# Alternative Testing Center (ATC) Student Handbook

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*Adapted from San Diego State University’s Disability Services*

## Table of Contents

[Alternative Testing Center (ATC) Student Handbook 1](#_Toc207281531)

[Table of Contents 2](#_Toc207281532)

[Updated Key Policies 3](#_Toc207281533)

[Zoom/Virtual Proctoring 3](#_Toc207281534)

[Music 3](#_Toc207281535)

[Memory Aid/Unlabeled Formula Card 3](#_Toc207281536)

[Exam Request Submission Deadlines 3](#_Toc207281537)

[Alternative Testing Center Computer Usage 3](#_Toc207281538)

[Fragrance Free 4](#_Toc207281539)

[Getting Started 4](#_Toc207281540)

[Contact Information and Hours of 1Operation 4](#_Toc207281541)

[MyAccess 4](#_Toc207281542)

[Scheduling a Test using MyAccess 4](#_Toc207281543)

[Scheduling Final Exams through MyAccess 5](#_Toc207281544)

[Test date or time changes 6](#_Toc207281545)

[Canceling a test 6](#_Toc207281546)

[Rescheduling a test 6](#_Toc207281547)

[No-shows 7](#_Toc207281548)

[Lateness 7](#_Toc207281549)

[Quizzes 7](#_Toc207281550)

[Planning for the Exam 8](#_Toc207281551)

[Day of the Exam 8](#_Toc207281552)

[Understanding Accommodations 9](#_Toc207281553)

[Policy on Academic Integrity 9](#_Toc207281554)

[Troubleshooting 10](#_Toc207281555)

[Notice of Non-Discrimination 11](#_Toc207281556)

## Updated Key Policies

### Zoom/Virtual Proctoring

During the exam, ensure all non-permitted items (cell phones, smart watches, etc.) are turned off/silent and placed away from the testing area. Your camera must be on you from the chest up, and you need to screen share your computer screen and keep the audio on for the entire exam. Notify the proctor if you need a break. You will receive a digital copy of your exam, or it will be screen shared with you, depending on the instructor's preference. Submit the exam to the proctor via email at SADR.testing@wsu.edu when time is called.

### Music

To ensure a smooth, distraction-free environment and protect against academic integrity violations, students using the music accommodation must follow these guidelines: download the playlist onto your device beforehand, set the device to airplane mode, and turn off Wi-Fi during the exam. Be prepared to show staff that these regulations are met. Failure to comply may result in the inability to use your personal device for music; the ATC will provide music on an ATC device (CD player and CD) if available.

### Memory Aid/Unlabeled Formula Card

Typical memory aids and unlabeled formula cards are one side of an 8 ½” x 11” sheet of paper or a double-sided index card, handwritten or typed in size 12 font. Students must learn course material, identify triggers, develop the memory aid/unlabeled formula card, and submit it to instructors at least three business days before exams/quizzes for review and approval. The procedure involves creating the memory aid/unlabeled formula card, submitting it to the instructor and SADR.testing@wsu.edu, instructor review and approval, and submission to the test proctor. After the exam, the aid is returned to the instructor with the completed test. Memory aids/unlabeled formula cards must not contain answers or compromise exam integrity; their contents are at the instructor’s discretion. [Find more details about using memory aids as a testing accommodation.](https://accommodations.wsu.edu/media/a2wdh23b/memory-aid-and-formula-information.pdf)

### Exam Request Submission Deadlines

Exam requests submitted less than 5 business days before the exam date are considered late and may be denied or cancelled. If approved, not all requested accommodations are guaranteed, and students will only be contacted if the ATC cannot provide all accommodations. Requests submitted less than 24 hours before the exam or on the same day will be denied. Final exam requests submitted less than 10 business days before the first day of finals may also be denied or cancelled, with the same conditions applying. Requests submitted during finals week will be denied.

### Alternative Testing Center Computer Usage

If students use an Alternative Testing Center (ATC) computer for text-to-speech, speech-to-text, written responses, or online exams, they must follow these steps: obtain a Zoom meeting ID and passcode at check-in, log in to the computer with the provided SADR.proctoring credentials, use the pinned Zoom icon on the desktop (do not log into your personal Zoom account), enter the meeting ID and password, change the zoom name to your location (Cubby 1, Private Room (PR) A), share the screen, and notify the proctor that you are logged in and ready to begin your exam. Your computer usage will be monitored via the Zoom screen sharing feature.

