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Introduction

This *Testing Services Policies and Procedures Handbook* has been written to assist you in your use of the Testing Center. If you have any questions concerning the policies and/or procedures explained in this handbook, please call us at 422-6147 and ask to speak with the manager.

Document Format

This booklet is designed to be easy to read. We have included a Table of Contents and page numbers at the bottom of every page along with the following features to help you find things quickly:

Headings and Subheadings

Headings are printed as above, in a large bold typeface with a thick dividing line. Corresponding subheadings are noted by a single, thin dividing line. Subheadings in the Table of Contents are indented under their corresponding headings.

Item Lists

Lists are included to serve as checklists of things needed or required. They are indented with a bullet at the beginning of every item and are separated from other paragraphs to make them easy to find.

Figures

Since “a picture is worth a thousand words,” we have saved you reading time by including important images.

Footnotes

Footnotes are included to describe essential details\(^1\) which you should not skip over.

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\(^1\)Such as description of specific items.
General Information

Here is some useful information about Testing Services:

How to Contact Us

**Administrative Office** - 265 Heber Grant Bldg (HGB)
- Phone Number .............................................. (801) 422-6147
- Information Hotline ........................................ (801) 422-6129
- Fax ....................................................... (801) 422-8682
- World Wide Web - [http://testing.byu.edu/](http://testing.byu.edu/) or through myBYU
- Email: testing@byu.edu
  - linda_shirley@byu.edu

**Test Administration Area** - 220 HGB (after 5:00 p.m. and Saturdays only)
- Phone Number ............................................. (801) 422-6128

Hours

Whenever you need to reach us or come to our office, please keep in mind our administrative office and Testing Center hours:

**Administrative Office Hours**

The Testing Services Administrative Office (where you drop off and pick up exams) hours are:
- Monday-Friday 8:00 a.m. to 5:00 p.m.
- CLOSED Saturday and all University holidays.
- Tuesday 10:30 a.m. to noon during Forums and Devotionals.

1Please do not give this number out to the students.
Testing Center Hours
The Testing Center hours (where students go to take exams) are:

Fall and Winter semesters:
Monday 10:00 a.m. to 10:00 p.m. Last test handed out at 9:00 p.m.
Tuesday-Friday 8:00 a.m. to 10:00 p.m. Last test handed out at 9:00 p.m.
Saturday 10:00 a.m. to 3:00 p.m. Last test handed out at 2:00 p.m.
CLOSED All University holidays.
Tuesday 10:45 a.m. to noon during Forums and Devotionals
(students already inside may stay to finish their test.)

Spring and Summer terms:
Monday 10:00 a.m. to 7:00 p.m. Last test handed out at 6:00 p.m.
Tuesday 12:00 noon to 9:00 p.m. Last test handed out at 8:00 p.m.
Thursday & Wed. 10:00 a.m. to 9:00 p.m. Last test handed out at 8:00 p.m.
Friday 8:00 a.m. to 5:00 p.m. Last test handed out at 4:00 p.m.
Saturday 10:00 a.m. to 2:00 p.m. Last test handed out at 1:00 p.m.
CLOSED All University Holidays.
Tuesday 10:30 a.m. to noon during Forums and Devotionals
(students already inside may stay to finish their test.)

Hours around holidays may change. We encourage you to tell your students to check the Testing Center hours when you schedule tests around these holidays to avoid any conflicts.¹

¹Hours are posted on the student home page (http://testing.byu.edu/students/), myBYU, the Testing Center General Information Hotline (422-6129) and throughout the Testing Center (HGB).
Test Administration

Following are the guidelines for administering tests in the Testing Center (including scheduling, test drop-off and delivery).

Test Scheduling

Whenever you plan to administer tests in the Testing Center, you will need to schedule them beforehand. You can schedule tests over the phone, through a memo (sent to 265 HGB), or through the Testing Center Faculty Home Page on myBYU. When scheduling tests, we will need the following information:

- Instructor’s name and extension number.
- Section numbers.
- Approximate number of students taking the tests.
- Type of tests being administered (i.e., Scored, Non-Scored, Two-Part).
- Test dates (including late fee days if applicable).

