

GMAT[®] HANDBOOK

Everything you need to know and agree to when scheduling your GMAT[®] exam.

Last updated: 1 September 2013



TABLE OF CONTENTS

Find everything you need to know and agree to when scheduling and taking your GMAT exam. Check each section to be sure you have read all of the necessary information.

Topic	Page #	Check <input checked="" type="checkbox"/>
CONTACT US	1	<input type="checkbox"/>
READ THE GMAT HANDBOOK	2	<input type="checkbox"/>
Market Yourself With the GMAT Exam	2	<input type="checkbox"/>
Your Rights and Responsibilities as a GMAT Test Taker	2	<input type="checkbox"/>
Our Commitment to You	2	<input type="checkbox"/>
Your Promise to Us	2	<input type="checkbox"/>
BEFORE THE EXAM	3	<input type="checkbox"/>
Schedule Your GMAT exam	3	<input type="checkbox"/>
Pay for the Exam	4	<input type="checkbox"/>
Rescheduling and Cancellation Deadlines	4	<input type="checkbox"/>
Reschedule or Cancel Your Exam	5	<input type="checkbox"/>
We Protect Your Privacy	5	<input type="checkbox"/>
Country Specific Regulations	5	<input type="checkbox"/>
Agree to the GMAT Examination Testing Rules & Agreement	5	<input type="checkbox"/>
Agree to the Non-Disclosure Agreement and General Terms of Use	6	<input type="checkbox"/>
Prepare for the GMAT Exam	8	<input type="checkbox"/>
Structure of the Exam	8	<input type="checkbox"/>
Practice with GMAC Resources	9	<input type="checkbox"/>
ON EXAM DAY	10	<input type="checkbox"/>
Check In	10	<input type="checkbox"/>
Present Appropriate Identification	10	<input type="checkbox"/>
Verify Your Identity	10	<input type="checkbox"/>
Avoid Testing Violations	10	<input type="checkbox"/>
AFTER YOUR EXAM	13	<input type="checkbox"/>
Accept Your Score	13	<input type="checkbox"/>
Pick Up Your Unofficial Score Report	13	<input type="checkbox"/>
Evaluate Your Performance	13	<input type="checkbox"/>
View Your Official Score Report	14	<input type="checkbox"/>
Compare Your Scores With Other Test Takers'	14	<input type="checkbox"/>
Send Score Reports to Schools	14	<input type="checkbox"/>
Beware of Score Cancellations	15	<input type="checkbox"/>
Report Inappropriate Behavior	15	<input type="checkbox"/>
Submit a Concern About Your Experience	15	<input type="checkbox"/>
Consider Retaking the Exam	16	<input type="checkbox"/>

CONTACT US

The GMAT Exam is owned by Graduate Management Admission Council (GMAC). We develop and deliver the exam with the help of our service providers: Pearson VUE and ACT. When we use “we” in this *GMAT Handbook*, we are referring to GMAC, Pearson VUE, and/or ACT. We wrote this handbook for “you,” the test taker. Please contact us if you need assistance.

Visit us on the web at mba.com

Phone, email or fax us:

Region	Contact Information	Service Times
Asia Pacific (except China and India)	Phone: +852 3077 4926 Fax: 6038319 1092 Email: GMATCandidateServicesAPAC@pearson.com	Telephone services are available Monday-Friday, 9 am to 6 pm Australian Eastern Standard Time. Email services are available Monday-Friday, 7 am to 7 pm Australian Eastern Standard Time. Response time for email sent outside of these times may be up to 48 hours.
China	Phone: +86-10-82345675 Fax: +86-10-61957800 Email: gmat-service@neea.edu.cn	Telephone services are available Monday-Friday, 8:30 am – 5 pm China Standard Time. Email services are available Monday-Friday, 8:30 am to 5 pm China Standard Time. Response time for email sent outside of these times may be up to 48 hours.
India	Phone: +91 120-439-7830 Email: GMATCandidateServicesAPAC@pearson.com	Monday-Friday, 9 am to 6 pm Indian Standard Time.
Europe, Middle East, Africa	Phone: +44 (0) 161 855 7219 Fax: +44 (0) 161 855 7301 Email: GMATCandidateServicesEMEA@pearson.com	Telephone services are available Monday-Friday, 9 am to 5 pm Greenwich Mean Time. Email services are available Monday-Friday, 8 am to 5 pm Greenwich Mean Time. Response time for email sent outside of these times may be up to 3 business days.
North and South America	Phone: 1 (800) 717-GMAT (4628) (in the US and Canada only) +1 (952) 681-3680 Fax: +1(952) 681-3681 Email: GMATCandidateServicesAmericas@Pearson.com	Monday - Friday 7 am – 7 pm Central Standard Time.

Send mail:

Send all mail inquiries to the address below. Please keep in mind that it can take up to eight weeks for letters to reach the United States from some countries.