### Fragrance Free

Please refrain from wearing strong-smelling colognes, perfumes, or scented lotions while utilizing the ATC. This policy is intended to be mindful of those who may have sensitivities, allergies, or adverse reactions to fragrances.

## Getting Started

The Alternative Testing Center (ATC) administers accommodated exams on behalf of WSU faculty for students registered with Student Accommodations and Disability Resources. The ATC’s responsibility is to both you, the student, as well as instructors to ensure that all classroom assessments are carried out per your accommodations and the instructor’s parameters. Administration of an exam at the ATC will mirror the

requirements for classroom administration with the addition of the test-taker's reasonable accommodations.

Please carefully review the guidelines below and if you have any questions, please contact the Alternative Testing Center (ATC).

## Contact Information and Hours of Operation

Alternative Testing Center (ATC)

Location: 216K Washington Building

Alternative Testing Coordinator: (509) 335-8079

Testing Hours: 8:30am-4:30pm

## MyAccess

* MyAccess is the portal for students to manage their accommodations. Students use this portal to request times for their quizzes, tests, and exams.
* Students will need to book each exam individually. Exams given over a two-day period require two appointments.
* Students can schedule all their exams at once at the beginning of the semester or at any time up to 5 business days (for regular exams) or 10 business days (for finals) prior to the first day of finals.

### Scheduling a Test using MyAccess

* Students are responsible for initiating the exam request process and scheduling exams. Instructors are not able to schedule exams for students.
* Students are responsible for making sure all information requested in the student section of the exam request is correct to the best of their knowledge. The ATC reserves the right to make changes to exam requests if deemed inaccurate.
* Students may use all or part of their authorized accommodations, depending on the type of exam. When students submit their exam requests, they will be shown what accommodations are available to them. At that time, students should select all accommodations needed.
* If accommodations are not requested at the time students submit an exam request, those accommodations may not be available on the day of the exam.
* If additional materials have been authorized by the professor, it must be noted in the Alternative Testing Agreement (ATA) that the instructor fills out at the beginning of the semester. These materials may include scratch paper, a calculator, a ruler, and notes. If these items are not specified by the professor, students may not be allowed to use them for the exam.
* Mobility Accommodations: The ATC attempts to assign those with mobility related accommodations to testing rooms within the ATC. If students have a mobility-related accommodation that is not visible, they may contact the ATC to have it noted.
* Exam requests (except for finals) are due 5 business days before the exam date. If this deadline is met, requested accommodations are guaranteed. Students are encouraged to schedule exams as soon as possible. The ATC will accept completed exam requests (including those for Final Exams) as early as the first week of class.
* Exam requests that are submitted less than 5 business days prior to the exam date are considered late. Late exam requests may be denied/cancelled. If a late exam request is approved, not all accommodations requested are guaranteed and the student will only be contacted if the ATC cannot provide all requested accommodations. Late exam requests submitted less than 1 business day prior to the exam time and same day requests will be denied/ cancelled.
* Students who book exams past posted deadlines three or more times per semester may be unable to schedule any further exams until meeting with your Accommodations Specialist.

### Scheduling Final Exams through MyAccess

* Final exam requests are due 10 business days before the first day of finals. The exact date will be emailed to students and must be met for the final exam date and time to be guaranteed. All date and time changes must be approved by the instructor and the ATC must be notified via email of the instructor’s approval. The schedule for final exams is located online in the class schedule: [Final Exams | Academic Room Scheduling](https://registrar.schedule.wsu.edu/exams/final-exams/).
* Final exams scheduled less than 10 business days before the first day of finals may be denied/ cancelled. If a late final exam request is approved, not all requested accommodations are guaranteed, and the student will only be contacted if the ATC cannot provide all requested accommodations. Late final exams requests submitted the week of finals will be denied/ cancelled.

## Test date or time changes

Changes to an exam date or time must be submitted to the ATC on the same day the

changes are announced in the class. Students can either come in, call (509)335-8079, or email SADR.testing@wsu.edu to provide the following information:

* Student name
* The course number (e.g., Psych 101)
* The original date or time
* The new date or time
* Authorization of the change from the instructor (this can be an email sent to the class, a posting on Blackboard, an email sent directly to SADR.testing@wsu.edu.

If the ATC is not notified immediately, changes may not be guaranteed, and the student may need to negotiate with the professor for a day and time that the ATC can accommodate.