We have established a “two-tier” scheduling system to help you in the scheduling process:

Priority One Scheduling

To obtain Priority One Scheduling, you will need to schedule tests at the beginning of the semester or term. To schedule, you will need to provide the information outlined above for each test you plan to administer in the Testing Center before the second Friday of each semester or term. If you schedule your tests before this deadline, you will be guaranteed space.

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1This requirement is mandated by the Academic Vice President’s Office so as to help us avoid long lines for your students.

2Please make sure you report your section numbers correctly. Incorrect section numbers will prevent students from taking their tests.

3Scored Test: Test answered on a bubble sheet and graded when turned in to the Testing Center by the student.
Non-Scored Test: Test not answered on a bubble sheet which will be graded by the instructor.
Two-Part Test: Test partially answered on a bubble sheet (graded by the Testing Center when turned in by the student) and partially hand-written and graded by the instructor. A score on the non-objective portion of a “Two-Part” test can be added to the score obtained on the objective portion of the test to create a “combined” or “total” score. Contact our administrative office for details.

4Because it is a “short” day, we prefer not to schedule tests to start or end on Saturdays.

5Religion, Humanities, and Communications Departments require at least one day with a late fee. For all other departments the late day is optional.
Priority Two Scheduling

If you need to schedule a test after the second Friday of a semester or term, it can be scheduled under Priority Two, which is subject to space availability. To schedule, contact our office at least three working days before you plan the test to begin. If space is available, your test will be scheduled. If space is not available, we will be happy to discuss alternative dates.

Test Delivery

Once you have scheduled your test, you will need to deliver it to our office (265 HGB) by noon the weekday before it is scheduled to begin. If the test is not in by noon, the test will not be available to your students until noon the following weekday.

When you deliver tests, please fill out a Test Delivery Control Card (Fig. 1) completely. If you deliver more than one test at a time, please fill out separate cards for each test. You may also take cards with you for future use, which you can fill out before coming to our office.

![Test Delivery Control Card](Fig. 1: Test Delivery Control Card)
System Constraints
When writing a Scored or Two-Part test, please keep in mind the following system limitations:

- There is a maximum of 160 questions per test.
- There is a maximum of 10 options per question (A-J, or 0-9).
- There can only be one response per question per student. You may have more than one correct answer (or option) per question, but the students may only choose one correct answer per question.

Number of Test Copies
When you deliver your tests, make sure you provide enough copies for your students. For a Non-Scored or a Two-Part test, one copy per student will be required. For Scored tests, providing copies for about 40% of your students is usually enough.

Test Requirements
If you are administering a Scored or a Two-Part test, please remember to provide an Answer Key filled out on a scannable Form 2 bubble sheet. Also, the following items need to be on each copy of the exam:

- Bar code label.
- Class name.
- Instructor’s name.

Test Recommendations
The following suggestions will help your students:

- The test should be typed instead of handwritten.
- Each copy should be neat and legible (especially the bar code).
- The test should be proofread to avoid mistakes.

Multiple Form Tests
If you are using several forms of the same test, each form is treated as a separate test. Therefore, you need to place a different bar code on each form of the test and provide a key for each version (if it is a Scored or Two-Part test). However, you do not need to schedule each form separately nor fill out several delivery cards.

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1The bar code needs to be placed in the top right-hand corner of the first page (not too close to the edge) of the original copy on all Scored, Non-Scored, and Two-Part tests. Copies should be made from the original in order to have the same bar code on all copies of the same form of the test. When you deliver your original copy of the test to the printer or copy center, please be sure they are aware the bar code must be printed clearly and cleanly, otherwise our computer will not be able to read it. If our computer cannot read the label, we cannot administer the test. Sorry.

2If your name is missing from the original, it will have to be written onto each copy of the test. This will ensure we don’t give your test to someone other than your students.

3Whenever you administer several forms of the same test, our computer software mandates that all forms of the same test have the same number of questions. Since the percentage grade is based on the number of questions of only one form, grading for other forms with more or fewer questions would result in incorrect test scores.
Scoring Options

We can provide custom scoring for Scored and Two-Part tests (i.e., individual item weights or sub-test scoring). Please specify the scoring criteria to be used when you fill out the delivery card. If you have questions or need help with custom scoring, please contact our administrative office.

