Missing Test Submission

Version 2

The Test Centre is here to support students and provide a secure space for accommodated testing. Facilitating accommodated testing requires a collaborative effort between Test Centre staff, Faculty, ALS staff and students. While we make every effort to ensure a seamless experience, there may be occasions when student encounter scheduling mix ups. The questions below will help students to navigate these occasions.

1. What do I do if I go to the Test Centre to write my test, but there is no record of my test?

Professors schedule tests through the RegisterBlast system. This triggers an automated email to students from RegisterBlast that directs them to register for the test. If you did not receive this email and go to the Test Centre to write the test and the staff confirm that there is no test on file for you to write, the staff will direct you to the Test Centre website for the email template you can send to alert your professor and Accessibility Counsellor of this mix-up. If you require support to draft this message, the Test Centre staff will provide assistance, and there are workstations available in the Test Centre for you to utilize.

2. What email message do I send to my instructor?

To inform your instructor of this scheduling mix-up, please use this template for the message:

To: (Professor's Seneca email address)

CC: (Counsellor's Seneca email address), (Test Centre of your campus's email address testcentre.sy@senecapolytechnic.ca , testcentre.nh@senecapolytechnic.ca, testcentre.mk@senecapolytechnic.ca , testcentre.kg@senecapolytechnic.ca)

Subject: Urgent Request: Test Centre Submission for My Exam

The (campus) Test Centre has not received a submission for (your name and student number)

Dear (Professor's name):

I went to the Test Centre on (DATE) to write my (COURSE CODE) test, so I could complete the test with my needed accommodations. Unfortunately, I was unable to complete the test because the Test Centre staff had no record of this test. In order for me to complete my test, the Test Centre staff need to receive a request for my test via RegisterBlast from you as the course instructor.

Can you please update the test booking information via RegisterBlast. The Test Centre and my assigned Accessibility Counsellor is cc'ed on this message so that everyone has the same information.

Thank you for updating the booking information so that I can write my test. I look forward to hearing from you as to when I can complete my test.

Thank you.

(Student Name)

3. Why is there no test for me to write on my expected test date and time?

The Test Centre requires a request to be initiated by course instructors to schedule a test through RegisterBlast. Once the submission is processed, you will receive an email to register for the test. This request facilitates scheduling, printing, and any associated prep work for accommodated testing. If you do not recieve this email and/or there is no test at the test centre on your expected test date, your course instructor did not initiate this request.

There may be different reasons for this: your instructor may have decided to self-manage facilitating your accommodation requirements or they did not initiate a request in error. The instructor is best positioned to answer this. You could also consult your course outline or announcement section of your Blackboard course page for test related information posted by your instructor.

4. Will there be any negative affects on my grades if there is no test for me to write on my expected date and time?

This is a scheduling miscommunication and is not associated with grading. By sending the email to Faculty you are alerting them of the situation. After sending the email, please wait for the professor to answer with instructions on next steps or if you receive a new email from RegisterBlast, follow the steps outlined in that message to finalize your test booking. If you have any issues registering, please go to the test centre for support.