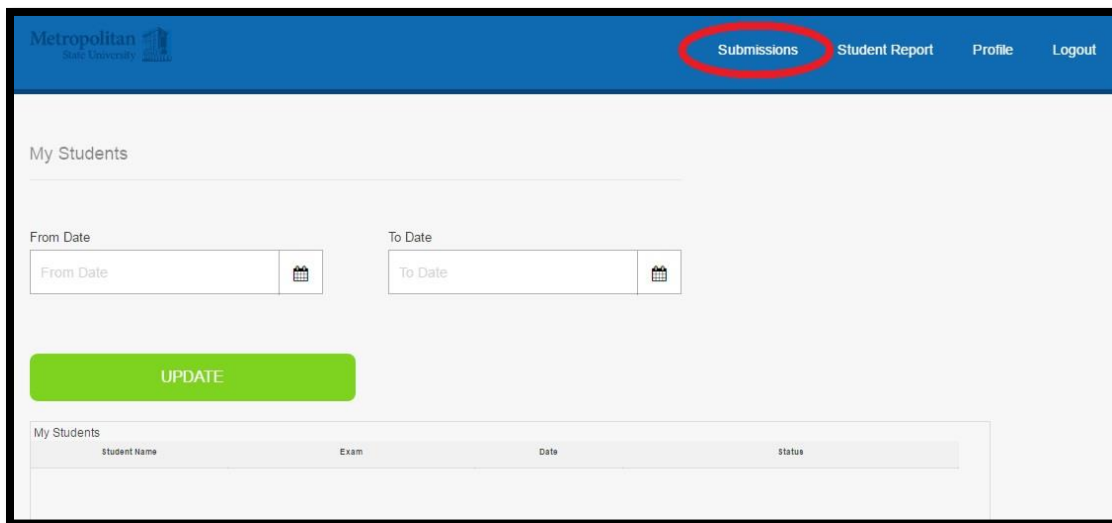


Academic Testing Center Frequently Asked Questions (For Faculty)

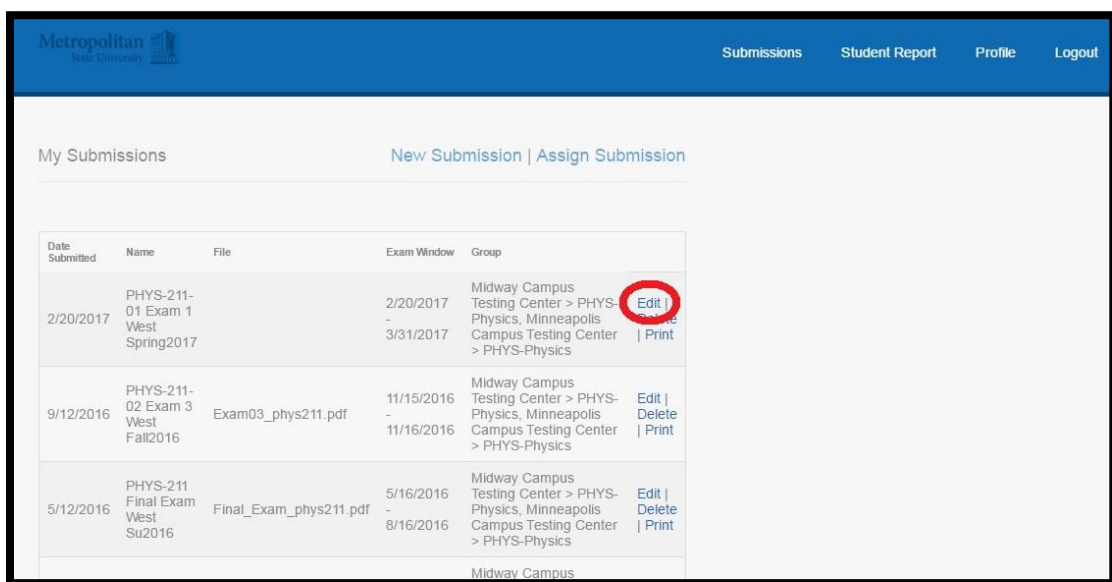
Unless otherwise stated, all instructions begin from your RegisterBlast faculty homepage: the immediate redirect upon logging in at the [Faculty Submission Page](#).

1. How do I change/modify a submission?

From your faculty page, click the “Submissions” link at the top of the page to view your submitted exams.



Find the desired exam in the list and select [Edit](#); this will re-open the submission form for editing.



From the edit page, you will then be able to:

Metropolitan State University

Submissions Student Report Profile Logout

Edit Submission

1 **Test Information**

Test Name

PHYS-211-01 Exam 1 West Spring2017

View | Remove File:

Add additional file to this test

2 **Needed Information**

Phone *

From the edit page, you will then be able to:

- a) Add more eligible students to sit the exam – enter their names & StarIDs into the appropriate textbox.
- b) Download the exam file attached to the submission (click [View](#)).
- c) Replace the old exam (or any uploaded files) with new/modified copies. Click [Remove](#), this deletes the document and returns you to the faculty page. You can then [Edit](#) the submission once more and [Add additional file to this test](#).
- d) Add additional files to the submission needed to proctor your exam.
- e) Modify any of the other fields that indicate how the exam should be administered.

After making your desired changes, you must hit the “submit” button at the bottom to save the changes. **You will *not* be able to change the dates of the exam nor the length of time given for the exam.**

2. How do I extend the deadline for the exam?

Send us an email at testing.center@metrostate.edu with the exam name and new deadline, and we will update it for you.

