

# PROCTOR/TEST-TAKING GUIDELINES

Main Office: A255 Murphy Hall (310) 825-1501 voice, (310) 206-6083 tty, (310) 825-9656 fax  
Resource Room: 181 Powell Library (310) 825-2651  
Proctor/Test Taking Services (310) 825-1501

UCLA's Office for Students with Disabilities is mandated by Federal, State and University policy to provide academic support services to students with permanent and temporary disabilities that have a documented disability-based need. As an accommodation, a student with a disability may need alternative test-taking conditions.

Depending upon the student's documentation, appropriate test accommodations may include the exam printed in large print or Braille; additional time for the exam; one-on-one assistance such as the proctor reading the test questions and recording the student's answers. Students taking exams will be held to the same standards as that of their classmates.

## **INITIATING SERVICE**

First-time users of the Proctoring Service must meet with the appropriate Disability Specialist in OSD's main office (A-255 Murphy) to discuss his/her needs. The Disability Specialist will review the student's documentation, verify the disability-based need and make a recommendation for the needed proctor/test-taking accommodation(s). Continuing students may meet directly with the OSD Resource Staff to make their requests each quarter.

It is the student's responsibility to request service **before the end of the 2<sup>nd</sup> week of each new quarter** at the OSD Resource Room located in Powell Library 181. Students are required to complete the **"Student Request For Exam Assistance"** form for all quizzes, midterms and final exams. Computers will be available for students to look up information to complete the form. The request form also requires the student to contact his/her professor/TA to discuss their accommodations and to determine whether the professor/TA or the OSD will administer the exam. However, if students require extra time only, professors/TA's are expected to administer the exams. The student also signs a statement regarding academic integrity which appears on the form.

Students also have the responsibility to stay in close communication with the OSD and the faculty regarding proctoring arrangements throughout each quarter. Should a memo stating that the student is eligible for the accommodation be requested by a student or faculty member, one will be provided by the Resource Room staff or the student's Disability Specialist.

If a request for service is made after the 3<sup>rd</sup> week and less than 10 days before an exam date, students may meet with a staff member at the OSD Resource Room by appointment only.

## **PROCTORING ARRANGEMENTS**

The required exam arrangements can be made by the faculty or by the OSD. The faculty is encouraged to make exam accommodations, when possible. If students require only extra time, Professors/TA's are expected to administer the exams. When faculty administers exams, there are distinct advantages to the student and to the faculty; exams are retained in the department; the student has an easier opportunity to hear announcements and ask questions if necessary; and the regular classroom may be used if extended time is all that is needed.

Should the faculty request that the OSD make the exam arrangements, the Exam Arrangements/Instructions form must be completed by the faculty prior to the test and returned to OSD. The start time of the exam is the same time as the class time, except for disability-related time adjustments approved by the faculty. The OSD and the proctor will follow the Professor/TA instructions as they are written on the form. Upon completion of the exam, Proctors obtain a department representative's signature on the Exam Arrangements/Instructions form verifying the return of the exam.

## **CONFIDENTIALITY**

Confidentiality is extended to all students receiving services from the OSD. Staff and Service Providers are required to keep all student and assignment-related information strictly confidential.

## **SERVICE PROVIDERS' EMPLOYMENT**

Service providers, other than volunteer notetakers, are employees of the OSD and the University. The OSD and its employees must observe laws and regulations pertaining to the Personnel Policies. This is a reminder that meal periods and rest periods are required by Personnel Policies for Staff Members Section 31-B-1 and 31-B-2 for student employees and Cue Clerical Unit Contract Article 10, schedule E and F for non-student employees. Please feel free to contact OSD if you have questions regarding these policies.

## **PROCTOR'S RESPONSIBILITIES**

- a) To maintain the integrity of the testing environment,
- b) To provide the disability-based accommodation.

Before the student is given the exam, the proctor must remove all books and bags from the student's testing area. Lockers are available for a student's personal belongings. The Proctor is required to monitor the student throughout the exam, recording and explaining on the Proctor form all activity taking place during the exam. If the proctor sees or senses any problem or irregularity in the testing session, he/she is required to call Resource Room staff (310) 825-2651 or OSD (310) 825-1501 immediately.

## TEST SITES

The OSD proctors exams in a location designated by the professor or in OSD's Resource Room located in 181 Powell. The OSD also reserves other rooms on campus when the Resource Room is booked.

# F.Y.I.

During the initial meeting with the Disability Specialist in Murphy Hall, students are given a flyer of *Student's Frequently Asked Questions* (FAQ). It has additional information you need to know about the Proctor Service. If you do not have the FAQ flyer, ask the staff in the Resource Room for a copy.

Reminder: When you have an exam, don't forget to bring with you your Blue Books, Scantrons, pens, pencils or anything else your professor instructed the class to have during the exam (i.e. calculator or graph paper, etc.).

## HOW TO RESOLVE SERVICE DELIVERY PROBLEMS

It is fair to say that even with the best efforts of everyone involved with your service delivery at UCLA, a problem may occur. If this should happen, we strongly encourage you to let us know so that we can work together to solve the problem as quickly as possible. Experience has shown us that many times a problem arises because of a misunderstanding or miscommunication; clarification can be a quick and effective solution. We can help with suggestions on how to resolve problems you may have with your service providers, professors, TA's or Departments. It is best to discuss the issue with the person involved first, and if you have not arrived at a satisfactory resolution, then go to the person's supervisor or department chair. If the OSD is part of the problem, we want to know that, too. Should the OSD be unable to assist in resolving a problem, we can refer you to other on-campus resources.

We recommend the following progression as the most efficient way of dealing with issues:

- 1. Start by discussing the problem with the person involved.**
- 2. If the matter is unresolved, communicate with the person in charge of the services or program in question.**
- 3. If the matter is still unresolved, call and make an appointment with Kathy Molini, OSD Director at (310) 825-1501 (voice), (310) 206-6083 (tty), [kmolini@saonet.ucla.edu](mailto:kmolini@saonet.ucla.edu)**
- 4. If the matter is still unresolved, please contact Pam Viele, Interim Executive Director, Student Development, at (310) 206-3819, [pviele@ashe.ucla.edu](mailto:pviele@ashe.ucla.edu)**

The University is available to assist you in resolving conflicts by informal means. Throughout any of these procedures you may expect to be treated with respect, receive a timely response, and have your issues dealt with in a confidential manner (if so requested). Retaliation in any form against persons who file complaints is prohibited by disability-related law and University policy. The University expects from you that you bring up any problems early, give clear and detailed information and be respectful of those people who are working with you. If you wish to know more about your rights as a disabled person under Federal and State law and University policy, OSD can refer you to the appropriate entity.

The Americans with Disabilities Act (ADA) requires the University to adopt and publish procedures to resolve problems regarding access to the educational program for persons with disabilities. An individual who believes he or she has been discriminated against on the basis of disability should contact the ADA/504 Compliance Office at (310) 825-2242.

UCLA developed this information in accordance with these references: Public Law 101-336; the Americans with Disabilities Act of 1990 (ADA); Section 504 of the Rehabilitation Act of 1973; and the University of California Policies Applying to Campus Activities, Organizations and Students, Section 140.00.

**If you would like this information in an alternative format, contact the Office for Students with Disabilities at (310) 825-1501, (310) 206-6083 (tty), (310) 825-9656 (fax).**

Proctor/Test-Taking Guidelines 01/01/2007