

Foothill College  
**Testing & Assessment Center (TAC) Accommodated Testing Policies & Procedures**  
Effective Winter 2017

**Main Campus Accommodated Testing Service Hours**

2016 – 2017 Academic Year:

Monday & Tuesday, 8am – 6:30pm  
Wednesday & Thursday, 8am – 4:30pm  
Friday, 8am – 2:30pm

Sunnyvale Center Testing Services - TBA

**Disability Resource Center (DRC) Student Appointments**

Accommodated testing services are offered by Clockwork appointment only. Students must book testing appointments **three (3) business days (weekdays) in advance of their instructor approved exam date and time.**

During **finals**, students are required to book appointments seven (7) business days in advance of their instructor approved exam date and time.

TAC reserves the right to deny accommodated testing services to a student if:

- (1) The student is not registered with the DRC.
- (2) The student has not made an exam appointment via Clockwork three (3) business days in advance of their instructor approved exam date and time; or seven (7) business days in advance of their instructor approved finals exam date and time.

**15-Minute Grace Period Policy**

TAC operates on a 15-minute grace period for all accommodated testing appointments, which allows students to start their exam fifteen (15) minutes before or after their scheduled testing appointment time. This policy also ensures that those students who start exams fifteen (15) minutes after their scheduled appointment time can complete their exams prior to the Center's closing.

A student arriving after the 15-minute grace period has ended will:

- (1) Forfeit their accommodated testing time per instructor exam rules;
- (2) Have their exam proctored at the availability of a TAC proctor; and
- (3) Have their projected exam completion time fall within TAC accommodated testing service hours.

**Instructor Usage of Clockwork**

Instructors must utilize the MyPortal Clockwork portlet to approve all student accommodation letters to receive Clockwork accommodated testing notifications. It is the instructor's responsibility to contact the DRC with questions about accommodation letters.

**Accommodated Testing Exam Rules & Exam Submission**

Instructors will receive the following TAC email notifications with request to submit both an accommodated testing exam and exam rules:

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1. An initial email will be automatically generated by Clockwork and sent to the instructor's foothill.edu address when a student makes a testing appointment three (3) business days in advance of the instructor-approved exam date/time.
2. A follow up email will be sent the second business day prior to the scheduled appointment, if needed.

If an exam has **not** been received by **10:00am on the business day prior to the testing appointment**, TAC reserves the right to cancel the testing appointment; and the following process will occur:

- ✓ A testing appointment cancellation email notification will be sent to the student and instructor, with cc: to the division dean and DRC dean.
  - TAC will also call the student with notification of the appointment cancellation.
- ✓ TAC will send an email notification to the instructor, with cc: to the division dean and the DRC dean, with request to submit the exam by *10:00am of the following business day*.
  - In the event that the instructor does not submit the exam by the established deadline, TAC will contact the division dean and the DRC dean for follow up with the instructor.
- ✓ Once the exam and exam rules are received by TAC, TAC staff will contact the student to reschedule the testing appointment within the following three (3) business days.
  - TAC will notify the instructor, with cc: to the division dean and the DRC dean, of the new testing appointment date and time.
- ✓ Upon exam completion, TAC will return the exam to the instructor as specified in the exam rules.
- ✓ TAC will send an email to the division dean and the DRC dean with notification that the testing appointment was complete.

**Note to instructors:** Please be advised that you should not be writing a new test for the student if you missed the submission deadline for the testing appointment. This is in direct violation of the Americans with Disabilities Act.

- If you give 2 or more versions of a test in class, you may provide any of these versions to the student for his/her rescheduled test appointment.
- If you give only one version of a test in class, you must provide this same version to the student for his/her rescheduled test appointment.
- If you wish, you may change the order of the questions, or toggle the multiple-choice answers but nothing else should change.
- Please contact Teresa Ong (Dean of Disability Resource Center) at [ongteresa@fhda.edu](mailto:ongteresa@fhda.edu) or 650-949-7549 if you have questions.

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**Instructor Exam Rules**

Instructors designate the exam rules for each testing appointment via Clockwork, which are recorded on the Instructor Exam Rules section of the Clockwork Exam Sheet (see example following). TAC will proctor exams with the rules provided by the instructor. TAC proctors will provide a testing appointment summary in the Proctor's Report section of the Exam Sheet.

