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PUBLIC SERVICE

(3.18) Proctored Exams

The Juneau Public Libraries proctor examinations as a courtesy for students of distance education programs. The libraries will proctor an exam only if the school or an allied agency/branch of the school is not located in Juneau. Staff should ask name of school when a student requests proctoring.

The University of Alaska Southeast offers proctoring for its own students and for other UA campuses at no charge. Students taking a course from UAS or any other UA campus, such as UAS-Sitka or UAF, should contact the UAS Testing and Reference Center at 907-796-6348 or juneau.testing@alaska.edu.

Procedures for arranging a proctored exam:

The student or educational institution must contact the Information Services Librarian in advance at 907-586-0447 or proctor@juneau.org to schedule an exam. Exams can only be scheduled during regular library hours at the Downtown or Valley Public Libraries.

The library will arrange exams only with the student who will be taking the exam, not with parents, guardians, or others.

If a proctor agreement is required, the person signing the agreement may or may not be the person who actually proctors the exam. Staff on duty at the desk at the time of the exam will proctor.

If exam materials must be returned by mail, the student or university must provide postage and envelopes. The library does not provide envelopes and will not affix postage or accept payment in lieu of postage.

If the examination materials are sent to the student or returned to the university by fax, the student will be charged the standard charge to receive or send a fax. The student must pay for all charges before the fax is returned.

If examination materials must be printed out from a computer file, the student will be charged the cost of printing. If the file must be emailed to a library email account, it must be sent to proctor@juneau.org.

Procedures for administering a proctored exam:

It is the responsibility of the student to check for the arrival of the exam and to schedule a proctoring time with the library.

Establish the identity of the student using picture ID.

Read and carefully follow any additional instructions for establishing the identity of the student, length of time allowed for the test, conditions for the test (open or closed book, etc.), and what materials need to be returned to the examining institution.

When the examination is complete, follow the exam instructions for returning the materials. If scanning and emailing, there is no charge. For mailed materials, the student is responsible for postage and packaging, but the library can place the envelope with the outgoing mail.

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Computer exams:

Exams may be taken online using the library's computers or laptops. Computers may be reserved for more than two hours for taking proctored examinations.

The institution or testing agency must provide authentication support. Library staff cannot troubleshoot login and authentication problems.

The computer workstations are in busy public areas. The library cannot guarantee quiet surroundings unless a laptop and private room are reserved in advance.

No software or programs may be installed on library computers or laptops.

The library may lose power or internet at any time or the computers may malfunction. The library is not responsible for unforeseen interruptions of the testing process.

The library offers shared Internet bandwidth with no guaranteed transfer rate.

Exams may be taken over the library's open wireless network. The network offers no security expectations, and staff will offer no assistance in establishing a wireless connection.

Library computers and laptops have the following capabilities:

Web Browsers (Internet Explorer, Firefox, Chrome)	Windows Media Player
Microsoft Office suite (Word, Excel)	USB slots
Flash / Shockwave plugin	Printing
Adobe Acrobat reader	Links to library electronic reference resources

Requests to proctor exams that require direct supervision or computer capabilities that exceed these guidelines should be referred to the University of Alaska Southeast Testing Center, which offers proctoring for other institutions for a fee, at juneau.testing@alaska.edu or 907-796-6348.