

SLC FAQs

General Questions:

1. When is the SLC open?

A. Main Campus (downtown):
Monday-Thursday, 10 am- 8 pm
Friday, 10 am-4 pm
Saturday, 9 am-5 pm

Dublin Testing Center:
Thursday, 4-8 pm and Select Saturdays, 8 am - 12 pm

Please Note: Shorter hours are held between trimesters. For dates and times, please contact the SLC at 614.947.6800 or toll free at 1.866.341.6206.

2. What is the SLC Mailing Address?

A. Student Learning Center (SLC)
Franklin University
201 S. Grant Ave.
Fisher Hall, 1st Floor
Columbus, OH 43215

3. How do I contact the SLC?

A. You can contact the SLC by phone at 614.947.6800 or toll free at 1.866.341.6206. You can also email slc@franklin.edu.

Testing:

4. Do I need an appointment to take a test at the SLC?

A. CLEP, FUPE, and Distance Education tests do require an appointment. To schedule for a CLEP, FUPE, or Distance Education test please go to www.franklin.edu/slc.

However, out-of-class, placement, or make-up tests, do not require an appointment. Just be sure to allow enough time to complete the test before the SLC closes for the day.

5. What do I need to bring to take a test?

A. A valid, government-issued photo ID is required. Your instructor will let you know whether you are permitted to use materials such as notes, calculator, textbook, or dictionary during your exam.

For CLEP, FUPE, and Distance Education tests, please bring your registration confirmation email in addition to a photo ID. Additionally, CLEP test takers need to present two forms of identification.

6. What is a proctor?

A. A proctor is a person designated to administer exams. For Franklin University classes, your proctor must be approved by your instructor. The SLC provides proctoring services for Franklin students who live in Central Ohio. Distance students must select a proctor in their home area. We suggest testing sites, colleges, universities, community colleges, libraries, military outposts (if applicable), or your human resources department (if applicable). Proctor guidelines are available at www.franklin.edu/slc.

7. How do I find a proctor?

A. For Central Ohio students, you must take out-of-class tests at the Student Learning Center's Main Campus or at the Dublin Testing Center. Other students should select a proctor near their home town.

Many Franklin University Community College Alliance (CCA) schools provide proctoring services for Franklin students. If you are not near a CCA school, contact a local community college or university in your area. Please refer to the National College Testing Association's Consortium of College Testing Centers website, which lists proctoring centers in 44 states.

Please note: The SLC must approve your proctor, and some institutions may charge a fee for proctoring services.

8. What is a Proctor Request form?

A. Your instructor may request that you fill out a Proctor Request form. This notifies your instructor of the location where you intend to take your tests, and begins the proctor approval process. You will find this form on your course webpage under the communications tab once you log into your myFranklin account. Please note this form will need to be completed for every class in which you are enrolled.

9. What if I missed my test deadline?

A. Neither the SLC nor any other test proctor can grant an extension on a test without the express consent of the course instructor. If you miss your exam deadline, please contact your instructor and make arrangements for an extension. If you are granted an extension, please be prepared to provide proof of that extension when you arrive to take your exam. The SLC will either need to speak with your instructor directly or you will need to present an email stating your new deadline.

10. I am not a Franklin student. Can I take exams at the Student Learning Center?

A. Yes. Students from other institutions may take exams at the SLC. Cost per exam is \$25. You may register for, schedule, and pay for your exam online at www.franklin.edu/slc. If you have questions regarding testing at Franklin, please email testing@franklin.edu.

11. I am a new Franklin student and need to take my placement tests. Do you have study guides for those exams?

A. Yes. You may pick up printed study guides at the SLC, or you may access study guides online at www.franklin.edu/slc. When you are ready to test, make sure to present a photo ID and be sure your Enrollment Advisor or Academic Advisor has sent your Placement Testing Email Request to our department.

12. I am an instructor and need to fill out the Online Test Administration Request form. Where can I access it?

A. Faculty can access the Online Test Administration Request form via Clearspace at <http://community.franklin.edu> by entering the search term, "Online Test Administration Request".

FUPE:

13. What is a FUPE?

A. Franklin University Proficiency Exam (FUPE) was created by Franklin University as an alternative to classroom credit. Contact your Academic Advisor to see which FUPes you are eligible to take. To view a list of current exams available for Franklin University students, visit www.franklin.edu/slc.

14. Are FUPE study guides available?

A. Yes. You may pick up printed study guides at the SLC, or you may access them at www.franklin.edu/slc.

15. How do I register, pay for, and schedule a FUPE?

A. You must register, pay for, and schedule prior to taking a FUPE. You can register, pay for, and schedule a FUPE online at www.franklin.edu/slc.

