates & times for all of your exams for the fall semester. Once you have received approval from your instructor, you need to fill out the Alternate Arrangement Exam Form. Once the form has been submitted, you may continue to book your exams through SDS Connect with the new alternate time(s)/date(s).

Scheduling Final Exams through SDS Connect

- **Final exam bookings are due approximately one month before the first day of finals.** The dates for 2024-25 are as follows: **Fall 2024:** November 12th, **Spring 2025:** April 11th. The date is posted in SDS Connect at the beginning of each semester and must be met in order for your final exam date and time to be guaranteed. All date and time changes must be approved by TAC staff and your professor. Final exams should follow [SDSU's Final Exam schedule](#) that is located on SDSU's website. Changes to bookings close to finals week may not be accommodated due to scheduling conflicts and staff availability therefore verify your booking with your professor prior to the scheduling finals deadline.

- **SDS Connect will not accept late final exam bookings.** If you are attempting to book a final exam after the deadline you must contact the TAC staff as soon as possible to fill out our Late Booking Request Form. You will be accommodated based on the TAC's availability. If the TAC cannot accommodate some or all of your listed accommodations (i.e date/time, using a writer/reader or requesting a private room), you will be notified as soon as possible in order for you to have time to make alternate arrangements with your instructor. Submitting a late booking request does not guarantee a seat, therefore you would be expected to take the exam in class without accommodations or work out other options with your instructor. The TAC staff will contact you about the status of your late booking request.
- **If final exams are not scheduled by the announced deadline,** you have the following options to receive test accommodations for your final exams:
 1. Contact the tac@sdsu.edu to receive the Late Booking Request form.
 2. With a minimum of seven days advance notice, you may take your final exam(s) at the TAC the week before Finals Week with the approval of your instructor(s) and if space is available.
 3. You and your instructor(s) can make separate arrangements outside of the TAC for you to take your final exam(s) with accommodations proctored by the instructor(s) or another proctor appointed by the instructor(s).
 4. You will need to take your final exam(s) with the class on the day and time specified in the [San Diego State University Finals Week Schedule](#).

Test date or time changes

Changes to a test date or time must be submitted to the TAC on the same day the changes are announced in your class. You can visit the TAC at 3700 Calpulli Center, call (619) 594-2643, or email TAC@sdsu.edu with the changes. Changes within 7 days of the new test date and time will be scheduled based on space and staff availability in the TAC. Provide the following information:

- Your name
- Student ID Number
- The course name and number (i.e. Psy 101)
- Instructor's name
- The original date and time of the test
- The new date and time of the test
- Authorization of the change from your instructor (this can be an email sent to the class, a posting on Canvas, or an email sent directly to tac@sdsu.edu from your instructor).

If we are not notified immediately, changes may not be guaranteed and you may need to negotiate with your professor for a day and time that the TAC can accommodate your request.

Canceling a Test

If you wish to cancel a test, you must provide notice to the TAC 48 business hours in advance either via SDS Connect, in person, by phone, or by email. Failure to do so will result in a no-show (see below). If your instructor cancels the test within 48 business hours, please provide the TAC with written notice from the instructor and it will not be considered a no-show. When canceling, please provide us with the following information:

- Your name
- Student ID Number
- The course name and number (i.e. Psy 101)
- Instructor's name
- The date and time of the scheduled test
- Whether or not you will be rescheduling the test at a later date
- Reason for canceling your exam (written notice from instructor if within 48 business hours of the test date)

Rescheduling a Test

If you cannot take a test, you must notify your professor and the TAC immediately by emailing tac@sdsu.edu. You will be provided with the Late Booking Form to fill out. When filling out the Late Booking Form you will need to provide the following information:

- Your name
- Student ID Number
- The course name and number (i.e. Psy 101)
- Instructor's name
- The date and time of your class
- State the reason for the reschedule

Your instructor's written approval must be sent via email to tac@sdsu.edu for arrangements to be considered.

Note: If this occurs frequently throughout the semester (two or more times), you will be unable to take any further exams at the TAC until you have met with the TAC Coordinator. Any subsequent issues may result in a meeting with the TAC Director. **Exams rescheduled due to a change by your instructor will not require these meetings.**

No-shows

If you do not come to a scheduled test without proper notification (48 business hours notice), you are considered a no-show.

- Any no-shows will be noted in your SDS record.

- After your second no-show, you will be unable to take any further exams at the TAC until you have met with the TAC Coordinator. Any subsequent issues may result in a meeting with the TAC Director.
- Any exam rescheduled as a result of a no-show is subject to professor's approval and TAC's availability. You are responsible for initiating a reschedule of your exam.

