



DISABLED STUDENTS PROGRAM  
UNIVERSITY OF CALIFORNIA, SANTA BARBARA

**FACULTY HANDBOOK:  
EXAM ACCOMMODATIONS**

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# GUIDELINES FOR UNDERSTANDING THE DSP ONLINE SYSTEM AND EXAM ACCOMMODATIONS

The Disabled Students Program (DSP) utilizes the online DSP Services Portal to coordinate disability services for registered students with the program.

All accommodations are based upon the documentation the student presents from their medical provider, and the interactive process with their Disability Specialist. Student activate their accommodation each quarter after reviewing the syllabus of their class.

## ***What is a Reasonable Accommodation?***

The term reasonable accommodation is used by the ADA and the ADAAG to modifications made in the educational environment to help create an equal educational opportunity for an otherwise qualified student to fulfill course requirements. These academic adjustments, or accommodations, limit as much as possible the effects of the disability on their performance.

## ***How do I know that the accommodation requested by the student is appropriate and legitimate?***

If you receive an Instructor Letter, prepared by a specialist at Disabled Students Program, you can be assured that the student has provided the University with proof of a disability under the legal definition of the word. The student will only be allowed to request accommodations which have been deemed appropriate given the nature of the specific disability and its impact on the student. A student who makes a claim to you regarding disability but has not submitted an instructor letter can be referred to Disabled Students Program to begin the application process to our program.

This activation is a two-step process initiated by the student which requires them to submit an **Instructor Letter** and **Proctor Request**.

## **INSTRUCTOR LETTER**

The first step is the student submits an **Instructor Letter** to the professor through the DSP Services Portal will be delivered as an email.

This Instructor Letter is the first contact the student makes with their professor concerning exam accommodations. Students send their letters to Instructors to inform them that an accommodation has been approved, and they **may** request exam accommodations for their class. The subject heading of the email informing the Instructor of the letter states **"NO ACTION REQUIRED."**

The ADA AA requires this notification, and the Instructor Letters are sent by the student to activate their services for the quarter. It is an auto generated letter that goes to the professor when a student requests their accommodation.

The first paragraph gives a brief overview of DSP and why the letter is generated. It also states that the accommodations listed may not fit your individual class format.

The student's accommodations are then listed, including:

- **CONSIDERATION OF A HEALTH CONDITION**

for students whose conditions are periodic and episodic in nature, and flare ups, which could interfere with scheduled exams; students are instructed to contact the Instructor and DSP before the exam to inform about the flare up; DSP and the Instructor consult about rescheduling the exam when the flare up subsides, and the student is in contact with DSP about the recovery from the flare up).

- **EXTENDED TIME FOR EXAMS**

If a student's documentation indicates additional time is necessary to mitigate the symptoms of the condition they are living with, the student is approved for 150% or 200% extended time (or 50% or 100% more than what the class is given to complete the exam). This is separated in various exam conditions (essay, problem solving, short answer, or multiple choice exams).

An example of extended time:

**150% time**

- 50 min course = 75 min exam
- 1 hr 15 min course = 1 hr 53 min exam

**200% time**

- 50 min course = 1hr 40 min exam
- 1 hr 15 min course = 2 hr 30 min exam

**Final Exams**

- 150% time = 4 hr 30 min (end by 10:30 pm)
- 200% time = 6 hours (end by 10:30 pm)

*Note: all exams must end by 10:30pm due to safety of students and proctors*

- **MODIFIED EXAM FORMAT**

Exams may need to be provided in a different medium or format: 14-16 pt. font, on specific colored paper, an electronic copy to be used by a student's adaptive technology, including a laptop (DSP issued), or a personal Braille machine, etc.

- **EQUIPMENT**

**Four function calculator:** Issued by DSP and the student's responsibility to pick up and drop off from the DSP office.

