

Testing Center Policy and Procedure



ASUMH Testing Center Mission Statement:

The ASUMH Testing Center seeks to provide high quality testing services to our students, alumni, professionals, and fellow citizens in North Central Arkansas. We will maintain a professional, accessible, positive, and secure testing environment allowing our clients to perform to the best of their abilities. We adhere to all standards and guidelines set forth by the National College Testing Association.

Terms and Conditions of Testing

Tests and testing programs are conducted with authorizations and acknowledgements of all partnering organizations, corporations and testing institutions. Any individual testing will be under constant visual monitoring by testing center supervision or through video and audio surveillance equipment. All business conducted within is confidential. Individuals must comply with the following conditions:

- every individual must provide at least one form of valid (unexpired) form of photo identification. (Possibly more based on the specific test being issued),
- all cell phones, pagers and electronic devices must be turned off and secured outside of the testing center. No exceptions. (if an emergency situation exists, the testing center coordinator will refer to campus security),
- no food, drink or gum chewing are in the Testing Center,
- all personal items not related to testing must be stored outside of the Testing Center (either in a vehicle or locker provided). Prohibited items include hats, bags, books, cases, laptops, thumb drives, sunglasses, jackets, bracelets, watches, or other items deemed to be a security risk,
- bring appropriate items for testing as designated by the test authority (answer sheets, calculators, pencil, paper, etc.),
- children are not allowed in the Testing Center.

Dismissal or Removal

The testing center administrator/supervisor is authorized to dismiss any individual from a testing session or cancel the scores for any of the following misconduct violations:

- attempting to take the test for someone else,
- failing to provide acceptable identification,
- obtaining improper access to the test, a part of the test, or information about the test
- Using notes or any prohibited aid in connection with the test,
- creating a disturbance (disruptive behavior in any form will not be tolerated; the test administrator/supervisor has sole discretion in determining what constitutes disruptive behavior),
- attempting to give or receive assistance or otherwise communicate in any form with another person about the test during the administration,
- exceeding the time permitted for a scheduled break,
- working on a part of the test or marking your answer sheet after time has been called,

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- eating or drinking in the testing room,
- leaving the testing room or test center vicinity without permission,
- removing or attempting to remove a test book, test questions, or portion of a test in any format from the testing room,
- failing to follow any of the test administration regulations given by the test administrator or specified in any test materials.

Proctoring Services

The ASUMH Testing Center offers proctoring services for anyone needing to take tests on the Mountain Home campus for another school or agency. Students participating in distance learning programs or correspondence degree programs and professionals needing to be tested in order to receive certification in their field may be able to arrange to have their tests proctored at our facility.

Proctoring services are available to students within the Arkansas State University System for free. Non-students and students from outside institutions are required to pay a proctor fee. In addition, if the institution you are testing from has a fee associated with that program, payment must be made prior to your exam.

Type of Test Administration Offered:

- pencil and paper testing,
- web based (browser) testing.

Pencil and Paper Based Testing

Pencil and Paper Based Testing

Students or instructors may contact the ASUMH Testing Center to request a proctored exam. Students must follow the testing protocols for the institution for which the exam is being administered. It is the student's responsibility to verify the exam has been received by the ASUMH Testing Center at least 24 hours before the scheduled testing time.

Exams may be directed by mail to:

ASUMH Testing Center
R200 Attn: Lorie McMaster
1600 S. College
Mountain Home, AR 72653

Exams may be directed by E-mail to:

testing_center@asumh.edu

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Completed exams may be scanned and emailed back to the institution for which the exam is being administered free of charge. This is the preferred method at the ASUMH Testing Center. If a hard copy of the test must be returned, it is the student's responsibility to arrange for the home campus or agency to include a pre-paid self-addressed return envelope; otherwise, the student is responsible for payment of return mailing.

Copies of completed exams are held securely in the ASUMH Testing Center until notification is given from the instructor that the exam was received. Testing center staff will shred all copies of the exam once notification has been received or two weeks after the semester has ended.

Web Based (Browser) Testing

Email correspondence from another college, university or agency detailing the web based exam instructions need to be sent to testing_center@asumh.edu at least 24-48 hours prior to scheduling an appointment.

Scheduling

Scheduling for all exams is done through the ASUMH website at:
www.asumh.edu/academics/testing-center.dot .

Scheduling can also be completed by call in the Testing Center at: (870) 508-6209

Special Needs and Disability Services

If a student requires special accommodations such as extra time to take the exam, please notify the Testing Center Administrator as soon as possible. ***Students requesting accommodations must contact both the Disability Services Office and the course director(s) involved prior to each exam.*** Students should not attempt to negotiate accommodations with the Testing Center staff directly.

Privacy & Confidentiality

The privacy and confidentiality of all client personal information is essential. Information is not released to any third party or agency on any client receiving services at the Testing Center. Communication of client information is restricted to the following: the client and the Testing Center; the Testing Center and the test provider; and the client and the test provider. All confidential materials are stored in a locked cabinet in a secure room in the testing center.

Security

Security measures are in place to protect the misuse and alteration of testing materials and safety of personal items under the control of the ASUMH Testing Center.

All individuals in the Testing Center are under continuous recorded surveillance.

Unscheduled/Canceled Testing

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The Testing Center will hold exams received for up to four (4) weeks. If individual has not scheduled, cancelled or failed to appear to an appointment, exams will be returned to originating institution.

Arkansas State University – Mountain Home Testing Center Contact Information:

Please send general testing questions to: testing_center@asumh.edu

Testing Center Coordinator

Lorie McMaster

lmcmaster@asumh.edu

Roller Hall R200

1600 South College Street

Mountain Home, AR 72653

(870) 508-6209

Director of Student Support Services

Mason Campbell

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(870) 508-6168