

CLOCKWORK

ACCESSING STUDENT ACCOMMODATION LETTERS



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ClockWork is a secure, web-based tool through which professors can access and review accommodation letters for students enrolled in their courses. *Both Learning Support Services (LSS) and the Office of Disability Services (ODS) will use ClockWork to communicate with faculty about students' accommodations and tests.*

All professors, including adjunct faculty, can use **ClockWork** to:

- View, acknowledge, and print student accommodation letters
- Confirm and edit test details
- Upload tests

ACCESSING ACCOMMODATION LETTERS

1. Students will send their accommodation letters to each professor via ClockWork. You will receive an email notification when one of your students submits an accommodation letter. To review the letter, follow the link in the email or go to [ClockWork: Professor Login](#) through [myNOVA](#).
2. Select the **Accommodation letters** tab and log in using your Villanova username and password.
3. Select the **View letter** link in the row corresponding to the student letter you want to view and confirm receipt.
4. Select the **Review PDF letter** button to view the student's accommodation letter. You may save or print a copy of this letter for your records. You may also return to ClockWork to review the letter in the future. *Please Note: The students' letter will specify which office the student is registered with and who you should contact if you have any questions.*
5. Once you have carefully read the information detailed in the letter, select the check box to acknowledge that you received and reviewed the accommodation letter. Select the **Submit** button. **Please Note: Acknowledging the letter is a required step to confirm you've read the student's letter.**
6. A screen will appear indicating that you have confirmed receipt of the accommodation letter. Please feel free to reach out to the student or LSS and/or ODS with any questions you may have about how the accommodations need to be implemented in your course.
7. You may return to the **Accommodation letters** tab at any time to access the letters that have been shared with you. The **Your confirmation** column lists the date that you confirmed receipt of the accommodation letter. A blank entry indicates that you have not yet confirmed receipt for that letter.

IMPORTANT THINGS TO REMEMBER

- Professors and students are expected to discuss accommodations to ensure all parties are clear on what is needed.

If you have any questions or require assistance please contact

LSS: learning.support.services@villanova.edu | 610-519-5176

ODS: ods@villanova.edu | 610-519-3209

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CONFIRMING TEST REQUESTS



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Learning Support Services (LSS) and the Office of Disability Services (ODS) provide test proctoring services when professors are **unable to provide all required testing accommodations** for a student. Quizzes, tests, and final exams must be booked at least 3 business days in advance for a student to take a test with LSS or ODS.

LSS and ODS operate separate testing services. Please make sure you are sending the test to and communicating with the correct office. This should be clear from the original test booking confirmation email you'll receive or from the student's accommodation letter.

LSS test proctoring hours:
Monday-Friday, 9 a.m.-5 p.m.

ODS test proctoring hours:
Monday-Friday, 8:30 a.m.-4 p.m.

CONFIRMING TEST REQUESTS

1. Once you receive an email notification that a student has booked a test with LSS or ODS, follow the link in the email or go to [ClockWork: Professors Login](#) through [myNOVA](#).
2. Under Options, select **Tests and Exams**. The yellow star indicates that there is at least one future test/exam in the system for your course.
3. Scheduled tests for this course should be listed displaying the following information:
 - **Type.** Test.
 - **Date of test.** The date on which you are administering the test to the class, e.g., Sept 26 (Monday) 2022
 - **Class test time.** The start time and length of the original test, e.g., 1 p.m. (50 minutes)
 - **Previously confirmed.** Indicates if the professor has confirmed the date of the test.
 - **Submitted file.** Indicates if the professor has submitted the test to LSS or ODS.
 - **Action.** Gives the professor the opportunity to confirm/edit the test request. Professors will need to complete the following steps to ensure that their students are able to take their test with LSS or ODS.
 - **Test details.** Confirm original test start and end times. ClockWork will calculate and apply approved time extensions.
 - **Students.** View list of students currently scheduled to take this test with LSS or ODS. *(Please review the student's accommodation letter or the original test confirmation email to determine where each student will be taking the test. Students taking the same test may take it in different offices depending on where they are registered.)* Date and time indicate when the student has booked a seat in LSS or ODS. Tests will be taken during the class date and time if the student's schedule permits. LSS and ODS proctoring times may also impact scheduling.
 - **Test information.** Professor fills out information about the test, allowable materials (please be specific!), and what should be done with the finished exam.
 - **Submit changes.** Confirm test details and upload the test. *If you upload a copy of your test to ClockWork, it will be accessible by both offices.* Paper copies may be delivered to the LSS office, located in Falvey 212, or the ODS office, located on the 2nd Floor of Connelly, depending on where the student is scheduled to take the test.

IMPORTANT THINGS TO REMEMBER

- Students are expected to communicate with their professors prior to scheduling exams. *Many professors can accommodate students without involving LSS or ODS test proctoring.*
- It is the student's responsibility to schedule a test with LSS or ODS. Professors cannot schedule LSS or ODS test proctoring for their students.
- Both LSS and ODS have limited space available and operate on a first come, first served basis. *If we are unable to proctor a student's test, professors will still be responsible for providing students with their accommodations.*
- Students may review their scheduled test on the **My upcoming events** tab in ClockWork.
- **All LSS and ODS proctoring requests are scheduled through ClockWork.**

For test proctoring information, please contact

LSS: proctoring@villanova.edu | 610-519-5641

ODS: ods@villanova.edu | 610-519-3209

These email accounts are monitored during regular business hours (M-F, 9 a.m.-5 p.m.).

