Introduction to Disability Resources and Educational Services (DRES)

Student Access and Accommodation System

(SAAS)

SAAS OBJECTIVES
The Student Access and Accommodation System (SAAS) is an online application for California State University students that are registered with the DRES office, faculty, and department support staff. SAAS provides the capability to manage accommodations, support services, and alternative testing exam schedules online. SAAS incorporates critical business rules and process flows to create an efficient and user-friendly application interface. In addition, SAAS provides transparency, auditing tools, and access to processes that are critical to all stakeholders that are responsible for providing accommodations and services.

STUDENT RESPONSIBILITY
In addition to enhanced access to DRES services, students also gain additional responsibility for the management of their accommodations and services. Students will evaluate their need for academic and alternative testing accommodations on a class-by-class basis. Students will request accommodations for each class and manage their exam schedules and communications with CSUN faculty. SAAS provides enhanced access and a foundation to manage accommodations and support services; however, students are encouraged to introduce themselves to their course instructors and discuss how they will use their approved academic and alternative testing accommodations during the semester.

USER ROLES
Each stakeholder (User Role) in the disability accommodation and support service process has a unique SAAS login, which provides access to an application user interface and features necessary to access services and perform essential tasks.
USER ROLES IN SAAS

- **Students**
  - Request academic accommodations
  - Request testing accommodations
  - Request support services
  - Schedule exams with alternative testing accommodations in the Classroom, online, or at the DRES Office
  - Schedule final exams with testing accommodations in the classroom, online, or at the DRES Office
  - Schedule Standardized Exams with testing accommodations in the classroom, online, or at the DRES Office
  - View DRES contact information and hours of operation
  - **Go to Student Login Procedures**

- **Faculty**
  - View Students in your courses that have approved academic and alternative testing accommodations.
  - View courses in which you have students with approved academic and alternative testing accommodations
  - Create course exam profiles
  - View exam schedules for students with alternative testing accommodations
  - Approve/Deny exams
  - View DRES contact information and hours of operation
  - **Go to Faculty Login Procedures**

- **Department Support Staff**
  - View basic DRES contact information and operating hours
  - View exams scheduled for faculty that are associated to your department
  - Change the status of exams from Approved to *Delivered by Instructor* to signify that the exam is ready for the DRES office to pick it up
  - View basic exam profile information
  - **Go to Department Support Staff Login Procedures**
STUDENT LOGIN PROCEDURES

- Students Navigating the SAAS
- Logging into SAAS
- Communicating with My Instructor
- My First Login
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- My Course Schedule
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- Update My Course Schedule
- Request an Academic Accommodation
  - Learn About Academic Accommodations
  - Learn About Accommodation and Support Service Details
- Request an Alternative Testing Accommodation
  - Learn about Alternative Testing Accommodations
- Request a Support Service
  - Learn about Support Services
- Review an (Academic/Alt. Testing) Accommodation or Support Service Request
  - Learn about Accommodation and Support Service Requests
- Schedule an Exam with Testing Accommodations
  - Learn about Scheduling an Exam with Testing Accommodations
  - Learn Why I Am Unable to Schedule an Exam
- View My Exam Schedule
  - Learn about Exam Status
- View My Exam Details
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- Cancel My Exam
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- Schedule a Final Exam with Testing Accommodations
  - Learn About Scheduling a Final Exam with Testing Accommodations
- Email Messaging
  - Learn More about Email Messaging
- Schedule a Standardized Exam with Testing Accommodations
Learn More about Scheduling Standardized Exams

- Logging Out
- Contact DRES
- Problems using SAAS
STUDENTS NAVIGATING THE STUDENT ACCESS AND ACCOMMODATION SYSTEM (SAAS)

SAAS provides unique navigational links and features for each user role to ensure that users are able to view essential data and perform key transactions in a logical and concise manner.

- **Left Navigation Bar** – The Left Navigation Bar (Left Nav. Bar) is the first screen that you will see when you have logged into SAAS. From the Left Nav. Bar, you can access the nine links to the primary screens that you will use to manage your accommodations and exams. The nine primary screens and links available to the student login in SAAS are as follows:
  - Home Page link
  - My Courses/Request Accommodations
  - Request Support Services
  - My Accommodations and Services
  - My Exam Schedule
  - Standardized Exams
  - Manage My Exams
  - Logout
  - Switch Term (drop-down) list

- **The Data Table** – Each time you navigate to a primary screen, record sets are presented in a table view. The tables are comprised of rows and columns and data cells. Many of the columns have headers that are used to sort on the column value.
• **Data Table Links** – Selected cells within tables contain links (blue underlined font) that are used to access details screens or are used to perform a transaction.

<table>
<thead>
<tr>
<th>Course</th>
<th>Date</th>
<th>Status</th>
<th>Category</th>
<th>Accommodation</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>BIOL 380</td>
<td>12/21/2011</td>
<td>Approved</td>
<td>Alternate Test Services</td>
<td>Private Room As Available</td>
<td>View</td>
</tr>
<tr>
<td>BIOL 380</td>
<td>12/21/2011</td>
<td>Approved</td>
<td>Alternate Test Services</td>
<td>Up To 2.0 Time - All Exams</td>
<td>View</td>
</tr>
<tr>
<td>BIOL 380</td>
<td>01/03/2012</td>
<td>Approved</td>
<td>Academic</td>
<td>Adjustable Chair</td>
<td>View</td>
</tr>
</tbody>
</table>

**Data Table Links**

• **Filtering Records** - Once you have opened some screens from the Left Nav. Bar, you will be presented with options that enable you to narrow down record sets by selecting record values that you wish to view. This is called filtering a record set.

![Image of Filter Controls on a Data Table](image)

**Filter Controls**

• **Sorting Records** – Data tables are comprised of a series of rows and columns. Each table column has a header (blue font) that is used to initiate a record sort. You may click the header (blue font) to sort on a column in either a descending order (Z-A) or an ascending order (A-Z).

![Image of Filter Controls on a Data Table](image)
- **Viewing Records** – Each time a screen opens, you will usually be presented with a limited number of records. You may use the pagination features in SAAS to view all available records. Many times, you will need to scroll down a screen to view all records when the **Show All** link has been selected. You may also select the **Paginate Records** link to group your records so that you may view them one page at a time.

<table>
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</tr>
<tr>
<td>BIOL 380</td>
<td>01/03/2012</td>
<td>Approved</td>
<td>Academic</td>
<td>Adjustable Chair</td>
<td>View</td>
</tr>
<tr>
<td>BIOL 281</td>
<td>01/17/2012</td>
<td>Submitted</td>
<td>Academic</td>
<td>Adjustable Desk</td>
<td>View</td>
</tr>
<tr>
<td>CHEM</td>
<td>01/17/2012</td>
<td>Submitted</td>
<td>Academic</td>
<td>Adjustable Desk</td>
<td>View</td>
</tr>
</tbody>
</table>

**Pagination Options on a Data Table**

- **Detail Screens** - SAAS presents users with secondary detail screens that summarize the events a transaction, such as an accommodation or support service request or the status and conditions of a particular exam. Detail screens also display user and class summary information.

**Accommodation Request Details**

- **Accommodation ID**: 4ef24516b9adfa24a300000011
- **Academic Term**: Fall 2010
- **Course**: BIOL 380
- **Course Title**: CELL BIOL 281
- **Course Instructor**: 
- **Request Date**: 12-21-2011
- **Action Date**: 12-21-2011

**SAAS Internal Messaging** – SAAS uses internal messaging to communicate the status of an attempted transaction or a successful transaction. For example, if you attempt to schedule an exam at the DRES office when the office is closed, an internal message will appear at the top of the screen to inform the user of the error condition and prompt the user to take corrective action.
Communicating with My Instructor

The Student Access and Accommodation System (SAAS) is an online application that enhances access to manage your academic and alternative testing accommodations and support services. SAAS also provides the information required to manage the disability accommodation process. SAAS is not a communication tool. The most important aspect of managing your accommodations is communication with your CSUN Faculty member. Each semester you should contact your instructor, in a manner that maintains your privacy and confidentiality, to introduce yourself and discuss how you will use your disability accommodations in the course. The management of disability accommodations is a partnership between the DRES office, CSUN faculty, and the student registered with DRES.

Key Points for Ensuring Success

- Login to SAAS and submit your academic and alternative testing accommodations requests, as soon as possible, for approval by a DRES Disability Counselor.
- Contact your Professors and Instructors, as soon as possible, to discuss how you will use accommodations in the course.
- If you elect to take the exams in the classroom, discuss with your course instructor the accommodations that you wish to use during exams.
- Contact DRES if you or your instructor have questions concerning the disability accommodation process or the alternative testing exam scheduling process.
Students Logging into SAAS

Students registered with the Disability Resources and Educational Services (DRES) have access to the Student Access and Accommodation System (SAAS). To login to SAAS:

1. Open your web browser and navigate to **www.csun.edu/saas**
2. Enter your CSUN User Name in the User Name text box, then enter your CSUN Password in the Password text box
3. Click the **Login** button. The Student Homepage will open. From the Student Homepage, you can view the following information:
   - Your personal profile information
   - DRES Contact Information
   - DRES Operating Hours

- Once you have logged into SAAS, refer to the **Switch Term** drop-down list which is located under the Left Nav. Bar.
- Select the term in which you wish to view records.

**Note:** **Switch Term Menu** - Generally, if you select a future semester from the **Switch Term** Menu you can request accommodations and support services. If you select the current semester you can request accommodations, support services, and exam dates. If you select a past semester from the **Switch Term** Menu, you will only be able to view the history of transactions performed during the selected semester.

[Return to Student Procedures]
Learn More about My First Login
During your first login to SAAS, you will be requested to read the Terms of Service (TOS). It is required that you select the check box to electronically acknowledge that you have read and agree to abide by the Terms of Service (TOS). You will perform the same procedure to acknowledge that you have read and agree to abide by the terms of the Academic Standards Statement.

