



Office of Student Services

Testing Center, Disability Accommodations Procedural Manual

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I. Office of Student Services

A. Contact Information/ Operating Hours

University of Western States
Testing Center
8000 NE Tillamook St.
Portland, Oregon 97213
503-251-2802
studentservices@uws.edu

B. Accommodated testing hours:

Monday- Friday 8 a.m. - 4:30 p.m. [Office hours are extended during weeks 5 and 11 of each term as needed to accommodate midterm and final exams].

C. Make-up testing hours:

Fridays 10 a.m. - 2 p.m.

D. Facilities

The UWS testing center, located in the student services offices on the second floor of campus, has more than twenty-five spaces for testing, five private testing rooms, computer access and digital cameras to ensure test security. **Makeup testing is proctored on Fridays in the testing center or a reserved classroom space.**

E. Test Proctoring

i. On Campus Test Proctoring

The student services staff proctors accommodated examinations in the testing center. Test proctors require students to check in, produce identification (if necessary) and leave any non-test-related materials (backpacks, cell phones, smart watches, etc.) outside the testing room, except when such non-test-related materials are specifically approved as part of the testing accommodations, such as food or medication. Each testing room has one or more digital cameras that allow the proctors to observe students during the test and can be reviewed for a limited time after the test is completed. Test proctors may periodically enter the testing rooms to observe students.

Students who are taking a Friday make-up exam will be proctored in a classroom by one of the student services coordinators or a designated representative. This proctoring is similar to the experience a student would have taking the examination in their regular class.

ii. Online Test Proctoring

Online students' examinations may be proctored using a variety of methods, but most commonly via an online proctoring service. University of Western States currently partners with ProctorU for online proctoring. Information about online proctoring solutions can be found [here](#). Faculty with questions about setting up a proctored online test should contact the office of student services at studentservices@uws.edu.

II. Accessibility Services

A. Access to Accommodations at University of Western States

University of Western States provides equal access to opportunity for persons with disabilities. Testing accommodations are designed to ensure that the test scores of students with disabilities accurately reflect the student's aptitude or achievement level, or the skill that the exam purports to measure, rather than reflecting the student's disability, except where the skill impaired by the disability is the skill that is being measured by the examination. All members of the university community work to ensure equal access for students with disabilities to participate fully in the educational experience. The office of student services reviews all student requests for accommodations to determine eligibility and authorizes all accommodations in advance of testing.

The goal at UWS is to create equitable opportunities for full participation by students with disabilities while ensuring academic integrity.

B. Criteria for Granting Accommodations

Reasonable accommodations are modifications or newly developed components to instructional and/or testing environments that enable individual students with disabilities to have equal opportunity to participate in an academic program.

Documentation requests must be narrowly tailored and reasonable, limited to only such documents as are reasonably necessary to determine the nature of the accommodations needed. In some cases, a formal medical diagnosis may be necessary to determine if accommodations are reasonable, but only if less burdensome methods of evaluation are ineffective at demonstrating need. The focus of the university's inquiries are the functional limitations of students. Documentation showing that the student was accommodated in a particular manner by another educational institution within the past two or three years may be sufficient to support accommodations at UWS, depending on the type of accommodation and the prior educational institution. Examples of documentation that may be sufficient to support a request for testing accommodations include:

1. Recommendations of qualified professionals for the currently requested accommodation or similar accommodations in the past
2. Proof of prior testing accommodations in similar circumstances
3. Observations by educators or student services staff members
4. Results of psycho-educational or other professional evaluations
5. Medical history or similar information

University of Western States evaluates each request for accommodations individually and determines if accommodations are reasonable, will maintain academic integrity, and may be granted to remove barriers to learning and successful completion of classes. Student services staff will engage the student requesting accommodations in a formal interview process (See Appendix A) to determine if accommodations are appropriate.

A requested accommodation may occasionally be evaluated for reasonableness with no reliance on external documentation. The student must clearly describe how the disability is connected to a learning barrier and how accommodation would improve access. The office of student services may choose to request third party documentation to demonstrate the connection between the disability and the requested accommodation. The office of student services may refer students to a partner institution for a health care evaluation. Any costs associated with health care evaluation are the responsibility of the student.

C. Provisional Accommodations

The office of student services may grant provisional accommodations to a student in order to allow time to retrieve documentation, perform evaluations necessary to demonstrate a qualifying condition, or for other extenuating circumstances. Provisional accommodations are granted for up to one academic term. Provisional accommodations for a temporary medical accommodation request (see below) will be granted for a maximum of one week. Provisional accommodations may be extended at the discretion of the vice president of enrollment and student services.

D. Temporary Medical Accommodations

Students with temporary medical conditions may qualify for services and accommodations. University of Western States provides various supports and services to students with a temporary illness, injury or other impairment that are not predicted to be permanent and are thus not covered under the ADA and Section 504. These are referred to as temporary disabilities. Some examples of temporary disabilities addressed by these guidelines could include broken extremities, hand injuries, torn ligaments and short-term illnesses.

E. Criteria for Granting Temporary Medical Accommodations

Reasonable accommodations are modifications or newly developed components to instructional and/or testing environments that enable individual students with temporary medical conditions to have equal opportunity to participate in an academic program.

