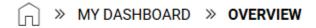
Alternative Testing Agreement:

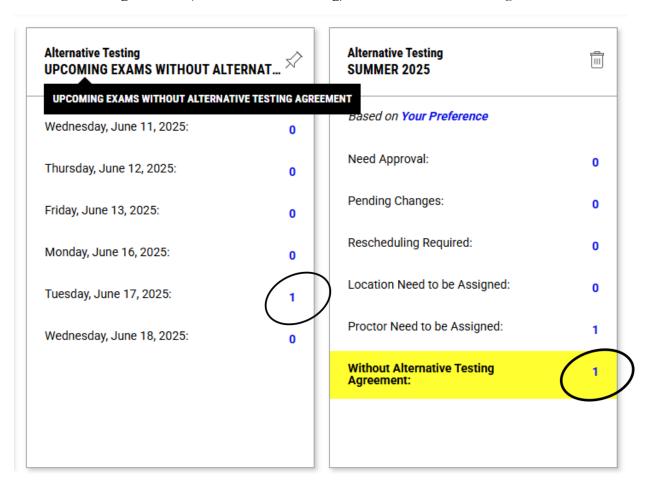
This Agreement lets the testing center know how professors would like their exam to be administered. If no agreement is submitted to the Testing Center by test time on test day, the Testing Center will administer the test as they believe best.

To check for an agreement:

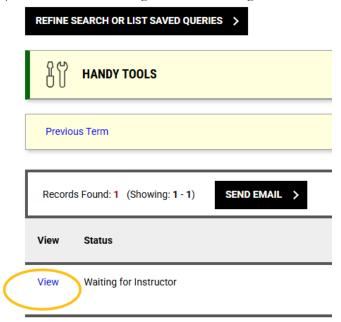
(1) Go to your dashboard/overview page.



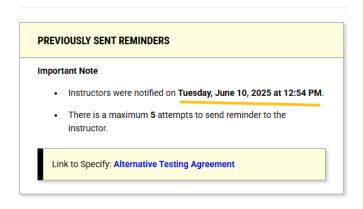
(2) Look for the box that says **Upcoming Exam Without Alternative Testing Agreement** (or **Alternative Testing**). Click on the number to go to the student.

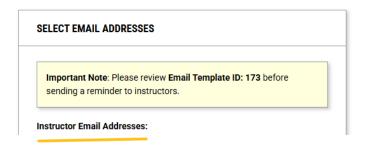


(3) The reason for no agreement will be given.



(4) Click **View**. This will take you to a screen where you can see when the instructor was notified. On this same page, you can also choose to email the professor a reminder.



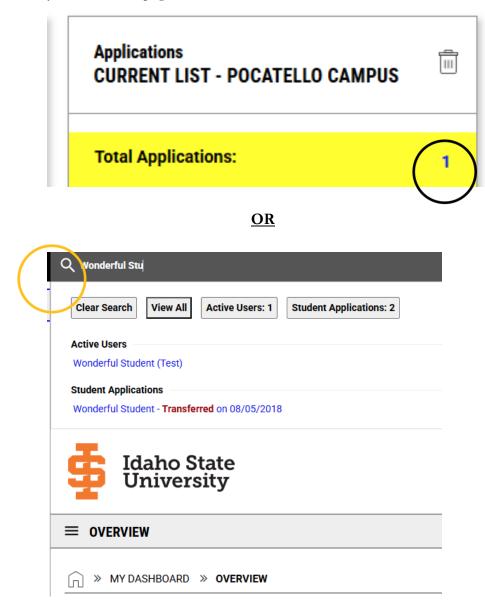


Accommodations Request

You will have both <u>new</u> and <u>returning</u> students request services. The process is a little different for each, with new students having a few extra steps.

For a <u>new</u> student request:

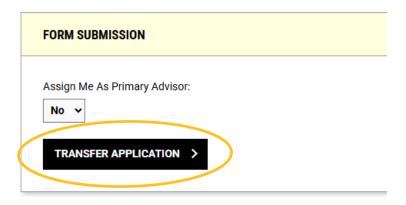
- (1) The student will need to fill out a request for services online at isu.edu/disabilityservices/
- (2) Once this application is submitted, it will appear on your Dashboard/Overview page under Total Applications. When the student reaches out to schedule an appointment, you can click on the number or type the students name into the search bar at the top left of your Overview page.



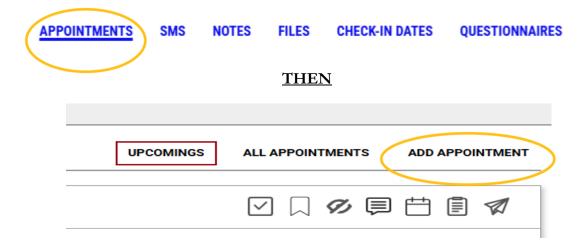
(3) On the student's account page, select **Transfer Application**. This will take you to a new page – fill in the boxes with asterisks.



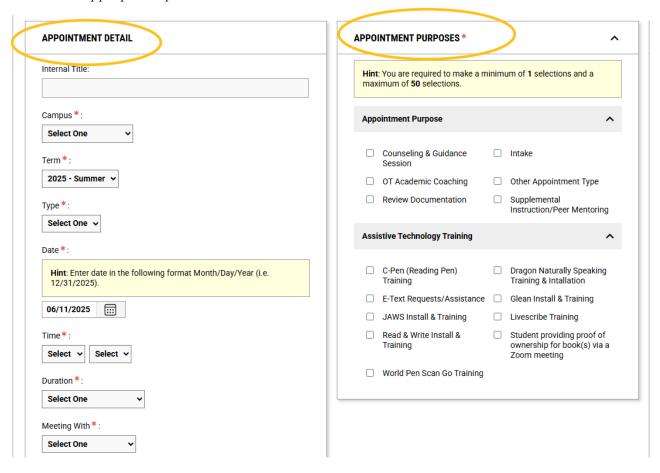
(4) Once all of the required information is filled out, you will then click **Transfer Application**. This will remove the student from the current list.