**Spellchecker:** Issued by DSP and the student's responsibility to pick up and drop off from the DSP office.

**Laptop:** Issued by DSP, with only the operating system and MS Word installed, no internet access, picked up by the student before the exam, password protected so nothing can be preloaded.

- **EXAM TRACKER**

The proctor follows along to ensure the scantron is filled out accurately.

- **EXAM WRITER**

A scribe for students with upper body temporary or permanent injuries or conditions.

- **ALTERNATE EXAM SETTING**

An exam with only DSP students. Students with various time parameters (150% and 200%) can be grouped into an alternate setting, however the end time must take into account the 200% time. Students not registered with DSP cannot be allowed into the exam.

- **PRIVATE EXAM SETTING**

An exam with only the student and the DSP Proctor in an alternate location. No other DSP students may be added to this accommodation.

## GUIDELINES FOR ALTERNATE AND PRIVATE LOCATIONS FOR ACCOMMODATED EXAMS

DSP Proctored Exams are academic accommodations that are designed to mitigate the impact symptoms of a physical, emotional condition can have for a student during an exam, quiz or mid-term. This is designed to reduce distractions, and provide a more suitable environment for a student to perform their best on a timed, in-class evaluation.

The standard alternate or private location is a departmental space or any available classroom that is secured thru the Scheduler in the Registrar's office: <https://registrar.sa.ucsb.edu/RoomRequest.aspx>.

Some departments have a Proxy that acts to secure these spaces, while other departments leave this responsibility to the individual faculty members.

If you have any questions, feel free to contact DSP at x2668

| APPROPRIATE SPACES | NOT APPROPRIATE SPACES                 |
|--------------------|--|
| Conference room    | Break room                             |
| Small classrooms   | Copy room                              |
| Professor's office | Hallway outside of a classroom         |
|                    | The library (except in a private room) |
|                    | Courtyard outside                      |
|                    | Shared TA office                       |

## PROCTOR REQUEST

If a student requires the use of their services for an exam, they will proceed to the second step:  
**Submitting a Proctor Request.**

Students are advised during their initial appointment with DSP to submit these requests at least 10 days in advance of the exam (they are advised to submit them at the beginning of each academic quarter) to ensure they can be arranged for. According to ADA guidelines, *every attempt must be made to accommodate a student with disabilities*. DSP will work with you to attempt to accommodate the student. However, this does not guarantee that the student will be accommodated.

The student will submit the date and which specific accommodations they require for that particular exam, and submits it to the Instructor.

A student may not always require the use of all of their services that are listed in the **Instructor Letter** for an exam. Instructors and proxies are only required to accommodate for the services the student has officially requested through the **Proctor Request**.

### Example of the Proctor Request Email:

A New Proctor Request Has Been Submitted for (**@CourseName**) for (**@ExamDate**). Please log in to the DSP system (using your UCSBnetID and password) to view the new proctor request: <https://dsp.sa.ucsb.edu/Services/Login.aspx> and proceed with one of the following options:

1) Please complete the accommodation details for the request. Instructions on how to use the DSP portal and set exam parameters can be located on our website: <http://dsp.sa.ucsb.edu/faculty-proxy/using-the-dsp-portal>.

If you are unable to locate an exam room within your department, the Office of the Registrar may be able to help you locate a room. Please fill out their online room request form:

<https://registrar.sa.ucsb.edu/RoomRequest.aspx>

2) If you have already created an accommodation for this date, please contact Kate Lucero at [lucero-k@sa.ucsb.edu](mailto:lucero-k@sa.ucsb.edu) or 805.893.6077 or 805.893.2668 as the specified capacity of 10 or below may have been met and DSP will need to manually add this new request to the accommodation.

Thank you for your assistance.

## COMPLETING AN ACCOMMODATION REQUEST

When you log onto the DSP Services Portal (<https://dsp.sa.ucsb.edu/Services>), you will be able to view the proctor request details including the student's name, date, and the details.



