Testing accommodations are provided for students with disabilities through the Academic Testing for Student with Disabilities (ATSD) office. As a courier, you are required to follow specific procedures to ensure the integrity of the testing environment. The following procedures will assist you in meeting your responsibilities. Remember that all testing information is private and confidential.

**Important Vocabulary To Know**

1) **FERPA** is an acronym for the *Family Educational Rights and Privacy Act* (also referred to as the Buckley Amendment) and is a federal law designed to: Protect the privacy of student education records. Establish the right of students to inspect and review their education records.

**What does this mean for ATSD?**

No identifiable information about the student can be discussed without the student’s permission. We cannot speak with their parents about testing. We have to discuss what is going on with the student only.

2) **HIPAA** is the federal *Health Insurance Portability and Accountability Act of 1996*. The primary goal of the law is to make it easier for people to keep health insurance, protect the confidentiality and security of healthcare information and help the healthcare industry control administrative costs.

**What does this mean for ATSD?**

We have to be very careful about privacy and confidentiality. We can only use a student’s first name and we cannot discuss their disability unless they bring it up. If a student needs to discuss an issue we need to pull the student into an office so we can talk to him or her in private.

3) **The Americans with Disabilities Act Amendments Act (ADAAA)** is a civil rights law that was originally passed by Congress in 1990 (as the Americans with Disabilities Act-ADA) and protects individuals with disabilities from discrimination in the workplace, as well as school and other settings.

**What does this mean for ATSD?**

Accommodations are decided based on documentation from doctors and history of the student. Faculty members cannot deny anyone access to their accommodations and we are federally mandated to provide this service. However, the students still have to abide by the Texas State Honor Code just like any other student. Being covered by ADAAA does not give you a “free pass” it just levels the playing field.

4) **Confidentiality** is a set of rules or a promise that limits access or places restrictions on certain types of information.

**What does this mean for ATSD?**

Any information about a student or a test witnessed at ATSD is kept with strict confidence and not shared outside the ATSD office.
Training To Be A Courier

Training to become a courier will take hard work and staying fit. While the job itself is not difficult, it does require attention to detail and learning at a very quick pace.

1) Everyone will be invited to two systems:
   a. TRACS - Where you will receive announcements, training paperwork and training videos.
   b. ATSD Testing System – Where you will check your work schedule, request time off and see reminders posted.

2) Several times a semester you will be asked to update or continue your training in some way.
   a. This could include, but is not limited to:
      i. Watching customer service videos and taking a quick quiz.
      ii. Map reading and building locations on campus.
      iii. Learning about accessible technology.
      iv. Cross train how to be a proctor.

3) You will learn how to navigate the Texas State campus and process a completed test.

Checking Your Schedule

1) The schedule for the courier is set at the beginning of each semester. Typically the courier works every afternoon for three hours a day, equaling 15 hours a week.

2) If you are scheduled to work as a proctor:
   a. The Administrative Assistant III (Tina) schedules tests. Each proctor employed by the ATSD is given access to the ASTD Testing System (https://tim.txstate.edu/atsdtesting/Home.aspx).
   b. Schedules are made each week for the week ahead. Proctors can access their schedule by logging on to the ATSD Testing System and clicking on the calendar option. On the days you are scheduled your name will appear in teal on the calendar. Click on your name for more details about your shift. As students are only required to provide the ATSD with 48 hours notice of their tests, proctors should check the online calendar daily for any schedule changes.
   c. The proctor will be notified by email or phone (usually by text) if any late additions or changes occur within 24 hours of the scheduled test. However, you are still responsible for checking the schedule every day.
   d. When you receive your schedule, please check that you are not scheduled to proctor any tests for a course you are currently enrolled in or if you are personal friends with any student testing. If there is a conflict, please let the Tina know immediately.

Preparation

1) As a courier, you should arrive at ATSD about 5 minutes before your shift is to begin.
2) Record working time using the time clock and time card located by the copier in the ATSD main office.
3) Retrieve the test(s) from the ATSD file cabinet located in the main office. Each folder is labeled with the course and colored coded to reflect where on campus it will be delivered.
   a. Red Tab – Test will be picked up from the office. Do NOT deliver.
   b. White Tab – Test will be delivered to an office in the Quad.
   c. Purple Tab – Test will be delivered to an office on the East side of campus (on the right side of Commons).
   d. Blue Tab – Test will be delivered to an office on the West side of campus (on the left side of Commons).
4) Choose which direction you will be walking and pull the test for that area.
5) You can organize your tests at the empty desk in the GRA office (G5A).
6) Double check the testing envelopes are labeled to be delivered to the correct building and department office.
7) Double check the testing forms do not start the test packet is to be picked up rather than delivered by you.
8) At all times you are to deliver the test packets either in the tote bag or backpack provided by ATSD.
   a. This is to ensure the tests and Test Forms stay secure and confidential.
   b. You will find the tote bag on the side of the file cabinet, and the backpack in the monitor room.

