



TESTING CENTER POLICY MANUAL

(revised July 2018)

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INTRODUCTION

The Vernon College Testing Center shall furnish a facility and personnel for administering the Texas Success Initiative Assessment, Accuplacer, CLEP, GED, HESI, TEAS and other national and state exams. In an effort to better serve the students of Vernon College, we have prepared this users' manual. The purpose of this manual is to communicate to all, the procedures for scheduling, administering, and taking tests. The Testing Center is not authorized to interpret examinations. A Vernon College counselor, other program specific personnel, or the test proprietor should be contacted for that purpose.

TESTING CENTER PERSONNEL

The Vernon College Testing Center employs a Testing Coordinator that reports to the Associate Dean of Student Services who reports to the Dean of Student Services. The Coordinator has the primary responsibility for management of the Centers. The Coordinator shall:

- Serve as test liaison for Vernon College between the College and test companies
- Provide information to public about testing offered at Vernon College
- Administer financial budgets
- Schedule and administer exams

- Maintain files for student score reports
- Account for and deposit all funds collected as a result of testing services
- Collect, organize, and distribute test results to Vernon College and examinees
- Manage Testing Center webpage
- Supervise all testing center employees and proctors

The Testing Center proctor(s), clerk(s) and Assistant Testing Coordinator report to the Testing Coordinator. They can proctor tests, accept payments, disperse information, and deliver results to students. They must report to the Testing Coordinator any irregularities in testing procedures.

Testing Center employees must be placement testing exempt or have taken and passed an approved placement exam. Under no circumstances will Vernon College hire current Vernon College students to administer tests.

TESTING CENTER FACILITIES

The Testing Centers are located on the Wichita Falls Century City Center and the Vernon campus. The rooms provide a quiet, secure place with minimal distraction and secure storage of test results. The testing room has a glass window through which testing personnel observe the examinees while they are taking exams. Lockers are available for examinees to store their belongings. The testing room is only used for testing. Vernon College Testing Center personnel and Student Services administrators are the only personnel that have access to the Testing Center facilities.

Testing Center Hours

Vernon

Wednesdays, 8:30 a.m. – 8 p.m.

Thursdays, 8:30 a.m. – 4 p.m.

Wichita Falls

Mondays, 8:30 a.m. – 8 p.m.

Tuesdays, 8:30 a.m. – 8 p.m.

Wednesdays, 8:30 a.m. – 6 p.m.

Thursdays, 8:30 a.m. – 6 p.m.

Fridays, 8:30 a.m. – 12 p.m.

The campus is closed on Fridays from the middle of May through the end of July.

RESPONSIBILITIES OF THE STUDENT

Students have certain responsibilities with their use of the Vernon College testing facilities.

All Students

Students agree to:

1. Make an examination appointment at the Testing Center at least 1 day in advance.
2. Contact the Testing Center as early as possible to cancel an appointment if circumstances prevent keeping the appointment.
3. Arrive on time. Failure to arrive when scheduled frequently impacts students who are scheduled for later times and sometimes limits the time available to complete the examination. Because of limited seating, after 15 minutes it will be assumed that the student is a “no show” and rescheduling may be necessary.
4. Restroom breaks are allowed during testing, but to minimize distraction to other test takers, students are asked that restroom breaks be taken before entering the test room whenever possible. No other breaks are allowed.

5. Only those items that are authorized by the testing administrators may be present during testing. A locker is provided for coats, books, purses, cell phones, etc. Cell phones must be turned off. The examinee locks the locker and is in possession of the only key.
6. Children, parents, spouses, friends, and helpers are not allowed in the testing room.
7. The Testing Administrators cannot help with the content of the exam. They can only answer questions about the administration of the exam.

Special Accommodations

Students have the responsibility to provide Vernon College with documentation of any disability that may affect the outcome of testing. The college has designated the Office for Students with Disabilities as the repository of such documentation, and that office will determine what constitutes reasonable accommodation based upon the documentation submitted. Therefore, the following guidelines apply to those students designated to receive special accommodations.

1. An appointment should be made at least two weeks in advance for any special accommodations.
2. It is especially important to notify the Testing Center early for cancellations or changes if any special accommodations have been requested.
3. Students are only allowed the use of aids that have been specifically authorized by the Office for Students with Disabilities.
4. Students with disabilities using the Testing Center are held to the same testing protocol as other students.

