

Policy Name:	Internal Charges for Goods & Services
Originating/Responsible Department:	Financial Services
Approval Authority:	Senior Management Policy Committee
Date of Original Policy:	March 2003
Last Updated:	June 2026
Mandatory Revision Date:	June 2027
Contact:	Associate Vice-President (Financial Services) and Chief Financial Officer

POLICY

Internal charges for goods and services must be approved by the Senior Management Policy Committee (SMPC) 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, SMPC 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 exceed the normal level of support, resulting 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 SMPC; principally Facilities and Management Planning, Information Technology Services, Teaching and Learning Services, Campus Safety Services, and Scheduling and Examinations Services.

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 SMPC 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 SMPC. 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 Associate Vice-President (Financial Services) and Chief Financial Officer for approval prior to submission for SMPC for final approval.

Departments must be able to provide their goods and service via the University's procurement 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 SMPC.

ROLES AND RESPONSIBILITIES

The Associate Vice-President (Financial Services) and Chief Financial Officer 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 and Chief Financial Officer

RELATED POLICIES

Acceptable Use of Information Technology and Email

Alteration, Repair and Maintenance of University Buildings and Outdoor Space

Conference Services Space Booking and Use

Information Technology Procurement

Procurement

Tunnel Carts

INFORMATION TECHNOLOGY SERVICES

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

ITS is currently working with its service provider to simplify and eliminate the monthly telephone charge process for operating units, based on the fees below. Units will be notified ahead of implementation.

Services	2025-2026 Rate	2026-2027 Rate	Percentage Change
Operations & Infrastructure	\$45.00/hour	\$45.00/hour	N/A
Network			
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 \$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
Voice Services			
			REMOVE
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
Headsets			
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
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Standard Sets (monthly)			
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
Teleworker			
License (one-time charge)	\$70	\$70	N/A
Softphone client			
Monthly charge	\$12.30	\$12.30	N/A
License (one-time charge)	\$70	\$70	N/A
Voice Menu			
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
Miscellaneous Voice – monthly charge			
Voicemail Box	Free	Free	N/A
Reserved Numbers	\$5.00	\$5.00	N/A
Direct-In-Dial (DI)	\$7.35	\$7.35	N/A
Automated Call Distribution (ACD) – monthly charge			
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
Automated Call Distribution (ACD) one-time charges			
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
Conference charges			
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
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Installation, Move, Add, Change			
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
Emergency Phone			
Emergency phone	\$100.00 + installation + cabling costs	\$100.00 + installation + cabling costs	N/A
ITS support/development for projects			
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
Miscellaneous			
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	ITS Hosting Fee: Events** above \$5,000: 1% of revenue + \$0.50 per transaction Events** under \$5,000: \$100.00 per engagement Credit Card Fee: 1.9%	ITS Hosting Fee: Events** above \$5,000: 1% of revenue + \$0.50 per transaction Events** under \$5,000: \$100.00 per engagement Credit Card Fee: 1.9%	N/A

**ITS will continue to waive hosting fee for charities, donations and fundraising events.

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, material is at cost plus 10% (plus the 3.41% net HST cost). The overhead reflects the full cost of delivering services, including management of trades, billing and procurement activities. Lead hand rate is an additional \$3.10 above rates in table below. Contracted Services and materials are at cost plus 10%.

Services	2025-2026 Rate	2026-2027 Rate	Percentage Change
Move and Furniture Services			
Moving office supplies, furniture; installing or removing items and furnishings, furniture repair, etc.	Furniture Helper \$36.10/hr/person Event & Furniture Mechanic \$43.30/hr/person + materials (if required) + \$35.00/hour vehicle (if required)	Furniture Helper \$37.15/hr/person Event & Furniture Mechanic \$44.60/hr/person + materials (if required) + \$35.00/hour vehicle (if required)	3%
Contracted services for any of the above	Direct Cost + 10%	Direct Cost + 10%	N/A
Event Services			
Event set up and tear down costs – contracted services	Direct Cost + 10%	Direct Cost + 10%	N/A
Event set up and tear down costs	\$43.30/hour/person	\$44.60/hour/person	3%
Event coordination and planning (floor plan layouts, etc)	\$61.80 /hour/person	\$63.65 /hour/person	3%
Event request booked with fewer than five (5) business days' notice	Late fee \$100	Late fee \$100	New
Signage			
Event signage – interior and exterior, including name plates, office signs, etc.	Direct Cost + 10%	Direct Cost + 10%	N/A
Painting			
All painting other than scheduled maintenance	\$49.90/hour/person + materials	\$51.40/hour/person + materials	3%
Contracted Services for the above	Direct Cost + 10%	Direct Cost + 10%	N/A
Carpentry			
Refinishing, manufacturing, repair, or replacement of departmental furnishings, departmentally-requested renovations or alterations, etc.	\$52.65 /hour + materials	\$54.25 /hour + materials	3%
Locksmith			
Supply and cutting of all keys (other than broken), lock changes, rekeying, supply and installation of other locking devices, etc.	\$52.65 /hour + materials (One hour minimum)	\$54.25 /hour + materials (One hour minimum)	3%
Grounds Services			

