**Please read this information in its entirety as it may ensure a smooth testing experience in our Testing Centers Fall 2023 Semester:**

1. **Links to helpful and important information**:
	1. For Faculty:   <https://www.slcc.edu/testing/faculty-resources.aspx>

This page includes the link to the form to set up your exams. It also provides other information that may help answer some questions. Exam requests and Accommodated exam requests will be accepted and processed through Wednesday, December 6th. The following day, the exam request form will be deactivated to allow processing time for the last exams and prep time for finals. Exam request form will be available closer to the beginning of the first day of classes the following semester. **Please see number 4 in this document for exam request submission.**

* 1. For Students:   <https://www.slcc.edu/testing/online-testing/index.aspx> and  <https://www.slcc.edu/testing/proctoring/index.aspx>
	Help us help your students. These links may be provided to your students. Have a look yourself.  Here students will find out how to make a testing appointment, identify and vet a distance proctor if needed, and prepare for their appointment, among other useful information. **Current and valid ID is required.  Pictures of ID are not acceptable.  Review our policies on the web site before the appointment to avoid surprises** [**http://www.slcc.edu/testing/policy/index.aspx**](http://www.slcc.edu/testing/policy/index.aspx) **.**

1b. Students are required to make a testing appointment. Walk-ins will be asked to schedule an appointment. Ensure to provide scheduling instructions to all students. *Please see the attached instructions for student appointments in email.*

2b. Appointments fill up quickly, especially during finals, Testing Services requests faculty encourage their students to make appointments as soon as faculty receive notification their exams have been processed.

3b. Inform students they may experience waiting in line during high volume testing. Students requiring their fully allotted time or students with approved accommodations are encouraged to come 10 to 20 minutes before their appointment.

4b. As our temperature fluctuates in our testing areas, students should dress accordingly. No light sweaters, jackets, coats, sweaters, neck scarves, hats, beanies, sunglasses, phones, smartwatches will be allowed in our testing rooms. Proctors will request removal prior to students entering our testing areas. Lockers are provided for items. No exceptions unless a student has an approved accommodation through Accessibility and Disability Services (ADS).

2)      **Locations/Phone Numbers/Hours:**

|  |  |  |
| --- | --- | --- |
| **Campus** | **Room Number** | **Phone Number** |
| Jordan 3491 West Wights Fort RoadWest Jordan, UT 84088 | Health Science Building HSB 054 (lower floor level) | 801-957-6220  |
| South City1575 South State StreetSalt Lake City, UT 84115 | Main Building, 2-187 (end of hall- north side) | 801-957-3161 |
| Taylorsville-Redwood 4600 South Redwood RoadSalt Lake City, UT 84130 |  Markosian Library LIB 022 (basement floor) | 801-957-4500 |
| Herriman 14551 South Sentinel Ridge BlvdHerriman, UT 84096 | JNPR Room 223 (second floor) | TBD |

               **Hours of operation:** Monday to Thursday from 8:00AM – 8:00PM, Fridays 8:00AM – 5:00PM.

**Finals hours of operation:** Monday – Thursday, Dec. 11th to Dec. 14th 8:00AM – 9:00PM Redwood hours of operation vary between semesters. For hours, visit: [https://libweb.slcc.edu/about- us/library-hours-all-locations](https://libweb.slcc.edu/about-%20%20us/library-hours-all-locations)

  3) **SLCC Student Distance Proctoring:** Relevant for students living outside the Salt Lake Valley and unable to take exams at SLCC testing centers for their online courses.

Testing Services needs the time allotted to send exams to respective outside proctors for students and process any incoming requests prior to finals week. Faculty, please inform students that **Wednesday, December 6th is the deadline for students to submit a SLCC Distance Proctor Request. Late submissions will not be permitted.**

3a. Students who do not request a distance proctor arrangement by the deadline will need to work directly with the course instructor or may need to request a make-up.   We will not be able to facilitate the request after the deadline.  **It is the student’s responsibility to submit a request in keeping with his/her exam schedule and in a timely manner. Testing Services cannot process submission(s) on short notices.**

4)     **Submitting Exam requests**

 **Exam Requests**

Ensure all exam requests include exam information in its entirety. Processing delays may occur when exam requests are missing information or information need clarification.

a: It is important to **list all section numbers** on the request form, including any sections for Concurrent Enrollment.

