

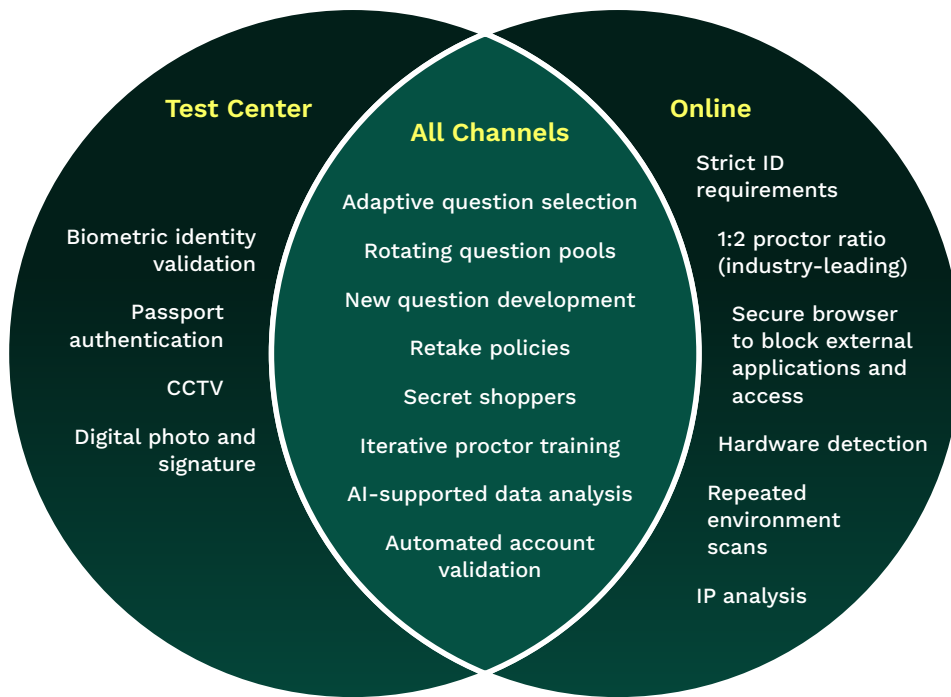
Fairness First: GMAT Test Security



Ensuring fairness for all candidates through exam security

Prevention

Measures taken before and during the exam



Detection and Enforcement

When prevention isn't enough

- Over 90% of all score cancellations happen before the score is ever released and reported to schools
 - Exams are flagged for additional review based on forensic analysis and proprietary risk matrix before score release
 - Additional reviews are conducted by specially trained auditors
 - Free retakes may be provided to candidates if audit results are ambiguous
- GMAC reserves the right to revoke scores at any time if there is a good faith reason to question its validity
 - Candidates may be banned from testing online, in test centers, or both
 - Candidates have 7 days to appeal any score cancellation before it is final
 - Score revocations are accompanied by a reason code T, P, or S:

| Testing Issue (T) | Policy Violation (P) | Serious Policy Violation (S) |
|---|--|---|
| <ul style="list-style-type: none"> ● GMAC-related technical issues ● Issues outside test taker control (eg. power outage) | <ul style="list-style-type: none"> ● Accessing a mobile phone during break ● Disruptive or rude behavior ● Reading questions out loud | <ul style="list-style-type: none"> ● Question harvesting ● Proxy testing ● Score report falsification ● Financial fraud |

*Not an exhaustive list



Candidates found guilty of a Serious Policy Violation will be banned from future testing and previous scores may be revoked.

Communication

To candidates and to schools

- The [GMAT™ Exam Policies and Procedures](#) are designed to guide candidates and remove ambiguity
- Our [Help Center](#) has thousands of articles for candidates and provides access to our Customer Care team
- Scores cancelled before release are never shared with schools
- Schools receive notification of score revocation after the candidate has an opportunity to appeal and the revocation is final. That score revocation notice will indicate whether the score was revoked for a Testing Issue (T), a Policy Violation (P), or a Serious Policy Violation (S).

Standard Scoring Timeline

- ◆ **Candidate takes exam**
- ◆ **Scoring decision made within 20 business days**
 - Most released in 1-3 business days unless flagged for additional review
- ◆ **Candidate has 7 days to request an appeal after any score cancellation**
 - Restarts the score release clock
- ◆ **Candidate has 48 hours after score release to select up to 5 schools for free score reports**
 - No score reports sent for cancelled scores

Post-Release Score Revocation Timeline

- ◆ **GMAC finds reason to question a score after it's been released**
 - Financial policy violations (eg. chargebacks, fraudulent payments)
 - Tips and larger security investigations
 - Serious policy violations in subsequent exams
- ◆ **GMAC investigation time varies based on scope of concerns**
- ◆ **GMAC revokes score and notifies candidate immediately**
 - May also ban candidate from future testing if appropriate
- ◆ **Candidate has 7 days to request an appeal**
 - Score reporting portal will display revoked status during the appeal
- ◆ **Schools officially notified after appeal is closed and decision finalized**
 - Notifications sent monthly

Frequently Asked Questions

When prevention isn't enough

Can GMAC share information with a school about a candidate who did not share their Official Score Report?

- No. GMAC's privacy policy only allows us to share information about an appointment with a school after a candidate shares their Official Score Report. GMAC can confirm if a score report has been falsified.

Can GMAC share details about a specific score cancellation?

- Usually, no. The same privacy policy prevents us from sharing specific candidate behavior. Sharing details of our investigation or test items would compromise our test security program.

Can GMAC share details about why a score was not released?

- No. Because candidates do not have an opportunity to share those scores, GMAC's privacy policy prevents us from sharing any information about that appointment.

How is my institution notified of a score revocation?

- An email is sent to the users in the score reporting portal when a revocation becomes final.

Why did I receive a score revocation notification months after the assessment administration date?

- Delayed revocations are always the result of new information. This may be from a tip, behavior identified in subsequent exams, or an extension of a larger investigation.

Does GMAC catch every instance of fraud and policy violation?

- Unfortunately, no. A small number of violators may leave no evidence, so it is critical that schools compare their GMAT results to their overall admissions profile.

Can GMAC just rush this one case through?

- No. GMAC is committed to providing equal, due process to all candidates.

If I have concerns about assessment results or questions about test security, – what should I do?

- Email testsecurity@gmac.com with your specific concern, including candidate or appointment data if applicable.