

Learning Assistance Center

MEMORANDUM

To: All Faculty

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

Date: September 2, 2014

RE: Testing Services – Current Services, Procedures, and Guidelines

The Learning Assistance Center (LAC, Bldg. 6 Room 101) offers make-up testing for on-campus classes and monitors exams for distance learning courses. Please note the following guidelines:

- Monitoring of make-up exams in Testing Services is for individual students who have to miss an exam that was scheduled in class.
- If a student needs assistance with completing or re-taking an exam, please make separate arrangements with the student to schedule an exam time.
- For assistance in giving a test to an entire on-campus class or other group of students, please contact your department chair or Division office to make arrangements.
- 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, including temporary disabilities, 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 online Mt. SAC course.
- Testing Services is not able to monitor exams for hybrid courses.
- Only authorized LAC classified staff or faculty issue or receive tests.
- During finals week, only exams from distance learning courses can be monitored
- Testing Services is for the storage and monitoring of exams only, not for homework or other assignments. Please make separate arrangements if students have to drop off course work.

Staff perform multiple duties in the LAC, so they cannot be expected to provide constant monitoring. Students may have to wait to take their exams, especially those who wait until the last minute.

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.

Please note the following hours for Testing in Fall 2014 **and the delayed start of Saturday hours:**

Monday-Thursday:	7:30 am to 9:30 pm (last test given out at 8:30 pm)
Friday:	7:30 am to 3:30 pm (last test given out at 2:30 pm)
Saturday (starts 9/20/14):	8:00 am to 2:00 pm (last test given out at 1:00 pm)
Closed Sunday	

- 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.
- On Saturdays, there is no store open on campus to buy Scantron forms. Students must come prepared with Scantrons on Saturdays, or take their tests the following week.
- **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 during that week.

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, as "Instructor Form for Written Exams". 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 and sign the sheet verifying that you have dropped off a test.** 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 6352, email bksmith@mtsac.edu or view our website at <http://lac.mtsac.edu/>.

We appreciate your cooperation and support.