

The Corporation of the Town of Orangeville

Report to the Library Board



To: Chair and Members of the Board

From: Darla Fraser, Chief Executive Officer

Date: February 23, 2022

Report: # 22-02

Subject: Policy Review: Exam Proctoring Services

Recommendation:

That report # 22-02 dated February 23, 2022 with respect to the review of the Policy for Exam Proctoring Services, be received;

And that the Exam Proctoring Policy dated February 23, 2022 attached to this report as Appendix A be adopted.

Purpose:

The purpose of this report is to evaluate and review the governance policy for the delivery of Exam Proctoring services originally implemented on January 1, 2018.

Background and Discussion:

Exam proctoring is testing overseen by an approved proctor who ensures the identity of the exam taker and the integrity of the exam taking environment. Appointments for exam proctoring are offered during open hours subject to limitations of staff or resources. All library staff may act as the authorized proctor and will check on students periodically. It is incumbent on the student to ensure the services provided meet the requirements of their educational institution. The library continues to recognize the importance of the availability of this service to the public in support of our vision of fostering a love of literacy and lifelong learning.

This policy was established in 2018 and has proven effective and provides excellent direction in plain language for both staff and the public. The only revision recommended to the existing policy is a minor housekeeping issue changing the title chief librarian to the current Chief Executive Officer.

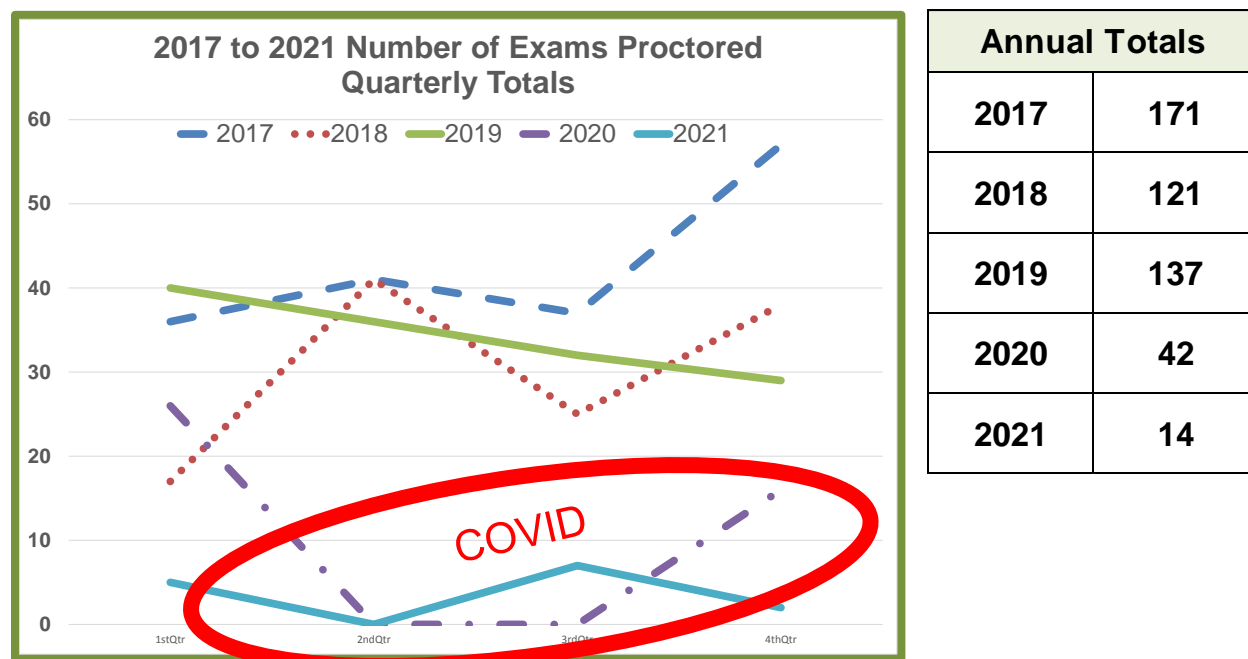
According to the current Schedule “A” of the Circulation Policy the fees are prescribed as follows:

- There is no charge for Orangeville Public Library Members/ cardholders.
- The service is available to non-members for a fee of \$40 + HST (\$45.20).
- A \$25 + HST (\$28.25) cancellation fee applies to rescheduling requests with less than 48 hours notice.
- The student is responsible for return postage if the school does not provide it.

The impact of COVID has been devastating to our ability to provide proctoring services. The library was forced to cancel six scheduled appointments to proctor exams when concern for the public health resulted in sudden closures. The majority of the seven different students we were able to assist in 2021 (total of 14 exams proctored) required proctoring of an online university level course.

The line graph below depicts the annual number of exams proctored chronologically by quarter. Annual totals are summarized in the chart to the right of the graph. We did see a drop in the number of appointments upon implementation of the policy on January 1, 2018. However, that number increased in 2019 and the quarterly pattern demonstrated much less variation.

Figure 1 : 2017 – 2021 Quarterly Totals



Demand for this service in the post-COVID environment will be interesting as it will be impacted by two conflicting trends. The first trend to watch is the increasing use of

online education and the need for remote certification options, so that institutions can scale exams to meet the growth in demand for online education. Remote proctoring helps the organizations and institutions maintain the integrity of an exam by verifying identity and preventing cheating.

On the other hand, demand for this service may be negatively impacted by the emerging trend of remote proctoring. Organizations and institutions have a new option with remote proctoring software as an online service. Large institutions are beginning to use AI and machine learning to prevent cheating, and this eliminates the need for exam center arrangements and removes the requirement for physical proctors.

Financial Impact

No financial impact for 2022 however, this is one of the areas flagged for review against the Cost Recovery Framework currently under development at the Community Services department level.

Prepared and respectfully submitted by,
Darla Fraser,
Chief Executive Officer

Attachments: Appendix A – Exam Proctoring Policy