

CES offers proctoring services for:

- **Make-up exams** for students who miss an exam date.
- **Exam accommodation** for students with proper documentation.

Please note that same-day appointments for CES (Course Exam Services) are not available. If an exam is due today and the CES request is submitted today, we cannot honor the request. In such cases, instructors must utilize alternative resources, as we are unable to accommodate same-day requests. All proctoring is available in person and by appointment only (Same-day appointments or drop-ins are not accepted)

Exams are proctored by appointment only. For regular class exams in the event of instructor absence, consult with your Division Chair.

Exam Preparation

1. **Access the Exam Form:**
 - Visit [CES Exam Form](#) under Faculty Information.
2. **Complete the Exam Form:**
 - Provide detailed information to avoid delays.
 - Do not send the exam answer key to CES.
 - **Ensure all details are accurate and complete and specify the maximum time limit for the exam**
3. **Submit the Exam Form:**
 - **The CES Team requires 1-2 Full business days to process the form and send a scheduling link to students.**
 - **Appointments may NOT be scheduled for the same day as the submission request.**

Scheduling Exams

Hours of Operation

- CES hours are posted at the center and available online. Verify hours as they may change occasionally.

Deadline Adjustments Due to Holidays and Weekends

- To support timely submission and ensure alignment with business hours, please note that when a deadline falls on a weekend or holiday, the effective due date must be adjusted to the last business day prior. This helps ensure that all necessary support services and systems are available to assist your student(s).

For example:

- If a deadline is listed as **Saturday, August 30**, the effective submission date would be **Friday, August 29**, as offices are closed on weekends.
- If a deadline is **Monday, September 1 (Labor Day Holiday)**, the adjusted due date would be **Friday, August 29**, due to the holiday closure.

We encourage you to plan ahead and reach out with any questions or support needs before the adjusted deadline. This approach helps maintain consistency and ensures students have access to the resources they need.

Student Responsibilities

- Students must schedule an appointment, once they receive email confirmation
- Plan to arrive with enough time to complete the exam.
 - Please bring ALL allowed items on the exam
 - For example, if the professor lists a calculator is allowed, it will be your responsibility as the student taking the exam to bring the allowed calculator. The testing center DOES NOT provide such items.
- Be aware of potential waiting periods during peak times.

Instructor Responsibilities

- Provide a maximum time limit for the exam.
- Ensure students are aware of the scheduling process.
- Provide ALL required steps, processes, procedures, notes, etc..
 - Remember we in the testing center are ONLY allowing what is stated on the form. If a student requests additional time, or states that their professor allowed something that is not listed, that will be prohibited without instructor consent on the initial request.

Exam Day Procedures

Student Arrival

- Students must arrive with enough time to complete the exam before closing time.
- Example: If the center closes at 5:00 PM and the exam duration is 2 hours, students must arrive no later than 3:00 PM.
- Students arriving 20 minutes past their scheduled appointment time will be **required** to reschedule

Proctoring Guidelines

- The CES Team will strictly adhere to the provided time limits.
- All exams will cease at closing time, regardless of completion status.

Retrieving Completed Exams

Methods of Retrieval

Email with Scanned Images: *(Please note: All Course Exam Service Submissions that are not fully online will be scanned and emailed to your alamo(edu) email within 1-2 business days. If you wish to request a hard copy for pick up, please connect with our office to make that request)*

- Allow at least two business days for scanning and sending.
- During mid-terms and finals, allow three business days.

Security Measures

- Exams will not be returned via PONY mail.
- If unable to retrieve in person, designate an Academic Unit Assistant or Division Chair to collect materials. Notify CES of this designation in the Exam Form or by email.

Contact Information

For any questions or further assistance, please contact:

- Phone: 210-486-4346
- Location: DWWC 221