Pearson VUE-GMAT Program
5601 Green Valley Drive
Suite 300
Bloomington, MN 55437 USA

READ THE GMAT HANDBOOK

Pursuing a graduate degree is a rewarding experience. The GMAT exam is part of that process. We are here to help you understand everything you need to know and do to take the GMAT exam.

This handbook is designed to help you through this process. Since you must agree to our policies when you schedule your GMAT exam, we describe what you need to know about the exam, what you need to do, and when you need to do it. Use the convenient checklist in the Table of Contents to track

your progress toward the next step in your graduate management degree. **Be sure to read this handbook carefully as you will be bound by its content.**

MARKET YOURSELF WITH THE GMAT EXAM

Taking the GMAT exam can set you up for success:

- More than 5,400 programs worldwide use GMAT scores to help them find, recruit, and select the students who best fit with their programs. Take the exam to let them know you are serious about graduate management education.
- Your scores are a way to compare yourself with other graduate applicants. Figure out what you need to focus on to help your application.
- The GMAT exam gives you information about your strengths and weaknesses. Identify the skills you need to focus on to be successful in your graduate program.

YOUR RIGHTS AND RESPONSIBILITIES AS A GMAT TEST TAKER

As a GMAT test taker, you have certain rights and responsibilities. You maintain these rights only if you comply with all GMAT policies and procedures.

OUR COMMITMENT TO YOU...

We will:

Provide you with free, detailed information about the exam (format, content, question types, fees, and scoring), and information on accommodations for disabilities

- **GMATPrep® Software:** mba.com/gmatprep
- **GMAT Handbook Supplement for Test Takers with Disabilities**

Develop and deliver the exam according to professional standards

Treat you fairly and with impartiality, regardless of personal characteristics protected by law

Share our privacy policy with you

Treat your personal information with respect and confidentiality

Send you an Official Score Report online or by mail

Share your official scores with only those institutions or organizations you specify or allow

Respond to you in a timely and helpful manner with information about how we will remedy your concerns

YOUR PROMISE TO US...

You will:

Read all of the information in this handbook

Familiarize yourself with the testing format and content

Show up prepared for the exam with the proper identification

Follow the rules in this handbook and report any violations you observe

Know the consequences if you do not show up, fail to complete the exam, or violate our policies

Read the GMAC Privacy Policy and know how your information will be collected and used

Share only your official scores with institutions

Send us any questions you may have about any of the information presented in this handbook or other GMAT publications and communications

Send us any concerns you may have about the testing process or your results

This statement of your rights has been adapted with permission from the APA, AERA, and NCME Standards for Educational and Psychological Testing.

BEFORE THE EXAM

SCHEDULE YOUR GMAT EXAM

We want this process to be easy for you. Follow these four steps to plan and register for your GMAT exam. Check ☒ the boxes as you complete each task.

Step 1: Gather information.

- ☐ Understand the minimum requirements for scheduling the exam:
 - You must be at least 18 years old. If you are between 13 and 17 years old, you must get permission from a parent or legal guardian. If you do need permission, you must provide written proof of your guardian's consent prior to scheduling the exam.
 - You may take the exam no more than five times within a 12 month period.
 - You must wait at least 31 days after you take the exam before you can take it again.
 - You must wait at least five years if you have previously achieved a perfect Total score of 800.
 - You must follow all of the registration and testing rules.
- ☐ Research schools and check application deadlines for programs that interest you.

- ☐ Check the "Country Specific Regulations" for any guidelines that may apply to you. See page 5.
- ☐ Request any applicable testing accommodations if you have a disability. **You must be approved for any accommodations before you schedule your exam, and you must follow any special registration instructions you receive.**
- ☐ Plan for your exam preparation and determine how long you will need.
- ☐ Visit mba.com/testcenterlist to find test centers near you and determine availability. Include "DoD" and "Military" sites only if you have a US Military ID that allows you to enter the military site.

Step 2: Build your timeline.







- ☐ Build your timeline below using the information you gathered in Step 1 above.
- ☐ If scheduling by mail, add time for standard shipping times to the US.
- ☐ If paying by personal check or money order, add at least 10 days for processing.
- ☐ If applying for accommodations, add time to gather your documentation and submit your application.

Step 3: Schedule and pay for your exam.

- ☐ You can schedule your exam online, by phone, postal mail, or fax and pay by credit card or debit card, check, or money order. If you are applying for accommodations for a disability, you must follow special procedures, which you will find in the *GMAT Handbook Supplement for Test Takers with Disabilities*. If approved, you will receive

BUILD YOUR REGISTRATION AND SCORE REPORTING TIMELINE

Instructions: Start at the end with your earliest application deadline and work backward to determine your registration date.

