

**Ashland Public Library
Public Service Policy**

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Test Proctoring
August 11, 2022
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Test Proctoring Policy

Test proctoring services are offered to students to enable them to fulfill their educational and career interests and needs.

The student will:

- Contact the Public Services Desk at least one week in advance to arrange for a proctor to be available at the specified time. Test proctoring will only be available during library hours.
- Confirm that test materials have been received by the library BEFORE the assigned testing time. If the test is online, the student is also responsible for making sure the library has received emails regarding needed log-in instructions, passwords, etc.
- Provide written communication/permission from the institution if the test is to be taken on a personal laptop computer.
- Arrive at appointment time or cancel at least on-half hour before appointment time.
- Bring appropriate and current photo I.D.
- Bring all needed supplies (such as pens, pencils, calculators, paper, etc.)
- Relinquish use of personal laptops, cell phones, calculators, etc. (unless written permission to use these devices has been granted by testing professor) when testing. A space will be provided to store these materials.
- Contact the institution to determine if the completed test was received.

The Library will:

- Receive test via U.S. mail, email, fax, or other delivery services.
- Provide a designated contact number and email address to the institution.
- Provide a secluded room for taking written tests.
- Provide a computer for tests taken online. (The student must understand that there will be some degree of noise and activity in the public area where the computers are located.)
- Make every attempt to observe that the student is following the guidelines set for by institution.
- Return completed test materials via U.S. mail, fax or email if postage, envelopes, and fees are provided in advance as soon as possible after the test is completed.

The Library **will not**:

- Accommodate requests for unscheduled proctoring.
- Provide a classroom setting.
- May not be able to meet the proctoring requirements for all institutions. It is the student's responsibility to verify that the proctoring conditions provided by the library meet all the requirements of the institution administering the exam/test.
- Contact the testing institution to clarify procedural questions such as: incorrect password, wrong tests, etc.
- Guarantee that the correct materials has been received by the testing institution by a specific deadline (though they will strive to reach those deadlines whenever possible).
- Download software for test taking nor make modifications that are not compatible with our network.
- Guarantee that technical problems will not occur when using the Library PC's.
- Provide continuous nor one-on-one proctoring during the test, but may check on the student periodically.
- Assume responsibility for completed tests that are not received by the testing institution.