Weber State Testing Department

STYLE GUIDE

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Introduction

<u>Weber State University's Mission Statement</u>
"Encouraging freedom of expression and valuing diversity, the
university provides excellent educational experiences for
students through extensive personal contact among faculty, staff
and students in and out of the classroom"(weber.edu).

As a division of Weber State University, the testing department
aligns with Weber's mission statement and aims to create a
positive environment for all. The *WSU Testing Department Style
Guide* is intended to provide a uniform appearance in regards to
written and visual content. This guide will cover aspects of
usage, format, visuals, and content in order to maintain a
reliable and consistent presence. Any employee of the testing
center may refer to this guide when creating content, whether
that be for public use or departmental communication. This
manual is intended to be a guide but is not exhaustive. If any
employee has any questions that this manual does not answer,
please refer to the following resources:

- *WSU Writing Style Guide*
- *Chicago Manual of Style*
- *Merriam-Webster's Manual for Writers and Editors*
- *Merriam-Webster's Guide to Punctuation*
- *Webster's New World College Dictionary*

Updated December 2020

Part 1

STYLE AND USAGE

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Punctuation

Abbreviations

Common abbreviations that relate to the university may be used. For example, WSU does not need to be spelled out because it is recognized in the university setting. Technical abbreviations should be spelled out first, including the abbreviation in parenthesis. After establishing this reference point, the abbreviation can be used (see "Periods" on page 07 for abbreviations).

- Acceptable: Weber State is located in Ogden, <u>UT</u>

- Unacceptable: the testing center is located in the SS building
    - The reader may not know what "SS" stands for
- Acceptable: the testing center is located in the Student Services (SS) building
    - A reference point (SS) was established. Now the abbreviation of SS may be used without the reference.

- Acceptable: she earned a B.S. in Nursing
    - Degree abbreviations are common university terms

- Unacceptable: a f.f calc may be used
- Acceptable: a four function (f.f) calc may be used

Apostrophes

Plural nouns that do not end in 's' should use an apostrophe to demonstrate ownership

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- Example: the testing department's room
- Example: the proctor's responsibilities

Plural nouns that end in 's' should add an apostrophe on the <u>end</u>
- Example: the desks' chairs
- Example: the examinees' belongings were stored away

Capitalization

Capitalize the first word of every sentence. Capitalize all names and proper nouns. For example, Joe Doe is capitalized. Capitalize the names of departments only when using the full name. For example, 'testing department' is not capitalized. However, Weber State University's Testing Department is capitalized.

All words of headings should be capitalized, excluding articles. For example, 'Payment Information' should be capitalized. 'Entering the Information' should exclude the capitalization of 'the'.

Colons and Semicolons

To avoid excess colons and semicolons, use a period if possible. If necessary, use a colon or semicolon to introduce lists and separate list items
- Example: they had been testing for hours; they looked exhausted
- Example: the test consists of three sections: reading, writing, and science
- Example: make sure to find your test room; check in with the front desk; and wait quietly for call time

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Commas

When using commas in a series, add a comma after every item and

before 'and'.

- Acceptable: calculators, scratch paper, and pencil
- Unacceptable: calculators, scratch paper and pencil
- Acceptable: Wildcat card, ticket, and confirmation number
- Unacceptable: Wildcat card ticket, and confirmation number

When connecting two independent clauses, use a comma before
'but' or 'yet'
- Acceptable: he tried to check in, but he didn't have an
  I.D.
- Unacceptable: he tried to check in but he didn't have an
  I.D.
- Acceptable: you may use the restroom, but do not pull out
  your phone
- Unacceptable: you may use the restroom but do not pull out
  your phone
- Acceptable: she arrived early, yet she didn't seem excited
- Unacceptable: she arrived early yet she didn't see excited
- Acceptable:

When connecting two dependent clauses, do not use a comma
- Acceptable: I arrived late and forgot to clock in
- Unacceptable: I arrived late, and forgot to clock in
- Acceptable: he brought a calculator but not an I.D.
- Unacceptable: he brought a calculator, but not an I.D.

