



POLICIES & PROCEDURES

for

GCC Instructors and Students



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INTRODUCTION

Welcome to the MDC Proctoring Center!

We're glad you're here. The MDC Proctoring Center at Glendale Community College is committed to creating a supportive, professional, and student-centered testing environment. Whether you're an instructor coordinating exams or a student preparing to take one, this document is designed to help you understand the procedures and expectations that guide our daily operations.

Thank you for being part of our community. We look forward to supporting your success!

MDC Proctoring Center Mission Statement

The MDC Proctoring Center at Glendale Community College is committed to providing a secure and professional testing environment for students, faculty, staff, and community members. Our services reflect a strong commitment to Glendale Community College's Statement of Mission, Values, and Vision.

We uphold the highest standards of academic integrity, ensure the confidentiality of student records, and strive to create an environment that supports student success.

Location and Hours of Operation

The MDC Proctoring Center is located on the second floor of the San Gabriel Building (**Room SG 267**) at Glendale Community College's Verdugo Campus.

Hours of operation vary by semester and may be adjusted during midterms and finals. For the most current information, instructors and students should visit www.glendale.edu/proctoring or contact the Proctoring Center at stemproctor@glendale.edu.

FALL/SPRING SEMESTER HOURS	
Monday	10:00 am – 7:00 pm
Tuesday	10:00 am – 3:00 pm
Wednesday	10:00 am – 7:00 pm
Thursday	10:00 am – 5:00 pm
Friday	10:00 am – 2:00 pm
Saturday	10:00 am – 2:00 pm

WINTER/SUMMER SESSION HOURS	
Monday	10:00 am – 7:00 pm
Tuesday	10:00 am – 7:00 pm
Wednesday	10:00 am – 7:00 pm
Thursday	10:00 am – 5:00 pm
Friday	10:00 am – 2:00 pm
Saturday	Closed

GCC INSTRUCTOR POLICIES & PROCEDURES

Thank you for partnering with the MDC Proctoring Center to support student success. This section is designed to help you navigate the proctoring process with clarity and confidence. Inside, you'll find helpful information on a range of topics — from scheduling individual or full-class exams, to exam security, to what happens after testing is complete.

We've also included an instructor FAQ to address common questions and provide quick guidance when you need it. Our goal is to make the proctoring experience smooth, efficient, and supportive for both instructors and students. If you have questions or need assistance, we're here to help.

Exam Scheduling

This section outlines how instructors can schedule exams for individual students or entire classes. It includes submission procedures and guidelines to help ensure a smooth experience for both instructors and students.

Whenever possible, please submit exam requests **at least 24 hours in advance**.

Important Note on Accommodations

The MDC Proctoring Center can provide extended time (e.g., double time) for students with approved accommodations. When submitting the Proctoring Request Form, please indicate the *total* time the student is allowed for the exam, and ensure the exam can be completed within the Proctoring Center's operating hours.

Students who require accommodations *beyond extended time*—such as a private testing space or assistive technology—should take their exams in the Accommodations Resource Center (ARC), located in the San Gabriel Building, Rooms SG 108 and SG 112. Instructors should coordinate directly with Disabled Students Programs and Services (DSPS) to arrange proctoring for these exams.

Scheduling Individual Exams

To schedule an exam for an individual student—or a small group from the same class—please submit a **Proctoring Request Form**, available at www.glendale.edu/proctoring.

If multiple students from the same class are taking the same exam under the same conditions (e.g., same date or date range), you may submit one form and attach a list of students. Otherwise, please submit a separate form for each student.

Step-by-Step Instructions

1. Submit a Proctoring Request Form

- Download the form from www.glendale.edu/proctoring.

- Submit the Form via email to stemproctor@glendale.edu or drop it off in person at the Proctoring Center (SG 267).

2. Receive a Confirmation from the Proctoring Center

- Proctors will confirm receipt and follow up if additional information is needed.

3. Submit Exam Materials

To ensure a smooth testing experience for students, please provide:

- A copy of the exam (or multiple copies, if applicable)
- Any additional materials students will need (e.g., handouts, reference sheets)

Submission Options:

You may submit exam materials using any of the following methods:

- **In person**
Drop off materials at the Proctoring Center during regular business hours.
- **By email**
Send materials to stemproctor@glendale.edu.
 - Submit materials as a PDF file to ensure formatting consistency.
 - The Proctoring Center can print a limited number of exams—generally up to 10 copies of exams up to 5 pages each.
 - For larger quantities, instructors must either drop off printed copies or authorize Proctoring Center staff to pick up materials from Duplicating Services.
- **Via Duplicating Services (AD 252)**
If you would like the Proctoring Center to pick up your exam from Duplicating Services:
 - Notify Duplicating Services that Proctoring Center staff are authorized to pick up the exam.
 - Please cc stemproctor@glendale.edu when submitting your duplicating request to ensure timely coordination.