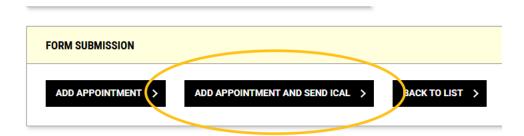
(5) Now you can schedule the student for an appointment. On the student's page select **Appointments.** On the new page in the top right-hand side, click **Add Appointment**.



(6) Enter the required information for the appointment, and assign the student to the appropriate specialist.



(7) Once the information is filled out, select **Add Appointment and Send to ICAL**. This will add the appointment to the Google calendar, and send a notification to the student.



For a <u>returning</u> student accommodations request:

(1) On the Dashboard/Over view page, search for the student.



(2) The student can schedule an appointment with their specialist if they would like, or you can submit an accommodation request to the specialist.

If the student <u>is not</u> requesting an appointment, on the student's page, click **Accommodations**.



(3) Ask the student (a) which classes they would like an accommodation for, and (b) would they like some of their accommodations or all of them?



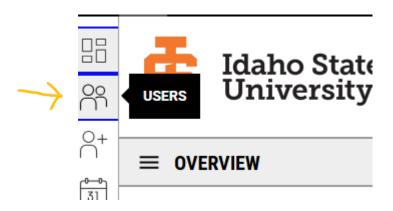
(4) Select the courses and accommodations, then submit the request to the specialist.

***Accommodations Trouble-Shooting

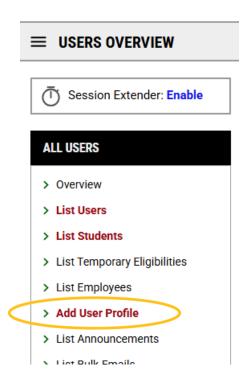
- (1) If the student is **non-credit seeking** (ex. Continuing Education Workforce Training courses), then the course may not appear in their profile under **Accommodations**. If this is the case, you may need to manually add the course into their profile.
 - (a) If you have the CRN, add that number, if not, you may need to create a CRN (ask first though please).

STUDENT ACCOMMODATIONS OVERVIEW ACCOMMODATION REQUESTS No Courses Listed from the School: · Courses may take up to 48 hours to display in the system after you have registered for them. If you do not see one or more of your courses in the list below 48 hours after registering, please contact Student Programs Resource Office. · Your courses might not display below if you are part of the course waiting list. Select Term: 2025 - Summer ADD CLASS MANUALLY

- (2) If the student <u>does not have an ISU email</u>, you will need to add them in manually to AIM.
 - (a) On the side bar menu, click **Users**.



(b) Click **Add User Profile** to go to a page where you can manually add the student.



(c) Fill out fields with asterisks and then click **Add Entry**.



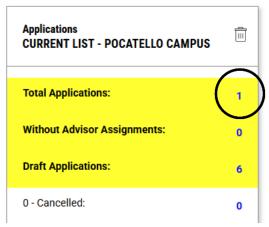
- (d) Once the user profile has been added, then you can schedule an appointment.
- (3) If the student would like to <u>add new accommodations to existing</u> accommodations, schedule them for an appointment with their specialist.

Applications

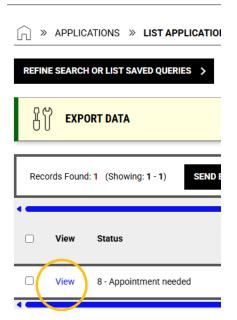
Students submit a request for services by filling out an online application at isu.edu/disabilityservices/. Once the application is completed, it will appear on your Dashboard/Overview page.

Students will often call or email to set up an appointment for services. However, if they have not, there is a process for following-up with students.

(1) On the Applications box, click the number across from Total Applications. This will take you to a list of students who have completed their applications but are not yet scheduled for an appointment.



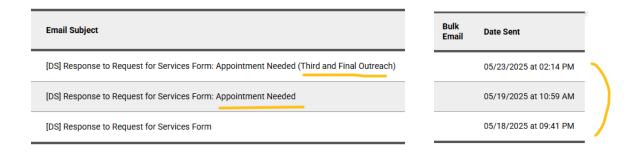
(2) Click **View** on the desired student to see when they were last reminded by the system to make an appointment.



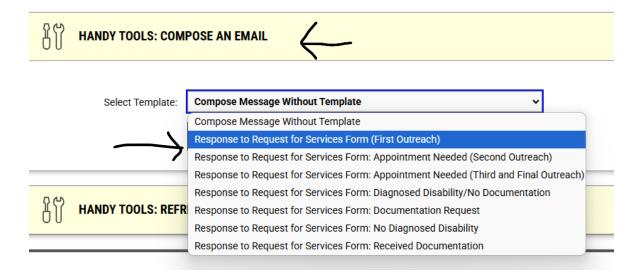
(3) On the Mailbox card, click View All.



(4) You will now see when follow-up emails were sent. Follow the Rule of Three when reaching out to students – Send one email, then 3-4 days later a second email, then 3-4 days after that, call the student.

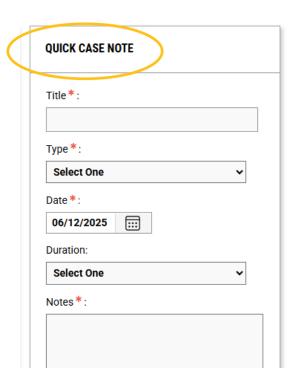


(5) To email a student, on the **Mailbox** page you can compose an email in the system. Select the appropriate template depending on which stage in the follow-up process you are at, then email.

