

TTC-CBTF Service Level Agreement

The Triton Testing Center's Computer Based Testing Facility (CBTF), located in AP&M B349 and B432, exists to administer computer-based tests via the PrairieLearn system on your behalf.

General Terms and Conditions

Statement of Purpose

This Service Level Agreement ("SLA" or "Agreement") represents the contract between Triton Testing Center and UCSD Instructors to support and sustain computer-based testing services. This agreement outlines the parameters that instructors must follow when utilizing the CBTF.

Testing Platform

The CBTF exclusively supports testing on the PrairieLearn platform. All testing materials must be housed in PrairieLearn and not any exterior website or system. All tests scheduled within the CBTF must be scheduled on the companion PrairieTest system.

Testing Sessions

Tests administered in the CBTF will be limited to 45 minutes or less during weeks 1 through 10. During Finals Week, tests will be limited to 110 minutes or less.

Hours of Operation

Hours of operation are as follows:

Monday - Friday: 8:00am – 8:00pm

Saturday: 8:00am – 4:30pm

For final exams, the CBTF will observe the following schedule:

Saturday, December 6: 8:00am-10:00pm

Sunday, December 7: 8:00am-10:00pm

Monday, December 8: 7:00am – 11:00pm

Tuesday, December 9: 7:00am – 11:00pm

Wednesday, December 10: 7:00am – 11:00pm

Thursday, December 11: 7:00am – 11:00pm

Friday, December 12: 7:00am – 11:00pm

Saturday, December 13: 8:00am -10:00pm

Permitted Testing Materials

All testing materials should be provided by the instructor to students through the PrairieTest and Prairie Learn systems. TTC computers are configured to only allow access to the prairietest.com and prairielearn.com domains. Access to other platforms and websites (e.g. Canvas, GitHub, etc.) will not be available. Additionally, TTC staff will not be able to print, distribute, nor disseminate any supplemental testing material.

RECENT CHANGES TO SLA MARKED IN YELLOW

Students are not allowed to possess physical note sheets, textbooks, personal electronic devices, nor any other aids while testing.

By default, TI-34 scientific calculators will be made available by TTC staff to each student testing in the CBTF. Students may not use their own calculators and no graphing calculators of any kind are permitted.

If an instructor wishes to disallow calculators on a test, this must be communicated to TTC staff in advance. A “no calculators” icon should be placed at the top of each question on the test and the text “NC” should be inserted at the beginning of the test’s name on PrairieTest. (e.g. NC-TEST 1)

Scratch paper will be available and provided to students upon request. Scratch paper brought in by students will not be allowed. All scratch paper will be collected and destroyed by TTC staff.

Identification requirements

Students must show a physical photographic identification to be admitted to the CBTF. While an official UCSD identification is preferred, any form of valid government issued photographic identification will be accepted. No electronic forms of identification are valid for testing at the CBTF.

Should students arrive at the CBTF without an acceptable identification, staff may work to verify the student's identity through UCSD systems at their discretion. Should this cause a delay in a student starting their test, no additional time will be given. Students may be rescheduled for a different testing session at the discretion of TTC staff, although this is not guaranteed.

Instructor Responsibilities

Requesting Service

Instructors wishing to use the CBTF should request testing services at least one quarter in advance. Requests for service will be processed in the order in which they were received and only if there is availability at the CBTF. At present, demand for CBTF services exceeds what is available. Therefore, a request for service does not equate to a guarantee that service will be provided.

Requirements

- Instructors must connect their tests to PrairieTest by the close of business the day before the testing window is scheduled to open. Tests that are not connected at this time are subject to cancellation without the possibility of rescheduling.
- Each test must be piloted in the CBTF prior to the test being administered.
 - Course staff, with proper identification, are welcome to drop in during the CBTF’s operating hours to pilot their tests. Note that Mondays and Tuesdays are generally the quietest days in the lab.
- Instructors must inform students that they will make their test reservations on PrairieTest.
- All accommodated testing will take place at the TTC’s Pepper Canyon Hall 364 location. Accommodated students will schedule their tests in the RegisterBlast system and **not**

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PrairieTest. Scheduling should take place as early as possible in the quarter, but no later than 3 days in advance.

- TTC staff will add all PrairieLearn assessments to the instructor of record's RegisterBlast profile. Instructors will be responsible for adding the email addresses of accommodated students they authorize to test at the TTC in the "restrictions" box of each test on RegisterBlast. Accommodated students will not be able to schedule their tests until their email address is added on RegisterBlast.
- At one week before the testing window is set to open, a statement should be added to the course syllabus, announced in Canvas, or both. The TTC recommends disseminating this information as early in the quarter as possible and in advance of each testing window opening. Please see the below example:
 - Tests for this course will be administered by the Triton Testing Center (TTC) in the Computer-Based Testing Facility in AP&M B349 and B432. The TTC's rules concerning testing are the rules for this course.