Helpful Tips:

- Submit materials at least 24 hours in advance to allow for processing and setup.
- Clearly label all materials with the course name, instructor name, and exam date.
- Include any special instructions on the Proctoring Request Form.

4. Notify Students

Instructors are responsible for ensuring students are informed about:

- The date and time of their exam
- The location of the MDC Proctoring Center (SG 267)
- The Student FAQ (available at www.glendale.edu/proctoring)
- What to bring on exam day:
 - Valid photo ID (e.g., student ID, driver's license, passport, or green card)
 - Any required materials (e.g., pen or pencil, calculator, Scantron form 882 or 886, Blue Book, class notes, textbook, handouts)
 - Login credentials for Canvas or other authorized websites

Instructors may request that their entire class take an exam in the MDC Proctoring Center either:

- Simultaneously, at a designated time, or
- Over a range of dates, which is common for midterms and finals.

Please contact the Proctoring Center **at least one week in advance of the desired exam date**. If the request can be accommodated, you'll be given access to the Proctored Exams Google Spreadsheet to schedule students in available time slots.

Step-by-Step Instructions

1. Contact the Proctoring Center

Email stemproctor@glendale.edu at least one week before the desired exam date. If space is available, you'll receive access to the Proctored Exams Google Spreadsheet to begin scheduling students.

2. Submit a Proctoring Request Form

- Download the form from www.glendale.edu/proctoring.
- In the student name field, enter "Entire Class."
- Attach a class roster listing all students. If any students have approved accommodations, please refer to the **Important Note on Accommodations**.
- Submit the Form via email to stemproctor@glendale.edu or drop it off in person at the Proctoring Center (SG 267).

3. Schedule Students

Use the Proctored Exams Google Spreadsheet to assign students to available time slots.

- Each time slot has a limited number of seats to ensure the Proctoring Center does not exceed capacity.
- Do not add rows to time slots that are already full.
- Consider the length of the exam and ensure students have enough time to complete it before the Proctoring Center closes.

Example:

If the Proctoring Center closes at 7:00 PM and the exam duration is 2 hours, students should be scheduled to begin no later than 5:00 PM.

4. Submit Exam Materials

To ensure a smooth testing experience for students, please provide:

- A copy of the exam (or multiple copies, if applicable)
- Any additional materials students will need (e.g., handouts, reference sheets)

Submission Options:

You may submit exam materials using any of the following methods:

- **In person**
Drop off materials at the Proctoring Center during regular business hours.
- **By email**
Send materials to stemproctor@glendale.edu.
 - Submit materials as a PDF file to ensure formatting consistency.
 - The Proctoring Center can print a limited number of exams—generally up to 10 copies of exams up to 5 pages each.

- For larger quantities, instructors must either drop off printed copies or authorize Proctoring Center staff to pick up materials from Duplicating Services.
- **Via Duplicating Services (AD 252)**
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 - Notify Duplicating Services that Proctoring Center staff are authorized to pick up the exam.
 - Please cc stemproctor@glendale.edu when submitting your duplicating request to ensure timely coordination.

Helpful Tips:

- Submit materials at least 24 hours in advance to allow for processing and setup.
- Clearly label all materials with the course name, instructor name, and exam date.
- Include any special instructions on the Proctoring Request Form.

5. Notify Students

Instructors are responsible for ensuring students are informed about:

- The date and time of their exam
- The location of the MDC Proctoring Center (SG 267)
- The Student FAQ (available at www.glendale.edu/proctoring)
- What to bring on exam day:
 - Valid photo ID (e.g., student ID, driver's license, passport, or green card)
 - Required materials (e.g., pen or pencil, calculator, Scantron form 882 or 886, Blue Book, class notes, textbook, handouts)
 - Login credentials for Canvas or other authorized websites

Computer-Based Exams

The MDC Proctoring Center is equipped with 32 desktop computers designated for computer-based exams. Each workstation is monitored using NetSupport software, which allows proctors to observe student activity in real time and review logs of websites and programs accessed during the exam. These tools help support exam integrity.

