The AAMC Situational Judgment Test Essentials: Testing Year 2021

May 2021
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The AAMC (Association of American Medical Colleges) is a not-for-profit association dedicated to transforming health through medical education, health care, medical research, and community collaborations. Its members are all 155 accredited U.S. and 17 accredited Canadian medical schools; more than 400 teaching hospitals and health systems, including Department of Veterans Affairs medical centers; and more than 70 academic societies. Through these institutions and organizations, the AAMC leads and serves America’s medical schools and teaching hospitals and their more than 179,000 full-time faculty members, 92,000 medical students, 140,000 resident physicians, and 60,000 graduate students and postdoctoral researchers in the biomedical sciences. Additional information about the AAMC is available at aamc.org.

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Last Updated: May 6, 2021

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Preface

Congratulations! Reading this guide is the first step in preparing to take the AAMC Situational Judgment Test (SJT) — another step toward a rewarding and fulfilling career in medicine.

The AAMC and participating medical schools are working together to evaluate the AAMC SJT exam. Please refer to the SJT webpages for the list of participating schools and their requirements for completing the exam during the 2022 admission cycle. If the institutions find these scores enhance their holistic admission process, they may consider the exam as one part of their ultimate admission decision.

The AAMC Situational Judgment Test Essentials is the official policy and procedure guide for the AAMC SJT exam. The information in this guide is necessary for a smooth registration, testing, and score-reporting experience and is required reading for all AAMC SJT examinees. During registration for the AAMC SJT exam, you will be asked to certify that you have read, understood, and agree to comply with the policies and procedures in this guide.

The AAMC provides the AAMC SJT exam with the assistance of its test-delivery administrator, Yardstick Assessment Strategies (Yardstick). We will refer to Yardstick throughout this document, along with its test-delivery software (Measure) and its remote-proctoring services (ProctorU).

You will find additional references and contact information throughout this guide to refer to if you have questions. You will also find the following symbols, which bring attention to special considerations:

- ✔ Tips on things you SHOULD do to have a smooth experience.
- ❌ Tips on things you should NOT do to have a smooth experience.
- ⚠ Time-sensitive information.
- 🤔 How to find help with questions.

The AAMC appreciates your participation in this pilot of the AAMC SJT exam. Periodically, we may seek your feedback to evaluate this program and how it could be improved.

The AAMC wishes you all the best and much success as you advance your career in medicine.
Part 1: Overview of the AAMC Situational Judgment Test

Exam Content
The AAMC SJT exam assesses examinees’ understanding of effective pre-professional behavior across eight core competencies for entering medical students. The competencies were identified by medical educators as important for students to understand in order to be successful in medical school.

Exam Format
The exam includes written scenario sets that present hypothetical dilemmas linked to the eight core competencies. The scenarios are based on real-world situations you may experience in medical school. They are based in health care, educational, or other real-life settings. The scenarios were developed for prehealth students, so health care experience is not needed to perform well on the exam.

Following each scenario are items that describe actions you could take in response to the dilemma presented in the scenario. You will be asked to rate the effectiveness of each action using a four-point scale: 1 = very ineffective, 2 = ineffective, 3 = effective, and 4 = very effective.

There are 30 scenarios and 186 items on the test. A practice exam is available to help you become familiar with AAMC SJT scenarios and items.
The AAMC SJT exam includes some “field-test,” or experimental, scenarios and items being considered for future use that do not count toward your total score. Field-test scenarios and items will not be identified on the test.

The length of an exam session is generally 90-100 minutes, including a maximum of 75 minutes of exam time plus additional time for administrative activities. The chart below represents a typical session.

<table>
<thead>
<tr>
<th>AAMC Situational Judgment Test Overview</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Section</strong></td>
</tr>
<tr>
<td>Check-In</td>
</tr>
<tr>
<td>Examinee Agreement and Exam Instructions</td>
</tr>
<tr>
<td>Exam Time</td>
</tr>
<tr>
<td>Void Question and School Selection</td>
</tr>
<tr>
<td><strong>Total Exam Time</strong></td>
</tr>
<tr>
<td><strong>Total Session Time</strong></td>
</tr>
<tr>
<td>Post-exam Survey (optional)</td>
</tr>
</tbody>
</table>

Total session time may vary due to the required technology check for remote-proctored, online exams. You may shorten the time needed by ensuring before your exam check-in that:

- Your workspace is clear of prohibited materials.
- Your technology meets all the required specifications.
- Your applications and programs are all closed.

Please refer to Part 5: Taking the AAMC Situational Judgment Test for more information about system requirements and the online testing experience.
Part 2: When to Take the AAMC Situational Judgment Test

Eligibility

Applicants to one or more of the participating medical schools during the 2022 American Medical College Application Service® (AMCAS®) application cycle are eligible to take the AAMC SJT exam.

At the time of testing, you will be required to agree to a statement verifying that you are taking the exam solely for the purpose of applying to and attending one or more of the participating medical schools.

If you are undecided about whether you want to apply to any of the participating medical schools, you are strongly encouraged to register for the AAMC SJT exam and complete it before the schools’ application deadlines. On exam day, you will be required to select at least one of the participating schools to receive your score report. If you ultimately do not apply to any of the participating medical schools for the 2022 AMCAS application cycle, the AAMC will still send your score report to the school(s) you selected on exam day.

Requesting Special Permission

You must request special permission to take the AAMC SJT exam for any reason other than applying to (or considering applying to) at least one of the participating schools.

You may request permission by completing the Request for Special Permission to Take the AAMC SJT Exam form and emailing it to asksjt@aamc.org at least four weeks before the registration deadline.

The AAMC may ask you for additional information when considering your request. Permission is granted at the AAMC’s sole discretion, and your preferred test date is not guaranteed.

Testing Dates

The AAMC SJT exam will be offered on the following dates:

Window 1: June 8 and 9
Window 2: June 16 and 17
Window 3: July 13, 14, and 15
Window 4: Aug. 3, 4, and 5
Window 5: Sept. 16 and 17

The exam will be delivered each test date from 8 a.m. to 1 a.m. Eastern Time. Appointments can be displayed in local time within the examinee portal. Appointments will be offered every 15 minutes, and each test date has a limited number of available appointments. Preregistration is required by the deadlines in the timeline below.

Individual test dates and appointment times will be available on a first-come, first-served basis until they reach capacity. Therefore, we strongly recommend you register as early as possible to have the best opportunity to obtain your preferred test date and time.

