



THE CARTER RHODES  
MEMORIAL TESTING CENTER

# NEWSLETTER

Term: Fall | Issue 6 | October, 2017

Fall 2017

## NEW FILING POLICY

As discussed in the previous newsletter, we recently opened a survey for you to vote on the new filing policy. The majority of respondents said that 3 weeks was enough time to pick up processed exams. Since at least some of you wanted 4 weeks for pick up, we have decided to implement a 4 week policy.

**Starting October 5, 2017, exams that are NOT marked for confidential recycling after processing will be held for 4 weeks.**

We will inform you of this in the email with your results; please plan to pick up your processed exams ASAP, as we need room for other exams to be processed. Thank you!

## FAQ SPOTLIGHT: I really need 24 hour turnaround on results, but I don't control when my exams are dropped off. What to do?

In these cases, we recommend you make an appointment for **the latest possible time** that the exams will be dropped off using our [Calendly scheduling portal](#) (tutorial available [here](#)). For example, if an administrator or colleague is bringing your exams sometime before noon, go ahead and schedule an appointment for anytime after 12pm. This ensures you get on our calendar for the day but also takes the pressure off whoever is bringing the exams to arrive at a specific time. Please note that it is especially important to ensure proper submission of materials in these cases: a completed cover sheet, key, and exams oriented the same direction. It is also worth noting that I may not be in the office at the time of drop off if you arrive earlier than your appointment, but you can leave your exam with the front desk and feel confident I will scan during the scheduled appointment time.



## BIG ANNOUNCEMENT FROM KAIT TRACY!



Thank you all who have sent well wishes, as I have had to be out of the office a fair amount the past several weeks. I am very excited to finally share that, while I have been sick, it's for a happy reason...I am expecting! The baby is due in early April 2018, and my spouse and I couldn't be more excited!

To help prepare for my maternity leave, our office is currently discussing how T&E will be covered while I am out of the office next Spring (approximately mid March-mid June). Please rest assured that we will work to maintain the excellent customer service you are accustomed to throughout my leave and following my return in the Summer. Stay tuned for details!

## RESOURCES IN REVIEW

### When you have questions about the process of using our service...

- At already over 30 views, I just released a [Calendly tutorial video](#) that is specific to scheduling an appointment with T&E at Emory and discusses the confirmation and reminder emails you can expect. **Please note that we are deactivating the Smartsheet appointment request web form this month**, as the majority of customers prefer Calendly's on the spot confirmation abilities. **Check it out today!**
  - Pro tip #1: As a trial in Fall 2017, you are welcome to print out the confirmation email from Calendly and use it as your cover sheet! Please note, we MUST have a cover sheet, as we rely on them to ensure proper scanning and filing of your exams. If you choose not to print out the Calendly confirmation email, please plan to bring a [regular service cover sheet](#) or fill one out in the office.
- Our website is updated regularly and features...
  - [A page specific to Scheduling and Scoring.](#)
  - A thorough [Frequently Asked Questions page](#), built from over 20 years of T&E customer service
  - A [service main page](#) with "Quick Reference," including links to our past newsletters and policies

### When you have questions about our service products...

- Consider exploring our plentiful web resources on the [Exam and Survey Reports](#) page including:
  - Sample reports for the three defaults you receive (with defined terminology!): [Condensed Test](#), [Student Response Report](#), [Class Frequency Distribution Report](#)
    - Pro Tip #2: Still confused on how these compare to the reports you used to get prior to March 2017? No problem! Watch my [overview video](#) where I discuss the transition to Remark or skip to minutes 7:45-13:35 for a "quick glance" comparing old and new reports. This video has received over 130 views over the past 6 months and greatly assisted our customers!
  - [Sample reports for the suite of over 25 Remark reports](#) available to you anytime online!

With such a diverse customer base representing every school on campus, we love providing you with web resources that can be accessed anytime. However, we're more than happy to come to your department for individualized support for faculty or staff! Please don't hesitate to reach out to [registr@emory.edu](mailto:registr@emory.edu) if you have questions or would like to set something up. We look forward to hearing from you!

## QUICK REFERENCE GUIDE

Pick up standard [answer sheets](#) from [our office](#), or phone us at 404-727-7780

**When you need your results within 24 hours or less and/or have special reporting requests for T&E staff**, please request an appointment at least one business day in advance through [our online scheduling portal](#), emailing us at [registr@emory.edu](mailto:registr@emory.edu), or by calling 404-727-7780.

**When 24-48 hours is an acceptable turnaround time**, please feel welcome to walk in anytime during normal business hours (M-F 8:30-4:30)!

**Once your exam results sent via [registr@emory.edu](mailto:registr@emory.edu), you are welcome to pick up your Scantrons anytime at the front desk during business hours (M-F 8:30-4:30).** No appointment needed, but your exams will be confidentially recycled if not picked up after 4 weeks.

**Please read [our complete policy](#) for more details on our process.**

We look forward to working with you soon!