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Public Services Work Team Essence Note

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Public Service Notes, June 27, 2016

Discussion of protocol for opening classrooms for overflow computers. The crux of this issue is that the middle classroom – 1302 – contains expensive equipment paid for by CT2. If there were a food or drink spills or vandalism. One straightforward procedure to guard against this was to always start with 1308 when opening room for emergency computers. 1300 doesn't contain computers other than Chromebooks. The Chromebooks would probably not provide what students want, plus keeping up with them would make this a no-go. Tony explained that a very few times he has found 1308 booked and felt he had no choice but to open 1302. Two further paths emerged. 1) Ask Ruth to speak to Rachel about the situation and ascertain her thoughts about using that room and 2) Block off 1308 for the last three or four weeks of fall and spring semester.

We will discuss this further at the next meeting.

Test Proctoring: Peggy Lee explained that she had gotten a call recently asking her to proctor an online exam. She told the caller she didn't do that, and the patron said something to the effect that others do that, why wouldn't she? Peggy wanted to discuss what was being said at both desks. ISD faculty explained that long time Math professor Pat Humphrey had asked the Library if they could do some proctoring for spring and summer while the Math Lab was being renovated. In preparation for the discussion, Lisa found that Testing Services does proctor, but it is by appointment and they ask a \$20 per hour fee. A comparison was made between our proctoring free of charge vs giving away coffee while Zachs' Brews is open. Peggy pointed out that Checkout Desk staff have no means for proctoring, so all proctoring would have to be done through the Information Desk. ISD people said that they don't perform all of the expectations of proctoring. They verify that the people taking tests are who they purport to be, but they don't watch them closely. In the end, it was decided that we would continue to proctor for Dr. Humphrey's Math students but unless there was something unusual about their cases, others would be referred to the Testing Center.