



# Staff/Faculty Clockwork User Guide 2.0

Foothill College  
Testing & Assessment Center  
September 2016 (rev April 2024)



## Quarterly Process for Students Requesting Testing Accommodations from the Disability Resource Center (DRC)

- EACH QUARTER, students requesting testing accommodations must:
  - Complete a [Foothill application](#)
  - Apply for DRC accommodations through [Clockwork](#)
  - *Note: These steps must happen before the Testing Center can provide accommodated testing services to a student!*
- DRC contact information:
  - [DRC@fhda.edu](mailto:DRC@fhda.edu) / 650-949-7017 / [Building 5400](#)
  - [DRC Faculty Handbook](#)
  - [DRC Website](#)



# Testing & Assessment Center (TAC): Accommodated Testing Services

- TAC provides the accommodated testing services for Foothill DRC students
  - There are two accommodated testing sites:
    - **Testing & Assessment Center, Main Campus**  
**Building 8212**
      - [fhtesting@fhda.edu](mailto:fhtesting@fhda.edu) / 650-949-7743
    - **Testing Services, Sunnyvale Campus**
      - 408-745-8024
  - TAC utilizes Clockwork software to facilitate accommodated testing
    - The DRC and TAC launched Clockwork in Spring 2015



# Accommodated Testing: Student Responsibilities

- Apply quarterly to the DRC & receive accommodations
- Know the course syllabus
  - Identify all course exam dates for the quarter
- Talk to your instructors
  - Inform instructors of accommodated testing needs
  - Agree upon the date, time, and location of each exam for the entire quarter
- Schedule accommodated testing appointments via Clockwork **3 business days in advance** of the **instructor approved** exam date and time
- **Finals** exams must be scheduled **7 business days in advance** of the instructor approved date and time



# Accommodated Testing: Student Scheduling

- Failure to meet appointment booking deadlines will result in the forfeit of testing accommodations and you will be required to take the exam in class.



# Accommodated Testing: Check-In Process

- Students should plan to arrive at least *ten minutes* prior to their scheduled testing appointment time
- **Upon arrival at the testing location, students must:**
  - Have a photo ID (government issued or student ID card)
  - Be knowledgeable of exam accommodations
  - Empty pockets & remove all unapproved electronic devices from their possession
  - Lock up any other unapproved belongings prior to entering the testing lab
- **15 Minute Grace Period:**
  - Because assessment specialists must meet with each student prior to proctoring an exam, a delay in starting time may occur.
  - A student is allowed to start within *fifteen minutes* of the originally scheduled appointment time.
  - Assessment specialists will do their best to adhere to the scheduled appointment times.
- **2 Minute Set-Up Period:**
  - After an assessment specialist meets with a student to review the exam rules, students are given *two minutes* to find a seat in the testing lab, get settled, and start their exam.



# Accommodated Testing: Instructor Responsibilities

- Facilitate the conversation about student accommodated testing needs
- On the *course syllabus*, instructors should document the expectations of students requesting accommodated testing services
- *Recommended expectations* could include:
  - Come to office hours to notify instructor of accommodated testing needs
  - Review in class exam dates and times to determine exam dates and times for accommodated test appointments
  - Agree upon use of Clockwork as the tool to schedule exam appointments



# Instructors: Please utilize Clockwork to...

1. Review and approve Accommodation Letters for each student requesting DRC services  
Note: If you don't receive an Accommodations Letter for a student that has notified you of their accommodated testing needs, contact [DRC@fhda.edu](mailto:DRC@fhda.edu)
2. Schedule accommodated testing exams and/or approve accommodated test appointments scheduled by students (more details on scheduling in coming slides)
3. Upload exams **by 10am on the business day prior** to the testing appointment
4. Set specific exam rules
5. Designate the in-class exam duration time
6. Designate allowable materials/resources—notes, calculators, etc.
7. Designate exam delivery method—pick up or email return



# Clockwork Exam Sheet

**TEST AND EXAM SERVICES  
ADMINISTRATION FORM**

Serial #: [REDACTED]  
Student #: [REDACTED]

Student information: [REDACTED]

Name:	[REDACTED]
Scheduled time:	Thursday February 4, 2016 10:00 AM to (3 hours)
Location:	8216 - seat 18
Notes:	
Accommodations:	<ul style="list-style-type: none"><li>• Extended time for all exams, including in-person or online exams (1.5x)</li><li>• Low Distraction Testing Environment</li></ul>

