

|                                     |   |
|-------------------------------------|---|
| Policy Name:                        | Internal Charges for Goods & Services         |
| Originating/Responsible Department: | Financial Services                            |
| Approval Authority:                 | Senior Management Committee (SMC)             |
| Date of Original Policy:            | March 2003                                    |
| Last Updated:                       | June 2024                                     |
| Mandatory Revision Date:            | June 2025                                     |
| Contact:                            | Associate Vice-President (Financial Services) |

## **POLICY**

Internal charges for goods and services must be approved by the Senior Management Committee (SMC) on an annual basis. Internal charges must be based on direct costs (labour and materials) plus a reasonable amount of overhead; no element of profit shall be included in the charge. Additionally, in approving the amount of the charges for goods and services, SMC will consider:

- The purpose for charging for the good or service;
- The consequences of not charging for the good or service; and
- The appropriateness of the amount proposed to be charged.

## **PURPOSE**

The delivery of most goods and services is a necessary component of university support operations and are provided at no cost to departments or support units. There are circumstances, however, where discretionary activities exceeding the normal level of support, result in additional costs being incurred by the department supplying the good and/or service. In order to control consumption and to compensate the provider of the goods and services, charges may be considered where appropriate.

## **SCOPE**

Internal charges for goods and/or services are limited to those departments and their charges approved by the SMC; principally Facilities and Management Planning, Information Technology Services, Teaching and Learning Services, Campus Safety Services, and University Communications.

The policy does not apply to sales of goods and services by Ancillary departments.

The policy does not apply to transfers of expenditures between funds.

## **PROCEDURE**

Departments currently having SMC approval for internal charges, must submit annually (March 1 for charges effective in the new fiscal year) a list of, and rationale for, charges to the SMC. Departments wishing to initiate charges for the internal supply of goods and services must first submit a list of and

rationale for, such charges to the appropriate Vice-President, or President (i.e. that position having oversight of departmental operations) and the AVP Financial Services for approval prior to submission for SMC for final approval.

Departments must be able to provide their goods and service via the University's purchasing system (eShop). Once approved, itemized charges must be published on the departmental website.

For transfers of expenses between funds (e.g. cost sharing for a major purchase, charges to research accounts for shared equipment maintenance, one-off sales of goods and/ or services, etc.) a request to transfer funds should be made to your research fund administrator, or the Controller's office for operating fund transactions. A journal entry will be made to account for these types of transactions.

### **EXCEPTIONS**

In some circumstances, exceptions to charging for goods and/or services may be required. These exceptions must be authorized by SMC.

### **ROLES AND RESPONSIBILITIES**

The Associate Vice-President (Financial Services) is responsible for the administration and renewal of this policy. Each individual department is responsible for implementing the approved prices and collecting payment from internal users.

### **CONTACT**

Associate Vice-President, Financial Services

### **RELATED POLICIES**

Procurement

Alteration, Repair and Maintenance of University Buildings and Outdoor Space

Tunnel Carts (as it speaks to cart maintenance)

Acquisition of Wireless Cellular Services

Telecommunications Cabling and Wiring

Desktop and Laptop Computer Equipment

Conference Services Space Booking Policy

## INFORMATION TECHNOLOGY SERVICES

For details on services provided, please refer to the [ITS website](#)

