



OWENS  
COMMUNITY COLLEGE

# FAQ for Self-Scheduling Appointments with Testing Services – Fall 2012

To schedule your appointment online, visit [www.owens.edu/testing](http://www.owens.edu/testing)

## **Is there an advantage to self-scheduling my test appointments?**

The main advantage of self-scheduling is that your ability to schedule for a test is not dependent upon a phone call or office visit. You can simply go online and schedule. Self-scheduling is simultaneous to appointments made by Testing Services staff. If you see a desired time, we suggest you schedule it now. All appointments are first come, first serve.

## **How far in advance can I schedule my test?**

The Owens online scheduling system can be used to schedule as close as 12 hours prior to your requested time. You can schedule as far as 30 days in advance.

## **How far in advance can I self-cancel?**

You can cancel your appointment 24 hours in advance. If it less than 24 hours before your appointment, you will need to contact Testing Services at (567) 661-TEST to cancel your appointment.

## **What if I want to schedule or reschedule for a test the same day?**

You will need to call Testing Services to schedule an appointment. Please plan ahead. We cannot make an appointment if the requested test time is less than two hours away.

## **Do I have to cancel an appointment?**

Cancel an appointment if you cannot come during the scheduled time. This will allow another student to test during that time. **If you do not cancel your appointment, a no-show message will be sent to your instructor to alert him/her that did not cancel your appointment. Your ability to self schedule could be impacted if you fail to cancel and miss appointments.**

## **What information do I need when I schedule my test?**

You will need to know your Appointment-Plus login (or create one), your instructor's name, course number (e.g. NRS 121), and the test name.

## **What if I can't see the test for which I want to schedule?**

Every test is listed separately. Double check the test or quiz name/number. For example, check if you need Quiz 3, not Quiz 4. One may be available for scheduling while the other one may not be available. It is important that you select the correct course and test to have the correct amount of test time. If you cannot see your test, Testing Services has not received the test information from your instructor. You cannot schedule for that test. Please check back later to schedule.

## **Do I need to create an account to self-schedule for a test? Why?**

Yes, having an account allows you to schedule and cancel your own appointments. You can book appointments for multiple tests. If you happen to forget your scheduled appointment, you can log onto your account to retrieve the information. This provides you the flexibility to check your appointments even when the office is closed. You can retrieve the information on any computer with an Internet connection.

## **I am getting an error message while trying to schedule, what should I do?**

Please call Testing Services at (567) 661-TEST. We will be happy to assist you.

## **There are no times available for me to test before my test deadline. What should I do?**

We are open for appointments six days per week. Most instructors submit their tests with a substantial amount of time prior to the start and end date of the test. It is your responsibility to plan ahead and schedule your appointments in advance.