9) If you are unsure of where a department office is located, check on-line or look on the map provided.

10) Before you start to deliver tests, check in with Rachel or Heidi to see if there are any special
    instructions you need to know.

Delivering Tests

1) Deliver the test(s) to the department office.
   a. NO courier should EVER take the bus. All couriers must either walk or ride their bike around
      campus to deliver the tests.
   b. Wear comfortable walking shoes.
   c. Dress in layers so you can adjust your clothing to the climate outside and inside. Couriers walk
      in hot summer weather, cold icy weather and even sometimes in the rain.
   d. Bring a water bottle with you at all times so you can stay hydrated.

2) Once you arrive, have the person accepting the test fill out the following on the bottom of the form
   **before** you leave the department office:
      a. Record the date
      b. Record the time
      c. Print their name
      d. Sign their name

3) Check that you can read the printed name on the form. If you cannot please ask that they re-write their
   name or write a clearer version in parenthesis.

4) The person received the test envelope and you keep the Testing Form and **paper clip**.

5) ATSD states that most tests are delivered the same day that they are completed. The courier is an
   important piece in helping ATSD uphold this service standard.

6) When you have delivered your group of tests, return to the ATSD main office.

Signing Testing Forms

1) When you return to the ATSD office, you will need to sign the bottom line of the Testing Form. Please
   do this at the empty desk in the GRA office.

2) Place the Testing Forms in the wire basket labeled “Test Requests to Enter” on top of the file cabinet.

Checking In With Proctors

After you have delivered the tests in the file cabinet you can check with the proctors in the monitor room if
there are any new tests that have been completed, need to be checked, sealed and delivered. If there are
following these steps:

1) Have Heidi check to make sure all the testing information is completed correctly. If Heidi is not
   available, then Rachel, Scott or Dr. Ryser can check the completed test.

2) Once checked, close the envelope, stamp across the back flap with the “Thank You” stamp and seal
   the flap with clear tape.

3) Once sealed you can deliver the tests.

If there are no more tests ready to check or deliver you can study at the empty desk in the GRA office or check
in with Heidi to see if there are any other needs in the office that you can help fill.
Repeat the processes “Delivering Tests” through “Checking In With Proctors” until it is time for you to leave.

**After Delivering Tests**

1) Return either the tote bag or backpack that you were using to deliver tests.
2) Record leaving time on time card.

**Paychecks:**

In order to receive a paycheck you must record your working time at the ATSD office, but also enter your time on-line. Pay periods last for 2 weeks (the 1st – 15th and 16th – 30th or 31st) so please enter your time before those days. If the time is not entered on-line on time, you will NOT get paid. Below are the instructions of how to get started with the on-line system.

**SAP Instructions:**

Below you will find step-by-step instructions to walk you through the process. We will verify your time on your timecard against SAP.

1) **If you have never used SAP before, they will e-mail your password when it is ready.** If you have any problems receiving your password please call 245-4727
2) You can access SAP through the Texas State Home Page, look for the option “SAP Portal” on the top right of the screen.
3) You will be asked to enter your username and password. The first time you enter, it will prompt you to change your password.
4) After logging in, select Employee Self Service (ESS) from the small tabs located on the top of the screen.
5) The next screen will show you the position you currently hold or have held in the past. Select the student worker tab for ATSD or TREC.
6) The next screen will show you the current week. From here you will enter the time you have worked for each day. From the drop down menu on the left, select regular wage on the first line. Then enter the number of hours you have worked. This system works in quarters, so make sure to enter .25 (15 min), .50 (30 min), or .75 (45 min) if needed.
7) You can go to the next week or last week by choosing the desired date on the calendar above.
8) Once you have entered your time on the one line, press the “Review” button on the bottom left. When you have entered time for that entire week (Monday-Saturday), press “Save and Release”. This completes your timesheet for that week.
9) Always make sure to press “log off”, otherwise the system has a tendency to lock you out.