Faculty Guidelines | Spring 2026

Heartland Community College Testing Center | Proctored Assessment Faculty Guidelines

Overview:

The Heartland Community College Testing Center, a [National College Testing Association](#) Certified Center, provides a secure testing environment for students who are enrolled or have applied to enroll in online, hybrid, and other distance learning courses, have a documented accommodation, or have received instructor permission to take a makeup exam. The Testing Center caters to our HCC student population and the local community. We offer a variety of exams including but not limited to: CNA, NHA, Pearson Vue, Meazure Learning, Community Based Organizations, Apprenticeships and many others. The Testing Center has implemented the following guidelines to ensure our services are provided in a secure, confidential, and efficient manner.

Exam Submissions:

The Testing Center has established the following policy for proctored exams:

Classroom Course Testing (Traditional): Reserved for one-off 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 Course Exams for onsite classes will be declined.

Online Course Testing (synchronous and asynchronous with *additional in-person requirements): Instructors may send full or partial rosters. Instructors are required to submit complete or incomplete ERFT's to reserve preferred deadline dates for full-roster exams prior to the start of each semester. ERFT's submitted during the semester may be accepted but preferred deadlines are not guaranteed.

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

Guidelines for Instructors Using the Testing Center – ERFT Submissions:

The Electronic Request for Testing Form (ERFT) will be available online throughout each semester. Completion of an ERFT indicates that you wish to have your exam administered by the HCC Testing Center, SAAS, Lincoln, and/or Pontiac campuses. Online Course and Hybrid Course instructors that intend to use the Testing Center's services will need to submit all exam ERFTs with or without all exam details prior to the start of the semester. Your early submission of ERFTs reserves the deadlines for each exam. Incomplete ERFT submissions must be finalized (completed) at least 1 week prior to the exam's opening date. Should you need to move the deadline for an exam, please reach out to the Testing Center as soon as possible. All other edits can be made via "Rework" prior to when Testing Center staff verify the ERFT.

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Completing an Electronic Request for Testing (ERFT) Form: Instructors must complete an Electronic Request for Testing for every exam intended to be taken in the Testing Center. A link to the Electronic Request for Testing form is available in Faculty Central and at the Testing Center webpage. All exam submissions should be sent using the electronic form and should not be left in staff mailboxes, emailed, or left in a proctored space when it's not occupied by Testing Staff. Should you need to edit an ERFT (add exam attachments, update rosters, alter instructions, etc.), use the provided link from the Submission Confirmation Email to view the exam and request the exam be put in "Rework". Rework allows for you to make basic edits to each exam. However, you will not be able to change deadline dates. If you have concerns regarding your selected deadline date, please email testing@heartland.edu.

Best Practices for reserving deadlines: The majority of students will wait until the last day (deadline date) to complete a course exam. As a result, faculty must indicate their exam deadlines for full roster online or hybrid courses through submission of a completed or incomplete Electronic Request for Testing Form (ERFT) prior to the start of each semester. **Waiting to submit exam ERFT's may result in preferred dates being unavailable**. Should you need to change your selected Deadline date for an exam, contact the Testing Center immediately.

If instructors plan on sending over make-up or retest exams, the early submission / deadline reservation is not needed. Exam deadlines for full rosters are **not** permitted on Fridays or Saturdays.

Restroom breaks: Testing Center's standard practice is to allow students to take restroom breaks as needed in the nearest restroom location outside the Testing Center. We do not allow students taking the same exam to use the restroom at the same time. Students are not permitted to access personal belongings stored in lockers during these breaks. Students are not permitted to complete an exam over two separate dates.

Scratch paper: Students are not permitted to leave the Testing Center with scratch paper. Doing so is a violation of Testing Center policy and will be reported to the Dean of Students as an Academic Integrity concern.

Multiple Part Exams: If your exam has multiple parts and the student will take all parts in one visit, you can attach each part as separate files within the same ERFT submission. If your exam has multiple parts that students may take in separate visits, please submit an ERFT for each individual part. If a student leaves the Testing Center unexpectedly, they will not be allowed to return to a previously submitted exam.

Software: If your exam requires a special software beyond Microsoft products, please contact the Testing Center beforehand.

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Testing Center & Instructor Communication:

Students cannot make changes to an exam on behalf of an instructor. Should an instructor and student need to work out an alternate plan for testing, it is the instructor's responsibility to inform the Testing Staff of these changes either via phone (309) 268-8077 or email testing@heartland.edu. This includes one-off deadline extensions.

Unable to Administer: If an exam is unable to be administered for reasons like the student not having a photo ID for check-in, arriving before or after the exam deadline or open date, student not on roster, exam not on file, etc., then the instructor will be emailed a notice of the student attempting to take the exam. The student will be carbon copied on the email.

