

SOUTHWESTERN

LAW SCHOOL

Los Angeles, CA

Examination Administration Policy

Administrative policy approved July 22, 2022.


Revision history: Formerly a part of the annually revised Student Handbook; established as a standalone policy in August 2022; revised October 2023; renamed “Examination Administration Policy” and revised in May 2024 to address courses that are offered in a primarily online format, incorporate the formerly separate Examination Policies, and create a freestanding Criteria for Final Course Grade Policy and a freestanding Examination Review Policy.

Related policies: Religious and Cultural Observances Policy; Incomplete Grade Policy; Grading, Scholastic and Other Honors, and Specialized Courses Policy; Online Student Identity Verification Policy; Student Honor Code; Policy Statement Regarding Students and Applicants with Disabilities; Criteria for Final Course Grade Policy; Examination Review Policy; Examination Administration Contingency Plan

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A. General Examination Procedures	
1. Final examination schedule: The Law School will publish the final examination schedule on the Registrar’s Office page on Southwestern’s Portal. Each upper-level student is responsible for registering for courses that allow for an examination schedule that the student can manage without alteration.	
2. Courses with an on-campus component: For courses that have an on-campus component, all midterm and final examinations will be administered in person and on campus. The course syllabus will include any exceptions to the in-person and on-campus midterm and final examination procedure. In addition, the Law School reserves the right to change exam administration from on-campus to remote or make other adjustments when circumstances render on-campus exam administration unsafe or unfeasible.	
3. Fully online courses: For courses that are fully online, including courses delivered fully via Zoom, all midterm and final examinations will be administered online with proctoring. In Self Service, fully online courses are identified by a  symbol. Southwestern reserves the right to administer an examination for fully online course in person and on campus.	
4. Being late for an examination and missing an examination: Except in limited circumstances outlined below or in another Southwestern policy, each student must take the examination on the date and time scheduled for the course in which the student is enrolled. Students who are late for an examination will not be allowed additional time, and students who miss the examination will not be allowed to sit for the examination.	

B. Exceptions to General Examination Procedures

Exceptions to the General Examination Procedures in Section A will be made only in extraordinary circumstances as determined by the Associate Dean for Student Services or, in the Associate Dean's absence, by a Vice Dean. Listed below are the most anticipated exceptions and their related procedures. Students must also follow the procedures in Section C. *Importantly, a student should never discuss an exception or the possibility of an exception with their course professor; contacting the professor may compromise anonymity.*

1. Administrative change of exam date or time

If the Law School changes the date or time of an examination and the change results in a conflict, the Law School may reschedule one of the student's examinations. For final examinations, relief will be granted only when the conflict was not apparent during course registration or when the potential conflict was discussed with the Associate Dean for Student Services during course registration and an exception was granted in writing. A conflict exists only when two or more examinations are scheduled on the same date and time.

2. Religious or cultural observance

The Law School may reschedule an examination that conflicts with a student's religious or cultural observance under Section 5 of the *Religious and Cultural Observances Policy*. Student requests for exam accommodations must be directed to the Student Services Office as early in the semester as possible. Requests made late in the semester or close to an examination date may be denied.

3. ADA or pregnancy accommodation

The Law School may change an examination time or testing conditions for a student pursuant to the *Policy Statement Regarding Students and Applicants with Disabilities*.

4. Student illness or injury

A student who believes they cannot sit for an examination due to an illness or injury should immediately contact the Student Services Office.

The student must visit and obtain appropriate documentation from a treatment provider, such as a physician. The student must also obtain a written statement from the treatment provider about the student's illness or injury and fitness to return to school. The Associate Dean for Student Services will determine if the note is sufficient and timely. If the student receives appropriate documentation on a timely basis, the Associate Dean for Student Services may permit the student to take the examination at the time and under the conditions the Law School determines.

If the student does not visit or obtain the appropriate documentation on a timely basis, the student risks receiving an "F" or "Administrative F" (*F) grade in the course.

Depending on when the illness or injury occurs during the examination cycle, when

the appropriate documentation is received, and other factors, the student may need to accept an Incomplete grade and take the examination the next time the course is offered.

