



Instructor Reference Guide

MSU Testing Services provides a wide range of academic and professional exams to students and the public. Our certified testing staff is committed to providing professional support to help meet the educational goals of MSU students, faculty, and staff who work with our office. We constantly strive to maintain compliance with institutional, state, and federal regulations regarding testing protocol, while protecting client confidentiality and information integrity.

Many MSU faculty and instructors interact with multiple facets of Testing Services from accommodating students with nonstandard testing conditions to administering make-up exams or dropping off exams for Scoring Services.

This guide will streamline faculty interactions with Testing Services and assist with providing MSU students equitable examination opportunities. MSU Testing Services' Instructor Guide answers faculty's Frequently Asked Questions, details our Accommodated and Make-up exam services, and outlines steps to follow when utilizing our services.

Last year Testing Services facilitated ~6,500 exams for 2,686 unique examinees, including over 3,000 midterm/final exams for over 331 different MSU courses.

Contact Us

Address:
Montana State University
P.O. Box 172960
Bozeman, MT 59717 - 2960

Location:
19 Renne Library

Phone:
406-994-6984
or
406-994-6967

Email:
testing@montana.edu

Fall/Spring Semesters

Office Hours:

Monday^{**}: 8:00am – 5:00pm
Tues - Thurs: 7:00am – 8:00pm
Friday: 7:00am – 5:00pm

Testing Hours*

Monday^{**}: 8:00am – 5:00pm
Tues - Thurs: 8:00am – 7:30pm
Friday: 8:00am – 4:00pm

Summer & School Breaks***

Office Hours:

Monday: 8:00am – 5:00pm
Tues - Friday: 7:00am – 5:00pm

Testing Hours*

Monday: 8:00am – 4:30pm
Tues - Friday: 8:00am – 4:00pm

Saturday Hours: 7:00am – 3pm

Testing Services is only open on identified Saturdays. Visit our website or contact our office for specific dates.

*Testing hours allow for all testing and office cleanup to be completed by the end of the work day.

**Monday evening hours, from 5:00pm – 8:00pm, occur on an as needed basis. Contact Testing Services with questions.

***Testing Services may close early on some days for staff development.

MSU Exam Scoring Services

Drop off/ Pick up Testing Services - Bonus Library (2)
Please fill in form. Shaded fields are required.

Instructor Name _____ Phone # _____
Email _____ Building _____
Department _____ Room # _____
Course Name _____
Course Number/Section _____
Name of Test _____
of Questions on test _____ Point value of Each Question _____ Number of Days _____

List questions with more than one correct answer:

Question #	Must have only 1 of the responses to receive credit	Must have all responses to receive credit	Any response will receive credit	Correct or Incorrect	Must have only 1 of the responses to receive credit	Must have all responses to receive credit	Any response will receive credit

Reports will be posted to the online system. Report that will be sent to you after exams are scored.
You will receive a set of scanned questions with your test, with student's names, ID's and scores, and a file that can be scanned into a PDF.

☐ All Forms will be sent back by mail ☐ Scantron forms may be purchased at Testing Svcs.
Get new Location is Room 228 of the CFT5 or WTI Building
For Office Use Only

Key 1	Key 2	Key 3	Key 4	Key 5	Key 6	Marked	Scanned	Scored	Posted	Billed

File Name: ScoringForms & Letter Student Scoring Request 1022014.docx

Sample Cover Sheet

UIT Scoring Services Partnership

Testing Services has operated as the on-campus exam drop-off point since Scoring Services moved to the CFT5 building in November 2016. Exams are typically collected by Scoring Services personnel twice a day, in the morning and in the early afternoon. During high volume times—such as finals week—pick-ups will increase in frequency. Packages of blank scantrons are available for purchase with an index number.

- ☐ Drop off exams at Testing Services, with the completed exam cover sheet, ready to be sealed into an envelope. The cover sheet can be printed here: http://www.montana.edu/uit/admin/documents/Exam_Scoring_Request.pdf
- ☐ Some information will be recorded to log chain of custody.
- ☐ Exams will be securely stored for pick-up by Scoring Services personnel.
- ☐ All exam scoring questions and concerns should be addressed to Scoring Services personnel at (406) 994-5050.

