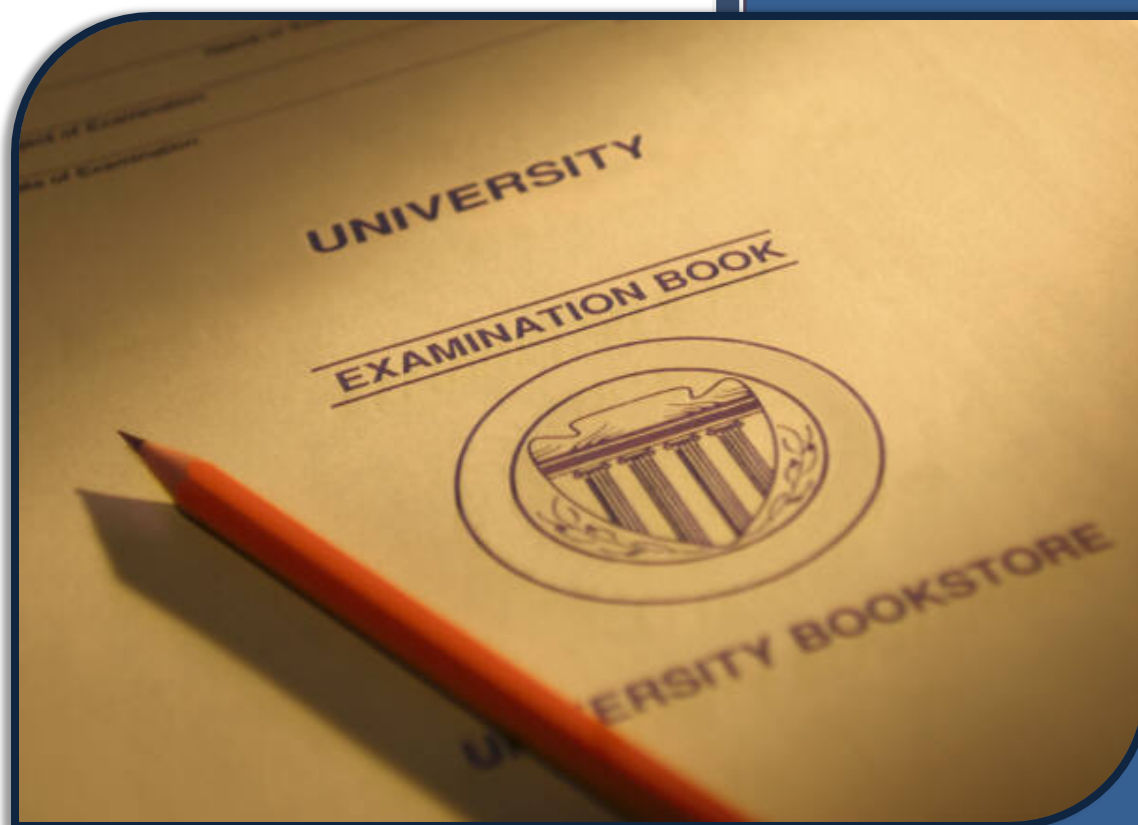




2011-2012

Testing Center – Academic Testing



Policies and Procedures Manual

Aims Community College
Testing Center
2011-2012

Academic Testing Policies & Procedures Manual

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Contact Information

Testing Center

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Mission Statement for Academic Testing

The mission of the Aims Community College Testing Center is to provide high quality academic testing services that observe nationally recognized professional testing standards in order to meet the growing needs of our students, faculty, and administration. The Testing Center provides exceptional, accessible, and comprehensive testing services for Aims Community College students in order to guide and facilitate learning and support the achievement of their educational goals.

Aims Community College considers itself to be a “Learning College.” Within this framework, the Aims’ Testing Center strives to:

- provide a facility conducive to a quality testing environment which will be clean, comfortable, quiet, aesthetically pleasing and user-friendly;
- provide outstanding customer service by being friendly, courteous, responsible, informative, accurate and supportive;
- provide assistance to various campus offices in helping students meet their needs for different programs;
- collaborate with our faculty and administrators, other colleges and universities, testing companies, and national organizations to keep abreast with the most recent changes in all aspects of our testing services;
- offer computer-based and/or paper-pencil testing services.

General Information

- 1.) The Academic Testing service offered through the Testing Center is intended **only** for the following students:
 - a. Students who missed their in-class exam due to an **emergency**, such as an illness.
 - b. Students who have a **scheduling conflict**, such as more than one mid-term on the same day and at the same time.
 - c. Students who require **test accommodations** due to a documented disability (see the Exam Accommodations Manual).
 - d. Students who are taking courses through **Aims’ Online Campus** and **Hybrid Classes**.
-  **NOTE: Academic Testing in the Testing Center is not to be used as a replacement for in-class exams.**
- 2.) Students must obtain instructor approval to take the test in the Testing Center. The Testing Center must receive a **Single Student Testing Checklist** (see page 8) from the instructor before a student can take a make-up exam.
 - 3.) Instructors *must* use the **Group Testing Checklist** (see page 9) for all **Online** or **Hybrid** classes. This checklist *must* be accompanied by a class roster.
 - 4.) Students who require accommodations for learning disabilities or other types of disabilities must first go through Disability Access Services (DAS).

