

# About GMAT Test Accommodations

## ABOUT THE GMAT

The Graduate Management Admission Test (GMAT) is owned and administered by the Graduate Management Admission Council® (GMAC®), a global nonprofit organization composed of graduate business schools.

GMAC makes all decisions regarding test taker accommodations requests. Pearson VUE, a business of NCS Pearson, Inc., delivers the GMAT exam and consults with GMAC about general test administration policy. Pearson VUE also administers test taker accommodations approved by GMAC. ACT, Inc. develops the GMAT test material, provides certain scoring services and conducts research relating to the test.

## HOW TO REQUEST TEST ACCOMMODATIONS

1. Visit [mba.com](http://mba.com) and download the *GMAT Information Bulletin* in effect at the time you submit your request, and read it carefully.
2. Read this *Supplement for Test Takers with Disabilities* (the *Supplement*) carefully.
3. Complete the GMAT Test Accommodation Request Form included in this *Supplement*.
4. Provide documentation that demonstrates your need for accommodations. To ensure your documentation is complete, please review the Guidelines for Documentation in this *Supplement*. Incomplete documentation will delay the processing of your request.
5. Send your completed GMAT Test Accommodation Request Form and all supporting documentation along with the test fee\* (for information on the test fee, visit [mba.com](http://mba.com)) to Pearson VUE at the following address or fax number:

Postal Mail	Express Mail/Courier Service
Pearson VUE Attn.: GMAT Disability Services PO Box 581907 Minneapolis, MN 55458-1907 USA	Pearson VUE Attn.: GMAT Disability Services 5601 Green Valley Drive, Suite 220 Bloomington, MN 55437 USA
Fax: +1 (952) 681-3681	

\*Please note: Your request for test accommodation(s) will not be considered if payment is not submitted with your application.

## INTRODUCTION AND GENERAL INFORMATION

This *Supplement* has been prepared for individuals with documented disabilities who are requesting reasonable accommodation(s) for the GMAT exam. An accommodation is any modification to the standard computer adaptive administration of the GMAT exam. Please refer to [mba.com](http://mba.com) and the current *GMAT Information Bulletin* for information on the registration process and other applicable rules with respect to a standard GMAT test administration.

GMAC provides reasonable test accommodations to individuals who have documented disabilities within the meaning of the Americans with Disabilities Act as amended (ADA). Under the ADA, a “disability” is a physical or mental impairment that substantially limits your ability to perform one or more major life activities, as compared with most people in the general population. Please be aware that submission of an accommodation(s) request does not guarantee test accommodation(s). Decisions are made on a case-by-case basis after careful review of the documentation submitted. Accommodations are not approved if the prospective test taker has not adequately documented a disability within the meaning of the ADA, or if the requested accommodations are not reasonable. Accommodations are not reasonable, for example, if they would affect the measurement of skills that the GMAT exam is intended to measure, alter the predictive validity of the resulting test scores compared with scores achieved under standard conditions, or jeopardize exam security. GMAC reserves the right to deny accommodations when it has a good faith basis for concluding that any of these situations apply.

As a GMAT test taker, you have the responsibility to document all of the following:

- The existence of an impairment that substantially limits a major life activity
- The current impact of your impairment and how it limits your ability to take the computer adaptive GMAT exam under standard conditions
- A rationale for why the requested accommodation(s) is/are necessary and appropriate relative to your impairment(s)

Test takers with disabilities may include those with:

- Learning Disabilities
- Attention Deficit/Hyperactivity Disorder (ADHD)
- Physical or Systemic Disabilities
- Psychiatric Disabilities
- Deafness or Hard-of-Hearing Disabilities
- Blindness or Low-Vision Disabilities

Depending on the nature of the disability, accommodations may include, but are not limited to:

- Additional testing time (50% more time or 100% more time)
- One additional rest break or extended rest breaks
- Allowance of a medical device, such as a wheelchair, wrist splints, crutches, eye drops, asthma inhalers, or diabetic equipment, in the testing room
- A trackball mouse
- A reader who can read the test items to you

- A recorder who can record/enter your responses
- Enlarged font on the PC monitor (20 point)
- A sign language interpreter (for spoken directions and questions by test takers only)
- Two-day testing appointment (as opposed to completing the test in one day)
- Wheelchair access

The following aids do not require a GMAT Accommodation Request Form:

- Eyeglasses and hearing aids
- Pillow for supporting neck, back, or injured limb
- Neck braces or collars
- Insulin pump, if attached to your body

Please note: Medical equipment or assistive devices not attached to your body require an accommodation request.

Minor modifications to the testing environment can be made at the time of the test and do not require preapproval. Such minor modifications include, but are not limited to:

- Adjustable chair\*
- Adjustable personal computer (PC) workstation\*
- Ear plugs or headphones to block noise
- Switching the computer mouse from right-hand to left-hand operation

\*Adjustable chairs and workstations may not be available in all test center locations. Please request these minor modifications or personal items (see page 6 of the *GMAT Information Bulletin*) when scheduling your appointment or by contacting GMAT Customer Service for your region prior to testing.