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STUDENT REQUESTS FOR ACCOMMODATIONS



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Students with disabilities at Villanova are supported by two offices, Learning Support Services (LSS) and The Office of Disability Services (ODS). Both LSS and ODS support students' requests for accommodations.

New students must first register with LSS or ODS to receive accommodations. To register, log into *ClockWork: Student Login* through myNOVA and select the **Online Intake** link.

If you try to complete the Online Intake Form and see the message "You have already completed the intake process," this means that we had previously created a student profile for you in our system. You will still need to provide us with your documentation and schedule a meeting to discuss your accommodation needs. Your documentation can be securely uploaded to the [Student Files module on Clockwork](#).

REQUESTING ACCOMMODATIONS

Once you are registered with LSS or ODS and approved for accommodations, you will need to send a copy of your accommodation letter to the professors of the courses in which you are enrolled in order to receive your accommodations.

STEPS:

1. Go to [myNOVA](#) and select *ClockWork: Student Login*. Then select the **Request for Accommodations** link.
2. Select the **Accommodations** tab. You will be asked to log in using your Villanova username and password.
3. Select the **Request** button on the row that coincides with the course for which you would like to request accommodations. *If you want to send letters to all of your professors, you will have that option once you select the request button for one of your courses.*
4. On the right side of the page, check all courses for which you are requesting an accommodation letter.
5. On the left side of the page, choose which approved accommodations you require for your courses.
6. If your accommodations are correct and no changes are required, select the **My accommodations are correct the way they are** button.
7. Once you have verified the accuracy of the information presented, select the "I agree to the terms outlined above" checkbox and select **Submit**. You will receive an email confirmation shortly after your request is submitted.
8. Your professor will receive an email notification to view/confirm receipt of your accommodation letter on ClockWork.

IMPORTANT THINGS TO REMEMBER

- You have the option to send letters with the same approved accommodations to all of your professors by checking all of the boxes under **Courses to Request**. *If you need specific accommodations for certain courses but not others, you may select specific approved accommodations for each of your courses.*
- ClockWork also has a feature that allows you to notify LSS or ODS about any approved accommodation errors or needs for additional accommodations. Please indicate either "I need additional accommodations" or "I need to change or remove an accommodation" and select the **Submit** button. LSS or ODS will reach out to you after reviewing your request.
- You can check the status of your request for each course by returning to the **Request for Accommodations** link and checking the status column. This important feature allows you to see if your professor has confirmed receipt of your accommodation letter.
- **Students are expected to discuss accommodations with their professors, in addition to sending out the accommodation letter, to ensure all parties are clear on what is needed.**

If you have any questions or require assistance please contact

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TEST-BOOKING FOR STUDENTS



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Learning Support Services (LSS) and the Office of Disability Services (ODS) provide test proctoring services when professors are **unable to provide all required testing accommodations** for a student. Quizzes, tests, and final exams must be booked at least 3 business days in advance to take a test with LSS or ODS.

All LSS and ODS test proctoring requests are scheduled through ClockWork. LSS and ODS operate separate testing services. Please make sure you have selected the office that you are currently registered with for testing accommodations. If there are no dates and times available that work with your schedule, contact LSS or ODS, depending on the office you are registered with.

LSS test proctoring hours:
Monday-Friday, 9 a.m.-5 p.m.

ODS test proctoring hours:
Monday-Friday, 8:30 a.m.-4 p.m.

SCHEDULING A PROCTORED TEST WITH LSS OR ODS:

1. Go to [myNOVA](#) and select *ClockWork: Student Login*. Then select the **Schedule a test or exam** link.
2. Students who are registered with **LSS** should select the **LSS Test Booking** link. Students who are registered with **ODS** should select the **ODS Test Booking** link. You will be asked to log in using your Villanova username and password.
3. **Select course.** Choose the appropriate course from the drop-down menu
4. **Class Date and time.** Enter when the class is taking the test and how long the class will get to take the test. *ClockWork will calculate and apply approved time extensions.* **NOTE:** Due to conflicts, students may need to take tests at a different time than the class. You will have the opportunity to enter this information.
5. **Confirm professor info.** Make sure professor information is correct.
6. **Choose accommodations.** Your approved testing accommodations will appear. Check off the accommodations you would like to use for this test. Any accommodations that remain unchecked will not be allowed during the test.
7. **Select your test time.** A date and time that works with your class schedule and our proctoring availability will appear. Tests are to be taken during class date and time if a student's schedule permits. Note: LSS or ODS proctoring times may impact scheduling. If none of the times in the list will work for you, please make alternate arrangements.
8. **Confirm and complete.** Student will receive an email confirmation and professor will be notified of the booking.

IMPORTANT THINGS TO REMEMBER

- Students must communicate with their professors prior to scheduling tests. Many professors can accommodate students without involving LSS or ODS test proctoring.
- Both LSS and ODS have limited space available and operate on a first come, first served basis. *If we are unable to proctor a student's test, professors will still be responsible for providing students with their accommodations.*
- Students can check test bookings by clicking on the **My upcoming events tab in ClockWork.**

For test proctoring information, please contact
LSS: proctoring@villanova.edu | 610-519-5641
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