



Section of Policy Manual: Services	Policy No. : SER-12
Subject: Proctoring Services	Policy Approval Date: November 9, 2023
Year of next review: November 2027	Last Review/Revision Date: November 2023

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.



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 1st – January 7th)

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: _____