### Operations and Infrastructure Labour Rate

| Services   | 2023-2024 Rate  | 2024-2025 Rate  | Percentage Change |
|--|---|---|-------------------|
| Operations & Infrastructure                              | \$45.00/hour  | \$45.00/hour  | N/A               |
| <b>Network</b>   |   |   |                   |
| Addition of New Data Network Connection                  | Estimated minimum \$450. (network connection cost of \$150.00 + labour + materials)       | Estimated minimum \$450. (network connection cost of \$150.00 + labour + materials)   | N/A               |
| Addition of New Voice Network Connection                 | Estimated minimum \$300. (final cost includes labour + materials)                         | Estimated minimum \$300. (final cost includes labour + materials)                     | N/A               |
| Move/Change to existing Data Network/Voice Connection    | \$45.00/hour + materials  | \$45.00/hour + materials  | N/A               |
| Activate Existing Data Network/Voice Jack                | Estimated minimum \$275. (includes network connection cost of \$150 + labour + materials) | Estimated minimum \$275. (includes network connection cost \$150+ labour + materials) | N/A               |
| Renovations, construction and major moves, adds, changes | Direct cost + 10%   | Direct cost + 10%   | N/A               |
| <b>Voice Services</b>                                    |   |   |                   |
| 5201 IP Phone (no voicemail)                             | \$12.30   | \$12.30   | N/A               |
| VoIP 5312, 5330, 5340                                    | \$12.30   | \$12.30   | N/A               |
| IP Phone 6920, 6930, 6940                                | \$12.30   | \$12.30   | N/A               |
| 6920 IP Phone  | \$285.30  | \$285.30  | N/A               |
| 6930 IP Phone  | \$361.60  | \$361.60  | N/A               |
| 6940 IP Phone  | \$443.35  | \$443.35  | N/A               |
| VoIP Cordless set & Voicemail                            | \$12.30   | \$12.30   | N/A               |
| Additional VoIP Cordless Handsets with Voicemail         | \$12.30   | \$12.30   | N/A               |
| VoIP Cordless signal extender                            | \$10.00 flat rate   | \$10.00 flat rate   | N/A               |
| Advanced Voicemail                                       | Free  | Free  | N/A               |
| <b>Headsets</b>  |   |   |                   |
| Wireless Integrated (6930/6940)                          | \$290.00  | \$290.00  | N/A               |
| Cordless (one-time charge)                               | \$330.00  | \$330.00  | N/A               |
| Wired – with quick disconnect (one-time charge)          | \$130.00  | \$130.00  | N/A               |

| <b>Standard Sets (monthly)</b>                            |                              |                              |     |
|---|------------------------------|------------------------------|-----|
| Model 470 set - Single line set with call display         | \$12.30                      | \$12.30                      | N/A |
| Model Unity/T100 - Single line set                        | \$12.30                      | \$12.30                      | N/A |
| Model SS4/4150 Multi-line Set                             | \$12.30                      | \$12.30                      | N/A |
| Model 2554 Wall Phone                                     | \$12.30                      | \$12.30                      | N/A |
| Analog Line (fax line)                                    | \$12.30                      | \$12.30                      | N/A |
| <b>Teleworker</b>   |                              |                              |     |
| License (one-time charge)                                 | \$70                         | \$70                         | N/A |
| <b>Softphone client</b>                                   |                              |                              |     |
| Monthly charge  | \$12.30                      | \$12.30                      |     |
| License (one-time charge)                                 | \$70                         | \$70                         |     |
| <b>Voice Menu</b>   |                              |                              |     |
| Voice Menu Mailbox  | \$2.00 / month               | \$2.00 / month               | N/A |
| Voice Menu License  | \$40.00 flat rate            | \$40.00 flat rate            | N/A |
| Initial Set-up  | \$45.00 / hour (min. 1 hour) | \$45.00 / hour (min. 1 hour) | N/A |
| Programming Changes                                       | \$45.00 / hour               | \$45.00 / hour               | N/A |
| <b>Miscellaneous Voice – monthly charge</b>               |                              |                              |     |
| Voicemail Box   | Free                         | Free                         | N/A |
| Reserved Numbers  | \$5.00                       | \$5.00                       | N/A |
| Bell White Pages Listing                                  | Free                         | Free                         | N/A |
| Direct-In-Dial (DI)                                       | \$7.35                       | \$7.35                       | N/A |
| Yellow Pages Listing                                      | Free                         | Free                         | N/A |
| <b>Automated Call Distribution (ACD) – monthly charge</b> |                              |                              |     |
| Agent License – Voice                                     | \$6.00                       | \$6.00                       | N/A |
| Agent License – Multi- Media                              | \$10.00                      | \$10.00                      | N/A |
| Reporting License   | \$20.00                      | \$20.00                      | N/A |
| Dedicated RAD (Recorded Announcement Device) Ports        | \$14.00                      | \$14.00                      | N/A |
| <b>Automated Call Distribution (ACD) one-time charges</b> |                              |                              |     |
| Initial Set-up  | \$45.00 / hour (min. 1 hour) | \$45.00 / hour (min. 1 hour) | N/A |
| Set License   | \$100.00                     | \$100.00                     | N/A |
| Multi-Media License per department                        | \$700.00                     | \$700.00                     | N/A |
| Programming Changes                                       | \$45.00 / hour               | \$45.00 / hour               | N/A |
| Reporting PC Client Installation                          | \$45.00 / hour (min. 1 hour) | \$45.00 / hour (min. 1 hour) | N/A |
| <b>Conference charges</b>                                 |                              |                              |     |
| Audio Conferencing (monthly)                              | \$5.00                       | \$5.00                       | N/A |
| Audio/Web Collaboration                                   | Free                         | Free                         | N/A |
| Conference Phone Rental                                   | \$30.00 per use              | \$30.00 per use              | N/A |
| Bluetooth Speaker – requires 6930/6940 phone              | \$440.00                     | \$440.00                     | N/A |
| Bluetooth Cordless Handset – works with 6930/6940 phones  | \$165.00                     | \$165.00                     | N/A |