Instructors must provide the following exam rules via the fillable Exam Sheet form to ensure that exams are proctored responsibly and accurately:

- Method of exam delivery
- Is this an online exam (Etudes or Canvas)?
- Can your student start the exam if they arrive late to their appointment? *If the student arrives late, the Testing Center will proctor the exam when staff are available to do so.*
  - If YES, what is the latest time the student can start the exam? *The student's exam end time must fall within the Testing Center's hours of operation.*
- How many pages is the exam?
- Does the exam have multiple sections?
- What is the in-class exam duration?
- Materials permitted for this exam:
  - Select note specifications: Note card (3x5 front only); Note card (3x5 front and back); Note sheet (8.5x11 front only); Note sheet (8.5x11 front and back).
  - Bluebook
  - Scantron
  - E-Book Device
  - Laptop
  - Internet Access
  - Paper Dictionary
  - Translation Dictionary
  - Multiplication Tables
  - Other
- Is a calculator permitted?
- Any other notes or instructions for the Testing Center?
- Method of Exam Return
- (Optional) In the event that there are issues with your exam or student, please provide a cell phone or email address that you check frequently.

**Clockwork User Guide 2.0**

The downloadable Clockwork User Guide is posted online:  
<https://foothill.edu/placement/accommodatedtesting.php>

***Example: Clockwork Exam Sheet***

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**Foothill College Testing & Assessment Center**  
**Accommodated Testing EXAM SHEET**

**Serial #:** #<appointmentid>#  
**Student #:** #<studentno>#

**Student information:**

Name:	#<firstname># #<lastname># #<student_no>#
Testing Appointment:	#<scheduleddate># #<scheduledstarttime># to #<scheduledendtime># (#<scheduledduration>#) <b>Testing &amp; Assessment Center Accommodated Testing Service Hours:</b> MTu 8AM-6:30PM, WTh 8AM-4:30PM, F 8AM-2:30PM
Location:	Testing & Assessment Center, 8212
DRC Exam Accommodations:	#<examaccommodations>#
Instructor Exam Rules:	#<instructorform>#

**Class information**

Course:	#<coursedescription>#
Instructor Name:	#<instructorname># #<instructoremail># #<instructorphone>#
Class Date & Time:	#<classdate># #<classstarttime># to #<classendtime># (#<classduration>#)

**#<proctor># report**

Actual start:	
Actual end:	
Testing lab location:	Yellow # _____ Green # _____ Blue # _____ Pink # _____ Red # _____
Test administered:	<input type="checkbox"/> No-show <input type="checkbox"/> Without incident <input type="checkbox"/> With incident:
Materials Collection, if applicable:	<input type="checkbox"/> Exam Section 1 <input type="checkbox"/> Exam Section 2 <input type="checkbox"/> Exam Section 3 <input type="checkbox"/> Exam Section 4 <input type="checkbox"/> Scratch Paper <input type="checkbox"/> Notes <input type="checkbox"/> Other: _____
Breaks Taken:	Break #1: _____ Break #2: _____ <input type="checkbox"/> No Breaks Taken Break #3: _____ Break #4: _____
Additional Proctor Notes:	

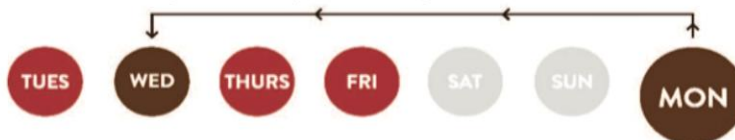
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**Accommodated Testing Student Appointment Calendar Guide**

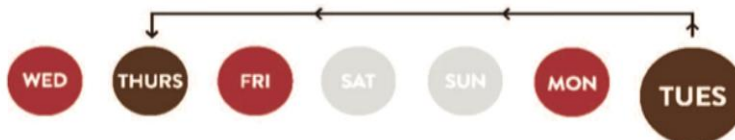
**Testing & Assessment Center | Accommodated Testing**

**STUDENT RESPONSIBILITY:**

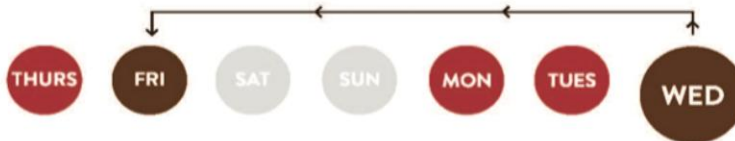
You must book Clockwork appointments **3 business days** in advance of your instructor-approved exam date and time. **Final exams must be booked 7 business days in advance.** Failure to book an appointment will result in a forfeit of testing accommodations and you will be required to take your exam in class.