Student Score Reports

When a student turns in his or her test, the test score will be temporarily posted on the TV’s located on the first floor of the Heber Grant Building. Students can also access detailed test information, including scores, through myBYU. Please note that we no longer print Individual Score Reports for tests administered in the Testing Center.

Information for Your Students

To help your students have a positive experience in the Testing Center, please advise them of the following:

- The dates your test is available (including late days).
- Your name and the course name (e.g., DIET 123 for Prof. Jones).
- Positive photo ID is required.
- They may bring no material into the Testing Center except [specify what you permit students to use (e.g., 3x5 card, open book, notes, etc.)]
- No material may be removed from the Testing Center.
- A charge will be made for testing on a late day or for re-testing an exam.
- We have been asked to report violations to the Dress and Grooming Standards as well as Honor Code violations.

Test Pick-up

Your tests will be ready for pick-up at our office (265 HGB) after 12:00 noon the weekday following the test deadline. So that we can positively identify the person picking up your tests, picture I.D. is required. To avoid misunderstandings, whoever picks up the test must sign a test pick-up record (you, TA’s, secretaries, etc.).

1Tests can be picked up on Saturday only if prior arrangements are made.
Faculty Reports

Unless you specify differently in advance, we will report the following for you:

For Scored and Two-Part tests:

- Item Analysis - This report evaluates your test questions and provides a score distribution table.
- Score Report - This is the listing, by section, of your students and their cumulative scores for your class (i.e., scores on all tests they have taken).

For Non-Scored tests:

- Class Roster in booklet order showing when students checked out the test and their elapsed time.
- Class Roster in alphabetic order showing the same information.

In addition, we can provide results for Scored and Two-Part tests in an overall alphabetic listing (all sections together) and in an answer sheet order, deleting names. This list meets Federal guidelines for public posting of student records. If you wish either of these optional reports, please notify us at the time you deliver your tests.

Please note that all these reports are also available on myBYU.
Scoring of Tests Given in Class

If you decide to administer a multiple choice test in class, we can help you grade it. Following are the guidelines for scoring in-class tests.

Obtaining Answer Sheets

Answer sheets are available from our administrative office. They are sold in reams of 500 and your department is automatically billed at the end of the semester. For standard tests, Form 2 can be used. We also have another form which you might find useful (Form 11) which contains a wide blank page where the test can be printed. Thus, you only need to hand out one sheet.

Dropping Off Tests

To score your tests here in the Testing Center, simply come by our administrative office and drop them off during our regular business hours. No scheduling or appointment is necessary. Simply fill out the Batch Processing Request Card (Fig. 2) with your class and test information along with the type of processing and scoring options you want.

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¹Even though we can only grade bubble sheets, Form 2 provides a space where scores to essays or written parts can be recorded. If your test has a non-objective component, record the score by hand in this space before you bring the tests for scoring. We will combine the two scores together for you.
## Scoring Information

Before we can score your tests, we need the following scoring criteria for the tests, which you need to provide on the *Batch Processing Request Card*:

- The last question number.
- The maximum score for the multiple choice part of the test (objective part).
- The maximum score for the written part of the test (non-objective).
- Scoring formula (basic number of right questions out of the total number of questions or any other formula you wish to use).
Processing Options

When you fill out the Request Card, you can choose from the following processing options:

- **Cumulative Record** - Unless you otherwise specify, this will be the default option for scoring. All tests scores, including the cumulative record will be available on the Internet.

- **Score and Statistics** - Check this option if you do not wish to publish scores on the internet. You may also request printed copies of individual reports for your students by checking the appropriate bubble.

- **Scan To Disk Only** - This option allows you to have your scores reported electronically on a floppy disk. We can write the output in two formats: comma delimited, or position delimited. Comma delimited files separate fields (i.e., ID number, name, score) by commas. These files can easily be imported to spreadsheets or database programs. Position delimited files use fixed-length strings to delimit the different fields. For example, the first 12 characters are last name, the next 10 are first name, etc. If the contents of the field do not fill the length of field, the contents are padded with spaces.