5. Death or serious illness

The Associate Dean for Student Services may reschedule an examination when a student experiences the death or serious illness of a person in their immediate family or another person with whom the student has a similarly close relationship. While the Law School may be able to reschedule an examination that falls on the day of a funeral, it may not be able to reschedule an examination that falls several days after the funeral. In that situation, the Associate Dean may consider an Incomplete grade and allow the student to sit for an examination the next time the course is offered.

6. Unavoidable conflict with clinical obligations or Advocacy Honors Program

The Associate Dean for Student Services may reschedule an examination that conflicts with a court hearing or administrative proceeding connected to the Law School clinical programs. The student must demonstrate they have exhausted all means of avoiding the conflict by attempting to reschedule the hearing or to have another attorney handle the hearing if feasible. The Associate Dean may contact the supervising attorney to verify the unavoidable nature of the conflict.

The Associate Dean for Student Services may reschedule a midterm examination that conflicts with the dates that a student on a traveling Advocacy Honors Program is scheduled to travel or participate in an interscholastic competition. The Associate Dean may contact the program director to verify the conflict.

7. Unavoidable military commitment

If a student is called to military duty or has an unavoidable military commitment, the Law School may reschedule an examination. The student must provide official paperwork to the Student Services Office as soon as possible.

8. Time zone difference

Students enrolled in the Online J.D. Program who reside in a time zone that makes the scheduled exam window unreasonable or places the student at a disadvantage (e.g., a time zone that would result in a student taking the exam in the middle of the night) may request the Associate Dean for Student Services to reschedule the examination. The request must be made as early in the semester as possible, but typically at least one month before the examination. This exception typically will be available only to students outside of the continental U.S. or a time zone that corresponds to those in the continental U.S. (e.g., Hawaii).

9. Online J.D. Program considerations

Students enrolled in the Online J.D. Program who have a significant conflict that is not otherwise noted above must contact the Student Services Office as soon as

possible but typically at least one month before the examination to request an accommodation and provide appropriate documentation.

C. Deferring an Examination for Extraordinary Circumstances

When an extraordinary circumstance prevents a student from taking an examination at the scheduled time, the student must follow the procedures below.

1. The student must notify the Student Services Office and the Registrar's Office (213-738-6871/213-738-6705 or exams@swlaw.edu) of the circumstances preventing the student from taking the exam. Whenever feasible, the student must provide notice before the exam. The student should never contact the course professor about an examination deferral.
2. As soon as possible, the student must submit to the Student Services Office via email (studentservices@swlaw.edu) a [Special Exam Administration Form](#) requesting a deferred examination and appropriate documentation supporting the request.
3. If, after considering the request, the Associate Dean for Student Services grants permission for a deferred examination, an alternative exam date will be scheduled for that exam period, or a mark of Incomplete will be entered for that course.
4. Absent extraordinary circumstances as determined by the Associate Dean for Student Services or the Registrar's Office, examinations that qualify for rescheduling under this policy will be rescheduled for the next available time that does not create a new conflict under this policy. That date may be on a weekend or a date immediately after the examination period. All rescheduled exams must be completed by the end of the week immediately following the end of the exam period in which the Law School is in operation. The Law School closes for Winter Break immediately after the fall examination period.
5. Absent extraordinary circumstances approved by a Vice Dean, no examination will be rescheduled for a time before the regularly scheduled examination. Within these parameters, the Registrar's Office can select the date, time, and location of the deferred examination.
6. In most circumstances, a deferred examination to make up an Incomplete will be taken on the next occasion when the faculty member from whom the student took the course offers an examination in that course. If the faculty member is not offering an exam in that course within one year, the student **must** take the regularly scheduled exam from any other faculty member offering an exam in that course within one year.
7. It is the student's responsibility to submit a Special Exam Administration Form to the Student Services Office for approval at least one month before the exam period in which the deferred exam will be taken to make up an Incomplete mark. The Student Services Office will forward the approved form to the Registrar's Office to make appropriate arrangements for the deferred exam.

