

Policy Statement

In an age of online testing, customers, educational institutions, and employers now expect students to find proctoring services. Students taking online courses from local colleges, students enrolled in distance-learning programs, and adults taking exams for employment testing or job recertification make use of the test proctoring services and there are very few institutions in the area that are currently providing this service.

Regulations

1. The Comstock Township Library supports and encourages lifelong learning. To assist the public in achieving these goals the library provides exam proctoring as a public service.
2. Proctoring exams are outside the scope of normal library activities. We have thus set a fee to cover a portion of the expenses incurred by the library. Fees are nonrefundable as additional staff scheduling is involved to provide this service. Proctoring fees must be paid at the time the exam is scheduled.
 - A. Test proctoring is free for Comstock Township residents with a Comstock Township library card in good standing.
 - B. There is a non-refundable fee of \$10 per test for non-residents with a Comstock Township library card in good standing. All fees must be paid before scheduling the exam.
3. Availability
 - A. Only full and part-time librarians are able to proctor exams.
 - B. Availability depends on the librarian's work schedule. Tests will be scheduled during the proctor's regular work hours.
 - C. Appointments must be scheduled at a minimum of 7 days in advance.
 - D. Tests must be completed at least 30 minutes before the library closes so that staff has enough time to complete their portion of the proctoring requirements.
 - E. Librarians will proctor tests but we do not guarantee constant supervision or a quiet environment.
 - F. We reserve the right to cancel or postpone a proctoring session if test materials are not received in time; if test materials require clarification; if test materials incur any expenses other than postage; or if test materials otherwise exceed our ability to comply with the testing institution's requirements.
 - G. We will not proctor online exams that require the installation of special software or the modification of existing computer settings.

4. Guidelines

- A. The student will be required to present a valid picture I.D. at the time of the exam.
- B. The student will allow sufficient time to take the examination before the deadline that has been established by the institution.
- C. Proctors will not monitor a student continuously during an exam, but may check on the student periodically.
- D. The library does not guarantee that a quiet study room will be provided.
- E. Proctors will enforce any time limits that are placed on the exam, as well as other rules set forth in the examination materials. The use of cell phones or visiting with others is prohibited. Any perceived violation of the posted rules for the exam will be reported to the educational institution.
- F. Tests offered in a computer format must be compatible with the hardware and software available on the Library workstations. Tests taken over the Internet are limited to two hours in duration.
- G. Prior contact between the testing institution and the proctor is required so that credibility and testing requirements can be verified.
- H. Librarians cannot proctor exams that students bring in themselves.
- I. Librarians will not sign a proctoring verification that attests to more than the staff member has been able to do.
- J. The library will not be responsible for any delayed tests, nor for any completed tests once they leave the library's possession and have been mailed back to the educational institution.
- K. The library will not be responsible for tests that are interrupted by library emergencies, power failures, or computer hardware or software failures.
- L. The library reserves the right to substitute a proctor in the event of the original proctor's absence.
- M. Paper exam copies will only be kept for 14 days.
- N. If a student is caught cheating on a test, the library will follow the procedures provided by the testing institution and may deny the patron future proctoring service.

5. Responsibilities of the test taker

- A. Fill out the Application for Proctoring Service Form and return it to the Reference Desk at the Library. A librarian will then contact you to make an appointment to meet and to complete the necessary paperwork your school requires.
- B. Exams must be emailed or faxed to the Information Services Librarian. Please call (269) 345-0136 to obtain contact information
- C. Your school may have specific requirements for proctoring. Check with the proctor to make sure the library can meet all of the requirements.
- D. Call prior to your test to make sure the test or login information has arrived. The proctor does not contact you when the exam arrives.

- E. Provide necessary postage for mailing back the test to your school. There will be no charge for tests that are faxed or scanned
- F. Arrive promptly at the agreed-upon time, prepared with the items required for taking the test. These may include picture I.D., money, pens/pencils and calculator. Only items listed in the instructions will be allowed in the test area. You are responsible for securing personal items before the test begins.
- G. Exams not taken by the date on which they were to be completed are either discarded or returned.

Approved: March 2016
Comstock Township Library Board of Trustees