

Frequently Asked Questions

What is my LoneStar ID?

When you complete the application to Lone Star College, you will receive an email with your Lone Star ID number. This is very important for you to keep for your records and you cannot sign up for a Dual Credit course without it.

What is my user name and password for MyLonestar Portal?

After you applied, Lone Star emailed you this information. TWHS does not have record of it this, however we encouraged you to go in and change your password to Stu+ TWHS Student ID (ex. Stu123456). Try logging in with your Lone Star ID and your changed password.

Do I have to attend Help Sessions to take a Dual Credit class? I cannot miss my classes.

No, on the Dual Credit Website there are directions to complete this on your own. Please read them carefully and call Lone Star with any questions. It can be very complicated so we highly recommend you attending the 20-30 min Help Sessions where you will be working closely with a Lone Star rep.

When I sign up for the Help Session, do I attend more than one?

The Help sessions are bundled together and you are committing to attending both dates. One is for the application and one is to complete the pre-assessment video.

Why do I have to watch the pre-assessment video?

*It is required by Lone Star that you watch the pre-assessment video and you will **NOT** be able to take the TSI test without completing that step. If you qualify without the TSI test then you do not need to watch the video.*

How do I sign up for the TSI test?

You will be given an opportunity at your second Help Session to sign up for the test or you can visit the TWHS website and click on the links to sign up online. Please note that you are not able to sign up for the test until you have completed the Lone Star application as well as the pre-assessment video.

I am only interested in taking an English class; do I have to take the entire TSI?

Yes, all TWHS students must have the ENTIRE TSI on file. If you need to retake only part of the TSI, test then we will allow you to re-test only those specific sections but only after you have completed the full TSI test.

How do I pay?

Once Lone Star has processed all of the blue forms at the end of the semester all students and parents will receive an email with instructions for paying online through your myLonestar portal. Please note if payment is not completed before the deadline, Lone Star will drop you from all Dual Credit courses and your counselor will then need to change your schedule. The spring payment window usually opens at the end of November and the fall payment window usually opens at the end of May.

Do I need to upload a Bacterial Meningitis vaccination record? Lone Star keeps saying I need it.

Only students taking a Dual Credit course on the Lone Star campus need to upload this document. Students taking a Dual Credit course on our campus may disregard this.

I am a junior in English 3 Dual Credit but I want to take Dual Credit College Algebra next year, what do I need to do?

Was your Math TSI score a qualifying score?

Yes? Go pick up a packet in the CCC, complete both blue forms and parental consent, and turn it into your counselor.

No? Sign up for a TSI retest day and take the Math only section again. You must have a qualifying score to take Dual Credit College Algebra.

I am a junior in English 3 Honors or AP English 3, can I still take Dual Credit English 4 next year?

Yes! We offer English 1301/1302 for juniors as English 3 and seniors as English 4. You must complete all the Dual Credit process to sign up.

How do I contact Lone Star?

For the HELP DESK, please call (832)-813-6600.

For questions regarding payments, please contact the BURSAR'S OFFICE in Building E-Room 102 or please call (936) 273-7214.

Student Services: 936-273-7236

I am a junior in DC College Algebra , how can I take DC Precalculus next year?

You have to successfully DC College Algebra and also qualify for the class with SAT/ACT/TSI scores.

I am a junior in Algebra 2 Honors, how can I still take Dual Credit Precalculus next year?

You cannot qualify with your PSAT scores. Please use the information on listed on how to qualify with SAT or ACT scores. If you qualify with TSI then you also need to take the Accuplacer Math test at Lone Star, we do not offer it at TWHS.