

Testing Center Frequently Asked Questions For Students taking NWACC course exams

❖ What are the Testing Center hours?

- Testing Center hours can be found at https://www.nwacc.edu/web/ldc_testingcenter/
- They are also posted on the Testing Center door/windows.

❖ Where is the Testing Center located?

- The Testing Center is located in the Student Center, Room 306 (Main Campus).

❖ Are testing appointments necessary?

- All tests **EXCEPT** Accuplacer require an appointment to test. This includes quizzes, make-up exams, etc.
- The scheduler can be found at <https://testingcenter.nwacc.edu/wgmvnc/>

❖ Can Testing Staff members schedule appointment for students?

- Staff members **CANNOT** schedule appointments via phone, email, or in person for students. It is an equality issue.

❖ Is a photo ID necessary to take a test?

- Photo ID's are required to be admitted for **ANY** test.

❖ Is there a fee to take an NWACC exam?

- NWACC students **DO NOT** pay to take their classroom exams, make-ups, quizzes, etc.

❖ Does scheduling an appointment guarantee a test will be available?

- Scheduling an appointment **DOES NOT** guarantee a test will be available. Students should contact their instructors to notify them of their appointments. They should also verify tests are open and instructors have dropped of the exam.

❖ What do students do if their instructors name is not listed when scheduling their appointment?

- Instructors are added to the scheduler based on the type of tests they generally give and how often they give tests in the testing center. If an instructor is not listed on the scheduler, students should select the subject they are testing in and other instructor. Ex.-"Math, Other Instructor".

❖ Are private DRC rooms available?

- DRC rooms are **ALL** semi-private. Students must have DRC approved accommodations to use these rooms.

- ❖ **Does a student's ability to schedule an appointment/their instructors name appearing on the scheduler mean their tests is available?**
 - Student's ability to schedule an appointment and their instructors name appearing on the scheduler **DOES NOT** mean their test is available. The scheduler and instructors due dates **ARE NOT** connected, so if there is an open appointment time the scheduler will allow students to schedule regardless of their tests due date. Instructors are added to the scheduler based on the type of tests they generally give and how often they give tests in the testing center, so their name appearing on the scheduler **IS NOT** related to their tests availability.

- ❖ **What are the steps for rescheduling an appointment?**
 - To reschedule an appointment, students will need to make a whole new appointment and delete their previous appointment.

- ❖ **What does scheduling an appointment for a computer or paper station mean?**
 - Scheduling an appointment for a computer or paper station clarifies which type of test a student is taking and reserves them a time slot. It **DOES NOT** reserve a specific computer/desk.

- ❖ **Do students need to bring scratch paper, pencils, and/or calculators with them to test?**
 - Students may bring in their own pencils and calculators. Scratch paper will be provided to them; **they MAY NOT bring their own.**

- ❖ **If a student is having trouble with the scheduler, what should they do?**
 - Students can call, email, or come to the testing center for any question, including help with scheduling. **We WILL NOT make appointments for the student.**
 - The Testing Center Staff encourages students to schedule their appointments in as much advance as possible to ensure they can test. During the Testing Center's busy times (i.e. Midterms, Finals, etc.) appointments fill up fast; students without an appointment will go on a stand-by list and be seated as soon as we have availability.
 - Some common errors occur if:
 - Students fills in all of the boxes when registering for the first time (filling in only the red boxes will fix this)
 - Students do not know their password (after making an account a message in green font will provide the password (which is your last name all lowercase))
 - Students try to schedule an appointment when less than two consecutive green boxes are available (the scheduler will not allow for appointments shorter than one hour)
 - Students try to schedule an appointment after 5:30pm Monday through Thursday or after 11:00am Friday (we seat our last test at 5:30pm Monday through Thursday and 11:00am Friday so that is the latest appointment available)