



National Board for
**PROFESSIONAL
TEACHING
STANDARDS®**

Assessment Center

POLICY AND GUIDELINES

*National Board Certification
Promotes Better Teaching,
Better Learning, Better Schools*

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WHAT'S NEW?

If you are applying for National Board Certification in 2008, you will be able to complete your assessment center exercises from January 5, 2009 through June 15, 2009.

The following changes will make it easier for you to schedule, prepare for, and complete the assessment center exercises in 2009:

- ✦ Pearson VUE will administer assessment center exercises at computer-based assessment centers called Pearson Professional Centers (PPCs). Assessment center exercises for all certificate areas (including Music and World Languages Other than English, which previously required testing at a supplemental site) will be administered at PPCs.
- ✦ You can schedule, cancel, and reschedule assessment center appointments online through the Pearson VUE Web site or by telephone through the Pearson VUE Call Center (available late 2008).
- ✦ You may access the *Step-By-Step Online Scheduling Guide* on the Pearson VUE Web site.
- ✦ You may take an online tour of a Pearson Professional Center on the Pearson VUE Web site.
- ✦ You may access a hands-on tool on the Pearson VUE Web site to prepare for the assessment center experience (available late 2008).

You are encouraged to read this publication carefully and refer to the following Web sites for up-to-date information about NBPTS assessment center policies.

www.nbpts.org

NBPTS Web site

www.pearsonvue.com/NBPTS

Pearson VUE Web site for National Board Certification candidates



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About the Assessment Center Exercises and Process

The assessment center exercises are specifically designed to measure accomplished understanding of the kind of content that portfolio entries are not likely to demonstrate. The exercises are designed to assess your content knowledge that supports quality instruction in the classroom on a daily basis.

The exercises may cover the entire developmental age range included in the certificate. You are expected to demonstrate knowledge of developmentally appropriate content necessary to teach across the full age range and ability level of the certificate area. Exercises can focus on a range of elements germane to the content knowledge outlined in the Standards for your certificate area.

For additional information about the exercises for your certificate area, refer to the assessment center exercise descriptions and your certificate-specific Scoring Guide, available on the NBPTS Web site at www.nbpts.org.

Refer to the following table for a step-by-step overview of the assessment center process to guide you in locating information to complete each step.

Step-by-Step Overview of the Assessment Center Process	Page
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Before Scheduling Your Assessment Center Appointment

Receiving and Reviewing Your Authorization to Test

After NBPTS receives and accepts your completed eligibility forms and full assessment fee payment, you will receive an Authorization to Test (ATT) confirming that you are eligible to schedule your assessment center appointment. The ATT lists the following identifying information:

- ✧ Your full name
- ✧ Your mailing address (on the letter accompanying your ATT)
- ✧ Your testing window (dates during which you must complete the assessment center exercises)
- ✧ Your NBPTS candidate ID number
- ✧ Your two-digit certificate number and certificate area name
- ✧ Your specialty area, if applicable (see below)

In addition to listing your certificate area, your ATT will list the specialty area you selected for your certificate area. Following is a list of certificate areas with specialty areas. Please check your ATT to ensure that you selected the correct certificate area and specialty area.

Certificate Areas	Specialty Areas
EAYA/Career and Technical Education	<ul style="list-style-type: none"> ✧ Agriculture and Environmental Science ✧ Arts and Communications ✧ Business, Marketing, Information Management, and Entrepreneurship ✧ Family and Consumer Sciences ✧ Health Services ✧ Human Services ✧ Manufacturing and Engineering Technology ✧ Technology Education
EMC/English as a New Language	<ul style="list-style-type: none"> ✧ Path 1: EC/Generalist, MC/Generalist ✧ Path 2: English Language Development Specialist
EAYA/English as a New Language	<ul style="list-style-type: none"> ✧ Path 1: EA or AYA Mathematics, Science, or Social Studies/History ✧ Path 2: English Language Development Specialist
ECYA/Exceptional Needs Specialist	<ul style="list-style-type: none"> ✧ Deaf/Hard of Hearing ✧ Early Childhood ✧ Mild/Moderate Disabilities ✧ Severe and Multiple Disabilities ✧ Visual Impairments

Certificate Areas	Specialty Areas
EMC/Music	<ul style="list-style-type: none"> ✘ Band ✘ Orchestra ✘ Vocal
EAYA/Music	<ul style="list-style-type: none"> ✘ Band ✘ Orchestra ✘ Vocal
AYA/Science	<ul style="list-style-type: none"> ✘ Biology ✘ Chemistry ✘ Earth and Space Science ✘ Physics
EAYA/World Languages Other than English	<ul style="list-style-type: none"> ✘ French ✘ Spanish

You must confirm that the information appearing on your ATT is correct. If you need to make a change to the information on your ATT, refer to the instructions in the table below. Do not schedule your assessment center appointment until all information is correct.