 <p>Earliest possible registration date: You may register up to 6 months prior to your preferred test date.</p> <p>Enter registration date: <input type="text"/></p>	 <p>Early registration date. We recommend you register 2-3 months prior to your preferred test date. Add 15 days if you are registering by mail.</p> <p>Enter registration date: <input type="text"/> </p> <p>IMPORTANT TIP! Applying for accommodations? You must receive a decision before you register, and you must allow enough time prior to your registration date to receive a decision. Read the <i>Supplement</i> to learn more.</p>	 <p>Last chance to register. If you are registering online or by phone, you may register as late as 24 hours prior to your test date.</p> <p>Enter registration date: <input type="text"/> </p>	 <p>Earliest application deadline. Enter application deadline: <input type="text"/></p> <p>Test date. Choose a date that is at least 21 days prior to your application deadline. Add more time if your school must receive scores by mail.</p> <p>Enter test date: <input type="text"/></p>
--	---	--	--

an accommodations approval letter with instructions on how to schedule your accommodated exam. Regardless of how you schedule your exam, we will send you an email confirming your registration.

- **Online** – Schedule your exam for free on **mba.com**. Log in and create an account, and follow the homepage link. It's easy and fast.
 - **Phone** – Call GMAT Customer Service in your region. You may be charged an additional service fee of US\$10.
 - **Postal mail** – Complete the form on **mba.com** and mail with your payment information. If you pay by check or money order, this is your only option.
 - **Fax** – Complete the form on **mba.com** and fax to the number shown.
- ☐ Make sure you have entered your name, date of birth, Country of Citizenship, and sex EXACTLY as they appear on the identification you will present at the test center.

Step 4: Review your confirmation letter.

- ☐ Ensure that your name listed on the confirmation letter EXACTLY matches your identification.
- ☐ Confirm that the GMAT test date and location are correct.
- ☐ If your test center name includes "DoD" or "Military," make sure you have proper identification. If you will not have proper identification by your exam date, reschedule your exam now.

PAY FOR THE EXAM

You will find the current registration fee and tax rates (where applicable) on **mba.com** under "Pay for the Test."

Credit cards and debit cards

- Visa
- MasterCard
- American Express
- JCB

In India some banks will not allow the debit cards to be used

on the internet unless the merchant participates in Verified by Visa or MasterCard Secure Code. This requires that the customer enter a pin number. We do not participate in this program. Please contact your bank for assistance. Some banks may be willing to issue their customers a special onetime use card or lift the pin restriction so you can use it on our web site

Charges on your credit card statement will most likely appear as: "VUE*GRAD MGMT TEST"

If your credit or debit card is declined, your appointment automatically will be canceled. You are responsible for scheduling another test appointment with a valid payment.

If you use a stolen or fraudulent credit or debit card, your registration will be canceled, any of your previous GMAT scores may be canceled, and GMAC may notify both schools and law enforcement authorities.

If you wrongfully challenge or dispute the fee with your credit card company, you may be blocked from taking further exams or from requesting additional score reports.

Cashier's checks, money orders, and personal checks must:

- Be payable to Pearson VUE-GMAT, in US dollars and drawn on a US bank
- Be for the full amount, including taxes, where applicable (see **mba.com/gmatfees** for tax information)
- List the current date (do not postdate)
- Have the appropriate signature(s)
- Have the bank name and its location preprinted on the face of the check
- Be received at least 10 days before the appointment date to allow for processing

If your check is returned for insufficient funds, Pearson VUE may deduct a service fee from your account electronically (see **mba.com/gmatfees**), and your appointment will be canceled. You are responsible for scheduling another test appointment with a valid payment.

RESCHEDULING AND CANCELLATION DEADLINES

More than 7 calendar days before your test date



Reschedule: Pay reduced fee
Cancel: Receive partial refund

7 days or fewer



Reschedule: Pay full registration fee
Cancel: Do not receive refund

For example, if your GMAT exam is scheduled for a Monday at 8 am, you must reschedule or cancel by 7:59 am the previous Monday to avoid losing your entire fee.

GMAT exam vouchers

If you have received a voucher, you may apply it to the exam fee. However, you may not use it for rescheduling fees or receive a refund (except as required by law).

For Terms and Conditions governing the use of GMAT Exam Vouchers, go to mba.com/vouchertterms.

RESCHEDULE OR CANCEL YOUR EXAM

You can reschedule or cancel your exam online or by phone. Changes within 24 hours of your appointment cannot be made. If you are scheduled with accommodations, refer back to your approval letter for the number to call.

Current fees are available on mba.com. If you reschedule or cancel your exam appointment by phone, you will be charged an additional service fee of US\$10. Cancellations refunds and rescheduling fees will apply, depending on when you request the change (see previous page), and as applicable by local law.

If you miss your appointment, you may schedule a new exam without waiting a full 31 days, but you must schedule by phone and pay the full registration fee.