Working with Terms of Service and CSUN Academic Standards Statement

1. During your first login, you will see the DRES Terms of Service and the CSUN Academic Standards Statement.
2. Once you have read both documents, select the I Agree to follow the DRES Terms of Service checkbox, and then select the I Agree to follow the DRES Academic Standards Statement checkbox to signify that you agree to abide by the terms of both documents.
3. Click the Submit button to complete the transaction.
4. SAAS will generate a confirmation message that you have successfully read and electronically acknowledged the Terms of Service and the Academic Standards Statement.

Notes: If you wish to review the TOS or the Academic Standards Statement perform the following steps:

1. Login to SAAS
2. Look toward the bottom of the Student Homepage screen and click the View the DRES Terms of Service and Academic Standards Statement link to review statements.

Return to Student Procedures

My Course Schedules

1. Once you have logged into SAAS, click the My Courses/Request Accommodations link on the Left Nav. Bar. The My Courses/Request Accommodations screen opens to display your enrolled courses for the selected semester.
2. Each row of the table displays a course in which you are enrolled. You may click the link located under the Course header to open a details screen for the selected course. The details screen provides a listing of the following information:
   - Course Information (Class Location, Professor, Etc.)
   - Approved Accommodations for the Course
   - Acknowledges of Acceptance of the Terms of Service and the Academic Standards Statement.
   - On the same screen as the details information for the course, you may also review the Exam Profile information entered by your course instructor for your exams.
3. Located under the Request Accommodations columns are the links used to initiate a request for either an Academic Accommodation or an Alternative Testing Accommodation for the selected course.

4. If your course schedule is not up-to-date, refer to the topic Update My Exam Schedule.

**Update Your Course Schedule**
If you withdraw or add a class, SAAS may not have downloaded the most current course schedule. You may need to wait at least 24 hours to manually update your course schedule so that you can request accommodations and schedule exams for the newly added class. To manually update your course schedule, perform the following steps:

1. Once you have logged into SAAS, Click the My Courses/Request Accommodations link on the Left Nav. Bar. The My Courses/Request Accommodations screen opens and displays a course schedule for the selected semester.

2. Scroll down and refer to the bottom of the screen. The Retrieve Latest Course Schedule link will be visible. Click Retrieve Latest Course Schedule link to update your latest course schedule.

3. If you have scheduled exams for a class that you have withdrawn from, please cancel the exams as soon as possible.

**Request an Academic Accommodation**
Academic Accommodations are generally described as accommodations that are required to access materials, lectures, and information in the classroom. A few examples of possible academic accommodations are: adjustable furniture in the classroom, alternative media (e-text, Braille, or enlarged print), shared notes, recording of lectures. Perform the following steps to initiate a request for Academic Accommodations:

1. Once you have logged into SAAS, click the My Courses/Request Accommodations link on the Left Nav. Bar. The My Courses/Request Accommodations screen opens to display your enrolled courses for the selected semester.

2. Each row of the table displays a course in which you are enrolled. Locate the row for the course for which you wish to request academic accommodations. Click the link titled Academic.

3. If this is the first academic accommodation request for the selected course, you will need to read the Terms of Accommodation Request and electronically acknowledge that you have read and agree to the information presented on the screen. To accept the terms of the statement, click the check box
located next to I understand the Terms of My Accommodations Request caption, and then click the Continue Request button.

4. The Select from student’s approved academic accommodations screen will open. You will be presented with a list of your eligible academic accommodations. Carefully decide which accommodations you will need for the course that you have selected. Click inside of the check boxes located next to each eligible academic accommodation to select and request the accommodation for the class.

5. Click the Submit Accommodation Request button.

6. A transaction acknowledgment screen will open to inform you that the accommodation request has been submitted.

Note: If needed, you may request additional academic accommodations at a later time.

Return to Student Procedures

Request an Alternative Testing Accommodation
Alternative testing accommodations are determined by the DRES counselor after reviewing each student’s disability documentation. These alternative testing accommodations allow the DRES student to demonstrate mastery of material they have learned in the class. Some examples of alternative testing accommodations are: extended time, alternative formatted materials, specialized furniture, proctors for writing/reading, and access to assistive technology.

Perform the following steps to initiate a request for Alternative Testing Accommodations:

1. Once you have logged into SAAS, click the My Courses/Request Accommodations link on the Left Nav. Bar. The My Courses/Request Accommodations screen opens in order to view your enrolled courses for the selected academic term.

2. Each row of the table displays a course in which you are enrolled. Locate the row for the course for which you wish to request testing accommodations. Click the Testing link.

3. If this is the first testing accommodation request for the selected course, you will need to read the Terms of Accommodation Request and electronically acknowledge that you have read and agree to the information presented on the screen. After reading and accepting the terms of the statement, click the check box located next to the I understand the Terms of My Accommodations Request caption, and then click the Continue Request button.

4. The Select from student’s approved testing accommodations screen opens. You will be presented with a list of your approved testing accommodations. Carefully decide which accommodations you will need for the course that you have selected. Click inside of the check boxes located next to each approved testing accommodation to select and request the accommodation.

5. Click the Submit Accommodation Request button.
6. A transaction acknowledgment screen opens to inform you that the testing accommodation request has been submitted.

**Note:** If needed, you may request additional testing accommodations at a later time.

**Return to Student Procedures**

**Request a Support Service**
Support services are academic enhancements determined by the DRES counselor after reviewing each student’s educational process and disability management. In many respects support service requests are handled in the same manner as accommodation requests. To request a support service, perform the following steps:

1. Once you have logged into SAAS, click the *Request Support Services* link on the Left Nav. Bar. The *My Enrolled Terms* screen opens. On the *Enrolled Terms* table, find the academic term for which you wish to add a support service. Click the corresponding *Support Service* link (Blue font).

2. A screen with the header *Eligible for the support services listed below* opens.

3. You will be presented with a list of your *approved support services*. Decide which services you wish to request for the selected semester. Click inside of the check boxes located next to each approved support service to request the service.

4. Click the *Submit Support Service Request* button.

5. A transaction acknowledgment screen opens to inform you that the accommodation request has been submitted.

**Return to Student Procedures**
Review an (Alternative Testing or Academic) Accommodation or a Support Service Request

1. Once you have logged into SAAS, click the My Accommodations and Services link on the Left Nav. Bar. The My Accommodations and Services – Academic Term screen opens. From this screen, you will be able to select record sets by one or more of the following options:

   - **Status** – Submitted, Approved, or Denied
   - **Category** - Alternative Test Services, Academic, Support Services.
   - **Course** – Select to view all accommodations request related to a specific course.

   **Note:** - Each row of the Accommodation and Support Service Request table corresponds to one accommodation or support service request.

2. On the Accommodation and Support Service Requests table, click the View link located under the Details header to view the details associated to your accommodation or support service request. The Accommodation Request Details screen opens. You may review the following accommodation or support service details on the details screen:

   - Selected Academic Term
   - Course and Course Title
   - Course Instructor
   - Classroom
   - Accommodation or support service category
   - The accommodation that was requested
   - The status of the accommodation or support service request
   - View comments for accommodation denials or support service denials in the Explanation for last actions field.
   - View the accommodation or support service request date
   - View the action date (status change date) and the Action By (DRES user who changed the status of the accommodation or support service request).

Return to Student Procedures
Schedule an Exam with Testing Accommodations
SAAS provides the tools required for students and instructors to manage the alternative testing process.

Note: You should always contact your course instructor prior to scheduling an exam to discuss the conditions of the exam (where and how) the exam will be proctored. Your instructor may not be able to provide all of your accommodations in the classroom. At times, your instructor may be unable to proctor an exam due to your extended time accommodation. You may elect to take the exams in the classroom and you may voluntarily elect to waive (not use) any of your accommodations. It is best to only choose the accommodations that you actually plan to use when requesting an exam. You can only add exams after your alternative testing accommodations have been approved and your instructor has entered a course profile for exams.

1. Once you have logged into SAAS, click the Manage Exams link on the Left Nav. Bar. The Manage Exams for Last Name, First Name screen opens. Your course schedule will open for viewing.

2. In the row that corresponds to the class you wish to add an exam, click the Add Exam link. The Add New Exam for Course screen opens.

3. Choose the testing location that you and your instructor have agreed upon by clicking either the Alternative Testing (DRES) option or by clicking the Classroom or Online option. Note: Exams scheduled at DRES must occur during DRES operating hours. Exams scheduled in the Classroom or Online can be scheduled at the date and time that you and your instructor agreed upon.

4. Choose the exam type from the Exam Type drop-down list.

5. In the Select Exam Accommodations section of the screen, select the testing accommodations that you wish to use during the exam. Note: It is the student’s responsibility to select from their approved accommodations the exact accommodations they wish to use during the exam.

6. From the Start Time section of the screen, select the following exam parameters:
   - Year
   - Month – Day
   - Start Time (HR – Min)

7. Select the Request exam date or time different than the class section of the screen, if you are requesting to take the exam on a different date or time. If you request to take the exam at a different date or time, you must enter a comment. Course conflicts are the only reason that an exam request for a different time or date should be requested.

8. Click the Add Exam button to submit the exam request. SAAS will generate an internal message that the exam has been submitted for approval.

9. In addition to the exam confirmation message, you will be able to cancel the exam from the confirmation screen and view summary and detailed exam information. Note: If you were not able to add the exam, SAAS will generate an internal message to inform you why the exam request could not be submitted.
**View My Exam Schedule**

Students registered with DRES that have scheduled alternative testing exams may review their exam schedule by logging into SAAS.

1. Once you have logged into SAAS, click the *My Exam Schedule* link on the Left Nav. Bar. The *Exam Schedule for Last Name, First Name* screen opens. All of your exam records for the selected semester will be available for viewing. You may select the *Show all records on one page* pagination link located at the top of the table to view all records on one scrollable screen.

2. Select one or more options to filter (select) records from the following drop-down lists:

   - **Exam Date** – Enter date options from the list to filter exam records within a selected time period. Do not select an option from this list if you wish to view all exam dates.

   - **Location** – Select an option from the list to select *Alternative Testing (DRES)* or *Classroom or Online* options that were selected when you entered the exam. Do not select an option from this list if you wish to view exams for all scheduled locations (DRES office, Classroom, and Online).

