Introduction

The Distance Education Testing Center at Greenville Technical College seeks to carry out its mission in the most professional manner. The mission of Distance Education Testing Center is to promote and maintain an atmosphere conducive to providing a professional testing environment when administering various comprehensive examinations, national examinations, and proctoring services. The services are provided for students, faculty, staff, community, and business partners will be consistently rendered with an attitude of quality. Tests are administered in the form of paper-based tests, computer based tests and internet-based tests. The Distance Education Testing Center coordinates the automated and manual scoring and reporting of the results as users may require.

Distance Education Testing Center Goals

It is the broader goals of Distance Education Testing Center to:

• Provide service to Greenville Technical College students in meeting their educational needs
• Provide a full range of testing and examination services
• Provide testing services for community and business partners
• Administer all testing programs with professional responsibility

What We Do at the Distance Education Testing Center:

• Ensure security of testing materials and resources
• Coordinate test registration and administration
• Distribute results as required by the users
• Maintain testing records and facility usage data

Distance Education Testing Center Schedule

Monday-Thursday 9:00 am to 8:00 pm
Friday 9:00 am to 1:30 pm

Although testing center personnel arrive early, no early testing is permitted without special arrangements by instructor and concurrence by testing center management team. No new testing activities commence 1 hour prior to the closing of the facility each business day.
Distance Education Testing Center Location

Greenville Technical College Distance Education Testing Center
506 South Pleasantburg Drive MS1121
Greenville, SC 29607
864-250-8020 office
864-250-8849 fax
DistEdTestCtr@gvltec.edu

The Testing Center is located on the Barton Campus in the Dental Building (Bldg 112) Room 350. After turning into the Barton Campus main entrance from South Pleasantburg (HWY 291) circle to the left in front of Bldg 102. Proceed right on Douglas W. Brister Boulevard; left on Winterberry Court, past Skyview Drive, to the Distance Education Testing Center.

Distance Education Testing Center Testing Center Policies

The Distance Education Testing Center is the only comprehensive testing facility at Greenville Technical College. The staff at the center proctor tests for programs college-wide as well as for institutions outside the college. Because the center administers such a large volume of exams, it has strict guidelines governing those who use the facility. The Testing Center adheres to standards established by the National College Testing Association.

These guidelines address items permitted in the Testing Center and the responsibilities of those who test there. No personal belongings may be taken into the Distance Education Testing Center.

To maintain and enhance the integrity of the center and those who test there, we do not allow testing apparatus. This policy means that students may bring absolutely nothing with them into the examination room, except what the instructor specifically allows (An instructor, for instance, might allow students to bring a dictionary, calculator, or translations of a passage.) While not entirely exhaustive, none of the following items may be brought into the center:

- Purses
- Cash money
- Book bags
- Cell phones
- Flash drives
- Mp3 players
- E-Readers
- Cameras
- Tablets
• Personal data assistants (PDAs)

• Books

• Scratch paper*

*For the security of testing students, we do not allow the students to bring their own scratch paper. Testing Center staff will provide scratch paper, pencils, and basic calculators when needed.

*NOTE: Cell phones are not permitted into the examination room at ANY TIME. There are rare occasions such as documented requirements of a law enforcement officer or on-call health professional which may require such.

Students who do not meet the cell phone exception conditions and enter the center with a phone will be asked to turn the cell phone off and provide it to the proctor. Phone will be returned after the completion of the test/exam. The allowed items policy does not pertain to individuals requesting testing information or registering for tests/exams.

Student Responsibilities

Students and others planning to use the Distance Education Testing Center should:

1. Know the location and hours for the Testing Center. The Testing Center is located on the Barton Campus in the Dental Building (Bldg 112) Room 350. After turning into the Barton Campus main entrance from South Pleasantburg (HWY 291) circle to the left in front of Bldg 102 and proceed right on Douglas W. Brister Boulevard, left on Winterberry Court, past Skyview Drive to the Distance Education Testing Center.

2. Present identification. ID must include a photo (i.e. driver's license, passport, GTC Student ID). All identification must be current. Every student entering the testing center must provide acceptable identification.

