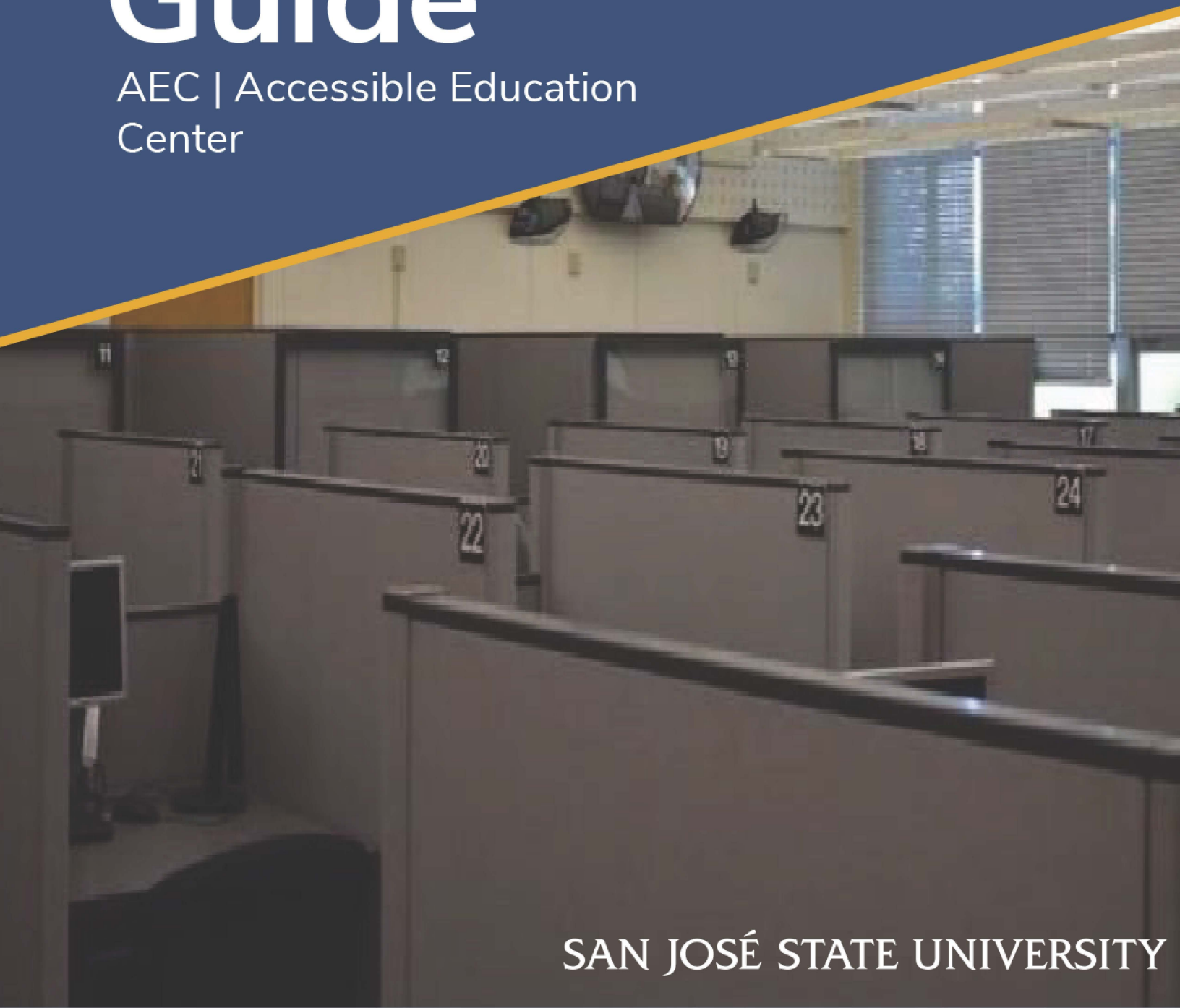




# Alternative Testing Guide

AEC | Accessible Education  
Center



SAN JOSÉ STATE UNIVERSITY

<b>Alternative Testing Center Information.....</b>	<b>4</b>
Location.....	4
Hours.....	4
How to Contact Us.....	4
Helpful Resources.....	4
<b>Testing Accommodations Overview.....</b>	<b>5</b>
Exam Times.....	5
If you have an academic conflict:.....	5
In-Person Request Deadlines.....	6
Fall and Spring Semester Deadlines:.....	6
Winter/Summer Session Deadlines:.....	6
Remote Online Exam Request Deadlines.....	6
Late FINAL Exam Requests (In Person).....	7
Late Remote Online Exam Requests.....	7
<b>Step-by-Step Student Guide.....</b>	<b>8</b>
Overview of Steps.....	8
Step 1: Request Accommodations in MyAEC.....	8
Step 2: Check for Academic Conflicts.....	8
Step 3: Schedule Your Exams.....	10
In-Person Exam Approvals, Changes, and Cancellations:.....	10
Remote Online Exam Requests:.....	11
Troubleshooting Online Exams.....	11
<b>Instructor Guide.....</b>	<b>13</b>
Exam Scheduling.....	13
Faculty Test Accommodation Form (FTA).....	13
To complete the FTA:.....	13
Faculty Steps for Online Exams.....	15
Alternatives to AEC Testing.....	16
Faculty Portal.....	16
Faculty Steps for Online Exams.....	17
Alternatives to AEC Testing.....	18
Faculty Portal.....	18

## Alternative Testing Center Information

### Location

Industrial Studies (IS) 223

Additional testing locations will be announced as needed.

### Hours

**Effective Fall 2025, our hours are:**

**Monday - Thursday from 8:30 am - 6:30 pm and Friday 8:30 am - 5 pm.**

### How to Contact Us

Email:

[aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu)

Phone: (408)924-6234

### Helpful Resources

- [Testing Accommodations Page](#)
- [FAQs Faculty FAQs](#)

## Testing Accommodations Overview

### **In-person exams:**

- are administered in AEC's Testing Center
- must be scheduled in MyAEC at least 3 business days in advance

### **Remote online exams** (i.e., Canvas exams not administered in class):

- will be taken remotely (not proctored in AEC's testing center)
- should be set up in Canvas with extended time