Please note that the name on your ATT must exactly match the name on the photo ID you are required to bring to the assessment center (see page 10 for identification requirements).

Type of Change	How to Change
Certificate Information	To change your certificate area or specialty area, call 1-800-22TEACH SM . Allow 10 business days for the change to be processed.
Candidate Name	<p>Send a written request along with a copy of a valid driver's license enlarged to 200% to:</p> <p style="text-align: center;">NBPTS Processing Center 11827 Tech Com Way, Suite 200 San Antonio, TX 78233 (888) 811-3514 (fax)</p> <p>Allow 10 business days for the change to be processed.</p>
Mailing Address	Update your NBPTS account information online in <i>My Profile</i> at www.nbpts.org/myprofile

Call 1-800-22TEACH if you require an updated ATT.

Requesting Testing Accommodations

The NBPTS program is committed to serving candidates with disabilities by providing services and reasonable accommodations that are appropriate given the purpose of the assessments. All requests for accommodations must be approved in accordance with NBPTS policies and procedures.

It is the policy of the National Board for Professional Teaching Standards to comply with the Americans with Disabilities Act (ADA) of 1990 regulations governing both facilities and administration.

If you are requesting an accommodation under the ADA for the assessment center component of the National Board Certification process, you must submit your request using the Request for Testing Accommodations Form, which is available on the NBPTS Web site at **www.nbpts.org**.

NBPTS must review and approve all requests for accommodations before you schedule your assessment center appointment. Early requests will provide NBPTS with time to arrange for approved accommodations.

If you do not mail your Request for Testing Accommodations Form for the assessment center exercises by April 1, you may lose the opportunity to complete the process in your assessment year. Should this occur, you would be responsible for any related fees.

Scheduling Your Assessment Center Appointment

Making Your Appointment

As soon as you receive your ATT, you can schedule your assessment center appointment either online or by telephone. See "Certificate-Specific Exceptions" below for additional information.

Because some assessment centers might fill up early, you are encouraged to schedule your appointment as far in advance as possible. Plan ahead to ensure that you are able to secure an appointment within your testing window. You must schedule your appointment at least one business day (24 hours) in advance.

You may select your first and second choice assessment center locations before scheduling your assessment center appointment. A list of Pearson Professional Centers is available by selecting "Locate a Test Center" on the Pearson VUE Web site at www.pearsonvue.com/NBPTS.

Before scheduling your appointment, be sure that you have your ATT so that you can provide your name and your NBPTS candidate ID number exactly as they appear on your ATT.



To schedule your assessment center appointment online:

Go to the Pearson VUE Web site at www.pearsonvue.com/NBPTS and click on "Schedule a Test."



To schedule your assessment center appointment by telephone:

Call the Pearson VUE Call Center at (888) 288-3028 Monday–Friday, 7:00 a.m.–7:00 p.m. CST (excluding holidays).

After you have made your appointment, you will receive a confirmation letter that includes the date and time of your appointment as well as directions to the assessment center. If you provided an e-mail address when you scheduled your appointment, the confirmation will be sent by e-mail; otherwise, it will be sent via U.S. mail. Check your confirmation letter to make sure that all information provided is correct. If you identify any discrepancies with your appointment information, contact Pearson VUE at (888) 288-3028.

Certificate-Specific Exceptions

Art candidates. If you are a first-time candidate or if you are retaking Exercise 1, you must bring to your assessment center appointment the art product you have created. You may wish to consider waiting to schedule your assessment center appointment until you have received materials for creating your art product.

Creation of the art product takes a minimal amount of time. You will receive instructions and materials for creating the art product in the same mailing as your ATT.

World Languages Other Than English (WLOE) candidates. You must schedule your appointment by telephone. When you call, ask to speak to the Accommodations Program Coordinator to schedule to test in a private room.

Scheduling Appointments with Approved Accommodations

You may schedule your appointment after you have received a confirmation of your approved accommodations. You must schedule your appointment by telephone. When you call, ask to speak to the Accommodations Program Coordinator.