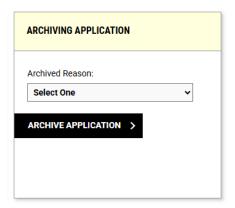


(6) If you have emailed students twice and an appointment still has not been made, call the student directly. If the student does not answer and you leave a voicemail, you will need to document that call.

On the students' application page, on the **Quick Case Note** box, you can make a note of the message left for the student.



(7) If after 10 business days and three attempts to contact the student has not made an appointment, you will need to archive the students' application. Go to the students' Application page and find the box titled Archive Application. Select a reason and then click Archive Application.



Instructors

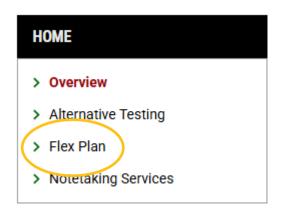
Instructors will often call or email with questions or concerns. Here are some questions that have come up:

(1) How do I submit a Flex Plan?

(a) Flex Plans allow students and professors to create a plan that takes into account unforeseen events (ex. Say a student has seizures) that may affect class attendance or project submissions. For a professor to fill out the form, they will log into their instructor portal at isu.edu/disabilityservices/.

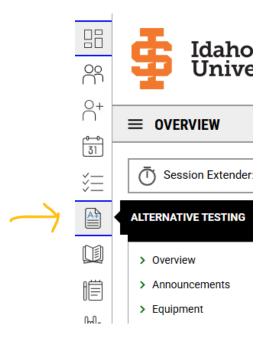


(b) Once they login, on the left-hand side under **Home**, they will click on **Flex Plan**. From here they will be able to fill out the form and submit the plan.

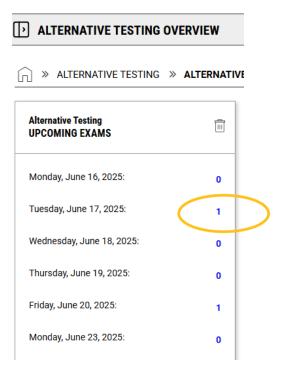


(2) How do I change the exam dates after I submitted the test in AIM?

(a) On your Dashboard/Overview page, click the **Alternative Testing** icon on the left-hand menu.

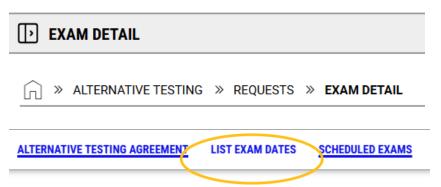


(b) In the Upcoming Exams box, click on the number across from the desired date.

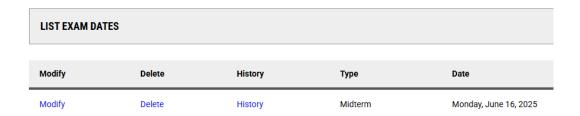


(c) On the students' Exam Detail page, click **List Exam Dates**.





(d) On the List Exam Dates page, click Modify for the desired date(s).

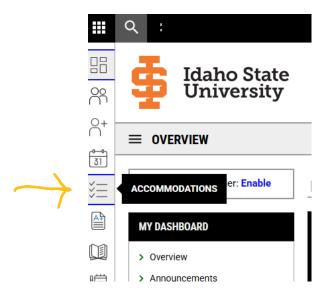


(e) Enter the dates needed, then scroll to the bottom and select **Update and Back**.

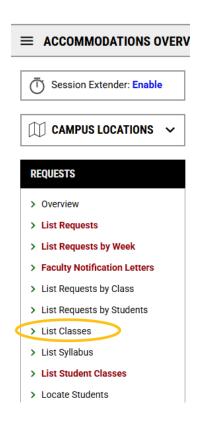
Type *: Midterm Date *: Hint: Enter date in the following format Month/Day/Year (i.e. 12/31/2025). 06/16/2025 ::: FORM SUBMISSION UPDATE EXAM DATE : UPDATE AND BACK TO LIST EXAM DATES >

(3) How do I change the course instructor in AIM?

(a) On your Dashboard/Overview page, click on the **Accommodations** icon on the left-hand menu bar.



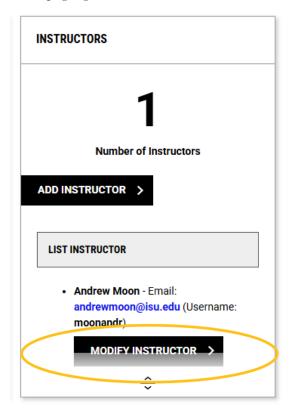
(b) Now you are on the Accommodations Overview page. Under the Requests bar, click **List Classes.**



(c) Once on the List Classes page, Ctrl-F to pull up a search bar. Search the CRN to pull up the course and click on it.



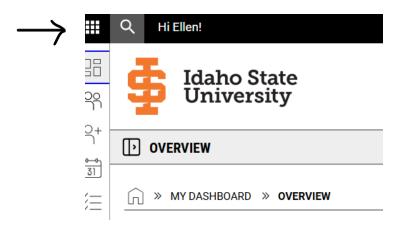
(d) On the Course Detail page, go to the Instructors box and click Modify Instructor.



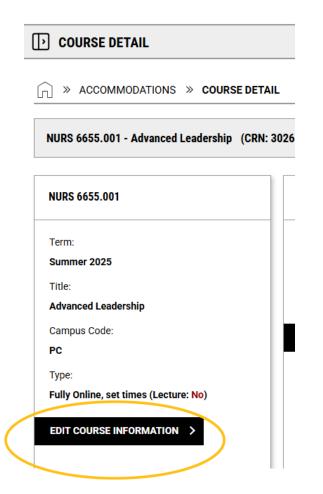
(e) Enter the new instructors' information, and in the drop box select YES, then save.

(4) My course has no exams.