Class information

Course: BIOL F012. 01 LEC  
Primary contact: Kathleen Duncan duncankathleen@fhda.edu  
Alternate contacts:  
Class time: Thursday February 4, 2016 10:00 AM to 12:00 PM (2 hours)  
Class location:  
Additional info:  

- \* No materials
- \* No calculator
- \* I will deliver the test to Room 8213A (Mon & Tue, 8-7; Wed & Thurs 8-5; Friday 8-3)
- \* I will pick up the test in person.
- \* Any other special instructions or notes for the Testing Center?: Return all materials including scratch paper

Proctor report

Actual start:	
Actual end:	
Actual location:	
Test administered:	<input type="checkbox"/> No-show                      Notes <input type="checkbox"/> Without incident <input type="checkbox"/> With incident
Notes:	

Foothill College  
Testing Services  
12345 El Monte Road Room 8212  
Los Altos Hills, CA 94022  
(650) 949-7743

- An exam sheet is generated once the instructor designates the exam rules on Clockwork
- Proctors will record the start and end time, and any notes about the testing appointment on this exam sheet
- The exam sheet will be returned to the instructor with the completed exam



## When to Contact the Testing & Assessment Center

- To make changes to an exam, exam rules, or allowable materials
- To confirm/edit a student testing appointment date, time and/or location
- To ask questions about accommodated testing services
- [fhtesting@fhda.edu](mailto:fhtesting@fhda.edu) / 650-949-7743



# Scheduling Exams via Clockwork

- There are **two** ways to make accommodated testing appointments via Clockwork:
  1. **Instructor Initiated** Testing Appointment
    - *Step-by-step directions start on Slide 14*
  2. **Student Initiated** Testing Appointment
    - *Step-by-step directions start on Slide 21*
- It is recommended that the instructor and the student agree upon the method of testing appointment creation at the beginning of each quarter



# What is the *difference* between instructor and student initiated testing appointment methods?

- **Instructor Initiated Testing Appointment**
  - Allows instructors to schedule exams for the entire quarter
    - Students can then book into an already scheduled exam dates and times
    - Instructors can upload the exam and testing rules for all students that book into the specified exam
      - If the exam has different versions, it is recommend that each exam is saved with a different title
        - Example: '[Student Name] Exam'
        - Then all documents should be compressed for a single file upload
  - For this method, Clockwork reads the scheduled exam date and time as a *single* event
    - If there are students that cannot attend the instructor initiated testing appointment, due to their accommodations and/or scheduling conflict with another class exam, a student will be forced to request a different exam date and time via the student initiated testing appointment method



# What is the *difference* between instructor and student initiated testing appointment methods?

- **Student Initiated Testing Appointment**

- Allows student to schedule exams
  - Often this method is preferred because full-time students will need to coordinate their exam schedule with consideration of their in-class responsibilities and their exam accommodations
- A testing appointment notification is populated on the instructor's Clockwork portlet for approval
  - An instructor can only approve or deny a student's testing appointment; there is **no editing function**
  - Instructors can then designate the exam rules and upload the exam to each individual testing appointment
- TAC highly recommends that instructors speak with their students to designate the exam date and time BEFORE the student schedules the appointment on Clockwork



# HOW TO GUIDE: Instructor Initiated Testing Appointment

- Log on as Faculty/Staff to Clockwork via MyPortal

A screenshot of the Foothill College website's Instructor Clockwork Module. The page features the college's logo at the top left, a navigation menu with 'Courses', 'Accommodation letters', and 'Help' buttons, and a 'log out' link. The main content area is titled 'Instructor Clockwork Module' and contains a welcome message, a list of actions (view and approve accommodations, review and approve dates/times), contact information for the Testing Center and DRC front desk, and a final instruction to click the 'Courses' button.

**Foothill College**  
Upgrade. Advance.

Courses Accommodation letters Help log out

## Instructor Clockwork Module

Welcome Foothill Faculty! You can use this portal to help students with disabilities with the following:

- **View and approve accommodations** for students in your courses
- **Review & approve** the date(s) & time(s) for upcoming tests or quizzes

For immediate assistance regarding accommodated tests please contact Testing Center at [fhtesting@fhda.edu](mailto:fhtesting@fhda.edu) or 949-650-7743. For immediate assistance regarding disability accommodation questions you can contact the DRC front desk 650-949-7017 or San T. Lu at [lusan@fhda.edu](mailto:lusan@fhda.edu).

Please click the [Courses](#) button in the menu above to get started. Thank you for your continued support.



