

Faculty ERFT Instructions | Spring 2026

Faculty ERFT Instructions Submitting an Electron Request for Testing (ERFT)

Begin Here:

heartland.edu/testing → Heartland Course Testing → [Faculty Use](#) → Request for Testing Form

Course Details:

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.

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

Faculty ERFT Instructions | Spring 2026

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 (such as External Website, Notes, and Note Cards) will display a pop-up when checked. Add a description of the resource there. Please copy your description into the Notes field, as well.

Instructor Provides:

- ❖ Check any and all instructor-provided information/resources.
 - If you select Scantron, Scantron with Mini Essay Book, or Blue Essay Book, it is the instructor's responsibility to provide that to the Testing Center at least two business days prior to the opening date of the exam.
 - Selecting Exam via Canvas, MyLabsPlus, or Aleks will display a pop-up box for the exam's password. 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.
 - 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 headphones are required for your exam, please notify Testing Center staff by including that in the box provided on the ERFT for additional notes.

Faculty ERFT Instructions | Spring 2026

Examples of acceptable Passwords: Friends24!

Examples of unacceptable Passwords: BGJ#SKLA47593!

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.
 - While the default scratch paper is blank, the Testing Center can also provide lined and/or graph paper if needed.

Special Instructions:

This space is reserved for any additional information that you would like for Testing, SAAS (see SAAS section), or Lincoln/Pontiac campus staff to know for proper administration of the exam. Please keep these instructions clear, concise, and simple. Any instructions specifically aimed at the students should be on the exam itself. Ex: The instructor's standard for showing work. It is helpful to students to provide an exam cover page with this information rather than listing it on the ERFT.

SAAS (Student Access & Accommodations):

Please list under "Special Instructions" the students that have accommodations and their specific accommodations, such as additional time, separate testing area, use of a reader, etc. Students are required to renew all accommodations with SAAS each semester. Students with electronic medical devices that they intend to take into the testing room will also need to be documented with SAAS each semester. Please reach out to SAAS with any questions or concerns.

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

Exam attachments should be added via "Rework" at least 1-week prior to the opening date of the exam as exam materials are prepared by Testing Center staff to ensure smooth delivery and proctoring of all exams. Testing Staff will provide exam material as it is attached by the instructor. Before submitting your ERFT, please verify that all

Faculty ERFT Instructions | Spring 2026

attached documents are correct and contain the required course information. Word documents are preferred as they are most compatible with the text-to-speech software used in the SAAS office.

Please verify that the attachment is correct before submitting the ERFT. Ensure that the term/date is updated, page numbers are correct, answers are not highlighted, etc.

- ❖ 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.

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.).

- ❖ 1 week prior to the opening date of your exam, please 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).

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.

Scratch Paper:

Please select whether you would like Scratch Paper returned to you.

- ❖ If Yes is selected, Testing Center staff will collect and securely store scratch paper even if it is blank.

Faculty ERFT Instructions | Spring 2026

- ❖ If No is selected, Testing Center staff will collect and securely discard scratch paper even if it is used.

If students are allowed any of their own resources on the exam (note card, periodic table, etc.) and you do not indicate whether you want those collected and returned to you, the students will be allowed to keep their resources upon completion of their exam.

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.

Submit Form:

Testing Center Staff will review and verify your ERFT submissions according to the opening dates of the exam. Please ensure that early ERFT submissions (such as those submitted at the beginning of the term to secure your deadline date) are completed with all instructions/attachments at least 1 week prior to the opening date of the exam. ERFT's submitted less than 1 week 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.

ERFT Edits:

You can make a variety of edits on ERFT submissions by selecting the original exam through your Instructor Request History and clicking the "Request Rework" button at the top and bottom of the form. The page will refresh and then be in an editable state. The following edits can be made via Rework by the instructor:

- ❖ 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

The following edits CANNOT be made via Rework and will require the instructor to reach out to Testing Center Staff for assistance:

- ❖ Any changes to the First and/or Last Date Available.

Faculty ERFT Instructions | Spring 2026

Once the exam has been verified by the Testing Center, the exam cannot be edited by the instructor. If you need to make any edits after that point, please email the Testing Center at testing@heartland.edu.

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. 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 a previous term, please submit separate ERFTs for any incomplete exams. Instructors may need to change the term at

Faculty ERFT Instructions | Spring 2026

the top of the form. On the new 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 HCCTLTC@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. See here for a list of [suggested locations](#). 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:

May 8 is listed on the board calendar as the final day of classes for Spring 2026. Final exam week is May 11-15, 2026. Final exam week is reserved for final exams, and the Testing Center will offer extended hours during that week as well as Saturday, May 9.

The week after final exams is reserved for placement and external certification testing. All students marked “incomplete” for Spring 2026 will have the opportunity to resume testing the week of May 25th.

Faculty ERFT Instructions | Spring 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.

Updates to the ERFT:

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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