



AAMC

Tomorrow's Doctors, Tomorrow's Cures®

The AAMC Video Interview Tool for Admissions: Essentials for the 2021 Application Cycle

Association of
American Medical Colleges

Contents

Preface	3
Part 1: Overview of the AAMC Video Interview Tool for Admissions.....	4
Content	4
Responding to Questions	5
Format	5
Participating Medical Schools	6
Evaluation	6
Part 2: Knowing When to Take the VITA Interview.....	7
Eligibility.....	7
No Fees	7
Interview Invitations	7
Updating Your Email.....	7
Interview Window	7
Timeline	8
Part 3: Interviewee Agreement and Use of Personal Information.....	8
Interviewee Agreement.....	8
Use of Personal Information.....	10
Part 4: Taking the AAMC VITA Interview	10
Interview Platform.....	10
Step-by-Step Process.....	11
When to Complete the Interview	12
Interviewing More Than Once	12
Noncompletion.....	12
No Voids	12
Part 5: Reporting Video Responses to Medical Schools	12
Sharing Your Video Responses With Medical Schools.....	12
No Future Video Use	13
Part 6: Accommodation Requests	13
Interviewing With Accommodations	13
Standard Video Interview Conditions	13
Documentation Requirements.....	14
Part 7: Technology Disruptions.....	14
Interview Technology Disruptions	14
Reporting a Technology or System Disruption.....	14
Internet Browser Closes	15
Retake	15

Part 8: Discussion, Violations, and Investigation	15
Discussion of the AAMC Video Interview Tool for Admissions	15
Violations	16
Investigation Procedures and Consequences	16
Reporting Potential Violations	16
Arbitration	17
Part 9: Contact Us	17

The AAMC Video Interview Tool for Admissions: Essentials for the 2021 Application Cycle

Preface

Congratulations! Reading this guide is the first step in preparing yourself to take the AAMC Video Interview Tool for Admissions (AAMC VITA™) — which is a big step toward a rewarding and fulfilling career in medicine.

Given the need to conduct safe interviews during the COVID-19 pandemic, the AAMC is providing a free year of virtual interviews for the 2021 application cycle for all applicants to participating U.S. medical schools. The interview platform will be available during the 2021 medical school application cycle (i.e., Aug. 6, 2020, through April 30, 2021).

The AAMC provides the AAMC VITA interview with the assistance of its delivery administrator, HireVue, using the HireVue video interviewing platform.

The AAMC Video Interview Tool for Admissions: Essentials for the 2021 Application Cycle is the official policy and procedure guide for the AAMC VITA interview. The information included in this guide is necessary for a smooth registration and interview experience. **At the time of interview launch, you will be asked to certify that you have read, understood, and agreed to comply with the policies and procedures in this guide.**

The AAMC anticipates issuing an updated *The AAMC Video Interview Tool for Admissions: Essentials for Interview Year 2021* on July 16, 2020.

The AAMC appreciates your participation in this pilot of the AAMC VITA program. 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 Video Interview Tool for Admissions

Content

The AAMC VITA interview is designed to provide admissions officers with information about your journey leading you to the path to medical school and five of the [15 core competencies for entering medical students](#). The AAMC collaborated with subject matter experts in the medical school community, including faculty, admissions officers, and student and diversity affairs officers to tailor the interview for medical schools.

In addition to your journey on the path to medical school, interview questions target the following [core competencies for entering medical students](#):

- **Social Skills:** Demonstrates an awareness of others' needs, goals, and feelings, and the ways that social and behavioral cues affect peoples' interactions and behaviors; adjusts behaviors appropriately in response to these cues; treats others with respect.
- **Cultural Competence:** Demonstrates knowledge of socio-cultural factors that affect interactions and behaviors; shows an appreciation and respect for multiple dimensions of diversity; recognizes and acts on the obligation to inform one's own judgment; engages diverse and competing perspectives as a resource for learning, citizenship, and work; recognizes and appropriately addresses bias in themselves and others; interacts effectively with people from diverse backgrounds.
- **Teamwork:** Works collaboratively with others to achieve shared goals; shares information and knowledge with others and provides feedback; puts team goals ahead of individual goals.
- **Reliability and Dependability:** Consistently fulfills obligations in a timely and satisfactory manner; takes responsibility for personal actions and performance.
- **Resilience and Adaptability:** Demonstrates tolerance of stressful or changing environments or situations and adapts effectively to them; is persistent, even under difficult situations; recovers from setbacks.

