

## ***Learning Assistance Center***

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### **MEMORANDUM**

To: All Faculty

From: Bailey Smith, Director, Learning Assistance Center  
Meghan Chen, Dean of Library and Learning Resources

RE: Testing Services – Procedures and Guidelines for Make Up Tests and Online Courses

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One of the many services the Learning Assistance Center (LAC, Bldg. 6 Room 101) offers is Testing Services, which gives students and faculty a secure location for the temporary storage of exams and for the administering of make-up tests and exams for online courses. Monitoring of make-up exams is for individual students, not entire on-campus classes; tests must be part of an on-campus or online Mt. SAC course. Only authorized LAC classified staff or faculty issue or receive tests.

Demand for Testing Services has grown beyond seating capacity and staff resources. **Please keep in mind that staff perform multiple duties in the LAC, so they cannot be expected to provide constant monitoring.** In addition, students may have to wait to take their exams, especially those who wait until the last minute. To maintain quality service, we have put guidelines in place which are explained in this memo.

Because students who procrastinate have consistently compromised their ability to finish their exams on time, tests **will not be started** after the stated time. Faculty may want to include Testing Services hours and advice about time management in your syllabus or class website for your students' reference.

- Students must show a photo ID to take a test.
- Staff will monitor students taking tests until closing time.
- During peak exam periods, students should expect waiting times of 15-60 minutes.
- To ensure maximum and equal access for students to use Testing Services, students taking two or more exams on the same day will be expected to wait their turn after each exam.
- **During finals, we can only do testing for online courses.** We're asking on-campus faculty to give their own make-up and final exams so all students can finish taking their finals on time.

To administer exams on your behalf, we follow your instructions and requirements exactly. Therefore, the following procedures for faculty apply:

1. **Please print your name, the course name and number, and the semester on each exam as you would on your syllabus.** Doing so also helps avoid misfiling, because instructors have similar-looking tests.
2. **Complete a Test Protocol Form.** Test Protocol Forms are available at the LAC Testing Services counter or online at <http://lac.mtsac.edu> under "Testing Services". On the form, indicate your specifications for each exam, including the amount of time allowed for the exam(s), the range of dates for each exam, whether the exam is open or closed book, scantron or blue book, whether the exam is to be written on, etc.

*If you give updated instructions to your students, please contact Testing Services staff to let us know of any changes. If we only have your original instructions, those are the instructions we will follow.*

3. **Leave exams at Testing Services (6-101) in person.** Tests may be sent with the student who will take the exam or via a student worker if the tests are in a sealed envelope accompanied by a Test Protocol Form.
  - To ensure academic honesty, the LAC does not accept or return tests via fax or email.
  - The LAC does not mail completed exams to faculty. The staff cannot assume responsibility for delays or loss of exams by mail.
  - If the exam is to be written on, leave one exam for each student.
  - If the exam is to be taken with a scantron, leave a maximum of 10 copies.
  
4. **Pick up exams from the LAC when they have been completed.** Faculty picking up tests will be asked to sign for their tests.

To make the testing environment appropriate for test-taking, the college's student disciplinary policy will be applied to any disruptive students. Therefore, disruptive students will be asked to leave, and their testing privileges with the LAC may be revoked.

If you have any questions or would like information about the LAC, please contact the LAC at extension 4300 or [bksmith@mtsac.edu](mailto:bksmith@mtsac.edu) or view our website at <http://lac.mtsac.edu/>.

We appreciate your cooperation and support.