

Disability Resource Center Exam Administration Policy

UWSP Handbook, Chapter 5 *Policies Pertaining to Classroom Activities*, Section 10 *Equal Access for Students with Disabilities*

https://catalog.uwsp.edu/content.php?catoid=32&navoid=1774&hl=accommodations&returnto=search#section-10_equal-access-for-students-with-disabilities

DRC resources for exam administer are designated specifically to qualified students with disabilities. Testing Services (346-4472, Delzell Hall) supports general proctoring and standardized exam resources for the UWSP campus community.

Requesting Accommodations and Scheduling

Students are expected to review their course syllabus/schedule and submit all scheduled exam/quiz/test dates once the syllabus or schedule has been made available (usually during the first week of class meetings). The primary platform for requests is the online DRC Connect portal.

Students must submit test requests no later than five business days (**one full week**) before a scheduled exam. The deadline for final exam requests varies each semester but is generally **one month** before a final exam.

Please note, requests entered in DRC Connect after 4:30pm are counted as a request made the NEXT business day. For instance, a request entered at 8pm on Monday will be considered a Tuesday request for the purposes of the deadline.

Students should not request an exam to be administered later than the rest of the class to bypass the 5-business day deadline in DRC Connect. These requests will not be processed and students will be directed to contact the DRC to submit a late request.

DRC staff are available if students have questions about the request process or need help entering requests into DRC Connect in a timely manner. The DRC also maintains “How-To” resources in print and video.

Late Requests

DRC staff will use their best judgment to determine if late requests can or cannot be met. This could include limits upon the number of late requests or determining if extenuating circumstances exist. Examples of extenuating circumstances include, but are not limited to:

- The instructor changed the date/time of the exam
- The initial announcement or scheduling of the exam occurred less than five business days beforehand.

- The student is eligible for delay or postponement of exams as an accommodation.
- The instructor approves of a delay to an already-requested DRC-administered exam due to factors they deem outside of the student's control.

Examples of factors that are not considered extenuating include, but are not limited to:

- Not being aware of or forgetting recognized and published deadlines for submitting exam requests.
- Being absent from class when exam scheduling information was announced or distributed.
- Personal travel considerations preceding or following weekends and University break periods.
- Time conflicts with work or other responsibilities not related to a class meeting time.

DRC staff may request appropriate documentation to verify the extenuating nature of the situation.

Even if an extenuating circumstance is confirmed, DRC staff availability and room availability will ultimately determine if a late or change request can or cannot be met. Students dissatisfied with exam procedures in general or the outcome of an individual request can discuss their concerns with the Associate Director of the Disability Resource Center and/or the Director of Academic Success.

Students are responsible for accurately specifying the accommodations they need on each exam, including eligible accommodations such as computer and assistive software or devices.

A successful exam request submission will result in an email to student and instructor. Students are responsible for verifying their requests have been entered and contacting the DRC in a timely manner with concerns or questions about DRC Connect outages or instability.

Students are responsible for reading emails regularly and responding to contact from the DRC.

Students who change their mind and decide to take a test in class should notify the DRC (24 hours cancellation notice is appreciated).

Arriving for the Exam

Students should arrive on time for their scheduled test. Late arrival will be handled in accordance with instructor expectations, DRC scheduling constraints, and/or a determination of extenuating circumstances. All no-shows will be reported to the instructor.

Students should follow the instructions of office staff or proctors administering exams. This includes staff requests to inspect items or belongings in the testing environment or directions to remove items or belongings.

Students should plan to use the restroom before the test begins. Once started, students are not permitted to leave the testing area unless breaks are established as an accommodation. Test-takers should notify DRC staff or proctors in cases of illness or emergency.

To minimize distracting behaviors, test-takers should not bring food or drink into the test environment unless that is an approved accommodation.

Students with concerns about DRC exam procedures can discuss their concerns with the Associate Director of the Disability Resource Center and/or the Director of Academic Success.

Exam Security and Academic Misconduct

The Disability Resource Center strives to maintain the academic integrity of the tests it administers. To uphold academic integrity please note the following:

The DRC will make every effort to schedule tests at the same time as the rest of the class. As necessary, the DRC will hold exams at a different time due to scheduling considerations such as room and/or proctor availability. If a time shift occurs, students taking exams with DRC are forbidden from discussing the content of the exams with anyone else. Instructors also reserve the right to use multiple test versions.