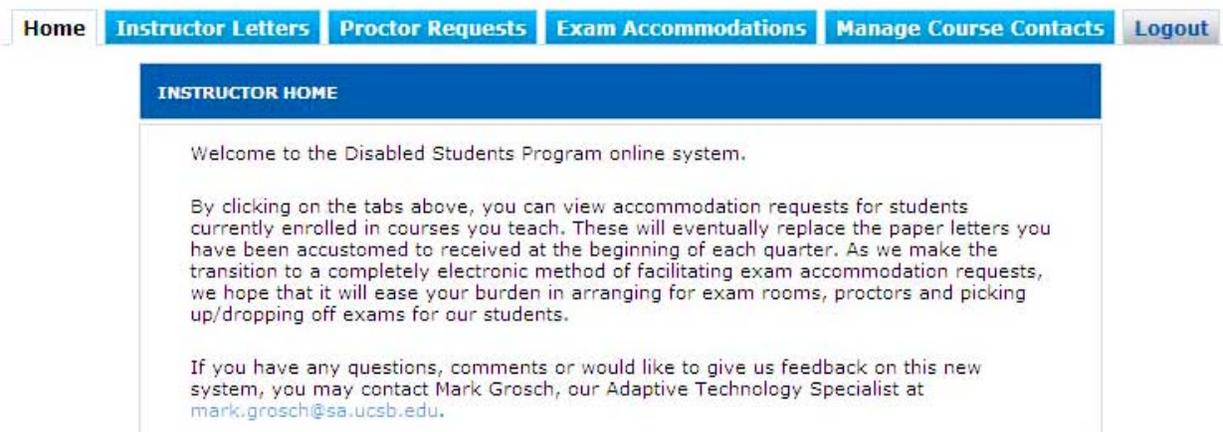
DSP SERVICES PORTAL

USER NAME :

PASSWORD :

LOGIN

Upon logging in you will be greeted with a screen displaying several tabs: Instructor Letters, Proctor Requests, Exam Accommodations, Manage Course Contacts and Logout.



Home | Instructor Letters | Proctor Requests | Exam Accommodations | Manage Course Contacts | Logout

**INSTRUCTOR HOME**

Welcome to the Disabled Students Program online system.

By clicking on the tabs above, you can view accommodation requests for students currently enrolled in courses you teach. These will eventually replace the paper letters you have been accustomed to received at the beginning of each quarter. As we make the transition to a completely electronic method of facilitating exam accommodation requests, we hope that it will ease your burden in arranging for exam rooms, proctors and picking up/dropping off exams for our students.

If you have any questions, comments or would like to give us feedback on this new system, you may contact Mark Grosch, our Adaptive Technology Specialist at [mark.grosch@sa.ucsb.edu](mailto:mark.grosch@sa.ucsb.edu).

To view the specific details of the request, you will click **View Request**.

**PROCTOR REQUESTS**

**WINTER :**

*Note: The courses listed below contain at least one request for a proctor for an exam. To create a proctoring assignment, click "View Request" next to the request you wish to create an assignment from. Once on the page for creating an assignment, you can add other requests to the assignment, as long as the request you are creating the assignment from does not require a private room, and the requests you wish to group also do not require a private room.*

**GPS 136**

Sarive Arango **View Request (3/1/2009)**

Carly Witt **View Request (3/1/2009)**

Sarive Arango **View Request (3/15/2009)**

Carly Witt **View Request (3/15/2009)**

Below the request, a form will generate where you can input the exam parameters, including the student's extra time and alternate exam location. The student and DSP provided proctor will have access to all of these details after they have been submitted [see next page].

