



STEM Proctoring Center

FAQs for Students

We look forward to welcoming you to the Proctoring Center. Below are some FAQs you might have.

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: Please visit glendale.edu/proctoring for up-to-date hours of operation.

Q: Do I need an appointment to take my exam?

A: No, but please pay attention to the closing hours of the Proctoring Center and make sure you arrive early enough to complete your exam. If your instructor has scheduled you for a certain time please arrive promptly at the scheduled time.

Q: What items do I need to bring with me to the Proctoring Center if I am taking a written exam?

A: You will need to bring the following materials:

- Photo ID
- Writing utensil
- Materials your instructor has told you to bring (calculator, class notes, Scantron form, Blue Book, etc.) Make sure you bring the right kind of Scantron form (e.g., 882 or 886.)

Q: What items do I need to bring with me to the Proctoring Center if I am taking an exam that uses the computer?

A: You will need to bring the following materials:

- Photo ID
- Writing utensil
- Materials your instructor has told you to bring (notes, etc.)
- Your login information for Canvas, StatCrunch, or any other site your instructor has authorized. Please be aware that the Proctoring Center does not provide help in logging into Canvas, etc.

Q: Can I use my own laptop or tablet if my exam is online?

A: No, you are not allowed to use your own laptop or tablet for exams in the Proctoring Center. The Proctoring Center has computers you can use.

Q: Will my computer activity be monitored when I take an online exam in the Proctoring Center?

A: Yes, all of your computer activity will be monitored when you take an exam on a Proctoring Center computer. The Proctoring Center uses software that monitors and records the programs you use, the websites you visit, and all of your activity on those websites. The monitoring software can capture screenshots and video of your computer activity, and this information can be shared with your instructor. The proctor can also remotely view your screen at any time.

Q: If I'm taking an online exam, will I be able to look up things outside of the exam?

A: No. Looking up outside information or accessing websites that your instructor has not authorized is considered academic dishonesty. As noted above, all of your activity on a Proctoring Center computer will be monitored and can be shared with your instructor.

Q: What happens if I get caught participating in Academic Dishonesty during the Exam?

A: Any academic dishonesty noticed by the proctor will be reported to your instructor. You may not be notified that you have been caught, but your instructor will receive a detailed report including any evidence of the academic dishonesty.

Q: Can I use my phone during the exam?

A: No. Your phone must be in your bag for the entirety of the exam. If you do not bring a bag to the Proctoring Center your phone can be either checked in by the person administering your exam or left in the whiteboard tray where you can see it.

Q: Can I use scratch paper?

A: Yes. The Proctoring Center will provide scratch paper for your exam, and any scratch paper that's used on the exam needs to be turned back in to the proctor. You can use only the scratch paper provided by the Proctoring Center.

Q: Does the Proctoring Center provide supplies for students?

A: No, the Proctoring Center does not provide any supplies.

Q: Can I use headphones to listen to music during my exam?

A: No, you are not allowed to use your phone in any way during exams.

Q: May I use the restroom during the exam?

A: Yes, you may use the restroom. But if there is one person already in the restroom you may not leave until they come back. You are also not allowed to bring your phone with you into the restroom. If you do use the restroom the Proctoring Center makes a note of how many times you go and for how long you go for. Any unusual activity, multiple trips in one exam session, along with taking your phone into the restroom, will be reported to your instructor and may result in you failing your exam. We suggest using the restroom before coming to take the exam.

Q: How will my instructor know that I have taken the exam?

A: Your instructor will receive an email update from the Proctoring Center on the day the exam is completed.