



THE CARTER RHODES MEMORIAL TESTING CENTER

NEWSLETTER

Term: Spring | Issue 16 | February, 2019

February 2019

UPPCOMING DATES

Wednesday, February 13th 12:00pm-

Tuesday, February 19th

The Office of the Registrar will be open for drop offs (48 hour turnaround on results!), but T&E staff will be unavailable for consultation or appointments. If you foresee the need for same day/24 hour turnaround service guaranteed by an appointment, please reach out to registr@emory.edu ASAP.

Thank you!

Thursday, February 28th 9:00-11:00

The Office of the Registrar will be closed and reopen at 11:00am.

FALL 2018 SURVEY RESULTS!

Thank you for giving us your feedback ! Some quick numbers:

- 82% of you rated our customer service as "very high quality," and 93% said the "intake/drop off of exams with cover sheet system" was "very positive." 100% rated Emory Box upload as "Very Positive"! In fact, everything except "requesting appointments via phone" (something we will work on!) was rated 75% or over as "very positive"-- we're thrilled to hear this!
- The highest rated resources were in-person meetings (4.89/5 for helpfulness), and online communications, such as monthly newsletters and our updated website (4.33/5). The ratings for online videos (3.88/5) and in-person trainings (3.67/5) showed their usefulness as well, so we plan to continue them!
- The services you rated as "most interested in using" for future terms were:
 - A platform for creating/scoring online exams (72%)
 - CSV files for uploading grades to Canvas (64%)

Q: So what do these results mean for T&E?

A: As promised, these results will dictate the future of our service. Since the majority are happy with our customer service and procedures, we do not plan to make any changes to those this term. However, we will spend this semester working towards the features that you are most interested in. For online exams, we will be collaborating with the Canvas team to learn more about their offerings. For uploading grades to Canvas, we have an instructor who has graciously agreed to solidify the process this summer and help create documentation. As we don't want to risk the integrity of your student data with an incorrect process, we will wait to publicize details until after this summer's testing. If you have questions in the meantime, please contact us!

QUICK REFERENCE GUIDE

Pick up standard answer sheets from our office, which is located at 200 Dowman Drive Suite 100. Please feel welcome to call 404-727-7780 with any questions!

When you need your results within 24 hours or less, please request an appointment at least one business day in advance through our [online scheduling portal](#) 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 into confidential recycling for your processed exam/ survey: once your results have been sent via 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 reference [our website](#) for complete policy and other resources about our service!