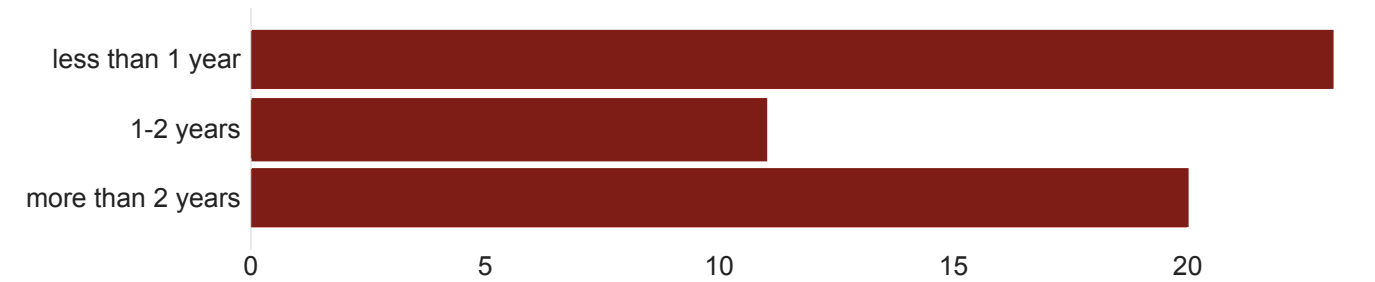
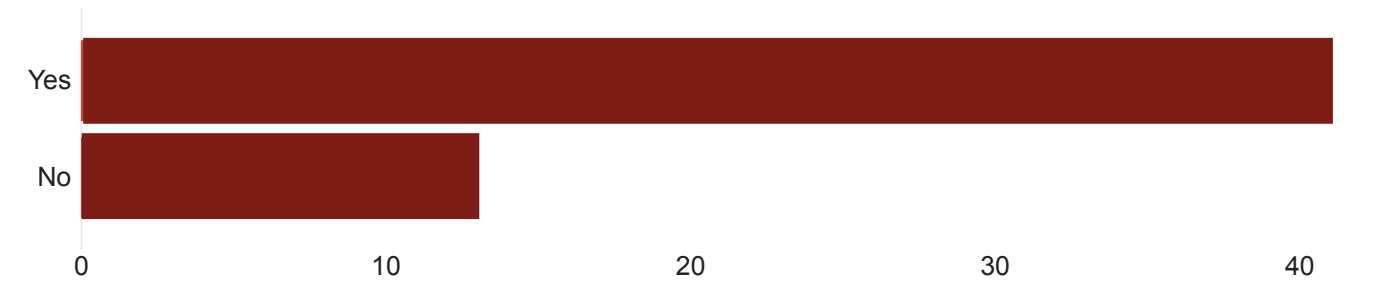


How long have you been using TLC Testing?



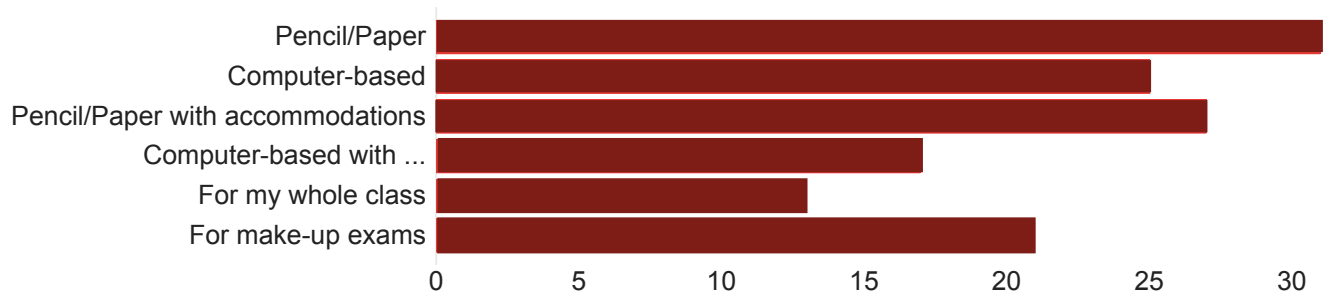
Field	Choice Count	
less than 1 year	42.59%	23
1-2 years	20.37%	11
more than 2 years	37.04%	20
Total		54

Have you visited the testing room in person?



