

CASA - CBB

Classroom and Business Building, Room 242



Student Frequently Asked Questions

Initial Registration to access Online Scheduler:

1. How do I register to take an exam?

- a. CASA has two locations – GAR (Garrison Gym) and CBB (Classroom and Business Building) and shares the same online scheduler.
- b. If you are required to take an exam at either CASA location, then you will need to create an account with the CASA online scheduler. If you do not have an account with CASA, then you will need to go to the CASA website at <http://www.casa.uh.edu/> and register to obtain your Log-in ID and Password. Click on “NEW USERS: Click here to register”.

2. Do I need a new account with CASA every semester?

- a. No, if you have registered in the past, then you have an account. You do not have to re-register after every semester.

3. Who needs to register to take an exam with CASA?

- a. Any student who is required to take an exam at either CASA location must register with CASA **prior** to their exam day. It is recommended to register at the beginning of the semester before classes start.
- b. You can ask your Instructor if you are not sure whether your exam is administered in the CBB or GAR location.

Online Scheduler Log-In Issues:

1. Forgot your Log-in ID for the Online Scheduler?

- a. If you have already registered with CASA, you can retrieve your log-in ID by going to the CASA website at <http://www.casa.uh.edu/> and click on “Login ID Reminder”.

2. Forgot your password for the Online Scheduler?

- a. If you have already registered with CASA, visit the CASA website at <http://www.casa.uh.edu/> and click on “Reset Password”. You should instantly receive your new password to the email address that you used to register with CASA.

3. Forgot the email address that you registered with for the Online Scheduler?

- a. Email Techsupport at CourseWare@uh.edu with your full name and PeopleSoft ID or visit the CASA – GAR location front desk for assistance.

How to Make a Reservation for an Exam at CASA?

1. How to make a reservation using the Online Scheduler?

- a. Once you log-in to your Courseware account at <http://www.casa.uh.edu/>, click on the course for which you want to schedule a test, click on “Proctored Exams” and select a date and time.
- b. You will need to pay careful attention to which CASA location your exam will be administered at. **If you are required to take an exam at CASA – CBB, it will indicate CBB or Classroom and Business Building.**

2. When can I make a reservation for a test?

- a. You will have approximately two weeks before the exam during which you can make your reservation. Log-in to your Courseware account at <http://www.casa.uh.edu/>, click on “Proctored exam”, select an exam and check to see when the system allows you to schedule for your test.
- b. Exam reservations fill quickly, so it is recommended to make a reservation as soon as the reservations are available in the system.

3. How do I know which location my exam will be administered at?

- a. At the time of scheduling, you will be notified which CASA location your exam will be administered at. **It will indicate CASA – GAR or CASA - CBB.**

Rescheduling and/or Missed Exams:

1. Can I reschedule my test?

- a. You **may** be able to reschedule your exam **if** there are slots available during the scheduled period. **If there are no slots available, then the student must contact the instructor.** The instructor will need to make other arrangements for the student based on expectations the instructor has set at the beginning of the semester. **There is a no stand-by policy. Seats cannot and will not be added if you miss your reservation or cannot take your exam during the allotted reservation slots.**

2. What if I forget to make a reservation for my exam before the deadline?

- a. The latest date/time to make a reservation for any exam is the date/time before the actual exam date/time. However, it is highly recommended that all students make their exam reservation as soon as the online scheduler is available in order to avoid the peak time, and to maximize your chance of getting the reservation time that best fits your schedule.

3. I'm sure that I made a reservation to take my exam, but it is not showing up in my Proctored Exams now. What should I do?

- a. It is a student's responsibility to make sure that he/she scheduled correctly. After choosing the date and time for your exam, you should be able to see the message: "You have successfully scheduled for...". Check back at the Proctored Exams tab to verify. **Any unscheduled exam will not be taken.** There is no exception to this policy.

4. What if I missed my exam?

- a. If you missed your exam for any reason, it is your responsibility to check the online scheduler for another available testing time. CASA – CBB staff **WILL NOT** be able to assist you with rescheduling your missed exam.
- b. **If you are unable to reschedule your reservation, then you will need to contact your Instructor. CASA – CBB will not be able to assist you with this matter.**

5. What if I missed the last slot to take the exam?

- a. Then you will not be able to take your exam at CASA - CBB. You will need to contact your instructor. Students who miss their scheduled time or fail to schedule for an exam will be subject to the policy of their instructor.

Exam Day:

1. What am I required to bring to CASA - CBB on my exam day?

- a. Students will need to bring their **red UH CougarCard** in order to check in at the front desk.
- b. Students will **not** be able to bring large oversize bags or multiple bags which will not fit in the storage cubicles.
- c. Students will **not** be able to bring any food or drinks inside of CASA – CBB.

2. When can I check in to take my exam?

- a. Check – in will begin **20 minutes prior** to your reservation time until 15 minutes after the reservation time based on the CASA – CBB wall clock at the front desk.
- b. **Students who arrive more than 15 minutes after their reservation time will have missed their exam reservation.** They will need to check the online scheduler outside of the testing center to see if they can re-schedule their exam. If they are unable to reschedule their exam, then they are subject to the policy of their Instructor. There is a not stand-by waiting policy. Seats cannot and will not be added to accommodate a missed exam.
- c. Students must take their exam at the reservation time that they signed up for. If you are unable to schedule a reservation due to personal conflicts then contact your Instructor. Do not contact CASA – CBB.

3. I completed my exam, but I cannot see my grade?

- a. CASA – CBB staff does **not** have access to assist students with Blackboard grade issues. You will need to contact your Instructor **after** checking out of the lab.

Blackboard Log-in Questions:

1. What Log-in do I use to access my exam?

- a. If your course is in **Blackboard Learn**, you will need to know your **CougarNet ID** (eg. jsmith123) and **password**. Make sure that you are able to access your course through this link: <https://elearning.uh.edu>

2. I usually access my Blackboard course through <https://accessuh.uh.edu>, will I be able to use access to take my exam in the testing lab?

- a. **No**. Due to exam settings, you will not be able to take your exam through <https://accessuh.uh.edu>. You will need to be able to access your exam using the following direct blackboard site: <http://www.uh.edu/blackboard>
- b. **If you are unsure about your log in information, then you can visit CASA - CBB BEFORE your exam day or arrive early and check your log-in information BEFORE you check in to take your exam. Do not wait until your reservation time to resolve any Blackboard log-in issues.**