



Section of Policy Manual: Services	Policy No. : SER-12
Subject: Proctoring Services	Policy Approval Date: October 11, 2018
Year of next review: October 2022	Last Review/Revision Date:

### **Section 1: Purpose**

Gravenhurst Public Library supports lifelong learning. As such, exam proctoring services are available at Gravenhurst Public Library (GPL) for any person enrolled in an educational institution that requires students to complete exams under the supervision of an approved proctor.

### **Section 2: Availability**

Exams are administered by appointment only. Appointments should be made at least one week prior to the exam and are available at the discretion of the proctors available on staff. Exams will be written during library hours of operation; are dependent on the availability of the proctor and the availability of the programming room. The Library agrees to provide a reasonably quiet space for students to undertake the exam; however, students should be mindful that the Library is a public building.

### **Section 3: Responsibilities**

1. The student bears sole responsibility for ensuring that all exam requirements have been met, including:
  - a) GPL's Proctoring Request Form (Appendix A) has been completed and provided to the proctor.
  - b) GPL's guidelines meet the examining institution's requirements.
  - c) The institution has been informed of the date, time, and location of the exam proctoring.
  - d) The exam has arrived in time for it to be written.
  - e) In the case of written exams, the institution or individual writing the exam has provided an addressed, sealable, and stamped mailing envelope to ensure that GPL can send the exam back to the examining institution. If postage for the return of the exam has not been provided, the individual writing the exam must cover the cost of this expense.
  - f) Applicable fees have been paid.



- g) All supplies needed, such as pens and calculators, have been taken into the exam room prior to the beginning of the exam.
2. The proctor will:
  - a) Ensure that all written limits, including time limits and materials limits set by the institution are followed.
  - b) Check the student's identification prior to the exam.
  - c) Ensure that all fees have been paid prior to the exam.
3. The Library assumes no responsibility for interruptions of the exam due to unforeseen circumstances, including emergencies, loss of power, internet connectivity, or computer problems.
4. The Library will send written exams to the institution within 24 hours of the completion of the exam. The Library will not assume responsibility for the exam once the exam leaves the Library's possession and has been mailed back to the examining institution.
5. The Library assumes the right to substitute the original proctor with a suitable replacement in case of an emergency or absence.
6. The proctor reserves the right to leave the room during the exam, but will check on the student periodically.

#### **Section 4: Fees and Costs**

1. Proctoring services are available at GPL for a flat fee of \$50 per exam. Further fees may be applied for expenses related to printing, photocopying, and mailing at the regular cost of these services.
2. Students can pay for proctoring fees on the day of their exam in person via cash or cheque. GPL will provide a receipt upon request.

#### **Section 5: Guidelines**

1. The library will proctor both written and online exams.
2. Students can request proctoring services in person, over the phone, or via email. A Proctoring Request Form must be filled out by either the student or a staff member on the student's behalf.
3. The request form will be given to the proctor and the proctor will contact the student directly in order to confirm the time of the exam. Times are dependent on the availability of the proctor and the availability of the programming room.
4. When proctoring an exam, GPL must follow the instructions and rules of the examining institution.



5. Online exams will be written using a GPL laptop or Chromebook. Additional software may not be downloaded onto the laptop. If a student wishes to use their personal computer with pre-loaded software, the student must provide written permission from the institution stating that the student may use their personal device. This permission should be sent directly from the institution to the proctor's email.
6. Proctors will enforce any written limits that are placed on the exam, including time limits and materials restrictions. The use of cellphones or talking with other individuals is prohibited during the exam. Any perceived violation of the written rules for the exam will be reported to the examining institution.
7. GPL retains sole discretion in determining whether or not a specific exam can or will be accommodated.
8. If the exam is interrupted due to unforeseen circumstances, GPL will reschedule the exam at no additional cost to the student. GPL will notify the institution of the change and the reason for the change.
9. Once a student has completed an exam, the proctor will ensure that the exam has been sent to the examining institution. GPL assumes no responsibility for the exam once it has been mailed.
10. Students who arrive late may be asked to reschedule depending on the reason, the exam's length, and the availability of both the proctor and the programming room.
11. Exams not completed by the student within 30 days of receipt or by the expiry date specified by the institution will be returned to the institution.
12. Students who reschedule an exam more than three times may be refused the proctoring service.
13. GPL is not responsible for exams sent to the Library in the absence of prior arrangements being made by the student. GPL will not contact the student if an exam arrives prior to the proper arrangement of an exam time.



## Appendix A Proctoring Request Form

### Contact Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date requested for exam:

\_\_\_\_\_

What date range would you like to write your exam in? (i.e. January 1<sup>st</sup> – January 7<sup>th</sup>)

\_\_\_\_\_

What is the length of the exam to be written? \_\_\_\_\_

Would you like to write your exam in the morning or the afternoon? \_\_\_\_\_

Educational Institution Name: \_\_\_\_\_

Educational Institution Contact Name: \_\_\_\_\_

Educational Institution Phone Number: \_\_\_\_\_

Educational Institution Email: \_\_\_\_\_

Is the exam Written or Online? \_\_\_\_\_

How is the exam to be returned? (circle one)

Online

Email

Mail

Date Received (to be completed by staff): \_\_\_\_\_

Name of Staff Member accepting the request: \_\_\_\_\_