COVID-19 Faculty Testing Accommodations FAQ

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1. How is testing going to be administered for Spring 2021?

Testing will be dependent upon how faculty choose to format and administer their exams. For every exam/quiz which testing accommodations are needed by the student, they are highly encouraged to submit a Testing Request in Accommodate. From there, faculty members will need to login to Accommodate to review the details of the submitted Testing Request. We will determine if proctoring will be necessary for the student’s DSS accommodations to be met. If DSS does not need to proctor the exam, testing responsibility and providing of approved testing accommodations will be the responsibility of the faculty. Faculty will need to set-up the extended time parameters within the course BlackBoard if an exam is timed whether or not DSS will be proctoring it. **If your exam is a take-home exam then students do not need to submit a Testing Request.

2. Will DSS be assisting with proctoring exams at all or will I, as the faculty, have to handle all testing accommodations?

During Spring 2021, DSS will continue to provide some form of proctoring services for DSS students with testing accommodations. At this time, DSS will be available to provide limited remote proctor services via Zoom, but will not be providing face-to-face proctoring services except for extremely rare situations.

As the University hopes to return to some in-person classes at some point this semester, we will resume some in-person services at that time.

In general, our office will be available to provide limited remote proctoring services via Zoom.

   a. If the instructor is doing a live virtual exam for the rest of the class and they are unable to proctor the DSS student extended time accommodation requirements, DSS can provide virtual proctoring services.

   b. If the class’ exam is not being proctored, the DSS student does not need to be proctored either, but their testing accommodations would still be applicable if requested.

   c. If an exam will be administered via Blackboard/other testing platform, the faculty will be required to set up the extended test time accommodation parameters in the testing platform as DSS does not have access to set those parameters.
d. If the instructor requires the class to complete the exam during the usual meeting time, but they are not virtually proctoring the students, it is possible the DSS student may need to work with the professor to schedule a different date/time to take the exam in order to not miss another class while still receiving their approved extended test time accommodation.

3. **What is the Testing Request and why do students need to submit them?**

The Testing Request pre-COVID-19 was used by students to communicate they had an upcoming exam that DSS would need to proctor. This request would also indicate to the professor that DSS would be taking over the testing process for a particular student while providing the necessary accommodations to the student. The professor portion of the Testing Request informed our office of the necessary set up and requirements expected by the professor for the exam. This would let our office know exactly how an exam was to be set up, administered, and returned to the professor. The Testing Request’s purpose will return to this when the campus is back to an in-person setting.

While in this virtual setting, the Testing Request’s continued usage is necessary for clear written communication between student, professor, and the DSS office. Submitting a Testing Request informs the professor that necessary adjustments may need to be made to a student’s exam, informs our office of an upcoming exam in case DSS needs to proctor, and also helps maintain federal compliance by tracking when accommodations were requested and that the request was fulfilled accordingly.

4. **What is the difference between the student’s Letter of Accommodations that I signed and a Testing Request?**

The Letter of Accommodations (LOA) is a letter sent to the student’s professors for a given semester, highlighting what accommodations the student has been approved for in regards to a given class. While the LOA includes a student’s approved testing accommodations, it does not specify when or how these testing accommodations will come into play over the given semester. The purpose of the LOA is only to inform both the student and their professors of a student’s classroom accommodations.

A Testing Request is used to communicate between student, professor and DSS office that testing accommodations are needed for an upcoming exam. While a professor may have signed a student’s Semester Request to indicate that they have acknowledged a student’s accommodations, the professor portion of the Testing Request is still required as they confirm necessary details for a specific exam.
5. What information does DSS need to know about my exams in order to determine the need for proctoring?

New information that has been added to the Testing Request include:

a. The format of the exam (Blackboard, Zoom, etc)
b. If the exam is synchronous or asynchronous
c. If you will be proctoring the exam yourself (through Zoom or some other form of live video session)
d. If you are able to proctor the DSS student through the duration of their exam including their extended time accommodation
e. If the class will resume immediately after the exam is finished
f. If DSS is needed for proctoring, the exact details of how the exam is to be administered i.e. Will you have students share their screens? Will they need to show you their testing space? Will they need to show you their phone is off? etc.

6. If DSS is not needed for proctoring, do I still need to fill out the Testing Request in Accommodate?

Yes. Unless a student cancels a Testing Request, it is necessary for a professor to fill out the designated portion of the Testing Request in order to maintain federal compliance. It is essential that records of requests are kept to ensure student’s accommodations continue to be fulfilled during this virtual setting.

7. How do I fill out a Testing Request?

Testing Requests can be found in Accommodate under the specific course the student is in. You will see “Testing Requests” listed along the top of the screen. Testing Requests may be found under “Pending” or “Approved by DSS.” Make sure to check under both screens for the Testing Request. If you still cannot locate the Testing Request, please contact us at dss-testing@callutheran.edu.

8. When will I be notified if a student has submitted a Testing Request in Accommodate?

Testing Requests must be submitted by students in Accommodate at least one week before the in-class exam date. As soon as a student submits a Testing Request, Accommodate will notify you and our office of the request via email. This will ensure you are informed of any
accommodations you may need to set up for the student as well as give our office enough time to schedule proctors if need be.

