

## FREQUENTLY ASKED QUESTIONS

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**Q: I was diagnosed with a disability by a medical/psychological professional. Will I automatically be granted accommodations?**

A: No. A diagnosis alone does not qualify you for accommodations. You must adequately document (1) the existence of an impairment that substantially limits a major life activity, (2) the current impact of your impairment and how it affects your ability to take the computer adaptive GMAT exam under standard conditions, and (3) a rationale for why the requested accommodations are appropriate in light of your impairment(s).

**Q: What must I submit in order for my request for accommodations to be reviewed?**

A: Requests for accommodations will not be reviewed until you have submitted the following documents:

- A completed GMAT Test Accommodation Request Form
- The test fee as specified on mba.com
- Disability documentation appropriate to your disability, as described in this *Supplement*

**Q: Is there a deadline for submitting documentation for an accommodations request?**

A: GMAC encourages test takers who request accommodations to submit all required documentation well in advance of the date on which they intend to test. Every effort will be made to respond to your request within 16–20 business days of its receipt. However, the process may take longer, especially if all documents are not submitted together in a single package, if additional documentation is needed, or if you request a reconsideration. To ensure timely evaluation of accommodations requests, you should consider submission by fax or through the use of an express mail or courier service.

**Q: Will I receive confirmation that my request form and supporting documentation have been received?**

A: Yes. However, you should keep copies of all transmittals sent to GMAT Disability Services for your records. You should put your name and date of birth on each page of documentation that is submitted for review (both front and back if page is two-sided). This includes all fax and email submissions.

**Q: If there is a problem with my documentation, will you contact my evaluator?**

A: No. You will be notified in writing if additional documentation is required. It is your responsibility to provide all necessary documentation to GMAT Disability Services.

**Q: I have taken the GMAT exam with accommodations in the past and want to take it again. What disability documentation do I need to submit?**

A: If your 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 accommodation(s) without resubmitting your prior documentation. Complete the GMAT Test Accommodation Request Form (in particular section B) and submit it and the test fee via postal mail or fax (see page 1 for contact information) to Pearson VUE, Attn.: GMAT Disability Services.

**Q: Should I register for the test before I request an accommodation?**

A: No. You must submit your written request for accommodations(s) along with the test fee and receive an accommodation decision letter *before* registering for any administration of the GMAT exam.

**Q: Do I have to pay the test fee to request an accommodation?**

A: Yes. You must submit your test fee along with your written request for accommodation(s). If your accommodation request is not approved, and you elect not to register for a standard administration of the test, you may request a test fee refund. You should submit a refund request in writing via postal mail or fax (see page 1 for contact information).

**Q: How is eligibility for test accommodations determined?**

A: GMAC provides reasonable test accommodations to individuals with documented disabilities in accordance with the requirements of the Americans with Disabilities Act, as amended. 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. Consistent with the ADA, one could have a diagnosed condition that does not rise to the level of a substantial limitation. In addition to reviewing a prospective test taker’s supporting documentation, GMAC will evaluate the reasonableness of the requested accommodations and their effect on the psychometric integrity of the test.

**Q: How can I demonstrate that I meet the ADA’s definition of disability?**

A: It is helpful for test takers to provide both objective evidence (e.g., diagnostic testing, evidence of accommodations on previous standardized exams, educational transcripts) as well as subjective reports (e.g., clinical observations, reports from learning specialists or tutors, the person’s own self-report, teacher/professor comments). The documentation should support the existence of a substantial limitation when compared with most people from the general population. Please carefully review the documentation guidelines contained within this *Supplement*.

**Q: Is a veteran with a service-connected disability eligible for accommodations?**

A: Yes, as long as he or she meets the ADA’s definition of disability. The ADA definition of disability may differ from the definition used in other laws. For example, the term “disabled veteran” means an individual who has served

on active duty in the armed forces, was honorably discharged, and has a service-connected disability, or is receiving compensation, disability retirement benefits, or pension because of a public statute administered by the Department of Veterans Affairs or a military department. Nonetheless, many veterans may meet both the definition of “disabled veteran” and the ADA’s definition of “individual with a disability.” Returning veterans who believe they have an ADA-defined disability are encouraged to apply for accommodations to take the GMAT exam.

**Q: If I am testing outside the United States, can I still request accommodations based on a disability?**

A: Yes. GMAC is committed to fair testing practices for all test takers. The underlying principle guiding accommodation decisions is the existence of objective evidence that the test taker is substantially impaired in a major life activity and needs reasonable accommodations. Applying the general framework of the ADA to all applicants enables GMAC to fairly and independently verify the need for accommodations.

