De Anza College

CLOCKWORK

Disability Support Programs and Services (DSPS)

Test Accommodations

Classroom Faculty Help Guide

Revised 11/2015 jhh – ClockWork Faculty Help Guide
Clockwork is a complete scheduling and data management system that streamlines and simplifies access to information, accommodations, and scheduling for DSPS counseling appointments and accessing service providers such as tests accommodations, alternate media, mobility assistance, and Deaf Hard of Hearing Services.

As of April 1, 2015, new or returning DSPS students have been using ClockWork via MyPortal.
When a student with a verified and eligible disability meets with their DSPS Counselor, they will agree upon the appropriate academic adjustments, auxiliary aids, and services (accommodations) that the student will need in their specific classes.

These accommodations are specific to the course, or courses, into which the student is enrolling. Their purpose and design is to “level the playing field” for the student in the classroom and not to provide the student an advantage over the other students in the class. Likewise, academic accommodations do not require an instructor to make any fundamental alterations in the nature of the discipline or the subject matter to be learned or the skills to be obtained.

Once the accommodations are agreed upon for a specific course, each instructor will receive an Accommodation Letter from the student’s DSPS Counselor. The Accommodation Letter notifies the instructor that the DSPS student has a qualifying disability and lists the accommodations the student is authorized to use in the class. Instructors are asked to keep this letter for their files in a confidential location.

If you have any questions or concerns regarding the student’s accommodations, please contact the student’s DSPS Counselor at the phone number or email address at the bottom of the Accommodation Letter.
As is often the case, the DSPS student enrolled in one of your classes has been granted specific accommodations when taking tests, exams, and quizzes.

The student with test accommodations will ask you for a list of all the planned test, exams, and quizzes for the quarter.

Once a student delivers this information to the DSPS Test Accommodation Center and has booked a test with the Test Proctor, you will receive a notification email to tell us about the test. The Test Proctor’s email will ask you to access the ClockWork system where you can share with us your plans and conditions for your test/exam.

The ClockWork system will then send you automatic email reminders at 7/5/3 day intervals prior to the test date/time until the test is delivered to the Test Proctor.

Test accommodations are:
• Federal and State mandated services, and
• Must be provided in a timely manner.

Please access the ClockWork system as soon as you receive the email notification that your student has booked a test with the Test Accommodation Center.
The rest of this Help Guide will take you through the ClockWork web module steps needed to implement the student’s test accommodation.

If you have any questions or concerns regarding the test accommodations process, please contact Michael Galindo, the DSPS Test Proctor, located in LCW 110 (M-F 7:00 a.m. - 4:00 p.m.) GalindoMichael@fhda.edu 408-864-8927
To access ClockWork Faculty Web Module –
Use your CWID/Password and login to MyPortal at:
https://myportal.fhda.edu/cp/home/displaylogin
Hello!
Wednesday, September 25, 2019

Welcome to the new campus portal!

It looks like this may be your first time logging in. A major redesign of the campus portal was recently completed. Before you dive in, we encourage you to check out the Getting Started section for a tutorial on the new features.

Security Reminder: We want to encourage all of our users to be vigilant with regard to personal privacy, and keeping your data safe. Always log out of the portal when you are finished, and make sure to close all tabs and browser windows - especially when using public or shared computers.

Important Announcement About Staff E-mail – Please Read

Starting Sept 2, 2019 Labor Day, your Microsoft Exchange email and calendar system will be migrated to the Office 365 cloud. Please read the quick reference guide (click here to open)

Tasks

No outstanding tasks found, you are caught up!
You have arrived at the ClockWork Faculty Web Module and can see the classes you are teaching in the selected term.

<table>
<thead>
<tr>
<th>Course</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>GUID D211. SECTION: 01 CLAS (TERM: 201622)</td>
<td>Options: <a href="#">Accommodation Letters</a> <a href="#">Tests and Exams</a></td>
</tr>
<tr>
<td>GUID D209. SECTION: 01 CLAS (TERM: 201622)</td>
<td>Options: <a href="#">Accommodation Letters</a> <a href="#">Tests and Exams</a></td>
</tr>
<tr>
<td>GUID D200. SECTION: 55 TBA (TERM: 201622)</td>
<td>Options: <a href="#">Accommodation Letters</a> <a href="#">Tests and Exams</a></td>
</tr>
<tr>
<td>GUID D218. SECTION: 55 CLAS (TERM: 201622)</td>
<td>Options: <a href="#">Accommodation Letters</a> <a href="#">Tests and Exams</a></td>
</tr>
</tbody>
</table>

* indicates that there is at least one future test/exam in the system for the course
If you want to review the student’s Accommodation Letter, select the “Accommodation letters” button. Although it is not required at this time, you can also acknowledge that you have read the letter.

