

# Classification and Consequences of Technical Issues

Technical issues can arise and will be classified and dealt with as follows:

1. Resolved technical issue: A log will be kept on all technical problems that a student reports to the OIA online support team ([TellExaminationServices@sgu.edu](mailto:TellExaminationServices@sgu.edu)). For all resolved technical problems the score earned for the examination will stand.
2. Excused technical issue: If a student contacts the online support team in a timely manner (with enough time to complete the exam), and they cannot solve the technical issue, students will be eligible (without penalty) for a completion examination. This will be solely determined by the OIA online support team ([TellExaminationServices@sgu.edu](mailto:TellExaminationServices@sgu.edu)).
3. Non-excused technical issue: Failure to comply with any of the above regulations, or failure to follow instructions from the OIA online support team ([TellExaminationServices@sgu.edu](mailto:TellExaminationServices@sgu.edu)), will automatically lead to a score of “zero” (0 points) for the examination.