

Using Course Exam Services

Course Exam Services (CES) at Northwest Vista College offers exam proctoring services students enrolled in Alamo Colleges courses with special circumstances, specifically:

- **Make-up exam** for students who miss an exam date
- **Exam accommodations** for students who have proper documentation

Exams are proctored by appointment only.

Instructors who need to make arrangements for a regularly scheduled class exams in the event of instructor absence or other circumstance should consult with their Division Chair.

Arranging Academic Exam Proctoring

1. Access the Exam Form online <https://www.alamo.edu/nvc/ces> under Instructor Information.
2. Complete the Exam Form, provide sufficient details to avoid any delay in administering the exam. The CES Team will not administer exams without receiving a completed Exam Form. Please do not send CES the exam answer key.
3. The CES Team will require 1-2 business days to ensure that all testing information provided can be accessed prior to sending out a scheduling link to students. Once verified, a link will be emailed to student.

Scheduling Academic Exam Proctoring

CES hours of operation are posted at the center and are available online. Instructors, as well as students, are encouraged to verify hours as they may occasionally be subject to change.

Students will need to schedule an appointment and must plan responsibly to arrive with enough time to complete their exam and keep in mind that there may be a waiting period during peak times. All exams will cease at closing time, regardless of completion status, and materials will be returned to the instructor.

Please note that instructors must provide a maximum time limit (the most amount of time a student is allowed to spend on the exam). The CES Team will strictly adhere to these guidelines when administering exams. Consider the following scenario: An instructor indicates that a student has a maximum exam time of 2 hours. The student arrives at 4:40pm and the center closes at 6:00pm; the CES Team will not administer the exam to the student at that time.

Retrieving Completed Exams

Instructors may get completed exams by:

1. Pick-up in person at CES
 - a. Preferred method for retrieving exams; available during hours of operation, located in DWWC 221.

2. Email with scanned images
 - a. Allow at least **two business days** for an exam to be scanned and sent as return time is dependent upon staff availability and the volume of exams being returned through email.
 - b. During mid-terms and finals, allow **three business days** for exams to be scanned and sent

Please note that exams will not be returned via PONY mail due to security reasons. To protect the integrity of the exams, instructors may be asked to present a photo ID when picking up materials.

In the event an instructor is unable to retrieve an exam in person and cannot have the exam returned by email, the instructor should designate their department Academic Unit Assistant or Division Chair to collect the materials on their behalf. The instructor must notify the CES Team of this designation in the “other” section of the Exam Form or by email.

These guidelines reflect the collaborative effort between staff, instructors and DSS. These guidelines are intended to help Course Exam Services provide quality service to students and faculty while protecting the integrity of the exam proctoring process.

If you have any questions, please call 210-486-4346 or visit DWWC 221.