Alternative Testing – Modify or Cancel an Exam Appointment, No Show Situation Video Transcript

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Video description:

This guide will show how to modify or cancel an exam appointment and discusses what occurs when a student does not show up for an exam appointment.

Transcript:

When taking tests with the CEA Test Center, there may be times that a student needs to modify or completely cancel an exam appointment. This guide will explain how to complete these processes as well as discuss what occurs if a student does not show up for a testing appointment.

The CEA Test Center encourages students to schedule exam appointments as early as possible in the semester. Based on the class syllabus, schedule exam requests for all known test dates, including final exams, as soon as possible. However, there may be times that a test date changes. For example, a class may not follow the syllabus schedule exactly, and the instructor will change the test date depending on the class progress.

To modify or cancel a test request that is in process or a test appointment that has been approved, go to the CEA website at cea.uark.edu. In the left-side navigation, click on CEA Online Student Services. The login screen will be displayed. Enter your UARK username and password. Click the "Log in" button.

Once you log in, and see "My Dashboard", look at the left-side navigation section and click on Alternative Testing/Quizzes.

The Alternative Testing/Quizzes page will be displayed. From this page, you can choose to modify or cancel appointments in the section titled "Upcoming Exam Requests for the Current Term".

Find the appointment that you want to change. On the right-hand side of the appointment, click "Modify Request". Please note that any reschedule request submitted less than 2 days in advance may be declined.

After you click "Modify Request", the Exam Details page will be displayed. You can request to change the type of test, date, or time of your appointment, as well as select or deselect accommodations.

In the "Additional Note/Reason to Modify" box, be sure to include the reason for the reschedule request, so the CEA Test Center staff can determine, if your request can be approved.
Once you have completed modifying the test request details, click the "Update Exam Request" button.

Or, if you decide not to enter your request, click the "Back to Testing Requests Overview" button.

If you determine that you will not be testing in the CEA Test Center, please cancel your exam request or approved exam appointment as soon as possible.

To cancel your exam request or approved exam appointment, go to My Dashboard and in the left-hand navigation, select "Alternative Testing/Quizzes".

Find the appointment that needs to be canceled, and on the right-hand side of the appointment, click "Cancel Request." When prompted to confirm, review the appointment details. You can decide not to cancel by clicking the button labeled "Do Not Cancel and List All Exams". Or, to complete the cancellation, click the "Confirm Cancellation" button.

As soon as you determine that you will not be testing in the CEA Test Center, cancel your exam request or approved exam appointment so that other students may have the opportunity to submit requests.

If you do not arrive to your testing appointment, you are counted as a "No Show", and your instructor is notified via e-mail. Repeated "No show" offenses may result in the suspension, of CEA Test Center proctoring services.

The CEA Test Center only proctors online exams for classes that require all students to test at a centralized location (i.e., classroom, computer lab, etc.), and do not utilize a third-party proctoring service (such as Proctor U). This is because the student can establish a distraction-reduced environment. Extended time can be programmed by faculty or an instructional designer.

At any time, if you have questions or problems, contact the CEA Test Center at ceatest@uark.edu or call 479.575.2695.

CEA website

CEA Test Center Information