

# That Four-Letter Word: Ramifications of & Approaches to *Late Exam* Requests in Disability Services

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Pre-session survey to center  
this group:



[menti.com/alr19ibi1yxe](https://menti.com/alr19ibi1yxe)

We ask you to join us in creating a culture that reflects...

**Access and Inclusion**

and

**Civility and Respect**

...this week and in all aspects of our organization.

# Access Statement

Please exist in this space in ways that are most comfortable for you. You can stand up, sit down, lay down, stretch, walk around, leave the room, stim, use your electronics as needed. Feel free to speak as much or as little as you like. Understand that everyone exists in spaces in different ways, and how someone can best engage and listen might look different than how you do. Please let us know if we need to slow down or repeat any information during this discussion.

# Game Plan

- Testing accommodations & late exam requests at our institutions
- Ramifications of continued late exam requests
- Strategies for “getting ahead” of late exam requests
- Late-add requests for final exams
- Brainstorming activity
- Q&A

# Mentimeter Slide 1

In general, how many students utilize testing accommodations through your DS office each term?

- a) Under 100
- b) 100-500
- c) 500-1,000
- d) 1,000-2,000
- e) Over 2,000

# Background: Testing Accommodations & Late Exam Requests at Our Institutions

# Overview of Our DS Offices

## Arizona State University

- 9,000 students served across:
  - Tempe
  - Downtown Phoenix
  - West Valley
  - Polytechnic
  - ASU Online (Los Angeles, Tucson)
- 34 pro-staff, 72 student workers

## University of Arizona

- 4,400 students served across:
  - Main campus (Tucson)
  - Phoenix Biomedical Campus
  - Global satellite campuses
  - UA Online
- Centralized DS office
- 40 pro-staff, 25-30 student workers

## Mentimeter Slide 2

If your office has a dedicated testing space, how many testing stations or seats are available?

## Mentimeter Slide 3

How often do you use additional space to accommodate the number of exam requests in your office?

- a) Not applicable
- b) Only during finals
- c) During midterms and finals
- d) On a regular basis
- e) Other

# Overview of Our Testing Services

## Arizona State University

- 5,297 students with testing accommodations
  - Tempe: 1,912 students, 2 staff, 10 student workers (SWs)
  - DPC: 326 students, 1 staff, 5 SWs
  - West: 172 students, 1 staff, 5 SWs
  - POLY: 193 students, 1 staff, 5 SWs
- Unique layouts at each location

## University of Arizona

- 3,600 students with testing accommodations
  - 3,100 on main campus
- DRC Testing Centers
  - **Main campus:** 3 staff, 1 student lead, 15 student workers
  - Phoenix: 1 staff

# Arizona State University



Tempe



Downtown Phoenix



Polytechnic



West Valley

# University of Arizona (Main Campus)



# Overview of Our Testing Services (continued)

- Exam administration platform: AIM
- Exam scheduling lead time: 3 business days

## Common testing accommodations provided:

- Extended time
- Reduced/minimal distraction environment
- Assistive technology (e.g., text-to-speech, music)

## Differences between ASU & UA:

- Human reader/scribe vs assistive technology
- Testing hours
- Typical exam numbers

# Mentimeter Slide 4

How far in advance must students schedule exams with testing accommodations before the request is considered “late”?

# Mentimeter Slide 5

How much of an impact do late exam requests have on your office's operations, staffing, and/or ability to provide services?

- a) Not applicable
- b) No impact
- c) Minor impact
- d) Moderate impact
- e) Significant impact
- f) Severe impact

# Our Late Exam Policies

## Arizona State University

- Late-add request: Students can still submit requests in system, however, not approved until all remaining exams are scheduled.
- Almost always able to approve late requests
  - Exceptions: No testing agreement from instructor, no exam materials, busy testing day midterm/ Finals Week, no seat.

## University of Arizona

- Late-add request: Student needs to schedule all remaining exams + email DRC Testing with exam date/time
- Almost always able to approve late requests
  - Exceptions: No exam information from instructor, busy testing day, Finals Week

# Our Late Exam Trends (out of total exams)

## Arizona State University

- **F23:** 514 out of 5,430; **9.4%**
- **S24:** 611 out of 4,987; **12.3%**
- **F24:** 758 out of 5,382; **14.1%**
- **S25:** 653 out of 5,160; **12.7%**
- **F25:** 896 out of 5,756; **15.6%**
- **S26:** 928 out of 5,168; **18.0%**

