



Disability Services Program Testing Center Policies and Procedures for Students

The Disability Services Program (DSP) at the University of Denver administers exams to students with documented disabilities who have registered with our office and who have provided faculty members with a Letter of Approved Accommodations (LOAA) through the Accommodate portal.

Location and Contact Information

- **DSP Testing Center Address:**
Driscoll Center South, Room 18
2050 East Evans Ave.
Denver, CO 80208
- E-Mail: dsp.testing@du.edu
- Phone: 303-871-3241

Testing Center Hours

- Fall, Winter, and Spring Quarters: Monday through Friday, 8:00 am – 7:00 pm
- Summer Quarter: Monday through Friday, 8:00 am – 4:30 pm
- Final Exams: Designated DU Finals Period, 8:00 am – 8:00 pm

Testing Accommodations: First Steps

At the beginning of each quarter (or as soon as you receive your Eligibility Letter with approved testing accommodations):

- Log into the [Accommodate Student Portal](#)
 - In the left navigation bar, expand **Accommodation Details**
 - Select **Send LOAAs to Faculty** and follow the prompts.
- Discuss with the faculty member how approved testing accommodations will be administered (by the instructor, department, or DSP Testing Center).
- *Note: If you do not provide the Letter of Approved Accommodations to the faculty member, the faculty member and DSP are not required to provide testing accommodations.*

Requesting Exam Bookings through Accommodate

- Go to the [Accommodate Student Portal](#)
 - Select **Student**.
 - Log in using your DU email address and Pioneer Web password.

General Directions

- In the left navigation bar, **select Schedule a Quiz, Test, or Final Exam.**
- Scroll down to and select **New Quiz, Test, or Final Exam Request.**
 - Fill in the requested information and submit. (You can confirm your submission in the **Pending Test Requests** section.)
- To comply with university guidelines, you must schedule exams at the same time the class is scheduled to take the exam. DSP cannot honor any booking requests outside of the class schedule without written approval from the instructor *prior to* the booking deadline.
- Select only the accommodations you require for the test you are booking (e.g. a computer for essay writing most likely will not be needed for a Math test).
- Once your booking is complete, [Accommodate](#) will send a system-generated confirmation email to your **DU.EDU** email address. *Note: These emails sometimes routed to spam/junk folders in error.*
 - Students and instructors will receive email reminders:
 - Test, mid-term, or quiz: Four (4) and two (2) days before
 - Final exam: Eight (8) and three (3) days before
- You can view upcoming tests/final exams through the **Calendar** feature.
- **To cancel or reschedule, please email dsp.testing@du.edu.**

Exam Booking Request Deadlines

DSP recommends you schedule all tests/final exams at the beginning of each quarter via Accommodate to avoid missing request deadlines.

Advanced Booking Deadlines:

Autumn, Winter, and Spring Quarters

- Quizzes, tests, and midterms: Five (5) days prior to scheduled date of exam
- Final exams: Ten (10) days prior to DU Finals Period

Summer Quarter

- All exams: Three (3) days prior to schedule date of exam

Taking an Exam in the DSP Testing Center

Checking in

- Arrive at the DSP Testing Center 10-15min prior to your exam start time to allow for checking in, stowing personal items, and reviewing exam parameters. University guidelines require you show your DU Pioneer ID card to take an exam.
- Per your instructor's exam parameters, please stow all non-approved personal items in the provided lockers
 - Unauthorized items may include, but are not limited to: backpacks, cell phones, smartwatches, tablets, earbuds, purses, coats/jackets, and reference materials.
 - Please turn out pockets, hoods, and hats for the exam proctor upon request.
- Please bring any necessary, authorized testing materials (calculator, pen/pencil, eraser, blue book, etc.) to complete the exam, including a personal laptop for online testing.
 - DSP will provide scantrons, School of Accountancy (SOA) approved calculators, and scratch paper.
 - Any required software must be downloaded prior to the start time of the exam.

During the exam

- To ask clarifying questions to your instructor, please fill in and submit an **Ask a Question** form to your exam proctor
- Please notify the proctor if you experience any technical issues.
- To take breaks during the exam
 - Turn in all testing materials (including scratch paper) to the exam proctor
 - Per university guidelines, exam proctors must monitor any access to lockers during the testing window

After the exam

- At the end of the scheduled testing window, submit the exam and all scratch paper (used and unused) to the Test Proctor and sign out. The testing window is located on the **DSP Exam Ticket** attached to the top of the exam.
 - Please notify the proctor if your exam needs to be printed.
- Please return any borrowed equipment and testing materials to the Testing Team.
- *Note: Completed exams are typically returned to instructors in sealed envelopes within one business day.*

Please contact a member of the DSP Testing Team with any questions or concerns, and if we can be of any assistance. We are here to help!