

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?

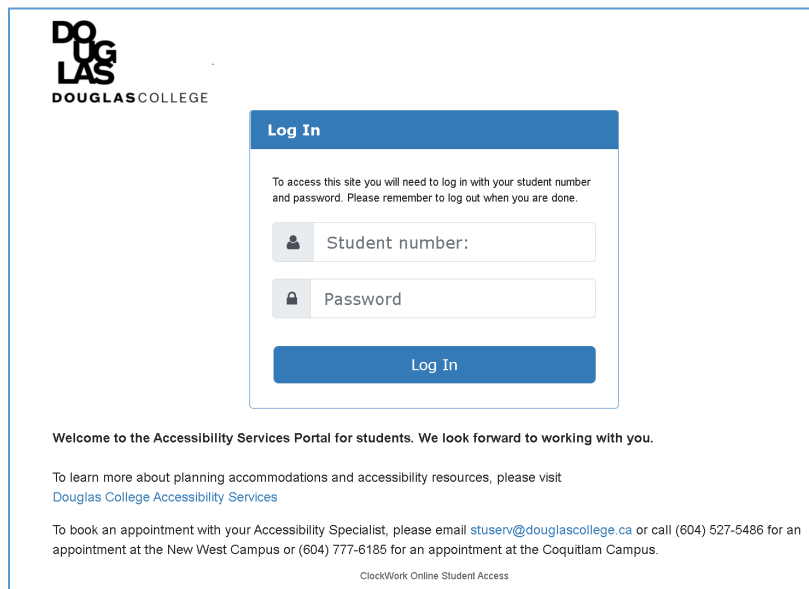
As with any new tool, there may be a period of adjustment. However, the interface is basic, intuitive and well laid out. The rest of this document is designed to help you learn the basics of the system and is divided into four sections (click on a section to navigate there):

- 1) [Signing in](#)
- 2) [Scheduling a test or exam](#)
- 3) [View upcoming events](#)

In addition 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

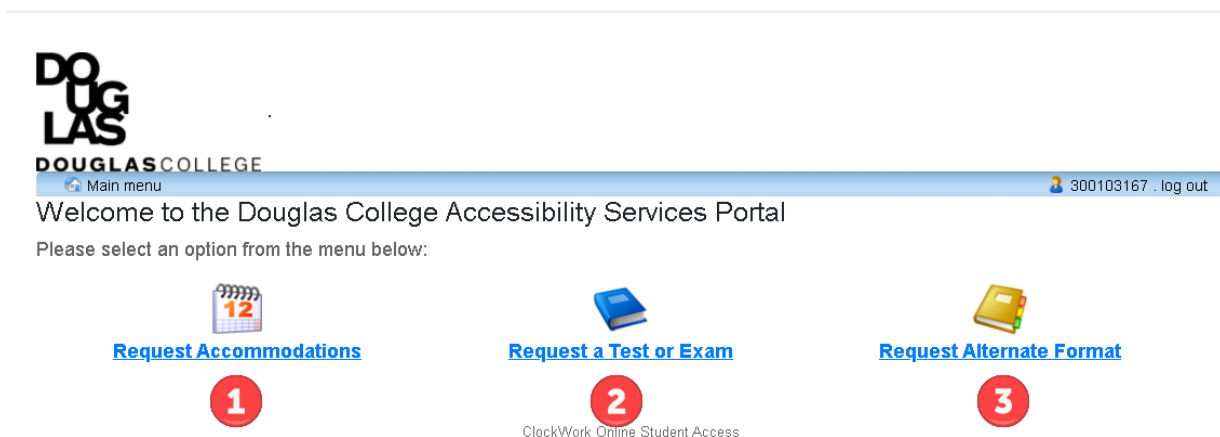
You may sign in to the Portal from any browser using your Douglas College credentials which include your student number and your CAN password. It is highly recommended that you use a secure internet connection over a private network rather than from a shared computer over a public network (e.g. Starbucks).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