   - **Exam Status** – Select an option from this list to filter exams by status. Exams may have a status of Submitted, Approved, Denied, Closed, Cancelled, or No Show. Do not select a status from this list if you wish to view exams that have one or more statuses.

   - **Course** – Select an option from this list to view exams for only one course. Do not select a course from this list if you wish to view exams for all courses.

3. Click the *Filter* button to filter for a record set with the options selected in (step 2) above. Each row of the *List of Exams* table displays one scheduled exam.

4. From the *List of Exams* table you can view the following exam information:

   - **Course**
   - **Exam Date/Time**
   - **Exam Status**
   - **Exam Location**
   - **Exam Type**
   - **Testing Accommodations**
   - **View** – link to view Exam Details information
   - **Cancel** – link to cancel the scheduled exam

5. Click the *Show All* button to view all of your exams and begin a new records filter.

[Return to Student Procedures]
View the Details My Exam
While you are reviewing your exam schedule on the Exam Schedule for Last Name, First Name screen, you have the option to view the details of each exam.

1. Once you have logged into SAAS, click the My Exam Schedule link on the Left Nav. Bar. The Exam Schedule for Last Name, First Name screen opens. All exam records will be available for viewing. You may select the Show all records on one page link located at the top of the table to view all records on one scrollable screen.

2. Select options to filter (select) records from the following drop-down lists:
   - Exam Date – Select a date option from the list to filter exam records. Do not select an option from this list to view all exam dates.
   - Location – Select an option from the list to select the Alternative Testing (DRES) or Classroom or Online options that were selected when you entered the exam. Do not select an option from this list if you wish to review all exams that you have scheduled at the DRES office and online and in the classroom.
   - Exam Status – Select an option from this list to filter exams by status. Exams may have a status of Submitted, Approved, Denied, Closed, Cancelled, or No Show. Do not select a status from this list if you wish to view all exam statuses.
   - Course - Select an option from this list to view exams for only one course. Do not select a course from this list if you wish to view exams for all courses.

3. Click the Filter button to filter for a record set with options selected in (step 2) above. Each row of the List of Exams table displays one scheduled exam.

4. The View Exam for First Name Last Name screen will open. Locate the View link that corresponds to the scheduled exam for which you wish to view the details. Click the View link. The View Exam for Course and Course Number screen opens. Exam summary information will be available on the screen.

5. Click the Show Details button to display all exam details information.

Return to Student Procedures
**Cancel My Exam**

While you are reviewing your exam schedule on the *Exam Schedule for Last Name, First Name* screen, you will have the option to cancel an exam.

1. Once you have logged into SAAS, click the *My Exam Schedule* link on the Left Nav. Bar. The *Exam Schedule for Last Name, First Name* screen opens. All exam records will be available for viewing. You may select the *Show all records on one page* link located at the top of the table to view all records on one scrollable screen.

2. Select options to filter (select) records from the following drop-down lists:

   - **Exam Date** – Select a date option from the list to filter exam records. Do not select an option from this list to view all exam dates.
   - **Location** – Select an option from the list to select the *Alternative Testing DRES* or *Classroom or Online* options that were selected when you entered the exam. Do not select an option from this list if you wish to review all exams that you have scheduled at the DRES office and online/classroom.
   - **Exam Status** – Select an option from this list to filter exams by *status*. (Exams may have a status of Submitted, Approved, Denied, Closed, Cancelled, or No Show. Do not select a status from this list if you wish to view all exam statuses.
   - **Course** - Select an option from this list to view exams for only one course. Do not select a course from this list if you wish to view exams for all courses.

3. Click the *Filter* button to filter for a record set with the options selected in (step 2) above. Each row of the *List of Exams* table displays one scheduled exam.

4. Click the *Show All* button to view all of your exams and begin a new records filter.

5. Locate the exam record for the exam that you wish to cancel and then click the *Cancel* link on the row that correspond to the exam that you wish to cancel.

6. The *View Exam for First Name Last Name* screen will open.

7. Enter a comment in the *Cancel Exam* text box, and then click the *Cancel* button to cancel the exam. It is required that you enter comments to cancel an exam.

8. SAAS generates an *internal message* that confirms the cancellation of the exam.
Schedule a Final Exam with Testing Accommodations

Final exams are scheduled in DRES in much the same manner that regular class exams are scheduled. When you schedule a final exam at the DRES office, SAAS recognizes that you are requesting a final exam based on the date (during finals week) that you submitted the exam request.

Note: You should always contact your course instructor prior to scheduling an exam to discuss the conditions of the exam (where and how) the exam will be proctored. You instructor may not be able to provide all of your accommodations in the classroom. At times, your instructor may be unable to proctor an exam due to your extended time accommodation. You may elect to take the exams in the classroom and you may voluntarily elect to waive (not use) any of your accommodations. It is best to only choose the accommodations that you actually plan to use when requesting an exam. You can only add exams after your alternative testing accommodations have been approved and your instructor has entered a course profile for exams.

1. Once you have logged into SAAS, Click the Manage Exams link on the Left Nav. Bar. The Manage Exams for Last Name, First Name screen opens. Your course schedule will open for viewing.

2. In the row that corresponds to the class you wish to add an exam, click the Add Exam link. The Add New Exam for Course screen opens.

3. Choose the testing location that you and your instructor have agreed upon by clicking either the Alternative Testing (DRES) option or by clicking the Classroom or Online option. Note: Exams scheduled at DRES must occur during DRES operating hours. Exams scheduled in the Classroom or Online can be scheduled at the date and time that you and your instructor have agreed upon.

4. Choose the exam type from the Exam Type drop-down list. Note: if your instructor has not defined a final exam type in their course exam profile, select an exam from the list for your request.

5. In the Select Exam Accommodations section of the screen, select the testing accommodations that you wish to use during the exam. Note: It is the student’s responsibility to select from their approved accommodations the exact accommodations they wish to use during the exam.

6. From the Start Time section of the screen, select the following exam parameters:
   - Year
   - Month – Day
   - Start Time (HR – Min)

7. Select the Request exam date or time different than the class section of the screen, if you are requesting to take the exam on a different date or time. If you request to take the exam at a different date or time than the class, you must enter a comment. Course conflicts are the only reason that a final exam request for a different time or date should be requested.
8. **Scheduling a Final Exam Outside of the DRES office** - If scheduling outside of the DRES office (Classroom or Online), click the **Add Exam** button to submit the final exam request. SAAS will generate an internal message that the exam has been submitted for approval.

   **Note:** If you schedule a final exam to be proctored outside of the DRES office, you can enter the date and time agreed upon by you and your course instructor.

9. **Scheduling a Final Exam at the DRES office.** If scheduling at the DRES office, click the **Add Exam** button to submit the final exam request. SAAS generates an internal message to inform you that you should request an exam from one of the date and time blocks listed below.

10. Select from the **Exam Block**; drop-down the list to the date and time block that corresponds to the same time block that your class is taking the exam.

11. Click the **Add Exam** button.

12. SAAS generates a confirmation message to inform you that the final exam request was submitted successfully. **Note:** If you were not able to add the exam, SAAS generates an **internal message** to inform you why the exam request could not be created.

   ![Image](image.png)

   **Return to Student Procedures**

**Email Messaging**
SAAS generates email messages for selected transactions. Email messages are sent to students, faculty, and to the DRES office.

**Student Email Notifications**

1. **Request Testing Accommodations for a class (first time)** - The course instructor will receive an email notification regarding the testing accommodation request and is instructed to login to SAAS and create a course testing profile.

2. **Accommodation Request Denied** – The student will receive an email notification any time an academic or testing accommodation request is denied. The student should contact a DRES counselor to discuss the denial of the accommodation request.

3. **Exam Request Denied by the Course Instructor** – The Student and the DRES office will receive an email regarding the denial of an exam request. The student should communicate with their course instructor prior to requesting another exam date/time.

4. **24-hour Exam Notification** – The student will receive an email notification 24-hour prior to all scheduled exams.

5. **Exam Scheduled at DRES flagged as a No Show** – A email is sent to the student and the course instructor to inform them that an exam scheduled at the DRES office has been flagged as a “No Show” (The student did not appear for a scheduled exam).

**Instructor Email Notifications**
1. **Request Testing Accommodations for a class (first time)** - The course instructor will receive an email notification when a student’s first alternative testing accommodation request is submitted. The instructor is emailed the instructions to login to SAAS and create a course testing profile.

2. **24-hour Exam Notification** – The instructor will receive an email notification 24-hour prior to a scheduled exam event. The course instructor may opt out of receiving 24-hour email notification of an exam event.

3. **Student Requests Exam** – The instructor may elect to receive or opt out of email messages that notify them that an exam request has been submitted. CSUN faculty may opt out of receiving 24-hour notifications of a scheduled exam.

**DRES Email Notifications**

Alternative Testing will receive an email notification whenever an exam request is denied. Alternative Testing will review the comments entered when the exam is denied. It is the responsibility of the student to contact the course instructor in order to determine when the exam should be scheduled.

1. DRES will receive an email notification whenever an accommodation request has been denied by a DRES counselor.

[Return to Student Login Procedures]

**Schedule a Standardized Exam with Testing Accommodations**

Contact a DRES counselor to discuss scheduling a UDWPE (Writing Proficiency Exam), an MPT (Math Placement Test) or a CPT (Chemistry Placement Test). Once a standardized exam request has been reviewed and approved, a DRES representative will contact you to schedule the exam in SAAS. The procedure below describes how to schedule a standardized exam at the DRES office:

1. Once you have logged into SAAS, click the **Standardized Exams** link on the Left Nav. Bar. The **Standardized Exams Available to You** screen opens.

2. Referring to the **Standardized Exams Available to You** screen, select the link that corresponds to the type of standardized exam that you wish to take.

3. In the **Select Exam Accommodations** section of the screen, select the testing accommodations that you wish to use during the exam. **Note:** It is the student’s responsibility to select from their approved accommodations the exact accommodations that they wish to use during the standardized exam.

4. Choose the date and time that you wish to take the exam.

5. Click the **Add Exam** button to submit the standardized exam request. SAAS generates an internal message to inform you that the exam was successfully submitted.

