

STUDENT DISABILITY SERVICES (SDS)
PROCEDURES FOR RECEIVING TEST
ACCOMMODATIONS

updated August 2023

Table of Contents:

Getting Started	pg. 3
Contact Information and Hours	pg.3
SDS Connect	pg. 4
Scheduling Final Exams	pg. 5
Test date or time changes	pg. 6
Canceling a test	pg. 6
Rescheduling a test	pg. 6
No-shows	pg. 7
Lateness	pg. 7
Quizzes	pg. 8
Planning for Your Test	pg. 9
Day of the Test	pg. 9
Understanding your Accommodations	pg. 11
Policy on Academic Dishonesty	pg. 12
Troubleshooting	pg. 13
Policy on Breastfeeding / Lactation Breaks	pg. 15

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). The TAC's responsibility is to both you, the student, as well as your instructors to ensure that all classroom exams and quizzes are carried out in accordance with your accommodations and your instructor's wishes. Administration of a test at the TAC will mirror the requirements for the classroom administration with the addition of the test-taker's appropriate and reasonable accommodations.

In order to receive test accommodation services, please carefully review the guidelines below. If you have any questions, please contact the test desk at the Test Accommodation Center (TAC).

Contact Information and Hours of Operation

Test Accommodation Center (TAC)

Location: Calpulli Center 3700

TAC Front Desk: (619) 594-2643

Coordinator: (619) 594-7722

Office Hours: M-F 8:00a-4:30p

Test Administration: by appointment

SDS Connect

- SDS Connect is an online case management system that will allow you to keep track of all your upcoming SDS appointments, send Accommodation Letters to your professors digitally as well as booking tests and quizzes at the TAC.
- You will need to book each test/quiz individually. Tests given over a two-day period require two appointments.
- You can schedule all of your exams at once at the beginning of the semester or at any time up to **7 days** (for regular tests/quizzes) or **1 month** (for finals) prior to the test date.

Scheduling a Test using SDS Connect

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.

- If additional materials have been authorized by your professor, it must be noted when scheduling. These materials may include scratch paper, a calculator, a ruler, and notes. If these items are not specified by your professor, you may 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 Center. If you have a mobility related accommodation that is not visible, please ask to have it noted by contacting us.

- **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 accommodated on a first-come-first-served basis. If SDS cannot accommodate some or all of your listed accommodations (i.e date/time, using a writer or requesting a private room), you will be notified as soon as possible in order for you to have time to make alternate arrangements. You will be contacted only if SDS cannot accommodate your request.
- **Exam bookings (except for finals) are due, completely filled-out by 11:59pm at least one week (7 days) before the test day.** If this deadline is met, your requested accommodations are guaranteed. You are encouraged to schedule exams as soon as possible. The TAC will accept completed exam requests (including those for Final Exams) as early as the first week of class.
- Students who book exams past posted deadlines three or more times per semester may be unable to schedule any further exams until speaking with the TAC Coordinator. Any subsequent issues may result in a meeting with the Director of SDS.

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.

Scheduling Final Exams through SDS Connect

- **Final exam bookings are due approximately one month before finals begin.** The exact date is posted in SDS and online 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 SDS as well as your professor. The schedule for final exams is located online in the class schedule.
- **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 accommodated on a first-come-first-served basis. If SDS cannot accommodate some or all of your listed accommodations (i.e date/time, using a writer or requesting a private room), you will be notified as soon as possible in order for you to have time to make alternate arrangements. You will be contacted only if SDS cannot accommodate your request.
- If final exams are not scheduled by the announced deadline, you have the following options to still receive testing accommodations for your Final Exams:
 1. You may take your final exam(s) at the TAC the week before Finals Week or at another time during Finals Week with the approval of your instructor(s).
 2. 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).
 3. **OR** you will need to take your final exam(s) with the class on the day and time specified in the 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 either come in, call (619) 594-2643 or email TAC@sdsu.edu.

Provide the following information:

- Your name
- The date of the test
- The time of the test
- The course number (i.e. Psy 101)
- The original date or time
- The new date or time
- Authorization of the change from your instructor (this can be an email sent to the class, a posting on Blackboard, an email sent directly to TAC@sdsu.edu or signed change form/note)

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 SDS can accommodate.

Canceling a test

If you wish to cancel a test, you must provide the TAC with two days (48 hours) notice either via SDS Connect, in person, by phone, or by email. Failure to do so will result in a no-show (see below). When canceling, please provide us with the following information:

- Your name
- The date and time of the test
- The course (i.e. Psy 101)
- Whether or not you will be rescheduling the test at a later date

Rescheduling a test

If you cannot take a test, you must notify your professor and the TAC immediately. You can email the TAC at TAC@sdsu.edu or call the main office at (619) 594-2643. When emailing or calling, please provide the following information:

- Your name
- The date and time of your class
- The course (i.e. Psy 101)
- State the reason for wishing to reschedule (**you must have the professor's permission to reschedule!**)
- If emailing, please include your instructor in the email as well.

