

<b>Policy Name:</b>	Internal Charges for Goods & Services
<b>Originating/Responsible Department:</b>	Financial Services
<b>Approval Authority:</b>	Senior Management Committee (SMC)
<b>Date of Original Policy:</b>	March 2003
<b>Last Updated:</b>	June 2025
<b>Mandatory Revision Date:</b>	June 2026
<b>Contact:</b>	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 Associate Vice-President (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**

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](#)

### Operations and Infrastructure Labour Rate

Services	2024-2025 Rate	2025-2026 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>			
			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
<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

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
			REMOVE
Direct-In-Dial (DI)	\$7.35	\$7.35	N/A
			REMOVE
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

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

## 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). Lead hand rate is an additional \$3.10 above rates in table below. Contracted Services and material are at cost plus 10%.

Services	2024-2025 Rate	2025-2026 Rate	Percentage Change
Move and Furniture Services			
Moving office supplies, furniture; installing or removing items and furnishings, furniture repair, etc.	\$35.05/hour/person + materials (if required) + \$35.00/hour vehicle	Furniture Helper \$36.10/hr/person Event & Furniture Mechanic \$43.30/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	\$42.00/hour/person	\$43.30/hour/person	3%
Event coordination and planning (floor plan layouts, etc)	\$60.00/hour/person	\$61.80 /hour/person	3%
Event request booked with fewer than five (5) business days' notice		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	\$48.45/hour/person + materials	\$49.90/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.	\$51.15/hour + materials	\$52.65 /hour + materials	3%
Locksmith			
Supply and cutting of all keys (other than broken), lock changes, rekeying, supply and installation of other locking devices, etc.	\$51.14/hour + materials (One hour minimum)	\$52.65 /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.	\$37.35/hour/person + \$35.00/hour vehicle charge + disposal fee (if required)	\$38.50 /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.	\$53.80/hour + materials	\$55.40/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	\$53.80/hour + materials	\$55.40/hour + materials	3%
Automotive Services			
Repair and maintenance of departmental tunnel carts and vehicles	\$52.70/hour + materials	\$54.30/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 < \$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	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 \$60/hour Manager at \$70/hour SR Manager at \$85/hour	Coordinator at \$ 61.80 /hour. Manager at 72.10/hour. SR Manager at \$87.55/hour.	3%

## 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	2024-2025 Rate	2025-2026 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

## TEACHING AND LEARNING SERVICES

Services	2024-2025 Rate	2025-2026 Rate	Percentage Change
Learning Spaces			
Weekday Hours General Labour (7:00 am to 10:00 pm)	\$45.00/hour	\$ 46.00/hour	2.2 %
Weekday Hours Programming, Technical Direction	\$55.00/hour	\$55.00/hour	N/A
Weekday Hours Design, project management	\$60.00/hour	\$60.00/hour	N/A
Admin fee per “project”	\$100.00	\$100.00	N/A
Weekday After Hours (4:30 pm to 7:00 am)	\$67.00/hour	\$ 69.00/hour	3.0 %
Weekend Hours (Friday 4:30 pm to Monday 7am)	\$67.00/hour	\$ 69.00/hour	3.0 %
*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> .			
Learning Spaces – Event Support			
Weekday Hours General Labour (7:00 am to 10:00 pm) – includes Thesis Defenses	\$45.00/hour	\$ 46.00 /hour	2.2 %
Weekday After Hours (10:00 pm to 7:00 am)	\$67.00/hour	\$ 69.00/hour	3.0%
Weekend Hours (Friday 10:00 pm to Monday 7am)	\$67.00/hour	\$69.00 /hour	3.0%
Admin fee per “event”	Delivery only & exclusively online - \$50.00  All other events - \$175.00	Delivery only & exclusively online - \$50.00  All other events - \$175.00	N/A

## TEACHING AND LEARNING SERVICES - CONTINUED

Pre-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)	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)	N/A
Post-production fees (audio/video editing) of event recordings	\$45.00/hour (estimate required)	\$ 46.00 /hour (estimate required)	2.2 %
KM Theatre Hourly Space Rental (Applicable to non-academic internal use)	\$50/ hr	\$55 /hr	10%
KMT Usher Rates	\$20/hr	\$21/hr	5%

As of July 1, 2025 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 and are linked to the university's strategic integrated plan. Additionally, depending on the 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 internal events that may 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 6<sup>th</sup> 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.