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.	\$38.50 /hour/person + \$35.00/hour vehicle charge + disposal fee (if required)	\$39.65 /hour/person + \$35.00/hour vehicle charge + disposal fee (if required)	3%
Custodial Services			
Cleaning of office space on departure of occupants, non-routine steam cleaning of carpets and furniture, etc.	Direct Cost + 10%	Direct Cost + 10%	N/A

FACILITIES MANAGEMENT AND PLANNING - CONTINUED

Electrical Services			
Installation and repair of dept. purchased equipment, power supplies, etc.	\$55.40/hour + materials	\$57.05/hour + materials	3%
Contracted services for the above	Direct Costs + 10%	Direct Costs + 10%	N/A
Mechanical Services			
Installation and repairs on dept. purchased equipment	\$55.40/hour + materials	\$57.05/hour + materials	3%
Automotive Services			
Repair and maintenance of departmental tunnel carts and vehicles	\$54.30/hour + materials	\$55.90/hour + materials	3%
Renovations and Alternations			
All requests for renovation/alteration	Direct costs + PM Fee based on Project Value Project value < \$100k: PM Fee = 10% Project value \$100k - \$500K: PM Fee = 7.5% Project value \$500K - \$3M: PM Fee = 5% Project value \$3M - \$5M: PM Fee = 3.5% Project value > \$5M: PM Fee to be negotiated based on size, complexity	Direct costs + PM Fee based on Project Value Project value < \$5M: PM Fee = 6.0% Project value > \$5M: PM Fee to be negotiated based on size, complexity	N/A
Planning and Design Services			
Space planning, design services, furniture selection, layouts			
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 \$ 61.80 /hour. Manager at \$72.10/hour. SR Manager at \$87.55/hour.	No Charge Flat Fee: \$2,500	-100%
Flat "Pre-work" Fee – fixed fee for planning and integration team and space planning services on Capital Projects that reach approval stage.	-		New

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, Production Services, 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	2025-2026 Rate	2026-2027 Rate	Percentage Change
Room Rentals			
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	N/A
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	\$300	\$300	N/A
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

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	\$250	N/A
Richcraft Building Patio	\$0 (When booked in conjunction with Richcraft Hall Conference Rooms and/or Atrium)	\$0 (When booked in conjunction with Richcraft Hall Conference Rooms and/or Atrium)	N/A
Residence Quad	\$200	\$200	N/A
Tory Quad	\$250	\$250	N/A
Audio Visual Equipment			
Fenn Lounge A/V	\$150	\$250	66.67%
Teraanga Commons 270, 272, 274	-	\$250	New
Richcraft Building 2220, 2224, 2228	-	\$250	New
Richcraft Atrium	-	\$300	New

TEACHING AND LEARNING SERVICES

Services	2025-2026 Rate	2026-2027 Rate	Percentage Change
Learning Spaces – Department rooms, non-pool classrooms (fees not applicable to pool classrooms)			
Weekday Hours General Labour (7:00 am to 10:00 pm)	\$46.00/hour	\$ 47.00/hour	2.2 %
Weekday Hours Programming, Technical Direction	\$55.00/hour	\$56.00/hour	1.8%
Weekday Hours Design, project management	\$60.00/hour	\$61.00/hour	1.7%
Admin fee per “project”	\$100.00	\$100.00	N/A
Weekday After Hours (4:30 pm to 7:00 am)	\$69.00/hour	\$ 70.00/hour	1.4 %
Weekend Hours (Friday 4:30 pm to Monday 7am)	\$69.00/hour	\$ 70.00/hour	1.4 %
*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 st .			
Learning Spaces – Event Support			
Weekday Hours General Labour (7:00 am to 10:00 pm) – includes Thesis Defenses	\$46.00/hour	\$ 47.00 /hour	2.2 %
Weekday After Hours (10:00 pm to 7:00 am)	\$69.00/hour	\$ 70.00/hour	1.4%
Weekend Hours (Friday 10:00 pm to Monday 7am)	\$69.00/hour	\$70.00 /hour	1.4%
Admin fee per “event”	Delivery only & exclusively online - \$50.00 All other events - \$175.00	Exclusively online - \$50.00 All other events - \$175.00	N/A
Production fees	Delivery only – no charge Exclusively online - \$50.00 Exclusively in-person - \$50.00 Hybrid or Customized – Estimate required Video recording - \$50.00 Streaming - \$100.00 (includes recording services)	Exclusively online - \$50.00 All other event types and services require consultation with a written estimate provided to client to determine pre-production fees. In general, the minimum fee will be \$100, with additional services adding complexity and reflecting additional production effort. Audio/video editing) of event recordings (estimate required) – Generally \$175 minimum.	N/A
KM Theatre Hourly Space Rental (Applicable to non-academic internal use)	\$55/ hr	\$55 /hr	N/A
KMT Usher Rates	\$21/hr	\$21.50/hr	2.4%