6. **Note:** If you were not able to submit the exam request, SAAS will create an internal message to inform you why the exam request could not be created.
Logging Out
Once you have completed your transactions in SAAS, it is important that you log out of the application in the proper manner. Perform the following steps to log out of SAAS:

1. Click the **Logout** link on the Left Nav. Bar.
2. After successfully logging out, SAAS will present the initial **login** screen.
3. Close your web browser.

Contacting the DRES Office
Depending on the nature of your transaction, there are several different ways to contact the DRES office. The contact information for the DRES office is as follows:

- **Mail Address:** California State University Northridge - 18111 Nordhoff St. Northridge, CA 91330-8340, Bayramian Hall (Room 110)
- **Office Drop-In** – Regular Business Hours - Bayramian Hall (Room 110)
- **Alternative Testing After Hours** - 18111 Nordhoff St. Northridge, CA 91330-8340. Enter from Bayramian Hall (Room 120). This entrance is located in the same hallway as the Financial Aid office (Room 150).
- **Alternative Testing Email** – for questions and issues regarding alternative testing: Alternative.testing@csun.edu
- **DRES Email** – For questions regarding DRES Services other than alternative testing – DRES@csun.edu.
- **All Phone Inquiries for all DRES Services** – (818) 677-2684
- **DRES Fax** – Documentation and communication for all services with the exception of alternative testing – (818) 677-4932.
- **Alternative Testing Fax** - Used for sending exams only - (818) 677-6783.
Learn More About My Course Schedules

1. You may view your course schedules for past semesters by selecting a past semester from the *Switch Term* drop-down list located under the Left Nav. Bar.

2. You may view your course schedules for the present semester by selecting the current semester from the *Switch Term* drop-down list located under the Left Nav. Bar.

3. You may view course schedules for future semesters by selecting the future semester from the *Switch Term* drop-down list located under the Left Nav. Bar.

4. If you have added or dropped a course, you **update your course** scheduled by clicking the *Retrie**

Learn about Academic Accommodations and Status

1. Academic Accommodations are generally described as accommodations that are required to access materials, lectures, and information from the classroom. A few examples of academic accommodations are adjustable furniture in the classroom or alternative media (e-text, Braille, or enlarged print) and shared notes.

2. Academic Accommodations must be requested for each class, every enrolled term.

3. Your course instructor will be able to view your academic accommodations when logged into SAAS.

4. Academic Accommodations may have one of the following statuses:
   - **Submitted** – You have requested an academic accommodation
   - **Approved** – Your academic accommodation request has been approved by a DRES Counselor
   - **Denied** – Your academic accommodation request has been denied by a DRES Counselor

5. You may review your academic accommodation request by clicking the *My Accommodations and Services* link on the Left Nav. Bar.

6. If you have any questions regarding academic accommodations, contact a DRES Counselor at (818) 677-2684.

Return to Student Procedures
Learn about Testing Accommodations and Status

1. Testing Accommodations are generally described as accommodations that are used during testing in the classroom, online, or at DRES. Alternative Testing is an alteration of the test format such as the allotted time, e-text, use of scribes or readers, or the use of assistive technology during the exam.

2. Testing Accommodations must be requested for each class, every enrolled term.

3. Your course instructor will be able to view your testing accommodations when they login to SAAS.

4. Testing Accommodations may have one of the following statuses:
   - **Submitted** – You have requested a testing accommodation
   - **Approved** – Your testing accommodation request has been approved by a DRES Counselor
   - **Denied** – Your testing accommodation request has been denied by a DRES Counselor

5. You may review your testing accommodation request by clicking the *My Accommodations and Services* link on the Left Nav. Bar.

6. If you have any questions regarding testing accommodations, contact a DRES counselor at (818) 677-2684.

[Return to Student Procedures]
Learn about Support Services
Contact a DRES counselor to learn about the support services that DRES offers to students registered with the DRES office.

1. Support services are generally described as academic enhancements or services that are not academic accommodations or testing accommodations.

2. Support services must be requested each academic term.

3. Support service requests are initiated from the Request Support Services link on the Left Nav. Bar.

4. In many respects a support service request is initiated and approved in the same manner as an academic accommodation or alternative testing accommodation request.

5. Support services may have one of the following statuses:
   - **Submitted** – You have requested a support service
   - **Approved** – Your support service request has been approved by a DRES Counselor
   - **Denied** – Your support service request has been denied by a DRES Counselor

6. You may review your support service request by clicking the My Accommodations and Services link on the Left Nav. Bar.

7. If you have any questions regarding support services, contact a DRES counselor at (818) 677-2684.

Return to Student Procedures
Learn About Accommodation and Support Service Requests

1. While academic and alternative testing accommodation requests are initiated on the My Courses/Request Accommodations link, support services are initiated on the Request Support Services link.

2. Both academic and alternative testing accommodations, and support services are displayed on the Accommodation and Support Service Request table.

3. Testing Accommodations must be requested for each class during every enrolled term.

4. Support Services must be requested for each class during every enrolled term.

5. Your course instructor will be able to view your testing accommodations when logged into SAAS.

6. You must request, and be approved for, all the alternative testing accommodations you require for each exam during every enrolled term.

7. Each time you schedule an exam, you will be required to select from a list of your approved alternative testing accommodations. You will not automatically receive all of your approved testing accommodations when you request an exam.

8. If you have any questions regarding testing accommodations, contact a DRES counselor at (818) 677-2684.

Return to Student Procedures

Learn About Accommodation and Support Service Details Request

1. On the Accommodation and Support Service Requests table, click the View link located under the Details header to view the details associated to your accommodation or support service request. The Accommodation Request Details screen opens. You may review the following accommodation or support service details on the details screen:

   - Selected Academic Term
   - Course and Course Title
   - Course Instructor
   - Classroom
   - Accommodation or support service category
   - The accommodation that was requested
   - The status of the accommodation or support service request
   - View comments for accommodation denials or support service denials in the Explanation for last actions: field.
   - View the accommodation or support service request date
➢ View the action date (status change date) and the Action By (DRES user who changed the status of the accommodation or support service request).

Return to Student Procedures

Learn about Exam Status
Exams may have the following status:

➢ **Submitted** – Your exam request has been submitted and is pending approval by your instructor.

➢ **Approved** – Your exam request has been approved.

➢ **Denied** – Your exam request has been denied by the course instructor. The instructor will be required to enter a comment when they deny an exam request.

➢ **Cancelled** – The exam request has been cancelled by the student.

➢ **No Show** – The student did not appear for an exam nor did the student cancel the exam. The exam was therefore assigned a status of “No Show.”

➢ **Closed** – The exam was taken and closed by the DRES office. Exams taken in the classroom or online (out of the DRES office) are closed automatically on the date of the exam.

➢ **Provisional** – A provisional suffix attached to an exam request denotes that the exam request was not requested within the 7-day advanced notification period. DRES will attempt to proctor the exam, but may not be able to do so due to insufficient time to prepare for the exam.

Return to Student Procedures
Learn about Exam Details
The Exam Details screen provides access to all exam parameters.

1. Once you have logged into SAAS, click the My Exam Schedule link. The Exam Schedule for Last Name, First Name screen opens. All exam records will be available for viewing. You may select the Show all records on one page link located at the top of the table to view all records on one scrollable screen.

2. Select options to filter (select) records from the following drop-down lists:
   - **Exam Date** – Select a date option from the list to filter exam records. Do not select an option from this list to view all exam dates.
   - **Location** – Select an option from the list to select the DRES Alternative Testing or Classroom / Online options that were selected when you entered the exam. Do not select an option from this list if you wish to review all exams that you have scheduled at the DRES office and online/classroom.
   - **Exam Status** – Select an option from this list to filter exams by status. Exams may have a status of Submitted, Approved, Denied, Closed, Cancelled, or No Show. Do not select a status from this list if you wish to view all exam statuses.
   - **Course** - Select an option from this list to view exams for only one course. Do not select a course from this list if you wish to view exams for all courses.

3. Click the Filter button to filter the record set. Each row of the List of Exams table displays one scheduled exam.

4. The View Exam for First Name Last Name screen opens. You can view basic exam details information.

5. Click the Show Details button to display all exam details information. You will be able to view the following exam information:
   - **Exam Schedule Summary** – Start time, Stop Time, Exam Location, Exam Status.
   - **Course** – Course that is associated to the exam.
   - **Classroom** – Classroom where the class is conducted.
   - **Date** – The scheduled exam date.
   - **Start Time** – The start time of the scheduled exam.
   - **End Time** – The scheduled end time of the exam.
   - **Alternate Date (Time)** – Signifies if the student requested an alternate date or time to take the exam. The student must note why an alternative date or time was requested.
   - **Exam Location** – Denotes the location where the exam will be proctored.
   - **Exam Status** – Submitted, Approved, Denied, Cancelled, No Show, or Closed.
   - **Exam Type** – Denotes the type of exam that was requested.
Accommodations – Lists the alternative testing accommodations that the student requested when the exam was scheduled.

Comments from Student - N/A

Additional Exam Instructions – Displays additional exam instructions entered by the course instructor.

Exam Duration – Displays the normal allotted testing time for the exam. This is the time that the class receives without an extended time accommodation.

Instructor – Displays the name of the course instructor.

Student – Displays the name of the student.

Post exam details section - displays the information entered when an exam taken at the DRES office is closed. This section displays the testing room, proctor, proctor duties, actual start time, and the actual end time of the exam.

Learn about Canceling an Exam and “No Show” Status
There are only a few business rules for canceling exams.

Only students and DRES staff members can cancel an exam request.

When an exam is not cancelled and the student does not appear for the exam, the exam event will be assigned a “No Show” status.
Learn about Scheduling an Exam with Testing Accommodations
SAAS provides the tools required for students and instructors to manage the alternative testing process.

1. To schedule an exam, you must have submitted at least one alternative testing accommodation for the class and the accommodation request must be approved by a DRES Counselor.

2. Your course instructor must have created a Course Testing Profile for your class in SAAS.

3. Exams scheduled at the DRES office must be scheduled within DRES operating hours. Exams scheduled in the classroom or online can be scheduled at any time or date.

