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Dalton State College

Testing Center

Policy and Procedures

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Testing Center Mission and Responsibilities

Mission Statement

The Testing Center adheres to the [**National College Testing Association**](https://www.ncta-testing.org/) (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.

## Testing Center Responsibilities

The Dalton State Testing Center will:

* Meet the requirements of NCTA’s Standards and Guidelines
* Provide a secure, reduced distraction environment for Dalton State student Test Takers and community test takers by monitoring all test takers for the duration of their testing session
* Proctor make-up exams, accommodated exams, and a limited number of midterms and finals for Dalton State Faculty/Staff teaching online or hybrid classes
* Proctor external exams from approved Test Providers for student and community test takers
* Maintain a regular hours of operation schedule (refer to the Testing Center calendar found on the Testing Center’s Webpage for specific appointment dates for the Fall, Spring, and Summer semesters)

Testing Center Staff will:

* Follow NCTA Standards and Guidelines
* Offer test proctoring services for incoming, current, and online students, as well as community members
* Provide and maintain a secure, confidential, and reduced distraction environment for testing by continually monitoring the Testing Lab via regular in-person walkthroughs, screen monitoring software, and video surveillance
* Follow all NCTA, DSC, and USG policies when proctoring, filing, and delivering exams
* Return exams and/or submit exam scores to the appropriate Faculty/Staff/Test Provider within a reasonable timeframe

Testing Center Staff will not:

* Tolerate any form of academic dishonesty, cheating, or plagiarism during a test session
* Interpret exam content or scores or offer any advice or information about exam content or scores
* Proctor exams for test takers without an appointment and without the explicit approval of the appropriate Faculty/Staff/Testing Provider
* Grant additional time or testing aids not specified by Disability Access, Faculty/Staff, or the disability policy of the Test Provider issuing the exam
* Offer review, test preparation, or study services, or share confidential exam content (including practice exam content) for any test, whether free-of-charge or for-profit, either in the Testing Center, On-Campus, Off-Campus, or on the internet
* Leave the Testing Center with exam material unless delivering the exam to the appropriate Faculty/Staff member or delivering the exam to USPS, FedEx, or UPS for delivery to the appropriate Testing Provider
* Allow Test Takers to access exam material before their scheduled appointment time or without the explicit approval of the appropriate Faculty/Staff/Testing Provider
* Allow Test Takers to leave with exam material, including scratch paper, from the Testing Center
* Interrupt an in-progress test session or distract a Test Taker without reasonable cause or explanation

General Policies for All Test Takers

ID Verification
All Test Takers will be required to show photo identification before taking an exam. When reporting to the check-in area, the Test taker must bring approved form of photo identification and show it the proctor on-duty. The Test Taker’s photo identification must be current and not expired.

Some approved forms of ID may include:

* Driver’s License or a Georgia Issued ID card
* Military ID
* Passports
* Other State or Federal Government issued ID card

Not-Approved forms of ID may include:

* Check cashing cards,
* Credit cards with a photo,
* Store loyalty cards, etc.

Please note that some external exams proctored by the Testing Center have additional identification policies in place implemented by the Test Provider and require specific documentation. Test Takers should always refer to the Testing Center’s website and/or the specific Test Provider’s policy for more information.

Personal Belongings and Electronics

Personal belongings such as notebooks, bags, food and drink, and electronic devices such as cell phones, smart watches, tablets, and laptops, are not permitted in the Testing Center.

Notes, textbooks, calculators, and other reference materials are only permitted if prior approval has been given to Testing Staff by the appropriate Faculty/Staff/Test Provider.

Test Takers must either leave their personal belongings in their vehicle or place them in a secure locker provided by the Testing Center. All electronics must be silenced prior to being placed in a locker. If the tester has a medical device, they must have up-to-date accommodations on file with either the Disability Access or the Test Provider administering their exam.

Unscheduled Water or Restroom Breaks

Unscheduled water or restroom breaks are permitted when permitted by the Test Provider. Some Test Providers only allow scheduled breaks. When in doubt, Test Takers should consult the appropriate Test Provider’s policies.

If a Test Taker needs to take an unscheduled restroom or water break, they should quietly exit the Testing Lab and inform the proctor on-duty. Access to personal belongings and electronics is strictly prohibited during a water or restroom breaks to uphold academic integrity.

Non-Test Takers in the Testing Center

Only scheduled and approved Test Takers are permitted to use the Testing Center. All Non-Test Takers are not permitted in the Testing Center. Non-Test Takers include the Test Taker’s friends, family, children, associates, co-workers, etc.

## Test Taker Conduct and Discipline

The Dalton State Testing Center prides itself on being a secure testing environment. Our staff takes academic integrity seriously, and we have zero tolerance policy for all forms of cheating. All Test Takers are expected to follow the [**Student Code of Conduct**](https://www.daltonstate.edu/skins/userfiles/files/Student%20Code%20of%20Conduct%20-%202020%20to%202021.pdf) set forth by Dalton State College.