TEACHING AND LEARNING SERVICES – continued

Internal technical event support provided by Production Services will **only** be available for **high impact events**. High impact events are those activities that are deemed to be essential to the image and reputation of the university. Additionally, depending on the number, nature and scale of the event and commitments, Production Services may need to refer the client to an outside service provider and decline supporting the event.

The types of high impact internal events that scope into this definition include:

- 1) President's, Board of Governors' and Senate Office announcements/events
- 2) Provost's and VP Offices announcement/events
- 3) Deans' Office announcements and significant public facing events
 - a. Signature academic public lectures (Herzberg, Attallah, Kesterton, etc)
- 4) High profile recruitment events (on campus)
- 5) Convocation
- 6) September 30, November 11, December 6th events
- 7) Employee centered activities like Service Excellence, Retirement and Long Service, and Employee Appreciation

Internal events that will not be supported include:

- 1) Departmental/School events, talks, seminars, meetings/luncheons/banquets/socials
- 2) Thesis defenses (in person, hybrid, and online)
- 3) Book launches, readings,
- 4) Film screenings
- 5) Departmental retirement events/gatherings/holiday parties
- 6) Professional development and training activities/sessions
- 7) Departmental symposium/conferences/gatherings not organized through Conference Services.

Media Production			
Weekday Hours General Labour (8:30 am to 4:30 pm)	\$46.00/hour	\$47.00/hour	2.2%
Weekday After Hours (4:30 pm to 8:30 am)	\$69.00/hour	\$70.00/hour	3.0%
Weekends	\$69.00/hour	\$70.00/hour	3.0 %
Learning Design and Technology			
Educational Technology (applies to non-academic initiatives and for-profit programs)	\$55.00/hr (estimate and scope of work required)	\$55.00/hr	1.8%
Instructional Design (applies to non-academic initiatives and for-profit programs)	\$55.00/hr (estimate and scope of work required)	\$56.00/hr	1.8%
Project Management (applies to non-academic initiatives and for-profit programs)	\$60.00 /hr (estimate and scope of work required)	\$61.00 /hr	1.7%
*These rates reflect the recovery of costs for providing the service (CUPE level 8PE/R, 9PE/R and 10PE/R, depending on work requested and average hourly rate) + up to 20% overhead for year, beginning July 1 st . The rates for Educational Technology, Instructional Design, and Project Management apply to internal non-academic projects and for initiatives that are profit generating for academic units.			

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

Services	2025-2026	2026-2027	Percentage Change
Security System Installation* and Intrusion Alarm Monitoring			
*Installation and maintenance of the security systems is the financial responsibility of the requesting department.			
Physical security systems service and maintenance requests	\$58.14/hour	\$59.88/hour	3%
System Recording Fee	\$400.00/Camera (one-time charge)	\$400.00/Camera (one-time charge)	N/A
Monitoring and response			
User Class 1: 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: 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	\$55.00 per instance.	\$55.00 per instance.	N/A

CAMPUS SAFETY SERVICES - CONTINUED

Two-way Radio Services			
System Access Fee (Licensing)	\$68.73/year/radio	\$72.17/year/radio*	5%
Infrastructure Support	\$69.98/year/radio	\$73.50/year/radio*	5%
All fees are prorated by the number of radios held by each department, based on the service provider cost-recovery only. *Fees for 26/27 are estimate only, as actual cost recovery rate not known at the date of publishing.			

Event Security			
Special Constable	\$70.00/hour	\$72.10/hour	3%
Campus Safety Agent	\$55.00/hour	\$56.65/hour	3%
Student Safety Patroller	\$ 30.00/hour	\$ 30.90/hour	3%
Event Manager/Supervisor	\$ 90.00/hour	\$ 92.70/hour	3%
Communications Operator (Dispatcher)	\$ 55.00/hour	\$ 56.65/hour	3%
Vehicles (i.e.: Static Post/Traffic Detail)	\$50.00/contracted shift	\$50.00/contracted shift	N/A
ATV (i.e.: Mobile Patrol/Static Post)	\$25.00/contracted shift	\$25.00/contracted shift	N/A
Contract Security	On quote basis	On quote basis	

Any costs incurred related to event security is the financial responsibility of the requesting department.