### Exam Times

**AEC will now ONLY proctor accommodated exams at the same date/time the class is scheduled to test.**

**Exceptions will be considered only for disability-related or academic scheduling conflicts.**

**Disability-related conflicts will be reviewed by AEC and communicated to faculty as needed.**

### Academic conflicts include:

- Other classes that would overlap with your 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:

- Notify AEC about the conflict at least 2 weeks before the exam date.
- AEC will coordinate with your faculty to find an alternate time.

## In-Person Request Deadlines

We strongly recommend that students schedule ALL exams, quizzes, midterms, and finals at the beginning of the semester. Students can modify or cancel requests later.

### **Fall and Spring Semester Deadlines:**

- Regular exams, midterms, and quizzes: 3 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

## Remote Online Exam Request Deadlines

- 3 business days before each exam (including final exams)

## Late Exam Request Policy (for In-Person, Non-Final Exams)

**If a student does not submit an in-person exam request on time (at least 3 business days prior to the exam date),**

- **The AEC will not proctor the exam.**
- The student will need to test in class with standard time (no accommodations).
- Faculty are **not** required to proctor the student's extended time due to a missed deadline.

## Late FINAL Exam Requests (In Person)

If a student does not submit final exam requests by 11:59 pm on November 1st (Fall) or April 1st (Spring),

- there is **no guarantee** the AEC will proctor the exam.
- they will be placed on a waitlist to receive a seat **if** one becomes available.

If a student has submitted a late final exam request, they should talk to their faculty to:

- Inform faculty they are on a waitlist and may need to test in class without accommodations.
- Ask faculty for permission to take the final exam at a different time than the class, if AEC seat availability allows. If they say yes, forward email proof to [aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu). (Faculty are not required to approve.)

