Proctoring Policy

Introduction

In support of its mission to open doors to ideas and information by providing access to an array of materials, programs, and technologies that inform, educate, and entertain, Bossier Parish Libraries staff will proctor exams for students upon request and availability of personnel, facilities, and technology.

Eligibility

Proctoring services are provided for resident cardholders. Students who do not meet registration requirements as set forth in the *Registration Policy* are eligible for proctoring services at the discretion of the proctor.

Fees

There is no fee for proctoring services; however, the student is responsible for any costs to receive or return test materials.

- If the exam must be printed, the cost is 10¢ per page
- If the exam must be faxed, the cost for faxing is $1.00 for every 20 pages
- If the exam must be returned by mail, the student will provide a postage paid envelope, if not provided by the institution

Scheduling

Proctoring services are available at all locations.

- Exams are scheduled by appointment only
- Applications must be submitted at least 5 days in advance (application forms are available on the library's website or at the front desk of each location)
- Exams will be scheduled during normal operating hours at each location, as allowed by the proctor's work schedule
- Students who fail to arrive for a scheduled test on more than one occasion will forfeit their eligibility for future proctoring
- If a student is more than fifteen minutes late for a test, the proctor has the right to cancel and/or reschedule the exam
- Exams canceled due to illness, weather or other unforeseen circumstances will be rescheduled as staffing allows
- Proctors reserve the right to refuse to proctor exams in instances where it interferes with library operations or in cases where they are deemed unreasonable or burdensome to administer
- Tests must be completed 15 minutes before the library closes

Exam Taker Responsibilities

Students are responsible for ensuring all requirements and restrictions are met prior to exam date.

- Fill out the Proctoring Service Application and return it to the preferred exam taking location
- Examining institution may have specific requirements for proctoring, check with Proctor to make sure the Library can meet all requirements
- Provide photo ID for verification
- Call prior to exam date to ensure the exam or login information has arrived
- Ensure library computers are adequate for test taking requirements
- Arrive promptly at scheduled time, prepared with items required for taking exam
- Only items listed in exam instructions will be allowed in the exam area
- Know exam deadlines. The library will keep exams for 30 days from date of receipt, after which the exam will be destroyed

Regulations

The following regulations have been established to ensure the integrity of proctoring services.

- Prior contact between the testing institution and the proctor is required so that credibility and testing requirements can be verified
- Exams must be received directly from a testing institution; students who bring in exams will not be proctored
- Proctors will not provide personal information (SS#, DL#, etc.) on proctoring materials
- Proctors will not sign a proctoring verification that attests to more than the staff member has been able to do
- Students will not be monitored continuously during exams but will be checked on periodically
- The library cannot assume responsibility for any delayed exams, nor for any completed exams not received by the institution
- Technical support for exam websites will not be provided by library staff
- Exams offered in a computer format must be compatible with the hardware and software available on the library's workstations (installation of any special software needed to complete exam is not allowed on library computers)
- Library staff will not advise or assist in configuring personal laptops or software
- Quiet study areas may not be available at all locations
- Proctors will not grade exams or contact the testing institution to clarify procedural questions
- Exams not completed by student within the deadline will be shredded or returned to the testing institution if such return is requested
- The library cannot assume responsibility for exams that are interrupted by emergencies, power failures, or computer hardware/software issues
- Any perceived violations of the rules for exams will be reported to the testing institution