PROCTORING SERVICE POLICY

North Sioux City Community Library provides long distance students with exam proctoring services. In offering this service we need to balance the needs of the students and the institutions with which they may be working and the needs of other library customers. We can usually meet all of the requirements for proctoring but we do have some limitations.

We will provide:

- Staff members who are authorized to provide proctoring.
- Space for test taking. However, there may not be a separate quiet area available.
- The ability to mail, fax, or email a completed examination.
- The ability to complete most on-line testing.

The student will:

- Contact the library to make arrangements with the designated staff member.
- Verify with library staff that the requirements of the institution giving the exam can be met.
- Verify that the physical environment at the library meets test-taking needs.
- Call ahead of time to ensure that the test has arrived via email or postal mail.
- Arrange for an accessible computer if needed.
- Provide an appropriately sized, addressed envelope with required postage to return examination to the institution if not provided by the institution.
- Or, provide a FAX number and/or email contact for alternate means of returning the exam. With some exceptions, we will not retain the original examination.

Additional policies:

- Proctoring hours only happen during library hours (as staff time allows). Each student is allowed up to one 90 minute testing session per day. Library staff will review all school policies, forms and testing requirements before scheduling a session. Testing sessions must be scheduled at least 2 business days in advance.
- Because of varying work schedules, proctoring cannot be limited to one staff member although a single name may be given as the proctor. Any library staff on duty may supervise the test.
- The library does not provide envelopes, postage, calculators, or other supplies and equipment other than a public computer.
- Library staff may return completed exams via scanned email attachments at no charge to the student or school.
- Online Test Proctoring is administered using a public internet station. Library staff will attempt to seat test taker in quiet zone. During busy hours, the student would have limited privacy and quiet. Testing systems that require software to be downloaded onto library computer will not be permitted.