## University of Arizona

- **F23:** 309 out of 5,880 (**5.3%**)
- **S24:** 364 out of 6,180 (**5.9%**)
- **F24:** 428 out of 7,137 (**6.0%**)
- **S25:** 464 out of 7,072 (**6.6%**)
- **F25:** 686 out of 8,130 (**8.4%**)
- **S26:** 541 out of 7,213 (**7.5%**)

# Ramifications of Continued Late Exam Requests

# Why do late exam requests occur?

- Newly affiliated students
- Unexpected disability-related circumstances
- Last-minute exam announcements
- Misunderstanding of DS Office procedures
- Forgetfulness

# How do late-adds affect DS Offices?

- Labor
- Strain on staff
- Space, time & staff restrictions
- Securing exam materials
- Follow-up communications
- Equitable and consistent accommodation delivery

# How do late-adds affect students?

- Reduced likelihood of accommodations being arranged properly (e.g., readers, scribes, assistive technology)
- Increased stress and anxiety
- Potential need to test at an alternative time or location
- Delay in receiving accommodation-related support when testing spaces are at capacity
- In some cases, late requests may need to be denied, requiring alternative arrangements with faculty

# How do late-adds affect faculty?

- Last-minute adjustments to exam logistics and scheduling
- Increased administrative workload (e.g., coordinating, approving times, providing materials)
- Potential need to proctor within department if DS Office cannot proctor
- Additional communications
- Concerns for exam security

# Mentimeter Slide 6

What are other ramifications of continued late exam requests?

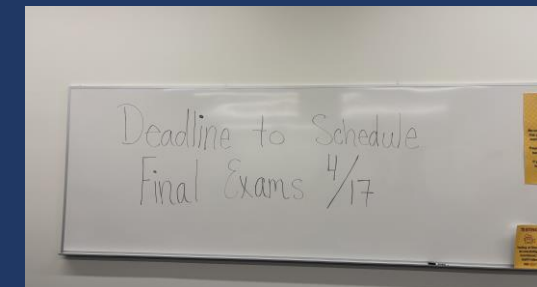
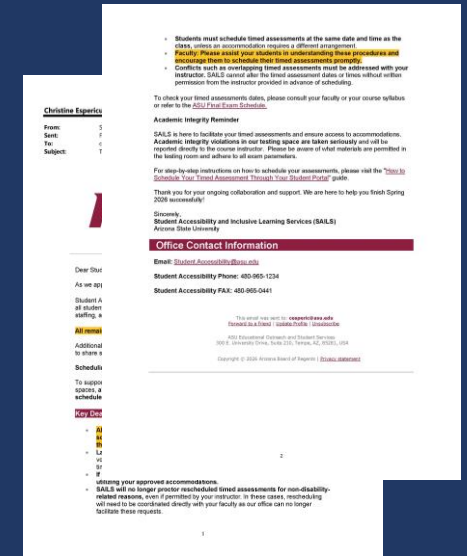
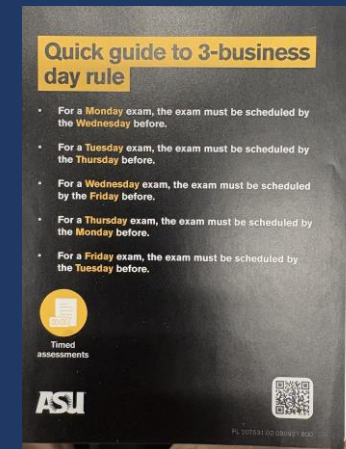
# Strategies for “Getting Ahead” of Late Exam Requests

# How We “Get Ahead”

- Automated messages in AIM when scheduling
- Nature of our late-add request policies
- Mass email communications to students
- Verbal reminders at check-in
- Access Consultants’ intake communications
- Intentional use of the word “request”

