

ODR Student Exam Scheduling FAQ

Q: Who can utilize the Office of Disability Resources' (ODR) Testing Center?

The ODR Testing Center is **only** available for students who are registered and approved for testing accommodations with the Office of Disability Resources. Proctoring services are not available for non-registered students and non-Drexel students.

Q: ClockWork is displaying an error message when I attempt to book an exam/quiz. What should I do?

There are several reasons why ClockWork is displaying an error message. You should consider the following:

1. Ensure that you have renewed your Accommodation Verification Letter (AVL) for the term/semester. To renew your AVL, please select [here](#) for the instructions on submitting a request.
2. Are you attempting to book within the Testing Center's five (5) day (120 hours) policy before the date that you are attempting to schedule?
3. Are you trying to book an exam that ends or begins outside of the Testing Centers' hours of operation?

If none of the above possibilities are applicable, please email the Testing Center at testproctoring@drexel.edu, and a staff member will reply to you during normal business hours.

Q: I missed the Testing Center's deadline for scheduling an exam/quiz. What should I do?

Please email the Testing Center at testproctoring@drexel.edu, and a staff member will reply to you during normal business hours.

PLEASE NOTE: The Testing Center staff will make an effort to accommodate students who miss the booking deadline; however, we cannot guarantee that you will be accommodated.

Q: I do not feel my test accommodations are sufficient, what should I do?

The Testing Center is not permitted to approve requests for additional test accommodations. Please contact the Office of Disability Resources directly by email at disability@drexel.edu or by phone at 21.895.1401.

Q: I booked an exam for a specific date/time, but my professor has changed the exam date/time, what should I do?

Please email testproctoring@drexel.edu and include your professor on the email. In the email, please provide the following information:

- New time of the exam/quiz
- New date of the exam/quiz
- Course Name (e.g., PHYS 000)

All questions pertaining to the Testing Center should be directed to
testproctoring@drexel.edu