



# THE CARTER RHODES MEMORIAL TESTING CENTER

# NEWSLETTER

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Spring 2018

## FEATURED FAQ: WHY ARE HARDCOPY, PROCESSED EXAMS FILED BY INSTRUCTOR LAST NAME?

As with other campus services that cater to all Emory schools, it is important that T&E policies reflect what works best for the majority of customers. Since most of our customers who pick up hardcopy exams after processing are instructors, we file our exams under professor's last name so that we keep everything consistent in the filing. **While TAs listed in OPUS and department admins are also welcome to pick up hardcopy exams and can do so by telling our Receptionist the last name of the instructor, please note that due to FERPA regulations, we cannot release exams to student workers.** These policies help ensure that our office maintains data integrity, which is our top priority. As always, please do let us know if you have questions on this or any other policy!

## WHAT TO EXPECT...(WHEN KAIT'S EXPECTING!)

Customers can rest assured...

- Latoya Carter (our T&E temp whose bio is below!) has been in the office training for the past month. She is a fantastic addition to the office, and we are glad to say that she is already comfortable with all the features advertised on [our website](#). This means that all of our [scheduling processes](#), [Exam and Survey Reports](#), and [service policies](#) will remain the same even while Kait is on leave!
- Emails can continue to be sent to [registr@emory.edu](mailto:registr@emory.edu) and expect a response within 24 business hours. Customers are also welcome to continue calling 404-727-7780 for T&E needs. Latoya is already monitoring both and responding with the speed and helpfulness you are used to from T&E.
  - *To ensure consistency before Kait goes on maternity leave, any emails sent to Kait's personal email ([ktracy2@emory](mailto:ktracy2@emory.edu)) will be forwarded to [registr@emory](mailto:registr@emory.edu) and responded to from there. Once her maternity leave begins (likely starting sometime between mid-March and early April), Kait's personal email will have an auto response informing you that she will not be accessing email, and you will need to direct all correspondence to [registr@emory.edu](mailto:registr@emory.edu) or by calling 404-727-7780.*
- The only changes to T&E service while Kait is on leave include:
  - Only one T&E newsletter for Spring 2018 (this one you're reading now!). Latoya's focus will be on maintaining the service and connecting customers with resources we already have available as needed, as opposed to rolling out new processes or policies.

## MEET LATOYA, OUR WONDERFUL T&E TEMP!

"Hi T&E Customers! My name is Latoya Carter, and I'm with the Emory Temp Service (ETS). I will be filling in for Kait while she is out on maternity leave. I am the mother of two beautiful kids, a girl (12 years old) and a little boy (3 years old). I enjoy spending time with my kids, traveling, cooking, and just being outdoors. I look forward to assisting you all with your Testing and Evaluation needs!"

## TIPS AND TRICKS FOR T&E CUSTOMERS!

- **The Office of the Registrar has released many helpful training videos on our website! These videos are very short, and the one dedicated to Testing and Evaluation is a 3 minute overview of the service geared towards new customers and TAs.** This video and many more related to faculty and staff support can be found here: <http://registrar.emory.edu/faculty-staff/training-documentation.html>
- **Don't have an appointment with us and want to verify the office is open?**
  - a. Recommendation #1: Call the Registrar main line at 404-727-6042. When the office is open, someone will be happy to take your call. If it's closed, you'll hear that noted in the messaging service.
  - b. Recommendation #2: Call T&E at 404-727-7780. Please note that no answer does not necessarily mean that we are closed, but rather that T&E staff is likely meeting with an appointment or at a meeting and will get back to you ASAP!
- **General notes on closures:** While we are always closed during [university holidays](#), other occasions for closure include all staff meetings and events. These occur only a few times a semester, but especially if you have a long walk to the office, it can't hurt to call one of the numbers above to verify we are open for business!
- **Hoping to have your exam or survey results sent to more than one person?** No problem! Please feel welcome to add multiple email addresses on your cover sheet or include them in special requests in "Calendly."
  - **Pro tip on [Calendly appointments](#):** As you know, we *always* need a hardcopy cover sheet with every exam and survey we process in order to keep your data organized and secure. **If you choose to use a [regular cover sheet](#) instead of printing your Calendly confirmation email, please list the same name on the cover sheet that is supplied in Calendly.** This way, we know to match your appointment information (and turnaround time!) with your exam or survey.

## QUICK REFERENCE GUIDE

Pick up standard [answer sheets](#) from [our office](#), or call 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)! Office hours can be verified by calling the Registrar main line: 404-727-6042.

**If you did not opt in to confidential recycling for your processed exam/survey: once your results have been 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).** Hardcopies are held for four weeks following email delivery of your results, and no appointment is needed to stop by for pick up!

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