

Exam Proctoring Policy

Overview

To meet the needs of distance learning students and institutions of higher learning, the Marshalltown Public Library agrees to cooperate with patrons and educational institutions to support their lifelong learning goals by offering proctoring services. The Marshalltown Public Library is willing to provide proctoring services based on the availability of staff, facilities, and technology to do so.

Eligibility and Identification

- The student will provide a valid driver's license or photo ID for verification of identity in order for the exam to be proctored.
- The student is a registered library card holder in good standing (card is not expired, less than \$10.00 in fines, no outstanding lost or overdue materials).

Fees

- For residents of our service area (Marshalltown, Haverhill, Ferguson, and rural Marshall County), students may have one exam proctored free of charge per month. For any further exams in that same calendar month, there will be a \$10 fee charged.
- For non-residents, there will be a \$20 fee charged per proctored exam.
- All fees must be paid in advance.
- Fees are assessed to help cover the cost of coordination, supervision, any necessary photocopying, and recordkeeping.
- The library is not responsible for any costs to receive or return any test materials. All fees and costs are the responsibility of the student.
- If the exam is to be returned by mail, the student must provide a postage paid envelope (if not already provided by the issuing institution).
- If the exam needs to be sent or received by fax, the student is responsible for the library's \$1.00/page fax fees.

Scheduling

- Students must ask library staff to serve as proctor, provide all proctoring forms to library proctors, and ensure that library proctors are approved.
- Anyone needing to have an exam proctored should contact the Information Desk staff (641-754-5738 ext. 4) a minimum of three working days in advance of when they would like to schedule the test.
- Exams may be taken any time the library is open depending on the availability of library staff. The student will schedule the exam time to end no less than 30 minutes before the closing of the library.
- Exams pending will be kept on file at the Information Desk. Students should contact staff to verify that the test has been received and to schedule a time to take it.
- If a student requires special accommodation to complete the exam, Information Desk staff must be advised of this when the exam is scheduled; staff reserves the right to refuse to proctor the exam if it causes strain on staff time or operations.
- It is the student's responsibility to coordinate transfer of the exam from the issuing institution to the library.
- It is the student's responsibility to schedule and allow sufficient time for the test to be taken, and to meet any deadlines imposed by the issuing institution.

Other Provisions

- The library will retain exams for 30 days. Any exams which have not been completed will be returned to the issuing institution if postage has been provided; if no postage has been provided, they will be destroyed.
- The Marshalltown Public Library is not responsible for any delayed exam, or any completed exams once they leave the library.
- The student is responsible for verifying with the issuing institution that the proctoring staff and procedure for testing meet that institution's requirements.
- Specific proctors cannot be guaranteed.
- Cell phone use during exams is prohibited.
- Proctors will not monitor the student continuously, but may check on them periodically. The library cannot guarantee that the test taking areas will be quiet.
- The student should be prepared with the items required for taking the test. These may include pens/pencils and calculator. The library will provide scratch paper. Only items listed in the exam instructions will be allowed during the test.
- Proctors will enforce any time or other restrictions placed on the exam by the issuing institution, or provided for in the exam materials. Any perceived violation of rules for the exam will be reported to the educational institution.
- If a student is caught cheating on a test or accused of plagiarism, the library reserves the right to deny future proctoring service.
- If a student fails to come in for a scheduled test without providing notice, the library reserves the right to deny future proctoring service.
- The library reserves the right to deny this service. The library also reserves the right to cancel or change a test date due to inclement weather, computer malfunctions, etc.