

Alternative Testing Guide

ACCESSIBLE EDUCATION CENTER



Table of Contents (click on topic)

Alternative Testing Center Information.....	2
Location.....	2
Hours.....	2
How to Contact Us.....	2
Resources.....	2
Testing Accommodations Overview.....	3
Academic Conflicts and Alternate Exam Times.....	3
In-Person Request Deadlines.....	3
Late Request Policies.....	4
Student Guide.....	5
Overview of Steps.....	5
Step 1: Request Accommodations in MyAEC.....	5
Step 2: Discuss Plans with Your Instructors.....	5
Step 3: Schedule Your Exams.....	6
How to Submit In-Person Exam Requests.....	6
In-Person Exam Approvals, Changes, and Cancellations:.....	6
How to Submit Online (Remote) Exam Requests.....	7
Troubleshooting Online Exams.....	7
Instructor Guide.....	8
Faculty Steps for In-Person Accommodated Exams.....	8
How to Complete a Faculty Test Accommodation Form.....	8
Faculty Steps for Online Exams.....	9
Student Request Deadlines.....	9
Late Requests from Students.....	9
Alternatives to AEC Testing.....	10
Instructor Support.....	10

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

Hours

Effective Fall 2024, our hours are Monday - Friday from 8:30 am - 5 pm.

Instructors should provide flexibility to ensure students can test with AEC with their full extended time (at alternate times as needed). See Testing Accommodations Overview for information about alternate exam times.

How to Contact Us

Email: 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](#)

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.

Academic Conflicts and Alternate Exam Times

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:

1. Talk to your instructor to decide on an alternate time that is as close as possible to the class's scheduled exam.
2. Send proof of approval to aec-exams@sjsu.edu. You can forward us an email or ask your instructor to email us directly.

In-Person Request Deadlines

We strongly recommend that you schedule ALL exams, quizzes, midterms, and finals at the beginning of the semester. 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

If you do not submit exam requests on time,

- instructors are not required to proctor accommodated exams themselves or allow you to test later than the class.
- AEC may not be able to approve your request due to not having time to make arrangements.

Late Remote Online Exam Requests

Failing to discuss arrangements in advance may disrupt the administration of accommodations.

Late In-Person Exam Requests

AEC will process late requests for regular (non-final) exams as quickly as possible. There is no guarantee late requests will be approved if arrangements cannot be made in time. Check MyAEC and your email for updates.

Late In-Person Final Exam Requests

Seats for final exams are VERY limited on short notice. Late requests may not be approved.

- If no seats are available at the standard final exam time, ask your instructor if they can approve you to take the final at a different date/time depending on seat availability.
- If no seats become available, you will have to test at the same time as the class without your testing accommodations.
- Seats may become available at the last minute. You are responsible for checking your email and phone for updates about seat availability.

Student Guide

Overview of Steps

1. Read the “Testing Accommodations Overview” section (above) in its entirety.
2. Request your accommodations in MyAEC.
3. Talk to your instructors to make plans for your accommodated exams.
4. Schedule each accommodated exam.

Step 1: Request Accommodations in MyAEC

Completing this step will notify your instructors of your accommodations.

Video tutorial: [How to Request Accommodations in MyAEC](#)

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 instructors.

Step 2: Discuss Plans with Your Instructors

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

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.)

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)

Step 3: Schedule Your Exams

You must schedule each individual exam (quiz, exam, midterm, final, etc.).

If you do not schedule your exam in advance, you will need to test without your accommodations.

How to Submit In-Person Exam Requests

Video tutorial: [How to Submit Exam Requests in MyAEC](#)

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 a different date/time than the class, you must send proof of approval to 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 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 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.

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.

Faculty Steps for Online 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 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 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.
- Instructors may proctor exams with extended time IF they are able and willing to do so. Instructors are not required to do so.
- AEC informs students that instructors are very busy during finals week and must consider academic integrity, fairness to other students, and their own workload/schedule. 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 Support

[Faculty FAQs](#)

We are always happy to consult with you! Contact us at 408-924-6234 or aec-exams@sjsu.edu.