



# **Accessible Education Center**



## **Alternative Testing Guide**

**2023 - 2024**

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# Alternative Testing Center Information

## Location

Industrial Studies 223

Additional locations will be used as needed:

- MLK Library 230
- Admin 110 and 114
- Other locations as announced

## How to Contact Us

Email: [aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu)

Phone: (408) 924-6234

Drop-Ins: Refer to our [Testing Center Information page](#) for hours of operation.

## Resources

[Testing Accommodations Page and FAQs](#)

[Faculty FAQs](#)

## Exam Modes

- In-person exams are administered in AEC's Alternative Testing Center.
- Remote online exams will be taken remotely. Instructors will set up prescribed extended time in Canvas.



## **Testing Accommodations Overview**

**In-person exams** will be administered in AEC's Alternative Testing Center. Exams must be scheduled in advance.

**Remote online exams** (i.e., exams taken at home) should be discussed directly with the instructor. The instructor will set up your extended time in Canvas.

**All exams should be scheduled at the same date and time as the class, unless you have an academic conflict.** (Refer to the "Academic Conflicts and Alternate Exam Times" section.)

# Student Guide

## Overview of Steps

**In order to use your testing accommodations, you will need to:**

1. Request your accommodations in MyAEC.
2. Talk to your instructors to make plans for your accommodated exams.
3. Schedule each accommodated exam.

Failure to follow all required steps may cause disruptions in the administration of your accommodations. You are responsible for knowing and following these instructions.

## Step 1: Request Accommodations in MyAEC

Before you use testing accommodations, you must request them in MyAEC each semester (ideally before classes begin). This is how instructors will be notified of your accommodations.

**Video tutorial:** [How to submit accommodation requests for a class](#)

Steps:

1. Log in to MyAEC with your SJSU ID and password.
2. Scroll down to the box titled "Step 1: Select Classes."
3. Check the box next to each class you'd like to use accommodations in and click "Step 2 – Continue to Customize Your Accommodations."
4. Select the accommodations you'd like to use for each class and click "Submit Your Accommodation Requests."
5. Selecting "Alternative Testing" will automatically include all of your prescribed testing accommodations.
6. Make sure that "[Requested]" appears before each of your classes under "Step 1: Select Classes."
7. Notification letters will be emailed to you and your instructor(s) within 1-2 business days (or at the start of the semester, if requested early).

## **Step 2: Make Plans with Your Instructors**

You must discuss your testing accommodations with each instructor to make plans for your accommodated exams.

Talk to instructors directly whenever possible. For online classes, you can request a meeting during online office hours or discuss over email.

### **Academic Conflicts and Alternate Exam Times:**

If you have an academic conflict, you are responsible for discussing an alternate time with your instructor that is as close as possible to the class's scheduled final exam.

Academic conflicts include:

- Other classes that would overlap with their extended time
- Classes/exams that occur outside of AEC Testing's hours of operation
- Exams/quizzes that would overlap with other parts of class (for example, a quiz given at the start of class that would cause a student to miss part of lecture)

If you have an academic conflict, you are responsible for discussing an alternate time with your instructor that is as close as possible to the class's scheduled final exam.

**When you and your instructor identify an alternate time, written professor approval must be emailed to [aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu). You can forward us email proof or ask your instructor to email us directly.**

### **Preparing to Talk to Instructors**

Before meeting with each instructor, read the course syllabus and:

- identify all exams (including quizzes, midterms, and finals) and how they will be administered (in-person or remotely online, paper or Canvas, etc.).
- make note of any allowed aids (ex: calculators, notes, etc.)

### **What to Discuss**

Talk to each instructor about:

- which exams/quizzes you want to use testing accommodations for.

- alternate testing times (if needed due to academic conflicts).
- any other arrangements needed to ensure your testing accommodations will be administered. (ex: special software needed)

AEC recommends you get a written (email) summary of what you and your instructors discuss.

## **Step 3: Schedule Your Exams**

Students must schedule each individual exam (quiz, exam, midterm, final, etc.). If you do not schedule your exam in advance, you will need to test with standard time.

### **Request Deadlines (In-Person and Online Exams)**

We strongly recommend that you schedule ALL exams, quizzes, midterms, and finals as early in the semester as possible. You can modify or cancel requests later.