Refer to the Rescheduling Exam Appointments section for more information about changing your exam appointment.
Testing Limits
You may attempt the AAMC SJT exam once during the 2021 testing year. If you took the exam in 2020, you may take it again in 2021. Non-shows and starting but not completing the exam are considered attempts. In future years, the AAMC may establish new test-year and lifetime maximum attempts. Refer to No-Show, Noncompletion, and Void for more information.

Timeline
The chart below summarizes the major activities and deadlines for the AAMC SJT exam.

<table>
<thead>
<tr>
<th>Activities Applicable to All Exam Windows</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application for AAMC SJT accommodations opens</td>
<td>Feb. 17</td>
</tr>
<tr>
<td>Exam registration opens for all testing windows</td>
<td>March 9</td>
</tr>
<tr>
<td>Tutorial demonstrating the functions and features of the exam software available</td>
<td>March 9</td>
</tr>
<tr>
<td>Practice exam available</td>
<td>April 7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Exam Window 1</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Deadline to register for or reschedule an exam Window 1 appointment</td>
<td>May 20</td>
</tr>
<tr>
<td>Last day to receive accommodations approval to ensure availability of accommodations on test day for exam Window 1</td>
<td>May 25</td>
</tr>
<tr>
<td>Scores released for exam Window 1</td>
<td>July 19</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Exam Window 2</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Deadline to register for or reschedule an exam Window 2 appointment</td>
<td>May 27</td>
</tr>
<tr>
<td>Last day to receive accommodations approval to ensure availability of accommodations on test day for exam Window 2</td>
<td>June 2</td>
</tr>
<tr>
<td>Scores released for exam Window 2</td>
<td>July 19</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Exam Window 3</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Deadline to register for or reschedule an exam Window 3 appointment</td>
<td>June 14</td>
</tr>
<tr>
<td>Last day to receive accommodations approval to ensure availability of accommodations on test day for exam Window 3</td>
<td>June 30</td>
</tr>
</tbody>
</table>
### Scores released for exam Window 3
Aug. 18

<table>
<thead>
<tr>
<th>Exam Window 4</th>
<th>Aug. 3, 4, and 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deadline to register for or reschedule an exam Window 4 appointment</td>
<td>July 5</td>
</tr>
<tr>
<td>Last day to receive accommodations approval to ensure availability of accommodations on test day for exam Window 4</td>
<td>July 21</td>
</tr>
<tr>
<td>Scores released for exam Window 4</td>
<td>Sept. 7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Exam Window 5</th>
<th>Sept. 16 and 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deadline to register for or reschedule an exam Window 5 appointment</td>
<td>Aug. 16</td>
</tr>
<tr>
<td>Last day to receive accommodations approval to ensure availability of accommodations on test day for exam Window 5</td>
<td>Sept. 2</td>
</tr>
<tr>
<td>Scores released for exam Window 5</td>
<td>Oct. 19</td>
</tr>
</tbody>
</table>

### Part 3: Registering for the AAMC Situational Judgment Test

#### No Registration Fees
There are *no* registration fees for the AAMC SJT exam for the 2021 testing year.

#### AAMC ID and Other Registration Requirements
Registration opens March 9, 2021. You will need an AAMC ID and an associated username and password to register. To protect exam security and integrity, you may not create multiple AAMC IDs for any reason. If you have already created an AAMC ID — which includes creating an AAMC ID to purchase or access other AAMC products and services — you must use the same username and password when registering for your AAMC SJT exam. Examples of these other products and services include the Medical College Admission Test® (MCAT®), MCAT Official Prep Products, the Medical School Admission Requirements™ (MSAR®) database, the AAMC Fee Assistance Program, and AMCAS application.

If you do not have an existing AAMC ID, you will need to create an account and establish a username and password before logging in to the exam scheduling system. If you cannot remember your username or password, DO NOT create a new AAMC ID. The login page provides options to reset your password or request your username if you cannot remember your login credentials. If you encounter problems resetting your password or with your security questions, please contact [AAMC Services](https://www.aamc.org).
Registration Name and Accepted ID

When you take the AAMC SJT exam, the online proctor will verify your identity by ensuring you present valid identification and your first and last name on your ID exactly match the first and last names on your exam registration. Do not register using a nickname, partial names, or initials. Be sure to double-check for misspellings.

If you do not provide the online proctor with an ID that meets the requirements below and exactly matches your registered first and last names, you will not be allowed to test. If you are not allowed to test, you will be considered a “no-show” and will not be given another opportunity to test during the 2021 testing year.

Even if an ID is valid for flight travel or to vote, it may not meet all the requirements to take the AAMC SJT exam. To ensure your ID meets the exam-day requirements, please review the list below.

Identification (ID) Requirements

1. The ID was issued by a government agency, such as a state-issued driver’s license, state-issued identification card, or U.S. passport. An image of your ID will be captured during the exam check-in process; therefore a U.S. military ID cannot be accepted. Please contact the AAMC prior to the date of your exam if a U.S. military ID is your only option.
2. The ID expiration date is printed on the ID — not extended by a sticker or similar mechanism.
   • Exception: Military personnel and dependents stationed outside their home state may present a state-issued driver’s license with extension stickers or paperwork that meets all other AAMC-accepted ID conditions. You must contact the AAMC prior to the date of your exam to receive approval.
   • Exception: If your ID has the word “temporary” printed on it due to your current status within the country, you must contact asksjt@aamc.org for instructions before the registration deadline for your exam window. Your temporary ID will be accepted on exam day only if the AAMC preapproves the exception.
3. The ID expiration date is after your test date.
   • If your ID will expire before your scheduled test day, you are responsible for obtaining a renewed ID before your exam. If you are unable to renew your ID, you must reschedule your exam prior to the rescheduling deadline associated with your exam window or contact the AAMC to discuss possible alternatives prior to your test day.
4. The ID includes your visible signature, which you will be asked to duplicate on test day.
5. The ID contains a photo that can be used to positively identify you.
6. The ID is tangible and whole, with no evidence of tampering (clipped corners, holes, etc.).
7. The ID is in English.

The most common forms of accepted ID are state driver’s licenses and passports.

Reasons an ID may not be accepted include those listed below.

