



# LEARNING SUPPORT SERVICES

## CONFIRMING TEST REQUESTS

Learning Support Services (LSS) provides 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.

**Regular test proctoring hours:**  
Monday–Friday, 9 a.m.–5 p.m.

**Final exam proctoring hours:**  
Monday–Friday, 8:30 a.m.–5 p.m.  
Saturdays, 8 a.m.–5 p.m.

### CONFIRMING TEST REQUESTS:

1. Once you receive an email notification that a student has booked a test with LSS, follow the link in the email or go to the ClockWork section of the LSS website to log into **ClockWork for Professors**.
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 or Final Exam.
  - **Date of test.** The date on which you are administering the test to the class, e.g. Sept 24 (Monday) 2018
  - **Class test time.** The start time and length of the original test, e.g. 1 p.m. (1 hr. 15 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.
  - **Action.**
    - **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. Date and time indicate when the student has booked a seat in LSS. Tests will be taken during the class date and time if the student's schedule permits. LSS 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. Paper copies may be delivered to the LSS office, located in Falvey 212.

### IMPORTANT THINGS TO REMEMBER

- Students are expected to communicate with their professors prior to scheduling exams. Many professors can accommodate students without involving LSS test proctoring.
- It is the student's responsibility to schedule a test with LSS. Professors cannot schedule LSS test proctoring for their students.
- LSS has limited seats for test proctoring. Tests are booked on a first-come, first-served basis.
- Students may review their scheduled test or final exam bookings on the **My upcoming events** tab in ClockWork.
- **All LSS proctoring requests are scheduled through Clockwork.** Other inquiries for the Test Proctoring Coordinator may be sent to [proctoring@villanova.edu](mailto:proctoring@villanova.edu). This email account is monitored during regular business hours (M–F, 9 a.m.–5 p.m.).

For more information visit

[learningsupportservices.villanova.edu/clockwork](http://learningsupportservices.villanova.edu/clockwork)