3. Do not bring children. Children are not allowed on the GTC campus, including the testing area.

4. If coming from an institution other than Greenville Tech, call (864) 250-8020 or email DistEdTestCtr@gvltec.edu for an appointment 24 hours prior to the testing date, if not already scheduled by the college or institution.

Ensuring Security of Testing Materials

The Distance Education Testing Center bears the ultimate responsibility for maintaining the security of testing materials. Although the Distance Education Testing Center has established general guidelines for maintaining the security of testing materials, test center proctors are charged with implementing local strategies that enable them to meet the needs of examinees without compromising test security and content.
The testing site is equipped with camera surveillance with T.V. monitoring as well as a secured, glass-enclosed, raised booth where proctor(s) are readily available for constant monitoring of students and candidates. The facility is secured behind a door with cipher-lock mechanism.

All test center personnel are properly trained and have signed a confidentiality agreement before handling testing material or administering examinations. Test security is maintained by protecting all testing materials from loss, unauthorized access, and reproduction.

Testing personnel may not:

- Photocopy or reproduce test materials, usernames or passwords for unauthorized use
- Sell of disclose the content of tests, usernames or passwords to any person or organization (public or private)
- Teach student using testing materials as “practice materials’ or exposing students to test content, usernames or passwords

All testing materials are stored in a secure, locked location that is only accessible by test center personnel. The testing center personnel will copy and distribute testing materials on an 'as needed' basis. Testing materials, usernames and passwords must be distributed and returned using procedures that prevent exposure of test content, candidate personal information, and/or candidate results.

All testing materials must be returned to the testing center staff immediately after the test. Testing center staff does not retain ‘master’ copies of tests or copies of any examination packet.

All tests and written certification tests will be administers and answered in English—no translation permitted. In addition, candidates are not allowed to use any materials or references (i.e. dictionaries, textbooks, etc.) at any time during the testing process unless specifically directed in writing by instructor.

All materials and supplies to be used for GTC testing will be provided by the testing center.

Testing center personnel will refuse admission to testing for any candidate:

- failing to provide the required identification;
- presenting identification that appears to have been falsified or tampered with;
- presenting identification with photograph on the identification that does not appear to resemble the candidate for testing; or
- candidate’s signature does not match signature on the identification document.

Candidates must complete the test or examination in one uninterrupted testing session.

Candidates may complete tests or examinations only on the dates and times as established by instructor or community/business partner, whether test is paper-based, computer-based or internet-based. Whether the test or examination is paper-based, computer-based or internet-based is determined by the instructor or community/business partner. Candidates who wish to take a test or examination in paper/pencil format or who would like to take a written examination orally must notify their GTC instructor or community/business partner to make an appointment. Note: All
special needs requests for testing, such as, oral test administration, extended time duration, etc., should go through the Disability Services Department in Bldg. 104.

If a candidate is caught cheating during any test or examination, testing will stop immediately. The incident will be reported to the instructor or community/business partner. Testing fees will not be refunded and the candidate will not be able to test without notification from instructor or community/business partner.

Candidates causing a disturbance of any kind or engaging in any kind of misconduct will be dismissed from the testing center and reported for disciplinary measures. No guests, visitors, pets or children are allowed at the testing center. Candidates must obtain permission from the testing center staff or the written test proctor to use the restroom during testing. All testing materials will be collected from the candidate. No additional testing time will be granted.

**Online Learning Management System**

Blackboard, the online learning management system, enables the Distance Learning Testing Center personnel to administer tests and examinations in a secure, password protected, web-based environment. Each test center coordinator is assigned a unique username and password and provided the URL for the online test. Online tests and examinations are also password protected. Access information is not shared with students and others who have not been properly trained as a member of the Distance Learning Testing Center and are not directly responsible for administering examinations.

**Handling of Examination Materials**

The proctor is responsible for the distribution, accounting and security of any and all tests or exams, compliance with instruction and direction as well as any information that is compiled at the testing center for outside specialized testing and other colleges.