- **GUID D211.**
  - SECTION: 01 CLAS (TERM: 201622)
  - Options: Accommodation Letters, Tests and Exams

- **GUID D209.**
  - SECTION: 01 CLAS (TERM: 201622)
  - Options: Accommodation Letters, Tests and Exams

- **GUID D219.**
  - SECTION: 55 TBA (TERM: 201622)
  - Options: Accommodation Letters, Tests and Exams

- **GUID D200.**
  - SECTION: 55 TBA (TERM: 201622)
  - Options: Accommodation Letters, Tests and Exams

- **GUID D218.**
  - SECTION: 55 CLAS (TERM: 201622)
  - Options: Accommodation Letters, Tests and Exams

* indicates that there is at least one future test/exam in the system for the course
This screen shows you the students in your classes that have Accommodation Letters for the listed class.

You can view the letter but your confirmation that you have read the letter is not required at this time.
Click "Review PDF Letter" to view the selected student’s Accommodation Letter.

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**Step 1: Review the accommodations letter**

When you click on the button below, a copy of the student's accommodation letter will be provided for viewing and/or saving. Please review this letter and then proceed to step 2 below.

[Review PDF Letter]

**Step 2: Confirm receipt of the accommodations letter**

Please indicate below that you have received and reviewed this letter. If you have any questions or concerns please contact us.

☐ I acknowledge that I have received and reviewed this Accommodation Letter

Submit
Date: Nov. 11, 2015
Information contained in this letter is confidential.

To: Maria XXX
Re: Accommodations for _______
Class: BIO D004 Section: 02

George XXX is enrolled in your course and has documentation of a qualifying disability on file with Disability Support Programs and Services (DSPS). George has been approved for the following accommodations:

1.5X Extended time
Reduced Distraction Environment

For your records, please record the date that you receive this letter in the designated blank at the end of the letter and file this letter in a place that will ensure the confidentiality of the student.

If you have any questions or concerns, please contact me by the e-mail or phone number listed below. Thank you for your prompt assistance with these important academic accommodations.

Sincerely,
Julie XXX
DSPS Counselor

Disability Support Programs and Services

Email: XXXJulie @fhda.edu   Phone: 408-864-XXXX

Received by: __________________________ Date of receipt: ________________
As stated earlier, after reviewing the Accommodation Letter you are not required to acknowledge that you have read the letter at this time. ClockWork has already recorded that you were sent the Accommodation Letter when the student first met with their DSPS Counselor to arrange their accommodations. Select the “Courses” button to return to the courses page.

If you do choose to acknowledge, just check the acknowledge box and click on “Submit” and you will see a page that records the date you acknowledged that you have read the Accommodation Letter. To return to the courses page, select the “Courses” button above.
Courses in which at least one DSPS student has “booked” an upcoming test accommodation appointment will show a yellow star.

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Click on the starred “Test and Exams” to enter or review details about the “booked” test.

☆ indicates that there is at least one future test/exam in the system for the course.
On this page you can see the tests scheduled for the selected course. In this hypothetical case, there is a 60 minute test scheduled for: Nov. 18 at 10:30am.

<table>
<thead>
<tr>
<th>Type</th>
<th>Date of test</th>
<th>Class test time</th>
<th>Previously confirmed</th>
<th>Submitted file</th>
<th>Review file</th>
<th>Confirm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test</td>
<td>November 18 Wednesday (2015)</td>
<td>10:30 AM (60 minutes)</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In this example the instructor has already provided some details about the test. Click on “Review File” to see a summary of the information previously provided. You can still modify and update the information from the summary sheet. (This will come up later in this Help Guide.)
On this page you can see the tests scheduled for the selected course. In this hypothetical case, there is a 60 minute test scheduled for: Nov. 18 at 10:30am.