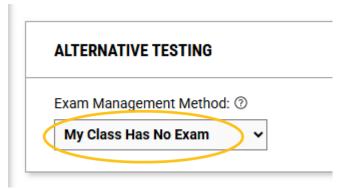
(a) Sometimes it will happen that a student will request testing accommodations, and the instructor will let disability services know that particular course has no exams. To note this in AIM, on your **Dashboard/Overview** page, search the course in the search bar.



(b) Once you have the course pulled up, click **Edit Course Information**.



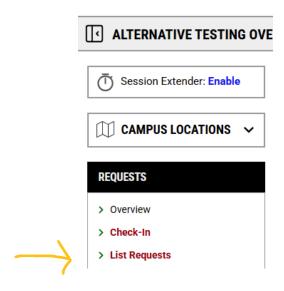
(c) Under the Alternative Testing Box, select **My Class has No Exam** to update the course information for the student.



- (5) How do I tell if my Alternative Testing Agreement was submitted? (or if I have a question about what I entered?).
 - (a) When an Alternative Testing Agreement is submitted, the professor should receive a notification their action was successful. Still, you can search the CRN to be sure and/or verify the information on the agreement.
 - (b) If the professor knows their CRN, great! If not, you can search the professor's name in AIM to see their courses and find the relevant CRN.
 - (c) Once you have that CRN, on your **Dashboard/Overview** page, in the side bar menu click, **Alternative Testing**.



(d) On the Alternative Testing page, in the Requests menu click List Requests.

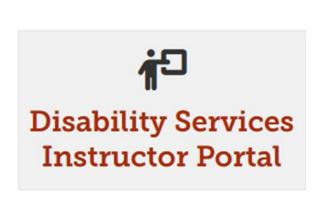


(e) On the new page, use **Ctrl-F** on your keyboard to search the CRN. Once the course appears, click **View** next to the desired course and student to view the agreement.

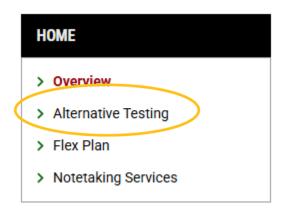


(6) Where can I find an exam that was uploaded into AIM for my review?

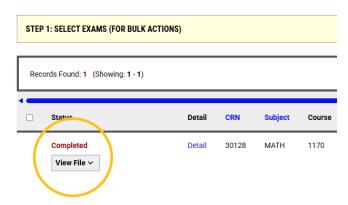
(a) To view a completed exam that was uploaded into AIM, the instructor will log into their portal account.



(b) Once they login, on the left-hand side under Home, they will click on **Alternative Testing.**

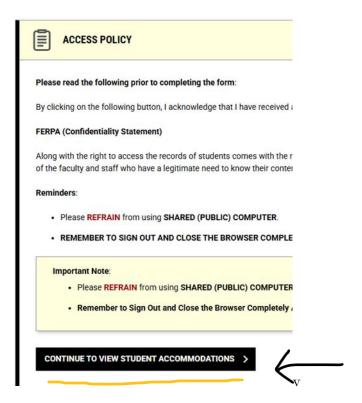


(c) On the **Alternative Testing** page, they will scroll down to the desired test and then click **View File**.

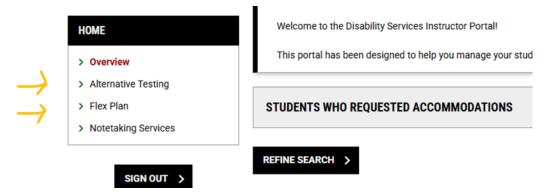


(7) How do I access my Alternative Test Agreement or Flex Plan and submit?

(a) Have the professor log into the Instructor Portal at https://www.isu.edu/disabilityservices/. Once they have logged in, on the Access Policy page, scroll down and click Continue to Student Accommodations.

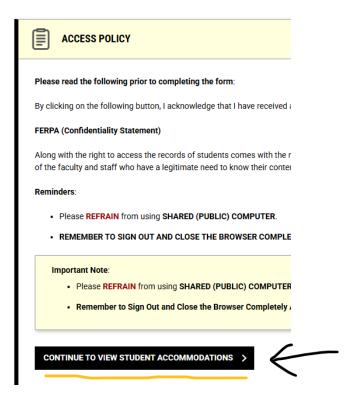


(b) On the **Overview** page, on the left-hand side under **Home**, click **Flex Plan** or Alternative Test Agreement to access the online forms.

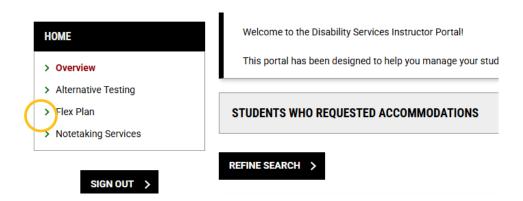


(8) How do I copy a Flex Plan to another course?

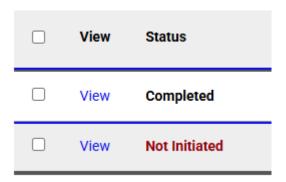
(a) Have the professor log into the Instructor Portal at https://www.isu.edu/disabilityservices/. Once they have logged in, on the Access Policy page, scroll down and click Continue to Student Accommodations.



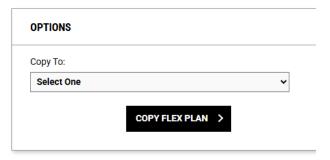
(b) On the Overview page, on the left-hand side under Home, click Flex Plan.



(c) On the Flex Plan page, scroll down and click the blue View next to Completed.

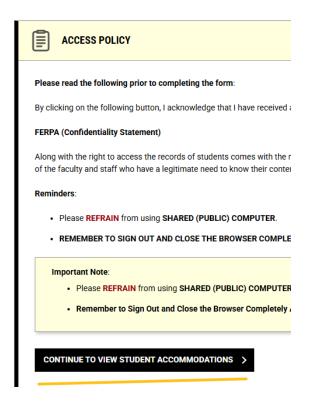


(d) On the new page, in the box that says Options, they will select the course they wish to copy to and submit.