Students may request temporary medical accommodations by contacting the office of student services in writing or in person. Students must present documentation supporting the need for temporary medical accommodations at the time of the request. Examples of documentation that may be sufficient to support a request for temporary medical accommodations include:

1. Discharge documents from an emergency room or urgent care center
2. Written letter from a licensed health care provider supporting the request for temporary medical accommodations
3. Other documents may be accepted at the discretion of the office of student services

University of Western States evaluates each request for accommodations individually and determines if accommodations are reasonable, will maintain academic integrity, and may be granted to remove barriers to learning and successful completion of classes. Student services staff will engage the student requesting accommodations in a formal interview process to determine if accommodations are reasonable and appropriate.

F. Typical Accommodations

Testing accommodations are changes to the regular testing environment and auxiliary aids and services that allow students with disabilities to demonstrate their aptitude or achievement level on examinations. Typical accommodations include:

1. 1.5 or double time for examinations
2. Absence or modified attendance when needed
3. Calculator during exams
4. Computer access for written exams
5. Course note taker
6. Distraction-free rooms
7. Electronic notes
8. Extended time between exams
9. Lecture capture
10. Permission to take medications, food or other necessary items into the testing room
11. Physical prompts for those with hearing impairments
12. Printed materials
13. Reader for exams
14. Rest periods during examinations
15. Screen reading technology
16. Scribes
17. Separate testing
18. Wheelchair accessible testing spaces
19. Accessible parking
20. Written instructions to support complex verbal instructions in technique classes

Absence or modified attendance when needed (#2), is the accommodation most in need of clarification. Class attendance is an individual student responsibility. Unless specifically stated in

the accommodations notification, students with accommodations will comply with [Policy 1204-Attendance and Tardiness](#).

Some students may be approved for an accommodation of modified attendance. Generally these students have disabilities which are chronic or episodic in nature which may cause difficulties with regular class attendance. Examples of conditions that warrant an attendance modification may include fibromyalgia, diabetes, epilepsy, cancer, gastrointestinal disorder, migraines, psychological disabilities or other conditions requiring on-going or specialized medical treatment.

The amount of flexibility will depend on the nature of the class. Students who are eligible for this accommodation are responsible for completing all coursework. This accommodation is not a “blank check” which allows a student to miss a large number of classes for any given course. The accommodation is simply a request for some flexibility in the policy so that students are not unduly penalized for missing courses. **Instructors who are notified of a student with this accommodation should contact the student and document individualized attendance expectations (an email summary to all parties is sufficient).** The accommodation should be provided unless the accommodation threatens the integrity of the course. If, at any time, an instructor determines that the student's absences from class jeopardizes the accomplishment of established learning objectives, the instructor should contact the dean of student affairs and the dean of the academic program.

III. Instructor Notification of Accommodations

The office of student services will provide a list of students with accommodations to the course instructors at the beginning of each quarter. Instructors are required to comply with identified accommodations. Questions related to ADA accommodations should be directed to the dean of student affairs.

To protect student privacy, the office of student services will not divulge the student's disability or condition to instructors, only a description of the accommodation(s) to be provided. Students may, at their discretion, share details of their conditions with instructors but are not required to do so to receive accommodations.

It is the student's prerogative to utilize their accommodations. A student may choose to use accommodations at their discretion. Students are required to schedule their accommodated tests at least a week in advance of their test dates when possible. Student services cannot guarantee accommodated tests will be available with less than a week's notice. The office of student services endeavors to ensure that accommodated tests are offered at the same time as the classroom tests, however, this may not always be possible.

A. Accommodated Student Testing Procedures

i. Process for coordinating on-campus non-didactic accommodations (CSA, Clinic, Labs, etc.):

1. Non-didactic tests, such as clinical skills assessments (CSA's), hands-on (lab) tests, tests with standardized patients, evaluations of clinical procedures, etc. typically cannot be proctored by the testing center staff. Student services may assist with proctoring under some circumstances in coordination with the course instructor. Given the sometimes complex nature of granting accommodations for non-didactic exams, clinical situations and other assessments, these accommodations will be coordinated through communication between the office of student services, the course instructor, the student, and in some cases, the academic dean or program director.

ii. Process for coordinating on-campus didactic (written) testing accommodations:

1. Students utilizing testing accommodations are required to send an email request to the testing center at campustestingcenter@uws.edu with the following information:
 - Course name
 - Test name
 - Instructor
 - Date and time of test
 - Length of test (if known)
2. Students will receive a testing appointment confirmation via a calendar invitation.
3. The testing center will contact the course instructor via a calendar invitation.
4. Upon receiving the calendar invite, the instructor will be requested to provide a copy of the test or test code to student services. Tests/codes may be emailed to campustestingcenter@uws.edu or delivered personally.
5. Students are expected to arrive for their accommodated test at the time listed in the calendar invitation. The office of student services will notify faculty if a student is more than 15 minutes late to a scheduled examination. Faculty may impose academic consequences for tardiness at their discretion. Students with extended time accommodations should note that extended time is added to the actual testing time, and **not added** to the student's study and preparation time. Students with extended testing accommodations are expected to arrive at the time listed in the calendar invitation.
6. The office of student services will proctor the test in accordance with the instructor's instructions and the student's accommodation.
7. Completed tests can be picked up by instructors in the office of student services after completion Monday - Friday 8 a.m. - 4:30 p.m.

