

THE CARTER RHODES MEMORIAL TESTING CENTER

NEWSLETTER

Term: Fall | Issue 10 | August 2018

Back to School Edition!

A T&E RESOURCE FOR STUDENTS!

In an effort to ensure you get quality, complete results for your exams and surveys, **we have created a presentation specifically for students to explore the "Dos and Don'ts" of Scantrons!** Please feel welcome to share [the link](#) in your syllabi! If you would like T&E staff to come by and present a quick summary version in your class, please feel welcome to let us know via registr@emory.edu or by calling 404-727-7780.

- [Link to slides here!](#)



[Full link](#)

<https://drive.google.com/file/d/198Q4Pm7cHdgDpOwV4ByD7xGVUvmqSG-l/view?usp=sharing>

SCHEDULING APPOINTMENTS AND...AN EARLY BIRD SPECIAL!

When your exam times have been set, feel welcome to use our [Calendly online scheduling portal](#). You can also give us a ring at 404-727-7780. Either way, you will be confirmed via Calendly and can rest assured your time is set. You will also receive automatic email reminder 24 hours before your appointment!

Even better...**from August 15-September 15, we are offering an "early bird special" to save you even more time!** Just send your syllabus over to registr@emory.edu and include the following in your email:

1. How soon after each exam you would like to come by (for example, you could just say "please make an appointment 3 hours after each exam")
 - a. Pro tip: not sure when you'll be coming by? Just note the latest possible time you will be arriving between 9-3:30pm and feel welcome to drop off earlier than your scheduled appointment time (even the day before!)
2. Any [reports you'll need](#), besides the three defaults
- 3) Whether or not you will want your hardcopies recycled
- 4) Whether or not you would like e-copies via Emory Box

Think your syllabus might change a bit? No problem, just call 404-727-7780, or you can reschedule using the "reschedule" button at the bottom of your confirmation email. As always, please don't hesitate to reach out if you have any questions and be sure to [properly submit your exams and surveys!](#)

FALL 2018 SURVEYS FOR T&E CUSTOMERS!

Please take the one that best applies to you:

- [F18 Survey for New and Prospective T&E Customers](#)
- [F18 Survey for Current T&E Customers](#)

Did you know...?

...Decisions regarding updates to our service have been dictated by customers!

Some tangible examples of this:

· In **February 2016**, Rooms Coordinator Bryan Falgout took over T&E temporarily after the sudden passing of Carter Rhodes, who ran the service for over 20 years. Bryan immediately began having conversations with customers and discovered two key things:

1) the Operating System T&E had been using to produce reports, MS DOS, was no longer supported and therefore not sustainable for T&E customers. 2) Faculty was ready for new reporting features to help them understand and use data about their students. This led to the adoption of Remark reporting software, which surveys show helped bump our customer satisfaction rates from 67% to 95% in one year!

· In **September 2016**, our "Faculty Input on Testing at Emory" survey showed the advanced grading features that would be most used. This Intel, along with the excellent suggestions we gathered at our February 2017 Lunch and Learn with faculty, helped us refine the [three default Remark reports we offer to customers](#).

· In **May 2017**, we released our "Input on Transition to Remark Reports" survey to gauge customer satisfaction with the software and service changes. We included six elements of our service, ranging from in take/drop off of exams to turnaround times, and were thrilled to see over 85% satisfaction for the vast majority. When we saw that one element, appointment scheduling, was rated below 85% (76%), we immediately got to work brainstorming solutions. Thanks to results from our September 2016 survey regarding ideals for a new scheduling system, we were able to research and find a solution that fit customer needs. All of this led to the installment of [Calendly](#), which has received an overwhelmingly enthusiastic response from our customers!

· In **September 2017**, our "Poll on T&E Filing Practices" survey showed customers ideals for a confidential recycling system. Since at least a few customers wanted four weeks to pick up processed Scantrons, we instituted the 4 week filing policy and recycle once that time has passed. This date is always communicated to customers in the test/survey results email sent via registr@emory.edu

· **Throughout the 2017-2018 school year**, T&E staff attended faculty meetings across campus to help spread the word about the service and discover common questions. This led to seven new [FAQs on our website!](#)

· In **Fall 2018**, we again want you to determine what's next for T&E! We have [a survey for new and prospective customers](#) and also [a survey for customers who have been with us awhile](#). Please take a moment to complete the one most relevant for you, and feel welcome to share the links!

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, 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, 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](#) and the ["T&E Overview Video"](#) for more details on our process!