- 5.) All academic testing will be conducted at the Testing Center (CCTR #230) during posted hours. All academic tests must be completed by closing. *We will not begin a test within one hour of closing.*

Exam Administration

The Testing Center has established exam security procedures for exam administration.

1) Methods of Exam Delivery to the Testing Center

- a) **Single Student Testing Checklist (Instructor Responsibility)** - It is the instructor's responsibility to ensure that all sections of the Single Student Testing Checklist are filled out. Sections that must be filled out include: Student Test Information, Test Return Instructions, Test Resources, Time Limit and Special Instructions.
- b) The instructor or department designee delivers exam to the Testing Center prior to scheduled exam administration time. Make sure that the Single Student Testing Checklist is attached to each exam.
- c) Instructor faxes examination and Single Student Testing Checklist to the Testing Center office. The instructor should call the Testing Center to verify if the staff is ready to receive the fax prior to transmitting.
- d) The instructor or department emails exam and Single Student Testing Checklist to the Testing Center prior to the scheduled exam administration time.

2) Logging in Hard Copy Exams

Recording exam arrival and departure are necessary for exam security and also to aid in avoiding exam misplacement.

- a) When delivering a hard copy exam(s), the instructor will be asked to record the exam arrival on a log sheet.
- b) The Testing Center staff will verify with instructor that all information on exam request form is correct.
- c) Until the hard copy exam is given, the exam inside the instructor file with the attached Single Student Testing Checklist is stored in a secured filing cabinet inside the Testing Center office.

3) Starting an Exam

Instructions to students should take place outside of the exam room prior to beginning the exam. The Testing Center staff will ensure the following:

- a) Check the Single Student Testing Checklist to identify authorized materials for use during the exam.
- b) Ask students to leave book bags and all other unauthorized materials outside of the testing room or away from the desk they will be using. Require students to turn off phone prior to entering the testing room.
- c) Ensure students receive approved accommodations (reader, writer, large print, electronic exams, Braille, tape recorded exam, etc.)
- d) Inform students of time allowed, start time, and projected end time.

4) Exam Materials

Instructors **MUST** authorize all exam materials for a student to use during an exam. No unauthorized materials will be permitted unless a note or phone call from the instructor is obtained authorizing the materials. Authorized exam materials include but are not limited to:

- a) Scrap paper (lined, unlined, graph)
- b) Calculator (Instructor must identify what type of calculator is acceptable on the Single Student Testing Checklist)
- c) Notes
- d) Formulas
- e) Open book
- f) Dictionary
- g) Other materials designated on the Single Student Testing Checklist by the instructor.
- h) Non-standard exam materials
 - i) CD-ROMs are commonly used in art classes.
 - ii) Tape recorders are commonly used for music and foreign language exams.

5) Exam Proctoring

Exams will be proctored and recorded by video surveillance cameras, as well as by Testing Center Staff. Students are not allowed to "choose" their own proctor/proctors, nor will friends, roommates, or family be allowed to proctor exams.

- a) Proctor responsibilities are to maintain exam confidentiality and security, and to proctor students during exams, via the video cameras or in person.
- b) Inappropriate proctor behavior includes answering exam related questions or paraphrasing questions.
- c) Helping the tester is not allowed. The proctor will not change the wording or correct grammar in any way.
- d) Proctors will not read or write an exam for a class they may eventually take or are currently taking.
- e) If students are witnessed attempting to use materials not authorized by the instructor or the Testing Center staff, the proctor should inform the student that the materials are not authorized. If student persists in using the materials, report to the Testing Center Coordinator immediately.
- f) Proctors will report unusual behavior to the Testing Center Coordinator immediately. Unusual behavior may be reported to the instructor in writing.
- g) DVR recordings will be available to be viewed by the instructors or the Testing Center staff for approximately 48 hours after the exam.
- h) **NOTE:** Please see "Academic Integrity Policy" section on page 6 for further information on procedures for students found guilty of academic dishonesty.

6) Exam Breaks

Students are not allowed to leave the exam room except with prior approval by the instructor. If a student's disability is such that his/her documentation supports break times,

this needs to be arranged with the instructor prior to the time of the exam.

- a) If leaving the testing room, students must turn in their exam materials to the proctors. They may obtain their material per instructor permission when returning to the exam.
- b) Instructors will be informed if a student leaves the room for a break without prior approval. The proctor will note at what point in the test the student left the room.

