

CASA Testing Center Guidelines

If you have questions, send email to courseware@uh.edu.

There are no exceptions to any of the following rules.

Section 1. CASA Proctored Testing and Scheduling Process

- CASA exams are given by **reservation only**. No walk-in or standby.
- The scheduler for each exam opens as follows:
 - Spring & Fall Semester: Two (2) weeks prior to exam date.
 - Summer & Mini Semester: One (1) week prior to exam date.
- Your ability to make a reservation is **ONLY guaranteed** until 9:00am on the first day of the exam period.
- Students who have not made their reservation in a timely manner are at risk of not being able to take their exam at CASA.
- Students who miss their original reservation time are at risk of not being able to take their exam at CASA.
- Students who do not show up on time and miss their reservation time can check the scheduler between 7:00pm & 9:00pm. Any vacant seat for the following day's exam is released during the mentioned time.
 - **Note:** Available seats for the following day **are NOT guaranteed**. Again, only vacant seats will be released. If we have a full schedule on the following day, no seat will be released the evening prior.

Section 2. CASA Testing Locations

CASA Testing Center has two locations:

- CASA - GAR: Susanna Garrison Hall, Room G207A. ([click here for building map](#))
- CASA - CBB: Classroom & Business Building, Room 242. ([click here for building map](#))

Depending upon availability, your exam will be administered in one of these locations. **On exam day, you must know which center has your exam.** If you go to the wrong center, you may not have time to correct the error and will be unable to take your exam. You will see the name of the Testing Center when you schedule your reservation.

Section 3. You must register in CASA before the exam date

- **Step 1:** Go to <http://www.casa.uh.edu> and try to log in. This is only to test that you have an account. You will not use that website to do anything.
- **Step 2:** If you cannot log in, then you should create a CASA account. On the same page click the link "I don't have an account.". Then go back to Step 1.
- **Step 3:** Register your biometric information in CASA before the exam date. You can do this at either of these CASA-GAR or CASA-CBB.

Registration stations are set up, starting on the first day of school each semester as follows:

- Spring & Fall Semester: Monday - Friday: 9:00am - 6:00pm.
- Summer Semester: Monday - Friday: 9:00am - 4:00pm.
- Mini Term (Summer & Winter): 30 minutes prior to exam reservation time.
- Saturday for students with the **same** Saturday Exam Reservation ONLY.

You will need to bring your UH Cougar Card to CASA to register. If you have not yet obtained your Cougar Card, a state issue ID, a passport, or your digital Cougar ID from the UH Go app is an acceptable form of ID.

Biometric registration is a one-time process. If you have taken an exam at CASA in the past and have already registered, you do not have to register again.

Section 4. What To Do if You Miss Your Exam Reservation Time or if You Do Not Make your Reservation Prior to Exam Day

- If you miss your exam reservation time for any reason, it is your responsibility to check the online scheduler to reschedule your exam to another time slot. All available seats are set online. CASA staff will not be able reschedule your exam if a seat is not available online, in the scheduler.
 - Though not guaranteed, any vacant seat for the following day's exam gets released between 7:00pm & 9:00pm the evening before. Hence, the best time to check the scheduler is during the mentioned time if you cannot find a seat during the day.
- Do not contact your instructor and request more seats to be added once your exam has started in CASA. As mentioned, all available seats are set online, and additional seats cannot be added even with the instructor's request.
- If you still are not able to reschedule for your exam at the end of the testing period in CASA, you will need to contact your instructor to seek an alternative method to take your exam. CASA does not have the authority to extend the testing schedule without the instructor's approval.

Section 5. Other CASA Testing Center Policies

- Check-in starts 20 minutes before your scheduled exam time. As a courtesy, we allow you to check-in up to 15 minutes after your reservation, based on the CASA wall clock.
- Baggage check-in on exam day: Students are encouraged to leave all their belongings at home before arriving for their CASA exam. Due to the limited space of our cubbies, each student is allowed to check in **one small backpack** with all belongings placed inside this bag. Leave all large items such as skateboards, oversize bags, etc. at home.

- Food & Beverages are not allowed in the testing room. To prevent liquid spillage at testing stations or onto other students' belongings, students are not permitted to bring any food or liquid beverages, i.e. water, coffee, juice, etc., into the testing room. Students will be asked by a proctor at the front desk to empty all liquid prior to checking in for their CASA exam.
- Test-takers are not permitted to leave the testing center for any reason during the exam. If you leave the room, your exam must be submitted and all testing materials to be turned in to the proctor prior to exiting the center. If you cannot sit through the entire exam duration, contact your instructor, and arrange another alternative for your exam.
- Only test-takers are allowed in the testing room. Children and guests are not permitted.
- Only items essential to testing are permitted at the testing station.
- Test-takers are required to bring in their own writing utensil, pen/pencil. CASA does not provide a pen/pencil for your exam.
- Do Not bring your own formula sheet, notes, to the exam. If applicable, your instructor will post a link to the formula sheet in your exam.
- Electronic devices such as cell phones, smart watches, tablets, fitness trackers, etc. are not allowed in the testing room. All items, belongings, are to be checked with the CASA staff prior to starting your exam.
- Raise your hand for assistance.
- Return all testing materials, scratch papers, etc. and aids to a proctor at the check-out desk at the end of your testing session.
- Failure to adhere to these policies may result in invalidation of your test score.

- **The CASA Testing Center Is NOT Responsible for Lost, Misplaced, or Damaged Personal belongings.** If you are not comfortable with checking in your belongings with the CASA staff prior to taking your exam, please do not bring those items to the testing center.