Make-up Exams

We administer Make-up exams for faculty when they are unable to provide a student with an appropriate time and place for the exam. The student will be responsible for the \$15 fee unless the instructor has made arrangements for the department to be charged via index number.

MSU TESTING SERVICES
Make-Up Exam Appointment Form
13300 University Avenue, Room 228, CFT5 Building
Bozeman, MT 59717-0228

Exams must be scheduled in advance—480 with fee.

The fee for a make-up exam at Testing Services is \$15 per exam.

Students are making a make-up exam appointment. This is not a regular exam. The student must provide a valid reason for the make-up exam. The student must provide a valid reason for the make-up exam. The student must provide a valid reason for the make-up exam.

Please provide a valid reason for the make-up exam. Please provide a valid reason for the make-up exam. Please provide a valid reason for the make-up exam.

TO BE COMPLETED BY STUDENT

Student Name: _____
Student ID: _____
Student Email: _____
Student Phone: _____
Date/Time: _____

TO BE COMPLETED BY INSTRUCTOR

Instructor Name: _____
Instructor Email: _____
Instructor Phone: _____
Date/Time: _____

FOR USE BY TESTING SERVICES PERSONNEL

Exam Type: ☐ Exam ☐ Quiz ☐ Other

Exam Date: _____
Exam Time: _____

A signature is required when an exam is picked up by the instructor or delivered by the student.

Signature: _____ Date: _____

Sample Make-up Scheduling Form

- ☐ The “Make-up Exam Appointment Form” will need to be completed with student and instructor contact information, and the instructor’s exam administration preferences and signature.
- ☐ The “Make-up Exam Appointment Form” should be turned in to Testing Services at least 1 business day prior to the proposed appointment time.
- ☐ Instructors may receive reminder emails if Testing Services has not received the exam in advance of the student’s appointment.
- ☐ Exams will be administered as specified on the Make-up exam form, so it is important that all information be filled out as accurately as possible.

Accommodated Exams*

Testing Services works in cooperation with MSU's Office of Disability Services to provide equitable accommodations for students who qualify for nonstandard testing conditions per the Americans with Disabilities Act. Instructors should verify eligibility for accommodated testing by inspecting the student's unexpired ODS Certification Card, or "Blue Card," which will list their approved accommodations.

- A. When extended time and/or a reduced-distraction environment are the only special testing conditions required, the instructor should provide accommodations. If the instructor cannot reasonably arrange these accommodations, Testing Services may proctor the exam.
- B. If the student has the accommodation to use assistive devices (e.g., screen reading software), Testing Services should provide accommodations.
- C. Decisions regarding how testing accommodations are administered should be the result of conversations between the student and the instructor about how best to ensure equal access to assessment.
- D. When a student's accommodated exam is proctored by Testing Services, the following procedures must be followed:

- ☐ A "Blue Card Scheduling Form," or "Blue Form," must be completed with student and instructor contact information, all known test dates, instructor's exam administration preferences and signature. Students are responsible for turning in the form to Testing Services at least 2 business days in advance of the first test date.
- ☐ Pay special attention when filling out the "Blue Form." Instructors should specify how they would like completed exams returned*. Please Note: **Testing Services will have students deliver completed exams to instructors in a sealed, tamper evident envelope when there is no specified information for exam return method.**
- ☐ Students will be scheduled and tests will be administered by information recorded on the "Blue Form," be sure that information is as accurate as possible. It is helpful when instructors clearly explain what materials are allowed during the exam and what materials should be collected from or kept by the students.
- ☐ For the most accurate information, some instructors prefer to prefill "Blue Forms" with exam information for students. The form can be found at Testing Services' website: <http://www.montana.edu/testing/> as a fillable .pdf.
- ☐ If questions are allowed during the exam, faculty should consider providing Testing Services with a cell phone number or being available by email during exam times. Instructors are welcome to stop by our office to address questions while students test.
- ☐ Students are scheduled at a time that overlaps with the class exam time, that works within the student's class schedule, and when MSU Testing Services has the available space necessary. **Any changes requested by a student outside of the above guidelines will need to be discussed with the instructor and brought to Testing Services in a written format (signed note, email, etc.).**

General questions about accommodations and nonstandard testing conditions can be addressed to the Office of Disability Services at (406) 994-2824 or drv@montana.edu.

