



UNIVERSITY *of*  
ST. AUGUSTINE *for*  
HEALTH SCIENCES

**LIBRARY**

### USAHS Library Proctoring Policy

The library is available to proctor exams that meet the following criteria.

- **Who will the library proctor?**
  - Only USAHS students with approved ADA accommodations.
  
- **Who can schedule proctoring services?**
  - Only USAHS Faculty can schedule exam proctoring sessions. Students cannot schedule directly with Library staff.
  
- **What exams will the library proctor?**
  - Only didactic (non-clinical) exams for courses in which the class is scheduled to take the exam on campus.
  
- **How far in advance must the exam session be scheduled?**
  - Exams must be scheduled at least **2 days** prior to the exam date.
  - Exams that fall outside normal staff hours (7am-5pm) require at least **7 days' notice**.
  
- **How can faculty schedule proctoring, and what information is needed?**
  - Fill out the [ADA Proctoring Request Web Form](#) at least **2 days** prior to the exam date.
  - The web form requires basic information about the exam date, time, testing requirements, and access codes. In addition, faculty must provide a paper copy of the exam as a back-up. Faculty support for exporting exams can be found at [bbhelp.usa.edu](http://bbhelp.usa.edu). Support requests may be made via the [Individual Course Support Form](#).
  
- **How can faculty cancel or reschedule a proctoring request?**
  - If you need to cancel or reschedule, please email [libraryproctoring@usa.edu](mailto:libraryproctoring@usa.edu) with your campus noted in the subject line.
  - Please provide 24-hour notice of exam cancellation or rescheduling.

- **How are students monitored during proctoring?**
  - Testing rooms are under camera surveillance (please see Campus Specific Facilities & Information for exceptions), but not actively monitored by Library staff. Please ensure that exam security features are enabled for [Respondus](#) or [ExamSoft](#).
  
- **How can faculty view camera recordings if needed?**
  - Contact Rudy Estrada, Director of Safety & Security. Email: [restrada@usa.edu](mailto:restrada@usa.edu); Phone: 737-202-3242
  
- **How are technical issues handled?**
  - It is the student's responsibility to provide a personal computer equipped with the required hardware and software. In the event of technical issues, the paper copy provided by the faculty member will be administered to the student. If no paper copy is provided, the exam session will be canceled and must be rescheduled.
  - If the exam password is missing or other issue requiring faculty contact, Library staff will contact the faculty member using the contact information provided on the scheduling form. If no response is received within 10 minutes, the exam session will be canceled and must be rescheduled.
  
- **What is the late arrival policy for students?**
  - Students should arrive at least 10 minutes early for their exam session. If a student is more than 5 minutes late, the exam session will be canceled and must be rescheduled.
  
- **Who can proctor make up exams or retakes for students without ADA accommodations?**
  - If proctoring is needed for a student without ADA accommodations, faculty should contact the program administrative assistant. Library staff can only proctor students with ADA accommodations.
  
- **Campus Specific Facilities and Information:**
  - **Austin:** Has 9 individual testing rooms.
  - **Dallas:** Has 4 individual testing rooms located outside of Library. Camera surveillance is not provided in these rooms, so [ExamSoft](#) or [Respondus](#) exam security features must be enabled.
  - **Miami:** Has 1 testing room that seats 20 students.
  - **San Marcos:** Has 7 individual testing rooms.
  - **St. Augustine:** Has 1 testing room that seats 23 students.