8. A student graduating before the course is offered again may petition the Associate Dean for Student Services for approval to make up the exam to avoid a delay in graduation. The student must refrain from seeking approval directly from the professor, as such action will compromise the anonymity of the exam. The student may not graduate with an Incomplete mark on their transcript.
9. A student who is denied permission to take a deferred exam or who fails to take an approved deferred exam within one year will receive an Administrative F (*F) in the course unless the delay was approved in writing by the Associate Dean for Student Services (e.g., in the case of a disability or pregnancy accommodation). An Administrative Fail is calculated as an F in the student's GPA.

D. Examination Policies

Southwestern students are responsible for reading and abiding by all examination policies. Failing to follow examination policies, including oral and written instructions while the exam is in session, may constitute misconduct under Southwestern's Student Honor Code.

Students are expected to maintain a professional attitude toward other students, staff, proctors, and other exam personnel at all times.

1. On-campus examinations

a. Before the examination

- **Minimum system requirements:** Each student is responsible for downloading the most recent version of the Exemplify app to their computer. Students must ensure their computer meets the minimum system requirements. For more information on system requirements, visit the [Examsoft webpage](#).
- **Mock exam:** Students are urged to complete the mock exam that is available on Exemplify. Doing so will help students become familiar with the Exemplify features and ensure their computer is properly set up to complete exams. The password for the mock exam templates is "Practice1." If a student cannot see the mock exam template available for download, they should contact exams@swlaw.edu.
- **Anonymous numbers:** Students will be able to view their anonymous exam ID via Self Service and should never write their name on exams or other submissions. Students should use only their exam ID number on their packet. Students are responsible for saving and securing their anonymous number.
- **Exam template:** Students must download the examination file immediately when notified to avoid problems on the day of the examination.
- **Internet connection:** Students do not need the internet to take their examination; instead, they need an internet connection only to

download and upload the examination answer file. The proctor will give students the exam password during the examination on the day of the examination.

- **Room assignment:** Approximately three weeks before an examination, students taking an on-campus examination will receive an email notifying them that their room assignments are available on Self Service.
- **Timely arrival:** Students must arrive at their assigned exam room at least 30 minutes before the start of the exam; announcements will start approximately 15 minutes before the start time of the exam.
- **Late arrival:** If a student arrives within 30 minutes from the start of the exam, the student must take the exam in the assigned exam room. Students who arrive late should begin their exam immediately and will not receive extra time to download exam files or finish the exam. If a student arrives more than 30 minutes late, the student must go to the Student Services Office in Suite W102 for further instruction and to determine if the student can sit for the exam.

b. *Items prohibited in the examination room*

The items listed below are expressly prohibited in the examination room unless permitted by the professor in the examination instructions or in writing by the Associate Dean for Student Services or the Accessibility Office. Students must leave prohibited items at home or in their car; they may also reserve a locker on campus by visiting the Administrative Services Office before the examination. Proctors may confiscate items listed in this subsection. Items will be returned to students after the examination is complete. Students may also be referred to the Honor Code Committee for bringing any item in this subsection into the examination room.

- Bags, backpacks, briefcases, laptop bags or sleeves, luggage, purses, and similar items
- Wallets or similar items
- Electronic watches or smartwatches
- Electronic devices other than the laptop being used for the exam and related chargers, cords, and mouse; examples of prohibited devices include, without limitation, cellphones, fitness trackers, tablets, iPods, pagers, handheld computers, email and text messaging devices, PDAs, scanners, language translators, radios, electronic storage devices including CDs, DVDs, memory sticks, thumb drives and other flash drives, calculators, cameras or other picture-taking devices, audio or video recorders, and sound receptors, including headphones, earbuds, AirPods, and headsets.

- Eyeglasses with communication or recording devices
- Sunglasses
- Books, notes, outlines, printed materials, post-it notes, outside scratch paper or bluebooks, or similar items
- Pencil sharpeners and separate erasers
- Hats and headwear, other than those being worn for religious or medical purposes
- Food
- Alcoholic beverages
- Cigarettes, smoking and vaping devices, and smokeless tobacco
- Any item not listed in subsection c

c. *Items allowed in the examination room*

During an examination, only the items below in this subsection are allowed in the exam room without prior written approval from the Student Services Office. Students should bring any permitted personal items, e.g., prescription medication, foam earplugs, pens, etc., into the exam area in a gallon-size or smaller clear plastic bag. Larger items, such as laptop chargers, do not need to fit into the clear plastic bag that holds their smaller items. *All items brought into the examination room are subject to inspection by the proctors.*

