

Policy 420
Subject: Exam Proctoring
Reviewed: 10/15/2019
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The AHPL offers fee free proctoring services to persons that live, work, or attend a school in Auburn Hills. Proctoring availability will be based on the availability of personnel, facilities and technology to do so. The AHPL will proctor examinations for distance learners.

The Library only proctors paper exams (no online exams).

Persons needing proctoring must complete and submit a proctoring request form and schedule their exam at least seven days in advance. Exam proctoring appointments may be scheduled in person at the Adult Services desk, by calling 248.364.6706, or email reference@ahplibrary.org.

To ensure that examinations are received from the institution in a timely manner, documents must be surface-mailed or emailed to the following contact address:

Auburn Hills Public Library
Attention: Adult Services Department
3400 East Seyburn Drive
Auburn Hills, Michigan 48326
Email address: reference@ahplibrary.org

- Proctoring is not available on days that the Library is closed.
- The Library, being a public place, cannot guarantee an absolutely quiet environment
- The Library accepts examinations via email or postal service. We cannot accept faxes.
- The student is responsible for ensuring that the examination and other required materials are sent to the proctor. All test requirements must be received from the issuing educational institution before any tests are taken.
- The Library reserves the right to refuse proctoring if the requirements exceed staff or facility capabilities.
- If necessary, once exam documents are received, Library staff will contact the student to schedule a proctoring appointment. Staff cannot guarantee that the same proctor will be available for each exam.

- Students may re-schedule a proctoring appointment once. If a student requests additional re-scheduling, or fails to report to his/her scheduled appointment, the Library will return the student's exam documents to the sender.
- The requesting institution and the student are responsible for all return mailing supplies and costs of completed examinations. The Library will ship all completed exam documents to the appropriate distance education sites via the U.S. Postal Service only. Otherwise, the student may supply a pre-paid commercial courier package for return shipment. Library staff will contact the selected courier service to schedule a package pick-up from this facility. Return of the exam via email is also available.
- Students are responsible for adhering to all examination protocols and deadlines set forth by their instructors and/or their distance education sites.
- Exams must be started and completed within the hours of Library operation (exams completed 30 minutes prior to library closing).