- The above costs include an admin fee.
- All contracts are subject to additional HST at 13%.
- There is a four-hour minimum charge for each staff member and vehicle assigned to a duty.
- Cancellations with less than 24 hours notice will result in a charge of four hours per staff member assigned.
- Campus Safety Services may require additional time be added before and after events for deployment and follow-up (typically 30 minutes before and after).
- If any activity/incidents continue beyond the requested hours for an event, or if a client does not permit the site to be left unattended and they do not relieve staff member by the agreed upon time, Campus Safety Services will bill for the additional staff time.
- Campus Safety Services reserves the right to determine the classification and number of officers required for an event based on a risk assessment.
- Services will only be provided when all parties agree, and all required positions are filled.

Contract Security are a 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. Faculties may choose to utilize enhanced SES services for student evaluations and 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 may also be charged. More information can be found on the [Exam Services Pricing](#) intranet site.

Services	2025-2026	2026-2027	Percentage Change
In-Person Proctoring	$\$ 19.68 / \text{hr} \times (\text{exam duration} + 1\text{hr}) \times \text{number of proctors hired (at 50:1 ratio)}$ For emergency assistance, the proctoring rate will be at the overtime rate).	$\$ 20.13 / \text{hr} \times (\text{exam duration} + 1\text{hr}) \times \text{number of proctors hired (at 50:1 ratio)}$ For emergency assistance, the proctoring rate will be at the overtime rate).	2%
In-Term Exam Site Support	$\$19.68/\text{hr} (\$ 24.02/\text{hr or } \$26.31/\text{hr}) \times (\text{exam duration} + 1\text{hr}) \times \text{number of proctors hired (at 50:1 ratio)}$ Final cost is calculated based on type of assessment and the specific proctoring requirement, and can be shared among dept. For emergency assistance, proctoring rate will be at the overtime rate.	$\$20.13/\text{hr} (\$ 24.50/\text{hr or } \$26.84/\text{hr}) \times (\text{exam duration} + 1\text{hr}) \times \text{number of proctors hired (at 50:1 ratio)}$ Final cost is calculated based on type of assessment and the specific proctoring requirement, and can be shared among dept. For emergency assistance, proctoring rate will be at the overtime rate, \$30.20/hr, \$36.75/hr. \$40.25/hr.	2%
e-Proctoring	Final cost is to be decided, includes live proctoring and post processing and report. Dept is sent an estimate before any work is scheduled. There are three-tiered cost options for consideration: • Tier 1 (inclusion of TAs): SES provides training to TAs to perform e-Proctoring tasks • 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) • Tier 3: Emergency assistance provided by SES (at overtime e-proctor rate)	Final cost is to be decided, includes live proctoring and post processing and report. Dept is provided with an SES calculator to determine cost estimate. There are three-tiered cost options for consideration: • Tier 1 (inclusion of TAs): SES provides training to TAs to perform e-Proctoring tasks, which includes an online module and a shadow shift. Any additional training would result in a fee at staff rate. • Tier 2: SES led session (\$20.13/hr or \$26.84/hr x exam duration x 1.5hr x number of e- proctors hired (at 30:1 ratio) • Tier 3: Emergency assistance provided by SES on exam day, at overtime rate \$30.20/hr, \$40.25/hr	2%

SCHEDULING AND EXAMINATION SERVICES – CONTINUED

Services	2025-2026		2025-2026		Percentage Change	
Exam Printing	Direct Cost:		Direct Cost:		2%, based on Print Shop Charges	
	Category	Rate	Category	Rate		
	Letter	\$0.10/page	Letter	\$ 0.10/page		
	legal	\$0.12/page	legal	\$ 0.12/page		
	Special	\$0.19/page	Special	\$0.19 /page		
	Colour	\$0.49/page	Colour	\$ 0.50/page		
	Staples	\$0.01/exam	Staples	\$0.01/exam		
	Colour Paper	\$0.09/page	Colour Paper	\$0.09/page		
	Booklet	\$0.54 each	Booklet	\$0.55 each		
	Scantron	\$0.20/sheet	Scantron	\$0.20/sheet		
	Envelope	\$1.29	Envelope	\$1.32		
	Late Fees:					
	Exam Scheduling (Data Collection & Requests)	\$25.00 flat rate	\$26.00 flat rate	2%		
In-Person Proctoring	\$25.00 flat rate	\$26.00 flat rate	2%			
McIntyre Exam Centre: Accommodated Exams at Carleton	\$25.00 flat rate	\$26.00 flat rate	2%			
Online Exams: Brightspace Exam Services	\$25.00 flat rate	\$26.00 flat rate	2%			
Online Exams: e-Proctoring	\$25.00 flat rate	\$26.00 flat rate	2%			
Exam Submissions	\$25.00 flat rate	\$26.00 flat rate	2%			