COVID-19 Student Testing Accommodations FAQ

1. How is testing going to be administered for Fall 2020?

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. 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.

3. 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.

4. 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.

5. 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 most circumstances, DSS will not be involved in proctoring testing for Fall 2020.

6. 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.

7. 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. All DSS exams proctored though our office will be held over Zoom. Make sure to communicate with your professor that you will be taking the exam through our office and check your email for scheduling information as well as the Zoom invite.

8. 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.

9. **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.

10. **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?**

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.

11. **What about testing accommodations I have 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.

12. **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.
13. 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 virtual transition, 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.

14. 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, DSS will not be proctoring exams on campus during Fall 2020 except in extremely rare situations. We cannot proctor in person if it is just a preference for the student.

15. Will this testing process extend into Spring 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 Spring 2021 or if we will need to update our procedure. You will be sent updated emails as continuing information comes in from the University.

16. 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?  
DSS cannot proctor on campus for Fall 2020 except in rare circumstances due to state, federal, and local requirements. Because this accommodation relates to in-person testing, it is not applicable in the virtual learning environment. 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 dsstesting@callutheran.edu for other questions/concerns relating to this matter.

17. 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: