

DELTA Testing: Service Level Agreement

Statement of Purpose:

The purpose of this Service Level Agreement (SLA) is to establish a mutually beneficial agreement between NC State Instructors and DELTA Testing Services outlining the terms of service required to efficiently and effectively administer exams.

Instructors will help accomplish this goal by agreeing they understand the following requirements and, when necessary, to execute the actions for the corresponding semester or term of service.

DELTA Testing Services will provide local proctoring services for NC State classes scheduled through Registration and Records. Students will take exams in a professional, secure, and monitored setting. In compliance with the [SACSCOC Distance and Correspondence Education Policy Statement](#), DELTA Testing Services will ensure student authentication by requiring student photo identification and having secure login and password credentials to access examination materials.

DELTA Testing Services will coordinate [off-campus testing](#) services for students who are unable to come to the test center and elect to use an off-campus proctor. *Note: There may be additional proctoring fees associated with student identity verification for students who take exams off-campus.*

Priority for testing services:

1. Fully internet-based classes, no assigned classroom
Students with testing accommodations that can not be met in the classroom.
2. Hybrid classes where the scheduled meeting time is less than the credit hours
3. On-campus classes, with an assigned classroom and enrollments of over 75 students

Instructors will complete the Exam Information Form Submission:

A new form must be completed each semester when proctoring services are requested. The deadline for submissions is the 1st day of classes. A separate form is required for each class section. The submission of the exam information form *does not* in itself *guarantee* that DELTA Testing Services will proctor your exams. All requests to schedule exams are subject to test center availability and the priority assigned to the class. An email will be sent to your NC State University email address if in-person exam proctoring for your course is confirmed.

Instructor Portal

We have created a website specifically for instructors with information on submitting exam information, student appointments, instructor reports, guidelines, and accommodations. Please bookmark the [Instructor Portal](#)

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Exam Windows:

During the fall and spring semesters, all courses should follow the recommended minimum exam windows (i.e., days when the exam is available to students):

DELTA Testing Services requires a minimum of 3 days during final exams.

		Exam Time Limit			
		60 min	90 min	120 min	150 min
# of Students	1 - 50	2 days	2 days	2 days	3 days
	51 - 125	2 days	3 days	3 days	4 days
	126 - 200	3 days	4 days	5 days	5 days
	201 - 350	3 days	4 days	5 days	5 days
	351+	4 days	5 days	6 days	6 days

- If you have multiple sections, all with the same exam dates, we will combine enrollment for a minimum exam window.
- Summer sessions - all exams require a minimum of two days.
- Optional exams should not be scheduled during the final exam week.
- We reserve the right to reschedule exam dates in the event of an [emergency](#).*

Exam Time Limits:

For the most efficient use of the appointment scheduling system, recommended exam time limits are as follows:

60 Minutes	90 Minutes
120 Minutes	150 Minutes

- Instructors may choose a custom exam length and should enter the actual time students will have for the exam. The appointment length will automatically be rounded up to the nearest increment of 30 minutes. (ex. 75 min exams are scheduled as 90 min, although the student will only have 75 min to complete the exam.)
- To optimize the efficiency of the appointment system for all students and instructors, we strongly encourage instructors to set an exam time limit that aligns well with the actual time needed by students to complete the exam.
- For each appointment, local students must travel to a campus test center and may have to pay for parking. Distance education students may have the added cost of an appointment fee. Please consider alternative means of assessment in place of proctored tests with time limits of less than 60 minutes.

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Allowed Exam Materials:

For ALL exams, permitted materials should be limited. We encourage instructors to adhere to the following suggested alternatives:

Requested Materials:	Limitations (we can not guarantee academic integrity)	Suggested Alternatives:
Open Notes	Notes will not be collected, thus, we cannot verify what student brings in or out of the testing rooms.	Limit student notes to 4 pages or less that will be collected after completion of the exam
Open Book	Books will not be inspected for exam content, thus, we cannot verify what student brings in or out of the testing rooms.	Limit students to a 4-page or less study guide that will be collected after completion of the exam
Access to videos, old quizzes, and LMS content	The proctor can not monitor which materials the student may be accessing	Limit students to a 4-page or less study guide that will be collected after completion of the exam
Personal electronic devices (Laptops, Tablets, etc.)	NOT permitted at the test center	Add electronic notes to Moodle or other LMS
Scientific/ Graphing Calculators	If a student does not have an approved calculator, one will be offered to them	Calculator guidelines
Ti-Nspire Calculator	NOT permitted at the test center	Ti-84 graphing calculator
Additional Software (ex: RStudio, JMP Software, Excel, Word)	Saved data cannot be automatically deleted. Any information saved may be accessible to all students. *Off-campus proctors do not have access to NCSU software.	Instructors must have alternatives for students who can not access the software.
Google Sheets and Google Docs (List of terms and data to complete questions)	Test Computers are locked down, and students can not access	Add file as PDF or Excel sheet if needed to complete exam Provide test center with list of terms or formula PDF
Use of Excel to complete assessments or exams and have to be uploaded to Moodle	Saves previous students' data Large files and sometimes the students have issues uploading their work to Moodle	Have this as a separate assignment that does not need to be proctored
Access to previous quizzes and exams	Difficult for staff to determine what is allowed and what is not	Access to previous quizzes does not mean students should be

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	allowed, exam questions that would be permissible as “notes” versus replica of exam questions/quizlets	allowed to print actual quizzes
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Student Information:

The course instructor will inform students of the need to make appointments for their exams. A statement to include in your syllabus can be found [here](#). For those using Moodle, we recommend also adding the DELTA Testing [Moodle Block](#).

