



STEM Proctoring Center

FAQs for Instructors

Thank you for your interest in using the Proctoring Center. Below are some FAQs you might have. We hope to be in communication with you promptly and see your students soon.

Q: Where is the Proctoring Center located?

A: The Proctoring Center is located in room 324 of the San Rafael Building (SR 324) at the Verdugo Campus.

Q: When is the Proctoring Center open?

A: The Proctoring Center's hours of operation are:

Monday	10:00am – 7:00pm
Tuesday	10:00am – 7:00pm
Wednesday	10:00am – 7:00pm
Thursday	10:00am – 5:00pm
Friday	10:00am – 2:00pm

Q: How can I submit a proctoring request for an exam in the Proctoring Center?

A: You can submit a request via email or in person.

Q: What do I need in order to submit a proctoring request?

A: You need a Proctoring Request Form and the exam. You can drop these items off at the Proctoring Center. The items may be emailed to stemproctor@glendale.edu in some cases. A copy of the Proctoring Request Form is attached to this document.

Q: How will a completed exam be returned to me?

A: The Proctoring Request Form provides four options for how the exam can be returned to you. The exam can be delivered to your mailbox in AD 147, picked up physically in SR 324, submitted by student via LMS, or uploaded by student to Canvas. You can select any of these on the Proctoring Request Form.

Q: How will I know when the exam is ready?

A: You will receive an email update from the Proctoring Center on the day the exam is completed. The exam will be available to you the next day or the same day, depending on the time the exam was taken.

Q: Can the Proctoring Center also proctor exams that are online?

A: Yes, the Proctoring Center can proctor exams that are online. The computers in the Proctoring Center are equipped with Net Support. The proctors will monitor the students' actions continuously while using computers. The Proctoring Center will take screenshots of the students' screens and email them to the instructor to advise them of any academic dishonesty. The Proctoring Center has an entire section of The Proctoring Center Policies and Procedures document that is dedicated to proctoring online exams.

Q: Is there any way that you can collect things other than the exam (e.g., student notes, index cards, scratch paper, "cheat sheets")?

A: Yes, you can specify the material you would like the Proctoring Center to collect by detailing this information in the "Additional Information" or "Staff Notes" sections of the Proctoring Request Form.

Q: Do I need to complete a Proctoring Request Form for every single student?

A: If you are requesting proctoring for five or more students from the same class, then you may use just one Proctoring Request Form. Otherwise, we ask that you submit a separate form for each student. If you are submitting one form for multiple students, then we ask that you also send us a list containing the names of all students who will be testing. This allows us to verify their identity when they arrive at the Proctoring Center.

Q: Do I need to schedule students?

A: You don't have to schedule students. You only need to provide the date (or dates) that you'd like the exam to be available to your students. Students can come in to test during any of our hours of operation. However, you also have the option of requesting a specific date and time for your exam to be proctored on the Proctoring Request Form.

Q: What if the student doesn't come in?

A: If the student doesn't come in for the exam, then the Proctoring Center will inform you that they did not come in. We will hold on to the exam and ask if you want to reschedule the exam for a later date.

Q: How do I know the Proctoring Center is secure?

A: The Proctoring Center has developed strict policies and procedures that we follow while proctoring exams. These policies and procedures were developed with the sole purpose of discouraging and stopping academic dishonesty. A copy of the STEM Proctoring Center Manual of Policies and Procedures is attached to this document.

Q: What if my student decides to engage in academic dishonesty?

A: When the Proctoring Center informs you that the student has taken the exam, we will also provide you with a detailed description of any suspected academic dishonesty or cheating.

Q: Does the Proctoring Center provide supplies for students?

A: No. Students are responsible for bringing their own graphing calculator, writing utensil, Blue Book, and Scantron form.

Q: What is the seating capacity of the Proctoring Center?

A: The Proctoring Center can accommodate up to 30 students at a time.

Q: Will students taking the same exam be sitting next to each other?

A: No, the Proctoring Center has gone to great lengths to maximize the use of the room, and students taking the same exam are sat far away from each other.