Rescheduling Your Appointment with 24 Hours or More Notice

If you wish to change the date, time, or location of your assessment center appointment, you may reschedule your appointment on the Pearson VUE Web site at **www.pearsonvue.com/NBPTS** or by calling the Pearson VUE Call Center at (888) 288-3028.

If you are taking a WLOE assessment or you have been approved for accommodations, you must reschedule by telephone.

The deadline for rescheduling your assessment is one business day (24 hours) before your scheduled testing time. There is no fee for rescheduling an assessment center appointment if you meet this 24-hour requirement; however, dates, times and locations may be limited.

Canceling Your Appointment

You may cancel an existing assessment center appointment on the Pearson VUE Web site at **www.pearsonvue.com/NBPTS** or by calling the Pearson VUE Call Center at (888) 288-3028. The deadline for canceling your assessment is one business day (24 hours) before your scheduled testing time.

If you are taking a WLOE assessment or you have been approved for accommodations, you must cancel by telephone.

Canceling your appointment will NOT cancel your eligibility in the testing year in which you apply, but to maintain your eligibility, you must reschedule your appointment within your authorized testing window. If you must cancel less than 24 hours before your appointment, you will forfeit your ATT and must contact NBPTS for reinstatement.

Rescheduling Your Appointment If You Do Not Cancel 24 Hours in Advance

If you do not cancel 24 hours before your scheduled appointment, you will forfeit your ATT and will need to contact NBPTS for reinstatement. If you wish to reschedule your appointment, you will be charged a \$175 fee. NBPTS will bill you for this amount, which must be paid within 30 days.

You can reschedule by going to the Pearson VUE Web site at **www.pearsonvue.com/NBPTS** or by calling the Pearson VUE Call Center at (888) 288-3028. If you are taking a WLOE assessment or you have been approved for accommodations, you must reschedule by calling the Pearson VUE Call Center.

Not Taking Your Assessment Center Exercises Within Your Authorized Testing Window

You will fail to test within your authorized testing window if you:

1. cancel your appointment without rescheduling
2. schedule your appointment and do not show up
3. fail to schedule your appointment.

In all three cases, you will have to apply as a retake candidate for the subsequent testing window and pay the associated fees.

NOTE: Many third-party payers require completion of six scorable assessment center exercises and four portfolio entries for first-time candidates. You may sustain financial penalties if not all are completed within your authorized testing window.

Deferring Your Assessment Center Exercises

Only first-year retake candidates may defer completion of the retake exercises for one year as long as they have

1. remained eligible as a candidate, and
2. paid the retake fee for one or more assessment center exercises.

If you schedule an assessment center appointment and do not attend your appointment or request a deferment, your retake fee will be forfeited.

To defer any exercise, access your online NBPTS account via *My Profile* on the NBPTS Web site and complete the deferral process. Deferment must be made no fewer than 10 business days before your scheduled appointment. If you have not yet scheduled an appointment, deferment must be made no fewer than 10 business days before the end of your authorized testing window.

Preparing for the Testing Experience

Reviewing the Exercises

To become familiar with the content of the assessment center exercises, review the exercise descriptions for your certificate area, available at www.nbpts.org. You should also review the additional resource materials, including retired prompts, provided in the Scoring Guide for each certificate area, also available at www.nbpts.org.

Preparing for Your Testing Experience

The Pearson VUE Web site at www.pearsonvue.com/NBPTS offers the following resources to help you become familiar with the administration of the assessment center exercises:

- ✧ **Step-By-Step Online Scheduling Guide.** Online scheduling with Pearson VUE is a two-step process. The first step is to create a "Web account" which contains your user profile. When you have completed the first step, you will receive an e-mail that allows you to continue to the second step. In many cases, you will be able to schedule your assessment center appointment immediately after creating a Web account. The second step is to schedule (and, if necessary, pay for) your assessment appointment.
- ✧ **Pearson Professional Centers Tour.** The online tour provides a floor plan of an assessment center with photographs of and information about each area in the center as well as descriptions of assessment center procedures and a short video of a Pearson Professional Center testing session.
- ✧ **Hands-On Testing Experience** (available late 2008). This online tool contains representative NBPTS content and navigation functions designed to help you prepare for the assessment center experience. The tool is interactive, so you can experience how to scroll through an exercise and use the mouse and word-processing software.

