Learning Resource Center: Testing Center Manual
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Rocky Mountain University of Health Professions
Mission and Vision Statements

“The mission” of Rocky Mountain University of Health Professions is to educate current and future healthcare professionals for outcomes-oriented, evidence-based practice. The University demonstrates mission fulfillment through the quality of its education and success of its students in academic programs that develop leaders skilled in clinical inquiry and prepared to effect healthcare change.

The vision of Rocky Mountain University of Health Professions is to advance the quality, delivery and efficacy of healthcare.”

Purpose

The Testing Center’s purpose is to support the University’s mission and vision by providing a quiet, designated area for students to take proctored tests with the necessary accommodations required to facilitate success.

Disclaimer

This manual is a guide for the Testing Center. It is subject to revision at any time without notice. Please contact the Testing Center Coordinator “if you have any questions or need clarification.”

Facilities

The Testing Center seats eight people. It has the capability of remote proctoring through cameras; audio not included.

The maintenance is overseen by the Testing Center Coordinator who will alert RMU facilities if modifications are needed.

The east door facing the hallway will remain from the outside at all times (see figure 7). The main door, located inside the Learning Resource Center (LRC, see figure 4), will be locked when sensitive materials are inside, otherwise it will remain unlocked.

If overflow room is needed then the study rooms in the LRC will be used. Signs (see figure 11) will be hung on the doorknobs or around the area so others will know a test is in progress.

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1 Rocky Mountain University of Health Professions [RMUoHP], n.d.
2 RMUoHP, 2018.
3 The Learning Resource Center’s cameras use FlirCloud software. The Testing Center Coordinator and medical librarian have access to these cameras.
Resources
The resources required for the Testing Center are monitored by the Testing Center Coordinator. Please contact the Testing Center Coordinator for needed materials.4

ADA Regulations
The university is under no obligation to make academic accommodations “for a test, exam or other assignment”5 until the student contacts the university, fills out the proper forms, and is approved.6

Committee of Inclusiveness
The Testing Center Coordinator is included in the Committee of Inclusiveness as an ex officio member.7 The ADA Compliance Officer and/or the Registrar will inform the Testing Center Coordinator of students who have received academic accommodation approval. Additionally, the Registrar informs the appropriate faculty members every semester. The Testing Center Coordinator will work directly with faculty and students to schedule their tests and verify their accommodations are met; confidentiality is essential. If faculty or others have questions regarding students and their accommodations he/she/they will be referred to the ADA Compliance Officer.

Rules
1. Cellphone use is prohibited8
2. All non-test-taking materials (i.e. cellphones, book bags, etc.) will remain outside under supervision of the Testing Center Coordinator
3. Submit the Testing Center request form online (https://lrc.rm.edu/main/testing-center/)
   a. The Testing Center Coordinator will follow up with the instructor/student regarding schedule availability
   b. Follow up emails will be sent to the instructor for necessary exam information9

Scheduling
The Testing Center’s hours are 8 am to 6 pm Monday to Friday. 5 pm is the latest a quiz or test can start. If faculty or student(s) need a test scheduled outside of these times it must be approved by the Testing Center Coordinator. The Testing Center Coordinator will “respond in a timely manner to

4 The Testing Center Coordinator will submit requests through the RMU ticketing system http://rmuohp.supportsystem.com/
5 RMUoHP. Policy 1230, Academic Accommodations.
6 For more information refer to the “Learning Disabilities/Physical Challenges” section of the Admissions Policies of the University Handbook (pp.60-62).
7 The TCC position is under the jurisdiction of the LRC who already has a representative on the Committee of Inclusiveness with the right to vote. The TCC is made aware and informed of decisions, but cannot vote as decided upon by the ADA Compliance Officer.
8 Unless permitted otherwise by the instructor.
9 If the test is online (e.g. WebStudy, Examsoft) and faculty cannot be reached for a password; contact Jan Reese or Brittany Gouett.
requests for testing accommodations so as to ensure equal opportunity for individuals’ with accommodations. A “timely manner” is a 24 to 48-hour period.

Faculty members or students can schedule tests. Only faculty or administrative assistants can request Testing Center personnel for class proctored tests. Students have the responsibility to reach out to their instructor if they will not be able to take the exam on the designated day or the ADA Compliance Officer if they need accommodations.

