



## SCORE VERIFICATION SESSION INFORMATION

**What is a score verification session?** Score verification sessions, provided in accordance with Rules 6A-4.0021(11)(a)(b) and 6A-4.00821(10)(a)(b), Florida Administrative Code (FAC), allow examinees an opportunity to identify scoring errors that may result in a passing score. Score verification sessions are **NOT** an opportunity to submit new responses for test items, and they are **NOT** provided for study purposes. You will not be given the correct answers to the multiple-choice items you answered incorrectly, nor will you be provided with information on how to improve responses to performance sections. Note that you may not register for or attend a score verification session if your score for that test has been invalidated by the Department. An examinee who receives a "NOT PASS" result on a multiple-choice test and scores within ten (10) scale score points of the passing score (200) OR receives a "NOT PASS" result on a performance component subtest/section may request an appointment for a score verification session.

**When and where are sessions held?** Score verification sessions are available weekdays and Saturdays at the following computer-based test centers.

- Jacksonville – Pearson VUE Test Center 1060
- Miami – Pearson VUE Test Center 1061
- Orlando – Pearson VUE Test Center 1055
- Tallahassee – Pearson VUE Test Center 1063

**Do I need to register for a session?** Yes, score verification sessions are provided by appointment only and walk-ins **cannot** be accommodated. See "How do I register for a session?" below for more information.

### **REGISTRATION**

**How do I register for a session?** You can register for a score verification session through your account on the FTCE/FELE contractor website, [www.fl.nesinc.com](http://www.fl.nesinc.com). When your registration is complete, you will receive an admission ticket by email confirming the exact date, time, and location of your session.

**Is there a fee for a score verification session?** You must pay a \$75 fee at the time of registration, using a credit card (VISA or MasterCard or American Express) or a debit or check card that carries the VISA or MasterCard logo and that can be used without the entry of a personal identification number. If you cancel your session at least 24 hours in advance, you will be issued a refund.

**When can I register? What is the deadline for registering or attending a session?** You will not be able to register until your official score report is released. You have **30** days following the date of score release to register for a session. Sessions must be scheduled for a date no more than **45** days after the date of score release, but no sooner than 31 days after the test date. (Note that the score verification registration system will allow scheduling only within these eligible dates.)

**How do I change the date of my session?** If you need to reschedule your session date or time, visit the FTCE/FELE contractor website, [www.fl.nesinc.com](http://www.fl.nesinc.com), log in to your account, and select the new date or time. Registrations for your session can be changed as many times as you wish but **cannot** be scheduled beyond the allowable registration window. You must make changes to scheduled sessions at least 24 hours in advance.

**What if I need special accommodations?** During registration, you can request special accommodations. If you were approved for accommodations during your initial testing session, these same accommodations will be provided during your score verification session. No additional documentation is required.

If you have not previously requested accommodations, or if you wish to request accommodations different from those provided during your initial testing session, you **must** complete and return the "Alternative Testing Arrangements Request Form" and provide the required documentation. Review of your request may delay scheduling of your score verification session.

## **WHAT TO EXPECT AT A SESSION**

**What do I need to bring to my session?** You will need your admission ticket and a valid, unexpired, government-issued photo identification (ID) that includes your signature, such as a driver's license or state-issued ID card. All personal items must be stored in lockers provided at the site until the conclusion of your session.

**What happens in a score verification session?** Upon reporting to the test center, you will be signed in by a test administrator who will collect your palm vein image digitally for the purposes of identity verification. Before you start your session, you will be shown a brief video introducing the computer-based score verification process and explaining how to challenge the scoring of items you believe had a scoring error. Site staff members are not authorized to discuss test content or provide feedback once the session begins.

You will be shown only items you missed and the answers you provided; correct answers are not given. Session length is based on the number of multiple-choice items you missed, with 2 minutes allotted for each missed item. For example, if you missed 20 multiple-choice items, you will be allotted 40 minutes to review all 20 items. You may spend as little or as much of this time on each item as you choose; however, all item scoring challenges must be completed by the conclusion of the session time.

**What if my test included an essay, speaking, or speech portion?** You will be able to review performance sections, including essays, recorded oral responses, and speech videos. These sections are scored holistically, and no analytical marks or explanations will appear on your scored response. However, you will see the scores assigned by raters. One hour is allotted to review all performance sections of an exam. If you believe your response was scored incorrectly, you may request a score review.

**What is required for an item scoring challenge or score review request?** An item scoring challenge for multiple-choice sections must meet the following criteria; ***otherwise, it is considered an incomplete challenge and will not be reviewed.*** A multiple-choice item scoring challenge must:

- be written in English in clearly stated, complete sentences;
- address **all** of the answer choices, explaining in detail why you believe your answer choice is correct and why you believe **each** of the other answer choices is either incorrect or correct.

A score review request for performance sections must meet the following criteria; ***otherwise, it is considered an incomplete request and will not be reviewed.*** A score review request for performance sections must:

- be written in English in clearly stated, complete sentences;
- provide a detailed explanation as to why you feel your response was scored incorrectly.

## **AFTER YOUR SESSION**

**What happens next?** The Florida Department of Education will review complete challenges and requests and respond in writing within approximately 30 days. Please ensure that the email address you provided upon registration is up to date and functional. If you do not agree with the Department's response, you can request an administrative hearing in accordance with Section 120.57, Florida Statutes. Incomplete challenges and requests will not be reviewed.

**I missed my session. Can I reregister or get a refund?** If you miss your scheduled session because of an illness or injury, you must send a letter and any needed documentation to FTCE/FELE Customer Service within **15** days of your missed session date. If approved, you will be allowed to reschedule your session, but no refund will be provided. See the "Refund Policy" and "Absentee/No Show Policy" on the FTCE/FELE contractor website, [www.fl.nesinc.com](http://www.fl.nesinc.com), for details about the documentation you are required to submit with your letter. If you missed your session for a reason other than those stated in the "Absentee/No Show Policy," you will not receive a refund or transfer of fees.

**How soon after a score verification session can I retest?** While you can make your registration to retest at any time, the date of your retest session must be on or after the 31<sup>st</sup> calendar day after attending a score verification session.

**Questions?** Call FTCE/FELE Customer Service at (866) 613-3281 (toll free) or (413) 256-2893.