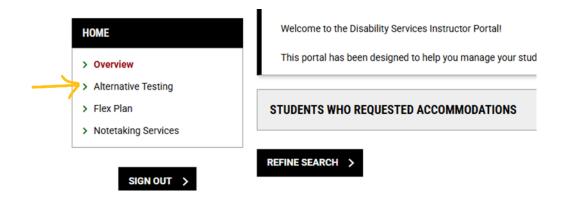


(9) How do I view/modify an Alternative Test Agreement?

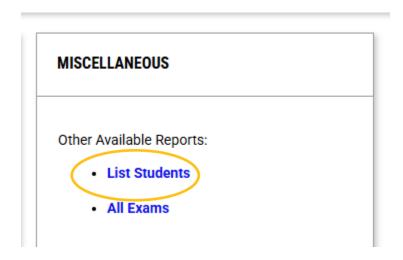
(a) The professor must log into their portal account at https://www.isu.edu/disabilityservices/. Once they have logged in, on the Access Policy page, scroll down and click Continue to Student Accommodations.



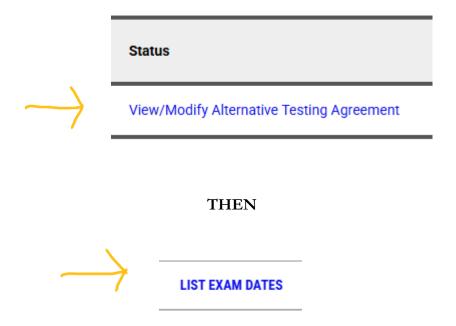
(b) On the Overview page, on the left-hand side under Home, click Alternative Testing.



(c) On the $Alternative\ Testing\ page$, go to the box that says Miscellaneous and click $List\ Students$.



(d) On the new page, scroll down to the desired student and click **View/Modify Testing Agreement**. From here instructors can edit the form. To add exam dates, click on **List Exam Dates**.

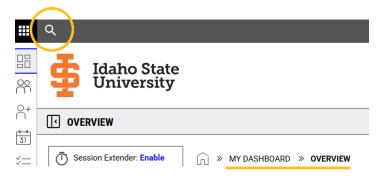


Equipment

Students will check equipment in/out from disability services. The process for check-in and out is very similar.

Equipment Check-In:

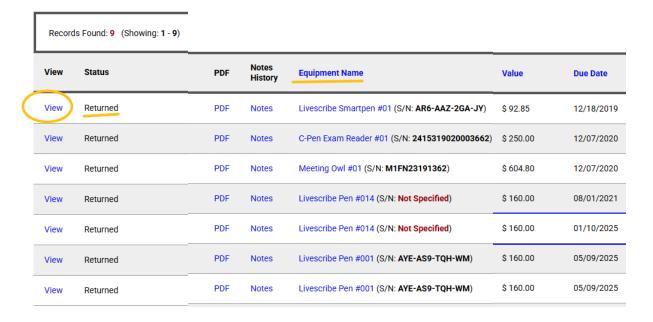
(1) Search the student in the search bar on your Dashboard/Overview page.



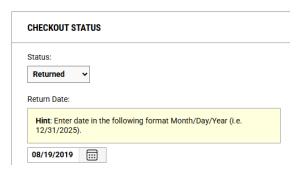
(2) Once you have the student pulled up, click **Equipment**.



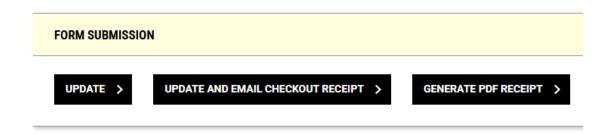
(3) On the equipment page, you will see a list of equipment that has been checked out. Find the item being returned under equipment name. Click **View**.



(4) Go to the Checkout Status box, change the status to "Returned" and enter the date.



(5) Once this is entered, scroll down to the bottom of the page and select the either **Update** or **Update** and **Email Receipt**.



(6) If the student would like a paper receipt, make sure you clicked Update so the changes are saved, then return to the menu at the bottom and click **Generate PDF Receipt**. From here you will be able to print.

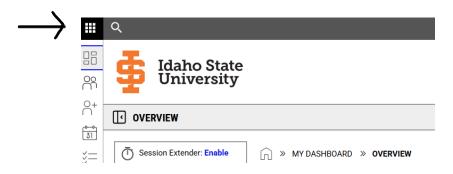
Equipment Check-Out:

Testing

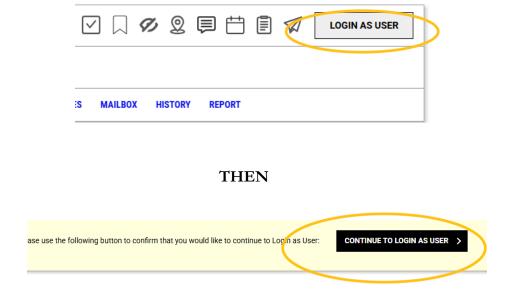
Students may log into their portal and schedule their own tests, but they may also call or email the office requesting to schedule. We ask students to schedule at least **three business days** before the test; any less than that, it counts as a late request and we cannot guarantee we will be able to accommodate their request (but we will try! If we cannot, ask the student to reach out to their professor and request an alternative day and time).

