Booking a test or exam using the Student Portal

What is the Student Portal?

The student portal is a secure web tool that allows students to request and view accommodation letters for courses that they are registered in each semester through an internet browser. The student portal will also allow students to notify Accessibility Services of upcoming tests, quizzes or exams so that a space may be made available for them to write in our Testing Centre.

Why is there a shift to an online presence?

The use of online tools is designed to promote accessibility, ease of use, flexibility and independence, and better management of accommodations for students and instructors.

Being able to access information through a portal allows both students and instructors easier access to information independent of the Accessibility Services department. Students are able to select specific accommodations based from their Accommodation Plan, request their own accommodation letter(s), and arrange test and exam bookings (for courses delivered in person).

Is the Portal secure?

The Portal uses the same CNA sign in credentials as the rest of the College web tools and all data is stored on Douglas College servers.

Who can use the Portal?

Students who have received services from Accessibility Services for more than one semester and who have maintain consistency in their accommodations are able to use the Portal. The Portal would not be appropriate for students receiving temporary accommodations or whose accommodations vary frequently.

Will it be easy to use?

As with any new tool, there may be a period of adjustment. However, the interface is basic, intuitive and well laid out. The rest of this document is designed to help you learn the basics of the system and is divided into four sections (click on a section to navigate there):

1) Signing in
2) Scheduling a test or exam
3) View upcoming events

In additional to this Student Guide, a YouTube playlist has been created that contains a series of instructional videos to provide additional assistance on using the Student Portal.
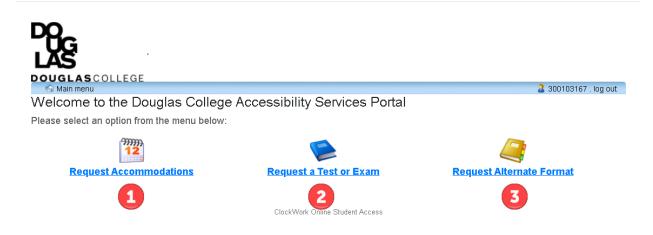
Accessing the Online Portal

You may sign in to the Portal from any browser using your Douglas College credentials which include your student number and your CAN password. It is highly recommended that you use a secure internet connection over a private network rather than from a shared computer over a public network (e.g. Starbucks). Navigate to this link to access the sign in page.

Log in using your Douglas CNA credentials (student number and password).

Once logged in, you will be presented with the Main Menu which allows you to access three different services as shown in the screenshot below:

Welcome to the Douglas College Accessibility Services Portal

Please select an option from the menu below:

Request Accommodations **Request a Test or Exam** **Request Alternate Format**

ClockWork Online Student Access

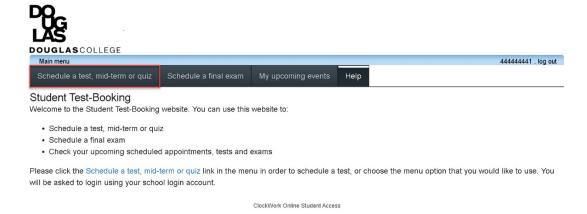The three services that can be accessed through the Student Portal are:

1) <u>Request Accommodations</u> – students can now have their accommodation memos sent out without the need to book an appointment with their Accessibility Specialist *if no additions or changes are required on their accommodation plan*. Additionally, students can select which accommodations are required for each course so that they are in line with course objectives and the way the course is taught and/or assessed. Students can also request additional accommodations not listed on their accommodation plan or to change or remove existing accommodations from an accommodation plan in which case the Accommodation Memo will not be sent immediately. The student's Accessibility Specialist will be notified electronically and they will be in touch with you to discuss the request(s).

COVID-19 alert: during this period in which most courses are taught off campus virtually, our Testing Centre will not be operating as usual. For health and safety reasons, we will only be facilitating students who are currently taking courses on campus. Students who are taking their course(s) either partially or wholly on campus will be provided space to write in the Testing Centre. For students who may be experiencing difficulties with writing online or who have extenuating circumstances in which it would be largely beneficial to write in our Testing Centre, please contact your Accessibility Specialist.
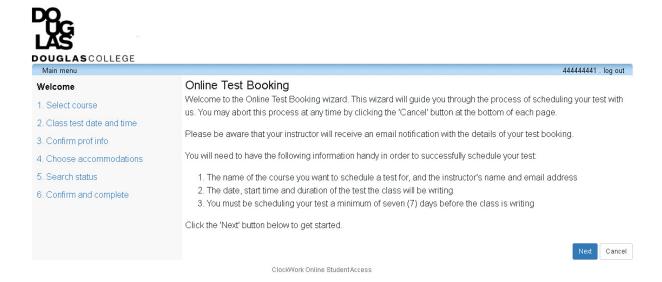
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2) <u>Schedule a test or exam</u> – students who wish to write tests or exams in our Testing Centre should inform Accessibility Services of upcoming tests or exams so that a writing space may be scheduled for them. A separate guide has been created to cover this process more thoroughly.

3) <u>Request Alternate Format</u> materials for your course(s) – students who require accessible materials in order to engage in their course work will have been provided with Alternate Format Text accommodations. This tool will allow you to request and manage your requests
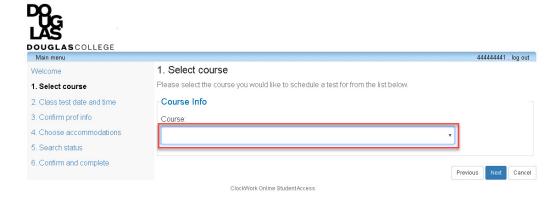
Schedule a test or exam

From the main page, click the "Schedule a test or exam" button to advance to the **Student Test-Booking and Accommodations** screen. This landing page outlines the process for booking an upcoming test in our Exam Centre. Click the button labelled "Schedule a test, mid-term or quiz" to get started.