TESTING PRACTICES

A valid picture ID is required to test. This may be an unexpired driver's license, current college or high school ID card, Texas ID card, passport, or a military ID. If a high school student under the age of 16 or a high school student without a driver's license is testing, they can use a yearbook with a photograph if it is accompanied by a letter from the student's high school counselor.

A score report will be printed for the examinee's records if possible. This depends on the test that a student takes. If a copy of scores is to be sent to another institution(s), a release must be signed by the examinee. There is a \$5 service charge for each score report that is mailed.

HONESTY POLICY

Every person testing at Vernon College must sign a Testing Center Disclosure Form prior to testing. The form is provided by the Vernon College Testing Center and kept in the examinee's file. The form is to ensure that all testing practices are followed.

A secure and locked area is provided for tester's belongings during testing. Cell phones, cameras, food, and drink are not allowed in the testing room.

At any time if the Test Administrator observes any misconduct on the part of the examinee, the examinee may be asked to stop a specific action or behavior. Cheating is not tolerated. If cheating behavior is suspected, the staff member can end the test

immediately. The tester will be asked to leave the test and any fees will be forfeited. The tester may or may not be allowed to test again at the Vernon College Testing Center.

Misconduct can be described as any of the following behaviors:

- Giving or receiving assistance of any kind
- Taking or attempting to take the same exam more than once during a testing session
- Attempting to take an examination for someone else
- Using any prohibited aids (this includes Internet sites)
- Failure to follow instructions
- Causing a disturbance of any kind
- Removing or attempting to copy test questions, responses, or notes
- Attempting to remove scratch paper
- Tampering with the computer
- Attempting to use the computer for any reason other than testing

Protocol for the staff member after observing cheating is:

- 1) Contact Student Services administration or VC security and ask them to come to the testing center before approaching examinee.
- 2) Approach the examinee and end the test in the quietest manner possible.
- 3) Outside of the testing room, explain the test has been ended due to cheating.
- 4) If an instructional test, the instructor will be notified and the instructor can decide if the student will be allowed to finish the exam.

TEST PROTOCOL

Test protocol is a set of rules concerning etiquette and behavior involving tests. They are common sense articles to enable people to complete their exams with a minimum of confusion, distraction, and stress.

1. Know where and when the test will be administered and how to get there and where to park. Please do not park in handicapped parking unless you have a handicapped permit, and do not park in the faculty parking lot.
2. Allow sufficient time to arrive.
3. Arrive early.
4. Know what—and what not—to bring. A proper picture ID is mandatory. Scratch paper and pencil will be provided by the testing center.
5. Go to the restroom before the test begins. Doing so during the test will cost valuable testing time besides being disruptive to others.
6. Read (or listen to) directions carefully; then follow them.
7. Do not sit near friends. Talking is not permitted.
8. Be considerate of others; avoid behavior which could be distracting to others:
 - a. Do not chew gum.
 - b. Avoid sniffing, coughing.
 - c. Do not drum fingers or tap feet.
 - d. Do not read questions out loud to yourself.
 - e. Please be quiet when entering or exiting the testing room.
 - f. Do not bring food, drink, cell phones or pagers into the testing room.

INSTRUCTIONAL TESTING

Instructional testing will be given during posted testing times at no charge to the student. A “Transmittal Form” must be filled out completely by the instructor and returned to the Testing Center before a student can test. A Transmittal Form must be filled out for each separate exam – not for each student. All students that are taking the same exam (example: exam #2 for algebra 1314) can be listed on the same Transmittal Form. The instructor should inform the student of the Testing Center hours. If the student has trouble accessing the exam via computer or if the test has not been posted, the student will be referred back to the instructor. The Testing Center will provide scratch paper. Any other testing aids allowed will have to be marked on the Transmittal Form, and it is the student’s responsibility to bring them to the Testing Center. Upon completion of the exam the Testing Center will either deliver a paper based exam to the instructor’s mailbox or hold for pickup per the instructions on the Transmittal Form.

Instructional testing hours are different than regular Testing Center hours.

Vernon

Mondays, 12 – 8 p.m.