## HOW TO GUIDE: Instructor Initiated Testing Appointment (cont.)

- Click on the 'Courses' Tab
  - Click on 'Tests and Exams' for each course section
  - From this screen, instructors can approve Accommodation Letters and Student Initiated Testing Appointments

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Courses Accommodation letters Help log out

Courses Show term: Winter Session 2016 Refresh

Your courses are listed below. For instructions, click the 'Help' link.

Course	Options
<b>MATH F001C</b> SECTION: 02 LEC (TERM: 201631) FH	<a href="#">Accommodation Letters</a> ★ <a href="#">Tests and Exams</a>
<b>MATH F048C</b> SECTION: 01 LEC (TERM: 201631) FH	<a href="#">Accommodation Letters</a> ★ <a href="#">Tests and Exams</a>
<b>MATH F001B</b> SECTION: 01 LEC (TERM: 201631) FH	<a href="#">Accommodation Letters</a> ★ <a href="#">Tests and Exams</a>
<b>MATH F070R</b> SECTION: 01 LEC (TERM: 201631) FH	<a href="#">Accommodation Letters</a> <a href="#">Tests and Exams</a>
<b>MATH F001B</b> SECTION: 08 LEC (TERM: 201631) FH	<a href="#">Accommodation Letters</a> <a href="#">Tests and Exams</a>

★ indicates that there is at least one future test/exam in the system for the course



## HOW TO GUIDE: Instructor Initiated Testing Appointment (cont.)

- Input the 'Date of test' by clicking on the calendar icon and click 'Add this test'

**Foothill College**  
Upgrade. Advance.

08 log out

Courses Accommodation letters Help

Scheduled tests and examinations for:

**MATH F001B section 01 LEC (201631) FH** (2016 Jan 4 to Mar 25)

Your scheduled accommodated tests for this course are listed below. Please review and confirm the Test Information for each accommodated test.

[Tell us about an upcoming test](#)

Date of test:

Tests and exams:

Type	Date of test	Class test time	Previously confirmed	Submitted file	
Test	<b>February 4</b> Thursday (2016)	<b>8:00 AM (110 minutes)</b> <i>Last modified: 2016-01-28</i>	No		<a href="#">Confirm</a>
Test	<b>January 29</b> Friday (2016)	<b>8:00 AM (35 minutes)</b> <i>Last modified: 2016-01-29</i>	Yes	 <a href="#">Review file</a>	<a href="#">Confirm</a>
Test	<b>January 15</b> Friday (2016)	<b>8:00 AM (30 minutes)</b> <i>Last modified: 2016-01-15</i>	Yes	 <a href="#">Review file</a>	<a href="#">Confirm</a>



## HOW TO GUIDE: Instructor Initiated Testing Appointment (cont.)

- Complete the Test/Exam Information
  - Enter the exam information as if the student is taking the exam in class
  - **Do not** apply the student's accommodation information (ex. 2x exam time)

1. Test details  
[2. Students](#)  
[3. Test Information](#)  
[4. Submit changes](#)

1. Test / Exam Information

Course:   This is a final exam

Please review the written test/date time or enter the start/end time. If you have any immediate questions regarding this test/quiz, please contact us at [fhtesting@fhda.edu](mailto:fhtesting@fhda.edu).

Date of test (yyyy-mm-dd):

Test start time:

Test end time:

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## HOW TO GUIDE: Instructor Initiated Testing Appointment (cont.)

- Input the Students' Exam Information
  - From this screen, instructors can see the students that have an accommodated testing exam appointment

The screenshot shows a web interface for managing testing appointments. At the top right, there is a redacted user name and a "log out" link. On the left, a navigation menu lists four options: "1. Test details", "2. Students", "3. Test Information", and "4. Submit changes". The main content area is titled "2. Students scheduled to-date for" and contains a paragraph of instructions: "Below is the list of students that have registered to take accommodated test with the Testing Center. Please review the students below and click the 'Next' button at the bottom of the page to continue." Below the text is a table with three columns: "Student Name & ID", "Date", and "Time". The table currently contains the text "None yet." At the bottom right of the table area, there are three buttons: "Previous", "Next", and "Cancel". At the very bottom of the page, the footer text reads: "Foothill College Disability Resource Center 12345 El Monte Road Los Altos Hills, CA 94022-4599".

log out

[1. Test details](#)

**2. Students**

[3. Test Information](#)

[4. Submit changes](#)

### 2. Students scheduled to-date for

Below is the list of students that have registered to take accommodated test with the Testing Center. Please review the students below and click the 'Next' button at the bottom of the page to continue.

