

**Accommodated Testing Service Hours**

Spring Quarter 2024			
Foothill Main Campus		Sunnyvale Center	
Monday - Thursday	8:00am – 5:00pm	Monday - Thursday	8:00am – 5:00pm
Friday (special request)	8:00am – 3:00pm		

**Disability Resource Center (DRC) student appointments via Clockwork**

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

During **finals**, students are asked to book appointments at least 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 at least 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 may:

- (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.

**Appointment Cancellation/No Show Policy**

It is the responsibility of the student who has made or requested appointments in the Testing & Assessment Center (TAC) to inform the center of any cancellations. Not informing the TAC of non-attendance may be taking a seat away from a fellow student.

### **Accommodated Testing Exam Rules and Exam Submission**

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

1. An initial email will be automatically generated by Clockwork and sent to the instructor's fhda.edu address when a student makes a testing appointment three (3) business days in advance of the instructor-approved exam date/time; and
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**, or the TAC has not received any communication from the instructor when the exam will be delivered, *TAC reserves the right to cancel the testing appointment*; and the following process led by TAC 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.

### **Completed Exams**

Most completed exams will be returned to instructors the same day. Due to the volume of final exam appointments, some final exams may be returned the following day. Exams will be returned to instructors based on their designation on Clockwork: in person pick up or email return.

For picked up exams: The TAC will send a confirmation email indicating exams are ready for pick up. Please do not pick up exams prior to receiving the confirmation email.

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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.

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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)?
- Name of exam
- How many pages is the exam?
- 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.*
- 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? (Indicate types/models)
- Any other notes or instructions for the Testing Center?
- Power outage procedures
- (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.
- Method of Exam Return

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**Clockwork User Guide 2.0**

The downloadable Clockwork User Guide is posted online:

<https://foothill.edu/assessment/accommodated/faculty.html>

**Example: Clockwork Exam Sheet**

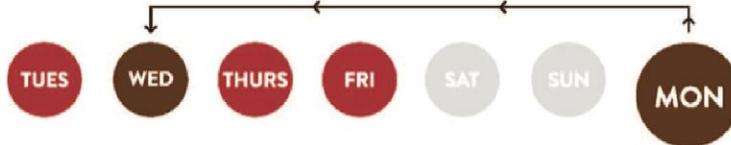
	Foothill College Testing & Assessment Center Accommodated Testing EXAM SHEET	Serial #: #<appointmentid># Student #: #<studentno>#
<b>Student information:</b>		
Name:	#<firstname># #<lastname># #<student_no>#	
Testing Appointment:	#<scheduleddate># #<scheduledstarttime># to #<scheduledendtime># (#<scheduledduration>#) Testing & Assessment Center Accommodated Testing Service Hours: 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>#	
<b>Class information</b>		
Course:	#<coursedescription>#	
Instructor Name:	#<instructorname># #<instructoremail># #<instructorphone>#	
Class Date & Time:	#<classdate># #<classstarttime># to #<classendtime># (#<classduration>#)	
<b>#&lt;proctor&gt;# report</b>		
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:		
Foothill College Testing & Assessment Center 12345 El Monte Road, 8212 Los Altos Hills, CA 94022 (p) 650-949-7743 (e) <a href="mailto:ftesting@fhda.edu">ftesting@fhda.edu</a>		

**Accommodated Testing Student Appointment Calendar Guide**

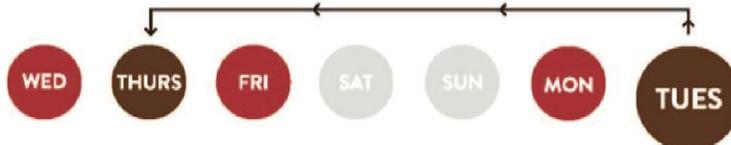
## Testing & Assessment Center | Accommodated Testing

**STUDENT RESPONSIBILITY:**

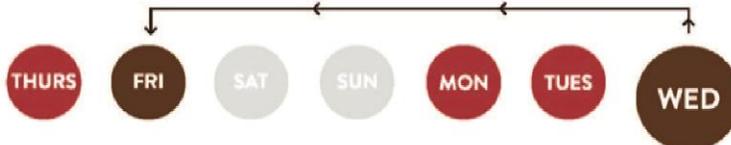
You must book Clockwork appointments **3 business days** in advance of your instructor-approved exam date and time. **Final exams must be booked 7 business days in advance.** Failure to book an appointment will result in a forfeit of testing accommodations and you will be required to take your exam in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



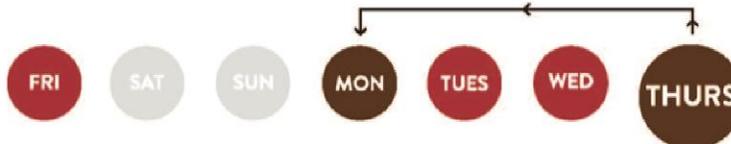
Ex. If your exam is on Monday at 2:00PM, book your appointment via Clockwork **before 2:00 PM Wednesday.**



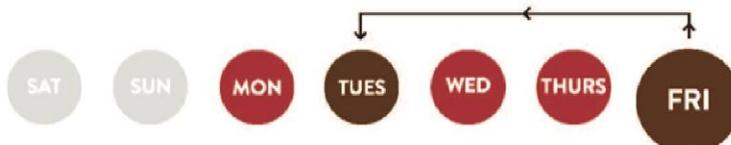
Ex. If your exam is on Tuesday at 9:00 AM, book your appointment via Clockwork **before 9:00 AM Thursday.**



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.**

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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>Their exam and exam rules are due 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 (special request)	10:00am on Thursday

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

<b>1) INITIAL EMAIL</b>  - when student schedules an appointment - 3 business days prior to instructor-approved exam time and date	<b>2) SECOND EMAIL</b>  - request for exam and rules, if needed	<b>3) FINAL REQUEST EMAIL *</b>  - sent if exam is NOT received by...	<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

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**Contact Information**

Testing & Assessment Center

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/assessment](http://foothill.edu/assessment)

The TAC strives to improve its accommodations testing procedures and processes. Please feel free to send feedback to:

- **Testing & Assessment Center**

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

- Phone: 650-949-7743

- **Roosevelt Charles**

Division Dean, Counseling

- Email: [charlesroosevelt@fhda.edu](mailto:charlesroosevelt@fhda.edu)

- Phone: 650-949-7219