#### **Fall and Spring Semester Deadlines:**

- Regular exams, midterms, and quizzes: 5 business days in advance
- Final exams: November 1st (fall) and April 1st (spring)

#### **Winter/Summer Session Deadlines:**

- All exams (including finals): 3 business days in advance

### **Late Request Policies**

IMPORTANT: If a student does not submit exam requests on time, instructors are not required to proctor accommodated exams themselves or approve the student to test later than the class. Instructors must consider academic fairness and integrity.

#### **Remote Online Exams**

Instructors need some time to set up accommodated exams. Instructors are not always available at the last minute. Failing to discuss arrangements in advance may disrupt the administration of accommodations.

#### **In-Person Exams**

AEC will process late requests for regular (non-final) exams as quickly as possible. It can take time to coordinate exams (ex: confirming details with instructors, receiving exam materials, finding available seats, etc.). We will update you about the status of your late request as soon as possible.



## **In-Person Final Exam Requests**

LATE REQUESTS FOR FINAL EXAMS MAY NOT BE APPROVED.

AEC will make every effort to identify an open seat, but seats are very limited on short notice.

- If no seats are available at the standard final exam time, you must talk to your instructor to determine whether they can support you taking the final at a different date/time depending on seat availability.
- If no seats are available through the end of finals week, you must talk to your professor to determine whether any flexibility can be offered (i.e., scheduling a make-up exam with the [SJSU Testing Office](#) or proctoring the exam themselves).
- Seats may become available at the last minute. You are responsible for checking your email and phone for updates about seat availability.

## **How to Submit In-Person Exam Requests**

Video tutorial: [How to submit in-person exam requests](#)

Steps:

1. Log in to [MyAEC](#) with your SJSU ID and password.
2. Under "My Accommodations" on the left side of the screen, select "Alternative Testing."
3. Under "Testing Agreements," click the dropdown menu next to "Select Class."
4. Select the appropriate class and click "Schedule an Exam."  
Note: If the class says "Instructor has not submitted Faculty Notification Form," you can still submit exam requests. AEC will follow up with your instructor if needed to ensure they submit their form.
5. Under "Exam Detail," select the exam date, enter the exam start time you and your instructor agreed upon, and check the boxes for the accommodation(s) you would like to use. Click "Add Exam Request."

**REMINDER ABOUT ALTERNATE TIMES:** If your instructor approves you to test at different date/time than the class, you must send proof of approval to [aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu).

## **In-Person Exam Approvals, Changes, and Cancellations:**

Once a request has been approved, students and instructors will receive confirmation emails with exam details, including the date, time, and location of the exam.

To check details, modify, or cancel a request in MyAEC:

- Under "My Accommodations" on the left side of the screen, click on "Alternative Testing." All submitted exam requests will appear under "Upcoming Exam Requests(s) for the Current Term."
- All submitted exam requests have "Modify Request" and "Cancel Request" buttons on the right side.
- Cancellations: If you no longer wish to take an exam with AEC, please cancel your request as soon as possible.

## **How to Submit Online (Remote) Exam Requests**

Email your instructor before each exam to confirm they will set up your extended time. Follow the deadlines listed in "Request Deadlines" section.

## **Troubleshooting Online Exams**

As soon as you log into a Canvas exam, check the time information on the right side of the page. Make sure the total time you have for the exam is correct.

Formula: Standard exam time x Extended Time = Total time

Example: 60 minutes x 1.5x = 90 minutes total

If your extended time has not been set up:

- Log out of the exam immediately and email the instructor.
- Copy [aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu) on the email so we can provide support as needed.
- If the instructor is not able to extend the time in Canvas or does not respond, call AEC Testing at 408-924-6234.
- If the exam occurs outside AEC Testing's hours of operation, AEC will contact you and the instructor during open hours.
- Do not take the exam until your instructor confirms your extended time has been adjusted.

If you are logged out of a Canvas exam before you receive your full extended time:

- Email the instructor to inform them of the issue and what time you were logged out of the exam.
- Copy [aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu) on the email so we can provide support as needed.
- Your instructor will work with you to make appropriate arrangements. AEC will consult with you and the instructor as needed.

## **Student Support**

For questions and assistance,

Read our [Student Testing FAQs](#).

Contact us at 408-924-6234 or [aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu).

# Instructor Guide

The Instructor Portal is a helpful tool designed to assist you in managing approved accommodations for students who are enrolled in your classes. Faculty can view each student's notification letter in one place.

Only students who are registered with AEC for accommodations and who have requested their notification letters will appear in the Instructor Portal. You will still receive notification letters and any other notices via email.