## PROCTORING ASSIGNMENT

1. Total # of students permitted in accommodation:   
*New requests will be auto-grouped until max # reached (Max 10)*

2. Associated Proctor Requests:  
*You may only group up to the specified ## of requests for one assignment with a max of 10. Should you require more than the specified number of students grouped into this assignment, please contact the Proctor Coordinator, Kate Lucero at 805-893-6077 or lucero-k@sa.ucsb.edu.*

3. Exam Pick-Up Location:

Exam Pick-Up Time:  

Exam Start Time:  

Exam End Time:  

Exam Location:

Exam Drop-Off Location:

Exam Drop-Off Time:  

4. E-mail:  
Will you or your TA be proctoring the exam?:  
 Yes  
 No  
 No Proctor Required

5. Student(s) can use additional materials:  
 Yes  
 No

6. Special Instructions/Comments:  
Please include a contact phone for questions about the exam:

[Submit Assignment](#) [Cancel](#)

1. The system will automatically group up to 10 students into an accommodation so long as the extended time and setting match.

2. The system will automatically populate any associated requests that the instructor can click on to group into the accommodation. Double check that the % of time is correct.

3. **Pick-Up/Drop-Off Location:** Where the DSP Proctor will pick up and drop off the exam. Typically the lecture hall or a department office.  
**Exam Start/End Time:** Exam time for the DSP student **INCLUDING** their extended time.  
**Exam Location:** Alternate location the professor or department schedules.

4. If the instructor or TA will be proctoring, please click the appropriate box. **No** indicates a DSP proctor will be needed.

5. If all students are allowed to use additional materials, clicking **Yes** will open a textbox in which the instructor can write out the materials. Students will be able to see this section.

6. Input any additional instructions regarding the exam (drop-off location specifics, contact # or email). Only proctors, DSP and exam creator (instructor/proxy) can see this.

Completed proctor requests will be moved from under the Proctor Requests tab to the **Exam Accommodations** tab to indicate that the information required from you has been provided to our office.

[Home](#) [Instructor Letters](#) [Proctor Requests](#) [Exam Accommodations](#) [Manage Course Contacts](#) [Logout](#)

**EXAM ACCOMMODATIONS** WINTER 20

*Note: Each course listed below has at least one exam accommodation created for it. You may edit or cancel the request **up to hours before the exam** by viewing the accommodation, and using the "Edit Accommodation" or "Cancel Accommodation" buttons.*

**GPS 136**

GPS 136 | 3/1/2009 9:30 AM - 11:30 AM [View Accommodation](#)

You may view the details of the exam assignment by clicking on the **View Accommodation** button. You may also edit the details of the assignment up until the time we have assigned a proctor, after which the only changes that may be made are to the room locations unless you contact our office.

**EXAM ACCOMMODATIONS** WINTER 20

**EXAM ACCOMMODATION**

Requests in Accommodation: Sarive Arango  
Carly Witt

Exam Pick-Up Time: 3/1/2009 9:30 AM  
Exam Start Time: 3/1/2009 9:30 AM  
Exam End Time: 3/1/2009 11:30 AM  
Exam Drop-Off Time: 3/1/2009 11:45 AM  
Exam Pick-Up Location: Chem 1179  
Exam Location: Chem 1171A  
Exam Drop-Off Location: Chem 1179  
Creator E-mail: bouraad@polsci.ucsb.edu  
Status: Unfilled  
Proctor Type Needed: Non-Active  
Proctor: *No proctor has signed up for this job*

[Edit Accommodation](#) [Cancel Accommodation](#)

Notes regarding this accommodation:  
Leave exam under door.  
Created by: Marguerite Nash on 2/20/2009

[Add Note](#)

[Back](#)

## MANAGE COURSE CONTACTS

If you would like your TAs to be able to fill in the details of Proctor Requests on your behalf, you will need to first designate them as a course contact.

[Home](#) | [Instructor Letters](#) | [Proctor Requests](#) | [Exam Accommodations](#) | [Manage Course Contacts](#) | [Logout](#)

### ADD CONTACT

To add a contact for a given course, click on the course name. The page will then display all TAs associated with the chosen course. To add one or more TAs as a contact, check the box next to the name of each TA you wish to add, then click the [Add Contacts](#) button.