What to Expect on the Test Day

Reporting to the Assessment Center

Plan to arrive at the assessment center **at least 30 minutes before** your scheduled appointment time. Friends or relatives who accompany you will not be permitted to wait in the assessment center or contact you while you are testing.

If you arrive at the assessment center more than **30 minutes after** the scheduled start of your appointment, you may not be admitted to the assessment center. If you are not admitted, you will be considered absent (see the absentee policy below).

Be prepared for varying room temperatures. You may wish to dress in layers to adjust to fluctuations in temperature or other environmental issues that the assessment center administrators cannot control.

- ✧ Upon arriving at the assessment center, you will be required to show your photo ID with signature.
- ✧ After checking in, you will be asked to provide a digital signature and will be electronically fingerprinted and photographed.

These processes are for identification purposes only. The information is kept confidential and is not shared with any organization.

Assessment Center Attendance Policies

Policy	Description
Late Arrivals	It is essential that you report to your assessment center appointment no later than the appointment time listed on your confirmation letter. If you arrive more than 30 minutes after your scheduled appointment time, you may not be admitted to the assessment center. If you are not admitted to the assessment center because you arrived late, you will be considered absent (see the absentee policy below).
Absentees	<p>If you miss your appointment or fail to cancel at least one business day (24 hours) prior to your appointment, you will be considered absent. In this case, you must have your ATT reinstated before you can schedule a new appointment.</p> <p>The reinstatement process involves contacting NBPTS to be reinstated and remitting the reinstatement fee of \$175. For complete information about the reinstatement process, refer to the NBPTS Web site at www.nbpts.org.</p> <p>Once your ATT is reinstated, you must schedule your new appointment within the same testing window as the appointment you missed.</p>

Policy	Description
Center Cancellation or Delay	On occasion, weather conditions or other circumstances beyond the assessment center administrators' control (such as a fire drill, power outage, etc.) may cause a cancellation of or a delayed start to the assessment center appointment. In the event of a cancellation, you will be contacted by phone and allowed to reschedule your appointment. If a delay extends beyond 30 minutes, you will be given the option to wait or reschedule your appointment.

What to Bring to the Assessment Center

Identification Requirements

You must bring personal identification that includes a recent photograph and your signature.

IMPORTANT: To gain admission to the assessment center, your first and last name on the ID must match the name on your ATT. If the names do not match, you will not be admitted to the assessment center and you will be considered absent (see the absentee policy on page 9).

Acceptable forms of identification include the following:

- ✦ Driver's license with photograph and signature
- ✦ Passport with photograph and signature
- ✦ State identification with photograph and signature
- ✦ National identification with photograph and signature
- ✦ Military identification with photograph and signature
- ✦ Alien Registration Card (green card, permanent resident visa)

Unacceptable forms of identification include any expired ID, draft classification cards, credit cards of any kind, Social Security cards, student IDs, international drivers' licenses, international student IDs, notary-prepared letters or documents, employee identification cards, learners' permits or any temporary identification cards, and automated teller machine (ATM) cards.

Minor name discrepancies may be allowed at the assessment center (for example, a one-letter difference or a transposed first and last name, a variation of a given name [e.g., Mike vs. Michael, Sue vs. Suzanne, middle name vs. maiden name]). If the name on your photo ID does not exactly match the name that appears on your ATT and assessment center appointment confirmation letter, call NBPTS immediately at 1-800-22TEACH.

Certificate-Specific Requirements

If you are a candidate in EMC/Art, EAYA/Art, EA/Mathematics, AYA/Mathematics, EMC/Music, EAYA/Music, EA/Science, AYA/Science, or EAYA/World Languages Other than English, you must bring the candidate ID bar code labels provided with your ATT (not the labels received in the portfolio box).

If you are an Art candidate, you must bring the art product you created (using the instructions and materials that you received in the same mailing as your ATT) in the plastic bag that was sent to you. You may attach the labels to the plastic bag before you arrive at the assessment center.

Assessment Center Rules

It is your responsibility to comply with all assessment center rules and procedures, and failure to do so can result in the cancellation or disqualification of your assessment center exercises. If this should be necessary, you will not receive a score report or a refund of your fees.

IMPORTANT NOTICE REGARDING CONFIDENTIALITY: You must read the details of the National Board's "Certification Denial and Revocation Policy" on the NBPTS Web site at www.nbpts.org. To ensure fairness for all, you should protect the integrity of the assessment by keeping all content information confidential and by reporting anyone in violation of this agreement to NBPTS at 1-800-22TEACH. Please refer to "Taking the Assessment" on page 13 for additional information.

