# Testing Services

Faculty- Frequently Asked Questions

1. How will I access completed tests?

Any completed tests at Testing Services that were completed before Friday March 13th 2020 were scanned and emailed to Faculty for grading on March 20th, 2020. Any incomplete test will not be available at this time as the campus is currently closed. If there are any issues, please connect with Testing Services by email at [testingservicesnorth@humber.ca](mailto:testingservicesnorth@humber.ca) or [testingserviceslake@humber.ca](mailto:testingserviceslake@humber.ca).

1. How to create accessible documents?

Kindly note that any course materials created for the online environment as well as test documents should meet accessibility requirements for all learners, not just those that require academic accommodations, in order to support inclusivity and be accessible through various platforms. Testing Services has a link on our website, which you can refer to for more assistance by clicking on the hyperlinked text here: [Creating Accessible Documents](http://humber.ca/student-life/testing-services/accommodated-testing-services/faculty/creating-accessible-documents)

We can also share to the following link on [Making Accessible Media](http://humber.ca/makingaccessiblemedia/modules/05/01.html), which includes various models to support you.

1. How do I set up testing online?

Faculty can create online testing via all LMS (Learning Management Systems) at both Humber and University of Guelph-Humber for those learners with or without academic accommodations.

Kindly note the following in relation to online testing:

1. You must connect with your accommodated learners to ensure their academic accommodations are being met as best as possible in this environment.
2. Keep inclusive design in mind to support both accommodated and non-accommodated learners (i.e. consider extending the length of the test for all learners)
3. Tests delivered in the Blackboard environment are administered **without invigilation support from Testing Services**. We are currently reviewing external providers that will allow either virtual proctoring and/or lockdown browser in Blackboard. There is an option of **Automated Proctoring**, which uses Ai to capture behaviours and provides screen shots of abhorrent movements. Lockdown browser capability can already be provided at University of Guelph-Humber through their external provider Respondus.
4. When will online invigilation/proctoring become an available option?

We are working to find a solution to this challenge as our service provider, Examity, who we use for proctoring functions has suspend their business until, at least mid-April, due to social distancing constraints. As mentioned above, Examity does offer Automated Proctoring as an option. Please speak to a Testing Services Assistant for support. We are further exploring other third-party vendors and still in the evaluation stage to find the right fit. However, we have provided further information about Respondus for our partners at the University of Guelph-Humber who use CourseLink, but can be used in Blackboard:

Respondus

(Please note this platform **only works** with Window. Mac users can still upload word documents to Blackboard or CourseLink)

For Blackboard:

<https://web.respondus.com/wp-content/uploads/2019/08/RLDB-Quick-Start-Guide-Bb-Student.pdf>

<https://support.respondus.com/support/index.php?/Knowledgebase/Article/View/187/0/is-lockdown-browser-accessible-to-those-with-disabilities>.

For CourseLink

<https://opened.uoguelph.ca/resourcesGeneral/Respondus-LockDown-Browser-for-Online-Exams.pdf>

1. When will services resume at Testing Services?

This situation has brought uncertainty for everyone. However, in order to support measures of social distancing in the containment of COVID-19, all services including in-person testing is suspended at Testing Services at both campuses. We are working with the Ministry, all appropriate partners and stakeholders to go over next steps to determine the best possible solution going forward for the health and safety of our communities.

Our Testing Services staff will be available to support you with an option you have chosen. Please visit the [Learning Continuity Kit](https://sites.google.com/view/learningcontinuitykit/home/administer-quizzestests)  to identify what evaluation delivery formats are available to you [Tests & Final Exams](https://sites.google.com/view/learningcontinuitykit/plan-learning-activities/synchronous-vs-asynchronous).

Students – Frequently Asked Questions

1. Has my teacher received my completed tests?

Yes, all faculty received electronic copies of hard copy tests that were administered at Testing Services up to Friday March 13th 2020 on Friday March 20th, 2020. Any incomplete tests are not available at this time as the campus is closed. Please review your revised curriculum plan and connect your faculty member for direction on any outstanding tests to complete. If your faculty member has not received your completed test, please have them email us at [testingservicesnorth@humber.ca](mailto:testingservicesnorth@humber.ca) or at [testingserviceslake@humber.ca](mailto:testingserviceslake@humber.ca) and we will try our best to assist them.

1. When will services resume at Testing Services?

Testing Services is closed and all services including in-person testing are currently suspended. We will consult with the Ministry, all appropriate partners and stakeholders to go over next steps to determine the best possible solution going forward for the health and safety of our communities to protect them from the spread of COVID-19.

Our Testing Services staff will continue to be available to support you with the assessment option your faculty have determined. In the meantime, please the [Student Continuity Kit](https://sites.google.com/view/studentlearningkit) for more resources.

1. How do I access my testing accommodations to complete a test or exam?

As Testing Services is closed, learners are not able to access their testing accommodations in our space at this time. If you have any tests or exams scheduled, please connect with the Program Coordinator, Professor and Accessibility Consultant in order to make alternate arrangements. It is your professor’s responsibility to ensure your academic accommodations are met in the virtual environment. Flexibility on your part is also required to ensure you are supported as best as possible during this time. Please visit [Additional Resources](https://humber.ca/student-life/swac/accessible-learning/information-faculty/additional-resources) for more details.

1. How are services for external learners affected by this closure?

Testing Services will honour all external appointments once we are able to resume operations safely. Please ensure you connect with your institution to see what their policy is regarding these exams during this time. If our proctoring services are no longer required, please connect with us via email at [testingserviceslake@humber.ca](mailto:testingserviceslake@humber.ca) or [testingservicesnorth@humber.ca](mailto:testingservicesnorth@humber.ca) and we will be happy to assist you.

1. Can I still sit my CCPT Placement Testing?

In-person CCPT Testing is also suspended at this time. We encourage all learners who have yet to complete their CCPT testing to do so online. Information about online proctoring can be found [here](http://humber.ca/student-life/testing-services/Online-testing). Any questions and concerns can be sent by email to [onlineplacementtest@humber.ca](mailto:onlineplacementtest@humber.ca). We hope to resume in person CCPT placement testing as soon as it is deemed safe to do so. For more information on placement testing, click [here](http://humber.ca/student-life/testing-services/services-students/admissions-placement-testing/ccpt).

1. Will I be able to proceed with scheduling my Health Sciences Admissions and in-person admissions testing for the upcoming Spring/Summer semester?

All in-person admissions (mature applicant and Health Sciences), testing is also suspended at this time. We are currently working with the Office of the Registrar to determine next steps for in-person sessions. Health Sciences applicants are encouraged to move to the online testing option available through Examity, where possible. For information regarding admissions testing, please click [here](http://humber.ca/student-life/testing-services/services-students/admissions-placement-testing) . For more information, please connect with the Office of the Registrar at 416-675-3111 or by email at [enquiry@humber.ca](mailto:enquiry@humber.ca).