Student Name & ID	Date	Time
None yet.		

Previous Next Cancel

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## HOW TO GUIDE: Instructor Initiated Testing Appointment (cont.)

- Complete the Test Information
  - It is crucial that instructors complete this section
  - This section's information is printed on the exam sheets, which assessment specialists use to proctor accommodated testing exams

[1. Test details](#)  
[2. Students](#)  
**3. Test Information**  
[4. Submit changes](#)

### 3. Test Information for

**Accommodated tests and quizzes**

My test is online (ETUDE5 or Canvas)  Y  N

How many pages is your test? Please insert page numbers on your test (i.e. 1/2 pages, 2/2 pages)

What is the duration of the written class test?

**Materials permitted for this test/quiz:**

No materials  
 Open notes  
 Open book  
 Blue book  
 Scantron  
 E-book device  
 Laptop  
 Paper Dictionary  
 Translation Dictionary  
 Multiplication Tables

**Select a calculator:**

No calculator  
 Simple calculator  
 Scientific calculator  
 TI 83-84 calculator  
 TI 89 calculator  
 TI-Nspire CX CAS calculator

Select notes allowed  Note card (3 X 5, front only)  Note card (3 X 5, front & back)  
 Note sheet (8.5 X 11, front only)  Note sheet (8.5 X 11, front & back)

Other materials?



## HOW TO GUIDE: Instructor Initiated Testing Appointment (cont.)

- Submit Changes
  - From this screen, instructors can confirm the tests details and UPLOAD the exam file(s)

[1. Test details](#)  
[2. Students](#)  
[3. Test Information](#)  
**4. Submit changes**

### 4. Confirm exam details for

Please review the information below and click the 'Submit changes' button at the bottom of this form to submit your changes. If you have any questions or concerns please do not hesitate to contact us.

**Test details**

MATH F070R sect. 01 LEC (201631) FH  
Tue February 2, 2016 . 6:00 AM - 6:15 AM

**File upload**

**Note:** If you are not able to upload a digital copy of the test/quiz here, a paper copy of the exam for each of your students must be delivered to the Testing Center at least (1) one business day in advance of your scheduled test or exam. File size is limited to 100MB. Please ZIP or compress files larger than 100MB.

To upload multiple documents you must "Select" your FIRST file and press the "Submit Changes" button below. Then repeat the test/quiz information wizard and you will see the previous file already uploaded. Then "Select" your SECOND file and press the "Submit Changes" button again.

For more information please contact the Testing Center at [fhtesting@fhda.edu](mailto:fhtesting@fhda.edu) or 650-949-7743.

Select test/exam file to submit:

**Please note** that you must click the [Submit changes](#) button in order to confirm your test to us.

[Please print a copy for your records.](#)



# HOW TO GUIDE: Student Initiated Testing Appointment

- The student logs into Clockwork via MyPortal
  - Then clicks on 'Book a Test'

## Welcome to the Online Student Services

Note: If you are a new Foothill Disability Resource Center(DRC) student please start by clicking on the [Online Intake](#) icon below and complete the forms.



[Online Intake](#)



[My Schedule](#)



[Request Accommodations](#)



[Book a Test](#)



[Book an Appointment](#)

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## HOW TO GUIDE: Student Initiated Testing Appointment (cont.)

- Then clicks on the ‘Schedule a test, midterm or quiz’ tab

Schedule a test, mid-term or quiz

My upcoming events

Accommodations

Help

### Student Accommodated Test-Booking Module

Welcome to the Student Test-Booking module. You can use this area to:

- Schedule tests or timed quizzes
- Check your upcoming scheduled appointments, tests and exams
- View your accommodations that have been assigned by your advisor
- Download a PDF version of your approved accommodations

Please click the [Schedule a test, mid-term or quiz](#) link in the menu in order to schedule a test, or choose the menu option that you would like to use.

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## HOW TO GUIDE: Student Initiated Testing Appointment (cont.)

- Students must schedule testing appointments via Clockwork **3 business days in advance** of the **instructor approved** exam date and time

### Welcome

- [1. Select course](#)
- [2. Class test date and time](#)
- [3. Choose accommodations](#)
- [4. Select your test time](#)
- [5. Confirm and complete](#)

### Online Test Booking Wizard

Welcome to the Online Test Booking wizard. This wizard will guide you through the process of scheduling your test with us. You may stop this process at any time by clicking the 'Cancel' button at the bottom of the page.

Please be aware that your instructor will receive an email notification with the details of your test booking.