Students should power off wireless devices. DRC staff members reserve the right to inspect electronic devices to ensure they are not being used to engage in academic misconduct.

Only approved items will be allowed in the testing area. Students should store bags/backpacks, coats/jackets, hats, phones, and personal belongings away from the testing area.

Some DRC test stations are camera-monitored by staff. In instances where concerns are raised about academic misconduct, video recordings will be shared with instructors and other faculty/staff as necessary. Examples of behaviors that will raise concerns:

- Positioning oneself to block camera view
- Repeatedly pulling or tugging at clothing or headwear
- Repeatedly looking away from test surface or documents
- Accessing unpermitted digital folders or files
- Opening unpermitted browser windows or tabs
- Usage of unpermitted written materials or electronic devices

The DRC reserves the option to use additional monitoring resources, including, but not limited to: Honorlock or similar proctoring tools, software that monitors or records computer, cursor, browser activity, and/or remote video conferencing (Zoom, Teams, etc.)

Artificial intelligence applications like ChatGPT that are generative in nature are not reasonable accommodations. Students will only be allowed to use DRC-approved text to voice, voice to text, or other assistive technology during exams administered by the DRC.

DRC staff report irregularities and concerns to instructors for follow-up investigation and sanction. Disability status will generally not be considered as an acceptable reason to engage in academic misconduct. The DRC has no official role in determining appropriate sanctions. The Dean of Students office can support instructors and students alike in those processes.

Operational Continuity

If challenges emerge due to staffing shortages, the DRC will determine if it can continue exam operations based on many factors, including but not limited to:

- The sufficiency of student staff to seat test-takers and monitor exams
- The remote availability of professional staff to support on-site student staff
- The number of exams scheduled during the impacted time period
- The complexity or nature of any individual exam accommodations
- The timeframe of potential rescheduling and the availability of proctors and/or test-takers

The DRC will notify students and instructors as soon as they determine a disruption to staffing will prevent exams from being administered as scheduled. Every effort will be made to reschedule the exams as soon as possible.

Concurrent Administration

Every effort will be made to schedule the exam at a time concurrent with the rest of the class. The DRC reserves the right to shift administration due to test-taker time conflicts

with other academic responsibilities or DRC time, space, or staffing considerations. The following accommodation needs will receive priority to ensure access to DRC equipment and staff:

- Readers and/or scribes
- Computer/device users
- Text to voice software users
- Voice to text software users
- Enlarging and magnifying equipment/software users

If delays are necessary due to time, space, or staff shortages, DRC staff will make every effort to schedule exams as close to the in-class time as possible. Instructors will be notified by the DRC as soon as delays are evident.

Student-Initiated Postponement

If a postponement request is received before the exam and can be reasonably attributed to the student's disability, the DRC will notify the instructor and reschedule the exam as soon as possible (or in accordance with an already-existing accommodations regarding make-up or extension).

If the student's reason is not related to their disability, the student will be directed to notify the instructor and seek their permission to reschedule. The DRC will not proceed with rescheduling until receiving permission directly from the instructor.

Student No-Show

The DRC will always require the instructor's permission to reschedule a no-show exam. DRC staff will use their best judgment whether the circumstances require DRC facilitation.

Exam Document Receipt and Staff Access

DRC Connect is the department's secure online accommodation management system. Exam documents should be uploaded to *Connect* via a hyperlink received in a request email. DRC staff access to *Connect* is password protected and staff actions (including the downloading of exam documents) can be tracked through the system's user history logs. Handling exam documents in email accounts is no longer a sufficient practice to ensure exam document security.

During high volume periods, there could be over 20 students starting an exam at the same time. DRC staff also reformat or modify the documents per the student's accommodations. Receiving documents one business day in advance ensures sufficient time for printing and handling. The DRC reserves the right to reschedule an exam if late-arriving documents prevent the DRC from administering the student's exam accommodations. The DRC will not send a staff member to the classroom or instructor office to secure a copy of the exam.

