

# Test Centre Updates

Published 5/19/2017 by [Ashley Ribbel](#)

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in the **Spring 2017 issue**

Over the past several months, the Seneca Test Centres have been undergoing some changes to improve the overall student experience. Renovations at King and Newnham have been completed to

- ensure AODA compliance
- improve the utilization of space
- reduce noise and congestion
- facilitate a more streamlined check-in process

Several changes were piloted during the 2171 final exam period that resulted in improved student experiences. Despite an increase in the demand for services, as seen in the table below, the changes in process resulted in a reduction in wait times, noise and distractions in the testing rooms, and congestion during peak times. Based on the results of the 2171 exam period, the test centre will be adopting the following new processes during exam week on an ongoing basis:

- Allowing online submission of exams up until the day before the start of exams; after this time, all submissions must be made in hard copy
- Completion of all information on the revised "Request to Test" form\*
- Identification of a contact and a designate to respond to student questions\*
- Ensuring all student/faculty consultations take place outside of the test room\*
- Exam pick after 1:00 p.m.

\*These items have been adopted as standard operating procedures through the term

In addition, where possible, the early submission of exams allows time for the new behind-the-scenes test centre processes to take place that assists to streamline this transaction.

Improved utilization of current software applications reduced delays and postponed exams. A list of the current software being used at each campus can be found on ITS's website.

Campus	NH		S@Y		MK		KG	
Term	2161	2171	2161	2171	2161	2171	2161	2171
Total	2007	2060	677	746	244	184	462	528

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Spring 2017 issue

tags : academic-learning-services, spring-2017