Department:	**Learning and Student Success**
Policy Number/Name:	**LSS:AD:012 Testing Services Policy and Procedures**
Origin:	**Vice President of Learning and Student Success**
Status:	
Approval Process:	**VPLSS, Dean Student Development, Disability Services Coordinators**
Revision Date(s):	

Purpose

The purpose of the policy is to define the rights and responsibilities of individuals and the College in the provision proctoring and testing services.

It is the policy of Northeast Iowa Community College not to discriminate on the basis of race, color, national origin, sex, disability, age (employment), sexual orientation, gender identity, creed, religion, and actual or potential parental, family or marital status in its programs, activities, or employment practices as required by the Iowa Code §§ 216.6 and 216.9, Titles VI and VII of the Civil Rights Act of 1964 (42 U.S.C. §§ 2000d and 2000e), the Equal Pay Act of 1973 (29 U.S.C. § 206, et seq.), Title IX (Educational Amendments, 20 U.S.C. §§ 1681 – 1688), Section 504 (Rehabilitation Act of 1973, 29 U.S.C. § 794), and Title II of the Americans with Disabilities Act (42 U.S.C. § 12101, et seq.).

Definitions

Academic Integrity Report: A report filed with a college administrator if academic misconduct is suspected.

College: Northeast Iowa Community College

Conduct Administrator: A person employed by the College (or designee) in an administrative role with the responsibility for and management of policies, protocol and processes upholding the Student Conduct Code.

Proctor: An individual trained, and responsible, to administer tests and exams in a secure testing environment.

Tester: Any individual, student or community member accessing testing services.

Testing Center: A College-approved facility or location responsible for proctoring assessments and/or exams.

Reference
Americans with Disabilities Act, Title I, Employment
Americans with Disabilities Act, Title II, State and Local Governments
NICC Board Policy 201 Federal/State Laws and Regulations
NICC Board Policy 202 Accommodations of Disabilities
NICC Board Policy 203 Harassment
Rehabilitation Act of 1973, Section 504

Policy and Procedures

NICC serves our students and the community at large by providing a secure environment to take placement, course, third-party, and professional certification exams. In order to ensure the best possible testing conditions as well as to standardize exam procedures, these guidelines are frequently reviewed, updated and are subject to change without notice. Listed below are the current NICC Testing Services guidelines.

Appointments

- Appointments must be made at least 3 business days prior to the requested test date. Proctor services are not available on a walk-in basis.
- Date and time requests are not guaranteed as each testing site operates on the basis of appointment confirmation and available proctor and facility resources.

Cancellations or No-Shows

- Testers who cancel or fail to show up for any scheduled exam two times (within the allowed testing dates) are referred to the course instructor for assistance with their exam and are not allowed to take the exam in the Testing Center unless the instructor re-authorizes it.
- Failure to arrive for an exam within 15 minutes of scheduled time will be considered a "no-show" and rescheduling may be necessary.

Check-In

- Testers should arrive at least 10 minutes prior to the scheduled exam time so that they have time to check in and secure all personal items in a locker before the exam begins.
- Testers are expected to take all exams at the scheduled times.
- Testers are required to present a picture ID prior to being issued their exam.

- If the tester is more than 15 minutes late for an exam, because of potential scheduling conflicts, the ATC reserves the right to decline administering that exam for that tester, and the tester will need to contact the instructor.

Confidentiality

- College faculty and staff adhere to the Family Educational Rights and Privacy Act (FERPA) guidelines in all testing procedures.
- Information is processed in a manner that ensures confidentiality and academic integrity.

Fees and Refunds

- $20 administration fee due for each non-NICC exam proctored.
- $20 administration fee for placement score transfers to another institution.
- Refunds for exams that were paid for, but not taken, must be authorized by NICC testing services staff.
- Fees paid by third-party agencies or institutions will be directly refunded to that institution.

Identification

Valid photo identification is required for administration of exams, the following types of original, current, and valid picture identification, except where other schools' or third party testing companies delineate specific ID cards allowed for their exams:
1. Driver's License (any state)
2. High school or college ID
3. State or federal ID card
4. Military ID
5. Passport
6. Tribal ID card
7. Naturalization card or certificate of citizenship
8. College Board office ID form

Materials Handling

- Paper exams received from instructors or third party testing companies are maintained within a locked filing cabinet that is located within a locked office.
- Completed exams that are scanned and returned to the instructor via email, are kept until the end of the semester (under lock and key), at which time they are shredded.
- Emails containing attached exams are deleted once the exam has been administered to all the students scheduled to take it.