You must schedule your tests in advance, and it is recommended that you do so as soon as possible. Scheduling for all tests opens on the first day of instruction. To schedule, visit prairietest.com and log in with your UC San Diego credentials. More information about testing policies and procedures can be found on the [TTC's website](http://tritontesting@ucsd.edu). You may also email tritontesting@ucsd.edu for assistance.

FOR STUDENTS WITH OSD APPROVED ACCOMMODATIONS ONLY If you will be utilizing accommodations for your test, you will take it at the TTC's Pepper Canyon Hall location. You must schedule your test at least three days in advance through the [RegisterBlast system](#). RegisterBlast scheduling is to be done **ONLY by students with OSD-approved accommodations. Tests scheduled via RegisterBlast without accommodations will be cancelled.**

Missed Tests

Should a student miss their test, they may be able to reschedule their test within the permitted testing window at the discretion of TTC staff. A decision will be made based on the projected availability of the remainder of the testing window. Instructors must approve any request to test outside of the designated testing window. Students should use the [TTC Help Form](#) to request rescheduling.

Student Responsibilities

Scheduling

Students must schedule their tests in advance. Walk-ins are not permitted. Students are allowed to change their reservation until 10 minutes before the test begins.

Permitted Items in the Testing Room

Students must store all personal belongings in the designated lockers before entering the testing room. The **only** permitted items are writing utensils and physical identification. All other items are strictly prohibited.

Academic Integrity and Test Security

The TTC is committed to ensuring a fair and honest testing experience. All students are expected to adhere to the [UC San Diego Academic Integrity Policy](#), as well as follow TTC policies and procedures. The TTC takes test security seriously and the following procedures are to protect the integrity of the tests entrusted to us.

- **Proctoring:** All tests are proctored by trained TTC staff. Proctors are responsible for physically monitoring test-takers and testing rooms at all times.
- **Security cameras:** The CBTF will be equipped with security cameras in the near future.
- **Secured belongings:** All test-takers are required to store away everything not permitted in the testing room. Lockers are available outside of the lab for student use.
- **ID checks:** Each test-taker is required to show proof of identity in the form of a valid photo identification. We accept the UC San Diego physical student ID card in addition to valid and physical government issued identifications.
- **Integrity checks:** Before the start of each testing session, TTC staff visually inspect all testing stations for compliance with our policies. Tests are not started until all issues are rectified.

How Alleged Breaches of Test Security and Academic Integrity are Handled

Because of these abundant precautions, integrity breaches rarely occur. When they do occur, the TTC is committed to transparency at each step of the testing process. Should there be an incident where the security or integrity of a test comes into question, the instructor of record will be notified. The TTC will provide a detailed account of the incident and email the instructor a comprehensive incident report with any supporting documentation. If the situation warrants, TTC staff may contact the instructor immediately by phone or email.

Instructors can then use this information to file an integrity violation report with the Academic Integrity Office if they suspect cheating has occurred. Questions or concerns about how tests are administered should be directed to TTC staff via [email](#) or through the [Virtual Front Desk](#).

Irregular Operations

In the event of an emergency, Triton Testing Center will make every effort to ensure the continuation of services while preserving the safety of students, staff, and faculty. The TTC will activate its Emergency Operations Plan, if necessary. Testing center staff will work to reschedule students as soon as possible, and instructors should be prepared to extend testing windows as required.

In the event that testing sessions must be cancelled due to weather, campus events, or network outages, the TTC will create new sessions for the missed tests on the next available day(s) and open them for reservations as soon as possible. **The TTC reserves the right to extend testing windows by up to 3 business days.** All students will be eligible for the new testing windows regardless of previous appointment time.

Helpful Resources

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Instructors can always contact the Triton Testing Center for support and assistance with PrairieLearn and PrairieTest through the [Virtual Front Desk](#) or by [email](#).

Whitelisted Reference Documentation

Several reference documents have been added to the official whitelist and are now authorized for student use in the Computer-Based Testing Facility (CBTF). These documents have been reviewed and approved for inclusion to ensure they meet the requirements of the testing environment and support the intended academic objectives.

[Pandas Documentation](#)

[NumPy Documentation](#)

[Python 3.13.5 documentation](#)

[NetworkX](#)

[Java™ Platform, Standard Edition 8](#)

[Java® Platform, Standard Edition & Java Development Kit Version 11](#)

Other Helpful Links

[Request Course](#)

[PrairieLearn DOCS](#)

[PrairieLearn Workshop](#)

[GitHub: PrairieLearn](#)

[Slack Channel](#)

[PrairieLearn Support](#)

[PrairieLearn: Open Educational Resources \(OER\)](#)

Please acknowledge the terms of this SLA on our form as soon as possible.

The Triton Testing Center reserves the right to update this Service Level Agreement as necessary due to changing circumstances. Instructors will be notified as soon as possible if any changes are made to this agreement during the middle of a term.