<table>
<thead>
<tr>
<th>Reason ID Not Valid</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not issued by a government agency</td>
<td>Credit card, school ID</td>
</tr>
<tr>
<td>Cannot be validated</td>
<td>Paper ID or ID application receipt, virtual or digital ID, temporary ID, ID with extension signature or renewal paperwork, employee ID (even if issued by a government agency)</td>
</tr>
<tr>
<td>Does not have a signature</td>
<td>Passport card, Veteran ID Card (VIC), library card, voter registration card</td>
</tr>
<tr>
<td>Does not have a photo</td>
<td>Birth certificate, Social Security number card</td>
</tr>
</tbody>
</table>
Registration Violations

Failure to follow the AAMC SJT registration rules may create identity validation and verification issues, mistakes in the assignment of score results, and other system disruptions.

If the AAMC suspects you may have committed a registration violation that, if true, would threaten the validity, integrity, or security of the AAMC SJT exam and there is not sufficient time to fully investigate and resolve the issue before your scheduled exam day, the AAMC may, at its sole discretion, cancel or reschedule your exam day to allow time to conclude the investigation.

The following are violations of the AAMC SJT registration rules that may result in cancellation of an appointment, cancellation of your exam score, a ban from taking the AAMC SJT exam for a designated period of time or permanently, or other consequences (see Investigation Procedures).

- Obtaining more than one AAMC ID.
- Registering for the AAMC SJT exam under another individual’s AAMC ID.
- Allowing someone else to register under your AAMC ID.
- Holding multiple reservations at the same time under different AAMC IDs.
- Providing false or inaccurate information when creating an AAMC ID or registering to take the AAMC SJT exam.
- Selling or giving away your reservation to someone else.
- Switching registrations with another examinee.

Registration and Scheduling

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Before registering for the AAMC SJT exam, please verify that you have an AAMC account or create one.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Go to the “Log In To Your AAMC SJT Portal” button on the AAMC Situational Judgment Test webpage. After you enter your AAMC credentials, you will be asked to ensure your name exactly matches the name on the ID you will present on exam day. Once you confirm that your name is correct, the AAMC system will then direct you to the registration and scheduling system, Measure, which is managed by our vendor, Yardstick. Your AAMC ID, first and last name, and email address will be automatically sent to Measure, where you will be unable to update this information.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Select the “Book” button to begin scheduling your exam. Please select the best available date and time for you within one of the testing windows. Note the specific scheduling deadlines for each window listed above in the exam cycle timeline.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Once you have scheduled your test, you will receive a confirmation email and gain access to an exam tutorial demonstrating the functions and features of the exam software. The exam tutorial will be available up until the time you begin your exam, and you can complete it as many times as you like.</td>
</tr>
</tbody>
</table>
Rescheduling or Canceling Exam Appointments

You may reschedule your exam appointment, subject to deadlines associated with your current exam date, by first canceling your current appointment and then scheduling a new appointment. Registration for a given test window closes approximately one month before the first test date in that window. If you reschedule prior to the registration deadline associated with your current appointment, you may reschedule into the same or later window if appointments are available. You may also reschedule after your current appointment’s registration deadline and no later than 24 hours prior to your current appointment, but you will only be able to schedule a new date in a future window if appointments are available. Deadlines for each window are outlined in the table below.

<table>
<thead>
<tr>
<th>Current Appointment</th>
<th>Reschedule or Cancel by 11:59 p.m. ET</th>
<th>Available Windows for New Appointment</th>
<th>Reschedule or Cancel by 24 Hours Before Your Appointment Time</th>
<th>Available Windows for New Appointment</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 8 and 9</td>
<td>May 20</td>
<td>1, 2, 3, 4, and 5</td>
<td>June 7 and 8</td>
<td>3 and 4</td>
</tr>
<tr>
<td>June 16 and 17</td>
<td>May 27</td>
<td>2, 3, 4, and 5</td>
<td>June 15 and 16</td>
<td>3 and 4</td>
</tr>
<tr>
<td>July 13, 14, and 15</td>
<td>June 14</td>
<td>3, 4, and 5</td>
<td>July 12, 13, and 14</td>
<td>5</td>
</tr>
<tr>
<td>Aug. 3, 4, and 5</td>
<td>July 4</td>
<td>4 and 5</td>
<td>Aug. 2, 3, and 4</td>
<td>5</td>
</tr>
<tr>
<td>Sept. 16 and 17</td>
<td>Aug. 16</td>
<td>5</td>
<td>Sept. 15 and 16</td>
<td>N/A</td>
</tr>
</tbody>
</table>

The AAMC may grant an exception to the above deadlines for one of the following reasons:

- You are hospitalized on your scheduled exam day.
- You experience a death in your immediate family.
- You are unexpectedly called away to active military service.
- You are unexpectedly called away for health care service duties related to a catastrophic event.
- You are called to jury duty for the date of your exam.
- You are displaced from your residence due to a natural disaster.

To request a rescheduled appointment for any of the above reasons, send a completed Request to Reschedule form along with supporting documentation to asksjt@aamc.org. Supporting documentation includes any hospital records, official requests for deployment or jury duty, funeral program or death certification, and/or proof of displacement. The AAMC will review requests until Sept. 24, one week after the last test date of Window 5. However, we strongly recommend you submit your request within 24 hours after your scheduled appointment time. If approved, the AAMC will offer you a new appointment but cannot guarantee your preferred date or time.
Part 4: Examinee Agreement and Use of Personal Information

Examinee Agreement

The AAMC is committed to ensuring the accuracy and validity of the AAMC SJT scores and to providing fair and secure testing conditions for all examinees. To fulfill this commitment, examinees must adhere to a set of common procedures.

The Examinee Agreement is a legally binding contract between you and the AAMC. It sets forth the terms and conditions under which the AAMC will permit you to access and complete the AAMC SJT exam and receive a score report. In addition to the terms explained below, all policies and procedures contained in the current version of *The AAMC Situational Judgment Test Essentials* are expressly incorporated as additional terms of the Examinee Agreement. You must indicate that you understand and agree to abide by the terms of the Examinee Agreement to proceed with registering for and completing the AAMC Situational Judgment Test.

The Examinee Agreement will appear before the ProctorU Terms and Conditions when you first launch your exam. You must read them in their entirety before you accept them.

Full Text of the Examinee Agreement

Before you continue with the AAMC Situational Judgment Test, you must agree to each term and condition described below. Adherence to the Examinee Agreement is necessary to maintain a fair process.

By selecting “I Agree” at the end of the Examinee Agreement, you acknowledge that you have read and understand these rules.