*Note: Even if you add one or more TA contacts, you will still receive e-mail notifications of pertinent events for the course you oversee. You cannot opt out of being contacted. Once added, contacts cannot be removed, and will receive all DSP related course notifications for the duration of the quarter.*

### COURSES

[GPS 136 \(TR 9:30-10:45, Section: 0100\)](#)  
[GPS 196 \(TR 11:00-12:15, Section: 0100\)](#)

Click on the **Manage Course Contacts** tab and then click on the appropriate course for which you would like to as a course contact. A list of your current TAs will be displayed and you may select one or more that you wish to give permission to complete Proctoring Requests on your behalf.

Please note that the DSP system can ONLY display teaching assistants who have been associated with your course in the STAR/COMPLETE system (aka the mainframe). Please contact your department's undergraduate advisor if you do not see your TA available as an alternate contact.

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## AUTO-GROUPING

- The system will auto-group 10 students automatically unless you manually put in an amount between 1-10.
- Students with alternate accommodation settings will group with one another.
- Students with a private setting **must** be in a room on their own and will NOT auto-group into any accommodation.
- 150% requests will auto-group with 150% requests unless there is no existing 150% accommodation. If you have set up a 200% accommodation then the 150% requests will group into that accommodation.

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If you set up a 150% accommodation and receive a 200% request you would like to be added, please contact our office as we will need to edit the end times and ensure our proctor can stay to proctor the additional time. 200% students will **not** group into a 150% accommodation automatically. They will need to be manually added.

- Students that need to be added after the maximum quota has been met will need to be manually added by DSP. Please call x2668 or x6077.

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## DSP SYSTEM EMAILS

An instructor will receive emails automatically generated by the DSP system when the following takes place:

- A student submits an Instructor Letter.
- A student submits a Proctor Request.
- A student is automatically grouped into an accommodation created by that instructor.
- Any exam details have been edited (typically by DSP when communicated to do so by the instructor).
- A note has been added to the accommodation by the proctor, DSP or proxy.
- The accommodation has been cancelled by the student.

## POP-QUIZZES

Students may approach you about setting up accommodations for pop-quizzes. DSP will provide proctors in this scenario. Please contact the Proctor Coordinator ([lucero-k@sa.ucsb.edu](mailto:lucero-k@sa.ucsb.edu) or x6077) to begin the process:

1. Proctor Coordinator will request all dates of pop quizzes from the professor.
2. Professor will secure an alternate location for the pop-quizzes.
3. Proctor Coordinator will secure a proctor for the pop quiz and notify the professor and student who the proctor is.
4. Professor announces pop quiz in class and DSP students know they need to proceed to alternate location to receive accommodations.

If the quizzes are at the beginning of lecture, the students can start the quiz before class. If the quizzes are at the end, the students can leave the class and travel to the alternate location for their full extended time.

5. Proctor will pick-up exams from the department office or wherever the professor specifies and then deliver to designated drop-off location specified by the professor.

## MAKE UP EXAMS

Students may need to make up an exam from various reasons but DSP must receive written approval from the instructor before proceeding with the make-up protocol.

1. If the student is currently enrolled in the class for the quarter he or she can just submit a proctor request for the new date.
2. If the student is **not** enrolled in the course for the quarter the accommodation needs to be handled outside the DSP system, via email.
  - The student will need to reach out to their professor requesting permission to retake the exam. The student will need to copy the Proctor Coordinator. If the professor agrees then the Proctor Coordinator will send the professor or proxy an email with an exam parameters template that will need to be completed.
3. If the student is not enrolled in the course, but wants to be grouped in an existing accommodation, the student still must receive permission from their professor.
  - If the professor grants the student permission, the Proctor Coordinator will add the name of the student in the note section of the accommodation.