## TEACHING AND LEARNING SERVICES - CONTINUED

Digital Learning- Media Production			
Weekday Hours General Labour (8:30 am to 4:30 pm)	\$45.00/hour	\$46.00/hour	2.2%
Weekday After Hours (4:30 pm to 8:30 am)	\$67.00/hour	\$69.00/hour	3.0%
Weekends	\$67.00/hour	\$69.00/hour	3.0 %
Educational Technology (applies to non-academic initiatives and for-profit programs)	N/A	\$55.00/hr (estimate and scope of work required)	New
Instructional Design (applies to non-academic initiatives and for-profit programs)	N/A	\$55.00/hr (estimate and scope of work required)	New
Project Management (applies to non-academic initiatives and for profit programs)	N/A	\$60.00 /hr (estimate and scope of work required)	New
*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 <sup>st</sup> . 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	2024-2025	2025-2026	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	\$58.14/hour	N/A
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	\$53.00 per instance.	\$55.00 per instance.	3.77%

## CAMPUS SAFETY SERVICES - CONTINUED

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

Event Security			
Special Constable	\$65.35/hour	\$70.00/hour	7.12%
Campus Safety Agent		\$55.00/hour	NEW
Student Safety Patroller	\$26.08/hour	\$ 30.00/hour	15.03%
Event Manager/Supervisor	\$86.84/hour	\$ 90.00/hour	3.64%
Communications Operator (Dispatcher)	\$52.43/hour	\$ 55.00/hour	2.94%
Vehicles (i.e.: Static Post/Traffic Detail)		\$50.00/contracted shift	New
ATV (i.e.: Mobile Patrol/Static Post)		\$25.00/contracted shift	New
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. 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 \(carleton.ca\)](https://carleton.ca/exam-services-service-pricing-and-late-fees-mec-submissions)

Services	2024-2025	2025-2026	Percentage Change
<b>In-Person Proctoring</b>	$\$17/\text{hr} \times (\text{exam duration} + 1\text{hr}) \times \text{number of proctors hired (at 50:1 ratio)}$  For emergency assistance, proctoring rate will be at the overtime rate).	$\$19.68/\text{hr} \times (\text{exam duration} + 1\text{hr}) \times \text{number of proctors hired (at 50:1 ratio)}$  For emergency assistance, the proctoring rate will be at the overtime rate).	15.7%
<b>In-Term Exam Site Support</b>	$\$17/\text{hr} (\$21/\text{hr or } \$23/\text{hr}) \times (\text{exam duration} + 1\text{hr}) \times \text{number of proctors hired (at 50:1 ratio)}$  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.	$\$19.68/\text{hr} (\$24.02/\text{hr or } \$26.31/\text{hr}) \times (\text{exam duration} + 1\text{hr}) \times \text{number of proctors hired (at 50:1 ratio)}$  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.	15.7% (14.3% or 14.3%)
<b>e-Proctoring</b>	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: <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 (<math>\\$19/\text{hr or } \\$23/\text{hr} \times \text{exam duration} \times 1.5\text{hr} \times \text{number of e-proctors hired (at 30:1 ratio)}</math>)</li> <li>• Tier 3: Emergency assistance provided by SES (at overtime e-proctor rate)</li> </ul>	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: <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 (<math>\\$19/\text{hr or } \\$23/\text{hr} \times \text{exam duration} \times 1.5\text{hr} \times \text{number of e-proctors hired (at 30:1 ratio)}</math>)</li> <li>• Tier 3: Emergency assistance provided by SES (at overtime e-proctor rate)</li> </ul>	N/A

## SCHEDULING AND EXAMINATION SERVICES – CONTINUED

Services	2024-2025	2025-2026	Percentage Change
Exam Printing	Direct Cost:		
	Category	Rate	
	Letter	\$0.09/page	
	legal	\$0.11/page	
	Special	\$0.17/page	
	Colour	\$0.69/page	
	Staples	\$0.01/exam	
		Colour Paper	
		Booklet	
		Scantron	
		Envelope	
Late Fees:			
Exam Scheduling (Data Collection & Requests)	\$25.00 flat rate	\$25.00 flat rate	N/A
In-Person Proctoring	\$25.00 flat rate	\$25.00 flat rate	N/A
McIntyre Exam Centre: Accommodated Exams at Carleton	\$25.00 flat rate	\$25.00 flat rate	N/A
Online Exams: Brightspace Exam Services	\$25.00 flat rate	\$25.00 flat rate	N/A
Online Exams: e-Proctoring	\$25.00 flat rate	\$25.00 flat rate	N/A
Exam Submissions	\$25.00 flat rate	\$25.00 flat rate	N/A