| <b>Installation, Move, Add, Change</b>   |  |   |          |
|--|--|---|----------|
| Phone Installation   | \$45.00 / hour (min. 1 hour)                                       | \$45.00 / hour (min. 1 hour)  | N/A      |
| Non-standard Phone Installation  | \$45.00 / hour + materials   | \$45.00 / hour + materials  | N/A      |
| Analog Phone Moves   | \$45.00 / hour (min. 1 hour)                                       | \$45.00 / hour (min. 1h our)  | N/A      |
| Phone Accessories  | \$10.00  | \$10.00   | N/A      |
| <b>Emergency Phone</b>   |  |   |          |
| Emergency phone  | \$100.00 + installation + cabling costs                            | \$100.00 + installation + cabling costs   | N/A      |
| <b>ITS support/development for projects</b>  |  |   |          |
| Upgrades and/or maintenance  | \$100 / hour   | \$100 / hour  | N/A      |
| Integration  | \$200 / hour   | \$200 / hour  | N/A      |
| Development (custom)   | \$300 / hour   | \$300 / hour  | N/A      |
| <b>Miscellaneous</b>   |  |   |          |
| Software installation on personal-use computers  | \$46.00/hour   | \$46.00/hour  | N/A      |
| Network configuration of PC for home use   | \$25.00 flat rate  | \$25.00 flat rate   | N/A      |
| PC and peripheral repairs, upgrades, relocations   | \$46.00/hour + materials   | \$46.00/hour + materials  | N/A      |
| eCommerce Service<br><br>**ITS will continue to waive hosting fee for charities, donations and fundraising events. | ITS Hosting Fee: \$100.00 per engagement<br>Credit Card Fee: 1.76% | ITS Hosting Fee: Events** above \$5,000: 1% of revenue + \$0.50 per transaction<br>Events** under \$5,000: \$100.00 per engagement<br><br>Credit Card Fee: 1.9% | Variable |

| <b>Service Level Agreements (SLAs)</b>                      |  |     |
|---|--|-----|
| Initial Setup of Standard Virtual Server (covers 5 years)   | <p>Cost for internal SLAs have been eliminated.</p> <p>An agreement will still be provided to the client to outline the service(s) provided and responsibilities of each party involved.</p> | N/A |
| Initial Setup of Standard Physical Server (one-time fee)    |  |     |
| CommVault File System backup license (one-time fee)         |  |     |
| Monthly fee for Virtual Server                              |  |     |
| Monthly fee for Physical Server                             |  |     |
| Configuration and Maintenance of Virtual or Physical Server |  |     |
| Server Systems support (Backup, recovery, administration)   |  |     |

## FACILITIES MANAGEMENT AND PLANNING

Facilities Management and Planning charge for services that are outside the normal repair and maintenance of the buildings and grounds in academic and administrative areas, and fully recover services provided to Ancillary operations. For descriptions and additional details of the services we provide, please refer to our website: [FMP Chargeable Services](#)

