Disability Resources
DIVISION OF STUDENT AFFAIRS

Hours of Operation

Monday – Friday   8am –5pm

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

Exam Scheduling Overview

- 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@tamu.edu.

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

Scheduling Deadlines

- All exams should be scheduled at the beginning of the semester at least **two (2) 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 **two (2) business days** before the new date of the exam.

- 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.

Important Updates

- The DRTC does not have student couriers at this time so all in-person exams will be scanned and returned via email.
  - Alternatively, faculty or their TA may stop by the DRTC during business hours to drop off or pick-up physical exams and/or scantrons.
  - We are located on the first floor of the new Student Services Building in Room 111.
    - https://aggiemap.tamu.edu/?bldg=1546

Disability Resources
DIVISION OF STUDENT AFFAIRS

Instructor Responsibilities

DRTC & Faculty's Collaborative Relationship

A collaborative relationship between Texas A&M University's faculty and the DRTC is essential to ensuring equitable access for all Aggies across campus as we come together to meet the needs of a diverse community of learners. A strong faculty-DRTC partnership in the exam accommodation process is necessary to ensure important exam details are not overlooked and that all students receive equitable opportunity to display their knowledge of course content. Faculty can ensure success in our partnership by:

- ○ Providing timely access to thorough exam instructions and materials
- ○ Alerting the DRTC ahead of time if any adjustments to exams or proctoring conditions need to be made
- ○ Maintaining open communication with DRTC staff, including updated course contact information
- ○ Staying up-to-date on DRTC policies and procedures

If you as an individual instructor or your department have any questions about partnering with the DRTC you may contact us at testadmin@tamu.edu, or (979) 862-4570 for scheduling, and (979) 458-1102 for the DRTC front desk.

Exams

- Instructors should provide detailed exam administration instructions to the DRTC by consulting the checklists in this document and emailing instructions to testadmin@tamu.edu **at least by 5pm the day before the scheduled exam**.
  (*NOTE: If specific directions are not given for the exam, the student may be allowed to use aids (i.e. calculator, notes) at their own discretion. When this occurs, the exam will be returned with a note attached indicating which testing aids the DRTC staff permitted.*)
- Emailing Exams:
  - ○ *In-person exams* at the DRTC will need to be emailed to testadmin@tamu.edu or submitted through FileX (https://filex.tamu.edu/). Please include information about the testing conditions and printing preferences in the body of the email. All exams are printed in black and white and double-sided, unless otherwise instructed by faculty. Completed exams will be scanned and emailed back to instructors the following business day.
  - ○ Exams via *web conferencing* (Zoom) are typically obtained by students online and don't require access by our DRTC staff. However, please ensure that the DRTC is provided the correct password in a timely manner as well as any instructions for administering, proctoring, and collecting the exam. In the event the DRTC staff need a copy of the test, the instructor will email the test to TestAdmin@tamu.edu.
- Providing accessible exams:
  - ○ For more resources on how to create accessible content please visit https://keepteaching.tamu.edu/#axeqepw4oey0 or https://itaccessibility.tamu.edu/help/training_at_am.php

Disability Resources
DIVISION OF STUDENT AFFAIRS

Scheduling Step-by-Step Process:

Scheduling Exams

1. Students will create an Exam Schedule Form in Tracker (DR web-based platform) by referencing the instructor's syllabus for exam or quizzes dates and times.
    a. Students should schedule their exam at the same time and date as the rest of the class unless there is a scheduling conflict, in which case they should discuss this with their instructor
2. Students will email the exam schedule to the instructor and CC' the DRTC at TestAdmin@tamu.edu **at least two (2) business days before the first exam date**.
    a. Students will discuss any requests to test at a different time than the class time with their instructor.
    b. **No signature from the instructor will be required for Summer 2021.**
    c. Instead, instructors will reply to the student's email and CC' the DRTC confirming the exam schedule and conditions.
3. DRTC Staff will acknowledge the email and schedule the exam.

Addressing Exam Schedule Concerns

1. If an instructor has a concern or question about a student's Exam Schedule Form (such as a time discrepancy), they should reach out to both the student and the DRTC (at TestAdmin@tamu.edu) to discuss their concerns.
2. If an instructor is unsure of how to meet an accommodation listed on a student's Exam Schedule Form (such as a reduced distraction environment), they should reach out to the student's Access Coordinator (listed on their Accommodation Letter) and the DRTC for assistance.

Exam Date Changes

1. Students are required to request any exam changes through Tracker (DR web-based platform).
2. Tracker will then automatically send an email notice to the DRTC and to the student's instructor for approval.
    a. Students do not need to email another exam schedule form.
    b. All exam change requests must be made by the scheduling deadline (two (2) business days in advance).
    c. Students should speak with their instructor before attempting to submit a change request.
3. Instructors must reply to the DRTC to confirm the exam date change.

