

Spring 201 Critical Updates

The CTC continues to work closely with the Associate Deans and the President's Council to discuss the future funding model of the center. The current model of charging students \$4 for half or more of the testing window is covering most of the costs associated with the center. We greatly appreciate your support of this current fee structure to ensure our ability to provide this service to you and your students. Discussions will continue to look at alternate ways of funding the center and is part of the President's initiative over the course of the next few years.

Priority scheduling for Spring semester is as follows:

1. December 16 Distance Education Courses
2. December 23 Large Section (>100 students/section) and HotBunk Hybrid
3. December 30 All other courses

There are few updates and reminders needed as we start another semester. They are as follows:

1. When using a third-party computer software (Canvas, My IT Lab, etc) to create a computer exam that is given in the CTC, be sure to match the dates you set up in Chi to the dates in the software. Also be sure to extend the ending time to midnight on any given date for exam closure. Many students have experienced being booted out of an exam at 6 pm, 8 pm, etc when we are still open, but the software closed their exam. The CTC has no administrative rights in third-party software to make those changes for a faculty member.
2. When considering the use of a third-party lock down browser on a computer exam, please call our office to discuss further for capability reasons before the start of an exam.
3. In addition to calculators, we will start issuing laminated Periodic Tables for use during testing for instructors who request it. Until we have the program updated, this request can be made in the notes feature of Chi. This option will remove the need to bring in one's own or print one while in the center.
4. Ensure the password provided is working for every exam prior to the start of an exam.
5. The CTC will no longer have students wait while we try to rectify a faculty issue for a currently running exam (I.e. incorrect password, wrong exam provided, missing information, etc). Instead the student will be given instructions to contact the instructor and the CTC will email/call the instructor regarding the issue.
6. Notes vs cue cards defined:
 - a. Cue Sheets (3x5, 4x6, half sheet, or full sheet) hand written or typed single sheet of paper. The cue sheet is collected by the staff and destroyed. Cue sheets can be requested to be attached to a write on exam, but no guarantee is made to ensure all cue sheets are returned to the instructor and may not be recycled to return a second time to the center.
 - b. Notes – notes are required to be in a binder or spiral bound notebook. No loose leaf notes are allowed. Notes are not collected. Faculty should be extra cautious in allowing

this form of testing aid as students can easily transfer testing information to and from the center using this aid.

7. Blue Books must be purchased at the center for various security reasons.
8. Always review your exam before submission. We often receive exams with the answers given, a page is missing, or the wrong exam is submitted.
9. While phone calls are quick and appreciated, we do require any changes to an exam to be given via email, which protects both parties for clarification and paper trail purposes. We will not take an instructor's call from student's phone, which protects both the instructor and the staff. Call our office at (801) 863-7095 for assistance.
10. Non-standard testing is available for retakes, accommodative, and make up testing within the Chi system. A make up exam is offered to a student who is given permission to test outside of the standard testing window. This student must be identified by name and a \$4 fee is issued for the entire testing window allowed. Up to five students can be identified for a single make up exam submission. A retake exam allows an entire section to retake an exam, and counts towards your 5 assessments allowed per semester. All retakes are charged \$4, regardless of when the exam is taken in the testing window.

Also do not forget the following options/restrictions:

1. No exams can start or end on a Saturday. Saturdays have limited hours, opening at noon and closing at 5 pm.
2. Only classes with more than 25 students are allowed to run a 5 day exam.
3. Faculty are allowed 5 assessments per semester in the center, which include retakes.
4. Monday through Thursday – the center opens at 10 am and closes at 5 pm.
5. Friday -- the center opens at 10 am and closes at 5 pm.
6. Only finals are allowed to run during finals week.
7. Check our website for date closures throughout the semester at <http://www.uvu.edu/testingservices/pdf/2014springhours.pdf>
8. Once we close our doors at the end of the day, our faculty services close as well. Some faculty members have slid through an exit to come in for assistance. Once we lock our doors, we shift into closing procedures which includes securing your exams in storage, so we are not able to service you at that time.
9. The CTC cannot waive fees for student in extenuating circumstances. We often get requests from faculty to waive fees for a variety of crises. In these situations, we refer the student back to the instructor to find another way to test such as using an office or other department resource.

As a reminder, the fee schedule is as follows:

1. Two day exam – day one \$0, day two \$4
2. Three day exam – day one \$0, day two and three \$4
3. Five day exam – day one and two \$0, day three, four, five \$4