b: If your exam is CANVAS based and requires a password, please **limit your password to 7 characters** and avoid too many symbols to allow proctors to open student’s exams as quickly as possible.

c: Our computers are already equipped with a lockdown browser, **please remove the Respondus Lockdown Browser** setting from your Canvas exams when utilizing our services.

d: Exams requiring outside sources i.e., e-book, **please provide the URL for whitelisting.** Paper/pencil exams that require an e-book will not be able to utilize testing computers for e-book access. If at all possible, faculty will need to provide the content allowed on the exam or direct students to print out what is needed.

e: Missing information or the need to clarify information will result in processing delays. Please ensure to fill out the exam request form in its entirety. If you need assistance, email us at testingservices@slcc.edu

f: We will not extend exam dates for full class submissions for students that have missed their exam. Faculty will need to submit a makeup exam request and include each student they approve to test outside of the original testing window. Exam extensions will only be offered if the college has an emergency closure or if the testing center has significant technical difficulties.

**Accommodated Exam Requests New Process!**

Full courses who will have all exams administered at Testing Services, **will not** need to submit an accommodated request for their students. If Testing Services is not administering exams for a full course, faculty will need to submit an accommodated exam request form. Please submit via MySLCC using your log-in credentials. Navigate to the Testing Services card, select Accommodated Exam Request Form. Please be sure the scheduling instructions for accommodated students is provided. **Only include the regular class allotted time limit. Our system will automatically apply double time.** You can include up to five students per submission. Once your submission has been processed, we will notify via email and provide you with student scheduling instructions. Please ensure Accommodated exam submissions are submitted prior to or on December 6th as Testing Services prepares for finals. We will not be able to process exams after the deadline.

**Final Exam Requests**

Final exams must be submitted no later than **8:00PM on** **December 6th** to be processed in a timely manner. This includes any accommodated final exam requests. Testing Services cannot guarantee exam administration and processing past the deadline as we must have adequate processing time, in addition to ensuring sufficient space for final exams previously submitted. After the deadline, you will be unable to submit additional final exam requests. Final exams will begin December 11th to December 14th.

 **Make-Ups/Early Final Exam Testing**

To authorize a student to test outside the established testing window for a **scheduled course exam**, you must submit a Make-Up Exam Request through MySLCC using your log-in credentials. In MySLCC, find Testing Services in the ellipses closes to the SLCC logo, navigate to the faculty tab, and select ‘Submit a Make-Up Exam Request’. All make-up exam submissions must include your exam file. Submissions without an exam file will not be processed until the file is received.

**Please consider exam start dates.** Make-up exam requests can take 24-48 hours to process. Requests submitted after hours or on weekend will not be prepared by the next business day and will be processed in the order it was received (this applies to accommodate exam submission as well). Notifications will be sent to the instructor when the exam is available for students to schedule their appointment. Please do not send students to our testing center until the notification is received in your slcc.edu email.

Testing Services will directly scan and email makeup exams and accommodated student exams to instructors upon completion or the next business day. Kindly respond to our email(s) confirming the exam(s) have been received.

1. **Exam pick up**

Testing Services understands receiving and grading exams in a timely manner is important. As we work hard to ensure all exams are accounted for, we ask for your patience. Please allow Testing Services to reconcile exams accordingly and postpone calls and requests for early/immediate pick-up.

Paper-based exams are reconciled after their respective end date(s) and only during business days. If an exam ends on a Friday or holiday, exams will be reconciled the earliest business day available. Keep in mind the same procedure applies to exams being extended. Exams will be gathered to ensure all exams are accounted for. Once exams are ready for pick-up a notification will be sent to your slcc.edu email. **Exam pick up will only be held at the Redwood campus, unless your paper-based exam is campus specific.** All accommodated exams will be scanned directly to their respective instructor via their slcc.edu email. Personal emails will not be sent exams or notifications.

ID is required at the time of each in-person exam pick up. If someone other than you is picking up exams, please notify Testing Services so staff know to expect someone else.

All instructors whose course tests with us will receive a copy of a student roster for days tested. Although Testing Services ensures all exams are accounted for, please take the time to double check you have all exams prior to leaving Testing Services. Testing Services is not responsible for exams once they leave our premises.

Finals are a busy time for Testing Services. To allow staff time to train, improve and regain vigor **the testing centers will be closed for testing December 21, 2023.**

The Testing staff looks forward to working with you and your students this semester!