

Instructor Guidelines (Updated 10/2019)

Using the Course Exam Center

The Course Exam Center (CEC) at Northeast Lakeview College offers exam proctoring services under special circumstances for students enrolled in Alamo Colleges courses, specifically:

1. Make-up exam for students who miss an exam date
2. Distance education exam for online Alamo College courses that need a physical exam site
3. Accommodation exam for students who have proper documentation

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 at the <http://www.https://www.alamo.edu/nlc/admissions--aid/assessment-center/course-exam-center/>.
2. Complete the Exam Form. Provide sufficient details to avoid any delay in administering the exam. The CEC will not administer exams without receiving a completed Exam Form.
3. Send the Exam Form and exam to the CEC in person or via email at least one business day in advance of the scheduled exam date. Please do not send the CEC the exam answer key.
 - b. Please note that instructors may be asked to provide printed copies of exams depending on the extent of proctoring services requested.

Scheduling Academic Exam Proctoring

The CEC 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 may use the CEC on a walk-in basis. However, students must plan responsibly to arrive with adequate 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 CEC 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 6:40pm and the center closes at 7:00pm; the CEC will not administer the exam to the student at that time.

Retrieving Completed Exams

Within one business day of completion, instructors will be notified, via email or by phone, that a student has completed an exam. Instructors may get completed exams by:

1. Pick-up in person at the CEC
 - a. Preferred method for retrieving exams; available during hours of operation
 - b. Groups of exams (i.e. exams for distance education courses) should be retrieved in person
2. Email with scanned images
 - a. Allow at least ***two business days*** for a 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 CEC 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 the Course Exam Center provide quality service to students and faculty while protecting the integrity of the exam proctoring process. If you have any questions, please call 210-486-5177 or visit STCM 227.