Staff/Faculty Clockwork User Guide 2.0

Foothill College Testing & Assessment Center
September 2016
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 / 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 / 650-949-7743
      - http://foothill.edu/placement/
    - The Hub, Middlefield Campus
      - 650-949-6958
  - 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 lusan@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

- 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 / 650-949-7743
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
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
HOW TO GUIDE: Instructor Initiated Testing Appointment (cont.)

- Input the ‘Date of test’ by clicking on the calendar icon and click ‘Add this test’
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)
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

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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
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)
HOW TO GUIDE: Student Initiated Testing Appointment

- The student logs into Clockwork via MyPortal
- Then clicks on ‘Book a Test’
HOW TO GUIDE: Student Initiated Testing Appointment (cont.)

- Then clicks on the ‘Schedule a test, midterm or quiz’ tab
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.
HOW TO GUIDE: Student Initiated Testing Appointment (cont.)

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

![Image of a webpage with a form for selecting a test date and time]

<table>
<thead>
<tr>
<th>Welcome</th>
</tr>
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</tr>
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</table>

**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: [Field]
- Time of class test: [Field]

Class test duration in minutes:

- [Field]

Select a previously submitted date and time

[Previous] [Next] [Cancel]
Students enter the accommodations that they would like to use for each exam
- Accommodations are listed on the student’s Accommodations Letter

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

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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.

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 FHCTesting@fhi.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.
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 (2.5x)