DSO REMOTE Proctoring Procedures

In addition to DSO's [Policies and Procedures manual](), the DSO has found it necessary to re-develop the following procedures during remote learning and support services operations.

The extended time accommodation will be provided by the professors. The DSO will **ONLY** proctor exams if the student requires a scribe, there is a scheduling conflict or the professor is unable to provide this accommodation.

STUDENT RESPONSIBILITIES

1) Register for DSO services at the beginning of each semester
2) After you have been notified that the DSO has emailed your professor regarding your accommodations be sure to speak/communicate with your professor, at an appropriate time, to discuss your accommodations. It is **NOT** necessary to disclose the nature of your disability. Accommodations become effective on the date your professor is notified through e-mail from our office.
3) When your professor announces an exam, discuss your accommodations and determine if you will take the exam at the same time as the class. ***Please note**- All DSO proctored exams must meet the same exam standards as the rest of the class (for example: if the class is taking the exam un-proctored during a specific time frame, the DSO student should also take the exam un-proctored with the allotted extended time in Blackboard or the platform that the test is being administered on –therefore, the DSO will **NOT** be proctoring this type of un-proctored exam.
4) If your accommodations, state that you are entitled to a reader please contact the DSO regarding access to Kurzweil 3000 software. This request requires time to implement so you must do this at the beginning of the semester.
5) If your professor is proctoring the class during regularly scheduled class time and is unable to proctor your exam with extended time complete the **TESTING ACCOMMODATIONS ONLINE REQUEST.** This form should be completed for every quiz/exam to be proctored in the DSO at least three business days **prior** to the quiz/exam. **Please note:** Accommodations are **NOT** retroactive.
6) Follow up with your professor to be sure the request was received in their SUNY WCC e-mail inbox.
7) Check your WCC email the day before the exam for a Zoom link to your testing session.
   a. The email will include a Zoom meeting invitation with a meeting ID #.
   b. To Join a ZOOM Meeting:
      i. Join a meeting by clicking on a Zoom link provided by the meeting host.
      ii. Follow the prompts to download and run Zoom.
      iii. Enter the meeting ID if prompted.
      iv. Click to join the audio conference. When you're in the meeting, you **MUST** click on the Start Video button to start your video.

8) Report to the DSO Zoom Meeting at your scheduled testing time. If you are late for an exam, the time will be deducted from the total testing time unless otherwise indicated in writing by the professor.
9) Students must be using a computer with video capability and **must have the video turned on** in order for the DSO to proctor exams.
10) Be prepared to show the proctor a photo ID.
11) Find a quite a distraction reduced space to take your exams.

TEACHING FACULTY RESPONSIBILITIES

1) Include a statement on the course syllabus and make a general announcement to the class regarding DSO services.
2) Check WCC email for Referral to Faculty notification from the DSO which states the approved accommodations and includes an attached copy of the Procedure to Request Testing Accommodations for Students with Disabilities. This email serves as the official disclosure of the student's rights to accommodations under the ADAAA. ***Please note:** Accommodations are **NOT** retroactive. Accommodations become effective on the date our office notifies you via e-mail.
3) To maintain confidentiality, professors should **not** discuss accommodations in front of other students. Please invite the student with a disability the opportunity to privately discuss accommodations. Also, please DO NOT ASK the student what the nature of their disability is or for a copy of their disability documentation as this is a violation of the student's confidentiality. Rather, ask the student how you can best assist them.
4) Discuss with your student how accommodations will be implemented and determine if your student will take the exam at the same time as the class. ***Please note**- All DSO proctored exams must meet the same exam standards as the rest of the class (for example: if the class is taking the exam un-proctored during a specific time frame, the DSO student should also take the exam un-proctored with the allotted extended time in Blackboard or the platform that the test is being administered on –therefore, the DSO will **NOT** be proctoring this type of un-proctored exam.
5) If you are proctoring the class during regularly scheduled class time and are unable to proctor your student with a disability's exam with extended time inform the student that they should make arrangements with the DSO to proctor.
6) **A Request for Testing Accommodations** is required for each exam the student intends to take proctored by the DSO. This form serves to inform all parties of the day and time the student is taking the test; how the DSO will have access to the test; how the completed test submitted to the professor; what, if any, aids the student can use.
7) The test will be proctored by the DSO via Zoom. **Please note:** since we will be proctoring many students remotely each student will be placed in an individual zoom breakout room. You may want to consider proctoring the exam yourself by putting that student in a Zoom breakout room and popping in and out so that if the student has any questions you can answer them directly, as we do not have that ability to do so.
8) If your student requested a reader they will be using Kurzweil 3000 (read the web function) therefore please remove any blocks from using outside websites.
9) **Online/Remote Procedure:**
    i) Check WCC E-mail to complete the online Testing Accommodation Request at least three business days in advance or as soon as your student notifies you of the request.

