



FAQS for INSTRUCTORS

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).