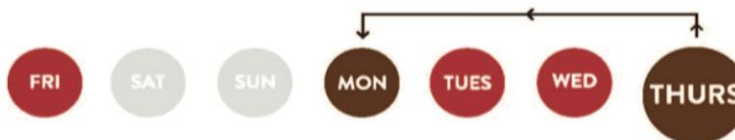
Ex. If your exam is on Monday at 2:00PM, book your appointment via Clockwork **before 2:00 PM Wednesday.**



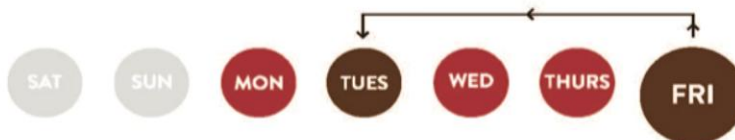
Ex. If your exam is on Tuesday at 9:00 AM, book your appointment via Clockwork **before 9:00 AM Thursday.**



Ex. If your exam is on Wednesday at 12:00 PM, book your appointment via Clockwork **before 12:00 PM Friday.**



Ex. If your exam is on Thursday at 10:00 AM, book your appointment via Clockwork **before 10:00 AM Monday.**



Ex. If your exam is on Friday at 4:00 PM, book your appointment via Clockwork **before 4:00 PM Tuesday.**

**Contact | Testing and Assessment Center**

650.949.7743  
 fhtesting@fhda.edu  
 Room 8212  
[foothill.edu/placement](http://foothill.edu/placement)

Monday & Tuesday, 8:00a.m.–6:30p.m.  
 Wednesday & Thursday, 8:00a.m.–4:30p.m.  
 Friday, 8:00a.m.–2:30p.m.  
*Hours may vary during summer session.*

**Sunnyvale Campus  
 Testing Services**

408.745.8025  
[foothill.edu/sunnyvale](http://foothill.edu/sunnyvale)  
 Contact for service hours

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***Instructor Accommodated Testing Exam Submission Calendar Guide***

The Testing & Assessment Center reserves the right to cancel an accommodated testing appointment if an exam has **not** been delivered to the Center by **10:00am on the business day prior to the student testing appointment.**

<i>If your student's appointment day is:</i>	<i>Then their <b>exam and exam rules are due</b> to the Testing &amp; Assessment Center by...</i>
Monday	10:00am on Friday
Tuesday	10:00am on Monday
Wednesday	10:00am on Tuesday
Thursday	10:00am on Wednesday
Friday	10:00am on Thursday

***Testing & Assessment Center's Accommodated Testing Email Notification Schedule***

<b>1) INITIAL EMAIL generated when student schedules an appointment</b> <i>– 3 business days prior to the instructor approved exam date and time)</i>	<b>2) SECOND EMAIL with request to submit exam and exam rules is sent, if needed</b>	<b>3) Appointment CANCELLATION EMAIL*</b> <i>sent if exam is NOT received by...</i>	<b>Student's Testing APPOINTMENT DAY</b>
Wednesday	Thursday	10:00am on Friday	MONDAY
Thursday	Friday	10:00am on Monday	TUESDAY
Friday	Monday	10:00am on Tuesday	WEDNESDAY
Monday	Tuesday	10:00am on Wednesday	THURSDAY
Tuesday	Wednesday	10:00am on Thursday	FRIDAY

\*Appointment cancellation email will be sent to the instructor and student (cc: division dean and DRC dean)

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**Contact Information**

Testing & Assessment Center, Main Campus

Room 8212 (2<sup>nd</sup> Floor of the 8000 Building)

Email: [fhtesting@fhda.edu](mailto:fhtesting@fhda.edu)

Phone: 650-949-7743

Website: [foothill.edu/placement](http://foothill.edu/placement)

TAC is committed to continuously improving its accommodated testing processes and procedures. Feedback can be sent to:

- *Casie Wheat*

*Acting Assessment Center Supervisor*

Email: [wheatcasie@fhda.edu](mailto:wheatcasie@fhda.edu)

Phone: 650-949-7163

- *Lan Truong*

*Division Dean, Counseling*

Email: [trounglan@fhda.edu](mailto:trounglan@fhda.edu)

Phone: 650-949-7219