I certify that I am the person whose name appears on the AAMC Situational Judgment Test registration for the 2021 testing year.

I agree not to engage or attempt to engage in behavior that would provide me with an unfair advantage, or otherwise undermine the integrity, security, or validity of the AAMC Situational Judgment Test, including, but not limited to:

- Impersonating an examinee or engaging someone else to complete the exam for me.
- Unless otherwise approved by the AAMC:
  - Taking the exam in the presence of others.
  - Receiving assistance from anyone during the exam.
  - Assisting another examinee during the exam.
- Attempting by any means to duplicate, record, or memorize exam content or items.
- Searching for potential responses online in advance or while completing the exam.
- Soliciting, discussing, or disclosing exam content or otherwise violating the terms of the Examinee Agreement.
- Taking an unapproved break, leaving your seat, talking, or engaging in any activity the proctor requests you cease while completing the exam.
- Engaging in verbal or other abuse, harassment, or threats toward the exam proctor.
- At any time after check-in and prior to completing the exam session, possessing, accessing, or using:
  - Electronic devices, including cellular phones.
  - Cameras or recording equipment of any kind.
  - Books, notes, or any other written materials.

I understand and agree to *The AAMC Situational Judgment Test Essentials*, the AAMC Website Terms and Conditions, the AAMC Privacy Statement, and the AAMC Policies Regarding the Collection, Use, and
Dissemination of Medical Student and Applicant Data, and the AAMC’s collection, storage, and processing of my personal information according to these policies. I understand and agree that any personal information provided by me during the exam process will be transferred to the AAMC in the United States and its delivery administrator, ProctorU; to those medical schools (wherever located) that I select through the exam registration system or through the AMCAS application in future years; and to other third parties as stated in these policies.

I further agree and give permission for my future medical school to release my relevant school records to the AAMC and any third-party service providers under contract to the AAMC to conduct research on the relationship between AAMC SJT scores, admission decisions, and medical school performance. My medical school records released to the AAMC may include school-specific admission data, grades, ratings from courses and clerkships, performance on USMLE exams, faculty ratings of performance for research only, other data to document my progression through medical school, and graduation.

I understand and agree that any alleged violation of this Examinee Agreement or any alleged activity that may compromise the validity, integrity, or security of the AAMC Situational Judgment Test may be investigated. If I violate the terms of this Examinee Agreement, including those stated in The AAMC Situational Judgment Test Essentials, or fail to fully cooperate in any investigation of a violation, I may face the following consequences:

- My score may be placed on hold while the AAMC completes its investigation.
- The AAMC may issue a report of the factual findings of the investigation to legitimately interested parties.
- My score may be canceled, before or after the score is reported.
- I may be banned from taking the AAMC Situational Judgment Test for a limited time or permanently.

Information about the AAMC investigation process may be found in The AAMC Situational Judgment Test Essentials. I agree to comply with the terms of this Examinee Agreement, and I understand the consequences of failing to comply.

I acknowledge that the AAMC shall provide the Situational Judgment Test in a professional manner. Other than the foregoing, the AAMC provides the Situational Judgment Test “AS IS” and “AS AVAILABLE” without warranty of any kind whether express or implied, including without limitation, warranties of fitness for a particular purpose and arising from course of dealing or the completeness or accuracy of any information or data provided under the agreement. The AAMC does not warrant that the service will be secure, timely, error free, or uninterrupted.

Use of Personal Information

When you take the AAMC SJT exam, you agree to the use and release of your personal information as described below.

The AAMC will use your personal information — including collecting, storing, and processing it — in accordance with the AAMC Website Terms and Conditions, the AAMC Privacy Statement, the AAMC Policies Regarding the Collection, Use, and Dissemination of Medical Student and Applicant Data, and any specific terms described herein. You agree to the transfer of your personal information to the AAMC and its delivery administrator, ProctorU, in the United States, to those medical schools (wherever located) that you select through the exam registration system or through the AMCAS application in future years, and to other third parties as stated in these policies. Once your personal information has been transferred to a third party, the information is subject to that party’s policies.

Personal information collected, stored, and processed during your AAMC SJT exam experience includes:

- Personal information collected during registration, including your name, email address, phone number, gender, race and ethnicity, country of citizenship and residence, undergraduate institution, and language background.
• Identity information collected at the start of the exam.
• Exam response information.
• Biometrics collected in support of remote proctoring, including your ID, video and audio recording of your exam session, video of you and your exam environment, and keystroke measurements taken during your exam.
• Exam grading and score data related to your exam performance.

Any information published by the AAMC related to the AAMC SJT exam will use aggregate statistics. Individual test scores are not published or released to third parties unless permitted by the AAMC Privacy Statement, meaning appropriate confidentiality and limitation of use obligations are in effect, or otherwise authorized by you.

At the end of your exam, you will be asked whether you want your exam scored. If you choose to have your exam scored, you will be asked to select the school(s) that you would like to receive your score report. By selecting one or more of the participating medical schools, you authorize the AAMC to send your score report to the school(s) you have selected. Once you submit your authorization, you may not subsequently revoke it, even if you decide later not to apply for admission to the school(s) receiving your score report. The AAMC will send your score and percentile ranking directly to the school(s) you authorize to receive them. The score report will be sent separately from your 2022 AMCAS application.

Further, if you apply in a future year — the 2023 AMCAS application cycle or later — your scores will be sent to any program you apply to that is accepting AAMC SJT scores.
Part 5: Taking the AAMC Situational Judgment Test

Exam Delivery and System Requirements

The AAMC SJT exam is administered through a secure online testing environment. This online environment allows you to choose your own location and use your computer equipment, as long as your workspace and computer meet the specified technical and security requirements described below.

The AAMC has engaged a third-party vendor, Yardstick, to deliver your AAMC SJT exam and capture and transmit your exam responses. You will schedule and take your exam through Yardstick’s Measure software, and Yardstick will secure and proctor your exam using ProctorU services. You will receive emails about your exam from both the AAMC and Yardstick.

Technical Requirements

You will take the exam on a desktop or laptop of your choice and are responsible for ensuring it meets the following technical requirements. You may not take your exam on a phone or tablet.

If you intend to take the exam using shared equipment at your university, employer, or any location other than using your personal computer or laptop, you must be allowed to share your screen through a LogMeIn file and access other security features. Universities and employers may have firewalls that prevent you from accessing the required security features, which will prevent you from taking the exam. Please contact your university or employer system administrator for assistance.

