

Jackson College Testing Lab Service Level Agreement

Summary of Services

The Testing Lab is able to provide supplementary proctoring support for students- based on individual testing needs and accommodations. The Testing Lab is designed to offer proctored tests for make-up exams, students with accommodations, and specific credential testing (including Kaplan). We also offer over-flow for mid-term and final exams. Students experiencing extenuating circumstances are also welcome to connect with the Testing Lab to determine options. The Testing Lab on Central Campus also proctors outside testers- including third-parties, and other colleges and universities. The Testing Lab also approves and requests spaces for testing at the Hillsdale and Lenawee locations; all testing regardless of location, outside of the classroom must be sent through the Central Campus Testing Lab.

For students who are outside the 60-mile radius of Jackson County, they have the option of finding a local proctoring center. Faculty are responsible for approving and sending proctoring information to the third-party proctoring center. (Examples may include local libraries, other community college, universities, and proctoring centers.)

Faculty are responsible for offering scheduled time(s) for their course exams regardless of course modality. Proctoring forms that are submitted that do not list the class date and time for proctoring will be denied.

For students who cannot attend the scheduled exam session, the Testing Lab is available for in-person make up exams, or for students who perhaps run into technical difficulties during the exam session.

Testing Lab is not responsible for supporting the following proctoring tools: Respondus, Zoom, Microsoft Teams, or any other tools adopted by the institution. For support with the aforementioned proctoring tools, please contact the JC Solution Center.

Service Availability

- **In-person proctoring (Central Campus):** Monday-Thursday 9:00 am-6:00 pm; Friday 10am-2pm by specific dates determined each semester. For other campus locations, proctoring may be available by appointment.

- **In-person proctoring at Jackson College Lenawee and Jackson College Hillsdale Centers:** Location testing approved through the Testing Lab based on site availability.
- **Virtual proctoring:** Fridays from 10am-2 pm by appointment 1-to-1
- **Email support:** Monitored Monday-Thursday 9:00 am-6:00 pm.; Friday 10am-2pm

Testing Lab Proctoring Form Process

See Instructor Proctoring Form for reference

- Proctoring form must be submitted 48 business hours prior to the exam open date.
- After this form is completed and submitted, the instructor will receive confirmation of it's receipt and any follow up questions. It is the instructor's responsibility to provide the Testing Lab contact information to their listed student(s) so that they can schedule their testing appointment or ask testing lab questions.

Accommodation Testing Process

Instructor Side- Instructors must submit a proctoring form to the testing lab. This can be done by emailing or dropping the form off to the Testing Lab or by uploading the exam information in Accommodate. Proctoring forms must be submitted 48 business hours prior to the start date of the exam.

Once a student schedules an exam through Accommodate, instructors can see the appointment. There is also an automatic email that goes out 48 hours before the exam that states the student's appointment and a separate email if the Testing Lab is missing exam or proctoring information.

Student Side-Test proctoring requests must be submitted 5 days in advance by the student. As a faculty member you will receive notification of this appointment 2 days in advance and a separate email if exam information is due to the Testing Lab.

Even if the Testing Lab was sent the proctoring information, the student will still be required to make a testing appointment 5 days in advance.