

AA_Didactic Makeup Exam Testing Procedure

SONORAN UNIVERSITY provides Makeup Testing Services for eligible students to support them in achieving their educational objectives. In accordance with the Americans with Disabilities Act (ADA), SONORAN UNIVERSITY also provides Testing Services to students who require specific accommodations (see [ADA Testing](#) procedure).

This procedure only applies to proctored exams that require use of Testing Services. To best support our students, multiple staff members are involved in communications, scheduling, and proctoring; thus, SONORAN UNIVERSITY shall follow this procedure to guarantee a smooth experience for all.

① Determination of Excused or Unexcused Absence

The Dean of Students Office shall classify the student absence as either Excused or Unexcused and notify faculty and student. If Unexcused, the communication must state that the Special Examination Fee applies to any Unexcused makeup exams.

② Makeup Exam Allowed

The student may meet with the faculty member to request a makeup exam due to the Excused or Unexcused absence. Faculty shall determine if the student can take a Makeup Exam or not.

Answers

Yes Go to step ③

No Go to step 21

③ Faculty/Student Discussion

The student and faculty establish, and agree upon, the date, time, and length of exam.

- Generally, administration of the exam shall occur between 8:00am – 5:00pm with the exam completing no later than 5:00pm.
- When establishing the date, the Testing Center shall require reasonable time, usually one (1) – two (2) business days to prepare for the exam.

④ Faculty Contacts Testing Center

Faculty shall contact the Testing Center at testing@sonoran.edu to schedule the exam by providing the following information:

- Name of the student

- Excused Absence or Unexcused Absence
- Does Special Exam Fee Apply?
- Course code/Name of Exam (e.g., BOTM 6020 Quiz 2)
- The agreed upon date, time, and length of the exam
- Online or Hardcopy exam
- A copy of the exam (if hardcopy)
- Faculty contact information for emergency purposes
- Any special instructions required (e.g., blue scantron, multiple timed sections, open notes, calculator).
- Does the student receive ADA Accommodations? If so, what are they?

NOTE : The Testing Center shall *only* allow the items specified into the exam.

5 Exam Type

Answers

Unexcused Absence with Special Exam Fee Go to step 6

Excused Absence with No Special Exam Fee Go to step 7

6 Faculty Directs Student to Business Office

If faculty allows a makeup exam for an *Unexcused Absence* where a special exam fee applies, the faculty member notifies the student by email, with a Cc to the Testing Center and Business Office, that the student shall contact the Business Office for payment and provide faculty with a copy of the receipt of payment.

Next step 7: *Testing Center Confirmation*

7 Testing Center Confirmation

The Library Manager confirms receipt of the exam (if hardcopy) and acknowledges special accommodations. If necessary, the Library Manager shall reply to the faculty with questions or concerns or to confirm receipt of payment.

8 Testing Center Identifies & Assigns Proctor

The Library Manager shall assign the Proctor based on availability in the following order:

1st tier : Library Staff (no FWS or other students)

2nd tier : Dean of Students, Accessibility Administrator, Student Services Coordinator

3rd tier : Student Engagement Manager, Learning Specialist

9 Testing Center Schedules Exam

The Library Manager schedules the exam using the Testing Calendar in Outlook by inviting the student, faculty, and proctor. The Testing Calendar invitation shall include the Library, Dean of Students, and Student Services Coordinator in the “ *Optional* ” field in the invitation using the following template.

Block the Date & Time accordingly

Required : Student; Faculty; Proctor

Optional : Library; Dean of Students; Student Services Coordinator

Subject : Student First & Last Name, Name of Exam in parentheses, Course Code, Faculty Last Name (Example: John Doe (Quiz 2) BOTM 6020 Gaines)

Location : Testing Center *or* Dean of Student’s Conference Room *or* other option

Body Comments :

1. Accepting this exam appointment constitutes that you have read and accept the SONORAN UNIVERSITY Testing Center Guidelines and Practices. my.Sonoran.edu/ICS/Library/Testing_Center.jn...
2. Identify proctor for exam
3. Hardcopy or Online Access information
4. Scantron Type, if applicable
5. Permissible materials
6. Special instructions (e.g., multiple timed sections, open notes, calculator).

