



## Testing Center Policies

- **No show:** Students who fail to arrive on the reserved testing day and time will be considered a “no show”. Missed tests may not be rescheduled on the same day. Students are required to call and reschedule a missed exam. Proctoring fees for the missed exam will not be refunded.
- **Cancellation:** Cancellations must be made by calling the appropriate testing center no later than 24-hours prior to a test reservation. Contact info: UC Charleston Testing Center (304)357-6983. Proctoring fees will not be refunded.
- **ID:** Photo ID must be provided upon arrival to the testing site for an exam.
- **Food or Drink:** NO food or drink allowed in the center (including water bottles).
- **Breaks:** Students may not leave the testing room during an exam unless specifically noted as part of the exam.
- **Personal Items:** Cell phones must be turned off and left outside of the testing room along with books, bookbags, purses, etc. The University of Charleston is not responsible for lost or stolen items.
- **Scratch Paper:** If allowed, scratch paper **will be provided** by the testing center.
- **Arrival time:** Students are expected to arrive no later than ten minutes prior to a scheduled test.  
This will allow time for check-in, and test delivery.

- **Late arrival:** Students arriving more than 15 minutes after the test reservation time will not be eligible to take the test. This will be considered a “missed test”. Any proctoring fee associated with the exam will not be refunded.
- **Time for Test:** The time indicated by the exam instructions will be the time allotted for the scheduled test. You may not use your own personal timer, clock, or watch to determine time remaining for a test.
- **Test Completion:** When you have completed the test, the proctor will secure the test and any (if approved) scratch paper used during the test. You will no longer have access to this test.
- **Testing Misconduct:** If a proctor witnesses any suspected academic misconduct during the testing period, he/she will document the issue on a “Proctor Incident Report” and will notify the Director. The Director will review the Proctor Incident Report and notify the appropriate University contacts.
- **Test Irregularities:** If the student or Proctor feels it necessary to document a particular test irregularity he/she may do so by completing a “Proctor Incident Report”. “Proctor Incident Reports” will be returned to the Director and a copy kept on file at the testing center.
- **Questions during a test:** The Testing Center proctors and Director may NOT answer any questions related to the content of the test or address more than what is indicated in the test administration instructions.