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Exclamation marks

Avoid exclamation marks if possible. Contact the testing supervisor before using such marks (truly, they are not necessary). We do not want readers to think we are yelling at them.

Hyphenation

Generally, hyphens should be used sparingly. If a word can be written without using a hyphen, do not use a hyphen. Single letter words should be hyphenated. See below for examples.
- Example: recreate, not re-create
- Example: retest, not re-test
- Example: e-store
    - This is hyphenated because it involves a single letter

Lists

Only use lists when introducing three or more items. Use bulleted lists when listing items. Do not use numbered lists. Always introduce your list with a descriptive sentence (see "Periods" page 07). An example is listed below:

Bring the following to test:
- Calculator and pencil
- Confirmation number
- Government issued ID

Parentheses

Parentheses should be used to enhance a statement or add information. If a comma can be used, use a comma.

- Acceptable: the testing center offers tests for WSU classes (Chi tester and paper)
- Unacceptable: the testing center offers tests for WSU classes, Chi tester and paper

- Unacceptable: remember to bring a calculator, calculator requirements are the same for the National ACT
- Acceptable: remember to bring a calculator (calculator requirements are the same for the National ACT)

Periods

A period should follow the end of every sentence except for items in a list. If an abbreviation has all uppercase letters, do not use a period. If an abbreviation has lowercase letters, use a period in the middle but not at the end. Academic degrees may or may not use a period: it is up to the user's discretion.

- Example: ID, not I.D
- Example: f.f, not ff (four function)
- Example: MBA or M.B.A

Question marks

Question marks should follow the end of any questions.

Quotation Marks

Periods and commas should go outside quotation marks. Question marks, exclamation points, and semicolons should go inside the quotation marks if they are part of the quote.
- Example: Professor Smith said, "Absolutely not!".
- Example: "We will do our very best to help you.", said the supervisor.

Names

Personal names, names of campuses, names of buildings, and exam names should generally be capitalized. Capitalize all proper nouns (names).
- Example: Tracy Hall, not Tracy hall
- Example: Dr. John Doe, not Dr. john doe
- Example: Davis Campus, not Davis campus
- Example: Student Services, not Student services
- Example: Math 1080 Exam 1, not math 1080 exam 1
- Example: testing center, not Testing Center
- Example: Student Services Testing Center, not student services testing center

Numbers

Generally, numbers should not be spelled out.
- Example: 2 pages of notes, not two pages of notes
- Example: fifty available desks, not 50 available desks
- Example: we have 8 testers, not we have eight testers
- Example: pages 1-20, not pages one through twenty
- Example: there were 500 exams, not there were five hundred exams
- Example: we need 50 slips of paper, not we need need fifty slips of paper
- Example: we had 300 testers on Wednesday, not we had three hundred testers on Wednesday

Part 2:

VISUALS

Logo

The testing department does not have a logo. When a logo is absolutely necessary, use the logo of Weber State University. This logo should be appropriate and support Weber's mission and values. Always get supervisor permission before using a logo.

Color

The default color for text is black. When writing online, use red text for recent changes (see examples). Use blue text for links. Bolded text may be used for headings. Other colors may be appropriate to use, but check with the supervisor first. Generally, color should not be overpowering and should support the overall content. The color of paper (printed forms like contracts or manuals) does not matter, but try to use white if possible. Lamination is not necessary but encouraged. Scratch paper colors should vary (see "Format", page 11).

- Starting Fall 2020, we will no longer accept food handlers permits as identification
- Starting Fall 2020, you will need to bring your own pencils

Photography/Videography

Do not use copyrighted photos or videos. Always get supervisor permission before using photos or videos on the website. Generally, the photos will not change. Videos are usually not necessary for the website; check with a supervisor before adding any changes to the website (see 'Website, page 20). When sending photos virtually, make sure they are clear and visible.