Adding an Exam Date

1. Students are required to request any exam additions through Tracker (DR web-based platform).
2. Tracker will automatically send an email notice to the DRTC and to the student's instructor for approval.
    a. Students do not need to print a form or gather any signatures.
    b. Students should check their email for a response from the DRTC staff.
    c. All exam addition requests must be made by the exam scheduling deadline (two (2) business days in advance).
    d. Students should speak with their instructor before attempting to submit an add request.
3. Instructors must reply to the DRTC to confirm the exam date change.

Cancelling Exam Dates

1. If a student needs to cancel a scheduled exam, they may do so through Tracker (DR web-based platform).
2. Tracker will automatically send an email notice to the DRTC and to the instructor for approval.
3. Students should check their email for a response from the DRTC staff.

Disability Resources
DIVISION OF STUDENT AFFAIRS

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. Students must speak with their instructor before attempting to reschedule an exam with the DRTC.

- If the new date meets the DRTCs deadline (two (2) business days advance notice), students should submit an Add Exam request through Tracker.
- If the make-up date is closer than the required deadline, student's should send the DRTC an email request and CC' their instructor on the email.
    - Make-up exam scheduling is subject to approval by the course instructor and the availability of DRTC resources to proctor the exam.

Updated 5/18/2021

Disability Resources
DIVISION OF STUDENT AFFAIRS

Zoom Proctored Exams

Check-In
- The meeting link will be sent to the student's university email address by 5pm the day before the exam.
- Students should log on to the Zoom meeting using their TAMU Zoom account (through Single Sign On) 15 minutes before their scheduled testing time. This provides the DRTC time to account for any technological issues, complete the check-in process, provide instructions, answer questions, and get the student's exam started on time.
- Students will need a second device to access Zoom which they can position to the side of their workspace to allow the camera to view their workspace, their main device (where they will be taking the exam), and the student's upper body. (This can be a phone, tablet, or laptop.)
  - Only essential items for the exam will be allowed in the student's workspace
- Students will be greeted by the meeting host who will move them into a "check-in" breakout room.
- Students will then be asked to provide a valid form of ID. (TAMU ID or driver's license)
- The check-in staff member will read the student their exam instructions and allow them to ask any questions.
- After answering any questions, DRTC staff will provide the student with the exam password (if any) and allow the student to begin their exam.
- Once students have informed the check-in staff member that they have started their exam, their time will begin on Tracker and students will be provided their end time.
- After they have begun testing, the Zoom meeting host will move the student into a group testing breakout room where they will be monitored by a DRTC Graduate Proctor.

During the Exam
- Students will test silently in a group testing room while they are monitored by a DRTC Graduate Proctor.
- All students must remain muted the entire duration of their exam while in the group testing room.
- If a student needs help at any point during their exam, they can press the "ask for help" button and the host will move them into the help room for assistance. Alternatively, students may use Zoom's private chat function to contact the Graduate Proctor in the testing room.

Check-Out
- Students will need to check out with the proctor before leaving the Zoom through a private chat message. Their exam end time will then be recorded on Tracker.
- Once a Graduate Proctor acknowledges a student's message, students may then exit the meeting.
- If a student leaves the Zoom without receiving a confirmation message from a proctor, the DRTC will email the instructor to notify them that the student 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).

Disability Resources
DIVISION OF STUDENT AFFAIRS

Faculty Reference Check-list for providing Zoom Proctor Instructions:

- Course and instructor information
    - Course name, number, and section(s)
    - Instructor name and contact name
    - Date and time of exams
- Contact information for **before/after** the exam
    - Phone, email, text or other
- Contact information **during** the exam
    - Phone, email, text, or other
- How will the exam be administered?
    - eCampus, Canvas, PDF/Word Document sent by DRTC or downloaded from LMS (eCampus, Canvas, etc.), Screen Share, Other
- Passwords (if required)
    - For all students, specific students, or specific days/sections
- Is the exam auto-timed?
    - Open at specific time, or auto-submitted at specific time
    - Have you accounted for the student's extended time?
- Materials all students are allowed to use:
    - Use of personal device to access necessary materials for the exam
        - What materials are allowed?
    - Student will be turning in an assignment with the test
    - Use of software (e.g. Word, Excel)
    - Student can keep answer sheet
    - Physical notes (please specify what/which/how many notes)
    - Electronic notes (please specify what/which/how many notes & any access instructions)
    - Physical book (please specify what/which/how many books)
    - Electronic book (please specify what/which/how many books & any access instructions)
    - Rulers/Scales
    - Formula Sheet(s)
        - Describe quality/quantity; e.g. one 3-in X 5-in index card allowed
    - Periodic table
    - Student can keep exam
    - Calculator
        - Any specific type?
        - Does the student need to clear the calculator memory before/after exam?
    - Scratch Paper
        - Number of Sheets, type of paper
    - Other:
- How will students submit their exams?
    - Via LMS (eCampus, Canvas, etc.), email to DRTC to return to professor, emailed directly to professor
- Any additional instructions for your exam? (e.g. a script to be read, special instructions)
    - E.g. students must stay until x time; students must scan and upload work