Materials Permitted in the Testing Room

You are permitted to bring only the following materials into the testing room:

- ✦ Photo identification
- ✦ Art product in a plastic bag (EMC/Art and EAYA/Art candidates only)
- ✦ Candidate ID bar code labels received with your ATT (EMC/Art, EAYA/Art, EA/Mathematics, AYA/Mathematics, EMC/Music, EAYA/Music, EA/Science, AYA/Science, and EAYA/WLOE candidates only)
- ✦ Response booklet (see "Response Booklets for Mathematics, Music, Science, and WLOE" on page 12)
- ✦ Number 2 pencil (provided at the assessment center for Mathematics, Music, Science, and WLOE candidates only)
- ✦ Erasable noteboard and pen (provided to candidates at the assessment center)
- ✦ Minor comfort aids, such as those described in the *Request for Testing Accommodations Form and Instructions*
- ✦ Online scientific calculator (provided to candidates in certain certificate areas). No other calculators are permitted in the assessment center.

Photocopies of any materials, whether provided by NBPTS or others, are not permitted. Absolutely no materials other than those listed above are permitted.

Scratch paper is not allowed in testing rooms. You will receive an erasable noteboard and pen that may be replaced as needed during testing but may not be removed from the testing room. You should have nothing on your computer table except (1) an erasable noteboard and pen, (2) your identification, (3) an NBPTS-approved response booklet and pencil (if applicable), and (4) your art product (if applicable).

Response Booklets for Mathematics, Music, Science, and WLOE

If you are a Mathematics or Science candidate, you will have the opportunity to supplement your responses with graphs or diagrams in a response booklet containing graph paper. If you are a Music candidate responding to specific Music exercises, you will be required to write in musical notation in a response booklet containing lined pages. If you are a WLOE candidate, you may be asked to use a response booklet when composing your answers. You will receive these response booklets at the assessment center when you check in.

At the assessment center, you will also be prompted to provide the proper identifying information on your response booklet as follows:

1. Affix a candidate ID bar code label (provided with your ATT) to the front cover of your response booklet.
2. Write your candidate information in the spaces provided on the front cover of your response booklet, including your name and candidate ID number.
3. Begin each exercise on the first page of the corresponding tab in the response booklet.
4. Write your candidate ID number on the first page of the booklet and on the first page of the exercise to which you are responding.
5. Write the exercise title and the related prompt number in the response booklet on each page where you provide a written response.

Handwritten responses submitted by candidates in certificate areas other than Mathematics, Music, Science, and WLOE will not be scored.

Duration of Assessment Center Appointments

First-Time Candidates

Assessment center appointments for all first-time candidates are 3 hours and 40 minutes in length, with three hours of actual assessment time allotted for the six 30-minute exercises. Time is also allotted for checking in, reviewing the computer tutorial, taking a short break, and completing a candidate survey. The table below shows the testing session schedule for first-time candidates.

Task	Task Time Allotted
Nondisclosure agreement	5 minutes
Computer tutorial	10 minutes
Exercises 1–3	90 minutes
BREAK	15 minutes
Exercises 4–6	90 minutes
Candidate survey	10 minutes
Total Time of Testing Session	3 hours, 40 minutes

Retake Candidates

The length of the testing session for retake candidates depends on the number of exercises being taken. For all candidates, time is allotted for checking in, taking the computer tutorial, and completing a candidate survey. If you are taking more than three exercises, there will be a short break after you complete the third exercise. The table below shows the testing session schedule and total testing session times for retake candidates.

Task	Time Allotted	Total Time of Testing Session
Nondisclosure agreement	5 minutes	
Computer tutorial	10 minutes	
First exercise (if necessary)	30 minutes	45 minutes
Second exercise (if necessary)	30 minutes	1 hour, 15 minutes
Third exercise (if necessary)	30 minutes	1 hour, 45 minutes
BREAK (if necessary)	15 minutes	
Fourth exercise (if necessary)	30 minutes	2 hours, 30 minutes
Fifth exercise (if necessary)	30 minutes	3 hours, 0 minutes
Sixth exercise (if necessary)	30 minutes	3 hours, 30 minutes
Candidate survey	10 minutes	3 hours, 40 minutes

During and After the Testing Session

After checking you in, the assessment center administrators will explain the rules and then escort you to an assigned workstation. You must remain in your assigned seat during the assessment, except during the authorized break (see "Duration of Assessment Center Appointments" on page 12 for the testing session schedule). If you leave the testing room for any reason, you will be electronically fingerprinted before leaving and again before re-entering.