Late Arrival for Scheduled Test Appointments

In order to respect the academic integrity of university exams, the TAC has the following procedure for anyone arriving late to an exam appointment:

- If you are late to take your scheduled exam for any reason, **you forfeit the missed time.** This means that the end time will remain the same and no additional time will be granted.
 - The only exceptions are if the TAC operations are causing a delay or if there is an issue with receiving the exam from the instructor.
- **The TAC will notify the professor if you are more than 15 minutes late for your scheduled appointment and the TAC will not administer the exam.** You will need to contact your instructor to see if you can reschedule the exam.
- Test time cannot be used for studying. If you do not start your exam at your scheduled test time or when the proctor is ready for you, you will be considered late. The same policies for late students will apply to you.

Note: If this frequently occurs throughout the semester (two or more times), students will be unable to schedule any further exams until speaking with the TAC Coordinator. Any subsequent issues may result in a meeting with the TAC Director.

Quizzes

Quizzes are accommodated in the same manner as classroom tests. If quizzes are given at the start of class, you may want to consider the following to prevent losing class time:

- Arrange with your professor to start your quiz earlier than the class so that you can be back in class when the lecture starts (remember to allow for your extended time as well as travel time to the class). The TAC will need to see written proof of this arrangement.
- If the quiz is not graded or discussed immediately following its completion, request to take it at the end of the class.
- Arrange for a classmate to take notes for the portion of class you will miss.

Planning for Your Test

You should do the following to prepare to take your test with accommodations. If changes need to be made, you are responsible for notifying your professor(s) and the TAC as soon as possible.

- Look over your booking confirmation (found on your SDS Connect account or in your email) to verify what time you should arrive at the TAC.
- Confirm that you have resolved any timing conflicts that may occur due to your extended time. The TAC is not responsible if you “double book” yourself.
- If your booking is marked that your test will be emailed, or delivered to the TAC, please remind your professor of this 2-3 business days before your test day.
- If your exam is to be administered on CANVAS, remind your instructor 2-3 business days before your test day to provide the TAC with the password, if applicable, and to set your time for the test according to your accommodations (for example, time and a half, double time).
- Before coming to the TAC, make sure you have all materials needed and approved by your instructor (i.e., blue book, scantron, pencil, scientific/graphing calculator, dictionary, notes, etc.). The TAC does **not** provide these materials.

If your professor asks you to pick up the exam from them, please notify the TAC immediately as our policies have changed and we do not accept this form of delivery.

Day of the Test

- Plan to arrive approximately 15 minutes prior to your scheduled start time.
- **Your test time starts as scheduled, whether or not you are here.** Arriving late will result in lost time for completing your exam. If you arrive more than 15 minutes after your start time, we will not administer your exam at that time and you will need to negotiate rescheduling your test with your professor.
- Skateboards, bikes, and recreational scooters are not allowed in the TAC lobby to maintain the area open and accessible to other students. The TAC has a limited number of locks for skateboards and foldable scooters that can be locked up right outside of our front door. Bikes must be locked up at the bike racks located on the first floor of Calpulli.
- **Test time cannot be used for studying.** If you do not start your exam at your scheduled test time or when the proctor is ready for you, you will be considered late. The same policies for late students will apply to you.
- When arriving at the TAC, check in at the front desk. You will be required to show a physical, valid photo ID. The TAC reserves the right to not administer an exam if students do not have identification on them. **A photocopy or picture of your ID on your phone will NOT be accepted and you will NOT be seated for your exam.**
- You will be instructed to take out your allowed materials. Remember, we will only allow those materials noted by your professor. If the professor changed the items allowed, you will need to show written proof from your professor via a Canvas notification or an email from your

professor. Your allowed materials will be checked and you will be asked to put all other items, including your cell phone and smartwatch, in a locker. **No cell phones or smart watches are allowed in the testing area.** If you are leaving a cell phone in a locker, remember to turn it OFF.

- When handed your exam, you will be told how much time you have to take the test. It will also be written on the exam sheet provided by your proctor. Clocks or timers will be available to you in your testing area.
- The proctor may ask you to remove your hat or jacket hood. This is to help us best proctor your exam. If you have any questions or concerns about this, please talk to the TAC Coordinator.
- If you feel there is an error on the test or you have a question you feel the professor would answer, notify your proctor by coming out to the front desk with your exam as soon as possible. You will be asked to continue working on other parts of your exam (if possible) until we receive clarification on the error from the instructor.
- If you have a personal need (i.e. use of restroom), please notify your proctor by coming out to the front desk. Unless break times are one of your authorized academic accommodations, the time used will be part of your test time. You are not allowed to leave the TAC during a test. There is a restroom in the office for your use. You must leave all test materials at your seat before using the restroom.
- If you are authorized to take breaks as part of your accommodations, when you are ready for a break, step out to the front desk lobby of the TAC and notify your proctor. You are not allowed to leave the TAC during a test. There is a restroom in the office for your use. Break time not used will not increase your test time. You are only allowed the allocated amount of time stated in your accommodations for your break.
- When done with your test, wipe off your test station, make sure to clean up after yourself (i.e. collect your trash, brush off the table) and take all test materials to your proctor. The proctor will collect all materials that are related to the exam (notes, scratch paper, etc.). The materials will be returned to your instructor with your exam. Once the proctor has checked your test materials, they will dismiss you. Once dismissed, collect your belongings from the locker. Be sure to leave the key in the locker.
- The TAC staff will return all tests based on the professor's return preference and TAC policies. Tests will be returned within two business days. If your professor states that they did not receive the test, please notify us and we will contact your professor.

