

Score Release FAQs for Renewal Candidates

Q: When will I receive my renewal decision?

A: We anticipate renewal results will be released in November. When an exact date is identified, our website will be updated. Monitor <https://www.nbpts.org/national-board-certification/candidate-center/score-release/> for updates.

Q: How will I receive my renewal decision?

A: We will release your renewal decision to you via your personal National Board [account](#). Note: On the day of, and approximately 2-3 days following score release, you will only have access to your score report. All other aspects of your National Board account, including payments and applications, will be unavailable.

Q: What preparations should I make in advance of the release of my renewal decision?

A: Please take a moment to:

- Log in to your National Board [account](#) to ensure you recall your username and password. If necessary, reset your Password or retrieve your User Name by clicking “Forgot User Name” or “Forgot Password”. Special characters, e.g., asterisks, exclamation points, dashes, periods, etc., cannot be part of your login credentials. (Note: Failure to confirm your username and password prior to the date of score release could result in delayed access to your score report.)
- Verify your preferred contact information (address, telephone number, and email address) and school district information is accurate and up to date.
- Familiarize yourself with the scoring process by reviewing Renewal at a Glance at <https://www.nbpts.org/national-board-certification/candidate-center/renewal-candidate-resources/>

Q: How are renewal decisions determined?

A: One or more NBCTs independently and holistically evaluate the three interrelated components and reflection, which constitute the Profile of Professional Growth, as a single entity. Assessors are trained extensively to evaluate this body of information and to minimize the effects of personal biases on the decision they make when viewing the evidence. Based on the entire body of evidence that you as the renewal candidate submit, assessors then make a single decision—to renew or not renew. To learn more about the evaluation process, review the Renewal at a Glance located at <https://www.nbpts.org/national-board-certification/candidate-center/renewal-candidate-resources/>.

Q: I didn't achieve Renewal.

A: The majority of renewal candidates do successfully renew their National Board Certification. It's important that you understand why you didn't achieve Renewal.

- If you received an NS (non-scorable), do you understand why you received an NS?
- If you received a decision of "Not Renewed", you may review the "*Recommendations for Focus*" section of the [Renewal at a Glance](#) for guidance on understanding your Renewal Report and improving your submission with stronger evidence.

Connect with Customer Support at 1-800-22-TEACH.

Q: What are Recommendations for Focus?

A: If your certification is not renewed on the initial attempt, you will receive recommendations for focus generated as part of the evaluation process. These recommendations for focus are based on the evaluation rubric and specify key aspects of your submission that could be improved with stronger evidence. To learn more, review the Renewal at a Glance located at <https://www.nbpts.org/national-board-certification/candidate-center/renewal-candidate-resources/>.

Q: When will I receive my NBCT certificate?

A: Renewed NBCTs: In January, we will ship your new NBCT certificate to the preferred mailing address listed in your National Board account. To prevent delays in receiving your certificate, please confirm/update your preferred mailing address no later than two weeks after the release of your renewal decision.

Q: How will my name be printed on my NBCT certificate?

A: Renewed NBCTs: Unless you specify otherwise, we will print your certificate using only the first and last name listed in your National Board account. To make a change, click on the "Scores" link within your account and follow the prompts provided. You must submit your changes no later than two weeks after the release of your renewal decision; requests received after that date will be subject to a \$25 charge.