The screenshot shows the login interface for the Douglas College Accessibility Services Portal. At the top left is the Douglas College logo. The main heading is "Log In". Below this, a message states: "To access this site you will need to log in with your student number and password. Please remember to log out when you are done." There are two input fields: "Student number:" with a person icon and "Password" with a lock icon. A blue "Log In" button is positioned below the fields. At the bottom of the page, there is a welcome message: "Welcome to the Accessibility Services Portal for students. We look forward to working with you." Below this, there are two lines of text: "To learn more about planning accommodations and accessibility resources, please visit [Douglas College Accessibility Services](#)" and "To book an appointment with your Accessibility Specialist, please email stuserv@douglascollege.ca or call (604) 527-5486 for an appointment at the New West Campus or (604) 777-6185 for an appointment at the Coquitlam Campus." At the very bottom, it says "ClockWork Online Student Access".

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:



The screenshot shows the main menu of the Douglas College Accessibility Services Portal. At the top left is the Douglas College logo. Below the logo is a "Main menu" link. On the right side of the header, there is a user profile icon, the student number "300103167", and a "log out" link. The main heading is "Welcome to the Douglas College Accessibility Services Portal" followed by the instruction "Please select an option from the menu below:". There are three service options, each with an icon and a numbered red circle below it: 1. "Request Accommodations" with a calendar icon and a red circle containing the number "1". 2. "Request a Test or Exam" with a book icon and a red circle containing the number "2". 3. "Request Alternate Format" with a folder icon and a red circle containing the number "3". At the bottom of the page, it says "ClockWork Online Student Access".

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

- 1) Request Accommodations – 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.

- 2) Schedule a test or exam – 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) Request Alternate Format 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.

The screenshot shows the Douglas College logo and name at the top left. Below it is a navigation bar with a 'Main menu' label on the left and a user ID '444444441 . log out' on the right. The menu items are: 'Schedule a test, mid-term or quiz' (highlighted with a red box), 'Schedule a final exam', 'My upcoming events', and 'Help'. Below the menu is the heading 'Student Test-Booking' and a welcome message: 'Welcome to the Student Test-Booking website. You can use this website to:'. A bulleted list follows: 'Schedule a test, mid-term or quiz', 'Schedule a final exam', and 'Check your upcoming scheduled appointments, tests and exams'. A paragraph below states: 'Please click the [Schedule a test, mid-term or quiz](#) link in the menu in order to schedule a test, or choose the menu option that you would like to use. You will be asked to login using your school login account.' At the bottom center, it says 'ClockWork Online Student Access'.

There are six steps to make an online test booking:

The screenshot shows the Douglas College logo and name at the top left. Below it is a navigation bar with a 'Main menu' label on the left and a user ID '444444441 . log out' on the right. The main content area is split into two columns. The left column is titled 'Welcome' and contains a numbered list of six steps: '1. Select course', '2. Class test date and time', '3. Confirm prof info', '4. Choose accommodations', '5. Search status', and '6. Confirm and complete'. The right column is titled 'Online Test Booking' and contains the following text: 'Welcome to the Online Test Booking wizard. This wizard will guide you through the process of scheduling your test with us. You may abort this process at any time by clicking the 'Cancel' button at the bottom of each page.' Below this is another paragraph: 'Please be aware that your instructor will receive an email notification with the details of your test booking.' This is followed by a paragraph: 'You will need to have the following information handy in order to successfully schedule your test:' and a numbered list of three items: '1. The name of the course you want to schedule a test for, and the instructor's name and email address', '2. The date, start time and duration of the test the class will be writing', and '3. You must be scheduling your test a minimum of seven (7) days before the class is writing'. Below the list is the text: 'Click the 'Next' button below to get started.' At the bottom right of the main content area, there are two buttons: 'Next' (highlighted in blue) and 'Cancel' (white with a grey border). At the bottom center, it says 'ClockWork Online StudentAccess'.

