

# Frequently Asked Questions

## What is my Lone Star 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 this, however we encourage 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.*

## What if I need help with completing my application online?

If you need additional help with the dual credit application process, the College & Career Center on the senior campus is available for individual help sessions. Please email your counselor or the College and Career Center.

## Do I need to apply to Lone Star if I already have a Lone Star ID?

*If you have applied to Lone Star and you have an ID number, you **do not need to reapply**.*

## 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 2.0 test?

*If you need to take the TSI 2.0 test, please see your counselor for details. 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 2.0?

*Yes, you must have the ENTIRE TSI 2.0 on file. If you need to retake only part of the TSI 2.0, then we will allow you to re-test only those specific sections but only after you have completed the full TSI 2.0 test.*

## **How do I pay?**

*Pay 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 the TWHHS 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?**

*Do I have qualifying scores?*

*Yes? Pick up a packet in grade level, complete all forms, and turn it into your counselor.*

*No? Sign up for a TSI 2.0. See you counselor for details. 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 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 complete DC College Algebra and also qualify in Reading/Writing for the class with SAT/ACT/TSI scores.*

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

*No, students must successfully complete Dual Credit College Algebra before they can register for Dual Credit Precalculus.*