4. The length of your exam is calculated automatically and is based on the time normally allotted to the exam in class. If you attempt to schedule an exam that extends past DRES scheduled operating hours, SAAS will not allow you to schedule the exam. However, you can remove your request for extended time and the exam request will be created. If this situation occurs, you will not have access to extended time during the exam.

5. Your course instructor will create course exam profiles for your class. The course instructor must login to SAAS and create a course exam profile before exams can be scheduled. Your course instructor will specify the following exam parameters:
   - **Exam type** (quiz, test, midterm, final)
   - **Allotted Class Time for each exam type.**
   - **Special Software**
   - **Websites**
   - **Additional Exam Instructions**
   - **Website or Special Materials**
   - **Exam Pickup/Delivery methods**

6. Exams may have one of the following statuses:
   - **Submitted** – Your exam request has been submitted and is pending approval by the instructor.
   - **Approved** – Your exam request has been approved.
   - **Denied** – Your exam request has been denied by the course instructor. The instructor will be required to enter a comment when they deny an exam request.
   - **Cancelled** – The exam request has been cancelled by the student.
   - **No Show** – You did not appear for an exam nor did you cancel the exam. The exam was therefore assigned a status of “No Show.”
   - **Closed** – The exam was taken and closed by the DRES office. Exams taken in the classroom or online (Out of the DRES office) are closed automatically on the date of the exam.
Provisional - A provisional suffix attached to an exam request denotes that the exam request was not requested within the 7-day advanced notification period. DRES will attempt to proctor the exam, but may not be able to do so due to insufficient time to prepare for the exam.

7. If an exam request is denied, the course instructor must enter a comment. You can review your instructor’s comment on the Exam Details screen.

8. Exams to be taken at the DRES office must be scheduled within 7 business days of the exam date. Exams not requested within the 7 days’ advance notice will need to be requested in person at the DRES office or will have a status of Provisional attached to the exam status.

Learn More about Email Messaging

1. Email Messaging is triggered by predefined SAAS Transactions
   - First Testing Accommodation Request for a Class – Instructor is notified.
   - Accommodation Request is Denied – Student and DRES office Notified.
   - Exam Request is Denied – Student and Alternative Testing Notified.
   - 24-hour exam notification – Student and Instructor Notified.
   - An exam scheduled at DRES is flagged as a “No Show” – Student and Instructor Notified.

2. Email messages are only sent to CSUN email accounts. It is important that you monitor your CSUN email account. If you forward your CSUN email, ensure that your personal email accounts will accept emails from SAAS.
Learn Why I am not Able to Add an Exam

SAAS Provides the logic and business rules that are important to managing the exam scheduling process. There are several conditions that must be in place before an exam can be scheduled. In addition there are other factors that may not allow you to schedule an exam. In SAAS, internal messaging, users are informed of the conditions that did not allow the exam request to be submitted. The list below summarizes the conditions that most commonly prevent an exam from being scheduled.

1. Testing Accommodations have not been requested or approved for the course. Student must request testing accommodations each semester for each class for which they wish to use Alternative Testing Accommodations. Refer To: Request Alternative Testing Accommodations. Note: The testing accommodation request must be approved by a DRES counselor before the exam can be rescheduled.

2. Testing Accommodations have not been approved. At least one testing accommodation must be requested for the course and approved by a DRES counselor prior to scheduling an exam. Refer To: Reviewing an Accommodation Request or a Support Service Request.

3. The course instructor has not created a course profile. SAAS internal messaging will inform you that a course profile has not been created for your class. Refer To: Course Exam Profiles

4. SAAS Internal Messaging tells me:
   - **DRES Office is closed** – If you wish to schedule an exam at DRES, you must select a date that the DRES office is open.
   - **DRES Office open but you can not schedule an exam** – SAAS will calculate the exam stop time by multiplying your extended time multiplier (1.5X, 2X, 3X, etc.) by the allotted time given to the class. If the calculated exam stop time occurs after the office is closed, internal messaging will inform you that you will need to enter a different time. You may deselect (remove the check next to your extended time) to elect to not use the extended time accommodation. SAAS business rules will allow the request to be submitted.
   - **You must choose an exam location** – Students must choose where they wish to schedule their alternative testing exam. If you choose to take the exam at the DRES office, choose the Alternative Testing (DRES) option. If you wish to take the exam in the classroom or online, choose the Classroom or Online option.
   - **Request exam date or time different than the class** – If you wish to schedule an exam at a different date or time than the class, then select the “Request exam date or time different than the class” option. If you choose this option, you are required to enter an explanation. Your course instructor has the right to require that you take the exam on the same date as the class.

Return to Student Procedures
Learn about Scheduling a Final Exam with Testing Accommodations
SAAS provides the tools required for students and instructors to manage the alternative testing process. The features and tools provided by SAAS transfers much of the capability for scheduling exams and managing accommodations to students and faculty.

1. DRES final exam dates coincide with the Academic Calendar which is distributed by Admissions and Records. When you request an exam during the defined final exam week, it is assumed that you are taking a final exam.

2. Final exam time blocks are defined by the DRES office. If you are requesting to take your final exam at the DRES office, you will be requested to choose a Date/Time from the Exam Block drop-down list.

3. Exams scheduled at the DRES office must be requested within DRES operating hours. Final exams scheduled in the classroom or online can be requested at any time or date and are subject to your instructors’ approval.

4. The length of your exam is calculated automatically and is based on the time normally allotted to the exam in class and if applicable your extended time testing accommodation. If you attempt to schedule an exam that extends past DRES scheduled operating hours, SAAS will not allow you to schedule the exam. However, you can remove your request for extended time and the exam request will be created. Note: if you deselect your extended time accommodation, you will not have access to your extended time when taking the exam.

Return to Student Procedures

If You Have Problems Accessing or Using SAAS
If you have problems accessing or using SAAS, contact the DRES office as soon as possible. A DRES staff member will provide assistance in answering your questions or resolving your issues.

Return to Student Procedures
FACULTY LOGIN PROCEDURES

• Faculty Navigating In SAAS
• Definitions
• Student Privacy
• Faculty Login to SAAS
• Add/Edit Course Exam Profiles that have Students Registered in your Courses with Approved Disability Accommodations
• Review Students with Accommodations that are Enrolled in your Courses
• Course Exam Profiles
• Update Course Profiles
• Exam Status
• Review Exam Schedules
• Approve/Deny Exam Requests
• Review Exam Details and Exam History
• Deliver an Exam
• Exam Business Rules
• Email Messaging for first time accommodation requests, exam requests, and 24-hour exam notifications
• Contact DRES
• Department Support Staff
FACULTY NAVIGATING THE STUDENT ACCESS AND ACCOMMODATION SYSTEM (SAAS)

The Student Access and Accommodation System (SAAS) provides unique navigational links and features for the Faculty User Role that ensures that CSUN faculty are able to view essential data and perform key transactions in logical and concise manner.

- **Left Navigation Bar** – The Left Navigation Bar (Left Nav. Bar) is the first screen you will see when you have logged into SAAS. From the Left Nav. Bar, you can access the seven links to the primary screens that you will use to help manage student accommodations and alternative testing exams. The six primary screens available to the Faculty login are as follows:
  - Home Page link
  - Approve/Deny Exams
  - Exam Schedule & Delivery
  - Students with Accommodations
  - Add/Edit Course Exam Profiles
  - Logout
  - Switch Term (Drop-down list)

[Return to Faculty Login]
DEFINITIONS

1. **Academic Accommodations** - Academic Accommodations are generally described as accommodations that are required to access materials, lectures, and information from the classroom or learning environment. A few examples of academic accommodations are adjustable furniture in the classroom or alternative media (e-text, Braille, or enlarged print). Some common types of Academic Accommodations are as follows:
   - **Shared Notes** – Classmate takes notes on NCR (No Carbon Required) paper for the student that has the approved Shared Notes accommodation.
   - **Adjustable Furniture** – Adjustable tables and chairs in the classroom.
   - **Recording** – Student may record lectures with a recording device.
   - **Alternative Media** – Electronic Text, Braille, or Enlarged Print.

2. **Alternative Testing** - Testing Accommodations are generally described as accommodations that are used during alternative testing in the classroom, online, or at DRES. Alternative Testing is an alteration of the testing format such as the allotted time, e-text, use of scribes or readers, or the use of assistive technology during the exam that enable the student to demonstrate mastery of the subject matter. Some common types of Academic Accommodations are as follows:
   - **Extended Time** – The exam time that is allotted for the class is multiplied by a set multiplier such as 1.5X, 2X, 2.5X, 3X to determine the allotted exam time for the alternative testing exam.
   - **Private Room** – Student must take exams in a reduced distraction environment, usually a private room.
   - **Private Room As Available** - Student should take exams in a reduced distraction environment.
   - **Reader/Writer** – Student may have a proctor reader or proctor scribe during testing.
   - **Alternative Media** – Student may use electronic text, Braille, or enlarged print during an exam.
   - **Assistive Technology** – Student may use assistive technology such as a screen readers and screen magnifiers during an exam.
   - **CCTV** – Student may use a manual screen magnifier.
   - **Adjustable Furniture** – Student must have access to adjustable furniture during testing.
   - **Frequent Breaks** – Student may take frequent breaks during the exam. The time accrued during breaks usually is factored into the allotted exam time.

3. **Academic and Alternative Testing Accommodation Status:**
   - **Submitted** – Students have requested an accommodation.
   - **Approved** – A DRES counselor has approved an accommodation request.
   - **Denied** – A DRES counselor has denied an accommodation request.
STUDENT PRIVACY

1. As a CSUN faculty member that has students enrolled in your class with approved disability accommodations, you will be able to view each student’s accommodations and alternative testing exam schedules for your courses. Please take care to not identify or discuss the student’s disability or disability accommodations in a manner that violates the student’s confidentiality and privacy rights and expectations.

2. Students registered in your classes with accommodations are encouraged to contact you to discuss how they will use their accommodations in the classroom and during alternative testing.

