



Frequently Asked Questions (FAQ's)

HOW DO I SIGN UP FOR THE TEST?

- All tests are by appointment. Please go online to make an appointment for a General Test (Accuplacer), PTESL (Placement test for English as a Second Language) or for the Spanish Test
 - Chemistry Diagnostic Test must be scheduled in person. Please see [Chemistry](#).
- If you are re-testing, please contact us through email, phone or in person for eligibility and to make your appointment.

AM I ABLE TO SCHEDULE AN APPOINTMENT?

- Make sure you are using your 7 digit only Norco College Id number and your date of birth MM/DD/YYYY
- Make sure you are scheduling your appointment at your home campus location
 - If you don't know which college you selected as your home college, log into [WebAdvisor](#) and click "Update Program of Study" to locate this information.
- If you are a first-time college student, please make sure you have completed the Online Orientation through your WebAdvisor account.
- If you already have a placement test on file, you will need to contact our office or stop by in person to schedule a re-test or different test manually. Please contact us through phone, email or in person to further

CAN I PREPARE FOR THE ACCUPLACER PLACEMENT TEST?

- Yes, we strongly advise you to review the study. Please refer to [Test Preparation & Testing Rules](#) to view the study guides for the Accuplacer placement test.

WHAT DO I NEED TO BRING WITH ME?

- A valid picture ID. State-issued ID/licenses are best, but passports, IDs from other colleges and high school IDs are acceptable.

WHAT NOT TO BRING?

- Paper, pen/pencil is provided.
- Electronic devices are not permitted during the test.
- Children, food or drinks are not allowed in the testing lab.

WHERE DO I PARK MY CAR?

- To park your car on campus, you must purchase a temporary parking permit (\$3) at a Parking Pay Station in LOTS A or B and across the Library near College Way.
- Call Parking Services at (951) 222-8521/8522 with any parking questions/concerns.
- [Campus Map](#)

WHERE IS THE ASSESSMENT CENTER LOCATED?

- The Assessment Center is located on the first floor of the Wilfred J Airey Library building. See [campus map](#) for directions.

HOW LONG IS THE TEST?

- There is no time limit on the Accuplacer placement test but we advise you to set 2 hours aside for the entire test.
 - If you don't finish your test, we can make another appointment for you to return and finish your test
- Breaks are allowed if needed.
- All other tests are timed (PTESL, Spanish & Chemistry). Please set aside 2 hours aside to complete these tests.

CAN I RETEST IF I DON'T LIKE THE RESULTS?

- Placements are meant to be taken only once, however, Norco College has an existing retest policy.
 - One retest is allowed within a 5 year period starting from the original test date.
 - Students may request a retest in the Assessment Center if:
 - Placement results on file are over a year and a day AND enrollment into English, reading, or math has not yet occurred.
 - A grade of at least a "C" or "P" has been earned after completing an RCCD math or English course.
- Students can appeal to retest sooner if they can provide compelling evidence that the initial placement level is not an accurate reflection of their ability OR with proof that an appropriate academic intervention has occurred. Please visit the Counseling Office for assistance with the appeal process.

WHERE DO I FIND OUT MY RESULTS?

- You will be provided with a copy of your results when you are finished with the placement test.

CAN I LOCATE MY PLACEMENT RESULTS ONLINE?

- You can locate this information in your [WebAdvisor](#) account under Placement Test Summary. This information will appear after 1-2 business days after you've completed the test.

WHAT HAPPENS AFTER I COMPLETE THE PLACEMENT TEST?

- **First-time college students**- click on the following link and refer to the flyer "[What's Next](#)"
- **Transfer or returning students**- click on the following link and refer to the flyer "[What's Next](#)."

I TOOK THE PLACEMENT TEST AT ANOTHER COLLEGE, CAN I USE THOSE RESULTS?

- Norco College can only accept placement results from the Accuplacer placement test.
 - If you took a different placement test, please sign up to take our Accuplacer placement test.
- If you took the **Accuplacer** placement test at another college, you may submit them for evaluation if:
 - You completed the Accuplacer test on or after 7/2/2001.
 - If your Accuplacer results are over 1 year.
- A print out of your Accuplacer test results with the **raw scores** (a print out from student records cannot be accepted) must be submitted by the student along with the "Matriculation Appeal for Outside Placement Evaluation."
 - This form is available in the Assessment Center during the testing hours of operation.
 - The form must be completed in person by you at the same time you submit your results. Faxes are not accepted.
- Assessment Center staff will process your test scores along with multiple measures data you provide on the "Matriculation Appeal for Outside Placement Evaluation" form to determine your appropriate placements.

- You will be notified of your placements within five days.

Please note, due to different scoring criteria from college to college, placements may not be the same as you earned at the other college.

I HAVE ALREADY STARTED MY ENGLISH, MATH AND READING COURSES AT ANOTHER COLLEGE, DO I STILLE NEED TO TAKE THE TEST?

- Make an appointment with a counselor to discuss the English, math and reading courses you completed. They will help you determine if you need to test.

CAN MY TEST RESULTS BE SENT TO ANOTHER COLLEGE?

- Yes. You will need to complete the [Request to Release Placements](#) form. We will only release your test results to another college.
 - Students can always come to the Assessment Center to request a copy.

ARE MY NORCO COLLEGE PLACEMENT RESULTS GOOD FOR RIVERSIDE CITY COLLEGE AND MORENO VALLEY COLLEGE?

- Yes. Any test taken in the Assessment Center at any Riverside Community College District campus is good for classes at any campus.

MY EAP RESULTS WAIVED MY PLACEMENT TEST BUT NOW I CANNOT ENROLL IN THE COURSE. WHAT DO I DO?

- Placements through EAP results are valid for 2 years from the date the EAP test was taken.
 - Please make an appointment to take the placement test if you did not successfully complete your English and or math course with-in the mentioned time frame.

I AM STILL IN HIGH SCHOOL, BUT I WANT TO TAKE CLASSES AT NORCO COLLEGE.

- If you are plan on taking classes while still attending high school, click on the following to view the [Concurrent Enrollment process](#)