3. I chose the wrong Allotted Minutes for the Exam! How do I fix it?

Send us an email at testing.center@metrostate.edu with the exam name and new exam duration. Since scheduling issues may occur if the exam duration changes after appointments have been made, faculty cannot edit the allotted minutes after submission.

4. How do I know that you received the exam and that everything worked properly?

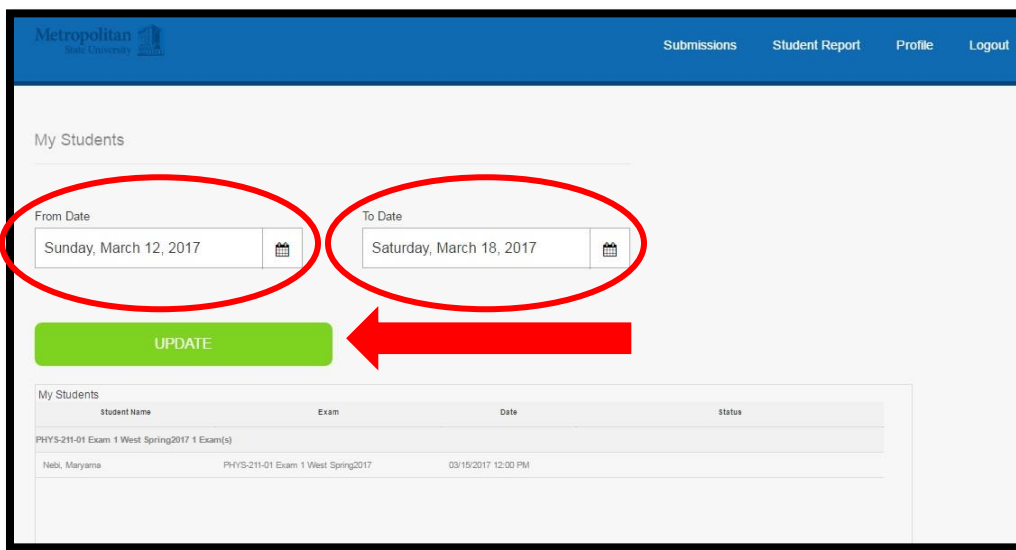
Exam submissions are immediately processed by RegisterBlast. From your faculty page, click on the "Submissions" link at the top of the page – this contains a list of all of your submitted tests. Find the desired exam and select [Edit](#); this will open the submission form. The first item will be the uploaded file name, which you can download by clicking [View](#). If this works for you, then then we have received the exam.

5. How will I know if a student has taken the exam or scheduled an appointment?

From your faculty page, select [Student Report](#), near the top of the page.



Choose *Test Dates* using the calendar feature and then click "Update." The names of all students scheduled to sit your exam(s) within the chosen dates will be displayed. The "Status" field will indicate if a student did not show for an appointment.



6. Will I still receive the completed exam by email?

Yes, we will continue to return completed exams to faculty by email.

7. If we have problems with the system, whom do we call to help us fix/troubleshoot them?

If you are experiencing difficulty with the instructions or steps, please contact the Testing Center (testing.center@metrostate.edu, 651-793-1460).

If you are experiencing technical issues with the website, RegisterBlast also offers technical support (support@registerblast.com).

8. If we have computer-based incompatibility issues, should we ask the Testing Center or RegisterBlast?

Please contact RegisterBlast for compatibility issues (support@registerblast.com).

9. I am having trouble with my exam submission. Why can't I just send the exam as an attachment and you can fix it?

In an extenuating circumstance or emergency situation, please contact us for assistance. Our first priority is to ensure students can complete their exams. Otherwise, we are happy to assist with troubleshooting the exam submission process with you so that future submissions will be fast and successful.

10. How do I get to the website? (also: I lost the email with the web address. Where can I find the link? Is it in the portal?)

The RegisterBlast faculty website is:

<https://www.registerblast.com/metrostate/Professor/>

You may also find this link on the Testing Center website:

http://www.metrostate.edu/msweb/resources/academic_ss/cae/testing_center/index.html

None of these options require logging in to the portal or D2L.

11. How do I know that the exam submission is secure? Is there a way I can ensure students will not access it prior to taking the exam?

RegisterBlast takes exam security and privacy very seriously. All submissions are stored on a domestic, Midwest server (Chicago), and only Metropolitan State University Testing Center staff will have access to that information. Other faculty or students cannot view your exams, exam materials, or submission information. RegisterBlast is also a member of the National College Testing Association and used by other prominent institutions such as the University of Arizona and Florida Atlantic University.

12. Who takes care of old exams? Do I need to delete them, or will staff do it for me?

Faculty are able to delete their submissions, and delete/update old exams at their leisure.

13. Is there a maximum limit on the number of exams I can submit?

To our knowledge, there is no limit to the number of exams faculty can submit. If one exists, RegisterBlast has not yet encountered it from faculty use at other institutions.

14. I have large files to upload for my exam. Is there an upload size limit?

To our knowledge, there is no limit to the upload size. If one exists, RegisterBlast has not yet encountered it from faculty use at other institutions.

15. Is there a limit to the number of attachments per exam?

To our knowledge, there is no limit to the number of attachments per exam. If one exists, RegisterBlast has not yet encountered it from faculty use at other institutions.

16. Why can't I just email the Testing Center my exam?

Due to the large number of emails the Testing Center receives, we want to ensure students receive timely and accurate service. By submitting the exam to RegisterBlast, we ensure that students can schedule sooner and faster. Moreover, any changes you make to the submission, including the proctoring instructions, eligible students, or even the exam document itself take immediate effect. Students and faculty benefit from this automated platform, especially during midterms and finals.