You will need to Speak with your instructor first to obtain the following information in order to successfully schedule your test:

1. The name of the course
2. The class test date, class start time and duration of the class test
3. You must schedule your test at least three (3) days before the test

Click the 'Next' button below to get started.

Next

Cancel



## HOW TO GUIDE: Student Initiated Testing Appointment (cont.)

- Students choose the course that they want to create an accommodated testing appointment for

[Welcome](#)

**1. Select course**

[2. Class test date and time](#)

[3. Choose accommodations](#)

[4. Select your test time](#)

[5. Confirm and complete](#)

### 1. Select course

Please select the course you would like to schedule a test for from the list below.

#### Course Info

Course:

Previous

Next

Cancel

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## HOW TO GUIDE: Student Initiated Testing Appointment (cont.)

- Students then enter the **instructor approved** date and time of the testing appointment
  - Students should be knowledgeable of the in-class exam duration and enter it on this screen
  - Students **should not** enter their exam time with accommodations

[Welcome](#)

[1. Select course](#)

**2. Class test date and time**

[3. Choose accommodations](#)

[4. Select your test time](#)

[5. Confirm and complete](#)

### 2. Class test date and time

Please specify when the test is taking place. Enter class test duration in minutes.

#### Specify a date and time

Date of class test:  

Time of class test  
(eg. 9:30 am):  

Class test duration in minutes:

  


[Select a previously submitted date and time](#)

[Previous](#) [Next](#) [Cancel](#)

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## HOW TO GUIDE: Student Initiated Testing Appointment (cont.)

- Students enter the accommodations that they would like to use for each exam
  - Accommodations are listed on the student's Accommodations Letter

[Welcome](#)

[1. Select course](#)

[2. Class test date and time](#)

**3. Choose accommodations**

[4. Select your test time](#)

[5. Confirm and complete](#)

### 3. Choose accommodations

Listed below are the accommodation(s) that have already been approved for you by your counsellor. Please check off the accommodation(s) that you feel are necessary for this test.

#### Available accommodations

**\* NOTE: Only accommodations with a check will be used for your test booking.**

Extended time for all exams, including in-person or online exams (1.5x)

Low Distraction Testing Environment

Check all

Check none

Previous

Next

Cancel

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## HOW TO GUIDE: Student Initiated Testing Appointment (cont.)

- Students are reminded that the testing appointment time should match the in-class test time, unless they have an alternative instructor approved testing appointment time.

[Welcome](#)

[1. Select course](#)

[2. Class test date and time](#)

[3. Choose accommodations](#)

**4. Select your test time**

[5. Confirm and complete](#)

### 4. Select your test time

Please select a date and time that matches your scheduled CLASS TEST time. All accommodated tests must begin at the SAME TIME as the class scheduled test. If your start time is different from the class scheduled test, you must contact and receive approval from your instructor. The Testing Center will NOT administer your test without the instructor's approval. Any questions please contact us at FHTesting@fhda.edu or 650-949-7743.

#### Available dates & times

**Note: if none of the dates/times below are possible for you then you have the option of calling or visiting us in person to see if alternate arrangements can be made.**

Monday February 8 . 8:00 AM to 8:25 AM

A spot was found for you to write your test; please click the 'Next' button below to continue scheduling your test.

[Previous](#) [Next](#) [Cancel](#)

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## HOW TO GUIDE: Student Initiated Testing Appointment (cont.)

- Students must confirm the testing appointment details!
- A confirmed student initiated testing appointment prompts an **email to the instructor** to approve the appointment on Clockwork

[Welcome](#)

- [1. Select course](#)
- [2. Class test date and time](#)
- [3. Choose accommodations](#)
- [4. Select your test time](#)
5. Confirm and complete

5. Confirm and complete

This test is not scheduled yet! Click 'Finish' to submit your test request.

Please verify that the class date and time are correct - the information below will be sent to your professor.

Your tentative test information

Tentative test date and time  
Mon Feb 8, 2016 . 8:00 AM to 8:25 AM (25 m)  
Course information  
MATH F230. LEC 01

Class test date / time  
Mon Feb 8, 2016 8:00 AM (15 minutes)  
\* Note: this is not your accommodated writing time

Accommodations required  
Extended time for all exams, including in-person or online exams (1.5x)

I acknowledge that the information I am submitting is correct to the best of my knowledge.

[Previous](#) [Finish](#) [Cancel](#)



# FOOTHILL COLLEGE

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Los Altos Hills, CA 94022**

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