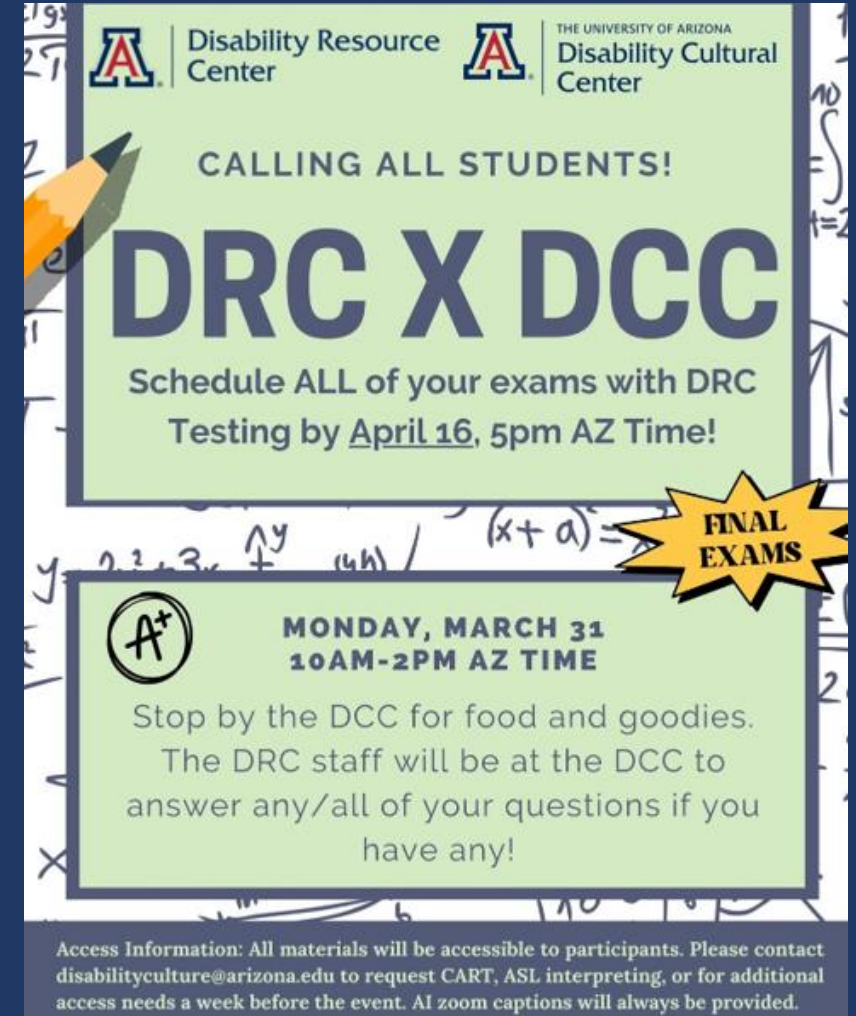
# “Getting Ahead” at ASU



- Reminders during check-in
- Open House
- Student webinar on Testing
- Recently made late-add request policy which requires remaining exams to be scheduled before starting exam



# “Getting Ahead” at UA

- Video tutorials & QR codes
- Inter-departmental collaborations
- Intake emails for expedited affiliations
- Ongoing Testing representation in Access Consultant meetings




 Disability Resource Center  THE UNIVERSITY OF ARIZONA Disability Cultural Center

CALLING ALL STUDENTS!

## DRC X DCC

Schedule ALL of your exams with DRC  
Testing by April 16, 5pm AZ Time!

**FINAL EXAMS**

 **MONDAY, MARCH 31**  
**10AM-2PM AZ TIME**

Stop by the DCC for food and goodies.  
The DRC staff will be at the DCC to answer any/all of your questions if you have any!

Access Information: All materials will be accessible to participants. Please contact [disabilityculture@arizona.edu](mailto:disabilityculture@arizona.edu) to request CART, ASL interpreting, or for additional access needs a week before the event. AI zoom captions will always be provided.

# Late-add Requests for Final Exams

# What makes Finals Week different?

- Significant spike in exam numbers
  - UA: 60-100 on standard days **vs** 250-400 on finals days
  - ASU: Numbers quadruple!
- Additional preparation needed due to:
  - Exceeded seating capacity
  - Limited assistive technology/staff
  - Longer exam lengths

# How We Navigate Finals Late-Adds

- Proactively reserve overflow space, cross-train staff, and secure additional technology
- Signage and handouts regarding the scheduling deadline
- Intentional messaging for new affiliations
- Late-add queue spreadsheet

**Final Exams**  
and all remaining  
exams

**Must be scheduled  
by  
April 11<sup>th</sup>**

Log into your student portal to schedule your exams. If you need assistance please see the front desk, testing team or contact your Accessibility Consultant

# Positive Outcomes

- Provides safety net for students with disability-related episodes/flare-ups
- Clarifies expectations for and responsibilities of students in scheduling their exams
- Allows staff flexibility and “breathing room” to appropriately manage and prioritize operations
- Demonstrates good-faith efforts to provide reasonable accommodations and engage students in the interactive process

# Ongoing Challenges

- Students become reliant on late-exceptions (rather than following scheduling guidelines)
- Additional time spent documenting, tracking, and communicating decisions
- Regular, comprehensive email outreach may backfire
- The number of late exam requests continues to rise...

# Collaborative Brainstorming Time!

# Thank you! Any questions?

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# Session Evaluation

[tiny.cc/8zu1101](https://tiny.cc/8zu1101)

Thank you for attending!

Your feedback helps shape future programming.