<table>
<thead>
<tr>
<th>Type</th>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web camera</td>
<td>640 x 480 resolution</td>
<td>1280 x 720 resolution</td>
</tr>
<tr>
<td>PC users</td>
<td>Windows Vista</td>
<td>Windows 10</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(10 S mode is not supported)</td>
</tr>
<tr>
<td>Mac users</td>
<td>OS X 10.5 or higher*</td>
<td>OS X 10.13 High Sierra</td>
</tr>
<tr>
<td>Internet download</td>
<td>.768 Mbps</td>
<td>1.5 Mbps</td>
</tr>
<tr>
<td>speed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internet upload</td>
<td>.384 Mbps</td>
<td>1 Mbps</td>
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<tr>
<td>speed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RAM</td>
<td>1024 MB</td>
<td>2 GB</td>
</tr>
<tr>
<td>Ports</td>
<td>1935, 843, 80, 443, 61613, UDP/TCP</td>
<td>1935, 843, 80, 443, 61613, UDP/TCP</td>
</tr>
</tbody>
</table>

* MacOS X Catalina users: Catalina has added security features that require additional permissions for certain applications, such as LogMeIn Rescue, the software we use to connect you to a proctor. If you are using MacOS Catalina, this permission process will take an additional few minutes. ProctorU proctors or support personnel can help walk you through this process. Please review this [ProctorU Tip Sheet](#) for additional information.
Additional Requirements

- **Test your equipment.**
- A functioning microphone (some web cameras have a built-in microphone).
- A compatible browser: Google Chrome (preferred) or Mozilla Firefox. Ensure your browser is up-to-date and you have the ProctorU extension installed.
- Download ProctorU Extension: [Chrome](#) or [Firefox](#).

Not Supported

- Google Chromebooks.
- Tablets (Nexus, iPad, Tab, Note, etc.).
- Cell phones.
- Linux operating systems.
- Windows 10 in S mode or Surface RT.
- Running inside a virtual machine — you will be asked to reconnect using your host operating system to take your exam.

Environmental Requirements

- Be in a private, well-lit room.
- Clear your workspace.
- Have your photo ID ready.
- Close all third-party programs.
- Remove all nonreligious head coverings.
- Remove additional monitors from the room. (Dual monitors are not allowed during the exam.)
- Remove watches.
- Sit on a hard surface (not a bed or couch). Additionally, place your computer on a hard surface.
- Have a mirror or reflective surface to show the proctor the monitor. This can include a cell phone with a front-facing camera or an external USB camera. This ensures there are no notes or writing attached to the monitor.

Additional Requirements

You must remain seated at your computer for the duration of the exam unless you are preapproved for a specified accommodation. You must remain silent during the exam. Do not read questions aloud unless you are preapproved for a specified accommodation. Violations of any of these requirements will result in an investigation and possible AAMC action, including immediate termination of your exam. Depending on the results of an investigation, the AAMC may offer you the opportunity to retake the exam, though a retake is not guaranteed.

Systems Support

For technical questions and issues concerning the AAMC SJT Portal, Measure, support is provided leading up to and following testing.

**Email:** testingsupport@getyardstick.com

**Phone:** 1-888-900-0005, Option 1

**Hours:** Monday-Friday, 8:30 a.m.-7 p.m. ET

This will put you in touch with the Yardstick Exam Admin team, who will be able to triage all inquiries and escalate any issues, if necessary.
Additionally, live support during testing is readily available if you have trouble connecting with a proctor or other issues preventing you from taking the exam. To access live support:

1. Log in to your account.
2. Look for the “Chat Now” button in the lower right corner of the screen.
3. Fill out the form and you will be connected with a chat support specialist.

ProctorU provides an online resource center to assist you with systems and workspace requirements.

The Testing Experience

The table below summarizes the steps that you, the examinee, will follow to begin and complete your exam session.

<table>
<thead>
<tr>
<th>Before Your Appointment Time</th>
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</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
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<td><strong>Step 2</strong></td>
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<td><strong>Step 3</strong></td>
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<tr>
<td><strong>Step 4</strong></td>
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</table>

<table>
<thead>
<tr>
<th>At Your Appointment Time</th>
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</thead>
<tbody>
<tr>
<td><strong>Step 5</strong></td>
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<td><strong>Step 6</strong></td>
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<td><strong>Step 7</strong></td>
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<td><strong>Step 8</strong></td>
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<tr>
<td><strong>Step 9</strong></td>
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<td></td>
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</tbody>
</table>
If you choose to void your exam, the AAMC will receive your exam data, but neither you nor any school will receive information about your exam attempt. This selection will be final.

| Step 10 | Complete the post-exam survey and check out. Your proctor will confirm successful submission of your exam, direct you to the post-exam survey, and help you complete the check-out process. We will send you an exam submission confirmation email with information on how to access your exam score report when it is available. |

**Remote Proctoring**

In preparation for your exam, you must download the ProctorU browser extension using your username and password. Before the proctor can allow you access to your exam, you must:

- Provide access to your device’s camera and microphone.
- Share your screen through a LogMeIn file.
- Share your photo ID on camera. The proctor will use your ID in conjunction with biometric facial-recognition software to authenticate your identity.

The proctor must perform systems checks to ensure your computer is working optimally for the exam platform. Therefore, the proctor will ask to take control of your computer. You will be able to observe all actions the proctors takes, which may include changing some of your computer settings and closing software and applications that are not permissible during your exam.

As you take your exam, the proctor will continue to monitor your screen, camera, and microphone. The purpose of this live monitoring is two-fold: to provide you assistance should you experience a technical problem during your exam and to ensure you are following the terms stated in the Examinee Agreement.

At the end of your exam, prior to closing your session, you may ask the proctor to assist you in adjusting your computer to its original settings.

**Proctor Assistance**

The remote proctor is available to assist you should you experience any problems with or have a question about the exam software. The proctor may not assist with any questions about exam content. The exam clock is not paused when you initiate a question.

**Proctor Interruptions and Exam Terminations**

If at any time during your exam the remote proctor has reason to believe you are using prohibited items or engaging in prohibited behaviors as described below, your proctor may interrupt your exam to request clarification of your activity, request you cease the prohibited activity, or terminate your exam. The exam clock is not paused during any interruption, whether initiated by the proctor for a security concern or initiated by you for a question.