While every AAMC VITA interview will assess the same general domains, the specific questions asked may differ. The questions are designed to be unrelated to specific medical experience; therefore, the lack of medical-related experience should not impact your ability to answer questions.

Questions are a combination of:

- **Medical school journey questions**, which will ask you to describe your journey and/or the experiences that led you to pursue a career in medicine.
Sample: Why did you decide to pursue a career in medicine?
- **Past behavior questions**, which ask you to describe previous experiences that demonstrate your level of knowledge and skills related to the core competencies.
Sample: Describe a time when you experienced a conflict with a classmate or a coworker. What did you do? What was the outcome?
- **Situational questions**, which ask you to demonstrate your level of knowledge and skills related to the core competencies by describing what you would do in different hypothetical situations.
Sample: Imagine you are working in a group project and one of your teammates is not doing their share of the work. What would you do?

Responding to Questions

When responding to AAMC VITA questions, use the same approach as you would in a face-to-face interview.

- Provide as much relevant detail as possible when responding to questions.
- Keep responses professional.
- If a question has multiple parts, be sure to answer each part.
 - For medical school journey questions, describe your journey, what you have learned from it, and/or how you might do things differently.
 - For past behavior questions, describe the situation, action, and outcome.
 - For hypothetical questions, describe what you would do in the situation, and provide a rationale for that behavior.
- If you have not experienced the situation described in a question, you *may* provide a hypothetical response describing what you would do in that situation.
- Respond to each question presented. Failure to provide a response may impact how a medical school evaluates your interview.

Refer to [The AAMC Video Interview Tool for Admissions: Applicant Preparation Guide](#) for more information.

Format

The AAMC VITA interview is an online, one-way (recorded) interview. Six questions are presented in text prompts, and you record an audio/video response; there is no human interviewer. Throughout the recorded response, *your face must be visible* to ensure it is you who is completing the interview, and *your voice must be audible* to permit evaluation by the medical school.

You may complete the interview using any internet-enabled computer, tablet, or smartphone. We recommend using a device that will not accept phone calls while you interview because a phone call will interfere with your ability to complete your response. Because the interview is one-way, you should complete the video interview in a location and at a time most convenient for you during the [interview window](#).

You will have up to 60 seconds to read and reflect on each written question and up to three minutes to record a response. Once you are exposed to a question, there will be no pauses until the time to record the response has elapsed. Therefore, ensure you are in a disruption-free environment for at least four minutes after launching a question to ensure you have time to read and prepare a response and respond. After recording a response, you may choose to progress to the next question or take an untimed break. You will not be able to view your video responses during or after you complete the AAMC VITA interview.

Your VITA responses are not stored until you select “Done answering,” “Finish,” a stop sign, or other similar term or symbol, depending on your device’s operating system. The interview platform sends an automated acknowledgment email stating “Interview Complete” shortly after your videos are uploaded to the system. If you do not receive such an email within 24 hours of completion, please contact askVITA@aamc.org.

To clarify, the AAMC VITA interview is *not*:

- A one-on-one interview with a human interviewer.
- A tailored or personal interview with a specific medical school.

The chart below provides an overview of the entire AAMC VITA interview by section. We expect that the AAMC VITA interview will take 35-40 minutes to complete. You may complete all six questions in one sitting, or you may complete any number of questions you choose, as long as all questions are completed by the required medical school deadline. The break between questions may be as long as you choose.

