

AI Chatbot FAQs

What is the AI Chatbot?

- A new AI-powered tool on the National Board website that helps users quickly find answers about National Board Certification anytime they need them.
- Available 24/7 at nbpts.org. Click the purple chat icon to get started.

What types of questions is this AI Chatbot designed to answer most effectively?

- It is designed specifically to answer general questions about National Board Certification, standards, and component instructions. For more detailed questions, it will guide users to Customer Support.

Is it accurate?

- The AI Chatbot only uses official National Board documents as its source. It does not search the internet or pull from outside content.
- While the AI Chatbot is designed to provide accurate and reliable information based on its database, it will include a disclaimer to set appropriate expectations for users.

Is it secure?

- The AI Chatbot is not designed to collect or store personal information. Users should avoid entering sensitive or personal details.

Who can use it?

- Anyone visiting nbpts.org. No login or account required.

What if it doesn't answer someone's question?

- The user should rephrase their question or add more detail.
- If they still need help, the AI Chatbot will direct them to Customer Support. They can call, submit a web form, or chat with a live agent during business hours.
- Customer Support agents **do not** have access to AI Chatbot conversations.

Can I use the AI Chatbot to generate Component 1 test items for my certificate area?

- **No.** The National Board provides candidates with Component 1 Sample Items and Scoring Rubrics for each certificate area. This document includes sample assessment center selected response items and answer key, constructed response exercises, and the scoring rubric used to assess each constructed response exercise. The specific certificate area standards and these resources are intended to support your understanding of the standards that will be assessed, the exam format, the types of tasks you may be asked to complete, and performance expectations.

Can I use the AI Chatbot to answer specific questions about certificate-area content?

- **No.** Submit all your specific certificate-area questions to our Customer Support team via the [Customer Support Web Form](#).

Can I use the AI Chatbot to upload my component submission and get feedback?

- **No.** This is not an acceptable use of AI according to the National Board's AI Instructions. You won't be able to obtain feedback, generate scores, or attempt to improve assessment outcomes. You are encouraged to seek human feedback from a colleague on your entries. However, under no circumstances may you or others upload, submit, or otherwise provide your component submissions, including Component 1: Content Knowledge, to any artificial intelligence system or tool for any purpose, including but not limited to generating transcripts of videos, obtaining feedback, generating scores, or attempting to improve your assessment outcomes.
- The National Board's detailed [AI Instructions](#) and [Component 1: Artificial Intelligence Instructions and Published Materials](#) are available for your reference.

Can the AI Chatbot tell a candidate which certification area is right for them?

- **No.** The National Board for Professional Teaching Standards offers 25 certificates across 16 disciplines and four developmental levels. Candidates should carefully consider which certificate best aligns with their teaching context, as they will be required to collect evidence specific to that certificate. Candidates should review [Choosing the Right Certificate](#) to determine which certification is right for them.

Can the AI Chatbot make Professional Learning Facilitator resources and materials I can use with my candidates?

- The AI Chatbot is intended to help users quickly find answers about National Board Certification. Sharing, publishing, or uploading secure assessment materials to AI is not permitted. The AI Chatbot is not intended to replace the human and collaborative nature of PLF support.