Field	Choice Count	
Yes	75.93%	41
No	24.07%	13
Total		54

I have used TLC Testing for the following exams/quizzes (check all that apply):

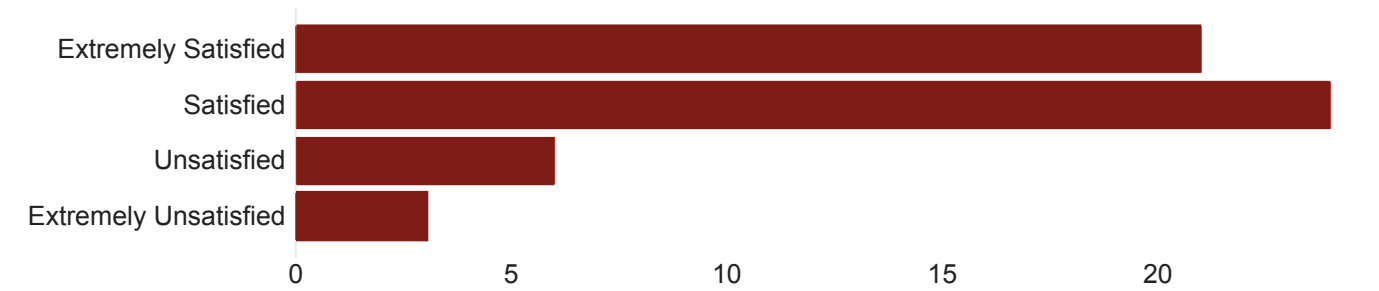


Field	Choice Count	
Pencil/Paper	23.13%	31
Computer-based	18.66%	25
Pencil/Paper with accommodations	20.15%	27
Computer-based with accommodations	12.69%	17
For my whole class	9.70%	13
For make-up exams	15.67%	21
Total		134

Please indicate your level of agreement with the following statements:

Field	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
The TLC Testing website was helpful	41.51%	22	45.28%	24	7.55%	4	5.66%	3	53
RegisterBlast instructions were easy to follow	28.85%	15	53.85%	28	11.54%	6	5.77%	3	52
Submitting exams to TLC Testing via RegisterBlast was easy	33.33%	17	37.25%	19	21.57%	11	7.84%	4	51
The TLC Testing staff were helpful	52.83%	28	37.74%	20	5.66%	3	3.77%	2	53
The TLC Testing staff answered my questions in a timely manner	64.15%	34	30.19%	16	1.89%	1	3.77%	2	53
I believe TLC Testing's security measures minimize cheating	50.00%	26	46.15%	24	1.92%	1	1.92%	1	52
I find the irregularity reports valuable	30.00%	9	53.33%	16	16.67%	5	0.00%	0	30
TLC Testing hours meet my needs	38.46%	20	48.08%	25	7.69%	4	5.77%	3	52
My students like using TLC Testing	13.95%	6	37.21%	16	30.23%	13	18.60%	8	43
I would recommend TLC Testing to a colleague	41.18%	21	41.18%	21	9.80%	5	7.84%	4	51

Overall, how satisfied are you with TLC Testing?



Field	Choice Count	
Extremely Satisfied	38.89%	21
Satisfied	44.44%	24
Unsatisfied	11.11%	6
Extremely Unsatisfied	5.56%	3
Total		54

Please provide feedback about TLC Testing that you heard from your students.

Students have had no issues.

Students do not like providing 2 ID for access to take an exam. Which seems excessive for the Testing Center procedures.

Some have said that the demands seem unnecessary, such as having to remove necklaces without locket or other attached charms that would assist in cheating. Some find the environment harsh and sterile.

Staff is always responsive and helpful!

Sometimes the rules interfere with reality. There needs to be more flexibility in scheduling and in accommodating students who unintentionally miss the mark when they come to testing (such as expired DL, jewelry..one student had to remove wedding band "too wide")

As an adjunct and first year instructor I had a lot of difficulty understanding how students were supposed to take tests, how they should be reformatted, and what the testing center actually did to help me out.

I had several emails of miscommunication early on I believe based on staffing changes this year in the TLC as well as the TLC undergoing some changes in their location and what they offered.

The main issue was that some students felt there were too many strict rules, and one student's time was not paused until he returned from the restroom so he felt that hurt his overall performance.

I haven't heard any remarks from my students

N/A

I get a strong mix of people who can't stand the AEC and can't stand the TLC equally. TLC wise they feel the security measures are intense. I've had students tell me AEC employees are rude/mean but I have not heard that for TLC employees.

The TLC helped resolve my registration issues.

Students feel the rules are overly stringent.

The TLC is a valued resource for many. It was unexpectedly problematic for my course in which students are required to use their design manuals. I did not realize they would not be able to take their manuals, which were needed the next day, with them upon completion of the exam. This is mostly my own fault since I was not aware of all the TLC rules.

Students hate the 24-hour requirement to sign up for an exam. They do not mind the measures that are taken to prevent testing although it usually does surprise them the first time they have the experience.

Most of my students view TLC procedures as reasonable; a small percentage think some of the security requirements are intrusive.

