Harper Woods Public Library
Test & Exam Proctoring Policy

<u>Limited Scope of Service</u>

Test and exam proctoring is a service that is beyond the library's normal scope of business. The library will proctor tests and exams for residents of Harper Woods only who possess a library card that is in good standing.

Tests and exams will be proctored for a nominal fee to be paid in advance. The current fee is listed in the library's *Schedule of Fees*. In addition, all costs for postage, handling or any other fee are the responsibility of the student and must be calculated and paid for in advance. In the case of multiple tests, there will be a fee for each separate test that is proctored.

It is the responsibility of the resident to verify that the proctoring conditions provided by the library meet all of the requirements of their institution. Furthermore, the library reserves the right to refuse to proctor tests and exams that it determines:

- exceeds the capability of the library facility
- has rules or regulations from the institution that require excessive demands on the staff

Procedure Notes

- ■ <u>Scheduling</u>

  - The library must receive at least five (5) business days' notice prior to agreeing to administer the test or exam (examinations that are received without meeting this scheduling requirement will be returned to the institution or shredded)

  - It is the responsibility of the student to ensure that the institution has sent the examinations and instructions to the library in a timely fashion, that the library has received them and to make an appointment with the library proctor to take the exam that meets the requirements of the institution

  - The date and time of the examination must take place when the library is open to the public

  - The examination must not begin at least 30 minutes after the scheduled opening time, must end at least 30 minutes before the closing time and must be scheduled on a date and time that the assigned proctor is normally available

  - The library reserves the right to invalidate the exam and charge the exam fee to the resident's library card if the student does not notify the library and misses the appointment

- ■ <u>Testing Environment</u>

  - The library will proctor written or online examinations; however, the library cannot provide a staff member to continuously monitor the exam

  - Students will come prepared with the necessary or required supplies to take the exam

- ■ <u>Exam Administration Limitations</u>

  The staff cannot:

  - grade examinations

  - sign verifications that attest to more than the staff or the facility is reasonably capable of providing

  - guarantee that the student has no access to other materials or assistance when taking online examinations

  - provide tech support for online test locations or guarantee that support will be available for computer hardware or software concerns

- make special trips to the Post Office or similar delivery facility

■ <u>Identification and Payment</u>

At least five (5) business days prior to the examination date:

- The student must provide a current State of Michigan driver's license or State of Michigan Identification Card that shows a valid Harper Woods address

- A valid Harper Woods Public Library card

On the day of the test or exam and before the test or exam begins:

- The student again must provide a current State of Michigan driver's license or State of Michigan Identification Card that shows a valid Harper Woods address

- Payment in full for the service that is being provided, including all supplemental fees (a receipt will be issued only upon request)