Academic Integrity Violations:

When a student is found to violate DELTA Testing Services' policies or exam policies, the proctor will attempt to stop the behavior. The student will be permitted to continue the exam. DELTA will notify the instructor and provide documentation, screenshots, and video when applicable. It is the instructor's responsibility to complete the [academic integrity violation process](#) with the Office of Student Conduct.

Learning Management System (LMS) Responsibilities:

For online exams, the course instructor is responsible for making necessary changes in the LMS, including but not limited to:

- [Making Hidden Exams Visible](#): Exams need to be visible on the student page prior to the opening day of the exam window.
- [Updating Exam Date Restrictions](#): The dates for an exam should match the exam [information form](#).
- [Adding User Overrides for DRO Accommodations](#): For students who receive extended time accommodations, user overrides are needed. User overrides should be in place for *each student for each exam*.

If your exam is not configured when students arrive for the exam, someone from our office will attempt to contact you via phone and/or email. After 30 minutes, if we have not heard from you, we will have the student reschedule and contact you.

Paper-Based Exams

- The test center does not administer multiple choice/ short answer exams on paper, those should be delivered in Moodle. [LearnTech](#) is available for instructor assistance.
- Paper-based exams will be delivered via a tablet, no printed exams, which will be returned to the instructor via the [instructor reports](#). * Students with specific accommodations for paper-based exams will be delivered on paper and uploaded to the instructor reports.
- All exam materials should be delivered to the test center at least three business days in advance.

Extensions/ Makeup Exams

Current Semester Off-Schedule (Make-up) Exams: Extensions (early or late exams) for mid-semester exams must be completed before the final exam window. Complete the [DELTA Testing Extension Form](#). Final exam extensions will be scheduled based on availability. Contact delta-testing@ncsu.edu.

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Exams Needed to Clear an Incomplete (IN) Grade: Please notify DELTA Testing Services of any students you have who will be taking one or more exams this semester to clear an incomplete grade. Reference the table below for more information.

Online-exam A student added to the current semester Moodle course via WolfWare but is not officially enrolled in the current semester.	Before or after NC State's final exam period; and/or between semesters with permission	Email delta-testing@ncsu.edu
Online-exam The student will take exams in a previous semester's Moodle course via WolfWare	Before or after NC State's final exam period; and/or between semesters with permission	Email delta-testing@ncsu.edu
Paper-based	Before or after NC State's final exam period; and/or between semesters with permission	Email delta-testing@ncsu.edu

- DELTA Testing does not administer makeup exams for regular seated classes. The instructor should coordinate with their department.

Helpful Resources

- **Primary Communication Method:** DELTA Testing Services will send important communications to the instructor's NC State University email address. All instructor communication with DELTA should be directed to our delta-testing@ncsu.edu email address.
- **Instructor Portal:** We have compiled a site for all testing resources.
- **Remote Exam Return:** Remotely proctored exams are returned via email to the Instructor of Record's NC State University email account as a PDF document once it has been received from the proctor.
- **Test Center Closings:** The Test Center follows the academic calendar. When the University is closed for holidays or adverse weather, DELTA test centers will also be closed. If classes are not in session, the DELTA test centers may be available on a limited basis.
- **Testing Accommodations:** The instructor and students should review and discuss all accommodations (extended time, etc.) at the beginning of the semester. Students should submit an accommodation letter to the instructor before scheduling appointments to receive approved accommodations.

Authorized TA: To authorize your TA for course management, they must be listed on the Exam Information page when you submit your request and in the "Instructors for Meeting Pattern" section of the class schedule. The department scheduling officer will add the TA as Instructional Support for your section.

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Emergency Procedures

In the event of a campus-wide emergency, such as adverse weather, DELTA Testing Services will follow University procedures for closing. All test centers will remain closed until the University reopens and it is safe for students and staff to return. If final exams are rescheduled by the University, DELTA will change student appointments to follow the new schedule. Otherwise, test center staff will reschedule student appointments for the next available day, and instructors will be notified. To accommodate students affected by the emergency, instructors should be prepared to extend exam time limits and/or extend exam date windows.

In the event of a local emergency, such as loss of power, internet access, or a fire alarm, DELTA Testing Services will make every effort to resume exams in progress that are disrupted by the emergency. If that is not possible, the test center staff will follow the same procedures as above for campus-wide emergencies.

Note: DELTA Testing Services reserves the right to update the terms of the SLA as changing circumstances may warrant. Instructors will be notified of the change(s) in the rare event that an urgent update to the SLA is required mid-semester.