- Nondigital pens (if you are handwriting the exam, you must bring your own pens with blue or black ink)
- Sharpened pencils
- Pen-style highlighters
- Silent timers: While the proctor is the official timekeeper, students may refer to a silent, analog watch, nondigital timers, or clock measuring 4 inches by 4 inches or smaller. Timers of any kind that make noise are prohibited.
- Eyeglasses (no cases or sunglasses)
- Foam earplugs (must not be connected)
- Menstrual products
- Prescription medication
- Inhalers
- Diabetes-related equipment

- Eye drops
- Southwestern ID and/or government-issued photo ID
- Cash (must not have writing on it) and/or credit/debit card (wallets are not allowed in the exam room)
- Keys
- Extension cord
- Laptop (not in a carrier or sleeve)
- Laptop external mouse and connector
- Solid-color mousepad without any writing on it
- Laptop charger

In addition, students are permitted to bring the following items into the examination room:

- Jackets, sweaters, sweatshirts, and other cloth wraps (without anything in the pockets) they are wearing or intend to wear
- Religious headwear
- Assistive medical devices such as crutches and wheelchairs
- Casts, splints, and braces without any writing
- Hearing aids (students are strongly encouraged to get a note from the Accessibility Office or Associate Dean for Student Service to avoid any day-of issues with proctors)
- Back support, orthopedic cushion, or pillow without a case
- One footrest
- Non-alcoholic beverages in closed containers

If a student brings an item into the exam room intentionally or inadvertently, and the item is not listed in this subsection, it will be confiscated. The student may also be reported under Southwestern's Student Honor Code.

Students who wish to bring items not listed in this subsection into an exam room must contact and receive advance written approval from the Student Services Office. Permission to use specific items will not be granted as a matter of convenience or preference.

d. Exam room environment

While every effort will be made to keep the environment of the exam room

comfortable and quiet, there are times when events, conditions, or actions of third parties occur beyond Southwestern's control. For instance, the temperature of the exam room may fluctuate due to the weather. Students should be prepared for either warm or cold temperatures in exam rooms. Students should come prepared to accommodate noises, such as those made by other applicants taking the exam, proctors carrying out their duties, people entering and exiting the exam room, equipment inside or outside the exam room that may make sounds while operating, nearby construction, etc. Earplugs, in the form specified above, are strongly recommended and available in the Registrar's Office.

e. *Examinations taken outside the regularly scheduled exam room*

To safeguard exam integrity, the ExamID and ExamMonitor features in Exemplify (software settings to authenticate exam-taker identity and digitally observe the exam-taker with video and audio monitoring) will be enabled for all examinations taken outside of the regularly scheduled exam room. Along with Exemplify's other security measures, these tools help ensure a fair and equal assessment for all students.

f. *During the examination*

Exemplify by ExamSoft is Southwestern Law School's examination software for on-campus exam administration.

Written or electronic activities, including reading notes saved on a computer, are not allowed once announcements begin. Students are not allowed to write or type until instructed to do so by the proctors.

Students who experience computer or Exemplify issues before the start of the exam or distribution of exam questions may leave the room and attempt to resolve their issue. If the exam has commenced when they return, students will be treated as a late arrival (see Late Arrival subsection above).

Exemplify backs up all responses up to the last 60 seconds.

Students must immediately report exam issues that occur during the exam to the proctor.

Students cannot leave the exam room to resolve technical issues once the exam has started. If the Exemplify software freezes or shuts down, students should try to restart their computer, which may require a forced shutdown and restart. In most cases, restarting the computer will resolve the issue, and students will be able to continue with the exam. If restarting the computer does not resolve the technical issue within 2 or 3 minutes, students should quietly ask the proctor for a bluebook (for essay responses) or Scantron form (for multiple choice). Additional time will not be given to complete the exam. Proctors cannot provide technical assistance to students.

Blank pre-numbered scratch paper will be attached at the end of the essay portion of the exam. All pre-numbered pages must be placed in the appropriate envelope at the conclusion of the exam. The digital notepad in Examplify will be disabled.