WE PROTECT YOUR PRIVACY

We respect your privacy, and we treat your personal information with respect and confidentiality. We want you to know:

- What data we collect and how we use it
- What laws and legal jurisdictions are applicable
- Where to get the full GMAC Privacy Policy

The following are highlights from the full GMAC Privacy Policy related to taking the GMAT exam. You are required to agree to the full GMAC Privacy Policy on mba.com when you register for the exam, and again when you arrive at the test center to take the exam. The Privacy Policy is available at mba.com/legal/privacy-policy.aspx.

What data do we collect?

Required information for all test takers:

- Contact information including your full legal name (given and family/surname), address, telephone, and email address
- Background data, including gender, ethnicity (United States only), date of birth, country of citizenship

- Identity data verified or collected at the test center such as government-issued identification, a digital photograph, signature, palm vein pattern, and audio/video recording of the test session
- Payment data for GMAT fees

Optional for test takers:

- Other data about you including: fax number, native language and education history
- Opt-in selections for information about our other products and services, surveys, and other research
- Score sending preferences

How do we use it?

Required information is used to:

- Schedule, reschedule or cancel your exam appointment(s)
- Respond to you customer service requests
- Conduct GMAT exam research and statistical analyses, in aggregate
- Cooperate as required by law or in legal proceedings
- Authenticate and verify your identity to maintain the integrity, quality, and security of the GMAT exam
- Share your payment information with our financial partners and vendors to process your payment

Ultimately, all data we receive are sent to the US and subject to US law. All legal proceedings are under the jurisdiction of the Commonwealth of Virginia law. Depending on the schools you select or other products and services you request, your data may leave the US and will be subject to the recipients' local privacy laws, which may be different than those in your home country.

COUNTRY SPECIFIC REGULATIONS

The GMAT exam is administered worldwide in accordance with US and other local laws, where applicable. Special registration guidelines, taxes, identification requirements, testing rules, and privacy policies as applicable will apply in certain countries and to citizens of certain countries. For the most up-to-date country-specific policies, go to mba.com/countryregulations

AGREE TO THE GMAT EXAMINATION TESTING RULES & AGREEMENT

You will receive, read, and sign your acceptance to the following agreement at your test center prior to taking the exam.

Everything you do after signing this Agreement is part of your exam. If you remain in the test area, you will be bound by these Rules & Agreement. Leave the test center immediately if you don't agree with these Rules.

Many test centers have small lockers where you can store your belongings. The test center is not responsible for lost, stolen or misplaced personal items.

If you need additional details about any of the rules or your expected conduct, please ask the Test Administrator for a copy of the *GMAT Handbook*.

If you do not follow the Rules, or if you are suspected of cheating or tampering with the computer, Pearson VUE will:

- Report the incident to GMAC
- Report the incident to the schools you selected
- Invalidate your test and cancel your score
- Take other action, such as prohibiting you from retesting
- Keep your exam fee

While in the test room:

1. You may bring **ONLY** the following items into the test room:
 - Your ID
 - Key to the supplied locker
 - Prescription eyeglasses
 - A light sweater or light non-outerwear jacket
 - Comfort items if approved accommodations
2. Notify the administrator immediately if you have a problem with the computer, software, or any other issue.
3. Use only standard English characters in your responses.
4. You may leave the testing room or your seat only if you are escorted by a Pearson VUE employee. You must raise your hand for assistance or to leave your seat.

During a break:

1. You may **ONLY** have
 - Water
 - Food
 - Comfort items, such as tissues or cough drops as pre-approved by GMAC and Pearson VUE
2. Remember: You cannot access your mobile phone or study materials
3. You must return from breaks on time. If you are late, time will be deducted from the next section of your exam.

4. Cannot access cell phone/ study materials. If found accessing prohibited items, your exam will be terminated, your scores will include a violation code. See page 15.

After the exam:

You must not

- Record
- Copy
- Disclose in any fashion

any exam question or answer, in whole or in part, in any form or by any means (orally, in writing, on any internet "chat room," via SMS/text, or otherwise).

Exam results are encrypted and transmitted to Pearson VUE and the owner of the GMAT exam, the Graduate Management Admission Council (GMAC). The palm vein pattern template and the digital photograph may be compared against those of other test takers for fraud detection purposes.

For additional information concerning the collection, transmission, and processing of your personal data (including, without limitation, exam results, palm vein pattern template, photograph and signature, and the audio/video recording), refer to the GMAC Privacy Policy available in the *GMAT Handbook* and at mba.com.

By providing a digital signature, I give GMAC and Pearson VUE my permission to retain and transmit my personal data and test responses to the United States, which may be outside of the country in which I am testing. I understand the information provided above and agree to comply with this Rules & Agreement.

AGREE TO THE NON-DISCLOSURE AGREEMENT (NDA) AND GENERAL TERMS OF USE

You will need to agree to the following terms at your workstation prior to taking the exam:

I have read and I understand and agree to the procedures and rules I was shown when I checked in with the test administrator.

