TESTING CENTER POLICY MANUAL
Dalton State College
Updated July 2019

Contents

Testing Center Mission and Responsibilities

Mission

The Testing Center adheres to the National College Testing Association (NCTA) Standards and Guidelines and works collaboratively with both campus and community members to provide a secure and accessible environment for test takers to perform at their maximum ability.

Responsibilities

The Testing Center provides the facility facility and staff for administering tests and maintains regular hours of operation. Refer to the Testing Center calendar found on the Testing Center's website for specific date and time ranges for the Fall, Spring, and Summer semesters.

The Testing Center Staff will:

- Provide secure and quiet setting for testing.
- Provide proper administration and storage of tests.
- Return exams and/or submit exam scores during the appropriate timeframe.
- Continually monitor the Testing Room via in-person walkthroughs and video surveillance

Please note:

> The Testing Center is not authorized to interpret scores. Test takers will be directed to the Faculty or specific testing website for that information. The Testing center is not authorized to grant additional time or testing aids not specified by Disability Access, Faculty or specific testing company.

General Policies for ALL TESTERS

ID Verification

All testers will be required to show identification before taking an exam. When reporting to the check in area, please be sure to have an approved form of photo identification that is current and not expired.

Acceptable forms of ID include:

- Driver's License
- Military ID
- Passport
- Other state or federal government issued ID card

Please note that some exams proctored by the Testing Center have additional policies in place implemented by the testing companies and require specific documentation. Be sure to refer to the Testing Center's website and/or the specific testing company's website.

Personal Belongings and Electronic Devices

Personal belongings such as notebooks, bags, smart watches, cell phones, and other electronic devices are not permitted in the testing area. Notes, textbooks, calculators and other reference materials will be allowed if prior notification has been given to the Test Administrator by Faculty or testing company. Testers will place personal belongings in a locker, or a securable bag provided by the Testing Center. All electronics must be turned off prior to being placed in the designated location. Securable bags must be placed at the tester's feet under the testing station and must not be accessed during the test administration.

Water or Restroom Breaks

Water or restroom breaks are permitted. Inform the Test Administrator and he or she will verify the water and restroom break policy that is applicable based on the test being taken. Some tests only allow scheduled breaks.

Non-testers in the Testing Center

Non-testers are not permitted in the Testing Center. This includes, but is not limited to, friends, family, children, etc.

Surveillance and Monitoring

The Testing Center.

Tester Conduct and Discipline

All test takers are expected to follow the Student Code of Conduct set forth by Dalton State College as it pertains to academic dishonesty.

Cheating, a form of Academic Dishonesty

A. Use of any unauthorized assistance or sources in preparation for or while completing quizzes, tests, examinations, and other course assignments

B. The acquisition, without permission, of tests or other academic material belonging to a faculty member or college official

C. Engaging in any behavior specifically prohibited by a faculty member in the course syllabus or classroom directions

D. Unauthorized selling, giving, lending, or otherwise furnishing material which contains the questions or answers to assignments or examinations

If a tester violates the Student Code of Conduct, the following actions will be taken:

Students

The Test Administrator will file a Student Conduct report with the Assistant Director of Student Conduct and an email will be sent to the appropriate Faculty.

Community members

If a community member violates the Student Code of Conduct, the specific testing company will be notified, and the tester may not be allowed to have future tests proctored in the Dalton State Testing Center.

Dalton State Student Responsibilities (by type of exam)

Students are expected to adhere to the following procedures to ensure they can take their exam on the scheduled exam day. Please refer to the applicable exam group: Make-Up and Online/Hybrid, eCore, and Accommodated Testing.

Accommodated Testing

DSC students needing accommodations must register with Disability Access and be eligible in order to use the Testing Center. Once registered, students must complete the process outlined on the official accommodation form. Students must schedule a time to meet with the Coordinator of Testing for training on using the Testing Center and software, if applicable.

Students are encouraged to take exams at the same time their class is testing. However, many factors play into a student scheduling during that exact time. Therefore, students using accommodations are permitted to utilize a window of time that spans from 8:00am the day before the test is scheduled to 5:00pm the day after the test is scheduled.

Scheduling

Students can schedule for exams through the Testing Center's website or the Testing Center tab on the Rage App.

Communicating with Faculty

Students must inform Faculty of the scheduled exam date no later than 48 hours prior to the exam date to ensure test materials are sent to the Testing Center.

Rescheduling/Cancelling

Students cans reschedule or cancel appointments through the Testing Center's website or the Testing Center tab on the Rage App. Students must reschedule exams no less than one business day (24 hours) prior to the exam date. If the exam date falls on a Monday, the student must reschedule by the end of the business day Thursday the week prior.

Late arrivals/ No shows

If a student arrives more than 10 minutes late to the scheduled appointment time, he/she may not be permitted to test upon arrival. Students should call the Testing Center in advance to discuss if any arrangements can be made; however, this will not ensure the student will be able to take the exam that day.

If a student is more than 30 minutes late for the scheduled exam time and has not contacted the Testing Center, he/she will be charged a No-Show fee of $10. If a student has three No

Shows in a semester, he/she will not be permitted to use the testing center for the remainder of the semester.

eCore

All eCore exams are scheduled through eCore any time prior to the end of the testing window established by eCore. A $25 proctor fee is required to be paid at the time of scheduling.

Communicating with Faculty

Students are not required to inform eCore Faculty of the exam date.

Rescheduling/Cancelling

All reschedules and cancellations are made through eCore.

Late arrivals/ No shows

If a student arrives more than 10 minutes late to the scheduled appointment time, he/she may not be permitted to test upon arrival. Students should call the Testing Center in advance to discuss if any arrangements can be made; however, this will not ensure the student will be able to take the exam that day.