Most proctored exams are closed-book exams. For open-book exams, students may use only those materials indicated in the exam instructions. Open-book does not mean that students are allowed to leave the exam room or use any kind of electronic communication devices (including cell phones, smartwatches, etc.) that are not allowed in the exam room.

Proctors will not contact faculty with student exam questions. Instead, the student is responsible for noting any perceived error on an Exam Discrepancy Form provided at the end of each exam. All Exam Discrepancy Forms must be returned to the proctors at the end of each exam. The Registrar's Office will provide the forms to the professor following the exam.

Students may not leave the exam room while the exam is being administered other than to use the restroom. To use the restroom, students must sign out of the exam room, one student at a time, noting the departure time, and only with a proctor's permission. When exiting the room to use the restroom, students will be issued a badge that reads TESTING. This badge will serve as a notice to the campus community that the student is currently testing and is prohibited from communicating with anyone in any manner. The student must then sign back into the exam room, noting the arrival time. Leaving the exam room floor before completing the exam is prohibited. No one is allowed to leave the exam room after the five-minute warning has been announced.

Students who experience a medical or other emergency during the examination must immediately notify the proctor and follow the proctor's instructions. The proctor most typically will contact the Registrar, who in turn will work with the Associate Dean for Student Services or a Vice Dean to determine how to proceed. A student who does not report a medical or other emergency during the examination may not raise the issue later.

g. Ending the examination

The proctors will alert students when five minutes remain to complete the exam. No other time notification will be provided.

When proctors say "stop," students must stop writing and typing immediately, including writing on bluebook covers or envelopes. If a student fails to stop writing or typing instantly, the proctor will complete an Irregularity/Misconduct report.

Upon completing an exam, students must immediately exit the exam room as quietly as possible. If a student finishes with five or fewer minutes

remaining, the student may not leave the exam room early.

h. Assistance with exams

For questions related to exam rooms, anonymous ID numbers, and Exemplify, please email exams@swlaw.edu.

For exam emergencies, please contact Studentservices@swlaw.edu.

Students should review the Exemplify Information document located on the Registrar's Portal page.

2. Online examinations

In most instances, online exams will be live-proctored with a dual-camera view. Southwestern uses ProctorU to administer online, remote examinations. ProctorU is a reliable online platform for proctoring services used around the world. The examination is located within Canvas, and students will connect to the examination through ProctorU's Guardian browser.

Students must have a front-facing camera embedded in a laptop or monitor or a freestanding camera mounted on top of the screen. Students are also responsible for providing a cellphone camera that must be mounted next to or behind the student. A cellphone stand is recommended.

Policy violations may constitute misconduct under Southwestern's Student Honor Code.

a. Exam room environment

Students taking an online proctored exam must have a quiet, well-lit, private, enclosed room in which to take the test. Transparent glass walls are prohibited and are not considered part of a private room. The room should have a table, desk or other hard writing surface, and a chair. The testing space can be in a home, workplace, library, or anywhere the student can guarantee privacy.

Students taking online proctored exams must ensure that their space is clear and free from clutter and study materials.

Students must also ensure that the exam will be uninterrupted. No one may enter the testing area during an exam; therefore, the student must take precautions to ensure that a child or other person does not enter the testing room.

Students who do not have access to an appropriate testing space should work with the Student Services Office at least one month before the examination to locate an alternative space. Students should be prepared to travel to a test center.

Students cannot have unauthorized materials in the testing room.

b. *Before the examination*

Students will be able to view their anonymous exam ID via Self Service and should never write their name on exams or other submissions. Students should use only their exam ID number in association with their examination. Students are responsible for saving and securing their anonymous number.

Students must set up an account with ProctorU, Southwester's online examination and proctor service provider, and download the Guardian browser before the examination.

Students will have an opportunity to test the software before the examination. Students will schedule their exams with ProctorU at least two weeks in advance. The exam will take place during the examination window identified at the start of the term or during the timeframe outlined in a Student Services-approved accommodation.