Violating the policies of the Student Code of Conduct may result in: termination of the testing session, an invalidation test scores subject to the Instructor or the Test Provider’s discretion, an academic conduct hearing, and/or future restrictions on using the Testing Center. For more information about what behaviors the Student Code of Conduct defines as cheating, please see below:

**Student Code of Conduct Academic Dishonesty Policy**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

Student Violation of the Academic Dishonesty Policy

When a student Test Taker violates the Student Code of Conduct in the Testing Center, his or her test session may be immediately terminated. The proctor on duty will file a Student Conduct Report with the Assistant Director of Student Conduct, and the Coordinator of Testing will contact the student’s professor. The Assistant Director of Student Conduct and the student’s instructor will determine the outcome of the student’s violation. In addition, Testing Staff may restrict the student’s future use of the Testing Center.

## Community Member Violation of the Academic Dishonesty Policy

If a community member Test Taker violates the Student Code of Conduct, the Test Provider issuing the exam will be notified, and their test scores may be invalidated. In addition, Testing Staff may restrict the Test Taker’s future use of the Testing Center.

# Procedures for All Test Takers

All Test Takers are expected to follow to the procedures below if they require proctoring services from the Dalton State Testing Center. Failure to follow these procedures may result in a delayed or rescheduled appointment, or refusal of Testing Staff to proctor the Test Taker’s examination.

Scheduling

It is each student or community Test Taker’s responsibility to schedule an appointment with the Testing Center at least 48 hours prior to their desired test session date. Testing Center Staff cannot schedule your exam for you, nor can Testing Center staff schedule exams via phone or email.

If the test taker is a student taking an exam for a Dalton State Faculty/ Staff Member, the student must schedule the exam through the [**Testing Center’s Scheduling Page**](https://www2.registerblast.com/daltonstate/Exam/List) using the RegisterBlast scheduling software.

If the Test Taker is a community member taking an external exam issued by an approved Test Provider, the Test Taker should check with the Testing Center Staff or the Test Provider well in advance about the scheduling process. Some external exams can only be scheduled via the Test Provider’s website.

Accommodated Testing

DSC students requiring testing accommodations must register with [**Disability Access**](https://libguides.daltonstate.edu/Disability) and be approved to use the Testing Center. Once registered, students must complete the process outlined on the official accommodation form. Students with testing accommodations must schedule a time to meet with the Coordinator of Testing for training on using the Testing Center and software applications, if applicable.

## Communicating with Instructors about Scheduling

It is the student Test Taker’s responsibility—not Testing Staff’s—to inform their Instructor of a scheduled appointment with the Testing Center no later than 24 hours prior to the scheduled date to ensure all test materials and an official proctoring form are sent to the Testing Center. Students will not be permitted to test without explicit confirmation from their Instructor.

## Rescheduling and Cancelling an Appointment

Student Test Takers can reschedule or cancel appointments through the Testing Center’s website, or by emailing or calling the Testing Center. Student Test Takers must reschedule exams no later than 12 hours prior to the exam date, on a regular business day. If the exam date falls on a Monday, the test taker must reschedule by the end of the business day Thursday the week prior.

Community Test Takers must follow the rescheduling and cancellation policy of their Test Provider. Rescheduling and cancellation policies vary widely between Providers, so community Test Takers should always check their Provider’s policy or contact them well in advance for rescheduling or cancelling an appointment.

## Late Arrivals and No Shows

If a Test Taker arrives more than 15 minutes late to the scheduled appointment time,
they may not be permitted to test upon arrival. Test Takers should email or call the Testing Center in advance to discuss if arrangements can be made; however, this will not ensure the Test Taker will be able to take the exam that day.

If a Test Taker does not show up for their appointment, or if they are more than 30 minutes late for the scheduled date without notifying Testing Staff, the Test Taker will be marked as a “No Show” in the scheduling software. The Test Taker’s Instructor or Test Provider will be notified of the Test Taker’s absence. The Test Taker’s appointment will then be cancelled by Testing Staff, and exam fees paid may not be refunded.

## Fee and Refund Policy

The Testing Center offers our proctoring services for institutional make-up exams and disability accommodation exams to all Dalton State students free-of-charge. Exams offered by external agencies and Test Providers, such as those issued by GACE, ATi, or College Board, eCore, and other USG institutions, may require an examination and proctoring fee.

Some exams requiring a fee have a no-refund policy. Test Takers should always check their Test Provider’s refund policy for more information.

For all exams that do permit a refund, the Test Taker must cancel their appointment and request a refund before their scheduled appointment. Failure to cancel prior to the exam date will flag the Test Taker’s account as a "No Show" in the scheduling software, and the Test Taker may be denied a refund.

