



CUDAHY FAMILY LIBRARY

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POLICY

Category: Services

Number: D.08

Title: **Exam Proctoring Policy**

Effective Date: July 7, 2012

Authorized By: CFL Board of Trustees

Last Revision or Review: New

The Cudahy Family Library offers an exam proctoring service through its Reference Services Department. The service is free and subject to the availability of personnel, facility space and the technology to do so. Students who are registered library card holders in good standing with the Milwaukee County Federated Library System (MCFLS) are eligible for the service. The Cudahy Family Library reserves the right to refuse to proctor any exam which fails to comply with its policies or interferes with the daily operation of the Library.

The use of the service is arranged by contacting a staff member of the Reference Services Department. A minimum of three days notice is required before any exam will be proctored. The student must schedule an appointment to take the exam during the Library's hours of operation and all exam sessions must be completed 15 minutes prior to closing time. When making appointments, students must submit their contact information and the name of the educational institution. It is the student's responsibility to allow sufficient time for the test to be taken, and to meet any deadlines imposed by the educational institution. It is also the student's responsibility to notify the Library if he/she is unable to make the appointment to take the exam.

All testing materials must be received directly from the educational institution. The Reference Services staff will proctor written or online exams. If the exam is taken online, the student may use the Library's or their own computer equipment and must agree to the Library's Internet use policy. It is the student's responsibility to arrange for the transfer of the exam to the Library, to notify the Reference Services staff of any special accommodations needed, and to assure the educational institution that the Cudahy Family Library meets the institution's proctoring requirements.

The Library is not responsible for any of the costs to receive or return any testing materials. The student is responsible for all fees and costs associated with the proctored exam.

These costs include, but are not limited to, postal fees and charges for printouts and faxes at the current rate per page.

All exams are to be taken on-site in one of the Library's study rooms, with the student physically present. Cell phone use or visiting with others in the assigned study room is not allowed during the exam appointment. The student may not bring any materials into the assigned study room unless they are approved by the educational institution. The Reference Services staff can not guarantee that the area outside the study rooms will be quiet or distraction free.

The student should call prior to the exam appointment to verify that the exam has arrived and everything is ready. The student should come prepared with the necessary supplies needed to take the test and a valid photo ID for identification.

Reference Services staff proctoring the exam will complete the appropriate documentation forms provided by the educational institution. The proctor will enforce time limits placed on the exam and any other requirements that are specified in the examination materials. The proctor will check on the student periodically during an exam but can not monitor the student for the entire time of the exam. The proctor will not sign a proctoring verification form that attests to more than what the proctor has been able to do.

Completed written exams will be mailed or shipped to the educational institution via the prearranged, prepaid carrier on the next business day. Copies of completed exams proctored by the Reference Services staff are not retained by the Department.

The Library will hold an uncompleted exam for 30 days or until the educational institution's deadline, whichever is first. Uncompleted exams will be returned to the institution if postage is provided, otherwise the exam will be destroyed. The Cudahy Family Library is not responsible for any delayed exam, nor any completed exams once they leave the Library's possession. The Library is not responsible for tests that are interrupted by emergencies, power failures, and computer hardware and/or software failures.