Internet Restrictions

Internet access during computer-based exams can sometimes be limited to instructor-approved websites. However, restrictions may not be compatible with all exam platforms.

When submitting the Proctoring Request Form, please:

- List all permitted websites
- Provide the complete URL for each site

If no restrictions are specified, students will have unrestricted internet access, which may include access to AI tools such as ChatGPT, Grammarly, or other online resources.

If you have questions about monitoring or internet restrictions, please contact the Proctoring Center at stemproctor@glendale.edu. We're happy to help clarify what's possible based on your exam format and goals.

Important Note on AI Tools

We strongly encourage instructors to clearly communicate whether the use of AI tools is permitted, limited, or prohibited for their exam. This guidance should be included in both the exam instructions and any pre-exam communication with students.

Canvas Quiz Security Settings

To help uphold academic integrity, instructors are encouraged to apply recommended security settings when creating quizzes in Canvas. These settings can help prevent unauthorized access and ensure a fair testing experience for all students.

The Proctoring Center offers a resource titled “**Recommended Canvas Security Settings**”, which includes best practices and step-by-step instructions for setting up secure online exams.

To request a copy, please contact the Proctoring Center at stemproctor@glendale.edu.

Return of Completed Exams

Instructors will be notified via email once a student has completed their exam. Completed exams will be returned using the delivery method selected on the Proctoring Request Form. Available return options include:

- **Instructor Mailbox** – Delivered to AD 147
- **In-Person Pickup** – Available at SG 267
- **Scanned and Emailed** – Sent directly to the instructor’s email
Note: If this option is selected, please indicate what should be done with the hard copies (e.g., securely destroy, hold for in-person pick up, or deliver to instructor mailbox).
- **Student Submission via Canvas/LMS** – If applicable

To ensure timely and accurate delivery, please clearly indicate your preferred return method when submitting the request form.

Exam Security

The MDC Proctoring Center is committed to maintaining a secure testing environment in alignment with the Glendale Community College Academic Honesty Policy.

Proctor Monitoring

All students are continuously monitored by professional proctors throughout their exam. To uphold exam integrity, the Proctoring Center has developed comprehensive monitoring guidelines and procedures designed to reduce the risk of dishonest behavior.

Incident Reporting

If a student is observed engaging in dishonest or suspicious behavior, the instructor will receive a detailed report outlining the incident.

Secure Storage and Chain of Custody

All physical exam materials are stored in locked cabinets when not in use. To maintain exam integrity, the Proctoring Center follows a strict chain-of-custody protocol:

- Exams are logged upon receipt and assigned to a secure location
- Only authorized staff may access exam materials
- A record is maintained of all handling and transfers
- Completed exams are returned using the method specified by the instructor

Retention of Unclaimed Exam Materials

Unclaimed exam materials are securely stored until the end of the current semester or term. Instructors will receive a reminder before the term concludes. Any remaining unclaimed materials will then be returned to the instructor's mailbox in AD 147.

Instructor FAQ – MDC Proctoring Center

Below are answers to common questions instructors may have about working with 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 — we're here to help!

Where do students take their exams?

Students take exams in the **MDC Proctoring Center (SG 267)**.

When is the Proctoring Center open?

Visit glendale.edu/proctoring for the most up-to-date hours of operation.

How do I schedule an exam for a student?

Submit a **Proctoring Request Form** available at www.glendale.edu/proctoring. You can email the completed form to stemproctor@glendale.edu or drop it off at the Proctoring Center (SG 267).

Can I submit one form for multiple students?

Yes, if the students are from the same class and taking the same exam under the same conditions. Otherwise, please submit a separate form for each student.

How do I schedule a full-class exam?

Contact the Proctoring Center at least one week in advance. You'll be given access to a scheduling spreadsheet to assign students to available time slots. Be sure to submit a Proctoring Request Form with "Entire Class" in the student name field and attach a class roster.

How do I submit exam materials?

You can submit exam materials:

- By email as a PDF file
- In person at SG 267

- Through Duplicating Services (AD 252) – just notify them that Proctoring Center staff are authorized to pick up the exam and cc stemproctor@glendale.edu.

How will I know when a student has completed their exam?

You'll receive an email notification once a student finishes their exam.

How are completed exams returned?

Exams are returned using the method you select on the Proctoring Request Form:

- Delivered to your mailbox (AD 147)
- Picked up in person at SG 267
- Scanned and emailed to you
- Submitted by the student via Canvas or LMS

Can I restrict internet access during computer-based exams?