3. It is a best practice to place instructions in your course syllabus to request that students in the class that will use disability accommodations should contact you as soon as possible. Please specify a manner in which the student can best communicate with you in a confidential manner.

Faculty Logging in to SAAS

CSUN faculty members can login to SAAS with your CSUN Username and Password.

1. Open your web browser and navigate to www.csun.edu/saas

2. Enter your CSUN User Name in the User Name text box, then enter your CSUN Password in the Password text box

3. Click the Login button. The Faculty Homepage will open. From the Faculty Homepage, you can view the following information:
   
   ➢ Your personal profile information
   ➢ DRES Contact Information
   ➢ DRES Operating Hours

• Once you have logged into SAAS, refer to the Switch Term drop-down list that is located under the Left Nav. Bar.

• Select the semester for which you wish to view records.

Key Points:

• You will be able to view students and their accommodations and exam schedules only if the student has requested accommodations and the requests have been approved by a DRES Counselor.

• Generally, for the current semester you will view student information, academic accommodations, alternative testing accommodations, and manage alternative testing exam requests.

• For past semesters, you will only be able to view record sets in a Read-Only format.
You will not generally work in future semester unless you have published a course syllabus and the student has been approved for testing accommodations. When working in future terms, you may be requested to approve or deny exam requests.

Add/Edit Course Exam Profiles that have Students Registered in your Courses with Approved Disability Accommodations

CSUN Faculty members have the ability to view all of their courses that have students registered with DRES that have approved academic and alternative testing accommodations. The screen used to view students in your courses that have disability accommodations, “My Courses with Accommodations – Semester Year” is also a gateway to other important features and information in SAAS. To view your courses that have students with approved disability accommodations, follow the procedure listed below:

1. Once you have logged into SAAS, Click the Add/Edit Course Exam Profiles link on the Left Nav. Bar. The My Courses with Accommodations – Semester Year screen will open.

2. You may review your classes that have students with approved disability accommodations on the Courses taught by [instructor name] that have students with academic or testing accommodations table. You will be able view the following information on this table:
   - Class Number
   - Course Name and Course Number - Link to View your course profile, specific students, and approved accommodations
   - View/Modify Profile - Link to add or modify existing course exam profiles
   - Student Name - Link to view information specific to the selected student

3. You may click the All Students with Accommodations button to open the Students with Accommodations screen.

4. (Optional) Click the Course Name and Course Number link to open the Course Info. for Course and Course Number screen. On this screen you may review the following information:
   - Course details information
   - Student Names
   - Student Approved Accommodations
   - Student’s acceptance of Terms for Academic and Testing Accommodation requests
   - Click the Add Exam Profile button to add a course exam profile for students that will use alternative testing accommodation requests during exams.

5. (Optional) Click the Add Profile button to open the Add Exam Profile for Course – Course Number screen. On this screen you may review the following information:
   - Flag (Yes/No) To receive emails for each exam request
   - Flag (Yes/No) to receive emails 24-hours prior to a scheduled exam.
Select parameters for quizzes, exams, midterms, and finals.
Specify websites, software, and add exam instructions.
Specify exam pickup and delivery methods.

6. (Optional) Click the (Student Name) link to view the following student profile information:

- Student Name
- Student Email
- Academic and Alternative Testing Accommodations
- Acceptance of Term of Service and Academic Standards Statements.

Key Points:
- Only students with approved academic or alternative testing accommodations will appear on the course rosters.
- Course exam profiles must be created before a student makes an exam request.
- Faculty should exercise discretion so that a student’s disability status and accommodations are kept confidential and that disability-related discussions or not conducted in front of other students or CSUN staff.
- It is a best practice to list in your course syllabus how students with disabilities should contact you to discuss their disability accommodations.

Review Students with Accommodations that are Enrolled in your Courses
CSUN Faculty members have the ability to view all of the students with approved disability accommodations that are registered in their courses. The screen used to view students in your courses that have disability accommodations, “My Student with Accommodations” is also a gateway to other important features and information in the Student Access and Accommodation System (SAAS). To view your students with approved disability accommodations that are enrolled in your courses, follow the procedures listed below:

1. Once you have logged into SAAS, click the Student with Accommodations link on the Left Nav. Bar. The My Student with Accommodations screen opens.
   - Course and Number and Section No. - Link to the Course Details screen and Student enrolled in Course Name table
   - Student Name - Link to view specific student details information and approved accommodations listings
   - Test Accommodations – View student’s approved Testing Accommodations
   - Academic Accommodations – View student’s approved Academic Accommodations

2. (Optional) Click the Course Name and Course Number link to open the Course Info. for Course & Course Number screen. On this screen you may review the following information:
   - Course details information
Student Names
Student Approved Accommodations
Student’s acceptance of Terms for Academic and Testing Accommodation requests
View existing course exam profiles
Click the **Add Exam Profile** (**Modify Exam Profile**) button to add a course exam profile for students that will use alternative testing accommodation requests during exams.

3. (Optional) Click the **(Student Name)** link to view the following student profile information:
- Student Name
- Student Email
- Academic and Alternative Testing Accommodations
- Acceptance of Term of Service and Academic Standards Statements

**Key Points:**
- Only students with approved academic or alternative testing accommodations will appear on the course rosters.
- Course exam profiles must be created before a student is able to submit an exam request.
- Faculty should exercise discretion so that a student’s disability status and accommodations are kept confidential and that disability-related discussions or not conducted in front of other students or CSUN staff.
- It is a best practice to list in your course syllabus how students with disabilities should contact you to discuss their disability accommodations.

[Return to Faculty Login]
Create Course Profiles
After a student’s alternative testing accommodations have been approved, you will receive an email notification to login to SAAS and to create a course exam profile. The course exam profile provides the basic exam parameters that will be used during alternative testing exam requests and when proctoring alternative testing exams. Course profiles may be created and updated via several paths. Use the following procedure to create a course profile:

1. Once you have logged into SAAS, click the Add/Edit Course Exam Profiles link on the Left Nav. Bar. The My Courses with Accommodations – Semester Year screen opens.
2. You may review your classes that have students with approved disability accommodations on the Courses taught by [instructor name] that have students with academic or testing accommodations table.
3. Click the Add Profile link to open the Exam Profile for Course – Course No. – Course Title screen.
4. In the Notifications section of the screen, you may choose to receive email notifications for each exam request and to elect to receive an email reminder one business day before a scheduled exam date. Note: you may opt out of receiving both types of email notifications.
5. In the Exam types and Duration section of the screen, select the length of the following types of timed assessments:
   - Quiz
   - Test
   - Midterm
   - Final
6. In the Special Software section of the screen, enter the types of software required during the exam.
7. In the Website section of the screen, enter the name of the website (if any) required during the exam.
8. In the Additional Exam Instructions section of the screen, enter any additional exam instructions that must be adhered to during the exam. (i.e.: open book, 1 page notes, calculator, etc.)
9. From the Delivery method drop-down list, select that method that you will use to deliver the exam to DRES.
10. From the Return method drop-down list, select that method that you specify for DRES to return the exam back to you.
11. On the Email address or Fax Number section of the form, enter the email address or the fax number that you specify for the exam to be returned to.
12. Click the Create Exam Profile button. Note: You will be able to modify the exam profile at any time in the future.
13. SAAS internal messaging will inform you that the course exam profile was create successfully.

Key Points:
• Course profiles must be created prior to a student scheduling an exam at the DRES office.
• You and the student may elect to not use SAAS when scheduling exams. However, it is the responsibility of the student to request the use of alternative testing accommodations, and it is the responsibility of the faculty member to ensure that requested testing accommodations are provided during exams.
• Students have the ability to select or deselect any or all of their accommodations prior to requesting an exam. Instructors should be familiar with all aspects of a student’s exam request with respect to accommodations.
• Students may elect to schedule an exam in Alternative Testing (DRES) office or in the classroom or Online.
• Exams scheduled at the DRES office are enforced by SAAS business rules with respect to operating hours and dates and final exam schedules.
• Exams scheduled in the classroom may be scheduled on any date and time that is agreed upon by the instructor and the student.

Return to Faculty Login
**Update/Modify Course Profiles**

The course exam profile provides the basic exam parameters that will be used when processing an alternative testing exam request and when proctoring alternative testing exams. Course profiles may be created and updated via several paths. Use the following procedure to update/modify a course profile:

1. Once you have logged into SAAS, click the *Add/Edit Course Exam Profiles* link on the Left Nav. Bar. The *My Courses with Accommodations – Semester Year* screen will open.

2. You *may review your classes that have students with approved disability accommodations on the Courses taught by [instructor name] screen*.

3. Click the *Course-Course Number-Course Title* in the *Course* column to open a link to open the *Course Info. for Course/Course No.* screen. Click the *View/Modify Exam Profile* button to open the *Edit an Exam Profile for Course – Course Number – Course Title* screen.

4. Edit/Modify the course profile, and then click the *Update Exam Profile* button.

**Key Points:**
- Course profiles must be created prior to a student submitting an alternative testing exam request at the DRES office.
- Course profiles updates are not retroactive to exam requests made prior to the update.

**Exam Status**

Exam statuses are assigned from the beginning of an exam request to the time that the exam request is complete. Key events in the exam lifecycle are recorded in an audit trail and inform users about the current status of the exam request. Exams may have the following statuses:

- **Submitted** – Exam requested by student.
- **Approved** – Exam request approved by course instructor.
- **Denied** – Exam request denied by the course instructor.
- **Closed** – Exam taken at DRES and closed by entering exam proctoring information.
- **Cancelled** – Exam request cancelled by the student.
- **No Show** – Student scheduled exam at DRES and did not appear
- **Exam Delivered by Instructor** – The Course instructor or Department Support Staff performed the Delivery Function to deliver the exam.
- **Exam Checked in By DRES** – The DRES office has retrieved the exam and has checked it in at the DRES office.
- **Provisional (Suffix)** – Denotes that the exam scheduled at DRES was not requested within 4 business days. The DRES office will attempt to proctor the exam; however, the request may have not been made with sufficient notice.

