Disability Resources and Educational Services (DRES)

Student Access and Accommodation System (SAAS 2.0)

Student Step-By-Step Procedures
The following step-by-step procedures provide information and instructions for performing student-related tasks in the Student Access and Accommodation System (SAAS 2.0).

**SAAS Student Step-By Step Procedures**

- SAAS Training and Support Options
- The SAAS Your Menu Feature
- Logging In To SAAS
- View Your Course Schedule
- Request Your Testing Accommodations
- Request Your Academic Accommodations
- Request Your Support Services
- Review Your Accommodations and Support Services
- Schedule Your Exams
- View Your Scheduled Exams
- Cancel one of Your Exams
- Print Your Approved Accommodations Report
- Print Your Exam Schedule
SAAS TRAINING AND SUPPORT OPTIONS FOR STUDENTS

☑ Phone support available at: (818) 677-2684.
☑ Email support for alternative testing related matters at: alternative.testing@csun.edu.
☑ Email support for all other inquiries: DRES@csun.edu.
☑ Students drop by the DRES office for immediate support or training during scheduled alternative testing hours.

DRES Alternative Testing Hours

Fall/Spring Academic Terms (During regular class meeting dates)

• Monday-Thursday 8:00 a.m. - 8:00 p.m.
• Friday 8:00 a.m. - 5:00 p.m.
• Saturday 9:00 a.m. - 1:00 p.m.

Winter/Summer Academic Terms

• Monday-Friday 8:00 a.m. - 5:00 p.m.

Back To Procedures
The Student Access and Accommodation System (SAAS 2.0) user interface has a horizontal navigation bar. The newest feature in SAAS is the **Your Menu** feature. **Your Menu** is a menu located on the horizontal toolbar with your **Last Name** and **First Name** located at the top left part of your home screen. **Your Menu** gives you access to the screens you will use to request accommodations, support services and schedule exams with DRES.

**LOGGING IN TO SAAS**

1. Open your web browser, and navigate to [www.csun.edu/saas](http://www.csun.edu/saas).
2. Use your CSUN User ID and Password to log in to SAAS.
VIEW YOUR COURSE SCHEDULE

1. Click on Your Menu, the menu that displays your name, on the upper left hand corner of the SAAS 2.0 screen.

2. Click on the My Courses (Request Accommodations) menu option.

NOTES ABOUT YOUR COURSE SCHEDULE:
If you have added or dropped courses or your schedule does not appear, click the Retrieve Latest Course Schedule button to refresh the screen and to display your updated course schedule.
REQUEST YOUR TESTING ACCOMMODATIONS

1. Click on Your Menu, the menu that displays your name, on the upper left hand corner of the SAAS 2.0 screen.
2. Click on the My Courses (Request Accommodations) menu option.
3. Find the row in the Courses table that corresponds to the course you for which you would like to request accommodations.
4. Click on the Request Testing Accommodations button.
5. Check the “I understand the Terms of My Accommodation Request” box. This option only appears the first time you request accommodations each academic term.
6. Click on Continue Request button.
7. Review your testing accommodations and check the boxes next to the accommodation(s) you would like to request.
8. Click on Submit Accommodation Requests button.

NOTES ABOUT REQUESTING TESTING ACCOMMODATIONS:
You must request testing accommodations each semester for each course in which you intend to use testing accommodations. When your first testing accommodation is approved for a course, SAAS will send an email to your instructor. You will also receive an email informing you that the first testing accommodation request for the course was approved. Once you receive the accommodation approval email, you should contact your instructor to discuss your testing accommodations and how they will be used in the class and during exams.

- Emails are generated only on the first approved testing accommodation request for each course.
- If your testing accommodation request is denied, SAAS will generate an email prompting you to contact a DRES counselor to discuss your denied testing accommodation request.
- You may check the status of your Testing Accommodations using the Your Menu, My Accommodations and Service menu option.
REQUEST YOUR ACADEMIC ACCOMMODATIONS

1. Click on Your Menu, the menu that displays your name, on the upper left hand corner of the SAAS screen.
2. Click on the My Courses (Request Accommodations) menu option.
3. Find the row on the Courses table that corresponds to the course you for which you would like to request accommodations.
4. Click on the Request Academic Accommodations button.
5. Check the “I understand the Terms of My Accommodation Request” box
6. Click on Continue Request button.
7. Review your academic accommodations and check the boxes next to the accommodation(s) you would like to request.
8. Click on Submit Accommodation Requests button.

NOTES ABOUT REQUESTING ACADEMIC ACCOMMODATIONS:
You must request academic accommodations each semester for each course in which you intend to use academic accommodations.

- SAAS does not generate an email when your academic accommodations are approved.
- If your accommodation request is denied, SAAS generates an email prompting you to contact a DRES counselor to discuss your denied academic accommodation request.
- You may check the status of your Academic Accommodations using the Your Menu, My Accommodations and Service menu option.
Requesting Your Support Services

1. Click on Your Menu, the menu that displays your name, on the upper left hand corner of the screen.
2. Click on the My Terms (Request Support Services) menu option.
3. Locate the Request Support Services button on the Request Support Services table.
4. Click on the Request Support Services’ button.
5. Review the support services and check the boxes next to the support service you would like to request.
6. Click on the Submit Support Service Request button.

NOTES ABOUT REQUESTING SUPPORT SERVICES:  
You must request support services each semester that you wish to use a particular DRES support service.

- SAAS does not generate an email when support services are approved or denied.
- You may check the status of support services using the Your Menu, My Accommodations and Services menu option.
- A support service is a service provided by DRES that is classified as a non-mandated service, or academic enhancement.