Labour is calculated at cost plus 40% overhead, while material is at cost only (including the 3.41% HST cost). Contracted Services and material are at cost plus 10%.

| Services  | 2023-2024 Rate   | 2024-2025 Rate   | Percentage Change |
|---|--|--|-------------------|
| <b>Move and Furniture Services</b>  |  |  |                   |
| Moving office supplies, furniture; installing or removing items and furnishings, furniture repair, etc.   | \$31.00/hour/person + materials (if required) + \$35.00/hour vehicle           | \$35.05/hour/person + materials (if required) + \$35.00/hour vehicle           | 13%               |
| Contracted services for any of the above  | Direct Cost  | Direct Cost + 10%  | +10%              |
| <b>Event Services</b>   |  |  |                   |
| Event set up and tear down costs – contracted services  | Direct Cost  | Direct Cost + 10%  | +10%              |
| Event set up and tear down costs  | \$37.20/hour/person  | \$42.00/hour/person  | 13%               |
| Event coordination and planning (floor plan layouts, etc)   | -  | \$60.00/hour/person  | New               |
| <b>Signage</b>  |  |  |                   |
| Event signage – interior and exterior, including name plates, office signs, etc.  | Direct Cost  | Direct Cost + 10%  | +10%              |
| <b>Painting</b>   |  |  |                   |
| All painting other than scheduled maintenance   | \$42.85/hour/person + materials  | \$48.45/hour/person + materials  | 13%               |
| Contracted Services for the above   | Direct Cost  | Direct Cost + 10%  | +10%              |
| <b>Carpentry</b>  |  |  |                   |
| Refinishing, manufacturing, repair, or replacement of departmental furnishings, departmentally-requested renovations or alterations, etc.                     | \$45.25/hour + materials   | \$51.15/hour + materials   | 13%               |
| <b>Locksmith</b>  |  |  |                   |
| Supply and cutting of all keys (other than broken), lock changes, rekeying, supply and installation of other locking devices, etc.                            | \$45.25/hour + materials (One hour minimum)                                    | \$37.35/hour + materials (One hour minimum)                                    | 13%               |
| <b>Grounds Services</b>   |  |  |                   |
| Delivery and set up of picnic tables, garbage cans and site clean-up for departmental or student events, disposal of obsolete materials and furnishings, etc. | \$33.05/hour/person + \$35.00/hour vehicle charge + disposal fee (if required) | \$37.35/hour/person + \$35.00/hour vehicle charge + disposal fee (if required) | 13%               |
| <b>Custodial Services</b>   |  |  |                   |
| Cleaning of office space on departure of occupants, non-routine steam cleaning of carpets and furniture, etc.   | Direct Cost  | Direct Cost + 10%  | +10%              |

## FACILITIES MANAGEMENT AND PLANNING - CONTINUED

| <b>Electrical Services</b>  |  |   |            |
|---|--|---|------------|
| Installation and repair of dept. purchased equipment, power supplies, etc.  | \$47.60/hour + materials                     | \$53.80/hour + materials  | 13%        |
| Contracted services for the above   | Direct Costs                                 | Direct Costs + 10%  | +10%       |
| <b>Mechanical Services</b>  |  |   |            |
| Installation and repairs on dept. purchased equipment   | \$47.60/hour + materials                     | \$53.80/hour + materials  | 13%        |
| <b>Automotive Services</b>  |  |   |            |
| Repair and maintenance of departmental tunnel carts and vehicles  | \$46.60/hour + materials                     | \$52.70/hour + materials  | 13%        |
| <b>Renovations and Alternations</b>   |  |   |            |
| All requests for renovation/alteration  | Direct costs + PM Fee based on Project Value | Direct costs + PM Fee based on Project Value                                |            |
|   | -  | Project value < \$100k: PM Fee = 10%  | +6%        |
|   | Project value < \$500K: PM Fee = 4%          | Project value \$100k - \$500K: PM Fee = 7.5%                                | +3.5%      |
|   | Project value \$500K - \$2M: PM Fee = 2.5%   | Project value \$500K - \$3M: PM Fee = 5%                                    | +2.5%      |
|   | Project value \$2M - \$4M: PM Fee = 2%       | Project value \$3M - \$5M: PM Fee = 3.5%                                    | +1.5%      |
|   | Project value > \$4M: PM Fee = 1.5%          | Project value > \$5M: PM Fee to be negotiated based on size, complexity     |            |
| <b>Planning and Design Services</b>   |  |   |            |
| Space planning, design services, furniture selection, layouts   |  | Coordinator \$60/hour   |            |
| Project Initiation Fee - minimum fee for design services when in house staff used for design or estimation services if project does not proceed | -  | Coordinator at \$60/hour<br>Manager at \$70/hour<br>SR Manager at \$85/hour | <b>New</b> |

