

## Testing Accommodations

The steps below apply when a student requests testing accommodations for their TSTC proctored exams.

1. A student's first step is to make contact with the [Access and Learning Accommodations Office](#) to self-report and begin the process for accommodations.
2. After the student has met with an ALA staff member and been approved for accommodations, ALA will email individualized memos for each of the student's instructors.
3. The ALA staff member and instructor will arrange for the proper testing environment. The instructor will inform the student regarding the testing options, allowed materials, dates and times. If it is determined that the exam should be proctored at the Testing Center, the instructor will submit a request to the Testing Center via email.
  - Instructors wanting students to schedule their proctored exam at the Testing Center on the same day as their classroom day and time may or may not be guaranteed based on other exam appointments. **To better ensure availability at the Testing Centers, instructors are advised to submit their classroom exams dates and times for the semester.**
  - If the Testing Center is unable to accommodate such a date and time, the instructor will determine the best way to accommodate a student whether that be in their classroom, using remote proctoring, a computer lab, or at the Testing Center on a different date and time.
4. The Testing Center will contact the student via email to set up an exam appointment.
5. At least one week before the exam appointment, the instructor will email any exam materials/passwords and instructions to the Testing Center. Paper format exams may be dropped off at the Testing Center and/or emailed.
6. A day before the exam appointment, the Testing Center will send an email reminder to the student with their appointment information, location, and ID requirement. **Students will not be permitted to test without identification.**
7. At the conclusion of the exam, the Testing Center will return the completed exam and/or materials to the instructor via email or the instructor may pick up the hard copy at the Testing Center.
8. An email will be sent to the instructor and ALA staff member of any student concerns and/or feedback with regard to their testing experience, if any arise.

## Contacts

### Testing Centers

- Abilene: [francis.gross@tstc.edu](mailto:francis.gross@tstc.edu)
- Breckenridge: [lisa.langford@tstc.edu](mailto:lisa.langford@tstc.edu)
- Brownwood: [kim.carroll@tstc.edu](mailto:kim.carroll@tstc.edu)
- Fort Bend: [lance.hendrick@tstc.edu](mailto:lance.hendrick@tstc.edu)
- Harlingen: [testing@tstc.edu](mailto:testing@tstc.edu)
- Marshall: [danyelle.jackson@tstc.edu](mailto:danyelle.jackson@tstc.edu)
- North Texas: [jonas.young@tstc.edu](mailto:jonas.young@tstc.edu)
- Sweetwater: [patricia.carpio@tstc.edu](mailto:patricia.carpio@tstc.edu)
- Waco: [waco.testing@tstc.edu](mailto:waco.testing@tstc.edu)

### Testing Center Policies

### Online Learning (Support for remote proctoring)

- Students: 1-800-592-8784 or [tstchelpdesk@tstc.edu](mailto:tstchelpdesk@tstc.edu)
- Instructors: [Canvas request form](#)

### Access and Learning Accommodations

- Statewide: [adarequest@tstc.edu](mailto:adarequest@tstc.edu)