**Testing Center Proctor Information**

The Distance Education Testing Center is happy to help with all student testing needs. Greenville Technical College students enrolled in online classes from a distance (50 miles radius or more) who cannot travel to the Barton Campus (Main Campus) for testing, may test at another educational institution or military facility (those serving in the armed forces).

The student must complete a Proctor's Request Application online at [www.gvltec.edu](http://www.gvltec.edu).

A link is provided to find a testing center across the country using the NCTA Consortium of College Test Centers (CCTC). Greenville Technical College is a Participant in the NCTA Consortium of College Testing Centers. Greenville Technical College subscribes to the NCTA Professional Standards and Guidelines.

Students must have an approved Proctor. Once a student has an approved Proctor, that proctor may be used for all Distance Learning testing. Both the student and the proctor must complete their respective areas and provide electronic signature in the proper areas. The student and proctor's
signature signifies that they have read, understand, and agree to comply with the test administration rules. The person acting as the proctor is in a position of trust. Only those persons that meet and can document their qualifications will be approved. The proctor application will be reviewed and approved after verification is completed. Once it is approved the student will receive a confirmation email at the address provided. Those applications that are incomplete, do not have the required documentation, or do not meet the proctor qualifications will not be approved, and the student will be notified. No exams will be transmitted until an approved proctor application is on file. Friends, relatives, employers or a student MAY NOT be a proctor. The student and the proctor must procure a site appropriate for testing. Exams are not to be administered in a home unless given special exception due to mobility limitations or special needs.

Proctored Examination Rules:

1. The examination must remain in the possession of the proctor until the test time including passwords or online test.
2. The proctor must be present at all times while the examination is being administered.
3. No assistance allowed. The examination is closed book unless otherwise noted.
4. Once started, the examination must be completed. If the student leaves before completing the exam, the examination must be taken and mailed or emailed.
5. The examination may not be copied by a student under any circumstance.

Proctor is to return completed exams only to:

Greenville Technical College
Distance Education Testing Center
506 South Pleasantburg Drive Mail Stop #1121
Greenville, SC 29606
Email: DistEdTestCtr@gvltec.edu
Phone Number (864)250-8020
Fax: (864)250-8849

The online Proctor’s Request Application includes a Testing Agreement that will require the candidate and the proctor to agree to abide by the terms and conditions governed within the agreement.

External Proctoring Services

The Distance Education Testing Center of Greenville Technical College offers proctoring services to test-takers from other universities or organizations as a community service and as a participant in the National College Testing Association’s Consortium of College Testing Centers. We proctor both paper- and computer-based tests, and we charge a $10 proctor fee per test in order to cover our expenses.

NOTE: Testing fees are NEVER collected at the Distance Education Testing Center site. No monies are exchanged under any circumstances. Testing Fees do not apply to Greenville Technical College students. All transactions should be made at the GTC Business Office located in the McAllister Square Plaza, beforehand, for all students of other educational institutions. Specialized testing
companies such as PSI and Metro arrange payment of all registration fees before a test can be scheduled.

An online (www.gvltec.edu) form includes the instructions for paying. It is the student’s responsibility to pay these charges. Tests are arranged by appointment to avoid scheduling conflicts. Other testing procedures will vary according to the individual test and the home institution’s requirements.

Candidates who arrive more than one (1) hour late for an examination will not be permitted to test. Testing fees will not be refunded to candidates who are more than one (1) hour late for an examination. All proctoring procedures are within the guidelines of the institution and students are asked to follow these guidelines:

- Student(s) are required to phone or email DistEdTestCtr@gvltec.edu to confirm arrival of test(s) before traveling to the center.
- Student(s) are required to make an appointment before taking a test(s). No appointment; no testing.
- Students are encouraged to allow sufficient time for test completion. Testing begins at 9am. Testing candidates must arrive no later than 6pm for evening testing. Tests normally require at least 2 hours.
- Distance Education Testing Center will not proctor any tests during the college’s final exam schedule. Greenville Technical College Certified Proctors are trained, certified professionals dedicated to providing quality service and a secure, collegial environment for testing.