## DEPARTMENT OF CONFERENCE SERVICES

Room rental fees are used to help offset the cost of services provided by Conference Services to support meetings and events on campus. A significant amount of labour time is spent on:

- responding to and managing booking requests
- reviewing event details for risk management and safety purposes
- coordinating event set up & tear down
- managing the cleaning of spaces & arranging for special cleaning as requested by clients
- supporting event partners such as Dining Services, CUES, Safety, DUC, and others
- providing day of event to support to clients including troubleshooting

Note: The classrooms or theatres noted below at \$0 are for those booked directly through the Enterprise Portal. A charge may apply if these spaces are booked through and managed by Conference Services.

| Services  | 2023-2024 Rate | 2024-2025 Rate | Percentage Change |
|---|----------------|----------------|-------------------|
| <b>Room Rentals</b>                               |                |                |                   |
| General Classroom: Less than 75 seats             | \$0            | \$0            | N/A               |
| General Classroom: 76-150 seats                   | \$0            | \$0            | N/A               |
| General Classroom: 151-300 seats                  | \$0            | \$0            | N/A               |
| Azrieli Theatre 101, 102, 301 or 302              | \$0            | \$0            | N/A               |
| Canal Building Foyer                              | \$200          | \$200          | N/A               |
| Health Science Theatre 1301                       | \$0            | \$0            | N/A               |
| Minto Bell Theatre 2000                           | \$0            | \$0            | N/A               |
| Minto Theatre 5050                                | \$0            | \$0            | N/A               |
| Southam Hall Theatre B                            | \$0            | \$0            | N/A               |
| Richcraft Building Theatre 2200                   | \$0            | \$0            | N/A               |
| Tory Building Foyer                               | \$200          | \$200          |                   |
| Teraanga Commons 270, 272 or 274                  | \$200          | \$200          | N/A               |
| Teraanga Commons 270-272 or 272-274               | \$400          | \$400          | N/A               |
| Teraanga Commons Conference (270, 272, 274)       | \$500          | \$500          | N/A               |
| Teraanga Commons Fenn Lounge                      | \$300          | \$300          | N/A               |
| Leeds House 124 Multipurpose Room                 | \$150          | \$150          | N/A               |
| Russell-Triple Lounge (RU 131)                    | \$150          | \$150          | N/A               |
| Nideyinan Galleria                                | \$250          | \$300          | 20%               |
| Richcraft Building 2220, 2224 or 2228             | \$200          | \$200          | N/A               |
| Richcraft Building 2220-2224 or 2224-2228         | \$400          | \$400          | N/A               |
| Richcraft Building Conference (2220, 2224, 2228)  | \$500          | \$500          | N/A               |
| Richcraft Building Atrium                         | \$300          | \$300          | N/A               |
| Richcraft Building Boardroom 2211                 | \$125          | \$125          | N/A               |
| Richcraft Building Board of Governors Room 2440-R | \$500          | \$500          | N/A               |
| University Centre Galleria                        | \$250          | \$250          | N/A               |



