



Learning Assistance Center

MEMORANDUM

To: All Faculty

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

RE: Testing Services:
Procedures and Guidelines for Make Up and Online Course Exams

One of the many services the Learning Assistance Center (LAC) offers is Testing Services. This service 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 only, not entire on-campus classes. Only authorized LAC staff or faculty issue or receive tests.

Over the past several years, demand for Testing Services has grown *beyond* seating capacity. Because staff perform multiple duties in the LAC, they cannot be expected to provide constant monitoring. In addition, students *may* have to wait in line 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.

Please note!

- The LAC's hours during Winter, Spring, Summer and Fall (see below).
- No tests will be given the last hour of closing time.
- Staff will monitor students taking tests.
- Students must show a photo ID to take a test.
- 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 monitor finals for online, Distance Learning courses.** We're asking faculty to give their own make-up exams and campus finals so all students can finish taking their final exams on time.

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

1. **To avoid confusion for your students, 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 of tests because instructors have similar looking tests.
2. **Complete a Test Protocol Form.** Test Protocol Forms are available at the LAC Testing Services counter in 6-101 (if you already have photocopied versions of the Protocol Forms, those are also acceptable). 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 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 tests, or return tests, via fax machine or email.
 - To ensure that tests are not lost in the mail, 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.

Testing Services Hours –

Winter and Summer Session

Monday through Thursday 8 am to 8 pm; CLOSED Friday-Sunday

- Tests must be completed and turned in to Testing Services no later than 8 p.m.
- Tests **will not be given after 7:00 p.m.**

Fall and Spring Semester

Monday through Thursday 7:30 am to 10:30 pm;

Friday 7:30 am to 4:30 pm

Saturday 8 am to 6 pm

CLOSED Sunday

- Tests must be completed and turned in to Testing Services no later than closing time.
- Tests **will not be given the last hour of closing time.**

Because students who procrastinate have consistently compromised their ability to finish their exams on time, tests **will not be started** during the last hour that staff is present. As a suggestion, you may want to include Testing Services hours and advice about time management in your syllabus or class website for your students' reference.

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

We appreciate your cooperation and support.