

Test Proctoring Guidelines

As a service to patrons and area residents, FPL offers test proctoring. Only those tests which meet the following guidelines will be proctored. These guidelines help to insure the integrity of the testing process and equal treatment for all those taking examinations.

Information/Procedures

- + Fayetteville Public Library is unable to provide one-on-one monitoring of test takers and cannot visually monitor the test taker during the exam. FPL is not able to guarantee a specific proctor will be available on a given date. A list of possible proctors will be provided to the institution or agency upon request.
- + FPL keeps a log reflecting test taker information, receipt of test materials, date of test, and return mailing of completed test materials.
- + At the conclusion of an exam, FPL will return the test materials to the testing institution via the U.S. Postal Service, fax or email. If U.S. Postal Service is required, then the school/institution will provide a return envelope with postage and address. The test taker is responsible for paying any required faxing fees or postage not provided by the school/institution. Returning tests will be handled in the same manner as all other library mail. The library cannot arrange for UPS or FedEx pickup.
- + FPL provides make-up testing in the event of test cancellation due to inclement weather or other unforeseen circumstances.
- + The library cannot assume responsibility for completed exams not received by the testing institution.
- + Proctoring of examinations will be available Monday through Friday from 9 a.m. – 4 p.m.. Proctoring of exams **cannot** be scheduled on Saturday or Sunday.
- + Librarians and library assistants will proctor the examinations.
- + Written tests will be administered in a private study room to be reserved by the proctoring coordinator.
- + Computerized tests can be accommodated as long as test takers understand that there will be some degree of noise and activity surrounding them. Proctors do not attend to computerized test takers for any portion of the exam.
Test takers are responsible for obtaining a Fayetteville Public Library card prior to the date of the test.
- + Due to legal and ethical matters, reference staff will not sign a proctoring statement that attests to more than they are able to do or verify.
- + FPL reserves the right to cancel or change the date of any proctored test (Examples: inclement weather, computer malfunction, building evacuation, etc.).
- + FPL will not proctor any GED testing. These requests will be referred to Fayetteville Adult and Community Education.
- + FPL will not provide personal information for any of the proctors, such as driver's license numbers, home phone numbers or addresses.

Institution/Agency Responsibilities

- + Review and approve these proctoring guidelines.
- + Clearly supply the name of the institution sending the exam, full name of the test taker, the complete test, and detailed instructions for the proctor on administering the exam.



- + Send the testing materials to questions@faylib.org with the student's name in the subject line or mail them to Fayetteville Public Library at 401 W. Mountain Street, Fayetteville, AR 72701 with ATTN: Proctoring Services.
- + Provide an expiration date by which the exam must be completed. The library will hold the test through the stated deadline. If the test has not been taken, it will be shredded. If no deadline is established, test will be shredded three months after receipt.
- + Supply the library with a return envelope with postage and address.

Student/Test Taker Responsibilities

- + Review these proctoring guidelines and verify the sending institution has approved them.
- + Contact the library and sending institution to make specific testing arrangements. FPL will not contact the institution to negotiate dates or fill out forms for any arrangements. Test taker is also responsible for rescheduling the test date should an emergency arise.
- + Provide current photo ID bearing signature; name on ID must exactly match the name under which the test is registered.
- + Must have a current FPL library card under their own name.
- + Responsible for supplying all required materials necessary to take the test, including paper, pencils, calculators and audio equipment.
- + Provide return envelope and postage if this is not provided by the institution.
- + Appointments to take examinations must be scheduled a **minimum of 7 business days** in advance (excluding weekends and holidays). Reservations should be made by submitting the online Test Proctor Request form. Telephone or email inquiries will be referred to the online Test Proctor Request form to begin the scheduling process.