**General Rules for Distance Education Testing Center Personnel**

Proctors and testing personnel are expected to:

1. Attend training sessions, department meetings or briefings and read all materials issued in advance of test administration. It is important not to rely upon recollection of previous test administration procedures.
2. Arrive in a timely fashion. The testing center must be prepared before examinees arrive. Note any special seating spacing in examination instructions. Examinees must be seated to face in the same direction. Proctors and testing personnel are expected to be prepared to admit and seat examinees as soon as possible.
3. Carefully review the examination requirements and admit examinees accordingly. Know which documents are required for each test administration. Know what to look for on each test and how to handle each test.
4. Examine photo-identification carefully. Check the photo against the facial features of the presenting examinee. Note the signature when appropriate and compare the name to the name on the photo-identification.
5. Randomly seat examinees. Do not allow examinees to select their own seats.
6. A proctor or room supervisor must view the test room at all times. Never leave test materials or personal notes containing passwords where anyone entering or leaving the room will have access to them.
7. Read any verbal instructions exactly as they are printed. Do not improvise or skip instructions.
8. Distribute any paper/pencil tests individually and accurately.
9. Do not allow students names to be visible to other students.
10. Ensure that all required documentation is recorded accurately.
11. Time the tests precisely. Keep time and check calculations before time is called.
12. Neither food no drinks may be carried into the testing center by staff or students.
13. Do not read newspapers, chat or engage in any other inappropriate or distracting behaviors during testing.
14. Monitor the room constantly. A proctor or room supervisor must quietly walk around the room during testing to ensure examinees are working and to help prevent cheating.
15. Collect all test materials as they were distributed. Ensure all test materials are returned.
16. After testing, return all test materials to the designated secure location in the appropriate order. Tests (used and unused) must be returned. Any paper/pencil answer sheets must be oriented in the same direction and recorded where applicable.
17. Identify and properly record any irregularities.
18. Confirm that each student entering with any material(s) prescribed by the instructor or that the instructor has given permission to use.
19. Attend prescribed training sessions (learning management system, computer, etc.) as directed by the supervisor.
20. Successfully complete and pass FAA proctor certification exam.
21. Dress appropriately in 'business casual' attire. Do not wear halter tops, bare midriff tops, short shorts, flip flops, t-shirts with inappropriate message, or any other attire that is not appropriate in a work setting.

Coordinating Test Scheduling and Administration

At the beginning of each semester an email is sent to all the instructors notifying them of the testing center schedule and calendar for the current semester. Instructors should reply with test dates selection. The Distance Education Testing Center records scheduled test dates online for printout for the monthly calendar and computer entry for log in.

Paper-Based Exam: Paper test exams are brought in by the instructors and are stored in large file cabinet at Proctor’s office area. Tests are then labeled and organized in smaller file cabinet located at Proctor station for distribution to GTC students for weekly schedule. Tests are then accounted for at the end of test day(s) deadline, counted and put back in instructor envelopes and set in large file cabinet for instructor pickup.

Computer-Based Exam: Instructions to log in for tests:
- Double click on padlock icon located on desktop
- At the drop down menu box choose Blackboard
- Log in screen will be brought up and you can log in as usual

Log In Procedure for colleges outside the GTC network:
- Click on Start button located at lower left corner of screen
- Click on Programs: Internet Explorer
- Log into the specific college by typing in the name
- Log into class student is testing for
- Raise hand for proctor to assist by entering password to start test

For specialized testing such as FAA, PSI, Metro, IQT:
• Explicit instructions and directions are to be followed by proctors for individual companies
to complete necessary paperwork, enter important information into the computer and
passwords, before beginning testing.

Handling of Examination Materials

The proctor is responsible for the distribution, accounting and security of any and all tests or exams,
in compliance with the instruction and direction as well as any information that is compiled at the
testing center for outside specialized testing and other colleges.