AAMC Video Interview Tool for Admissions Overview	
Section	Time Allotted
Interviewee Agreement	Unlimited
Introductory Video (optional)	3 minutes
Technology Check	Unlimited
Practice Attempt(s) (optional)	Unlimited
Question 1	60 seconds to read 3 minutes to respond
Question 2	60 seconds to read 3 minutes to respond
Question 3	60 seconds to read 3 minutes to respond
Question 4	60 seconds to read 3 minutes to respond
Question 5	60 seconds to read 3 minutes to respond
Question 6	60 seconds to read 3 minutes to respond
Post-Interview Survey (optional)	10 minutes
Total Content Time	24 minutes
Total Seated Time	Approximately 35-40 minutes

Participating Medical Schools

A list of medical schools participating in the AAMC VITA program will be available on the AAMC VITA website in July. The AAMC will update this list as schools join; therefore, we encourage you to check back regularly.

Each medical school will determine how it will incorporate the AAMC VITA interview into its application review process. Examples include, but are not limited to, using the interview as part of: the initial application screening, secondary screening, or a complement to the traditional interview process. Therefore, it is expected that medical schools will select applicants at different points during the 2021 application cycle. If you have questions about how a participating medical school is using the AAMC VITA interview, please contact the participating medical school directly.

Evaluation

Your responses to the AAMC VITA questions will not be scored or otherwise evaluated by the AAMC. Medical schools that select you to complete the AAMC VITA interview will have access to your video responses and an opportunity to evaluate your responses using their own school-specific processes.

As with a traditional in-person interview, whether you receive feedback from a medical school about your interview performance will be up to the individual medical school.

Part 2: Knowing When to Take the VITA Interview

Eligibility

Applicants to the 2021 medical school application cycle who have been selected to interview by a participating medical school are eligible to take the AAMC VITA interview. The invitations will be sent from the HireVue system, which is the platform you will use to complete your interview.

No Fees

In light of the challenges presented by the COVID-19 pandemic, there are no fees for the AAMC VITA interview for the 2021 application season

Interview Invitations

The scheduling process for the AAMC VITA interview is initiated by a participating medical school. An applicant selected to complete the AAMC VITA interview will be invited in a series of emails:

1. Participating medical schools will select applicants they want to invite to complete the AAMC VITA interview on a rolling basis starting in July 2020.
2. HireVue will send AAMC VITA invitation emails every Thursday (anticipated) from August 2020 through April 30, 2021.
3. HireVue will send reminder emails between August 2020 and April 2021 until you complete the AAMC VITA interview.

The HireVue invitation will be a generic interview invitation. It will not include information about which participating medical school selected you to receive the invitation. The AAMC has encouraged participating medical schools to inform applicants directly after they select the applicants to be issued invitations.

Separately, the AAMC anticipates providing each applicant who receives an invitation a monthly report listing each participating medical school that has selected the applicant for the AAMC VITA interview.

The AAMC VITA interview may only be completed once. If you complete an interview for a school and are later selected by a different school, you will not complete the interview again. Your video responses will be shared with any school that selects you to complete the AAMC VITA interview.

Updating Your Email

Before taking the AAMC VITA interview, please verify that your email address is correct in the “My AAMC Profile” tab within the AMCAS application. *The interview invitation and subsequent reminders will be communicated to you via the email address you provide.*

Interview Window

The AAMC VITA interview will be open from Aug. 6, 2020, (anticipated) through April 30, 2021, at 11:59 p.m. ET. You will be able to complete the AAMC VITA interview anytime during this window.

Please review the [When to Complete the Interview](#) section for additional information.

Timeline

The chart below summarizes the major activities and deadlines for the AAMC VITA interview.

Date	Activity
June 2020	Preparation materials available on the AAMC Video Interview Tool for Admissions website. Request for Accommodations form opens.
July 2020	Students check to see whether schools to which they applied are participating in the AAMC VITA interview. The AAMC begins review of accommodations requests. Medical schools may begin to select applicants to be invited to complete the AAMC VITA interview. Separately, schools may email selected applicants directly.
Aug. 6, 2020 (anticipated)	AAMC VITA interview process opens and HireVue begins to send invitation emails once per week on Thursdays.
April 16, 2021	Last day to submit Request for Accommodations form.
April 30, 2021, at 11:59 p.m. ET	AAMC VITA interview process closes.