They thought that requiring 2 photo I.D. and searching jewelry was excessive. No flexibility on mishaps that were not the student's fault. There needs to be some flexibility, but what do I know.....

Some students like the complete silence of the testing room, and some actually do not.

I have also heard that some students have had issues successfully signing up. This ranges from them having "signed up" for a time and then being turned away at the door for one reason or another, to signing up for a particular time, but not realizing it did not actually go through until it was too late to try again.

I know there is a decent amount of student-use error (or excuses) in this, but because I hear it more frequently this semester, I have to wonder about if there's an issue in the register blast system that students use to sign up.

The students that have used it are not that vocal one way or the other, but seem to really appreciate the ability to use it for make-up exams.

I only put "not applicable" for whether the students like using TLC testing because I haven't heard any complaints. Additionally, since they're taking an online class, their choices are either TLC or on zoom proctored, so there aren't a lot of options.

I haven't heard anything, either bad or good. No news is good news I suppose!

1. They like the flexibility of hours.
2. Some don't like TLC testing at all. "Too strict." "Too crowded."

72 hour registration rule for a student is a major problem; having to personally pick up the test is a major nuisance (there is campus mail, what is wrong with that?); I will do everything in my power to avoid using TLC in the future.

I didn't hear anything specific from my students. It seemed that it just worked fine and smoothly.

The instructions were straightforward, and the staff was accommodating. My iLearn test had a glitch, and they provided a calm presence for my anxious student and problem-solved to find a solution. They were courteous and helpful in all of their communications with me.

They like that it allows them to have access to more than I am able to provide during an in-class exam. For instance, I don't allow calculators because it is too difficult to monitor, but in the TLC they can use a calculator which minimizes test anxiety. Also, students like that they can pick a time that works for them.

Students don't like that it's cold and they have to leave their jackets behind.

My students strongly disliked using the testing center and found the procedures to be both time-consuming and stress-inducing. I eventually stopped using the center due to the increase in cognitive load surrounding testing in general.

They liked it

The requirement that faculty must submit a test 72 hours in advance and students cannot schedule until after the test is submitted in no way reflects actual reality. My tests are not canned, and a student's last minute need to take a test early or a sudden need for a make up should not give a student 72 extra hours to study, or force me to let a student take a test when they return from travel. I get that maybe your policy makes sense for things like ACT, Praxis, etc., but it makes zero sense in any regular class setting. You really can have a policy for standardized tests and a policy for regular class assessments. This policy fundamentally means that your policies are worse than if we didn't have the testing center in the first place. Note - I have TRIED to use the testing center several times, but have not actually been able to do so (problem with your prior question, so I just selected one of the circumstances when I tried but couldn't actually use the testing center.)

I got two main complaints from my students for the testing center. One, I've been told it's freezing in there and a lot of times they take off their jackets and hoodies. But, the biggest complaint that I get is that the students are a little freaked out by all of the security measures. I think the two ID's and the 24 hour notice with absolutely no flexibility whatsoever is ridiculous.

Please provide your suggestions and additional comments.

Thank you for always being very helpful!

It would be helpful if the TLC included some means to assist instructors in situations when they need help quickly and don't have time to submit an exam several days in advance. It is sometimes difficult to get set up in the TLC in that it demands so much preparation.

It would also be helpful for students to be able to register themselves without the instructor having to submit their names. Perhaps students could register and professors could check off a list of names to okay the student having access.

Student workers should make sure to read the rules for the teacher. Numerous times this semester, my students were allowed to have items that I did not allow, perhaps some other teacher did.

It would be nice if students could reserve an exam time before the actual exam is delivered to TLC. It would also be nice if the multiple choice answers on the survey had a "no opinion" option.

Update your documentation and comb it on all the internal sites with a fine toothed come. I went to look for this stuff as a self-serve option but ended up finding my own solutions and had to bring in my higher report to communicate my need because the lack of (NEW) documentation was present. Self serve is great, as a long as it's current!

The TLC has been a great place to send our graduating seniors to take their exit exams. They go way above and beyond to help with all sorts of matters. I highly recommend every unit on campus to use them for testing.

The only issue I had was needing to submit the tests 72 hours in advance. I make my tests based on my schedule which is usually having them ready by the day before. AEC does not have this 72-hour restriction and it works well.

I understand you are dealing with a *lot* of logistical challenges, but it would be wonderful if you were able to work to reduce the lead time requirement, from 72 to 48 hours, or even 24 hours (we can all dream!)

N/A

I wish the exam set up was more like the AEC for accommodation folks. Typically I don't have the exam ready to go until the day of or the day before the exam, so with TLC timing that means my accommodation folk can't test until several days after the regular exam date.

Keep up the good work!

I hope there's an exam delivery service available once students have finished.