Understanding your Accommodations

Your SDS counselor will work with you to determine which accommodation(s) are appropriate for your needs. You are responsible for informing the TAC of any changes to your testing accommodations as soon as possible in order to ensure that scheduled exams are updated. The TAC cannot provide accommodations that are not listed in your files and have been approved by your SDS counselor.

- Extended time (e.g. time and a half, double time):
 - Timing will be established based off of the listed time that your instructor has provided for us. For example, if the class is given 1 hour to complete a test and you have time and a half, you would be allotted 90 minutes in total (1 hour 30 minutes). This is not extra time for studying, and you will be expected to start at the scheduled appointment time.
- Reader and/or Writer:
 - If you are authorized to have a proctor to read and/or write your exam for you, you must indicate that at the time of the exam booking. A reader/writer will not be automatically assigned to you. Only mark a reader or writer if it is necessary for the exam. Proctors will not provide you with assistance in interpreting or rephrasing your exam nor will they help you beyond what is assigned to them. The completion of your exam is your responsibility.
- Separate, Quiet Room (SQR):
 - This accommodation is authorized on an “if available” condition. This means that separate rooms are not always available at the time you have requested (especially during finals). The TAC will do its best to assign this accommodation if it is requested when the test is scheduled. You will be notified ahead of time via email if a private room will not be available for your test.
- Memory Aid:
 - Students who have memory aids as an accommodation must go through the following process to use the memory aid on the exam:
 - Send a picture of the one page of notes (memory aid) you plan to use on the exam to your professor via email, include the tac@sdsu.edu in the email to ensure the TAC has the approval. Send with enough time for your professor to approve of it before your exam. **Without email approval, you will not be allowed to use it on your exam.**
 - Once the professor approves of the notes via their email response, do not make any edits to the sheet unless you submit for approval again. Come to the TAC on the day of your exam with the same notes that were approved via email for a staff member to compare to the emailed picture of the memory aid.
 - **If there is any information that was not approved, you will not be allowed to use the memory aid on the exam.** Verbal approval or a professor’s signature are not accepted as methods of approval for the use of the memory aid.
- Accommodated Breaks:

- Break amounts and duration will be determined by you and your SDS counselor. Typically, it will look something like “5 minute break every 45 minutes of testing.” This means that for every 45 minutes your exam is, you are entitled to a five minute break. These breaks do not stack; for example if you do not use your 5 minute break the first 45 minutes , you cannot take a 10 minute break later in the exam. You will need to notify the proctor that you are needing a break in order for your timer to be paused.
- Computer or other equipment (e.g. projector):
 - If you are authorized for use of a computer or other equipment, you must indicate that at the time of booking the exam. The TAC has a limited number of computers in the testing rooms set up for your use during exams. Other specialized equipment may have to be supplied by you or your instructor. If this is the case, notify the TAC with enough time to coordinate. If you require a specialized program for your exam, reach out to the TAC immediately as our computers do not have softwares besides lockdown browser installed.
- Assistive technology (e.g. voice recognition, screen reader):
 - These require training from SDS’s Alternative Media Specialist prior to use on an exam. Due to the extra time needed to process exams needing assistive technology, exam booking deadlines will be strictly enforced. Plan ahead if you will be using these!
- Alternate Formats (e.g. Braille, enlarged text):
 - Due to the extra time needed to process exams needing alternate formats, exam booking deadlines will be strictly enforced. Plan ahead if you will be using these!
- Music
 - If you have an approved music accommodation, you must have the music pre approved on a physical disk and use one of the TAC’s CD players. Students cannot use bluetooth devices for music nor streaming sites (apple music/spotify). When students check in for their exam, if they have been approved for their own CD player, a member from the TAC will double check the CD player for any discrepancies.

Policy on Academic Dishonesty

The Test Accommodation Center at SDSU strives to maintain its credibility as a valuable SDSU resource that offers services to students with disabilities, while maintaining the academic integrity of all exams administered. At the TAC , it is expected that all students taking exams adhere to [SDSU’s Student Code of Conduct](#). All exams and quizzes taken at the TAC are proctored and recorded via camera surveillance, a method which is less intrusive than having a test proctor sitting in the room.