10 Exam Appointment Accepted by the Student

24 hours prior to the scheduled exam, the Library Manager confirms that the student accepted the exam appointment, or there is a proposed change to the scheduled exam date and time.

Answers

Accepted Go to step 11

Not Accepted Go to step 12

11 Student Arrives for Exam as Scheduled

Answers

Yes Go to step 14

No Go to step 13

12 Testing Center Notification – Failure to Accept Appointment

The Library Manager notifies the student and faculty of the students failure to accept the exam appointment, or if there is a proposed change to the scheduled exam date and time using the following email template.

Flag : ! High Importance

To : Faculty; Student; Proctor

Cc : Library; Dean of Students; Student Services Coordinator

Subject : Exam Date/Time Not Confirmed

The Testing Center has not received a confirmation by the student, or there was a rescheduling request regarding the date and time scheduled by the Testing Center for the Special Exam for **[Student Name (first last)]** for **[Course Code (BOTM 6020)]** . Please accept the invitation or agree to an alternate date and time.

Thank you.

Sincerely,

Testing

Phone: 480-222-9247

Testing@sonoran.edu

Testing Center Hours: 8:00am – 5:00pm, Monday-Friday

Next step 3: *Faculty/Student Discussion*

13 Testing Center Notification – Failure to Show

The Library Manager shall email all parties that the student failed to show up as scheduled for the exam using the following template:

Flag : ! High Importance

To : Faculty

Cc : Student; Library; Dean of Students; Student Services Coordinator; Proctor

Subject : Student Failed to Arrive as Scheduled for Exam

The Testing Center hereby provides the following notification that Student **[Student Name (first last)]** failed to arrive for the Special Exam for **[Course Code (BOTM 6020)]** as scheduled for **[time, day, date]** .

Thank you.

Sincerely,

Testing

P: 480-222-9247

Testing@sonoran.edu

Testing Center Hours: 8:00am – 5:00pm, Monday-Friday

Next step 3: *Faculty/Student Discussion*

14 Student Takes Exam

The student arrives at the Testing Center and takes the exam.

15 Exam Type Completed

Answers

Completed Online Exam Go to step 16

Completed Printed Exam Go to step 17

16 Student Completes Online Exam

The Library Manager contacts the faculty by email indicating that the exam is complete using the following template:

Flag : ! High Importance

To : Faculty

Cc : Library; Dean of Students; Proctor; Student Services Coordinator

Subject : Exam Completed

[Student Name (first last)] has completed the online exam for **[Course Code (BOTM 6020)]** . This concludes the proctoring by the Testing Center.

Sincerely,

Testing

P: 480-222-9247

Testing@sonoran.edu

Testing Center Hours: 8:00am – 5:00pm, Monday-Friday

Next step 21: *End*

17 Student Completes Printed Exam

The Library Manager contacts the faculty by email that the exam is complete using the following template:

Flag : ! High Importance

To : Faculty
Cc : Library; Dean of Students; Proctor; Student Services Coordinator
Subject : Exam Completed

[Student Name (first last)] has completed the exam for **[Course Code (BOTM 6020)]** and it is available for you to pick up at the Library front desk anytime at your earliest convenience. Alternatively, you may request a scanned version of the completed exam by email.

Sincerely,
Testing
P: 480-222-9247
Testing@sonoran.edu

Testing Center Hours: 8:00am – 5:00pm, Monday-Friday

18 Distribution of Exam

Answers

Physical Pickup of Exam by Faculty Go to step **19**

Email of Exam to Faculty Go to step **20**

19 Faculty Pickup Exam

The faculty picks up the completed exam.

Next step 21: *End*

20 Testing Center Emails Exam

The Library Manager scans and emails the completed exam to the faculty.

21 End