To begin or continue to provide information about or materials for this test, select “Confirm” (even if the “Previously Confirmed” box says “Yes”). You can continue to provide information and materials for the test to the Test Proctor up 24 hours before the test is taken by the student; although instructors are encouraged to provide complete test information as soon as possible.
These are the four areas of information about the test/exam that was selected on the previous page.

In area 1, you will see the day and time the class is scheduled to take the test/exam. This information has already been entered from the test date/time information you gave to the student to schedule (book) the test with the Test Proctor.

If test date or time has been changed or incorrect on this or the previous page, contact the Test Proctor as soon as possible at ext. 8729.

Click on “Next” or “2. Students” to move to the next area.
Any student listed here:

- Plans to use their approved test accommodations, and
- Has registered with the DSPS Test Proctor at least five academic days prior to the scheduled test/exam date (listed on the previous screen).

The information that will appear here has been arranged, calculated, and entered by the DSPS Test Proctor or the student. These are the student’s accommodated test date and times. They may not match the dates and times for which the rest of the class is scheduled to take the test (as listed on the previous screen).
In Section A:

Please tell us if you plan to proctor the student yourself. Although not recommended, instructors may opt to provide the student’s accommodations without the direct assistance of the DSPS Test Accommodation Center. Prior communication with the student’s DSPS Counselor or the Test Proctor is highly recommended before accepting this responsibility.

Please contact us if you have any questions or concerns, especially regarding the protection of the student’s rights to privacy and confidentiality.

(If left unchecked, the test will be proctored by the DSPS Test Accommodation Center)
Also in “Section A”, please provide information if this is a Distance Learning class.
Still in Section A, tell us about the test conditions for all the students in the class. In this example, the instructor has already provided the details of what materials all the students are allowed use when taking the test. These can be changed anytime up to 24 hours before the test.

Materials all students are allowed to use for this test:

- **Blue Book**
- **Calculator**: Type allowed: Scientific calculator
- **Formulas**
- **E-book device**
- **Multiplication Table**
- **Notes allowed**: Kind: Note card (3x5, front only), Number of cards or sheets: One card or sheet
- **Open Book**
- **Paper Dictionary**
- **ParScore**
- **Scantron**
- **Other**: One Call a Friend
In Section B, tell us how you will deliver the test to the Test Proctor. How to upload the test directly is covered in the last area “4. Submit Changes”.

Section B - Method of test/exam delivery to DSPS Testing Office: (at least 24 - 48 hours prior to test date)

- [ ] I will upload the test directly into ClockWork
- [ ] I will email the test as an attachment to the proctor (angelorose@fhda.edu)
- [ ] I will deliver the test to the DSPS Testing Office (SCS rm. 138 - (408) 864-8927)
- [ ] I will put the test in the DSPS Testing Office (Rose Angelo) mailbox.

Section C - Method of test/exam return to instructor:

- [ ] I will pick up just the completed test in person.
- [ ] I will pick up the completed test, all the scratch paper, and notes in person.
- [ ] Email me the completed test as an attachment. (FHDA email address only)
- [x] Put just the completed test in my mailbox.
- [ ] Put the completed test, all the scratch paper, and notes in my mailbox.

Other Method: 

Any other special instructions or notes for the DSPS Testing Office?

In Section C, tell us how you want the completed test delivered to you.

Select “4. Submit Changes” or click on “Next” to move to the last area.
Area “4. Submit Changes” starts with a summary of everything that has been selected in area “3. Test Information”. Again, changes can be made by clicking back to the Test Information area.
4. Confirm exam details for

Next:
• Upload your test into ClockWork (NOTE: For security protection this system only accepts the following file extensions: pdf, doc, docx, txt, rtf, xls, xlsx, ppt, pptx, wpd, or zip.)
• When finished, click on “Submit changes” to confirm all information.

If your test is in an acceptable digital format and you have chosen to upload your test:
1. Click “Select” to browse your computer
2. Highlight the test
3. Open it.

Please note that you must click the Submit changes button in order to confirm your test to us.
After selecting “Submit Changes” you can return to the courses list or test list.

Thank you for submitting your test / exam.
Clicking “Log out” (on any screen) will log you out of ClockWork and the De Anza MyPortal and take you back to the MyPortal Login screen.
Timeliness is very important. Information on dates, times, and conditions of tests/exams needs to be identified as soon as possible. Instructor tests/exams must be delivered to the DSPS Test Accommodation Center –

No later than **24 to 48 hours** prior to the scheduled test/exam

THANK YOU