



LONG BEACH
CITY COLLEGE

Disabled Student Programs & Services Virtual Exam Proctoring Guidelines



Requests for Virtual Exam Proctoring

Due to the COVID-19 pandemic and the temporary move to remote instruction, our office has received requests for assistance with proctoring exams virtually. In light of these circumstances, if a student in your course is approved for extended time as a testing accommodation and you require assistance with proctoring the exam virtually, please contact dsptest@lbcc.edu. In your email request, please include the following details:

- Course and section number
- Time(s) of exam(s)
- Frequency of exam(s)
- Testing parameters

Once your request is received, it will be forwarded to one of the three Disability Support Service Specialists: Bernadette Gonzalez, April McGlothan, or Mia Tabayoyong. You will receive an email from one of the Disability Support Service Specialists. The Disability Support Service Specialist will serve as your point of contact until the request for assistance with virtual proctoring has been completed. For any changes, questions, or concerns, related to the request, please contact the assigned Disability Support Service Specialist until the request is completed. Their contact information is found below:

Bernadette Gonzalez

- Phone: (562) 938-4669
- Email: bgonzalez@lbcc.edu

April McGlothan

- Phone: (562) 938-3209
- Email: amcglathan@lbcc.edu

Mia Tabayoyong

- Phone: (562) 938-4274
- Email: mvancil@lbcc.edu

The assigned Disability Support Service Specialist will contact you with any follow-up questions as well as to collaborate on the method of providing virtual proctoring assistance.

Methods of Virtually Proctoring Exams

Typically, our office will provide assistance with virtual proctoring in one of two ways:

1. Instructors can share the Zoom link for the exam and one of our test proctors will join the link 5-10 minutes before the exam will be ending for the rest of the course. For this option, the test proctor will need to be made co-host. This ensures the test proctor can continue to proctor the exam with the student(s) approved for extended time once the remaining students and instructor leave the link.

2. The instructor may decide to utilize other proctoring platforms, such as Proctorio. Should a proctoring platform other than Zoom be utilized, DSP&S will need to review the platform prior to student utilization. As part of the review process, DSP&S hopes to establish and maintain increased, effective communication with faculty. This will ensure our staff is familiar with its capabilities and functioning.

DSP&S Assistance with Virtual Exam Proctoring

The Disability Support Service Specialist will assign one of our test proctors to assist with administering the exam(s). The information from your initial email request will be shared with the assigned test proctor. In addition, you will be provided with the test proctor's contact information. Please email the assigned test proctor (while CC'ing the assigned Disability Support Service Specialist) to provide the Zoom link and any other additional information regarding administration of the exam(s). It is recommended you reach out to the student(s) approved for extended testing time privately prior to the exam to provide information on the structure of the exam.

Please note, DSP&S will only be able to provide assistance with virtual proctoring for the duration of the student's approved extended time. Our office will not be able to provide additional assistance during the portion of the exam where the instructor will be proctoring.

The exception would be if the following were to occur:

- An excused absence (as validated by the instructor) or a disability related absence (as validated by both the instructor and DSP&S).
- If the student's extended time will impact attendance in another course.
 - In the event of the either of the aforementioned, the assigned test proctor will assist in administering the make-up exam. The date and time of the make-up exam will be determined by the instructor.
 - Please be sure to communicate with the assigned Disability Support Service Specialist and test proctor regarding any changes to exam dates or times.