## DEPARTMENT OF CONFERENCE SERVICES – CONTINUED

| Outdoor Facilities       |  |  |          |
|--------------------------|--|--|----------|
| Alumni Park              | \$250  | \$250  | N/A      |
| Anniversary Park         | \$200  | \$200  | N/A      |
| Canal Quad               | \$200  | \$200  | N/A      |
| Mackenzie Quad           | \$200  | \$200  | N/A      |
| Minto Quad               | \$200  | \$200  | N/A      |
| Oxbow Park               | \$200  | \$200  | N/A      |
| Richcraft Building Quad  | \$250  | \$200  | N/A      |
| Richcraft Building Patio | \$0<br>(When booked in conjunction with Richcraft Hall Conference Rooms and/or Atrium) | \$0<br>(When booked in conjunction with Richcraft Hall Conference Rooms and/or Atrium) | N/A      |
| Residence Quad           | Not bookable   | \$200  | New      |
| Tory Quad                | \$250  | \$200  | -<br>20% |

## DEPARTMENT OF UNIVERSITY COMMUNICATIONS

| Services  | 2023-2024 Rate | 2024-2025 Rate | Percentage Change |
|---|----------------|----------------|-------------------|
| Available to E.C.C. Members only.<br>To become a member contact: <a href="mailto:events.office@carleton.ca">events.office@carleton.ca</a> |                |                |                   |
| Carleton University Name Badge (Magnetic)   | \$15.00 each   | \$20.00 each   | 33%               |

## TEACHING AND LEARNING SERVICES

| Services   | 2023-2024 Rate  | 2024-2025 Rate  | Percentage Change |
|--|---|---|-------------------|
| <b>Learning Spaces</b>   |   |   |                   |
| Weekday Hours General Labour(7:00 am to 10:00 pm)  | \$44.00/hour  | \$45.00/hour  | 2.3%              |
| Weekday Hours Programming, Technical Direction   | \$50.00/hour  | \$55.00/hour  | 10%               |
| Weekday Hours Design, project management   | \$55.00/hour  | \$60.00/hour  | 9.1%              |
| Admin fee per “project”  | \$50.00   | \$100.00  | 100%              |
| Weekday After Hours (10:00 pm to 7:00 am)  | \$66.00/hour  | \$67.00/hour  | 1.5%              |
| Weekend Hours (Friday 10: pm to Monday 7am)  | \$66.00/hour  | \$67.00/hour  | 1.5%              |
| *These rates reflect the recovery of costs for providing the service (CUPE level 8PE/R, and 10PE/R, depending on work requested and average hourly rate) + 20% overhead for year, beginning July 1 <sup>st</sup> . |   |   |                   |
| <b>Learning Spaces – Event Support</b>   |   |   |                   |
| Weekday Hours General Labour (7:00 am to 10:00 pm) – includes Thesis Defenses  | \$44.00/hour  | \$45.00/hour  | 2.3%              |
| Weekday After Hours (10:00 pm to 7:00 am)  | \$66.00/hour  | \$6700/hour   | 1.5%              |
| Weekend Hours (Friday 10:00 pm to Monday 7am)  | \$66.00/hour  | \$67.00/hour  | 1.5%              |
| Admin fee per “event”  | Delivery only & exclusively online - \$50.00<br><br>All other events - \$175.00 | Delivery only & exclusively online - \$50.00<br><br>All other events - \$175.00 | N/A               |
| Pre-production fees  | Delivery only – no charge   | Delivery only – no charge   | N/A               |
|  | Exclusively online - \$50.00  | Exclusively online - \$50.00  | N/A               |
|  | Exclusively in-person - \$50.00   | Exclusively in-person - \$50.00   | N/A               |
|  | Hybrid or Customized – Estimate required  | Hybrid or Customized – Estimate required  | N/A               |
|  | Video recording - \$50.00   | Video recording - \$50.00   | N/A               |
|  | Streaming - \$100.00 (includes recording services)                              | Streaming - \$100.00 (includes recording services)                              | N/A               |
| Post-production fees (audio/video editing) of event recordings   | -   | \$45.00/hour<br><br>(estimate required)   | New               |

## TEACHING AND LEARNING SERVICES - CONTINUED

| <b>Digital Learning- Media Production</b>         |              |              |      |
|---|--------------|--------------|------|
| Weekday Hours General Labour (8:30 am to 4:30 pm) | \$44.00/hour | \$45.00/hour | 2.3% |
| Weekday After Hours (4:30 pm to 8:30 am)          | \$66.00/hour | \$67.00/hour | 1.5% |
| Weekends  | \$66.00/hour | \$67.00/hour | 1.5% |

## CAMPUS SAFETY SERVICES

Campus Safety Services (Patrol Services and Technical Services) charge for services that are outside of the normal scope of operations. Cost recovery charges are based on direct costs (labour, materials, licenses etc) plus a reasonable amount of overhead.

