



Channel Islands

CALIFORNIA STATE UNIVERSITY

Division of Student Affairs

DSA Area Name: Retention Outreach and Inclusive Student Services (ROI)

Effective Date: 01/01/2022

Procedure Number: ROI-p.002.02

Student Affairs Working Procedure on Alternative Testing Preparation and Proctoring

Intent:

To provide students registered with Disability Accommodations and Support Services (DASS) appropriate alternative testing services and to minimize operational challenges when processing a high volume of requests placed for Alternate Testing.

Background:

CSU Coded Memorandum AA-2014-08, CSU Executive Order No. 1111, The Americans with Disabilities Act of 1990, as amended 2008 (ADAAA); Sections 504 and 508 of the Federal Rehabilitation Act of 1973, as amended; and applicable state and federal laws including but not limited to the Donahoe Higher Education Act, Education Code sections 67302, 67310-13 and sections 11135 and 12926 of the Government Code.

Accountability:

Vice President for Student Affairs, Associate Vice President for Student Affairs – Retention, Outreach and Inclusive Student Services, the Director of DASS, all DASS professional staff, California State University Channel Islands (CSUCI) staff, administrators and faculty who volunteer as DASS Alternative Testing proctors.

Applicability:

DASS students enrolled full or part-time at CSUCI and students enrolled through CSUCI Extended University and International Programs.

Procedure:

Preparing Alternative Testing Envelopes in Advance of Receipt of Exam:

In order to process the high volume of requests placed for Alternate Testing, when possible, DASS staff will prepare testing envelopes after students have placed their examination requests via DASS On-Line Services. Envelopes will contain self-adhesive backing and an attached confidential Test Return Form (TRF). The TRF is printed on duplicate NCR paper and contains:

- Identification information, including: Student name, course number/section, instructor name and contact number.
- Test specifications obtained from the Alternate Testing Contract completed electronically by the faculty in advance of test date. Specifications include, but are not limited to: Time permitted for in-class exams and approved testing resources such as notes, printed electronic course materials or calculator.
- Method of returning completed exam: There are two methods of returning completed exams, determined by faculty members' preference indicated in their completed testing contract. (1) exams are delivered by DASS staff to the designated Academic Program Analyst (2) exams are picked-up by faculty members, or their designee, from the DASS office. DASS staff may have a need to request faculty or designee photo I.D.
- *In a virtual learning environment, faculty members will be asked to pick up exams from a centralized location.
- Proctor instruction check list for before or after the exam may include, but is not limited to, test-taking instructions and specifications verified with students, confirming correct exam title (if provided), the number of exam pages and Proctor's initials.

Preparing Alternative Testing Envelopes When Faculty Deliver Exams In-person (this option will not be available in the virtual learning environment):

If the TRF was completed in advance, a DASS staff member will:

- Provide the envelope with a completed TRF to the instructor with instructions to place the exam into the envelope, seal, and review the information prepared in advance to confirm the information is correct.
- If information on the DASS prepared TRF needs revisions, DASS staff will request the instructor to make the revisions on the TRF, and initial the changes.
- If the TRF was not completed in advance, DASS staff will provide a blank copy to the instructor and request that they place the examination into the Testing Envelope along with the completed TRF.

Maintaining Alternative Testing Envelopes with Blank or Completed Exams:

- DASS staff shall safeguard envelopes containing blank or completed examinations by placing them in a secured and locked filing cabinet that is only accessed by DASS professional staff members.

Procedure for DASS staff to proctor examinations occurring on main CI campus:

Alternative Testing services are most often facilitated within the DASS office; however, during high peak times such as mid-terms and final examinations, tests may be proctored in different locations throughout the campus. DASS proctors will complete the following process:

- When students arrive to check in for a scheduled exam, a staff member will request their name and course information.
- DASS staff will retrieve the examination envelope from the locked file cabinet.
- If students arrive within 10-15 minutes in advance of their scheduled examination time, and with instructor approval as indicated on the completed testing contract, students may request to start the exam early or utilize the time to review their test preparation materials.
- Five minutes prior to the scheduled exam time, DASS staff will inform the student to place backpacks, and all electronic devices and excess items not permitted in the exam room, such as textbooks and food, into their DASS testing locker. Personal laptops must be approved by DASS staff and only used for special circumstances.