The time requirement necessary to be able to set up a test and students sign up for a test are not practical for most faculty. Many times we create exams 1-2 days before giving the exam so that we know exactly how much material was covered in class prior to the exam. This is too rigid of a requirement and why many faculty prefer to find other ways then using the testing center to give make-up exams or accommodation exams.

I began using TLC services last year; based on my experience, I am impressed with their quality of effort to ensure integrity of exams and the emphasis on service to faculty,

As an adjunct faculty member, I wish my institution had the same setup as the TLC 10/10.

I feel I would benefit from experiencing the exam registration process from the student's perspective, as there are elements of it that seem opaque to me.

For example:

1.) The exam name must be in a very specific format (e.g. BIO 1234 001 Exam Name S24). The stated reason is so that students can find it in a drop-down menu. However, I do not know what other exams the student would be seeing in this drop-down menu, as I have never experienced it from their perspective.

2.) Similarly, I have learned that a student's name cannot appear in the exam name for privacy reasons. It seems strange to me that this would be an issue, as I would assume that only the student I have allowed to take the exam can see the exam, meaning that no other students would see the submission, and there would be no privacy concern.

Just to be clear, these are not complaints. This is the first semester I have used the TLC, so there are simply elements of it I do not yet fully understand, and I feel that seeing it from other perspectives would benefit me.

A little flexibility. The students are not the enemy.....

As a teacher, I worry about the students who cannot sign up until the last minute, knowing that there is not enough space to accommodate them. If the testing space is getting used more and more, I would hope that there would be an expansion of some kind to accommodate that in the future.

I have had a select few students who did not have a drivers license at the time of the exam. Last semester I had to go in (I don't even live in Cookeville) just to give one student his tests in person.

I would like there to be more information available on the website to say what other kinds of acceptable ID's [ie- voter ID (free to them), state resident ID, temporary paper ID they give you when you're waiting on your real ID to arrive in the mail... etc.] that the TLC will take in the case that students don't have a Driver's License at the time of testing.

Unfortunately, I feel like these issues don't get resolved because the students will wait until the last minute to make it known to me that they don't have a DL, and then it's too late for them to go get another form of government issued ID (listed above) that I would ASSUME is accepted by the TLC. I think freely giving more detailed information about their options (including the free option: voter ID) is really important to giving all students equal opportunity to use your space.

As far as I can tell, you're doing a great job!

It is wonderful to have this resource, and it is relatively easy to use, but there is a lot of very specific information required that makes it a little tedious to request an exam, however, if I do it wrong, the staff is very quick to have it addressed so they can process the request. The largest complaint that I have as a faculty is how far in advance the exam has to be scheduled. I may not know a student has to make up an exam, and I don't like that they get an extra 3 days to study when the rest of the class did not. I prefer to have students test as close together as possible for exam content security. However, I understand it may be unreasonable to accommodate quick turnarounds on requests with the volume from all across campus. I just wanted to voice my opinion. Thank you for all you do!

The TLC has been great to work with. They are very prompt in responding to emails with concerns and their help with the students is wonderful. Great staff and testing accommodations!

As the testing center becomes more utilized, an update on appropriate exam windows would be helpful. For instance, for a class of 100 students, does the TLC have the capacity for all 100 to come the same day, or is a week more appropriate? I have been assured that even short testing windows can accommodate large classes, and haven't had students complain of scheduling issues. However, if this changes in a future semester, it would be useful to have a heads up! (Of course, I don't mind checking in frequently either - it's just an idea.)

Also, does the TLC provide sample syllabus language on its website? If not, this might be a useful resource for faculty to give them an idea of what instructions to prioritize. (For example, emphasizing the 24 hr advanced sign up window and bringing a phone for 2-factor ID.)

Open at 0800

Let students schedule before the professor submits the test. Don't require faculty to submit 72 hours beforehand - 24 should be plenty. Be flexible for last minute emergencies for students. Faculty have to be flexible for those emergencies, but you are a major obstacle.

I think there should really be two sets of testing rules. One for the federal exams where you have to have all the security measures and one for the faculty exams. If a student misses their exam time but there's space available and I approve it, just let them in the room to take the test. The 24 hours thing with absolutely zero flexibility for emergencies is kind of crazy to me. Also, having two picture IDs is a little much. One photo ID should be sufficient. And, I've had issues with the IDs where a student's driver's license was renewed online and they had proof and they had their old license. but you still wouldn't let them take the test because you didn't consider it valid, even though if a police officer pulled them over, their license would be valid because they renewed online. Also, the shirts in the pockets thing is kind of crazy. They've got a tiny little pocket on the front of their shirt, just make them show that there's nothing in it and let them go on. I understand the rules about the hoodies, but some of the measures are a little extreme and need to be relaxed.