To schedule a student for an exam:

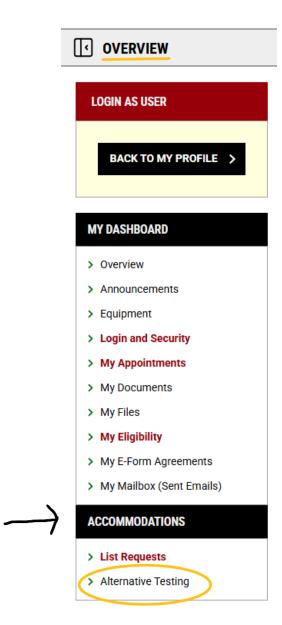
(1) On your Dashboard/Overview page, search for the student in the top search bar.



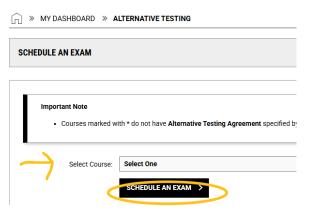
(2) Once you have the student pulled up, click Login as User.



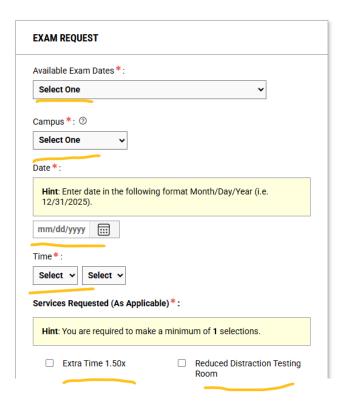
(3) On the students' Overview page, on the left-hand side under Accommodations, click **Alternative Testing**.



(4) Now you can schedule the students' test. Select the desired course from the drop-down menu, then click **Schedule an Exam**.



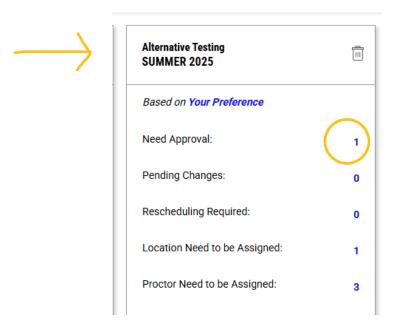
(5) Enter the required information into the marked fields. Ask the student if they would like use some of their accommodations or all of them. Once the information is filled out. Scroll down and click **Add Exam Request**.



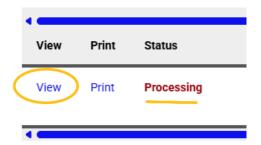
THEN



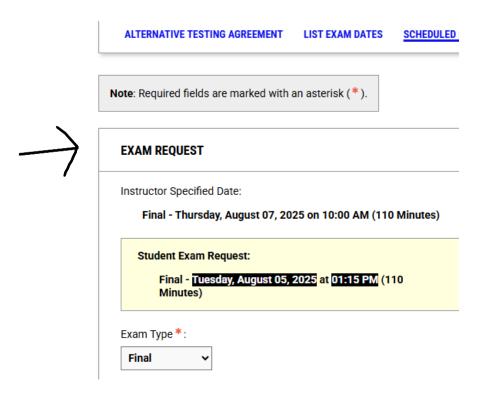
- (6) Now the student is tentatively scheduled for the test. You may need to reach out to the professor to find out if it is a paper or computer test if the student is unsure. If you need to edit any information, you may once again login as user, or you may simply go to the exam approval page and add the information there prior to approving the exam.
- (7) Again, at this point, the exam is tentatively submitted and must be finalized and approved. To do this you will go to your Dashboard/Overview page. On the Box labeled **Alternative Testing**, go to the line that says **Need Approval** and click on the number.



(8) Next to the desired student, click View.

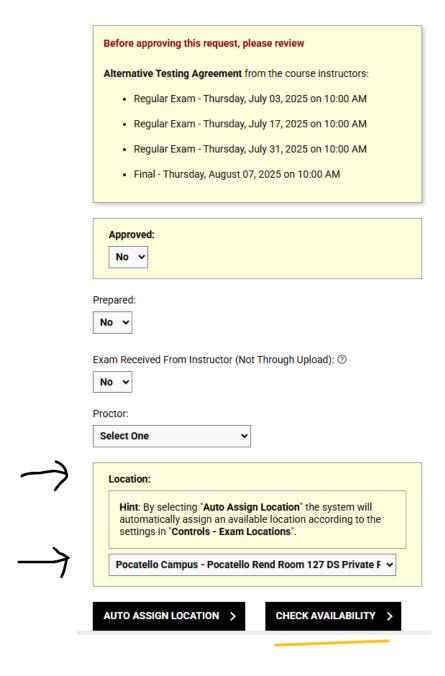


(9) In the **Exam Request** box, make sure all required information is filled out.



(10) Once the information is filled out, go to the box titled **Staff Controls**. Here you will assign the student a location. If they are in the private room, select that option. If they are in the reduced distraction room, assign them a table (the approved room accommodation is under the box **Exam Request**).





- (11) There are eight desks in the reduced distraction room, and only one in the private room. If you are unsure how many seats are still available that day, you can click **Check Availability** to see which spaces are open.
- (12) Once you have filled out all of the information you can and assigned a location, you may now approve the exam. It is okay if you do not have the exam yet you can always edit that information later when you have it. On the Exam Request box, click **Approve Exam**.

Before Test Day:

You will need to print out the exam (if applicable) and the exam cover sheet. The cover sheet will have the professors' instructions for how the test should be administered.

To print the exam (there are 2 ways):

#1:

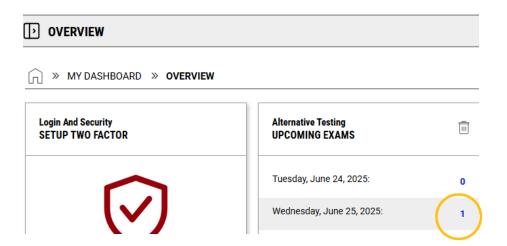
(1) Go to the **Alternative Testing/Upcoming Exams** box on your **Dashboard/Overview** page. Click the number across from the desired test day, then scroll down to the student you need. Click **View Files** to pull up the exam, then click on the exam to print.