I certify that I am the person whose name and address appear on the application check-in screen.

I also certify that I am taking the GMAT exam for a valid educational or legal purpose, and I agree to the GMAT NDA and Terms of Use policies.

I have read, understand, and agree to the terms and conditions set forth in the *GMAT Handbook*, including without limitation those related to:

- GMAT fees, re-test and other testing policies, and score cancellations for irregularities and inappropriate examinee conduct
- Ownership of the GMAT test, all rights therein, and all test related records by the Graduate Management Admission Council
- Privacy policies describing the collection, processing, use and transmission to the United States of my personally identifiable data (including the digital photograph, palm vein pattern, signature, and audio and video recording collected at the test center), and describing the disclosure of such data to GMAC, its service providers, and score recipients I select, and others as necessary to prevent fraud or other unlawful activity or as required by law
- The exclusive remedies available to me in the event of an error in scheduling, administration or security of the reporting of my scores.

I understand that the GMAT test is a confidential and secure test, protected by the laws of the United States and elsewhere.

I agree that I have not knowingly accessed “live” GMAT questions or answers that might appear on my test and will not discuss the content of the exam with anyone, and I will not record, copy, or disclose any exam question or answer, in whole or in part, in any form or by any means before, during, or after the exam (orally; in writing; in any Internet “chat room,” message board, or forum; by SMS or text; or otherwise).

I understand and agree that if I provide false information or if I violate any of the GMAT rules and procedures, or any other terms or conditions stated in the *GMAT Handbook*:

- The test administrator may immediately dismiss me from the test session.
- My scores may be canceled without refund, and a school receiving my scores may be informed of the reason for the cancellation.
- I may be banned from retaking the GMAT test.
- I may be subject to other consequences, as GMAC or Pearson VUE deems appropriate.

I understand that, after finishing the test, I will be prompted to decide whether to cancel or report my test scores. I understand and agree that if I do not select either the “Report Scores” or “Cancel Scores” option within the time allotted, my scores will be canceled automatically.

I understand that if I do not agree to these conditions, I will not be permitted to take the test, and I will forfeit my test fee.

PREPARE FOR THE GMAT EXAM

To best prepare for the exam, you need to know what is on it and how it works.

The GMAT exam measures multiple skills

The GMAT exam is made up of different types of questions so that you can demonstrate your ability in several skills required to be successful in graduate school.

The GMAT exam is fair

Regardless of the variety of questions, to be fair to everyone taking the test around the world, all test takers will:

- Be evaluated on the same number of questions
- Answer the same type of questions
- Be subject to time limits
- Be tested in similar conditions around the world

Structure of the GMAT exam

Section Order	Time Limit (in minutes)	Number of Questions	Question Types	Score Range
Analytical Writing Assessment	30	1	■ Analysis of an Argument	0-6
Integrated Reasoning	30	12	■ Multi-Source Reasoning ■ Table Analysis ■ Graphics Interpretation ■ Two-Part Analysis	1-8
Optional 8-minute break				
Quantitative	75	37	■ Data Sufficiency ■ Problem Solving	0-60
Optional 8-minute break				
Verbal	75	41	■ Reading Comprehension ■ Critical Reasoning ■ Sentence Correction	0-60

The GMAT exam uses advanced technology and security

The GMAT exam is available only at authorized test centers around the world. The exam is given only on computer, which ensures consistency and fairness. Our computer exam allows you to:

- Test around the world on almost any day of the year
- Track your time and the number of questions you have to answer
- Receive unofficial scores when you finish the test

The two longest sections (Quantitative and Verbal) are “adaptive”: As you progress through the section, the computer evaluates your answers, updates your score, and selects the next question by adapting to your level of skill. You may not skip or return to questions. We consider this the best testing method because:

- The test has fewer questions than others, because you will not see questions that would be too easy or too hard for you.
- Your scores are updated based on all of your answers, not just the previous questions.
- Questions are selected for you and other test takers individually, but the rules about the number and types of questions ensure fairness of the overall test.
- The uniqueness of each test enhances the security of the exam.

For more information on computerized adaptive testing, you can go to **mba.com/GMATformat**.

Know what to expect

Regardless of your current skills with reading, writing, arithmetic, or with the computer, you will be able to show your best only if you prepare and practice.

- Knowing what to expect will save you time and effort at the test center. Watch our video about the testing facilities: **mba.com/the-gmat/test-day.aspx**

- Practice with question types so you spend time on the question, not on decoding what is being asked.
- GMATPrep software is FREE and includes adaptive practice tests, so you know about how difficult the questions selected for you will seem.
- Planning study time for the GMAT exam will help you when you need to plan study time for your graduate management program.

Practice with GMAC resources:

- To get the free GMATPrep software, go to **mba.com/gmatprep**
- To purchase other official GMAT preparation materials, go to **mba.com/store**
- For the complete list of possible questions for the Analytical Writing Assessment, go to **mba.com/GMATformat**

ON EXAM DAY

The information below will help you have a successful testing experience.

