These post bar exam FAQs are a living document subject to revision. They are supplemented and updated as additional information and questions come to the attention of the State Bar.

CHAPTER 6 NOTICE
1. What is a Chapter 6 Notice?
   • A Chapter 6 Notice is issued during or following an exam administration. For remotely proctored exams they may be issued during the video-review process. These notices are issued when an applicant is observed exhibiting conduct or seen/heard with prohibited items. You can read through the guidelines here.

2. What is the process following the issue of a notice?
   • After an applicant receives a Chapter 6 Notice, they have 10 days to respond to that notice, either through the Applicant Portal or by mailing a response back to the address on the notice.
   • The notice itself is not a finding of a violation, nor a sanction. The Chapter 6 Notice will be additionally reviewed by State Bar staff and will either be affirmed with a sanction or not affirmed.
   • For Chapter 6 Notices that are affirmed and are disputable, an applicant can ask for an administrative hearing. More information about administrative hearing procedures is available here.

3. Which violations are indisputable, and which ones are disputable?
   • Please refer to this matrix to see which violations are disputable and which are indisputable. (The matrix was last updated June 29, 2021.)

4. If my violation relates to something on my video proctoring file, can I see that video myself?
   • If the violation is disputable, and you request an administrative hearing, you will have the opportunity to review the relevant portions of your video.

EXAMSOFT ISSUES
5. I had a technological issue related to the known memory utilization problem with ExamSoft during the July 2021 exam. How was my score adjusted?
   • For applicants who experienced technical issues during the written sections of the exam (essay questions and Performance Test), the State Bar applied a pro rata grading adjustment for each affected question. The pro rata method relied on data both from the unaffected population of examinees, as well as the affected individual’s scores on questions where there were no recorded problems. The adjustment consisted of two components:
The first component accounts for the relative difficulty of each question. This component was calculated by first obtaining the average score on each question among examinees who had no memory utilization issues on any written question. This enabled calculation of an overall average of all scores in that group. The difference of the averages on each question and the overall average was used to represent the relative difficulty of each question. For example, if the overall average across all questions was 76, and the average on the first question was 78, that question was considered more difficult than the average question by 2 points. The 2-point difference was considered the “adjustment factor” for that question. Each question was given an “adjustment factor.”

The second component was based on the scores of each individual who experienced an ExamSoft memory utilization issue. First, an average was calculated for the examinee’s scores on which no technical issue was encountered. That average was considered to be the best estimate of that individual’s ability. For each question on which there was some type of technical issue, the average score from the unimpacted sessions was adjusted by the “adjustment factor” to arrive at an “Expected Score.” The “Expected Score” was then compared to the examinee’s actual score on the question. If the actual score was less than the “Expected Score”, then an adjustment was made, and the final score on the question was the “Expected Score.” If the actual score was greater than the “Expected Score”, the score was not changed.

• For examinees negatively impacted during any session of the Multistate Bar Exam (MBE), the State Bar worked closely with the National Conference of Bar Examiners, which provided an adjusted score for the State Bar’s use.
• For psychometric reasons, the pro rata grading adjustment could not be applied to the small number of applicants (less than one-half of one percent of all test takers) who were negatively impacted on three or more written sessions, or more than three MBE sessions. These applicants will have their grade adjusted using a regression model that takes into consideration MBE scores, or for those missing three or four MBE sessions, considers their written essay scores.

6. I did not receive information in my result letter about a score adjustment, but I am sure I had a technological issue. How do I get reconsidered?
• All impacted applicants received notice in their unsuccessful result letter. The only technological issues that were considered were those related to ExamSoft’s memory utilization problem that caused applicants’ screens to freeze and force a restart. If you still feel that you had this issue and it was not reflected in your result letter, you can send a General Request in your Applicant Portal to the Director of Admissions detailing your experience during the exam.
7. I had the ExamSoft restart issue and want to make sure I understand all my options for a refund.
   • Applicants with a verified ExamSoft memory utilization issue that occurred during the July 2021 bar exam who were unsuccessful on the bar exam were notified that they are eligible for a credit for the February 2022 CA Bar Exam. To apply the credit for the February 2022 exam, please begin the process of registering for the February exam in the Applicant Portal, but stop when you get to the payment page. **DO NOT MAKE A PAYMENT.** Once your application gets to the payment portion, please exit the exam application and proceed to submit a general request in the same portal. The request should be directed to the “Examplify/ExamSoft” queue, subtype “July 2021 Fees.” Your message should indicate that you would like to apply the fees paid for the July exam to the February 2022 bar exam.
   • Admissions staff will manually waive the fees in the Applicant Portal, at which point, the applicant will receive a confirmation of their February 2022 bar exam enrollment. Please note that the exam registration for the February 2022 exam closes on **January 3, 2022**; applicants wanting to apply their credit to that exam must contact the Office of Admissions prior to that date. Please note that January 1, 2022, is a holiday, and January 2, 2022, is a Sunday (a nonwork day). Admissions staff cannot extend the registration deadline, as that deadline is statutorily mandated.
   • Applicants wishing instead to apply the credit to the July 2022 California Bar Exam or wishing to receive a refund of their July 2021 exam fees must inform staff of their preference by January 3, 2022, by sending a general request to the “Examplify/ExamSoft” queue and selecting subtype “July 2021 Fees.” If you do not notify staff by this deadline, a refund will be processed. Refunds are estimated to take 90 days and will be made via check sent to the address on file in the Applicant Portal. Please verify that the mailing address on file is current to prevent delays with the delivery of your refund.
   • Please note the July 2022 California bar exam application period is not open yet; that application opens on March 1, 2022.

8. I had a lot of other ExamSoft issues during the July exam, but not one related to the memory utilization problem. Can I get a refund too?
   • Only applicants with a verified memory utilization issue will receive a credit for the February 2022 or July 2022 exams, or a full refund.

9. I passed the bar exam and need to figure out how to get the oath card signed, where can I get information?
   • The oath card process has changed and is now an electronic card sent to you via DocuSign. Please check the [Virtual Oath Packet](#) page for additional information.
UPDATES
11/9/2021
• Question #5 regarding ExamSoft issues updated
• Questions #6–#9 added
8/26/2021
• Added new question #5 regarding ExamSoft issues
6/29/2021
• Added update notation for matrix
• Deleted outdated question #5 under Chapter 6 Notice
12/22/2020
• Added new question #5 under Chapter 6 Notice
11/9/2020
• Deleted outdated question #5 under ExamSoft issues
• Added new question #6 regarding ExamSoft issues
• Added new question #7 regarding ExamSoft issues
• Added new question #8 regarding ExamSoft issues
• Added new question #9 regarding ExamSoft issues