Part 3: Interviewee Agreement and Use of Personal Information

Interviewee Agreement

The AAMC is committed to ensuring the accuracy and validity of the AAMC Video Interview Tool for Admissions (AAMC VITA). To ensure the accuracy and validity of videos and to provide fair interviewing conditions for all applicants, applicants must adhere to a set of common procedures.

The Interviewee 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 VITA interview. In addition to the terms explained below, all policies and procedures contained in the current version of [The AAMC Video Interview Tool for Admissions: Essentials for the 2021 Application Cycle](#) are expressly incorporated as additional terms of the Interviewee Agreement. *You must indicate that you understand and agree to abide by the terms of the Interviewee Agreement to proceed with the AAMC VITA interview.*

The Interviewee Agreement will appear before the HireVue terms and conditions when you first launch your interview. These documents will appear on a single window. You must read them in their entirety to accept the agreement.

Full Text of the Interviewee Agreement

Before you continue with the AAMC VITA interview, you must agree to each term and condition described below. Adherence to the Interviewee Agreement is necessary to maintain a fair process.

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

I certify that I am the person whose name appears on the AAMC VITA interview invitation for the 2021 application cycle.

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 VITA interview, including:

- Impersonating an interviewee or engaging someone else to complete the video interview for me.
- Presenting another person’s responses as my own.
- Unless otherwise approved by the AAMC:
 - Taking the video interview in the presence of others.
 - Receiving assistance from anyone during my video interview.
 - Providing assistance to another interviewee during the video interview.
- Launching an interview question more than once, except for circumstances out of my control and that are deemed reasonable at the AAMC’s sole discretion.
- Searching for potential responses online in advance or while completing my video interview.
- Attempting by any means to duplicate, record, or memorize video interview content or questions.
- Soliciting, discussing, or disclosing video interview content or otherwise violating the terms of the Interviewee Agreement.

I understand and agree to 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 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 interview process will be transferred to the AAMC, and its delivery administrator, HireVue, in the United States; to those medical schools (wherever located) that select me to interview; and to other third parties as stated in these policies.

I further agree and give permission for the medical schools that select to view my VITA interview 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 relationships between interviews, admissions decisions, and medical school performance. My medical school records released to the AAMC may include admission decisions, grades, ratings from courses and clerkships, performance on USMLE exams, professionalism, and graduation.

I understand and agree that any alleged violation of this Interviewee Agreement or any alleged activity that may compromise the validity, integrity, or security of the AAMC VITA interview may be investigated. If I violate the terms of this Interviewee Agreement, including those stated in *The AAMC Video Interview Tool for Admissions: Essentials for the 2021 Application Cycle*, or fail to fully cooperate in any investigation of a violation, I may face the following consequences:

- My videos 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 interview may be canceled, before or after the video is accessible by a medical school.
- I may be banned from taking the AAMC VITA interview for a limited time or permanently.

Information about the AAMC investigation process may be found in [The AAMC Video Interview Tool for Admissions: Essentials for the 2021 Application Cycle](#).

I agree to comply with the terms of this Interviewee Agreement, and I understand the consequences for failing to comply.

Use of Personal Information

When you take the AAMC VITA interview, 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 other specific terms described herein. You agree to the transfer of your personal information to the AAMC and its delivery administrator, HireVue, in the United States; to those medical schools (wherever located) that select you to interview; 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 VITA interview experience includes:

- Issued invitations.
- Interview response information.
- Video and audio recordings of your interview.

Your AAMC VITA video responses will be released to any participating medical school to which you apply and selects you to interview during the 2021 application cycle.

Any information published by the AAMC related to the AAMC VITA interview will use aggregate statistics. Individual video responses 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.

Part 4: Taking the AAMC VITA Interview

Interview Platform

The AAMC has engaged a third-party vendor, HireVue, to capture and transmit your AAMC VITA interview. You will receive emails regarding the AAMC VITA interview from participating medical schools, AAMC, and HireVue.

Step-by-Step Process

The chart below summarizes the steps that you, the applicant, will follow in the VITA process.

