

Subject: Proctoring Services

Purpose:

In our role of supporting lifelong learning, we will provide a proctoring service to our patrons to facilitate their ability to take examinations for their online or distance education courses.

Policy:

Proctoring examinations is a service provided for any individual upon request and based on the availability of staff. A library card is not necessary unless the student is required to use a library computer to complete the examination. There is no fee for proctoring an examination but the student is responsible for any incidental costs associated with the examination, such as postage or faxing. If the examination is to be returned by mail, the student must provide the prepaid envelope if it is not included as part of the packet.

Students are asked to schedule the proctor date with staff one week in advance to provide time to make all the necessary arrangements. Preferable times to schedule examinations are during regular library hours Monday through Friday but requests for weekend proctoring will be considered and accommodated according to staff availability. The Library reserves the right to refuse or decline proctoring services to any individual if that request is beyond our ability to administer the exam. If the student requires the use of a library computer to complete the exam, the student must have a MFRL library card in good standing and is responsible for making their own computer reservation. Staff will remove the filtering software and/or extend the time to accommodate the maximum time allowed for the examination.

Guidelines:

- Prior contact between the testing institution and the library is required so that credibility and examination requirements can be verified.
- The student is responsible for confirming that examination materials have arrived at the library prior to the scheduled examination date.
- The student will allow sufficient time to take the examination before the deadline established by the institution.
- The student will arrive on time. There is a 15 minute grace period after the scheduled time or the proctoring service will be cancelled. Examinations must be completed 15 minutes prior to the Library closing.

- The student will be required to present a valid picture I.D. at the time of the examination. A valid I.D. includes a driver's license, military ID, or passport.
- The proctoring staff member will review the instructions as they are provided by the institution with the student. If the instructions, as reviewed, are not followed explicitly by the student, the library staff will not sign the verification.
- The Library will not sign a proctoring verification that attests to more than the staff has been able to do. The library will not proctor examinations that students bring in themselves.
- The proctor will answer questions concerning testing instructions but not about testing content.
- Proctors will not monitor a student continuously during an examination, but will check on them periodically. The library does not guarantee that a quiet space or room will be provided.
- Students should give 24 hour notice prior to cancelling or rescheduling an exam. A student will be allowed to reschedule the examination two times.
- The Library will not be responsible for any delayed examinations, nor for any completed examination after it leaves the library's possession and has been mailed back. The Library will not be responsible for examinations that are interrupted by Library emergencies, power failures or failure of Library hardware or software.
- Examinations not taken on the agreed date will be destroyed.

References:

- None

Attachments:

- None

Approval:

Montgomery-Floyd Regional Board of Trustees
December 16, 2009

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