Check In	What This Means	Notes
Present appropriate identification	ID must: Be current (not expired) Be valid and government-issued Be the originally issued ID (no photocopies) Bear your name in the Roman alphabet and exactly match the name, birth date, and country of citizenship you used when you scheduled your exam Contain a recent, recognizable photo of you and your signature	For the most up-to-date country-specific policies, go to mba.com/countryregulations . Acceptable Forms of ID: ■ Passport book (mandatory in some countries and required if testing outside your country of citizenship)* ■ Government-issued driver's license ■ Government-issued national/state/ province identity card (including European ID card) ■ Military ID card ■ Laminated government issued learner's permit (US only) ■ Permanent resident/green card (US only) See: mba.com/the-gmat/test-day/presenting-proper-identification.aspx
Read the Test Taker Rules & Agreement	This will help you: Avoid policy violations (the consequences of which may result in your score being canceled)	Test Taker Rules & Agreement mba.com/legal/privacy-policy.aspx Non-Disclosure Agreement mba.com/NDA
Verify your identity	You will: Provide your palm vein scan (where permitted by law) Provide your digital signature stating you understand and agree to the Test Taker Rules & Agreement Sit for a photograph	
Begin your GMAT exam	You are subject to all policies and procedures at all times, even after you leave the exam.	

AVOID TESTING VIOLATIONS

To avoid testing violations, read and understand the Test Taker Rules & Agreement beginning on page 5. The Agreement will explain what you are allowed to do on the day of your exam.

IMPORTANT—In the test room, you may bring only:

- Your identification
- Key to the supplied locker
- Prescription eyeglasses

- A light sweater or jacket or light non-outerwear jacket
- Comfort items if approved with an accommodation

All other items, including watches, are to remain in your locker until your exam is over.

During break you may access only:

- Water
- Food
- Comfort items, such as tissues or cough drops as pre-approved by GMAC and Pearson VUE (ask the test administrator)

We like to focus on what you can do (as provided above) rather than on what you cannot do. But there are a few things you need to avoid. To provide fair and consistent testing to all of our test takers, we enforce several policies during the exam. We have provided the following tables that outline two types of violations: 1) policy violations, and 2) serious violations.

POLICY VIOLATIONS

A policy violation may result in **canceled scores, notification to schools, and forfeiture of test fees**. Some violations may incur additional consequences.

Policy Violation	How to Avoid a Policy Violation	Additional Consequences of a Policy Violation
Accessing or using: <ul style="list-style-type: none"> ■ Cell phones ■ Electronic devices ■ Computers ■ Communication devices ■ Music players 	You must store all types of electronic, communicative, or computer devices. You may not access or use them at any time (including breaks) after you check into the testing center.	Possible legal action or other consequences if used in an attempt to disclose or access exam content or such use is suspected (including seizure of device)
Accessing study guides	You must store all notes, study materials or any other written material in your locker until you have completed your exam. You may not refer to these materials after check-in, including during your breaks.	
Storing items improperly	You must store all items in your locker. Refrain from storing items in any other area, including bathrooms, the hall, emergency exits, etc.	
Using personal items and food/drinks/candy	You may bring ONLY your identification, a light sweater, and prescription eyeglasses with you into the testing room. Personal items including food, drink, and candy are not allowed in the testing room unless expressly pre-authorized for a disability.	

SERIOUS VIOLATIONS

A serious violation may result in **canceled scores, notification to schools, forfeiture of test fees, and restrictions on future testing.** Some violations may incur additional consequences.

Serious Violations	How to Avoid Serious Violation	Additional Consequences of a Policy Violation
Disrupting others	You must act in a manner that does not disturb, interfere or threaten other test takers or administrators.	■ Banned from test center
Falsifying score reports	You may not alter or falsify an unofficial or Official GMAT Score Report	■ Schools notified ■ Other possible legal procedures
Taking the test for others	You must take the test for yourself. You may not test for anyone or have another person test for you. You also must not present tampered or altered identification.	■ Schools notified ■ Other possible legal consequences
Disclosing test content	Do not disclose, discuss, or access questions that come directly from a GMAT exam. Disclosing or accessing “live” questions from an exam in any format is prohibited before, during, or after the exam is administered. This includes, but is not limited to: online forums, blogs, discussion boards, test prep programs, test center communication books, etc.	■ Schools notified ■ Other possible legal consequences
Providing fraudulent payment or canceling payments	Using a fraudulent payment method to register for the GMAT exam is prohibited. You may not cancel a payment for any product or service received or ordered.	■ Schools notified ■ Other possible legal consequences

CAUTION!

THE PENALTIES FOR CHEATING ON THE GMAT EXAM ARE SEVERE.

