

## Testing Center: Faculty and Staff Frequently Asked Questions:

### 1. How do I log into Accommodate?

When a student submits an exam room request, the instructor will receive notification and be able to login to Accommodate from that email. You can also go to our [Academic Success & Accessibility](#) homepage and click on **Testing Center**. You will see the highlighted [Accommodate](#) link

### 2. Can I batch approve testing requests?

Accommodate does require the instructor to log into Accommodate and confirm the exam details with a yes/no for each request. This confirmation notifies the Testing Center that the instructor sees the request and the details are correct or incorrect.

You do not need to upload an exam attachment to multiple requests for the same course. Along with selecting yes/no when confirming exam details, please select the following tab:

#### **Exam Instructions & Exam Files**

This will provide an opportunity to upload the exam (if needed) and provide instructions.

This only needs to be provided once and will apply for the students that are taking the exam on that day. \*\*If a student is taking the exam on a different day than everyone else, then I would recommend adding a note, when confirming exam details, that this student is taking the exam from a specific date that is uploaded already in the Accommodate system. If it is a Moodle exam, you could just leave instructions and advise that it is a Moodle exam.

3. Why do I keep on getting a reminder if I already confirmed the exam details?

The Accommodate system has automated reminders already set in place, even if you already confirmed exam details. If you already confirmed the exam details, then you can ignore that message and use it as a reminder that this student is scheduled to take the exam on that day.

4. Can I pick up my exam or drop it off to the Testing Center?

Yes, you are welcome to drop off a paper exam and pick it up from the Testing Center. We will send you an email and let you know when the exam is complete and ready to be picked up. We also will scan the exam and upload it to Accommodate for easy access.

5. Can a completed exam be delivered to my office?

Unfortunately, we do not have the staffing power to deliver exams to specific offices. Previously we used interoffice mail but due to

the risk of losing exams, we stopped using this service. You can always pick up the exam at the Testing Center if that is what you prefer.

6. My student is having trouble submitting a test room booking in Accommodate? Why?

Here are some common reasons a student may have trouble submitting a request:

1. The student needs to log into Accommodate with @naz.edu instead of @mail.naz.edu
2. The test room booking needs to be submitted 72 hrs. before the request. This is exactly 72 hrs. before the scheduled booking. For example, if you are taking an exam on Thursday at 10:45am, you would need to submit the request by 10:44am on Monday.
3. Sometimes students are not sure how to answer this question (see image) when requesting a test room booking. When you select Yes, then you can enter in the minutes for the exam.

Click YES if this quiz/exam will be longer or shorter than your regular class time.

If you choose to override the length of your course your approved accommodation time will be calculated based on the time you choose (for example, if you are approved for double time and you choose a length of 10 minutes, your alternative test request will be for 20 minutes).

☒ Yes    ☐ No

If the course is a longer course, and you select “no”, Accommodate will calculate 1.5 x of the course length instead of the exam length. Sometimes the end time will go past 4:30pm and

Accommodate will provide an error message to the student. This is another possible reason the student is having trouble booking a test room booking.

4. If the student is still having trouble, please recommend that the student come to the Testing Center (61 GAC or call x2875) and we can help the student.

7. I have a student that missed an exam. Can it be made up in the Testing Center?

The students that come to the Testing Center are connected with ASA. Unfortunately, we are unable to accommodate test make-ups for students that have missed an exam and are not connected with our office.