Prohibited activities include:

- Searching for potential responses online in advance or while completing the exam.
- Engaging in any activity the proctor asks you to stop doing while completing the exam. Such activities include but are not limited to:
  - Taking an unapproved break.
  - Leaving your seat.
  - Talking, even to yourself.
Eating or drinking.

- Engaging in verbal or other abuse, harassment, or threats toward the exam proctor.
- At any time after check-in and before completing the exam session, possessing, accessing, or using:
  - Electronic devices, including cellular phones.
  - Cameras or recording equipment of any kind.
  - Books, notes, or any other written materials.
  - Any other unapproved personal items. Please refer to the Items Not Requiring Prior Approval for information on items allowed in the room while you are testing. Any item not on this list that you possess, access, or use during the exam may result in an interruption and/or termination of your exam.

The following will result in immediate exam termination by the proctor:

- Impersonating an examinee or engaging someone else to complete the exam for you.
- Attempting by any means to duplicate, record, or memorize exam content or items.
- Unless otherwise approved by the AAMC:
  - Taking the exam in the presence of others, including family or other members of your household, dormitory, or workplace. Please do not allow children or pets to enter the room, as the motion may alert the proctor and require an interruption.
  - Receiving assistance from anyone during the exam.
  - Assisting another examinee during the exam.

If the proctor interrupts or terminates your exam for a potential violation, the AAMC may investigate. Please refer to Part 9: Discussion, Violations, and Investigations for information on the investigation process and potential outcomes.

You are allowed one exam attempt this year, and a terminated exam counts as one attempt. The AAMC, at its sole discretion, may offer a retake of the exam depending on the outcome of its investigation.

**Voiding Your Exam**

After the conclusion of your exam, you will be asked whether you would like to void or score your exam. It is important to remember that you are allowed only one attempt on the AAMC SJT exam for the 2021 testing year, so if you choose to void your score, you will not be able to take the exam again in 2021 or provide an AAMC SJT score in support of your medical school application.

- Information from voided exams is not sent to medical schools.
- A voided exam does count toward your testing limits.
- Your score or void decision will be reflected in the AAMC SJT Portal. If you chose to void your score, you will not receive a score report and the total score, confidence band, and percentile rank will not be available. Upon logging in, you will see “You have chosen to VOID your exam. By voiding your exam, your results were not scored.”

**No-Show, Noncompletion, Void**

The following situations will count as your single attempt to sit for the AAMC SJT exam during the 2021 testing year:

- A "no-show."
- You do not provide acceptable ID on test day. (You will not be able to continue with the exam.)
- You refuse the Examinee Agreement (You will not be able to continue with the exam.)
- You start but do not complete your exam.
- You void your exam. (Refer to Voiding Your Exam.)
Failing to appear within 30 minutes after the exam start time will result in a “no-show.” You will forfeit your opportunity to take the AAMC SJT during the 2021 testing year and receive a score unless you have a valid reason for the no-show. Please refer to Rescheduling Exam Appointments to determine if you have a valid reason to request rescheduling after a no-show.

Testing More Than Once

Requests to retake the AAMC SJT exam will be considered only in the event of a technical problem within Yardstick’s Measure software, as verified by Yardstick. Refer to Reporting a Technology or System Issue for more information. Otherwise, there are no retakes, even if you void your score; you may sit for the AAMC SJT exam only once during the 2021 testing year.
Part 6: AAMC Situational Judgment Test Scores and Score Reporting

Scoring
You will receive a single, total score for the AAMC SJT exam. The total score ranges from 1 (lowest) to 9 (highest).

Your score is based on the extent to which your effectiveness ratings of each action align with medical educators’ ratings. Full credit is awarded for an item if your response matches the medical educators’ response. Partial credit is awarded if your response is close to the medical educators’ response.

Every test form of the AAMC SJT exam measures your understanding of effective pre-professional behaviors. However, each form is different in the specific items it presents. While care is taken to ensure each form is about equivalent in difficulty, one form may be slightly more or less difficult than another. The conversion of raw scores to scaled scores, through a process called equating, compensates for small variations in difficulty between sets of items. This conversion minimizes variability in the meaning of test scores across different forms.

A confidence band will be reported along with each total score. Confidence bands show the accuracy of your total score. Similar to all standardized tests, scores on the AAMC SJT exam are not perfectly precise. Scores can be affected by many factors. Confidence bands mark the ranges in which your “true score” likely lies. Confidence bands help signal the inaccuracy of test scores and are intended to discourage distinctions between examinees with similar scores.

A percentile rank will be reported along with the total score. Percentile ranks of scores are the percentages of test-takers who receive the same or lower scores than you did.

Receiving Your Score
Scores are expected to be released corresponding with your testing window. Note the specific score release dates for each window listed above in the exam cycle timeline. When your score is available, we will send you an email with instructions on how to access your score report. If you elected to have your exam scored, your score report will include your total score, confidence band, percentile rank table, and any applicable notes. AAMC staff will not provide scores over the phone.

Selecting and Reporting Your Score to Medical Schools
Selecting Schools on Exam Day
When you elect to have your exam scored on exam day, you must select at least one school to receive your AAMC SJT score report. We recommend you select all of the participating schools to which you have applied or intend to apply. For schools you select on exam day, you do not need to take any further action after exam day to ensure those school(s) you selected receive your report.

Selecting Additional Schools After Exam Day
For the AMCAS 2022 application, if you decide to apply to a school that you did not select on exam day, you still have the opportunity to send your AAMC SJT score report. Complete the Request to Release AAMC SJT Score form and email it to asksjt@aamc.org. You may select additional schools after exam day as many times as you wish; however, we recommend selecting all schools to which you have applied or intend to apply as early as possible in the 2022 application season. Requests to select additional schools must be received no later than Aug. 31, 2022.
Note, the AAMC will not automatically send your AAMC SJT score report to all of the participating schools to which you submit an AMCAS application. You must complete and submit the Request to Release AAMC SJT Score form for AAMC to release your scores.

Once you select a school, either on exam day or through the Request to Release AAMC SJT Score form, you may not de-select a school.

**Reporting Your Score to Medical Schools**

The AAMC will send your score report directly to the school(s); however, we will send it separately from your 2021 AMCAS application. The AAMC will not send any information about voided exams to the medical schools.

Schools selected on exam day will have access to score reports the same day they are released to examinees.

