WSU TRI-CITIES EXAM PROCTORING
Frequently Asked Questions (FAQs)

EXAM PROCTORS: 509-372-7191  FAX: 509-372-7173
Mona T. Ramos – mona.ramos@tricity.wsu.edu
Jan Olsen – janice.olsen@tricity.wsu.edu

PROCTORING WEBPAGE: www.tricity.wsu.edu/proctoring

WSU ONLINE ADDRESS:
Global Campus 1-800-222-4978
Engineering Laboratory Bldg, Room 101 1-509-335-0827
P.O. Box 642761 1-509-335-3671
Pullman, WA 99164-2761 gcps@wsu.edu

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November 21, 2013
1. Is there a fee for exam proctoring?

Yes. The fee for proctoring exams is $15 per exam and applies to students taking courses through WSU Online and Non-WSU students. Richland on-campus students and Disability Service Students do not pay a fee. The fee must be paid prior to taking the exam and proof of payment provided to the exam proctor at the time of exam.

2. Do I need an appointment to take an exam?

No. Appointments are not required nor are appointments scheduled. Simply come in anytime during proctoring hours and bring photo ID and your exam fees paid receipt when it applies. To find out what the proctoring hours are, click on the calendar link on the proctoring webpage.

3. Where do I pay the exam fee?

You will pay at the cashier window, East Building, Room 254 (between the Auditorium and the Commons). If you will be taking multiple exams, you can pay for more than one exam at a time, but please request a separate receipt for each exam. Payment must be made by cash, check, debit card, or VISA/MasterCard. Online payments are not accepted. Please note that the cashier’s and proctoring hours are not the same. The cashier business hours are listed at www.tricity.wsu.edu/studentaccounts.

4. How do I request a proctored exam as a WSU Online student?

Follow the step-by-step instructions for WSU Online Students as stated on the proctoring webpage. Basically, you will order your exam by logging in to Zzusis and then follow the prompts in the Proctored Exams pagelet. Be sure to choose Nominate a New Proctor and complete the form. Your exam will not be sent to the exam proctor without completion of this form. If you still have questions, call WSU Online at 1-800-222-4978 or send email to gcps@wsu.edu.

5. What information will I need to complete the “Proctor Nomination/Exam Request Form”?

Exam Proctor Name: Mona T. Ramos
Proctor Work Title: Exam Proctor
Proctor Company Name: WSU Tri-Cities
Proctor Street Address: 2710 Crimson Way, Richland, WA 99354
Proctor Phone: 509-372-7191
Proctor Email: mona.ramos@tricity.wsu.edu

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6. How do I request a proctored exam as a WSU Richland on-campus student?

Generally WSU Tri-Cities on-campus students are not eligible to receive proctoring services. However, it can be allowed on an exception basis but must be pre-approved by the Office of Academic Affairs. Your instructor must submit a written request for exception and explain the circumstances.

7. As a WSU Tri-Cities instructor, how do I request proctoring services for a student who missed an exam? When can I pick up the completed exam?

If you are unable to proctor an exam, you must obtain pre-approval from the Office of Academic Affairs by sending an email explaining the circumstances. Once approved, you must complete the proctor request form located at [www.tricity.wsu/proctoring](http://www.tricity.wsu/proctoring) and forward the form and exam to the exam proctor twenty four (24) hours in advance of the exam due date.

For exam security and staffing reasons, completed exams must be picked up during regular proctoring hours.

8. I am not a WSU student. Can exams from universities other than WSU be proctored?

Yes. Your school should send the exam and related exam information and instructions to mona.ramos@tricity.wsu.edu or mail to WSU Tri-Cities, attn: Mona T. Ramos, Exam Proctor, 2710 Crimson Way, Richland, WA 99354-1671. If your school requires return of the original exam, you will need to provide the exam proctor with a stamped, addressed envelope.

9. When will the WSU Online office submit the exam to the exam proctor?

It could take up to two (2) weeks for exams to be processed and delivered to the exam proctor.

10. Will WSU Online notify me when my request for a proctored exam has been received?

Yes. WSU Online will send you a confirmation message stating your request for a proctored exam has been received. You will then need to log in to Zzusis to find out when it was processed and sent to the exam proctoring office.

11. Will the exam proctoring office notify me when they receive my exam?

No. To confirm the proctoring office has received your exam, you will need to contact the exam proctor by email (addresses listed above). Exam proctors are in the office only during...
proctoring days and hours. However, emails are checked on a daily basis thus ensuring a prompt reply to your questions.

12. Can I request more than one exam through WSU Online?

Yes. You can request all your exams early in the semester. Likewise, you can pay for all your exams at the same time but please request a separate receipt for each exam.

13. How long are exams kept on file?

Your exam will be kept on file until you are ready to take the exam or until it has reached the expiration date. This may be from 6 to 12 months depending on the school/instructor.

14. When are completed exams mailed out?

Completed paper-based exams are mailed out the next business day following the exam. Completed exams to be scanned or faxed go out the same day of exam when correct email address and/or phone numbers are provided.

15. Can my completed exam be faxed/scanned to the instructor or school?

Yes, as long as your school or instructor provide a valid fax number or email address.

16. Can I handle the actual return mailing of my exam?

No. Only the proctor can handle the actual “mailing” of the completed exam. If your school requires the original exam be returned, you are responsible for providing exam proctoring with a stamped, addressed envelope.

17. When am I required to take an exam in order to meet exam deadlines?

You should time your exam to be in the instructor’s hands by the course’s posted deadline as indicated on your syllabus or as advised by your instructor. It is your responsibility to know the deadline and plan taking your exam accordingly. Allow an additional two to four business days in the case of courier delivery or up to 5 days for US mail delivery.

18. How late in the day can I start my exam?

Proctoring hours are different every day. Plan ahead, check the proctoring calendar on the proctoring webpage and allow yourself enough time to complete the exam within the proctoring scheduled hours. Regular proctoring hours cannot be extended for the completion of an exam. For example, if the proctoring office closes at 6 p.m. and your exam is an hour long, you must check in no later than 4:45 p.m. to allow for completion of pre-exam paperwork.

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19. Can I use my own laptop?

No unless specified differently in the exam instructions. In most cases you are not allowed to provide the computer for your exam. Computers are available at the testing center and are available on a first come first serve basis. You must, however, provide your own pencil/pen/paper.

20. What items can I keep with me during the exam?

Only the materials required for the exam. Purses, backpacks, hats, cell phones, personal laptops, other electronic devices, and notebooks must be kept out of the testing area.

21. Can I leave the testing area during the exam?

No. Please arrange for the restroom and other personal matters prior to the exam. The exam is considered complete if you leave the testing area.

22. Who do I contact if I need special accommodations due to a disability?

You must be registered with the Disability Services Office. The Disability Services Office will notify your instructor and the exam proctor of your needs for proctored exams. Your instructor will forward the exam to the proctoring office. Then you simply come in during the approved proctoring hours and bring photo ID.

If you need additional information regarding the services provided by the Disability Services Office, please contact ctijerina@tricity.wsu.edu or call 509-372-7352 or 1-800-833-6388.