

# 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 online support team [TellExaminationServices@sgu.edu](mailto:TellExaminationServices@sgu.edu). For all resolved technical problems the score of the student 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 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 online support team ([TellExaminationServices@sgu.edu](mailto:TellExaminationServices@sgu.edu)), will automatically lead to a score of “zero” (0 points) for the examination. A student may file an appeal to the Dean of their School (for SOM: The Dean of Basic Sciences Office).