Tests will be scheduled on a first come, first served basis. Faculty and/or students will coordinate the date and time for their test and submit it for approval to the Testing Center Coordinator. The Testing Center Coordinator will either approve the requested date and time or propose a new date and time.

If a student is more than 15 minutes late for his or her test and starting late will run into the proctoring of another scheduled test, he or she may need to reschedule their test for a later time. This will be determined at the discretion of the Testing Center Coordinator.

Scheduling Conflicts
If a conflict occurs between test requests the prioritization of tests is as follows:

1. Tests that have been scheduled in advance
2. Tests for students with ADA accommodations
3. Tests for individual students who need to...
   a. make up an exam
   b. take an exam early
4. Group tests for classes

The Testing Center Coordinator will work with faculty and students to arrange a time that will be satisfactory for all parties involved.

Exam Day
On the day of the exam the student(s) will head to the Learning Resource Center unless otherwise designated, and alert the Testing Center Coordinator they need to take a test. The student(s) will be asked his or her name and then ushered into the Testing Center. The student(s) will be given the necessary instructions and test (if written). The Testing Center Coordinator will hang the “Do Not Enter: Testing in Progress” sign from the door handle and will proctor the student by remotely monitoring the room’s cameras. This ensures privacy and makes sure cheating does not occur.

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10 U.S. Department of Justice Civil Rights Division, ADA requirements: Testing accommodations.
11 This service is offered by the Testing Center personnel based on schedule availability. The TCC reserves the right to negate requests.
12 To comply with federal regulation, names of test takers and explanations of priority regarding scheduling conflicts will not be disclosed.
13 See footnote 3.
Students may bring their own blank paper that will be inspected by the Testing Center Coordinator before the exam starts. The Testing Center will also provide blank paper for students to use if requested.

No visitors [or] phone calls... are allowed while a student is testing. If a restroom break is necessary, the proctor will retain the test materials. The proctor may escort students to and from the restroom to ensure test integrity.\(^{14}\)

When the exam is over the student will gather his or her belongings and turn in their exam to the Testing Center Coordinator (if paper copy). The Testing Center Coordinator will place their exam in a secure location until the designated person arrives to pick it up or will drop it off in the appropriate secure location.

**Cheating**

Cheating is determined by the Student Academic Integrity section of the University Handbook.\(^{15}\) If (a) student(s) is/are caught cheating, the circumstances around it and time it occurred will be noted and emailed to the instructor.

\(^{14}\) University of North Texas [UNT], ODA testing center.

\(^{15}\) See the “Student Academic Integrity” section in the University Handbook.
Works Consulted


Appendices

Appendix A: Testing Center Form

Instructor

Request a Proctor

If you would like a proctored exam, please provide the following information:

Testing Center

Are you a student or an instructor? *

Name *

First

Last

Email *

Reason for Request *

Preferred Date * Preferred Time *

Preferred Date: MM

Preferred Time: HH

Course Name *

Course Number *

Student Name(s)

Click (*) for each additional student in this request

First Name

Last Name

Exam Type

Test

Format

Online

Password (if any)

Location

Testing Center

Additional Information

Submit
Request a Proctor

If you would like a proctored exam, please provide the following information:

Testing Center
Are you a student or an instructor?  *

Name  *
First
Last

Email  *

Reason for Request  *
Academic Accommodation

Preferred Date  *  Preferred Time  *

Instructor Name  *

Course Name  *  Course Number  *

Additional Information

Submit
Figure 1. "QR Code" a registered trademark of DENSO WAVE. Scanned with a mobile QR app or a smartphone camera it links directly to the Testing Center Form for quick access.
Appendix B: Testing Center Images

Figure 2. Front door of Testing Center from the Learning Resource Center.

Figure 3. View of the Testing Center room with an open front door from the Learning Resource Center.

Figure 4. Looking to the left from the right side of the Testing Center room.
Figure 5. Looking to the right from the left side of the Testing Center room. Notice the second door of the Testing Center that leads to a hallway.

Figure 6. Individual cubicle has two outlets.

Figure 7. Looking at the Testing Center from the left side of the room. Each camera is positioned to capture each cubicle section.
Figure 8. Looking up at the camera; each cubicle is captured from a bird’s eye view.

Figure 9. The testing sign indicates when a test is in session.

Figure 10. QR Code mini-poster on Testing Center door for more visibility (i.e. after staff hours, on the weekends) for students and faculty to request proctored tests.