16. How much does a FUPE cost?

A. \$40 per credit hour.

17. How do I receive credit for taking a FUPE?

A. Credit is awarded toward degree completion hours and does not affect your GPA. Many FUPE exams are forwarded to faculty for evaluation. You can expect to receive results of the test approximately three to four weeks after the examination date.

CLEP:

18. What is a CLEP?

A. The nationwide College Level Examination Program (CLEP) provides standardized tests that award college credit. Contact your Academic Advisor to see which CLEPs you are eligible to take, and the amount of credit granted for each exam. View a list of current exams available for Franklin University students at www.franklin.edu/slc.

19. Are CLEP Study Guides available?

A. Yes, please refer to the reference book, CLEP Official Study Guide, 18th Edition, 2006. A copy is available at the SLC for your reference. You may also borrow one from any library. For additional CLEP information, you may visit <http://www.collegeboard.com/student/testing/clep/about.html>.

20. How do I register, pay for, and schedule a CLEP?

A. You must register, pay, and schedule prior to taking a CLEP. To do this, visit www.franklin.edu/slc.

21. How much does a CLEP cost?

A. \$92 per examination. All CLEP examinations are based on the following fee structure: CLEP exam fee (\$77 currently) plus \$15 administration fee.

22. How do I receive credit for taking a CLEP?

A. Credit is awarded toward degree completion hours and does not affect your GPA. Upon completion of your exam, you will immediately receive a score report. However, your results will not appear on your transcript for approximately three to four weeks after the examination date.

Tutoring:

23. Where is face-to-face tutoring held?

A. Tutoring is conducted solely at Franklin's Main Campus, downtown in Fisher Hall. The address is 300 E. Main St., Columbus, OH 43215.

23. In what subjects does the SLC offer tutoring?

A. Tutoring is available for Accounting 215 and 225; Computer Science 101, 111 and 121; Computer Literacy 085, 106, 107, 108, and FranklinLive!; Information Technology 136; Principles of Finance 301; WEBD 101 and all math classes through 215. Help with writing in any subject is also provided. All subjects listed above are available online by appointment.

24. What types of tutoring formats are offered?

- A.
 - Scheduled math and writing appointments
 - Drop-in Lab sessions
 - Online sessions via FranklinLive!
 - Online writing review

25. When can I schedule my tutoring appointments?

A. You can schedule your tutoring appointments one week in advance by calling the SLC at 614.947.6800 or toll free at 1.866.341.6206.

26. What are the SLC tutoring policies?

A. Access the SLC Tutoring Policies & Student Expectations at www.franklin.edu/slc. Please review prior to all new tutoring appointments.

27. Can I schedule two consecutive appointments for writing and math tutoring?

A. Consecutive appointments for any subject are not permitted. Students may have two appointments per week for writing and math, but they must be on different days.

28. How do I cancel my tutoring appointment?

A. If you are unable to attend your scheduled tutoring appointment, please call 614.947.6800 or toll free at 1.866.341.6206 to cancel. A tutoring appointment must be canceled more than two hours prior to the appointment time to avoid any penalties. Failure to do so may result in suspension of your appointment privileges. Please refer to the SLC Tutoring Policies & Student Expectations at www.franklin.edu/slc for more information.

29. How do I access the FranklinLive! software for my online tutoring appointment?

A. You may call the SLC at 614.947.6800 or toll free at 1.866.341.6206 to sign up for an online appointment. You will only need to install the software one time.

High-Speed Users: The SLC will send you an email containing the appropriate chat room link along with instructions.

Dial-Up Users: The SLC will send you a CD via postal mail to your home. Also included will be documentation listing your chat room link along with instructions.

Workshops:

30. What workshops does the SLC offer?

A. Test Review Workshops are currently offered for the following courses:

- Accounting 215
- Accounting 225
- Math 040
- Math 150
- Math 215

Skill-Building Workshops include:

- APA
- Essentials of College Writing
- Writing and Researching
- Basic Calculator
- TI-83 for Stats

For further information, including dates, times, and locations of specific workshops, please see the workshop schedule at www.franklin.edu/slc.

31. How can I register for a workshop?

A. Students are able to register themselves for workshops via an online registration system. You can register for a workshop at www.franklin.edu/slc.

SLA:

32. What is SLA?

A. The Structured Learning Assistance (SLA) program offers a facilitated review of course content on a weekly basis to those students enrolled in MATH 150 or MATH 215. This program offers students the opportunity to review course material in an effort to clarify any questions that may arise week to week. For more information on the SLA program, contact the SLC at 614.947.6800 (toll-free 1.866.341.6206) or sla@franklin.edu.

33. How do I sign up for SLA?

A. Registration for SLA occurs at the beginning of each trimester. Please contact the SLC for more information on registering for this program. You can reach the SLC at 614.947.6800 (toll-free 1.866.341.6206) or sla@franklin.edu