Dear Department Support Staff Member,

During the summer of 2014, DRES launched the Student Access and Accommodation System (SAAS 2.0). Department support staff will access the same functionality provided in the original SAAS, but will experience a more modern interface and menu structure.

A designated user in each department can be established in SAAS 2.0 to view exam schedules for faculty that are associated to their department, and are authorized to change the status of an exam to “Delivered by instructor” to show that the exam is ready for pickup.

**Please refer to the information provided in this document to learn about SAAS 2.0 training and support options for department support staff.**

- Exam Delivery
- Change the status of an exam to “Delivered By Instructor”
- DRES resources available to department support staff for training and information
- SAAS Website Support

**Exam delivery**

Students registered with the DRES office take exams with alternative testing accommodations. Many times, students who use testing accommodations take their exams with the DRES office. Faculty members have three primary options for delivering exams:

- Emailing the exams to the DRES office
- Delivering exams in person
- Directing the DRES staff to pick up and deliver exams from the department office

Designated department support staff has the ability to view exam schedules for instructors associated to their department in SAAS. Department Support Staff facilitates the exam delivery and pickup process by maintaining the security of exams, communicating with faculty, and changing the delivery status of the exam.
Change the Status of an exam to delivered

1. Log In to SAAS at http://www.csun.edu/saas.
2. Click on the Task Management menu option.
3. Locate the exam record on the List of Exams table.
4. Select the Exam Schedules & Delivery option from the drop down menu.
5. Select the exam for which you would like to update the delivery status.
6. Select a delivery method from the drop down menu located on the exam list table.
7. Click on the Deliver button.

SAAS TRAINING AND SUPPORT OPTIONS DURING POSTED ALTERNATIVE TESTING HOURS

☑ Phone support available at (818) 677-2684
☑ alternative.testing@csun.edu for alternative testing related matters
☑ DRES@csun.edu for information regarding non-testing matters
☑ Department support staff may stop by DRES for immediate support or training

DRES Alternative Testing Hours

- **Fall/Spring Academic Terms**
  (During regular class meeting dates)
  - **Monday-Thursday**
    8:00 a.m. - 8:00 p.m.
  - **Friday**
    8:00 a.m. - 5:00 p.m.
  - **Saturday**
    8:00 a.m. - 5:00 p.m.

- **Winter/Summer Academic Terms**
  - Monday-Friday
    8:00 a.m. - 5:00 p.m.

SAAS Website Support

The DRES Website offers an array of resources for using SAAS:

- Visit the SAAS Website at http://www.csun.edu/dres/saas
- Instructional Videos for Department Support Staff
- Department Support Staff Information Handout
- SAAS FAQ
- SAAS Department Support Staff Step-by-Step Procedures Guide
- Department Support Staff Resource Guide