Part 3:

FORMAT

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Online

The website will be formatted through the marketing department (see "Website", page 18). When posting any other online content (specifically e-Store), make sure that the headings are centered and underlined. The paragraphs should be aligned left. See the Testing Center e-Store for example: (https://secure.touchnet.com/C20249_ustores/web/product_detail.jsp?PRODUCTID=342)

Physical

Physical forms should follow the same general formatting guidelines. These have already been created, so always check with a supervisor before altering any forms. All employee notes should be written or typed on a 8.5 inch x 11 inch paper. It is up to the user's discretion if they want to use a bulleted list or paragraph form. See "Materials" below for examples).

Scratch

Scratch paper should all be cut with the same measurements: 8 inches x 4 inches. The colors available to use are: purple, green, yellow, salmon, blue, and pink. Ask the testing secretary for permission to cut new paper.

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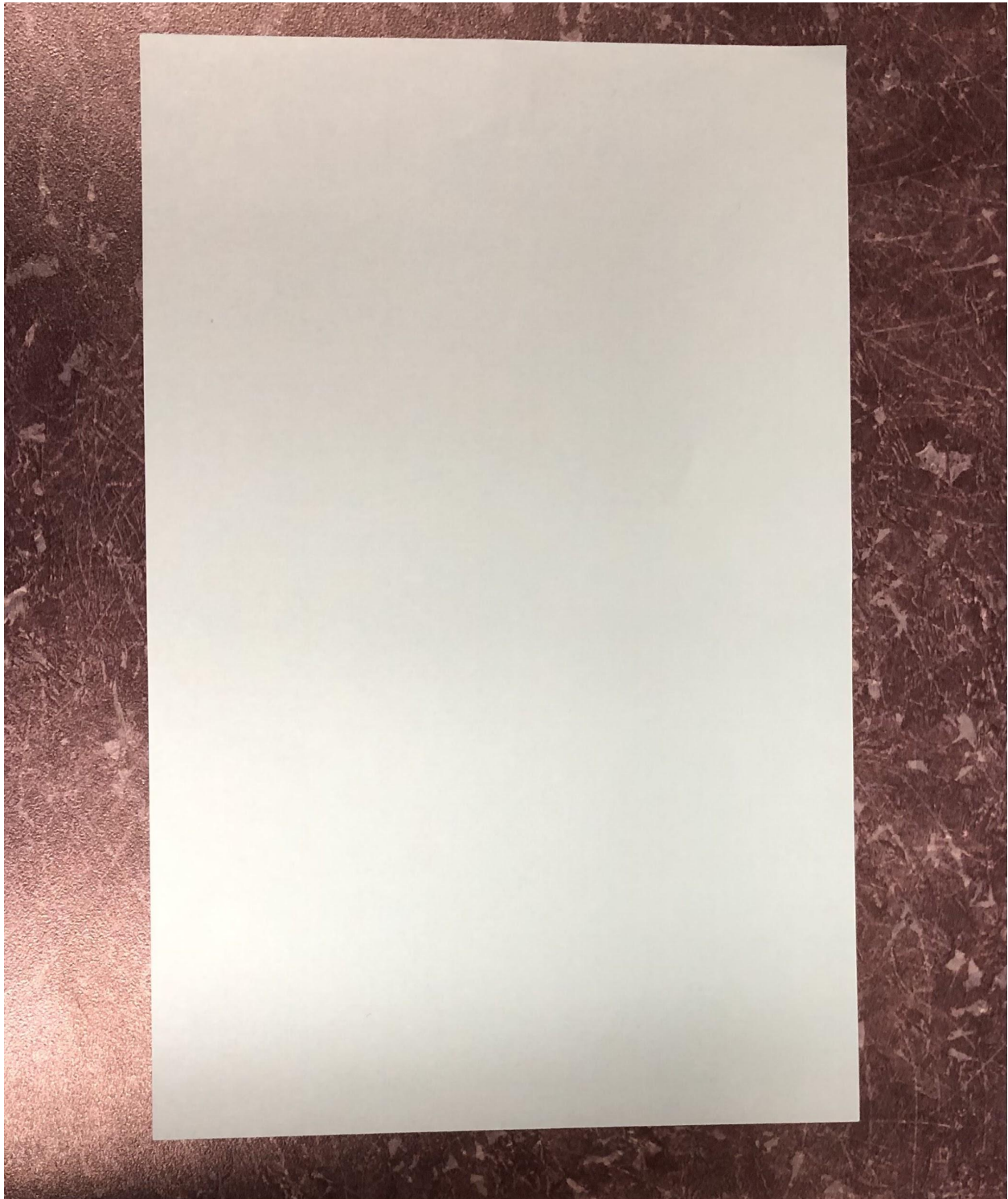
Test Contract Page