**Key Points:**
• Only students may cancel an exam.
• If an exam request is denied, comments must be entered by the instructor.
• Exams taken in the classroom or online (not in DRES) are closed automatically.
• A “Provisional” suffice signifies that the exam request at DRES was not made with the required advance notice. DRES will attempt to proctor the exam if there are sufficient resources and there is time to prepare for the exam.

Review Exam Schedule
Faculty may view their exam schedule by clicking the Exam Schedule and Delivery link on the Left Nav. Bar. The Exam Schedule & Delivery screen provides access to a wide array of system features and functionality.

1. Once you have logged into SAAS, click the Exam Schedule and Delivery link on the Left Nav. Bar. The Exam Schedule & Delivery screen opens. You will be able to view exams by the following parameters on the List of Exams tables:
   • Exam Date/Time
   • Course
   • Student Name
   • Location
   • Delivery
   • View

2. Select the options to filter exam records:
   • Starts At - Click the Select Date link to open date picker to select exam dates or date range
   • Exam Type – Filter by the type of exam specified on the Course Exam Profile
   • Exam Location – Filter by the location of the exam (Alternative Testing (DRES) or Classroom or Online)
   • Student Name - Filter by the Student name
   • Student ID – Filter by Student ID number
   • Exam Status – Filter by exam status
   • Course – Filter exam records by course number

3. Click the Filter button to filter your record set for the filter options that you have chosen. If needed, click the Show All button to show all records and reinitiate a new records filter.

4. (Optional) Locate the Course column and click the link that corresponds to the class to access the Course Info. for Course and Course Number screen. You will also have access to the Exam Profile for Course – Course Title screen. From these two screens, you may perform the following activities:
   • View the Course Details screen
➢ View students that are registered in the class that you selected and their accommodations and acceptance of Terms of Accommodation requests.

➢ View Course Exam Profiles

➢ Edit and Create Course Exam Profiles

5. (Optional) If an exam has been approved, you may deliver the exam. Exam delivery is the process of informing the DRES office that you have transferred the exam via the delivery method specified in the Course Exam Profile so that the DRES office may retrieve it. To deliver an exam, perform the following steps:

➢ Refer to the Delivery column in the List of Exams table. Select a delivery method for the exam from the list.

➢ Click the Deliver button. The exam status will change to Delivered by Instructor. The exam status change updates so that DRES is aware that the exam is ready. SAAS will provide a message to inform you that the exam was successfully delivered. Note: Department Support Staff have access to this function also.

6. (Optional) Refer to the List of Exams table. Click the View link to open the View Exam for Course – Course Number screen. From this screen, you may perform the following options:

➢ Deliver the exam

➢ View exam summary, location, and status information.

➢ Click the Show Details button to see all exam details from the initial exam request to all events that occurred until the exam is Closed, Cancelled, or marked with a status of “No Show”.

Key Points:
• From the Exam Schedule & Delivery Screen, you may view exam schedules, deliver exams, create and edit course profiles, and view course detail information.
• The Exam Delivery feature enables the course instructor or the department support staff to deliver the exam and to automatically change the status of the exam so the DRES is informed via SAAS that the exam is ready for retrieval.

Return to Faculty Login
Approve and Deny Exam Requests

CSUN faculties have the ability to approve or deny exam requests. Students have the ability to select or deselect their approved accommodations when making an exam request. Faculty must ensure that they can fulfill the student’s accommodation requests if the student and faculty member agree to proctor the exams in the classroom. Perform the following steps to approve or deny an alternative testing exam request:

1. Once you have logged into SAAS, click the Exam Schedule and Delivery link on the Left Nav. Bar. The Approve/Deny Exams screen opens.

2. Refer to the List of Exams table on the Approve/Deny Exams screen. The following information will display on this screen:
   - Course – Course Number – Class Number (Section)
   - Student Name and Student ID Number
   - Requested Date/Time of the exam.
   - Location – Requested exam location
   - Accommodations – Requested Exam Accommodations
   - View – Link to view exam details information
   - Approve and Deny buttons – Select an Approve button to approve or the Deny button to deny an alternative testing exam request.

3. (Optional) Click the View link to view exam summary and exam details information. You may also approve or deny an exam by selecting either the Approve button or the Deny button. If an exam request is denied, a comment is required so that the student may make adjustments to their next exam request.
   - Click the Show Details button to see all exam details from the initial exam request to all events that occurred until the exam is Closed, Cancelled, or marked with a status of “No Show”.

Key Points

- When approving exams, note the exam location that was requested. For example, a student requests an extended double-time testing accommodation in the classroom and you can only proctor the exam during the allotted class period.
- Students may elect to use all or any part of their approved alternative testing accommodations when making a request.
- Exam denials require a comment so that the student may make adjustments to their next exam request.
- CSUN faculty may access detailed exam information from the “Approve/Deny Exams” screen.

Return to Faculty Login
Review Exam Details and Exam History
Exam details information and exam history information is accessible via different routes in SAAS. To access exam details and exam information perform the following steps:

1. Once you have logged into SAAS, click the Approve/Deny link on the Left Nav. Bar. The Approve/Deny Exams screen will open. Refer to the List of Exams table and click the View link to open the exam Exam Summary screen. Click the Show Details button to see all exam details from the initial exam request to all events that occurred until the exam was Closed, Cancelled, or flagged with a status of “No Show”.

2. Once you have logged into SAAS, click the Exam Schedule & Delivery link on the Left Nav. Bar. The Exam Schedule & Delivery screen opens. Refer to the List of Exams table and click the View link to open the Exam Summary screen. Click the Show Details button to see all exam details from the initial exam request to all events that occurred until the exam is Closed, Cancelled, or flagged with a status of “No Show”.

3. On the Exam Details screen, you will be able to view the following exam information:
   - Exam Schedule Summary (Start time, Stop Time, Exam Location, Exam Status)
   - Course – Course that is associated to the exam
   - Classroom – Classroom where student attends class
   - Date – The schedule exam date
   - Start Time – The start time of the exam
   - End Time – The scheduled end time of the exam
   - Alternate Date/Time – Signifies if the student requested an alternate date/time to take the exam. The student must note why an alternative date/time was requested for the exam when they make the exam request
   - Exam Location – Denotes the location where the exam will be proctored
   - Exam Status – Submitted, Approved, Denied, Cancelled, No Show, or closed
   - Exam Type – Denotes the type of exam that was requested
   - Accommodations – Lists the alternative testing accommodations that were requested when the exam was scheduled
   - Comments from Student - (If applicable) Lists the reasons why a student requested to take an exam on a date or time different than the class
   - Additional Exam Instructions – Displays additional exam instructions entered by the course instructor
   - Exam Duration – Displays the normal allotted testing time for the exam. This is the time that the class receives without an extended time accommodation
   - Instructor – Displays the name of the course instructor
   - Student – Displays the name of the student
Post exam details section displays the information entered when an exam taken at the DRES office is closed. This section displays the testing room, proctor, proctor duties, actual start time, and the actual end time of the exam, and the exam return information.

Key Points

- The exam check-in feature automatically updates the exam status so that DRES is aware that the exam is ready to be picked up by the DRES office.

Deliver an Exam

The exam Delivery Process is defined as the event when a faculty member transfers possession of an exam to the delivery point specified in the Course Exam Profile. When an exam is delivered, the status changes from “Approved” to “Delivered by Instructor.” The “Delivered by Instructor” status informs DRES that the exam is ready for retrieval (Pickup). There are several ways to Delivery an exam.

Method 1

1. Once you have logged into SAAS, click the Approve/Deny Exams link on the Left Nav. Bar. The Approve/Deny Exams screen will open. Refer to the List of Exams table and click the View link to open the Exam Summary screen.

2. If an exam has been submitted, you may approve the exam request and then deliver the exam. To deliver an exam, perform the following steps:
   - Click the Approve button to approve the exam. The screen will then update.
   - Click the Deliver button. The exam status will change to “Delivered by Instructor.” The exam status change updates so that DRES is aware that the exam is ready for retrieval (Pickup). SAAS will provide a message to inform you that the exam was successfully delivered. Note: Department Support Staff have access to the Deliver feature also.

Method 2

1. Click the Exam Schedule and Delivery link on the Left Nav. Bar. To deliver an exam, perform the following steps:
   - Refer to the Delivery column in the List of Exams table. Select a delivery method for the exam from the list.
   - Click the Deliver button. The exam status will change to Delivered by Instructor. The exam status change updates so that DRES is aware that the exam is ready for pickup. SAAS will generate an internal message to inform you that the exam was successfully delivered. Note: Department Support Staff have access to this function too.

Key Points

- The exam details screen is the audit trail for the exam.
• Students may select or deselect their accommodations when making a request.

**Exam Business Rules**
SAAS incorporates business rules to ensure that alternative testing exams are processed as efficiently as possible. The list below summarizes some of the business rules that SAAS uses to aid in the alternative testing exam scheduling process.

1. Exams may be scheduled in the DRES office or online/Classroom.
2. Exams taken at the DRES office are subject to business rules regarding DRES operating hours and days.
3. DRES *internal messaging* informs users regarding the current status of their exam request and what conditions must be present to successfully process the request.
4. A student’s extended time accommodation is used as a multiplier that is used to calculate the exam end time.
5. Exams scheduled outside of the DRES office are automatically closed at the end of the scheduled exam date.
6. The [Course Exam Profile](#) provides the foundation for the scheduling and proctoring of exams.
7. Final Exams are scheduled in time blocks during the University’s scheduled Final Exam week.
8. Department support staff members have the ability to view exams scheduled for their department.
9. Student may elect to use or waive accommodations during an exam scheduled at DRES or outside of the DRES office.

**Faculty Email Messaging**
SAAS generates email messages for selected transactions.

**Faculty Email Notifications**
SAAS *generates email messages* for selected SAAS transactions.

1. **Request Testing Accommodations for a class (first time)** - The course instructor receives email notification regarding the approved alternative testing accommodation request and is given the instructions to login to SAAS and create a [Course Exam Profile](#).
2. **Exam Request Denied by the Course Instructor** – The Student and Alternative Testing receives an email regarding the denial of an exam request. The student should communicate with their course instructor prior to requesting another exam date/time.
3. **24-hour Exam Notification** – The course instructor is sent email notification 24-hours prior to a scheduled exam event. CSUN faculty may opt out of receiving these emails.

