

NATIONAL BOARD

for Professional Teaching Standards®

April 17, 2020

Q&A

Q. What is the issue?

A. After score release in December 2019, it was determined that some candidates did not have at least one of their three portfolio components double scored, per National Board policy. This issue affected a small number of candidates that submitted portfolio components in 2018 and 2019. Please note: All scores provided by assessors are accurate—this was a technical issue with the portfolio selection algorithm that selects portfolio components for double scoring.

Q. Was this a software error or did the human scorers make mistakes?

A. The issue was an error in the software algorithm that selects which portfolio components will be double scored by assessors. After portfolios are submitted, this selection algorithm is run to randomly identify portfolios for double scoring and then the portfolios are loaded into a system to be scored by assessors. In some cases, portfolios that should have been identified to be scored by a second assessor were not identified.

Q. What is double scoring?

A. Double scoring is when a component is scored by two different assessors. National Board [policy](#) is and has been that at least one portfolio component will be randomly identified for double scoring. When there is a second score for a portfolio, it is averaged with the first score and can result in the overall score for the portfolio to go up, go down or stay the same. The scores from all components are used in making a certification decision.

Q. What was the impact?

A. As soon as we identified the selection algorithm issue, we conducted a thorough review to confirm which candidates did not have at least one portfolio component double scored. A special scoring project was then conducted to provide the additional component score for affected candidates. Although double scoring results in some calculated scores increasing, some scores decreasing and some scores staying the same, we are only updating scores for candidates that benefited from this additional score data. All other scores for all other candidates remain unchanged. Note: all retake portfolios and all non-Renewal decisions are double scored and this score data was not affected by the selection algorithm issue.

Q. What is the National Board doing to remedy those affected?

A. All candidates who benefitted from the second score have received an updated score report and, in some cases, a revised certification decision. We have notified impacted candidates of the various remedies we are offering pursuant to their specific situation.

Q. What is the National Board doing to make sure this doesn't happen again?

A. The scoring algorithm software has been corrected and is being thoroughly tested. Additional quality checks will be implemented after the selection algorithm is run each year to ensure that all candidates have at least one portfolio component double scored according to scoring policy.

Q. How many people were affected?

A. A small number of candidates who submitted portfolio components did not have at least one portfolio double-scored. All impacted candidates submitted portfolios in 2018 and 2019.

Q. How do I check to see if I was impacted?

A. If you were affected, we have emailed you regarding your updated scores. Note: you may log into your National Board account to review your score report at any time.

Q. I completed the certification process and didn't certify. How do I know if I should have certified?

A. All scores assigned by assessors are accurate-- this was a technical issue with the portfolio selection algorithm. This issue affected a small number of candidates that submitted portfolio components in 2018 and 2019. We completed a thorough investigation and are confident that we have identified all candidates who did not receive a second score of at least one portfolio. All impacted candidates have been notified.