

# Fall 2012 Classroom Testing Critical Updates

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Testing Services is dedicated to serving students and faculty in a professional and friendly environment. We always aim to offer testing services that are fair, secure, and efficient. We strive to maintain a cooperative attitude in meeting the needs of students and faculty and are committed to providing clear and accurate communication to those we serve. Thank you for the opportunity to assist you in providing an exceptional educational experience for our students. *The following updates have been approved by the Academic Affairs Council and Student Affairs as necessary to continue meeting our purpose.*

**Fees:** Late fees and make up exams will increase to \$4 to help cover the current imbalance in the testing budget.

**Batch Scoring:** Batch scoring fees will now be assessed based on the total volume of exams to be scored, which are as follows: Set up fee per batch: \$5 Cost per answer sheet: \$.20

**Scratch Paper:** Scratch paper is defined as extra paper used to work out a test question that will be collected and thrown away by the testing center staff (it is considered garbage). **Scratch paper will no longer be attached to exams at the request of instructors/students.** If you want to see student work, either provide space on the write-on exam or require students to use a blue book. Blue books can be purchased at the same time the exam is issued. Notepaper stapled together is not considered as a blue book.

**Scantrons:** Chi Tester now allows the faculty to access all answers from the student scantron within the system and eliminating the need for Testing Services to return the scantrons. If you still need to view a specific student scantron (hard copy) for some reason, please visit our office within one month of the exam closing. Scantrons will be shredded after one month.

**Testing Windows:** To accommodate the increasing number of students and faculty using our services, **traditional** course instructors will be given specific options for running their exams. Those options include the following:

- Option 1            day window    1<sup>st</sup> day free, 2<sup>nd</sup> day late fee
- Option 2            day window    1<sup>st</sup> and 2<sup>nd</sup> day free, 3<sup>rd</sup> day late fee
- Option 3            day window    1<sup>st</sup> – 3<sup>rd</sup> day free, 4<sup>th</sup> – 5<sup>th</sup> day late fee (this option is only allowed for courses with more than 25 students)

**Scheduling Exams:** Scheduling an exam with the Testing Center is only a reservation and does not require exam submission. We encourage you to schedule all exams early in the semester. However, to keep a reservation, you need to submit your exams by noon the business day before the start of the exam (weekends do not count as business days). While scheduling is not required, it is HIGHLY recommended to ensure your exam will be accepted. Currently, scheduling is done via email requests to [ctc@uvu.edu](mailto:ctc@uvu.edu). You will receive a confirmation code email when your exam has successfully been scheduled with our office. Very soon we will be introducing a new scheduling process that should simplify things for everyone. Stay tuned for that one!

We strive to keep waiting lines to 15 minutes or less and the only way to accomplish this goal is for faculty to allow the students to take the exam on any day during the testing window. Instructors that do not allow their students to take an exam during the late fee days negatively impact our algorithm for space management. The Testing Center operates near capacity, yet over 65% of students using the center state they would rather take their exams in the center over the classroom. In order for us to efficiently service students daily, we need your help to respect our scheduling formulas.

The priorities of the university do not support ***expanding the Testing Center at this time. Working together as a team to schedule exams efficiently will allow us to maximize usage and provide a secure and effective testing environment. If this cannot be accomplished, a priority system will be established to determine who is eligible to use the center.***

***Student Trends & Hours of Operation:*** This fall/spring, testing hours are 8 am - 4 pm weekdays and 8 am - 4 pm on Saturdays. Students are given 2 hours to complete their exams after we close the doors. Saturdays are the most popular testing day, followed by Friday and Monday afternoons. Our capacity numbers can improve mid-week, so consider running exams that start Mon-Wed, Tues-Thurs, etc. Thurs-Sat exam requests fill up the quickest. Our business office is open weekdays from 8 am - 8 pm and Saturdays from 8 am to 4 pm.

***Make-up Tests & Retakes:*** Students needing to take an exam outside of the standard testing window (either in class or in the center) can do so through our Non-Standard Exam service. The proctoring cost of this service is \$4 per student and the instructor is responsible to submit the exam and pick it up for grading (unless it is a computerized exam, which is graded immediately). Students do NOT need to schedule a time to take the exam. To avoid dropping off your exam to the center, you can download your exam into our Chi system, which we will print when the student arrives for testing. You can either provide specific student names and ID numbers, otherwise the exam will be offered to any student enrolled in your authorized section.

***Accommodative Exams:*** Students providing a letter of accommodation needed for testing can be serviced through our Proctor Exam Center. Exams already submitted to be given in the Testing Center do not require an additional exam submitted. Exams given in class need to be submitted through our Chi system one business day prior to the student's appointment to take the exam in the PEC.

***Multiple Trip Exams:*** Lengthy exams, which require more than 6-8 hours to complete, can be accomplished through our Multiple Trip Exam service. Students are allowed to leave the center, then check out the same exam a second, third, or more attempt to complete a single exam. During the late fee window, each trip is charged a \$4 fee. To use this service, a meeting with the Director of Testing is required prior to scheduling the exam to ensure all aspects of administering the exam are addressed.

***Finals:*** Finals are handled differently in the center than other exams. The testing window is two days; the final must be submitted according to our deadlines published in our calendar, and the campus master finals schedule is followed so you cannot choose which days you prefer to run your exam. First priority is given to Distance Education, then hybrid courses, then large classroom courses. Finals fill up very fast so schedule early!

Our goal is to provide excellent quality service, working together with you. Please let us know when our services are not meeting your needs, and we will do the same. However, if our procedures and protocols are being abused, we reserve the right to refuse future services to students and faculty. Students who exhibit questionable or aggressive behavior will be notified and a report will be given to the faculty and the Judicial Affairs Office. Faculty who are verbally abusive to office staff will be reported to their Department Chair, the Human Resources Office, and may lose testing privileges with our center.

We appreciate the opportunity to assist you in serving students and wish you well as you begin another academic year.