

Establish a clear rhetoric and transparent policy with professors and students about the number of tests allowed per day to alleviate some of the frustrations associated with the testing center; also establish an online time estimate tracking system for students, similar to Disneyland.

CURRENT CHALLENGE:

The current challenge I wish to make a recommendation is the lack of organization and transparency that is associated with taking finals in the testing center. Lines extend long past the walls of the buildings, students wait hours, take off work, miss other courses, in order to stand in line and hope they have enough time to take their final in the testing center before they have to dash off to an unmissable obligation. This system where we encourage students to come early and hope for the best is flawed at best and places an unneeded burden on the students as well as testing center staff in order to accommodate this need.

PROPOSED SOLUTION:

First, establishing a clear rhetoric and transparent policy with professors and students about the number of tests allowed per day would be helpful in alleviating some of the frustrations associated the testing center. When tests are allowed for 1 week, it means that it becomes possible that every student in that class will take the test on the Thursday, when a student from another class may only have 1 day to take the test and now is forced to wait in a tremendous line just because of the amount of students on that one day that could have been controlled. Capping the amount of tests allowed per day, and shortening the duration which tests can be offered can make it easier for students to accommodate their schedules. Providing it in a clear, transparent way can allow students the feeling of comfort in knowing that the buildup is not simply out of laziness or lack of monitoring but is truly because that is 100% unavoidable.

Second is establishing an online time estimate tracking system for students, similar to Disneyland. Take the average test taking time amount per student, have every student in line slide their id card in order to stand in line and use the formula, along with the number of seats to establish a potential wait time for students to access online. Students then slide their card on the way out and the numbers and time adjust accordingly. This will allow students instead of going when there is a two hour wait to time their testing better to when the line is lower. This will help aid the avoidance of buildup and give students the power to make the decision for themselves, taking the pressure off the testing center staff who often are blamed.

BENEFITS TO FRESNO STATE:

This tracking system along with a stronger monitoring of how many tests can be offered per day could potentially lead to a better, less stressful experience for students as well as allow the staff to refer to these policies when unruly outbursts occur over wait time or other policies. Finals schedules with the testing center are unacceptable, and is a problem that can easily fixed with some minor changes. The idea may be small, but the results are as bold as they come.

ADDITIONAL INFORMATION: