

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 CBT, NHA, Pearson Vue, Measure Learning, and 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 Framework Task Force has established the following policy for proctored exams:

Classroom (Traditional) Course Testing: Reserved for exam make-ups ONLY. Full-roster classroom exams should be administered by the instructor in the classroom. ERFT's submitted for full-roster Course Exams will be automatically declined.

Online (synchronous and asynchronous) 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.

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 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 for exam administration will need to submit all exam ERFT's with or without all exam details prior to the start of the semester. Your early submission of ERFT's establish and reserve 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.

Completing an Electronic Request for Testing (ERFT) Form: Instructors must complete an Electronic Request for Testing submission for any student or group of students taking a particular exam. 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.

Course Incompletes "I": If you have a student with a transcript incomplete from a previous semester course and the ERFT form does not allow for you to select the appropriate semester, please reach out to Testing for assistance. If the ERFT form allows for you to select the correct semester, you may complete and submit that as normal.

Roster: To ensure that every student takes the correct exam, instructors must select students from their course roster to indicate students eligible to take the exam. Only the students included on the roster are eligible to take the exam. If a student's name is not listed on an exam roster, the exam will not be administered. Communication is sent to the instructor when a student is unable to take an exam for any reason (exam expired, not listed on the roster, etc.).

According to the discipline process, faculty will be notified if a student on your roster is banned from using the Testing Center as a result of academic dishonesty and/or student conduct.

As students check-in to complete an exam, we mark the exam as "taken" which is available for you to view via your complete ERFT submission. We will not confirm the date or time of any students scheduled appointment as faculty can request that information from the student themselves.

SAAS [Student Access & Accommodations]: Please list under "Special Instructions" the students that have accommodations and their specific accommodation such as: additional time, separate testing area, use of a reader, ect. 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.

Exam Attachments: When submitting an exam attachment electronically, we require the following be included on each page of the document(s):

- Instructor's First & Last Name
- Course Number | Exam Title
- Page Numbers

Attached exam materials should only include files that will be given to students who have been indicated on the ERFT. Word documents are preferred as they are most compatible with the text-to-speech software used in the SAAS office. Exam attachments sent through the electronic Request for Testing form (ERFT) are securely reviewed by HCC staff and printed for students who arrive to test. Exam attachments will be removed from the system by Week 2 of each subsequent semester (Example: Summer 2024 exam attachments will be deleted by Week 2 of the Fall 2024 Term). When submitting an incomplete ERFT for sake of reserving a preferred

Deadline Date, instructors are not required to provide the exam attachments at that time. Exam attachments should be added via “Rework” at least 1-week prior to the opening date of the exam.

Passwords: 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!

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.

Scheduled break: Testing Center’s standard practice is to allow students to take one restroom break of up to 5 minutes long in the nearest restroom location outside the Testing Center. Students are not permitted to access personal belongings stored in lockers during these breaks. Students will not be permitted to complete an exam over two separate dates.

Scratch paper: If scratch paper or approved resources need to be collected and returned to the instructor, indicate so on the ERFT. All scratch paper is collected and either filed (per request of instructor) or disposed of securely. 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. 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.

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 unless authorized by the instructor.

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

Returning Completed Exams: Instructors may choose how they want completed exams or scratch paper returned. Instructors must indicate this on the Electronic Request for Testing form

(ERFT). Exam materials (whether complete or incomplete) will be properly disposed of at the end of each semester.

- **Pick up at Testing Center:** Instructors may pick up exams completed at the Normal campus (Testing Center and SAAS), at the Testing Center during open [hours](#) (default). In-person pick-up is not available for exams completed at Lincoln or Pontiac. Exams completed at these locations will be electronically returned.
- **Electronic Return:** For exam rosters of 10 students or less, instructors can choose to have exams electronically returned to their Heartland email address. Completed exams will be returned within four business days of exam completion.
- **N/A: Online Exam, nothing to be returned:** Instructors should choose this option when no physical materials need to be collected and/or returned.

Exam completion is recorded manually by Testing Center staff and monitored at check in. When submitting an incomplete ERFT for sake of reserving a preferred Deadline Date, instructors are not required to provide the exam attachments at that time. Exam attachments should be added via “Rework” at least 1-week prior to the opening date of the exam.

Testing Center & Instructor Communication:

Adding or Revising Information (REWORK): You can make a variety of edits on ERFT submissions by selecting the ERFT be put in “REWORK” via the original exam submission Confirmation Email. 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

It is important to note that 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.

Exam Verification: Once the Testing Center staff has verified an exam; an email confirmation will be sent to the instructor. Students will also receive an email indicating that an exam has been submitted and can be taken at the Normal, Lincoln, Pontiac or the SAAS location (SAAS students must schedule their testing appointments with SAAS).

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 issue: If a technical issue occurs that prevents a student from taking an exam (such as a Canvas password issue), we will call the instructor, first using the contact number listed in Outlook, if available. If Testing Center staff cannot reach the instructor at this number, we will then try the at the phone number provided on the ERFT form. Any other questions about your exam will be communicated via email. Please monitor your heartland email in a timely fashion as students may be waiting on communication from you regarding their exam here in the Testing Center.

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. The standard practice for Lincoln and Pontiac is to 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).

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. Appointment scheduling is required 48-hours in advance to take exams with SAAS. 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* form (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: If a student is not able to travel to a Heartland campus for a proctored exam, it is up to the student to locate an alternative that is acceptable to the instructor. 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](#). The student is 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. Should a student need to be proctored from home (via Zoom, etc.), the instructor is responsible for all aspects of remote testing should the instructor choose this option.

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:

- An appointment is required unless the student is completing an exam during drop-in hours. Students must make their own appointments. Appointments cannot be made by anyone other than the students themselves.
- Students must present a valid photo ID. Photos of student ID's will NOT be accepted.
- Students' names must be on the ERFT roster.
- The proctor must verify that the exam has not expired.
- Students must secure **all personal belongings** in a provided locker. Students will only be allowed in to the Testing Room with exam materials and items allowed by the instructor on the ERFT.
- 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.
- Only clear / transparent water bottles are allowed in the testing room after they are checked by staff.
- Students must arrive to the Testing Center before the Testing Center's cut-off time (or, if earlier, the instructor's sign-in cut-off time). Exams will not be administered less than 1 hour prior to closing.

During the administration of an exam:

- 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 indicated by the instructor in the ERFT and what they were informed in class, we will direct them back to the instructor for clarification.
- Designated scratch paper will be provided by the Testing Center. All scratch paper must be returned when leaving the testing room.
- Students are not allowed to talk in the testing room.
- Testing Center staff members are not allowed to answer any questions concerning the content of exams.
- Testing Center's standard practice is to allow students to take one restroom break of up to 5 minutes long in the nearest restroom location outside the Testing Center. Students are not permitted to access personal belongings stored in lockers during these breaks.

Testing Center staff members reserve the right to:

- Contact Security to evict individuals from the Testing Center for inappropriate conduct.

- Approach students during testing to check for incriminating materials when academic dishonesty is suspected.
- Turn off any electronics that cause a disturbance.
- Collect exams at the closing of the Testing center. Students will not be allowed to finish their exam at another time unless approved by their instructor.

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.

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