Refunds will not be issued to Test Takers for any attempted or completed exams, regardless of score or outcome, under any circumstances.

# Procedures for Faculty and Staff

## Instructor Permission, Proctoring Forms, and DynamicForms

Testing Staff requires all student Test Takers to have their Instructor’s explicit permission before the student’s exam appointment. Verbal permission for a student to test, either granted from the Instructor to the Student, or from the Instructor to a Testing Staff employee, will not suffice. Instructors must give their written permission via a completed Proctoring Form to use the Testing Center’s proctoring services. If an Instructor delivers an exam for their student to the Testing Center without a Proctoring Form, Testing Staff will not permit that student to test.

The Proctoring Form must include the student’s name, the instructor’s name, the course name and number, and any necessary proctoring directions (accommodations, permitted materials, allotted time limit, etc.). Instructor’s must submit a Proctoring From before end-of-business the day prior to the student’s scheduled appointment. Failure to submit a completed Proctoring Form may delay the student’s appointment or result in rescheduling.

Testing Staff strongly suggest all instructors submit their exams electronically via the Testing Center’s [**DynamicForms Proctoring Form**](https://dynamicforms.ngwebsolutions.com/Submit/Page?form=9443adfd-4784-4e23-ad63-d905fb44e6fb&page=178970&token=ppJEcrvffjXVIgqa7TLdtRJ3ArHUy1OP98Pj6Uhu_68). This form allows Instructors to attach an exam and/or reference material in Doc or PDF format and provide Testing Staff with any pertinent information (such as testing accommodations, permitted materials, proctoring instructions, desired exam length, passwords, etc.). Submitting an exam via the Proctoring Form also ensures the student has their Instructor’s explicit approval to take an exam.

If an Instructor prefers delivering their exams to the Testing Center, a completed Proctoring Form is still required, or the student will not be permitted to test. Click [**HERE**](https://dynamicforms.ngwebsolutions.com/Submit/Page?form=39eec550-52b8-4cec-b9d5-d0d95f4860fe&page=178970&token=ppJEcrvffjXVIgqa7TLdtRJ3ArHUy1OP98Pj6Uhu_68) for a link to the Proctoring Form template. The exam must be delivered to the Testing Center at least 24 hours before the test taker’s appointment.

Accommodated Testing

Students are encouraged to take exams at the same time their class is testing. However, Testing Staff realizes that many factors are involved into a student scheduling. Therefore, students using accommodations are permitted to utilize a window of time that spans from 9:00 AM the day before the test is scheduled to 5:30 PM 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” (exams read aloud by the computer)
tests must be provided by Faculty in accessible format and submitted to the Testing Center electronically. Contact Disability Access or the Instructional Technologist for assistance.

Please 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 any missed in-class, midterm, and final exams during regular operating hours, subject to seating availability. Students must schedule their appointment online, at least 24 hours in advance. The Testing Center cannot guarantee same day testing.

Please 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

Online and Hybrid course Instructors 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 preferably before, but no later than, the second week of the semester. 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 Proctor Form or email no later than 24 hours prior to the student’s appointment.

Proctoring Services
The Testing Center is available to proctor midterms anda final exam for each
online/hybrid course each semester, dependent on seating and availability.

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 due dates.

Final exam proctoring will be available for dates set in advance by the Institution and set according to the DSC Academic Calendar. The Testing Center can also proctor exams during select breaks, such as make-up midterms during Spring Break. However, break weeks are often used for proctoring external exams, so always consult Testing Staff in advance.

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

GeorgiaView

Instructors should attach any instructions, directions, and exam passwords for GeorgiaView exams under the “Notes” section of the Proctoring Form or email them to the Testing Center at least 24 hours before the student’s appointment. Failure to follow this procedure may result in Testing Staff delaying or rescheduling the student’s test session. Testing Staff will notify the test taker’s Instructor of any delays or reschedulings.

All GeorgiaView exams proctored by the Testing Center must have a functioning pre-set timer. If you need instruction on how to set the timer, please contact Pat Horton, LMS Administrator and Instructional Technologist at **phorton@daltonstate.edu**.

# Contact Information

Testing Center Staff

**Jacob Dills**, Coordinator of Testing
email: bdills@daltonstate.edu
phone: 706-272-4562, 706-272-2606

**Jessica Brewer**, PT Testing Center Support Staff
email: jbrewer5@daltonstate.edu
phone: 706-272-2606
 **On-Duty Testing Staff**
email: testingcenter@daltonstate.edu
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### Disability Access

**Andrea Roberson**, Director of Disability Access and Student Support Services
email: aroberson@daltonstate.edu
phone: 706-272-2524
fax: 706-272-2570

Instructional Technologist

**Pat Horton**, LMS Administrator and Instructional TechnologistEmail: phorton@daltonstate.edu