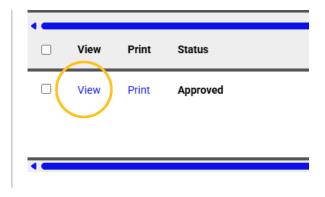
#2:

If you know the professor uploaded the exam, but you don't see it in **View Files** (this can happen with late requests):

(1) On your Dashboard/Overview page, go to the box that says **Alternative Testing Upcoming Exams**. Click on the number across from the desired day.



(2) On the Exams by Day page, scroll down to the student scheduled that day. Click View.



(3) On the Exam Detail page, click List Exam Dates on the menu across the top of the page.



(4) Click Modify next to the desired exam.

LIST EXAM DATES

Modify	Delete	History	Туре
Modify	Delete	History	Midterm

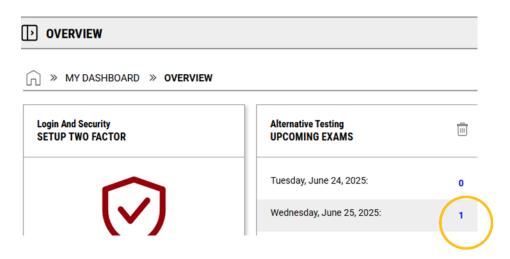
(5) In the box that says **List Exam Files**, click **Download**. From here you will be able to print the exam.

LIST EXAM FILES

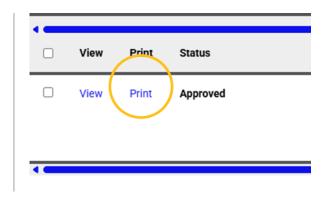
Download	Delete	History	File Title	File Nam
Download	Delete	History	Midterm for	Midterm

To print the exam coversheet:

(1) On your Dashboard/Overview page, go to the box that says **Alternative Testing Upcoming Exams**. Click on the number across from the desired day.

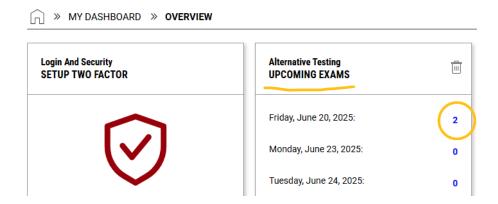


(2) Scroll down the **Exams by Day** page to the desired student. This time, click **Print**. The exam instruction page will appear and you can print from there.



On Test Day:

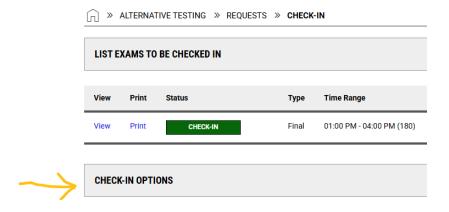
(1) To <u>check-in</u> the student for their test in AIM, on your Dashboard/Overview page go to the box that says **Alternative Testing/Upcoming Exams**. Click the number across from the desired day.



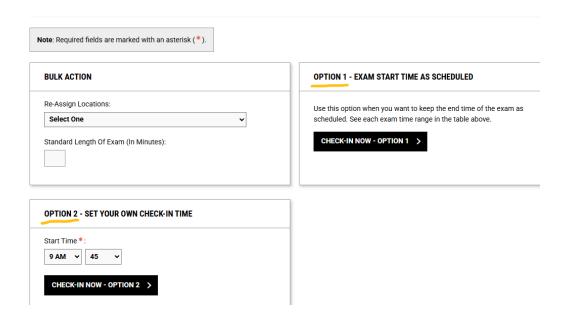
(2) Click the green **Check-In** box for the desired student.



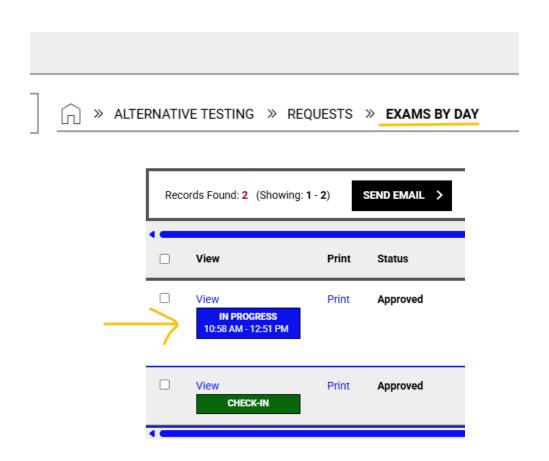
(3) Scroll down to **Check-In Options**.

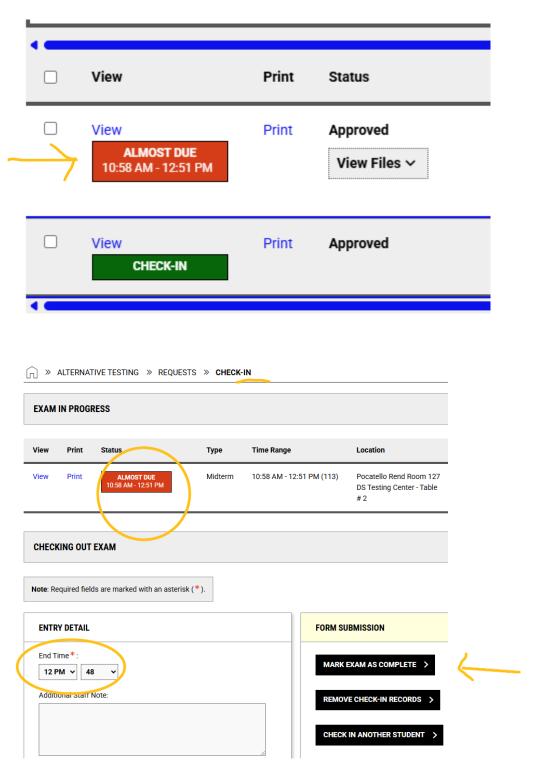


(4) Select either **Option 1** or **Option 2** to record the check-in time for the student.