Step 1	Before completing the AAMC VITA interview, please verify that your email address is correct in the “MY AAMC Profile” tab within the AMCAS application. The invitation email will be sent to the email account registered with your AMCAS application.
Step 2	Participating medical schools will select which applicants they wish to complete the AAMC VITA interview. Schools may send you a notification email directly if the school selects you to interview.
Step 3	Interview invitations will be sent directly from HireVue. Emails will be distributed every Thursday (anticipated) between Aug. 1, 2020, and April 30, 2021. Before you are ready to interview, you may use the link provided in the email to access the interview platform, and complete a technology check with the device (computer, tablet, phone) that will be used to complete the interview. We recommend using a computer.
Step 4	When you are ready to complete the AAMC VITA interview, enter the interview platform using the link sent in your personalized email invitation. Once in the interview platform: <ul style="list-style-type: none"> • The system will automatically conduct a technology check to confirm that your equipment is working properly. • Select “Practice,” and practice reading and responding to questions in the interview platform. Watch your sample interviews to ensure you are satisfied with your camera position and audio quality.
Step 5	When you are ready to begin the official video interview, select “Start.” Once you receive the first question, you will have up to 60 seconds to read and reflect on the question and up to three minutes to record your response.
Step 6	Your VITA responses are not stored until you select “Done answering,” “Finish,” a stop sign, or other similar term or symbol, depending on your device’s operating system.
Step 7	Complete the post-VITA survey. (<i>Optional</i>)
Step 8	The interview platform sends an automated acknowledgment email stating “Interview Complete” shortly after your videos are uploaded to the system. If you do not receive such an email within 24 hours of completion, please contact askVITA@aamc.org .

When to Complete the Interview

Once an invitation is issued, the AAMC permits an applicant to complete the interview at any time before April 30, 2021, 11:59 p.m. ET. However, each participating medical school has the option of setting its own deadlines for how quickly the school wants the applicant to complete the interview after the invite is issued. If you have questions about deadlines, please contact the participating medical school directly.

The interview is relatively short — 35-40 minutes total time, including the post-interview survey — and you may take a break between each interview question. You will choose when and where you complete the interview.

The AAMC will instruct medical schools to ignore the background setting of your interview video, as well as any unexpected interruption that may occur, and to focus on the content of your response. In addition, the AAMC will provide medical schools with training to minimize the potential for bias. Refer to [The AAMC Video Interview Tool for Admissions: Applicant Preparation Guide](#) for more information.

Interviewing More Than Once

Each applicant selected to interview will record a single VITA interview video for the 2021 application cycle.

Requests to retake the AAMC VITA interview will be considered *only* in the event of a technical disruption. Refer to [Reporting a Technology or System Issue](#) for more information.

You may not retake the interview for any other reason, including illness, noise or disturbance in your environment.

Noncompletion

All applicants who are selected by a participating medical school to complete the AAMC VITA interview are encouraged to do so. For school-specific information on consequences of noncompletion, please contact the specific participating medical schools that have selected you to interview.

No Voids

You will *not* have the option of voiding once you submit your AAMC VITA interview. Further, you will *not* have the option to choose whether a participating medical school views your completed interview.

Part 5: Reporting Video Responses to Medical Schools

Sharing Your Video Responses With Medical Schools

You do not need to take any extra steps for your video responses to be accessible to the medical schools that selected you to interview. Your completed AAMC VITA interview will be accessible to all participating medical schools that selected you to complete the AAMC VITA interview during the 2021 application cycle.

Once you complete the interview, your responses will be made available to each medical school that has already selected you to complete the AAMC VITA interview, regardless of whether the school-specific

deadline has passed. If you are later selected by a different medical school to interview, your completed AAMC VITA interview video responses will be accessible to that school with no further action from you.

In the unlikely event a technical disruption on the part of HireVue or the AAMC results in delayed transmission of your AAMC VITA interview to a medical school, the AAMC will contact the school to notify them of the error and of the actual date you completed the interview.

No Future Video Use

Your completed AAMC VITA interview will be available for use during the 2021 application cycle. If you apply in a subsequent cycle and a school selects you to take the AAMC VITA interview, you will record new video responses at that time. The AAMC VITA interviews from prior application cycles will not be available for use by participating medical schools in future admission seasons.

