

Faculty ERFT Instructions

Submitting an Electron Request for Testing (ERFT)

Begin Here:

Faculty Resources

Course Display:

Please note that some information will auto-fill. It is important that you are logged in to your HCC account when completing an ERFT.

- Enter Instructor Phone Number and Preferred Contact Method. Please provide a phone number other than an HCC office number. Testing Center staff will only call for urgent matters.
- Enter the Course (Ex: Biol 191-61)
- Select the Course Type

Classroom (Traditional): Reserved for exam make-ups and accommodated testing *only*. Full-roster classroom exams should be administered by the instructor in the classroom. ERFTs submitted for full-roster classroom exams will be automatically declined.

Online (synchronous and asynchronous) Courses with Additional Requirements: Instructors may send full or partial rosters. Instructors are required to submit complete or incomplete ERFTs to reserve preferred deadline dates for full-roster exams prior to the start of each semester. ERFTs submitted during the semester may be accepted but preferred deadlines are not guaranteed.

Hybrid: Instructors may send full or partial rosters. Instructors are required to submit complete or incomplete ERFTs to reserve preferred deadline dates for full-roster exams prior to the start of each semester. ERFTs submitted during the semester may be accepted but preferred deadlines are not guaranteed.

Select Test Type

Exam Information:

- Enter the Exam Title (example: Exam 3)
- Select the Date First Available and the Date Last Available

- After selecting the Date Last Available, instructors will see a message that states the number of slots remaining for that date. A full-roster online or hybrid class occupies a single slot. If the form shows two slots remaining, two full-roster online or hybrid classes can book that deadline date. This change was implemented per faculty request so that faculty trying to schedule multiple classes on the same day may see the availability more easily. The online form will give an error message if a certain deadline date is unavailable.
- We recommend that you allow your students a minimum of 3 days to complete their exam.
- Monday through Thursday are available for full-roster exam deadlines, although students can take their exam on other days of Testing Center operation if those days fall within their exam window.
- Please note that Lincoln & Pontiac campuses and SAAS may have differing hours of operation.
- Identify the time limit of the exam. Please list the time limit **without** accommodations.
 - All exams, regardless of the time limit, will be collected 5 minutes prior to closing.
- Select the Resources Allowed
 - Some fields will display a pop-up when checked. Add a description of the resource there.
 - You now have the option to select “No resources are needed to complete this exam”

Instructor Provides:

- Check any and all instructor-provided information/resources.
 - Each exam type [Canvas, Exemplify, Cengage, etc.] has a pop-up when selected where you will put the exam password. If you do not see your exam delivery platform, just choose Canvas and specify the exam platform in the notes section.
 - All online exams (through Canvas, MyLabsPlus, Cengage, Exemplify, etc.) **MUST** be password protected. If you are unsure of how to do this, please consult with your colleagues or Canvas resources. All passwords are entered by Testing Staff where students cannot see. Please keep passwords simple and to a character minimum as we cannot see the password on the screen when entering it for the student.

Examples of acceptable Passwords: Friends24!

Examples of unacceptable Passwords: BGJ#SKLA47593!

- If a PowerPoint presentation/slide deck is required in the exam, please embed that PowerPoint into Canvas as an exam that is password protected.
- If any other materials are required for the exam (such as: headphones), select “Other” and specify in the pop-up.
- If giving a paper exam, select “Attached Exam Files, print black & white ink” -OR- “Attached Exam Files, print in color ink”

Testing Center Provides:

- Instructors may select options from the Testing Center’s available resources
 - The Testing Center can provide up to 10 Scantron sheets per exam. If the exam requires more than 10 sheets, the instructor must provide this resource.
 - While the default scratch paper is blank, the Testing Center can also provide lined and/or graph paper if needed.

Other Notes:

This space is reserved for any additional information otherwise not covered in the form that you need Testing to know when administering your exam. **Please keep notes brief and bullet point format.**

Attachments:

- When submitting an exam attachment, we require the following to be included on each page of the document(s):
 - Instructor’s First & Last Name
 - Course Number & Exam Title
 - Page Numbers & Current Term
- Since Exam deadlines are now reserved via Sign-Up Genius, Exam Attachments are required at the time you submit your ERFT and completed ERFT’s are required at least 3 business days prior to the opening date of the exam so all materials can be prepped and students notified of an available exam in the Testing Center.
- The “Rework” feature is no longer available to faculty. Instead, any and all changes must be communicated via email to [\[testing@heartland.edu\]](mailto:testing@heartland.edu).
- Testing Staff will provide exam material as it is attached by the instructor. Before submitting your ERFT, please verify that all attached documents are correct and contain the required course information. Ensure that the term/date is updated, page numbers are correct, answers are not highlighted, etc Word documents are preferred as they are most compatible with the text-to-speech software used in the SAAS office.

Accommodations:

If any student on your roster has SAAS approved accommodations, you can now specify that within the ERFT form by selecting “Yes, accommodations are needed for one or more students for this exam”. Once you have selected “Yes”, click “Add/Edit Accommodations. From there you can select the students and add specific approved testing accommodations for each student with approved accommodations as noted below:

- Extended Time (time & half / 1.5x)
- Extended Time (double time / 2x)
- Reader
- Private Testing Room
- Scribe

Students/Roster:

Add the student(s) intended to complete the exam in the Testing Center. Only students added to each ERFT will be permitted to take the exam. Communication is sent to the instructor when a student attends an appointment and is unable to take an exam for any reason (exam expired, not listed on the roster, etc.).

