

Question Time

Why can't Testing Services on this campus offer emergency test-taking for non-online faculty in need? For example, this fall, I had a student whose daughter was hospitalized during finals week. The student worked during the day and could only come to take the makeup exam at 4pm, which meant that she would have until 6pm to do it. I was out of town, and there was nobody I could ask to stay until 6pm to proctor the exam. When I tried calling Testing Services, they refused to make an exception for this emergency situation. As a result the student had to wait for a few weeks to take the makeup final exam, which presented problems for her for her financial aid application. I would have understood if they said no during finals week--a time when they are working at full capacity. But during the weeks between the semesters, when there are no (or very few students) who would be taking any exams, and someone is already at that office anyway?

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