4. **Exam Scheduled at DRES flagged as a “No Show”** – An email is sent to the student and the course instructor to inform them that an exam scheduled at the DRES office has been flagged as a “No Show”. (The student did not appear for a scheduled exam.)

**Instructor Email Notifications (CSUN Email Accounts must be used)**

1. **Request Testing Accommodations for a class (first time)** - The course instructor receives email notification about the testing accommodation request and is instructed to login to SAAS and create a course testing profile.

2. **Student Requests Exam Date** – Faculty may elect to receive or opt out of receiving an email notification each time a student requests and exam.

3. **24-hour Exam Notification** – The student is sent email notification 24-hours prior to a scheduled exam event. The course instructor may opt out of receiving 24-hour email notification of an exam event.

4. **Student Requests Exam** – The instructor may elect to receive or opt out of email messages that notify them that an exam request has been submitted.

**DRES Email Notifications**

1. The Alternative Testing receives notice of each exam request that is denied. Alternative Testing will review the comments entered when the exam is denied. It is the responsibility of the student to contact the course instructor in order to determine when the exam should be scheduled.

**Key Points**

- Email message are sent to user’s CSUN email accounts.
- It is important that SAAS users ensure that their email systems accept email from SAAS account.
Contacting the DRES Office
Depending on the nature of your transaction, there are several different ways to contact the DRES office. The contact information for the DRES office is as follows:

- **Mail Address:** California State University Northridge - 18111 Nordhoff St. Northridge, CA 91330-8340, Bayramian Hall (Room 110)
- **Office Drop-In** – Regular Business Hours - Bayramian Hall (Room 110)
- **Alternative Testing After Hours** - 18111 Nordhoff St. Northridge, CA 91330-8340. Enter from Bayramian Hall (Room 120). This entrance is located in the same hallway has the Financial Aid office (Room 150).
- **Alternative Testing Email** – for questions and issues regarding alternative testing: Alternative.testing@csun.edu
- **DRES Email** – For questions regarding DRES Services other than alternative testing – DRES@csun.edu.
- **All Phone Inquiries for all DRES Services** – (818) 677-2684
- **DRES Fax** – Documentation and communication for all services with the exception of alternative testing – (818) 677-4932.
- **Alternative Testing Fax** - Used for sending exams only - (818) 677-6783.

Role of Department Support Staff
Designated department support staff member have the ability to view exam schedules for faculty members that are assigned to their department. In addition, designated department support staff members have the ability to deliver exams for CSUN faculty that they support.

Return to Faculty Login
DEPARTMENT SUPPORT STAFF LOGIN PROCEDURES

• Department Support Staff Navigating the Student Access and Accommodation System (SAAS)
• Department Support Staff Login
• Upcoming Exams (View Exam Scheduled and Deliver Exam for Instructor)
• Department Support Staff Exam Status
• Log Out
• Contact DRES
DEPARTMENT SUPPORT STAFF NAVIGATING THE STUDENT ACCESS AND ACCOMMODATION SYSTEM (SAAS)

SAAS provides unique navigational links and features for the Department Support Staff user role that ensures that users are able to view essential data and perform key transactions in logical and concise manner. Designated department support staff members have SAAS logins and can view exam schedules for faculty that are associated to their department.

• **Left Navigation Bar** – The Left Navigation Bar (Left Nav. Bar) is the first screen that you will see when you have logged into SAAS. From the Left Nav. Bar, you can access the three links to the primary screens that you will use to manage your accommodations and exams. The three primary screens available to the student login in SAAS are as follows:
  
  ➢ Home Page link
  ➢ Upcoming Exams
  ➢ Logout
  ➢ Switch Term

[Return to Department Support Staff Login](#)

**Department Support Staff Logging in to SAAS**

CSUN Department Support Staff can login to SAAS with their CSUN Username and Password.

1. Open your web browser and navigate to [www.csun.edu/saas](http://www.csun.edu/saas)
2. Enter your CSUN User Name in the User Name text box, then enter your CSUN Password in the Password text box
3. Click the **Login** button. The Department Support Staff Homepage will open. From the Department Support Staff Homepage, you can view the following information:
   
   ➢ Your personal profile information
   ➢ DRES contact information
   ➢ DRES operating hours

• Once you have logged into SAAS, refer to the **Switch Term** drop-down list that is located under the Left Nav. Bar.

• Select the term in which you wish to view records. The default setting during login is the current semester.

**Key Points:**

• You will only be able to view students and exam schedules that are associated to instructors for your department.
• Generally, for the current academic term you will view exam records related to the current semester (Academic Term).
• For past academic terms, you will only be able to view record sets in a Read-Only format.
• You will not generally work in future academic terms.

Return to the Department Support Staff Login

Department Support Staff View Exam Schedule and Deliver Exam for Instructor
Department Support Staff may view exams schedules for faculty members that are associated to your department.

1. Once you have logged into SAAS, click the “Upcoming Exams” link on the Left Nav. Bar. The Exam Schedule & Delivery screen opens. You will be able to view exams by the following filter parameters on the List of Exams tables:
   ➢ Exam Date
   ➢ Course and Instructor
   ➢ Student Name and Student ID
   ➢ Exam Location – Alternative Testing (DRES) or (Classroom or Online)
   ➢ Exam Type
   ➢ Exam Status

2. Select the options to filter exam records from the following drop-down lists:
   ➢ Starts At - Click the Select Date link to open date picker to select exam dates or date range
   ➢ Exam Type – Filter by the type of exam specified on the Course Exam Profile
   ➢ Exam Location – Filter by the location of the exam (Alternative Testing (DRES) or Classroom or Online)
   ➢ Student Name - Filter by the Student name
   ➢ Student ID – Filter by Student ID number
   ➢ Exam Status – Filter by one or more exam statuses
   ➢ Course – Filter by your courses that have students with approved disability accommodations.

3. Click the Filter button to filter your record set for the filter options that you have chosen. If needed, click the Show All button to show all records and reinitiate a new records filter.

4. Each row of the List of Exams table displays a scheduled exam date and time. You may view the following information on this screen:
   ➢ Scheduled exam date and time – (Also a link to Check in the exam and view exam details information)
   ➢ Course, Course No., and Instructor
> Student Name and ID #
> Exam Location – Alternative Testing (DRES) or (Classroom or Online)
> Exam Type
> Exam Status – Submitted, Approved, Denied, Cancelled, No-Show, Closed

5. (Optional) If an exam has the status of “Approved,” you may deliver the exam. Exam delivery is the process of informing the DRES office that you have transferred the exam via the Delivery Method specified in the Course Exam Profile so that the DRES office may retrieve it. To deliver an exam, perform the following steps:

- Refer to the Exam Date column and locate the row of the List of Exams table that corresponds to the exam date/time, course, and instructor. Click the date/time link.
- The View exams for Course & Course No. screen opens. In the Method drop-down list, Select the type of exam delivery from the Method drop down list and click the Deliver button. The exam status will change to Delivered by Instructor. The exam status updates so that DRES is aware that the exam is ready for pick up. SAAS generates an internal message to inform you that the exam was successfully delivered. **Note:** CSUN faculty have access to this feature too.

6. (Optional) Each exam has a details record that provides more information regarding the exam. To view exam details information, perform the following steps:

- Refer to the Exam Date column and locate the row of the List of Exams table that corresponds to the exam date/time, course, and instructor. Click the date/time link.
- View Exam Summary, Location, and Status information.
- Click the Show Details button to see all exam details from the initial exam request to all events that occurred until the exam was Closed, Cancelled, or marked with a status of “No Show”.

**Key Points:**

- From the Exam Schedule & Delivery Screen, you may view exam schedules and deliver exams for instructors.
- The Exam Delivery feature enables to course instructor or the department support staff to deliver the exam to electronically change the status of the exam so the DRES is informed via SAAS that the exam is ready for retrieval.
- An exam must have a status of “Approved” to perform the exam delivery for the course instructor.

[Return to the Department Support Staff Login](#)
Department Support Staff Learn about Exam Status
Exams may have the following status:

- **Submitted** – Your exam request has been submitted and is pending approval by your instructor.
- **Approved** – Your exam request has been approved.
- **Denied** – Your exam request has been denied by the course instructor. The instructor will be required to enter a comment when they deny an exam request.
- **Cancelled** – The exam request has been cancelled by the student.
- **No Show** – The student did not appear for an exam nor did the student cancel the exam. The exam was therefore assigned a status of “No Show.”
- **Closed** – The exam was taken and closed by the DRES office. Exams taken in the classroom or online (out of the DRES office) are closed automatically on the date of the exam.
- **Provisional** – A provisional suffix attached to an exam request denotes that the exam request was not requested within the 7-day advanced notification period. DRES will attempt to proctor the exam, but may not be able to do so due to insufficient time to prepare for the exam.

Return to Department Support Staff Login

Department Support Staff Logging Out
Once you have completed your transactions in SAAS, it is important that you log out of the application in the proper manner. Perform the following step to log out of SAAS.

1. Once you have logged into SAAS, Click the **Logout** link on the Left Nav. Bar.
2. The login screen will appear.

Return to the Department Support Staff Login

Contacting the DRES Office
There are several different ways to contact the DRES office. The contact information for the DRES office is as follows:

- **Drop-In** – 18111 Nordhoff St. Northridge, CA 90330-8340. Bayramian Hall (Room 110)
- **Alternative Testing After Hours** - 18111 Nordhoff St. Northridge, CA 90330-8340. Enter from Bayramian Hall (Room 120). This entrance is located in the same hallway has the Financial Aid office.
- **Alternative Testing** – for questions and issues regarding alternative testing: Alternative.testing@csun.edu
- DRES – For questions regarding DRES Services other than alternative testing – DRES@csun.edu.
- DRES Phone – (818) 677-2684
- DRES Fax – Documentation for all services with the exception of alternative testing – (818) 677-4932.
- Alternative Testing Fax - Used for sending exams - (818) 677-6783

Return to the Department Support Staff Login