Dear Faculty,

Welcome to the Spring semester! In an effort to best serve our customers, there are a few updates to the Testing Center policies for the Spring semester that we want you to be made aware of.

1. **Art pieces installed in the Testing Center**
   Art pieces have been installed in the facility by the most excellent folks from the School of Arts and Humanities, specifically the SPN2 Gallery.

2. **Testing Center Tours**
   To help our customers become more comfortable with the facility and processes, we offer tours of the Testing Center throughout the semester every Wednesday from 9am -11am.

3. **We will no longer accept walk-ins**
   Currently students are required to make reservations 72 hours prior to taking their exam. This is done so we can schedule a sufficient number of proctors to monitor test-takers and ensure there are enough seats available. Previously, we have done our best to accommodate the occasional student who did not plan ahead and make a reservation by allowing them to wait for a seat to become available. However, we have experienced a *drastic* increase in students not making reservations. Continuing to allow walk-ins has become unsustainable. We do understand that unforeseeable events happen and we will allow exceptions.
   - Should a student be unable to make a reservation, they will be referred to their professor, who will determine how and when the exam should be taken. The Testing Center will work with faculty to make exceptions/accommodations as needed. If you would like your student to take the exam that day (or at another time), we will absolutely make that happen with an email (infotestingcenter@utdallas.edu) or phone call (972-883-5498 or 972-883-6735) from you.

4. **We will discontinue Lockdown Browser for exams taken at the Testing Center**
   Lockdown Browser conflicts with our monitoring software, preventing recordings from being made that can assist Faculty & Judicial Affairs in investigating testing irregularities. Rest assured, with the monitoring software we have in place, there will be no loss in security or functionality. Our monitoring software accomplishes what Lockdown Browser does, but it allows us to make recordings during testing. If you are interested in seeing how our safeguards work, we will be happy to schedule an appointment with you for a demo.

As always, we are here to assist you in any way we can. If you have any questions or concerns, please do not hesitate to reach out to us.