*See Exam Return Methods section

Blue Card Scheduling Form

MSU Testing Services • 1000 University Avenue, Room 100 • Bozeman, MT 59717 • Phone: (406) 994-2824 • Email: testing@montana.edu
 Testing Hours: Office: Year: Monday-Thursday 9:00am-5:00pm; Friday 9:00am-4:00pm; Noon-Close; Evening/Off-hours call to schedule due to staff/volunteer need. Please inquire for details.

To be completed by student:

Students should complete and return this form to Testing Services at least two business days prior to first exam.

Name: _____ Date: _____
 Email Address: _____ Phone: _____
 Course Name and Number: _____ Days/Time of class: _____
 Instructor: _____ Instructor Phone: _____
 Instructor Email: _____ Instructor Alt. Contact Person: _____
 Class Test Dates: _____
 Time class is taking the test: _____ Amount of time class is allowed for test: _____
 *Testing Service Times (if different from class): _____ Amount of time class is allowed for test: _____
 Final Date and Time: _____
 *Students should plan to take exams at the same time as the class unless agreed by instructor in writing or unless Testing Services is not open during the class exam time.

To be completed by faculty:

Information provided to students is for their use only. It is not to be used for any other purpose. Accommodations are subject to change without notice. Please contact Testing Services for more information.

Testing Services appreciate the request of students at least one day prior to exam accommodations.

Allowable exam resources to be used at Testing Services:

Calculator: _____ Personal notes: _____
 Dictionary: _____ Scratch paper: _____
 Textbook: _____
 *Students should plan to take exams at the same time as the class unless agreed by instructor in writing or unless Testing Services is not open during the class exam time.

How will exams be returned to Testing Services? Yes No
 _____ Instructor will pick it up _____ Instructor will pick it up
 _____ Instructor will deliver it _____ Instructor will deliver it via box
 _____ Student delivery _____ Student delivery
 _____ ODL _____ ODL

Faculty signature: _____ Date: _____

For staff use:

Exam picked up by instructor (initial and date)			
Exam received by instructor (initial and date)			
Exam delivered by student (initial and date)			

Sample "Blue Card" Scheduling Form

Proctoring for MSU Online Exams

MSU Testing Services offers proctoring for students taking MSU online courses at a cost of \$10 per exam. Students taking MSU online classes must contact Testing Services at the semester's start, before exam dates, to schedule appointments. Testing Services tracks student scheduling information by class using internal documentation which includes instructor proctoring instructions, preferences, and course information. Students must sign a proctoring agreement with Testing Services before testing. Testing appointments may be scheduled all at once or as each exam window approaches. Advance notice of at least 1 business day is required to schedule.

MSU online course instructors should contact Testing Services with the following information:

- ☐ Course name and number
- ☐ Instructor name and contact information
- ☐ Exam dates (testing windows), exam durations, and in-person/ "common hour" exam offerings (if applicable)
- ☐ Exam proctoring instructions (allowed materials, etc.)
- ☐ Exam return and receipt preferences. *See Exam Return & Receipt Methods section

Testing Services will send instructors a reminder email with the names and times of each student taking an exam with our office the week of the exam. Our ability to be prompt with this service depends on the timeliness of student scheduling. If students are scheduling up until the 1 business day deadline, our reminder will be sent after the student has been scheduled in our system for the following day.

