**Hours of Operation (subject to change)**

<table>
<thead>
<tr>
<th>Days</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Thursday</td>
<td>8am – 9pm</td>
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<tr>
<td></td>
<td><em>If no in-person exams are pre-scheduled, the DRTC’s physical location may close at 5:00 pm.</em></td>
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<tr>
<td></td>
<td><em>Online exams will still be proctored remotely until 9:00pm.</em></td>
</tr>
<tr>
<td>Friday</td>
<td>8am – 5pm</td>
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</tbody>
</table>

For the safety of our staff and students we request that you do not visit the DRTC if you are currently sick or think you have been exposed to a person with COVID-19.

**Exam Scheduling**

- Students should schedule exams with the DRTC only if their exam requires a proctor AND their professor is unable to provide the student’s exam accommodations.

- Students should wait to schedule their exams until they have finalized their schedule for the semester, determined that their exams will need to be proctored, AND their instructor has said they will be unable to accommodate the student.

- Students will only be able to schedule exams with the DRTC in a manner that is consistent with the course requirements (not student preference), and are subject to approval by the instructor.

- Instead of printing and signing a paper Exam Schedule Form, students will email their Exam Schedule Forms to their instructor AND CC’ the DRTC at TestAdmin@disability.tamu.edu.

- The DRTC will not accept any paper exam schedule in-person during the Spring 2021 semester.

**Scheduling Deadlines**

- All exams should be scheduled at the beginning of the semester at least 5 business days before the first exam date.

- Any changes to scheduled exams (dates/times) can be submitted through Tracker and will need to be completed at least 5 business days before the new date of the exam.

- The last day to make changes to the exam schedule AND to schedule any finals is two weeks before finals begin (April 19th, 2021).

- If a student misses the deadline and the course instructor is unable to accommodate the student, they may have to take the exam without accommodations. Exceptions to DRTC deadlines may be approved on a case by case basis.
Step-by-Step Guides:

**Scheduling Exams**
1. Create an Exam Schedule in Tracker
   a. In Tracker go to the Exams tab, then click Exams by Class.
   b. Using your syllabus, add your exam schedule for each of your classes. Plan to take your exam at the same time and date as the rest of the class.
   c. Confirm and Save the exam schedule to your device so it can be emailed to your instructors and the DRTC.
2. Email the exam schedule to the instructor and the DRTC at testadmin@tamu.edu at least 5 business days before the first exam date.
   a. Discuss any requests to test at a different time than the class time with your instructor.
   b. **No signature from the instructor will be required for Spring 2021.**
      i. Instead, instructors will reply to the student’s email and the DRTC confirming the exam schedule.
   c. DRTC Staff will acknowledge email and schedule the exam.
   d. **The end of semester deadline to schedule finals and make changes to your testing dates is two weeks before finals begin (April 19th, 2021) by 5 PM.**

**Exam Date Changes**
1. In Tracker under the Exam tab, select Request Exam Change.
2. Make the changes, state the reason for the request, and click Submit Request.
3. Tracker will automatically send a notice to the DRTC and to your instructor for approval. You do not need to email another exam schedule form.
4. Check your e-mail for a response from the DRTC.
   **Note:** All exam change requests must be made by the scheduling deadline (5 business days in advance). Speak with your instructor before you attempt to submit a change request.

**Adding an Exam Date**
1. Under the Exams tab, select the Add Exam button. This will take you to the Exams by Class page, then select + Add Exam button next to the class you need to request an additional exam.
   - Selecting to Add Exam will not replace any previously scheduled exams.
2. Make the additions and click Submit Request.
3. Tracker will automatically send a notice to the DRTC and to your instructor for approval.
   - You do not need to print a form or gather any signatures for these types of changes.
4. Check your e-mail for a response from the DRTC staff.
   **Note:** All exam addition requests must be made by the exam scheduling deadline (7 days in advance). Speak with your instructor before you attempt to submit an add request.

**Cancelling Exam Dates**
1. Under the Exams tab, select Request Exam Cancellation.
2. Select the exam date that needs to be cancelled, state the reason, type your initials and click Submit Request.
3. Tracker will automatically send a notice to the DRTC and to your instructor for approval.
4. Check your e-mail for a response from the DRTC staff.
Make Up Exam Scheduling
Students are responsible for scheduling make up exams according to the instructor’s make up policy and the TAMU Student Rules [http://student-rules.tamu.edu/rule07](http://student-rules.tamu.edu/rule07). Speak with your instructor before attempting to reschedule an exam with the DRTC.

- If the new date meets the DRTC’s deadline (5 business days advance notice), submit an Add Exam request through Tracker.
- If the new date is less than the required deadline, send the DRTC an e-mail request. Your e-mail should be formatted in the same manner as the missed deadline request.