The Proctoring Center uses monitoring software that can restrict internet access on student workstations, as long as the restrictions are compatible with the exam platform. When submitting the Proctoring Request Form, please:

- List all permitted websites
- Provide the complete URL for each site

If no restrictions are specified, students will have full internet access during the exam, which may include access to AI tools such as ChatGPT, Grammarly, or other online resources.

Should I provide guidance on AI tool usage?

Absolutely. Please clearly state whether AI tools are allowed, limited, or prohibited in your exam instructions and any pre-exam communication with students.

Are there recommended Canvas settings for secure exams?

Yes. The Proctoring Center offers a resource titled “**Recommended Canvas Security Settings**”, which includes best practices and step-by-step instructions for setting up secure online exams. To request a copy, please contact the Proctoring Center at stemproctor@glendale.edu.

How is exam security maintained?

Students are monitored by professional proctors throughout the exam. Physical exam materials are stored securely, and a strict chain-of-custody protocol is followed to ensure integrity.

What happens if academic dishonesty is suspected?

You'll receive a detailed report if a student is observed engaging in dishonest or suspicious behavior during their exam.

What happens to unclaimed exam materials?

Unclaimed exam materials are stored securely until the end of the term. You'll receive a reminder before the term ends, and any remaining materials will be returned to your mailbox (AD 147).

GCC STUDENT POLICIES & PROCEDURES

This section is here to help you feel prepared and confident on exam day.

Inside, you'll find everything you need to know — from what to expect before, during, and after your exam, to tips that can help your testing experience go smoothly. We've included a handy exam day checklist and a student FAQ to answer common questions.

Please take a few moments to review this information carefully. Our goal is to create a welcoming, organized environment where you can focus and do your best. We're excited to support your success!

Before Your Exam

Here are a few things to check off before you arrive:

- **Know your exam date and time.**
Double-check your appointment so you arrive on time and prepared.
- **Check with your instructor about allowed materials.**
Every exam is different, so make sure you know what you're permitted to bring.
- **Review the Student FAQ and the MDC Proctoring Center Academic Integrity Statement.**
These resources will help you understand what to expect — and what's expected of you.

What to Bring

Make sure you have the following items with you:

- **Valid Photo ID**
Accepted forms include a student ID, driver's license, passport, or green card.
- **Pen or Pencil**
Bring your own writing utensil — the Proctoring Center doesn't provide them.
- **Login Credentials**
If your exam is on a computer, you'll need your login info for Canvas, StatCrunch, or any other approved platform. Proctors can't help retrieve or reset passwords, so come prepared.
- **Instructor-Approved Materials**
These might include a calculator, notes, textbooks, a Blue Book, or a Scantron Form 882 or 886. If you're not sure what's allowed, ask your instructor ahead of time.

What Not to Bring

To help maintain a secure testing environment, the following items are not allowed during your exam — even during breaks:

- Mobile phones
- Smartwatches or wearable tech
- Personal laptops or tablets
- Headphones or music devices
- Calculators beyond what your instructor allows
- Unauthorized notes or electronic devices

Note: You may use your phone to look up login info before your exam starts. Once you're logged in, your phone must be put away.

During the Exam

Exam Monitoring

Creating a Fair Testing Environment

We're here to support a fair and secure testing experience for everyone. During your exam, proctors will monitor the room and your activity to help maintain academic integrity. If any incidents of academic dishonesty are observed or suspected, they will be reported to your instructor.

If you're ever unsure about what's allowed, just ask a proctor — we're happy to help clarify exam instructions or answer general questions.

Computer-Based Exam Monitoring

If you're using a Proctoring Center computer, your activity — including websites visited and programs used — is tracked and recorded. Monitoring software may take screenshots or video, and proctors can remotely view your screen at any time during the exam. This helps ensure a secure and consistent testing environment for all students.

Student Questions During Exams

Proctors are here to support you, but they can't help with exam content. That means they won't explain, translate, or confirm anything about the questions themselves.

If you're stuck, do your best and — if possible — note your question directly on the exam. You're always welcome to follow up with your instructor afterward.

Proctors may not:

- Translate or rephrase exam questions
- Explain terms or concepts

- Confirm your interpretation of a question
- Give hints or examples

Proctors may:

- Clarify exam instructions
- Let you know how much time is left

Breaks and Leaving the Room

Restroom Breaks

Quick restroom breaks are allowed, but your exam timer will continue running. If someone else is using the restroom, you may need to wait. During breaks, you may not use your phone, access exam materials, or talk to others.