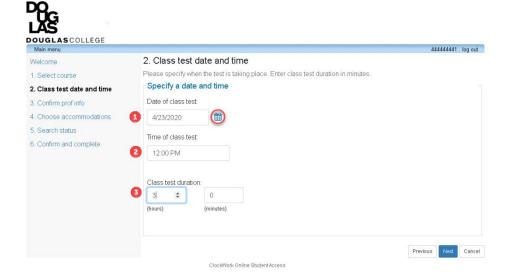There are six steps to make an online test booking:

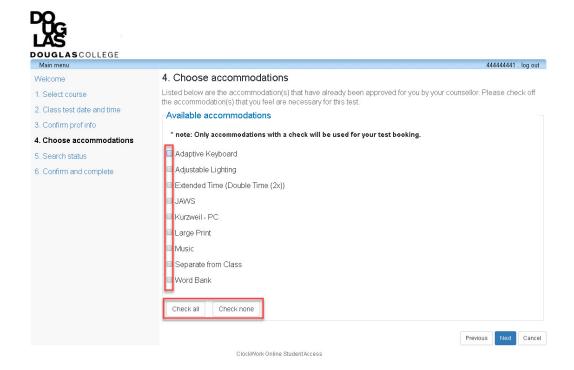1) Select the course that the test/exam is for from the drop down menu

2) Select the date and time of the test

   a. Select the date using the calendar icon; you may not schedule a test within a week of the current date

   b. Select the start time

   c. Select how long the class is given (do **not** calculate extended time)

   d. Click the "Next" button
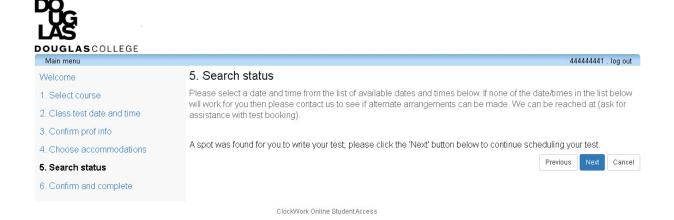
3) Confirm instructor information – their name and email will be automatically generated. Confirm by clicking next.

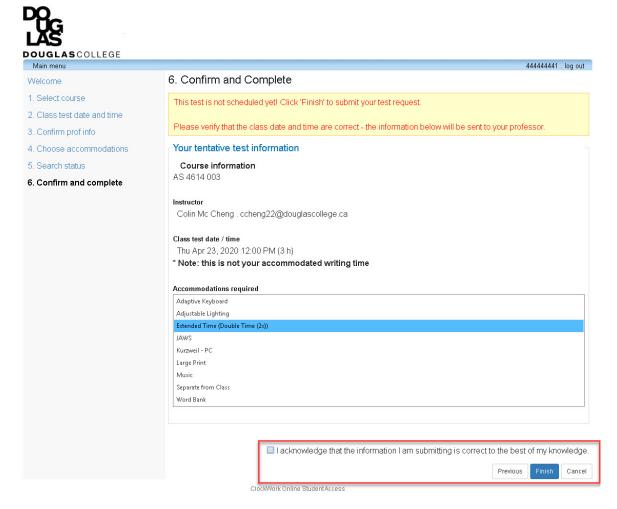4) Choose accommodations – select from the list as provided on your accommodation plan. You may select individual accommodations, all or none. Select "Next" to proceed.
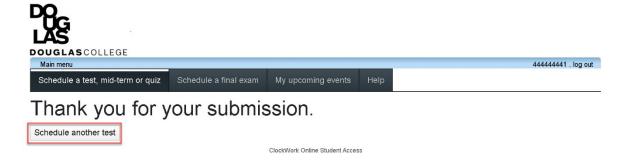
DOUGLASCOLLEGE

Main menu	444444441 . log out

Welcome
1. Select course
2. Class test date and time
3. Confirm prof info
4. Choose accommodations
5. Search status
6. Confirm and complete

4. Choose accommodations

Listed below are the accommodation(s) that have already been approved for you by your counsellor. Please check off the accommodation(s) that you feel are necessary for this test.

Available accommodations

* note: Only accommodations with a check will be used for your test booking.

- ☐ Adaptive Keyboard
- ☐ Adjustable Lighting
- ☐ Extended Time (Double Time (2x))
- ☐ JAWS
- ☐ Kurzweil - PC
- ☐ Large Print
- ☐ Music
- ☐ Separate from Class
- ☐ Word Bank

Check all   Check none

Previous   Next   Cancel

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5) Search status – the system will assign you a seat. Click next to proceed.

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Main menu	444444441 . log out

Welcome
1. Select course
2. Class test date and time
3. Confirm prof info
4. Choose accommodations
5. Search status
6. Confirm and complete

5. Search status

Please select a date and time from the list of available dates and times below. If none of the date/times in the list below will work for you then please contact us to see if alternate arrangements can be made. We can be reached at (ask for assistance with test booking).

A spot was found for you to write your test; please click the 'Next' button below to continue scheduling your test.

Previous   Next   Cancel

ClockWork Online Student Access

6) Confirm and complete – a summary of your test arrangements will be displayed. You **MUST** check the acknowledgement box and click the "Finish" button to submit your request.

A confirmation message will appear. At this point, you may log out or make another test booking by clicking the "Schedule another test" button.

View Upcoming Events

From the main page, click the "My upcoming events" button to view exams/tests that have been booked. From this page, you can export a summary of your events to a pdf file.