ii) Provide the student and DSO test information and instructions

iii) Follow up with your student via e-mail to confirm request completion.

10) Inform the DSO of any exam changes at disability.services@sunywcc.edu.

DSO RESPONSIBILITIES

1) Review the disability documentation of each student who registers with the DSO and determine appropriate accommodations.

2) Prepare the Referral to Faculty
   a. **Online/Remote Procedure:**
      i. Inform the professor via their SUNY WCC e-mail addresses of the approved testing/classroom accommodations, and include an attached copy of the Procedure to Request Testing Accommodations for Students with Disabilities.
      ii. Inform the student via their SUNY WCC e-mail addresses that their professor was notified of their approved testing/classroom accommodations.

3) Schedule appointments for students who submitted the Request for Testing Accommodations form who need to be remotely proctored by the DSO.
   a. **Online Procedure:**
      i. Verify a student's accommodations for the semester.
         1. If a student isn't signed up for accommodations that semester, contact the student and request the necessary documentation. Then follow up with the professor pending the request until the student signs up for accommodations and is verified by the office.
      ii. Follow up with the professor if the exam has not been e-mail at least two business days prior to the exam.
      iii. If an exam or proctoring instructions is not emailed the day before it is scheduled the DSO will contact the professor by e-mail.

4) Ask student to show photo ID and be sure their camera is on for proctoring purposes.

5) Ensure students are receiving appropriate accommodations as determined by the student's documentation.

6) Deliver the exam to the professor via email or as directed by the professor on the Request for Testing Accommodations form

REMOTE/ONLINE PROCTORING PROCEDURE:

1) In order for the DSO to proctor exams, students **must** be using a computer with video capability and **must have the video turned on**!

2) All DSO proctored exams must meet the same exam standards as the rest of the class (for example: if the class is taking the exam un-proctored during a specific time frame, the DSO student should also take the exam un-proctored with the allotted extended time in Blackboard or the platform that the test is being administered on –therefore, the DSO will **NOT** be proctoring this type of un-proctored exam.

3) If the Professor is proctoring their class "live" via video and has deemed, after private discussion with the student, that the professor is unable to provide the student with accommodations requested the student completes Testing Accommodations Online Request form at least three business days in advance of the exam. Upon submission of this request the DSO and Faculty will be notified of the Exam Request.

4) Students will follow up with their professor to be sure the request was received in their SUNY WCC e-mail inbox.
5) Students will receive a reminder email from DSO the day before the test. The email will include a Zoom meeting invitation with a meeting ID #.
   a) To Join a ZOOM Meeting:
      i) Join a meeting by clicking on a Zoom link provided by the meeting host.
      ii) Follow the prompts to download and run Zoom.
      iii) Enter the meeting ID if prompted.
      iv) Click to join the audio conference. When you're in the meeting, you **MUST** click on the Start Video button to start your video.
6) Student reports to the DSO Zoom Meeting at the scheduled testing time. If the student is late for an exam, the time will be deducted from the total testing time unless otherwise indicated in writing by the professor.
7) DSO reviews student's photo ID and ensures that students are receiving appropriate accommodations as determined by the student's documentation.
8) DSO deliver the exam to the professor via email or as directed by the professor on the Request for Testing Accommodations form