Part 6: Accommodation Requests

Interviewing With Accommodations

If you have a disability or medical condition that requires a modification to the standard video interview conditions, please submit a [Video Interview Tool for Admissions: Request for Accommodations form](#). The AAMC will begin to process accommodation requests on July 15, 2020.

We will continue to accept accommodations requests through April 16, 2021, for the 2021 application cycle. However, most interview invitations will be issued much earlier, and we therefore encourage all applicants who believe they may require an accommodation to submit their request as early as possible.

If you are selected to interview and receive an invitation prior to receiving a decision on your accommodation request, the AAMC strongly recommends that you postpone taking the AAMC VITA interview until you have received a decision. If you complete the interview under standard conditions, the interview you took under standard conditions will be the interview reported to the medical school(s). This applies regardless of whether you completed the interview under standard conditions before submitting your accommodations request form, while your request is under consideration, or after the decision was communicated to you. You will not have the opportunity to retake under modified conditions.

Standard Video Interview Conditions

Prior to submitting your application, review the standard interview conditions below to determine whether you believe you may require an accommodation.

- You will use your own device.
- You will choose when and where you complete the interview.
- The interview is relatively short — about 24 minutes of interview time and a total time of 35-40 minutes.
- You may take an untimed break between each interview question.
- The interview questions will be presented to you in text format.
- You will record your responses by video.

Modifications to the above conditions may include: extended interview time, interview questions presented in audio format, and the ability to record responses in writing rather than video.

Documentation Requirements

If you have a previous approval or a pending request for MCAT® accommodations, you must apply separately for AAMC VITA accommodations using the form above, but you do not have to submit additional documentation unless requested by the AAMC. The AAMC VITA team will refer to your previously submitted MCAT accommodation documentation and will request additional documentation only if necessary.

If you do not have a previous approval or pending request for an MCAT accommodation, you must apply for accommodation using the above form and include documentation that sufficiently demonstrates your need for the accommodation requested. Such documentation may include an evaluation from a health care provider or official documentation of prior accommodations provided by your undergraduate institution or accommodations you received for another standardized exam (e.g., SAT, ACT, etc.). All documentation must be in English. Please feel free to contact the AAMC by emailing VITAaccommodations@aamc.org if you have questions about the type of documentation you should submit.

The AAMC will notify you via email with a decision. The AAMC will begin sending decisions in late July for all Request for Accommodations forms received between the accommodations application opening and July 8, 2020. Decisions for applications received after July 8 will be emailed within seven days upon receipt of your request. The review period does not begin until we receive a complete form and all required supporting documentation. Some decisions may take longer if we need to request additional documentation.

If your request is approved, you will access your accommodated interview using a different link than what was provided in your invitation received prior to receiving your approval. Follow the instructions provided with your approval email to avoid delays in confirming your accommodations. If your request is *not* approved, you may interview under standard conditions.

Part 7: Technology Disruptions

Interview Technology Disruptions

Technology disruptions may be caused by issues with the HireVue platform, including: inability to launch or relaunch the interview, audio did not record, video did not record, or the audio and video are not synched, or other substantial impairment to the audio or visual quality of the interview. If your interview response suffered from a technology disruption, the AAMC may permit you to retake the AAMC VITA interview to remedy the situation. You must complete all interview questions on retake — partial interview retakes are not allowed.

Note: *The remedy described above is the exclusive remedy available for errors in registrations, errors in presentation of the interview questions, technology disruptions, and potential compromises to interview content as determined by the AAMC.*

Reporting a Technology or System Disruption

You will not be able to view your video responses during or after you complete the VITA interview. If you believe that a technology or system issue interfered with your performance on the video interview, and

you wish to have the issue investigated, please submit a completed Technology Issue Report Form *within 24 hours of the experienced technology issue*. Forms submitted within 24 hours will be given prioritized review. If the AAMC confirms an interview irregularity, you may get an opportunity to [retake](#) the interview, at the AAMC's sole discretion.