MSU Online Exam Proctoring for Students with Testing Accommodations

Students with approved testing accommodations through MSU's Office of Disability Services may also take MSU online course exams that may require proctoring. These students' appointments are considered online proctoring and a \$10 fee will still apply if:

The instructor is not offering an in-person "common hour" test date and all other students are required to schedule with Testing Services (or another proctoring service)

or

The instructor offers in person "common hour" test dates, but the student prefers to schedule at a time in the exam window **that does not overlap with the "common hour,"** thus taking advantage of the flexibility Testing Services offers all other students needing online proctoring.

Online Proctored Exam Form

MSU Testing Services • 19 Renee Library • Phone: (406) 994-4984 • Email: testing@montana.edu

Instructor: _____		Course Name and Number: _____	
Instructor Email: _____		Instructor MSU Office Phone: _____	
Class Test Dates: _____		Final Date: _____	
Amount of time class is allowed for tests: _____		Amount of time class is allowed for final: _____	
<p>By printing and signing below, students are agreeing to the following:</p> <p>* I will schedule my exams no later than 2 business days prior to testing • I will appear at Testing Services promptly and with photo identification • I will comply with the testing conditions specified by the instructor • I will pay Testing Services any applicable proctor fees • I will abide by the MSU Student Conduct Code, especially sections 840.00 and 800</p>			
Name: _____	Email: _____	Signature: _____	
		(I have read and understand the above policies)	
		(I have read and understand the above policies)	
		(I have read and understand the above policies)	
		(I have read and understand the above policies)	
		(I have read and understand the above policies)	
		(I have read and understand the above policies)	
		(I have read and understand the above policies)	
<p>For Staff Use:</p> <p>Allowable exam resources to be used at Testing Services:</p> <p>Calculator _____ Scratch paper _____ Personal eraser _____</p> <p>Scantron _____ Computer/D2L _____ Personal mechanical pencil _____</p> <p>Textbook _____ Other _____</p> <p>Are students allowed restroom breaks? Yes No Not Specified</p> <p>How will exam arrive at Testing Service? _____</p> <p>How will instructor receive exam? _____</p> <p>Via email: exams@montana.edu _____</p> <p>Instructor/TA delivery _____</p> <p>Scanned to instructor via email _____</p> <p>Student delivery _____</p> <p>D2L _____</p>			
Exam picked up by instructor (initial and date) _____			
Exam scanned to instructor (initial and date) _____			
Exam delivered by student (initial and date) _____			
Additional comments/notes: _____			

Sample Online Proctored Exam Form
(For internal MSUTS use only)

Exam Return and Receipt Methods

Testing Services staff need to know how instructors prefer to send and receive exams that come through our office. Exam receipt and return method information is to be recorded on all Testing Services' scheduling forms by faculty.

Exam Receipt Methods

- ☐ Email – Exam will be sent via email to exams@montana.edu.
- ☐ Instructor or TA delivery – Exam will be brought to 19 Renne Library by instructor or other authorized individual.
- ☐ Student Delivery – Exam will be delivered from instructor to 19 Renne Library in a sealed envelope.
- ☐ D2L – Exam is accessible to student through D2L (this requires internet access and exam windows that accommodate extra time).

Exam Return Methods

- ☐ Scanned to instructor via BOX – Exam and collected materials will be scanned and uploaded to BOX.
- ☐ Instructor or TA pick-up – Exam will be collected from 19 Renne Library by the instructor or other authorized individual.
- ☐ Student Delivery – Student delivers exam from 19 Renne Library to instructor in a sealed envelope immediately after completion.
- ☐ D2L – Exam is uploaded to D2L by student upon completion of exam (this requires internet access and open exam windows that accommodate extra time).
- ☐ Scantron inclusion** – Completed exam scantron will be included in envelope with the rest of the class after drop-off at 19 Renne Library. Envelope will be held aside for all unfinished exams. Regarding exam hard copies and student notes/scratch paper, Testing Services will hold them for pickup by instructor, allow students to take materials (except scratch paper), or shred all remaining materials as directed by instructor preference. **This is an unofficial option that must be requested specifically by instructors.**

**See UIT Scoring Services Partnership

Montana State BOX

Box is a collaboration and file-sharing service for Montana State University students, faculty and staff. Box is a great resource for sharing and storing institutional and educational files. Montana State Box is the name of MSU's version of Box.