Then:

- Check students should check their email and MyAEC regularly for approval updates.
- An approval may come up to 1 hour before the scheduled final exam start time.
- **If the student does not receive an email or an approval in MyAEC, they should go to class. They will be testing without accommodations.**

## Late Remote Online Exam Requests

If a student does not email faculty at least 3 business days before each remote online exam, there may be a disruption in their accommodations if faculty are unable to set it up.

# Step-by-Step Student Guide

## Overview of Steps

1. Read the “Testing Accommodations Overview” section (above) fully.
2. [Request your accommodations in MyAEC.](#)
3. Talk to your faculty to make plans for accommodated exams.
4. [Schedule each accommodated exam.](#)

## Step 1: Request Accommodations in MyAEC

Completing this step will notify your faculty of your accommodations.

**Video tutorial:** [How to submit accommodation requests for a class](#)

### **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 Faculty.

## Step 2: Check for Academic Conflicts

1. Read all your course syllabi fully.
2. Identify dates and times for all exams (including quizzes, midterms, and finals) and how they will be administered (in-person or remotely online, paper or Canvas, etc.).
3. Identify any academic conflicts (i.e., overlapping classes or exams that would fall outside AEC Testing’s open hours).
4. Email AEC at least 2 weeks before the exam if you have an academic

**Reminder:** Exceptions will be considered ONLY for disability-related or academic

scheduling conflicts. If faculty approve you to test at a different time based on personal preference or any other reasons, they will need to proctor you themselves.

If you have a disability-related conflict, inform AEC and your faculty at least 2 weeks in advance. For unexpected/unpredictable disability-related limitations, contact AEC right away.



## **Step 3: Schedule Your Exams**

### **In Person Exams:**

You must schedule **each** exam (quiz, exam, midterm, final, etc.) in MyAEC.

**Video tutorial:** [How to Submit In Person Exam Requests](#)

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 Faculty if needed to ensure they submit their form.
5. Under “Exam Detail,” select the exam date, enter the exam start time you and your Faculty 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 faculty approves you to test at a different date/time (due to academic or disability related conflicts), you must forward proof of approval to [aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu).

### **In-Person Exam Approvals, Changes, and Cancellations:**

Once a request has been approved, students and faculty 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.

### **Remote Online Exam Requests:**

Email your faculty **at least 3 business days before** each exam to confirm they will set up your extended time.

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

### **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 Faculty.
- Copy [aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu) on the email so we can provide support as needed.
- If the Faculty 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 Faculty during open hours.
- Do not take the exam until your Faculty 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 Faculty to inform them of the issue and what time you were logged out of the exam.
- Copy [aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu) on the email so we can provide support as needed.
- Your Faculty will work with you to make appropriate arrangements. AEC will consult with you and the Faculty as needed.

## Instructor Guide

### Exam Scheduling

Students must submit a Test Accommodation Form (TA) for each in-person exam they are requesting to take with AEC **at least 3 business days prior to the exam date.**

Exams must be scheduled at the same date/time that the class will be taking the exam.

The AEC will notify faculty of any exceptions made due to academic schedule or disability-related conflicts.

### Faculty Test Accommodation Form (FTA)

Faculty must complete one Faculty Test Accommodation Form (FTA) for each course/section with in-person exams.

(No FTA is needed for remote or take-home exams.)

Each FTA must include details for **all** exams for the semester. The AEC will use details provided to hold students accountable to the same expectations of students testing in the classroom.

Information entered in the FTA serves as a contract between the student, faculty, and AEC.

#### **To complete the FTA:**

1. Click on the link located in the red box to access the Test Accommodation Form for the student.
2. 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).
3. 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.

4. Enter any changes/updates to approved start times or exam instructions in the [MyAEC Faculty Portal](#) or email [aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu).