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## STUDENTS WITH OVERLAPPING EXAMS

It is the student's responsibility to alert their instructor and/or proxy and DSP if they have overlapping exams in a timely manner. DSP cannot adjust day-of changes (example: student calls DSP the day of their exams to say they have overlapping exams) as this may:

- 1) Require the department to locate a new room which is not always possible last minute.
- 2) Require DSP to hire a proctor which is not always possible last minute (especially during finals week).

DSP MUST receive, in writing (an email to the Proctor Coordinator is sufficient) from the instructor that an exam can be adjusted to a new time before the office will cancel an accommodation to reschedule or change the time.

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## ADDITIONAL TRAINING

If you would like to request a one-on-one or group training for current or incoming instructors or department staff, please contact Director Gary White at [gary.white@sa.ucsb.edu](mailto:gary.white@sa.ucsb.edu) or x2182. Trainings are conducted by the Director, Test Proctor Coordinator and DSP System Programmer.

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## RESOURCES

- DSP Website: <http://dsp.sa.ucsb.edu/>
- UCSB Disability Resources: <http://www.vcadmin.ucsb.edu/ada/welcome-disability-resources>
- Campus ADA Handbook: [http://www.vcadmin.ucsb.edu/files/docs/ADA\\_Handbook\\_2015.pdf](http://www.vcadmin.ucsb.edu/files/docs/ADA_Handbook_2015.pdf)
- Americans with Disabilities Act: <https://www.ada.gov/>

### ADA Compliance Officer

Marc Fisher

[marc.fisher@vcadmin.ucsb.edu](mailto:marc.fisher@vcadmin.ucsb.edu)

### Deputy ADA Compliance Officer

Jennifer Lofthus

[jennifer.lofthus@vcadmin.ucsb.edu](mailto:jennifer.lofthus@vcadmin.ucsb.edu)

## FREQUENTLY ASKED QUESTIONS

- **The student's Instructor Letter states that the student requires an alternate (or private) exam location. Do I have to provide a room?**

Yes. You or your departmental proxy are required to provide a separate exam location for the student. Multiple DSP students that require an "alternate location" may share that separate location. However, a student that requires a "private exam location" may not share that location with other students.

- **I have several students in my class that require an alternate exam time. Can I schedule them to take the exam with the DSP students and proctor?**

No. DSP proctors are not authorized to proctor exams for students not registered with the Disabled Students Program.

- **A DSP student submitted a proctor request VERY late. Do I have to accommodate this student?**

Please contact DSP if this happens. According to ADA guidelines, *every attempt must be made to accommodate a student with disabilities*. DSP will work with you to attempt to accommodate the student. However, this does not guarantee that the student will be accommodated. Further information on late requests can be located here: <http://dsp.sa.ucsb.edu/faculty-proxy/late-requests>.

- **Am I being asked to compromise academic standards or give the student with a disability an advantage?**

No. If the existence of the disability has been verified, the accommodation should provide an equal opportunity to the student, in effect starting the student on equal footing with others. To compromise standards or "water down" the requirements would not assist the student in acquiring a competitive degree. The student with a disability should fulfill all of the essential course-related requirements; however, altering the font, substituting an equivalent requirement, or changing the method of meeting requirements may provide the student a more equitable chance at success.

- **By making certain accommodations to students with disabilities, am I not discriminating against the other students who would probably prefer such things as extended time for tests, etc.?**

Technically, it may appear that preferential treatment is being given to students with disabilities; however, the objective of the legal requirement is to help the student compensate for a life function which is not the same as that of other students in the class. Through the accommodation, we attempt to provide the student with the same opportunity that other class members have without special measures. The law allows, and in fact requires, that special needs be met.

- **Am I obligated to provide for an accommodation after the exam has been given?**

Retroactive exam accommodations are not provided by DSP. If a student has arranged for an accommodation and then does not take the exam, the student needs to contact you to discuss the consequences.

For more FAQs please visit: <http://dsp.sa.ucsb.edu/faculty-proxy/faq>



2120 Student Resource Building

<http://dsp.sa.ucsb.edu>

805.893.2668

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