- **Check here if special instructions** - If you have any special instructions you would like to submit, make sure you check this box and write them on the back.

Picking Up Test Results

Your test results will be available by noon the next business day, if they are dropped off by noon, and by noon two business days later if dropped off after noon. In order to verify that only authorized personnel pick up test results, we ask that you show picture I.D. and sign our test log when picking up your tests.
Charges

Testing Services is funded by billing departments for services rendered. Charges are set, insofar as possible, to cover costs without making a profit. At the option of the department, late fees have been approved for assessment to students to help defray departmental charges. Money collected by Testing Services from students is used to reduce departmental costs. Any excess derived above the amount necessary to cover charges to a particular department is applied to the bills of other departments within the same college. Any excess at the college level is retained by Testing Services to cover costs of program improvement, hardware and software upgrades, furnishings, etc. Current charges (as of 5/12/2012) are as follows:

**Student Fees**
- Re-Test Fee ........................................................ $5.00
- Late Test Fee ....................................................... $5.00
- Calculator Rental .................................................... $0.50
- Pencils ............................................................ $0.30
- Blue Books .......................................................... $0.50

**Test Administration Services (per test/per student)**
- Test Administration Only ............................................. $0.62
- Test Administration and Scoring ........................................ $0.62
  - Print additional scratch paper sheet add.......................... $0.05
  - Print on-demand page rate per sheet printed-add.................. $0.12
- Re-scoring of Previously Scored Exams ............................ $0.05
- Departmental Rental of Calculators ................................ $0.12
- On-line test administration........................................... $1.25

"Batch" Processing of Materials Administered Elsewhere (per sheet)
- Scan to file.......................................................... $0.17
- Score and statistic (on Examstat) .................................... $0.62
- Cumulative Record with Examstat report........................... $0.62

*** NOTE: Batch charges do not include answer sheet costs ***

**Supplies**
- Answer Sheets - per ream of 500........................................ $40.00

**Distance Learning Test Administration**
- Per Student per test .................................................. $15.00 & up
Answer Sheets

There are three types of answer sheets available from Testing Services. We shall describe them, pointing out their key features, so you can best benefit from them.

Form 14G

Form 14G (figs. 5 and 6) is used for all tests taken and graded in the Testing Center. Its characteristics are:

- A maximum of 160 multiple choice questions.
- 10 options per question (labeled A-J or 1-0).
- True/False labels for each question (1=True, 2=False).
- Blank space which can be used for short answer type questions.
- Filled out automatically by the computer to avoid ID errors.

Because this form cannot be used, except by our computer-scoring system, it is not available for purchase and use in the classroom. Instead, see form 2, described on page 16.
**Form 14G (Front)**

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
<th>Column C</th>
<th>Column D</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABCD</td>
<td>EFGH</td>
<td>IJKL</td>
<td>ABCD</td>
</tr>
<tr>
<td>1234567890</td>
<td>1234567890</td>
<td>1234567890</td>
<td>1234567890</td>
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<td>234567890</td>
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<td>567890</td>
</tr>
</tbody>
</table>

**Fig. 5:** Form 14G (Front)
Form 2

Form 2 (figs. 7 and 8) is used for tests taken in class and scored by Testing Services. These sheets are available from Testing Services on reams of 500 sheets. Its characteristics are:

- Up to 160 multiple choice questions.
- 10 choices per question (labeled A-J or 1-0).
- True/False labels for all questions (1=True, 2=False).
- Name and alphanumeric Identification Number area (in both blank and bubble format for immediate recording).
- Area for non-objective\(^1\) score.

\(^1\)Part of test which cannot be graded by the computer.
Even though Form 11 (figs. 9 and 10) differs greatly from the previous ones, it offers some unique characteristics. The most unique is that you can print the exam questions right on the answer sheet. The front of the page is mostly blank to give you space to print the exam, while answers can be annotated on the right hand side. The back side is ruled to allow students to write essays or answer question requiring written answers. In summary, this sheet offers:

- 48 multiple choice answer spaces.
- 10 choices per answer (labeled 0-9).
- Available space to print the test on the answer sheet.
- Ruled back side for essays or short answers.