Symplicity-Accommodate
Examination Requests And Exam Delivery
Faculty Guide
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Office of Accessibility Services

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How to Log into Your Accommodate Account

1. Log in to Accommodate through the link below:
   https://jjay-cuny-accommodate.symplicity.com/

2. Choose Faculty as the type of user

3. Log in using your John Jay Email username@jjay.cuny.edu and Password
How Exam Requests are Processed

The students will initiate by submitting an exam room booking request. Instructors are responsible for four tasks:

1. Entering exam information at the beginning of each term or sooner if possible (This will save time for the student when submitting exam requests).
2. Checking pending exam requests for accuracy.
3. Approving/Denying pending exam requests
   IMPORTANT: Instructors may use Symplicity to deny exam bookings for reasons such as the student has not completed all prerequisites
4. Submitting/Delivering the respective exam for an exam request

An exam request does not need to be submitted to create Exams (see How to Add an Exam Without any Active Exam Requests). When you edit the exam/exam information, the new information will be automatically updated and available in the exam requests where the exam was already connected. You will not have to go back and update it.

If you are planning to drop off the exam, please let our office know by emailing accessibilityservices@jjay.cuny.edu.

How to Approve/Deny Pending Exam Requests

You will receive an email notification when a student submits an exam request. Edit, approve, or deny the request as soon as possible so Accessibility Services can ensure the student receives their approved accommodations.

1. Log into your Accommodate account through the following link:
   https://jjay-cuny-accommodate.symplicity.com/

2. You should see a menu on the left side of your home page.
3. Select the *Courses* link on the left menu

![Image of the menu with the Courses link highlighted.]

4. The *Course Catalog* should be visible

![Image of the course catalog page.]

5. Scroll and select the **name of the course** relating to the exam request (information can be found in the notification email). Courses appear in alphabetical order and can be searched for by entering the course name in **Keywords** field and selecting apply.
6. Select *Alternative Test Room Bookings* tab under course name.

7. **If pending requests are not shown**, select the *Pending* heading.

8. Select the student’s request by clicking on the *name of the student*.
9. Review the information supplied by the student. If any information is not correct, please add the correct information in the *notes* section.

10. Select a previously created exam or upload a new exam to attach to this request. You can return to this request at any time to attach the exam.

*If you choose to upload a new exam*, you will be asked to input information pertaining to how the exam will be delivered and retrieved. If you plan to deliver through accommodate, please upload the exam during this process.
Then, please provide the exam start date, end date and the length of the exam.
Please select the resources the students are allowed access to and if there is any additional information our office need to be aware of, please type it into the *Additional Instructions* textbox.

*If you have multiple exam requests for the same course with an exam date in between the exam start date and end date,* you may select *Yes* to have the same exam and exam information applied to them.

Once you are done, select *Submit Request* and you should see the exam title of the exam you have submitted.

11. *If there are any supplementary files our office should have,* please upload them under *Attachment.*
12. Once everything is reviewed, please choose **yes** or **no** under **Testing Appointment Approved** *(Located at the top of the form)*

**If you choose to deny the exam request**, please note down why the request has been denied in the **Notes** section at the bottom of the form.
13. Once you are done, select **Submit** to finalize your decision.

14. If you would like to modify the exam request, you can always access approved exam requests under the **Approved** tab.

![Image of course catalog](image1.png)

**How to Add an Exam Without any Active Exam Requests**

1. On the **Course Catalog** view, select the course you are adding an exam for (If you need instructions on how to navigate to Course Catalog, see instructions #1-5 under **How to Approve/Deny Pending Exam Requests**)

2. Select the **Exam** heading under course name

![Image of course details](image2.png)

3. Select **Add New Exam**

![Image of adding new exam](image3.png)
4. Fill in the exam information (* indicates a required field). This will create a cover sheet. If the exam is not ready, enter as much information as possible and edit it with updated information at least 3 days prior to the exam date.

Please make sure to provide the timeframe the exam will take place along with the exam start time and exam length.

If there are any resources the student should have access to or if there are any instructions our office need to be aware of, please fill out the section below on the form.
5. Ensure you have uploaded your exam or Course Outline under Attachments as this is a required field. You can also create a MSWord document with “Test” typed into it to use as a placeholder until your exam is ready.

6. If you want to immediately apply this exam and the exam information to any exam request in the same course and within the exam date range, select Yes to Apply to all records.
7. Select **Submit** to save the information and the student will be notified. Select **Save** to save information, but does not make the changes public. Select **Cancel** to return to the exam list without saving the information. Select **Delete** to delete the exam information and return to the exam list. This will also delete the attachment.

8. The exam will exist under the **Exam** tab next to **Alternative Test Room Bookings**, and you may choose it from the list when approving **Exam Requests** (see instruction #10 under **How to Approve/Deny Pending Exam Requests**).

9. At any time you can go back to pending or approved **Exam Requests**, attach an exam, and select **Submit** to save the change.

10. You will be notified when our office attaches the completed exam to the respective student’s exam request.
How to Retrieve Completed Exams

1. Log into your *Accommodate* account

2. Select *Courses* from the left-hand side menu

![Image of Accommodate website menu](image)

3. Select the *name of the course* you are retrieving the exam for

![Image of course selection](image)

4. Select *Alternative Exam Room Bookings* tab under the course
5. Select the *Approved* tab

6. Click on the **completed exam name** for the student who completed their exam to download the exam to your device.