Weber State University Testing Services

Please fill out this form and return it to the Testing Center where you are requesting testing services. For questions or concerns please contact us at ext. 6803 or visit us at www.weber.edu/testing

Test Information

Course and Test Name: (e.g. Math 1080 Exam 3) _____

Instructor's Name: _____ _____   Section Number(s): _____

Number of Tests Being Submitted: _____

Beginning Date: __M__/__D__/__Y__   Ending Date: __M__/__D__/__Y__

Test Type: (Please Circle One) Scantron / Paper / Supplemental Sheets

Time Limit: Yes / No   Time Allowed: Hours_____ Minutes_____

Special Instructions

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Number of Tests at other Centers:
Student Services _____ Social Science _____ Science Learning _____ Davis _____ West _____

Testing Aids: (Please Check)

Materials:
- ☐ Scratch Paper
- ☐ Open Book
- ☐ Ruler
- ☐ Note Card:
  - _____ Size
- ☐ Notes:
  - _____ Pages
- ☑ *Student Keeps Notes

Dictionary: Paper
- ☐ English Dictionary
- ☐ Foreign Dictionary

Restroom break:
- ☐ One Restroom Break
Please note that by allowing a restroom break, the instructor waives test security. The Testing Center will retain ALL tests and materials, during this time.

Calculator:
- ☐ Four Function Calculator
- ☐ Scientific Calculator
- ☐ Financial Calculator
- ☐ Graphing Calculator
- ☐ Other: (Please Specify)
  - _____

Other:
- ☐ Periodic Table

*Please note that by allowing students to keep notes the instructor waives test security, if this item is left unchecked testing will retain ALL notes and destroy them.

Testing Center Use Only

Date Received: __M__/__D__/__Y__   Confirmation Number: _____

Receiver's Name: _____   Entered in Chi by: _____

Official Exam Parameters Modification:

_____

_____

Modified By: _____   Date: __M__/__D__/__Y__

Official Exam Parameters Modification:

_____

_____

Modified By: _____   Date: __M__/__D__/__Y__

TESTING CENTER CLEANING

After Every Tester
- ❑ Desk
- ❑ Keyboard
- ❑ Mice
- ❑ Headset

Every Two Hours
- ❑ Check-In Counters, Cabinets, Mice, & Keyboards
- ❑ Proctor Desk & Computer
- ❑ Door Handles
- ❑ Phone

When Bins/Baskets Are Full (Or As Needed)
- ❑ Sanitize
    - ❑ Tabs
    - ❑ Calculators
    - ❑ Pencils/Pens/Markers

Closing Cleaning Tasks
- ❑ Empty and Sanitize Bins/Baskets
- ❑ Restock Tissue, Hand Sanitizer, etc.
- ❑ Inform Supervisor if Supplies Are Running Low

CLEANING TIPS

- ❑ If possible, try to wait for multiple seats to empty before cleaning to conserve supplies.
- ❑ Avoid getting computers, mice, keyboards overly wet.
- ❑ Spray cleaner onto paper towels instead of directly on counter/mice/keyboards/etc.