Testing Services uses Box to securely send confidential information contained in exams to instructors upon completion.

Need help setting up or accessing your Box account?

Your Box account can be accessed at <https://montana.box.com/>. If you have technical difficulties, contact the UIT Service Desk at 406-994-1777 or helpdesk@montana.edu.

For additional information, check out UIT's Box webpage at www.montana.edu/box/. The page contains helpful resources for getting started using Box and FAQs.

Exam Security Procedures

Testing Services focuses on exam security measures from the moment a student contacts our office to set up an appointment to returning a completed exam to the instructor and beyond. The following information details these steps:

- **Scheduling:** All exams administered in the test center must be scheduled in advance. We do not allow walk-in or same day testing as the last minute nature of these requests compromises exam security.
- **ID verification:** Examinees must present photo identification unless staff unequivocally recognizes the student. At check-in, examinees also provide their signature, a biometric to scrutinize if identity is later questioned.
- **Proctoring:** Examinees are monitored through viewing windows, via periodic walk-throughs, and by closed-circuit video surveillance. Testing Services personnel are trained to recognize illicit activity during examination. We diligently engage in preventative proctoring, limiting and screening all resources a student brings into active testing.
- **Prohibited and allowed items:** Within the testing room, we allow examinees only the resources specified by the instructor on the scheduling form and/or in supplementary instructions. Testing Services' staff screens all allowable resources during check-in and asks students to empty their pockets.

Unless otherwise specified, prohibited items include: all personal electronic devices (e.g., cell phones, digital or smart watches, computers, calculators, Fitbits); hats; heavy outerwear; sunglasses; backpacks, bags, and purses; notes, books, binders, and any loose paper; food; and water bottles.

Lockers are available to stow personal items. After visual inspection, snacks, water, medication and other "comfort aides" may be left right outside the testing room for students to access, as needed, during their exam.

Testing Services can provide pre-screened resources like scratch paper, pencils/pens/erasers, Kleenex, graphing tools like rulers and engineering paper, timers, calculators, and Dell desktop computers. Testing stations are partitioned for privacy and equipped with noise-cancelling headphones and earplugs.
- **Completed Exam Returns:** Exams are returned to instructors or other authorized personnel after a photo ID is presented, unless they are unequivocally recognized by staff members. Students deliver exams in signed, sealed, tamper-evident envelopes labelled with the student's name, the course code and number, the instructor's name, and a time stamp upon leaving Testing Services. Scanned exams are uploaded for instructors to access via their Montana State BOX account, as this is the most secure way to electronically communicate information containing student's names and GIDs.
- **Record keeping:** We track students through the use of time stamps, appointment and financial records, and chain-of-exam-custody documentation. Students also often sign an honor code statement and/or an agreement to use our services.

Frequently Asked Questions

What actions are taken for suspected academic misconduct in the test center?

The on-duty supervisor will discreetly intervene. If testing is in progress, the student will be informed of the irregularity we've observed and allowed to give a statement. The exam may be suspended and the student dismissed. We provide a detailed and neutral incident report to instructors and advise instructors to involve the Dean of Students at this point.

Do you allow walk-in or same day appointments?

No. Walk-in testing or same day appointments compromise exam security and do not allow our staff to manage testing capacity.

One of my students is not a native English speaker and needs more time to complete exams. Can they use the test center for accommodation/extra time?

English as a foreign language does not qualify as a disability. Instructors *may* authorize extra time on a case-by-case basis, but use of Testing Services in these instances will incur a \$15 fee charged to either the department or the student.

One of my students has extreme test anxiety. Can they use the test center for accommodation in a reduced distraction environment?

Generally, test anxiety does not qualify as a disability. The Alan Yarnell Center for Student Success counsels students on learning strategies including how to control test anxiety. The Office of Disability Services can assess if a medically documented anxiety disorder qualifies for testing accommodation.

