

eLearning and Instructional Support: Testing Services

Frequently Asked Questions by Faculty

Q: How do I arrange to have my online students take an exam in the testing center?

A: Go to http://slcc.formstack.com/forms/exam_request_form

Enter the required information specifying details for the exam administration. If the exam is to be given on paper (vs. in Canvas), you may upload it at the end of the form. Click "Submit".

Once the exam is set up in the system, a Testing staff member will confirm via email. You can then inform enrolled students that they can go online to schedule their respective testing appointments.

Q: How do my online students make a testing appointment?

A: Students who want to make an appointment can do so by going to <http://www.slcc.edu/online/students/testing/index.aspx> and clicking on "Make Your Testing Appointment"

Q: Where are your testing centers?

A: We have four locations:

- 1) Taylorsville-Redwood Campus, Construction Trades Building, Room 070
- 2) Taylorsville-redwood Campus, Markosian Library, Learning Commons, Room 046 (CPMA and make-up testing only)
- 3) South City Campus, Main Building, Room 2-187
- 4) Jordan Campus, Health Sciences Building, Room 054 (computer-based testing only)

Q: What are your hours?

A: Redwood CT 070 is open:

Monday and Wednesday	8:15 AM - 7:00 PM
Tuesday and Thursday	8:15 AM – 9:00 PM
Friday	8:15 AM – 5:00 PM

Redwood LIB 046 is open:

Monday and Wednesday	8:00 AM - 2:30 PM and 5:00 PM – 9:00 PM
Tuesday and Thursday	10:00 AM – 4:30 PM and 6:00 PM – 9:00 PM
Friday	8:00 AM – 2:00 PM

South is open:

Monday through Thursday	8:15 AM - 7:00 PM
Friday	8:15 AM – 5:00 PM

Jordan is open:

Mon, Tues, Thurs, Fri	8:00 AM - 5:00 PM
Wednesday	8:00 AM - 7:00 PM

We have extended hours during final exam period.

Q: What are your hours during finals?

A: Redwood CT 070 and South are open from 8:00 AM – 10:00 PM during finals.

Redwood LIB 046 is not open during finals.

Jordan's hours vary during finals. Information can be obtained at <https://www.slcc.edu/hs-assessment/index.aspx>

Q: I have a student who lives outside the Salt Lake Valley and needs to arrange for a proctor. How does that work?

A: The student is responsible for identifying a proctor to facilitate a test/exam. Suitable proctors include personnel associated with college or university testing centers, public libraries, and military education centers. Once a proctor is identified, the student must complete and submit the proctor request form found on our website:

<http://www.slcc.edu/online/remote-proctor-request.aspx>

Testing staff will verify the proctor's willingness to serve in that capacity and will forward the information to you for review and approval. Please note that the student must submit the proctor request form by a semester-specific deadline. If, however, your course exams will be scheduled tests prior to the Testing Center's deadlines, the student must adjust his/her completion of this process accordingly.

Q: My test is computerized and I have assigned a password for access. Will my students be given the password?

A: No. Once a student has logged in, a proctor will enter the password, keeping it and the exam secure.

Q: I have a student in my online class who needs to take an exam (early/late). How do I arrange that?

A: Email the Testing Manager at debra.graham@slcc.edu with the student's name, the course name and exam, and the allowed test date(s). In this case, instruct the student to call the testing center (801) 957-4482 to schedule his/her appointment.

Q: I'm not teaching an online class. I need to arrange for a make-up test for a student who missed my in-class exam. How do I do that?

A: First, please be aware that make-ups are administered in the Learning Commons Testing Center only for students who have missed exams due to illness or family emergencies. If your student meets this criterion, go to:

http://slcc.formstack.com/forms/untitled_form

Enter the required information specifying details for the exam administration. If the exam is to be given on paper (vs. in Canvas), you may upload it at the end of the form. Click **"Submit"**.

Once the exam is set up in the system, a staff member will confirm via email.