7) Ending an Exam

To end an exam, proctors should do the following:

- a) Inform the student they are out of time.
- b) Collect ALL exam materials and place in exam folder.
- c) Record end time on the Testing Checklist for Single Student.
- d) Initial Single Student Testing Checklist.
- e) Return exam to instructor or file for personal pick in accordance with the Single Student Testing Checklist.
- f) For online exams, proctors will need to reboot the computers.

8) Exam Return

Until the exam is returned to the instructor or department, the exam is stored in a secured filing cabinet in the Testing Center office.

- a) Instructors may pick up the exam themselves.
 - i) Testing Center staff places tests to be picked up in the instructor file.
 - ii) When picking up a hard copy exam(s), the instructor will be asked to record the exam departure time on a log sheet.
 - b) Exams are returned within one working day of student taking exam.
 - i) Testing Center staff returns exam to instructor/department via intercampus mail if requested by the instructor on the Single Student Testing Checklist.
- 9) The Testing Center is responsible for the security of the exams while in custody of the Testing Center. The Testing Center is no longer responsible for the exam once the exam is placed into intercampus mail. The proctor will date, time and initial when exam was put into inter-campus mail.

Exam No Show Policy

The term “No Show” refers to a student missing a prescheduled exam. The Testing Center administers exams according to prearranged instructions from the instructor, as listed on the Single Student Testing Checklist form. The instructor and the Testing Center have agreed to a specific date(s) and time(s) for each exam to be administered. It is not the intention of the Testing Center to be punitive. These policies exist so that exam administration policies at the Testing Center are more in line with classroom policies and by following this policy, the Testing Center can more effectively schedule exams.

1) Reasons for No Show

Students occasionally do the following:

- a) Forget or misunderstand exam time
- b) Drop the course
- c) Decide to complete exam with class

- d) Become ill or are in an accident
- e) Have a work conflict

2) Reasons for Enforcement

It is important to enforce a No Show Policy for exams to maintain accurate records of time and space for exams, alleviate inconveniences for test proctors, and prevent continuous reoccurrence.

3) Policy for No Show, Lateness, or Illness at Aims community College

If a student fails to show or is late for an exam that is scheduled at the Testing Center, the following policies will be enacted:

- a) Exam, if already at the Testing Center, will be returned (via inter-campus mail) to the instructor within one working day, unless given specific instructions to hold the exam by the instructor.
- b) The instructor will be notified that the student has failed to take the exam at the Testing Center.
- c) The Testing Center will reschedule the exam based upon the instructor's permission and according to his/her instructions...and availability of time in the Testing Center.
- d) If a student is late, the Testing Center may give only the remaining time for the student to complete the exam. Only if resources allow, exam time may be adjusted to give the full amount of time to the student.

NOTE: The Testing Center will not administer any test with less than an hour until closing.

Academic Integrity Policy

The Testing Center is in compliance with Aims Community College Academic Integrity Policy and takes all measures possible to see that it is enforced. According to the Aims Policy and Procedure Manual, "Aims Community College students are expected to conduct themselves in a mature and responsible manner, to promote a sense of cooperation within the college, and to work to build an atmosphere that is most conducive to the goals of higher education within the institution."

We, at Aims, take academic dishonesty very seriously. If a student in the Testing Center is found guilty of academic dishonesty, he or she may be "subject to academic and disciplinary" actions. According to the Aims Policy and Procedure Manual, academic dishonesty within the Testing Center may include, but is not limited to:

- 1) **Cheating.** Copying or attempting to copy the academic work of another student (including but not limited to quizzes, examinations, assessment tests, and assignments); using or attempting to use unauthorized materials, information, notes, study aids or other devices for an academic examination or exercise; engaging or attempting to engage the assistance of another individual in misrepresenting the academic performance of a student; or communicating information in an unauthorized manner to another person for an academic examination or exercise.

- 2) **Complicity in Academic Dishonesty.** Helping or attempting to help another student to commit an act of academic dishonesty.

Testing Center Procedure for students found guilty of academic dishonesty - If a proctor or test examiner witnesses a student copying another individual's test, using or attempting to use unauthorized material, engaging in help or assistance from other students, or communicating information via the computer, phone or other electronic devices, the following steps will be taken:

- 1) The proctor/examiner will remove the student in question from the testing room.
- 2) The proctor/examiner will notify the student that he or she will not be able to complete the testing process because he/she was observed not following the stated rules.
- 3) At that time, the proctor/examiner would gather all materials and evidence that would support the suspicion that the student was cheating or being complicit in academic dishonesty.
- 4) The examiner/proctor will refer student to the Testing Center Coordinator who will then discuss the issue with the student. The Coordinator will inform the student that an incident report will be submitted to the instructor.
- 5) The Testing Center Coordinator will obtain statements from staff who witnessed the incident.
- 6) The Testing Center Coordinator will then write a detailed report regarding the test compromise.
- 7) The Testing Center Coordinator will send the exam to the instructor along with the report describing the situation in detail.