### Security System Installation and Intrusion Alarm Monitoring

| <b>Services</b>   | <b>2023-2024</b>                  | <b>2024-2025</b>                  | <b>Percentage Change</b> |
|---|-----------------------------------|-----------------------------------|--------------------------|
| <b>Security System Installation* and Intrusion Alarm Monitoring</b>   |                                   |                                   |                          |
| *Installation and maintenance of the security systems is the financial responsibility of the requesting department.   |                                   |                                   |                          |
| Physical security systems service and maintenance requests  | \$58.14                           | \$58.14                           | N/A                      |
| System Recording Fee  | \$400.00/Camera (one-time charge) | \$400.00/Camera (one-time charge) | N/A                      |
| <b>Monitoring and response</b>  |                                   |                                   |                          |
| User Class 1:<br>Single alarmed area connected to computers and peripherals, including but not restricted to motion detectors, door contacts, card access and duress alarms.  | \$62.75/month                     | \$62.75/month                     | N/A                      |
| User Class 2:<br>Multi-alarmed areas with up to five (5) alarmed rooms in a single building connected to computer and peripherals, including but not restricted to motion detectors, door contacts, card access and | \$93.75/month                     | \$93.75/month                     | N/A                      |
| User Class 3: Multi-levels 6+ and/or multi building locations, including alarmed computers and peripherals but not restricted to motion detectors, door contacts, card access and duress alarms.                    | \$122.50/month                    | \$122.50/month                    | N/A                      |
| False alarms  | \$50.00 per instance.             | \$53.00 per instance.             | 6%                       |

## CAMPUS SAFETY SERVICES - CONTINUED

| <b>Two-way Radio Services</b>   |                    |                    |     |
|---|--------------------|--------------------|-----|
| System Access Fee (Licensing)   | \$65.44/year/radio | \$65.44/year/radio | N/A |
| Infrastructure Support  | -                  | \$40.14/year/radio | New |
| All fees are prorated by the number of radios held by each department, based on the service provider cost-recovery only |                    |                    |     |

| <b>Event Security</b>   |                |                |    |
|---|----------------|----------------|----|
| Campus Safety Officer   | \$61.65/hour   | \$65.35/hour   | 6% |
| Student Safety Patroller  | \$24.60/hour   | \$26.08/hour   | 6% |
| Event Manager/Supervisor  | \$81.93/hour   | \$86.84/hour   | 6% |
| Communications Operator (Dispatcher)  | \$49.47/hour   | \$52.43/hour   | 6% |
| Contract Security   | On quote basis | On quote basis |    |
| Any costs incurred related to event security is the financial responsibility of the requesting department<br>Contract Security are last resort and on a quote basis. All fees will be recovered, quotes based on many variables that are provided for contract event security. Cost recovery charges are based on direct costs. |                |                |    |

## SCHEDULING AND EXAMINATION SERVICES

Scheduling and Examination Services (SES) is responsible for scheduling, coordinating and administering formally scheduled examinations on behalf of the university. During the pandemic, new services were required for student evaluations, for which the costs were absorbed by SES on an interim basis. Faculties that continue to choose to utilize these enhanced SES services will be charged a fee to help offset the cost of these services. To decrease the number of late examination requests and no-show evaluators, a late fee is also being introduced. More information can be found at: [Exam Services - Service Pricing and Late Fees - MEC Submissions \(carleton.ca\)](#)

