

## Office of Disability Services (ODS)

### Test Proctoring Procedure

If an instructor is unable to provide testing accommodations, ODS is pleased to proctor the tests. In order to provide this service in a responsible fashion, certain procedures must be followed. Students will be informed of the procedures during the meeting where reasonable accommodations are established.

#### **Requesting Proctoring**

- At least 3 business days prior to the test, the student must submit a test proctoring request located at the following link:  
<http://www.wcu.edu/28501.asp>
- After receiving the request, the student will be sent the following email:
  - Thank you for submitting a test proctoring request. We will inform your instructor and will email you when everything is finalized.
- Upon receiving the email, ODS will notify the instructor of the request via email:
  - John/Jane Doe in your MATH 123 course has made a request that his/her test on DATE at TIME be proctored by the Office of Disability Services. Please access the following link to a test information form:  
<http://www.wcu.edu/28501.asp>
  - If date and time or any other information is inaccurate, the instructor may respond to the email or call ODS to help clarify (828-227-2716).
- The instructor must submit the form at least 1 business day prior to the test.
- Once notification from the instructor is received, ODS will send the instructor an email:
  - Thank you for submitting a test information form. We will process the request and contact you if any questions arise.

If any technical or other difficulties arise, please contact our office so alternate arrangements can be made.

- The student will then be sent an email:
  - Your instructor has submitted the information necessary for us to proctor your test. See you soon.

**3 Business Days—Student Proctoring Request**

<b>Test On</b>	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Inform ODS By</b>	Wednesday	Thursday	Friday	Monday	Tuesday

**1 Business Day—Instructor Test Information**

<b>Test On</b>	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Submit Form By</b>	Friday	Monday	Tuesday	Wednesday	Thursday

**Proctoring**

- Before a student begins, one of the office’s quiet testing areas is made ready by clearing space, powering on a surveillance camera, and ensuring that appropriate resources are available e.g. computer (internet disabled), scribe, or reader.
- The student is asked to surrender any unnecessary items e.g. cell phone
- The student is escorted to the testing area, brings all necessary materials, settles in, and receives the test.
- When the student finishes the test or time elapses, it is collected.
- The student claims his/her possessions and leaves the office
- The instructor will receive the following email:
  - John/Jane Doe has completed your exam, and it will be delivered in the method indicated on the submitted test information form.
- Upon delivery, a signature will be requested to confirm receipt and documentation of receipt will be maintained by ODS.

If any technical or other difficulties arise, please contact our office so alternate arrangements can be made.

## **Tests Late In The Business Day**

- ODS is housed in Killian Annex, and the building closes at 5:00 p.m.
- For any test that falls outside of regular business hours, please allow the student to take the test at an alternate time if possible.
- If it is not possible, ODS will attempt to make alternate arrangements, and more than the minimum notification would be appreciated.

## **Quizzes**

- ODS is happy to proctor quizzes when necessary and the same procedure should be followed.
  - The element of surprise means pop quizzes cannot be proctored, so accommodations must be provided by the instructor

## **If the Request Process is Not Followed**

- If a student fails to notify ODS of the test in the 3 business day time frame, he/she will receive the following email:
  - Thank you for submitting a test proctoring request. Unfortunately we cannot process your request because all test proctoring requests must be submitted at least 3 business days prior to the test date. Attend your class as usual, and the instructor is not required to provide the accommodations. Please make future requests in the appropriate timeframe.
- The instructor will then receive the following email:
  - John/Jane Doe in your MATH 123 course made a request that his/her test on DATE at TIME be proctored by the Office of Disability Services. Unfortunately he/she did not provide adequate notice, so we are unable to provide the service. If you are unable to provide the accommodation during the test, you are not obligated to do so.

If any technical or other difficulties arise, please contact our office so alternate arrangements can be made.

Please encourage him/her to make requests in a reasonable time frame in the future.

- If the instructor fails to give sufficient notice, he/she will receive the following email:
  - Thank you for submitting a test information form. Unfortunately we cannot process your request because all test information forms must be submitted at least 1 business day prior to the test. The student must receive the accommodations stated in the accommodation letter, so you will be responsible for providing them. Please make future submissions in the appropriate timeframe.
- The student will then receive the following email:
  - Unfortunately your instructor did not appropriately submit the information for the test. Please attend your class as usual keeping in mind that you are still eligible for your accommodations and it is the instructor's responsibility to provide them for this upcoming test. For future tests, please follow the same procedure.
- If notification of an upcoming test or quiz is not provided to students by the instructor 3 business days or more prior to the test, the instructor is required to provide the accommodations.
- A test may be rescheduled with written verification from the instructor
- The Office of Disability Services appreciates everyone's efforts in this process. If you have any questions or concerns, please contact Dr. Lance Alexis @ 828-227-2716 or lalexis@wcu.edu

If any technical or other difficulties arise, please contact our office so alternate arrangements can be made.