Where does the test center align in MSU's organizational structure?

Testing Services reports to the Provost's office.

When should a student be given the opportunity for a make-up or alternate-time test?

Make-up or alternate-time testing opportunities are at the discretion of the instructor and/or the department. Instructors are strongly encouraged to define a specific make-up exam policy in their course's syllabus. Students are expected to take exams when scheduled. MSU's policies on alternate-time testing are as follows:

- ☐ **Common hour exams:** Make-up exams for conflicts are to be given only to those students who, at the same hour have another common hour exam, have a regularly scheduled class, are engaged in an activity or event sanctioned in paragraph 310.01 of the Student Conduct Code, or sustain a personal emergency that prevented participation in the scheduled exam.
- ☐ **Multiple finals:** A student who has three or more final exams in any one day or an exam schedule which exceeds 5 consecutive hours of testing is entitled to an alternate testing time.
- ☐ **Accommodated exams:** Students who qualify for extended time as a testing accommodation will be allowed an alternate testing time if their use of accommodation would require missing all or part of a regularly scheduled academic activity.

My exams are administered in a particular way (e.g., special software, audio/visual elements, open notes, use of a calculator only during certain parts of the exam, individual and group components, etc). Can you administer exams with very specific procedures?

Yes. Talk to us about the specific requirements of your exams.

FAQs continued on back cover



Frequently Asked Questions

What if my student has a question about the exam while completing it at Testing Services?

We encourage instructors to provide our staff with a way they may be contacted during the test (email, cell phone, text message, etc.). Some instructors check on their students in the test center during the exam. If Testing Services personnel cannot reach you before the student completes the exam, we will provide a note documenting any unresolved questions.

Why do you charge fees?

Testing Services is partially supported by MSU general funds, but ~40% of test center personnel and all operational expenses are revenue supported. Currently, our average cost per administration is \$17/exam, down from \$35/exam in 2015. In some instances, it may be appropriate to charge our administrative fee(s) to a department instead of directly to the student (ask us how).

I don't have a strong preference about how I deliver or receive exams. Which method do you recommend?

We recommend instructors deliver and collect exams in person for the following reasons: 1) this is the most secure way to exchange intellectual property, 2) we like seeing/communicating with instructors, 3) this guarantees the exam administered in the test center exactly matches the exam administered in class, and 4) this reduces redundant resource use (e.g. multiple copies of exam printed).

Can I provide testing accommodations for my students directly or should I use the test center?

Instructors are encouraged to provide accommodations for their students. It is often helpful for students to have access to the instructor for questions during the exam. However, decisions regarding how testing accommodations are administered should be the result of conversations between the student and the instructor about how best to ensure equal access to assessment.

I'm okay with my student taking all the time they need to complete an exam. Can you offer appointments of unlimited duration?

No. Testing Services and the Office of Disability Services are unable to provide students with unlimited exam time per testing policy: *"MSU will not extend unlimited time to a student nor will it otherwise modify its examination policies in a manner which fundamentally or substantially lowers the essential academic standards of the institution, its colleges, its departments or any course it offers."*

I don't have a strong preference about allowing or disallowing restroom breaks. What do you recommend?

We recommend disallowing restroom breaks since bathrooms are located outside of the test center in a public lobby. For long-duration exams, best practice is to administer the exam in sections with a break before revealing subsequent exam content and after collecting previous responses. For instructors who have not indicated a preference, we allow students a "timed" restroom break.

Why does Testing Services scan and upload completed exams to BOX instead of emailing the file to instructors?

UIT has advised Testing Services that scanning and emailing exams is less secure than uploading files to BOX. Additionally, emailing exams containing student identifying information like names and GIDs violates FERPA. Instructors are encouraged to familiarize themselves with BOX and let us know if they have additional concerns or plan to arrange an alternate method of exam return.

Do you allow students to leave the test center or access personal belongings during the exam?

Restroom breaks are allowed, based on instructors' preference, and public restrooms are located outside the testing center. Unless monitored by a staff person, students are not allowed to access prohibited personal items while testing.