

January 13, 2014

Greetings,

Services for Students with Disabilities (SSD) has some new information for faculty about the SSD Testing Center. The SSD Office and the SSD Testing Center has been in Lavery Hall for 18 months, and the Online Testing Reservation System (OTRS) has been in use since Fall 2012. Since then, the use of the SSD testing center has increased more than 70%! At first, there was some concern from faculty about coming to SSD to pick up exams. However, that has dissipated over time as there were zero issues with test security related to students handling tests. Also, we have enjoyed getting to meet and build relationships with faculty, and we hope that you have enjoyed visiting the Testing Center.

To improve services, we gathered data from a student survey, and from direct comments from students and faculty. We logged, tracked, and categorized feedback, from which a new version of the OTRS, version 2.0, was developed by the talented staff in the Division of Student Affairs Communications and Innovative Technologies Department. Version 2.0 has just launched. (That said, there are no significant changes to the overall process of reserving a testing space at the SSD center. There are limited spaces, so we ask that faculty reserve spaces in places other than SSD when possible, but use the OTRS when you need to reserve space at the SSD office). Changes to the OTRS in version 2.0 that will be most noticeable to faculty are:

- Faculty can now make the same testing reservation for multiple students (rather than having to recreate the reservation for different students)
- Faculty can more easily cancel an existing reservation
- Faculty can more easily modify an existing reservation
- User interface improved to let the user know what action has been completed
- OTRS 2.0 login: <https://secure.hosting.vt.edu/www.apps.ssd.vt.edu/testingreservation/index.php>  
(Requires Internet Explorer 9 or higher, Firefox, or Chrome as your browser)

We were not able to extend SSD hours during the regular semester (as students requested) and we were not able to create a student initiated reservation system because this would cause potential issues with students having too much control over the testing parameters.

We have updated the faculty and student instructions on the [SSD testing website](#). Please let us know if there are additional changes we need to make. Your feedback and cooperation are vital to the success of the program.

And, just as a reminder, testing accommodations, as with all accommodations, are afforded to students in the broader scope of civil rights. It is the responsibility of the university community to ensure that the spirit of the Americans with Disabilities Act is enacted on our campus. The SSD office strives to support faculty with the process of providing accessible and inclusive learning environments while maintaining academic integrity, rigor, and accountability. We look forward to continued partnerships with you.

Sincerely,

The SSD Testing Center Staff

*Invent the Future*