Students must follow the Online Student Verification Policy, which requires the student to produce their valid Southwestern ID card.

c. *Technology requirements*

- A laptop or desktop computer with one of the following active and licensed operating systems: Windows 10 or later, MacOS 10.13 or later, or all recent compatible versions of ChromeOS (Extension workflow only). Unlicensed versions of Windows are not permitted.
- Minimum computer requirements: 4GB RAM and CPU of 2 cores at 2.4 GHz.
- One monitor with a recommended resolution of 1366x768. Students are not allowed to use dual monitors during the exam, and they must disconnect any extra monitors before the exam and remove the extra monitors from the testing space.
- A working webcam with a resolution of 640x480p and a microphone. The microphone should not be built into headphones.
- Built-in or external speakers are required.
- A strong and stable internet connection with an upload and download speed of at least 1.0 Mbps (mobile hotspots and tethering are discouraged).
- The latest version of the Google Chrome or Firefox web browser.
- Students are not permitted to take an exam using a virtual machine (a computer resource that uses software to work on a different computer).

d. *Items not allowed in the examination room*

The items listed below are expressly prohibited in the examination room

unless permitted by the professor in the examination instructions or in writing by the Associate Dean for Student Services or the Accessibility Office. Students may also be referred to the Honor Code Committee for bringing any item in this subsection into the examination room.

- Bags, backpacks, briefcases, laptop bags or sleeves, luggage, purses, and similar items
- Wallets or similar items
- Electronic watches or smartwatches
- Electronic devices other than the computer being used for the exam and related chargers, cords, and mouse; examples of prohibited devices include, without limitation, cellphones (other than the one being used as the second camera), fitness trackers, tablets, iPods, pagers, handheld computers, email and text messaging devices, PDAs, scanners, language translators, radios, extra monitors, electronic storage devices including CDs, DVDs, memory sticks, thumb drives and other flash drives, calculators, cameras or other picture-taking devices, audio or video recorders, and sound receptors, including headphones, earbuds, AirPods, and headsets.
- Eyeglasses with communication or recording devices
- Sunglasses
- Books, notes, outlines, printed materials, post-it notes, outside scratch paper or bluebooks, or similar items (this prohibition includes books on a bookshelf)
- Pens, pencils, highlighters, and other writing instruments
- Hats and headwear, other than those being worn for religious or medical purposes
- Food
- Alcoholic beverages
- Cigarettes, smoking and vaping devices, and smokeless tobacco
- Clothing not being worn (e.g., coats and jackets)
- Paper calendars
- Any item not listed in subsection c or e

e. *Items allowed in the examination room*

During an examination, only the items below in this subsection and the technology listed in subsection c are allowed in the exam room without prior

written approval from the Student Services Office. *All items brought into the examination room are subject to questioning and visual inspection by the proctor.* Students will not need pens, pencils, highlighters, or paper unless the student has an ADA accommodation that specifically includes these items. Otherwise, students can make notes and outlines through the exam software whiteboard.

- Silent timers: While the proctor is the official timekeeper, students may refer to a silent, analog watch, nondigital timers, or clock measuring 4 inches by 4 inches or smaller. Timers of any kind that make noise are prohibited.
- Eyeglasses (no cases or sunglasses)
- Foam earplugs (must not be connected)
- Prescription medication
- Inhalers
- Diabetes-related equipment
- Eye drops
- Southwestern ID and/or government-issued photo ID
- Keys
- Extension cord
- Solid-color mousepad without any writing on it
- Computer mouse
- Charger cords
- Religious headwear
- Assistive medical devices such as crutches and wheelchairs
- Casts, splints, and braces without any writing
- Hearing aids (students are strongly encouraged to get a note from the Accessibility Office or Associate Dean for Student Service to avoid any day-of issues with proctors)
- Back support, orthopedic cushion, or pillow without a case
- One footrest
- Non-alcoholic beverages in closed containers

If a student brings an item into the exam room intentionally or inadvertently, and the item is not listed above, the proctor may direct that it

be removed. The student may also be reported under Southwestern's Student Honor Code.

Students who wish to bring items into an exam room that are not listed above must contact and receive advance written approval from the Student Services Office. Permission to use specific items will not be granted as a matter of convenience or preference.

f. *During the examination*

Students must log onto the exam platform at their designated time slot.

Students should expect the exam verification and setup procedure to take 10-15 minutes.