The AAMC will send score reports for schools selected after exam day every two weeks beginning Tuesday, Aug. 3, two weeks after the first score release of this testing year. For example, if the AAMC receives your Request to Release AAMC SJT Score form between July 20 and Aug. 2, then your score will be sent to the schools you selected on the form on Aug. 3. If the AAMC receives your request between Aug. 4 and Aug. 6, your score will be sent on Aug. 17. The AAMC has and will continue to communicate with the participating medical schools about the score report release schedule.

The AAMC is not responsible for any claims for damages resulting from delayed transmissions of AAMC SJT scores for any reason.

**Future AMCAS Application Cycle Score Reporting**

The AAMC will retain your AAMC SJT score report indefinitely. If you reenter the medical school application process in a future application year, the AAMC will provide your AAMC SJT score report to any program you apply to that accepts or requires the AAMC SJT exam as part of their application process.

**Score Cancellation**

The AAMC SJT exam is a standardized test, which requires that certain aspects of the test remain constant across the entire testing population, including, but not limited to, the number of items, the competencies covered, the difficulty of the test overall, and the conditions under which the test is proctored.

In the rare event an irregularity occurs that results in one of the standardized aspects of your test being altered to an extent that you may have been unfairly impaired or advantaged, the AAMC may, at its sole discretion, cancel your score. In such a case, the score will not be disclosed to you, medical schools, or any other interested parties, and the AAMC will make every effort to reschedule a new test date.

**Issues Preventing Completion or Scoring of Your Exam**

If you are unable to complete your exam due to internet service disruption, power outages, or other test day issues, you are encouraged to submit a Test Session Concern. For more information, refer to Technology Disruptions.
Rescoring and Test Question Challenges

You will not have the option of requesting your AAMC SJT exam to be rescored. Additionally, test question challenges will not be accepted for the AAMC SJT exam. All the questions have been reviewed and validated by a representative panel of medical school educators. These subject matter experts have expertise in supervising and evaluating medical students and agreed on how each question should be scored.
Part 7: Accommodation Requests

Exam Testing Conditions

The duration of the AAMC SJT exam is relatively short at 75 minutes (1 hour, 15 minutes). The total seated time ranges between 90 and 105 minutes, which you can influence by ensuring your computer and workspace meet the required specifications before your exam start time. For more information on the test format, refer to AAMC SJT Test Day. If you have a condition that requires a modification of or adjustment to the standard testing time, you must apply for accommodations on the AAMC SJT exam.

You will be taking the exam at a location of your choice (as long as the location meets our specifications for test security); therefore, certain conditions and items for which other standardized exams require prior approval may not apply to the AAMC SJT exam. Since you are in control of certain aspects of your testing environment and equipment, you do not need to submit an AAMC SJT Application for Accommodations for the following:

- Separate testing room: You are required to select a room that will not be accessed by anyone other than you while your exam is underway.
- Noise reduction: You are required to select a room that is carefully controlled for noise and movement.
- Adjustable chair and workstation: You are using your own equipment.
- Wheelchair accessibility: You select the room.
- Adjustable lighting: You select the room. Please note that your testing room must have sufficient light for the remote proctor to observe you through your computer’s camera.
- Trackball, touchpad, ergonomic keyboard, and screen overlay: You are using your own equipment. Please note that any equipment or accessories you provide must meet our technical and security specifications as described in this document, and you must allow the remote proctor to adequately observe you through your computer’s camera throughout your exam session.

In addition to the above conditions and equipment, you are permitted to bring certain items into the testing room without prior approval. For a full list of allowed items and related terms and conditions, please review Items Not Requiring Prior Approval. Please note that this list differs from the items list for the MCAT exam. Please make sure you review the correct list for the AAMC SJT exam. Further, note that the remote proctor monitoring your exam will require you to display items for visual inspection before you begin your exam.

If you do not disclose and present an approved item for inspection before beginning your exam and the proctor subsequently notices you using it, the proctor may interrupt your exam to request inspection. The exam clock does not pause during this inspection.

Applying for Accommodations

If you have a disability or medical condition that you believe requires an adjustment to the AAMC SJT conditions, please submit an Application for AAMC SJT Accommodations. Detailed instructions are provided on the AAMC SJT accommodations webpages, including the steps you need to follow depending on your current status with MCAT accommodations.

Your accommodation request must be accompanied by documentation that sufficiently demonstrates your need for the accommodation requested. Such documentation may include an evaluation from a health
care provider. You should also provide documentation on previously approved accommodations, such as those you received in school, and on other standardized tests, such as the SAT or ACT. We will have any information on previously approved MCAT accommodations on file, so you do not need to submit the approval letter you received for the MCAT exam. All documentation must be in English. Please feel free to contact sjtaccommodations@aamc.org about what type of documentation you should submit.

You should request an accommodation as soon as possible (at least 60 days before the exam scheduling deadline) to increase the likelihood of receiving a decision on your request in time for the AAMC and Yardstick to arrange for any approved accommodations for your exam appointment. Please refer to the AAMC SJT accommodations webpages for more information.

The AAMC will notify you via email when a decision is available. If your request is approved, follow the instructions provided with your approval email. If your request is not approved, your initial registration for the exam remains valid, and you will test under standard conditions.
Part 8: Technology Disruptions

Testing Disruptions

Testing disruptions may be caused by issues with the exam delivery provider, including but not limited to: inability to launch the exam; audiovisual issues that inhibit the security of the remote proctored exam; and other substantial impairment to the delivery of the exam to the examinee in a secure manner.

Reporting a Technology Issue

In cases where the exam service was not delivered or completed as designed, the AAMC may permit the affected examinees(s) to retake the AAMC SJT exam to remedy the situation.

If you believe that a technology issue in Yardstick’s Measure system interfered with your performance on the exam and you wish to have the AAMC research what occurred, please:

1. Notify the proctor when the issue occurs or before ending your exam.
2. Submit a completed Technology Issue Report form to asksjt@aamc.org within 24 hours of the experienced technology issue to receive prioritized review. Review of completed forms submitted after this may be delayed. If an exam irregularity is confirmed, you may get an opportunity to retake the exam at the AAMC’s sole discretion.

Notifying the proctor when an issue occurs will allow the proctor to assess and possibly correct the problem so you can continue testing. Further, your report to the proctor will aid Yardstick and the AAMC if we need to research the issue after your exam. Failure to report a problem to the proctor may hinder our ability to verify a technology issue.

If you do not report an issue and the AAMC subsequently learns that a technology issue occurred, we will contact you if the issue affects our ability to score your exam.