Incidences of academic dishonesty may include, but are not limited to the following:

- The use of a cell phone or other unauthorized devices

- The use of unauthorized notes or materials
- Exceeding exam time without authorization
- Misuse of restroom breaks
- Use of exam time to study
- Not turning in all indicated test materials to TAC staff

If any employee of the TAC witnesses an act of academic dishonesty the following action will be taken.

All cases of academic dishonesty will be reported to the professor. California State University's Executive Order 969 requires faculty members to report incidents of academic dishonesty to campus judicial officers. Other disciplinary action may be taken by the professor. SDS and the TAC will keep a record of this incident and place it in your file. The TAC will notify the Center for Student Rights and Responsibilities if suspected cheating occurred.

Frequently Asked Questions

- **How do I know the date and time my exam/quizzes/finals are scheduled?**
 - Professors typically will list all of these dates in their syllabus. Finals times are set by the university and can be found on the [SDSU Final Exam Calendar](#). If your instructor has not listed exam dates in their syllabus or you are unsure about a date, confirm with your instructor either via email or during their office hours. The length of the exam will be based on how much time the class receives. This is the time you will input on SDS Connect when booking and the program will automatically add your approved accommodated time.
- **I'm late booking my exams because I was sick, the professor was out, I forgot, etc. What should I do?**
 - The TAC strongly recommends scheduling all exams at the beginning of the semester to avoid situations like this. If you are unable to book via SDS Connect due to being late for whatever reason, contact the TAC immediately to fill out a Late Booking Request form that will be reviewed based on the availability of the TAC. If the TAC cannot accommodate your request, you will be notified via email and expected to take the exam in class without accommodations or make other arrangements with your instructor.
- **My instructor provided incorrect information about my test (wrong day, wrong time, missing materials, etc)**
 - It is your responsibility to ensure that you and your instructor have provided the correct information you will need to take your test. If you notice an error prior to your scheduled date/time, please contact your instructor immediately. If you notice an error you may have made after scheduling, contact your instructor and the TAC as soon as possible. We will need authorization from your instructor to make any changes to a booked exam.
- **I have a scheduling conflict due to my accommodated test(s)**

- Notify your instructors and the TAC immediately. It is your responsibility to work with your instructors and the TAC to determine a solution that works for all parties. The earlier you catch this, the easier it will be for us to help you solve the problem.
- **I'm taking an online class and/or my exam is on Canvas. Do I still need to schedule this test?**
 - That depends. Many online and Canvas exams are treated similarly to “take-home” exams and you most likely will not need to schedule it with the TAC. You must let your instructor know of any accommodations you may require for the exam ahead of time (ideally at the beginning of the semester, but at least one week prior to any online test).
 - If you need to take your online test at the TAC, you must schedule it through SDS Connect. Please let us know that the test is online and what you will require when booking the exam. Please ensure your professor adds your accommodated time to the online exam as the TAC does not have access to change any settings on online exams.
- **I'm running late to my scheduled testing appointment.**
 - Call the TAC front desk as soon as you are able. We will work with you to determine whether you will need to reschedule. Depending on the reason for being late, the TAC may help you work with your instructor to reschedule.
- **I need a computer for a test/I would like a private room/ I need a writer for a test.**
 - If this is an approved accommodation, we will be happy to provide this for you. These accommodations must be checked when booking your exam as we will not be able to accommodate with a day-of short notice. If you do not have an accommodation you need, contact your SDS counselor to have this added to your list of accommodations so the TAC can plan ahead for your bookings.
- **I arrived for my appointment on time and the exam is not ready. What should I do?**
 - If your test is not ready due to an error on the part of the TAC or your instructor, we will work with you to make sure your test happens as soon as possible. We will keep you informed about the status of your exam as we work to locate it. Your time will not be affected by this.
 - If your test is not ready due to an error made by you (ex: you scheduled on the wrong day, didn't notify your professor, or you did not schedule your exam), you will be responsible for either rescheduling the test or taking it in class. Your time may be affected by this.
- **My test is supposed to start/end after the TAC's operating hours/ My exam is on a Saturday. Can I still take my test at the TAC?**
 - Beginning Fall 2024, the TAC will be enforcing their regular operating hours of **Monday-Friday, 8am- 6:00pm for Fall and Spring semesters.** Exceptions will be made during final exams. For Summer and Winter semesters, hours of operation are 8:00am - 4:30 pm.
 - **If you have an exam that is outside of our operating hours** we ask that you have a conversation with your instructor about receiving approval for alternate dates & times for all of your exams for the semester. Once you have received approval from your instructor, you need to fill out the [Alternate Arrangement Exam Form](#). Once the form has been submitted, you may continue to book your exams through SDS Connect with the new alternate time(s)/date(s).