THE FOLLOWING IS CONSIDERED CHEATING:

- Hiring someone to take the test.
- Taking the test for someone else.
- Memorizing test questions.
- Sharing answers with others.



THE PENALTIES FOR CHEATING ARE:

- Cancellation of your scores.
- Ban on future testing.
- School notification.
- Possible legal prosecution.

HAS SOMEONE BEEN TRYING TO GET YOU TO ACT ILLEGALLY?

FILE A REPORT VIA EMAIL: PVTESTSECURITY@PEARSON.COM

GMAT®



AFTER YOUR EXAM

ACCEPT YOUR SCORE

When you complete your exam, you will be given two minutes to decide whether to cancel or accept your score. You will **not** be able to see your score before clicking accept or cancel. You may not undo your selection at a later time. Further, if time expires before you make a selection, your score will be automatically canceled. If you do not accept your scores you will not be able to view them. This is the only opportunity you have to accept or cancel your scores.

PICK UP YOUR UNOFFICIAL SCORE REPORT

We know you are eager to get your score. We provide an unofficial score on the screen after you accept your scores. If you did not accept your scores, you will not see them. Please pick up a printed copy of your unofficial score report at the front desk. This contains an authentication code you will need to access your Official Scores. **Please note:** This is the only time you will receive this code

EVALUATE YOUR PERFORMANCE

Your Official Score Report will include several ways to interpret your exam results. You may be tempted to pay attention only to your Total score, but the other scores are also meaningful. Those scores offer you and the programs receiving your scores insight into your strengths and areas for development.

Section	Scoring	How the Section is Scored
Analytical Writing Assessment	0.0-6.0	Each essay is scored at least twice, once by a human reader and once by a computer. The scores are all averaged to provide one section score, reported in intervals of 0.5.
Integrated Reasoning	1-8	<p>The Integrated Reasoning section is not an adaptive test. Your score is based on the number of questions you answered correctly. Some questions may have multiple parts; a candidate must answer all parts to a question correctly to receive credit for that question.</p> <p>Scores are reported in intervals of 1.</p>
Quantitative and Verbal	0-60	<p>Since these sections are computer adaptive, each score is based on three factors:</p> <ol style="list-style-type: none"> 1. Number of questions you answer 2. Whether your answers are correct 3. Difficulty and other qualities of the questions you answered <p>You will earn a higher score if you answer a higher number of questions, answer more of them correctly, and qualify for questions of a higher difficulty level.</p> <p>Scores are reported in intervals of 1 and the standard error of measurement is 3 points. Some scores are rare: Below 7 and above 50 for Quantitative, below 9 and above 44 for Verbal.</p>
Total	200-800	<p>Total scores are based on your calculated performance before scores are given for the Quantitative and Verbal sections. The raw calculation is then converted to a number in the Total score range.</p> <p>Scores are reported in intervals of 10. The standard error of measurement is 30-40 points.</p>

The unofficial report includes your Integrated Reasoning, Quantitative, Verbal and Total scores. You may use this report to determine:

- If you are a competitive applicant to the schools of your choice
- Whether or not you will retake the exam

Though this unofficial report can be very helpful to you, you may not use it for your admissions applications.

VIEW YOUR OFFICIAL SCORE REPORT

Within three weeks of your test date, we will send you a notice by email that your official scores are available. The email will include instructions for online access to your scores.

In addition to your Integrated Reasoning, Quantitative, Verbal, and Total scores, the Official Score Report will include your:

- Analytical Writing Assessment score
- Scores from GMAT exams you have taken within the past five years
- Personal data provided during the registration and test process such as your address, phone number, date of birth, etc.

Please visit mba.com to see a sample score report.

COMPARE YOUR SCORES WITH OTHER TEST TAKERS'

Comparing your exam scores with other test takers' scores can be misleading. To better understand how your scores compare with other test takers' scores, you need to know about standard errors of measurement.

"Standard error of measurement" essentially means nothing is perfect, not even standardized exams. Like a scale or a ruler or other measurement instruments, the precision of the scores may be subject to different effects. Although the GMAT exam is proven to be very precise, the score should be considered an estimate of your ability.

UNDERSTAND YOUR PERCENTILE RANKING

In addition to your scores, you will also see percentile rankings on your score report for each exam section and your Total score.

The percentile is another way for you to compare yourself with others who took the GMAT exam, because it tells you the percentage of test takers who scored lower than you. Generally, your percentile is based on all test takers for the previous three full years from the date your score is reported. Since the Integrated Reasoning section was launched in June 2012, the percentile rankings for that section are being updated more frequently until we have three full years of scores to report.