- Tests and test materials provided by third-party agencies or institutions are handled according to each company's specific instructions.
- Access to secure storage is limited to authorized Testing Center personnel.

Misconduct and Disruptive Behavior

All testers are bound by the [NICC Student Code of Conduct](). The Testing Center reserves the right to dismiss a tester for suspected misconduct and/or disruptive behavior, as well as to refuse to administer an exam for the same reasons. The following is a general list of misconduct and disruptive behaviors; however, it is not exhaustive

- Causing a disturbance of any kind
- Failure to follow instructions
- Giving or receiving assistance of any kind
- Attempting to take an exam for someone else
- Using any prohibited technology, devices or materials
- Removing or attempting to remove test questions, responses, or notes
- Attempting to remove scratch paper
- Tampering with the computer or testing equipment
- Attempting to use the computer for any reason other than testing
- Speaking with other testers

In the event of suspected misconduct and/or disruptive behavior, the Testing Center staff may take one or more of the following actions:

- confiscate unauthorized materials
- notify instructor
- notify department supervisor
- notify a conduct administrator
- file an Academic Integrity or Incident of Concern report
- dismiss the tester from the Testing Center

Proctoring

All exams proctored by the Testing Center are done so with trained and authorized proctors to maintain academic integrity and security during the testing process, ensure test outcomes are fair and scores are valid for their intended use, and maintain a distraction-reduced testing environment.

Prohibited Items

All personal belongings are prohibited within the testing room. The following is a general list of prohibited items; however, it is not exhaustive.

1. All electronic devices, such as, but not limited to, cell phones, MP3 players, smart and digital watches, activity tracking devices, laptops, tablets, smart glasses, headphones, earbuds or any other electronic device.
2. Outerwear, hats, gloves, handbags, backpacks or briefcases.
3. All pockets must be emptied of all personal items. Examples: paper and coin money, lip balm, candy, gum, tissue.
4. All food and beverages, including water.

Storage of Personal Belongings

- Testers may have the option to store their personal belongings in Testing Center lockers, if available, or leave them at another location, such as their vehicle. Testers are encouraged to leave their valuable property at home. The lockers may fit some small or medium sized backpacks and maybe be located outside of the testing room.
- Cell phones must be powered off. Settings of vibrate or silent are not acceptable.
- The Testing Center is not responsible for personal property brought to the Testing Center and/or stored in a locker

Testing Center Academic Integrity

- Testers, or unauthorized personnel, are not permitted access to any area of the testing facility that contains student information, secure test materials or equipment.
- The tester is responsible for following all instructions on the exam and will assume any penalties that may result from misunderstandings and misinterpretations.
- Testers may not leave the testing room during testing for any reason (including bathroom breaks, unless the instructor allows otherwise), nor may testers return to the testing room to finish an exam at a later time, unless approved by the instructor or institution/agency authorizing an exam.
- Proctors and/or Testing Center staff cannot assist with the content of an exam.
- Testers must use scratch paper provided by the proctor, as long as the instructor has approved its use. This scratch paper must be turned in to the proctor along with the exam prior to leaving the testing room.

Testing Center Environment

- Due to liability issues and to respect others testing, the Testing Center cannot allow guests, visitors, or family members at any time unless the student has a documented disability that requires assistance, which must be approved beforehand.

- Testers must keep their voice level low and only communicate with Testing Center staff to minimize distraction to other testers.
- The Testing Center provides a reduced-distraction environment in a group setting for students.
- A private room may be available for students with that specific type of approved testing accommodation.

Video and Computer Monitoring

- A test proctor physically monitors the room, by walking back and forth, behind all testing stations.
- The Testing Center may be under video and audio surveillance, and may be recorded.
- Recorded footage will be reviewed by a Conduct Administrator or other authorized college personnel in instances of suspected academic or behavioral misconduct, or upon request.
- Computer monitoring software may also be used to monitor computer and web activity of Testing Center computers.

Reviewers of Policy LSS:AD:012
Vice President of Learning and Student Success
Dean of Student Development
Disability Services Coordinators

Forms