Online examinations will include a live proctor who will initiate the verification process and assist students in accessing the exam. Proctors will have instructions from Southwestern regarding any exam-specific parameters. Students must follow the *Online Student Identity Verification Policy*, which requires the student to produce their valid Southwestern ID card.

g. *Assistance with issues that arise during an examination*

If an emergency occurs while an online examination is in progress (e.g., a fire; health emergency requiring immediate medical attention, etc.), students should let the live proctor know. The proctor will have instructions on how to deal with some emergencies.

As a backup to the proctor, ProctorU also offers intervention specialists who can assist in resolving any issues that arise between the student and the proctor during the exam.

If the proctor and the intervention specialist cannot resolve the problem, the student should do their best to complete the examination.

If after working with the proctor and/or an intervention specialist, the student still cannot complete the examination due to an emergency, the student should contact exams@swlaw.edu immediately. Southwestern will evaluate the situation and assess options on a student-by-student basis, taking into account how much of the examination time remains and how long the emergency may last. A non-exhaustive list of possibilities includes allowing students to complete the examination at a later point (e.g., in the event of a fire alarm sounds but the exam room is safe to re-enter); grading the examination on the basis of work completed at the time of the disruption; or granting an Incomplete.

For questions related to exam rooms, anonymous ID numbers, and general questions about ProctorU, please email exams@swlaw.edu.

h. Technical issues

If a student experiences an internet or power outage before starting the examination, they should immediately contact studentservices@swlaw.edu or call the Student Services Office for assistance with rescheduling an examination.

If a student is having trouble connecting to the exam, they should use the chat icon links to access the support team within the ProctorU Platform or the Guardian Browser.

If a student is connected to a proctor when they experience a technical issue, the proctor will attempt to resolve the issue. If they cannot successfully troubleshoot the problem within 5 minutes, the student will be transferred to a technical support agent. If the technical support agent cannot resolve the issue(s) after 15 minutes of troubleshooting, the student will be asked to reschedule the exam for a later date or reconnect with a new device. The technicians will assist the student through this process.

The student will be able to make up any lost time due to technical issues during the exam at the discretion of the proctor.

For exam emergencies that cannot be resolved by ProctorU or if an exam is rescheduled by ProctorU due to unresolved technical difficulties, please contact exams@swlaw.edu immediately. Southwestern will still need to approve a rescheduled exam if it does not fall within the examination window. Emergencies not raised during the examination may not be raised later.

E. Timing of Midterm and Final Examinations in the Online J.D. Program and Other Courses That Are Fully Online

Students taking a midterm or final examination in a course that is designated as part of the Online J.D. Program (including Southwestern students not in the Online J.D. Program) and other courses that are fully online will start the online proctored exam during a designated timeframe that equals the time designated to complete the examination plus two hours. For example, in a course where the final examination is three hours, Southwestern will designate a five-hour window during which students must start that examination. If the exam period begins at 1:00 p.m. PT, students may start the exam between 1:00 p.m. and 6:00 p.m. The student will then have three hours to complete the examination (unless they have an accommodation for additional time, in which case they will have a longer period to complete the exam).

Students will be asked to schedule the exam several weeks before the designated timeframe date directly with the exam proctor company.

Students with extraordinary circumstances may request an alternative timeframe through the Student Services Office (see Sections B and C above). Students with accommodations may receive a different timeframe within which to complete the examination.

F. Examination Return and Retention

Upon student request and once the grade for a course is published, the results from the multiple-choice score section will be returned to the student via email. The Law School retains the question-and-answer sheets for multiple-choice questions and prohibits copying, photographing, or duplicating these items. The Law School will make this portion of any examination available to the student during business hours during the 90-day period during which a student may challenge a grade based on mathematical or clerical error.

Upon student request, bluebooks and typed examinations will be distributed to students following the completion of the grading process, typically from the Registrar's Office. Graded exams are retained in the Registrar's Office for one year and then destroyed.

Copies of many older essay examinations are available through Southwestern's Portal.

Faculty members are encouraged, but are not required, to provide either a model answer or an outline of the issues.

Faculty members are encouraged to conduct a "post-mortem" review of the fall exam in a two-semester course early in the spring semester.

G. Policy Revisions

Southwestern expressly reserves the right to change or modify any aspect of this policy at any time, with or without prior notice.