

Academic Support & Achievement Center

MEMORANDUM

To: All Faculty

From: Tom Vitzelio, Director, Academic Support and Achievement Center, Meghan Chen, Ph.D., Dean of Library and Learning Resources

Date: August 26, 2019

RE: Testing Services Procedures & Guidelines

The Academic Support & Achievement Center (ASAC, Bldg. 6 Room 101) monitors make-up exams for on-campus and hybrid 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' 18-seat capacity 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 to give the test at a separate time and location.
- 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, including temporary disabilities, please contact [Accessibility Resource Centers for Students](#) (formerly 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. Testing Services does not accept outside tests for non-Mt. SAC students.
- Only authorized ASAC classified staff or faculty issue or receive tests.
- 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.
- Exams are *not* delivered once they are complete. Instructors are responsible for exam drop-off and pick-up.

Staff perform multiple duties in the ASAC, 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 given** after the end date on the protocol form. Faculty may want to include Testing Services hours and advice about time management in your syllabus or class website for your students' reference.
- The testing center is not liable for students who do not apply sensible time management principles concerning their exam lengths and deadlines.

Hours for Testing Fall 2019:

Monday-Thursday: 8:00 am to 6:00 pm

Friday & Saturday: 8:00am to 2:00 pm

Last Day Exams can be administered:

Saturday December 7th. Tests will not be administered during the week of final exams

- Students **must** show a photo ID to take a test. Please stress this important requirement to your students. **Students without a photo ID will be turned away.**
- 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.

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 sometimes have similar-looking tests.
2. **Complete a Test Protocol Form.** Test Protocol Forms are available at the ASAC Testing Services counter or online at <http://asac.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 ASAC does not accept or return tests via fax or email.
 - The ASAC 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 ASAC when they have been completed.** Faculty picking up tests will be asked to sign for their tests.

CHANGES 2019:

At the instructor's request, ASAC staff can receive and return exams via inter-campus mail. Exams sent through campus mail are still required to have a protocol form that follows all the guidelines. Exams without completely filled protocol forms will NOT be administered. ***We do not recommend use of campus mail for exam receiving & return, and it should only serve as a last resort option, or in emergencies.*** ASAC staff do not assume responsibility for delays or loss of exams by campus mail.

To make the 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 ASAC may be revoked.

If you have any questions or would like information about ASAC, please contact ASAC at extension 4300 or 5669, email tvitzelio@mtsac.edu or view our website at <http://asac.mtsac.edu/>.

We appreciate your cooperation and support.