Every reasonable effort is made to minimize noise and other distractions in the testing room. Earplugs will be available to reduce ambient noise. Because the assessment center you attend may deliver tests other than those related to National Board Certification, it is possible that other test takers may be starting and finishing their exams at different times.

Taking the Assessment

Music candidates. Aural stimuli are used in three Music exercises, and one Music exercise requires a candidate response written in musical notation. For the exercises requiring aural stimuli, audio files are embedded in the computer software and you will listen to clips using headphones provided at the assessment center.

WLOE candidates. Your first exercise includes an oral component that will be recorded at your computer. To maintain a quiet testing environment for the other candidates, WLOE exercises will be administered in a separate room at the assessment center.

All candidates. Before you begin the assessment center exercises, you will be required to approve a nondisclosure agreement presented on the computer. If you do not approve of the agreement, you will not be permitted to take the assessment. In the agreement, you commit to maintaining the full confidentiality of all assessment content information, specifically agreeing not to reproduce or disclose any content information, in whole or in part, to any person or entity. If you do not approve the nondisclosure agreement, the assessment will be terminated. Failure to adhere to this agreement will subject you to serious consequences, up to and including legal prosecution.

Next, you will take a short tutorial orienting you to the computer software and administration of the assessment center exercises. (Note that you will have access to a hands-on tool to prepare for the assessment center experience before your assessment center appointment. This can be accessed on the Pearson VUE Web site at www.pearsonvue.com/NBPTS.)

Finally, you will begin the exercises. Exercises are timed and presented one at a time. At the start of each exercise, the available response time will display as 30 minutes and 00 seconds. The clock will continue to show the time remaining for that exercise. You may minimize the display of the running time up until the point where the five-minute warning appears. From that point forward the running time will remain visible on the screen.

Each assessment center exercise will consist of one or more prompts or questions designed to elicit evidence of your content knowledge related to the focus of the exercise. A scenario or student profile may be presented for you to consider before you respond to a prompt or set of prompts within an exercise. The exercises may ask you to provide a specific number of examples as part of your response. You should submit only the number of examples requested because assessors will only evaluate the number requested. Assessors will be looking for the depth and quality of your examples, not the quantity you provide.

During the assessment, if you need assistance with the screen's brightness or contrast, experience computer problems, or need another erasable noteboard or pen, raise your hand to notify assessment center administrators.

Not Completing Your Assessment Center Exercises

When you take your assessment center exercises, you must open and attempt to respond to each prompt of the exercises for which you have registered. If you do not open and attempt a prompt, you will receive a "No Score" and, as a result, you will need to apply as a retake candidate.

NOTE: Many third-party payers require completion of six scorable assessment center exercises and four portfolio entries for first-time candidates. You may sustain financial penalties if not all are completed within your authorized testing window.

After the Assessment Center Exercises

Following the assessment center exercises, you will take a survey about your assessment center experience. There is time allocated for this in the testing session and it does not take time away from the time allotted for responding to the assessment center exercises.

Completion of Your Assessment Center Appointment

Before you leave the testing room, the assessment center administrators will collect your erasable noteboard and pen and all testing materials, including, if applicable, your response booklet and your art product. You will be electronically fingerprinted again before leaving the assessment center.

Reporting Assessment Center Problems

Before leaving the assessment center, you are encouraged to immediately report any problems or incidents to the assessment center administrator, who is required to file a report of the incident. These incident reports are reviewed by NBPTS on a regular basis.

If the administrator is unable to resolve the problem, you may call NBPTS at 1-800-22TEACH from the assessment center. Customer support representatives are available Monday—Friday, 8:00 a.m.—6:00 p.m. CST. Be prepared to provide details of your experience.

You must notify NBPTS in writing within seven days of attending your appointment of any complaints or problems that might result in a deviation from required testing procedures. If you do not submit your complaint in writing within seven days, you will not be able to appeal your score based on that complaint.

To report an assessment center problem to NBPTS, detail the situation in writing and submit to:

NBPTS Processing Center
11827 Tech Com Way, Suite 200
San Antonio, Texas 78233
(888) 811-3514 (fax)

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