

FAQ - Online Proctoring Center

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The following are frequently asked questions and answers regarding the Lone Star College Online Proctoring Center. Additional information can be found on the [overview page](https://vtac.lonestar.edu/help/online-proctoring-center-overview) (<https://vtac.lonestar.edu/help/online-proctoring-center-overview>).

Where is the Online Proctoring Center located?

The center located at the Lone Star College-University Park campus, **Room 12.442**.

How do I contact the Proctoring Center?

Email: LSC-Proctoringcenter@LoneStar.edu ()

Phone: **XXX-XXX-XXXX**

How do I extend my deadline?

Go to RegisterBlast and extend the deadline, then notify the Online Proctoring Center as soon as possible.

What happens if my student or Online Proctoring Center staff have questions during the exam?

We ask instructors to remain available for any questions during the exam window they have provided to students.

What items are prohibited?

Personal items such as cell phones, smartwatches, AI glasses, and electronic devices are not permitted during testing.

What if my student has extra material than what was asked by the professor?

Proctors will read out the instructions from the professor to the student of all the materials that are allowed for the exam. In case extra material is found, the proctor will ask the student to put it away before the exam. If the instructions are not followed by the student, then the proctor will make an incident report for the faculty to review.

What if my student is running late?

Students who are running late should contact the Online Proctoring Center as soon as possible. A 15-minute grace period is provided. After 15 minutes, the exam appointment must be rescheduled based on Proctoring Center availability.

How can my student cancel/reschedule their exam?

Students can cancel their exam up to 12 hours before the time of their exam. Students who wish to cancel their proctored exam should cancel and reschedule via RegisterBlast. If further assistance is required, students may contact the Online Proctoring Center via email (LSCProctoringCenter@lonestar.edu ()) or phone (XXX.XXX.XXXX).

What if my student doesn't show up for the scheduled exam?

If a student fails to appear for a scheduled exam without notifying the Proctoring Center in advance, they will receive a written warning via email. If a second exam is missed without notifying the Proctoring Center, their proctoring request will be automatically canceled, and the faculty will be notified. All future exams must be proctored by faculty for the remainder of the term.

Who has access to the exam session recordings?

Only the Proctoring Center, authorized instructor, and lead proctors can view the secured session recordings.

Why was my student removed?

The most common reason students are removed from testing sessions is failure to follow the required instructions in advance.

- Once a student schedules an appointment, the confirmation email contains important instructions on joining the session correctly. Having incorrect computer settings, unacceptable ID, an incompatible device, using hotspot, etc., will affect the student's ability to test.
- Proctoring sessions are conducted in group settings, and other students cannot be delayed from starting their exam while an individual student is troubleshooting issues.

How is student accommodation handled?

If a student has approved accommodation, specify this in your exam submission or testing dashboard and adjust the time duration, if applicable.

Can students who are not eligible for exam accommodation through Student Accessibility Services take exams at the Online Proctoring Center?

Students who are NOT registered with Student Accessibility Services can take their exam, but are not eligible for exam accommodations (e.g., extended time).

How do I view the Zoom recordings of a student's proctoring session?

If there is no incident, you will need to submit a request via email to the Online Proctoring Center. Then, an email will be sent with the Zoom link for you to assess.

If there is an incident, you will receive an email (within 24hrs-48hrs depending on the severity) notifying you of the noted questionable activity with the Zoom link for reference.