9. **The student did not submit a Testing Request or inform me of their needed testing accommodations a week before the exam. Do I still need to provide testing accommodations to the student?**

The one week before the in-class exam deadline is specific to DSS. Its DSS’ policy to ensure our office has enough time to secure all the details of the exam and procure a proctor. If DSS is not needed for proctoring of an exam and the student has informed the professor of necessary accommodations, it is the professor’s responsibility to ensure every effort was made to fulfill the student’s requested accommodations in time for the exam. If the student did not inform the professor with sufficient time for accommodations to be met and the professor could not feasibly provide the requested accommodations before the start of the exam, then the student will have to take the exam without their accommodations or else work something out with the professor. Our office continues to encourage students to communicate their needs to the professor one week before the given exam. However, failure to meet the DSS Testing Request deadline cannot be used to deny a student of their accommodations simply because they did not inform the professor before the one-week mark.

10. **What situations prompt DSS to proctor?**

Exams will be handled on a case by case basis. Our office will determine which unique scenarios will require DSS to schedule a proctor. Information provided by the faculty and the student are needed to make an appropriate decision and to remain compliant.

11. **What will happen if DSS will need to proctor?**

Faculty will receive a follow-up email if DSS needs to proctor the exam in order for the student’s testing accommodations to be met. The email will contain proctor confirmation as well as exam details. Any further questions or concerns can be sent to DSStesting@callutheran.edu.

12. **Will DSS be proctoring any exams on campus?**

Due to state, federal and local requirements, the University will begin the semester virtually. DSS will follow CLU’s decisions regarding virtual and split meeting courses for the duration of the semester, and provide testing services accordingly.
Currently, DSS will not be providing face-to-face proctoring services except for extremely rare situations when a student might need adaptive technology etc. that is only offered through our testing rooms. Students cannot request on campus proctoring due to preference. Once the University moves to split meetings for courses, DSS will provide some in-person proctoring services.

13. How are extended test time accommodations set up in Blackboard?

Disability Support Services does not have access to Blackboard exams; therefore, faculty are responsible for adjusting DSS students’ test time in Blackboard to reflect their extended time accommodation. As usual, students must request to use their extended test time accommodation per exam/quiz. Instructions for how to do this can be found here: https://www.callutheran.edu/students/disability-services/blackboard_extended_testtime_accommodation_instructions.pdf

14. Can I make a student requesting testing accommodations take the exam at the same time as the rest of the class?

No, students requiring testing accommodations are not required to take the exam at the same time as the rest of the class. While DSS encourages students to take their exam as close to the same time/day of the in-class exam, that is not always possible. For example, if a student’s extended time accommodation overlaps with the start time of another class or if DSS needs to proctor, the schedule of the student and our office determines the exam time. The student does, however, need to take the exam within one week of the in-class exam. You may need to talk to the DSS student to schedule a different time/day for the student to take the exam so their testing accommodations can be met. If the exam is through Blackboard, make sure to adjust the exam parameters to meet this updated time/day for the DSS student.

15. Do students have to submit a Testing Request even if I am providing testing accommodations?

Yes, if a student is requesting testing accommodations, we need students to submit Testing Requests through Accommodate for every exam/quiz they may have, regardless if they do not need DSS to proctor. This is so our office has record of our students’ testing needs as well as encourage students to continue the habit of submitting Testing Requests. The submission of Testing Requests will also:

a. Be a reminder to the professor that a student in their class will need certain adjustments for an upcoming exam/quiz.
b. Provide clear written communication of how a student’s accommodations will be provided which is important for compliance.

c. It is essential that records of requests are kept to ensure student’s accommodations continue to be fulfilled during the pandemic.

16. I have multiple students who have extended testing time accommodations so I just gave my entire class extended time for the exam. Is this sufficient in providing a student with their testing accommodation?

No. While a professor may be providing a student with extended time, the extended test time accommodation is dependent and in relation to the amount of time given to the entire class. The extended time is time the DSS student has been approved for in addition to the exam time the class is receiving. If the entire class is receiving extended time, this does not fulfill the student’s requested time accommodation and a student’s extended time accommodation must still be provided to the DSS student(s) if requested.

The only time that a DSS student’s extended time accommodation may be fulfilled by extending the entire class’ time is if and only if the DSS student, in writing, has stated that they do not need the additional time because of the extended time being provided to the entire class. Otherwise, the DSS student is still entitled to their additional time if they request it in these circumstances. Professors should check in with their DSS student to see what works for them.

17. My student submitted a Testing Request for a Take-Home exam. Do I need to complete the professor section?

Testing Requests are not required for Take-Home exams. Take-Home exams are not timed, meaning that the exam can be taken at any point and are submitted by a certain deadline set by the professor. We consider Take-Home exams to consist of any exams that have a 24 hour or longer time period to submit by.

If you receive an email asking you to complete the Testing Request for a take-home exam, contact dsstesting@callutheran.edu to inform us of the error. We will contact the DSS student and cancel the Testing Request.

18. What are some tips I can do to create more accessible exams?

Here are a few suggestions to make your exams more accessible for all students including those with disabilities:
a. Make exams asynchronous.

b. Consider the spacing of questions and answers on the screen.

c. If an exam is multiple pages and the student needs to click “next” in order to move forward in the exam, make sure students are able to go back to a previous page in case they want to change their answer or skip a question to come back to later.

d. Consider different options to standard exams such as a paper, project or presentation, etc.

e. Tips for creating inclusive online classes can be found with the following link: https://www.callutheran.edu/students/disability-services/Creating_Inclusive_Online_Classes_Best_Practices.docx.pdf