Student Reference Guide

Disability Resources
DIVISION OF STUDENT AFFAIRS

Important updates

The Disability Resources Testing Center (DRTC) is utilizing AIM, a new web-based data management system that has replaced TrackerOnline. AIM provides a means for the DRTC to communicate and interact with faculty, staff, and students from one robust platform.

Scheduling Deadlines

- All exams should be scheduled at the beginning of the semester at least 5 business days before the first exam date. The deadline for final exams is 2 weeks before finals begin on 12-10-21.

- Any changes to scheduled exams (dates/times) can be submitted through the student portal and will need to be completed at least five (5) 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.

- 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, 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.

Faculty Notification Letter

- A Faculty Notification Letter (FNL) must be requested through the student portal every semester a student wants to receive accommodations and before they are able to schedule exams.

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- Faculty will complete the Testing Agreement that is included within the FNL email they receive.

- After both of these steps are completed, the DRTC will be able to approve the exam request.

- To Request a FNL:
    - Click My Dashboard from the homepage
    - On the overview page of My Dashboard select all classes you wish to send letters for by checking the boxes
    - Click Step 2 – Continue to Customize Your Accommodations.
    - Ensure all accommodations you want to use for the specific class are selected
    - Click Submit Your Accommodation Request.
    - To confirm that your letters have been sent, go back to your Homepage
    - Next to each class you will see Requested which confirms your accommodation letters have been sent to faculty.
    - You will also receive a confirmation email for request.

Exam Scheduling

- Exam requests must be submitted in advance with at least 5 business days for exams and approximately 2 weeks for finals.

1. Login to the AIM student portal with your NetID and password
2. Under My Accommodations, select Accessible Testing
3. Select Class from the list
    - If you do not see your course(s) listed, check back at a later date. It can take up to 48 hours for your courses to show up after registering with the DRTC.
4. Click on Schedule An Exam
5. Complete the Exam Detail information
    - Choose Request Type (Exam, Final, or Quiz)
    - Enter the Date the class is taking the exam using the format MM/DD/YYYY
    - The Time section has two drop down boxes, select one for the hour and one for the minute.
    - Under Services Requested, carefully select the accommodations you will need for this exam
    - Under Required Technology, make selections that apply to all students in the class
    - Under Additional Note, add any message you wish to convey to the testing staff, such as open book, open note (set by faculty), etc.
    - When you have completed the Exam Details, click Add Exam Request
6. To double-check the exam details, go to My Accommodations then Accessible Testing
    - If the Status is Processing, it has not been approved yet.
    - If the Status is Approved, the DRTC reviewed your request and approved it.
7. When attempting to schedule an exam request that is not within the scheduling deadline, the system automatically prompts the student to complete a late exam request.

○ A reason must be submitted before the late request can be submitted.

Modifying an Exam Request

● A student is able to reschedule or cancel an exam request only if the request has already been approved.

● Modifications must be made in advance with at least 5 business day notice for exams and approximately 2 weeks notice for finals.

● Whenever a student modifies an exam request, the status of that exam request is changed to Pending and will need to be approved by a DRTC staff member.

● To Modify an Exam Request:
   ○ Navigate to Accessible Testing under My Accommodations on the left side of the screen. All upcoming exam requests will be shown at the top of the page
   ○ Locate the test you want to make changes to and select Modify Request
   ○ If you choose to modify your test request, it will bring you back to the exam request page where you can adjust any or all of the original options.
   ○ Once all changes have been made press Update Exam Request. You will be able to view the changes on the main Accessible Testing page.

Cancelling an Exam Request

● To cancel an exam request:

   ○ Navigate to Accessible Testing under My Accommodations on the left side of the screen
   ○ All upcoming exam requests will be shown at the top of the page
   ○ Locate the test you want to make changes to and select Cancel Request
      ■ You will be presented with an important notice to read
   ○ Click confirm cancellation

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.

● The process to schedule a make up exam follows the same process as scheduling a regular exam and includes the following steps:
   ○ Under My Accommodations, select Accessible Testing
   ○ Beside Select Class, click on the down arrow and choose the correct course

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- ○ If you do not see your course(s) listed, check back at a later date.
  ○ It can take up to 48 hours for your courses to show up after registering with the DRTC.

- Click on Schedule An Exam

Mailbox

- The mailbox serves as a record of all email interactions sent to students by the DRTC.

- The student may only view emails in the mailbox but cannot reply through the portal.
  - ○ If you need to contact the DRTC please email TestAdmin@tamu.edu

Hours of Operation

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.

Monday – Thursday

8am – 9pm

Friday

8am - 5 pm

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