Checking Out with a Proctor

You'll need to check out with a proctor before leaving the room — whether you're taking a break or finishing your exam.

After the Exam

Once you've completed your exam, the proctor will collect all materials — including your exam, any scratch paper, and any notes your instructor asked to be returned. Please make sure your name is written on everything you turn in.

Important: You're not allowed to take photos or recordings of your exam or any of your work. If you ask, the proctor will kindly let you know that it's not permitted.

Before you leave, don't forget to grab your phone and any personal belongings.

If you're still working when your exam time ends, the proctor will let you know that your time is up and ask you to turn in your work. If you don't stop right away, the proctor will calmly remind you that continuing past the time limit will be reported to your instructor. The goal is to keep things fair for everyone.

Late Arrivals

If You're Late on Your Scheduled Exam Date

Don't worry — you can still take your exam unless your instructor has provided specific instructions that say otherwise. You'll receive the full time allowed as long as you can finish before the Proctoring Center closes.

If you arrive too late to complete the exam within the available time, you'll have two options:

- Take the exam with reduced time, or
- Contact your instructor to ask about rescheduling.

If you choose to take the exam, you'll need to stop when the center closes, even if you're not finished. The proctor may include a note about your late arrival in the update sent to your instructor.

Please note: Students who arrive late may need to wait for a seat to become available. Those who arrive on time will be seated first.

If You Arrive Outside the Authorized Exam Dates

Exams can only be taken during the date range your instructor has approved. If you arrive before or after those dates, the exam can't be given unless your instructor has granted permission.

Example:

If your exam is scheduled for August 11–15, you won't be able to take it on August 10 or August 16 unless your instructor has approved an extension.

Exam Supplies Policy

You're responsible for bringing the supplies you need for your exam. Check with your instructor ahead of time to find out what's required — this might include a pen or pencil, calculator, Blue Book, or Scantron form.

The Proctoring Center doesn't provide exam supplies, but:

- A limited supply of scientific calculators and pencils may be available to borrow (availability not guaranteed).
- You can purchase Blue Books and Scantron Forms 882 and 886 at the GCC Bookstore.
- Blue Books and Scantron Form 882 may also be available in vending machines in some academic buildings.

Student Exam Day Checklist

- Valid photo ID
- Pen or pencil
- Login credentials for Canvas or other platforms
- Approved materials (e.g., calculator, notes, Blue Book, Scantron)
- Reviewed Student FAQ
- Reviewed MDC Proctoring Center Academic Integrity Statement
- Arrived early enough to complete the exam

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 — 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 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.

Academic Integrity Statement

Maintaining academic integrity is essential to the mission of the MDC Proctoring Center and Glendale Community College. All students are expected follow the standards outlined in the GCC Academic Honesty Policy while testing at the Proctoring Center.

Creating a fair and secure testing environment is a shared responsibility. Students who are unsure about what is permitted during an exam are encouraged to ask a proctor for clarification.

Any observed or suspected incidents of academic dishonesty will be reported directly to the course instructor by Proctoring Center staff. This includes, but is not limited to, the following behaviors:

POSSESSION OR USE OF UNAPPROVED DEVICES

- Calculators beyond the level permitted by the instructor
- Mobile phones
- Computers or tablets
- Smartwatches or other wearable technology
- Headphones (wired or wireless)

USE OF UNAUTHORIZED MATERIALS

- Notes, note cards, or cheat sheets
- Books or notebooks
- Bags (if accessed during the exam)

TECHNOLOGY MISUSE

- Using unapproved devices or software
- Accessing unauthorized online resources (e.g., Google, ChatGPT, or other unauthorized websites)

NOTE: All activity on Proctoring Center computers is monitored and recorded. Some violations may be identified after testing is completed.

SHARING OR EXCHANGING TEST INFORMATION

- Giving, receiving, or attempting to exchange test content with others, either inside or outside the testing area

ACCESSING UNAUTHORIZED MATERIALS DURING BREAKS

- Attempting to view or retrieve notes, devices, or other materials during restroom or other breaks

REMOVING EXAM MATERIALS

- Attempting to leave with exam documents
- Failure to return scratch paper (all sheets must be returned)
- Taking note cards or other materials not approved for return by the instructor

LEAVING WITHOUT CHECKING OUT

- Leaving the Proctoring Center without notifying a proctor, either during a break or after completing the exam