Click [here](#) for AEC's Guide to the Faculty Portal.

## **Faculty Steps for In-Person Accommodated Exams**

Instructors must complete a Faculty Test Accommodation Form for each class a student requests in-person Alternative Testing accommodations for. The link to the form is included in Faculty Notification Letters.

Test Accommodation Forms allow instructors to provide all exam instructions for the semester in one place. This minimizes work required from instructors throughout the semester.

## **How to Complete a Faculty Test Accommodation Form**

1. Discuss testing accommodations and appropriate plans/arrangements with each student who has requested Alternative Testing Accommodations.
2. After meeting with each student, refer to the student's Faculty Notification Letter. Click on the link located in the red box to access the Test Accommodation Form for the student.
3. Enter the requested information for ALL quizzes, midterms, exams and final exams (i.e., dates, times, standard time limits, and allowed aids such as notes or calculators). The form can be updated if information needs to be changed or added.
4. Alternate times: If the standard start time for an exam conflicts with a student's class schedule or AEC Testing's hours of operation, please discuss other acceptable times for the student to test. Please list approved times in the Faculty Test Accommodation Form so AEC Testing can quickly process exam requests for alternate times.
5. Enter any changes/updates to approved start times or exam instructions in the [MyAEC Faculty Portal](#) or email [aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu).

## **Faculty Steps for Online Accommodated Exams**

Extended time for remote online exams will be set up by instructors.

For instructions on how to provide extended time on Canvas exams, please refer to the following resources:

- [Canvas Tutorial](#)
- [Canvas Quiz Setting](#)
- Additional Information about online [Teaching Tools](#) is available from [E-Campus](#).

If a student's extended time has not been set up:

- The student should log out of the exam immediately and email the instructor. If the instructor is not able to extend the student's time in Canvas or does not respond, the student should email AEC Exams at [aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu) for support.
- Instructors should adjust the student's extended time as soon as possible and inform the student when they can begin the test.
- If the exam logs a student out before they receive their full extended time, they should:
- Email the instructor to inform them of the issue and what time they were logged out of the exam. The student should copy [aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu) on the email so we can provide support as needed.
- Instructors should work with students to identify appropriate arrangements to ensure the student has their full extended time. Please contact AEC for consults if needed.

## **Student Request Deadlines**

Students are instructed to submit exam requests by:

### **Fall and Spring Semester Deadlines:**

- Regular exams, midterms, and quizzes: 5 business days in advance
- Final exams: November 1st (fall) and April 1st (spring)

### **Winter/Summer Session Deadlines:**

- All exams (including finals): 3 business days in advance

## **Late Requests from Students**

While students should submit requests by the stated deadlines, students can request accommodations for an exam at any time. AEC recognizes last-minute requests can be difficult to coordinate and we follow up with students if late requests become an issue.

## **Remote Online Exams**

Please be flexible with late requests, within reason. Contact AEC if late requests become an issue with a student.

## **In-Person Exams**

AEC will process late requests for regular (non-final) exams as quickly as possible. We will contact you if we need the exam or any information not listed in the Faculty Test Accommodation Form.

## **In-Person Final Exams**

**LATE REQUESTS FOR FINAL EXAMS MAY NOT BE APPROVED.**

AEC will make every effort to identify an open seat, but seats are limited during finals due to volume.

- If no seats are available at the standard final exam time, students must talk to the instructor to ask if they can test at a different date/time depending on AEC seat availability.
- If no seats are available through the end of finals week, students must talk to the instructor to ask whether any flexibility can be offered (i.e., scheduling a make-up exam with the [SJSU Testing Office](#) or testing directly with the instructor).
- AEC informs students that instructors are very busy during finals week and must consider academic integrity and fairness. Students are informed there is no guarantee they will be approved to test later than the class if they did not submit requests on time.

## **Alternatives to AEC Testing**

Instructors may choose to administer in-person accommodated exams themselves if they prefer. Instructors must discuss this with students in advance to make arrangements. Arrangements may include:

- Instructor proctors exam(s) with prescribed testing accommodations.
- Instructor enlists the aid of their department to administer the exam with prescribed testing accommodations.
- Instructor utilizes the proctoring services of the [SJSU Testing Office](#) with prescribed testing accommodations.

## **Instructor Support**

For questions and assistance,

Read our [Faculty FAQs](#).

Contact us at 408-924-6234 or [aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu).