COVID-19 Student Testing Accommodations FAQ

1. How is testing going to be administered for Spring 2021?
2. What is the Testing Request and Why do I have to submit one?
3. What is the difference between a Testing Request and the Letter of Accommodations?
4. How do I submit a Testing Request?
5. When will I need to submit a Testing Request by?
6. What information do I need to know before I can submit a Testing Request in Accommodate?
7. What if I don’t know the formats of all my exams/quizzes?
8. What if my exam is a Take-Home exam?
9. Will DSS be proctoring all exams with extended test time?
10. What situations prompt DSS to proctor?
11. What will happen if DSS will need to proctor?
12. What if details of my exam change but I already submitted a Testing Request?
13. What if my professor is having all exams over Blackboard?
14. What if my exam is through Blackboard, during my usual scheduled class time, but I cannot take it with my extended test time accommodation because I have a class immediately after this one?
15. What if I don’t need DSS to proctor or my professor is willing to proctor my exam? Do I still need to submit a Testing Request?
16. What about my other approved testing accommodations I have other than extended test time?
17. **Will DSS communicate all my testing accommodations to my professor for me?**

18. **What if I am having a hard time getting a hold of my professor to talk about my testing accommodations?**

19. **What if I feel more comfortable taking the exam in person? Will DSS be open for me to take my exam on campus?**

20. **Will this testing process extend into Fall 2021 or will testing return to what it was before COVID-19?**

21. **One of my DSS accommodations before COVID-19 is “alternative location.” How can DSS ensure this accommodation be met when I am testing from my home?**

22. **What are some tips to taking exams online?**
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1. **How is testing going to be administered for Spring 2021?**

   Testing will be dependent upon how professors choose to format their exams. For every exam/quiz you require testing accommodations for, you will need to submit a Testing Request in Accommodate. From there, DSS will determine if proctoring will be necessary for your DSS accommodations to be met. If DSS does not have to step in and proctor the exam, testing responsibility and providing of approved testing accommodations will be the responsibility of your professor. Make sure to communicate with your professor about the testing details and format of your exams as well as remind them of your approved testing accommodations. **If the exam is a Take-Home exam, you do not need to submit a Testing Request. If you do not need any testing accommodations for a particular exam/quiz, you do not need to submit a Testing Request.**

2. **What is the Testing Request and Why do I have to submit one?**

   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 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.

3. **What is the difference between a Testing Request and the Letter of Accommodations?**

   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 student and professor may have signed a student’s Semester Request to indicate that they have acknowledged a student’s accommodations, the student and professor portion of the Testing Request are still required as they confirm necessary details for a specific exam.

4. **How do I submit a Testing Request?**

Testing Requests are submitted through Accommodate. For step by step instructions, click here: [https://www.callutheran.edu/students/disability-services/COVID-19_Submitting_a_Testing_Request.pdf](https://www.callutheran.edu/students/disability-services/COVID-19_Submitting_a_Testing_Request.pdf)

5. **When will I need to submit a Testing Request by?**

Testing Requests must be submitted in Accommodate one week before the in-class exam date at the latest and two weeks before the in-class exam date at the earliest. This will ensure your professor is informed of any accommodations they may need to set up for you as well as give our office enough time to schedule proctors if need be.

For finals, there is a different deadline for when you would need to submit a Testing Request through Accommodate. Refer to the DSS website for the semester specific deadline: [https://www.callutheran.edu/students/disability-services/forms.html](https://www.callutheran.edu/students/disability-services/forms.html)

6. **What information do I need to know before I can submit a Testing Request in Accommodate?**

New information you will need to know before submitting a request:

a. The format of your exam (Blackboard, Zoom, etc.)
b. If the exam will begin and end within the time frame of your scheduled class (Everyone will begin the exam at 9:00am and it will be over at 11:00am)
c. If your professor will be proctoring the exam (through Zoom or some other form of live video session)
d. If your professor is able to proctor you with your extended test time
e. If your class will resume immediately after the exam is finished

If you are unsure about any of the above questions, email your professor right away for details about your upcoming exams/quizzes.
7. **What if I don’t know the formats of all my exams/quizzes?**

   Make sure to communicate with your professor about the layout of your exams. This information is necessary for DSS to process testing requests and schedule proctors if necessary.

8. **What if my exam is a Take-Home exam?**

   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. Take-Home exams are considered by DSS to consist of any exams that have a 24 hour or longer time period to submit by. If you have any questions about this, please contact dsstesting@callutheran.edu.

9. **Will DSS be proctoring all exams with extended test time?**

   No, DSS will process all Testing Requests that come in to determine if a student needs our office to proctor. In many circumstances, DSS will not be involved in proctoring testing for Spring 2021 as most students will only be requesting to use their extended test time accommodation. DSS does not have access to courses in BlackBoard, so it will be up to the faculty to set up the extended test time parameters.