- Please Note: Excess items are any items not specified as acceptable by the professor in the comments section at the bottom of the “Confidential Testing Materials Enclosed” form. However, some students with disability related needs are approved to have food or water and thus the proctor is to inspect all food and water containers prior to permitting the student into the testing room.
- After the paper examination is provided and/or the computer is set for exams taken on-line/Canvas, the proctor will inform students how much time is allotted for the exam.
- The proctor will have students sign a Computer Disclaimer form for any exam utilizing a computer before starting the exam.
- The proctor will set up the word pad on a computer for any student with approved computer use for essay accommodation.
- A materials permission form is provided to students, which indicates their permission to use additional materials during the exam that were not previously indicated by faculty to DASS staff. The form must be signed by students and placed in their testing envelope.
- The proctor will set the start time on the timer and note students’ start time on the testing envelope. If students are late for any reason, the permitted examination time will be deducted minute for minute.
- If the testing room contains electronic monitoring, the proctor is to confirm the DASS staff member assigned to monitor the screen. If no electronic monitoring is available, DASS staff member(s) will be designated to monitor the room throughout the testing period.
- Proctors are not permitted to clarify or answer any student questions pertaining to the content of the exam. If students ask a question, the proctor will review the TRC or Testing Contract regarding course instructor’s preference when/if questions should arise.
- If the student does not finish the exam prior to the test timer alarm, a proctor will enter the testing room and advise the student that the test time is over, and the examination process must stop. Students must complete all scantron or green book entries by the scheduled examination end time and will not be permitted to complete additional entries or marks for the exam.

Procedure for Volunteer CI staff to proctor examinations occurring on main CI campus:

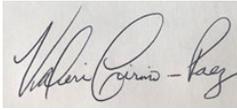
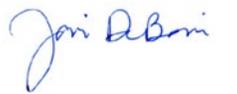
At peak times throughout the academic year, DASS may have a need to seek and secure volunteer proctors from professional staff within the Division of Student Affairs. Prior to being given their proctoring assignment, volunteer proctors must complete the established electronic training developed and distributed by DASS staff. Dependent on need, volunteers may be asked to assist with checking in students arriving for exams, walking students to their designated testing area, reading testing instructions, serving as scribes or readers, and monitoring testing rooms to ensure test integrity. Volunteer proctors must keep all DASS student information confidential.

Procedure for Proctoring Alternative Testing Examinations at Other Campuses:

Most Alternative Testing Examinations occurring at the Goleta Campus, i.e. Extended University locations, are proctored by Extended University staff or the instructor. DASS staff will ensure both instructor and Extended University staff are provided notification of approved student accommodations necessary to proctor DASS student examinations, i.e. extended time, usage of computer. Students are encouraged to discuss proctoring logistics with Extended University staff or the instructor, and to seek DASS assistance if needed.

Procedure When Breach of Test Integrity is of Concern:

All academic and student conduct policies are applicable and enforced during Alternate Testing facilitated by DASS. All proctors, whether DASS staff, volunteer or Extended University assigned, are to report test integrity concerns at the immediate time of discovery to DASS administrators including the Director, Associate Director and/or the Associate Vice President for Student Affairs - Retention, Outreach & Inclusive Student Services and/or lead DASS staff member of the day. Administrators/staff will gather the information from the proctor, and if the student is still in the testing room, will stop the student, note the time the exam was stopped, and discuss test integrity concerns with the student. The responding DASS Administrator will notify the instructor of the incident, first attempting to notify by phone and if unsuccessful, by email. The administrator will advise the student that the instructor will be notified of test integrity concerns, provided a verbal or written report and instructor shall have ultimate responsibility and decision for further investigation, enforcing consequences or reporting to the Dean of Students office. If DASS administrators are not available at the time that the integrity concern is discovered, the proctor should notify DASS staff assigned to Alternative Testing Services who will assess and determine the best course of action to be taken. All staff who report or are involved at the time of a test integrity situation will be asked to complete a written summary of the incident, to be uploaded to the students DASS On-Line Services file.

Valeri Cirino-Paez		11/24/2021
Author's name	Author's signature	Date
 Approved:		
Michelle Heinig Resnick		11/24/2021
Director's name	Director's signature	Date
Charles E. Osiris		11/24/2021
DSA Area Head's name	DSA Area Head's signature	Date
Toni DeBoni		11/24/2021
VPSA's name	VPSA's signature	Date