Retaking the Exam Due to a Technology Issue

If the AAMC, in its sole discretion, determines that you need to retake your AAMC SJT exam due to a technology or system error, the AAMC will assist you in scheduling a new appointment. The AAMC will make every attempt to provide your preferred time slot for a new appointment; however, we cannot guarantee a specific date and time will be available.

You must complete the entire exam. The AAMC cannot provide a score if you do not complete the entire exam.

Please note: The remedy described above is the exclusive remedy available for errors in registrations, errors in presentation of the exam items, technology disruptions, and potential compromises to exam content as determined by the AAMC.
Part 9: Discussion, Violations, and Investigation

Discussion of the AAMC Situational Judgment Test

The AAMC developed guidelines to help you understand the terms under which you test, the prohibition on disclosure of exam content, and how to appropriately share your testing experience. Failure to abide by the AAMC guidelines may result in a violation and investigation.

What IS permitted:

- Commenting on your general AAMC SJT exam experience, such as the online interface or how you felt about taking a remotely proctored exam.

What is NOT permitted:

- Describing any scenario or item presented to you during your AAMC SJT exam or your responses in greater or more specific detail than described by the AAMC herein or elsewhere, which includes discussing or disclosing a scenario or item list or describing the frequency or order in which such scenarios and items appeared.
- Outlining the steps or process to respond AAMC SJT items beyond the guidance provided by the AAMC.
- Assisting anyone else in doing any of the above.

Violations

Some examinees may choose to disregard the rules to gain an unfair advantage for themselves or others. If any examinee allegedly provides the AAMC with false information, engages in conduct that may compromise the integrity of the AAMC SJT program, or otherwise violates the Examinee Agreement or the terms of The AAMC Situational Judgment Test Essentials, the AAMC will investigate.

Investigation Procedures and Consequences

The AAMC SJT exam is a standardized test administered by the AAMC. The Policies and Procedures for Investigating Reported Violations of Admission and Enrollment Standards apply and are incorporated by reference. Additionally:

- At its sole discretion, the AAMC may place an examinee’s score on hold while it investigates.
- Any examinee who is the subject of an investigation by the AAMC shall fully cooperate with the AAMC’s investigation, produce all documents and materials requested by the AAMC, and submit to an in-person interview conducted by or on behalf of the AAMC at the association’s request. Examinees shall truthfully and completely answer all questions posed during investigative interviews conducted by or on behalf of the AAMC.
- At its sole discretion, the AAMC may elect to send a report documenting the incident, with any attachments provided by the examinee, to legitimately interested parties, including all persons or agencies to which the examinee has requested AAMC SJT scores be sent, both presently and in the future.
- At its sole discretion, the AAMC may elect to cancel an examinee’s score when there is reason to believe the score is invalid or the examinee has engaged in behavior that violates the Examinee Agreement. The AAMC also may elect to suspend an individual’s eligibility to take the AAMC SJT exam for a limited time or permanently.
- The AAMC reserves all rights to take other action as is warranted in certain circumstances.
If a conflict exists between this section and the Policies and Procedures for Investigating Reported Violations of Admission and Enrollment Standards, incorporated by reference, this section shall take precedence.

**Reporting Potential Violations**

It is in the interest of all examinees to report the questionable behavior of others. A violation could provide an unfair advantage to an unethical and potentially unqualified examinee not only during the AAMC SJT exam but also in the medical school admission process.

Reports of alleged violations of the Examinee Agreement, cheating, disclosure of confidential AAMC SJT content, wrongdoing, and other actions or alleged actions that undermine the integrity of the exam will be treated confidentially. If you report such activity, the AAMC will not disclose your identity except on a need-to-know basis including responses to subpoenas, court orders, or other legal proceedings.

**Please report all potential violations to asksjt@aamc.org.**

**Arbitration Agreement**

By accepting the terms of the Examinee Agreement, you agree to the following arbitration provision. You have one exclusive remedy available if you wish to appeal or otherwise challenge an action or decision made by the AAMC regarding the AAMC SJT exam. That remedy is binding arbitration obtained through written submissions before a single arbitrator under the JAMS Streamlined Arbitration Rules and Procedures in the District of Columbia. You understand you are waiving your right to file suit against the AAMC in any court of competent jurisdiction. The sole issue for arbitration shall be whether the AAMC acted reasonably and in good faith in making its decision.
# Part 10: Contact Us

Specialists are available to help ensure resolution of your questions or concerns about the AAMC SJT process, policies, and procedures. Please allow two business days for a reply to your email.

| General Questions About the AAMC SJT Exam | Email: [asksjt@aamc.org](mailto:asksjt@aamc.org)  
Phone: 202-540-5457  
Webpage: [aamc.org/sjt](http://aamc.org/sjt)  
A representative will respond to your inquiry within two business days during our regular business hours:  
Hours:  
Monday-Friday, 9 a.m.-6 p.m. ET  
Closed Wednesday, 3-5 p.m. ET |
|----------------------------------------|--------------------------------------------------|
| Technical Questions About the AAMC SJT Portal | Email: [testingsupport@getyardstick.com](mailto:testingsupport@getyardstick.com)  
Phone: 1-888-900-0005, Option 1  
Hours: Monday-Friday, 8:30 a.m.-7 p.m. ET  
This will put you in touch with the Yardstick Exam Admin team, who will be able to triage all inquiries and escalate any issues, if necessary. |
| Support During the AAMC SJT Exam | The Yardstick Measure platform has live support readily available if you have trouble getting connected with a proctor or other issues prevent you from taking your exam. To contact this support:  
1. Log in to your account.  
2. Look for the “Chat Now” button in the lower right corner of the screen.  
3. Fill out the form, and you will be connected with a chat support specialist.  
If you are experiencing technical difficulties that are preventing you from logging in to your scheduled appointment, do not delay in contacting Yardstick Measure support:  
Phone: 1-888-900-0005 (Monday-Friday, 8:30 a.m.-7 p.m. ET)  
Email: [testingsupport@getyardstick.com](mailto:testingsupport@getyardstick.com) (after hours)  
For helpful information on popular topics such as technical requirements, how the service works, and how to be prepared for a ProctorU session, access the [Resource Center](http://resourcecenter) and [Tutorial Video](http://tutorialvideo). |
| Accommodations for the AAMC SJT Exam | Email: [sjtaccommodations@aamc.org](mailto:sjtaccommodations@aamc.org) |