

Learning Assistance Center

MEMORANDUM

To: All Faculty

From: Tom Vitzelio, Director Learning Assistance Center
Meghan Chen PhD, Dean of Library and Learning Resources

Date: September 5, 2017

RE: Testing Services Procedures and Guidelines

The Learning Assistance Center (LAC, Bldg. 6 Room 101) is now monitoring make-up exams for hybrid and on-campus courses. Please note the following guidelines:

- Monitoring of exams in Testing Services is only for individual students who miss an exam that was scheduled in class. *Testing Services cannot accommodate entire classes that need to take an exam.*
- For assistance in giving a test to an entire on-campus or hybrid class, or other group of students, please contact your department chair or Division office to make arrangements.
- If a student needs to finish or re-take an exam, please make individual arrangements with the student to schedule an exam time at a separate time and location.
- If you have multiple exams that will be monitored by Testing Services, students are responsible for knowing which of your exams they are required to take. Unless specified on the protocol sheet, Testing Services staff has no way of knowing which test individual students need to take.
- For assistance with students who need accommodations for disabilities such as a distraction-reduced environment, reader or scribe, please contact Disabled Student Programs and Services (DSP&S) at x4290.
- Tests that are taken in Testing Services must be part of an **on-campus or hybrid** Mt. SAC course.
- Only authorized LAC staff can issue or receive tests.

Students may have to wait to take their exams depending on the availability of space, in particular towards the end of the term when many students are using the service.

Tests **will not be given** after the stated deadline. Faculty may want to include Testing Services hours and advice about time management in their syllabus or class website for your students' reference.

Please note the following hours for Testing in fall 2017:

Monday-Thursday	7:30 am to 9:30 pm
Friday	7:30 am to 3:30 pm
Saturday	8:00 am to 2:00 pm
Closed Sunday	

Text Taking Protocol for Students

- 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.
- Student will not be allowed to take an exam if the allotted time given to complete the exam by the faculty is not available. For example, a student with an allotted time of 2 hours would not be able to take the exam if they came in an hour before closing.
- 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 revoked.

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 Faculty 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, as "Faculty Form for Exams". On the form, indicate your specifications for each exam, including student or students' name(s) 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.*
- 3. Leave exams at Testing Services (6-101) and sign the Drop off verification sheet.**
 - 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.
 - Please leave the exact number of tests, handouts and scantrons (if necessary) for each students taking the exam.
- 4. Pick up exams at Testing Services (6-101) and sign the pick-up verification sheet.**
- 5. Authorizing Individuals to Drop off and Pick up Exams**
 - 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
 - A Faculty is allowed to have a TA, other faculty members, or a student drop off exams. They may arrange this by doing the following:
 - 1) Faculty must come in-person or call to **notify testing staff** of the persons other than the faculty member who will be handling pick up and drop off.
 - 2) Faculty must indicate the **full name and title** (faculty, TA, or student) of the individual.
 - 3) Faculty must indicate the duration of this authorization (for pick up only, drop off only, for the semester, etc).
 - 4) The exam must be in a sealed envelope to protect the confidentiality of exam.
 - 5) All protocol forms must be filled out by the faculty member and NOT the designated person dropping off the exam (This includes other faculty).
 - 6) **Exams cannot be picked up by students. Only authorized TAs or other faculty members can pick up an exam for another faculty member.**
 - 7) *Once the Faculty member has stated these details and preferences, testing staff will record this information on the protocol form and in their folder for future reference.*

If you have any questions or would like information about the LAC, please contact the LAC at extension x4300 or x6352, email tvitzelio@mtsac.edu or view our website at <http://lac.mtsac.edu/>. We appreciate your cooperation and support.