To: testadmin@tamu.edu
CC: Instructor
Subject: Make Up Request

Body of e-mail should include:

1. Student’s name
2. Course name, course number, and course section number
3. Instructor's name
4. Requested exam date
5. Has the request been discussed with the instructor?
6. Reason for the request
Zoom Proctored Exams

Check-In

- The meeting link will be sent to your university email address by 5pm the day before your exam.
- Please log into the Zoom meeting using your TAMU Zoom account (through Single Sign On) 15 minutes before your scheduled testing time. This provides us time to account for any technological issues, complete check-in, provide instructions, and get your exam started on time.
- You will need a second device to access Zoom which you can position to the side of your workspace to allow the camera to view your workspace, your main device (where you will be taking the exam), and your upper body. (This can be a phone or tablet)
  - Only essential items for the exam will be allowed in your workspace
- You will be greeted by the meeting host who will move you into a check-in breakout room.
- You will be asked to provide a valid form of ID. (TAMU ID or driver’s license)
- The check-in staff member will read you your exam instructions and allow you to ask questions.
- Once you have informed the check-in staff member that you have started your exam, your time will begin in Tracker and you will be provided your end time.
- Once you have begun testing, the meeting host will move you into a group testing breakout room.
- If you need help at any point during your exam, you can press the “ask for help” button and the host will move you into the help room for assistance. Alternatively, you may use Zoom’s private chat function to contact a proctor in the testing room.
- Make sure you check out with the proctor before leaving the Zoom.

During Your Exam

- Once you have begun testing, the meeting host will move you into a group testing breakout room.
- You must remain muted the entire duration of your exam while in the group testing room.
- If you need help at any point during your exam, you can press the “ask for help” button and the host will move you into the help room for assistance. Alternatively, you may use Zoom’s private chat function to contact a proctor in the testing room.

Completed Exams

- After you complete your exam, notify the proctor in your testing room with a private chat message.
- Once they acknowledge your message, you may then exit the meeting.
- If you exit the meeting without receiving a confirmation message from a proctor, we will email your professor to notify them that you did not complete our check-out procedure.

Nonstandard Accommodations for Online Exams

- Test Readers will be available via Zoom through a private link, rather than the general Zoom link.
  - For electronic exams, the text-to-speech software Read and Write Gold is highly recommended as the preferred method for reading test questions aloud.
- Test Scribes will be available via Zoom through a private link, rather than the general Zoom link.
  - For electronic exams, dictation software is the preferred method for scribing exam answers (Read & Write, Windows Dictate, iOS built-in dictation, Gboard Voice Typing).
In-Person Exams

Check-In
- You must wear a facemask at all times in the DRTC (even while in a private room).
- Enter the DRTC no earlier than 15 minutes prior to the test start time.
- Only items that are essential for taking an exam are allowed in the testing rooms. Place everything else in a locker at the check-in lobby.
  
  NOTES:
  - Lockers are frequently touched areas. Please sanitize your hands before and after use.
  - Students should strongly consider leaving valuable items at home.
  - Cell phones should be stored in lockers.
- Bring all required testing materials (calculators, pencils, scantrons, etc.).
  - The DRTC will not loan out any items.
- When entering the DRTC, stand on the marked spaces to ensure proper social distancing.
- Present your valid photo ID (i.e. driver's license, student ID) to the DRTC staff at check-in.
  - You will not remove your mask.
- You will start your exam on time.
  - Students who arrive late may be instructed to reschedule the exam with their instructor.
- You will be assigned to a testing room and seat.
  - If you need to leave the testing room for any reason, please check in with the DRTC staff.
- During busy testing days, the DRTC may not be able to accommodate all exams in our testing rooms and may use various locations within the Student Services Building. Impacted students will be notified before each exam.

During Your Exam
- If you need to use the bathroom during an exam, check with the check-in staff first.
- If you are concerned with an exam question, instructions, or the testing environment address your concerns with the check-in staff.
- You must consult with the check-in staff immediately if you need to stop the exam. Once your testing time begins, it will not be stopped unless there are extenuating circumstances.
- Testing rooms may be cold. Plan to dress appropriately so that you can be comfortable.
- You must wear your facemask at all times (even in a private room).

Completed Exams
- Complete your exams during your approved testing time, this includes filling in your scantron.
- Write your name, course, and instructor name on the exam.
- Return to the check-in desk and let the check-in staff know you have completed the exam.
- Paperclip a blank piece of paper to the top of your exam and place it in the tray at the check-in desk.
- Return all testing materials including scratch paper to the tray found at the check-in desk.
  - Students will not be allowed to keep any testing materials without written instructions from the course instructor.

Nonstandard accommodations for In-Person Testing
- Test Readers will be available for in-person tests at the DRTC.
- Test Scribes will be available for in-person tests at the DRTC.
**Academic Integrity**

- Test takers are monitored by surveillance cameras, staff, and/or proctors in order to promote the academic integrity expected of all Aggies. Recordings from surveillance cameras may be reviewed by staff at any time.
- Academic misconduct and conduct violations will be reported to the course instructor and to the Aggie Honor System Office.

**Contact Information**

testadmin@tamu.edu
979-862-4570