When requesting accommodations, you are strongly encouraged to submit all of the required forms and information well in advance of the date on which you intend to test. The forms and supporting documentation must be reviewed to determine whether your request is adequately supported and to identify appropriate accommodations. Initial documentation review typically takes as long as three to four weeks. It may take longer during peak application periods. Please note that, in the event a request is accompanied by outdated or insufficient documentation, additional documentation will be requested, and the review of this additional documentation may take an additional three to four weeks. All requests for test accommodations will be processed in the order in which they are received. **Expedited processing is not available.**

## APPLICATION TIMELINE INFORMATION

The following represents the general timetable for processing applications for GMAT accommodations.

### Initial Application

PROCESSING TIME (IN BUSINESS DAYS)	ACTION
<b>Day 1</b>	Test taker submits the accommodation application and test fee to Pearson VUE.
<b>Day 2</b>	Pearson VUE processes the test fee, and a confirmation is sent to the test taker. The application is then prepared for review by GMAC Disability Specialists.
<b>Days 3–5</b>	GMAC Disability Specialists receive the application and assign it for review in the order in which it is received. Depending on the nature of the condition described, the application may be submitted for review by an independent external medical expert with expertise in the reported condition.
<b>Days 6–15</b>	The application is reviewed by GMAC Disability Specialists and/or an independent external expert, and a determination of eligibility is reached. GMAC tries to complete the review process within 15 business days of the application submission.
<b>Days 16–20</b>	A written response is submitted to the test taker from GMAC.

### Additional Documentation:

In some instances, the decision letter includes a request for additional documentation due to insufficient or outdated documentation. If this happens, the process to review updated or additional documentation may also take up to 16–20 business days.

## Customer Service Contacts

All GMAT test takers are subject to the terms, conditions, policies, and procedures described in the *GMAT Information Bulletin*. You may obtain a copy of the *Bulletin* at [mba.com](http://mba.com) or contact Pearson VUE at the postal or express mailing addresses provided on page 1 of this *Supplement*. You may also contact Pearson VUE at the following email addresses or telephone and fax numbers of the GMAT Customer Service for your region:

REGION	CONTACT INFORMATION
<b>AMERICAS</b>	Email: <a href="mailto:GMATCandidateServicesAmericas@pearson.com">GMATCandidateServicesAmericas@pearson.com</a> Telephone (toll-free within US and Canada only) 1 (800) 717-GMAT (4628) 7 am to 6 pm (Central Time) Telephone +1 (952) 681-3948 Fax: +1 (952) 681-3681
<b>ASIA PACIFIC</b>	Email: <a href="mailto:GMATCandidateServicesAPAC@pearson.com">GMATCandidateServicesAPAC@pearson.com</a> Telephone (toll-free) +603 8318 9961 9 am to 6 pm (Australian Eastern Standard Time) India telephone: +91 120 439 7830 9 am to 6 pm (Indian Standard Time) Fax: +603 8319 1092
<b>CHINA</b>	Email: <a href="mailto:GMATService@neea.edu.cn">GMATService@neea.edu.cn</a> Telephone (toll-free) +86 10 62798877 8:30 am to 5 pm (Beijing Time) Fax: +86 10 82520243
<b>EUROPE/MIDDLE EAST/AFRICA</b>	Email: <a href="mailto:GMATCandidateServicesEMEA@pearson.com">GMATCandidateServicesEMEA@pearson.com</a> Telephone (toll-free) +44 (0) 161 855 7219 9 am to 6 pm (Greenwich Mean Time) Fax: +44 (0) 161 855 7301

As stated on page 3, requests for test accommodation(s) will be processed in the order in which they are received. Every effort will be made to respond to your request within three to four weeks of receipt of the GMAT Test Accommodation Request Form, along with all supporting documentation and payment of the test fee. You will receive written notification of the decision via email, unless you choose to receive notification via postal mail or fax. If you choose to receive notification via email or fax, please provide a legible, current email address or fax number on the GMAT Test Accommodation Request Form that is included in this *Supplement*. All communication will occur via email if no notification option is selected or if multiple options are selected. Please ensure that the contact information you provide is current and that the spelling of your name is the same in all communications with GMAT Disability Services and in your GMAT exam registration.

If your request for test accommodation(s) is denied, you will be permitted to register for a standard administration of the GMAT exam. In addition, you may request a reconsideration of the decision, or you may request a refund of your test fee. To change your registration to a standard test administration or to request a refund, send a request in writing to GMAT Disability Services (see page 1 for contact information).

## RECONSIDERATION PROCESS (Appealing a Decision)

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You may request reconsideration of the accommodation decision in writing if you believe you have an objective basis for your request. **Requests for reconsideration are generally more effective if they include a reason for reconsideration and additional information beyond that provided in your initial request.** You need not resubmit the original documentation when requesting reconsideration. All reconsideration requests and additional supporting documentation must be submitted via postal mail or fax (see page 1 for contact information) in a single package and will be reviewed in the order in which they are received. Reconsideration requests may take an additional 16–20 business days to process.

## RETESTING

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If a prior request for GMAT test accommodation(s) has been approved within the past two years and your documentation is still current, you may request the same testing accommodation(s) for a subsequent testing appointment. Complete the GMAT Test Accommodation Request Form (in particular, section B). Submit the GMAT Test Accommodation Request Form and the test fee via postal mail or fax to Pearson VUE GMAT, Attn.: GMAT Disability Services, at the address or fax number provided on page 1.