### Canceling a test

If a student wishes to cancel an exam, they must provide the ATC with one business day (24 hours) notice either via MyAccess, in person, by phone, or by email. Failure to do so will result in a no-show (see below). When canceling, please provide the ATC with the following information:

* Student name
* The date and time of the test
* The course (e.g., Psych 105)
* Whether or not the test will be rescheduled at a later date.

### Rescheduling a test

If a student cannot take a test, they must notify the professor and the ATC immediately. Students can email the ATC at SADR.testing@wsu.edu or call at (509)335-8079. When emailing or calling, students should provide the following:

* Student name
* The date and time of the class
* The course (e.g., Psych 105)State the reason for rescheduling the exam. Students must provide written email correspondence with approval from the instructor to reschedule the exam to SADR.testing@wsu.edu.

### No-shows

If a student does not come to a scheduled test without proper notification (within 24 business hours), they are considered a no-show.

* Any no-shows will be noted in their MyAccess record.
* After a third no-show the student may be unable to take any further exams at the ATC until they have met with their Accommodations Specialist to schedule the remainder of their exams for the semester.
* Any exam rescheduled because of a no-show is subject to professor’s approval and ATC’s availability. The student is responsible for initiating this.

### Lateness

In order to respect the integrity of university exams, the ATC has the following procedure for anyone arriving late to an exam appointment:

* 1-15 minutes late: student shall receive full testing time.
* 16-30 minutes late: student shall receive time remaining.
* 31+ minutes late: instructor will be notified, and the exam will not be administered.
* Regardless of the late policy, all exams MUST end by 4:30pm.
* The ATC will notify the professor if the student is more than 30 minutes late for the scheduled time. If the student is more than 30 minutes late, the ATC will not administer the exam at that time and the student will be asked to reschedule. The student is responsible for rescheduling the exam with instructor approval.
* Test time cannot be used for studying. If the student does not start the exam when the proctor is ready, the student will be considered late. The same policies for late students will apply.

## Quizzes

Quizzes are accommodated in the same manner as exams. If quizzes are given at the start of class, students may want to consider the following to prevent losing class time:

* Arrange with the professor to start the quiz earlier than the class so that the student can be back in class when the lecture starts (remember to allow for extended and travel time to the class).
* If the quiz is not graded or discussed immediately following its completion, students may request to take it at the end of the class.
* Arrange for a classmate to take notes for the portion of class missed.

Pop quizzes may be accommodated by the ATC depending on the pop quiz. If a student knows their professor plans to give pop quizzes during the semester, please contact ATC at the beginning of the semester so that they may reach out to the instructors to find the best way to accommodate pop quizzes.

## Planning for the Exam

Students should prepare for exams with accommodations. If changes need to be made, the student is responsible for notifying the professor(s) and the ATC as soon as possible.

* Look over the booking confirmation (found on the student MyAccess account or via email) to verify what materials are allowed and what time they should arrive at the ATC.
* Confirm that the student has resolved any timing conflicts that may occur due to extended time.
* The ATC is not responsible if students “double book” themselves.
* Before coming to the ATC, students should make sure they have all materials needed (i.e., blue book, scantron, pencil, scientific/graphing calculator, dictionary, etc.). The ATC may be able to provide some materials.

## Day of the Exam

* Please refrain from wearing strong-smelling colognes, perfumes, or scented lotions while utilizing the ATC. This policy is intended to be mindful of those who may have sensitivities, allergies, or adverse reactions to fragrances.
* Plan to arrive about 10 minutes before the scheduled start time.
* Please be on time and review the late policy.
* Exam time cannot be used for studying. If a student does not start the exam when the proctor is ready, the student is considered late. The same policies for late students will apply. Students will put all personal belongings in a designated locker in the front lobby. Remember, the ATC will only allow those materials noted by the professor. If the professor changed the items allowed, the student may ask them to email the ATC with the approved changes and those changes will be noted. Allowed materials will be checked, and students will be asked to put all other items, including cell phones and smartwatches, in a locker. No cell phones or smart watches are allowed in the testing area. If leaving a cell phone in a locker, remember to turn it OFF.
* Upon check-in the proctor will follow these steps: ask the student for their WSU ID, verify the course for the exam, inform the student of their start and end time, list off the permitted resources for the exam as specified by the instructor, and review the requested testing accommodations.
* Once students give verbal confirmation that cell phones, smart watches, and other non- permitted items are in the locker, the proctor will trade the exam for the locker key.
* Students will then be shown to their seat assignment in the ATC.
* The proctor may ask students to remove hats or large overcoats. This is to help best proctor the exam. Religious garments are permitted. If students have any questions or concerns about this, they should contact the Alternative Testing Coordinator.
* If students feel there is an error on the exam or have a question they feel the professor would answer, they should notify the proctor as soon as possible. The time needed to correct errors will not be counted as part of the test time.
* If students have a personal need (e.g., restroom use), they should notify the proctor. The time used will be part of the exam time. Students are not allowed to leave the ATC during an exam. There is a restroom in the office for student use.
* When done with the exam, make sure to clean up (i.e., collect trash, brush off the table) and take all test materials to the proctor. The proctor will check and collect all test materials. Students will then be dismissed from the ATC.