**Q: I received accommodations in college. Is this sufficient to demonstrate my need for accommodations?**

A: No. Policies and procedures for establishing eligibility for accommodations may differ from college to college, and the provision of accommodations in college may involve different considerations than the provision of accommodations on a standardized examination. College disability services (DS) staff and advisers *may* view their role as helping students maximize their academic success and, as a result, may apply eligibility criteria less stringently. 3. In contrast, GMAC’s objective is to achieve fairness of the exam process for all test takers, which it does by applying the ADA in a consistent manner and by providing accommodations only when the test taker has objectively demonstrated the existence of a substantial limitation as defined by the ADA. Thus, a history of receiving accommodations in high school or college does not guarantee that accommodations will be granted on the GMAT exam.

**Q: Is it better to send more documentation than less?**

A: More documentation is better than not enough. The GMAT documentation guidelines are designed to assist test takers in establishing that they have a disability (as defined by the ADA) and to ensure that test takers with disabilities have access to the GMAT exam. To the extent applicable to your situation, your documentation should include:

- Evidence of special education services or accommodations in K-12
- Evidence of accommodations in college (formal or informal)
- Evidence that the reported impairment affects you across time and across settings (e.g. in the workplace and in activities of daily living). **Please note that disabling conditions do not typically manifest themselves in testing situations alone.**
- Evidence of accommodations on previous standardized exams
- Transcripts showing your grades (with or without accommodations)
- Other evidence of a functional impairment in a major life activity

**Q: My disability is considered to be lifelong. Why does the documentation have to be recent?**

A: While you may have been diagnosed with a permanent disability, the manifestations of your condition may vary over time and across settings. It is necessary for GMAT Disability Services to verify the **current** impact of the condition on test taking. For some conditions, such as most learning disabilities, documentation that has been prepared within the past three years is generally sufficient to verify current impact, while more recent documentation may be needed for other conditions, such as psychological disorders or systemic illnesses. For physical disabilities and long-term vision and hearing disabilities that typically do not change over time, older documentation may be accepted as long as it provides a clear indication of your **current** functional limitations.

**Q: Should I ask for every possible accommodation (in hopes of getting something), or is it better to ask only for what is really necessary?**

A: You should ask only for the accommodations you need to take the test on equal footing with test takers without disabilities. Requests for accommodations must include objective evidence of a clear connection between the functional limitation and the accommodation requested. The evidence presented must demonstrate that the accommodation is needed. Requests for accommodations not supported by objective documentation will not be granted.

**Q: Am I entitled to my preferred accommodations?**

A: If you are disabled within the meaning of the ADA, you are entitled to reasonable accommodations that enable you to access the exam. Your requested accommodations will be considered, but you might not receive your preferred accommodations.

**Q: Although my impairment does not result in substantial limitations in my ability to learn or perform other major life activities, I'm sure that I would do better if I had accommodations. Why shouldn't I be allowed to show my true potential?**

A: The ADA is intended to enable equal access, not to maximize outcomes. Accommodations must not provide a GMAT test taker with an unfair advantage relative to other test takers. Instead, they should provide the test taker with disabilities equal access to the GMAT exam.

**Q: I don't really view myself as having a substantial functional impairment; I simply find that when taking timed tests, I always run out of time. Why shouldn't I be allowed additional time?**

A: An inability to complete the GMAT exam under standard time conditions is not automatically a reason for getting additional test time; many GMAT test takers who take the exam under standard conditions do not complete the test in the allotted time.

**Q: Will my GMAT Score Report reflect that I received accommodations?**

A: Score reports contain no indication of whether a test was taken with accommodations.

**Q: Is my disability information confidential?**

A: Your disability status and medical documents are treated as confidential as described more fully in the Privacy Policy that is included in this *Supplement*. If you would like GMAC to disclose and/or discuss your disability and medical information with third parties, please submit the authorization form that is included in this *Supplement*. Various service providers help review GMAT test accommodation requests. These service providers are subject to strict confidentiality requirements. Please see page 26 of this *Supplement* for a list of such providers.

**Q: Once I am approved for test accommodations, how do I go about scheduling the GMAT exam?**

A: If approved for GMAT accommodations, you will receive an approval letter by your preferred method of notification as indicated on the application. Specific instructions for scheduling an exam with accommodations are included in the approval letter.

**Q: How do I contact GMAT Disability Services if I have additional questions?**

A: Three levels of support are provided to assist test takers with inquiries.

- **Questions regarding application status.** GMAT Customer Service can inform you of the status of your application. To find the contact information for GMAT Customer Service in your region, please see page 5 of this *Supplement*.
- **Questions regarding GMAT policies, procedures, and documentation requirements.** Please send an email to: [GMATCandidateServicesAmericas@pearson.com](mailto:GMATCandidateServicesAmericas@pearson.com).
- **Questions regarding an accommodation decision.** If you have received an accommodation decision letter and have questions regarding the decision, please send your detailed question in writing to [testingaccommodations@gmac.com](mailto:testingaccommodations@gmac.com).