Disability Resources
DIVISION OF STUDENT AFFAIRS

In-Person Proctored Exams

Check-In
- Students should 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. Students should place everything else in a locker at the check-in lobby.
    - NOTES:
    - Lockers are frequently touched areas. Students must disinfect hands before and after use.
    - Students should strongly consider leaving valuable items at home.
    - Cell phones and smart watches will be stored in lockers.
- Students are required to bring their own testing materials (calculators, pencils, scantrons, etc.).
    - The DRTC will not loan out any items during the Summer 2021 semester.
- When entering the DRTC, students must stand on the marked spaces to ensure proper social distancing.
- Students will present a valid photo ID (i.e. driver's license, student ID) to the DRTC staff at check-in.
- Students are required to start their exam on time.
    - Students who arrive 15 minutes past their original start time may have their time deducted or be asked to reschedule the exam with their instructor.
- Students will then be assigned to a testing room and seat.
    - If students need to leave the testing room for any reason, students will check in with the DRTC staff.
    - Students are not allowed to leave the DRTC for any reason until they are finished with their exam.
    - The DRTC staff will record any restroom breaks
- 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 the Exam
- If a student needs to use the bathroom during an exam, students will check with the check-in staff first.
- If students are concerned with an exam question, instructions, or the testing environment, they must address their concerns with the check-in staff.
- Students must consult with the check-in staff immediately if they need to stop the exam. Once a student's testing time begins, it will not be stopped unless there are extenuating circumstances.
- Testing rooms may be cold. Students should plan to dress appropriately so that they can be comfortable.

Completed Exams
- Students should complete their exams during their approved testing time, this includes filling in a scantron.
- Students are required to write their name, course, and instructor name on the front of the exam.
- Students will then turn their exam into the check-in desk and let the check-in staff know they have completed the exam.
- Students will paperclip a blank piece of paper to the top of your exam and place it in the tray at the check-in desk.
- Students will 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.

Disability Resources
DIVISION OF STUDENT AFFAIRS

Faculty Reference Check-list

for providing In-Person Proctor Instructions

- Course and instructor information
  - Course name, number, and section(s)
  - Instructor name and contact name
  - Date and time of exam
- Contact information for **before/after** the exam
  - Phone, email, text or other
- Contact information **during** the exam
  - Phone, email, text, or other
- How will the exam be administered?
  - Open Access Lab, personal computer, printed
  - Printed exams must be received by the DRTC 24 hours in advance
  - Exams to be printed should be sent to testadmin@disability.tamu.edu or through FileX
- Specific printing instructions (if required)
  - Color of paper, front/back, etc.
- Passwords (if required)
  - For all students, specific students, or specific days/sections
- Is the exam auto-timed?
  - Open at specific time, or auto-submitted at specific time
  - Have you accounted for the student's extended time?
- Will the exam use a scantron or bluebook?
  - What type of scantron/bluebook is necessary?
- Materials all students are allowed to use:
  - Use of personal device to access necessary materials for the exam
    - What materials are allowed?
  - Student will be turning in an assignment with the test
  - Use of software (e.g. Word, Excel)
  - Student can keep answer sheet
  - Physical notes (please specify what/which/how many notes)
  - Electronic notes (please specify what/which/how many notes & any access instructions)
  - Physical book (please specify what/which/how many books)
  - Electronic book (please specify what/which/how many books & any access instructions)
  - Rulers/Scales
  - Formula Sheet(s)
    - Describe quality/quantity; e.g. one 3-in X 5-in index card allowed
  - Periodic table
  - Student can keep exam
  - Calculator
    - Any specific type?
    - Does the student need to clear the calculator memory before/after exam?
  - Scratch Paper
    - Number of Sheets, type of paper
  - Other:
- How will students submit their exams?
  - Via LMS (eCampus, Canvas, etc.), email to DRTC to return to professor, emailed directly to professor, scanned and returned by DRTC staff (for print exams)
- Any additional instructions for your exam? (e.g. a script to be read, special instructions)
  - E.g. students must stay until x time; students must scan and upload work; students must turn in all work/notes/etc related to the exam

Disability Resources
DIVISION OF STUDENT AFFAIRS

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 for Scheduling
979-458-1102 for Check-In Desk/Proctoring
979-458-6596 for DRTC Program Coordinator