Note: if this occurs frequently throughout the semester (three or more times), you may 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 Director of SDS. 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 hours notice), you are considered a no-show.

- Any no-shows will be noted in your SDS record.
- After your third no-show you may 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 Director of SDS.
- 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 this.

Lateness

In order to respect the 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 you are bringing the exam directly from the professor and the professor is running late. If this is the case, you should then include a note from the professor.
- The TAC may notify the professor if you are more than 15 minutes late for your scheduled time. If you are 20 or more minutes late, the TAC will not administer the exam at that time and you will be asked to reschedule. You are responsible for rescheduling the exam.
- Test time cannot be used for studying. If you do not start your exam when the proctor is ready for you, you will be considered late. The same policies for late students will apply to you. Additionally, this will be noted as an **irregularity** and will be dealt with as such. Please see the section "Policy on Academic Dishonesty" for more information about exam irregularities.

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

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).
- 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.

Pop quizzes may be accommodated by the TAC depending on the nature of the pop quiz. If you know your professor plans on giving pop quizzes during the semester, please contact TAC at the beginning of the semester so that we may reach out to your instructors to find the best way to accommodate your quizzes.

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 materials you are allowed and 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, faxed, dropped in the department office or delivered to SDS, please remind your professor of this 1-2 days before your test day.
- Before coming to SDS, make sure you have all materials needed (i.e., blue book, scantron, pencil, scientific/graphing calculator, dictionary, etc.). The TAC does **not** provide those materials.
- If you will be picking up your test in your classroom, you should have all of your needed materials before your class starts and you should make sure to arrive at your class on time.

Note: Remember, the test must be in a sealed envelope with the professor’s signature across the seal or SDS will not accept it and you will be sent back to class. Additional time will not be granted to you. Envelopes are available for your use in the TAC office. Please stop in prior to your test (up to a day before) to get one.

Day of the Test

- Plan to arrive approximately 15 minutes prior to your scheduled start time.
- Your actual test start time is the same as your class, unless you will be bringing us the test in a sealed envelope. In this case, your start time is 15 minutes after the start time listed by your instructor. We will not start tests earlier than your class begins without your professor’s permission.
Exception: All final exams are scheduled to start 15 minutes after the test time noted. Your meet time will not change.
- Please be on time. Your test time starts as scheduled, whether or not you are here, just as it does for those students taking the test in class. Arriving late, therefore, will result in lost time for completing your exam. If you arrive more than 20 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.
- Test time cannot be used for studying. If you do not start your exam when the proctor is ready for you, you will be considered late. The same policies for late students will apply to you. Additionally, this will be noted as an **irregularity** and will be dealt with as such. Please see the section “Policy on Academic Dishonesty” for more information about exam irregularities.
- When arriving at TAC, check in at the front desk. You will be required to show a photo ID. TAC reserves the right to not administer an exam if students do not have identification on them.

- 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 can bring a signed note from the professor, or ask them to email the TAC with the approved changes and we will note the changes. 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 leaving a cell phone in a locker, remember to turn it OFF. If you want a timepiece (i.e. watch, clock, timer), remember to bring one. SDS has a limited number and they are for the proctor's use.
- When shown to your test room, you will be told how much time you have to take the test. Clocks or timers will be pointed out 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 as soon as possible. Time needed to correct errors will not be counted as part of your test time.
- If you have a personal need (i.e. use of restroom), please notify your proctor. Unless breaks 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.
- If you are authorized to take breaks as part of your accommodations, when you are ready for a break, 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.
- When done with your test, 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 check your test materials and dismiss you. TAC will collect all material that is related to the exam (notes, scratch paper etc) and return it with your exam. Once dismissed, collect your belongings.
- If you are to return the test to the professor, your proctor will give it to you in a sealed envelope with their signature, the date and the time across the seal before dismissing. You will be asked to read the 'returned by student agreement' and sign showing that you have received the test to return to the designated location.
- SDS will return all other tests. Tests will be returned within two business days. When tests are returned, they are signed for. If your professor states that they did not receive the test, please notify us and we will provide you the information regarding when and where it was returned, as well as to whom it was given.

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.

- 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 (1 hour 30 minutes). This is not extra time for studying, and you will be expected to start at the same time as the rest of your class.
- 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 exam booking. A reader/writer will not be automatically assigned to you. 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). SDS will do its best to assign this accommodation if it is requested when the test is scheduled. You will be notified ahead of time if a private room will not be available for your test.
- Breaks
 - Break amounts and duration will be determined by you and your counselor. Typically, it will look something like “5 minute break every 45 minutes.” This means that for every 45 minutes your exam is, you are entitled to a five minute break. These breaks do not stack, so if you do not use your break the first 45 minutes, you cannot take a 10 minute break later in the exam.
- Computer or other equipment (e.g. projector)
 - If you (or the exam) are authorized for use of a computer or other equipment, you must indicate that at the time of booking the exam. The TAC has computers in some of the testing rooms set up for your use during exams. Other specialized equipment may have to be supplied by you or your instructor.
- Assistive technology (e.g. voice recognition, screen reader)
 - These require training from SDS’s Alternative Media Specialist prior to use in an exam. Due to the extra time needed to process exams needing assistive technology, exam booking deadlines will be especially strict. 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 especially strict. Plan ahead if you will be using these!

