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### Assignment and Exam Pick Up/Review Service Policy and Instructions

The Kresge Learning Support Team (KLS) staffs the Kresge Library front desk (K4511 Kresge Hall South) where students can pick up or review graded assignments and exams in a secure, supervised environment. KLS has combined this service with the course material TEXTPAK distribution, allowing students to have a single location to access or pick up course related material.

Any student who violates the University Honor Code or this policy while reviewing material will be reported to the [Ross Community Values](#) Committee.

#### Submitting and Returning Material

Assignments and exams are generally available to students over a two week period unless specified to be returned at an earlier or later time. Once the viewing period is over materials will be returned to the Faculty Support Coordinator's office at Ross and then delivered to the specific faculty's office.

#### Faculty will:

- submit material to their Faculty Support Coordinator's office on each floor.
- provide required information to their respective Faculty Support Coordinator, including any special details. (Required information: course, section, faculty, faculty office number, whether material is an assignment or exam, whether the material can be given back to the student to keep *or* if the material is to be viewed only under supervision, and when the material needs to be returned, and any special instructions)
- allow 24 hours before notifying students the material is available for pick up or review at the Learning Support Desk.
- inform students that assignments or exams are available at the Kresge Learning Support Desk in Room K4511 during [normal operating hours](#), and remind them of the [policies for picking up and reviewing materials](#).

#### Faculty Support Coordinator will:

- complete a [form](#) containing necessary information. (Please click **Add** on the page linked.)
- print out a cover page and include it with the delivered material.
- Sort material by students' *section numbers*.
- Alphabetize material by students' last names within their sections.
- Print several copies of answer keys.
- Box up material before delivering to the Learning Support Staff.

#### KLS will:

- receive material and highlight any special instructions.
- not distribute any material without a photo ID.
- receive the assignment or exam requested and inform the student of the viewing policy.
- record and track student viewing information.
- Inform students of regrade procedures: they will write their questions on a piece of paper that will be attached to the exam and placed in a folder with other regrades for that exam.
- notify faculty of any regrade requests via email no more than once per week. At that time, faculty may either retrieve that week's regrade requests, or ask to hold all requests until all material is returned.
- notify faculty and if needed report any student violations to the Academic Honor code to the University of Michigan Ross Community Values Committee.

**Students will:**

- provide photo ID to Learning Support Staff (UMID, driver's license or other official photo ID). Without a legitimate photo ID no assignment or exam will be distributed
- pick up their assignment or exam as specified by faculty or review their assignment or exam in view of Learning Support Staff at all times.
- not have any electronic devices in use while reviewing materials at the Learning Support Desk (all cell phones, tablets, laptops, etc must be contained in backpack, purse or pocket).
- not leave the Kresge Learning Support desk after commencing their assignment or exam review. *If students must step away for any reason, they must return the material and wait 1 business day before returning to review again.*
- follow all Regrade Request procedures described by KLS staff.
- wait until there is space to accommodate them, if necessary. Only 7-8 students will be allowed to review material at the Learning Support Desk at one time.

Due to security and confidentiality concerns, Learning Support Staff cannot accommodate exceptions to the policy such as taking photos, scans, or allowing students to remove a "view only" exam temporarily with instructor approval.

***Kresge contacts:***

*Kresge Learning Support Team, [kresge\\_learn@umich.edu](mailto:kresge_learn@umich.edu)*