Tuesdays, 2 - 8 p.m.

Wednesdays, Call for appointment

Thursdays, Call for appointment

Wichita Falls

Mondays, Call for appointment

Tuesdays, 2 – 8 p.m.

Wednesdays, 2 – 8 p.m.

Thursdays, 2 – 8 p.m.

Fridays, 8 a.m. – 12 p.m.

Saturdays, 9 a.m. – 2 p.m.

The campus is closed on Fridays from the middle of May through the end of July.

All test scores will be kept confidential.

Students requiring extra time

Extra time testing will be given by appointment only. The Office for Students with Disabilities is responsible for determining if a student is eligible to receive extra time for examinations. The Director must fill out a “Request for Proctoring Services for Extra Time Examinations” and send to the Testing Coordinator. This completed form is required before an appointment is scheduled. Extra time is not an issue with the TSI exam as it is untimed.

CORRESPONDENCE & VIRTUAL COLLEGE TESTING

Vernon College Testing Center will proctor correspondence or placement exams from other colleges or universities. A \$15 fee per examination (not per course) is charged and a picture ID is required to test. Virtual College of Texas students will not be charged if the student is taking a Vernon College course and will be receiving credit on a Vernon College transcript.

Students should make arrangements with their college or university to have the test(s) mailed or emailed directly to the Testing Center at the following address.

Vernon College
Attn: Testing Center
4400 College Drive
Vernon, Texas 76384

itctesting@vernoncollege.edu

If the college or university should need to contact the Testing Center directly, please call (940) 552-6291 ext. 2317 or (940) 696-8752 ext. 3278.

Students may call the Testing Center to determine if the exam has arrived and to schedule an appointment to take the exam. Exams are proctored by appointment during regular testing center hours. If the exam has not been delivered or sent to VC, students will need to contact their university and have the appropriate personnel contact the Vernon College Testing Center.

OFF-SITE TESTING

If a prospective student needs to take the Texas Success Initiative Assessment for Vernon College and the student lives out-of-state or outside a 120 mile radius from Vernon or Wichita Falls, Texas, that person may request to test at another accredited college or university that offers testing proctor services. The student can request off-site testing to be arranged through Vernon College. A student must contact the Vernon College Testing Center for instructions for off-site testing. It is the responsibility of the student to locate a college or university that will offer such services and have the proctor at the test site contact the Testing Center at Vernon College by email or regular mail to receive instructions. Payment must be received by the Vernon College Testing Center before testing will be authorized or arranged. The student may also be required to pay for proctoring services at the college or university where they choose to test. Vernon College reserves the right to select and approve or decline all off-site proctoring services. Vernon College will only arrange for off-site testing services through another accredited college or university.

SECURITY OF MATERIALS

The Testing Center will maintain security of all tests entrusted to its care. Paper tests and score reports shall be held in a secure, locked cabinet behind a locked door. No unauthorized person(s) shall have access to the tests. Students testing records will be safely stored by the College for a period of 3 years.

CONFIDENTIALITY

The Testing Center recognizes and subscribes to the provisions of the Family Educational Rights and Privacy Act (FERPA) of 1974. Results of examinations will only be released to the examinee upon presentation of proper identification. Testing scores will not be discussed with anyone other than the examinee.

FAIRNESS AND NONDISCRIMINATION

Testing Center personnel will avoid all activities which are, or appear to be, improper including (but not limited to): discussing the specifics of any examination or coaching or assisting examinees responses to the questions on any examination. Test Center personnel will not proctor exams of any family members.

The Testing Center will administer all tests in a fair, impartial, and uniform manner. No examinees will be given an advantage over any others. All examinations will be monitored to preclude the possibility of dishonesty. Each exam shall be administered in a

uniform manner with the instructions of the test communicated to the test taker. The Testing Center does not discriminate on the basis of race, color, national origin, sex, physical handicap, or sexual orientation in the administration of any tests.

APPEAL/GRIEVANCE

The personnel of the Testing Center encourage anyone who has a complaint with these policies or the services to discuss it with the Testing Center Coordinator. Conflicts which cannot be resolved shall be referred to the Associate Dean of Student Services who will then adhere to the grievance protocol outlined in the *Vernon College Student Handbook*.