If a student is more than 30 minutes late for the scheduled exam time and has not contacted the Testing Center, he/she will be charged a No-Show fee of $10. The $25 proctor fee will not be refunded. If a student has three No Shows in a semester, he/she will not be permitted to use the testing center for the remainder of the semester.

Login Credentials

Students should have his/her login credentials for the online platforms used for their course before being seated for the exam.

Make-up

Students taking a make-up exam must schedule their exam no later than two business days (48 hours) prior to the desired exam date.

Scheduling

Students can schedule for exams through the Testing Center's website or the Testing Center tab on the Rage App.

Communicating with Faculty

Students must inform Faculty of the scheduled exam date no later than 48 hours prior to the exam date to ensure test materials are sent to the Testing Center.

Rescheduling/Cancelling

Students must reschedule exams no less than one business day (24 hours) prior to the exam date. If the exam date falls on a Monday, the student must reschedule by the end of the business day Thursday the week prior.

Late arrivals/ No shows

If a student arrives more than 10 minutes late to the scheduled appointment time, he/she may not be permitted to test upon arrival. Students should call the Testing Center in advance to discuss if any arrangements can be made; however, this will not ensure the student will be able to take the exam that day.

If a student is more than 30 minutes late for the scheduled exam time and has not contacted the Testing Center, he/she will be charged a No-Show fee of $10. If a student has three No Shows in a semester, he/she will not be permitted to use the testing center for the remainder of the semester.

Online/Hybrid

Online/hybrid midterm and/or final exams must be scheduled no later than three business days (72 hours) prior to the desired exam date.

Scheduling

Students can schedule for exams through the Testing Center's website or the Testing Center tab on the Rage App.

Rescheduling/Cancelling

Online/Hybrid exams must be rescheduled no later than two business days (48 hours) prior to the exam date. If the exam date falls on a Monday, the student must reschedule by the end of the business day Wednesday the week prior.

Late arrivals/ No shows

If a student arrives more than 10 minutes late to the scheduled appointment time, he/she may not be permitted to test upon arrival. Students should call the Testing Center in advance to discuss if any arrangements can be made; however, this will not ensure the student will be able to take the exam that day.

If a student is more than 30 minutes late for the scheduled exam time and has not contacted the Testing Center, he/she will be charged a No-Show fee of $10. If a student has three No Shows in a semester, he/she will not be permitted to use the testing center for the remainder of the semester.

Login Credentials

Students should have his/her login credentials for the online platforms used for their course before being seated for the exam.

Faculty Information and Responsibilities (by type of exam)

Accommodated Testing

Students are encouraged to take exams at the same time their class is testing. However, many factors play into a student scheduling during that exact time. Therefore, students using accommodations are permitted to utilize a window of time that spans from 8:00am the day

before the test is scheduled to 5:00pm the day after the test is scheduled. If this window is problematic for you or the tester, please feel free to schedule them in another location ensuring the accommodations are still provided.

For students who qualify for "Text reading software" (tests read out loud by the computer) tests MUST be in accessible format and submitted to the Testing Center electronically. Contact Disability Access or the Instructional Technologist for assistance.

Submit any exams, proctor sheets, and/or passwords to the Testing Center in person or electronically no later than 24 hours prior to the student's scheduled exam time.

Indicate whether you prefer to have completed exams delivered or picked up in person.

Make-Up Exams
The Testing Center will proctor make-up exams for missed in-class, midterm, and/or final exams during regular operating hours, subject to seat availability. The Testing Center cannot ensure same day testing.

Submit any exams, proctor sheets, and/or passwords to the Testing Center in person or electronically no later than 24 hours prior to the student's scheduled exam time.

Indicate whether you prefer to have completed exams delivered or picked up in person.

Online/Hybrid Exams
Faculty who wish to use the Testing Center for proctoring services must inform the Testing Center of their intentions, number of courses, and number of registered students via email by the date specified. Specific dates for the deadlines and exam windows will be shared with pertinent faculty via email each semester and published on the Testing Center's website.

All passwords and exam instructions must be submitted to the Testing Center via email no later than 72 hours prior to the start of the exam proctoring window.

Proctoring Services
The Testing Center is available to proctor a midterm and/or a final exam for each online/hybrid course each semester.

Midterm exam proctoring will be available for specified dates that are determined and published by the Testing Center each semester and will coincide with midterm grades being due.

Final exam proctoring will be available for dates that follow the DSC Academic Calendar.

The Testing will proctor make-up midterm and/or final exams for students during regular operating hours, subject to seat availability.

GaVIEW
All online tests taken in the Testing Center must have the timer PRE-SET through Ga

View. If you need instruction on how to set the time up, please contact Pat Horton, LMS Administrator and Instructional Technologist at phorton@daltonstate.edu or Theresa Butori, Director of the Center for Excellence in Teaching and Learning tbutori@daltonstate.edu.

Contact Information

Center for Excellence in Teaching and Learning

Theresa Butori, Director of the Center for Excellence in Teaching and Learning
Email: tbutori@daltonstate.edu

Pat Horton, LMS Administrator and Instructional Technologist
Email: phorton@daltonstate.edu

Disability Access

Andrea Roberson, Associate Director of Disability Access and Student Support Services
Email: aroberson@daltonstate.edu

Testing Center Staff

Meagan Standridge, Coordinator of Testing
Email: mstandridge@daltonstate.edu
Phone: 706-712-8245

Testing Center, Front desk staff
Email: testingcenter@daltonstate.edu
Phone: 706-272-2606