Technical Issues: 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.

Instructor Communication to Students: Please provide students with the same information 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.

Testing at other locations:

Lincoln & Pontiac Centers: Students can complete proctored exams in Pontiac or Lincoln. Lincoln and Pontiac staff can securely access your exam submission through the ERFT form. Lincoln and Pontiac will return exams electronically through email. Once the instructor has confirmed that the exam has been received or the holding period (two weeks) has ended, Lincoln and Pontiac will shred the original exam unless other arrangements have been made. Paper exams will also be sent via interoffice campus mail to the Testing Center to be filed under the instructor return folder. Some SAAS accommodations can be offered at the Lincoln and Pontiac centers (previous arrangements must be made through SAAS).

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Testing Accommodations: Students for whom testing accommodations are needed through Student Access and Accommodation Services (SAAS) must make testing arrangements by contacting the Student Access and Accommodation Services at (309) 268-8259. Appointments are first come, first serve and are limited. Faculty submitting exams for students testing through SAAS should still submit the exam through the Electronic Request for Testing (ERFT). SAAS staff can securely access all exam submission through this system and will return the exams through the Testing Center. Please note in the ERFT form under "Special Instructions" if a specific student is receiving accommodations and please detail the accommodation being made.

Testing Externally or Remotely:

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 HCCTLC@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.

Services NOT Provided by Testing Center Staff:

1. If an instructor cannot be present on the day that their class is scheduled to take an exam, they must make their own arrangements to provide a proctor in the classroom. Testing Center staff cannot serve as a substitute proctor for a course. Testing Center staff will not accept or distribute assignments, handouts, or graded exams.
2. The Testing Center will not forward exams to Lincoln or Pontiac for testing. Trained staff at Lincoln, Pontiac and SAAS have access to all ERFT forms.

3. The Testing Center will not make edits to an exam attachment. If revisions to an exam are needed, the instructor will need to send a new exam attachment to the Testing Center to replace the outdated exam attachment.
4. The Testing Center will not collect/store students' homework assignments, take home tests, or projects to be collected at a later time by the instructor. Due to the volume of test takers, we have to prioritize our space for exam materials.

Student Guidelines:

Before an exam will be administered:

1. An appointment is required. Students must make their own appointments and must take into consideration the length of the exam and the Testing Center's closing time. All exams and exam materials must be turned in by closing time.
2. Students must present a valid photo ID. Photos of student IDs will NOT be accepted.
3. Students' names must be on the ERFT roster.
4. The proctor must verify that the exam has not expired.
5. Students must secure **all personal belongings** in a provided locker. Students will only be allowed into the Testing Room with exam materials and items allowed by the instructor on the ERFT.
6. Students must turn off cell phones and all other electronic devices or place them on silent mode before leaving them in a locker. All electronic devices include, but are not limited to smart watches, headphones, fitness trackers, phones, ect. Students with electronic medical devices that they intend to take into the testing room will need to be documented with SAAS each semester.
7. Students must arrive at the Testing Center before the Testing Center's cut-off time. Exams will not be administered less than 1 hour prior to closing.

During the administration of an exam:

1. Students are allowed to use only those materials specified by their instructor on the ERFT submission. If students feel as though there are discrepancies between the resources allowed by the instructor in the ERFT and what they were informed in class, we will direct them back to the instructor for clarification.
2. Designated scratch paper will be provided by the Testing Center. All scratch paper must be returned when leaving the testing room.
3. Students are not allowed to talk in the testing room.
4. Testing Center staff members are not allowed to answer any questions concerning the content of exams.
5. Testing Center's standard practice is to allow students to take restroom breaks as needed in the nearest restroom location outside the Testing Center. Students are not permitted to access personal belongings stored in lockers during these breaks.

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Testing Center staff members reserve the right to:

1. Contact Security to evict individuals from the Testing Center for inappropriate conduct.
2. Approach students during testing to check for incriminating materials when academic dishonesty is suspected.
3. Turn off any electronics that cause a disturbance.
4. End, Submit, and collect exams at the closing time of the Testing Center.

Updates to the Faculty & Students Guideline:

Testing Center policy and procedures are routinely reevaluated and changes will be made as needed.

Mission Statement:

The Testing Center supports the mission and priorities of Heartland Community College and adheres to the NCTA Professional Standards and Guidelines through the following:

·   Providing a comfortable, secure, and accessible testing environment to meet the needs of students, community members, and colleagues.

·   Continually enhancing the guest experience by using qualitative and quantitative data.

·   Promoting student persistence and completion by administering Heartland's entry-level placement procedures and various other exams.

Testing Center Contact Information

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