   Should a DSS student need our office to proctor an exam/quiz, we will be able to offer virtual proctoring services for the spring 2021 semester. Once the University transitions to split meetings for courses, we can offer some in-person services.

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. For example, this may occur if the professor, or their designated proctor, will be administering a synchronous exam with a live proctor for the entire class.

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

    DSS will determine if an exam needs to be proctored through our office. If a Testing Request is approved for DSS proctoring, an email will be sent out to you with information about your exam. Make sure to communicate with your professor that you will be taking the exam through our office and check your email for scheduling information.
12. What if details of my exam change but I already submitted a Testing Request?

Make sure to go into Accommodate and cancel your Testing Request. To do this, click on “Testing Room” in the left-hand menu. You should see your request listed. Once cancelled, if need be, submit a new Testing Request with the updated/correct information on it. This will notify our office immediately of the change.

13. What if my professor is having all exams over Blackboard?

If all your exams/quizzes are through Blackboard, your professor will need to adjust the time frame of your exams to reflect your extended time accommodation. Make sure to submit a Testing Request and follow-up with your professor before every exam/quiz to ensure you are receiving your proper testing accommodations.

14. What if my exam is through Blackboard, during my usual scheduled class time, but I cannot take it with my extended test time accommodation because I have a class immediately after this one?

You will need to work with your professor to schedule a different date/time to take the exam in order to not miss another class while still receiving your approved extended test time accommodation. When filling out a Testing Request, select a time that works best for you, keeping in mind this time might not be the same time as the in-class exam. If the exam is through Blackboard, remind your professor to set up the testing parameters to reflect the new approved date/time of your exam.

15. What if I don’t need DSS to proctor or my professor is willing to proctor my exam? Do I still need to submit a Testing Request?

Yes. As long as you are requesting the use of your testing accommodations, you will need to submit Testing Requests for every exam/quiz you have for each class. If you do not want/need DSS to proctor a particular exam, you can add that in the notes section of the Testing Request. If you do not need testing accommodations for a particular exam/quiz, you do not need to submit a Testing Request. Take home exams do not require a Testing Request to be submitted (see #8 above for more information.)

16. What about my approved testing accommodations other than extended test time?

Make sure to include any approved testing accommodations on the Testing Request. This will ensure that your professor is made aware of everything you will need for your upcoming exam.
17. Will DSS communicate all my testing accommodations to my professor for me?

Make sure to include any approved testing accommodations needed for your exam on the Testing Request. Once you submit a request, an automated email will be sent to your professor communicating these needed accommodations. It is still crucial for you to have open communication with your professors to find out the structure and format of the exam and remind them of your testing accommodations.

18. What if I am having a hard time getting a hold of my professor to talk about my testing accommodations?

Please note that with this mostly virtual educational setting, email inboxes may be flooded with messages. Make sure to email your professor a few times if you do not hear back from them just in case they missed your first message. If you have tried reaching out to your professor about testing accommodations with no response, email us at dsstesting@callutheran.edu and/or contact the Department Chair of this particular course.

19. What if I feel more comfortable taking the exam in person? Will DSS be open for me to take my exam 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.

20. Will this testing process extend into Fall 2021 or will testing return to what it was before COVID-19?

With the ever-changing condition of COVID-19, we cannot ensure that this process will continue into Fall 2021 or if we will need to update our procedure. You will be sent updated emails as continuing information comes in from the University.
21. One of my DSS accommodations before COVID-19 is “alternative location.” How can DSS ensure this accommodation be met when I am testing from my home?

As this specific accommodation relates to in-person testing, it is not applicable in the virtual learning environment when in-person proctoring is not offered to the other students in the class. There are a few exceptions such as a student needing an alternative virtual testing space so they do not see any other test takers on the computer screen. Please contact us at dss testing@callutheran.edu for other questions/concerns relating to this matter.

22. What are some tips to taking exams online?

Here are a few tips to make taking exams outside the classroom easier:

a. Consider using ear plugs or noise cancelling headphones to drown out external noises
b. If having a clock in your testing space creates a distraction and/or causes anxiousness, put a post-it note over the time
c. Try setting alarms as reminders while you take your exam to know how much time you have left to finish
d. If you’re approved to write directly on the exam, discuss this accommodation with your professor beforehand. Suggest printing out the exam, handwriting your answers and then scanning/taking photos of your exam, and emailing them to your professor as a possible solution
e. For students who need text to speech programs for their exam, click here for some resources https://www.callutheran.edu/students/disability-services/forms.html
f. If you have a hard time staring at black text on a white background, try switching the background or text color to make it easier to read, lowering or upping the brightness on your computer, or changing the contrast
g. For general test taking tips, click on the below links:
   ii. For objective style exams (multiple choice/true/false/fill in the blank): https://www.callutheran.edu/students/success/documents/TakingObjectiveTests-MultiplechoiceTrue-FalseandFillInTheBlank.pdf