| Services                  | 2023-2024 | 2024-2025  | Percentage Change |
|---------------------------|-----------|--|-------------------|
| In-Person Proctoring      |           | <p>\$17/hr x (exam duration + 1hr) x number of proctors hired (at 50:1 ratio)</p> <p>For emergency assistance, proctoring rate will be at the overtime rate).</p>  | New               |
| In-Term Exam Site Support |           | <p>\$17/hr (\$21/hr or \$23/hr) x (exam duration + 1hr) x number of proctors hired (at 50:1 ratio).</p> <p>Final cost is calculated based on type of assessment and the specific proctoring requirement, and can be shared among dept.</p> <p>For emergency assistance, proctoring rate will be at the overtime rate.</p>  | New               |
| e-Proctoring              |           | <p>Final cost is to be decided, includes live proctoring and post processing and report. Dept is sent an estimate before any work is scheduled.</p> <p>There are three-tiered cost options for consideration:</p> <ul style="list-style-type: none"> <li>• Tier 1 (inclusion of TAs): SES provides training to TAs to perform e-Proctoring tasks</li> <li>• Tier 2: SES led session (\$19/hr or \$23/hr x exam duration x 1.5hr x number of e-proctors hired (at 30:1 ratio)</li> <li>• Tier 3: Emergency assistance provided by SES (at overtime e-proctor rate)</li> </ul> | New               |

## SCHEDULING AND EXAMINATION SERVICES - CONTINUED

| Exam Printing   | -           | Direct cost   | New      |      |        |             |       |             |         |             |        |             |         |             |  |
|---|-------------|---|----------|------|--------|-------------|-------|-------------|---------|-------------|--------|-------------|---------|-------------|--|
|   |             | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Category</th> <th style="text-align: center;">Rate</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Letter</td> <td style="text-align: center;">\$0.09/page</td> </tr> <tr> <td style="text-align: center;">legal</td> <td style="text-align: center;">\$0.11/page</td> </tr> <tr> <td style="text-align: center;">Special</td> <td style="text-align: center;">\$0.17/page</td> </tr> <tr> <td style="text-align: center;">Colour</td> <td style="text-align: center;">\$0.69/page</td> </tr> <tr> <td style="text-align: center;">Staples</td> <td style="text-align: center;">\$0.01/exam</td> </tr> </tbody> </table> | Category | Rate | Letter | \$0.09/page | legal | \$0.11/page | Special | \$0.17/page | Colour | \$0.69/page | Staples | \$0.01/exam |  |
| Category  | Rate        |   |          |      |        |             |       |             |         |             |        |             |         |             |  |
| Letter  | \$0.09/page |   |          |      |        |             |       |             |         |             |        |             |         |             |  |
| legal   | \$0.11/page |   |          |      |        |             |       |             |         |             |        |             |         |             |  |
| Special   | \$0.17/page |   |          |      |        |             |       |             |         |             |        |             |         |             |  |
| Colour  | \$0.69/page |   |          |      |        |             |       |             |         |             |        |             |         |             |  |
| Staples   | \$0.01/exam |   |          |      |        |             |       |             |         |             |        |             |         |             |  |
| Late Fees:  |             |   |          |      |        |             |       |             |         |             |        |             |         |             |  |
| Exam Scheduling (Data Collection & Requests)            | -           | \$25.00 flat rate   | New      |      |        |             |       |             |         |             |        |             |         |             |  |
| In-Person Proctoring                                    | -           | \$25.00 flat rate   | New      |      |        |             |       |             |         |             |        |             |         |             |  |
| McIntyre Exam Centre:<br>Accommodated Exams at Carleton | -           | \$25.00 flat rate   | New      |      |        |             |       |             |         |             |        |             |         |             |  |
| Online Exams: Brightspace Exam Services                 | -           | \$25.00 flat rate   | New      |      |        |             |       |             |         |             |        |             |         |             |  |
| Online Exams: e-Proctoring                              | -           | \$25.00 flat rate   | New      |      |        |             |       |             |         |             |        |             |         |             |  |
| Exam Submissions  | -           | \$25.00 flat rate   | New      |      |        |             |       |             |         |             |        |             |         |             |  |