

# Spring 2019 Critical Updates

## Important Dates to Remember

December 13	Online courses, Hybrid courses, & Large sections (100+) can schedule Spring exams
December 19	Traditional courses can schedule Spring exams
January 7	Spring Semester begins
January 15	CTC opens
April 22	Final Exam Submission Deadline – 8pm

## CTC Closures

January 19-21	Martin Luther King Jr. Day
February 16-18	President's Day
March 16-25	Spring Break
April 26	Reading Day

## Exams may not start on the following days:

January 22	Day after Martin Luther King Jr. Day
February 19	Day after President's Day

## Limited testing days for placement only:

March 25	Day after Spring Break
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(These allow our staff sufficient time to process new exams after closures)

## Fall Semester Hours Beginning January 15:

- **Classroom testing:** Monday – Thursday open 10:00 am to 8:00 pm  
Fridays open 10:00 am to 5:00 pm  
Saturdays open 10:00 am to 2:00 pm
- **Office/Lobby hours:** Monday – Thursday from 8:00 am to 8:00 pm  
Fridays from 8:00 am to 5:00 pm

While the center is open for testing on Saturdays, faculty support is not available over the weekends as no one is staffed in the office. For emergencies please email [ctc@uvu.edu](mailto:ctc@uvu.edu).

## Important Reminders and Updates—

### Citrix and Chi Tester

Thank you for your patience this last semester with the Citrix rollout for Chi Tester access. IT is continuing to work on improvements to the implementation of the Citrix system that will make getting to Chi Tester more user friendly. Please refer to the following table for knowing whether to contact the UVU Service Desk or our Testing Services Processing staff for help.

Call the UVU Service Desk at 801-863-8888	Call Testing Services Processors at 801-863-7095
Help installing or getting into Citrix	Exam creation
Issues with logging into Virtual Lab with UVU credentials	Exam scheduling
Issues with finding/uploading files once in Chi Tester	Editing exam parameters
System slowness or prolonged loading	Editing exam test aids after an exam is processed

### Computer Exam Issues

This last semester we saw an increase in computer related test issues that prevented students from testing until they were able to be resolved by the instructor. Below are the most common occurrences of these issues:

- The exam was "Locked" or not listed as available in the testing platform for the same date and time range that was scheduled in Chi Tester.
- The exam was not published in the testing platform so students could not see it in their course materials.
- The password or access code entered into Chi Tester did not match what the password was set to in the testing platform.

### Adjustment to Priority Scheduling Model

Based on feedback we received from multiple instructors last year over the Holiday Break, we have made an adjustment to avoid opening scheduling during that break. Scheduling will now open much earlier, please note that online courses can begin scheduling during finals week on 12/13/18 as a result.

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Please review previous updates for additional info

<https://www.uvu.edu/testing-services/info/faculty.html>