Policy on Academic Dishonesty

Student Disability Services and the Test Accommodation Center at SDSU strive to maintain their credibility as a valuable SDSU resource that offers services to students with disabilities, as well as maintain the integrity of all exams administered. At the Test Accommodation Center, it is expected that all students taking exams adhere to University academic standards and guidelines. All exams and quizzes taken at the Test Accommodation Center are monitored for irregularities and recorded by video camera, a method which is less intrusive than having a test proctor sitting in the room.

Irregularities may include, but are not limited to the following:

- The use of a cell phone or other unauthorized device
- The use of unauthorized notes or materials
- Exceeding exam time without authorization

If any employee of the TAC witnesses any irregularities the following actions will be taken.

First Offense: Any irregularities 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.

Second Offense: If an irregularity occurs a second time, the same process will be used in reporting to the professor. You will also be required to meet with your SDS Counselor.

Third Offense: If an irregularity occurs a third time, the student will be reported to judicial officers within the Center for Student Rights and Responsibilities in addition to notifying your professor.

Troubleshooting

- **How do I know when my exam/quizzes/finals are?**
 - Professors typically will list all of those dates in their syllabus. Finals times are set by the university and can be found online at http://registrar.sdsu.edu/calendars/final_exam_schedule if your instructor has not listed it in their syllabus. If you are unsure about a date, confirm with your instructor either via email or during their office hours.
- **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 turning in scheduling all exams at the beginning of the semester to avoid situations like this. However, we understand that sometimes things come up. If you are unable to book via SDS Connect due to being late for whatever reason, the TAC will do its best to accommodate you. We will contact you as soon as possible if we are unable to accommodate some or all of your requests. At that point, it will become your responsibility to determine how you wish to take your test.
- **How do I know when my test is? How will I know how much time I have for my test?**
 - When you schedule your test via SDS Connect, the booking wizard will determine your meeting time, your start time, as well as your extended time. This will be available to you digitally through your SDS Connect account, where you can also print it out. It will also send you an email confirming booking to your **SDSU email**.
- **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. You must 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 most likely will not require you to schedule it with the TAC, as you will not be taking the test at 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 want 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.

- **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 nature of your lateness, 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. Please note that all requests must be made at least one week in advance as we may not have availability for your requested accommodation if scheduled late.
- **I showed up 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 were supposed to pick up the exam or you did not schedule your exam), you will be responsible for either rescheduling the test or taking it in class. Your time will be affected by this.
- **My test is supposed to start later than 4:30 / My exam is on a Saturday. Can I take my test at the TAC?**
 - Definitely! We are happy to proctor exams outside of our normal business hours for exams starting as early as 7:00 am and ending as late as 9:45pm, Monday through Friday, and between 8:00am and 6:00 pm on Saturdays, as long as the test has been scheduled at least one week in advance. Any exams scheduled late will be subject to our staff's schedule and you may have to reschedule your exam.
- **My accommodated exam end time goes past 9:45pm. What should I do?**
 - Students with exams that extend past the latest TAC closing time should work with their instructors to see if the exam can be scheduled earlier. The instructor should then email the TAC to work out an alternative schedule for the student to take their exam.

Policy on Breastfeeding / Lactation Breaks

- Students who need to breastfeed/pump are allowed to take breaks to do so while testing, especially if the exam is longer than one hour. Generally, if the test is an hour or shorter, the TAC would advise the student to pump or breastfeed before the exam takes place.
- If a student needs to take a lactation break during their exam, the TAC is to be given a general schedule of when the break(s) will occur, how long they will take along with information about who will be bringing them the baby when the break will occur. This is to ensure that the exam is appropriately scheduled.
- The student will not be allowed to bring the baby with them into the test environment. Childcare arrangements will need to be made to care for the baby while the student is taking their exam. **TAC staff cannot watch any children while a student is taking a test.**
- When taking a lactation break, the student will leave their exam in their room/desk, come out to the TAC lobby, where they will meet the designated person who will hand the baby off to them. From there, the breastfeeding student may use our restroom to breastfeed if they require a private space. Students are not allowed to leave the TAC while their exam is taking place. The student's time will be stopped while breastfeeding.
- At the end of the lactation break, the student will return the baby to the designated person in the TAC Lobby and return to their test. Their time will restart.
- The instructor will be informed that a break(s) was taken, the length of time that the student took for the break and the question they were on at the start of each break.