

# Test Scoring Service Level Agreement

Between Center for Information Systems and Service Requesters

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## **Overview:**

The purpose of this service level agreement is to establish the level of collaboration and service, responsibilities, and obligations related to test scoring provided by Center for Information Systems (CfIS).

All parties understand that this is a general agreement and that circumstances not anticipated by this service level agreement may arise. Discrepancies in terminology and responsibilities of involved parties will be revised and decided upon by the Director of Center for Information Systems and the Administrative Computing Advisory Group (ACAG).

Nothing in this agreement supersedes or alters existing SCSU policies or any applicable legislation.

## **Covered Areas:**

Test scoring services are provided to St Cloud State University academic departments to assist with administration of class tests and evaluations. Requests for scanning related to surveys, grant work, and those from outside entities may be assessed a charge and may be declined.

## **Hours of Operation**

During the school year and winter break, the Center for Information staff will provide support from 8 am until 4:30 pm Monday-Friday. During designated "summer hours" period support will be provided from 7:30 am until 4 pm, Monday-Friday. Support is not provided when college is administratively closed, on weekends, and on contractually designated holidays (including but not limited to Veterans Day). Arrangements have to be made in advance for support outside of normal support times.

## Methods of Contact

The Administrative HelpDesk acts as a central point of contact for all test scoring support. To ensure test data privacy, students' answer sheets have to be delivered by hand to the Center. Questions can be directed to 308-2065 (on campus, dial **x82065**). Please note that due to staffing limitations phone support may not be immediately available at all times

## Response Commitments

These commitments apply only during regular support hours. Tests are generally scored within two hours unless heavy test processing period (such as midterm or final examination period) is underway. Requesters will be advised of estimated completion time. At present time, one staff member is available to provide test scoring services. Backup support by student help and other IT staff may be available but is not guaranteed. Vacations, inclement weather, emergencies, and availability of other staff may increase typical response and resolution times. Users will be advised of such delays.

## Responsibilities of Users

Users

- Are required to complete the "header" form completely as indicated at <http://huskynet.stcloudstate.edu/instructional/testscoring/forms.asp>
- Are requested to instruct students to fill bubbles completely using #2 pencil. Erasures must be complete to ensure accurate scoring. Stray marks may result in incorrect score.
- Are encouraged to contact the test scanning specialist in advance of designing a complex test with anticipation of having the Center score it. Highly complex tests may not be scannable. Users are encouraged to consider utilizing Desire2Learn for such tests.
- May request for test scores to be emailed to the campus email address. In this case requesters are highly encouraged to use Web-based access to their email to ensure privacy of the data.
- Will report to CfIS or the campus security coordinator any cases of security incidents, for example if test score data is lost.
- Evaluate and communicate to CfIS the level and quality of service provided.
- Users' departments are responsible for payment of any agreed upon costs to Center for Information Systems.

## Services Provided

- Sale of answer sheets
- Free header sheets
- Reports listed at <http://huskynet.stcloudstate.edu/instructional/testscoring/reports.asp>

## Duration of this Agreement:

This agreement becomes effective as of the date it is signed. It will be reviewed annually by the signatories below.

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*Administrative Computing Advisory Group Representative*

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*Date*

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*Center for Information Systems Director*

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*Date*

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*V.P. for Administrative Affairs*

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*Date*