

# Heartland Community College Testing Center: Faculty Guidelines

## Overview

Testing 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 make-up exam. Testing Center has implemented the following guidelines to ensure that our services are provided in a secure, confidential, and efficient manner:

## Guidelines for Instructors Using the Testing Center

**Completing a Request for Testing (RFT) 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](#).

- In order to ensure that every student takes the correct exam, instructors must select students from their course roster to indicate students eligible to take each exam that is delivered outside of the classroom. 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. An email notification 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.).
- If a technical issue occurs that prevents a student from taking your 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 *Request for Testing* form. Any other questions about your exam will be communicated via email.
- Exam attachments sent electronically through the electronic *Request for Testing* form 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 (e.g. FA19 exam attachments will be deleted by Week 2 of the SP20 term).
- Once the Testing Center staff have 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 have made arrangements ahead of time).

**Attaching Exam Files** – When submitting an exam attachment electronically, we request that each instructor please include his/her name at the top of page one of the exam document along with page numbers. This will help us to avoid errors in administering or filing the exams. Attached exam materials should only include files that will be given to students who have been indicated on the electronic *Request for Testing* form.

**Adding or Revising Information** - Instructors who wish to add student name(s) to a pending exam roster can do so by contacting a Testing Center staff member. Likewise, exam expiration dates can be revised by contacting us. To do so, you may email us at [testing@heartland.edu](mailto:testing@heartland.edu) or call 309-268-8077.

**Submitting Exams** - In order to keep tests secure while they are in the possession of the Testing Center and to ensure that they are administered in the manner prescribed, it is requested that faculty adhere to the following guidelines for dropping off and picking up exams:

- All exam submissions should be sent using the electronic form. Please do not e-mail exams, leave exams in staff mailboxes, slide them under Testing Center's door, or leave them on the staff member's desk when it is unoccupied.

### **Picking up Completed Exams in the Testing Center**

- Instructors must pick up completed exams at the Testing Center during open [hours](#). Completed exams at the Normal campus will not be mailed, scanned or faxed to instructors.
- Exams unclaimed by the instructor or untaken by the student will not remain in the Testing Center. Exams which remain unclaimed and/or untaken in the Testing Center the day after grades are due for that term will be sent to a professional shredding service.

**Testing at Lincoln & Pontiac Centers** – Students can complete proctored exams in Pontiac or Lincoln. Lincoln and Pontiac staff can securely access your exam submission through the electronic *Request for Testing* form. The standard practice for Lincoln and Pontiac is to return exams 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. Exams taken at the Normal campus should be picked up at the Testing Center.

#### **Pontiac Testing Contact info:**

General Number (815) 842-6777  
HPC FAX # (815) 844-5635

Traci DiNardi  
(309) 268-8951  
[traci.dinardi@heartland.edu](mailto:traci.dinardi@heartland.edu)

Stacey Shrewsbury  
(309) 268-8952  
[stacey.shrewsbury@heartland.edu](mailto:stacey.shrewsbury@heartland.edu)

#### **Lincoln Testing Contact info:**

General Number (217) 735-1731  
HLC FAX #(217) 735-1352

Kelsi Edwards  
(309) 268-8974  
[kelsi.edwards@heartland.edu](mailto:kelsi.edwards@heartland.edu)

Kristi Powell  
(309) 268-8973  
[kristi.powell@heartland.edu](mailto:kristi.powell@heartland.edu)

**Special Testing Accommodations** - Students for whom special testing accommodations are needed through Student Access and Accommodation Services (SAAS) must make arrangements for those adaptations by contacting the Assistant Director, Student Access and Accommodation Services at (309) 268-8259. Appointment scheduling is required 48-hours in advance to take exams with SAAS. Faculty submitting exams for students testing through SAAS should still submit the exam through the electronic *Request for Testing* form. SAAS staff can securely access all exam submission through this system and will return the exams through the Testing Center, unless other arrangements are made between SAAS and the instructor.

#### **Services Not Provided –**

- 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. Due to the volume of test takers, we do not have enough space to provide for reviewing past exams.

- The Testing Center will not forward exams to Lincoln or Pontiac for testing. Trained staff at Lincoln, Pontiac and SAAS have access to all electronic *Request for Testing* forms.
- 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.

### ***Additional Notes for Instructors***

- 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.
- Students cannot complete an exam if they leave the testing room before finishing their exam unless a 5-minute break is allowed by the instructor as noted on the *Request for Testing* form. Students will not be allowed to finish their exam over separate dates/times unless approved by their instructor.
- If scratch paper needs to be collected, indicate so on the *Request for Testing* form. All other scratch paper is not allowed to leave the Testing Center room and will be securely disposed of.
- Instructors who wish to allow their students to take exams on separate dates/times must submit separate electronic *Request for Testing* forms with the individual parts attached. Students will not be allowed to return to a previously submitted exam unless authorized by the instructor.

### **Guidelines for Students Taking Exams**

#### ***Before an exam will be administered:***

- Students must present a valid photo ID.
- Students must know their course number and their instructor's name.
- Students' names must be on the *Request for Testing* roster.
- The proctor must verify that the exam has not expired.
- Students must leave book bags and other belongings outside the testing room, or students may check out a locker to store belongings.
- Students must turn off cell phones and all other electronic devices, or place them in silent mode before leaving them in a locker.
- 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). *Default cut-off time unless otherwise specified by instructor:* Exams cannot be started within 30 minutes of closing.
- Anyone taking an exam will be required to leave watches and fitness trackers, in addition to any other electronic device, at the Testing Center reception desk or in a locker. Students who have electronic medical devices, such as insulin pumps, will be allowed to keep the devices with them. Any cases containing such devices will be checked.

#### ***During the administration of an exam***

- Students are allowed to use only those materials specified by their instructor on the *Request for Testing* submission.
- Designated scratch paper will be provided by 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 restroom breaks of up to 5 minutes long in the nearest restroom location outside the Testing Center unless the instructor indicates that breaks are ***not*** allowed on the *Request for Testing* form for an exam. Please note that pregnant students and students who provide necessary medical documentation will not be denied breaks and are permitted to request additional 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 center. Students will not be allowed to finish their exam at another time unless approved by their instructor.

**Testing Center Contact Information**

Testing Center  
1500 West Raab Road  
SCB 2002  
Normal, IL 61761  
(309) 268-8077  
[testing@heartland.edu](mailto:testing@heartland.edu)

Assistant Director, Testing Center, Hannah Mathes  
SCB 2315, (309) 268-8041  
[hannah.mathes@heartland.edu](mailto:hannah.mathes@heartland.edu)

Program Assistant, Testing Center, Stephanie Buyno  
SCB 2314, (309) 268-8011  
[stephanie.buyno@heartland.edu](mailto:stephanie.buyno@heartland.edu)