## Faculty Steps for Online Exams

### **In-Person Canvas Exams:**

- AEC will administer the exam with the prescribed extended time.
- **NEW: Please set up the Availability Windows in Canvas as such:**
  - **Set the “Availability From” field to the class exam start time.**
  - **Set the “Availability Until” field to 11:59 pm on the class exam date.**
- The student will not receive any “extra” time, but the wider Availability Window will prevent them from being logged out early.
- AEC will also track their time on our end.
- Please refer to the Canvas guides below for full instructions.

### **Remote Canvas Exams:**

- Students with accommodations should test remotely (not with AEC).
- Faculty must adjust two fields in order to properly set up extended time accommodations: Extra Time on Attempt and Availability Dates. If both fields are not adjusted for the student's prescribed extended time, the student will be logged out of the quiz/exam before they receive their full extended time.

## **CANVAS GUIDES**

- [Once I publish a timed quiz, how can I give my students extra time?](#)
- [Assign Adjusted Availability Date to specific Students](#)

Please note, each student's prescribed extended time may vary.

### **Issues with Extended Time**

If a student's extended time has not been set up:

- The student should log out of the exam immediately and email the Faculty. If the Faculty 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](mailto:aec-exams@sjsu.edu) for support.
- Faculty 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 Faculty to inform them of the issue and what time they were logged out of the exam. The student should copy [aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu) on the email so we can provide support as needed.
- Faculty should work with students to identify appropriate arrangements to ensure the student has their full extended time.
- Please contact AEC for consults if needed.

## **Alternatives to AEC Testing**

Faculty can choose to administer in-person accommodated exams themselves if they prefer.

Faculty 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.

## **Faculty Portal**

The Instructor Portal is a 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 FAQs**

We are always happy to consult with you! Contact us at 408-924-6234 or [aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu).

## Faculty Steps for Online Exams

Extended time for remote online exams will be set up by Faculty.

For instructions on how to provide extended time on Canvas exams, please refer to the following resources:

- [-Once I publish a timed quiz, how can I give my students extra time?](#)
- [-Canvas Quiz Settings](#)
- Additional Information about online [Teaching Tools](#) is available from [Center for Faculty Excellence and Teaching Innovation](#).

If a student's extended time has not been set up:

- The student should log out of the exam immediately and email the Faculty. If the Faculty 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](mailto:aec-exams@sjsu.edu) for support.
- Faculty 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 Faculty to inform them of the issue and what time they were logged out of the exam. The student should copy [aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu) on the email so we can provide support as needed.
- Faculty should work with students to identify appropriate arrangements to ensure the student has their full extended time.
- Please contact AEC for consults if needed.

### **In-Person Canvas Exams:**

- AEC will administer the exam with the prescribed extended time.
- **NEW: Please set up the Availability Windows in Canvas as such:**
  - 
  - **For Availability Window, set the "Availability From" field to the class exam start time.**
  - **For Availability Window, set the "Availability Until" field to 11:59 pm on the class exam date.**
- The student will not receive any "extra" time, but the wider Availability Window will prevent them from being logged out early.
- AEC will also track their time on our end.



- Please refer to [this guide](#) for Canvas instructions.

### **Remote Canvas Exams:**

- Students with accommodations should test remotely (not with AEC).
- Faculty must adjust two fields in order to properly set up extended time accommodations: Extra Time on Attempt and Availability Dates. If both fields are not adjusted for the student's prescribed extended time, the student will be logged out of the quiz/exam before they receive their full extended time.

**Faculty can use the following Canvas tutorials for instructions on how to set up extended time accommodations.**

[-Once I publish a timed quiz, how can I give my students extra time?](#)

[-Assign Adjusted Availability Date to specific Students](#)

Please note, each student's prescribed extended time may vary.

### **Alternatives to AEC Testing**

Faculty can choose to administer in-person accommodated exams themselves if they prefer.

Faculty 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.

### **Faculty Portal**

The Instructor Portal is a 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 FAQs](#)

We are always happy to consult with you! Contact us at 408-924-6234 or [aec-exams@sjsu.edu](mailto:aec-exams@sjsu.edu).