PERCENTILE RANKING EXAMPLES

Exam Details	What this means
EXAMPLE 1	
Test Date: 01 July 2008	■ The day you took the exam
Score Report Date: 21 July 2008	■ When your score was reported
Total Score Percentile: 75%	■ Your score is higher than 75% of all other test takers who took the GMAT exam from 2005 through 2007.
EXAMPLE 2	
Test Date: 01 July 2008	■ The day you took the exam
Score Report Date: 01 March 2011	■ You report your scores to schools a few years after taking the test.
Total Score Percentile: 76%	■ Your Total score percentile is now 76%. ■ Your score is higher than 76% of all test takers who took the GMAT exam between 2008 and 2010.

Do not be alarmed by changes in your percentile. Since the percentile is calculated based on three full years of tests, changes are rare and small over time. Although percentiles help you understand how you compare with other recent test takers, you must also know something about the applicants your program of choice typically accepts.

SEND SCORE REPORTS TO SCHOOLS

We will send your Official Score Report to up to five programs that you select on test day. You will not be able to change the selection once made or select your initial five free of cost at a later date. We will send them electronically or by mail, depending on the programs' preferences. You may ask us to send your official score to as many additional programs as you like (fees apply), as long as the scores are not more than five years old.

Reason Code	Meaning	Given When	Consequences
C	Self-canceled*	You chose not to finish the exam session or chose to cancel scores.	Noted on Official Score Reports for five years
T	Testing Issue*	Administrative errors Registration or payment errors Inadvertent access to or disclosure of test content Disruptions at the test center that were out of the test taker's control Other testing circumstances leading to the questionable validity of scores Not used for errors that occur at the testing center	Scores withheld or canceled; noted on Official Score Reports for five years
P	Policy Violation	Test taker committed a policy violation.	Scores withheld or canceled; schools notified; noted on Official Score Reports for five years
S	Serious Violation	Test taker has cheated on the exam, falsified score reports, knowingly shared access or test content, or committed fraud.	Score cancellation; schools notified; noted on Official Score Reports for five years; possible ban on future testing and other legal remedies
* These notations will remain on your score report for a minimum of 5 years			

To have your scores sent to additional programs, go to **mba.com** to use the Additional Score Reporting Service and pay the required fee. Here are a few things to remember:

- Each score report will include **all** GMAT exams you have taken within the past five years. There are no exceptions to this.
- Score reporting fees are non-refundable.
- You may not remove recipients once you have submitted your request.

If you have scores older than five years but less than 10 years, you may ask us to send these scores to programs as long as you have not taken the GMAT exam within the past five years.

BEWARE OF SCORE CANCELLATIONS

We can report your scores **ONLY** if you follow all of the test policies and procedures. If we discover any violations, on or after test day, we may withhold or cancel your scores even without prior notice.

Note that in some instances, we may cancel your scores even if we cannot confirm your direct involvement in the violation. This includes any incident or pattern that causes us to question the validity of your scores, such as:

- Possible exposure (purposeful or accidental) you may have had to test content
- Unusual answer patterns

- Unusual score changes
- Inconsistent performance on different parts of the exam

When scores are canceled, your Official Score Report will have special notations in the place of actual test scores.

REPORT INAPPROPRIATE BEHAVIOR

Fair testing is as important to us as it is to you. If you notice anyone violating test rules or suspect someone of cheating, you should report it.

Report your concerns to the test center administrator on test day or contact GMAT Customer Service when you leave the center.

We will treat your report confidentially, and your name will not be revealed to the person(s) you are reporting.

SUBMIT A CONCERN ABOUT YOUR EXPERIENCE

If you experienced a disruption on test day and believe it affected your performance, report the incident by email, fax, or mail within 30 days of your exam date. Include "Attention: GMAT Complaints" in your communication. We will research your concern as quickly as possible and provide you with a response.

The following are actions we may take at our discretion. They are the only remedies you may ask of us:

1. If we confirm a problem with your registration, your testing experience, or within the exam you received, we will make reasonable efforts to correct the problem.
2. If we cannot correct the error, you may reschedule your exam at no additional cost or request a refund.

APPEAL A DECISION WE HAVE MADE ABOUT A VIOLATION

If you believe we should review a decision we made about your exam, you may appeal to the GMAT Program within 30 days from the date of our decision. Under certain circumstances, we may shorten or extend the 30 days.

Please send your appeal in writing by email, mail, or fax to GMAT Customer Service.

IMPORTANT! Scores are canceled if there is a good-faith reason to question their validity. Your appeal must provide information that resolves these issues.

CONSIDER RETAKING THE EXAM

Did something go wrong? You may think that you can do better if you take the test again.

- Were you rushed? Your scores are adjusted if you do not finish a section. If you believe you can do better with pacing, it may be worthwhile to take the test again.
- Were you nervous? Once you know what the test center looks like and what taking the test feels like while you are there, you may be able to take the test again with less anxiety.
- Did you struggle with certain areas? Targeted study may help you learn new skills or refresh old skills to help you on your next test day and even in your future graduate program.

If you are eligible to retake the exam, as described on page 3, you may register for the exam on **mba.com** just as you registered for the first exam.