Back To Procedures
REVIEW YOUR ACCOMMODATIONS AND SERVICES

1. Click on Your Menu, the menu that displays your name, on the upper left hand corner of the SAAS screen.
2. Click on My Accommodations and Services menu option. The Accommodation and Support Service Requests table will open. You may view your accommodation and support service requests on the My Accommodations and Services - Term screen.
3. You may select the records you wish to view by selecting record filtering options on the Accommodation and Support Services table.
   a. Select a status from the Status selection list to view the accommodation and support service requests by status.
   b. Select an accommodation category from the Category selection list to view accommodation and support service requests by category.
   c. Select a course (this option only applies to accommodation requests) from the Class selection list to view accommodation and support service requests by enrolled class.
   d. Click the Filter button to filter accommodation and support service requests by one or more record filtering options.
4. You have the option to view the specific details of each accommodation or support service request. To view a detail record, find the row on the Accommodations and Support Services table that corresponds to the specific accommodation or support service.
5. Click the View button to view the details of the accommodation or support service request.

NOTES ABOUT REVIEWING ACCOMMODATION AND SUPPORT SERVICE REQUEST:

- Each accommodation or support service request will have a status of Submitted (Or) Approved (Or) Denied.
- If your academic or testing accommodation request is denied, SAAS generates an email prompting you to contact a DRES counselor to discuss the reason for the denial.
- SAAS does not generate an email when support services are approved or denied.
- Emails to you and your course instructor are generated only on the first approved testing accommodation request for each course.

Back To Procedures
SCHEDULE YOUR EXAMS

1. Click on Your Menu, the menu that displays your name, on the upper left hand corner of the SAAS screen.

2. Click on Manage Exams menu option.

3. Find the row on the List of Exams table that corresponds to the course you for which you would like to add the exam.

4. Click on the Add Exam button.

5. Select the location where you will take the exam. Note: You must select the Alternative Testing option if you are scheduling the exam with DRES.

6. Select the accommodation(s) you will be using for the exam. You must select at least one testing accommodation.

7. Select the date and time for the exam.

8. Select whether or not you will be taking the exam at the same date and time as the course (Yes/No).

9. If you are taking the exam at a time/date different from the course, please provide an explanation.

10. Click on the Add Exam control button.

NOTES ABOUT SCHEDULING AN EXAM:

- You must have approved testing accommodations and your instructor must have created a course exam profile before you can schedule exams with DRES.

- Each exam is assigned a status. The exam statuses are as follows:
  - Submitted – The exam has been requested, and your instructor has received an email notification of the request.
  - Approved – The exam request has been approved.
  - Denied – The exam request has been denied, and you have received an email notification of the denial.
  - Cancelled – The exam request has been cancelled.
  - No Show – You did not report for the exam as scheduled, and the exam request was not cancelled.
  - Closed – You took the scheduled exam and the exam has been delivered and closed by DRES.
- If you intend to take the exam with DRES, you must use the Alternative Testing option when scheduling the exam.
- SAAS will provide a message if your exam request did not meet exam scheduling deadlines. Contact Alternative Testing to schedule exam.
View Your Scheduled Exams

1. Click on Your Menu, the menu that displays your name, on the upper left hand corner of the SAAS screen.

2. Click on My Exam Schedule menu option.

3. You have the options to view scheduled exams via the following record filter options:
   a. Exam Date (one date or date range)
   b. Exam Status (Submitted – Approved – Denied – Cancelled – No Show)
   c. Exam Location (Alternative Testing – Classroom or Online)
   d. Course (Your enrolled class)

4. Click on Filter button to filter your exam list.

5. To view the details of an exam request, find the row on the List of Exams table that you wish to view.

6. Click the Details command button.

NOTES ABOUT VIEWING SCHEDULED EXAMS:

- Each exam is assigned a status. The exam statuses are as follows:
  - **Submitted** – The exam has been requested, and your instructor has received an email notification of the request.
  - **Approved** – The exam request has been approved.
  - **Denied** – The exam request has been denied, and you have received an email notification of the denial.
  - **Cancelled** – The exam request has been cancelled.
  - **No Show** – You did not report for the exam as scheduled, and the exam request was not cancelled.
  - **Closed** – You took the scheduled exam and the exam has been delivered and closed by DRES.

- If you intend to take the exam with DRES, you must use the Alternative Testing option when scheduling the exam.

- SAAS will provide a message if your exam request did not meet exam scheduling deadlines.
CANCEL YOUR EXAMS

1. Click on Your Menu, the menu that displays your name, on the upper left hand corner of the SAAS screen.
2. Click on My Exam Schedule menu option.
3. Find the row on the List of Exams table that corresponds to the exam that you would like to cancel.
4. Click on the Cancel button.
5. Provide an explanation in the Cancel Exam (Comment Required) field to explain the reason you are canceling the exam.

Back To Procedures

VIEW/ PRINT YOUR APPROVED ACCOMMODATIONS REPORT BY COURSE

1. Click on Your Menu, the menu that displays your name, on the upper left hand corner of the SAAS screen.
2. Click on the Approved Accommodations menu option.
3. Click on the Download button.
4. A PDF will open with your approved accommodations for each course. Each course will display on a separate page.

Back To Procedures
VIEW/PRINT YOUR TESTING SCHEDULE REPORT

5. Click on Your Menu, the menu that displays your name, on the upper left hand corner of the SAAS screen.

6. Click on the Reports menu option.

7. Click on the Student Testing Schedule menu options.

8. Select the date range of scheduled exams you would like included on the report.

9. In the status field, select whether you would like the report to include All exams or only Approved exams.

10. In the format field, select whether you would like the report as a PDF, which opens in Adobe Reader – a free reader, or a CSV (comma separated file), which opens up in Excel.

11. Click on the Download button.