iii. Process for Scheduling an Online Accommodated Test

Online students with accommodations should coordinate with the office of student services to set up accommodated tests. Online testing accommodations may require adjustments to the

webCampus course settings, therefore, coordination between student, instructor and the office of academic support and technology is essential. Online students are encouraged to communicate with the office of student services to ensure that accommodations are provided as needed. Faculty with questions about how to schedule and/or deliver an online examination should contact the office of student services.

B. Make-up Testing Procedures

Make up examinations should be proctored in accordance with [Policy 1223- Make-Up Examinations](#).

i. Process for Scheduling an On-Campus Make-up Test:

1. Non-didactic tests such as clinical skills assessments, hands-on (lab) tests, tests with standardized patients, evaluations of clinical procedures, etc. typically cannot be proctored by the testing center staff. Staff may assist with proctoring under some circumstances in coordination with the course instructor. Contact the office of student services directly to coordinate non-didactic examination make-ups.
2. Instructors should proctor their own make-up examinations whenever possible by arranging a suitable time with the student.
3. Instructors who are unable to proctor their own exams, and who wish to grant a student a make-up opportunity in the testing center should send an email request to campustestingcenter@uws.edu and include the following information:

- i. Name of student approved for make-up*
- ii. Course name*
- iii. Test name*
- iv. Class meeting day/time*
- v. Length of test*
- vi. Special instructions (e.g. use of calculator, open book, etc.)*
- vii. Copy of the test or electronic test access code*

4. When the instructor provides the requested information, student services will confirm the scheduled make-up with the course instructor and student via a calendar invite. The calendar invite will include the make-up test time and date (typically Friday).
5. Students are expected to arrive for their make-up test at the time listed in the calendar invitation. The office of student services will notify faculty if a student is more than 15 minutes late to a scheduled examination. Faculty may impose academic consequences for tardiness at their discretion.
6. Student services will proctor the exam in accordance with the instructor's instructions.
7. Completed paper exams can be picked up by instructors in the student services office after completion, typically Friday after 3 p.m.

ii. Process for Scheduling an Online Make-up Test

Online students will coordinate make-up exams directly with the instructor, who will either grant or deny access to the test in the online testing environment. The office of student services may be involved in proctoring online make-up exams. Online instructors should contact the dean of student affairs with any questions related to make-up testing.

IV. Accommodations for Licensure/Certification Examinations

Licensure and certification requirements vary based on jurisdiction and profession. Students seeking accommodations for licensure or certification examinations should check with the specific licensing and/or certifying agencies for details on available accommodations and request procedures. Each organization has criteria for granting accommodations. Qualifying for accommodations at UWS does not guarantee qualification with outside licensing and/or certifying agencies. The [office of student services](#) can help students find information about accommodations for licensing examinations.

V. Reporting a Grievance or Concern

The office of student services provides individualized accommodations to students to promote equal access to the university's educational programs. It is the student's responsibility to notify the office of student services as early as possible in the event of any problems or unexpected barriers obtaining academic accommodations or related services.

If a suitable resolution is not possible through coordinating with the office of student services, or if the concern is with the office of student services, a formalized grievance process exists. The university supports students who have concerns or complaints regarding any aspects of the accessibility services or accommodations at UWS. Students may report accessibility concerns via the [TIPS Reporting Tool](#) in accordance with [Policy 9009-Student Grievance and Appeal](#).

VI. Relevant UWS Policies

All UWS policies are posted online at online, on the UWS policies website at www.uws.edu/uws-policies/ .

Division - Academics:

[Policy 1204 – Attendance and Tardiness](#)

[Policy 1206 – Technical Standards](#)

[Policy 1207 - Grading System](#)

[Policy 1208 B – Student Accommodations](#)

[Policy 1223- Make-Up Examinations](#)

Division – Financial Aid:

[Policy 3804 – Satisfactory Academic Progress](#)

Division - Institutional:

[Policy 1004- Nondiscrimination and Anti-harassment](#)

[Policy 1013 B – Equal Opportunity and Non-Discrimination](#)

Division - Library

[Policy 1606 – Use of copyrighted Works in Education and Research](#)

Division – Student

[Policy 9001 – Student Conduct](#)

[Policy 9009 – Student Grievance and Appeal](#)

References

Association of Higher Education and Disability. (2012, April). Supporting accommodation requests: Guidance on documentation practices April 2012. Retrieved from <https://www.ahead.org/learn/resources/documentation-guidance>

Baylor University Office of Access and learning Accommodation. (n.d.). Temporary Disability. Retrieved from <https://www.baylor.edu/oala/index.php?id=49016>

Texas A&M University Disability Services. (n.d.). Modified attendance as an accommodation. Retrieved from <http://disability.tamu.edu/modifiedattendance>

