



## FAQS for STUDENTS

Below are answers to common questions students may have about taking an exam at the MDC Proctoring Center. For more detailed information, please refer to the **MDC Policies & Procedures for Instructors and Students** document. If you have additional questions, feel free to contact the Proctoring Center at [stemproctor@glendale.edu](mailto:stemproctor@glendale.edu) — we're here to help!

### **Where is the Proctoring Center located?**

The MDC Proctoring Center is located on the second floor of the San Gabriel Building (**SG 267**) at the Verdugo Campus.

### **When is the Proctoring Center open?**

Visit [glendale.edu/proctoring](http://glendale.edu/proctoring) for the most up-to-date hours of operation.

### **Do I need an appointment to take my exam?**

No appointment is needed. Just be sure to arrive early enough to complete your exam before the center closes. If your instructor has scheduled a specific time, please arrive promptly.

### **What should I bring to my exam?**

Bring a valid photo ID and any materials your instructor is requiring for the exam. These might include a pen or pencil, your login credentials (for Canvas or other platforms), a calculator, notes, Blue Book, or a Scantron form. If you're unsure what to bring, be sure to check with your instructor ahead of time.

### **Can I use my phone during the exam?**

Phones must be silenced and stored once your exam begins. You may use your phone briefly before the exam to retrieve login information.

### **What items are not allowed during the exam?**

Phones, smartwatches, personal laptops or tablets, headphones, unauthorized notes, and calculators beyond what your instructor allows are not permitted.

### **What happens if I arrive late?**

You may still take your exam if you arrive late, as long as you can finish before the center closes— unless your instructor has provided specific instructions that say otherwise. If you arrive too late to receive the full allotted time, you may take the exam with reduced time or contact your instructor to request a rescheduled exam.

### **Can I take my exam outside the scheduled date range?**

No. Exams must be taken within the date range approved by your instructor. If you arrive outside that window, the exam can't be administered without instructor permission.

**What if I need to take a break during the exam?**

Short restroom breaks are allowed, but your exam timer will continue. During breaks, you may not use your phone, access exam materials, or speak with others. All breaks are logged.

**Can I ask the proctor questions during the exam?**

Proctors can help with exam instructions or let you know how much time is left. They cannot explain, translate, or confirm anything about the exam content.

**What happens after I finish my exam?**

The proctor will collect your exam and any related materials. Be sure to write your name on everything. You're not allowed to take photos or recordings of your exam or work. The Proctoring Center will notify your instructor that you've completed the exam.

**What if I run into a technical issue during a computer-based exam?**

Let a proctor know right away. They'll do their best to help or document the issue for your instructor. Please note that proctors cannot retrieve or reset passwords.

**Does the Proctoring Center provide supplies?**

You're expected to bring your own supplies. A limited number of calculators and pencils may be available to borrow, but availability isn't guaranteed. Blue Books and Scantron forms can be purchased at the GCC Bookstore or found in vending machines on campus.

**Will I be monitored during the exam?**

Yes. Proctors monitor the room and your activity throughout the exam. If you're using a Proctoring Center computer, your activity is tracked and recorded. Monitoring software may capture screenshots or video, and proctors can view your screen remotely at any time.

**What happens if academic dishonesty is observed or suspected?**

Any observed or suspected incidents of academic dishonesty will be reported to your instructor.