SUPPLY LIST

- ❑ Wipes
- ❑ Paper Towels
- ❑ Multi Surface Spray
- ❑ Face Masks
- ❑ Gloves
- ❑ Hand Sanitizer
- ❑ Tissues

Part 4:

CONTENT

Terms

Generally, terminology is used with inter-department communication. Here are some of the most common terms used at the Testing Center:

Center: refers to one of the five buildings that have testing centers (Student Services, Tracy Hall, Lindquist, Stewart Library, and Davis)

Chitester: exam management system used at WSU

Computer Exam: exam that a professor inputs on chi and is administered electronically

Confirmation Number: confirmation that a proctor receives after inputting a paper exam into ChiTester

Contract Page: the form a professor fills out in order to drop off a paper exam at a testing center

Coordinator: individual who runs a specific center (there are 5)

Government photo identification: Wildcat card, drivers license, military ID, or passport. One of these are required to test

National Exams: exams that are not administered by WSU

National Proctors: proctors that have the credentials to administer National Exams

Paper Exam: exam that a professor prints on paper and brings to a testing center

Proctor: an hourly employee that works at the testing center

Proctorio: online test administering system used by WSU

Scratch paper: testing center provided scratch paper. Students cannot bring their own

TAS Time Clock: virtual timecard for WSU employees

Testing Aids: materials a tester is allowed on their exam (e.g. scratch paper, calculator, etc.)

Testing Coordinator: the person who runs an individual testing center

TouchNet: the payment system utilized by WSU

W#: number given to a student by Weber State. This can be found in a student's e-Weber portal. Students must know their W# to test

Website

The content of the testing center's website must be approved by a supervisor. It is then sent to the marketing department, who will format it according to Weber State's standards. Do NOT post anything on the website without going through these proper

channels. When creating content, make sure to use the appropriate tone (see below).

WSU's Testing Department is:
- Professional but not uptight
- Helpful but not pushy
- Communicative but not assuming
- Supportive but not bossy
- Kind but not a doormat

In any form of communication, whether that be verbal, written, or electronic, strive to be as professional and helpful as possible. Remember, many students are nervous when they come into the testing center. Try to make it as positive of an environment as you can. Follow the rules of the testing center but be helpful, kind, and supportive.
- Unacceptable: if you don't bring an ID, you can't test!
- Acceptable: an ID is required to test

- Unacceptable (verbal): "I wasn't the one who messed up your exam, professor, so it's not my fault"
- Acceptable (verbal): "I apologize for the misunderstanding, professor. What can I do to make this better?"

- Unacceptable: I don't agree with it and I think it's stupid, but bring a mask
- Acceptable: in accordance with Utah health guidelines, a facial recovering is required to test

- Unacceptable (verbal): "I've answered this question a billion times"
- Acceptable (verbal): "*provides answer*. Please refer to weber.edu/testingcenter and the information will be listed *here*"

- Unacceptable (verbal): "I saw you cheating!"
- Acceptable (verbal): "There was a violation of testing policies and I'm going to explain what we're going to do next"

- Unacceptable: read the instructions
- Acceptable: please read the instructions listed below

- Unacceptable (verbal): "There's nothing else I can do. You're going to have to deal with it"
- Acceptable (verbal): "These are the testing center policies. Would you like to speak with my supervisor?"

- Unacceptable (verbal): "Did you write it down? Be sure you don't forget!"
- Acceptable (verbal): "If you have any more questions, give us a call back"

- Unacceptable (verbal): "I know. John Doe is the worst proctor here. He is always messing up"
- Acceptable (verbal): "It seems a mistake has been made. I apologize and will work with you to help"