

Examination Proctoring Guidelines

Eligibility Guidelines

Exams are proctored at no charge for Bettendorf residents. A Bettendorf Public Library card or valid photo ID verifying Bettendorf residency is required at time of testing.

Process Guidelines

I. Scheduling

- Proctoring services may be requested by the student via phone, email, in-person, or online through the *Request for Proctoring Form* located on the library's website @ <http://www.bettendorflibrary.com/services/exam-proctoring>
- Students should arrange delivery of test materials to the Information Desk via email at info@bettendorflibrary.com or via mail:

Bettendorf Public Library
2950 Learning Campus Drive
Bettendorf, IA 52722.
Attention: Test Proctoring Materials.

- Students will call the Library's Information Desk at (563) 344-4179 to monitor delivery and schedule examinations. The Library will not track test deliveries or notify students.
- Exams will be retained at the Library for 90 days from the date of receipt. Unclaimed exams will be shredded or returned to the issuing institution, via pre-paid postage, as applicable.
- Students are responsible for reserving any additional library equipment required in the testing process, such as audio or video equipment, public internet access computers, etc.

II. Testing

- Exams will be proctored by a Librarian on duty. The Library cannot guarantee proctor services for exams which require one (or the same) proctor signature.
- Library staff will adhere to the test-taking guidelines set forth by the issuing institution.
 - Proctor services do not include uninterrupted supervision of examinations.
 - Proctor services do include:
 1. Receipt of testing materials.
 2. Public testing location at the Library.
 3. Identification of the student and facilitation of exam by trained staff.
 4. Periodic monitoring of student during exam process.
 5. Completion of proctoring authorization forms.
 6. Returning completed exams to issuing institution
 7. Issuing the exam, filling out forms, monitoring the student taking the exam, and returning the completed exam to the issuing institution.
- Students must complete exams 30 minutes prior to closing.

III. Submission

- Email – Library staff will process exams submitted by email or online via the guidelines set forth by the issuing institution.
- Postage - Return postage is not available for purchase at the library or included in exam proctoring services. Prepaid postage must be provided by the testing institution or the student.

- Shipment- Complete postage paid exams will be returned to the testing institution within the Library's next regularly scheduled pick-up via the U.S. Postal Service. Students may arrange separate courier pickup at their expense.