If the AAMC independently determines that a technology or system issue occurred during your interview that would materially affect the medical school's ability to evaluate your interview, we will contact you and take reasonable measures to correct it.

Internet Browser Closes

If your internet browser closes for any reason while you are responding to a question before you select the button to end the recording or before time expires, reopen the interview platform and continue your interview. Respond to the question presented, complete the remainder of your interview, and upload your responses.

Within 24 hours of the internet browser's closing during your interview, you must submit a completed Technology Issue Report Form.

Repeat incidents of relaunching a question or failing to notify the AAMC as described herein may be considered a violation and be investigated pursuant to [Investigation Procedures and Consequences](#).

Retake

If the AAMC determines you need to retake your VITA interview due to a technology or system disruption, you will receive a new interview invitation from HireVue. You must complete the whole interview.

Failure to complete the retake of the whole interview will result in a [noncompletion](#).

Part 8: Discussion, Violations, and Investigation

Discussion of the AAMC Video Interview Tool for Admissions

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

What IS permitted:

- Commenting on your general AAMC VITA experience, such as the online interface or how you felt about taking a video interview.

What is NOT permitted:

- Describing any question you were presented during the AAMC VITA interview in greater detail than described by the AAMC in this document or the AAMC VITA webpages, or providing your response, including a summary, to any question.
- Outlining the steps or process to answer a question.
- Assisting anyone else in doing any of the above.

Violations

Some applicants may choose to disregard the rules to gain an unfair advantage for themselves or others. If any applicant allegedly provides the AAMC with false information, engages in conduct that may compromise the integrity of the AAMC VITA program, or otherwise violates the Interviewee Agreement or the terms of *The AAMC Video Interview Tool for Admissions: Essentials for the 2021 Application Cycle*, the AAMC may investigate the allegation.

Investigation Procedures and Consequences

Alleged violations of the Interviewee Agreement may be investigated in accordance with the [Policies and Procedures for Investigating Reported Violations of Admission and Enrollment Standards, incorporated by reference](#):

- At its sole discretion, the AAMC may place the applicant's video responses on hold while it conducts an investigation.
- Any applicant who is the subject of an investigation by the AAMC shall fully cooperate with the AAMC 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. Applicants 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 applicant, to legitimately interested parties, including all persons or agencies to which the applicant has instructed that AMCAS applications be sent, both presently and in the future.
- The AAMC also may elect to cancel an applicant's videos when there is reason to believe that the videos are invalid or the applicant has engaged in behavior that violates the Interviewee Agreement. The AAMC also may elect to suspend an individual's eligibility to interview 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](#), this section shall take precedence.

Reporting Potential Violations

It is in the interest of all applicants to report the questionable behavior of others. Committing a violation could provide an unfair advantage to an unethical and potentially unqualified applicant not only during the AAMC VITA but also during the medical school admission process.

Reports of violations of the Interviewee Agreement, cheating, disclosure of confidential AAMC VITA, wrongdoing, and other actions, or alleged actions that undermine the integrity of the AAMC VITA interview, 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 processes.

Please report all potential violations to VITAinvestigations@aamc.org.

Arbitration

By accepting the terms of the Interviewee 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 VITA interview. 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 9: Contact Us

Specialists are available to assist you with the AAMC VITA process, policies, and procedures and resolve your question or concern. Please allow two business days for a reply to your email.

<p>Accommodations</p>	<p>Request for Accommodations form: aamc.org/VITAaccommodations</p> <p>Questions? Email: VITAaccommodations@aamc.org</p>
<p>AAMC VITA Questions</p>	<p>askVITA@aamc.org</p> <p>aamc.org/vita</p>
<p>Technology Issues</p>	<p>Technology Issue Report Form: The technology review form will be made available on Aug. 6, 2020 (tentative).</p>
<p>HireVue Technical Questions</p>	<p>HireVue has professionals ready to assist you 24/7 with any technical issues before or during your interview. Please reference the HireVue code displayed at the bottom of your personalized email invitation.</p> <p>Email: support@hirevue.com Phone: 800-655-4106 (U.S.) 001-801-316-2910 (outside U.S.)</p>