

MEMORANDUM

To: All Faculty

From: Kristina Alvarado, PhD
Director of Academic Support and Achievement Center

Date: February 26, 2024

RE: Testing Services Procedures & Guidelines

The Academic Support and Achievement Center (ASAC, Bldg. 6 Room 101) offers Testing Services to monitor make-up exams for students taking on-campus and hybrid courses.

Testing Service Hours - Spring 2024

Monday -Thursday 8:00AM-8:00PM
Fridays 8am-4:30pm
Saturdays 9am-4:00pm

Contact Information: (909) 274-4300

Email: asac@mtsac.edu

The latest time for students to check in for an exam is **one hour** before closing.

The last day exams can be administered: June 14, 2024

Purpose and Scope of Testing Services

- This service's purpose is to increase student success by availing employee-monitored make-up testing to students who miss their exams that were given during class time.
- Monitoring exams in Testing Services is only for students who miss an exam scheduled in class. Testing Services' 14-seat capacity cannot accommodate groups of students in the same class that need to take an exam.
- Only authorized ASAC classified staff issue or receive tests.

Outside of the Scope of Service

- For assistance in giving a test to an entire on-campus or hybrid class, or other groups of students, please contact your department chair or Division office.
- Faculty should contact the Accessibility Resource Center for Students (ACCESS) for students requiring accommodations for exams.

- Testing Services does not serve non-Mt. SAC students.

Procedures for Faculty

To administer exams on behalf of faculty and to honor academic integrity, we follow faculty's instructions and requirements exactly as written on the Test Protocol Form. Therefore, the following procedures apply to faculty using Testing Services:

- 1. Complete a Test Protocol Form.** Testing Services can accommodate up to 10 students on one form. Test Protocol Forms are available at the ASAC Testing Services counter or online at <http://asac.mtsac.edu> under Testing Services, as "Instructor Form for Written Exams". On the form, indicate your specifications for each exam, including the amount of time allowed for the exam(s), the range of dates for each exam, whether the exam is open or closed book, scantron or blue book, whether the exam is to be written on, etc.
 - If you give updated instructions to your students, please contact Testing Services staff to let us know of any changes. If we only have your original instructions, those are the instructions we will follow.
 - ASAC staff will use the contact you provide on the Test Protocol Form if they need your assistance for clarification or verification.
- 2. Drop off exams at Testing Services (6-101) and sign the sheet verifying that you have dropped off a test.** To protect the academic integrity of all exams, we prefer exams to be physically dropped off and picked up. Please call us in the event you need assistance.
 - If the exam is to be taken with a scantron, please either supply the scantrons or instruct student(s) to bring one to the exam.
 - Tests may be sent with the student who will take the exam or via student worker if the tests are in a sealed envelope with signature accompanied by a completed Test Protocol Form.
 - We do not recommend putting exams through campus mail due to exam security and delays or loss of the exam. ASAC staff members do not assume responsibility for delay or loss of exams sent through campus mail.
- 3. Pick up exams from ASAC when they have been completed.** Faculty picking up tests will be asked to sign for their tests.

Student Expectations

1. Students **must** show a photo ID to take a test and shut off cell phone.
2. Staff will monitor students taking tests until closing time. All personal belongings will be stored away.
3. Tests will not be administered after the end date on the protocol form.
4. If accommodation is needed for an exam, please contact [Accessibility Resource Centers for Students](#) at (909) 274-4290.

Questions about Testing Services or contents of this message?

Please contact asac@mtsac.edu or call (909) 274-4300.

For more information about Academic Support and Achievement Center, please visit the ASAC website at <http://asac.mtsac.edu/>.

We appreciate your cooperation and support.