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

The screenshot shows the Douglas College StudentAccess interface. At the top left is the Douglas College logo. Below it is a navigation menu with the following items: Welcome, 1. Select course (highlighted), 2. Class test date and time, 3. Confirm prof info, 4. Choose accommodations, 5. Search status, and 6. Confirm and complete. The main content area is titled "1. Select course" and contains the instruction: "Please select the course you would like to schedule a test for from the list below." Below this is a "Course Info" section with a "Course:" label and a dropdown menu. The dropdown menu is highlighted with a red box. At the bottom right of the form are three buttons: "Previous", "Next" (highlighted in blue), and "Cancel". The footer of the page reads "ClockWork Online StudentAccess".

2) Select the date and time of the test

- Select the date using the calendar icon; you may not schedule a test within a week of the current date
- Select the start time
- Select how long the class is given (do **not** calculate extended time)
- Click the "Next" button

The screenshot shows the Douglas College StudentAccess interface for step 2: "2. Class test date and time". The navigation menu on the left is updated, with "2. Class test date and time" highlighted. The main content area contains the instruction: "Please specify when the test is taking place. Enter class test duration in minutes." Below this is a "Specify a date and time" section. It includes three fields: "Date of class test" with the value "4/23/2020" and a calendar icon (marked with a red 1), "Time of class test" with the value "12:00 PM" (marked with a red 2), and "Class test duration" with two input boxes: "3" for hours (marked with a red 3) and "0" for minutes. At the bottom right are three buttons: "Previous", "Next" (highlighted in blue), and "Cancel". The footer of the page reads "ClockWork Online StudentAccess".

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.

The screenshot shows the '4. Choose accommodations' page. On the left is a navigation menu with steps 1 through 6, where '4. Choose accommodations' is highlighted. The main content area has a heading '4. Choose accommodations' and a sub-heading 'Available accommodations'. Below this is a list of accommodations with checkboxes: Adaptive Keyboard, Adjustable Lighting, Extended Time (Double Time (2x)), JAWS, Kurzweil - PC, Large Print, Music, Separate from Class, and Word Bank. A note states: '* note: Only accommodations with a check will be used for your test booking.' At the bottom of the list are 'Check all' and 'Check none' buttons. At the bottom right of the page are 'Previous', 'Next', and 'Cancel' buttons. The footer reads 'ClockWork Online StudentAccess'.

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

The screenshot shows the '5. Search status' page. On the left is a navigation menu with steps 1 through 6, where '5. Search status' is highlighted. The main content area has a heading '5. Search status' and a sub-heading 'Search status'. Below this is a paragraph: '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).' Below that is another paragraph: 'A spot was found for you to write your test; please click the 'Next' button below to continue scheduling your test.' At the bottom right of the page are 'Previous', 'Next', and 'Cancel' buttons. The footer reads 'ClockWork Online StudentAccess'.

- 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.

DOUGLAS COLLEGE

Main menu 44444441 . 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**

6. Confirm and Complete

This test is not scheduled yet! Click 'Finish' to submit your test request.

Please verify that the class date and time are correct - the information below will be sent to your professor.

Your tentative test information

Course information
AS 4614 003

Instructor
Colin Mc Cheng . ccheng22@douglascollege.ca

Class test date / time
Thu Apr 23, 2020 12:00 PM (3 h)
*** Note: this is not your accommodated writing time**

Accommodations required

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

I acknowledge that the information I am submitting is correct to the best of my knowledge.

Previous Finish Cancel

ClockWork Online StudentAccess

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

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Main menu 44444441 . log out

Schedule a test, mid-term or quiz Schedule a final exam My upcoming events Help

Thank you for your submission.

Schedule another test

ClockWork Online Student Access

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.

DOUGLAS COLLEGE

Main menu 444444441 . log out

Schedule a test, mid-term or quiz | Schedule a final exam | **My upcoming events** | Help

My upcoming events

Your event listing Refresh

Details	Date / time	Status
Exam/Test FINE 5000 001	Tue. June 23 9:00 AM to 1:00 PM	Booked

Export to Pdf Refresh

ClockWork Online Student Access