- Please submit all completed ERFTs at least 3 business days before the opening date of the exam. Verify that the roster includes all students needing to test at the Testing Center. To accommodate instructors that offer students the option of taking the exam remotely (via Honorlock) and taking the exam in person (via the Testing Center), the Testing Center will no longer update rosters to include all students. We will only provide exams to the students authorized by the instructor to test in the Testing Center.
- As students check-in to complete an exam, Testing Center staff mark the exam as “taken” which is available for you to view via your complete ERFT submission. Instructors are able to view the date/time that students **began** their exam via their Instructor Request History (found at the top of any ERFT).

Form Submission:

Testing Center Staff will review and verify your ERFT submissions according to the opening dates of the exam. ERFT’s submitted less than 3 business days prior to the opening date of the exam must be completed upon submission and will be declined if incomplete. When ERFT’s have been verified, you and the students on the roster will receive an email confirmation when the exam has been verified.

Exam return:

- There is no electronic return of exam material for exams completed at the Normal campus Testing Center. Instructors must pick up completed paper exam materials and/or scratch paper, or can make arrangements with their department's staff to retrieve test materials on their behalf.
- Electronic return of paper exam materials will be done automatically for course exams taken at the Lincoln or Pontiac centers.

Exams with Multiple Parts:

If your exam has multiple parts and the student will take all parts in one visit, you can attach each part as separate, clearly labeled files within the same ERFT submission. If your exam has multiple parts that students may take in separate visits, please submit a separate ERFT for each part.

Academic Integrity & Behavioral Issues:

According to the disciplinary process, faculty will be notified if a student on your roster is temporarily or permanently banned from using the Testing Center as a result of academic dishonesty and/or student conduct. Faculty will be notified of any alleged academic integrity violations that happen in the Testing Center.

ERFT Edits:

All edits to submitted ERFTs must be communicated via email [testing@heartland.edu].

- Adding / Removing Students from the roster
- Adding / Removing Attachments
- Adding / Removing any Special Instructions
- Adding / Removing any Resources allowed
- Adding / Removing any Instructor-Provided resources
- Any changes to the First and/or Last Date Available.
- Deadline extension for singular student(s) in the roster.

Deadline Extensions:

- Instructors should **not** submit new ERFTs for deadline extensions.
- If an instructor approves a student for a deadline extension, the instructor is responsible for notifying the Testing Center (via email at testing@heartland.edu). Please send an email with the course name, exam title, student name, and the new deadline for that student. For online exams, the instructor must also make the appropriate adjustment to the deadline in Canvas (or whichever platform is used).

Instructor Communication to Students:

- Please provide students with the same information as it is communicated to the Testing Center Staff via ERFT submission, especially regarding exam deadlines, permitted materials, and other exam specifics.
- Additionally, we would recommend including the Testing Center Hours of Operation as well as appointment scheduling information to your students via Canvas.
- Faculty are required to submit completed ERFT's and students are required to schedule their own exam appointments with the Testing Center via EAB Navigate.
 - Students can schedule an appointment as few as 30-minutes in advance, should that time slot be available, though we strongly recommend scheduling further ahead to ensure securing their preferred time.

Technical Issues & Testing Center Communication:

- Should a technical issue occur that interrupts or prevents a student from taking an exam (such as a Canvas password issue), we will contact you using the preferred phone number listed on the ERFT.
- Generalized questions about your ERFT will be communicated via email, while immediate issues will be a phone call. Please monitor your Heartland email and preferred phone as students may be waiting on communication from you regarding their exam here in the Testing Center.

Course Incompletes "I":

- If you have a student with a transcript incomplete from the current term, please submit separate ERFTs for any incomplete exams before the end of the current semester.
- On the Incomplete ERFTs, indicate in the exam title that this is an exam for an incomplete course. Ex: Final Exam (Incomplete Fall 2025).
- If the ERFT form does not allow for you to select the appropriate semester, please reach out to Testing for assistance.

External / Remote Testing:

- In Fall 2025, Heartland Community College contracted with Honorlock, a remote proctoring platform available in Canvas. Instructors interested in offering exams through Honorlock can receive training through the TLC regarding best practices and institutional standards. Instructors who require assistance with administering exams through Honorlock should contact the TLC by emailing HCCTL@heartland.edu or calling (309) 268-8297.
- The Testing Center does not administer exams through Honorlock.

- Should a student need an exam proctored remotely via Honorlock, the instructor is responsible for all aspects of remote testing should the instructor choose this option.
- Should a student need to be proctored from home or some alternate location and Honorlock is **not** an eligible option for the student, the instructor must provide an alternate method (Zoom, alternate testing site, etc.) the student and instructor deem reasonable.
- Any form of external or remote testing will need to be arranged by the instructor, the student, and the alternate testing site.
 - Please note that students required to test at an alternative testing site will be incurring additional, unanticipated fees. The student will be responsible for any off-site testing fees as well as arranging accommodations (reader, separate area, scribe, etc.) if applicable. The instructor is responsible for working with that off-site testing location to send over exam materials and instructions.

Finals Week:

- December 4th is listed on the board calendar as the final day of classes for Fall 2026.
- Final exam week is December 7th - 11th, 2026.
- Final Exam Week is reserved for Final Exams, no other External Exams will take place that week.
- The week after final exams is reserved for HCC Placement and External certification testing.
- All students marked “incomplete” for Spring 2026 will have the opportunity to resume testing the week of December 21st, 2026.

End of Semester:

- All complete exams must be picked up during Testing Center Hours of Operation. Exams remaining will be securely discarded after grades have been submitted.
- Additionally, all ERFT submissions will be archived. Any incomplete ERFT's must be submitted (with the proper Incomplete title & term) prior to submission of final grades as the ERFT form will be closed until the beginning of the new term.

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Updates to the ERFT Form:

The ERFT will routinely be updated for ease of use. If you have suggestions, please email Jodi Chambers and/or Jennie Kearney.

Testing Center Contact Information

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