(5) To <u>check out</u> a student when the exam is finished, return to the **Exams by Day** page.

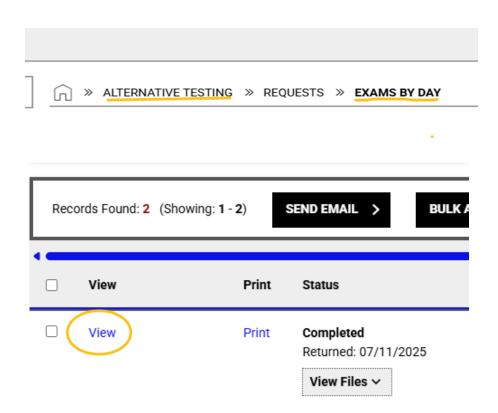




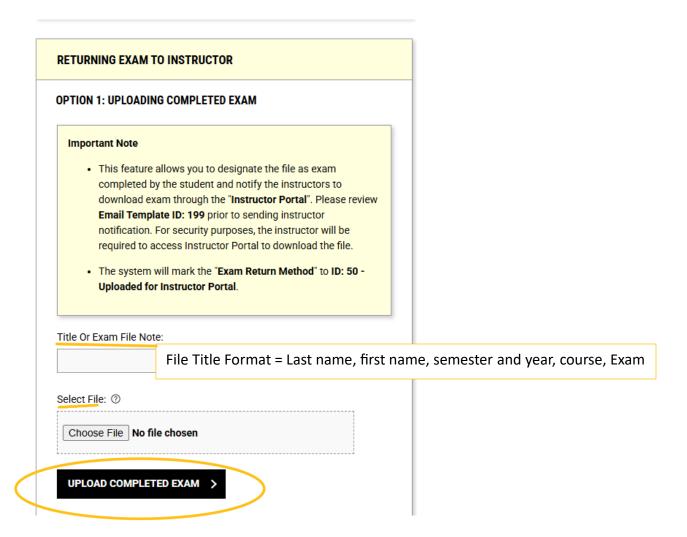
(6) You may enter the end time and then click **Mark Exam as Complete**. Next you will need to upload the exam for both the professor and as student documentation.

To upload the exam in AIM for the professor:

(a) After checking out the student, return to the **Alternative Testing, Exams by Day** page. Scroll down to the desired student and click **View**.



(b) On the student's exam page, scroll down to the box titled **Returning Exam to Instructor**.



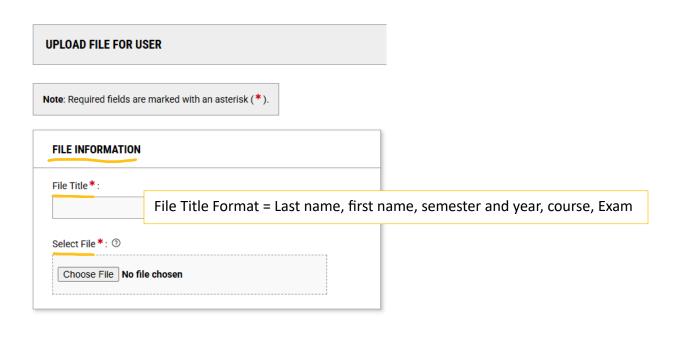
(c) Once you have scanned in the exam, click **Upload Completed Exam**. Once this is done, you will also need to save a copy in the students' AIM profile.

To save the exam as a file for student records:

- (a) Click on the students' name on the **Exam Detail** page (or you can search them in the search bas as well).
- (b) On the student's profile page, click **Files** in the blue menu bar across the top of the page.



(c) In the **File Information** box, add the document title and choose the correct file. Once this is done, in the **Form Submission** box click **Upload File**.





Student Records

Exams, ROI (Release of Information) Forms, and disability documentation (ex. IEP's, medical records, ESA letters from physicians), are all items that may be uploaded to the student's profile on AIM.

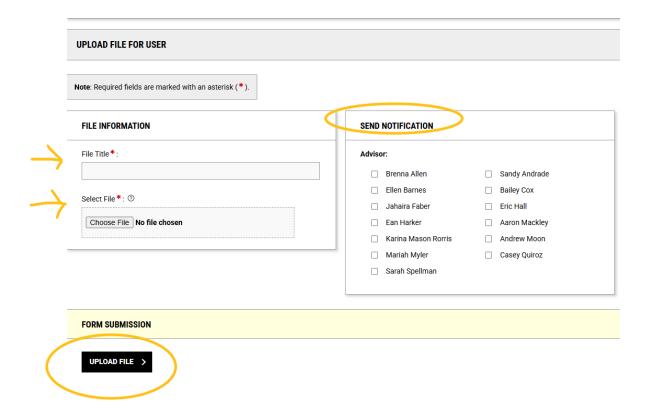
(1) Should the student or specialist request you add in records, begin by scanning in the documents. Save the files to the folder that says "ADA Documentation" using the following format:

First name, last name, semester and year, document type.

(2) Next, on your **Dashboard/Overview** page, search the student. Once on their profile, in the blue menu bar across the page, click **Files**.



(3) On the new page, add the title, choose the file, then click **Upload File**. Also click the student's advisor so they receive a notification the files were uploaded.



*****Records Note:

The typical format for saving files is: **First name, last name, semester and year, document type**. However, with some documents, it may be helpful to add more information. For example:

Release of Information (ROI):

When saving this form, begin with the standard format, ending with the **name/relationship** of the person the student has given permission to access their information.

If you are unsure how to label a file, please ask.