## Understanding Accommodations

A designated Student Accommodations Specialist will work with a student to determine which accommodation(s) are appropriate for their needs. Students are responsible for informing the ATC of any changes to their testing accommodations as soon as possible to ensure that scheduled exams are updated.

## Policy on Academic Integrity

According to the WSU's policy on academic integrity, unauthorized assistance is "using unauthorized materials in taking quizzes, tests, or examinations, or giving or receiving unauthorized assistance by any means, including talking, copy information from another student, using electronic devices, or taking an examination for another student." In addition, Artificial Intelligence (AI) is prohibited, unless explicitly approved by your instructor.

If an ATC staff witnesses any acts of academic dishonesty the following actions will be taken:

* The exam will be immediately stopped and collected, along with any unpermitted resources.
* The student will be escorted to the ATC office.
* The instructor will be notified of the incident. ATC staff will seek the instructor's directive on whether the student is allowed to continue the exam.
	+ If the instructor permits the student to complete the exam, the exam will be printed on colored paper and the student will finish the exam on the colored copy.
* The incident will be documented and reported to the instructor and the Center for Community Standards.

## Troubleshooting

* How do I know when exam/quizzes/finals are?
	+ Login to the MyAccess portal. Here, instructors fill out an Alternative Testing Agreement (ATA) that provides detailed information about your exams including dates, times, scheduling flexibility, the length of the exam, and allowable resources.
* I’m late submitting my exam requests because I was sick/the professor was out/I forgot/ etc. What should I do?
	+ Regular exam requests are due 5 business days prior to the exam date and final exams are due 10 business days prior to the first day of finals.
* My instructor provided incorrect information about my test (wrong day, wrong time, missing materials, etc.)
	+ It is your responsibility to ensure that you and your instructor have provided the correct information you will need to take your test. If you notice an error prior to your scheduled date/time, please contact your instructor immediately. If you notice an error, you may have made after scheduling, contact your instructor and the ATC as soon as possible. We will need authorization from your instructor to make any changes to a booked exam.
* I have a scheduling conflict due to my accommodated test(s).
	+ Notify your instructors and the ATC immediately. You must work with your instructors and the ATC to determine a solution that works for all parties. The earlier you catch this, the easier it will be for us to help you solve the problem.
* I’m taking an online class and/or my exam is on Canvas. Do I still need to schedule this test?
	+ If the exam is an in-class proctored exam and you plan to utilize your testing accommodations you will need to schedule with the ATC. If the exam is a take home exam, you do not need to schedule with the ATC. However, if you have accommodations such as extended time, you should notify your instructor so they can adjust the exam settings accordingly.
* I showed up for my appointment on time and the exam was not ready. What should I do?
	+ If your test is not ready due to an error on the part of the ATC or your instructor, we will work with you to make sure your test happens as soon as possible. We will keep you informed about the status of your exam as we work to locate it. Your time will not be affected by this.
	+ If your test is not ready due to an error made by you (you did not schedule your exam), you will be responsible for either rescheduling the test or taking it in class. Your time will be affected by this.

## Notice of Non-Discrimination

WSU does not discriminate and prohibits discrimination on the basis of sex, race, color, national origin, disability, age, religion, creed, genetic information, marital status, protected veteran/military status, or immigration or citizenship status in any education program or activity that it operates complaint with Title IX and other civil rights laws and regulations. Inquiries regarding Title IX, ADA, or other civil rights laws, as well as reports of discrimination can be directed to the Compliance and Civil Rights, WSU ADA Coordinator, or WSU Title IX Coordinator. More information on WSU’s policies and procedures to respond to discrimination and harassment are available here: Nondiscrimination statement.