Maintaining Test Security

Strictly follow security guidelines to prevent discrepancies, the loss of material or the unfair
advantage of any student over others. Students must never be allowed access to any test materials
including test books and answer sheets before or after the appointed testing time. This section
summarizes security procedures mentioned in other parts of the manual.

Test Materials Procedures:

• NEVER leave test materials unattended.
• Distribute a test individually to each examinee
• Collect a test individually from each examinee
• No one except examinee may open tests or read test items
• Ensure that no examinee leave the testing room with test materials
• Ensure that no examinee copies, remove or photographs any portion of the test materials.

Examinee Credentials:

• Check examinee’s identification thoroughly at the time of admission.
• Limit the number of examinees permitted to leave the testing room for reasons other than
examination completion. Only one examinee should be allowed to leave the room at a time.
• Recheck examinee’s identification documents upon return to the test room.

The Testing Environment:

• Never allow examinees to select their own seats.
• Randomly assign examinees to specific seats in each testing room.
• Seat examinees far enough apart to preclude cheating.
• Seat all examinees in the same direction in each test room.
• Observe and check examinees throughout the testing session.

Answer Sheets:

• When using answer sheets check the letter of the gridded name against the letters of the
printed name when collecting each answer sheet.
• Answer sheets must be oriented in the same direction and recorded where applicable.
Monitoring Examinees:

- Be alert to oddities during test administration.
- Carefully monitor: Sunglasses, caps, cell phones, calculators, fidgety behavior, non-compliant behavior (tapping pencil, making noises), completing tests too soon, marking on wrong section of any answer documents, distracting test personnel by asking unusual questions, spending excessive amount of time watching the location of testing personnel, etc.

Greenville Technical College
Distance Education Testing Center
506 South Pleasantburg Drive Mail Stop #1121
Greenville, SC 29606
Fax: (864)250-8849
Email: DistEdTestCtr@gvltec.edu
Telephone Number (864)250-8020

Distance Learning Test Center Proctors:

Muriel Anderson
Whitney Powell
Larry Williams

Director of Distance Education
Diane Thomas (864) 250-8098 Diane.Thomas@gvltec.edu

Academic Advising & Student Support Services
Chris Satterfield (864) 250-8393 Chris.Satterfield@gvltec.edu

Technical Assistance: Hours of operation are Monday-Thursday from 8 a.m. to 5 p.m. and Friday from 8 a.m. to 4 p.m.
- Email: 8226@gvltec.edu Please include name, student (or Datatel) ID, and details of the problem, and a college representative will respond the next business day.
- Call (864) 250-8226 or toll free 1-855-241-8226 Students are encouraged to leave a message during off hours. Voice mail message should include name, student ID, and a reliable number to be reached. A college representative will respond the next business day.

Self-Help Tools: Available online at www.gvltec.edu
- GTC4me/Blackboard user name help will help determine user name. The same user name is used for GTC4me and Blackboard.
- GTC4me/Blackboard password reset will allow password reset and send a temporary password to email on record. (Please note: this process may take up to 10 minutes) Using this function does NOT reset GTC student email (my.gvltec.edu) password.
- To have GTC student email password reset, students must contact Tech Fix 8226 by phone or email.
- To change email on record, log into GTC4me and look for the WebAdvisor portion of the front page (lower left). Click Student Profile, and then click Contact Information Change.
Students must have an approved Proctor. Once a proctor is approved, that proctor may be used for all Distance Education courses. *Note: Please make sure instructor has approved proctored testing.

Both the student and the proctor must complete their respective areas and provide electronic signature in the proper areas. Student and proctor signatures are required signifying understanding and agreeing to comply with the test administration rules. The person acting as the proctor is in a position of trust. Only those persons able to document qualifications will be approved. The proctor application will be reviewed and approved after verification is complete. Once the proctor application is approved, the student will receive a confirmation email at the address provided below. Those applications that are incomplete, do not have required documentation, or do not meet the proctor qualifications will not be approved, and the student will be notified. No exams will be transmitted until an approved proctor application is on file.

Friends, relatives, employers or a student MAY NOT be a proctor.

Student Information: