

## Answers to Frequently Asked Questions about ACT Score Reviews

### OPTION 1: Voluntary Cancellation of Scores

***What happens if my questioned scores are cancelled?*** If scores are cancelled for any reason, ACT sends a standard letter to everyone who officially received the scores directly from ACT, including high schools, colleges, and scholarship agencies. The letter informs them that the scores have been cancelled and directs them to remove the scores from their files. ACT generally does not inform official score report recipients of the reason for cancellation, and score report recipients are advised that scores are cancelled for many reasons, including disturbances at test centers, examinee illness, and mistiming of tests. Additional information may be shared if you have completed and returned an Authorization to Release Personal Information form.

***If I choose to cancel my scores, will it be viewed as admitting that I did something wrong?*** No, choosing to cancel is not viewed as an admission of wrongdoing. Examinees may choose this option for any number of reasons.

***What will my college, university or scholarship agency do if my questioned scores are cancelled?*** You need to speak directly to the institution to discuss possible consequences of a score cancellation.

***How do I select the cancellation option?*** Place an “X” next to Option 1 on the **Score Review Option Sheet** enclosed with this letter and return it to ACT Test Security by the due date in this letter.

### OPTION 2: Taking the Private Retest

***What happens to my questioned scores if I take a private retest?*** If your Composite score on the private retest is no more than three points lower than your questioned Composite score, we will consider the private retest to have confirmed the questioned scores. Both the questioned scores and the scores from the private retest will remain in ACT’s files and can be sent to score report recipients, and we will take no further action. ACT reserves the right to cancel private retest scores if we discover a testing irregularity related to the private retest. The results of your retest will be the final resolution of the score review. By selecting the private retest option, you waive the other options ACT is currently offering of presenting evidence to the Test Security Review Panel for consideration or appealing the Panel’s decision in arbitration.

***What if my private retest scores do not confirm the scores you are questioning?*** If the retest Composite score does not confirm your questioned scores, your questioned scores will be cancelled and the score review will be closed. ACT will notify everyone who officially received the scores directly from ACT, including high schools, colleges, and scholarship agencies, that the scores have been cancelled. The letter will inform the score report recipients that the scores have been cancelled and direct them to remove the scores from their files. ACT generally does not inform official score report recipients of the reason for cancellation, and score report recipients are advised that scores are cancelled for many reasons, including disturbances at test centers, examinee illness, and mistiming of tests. Additional information may be shared if you have completed and returned an Authorization to Release Personal Information form. The private retest scores will remain in our files and can be sent to score report recipients. Scores from other test dates that were not the subject of the score review will also remain in our files and can be sent to score report recipients.

***Can I take my private retest on a National test date?*** No, you may not take a private retest to confirm your scores on a National test date. You may confirm your scores only in a private retest arrangement scheduled through ACT Test Security. After you return the **Score Review Option Sheet** informing us of your decision to retest, we will send you written instructions with the name and contact information for the test supervisor who has agreed to administer the private retest. We generally do not inform the test supervisor of the reason for the test.

***I have already registered for another National test date. Can I go ahead and test?*** Yes, you may register for and take another National test. However, those scores cannot be used to confirm the scores we are questioning. Our offer to accept a confirming retest score is available only if you take a private retest arranged through Test Security. Additional National test scores would be added to ACT's files and are subject to regular reporting procedures.

***How much time do I have to retest?*** ACT will provide you several weeks from the date of the letter informing you of the test supervisor's contact information to schedule your private retest. It is your responsibility to contact the test supervisor and arrange a mutually convenient time for you to retest.

***Do I have to retest?*** No, retesting is just one of the options offered to you to resolve the concerns we have about the validity of your ACT scores. Selecting this option is not considered an admission of wrongdoing. If the retest results confirm the questioned scores, we will close the score review and you may keep the questioned scores as well as your retest scores.

***How do you calculate a confirming retest score?*** To confirm, your retest Composite score must be no more than three points lower than the questioned Composite score. For example, if your questioned Composite is a 21, we will consider a retest Composite of 18 or greater to be confirming. In this example, if the retest Composite score is 17 or lower, it is not confirming.

***Are you going to give me a special, harder test form?*** No, your test form will be a regular test form used by other examinees on other test dates. It will not be the same test form you used on your questioned test date.

***Do I have to pay to take the retest?*** No, this is a free, private retest.

***What happens to the new private retest scores?*** The results of the private retest will be added to ACT's files. At no cost to you, we will send reports of your private retest scores to up to four colleges or scholarship agencies if you enter the code numbers on your answer sheet at the time of testing. If you prefer to see the results of your private retest first, you may order and pay for score reports to be sent by using the "Send your scores" link on [www.actstudent.org](http://www.actstudent.org).

***Where should I retest?*** You may indicate on the enclosed **Score Review Option Sheet** that you prefer to take the retest at your own high school or another testing site that is a convenient location for you. If you choose to test at your own high school, please include the name and contact information for your high school counselor. If you choose a site other than your own high school, we will attempt to set up the test there with an individual who meets our eligibility requirements. However, we cannot guarantee a particular testing location. If we cannot arrange the retest at your first choice location, we will contact your second choice or other locations near you that meet our eligibility requirements.

***Do I need to take the writing test with my retest?*** No, you are not required to take the writing test with your retest. However, if your retest fails to confirm your questioned scores, all the scores from the test date in question will be cancelled, including the writing scores. You should check with the colleges you are interested in to see if a writing score is required before you decide whether to take the retest with or without the writing test.

***Can I select to take the writing test with my retest if I didn't take the writing test before?*** No, the option to take a private retest with the writing test is available only to examinees who took the writing test on the test date with their questioned test scores.

***What do you mean by "testing irregularity" related to the private retest?*** When you take a private retest, the same requirements apply to examinee behavior as on a National test date. Behaviors such as continuing to test after time has been called, having another person test for you, or using a prohibited calculator may result in your private retest answer sheet not being scored. At the time of testing, the test supervisor will read a more complete list of prohibited behaviors to you. Notify ACT Test Security in writing immediately after the test if you believe an irregularity outside of your control occurred (for example, mistiming) that affected the fairness of your retest. We must be notified immediately of your concerns so that appropriate action can be taken.

***How do I select the private retest option?*** Return the enclosed **Score Review Option Sheet** by the due date in this letter. Place an "X" next to Option 2 and tell us your first and second choice for a retest location, including an address or telephone number for those locations if known.

***When will I receive the retest results?*** You can expect to receive your retest results normally between two to four weeks after testing. After you have tested, your answer sheet will be scored. Once scoring is complete, a score report will be mailed to you. If you have an ACT web account, you can access your scores online at [www.actstudent.org](http://www.actstudent.org). ACT will also send you a letter notifying you that you have confirmed your questioned scores, or that your questioned scores have been cancelled because you did not confirm or because of a testing irregularity during the private retest. You should call us if you have not received your retest scores within 30 days of testing.

### **OPTION 3: Submitting Additional Information to ACT**

***I am considering providing additional information to ACT under Option 3. What should I send?***

This is your opportunity to provide us information and documentation to support your scores and explain the reasons you believe your questioned scores should not be cancelled. Send a personal statement in your own words along with a complete, up-to-date high school transcript. Your statement should address circumstances that may have affected your testing. For example, if you have lower previous scores, what changed? Why are the higher scores a better reflection of your academic achievement or strengths?

***What do you mean by "documentation?"*** Everything you provide us should relate to your explanation for your questioned scores, such as your academic preparation or events or circumstances related to a given test day. You may also submit letters from others such as parents, high school counselors, tutors, doctors, or teachers that support your statement.

**What do you mean by “complete high school transcript?”** Your complete transcript is a document you obtain from your high school that lists all the courses you have taken and the grades you have earned in high school. It should be as up to date as possible. It does not have to be a certified copy. If you have completed a semester or quarter that has not yet been added to your transcript, also send a copy of a report card that includes those grades. If you are currently in college or have taken college courses, you may also submit those courses and grades. You may send us the transcript along with your statement or ask your school to send or fax it to us. It is your responsibility to make sure the transcript is legible.

**What is arbitration?** If the Test Security Review Panel decides to cancel your scores, you may appeal the Panel’s cancellation decision to an independent third party through arbitration. The arbitrator is selected by the American Arbitration Association, a public service, not-for-profit organization dedicated to resolving disputes. See <https://www.adr.org> for more information about arbitration and the American Arbitration Association.

Through the American Arbitration Association’s procedures, you will have an opportunity to make a written submission disagreeing with the Panel’s decision. For more specifics, see the brochure titled *Procedures for Investigating Testing Irregularities and Questioned Test Scores*, available online at the following link: <http://www.act.org/aap/pdf/2015TestingIrregularity.pdf>

**How do I select the option to provide additional information?** Place an “X” next to Option 3 on the enclosed **Score Review Option Sheet** and return it to ACT Test Security, along with your transcript, statement, and any other documentation you wish to be considered, by the due date in this letter.

## General Frequently Asked Questions

**Why does ACT question score validity?** Over three thousand universities, colleges, scholarship agencies, and other institutions, as well as millions of examinees, rely on ACT scores to make important decisions. In order to maintain the integrity of reported scores, ACT regularly analyzes scores and questions scores when there is reason to believe they are invalid.

**What is the fastest way to resolve this matter?** Aside from choosing to cancel your scores, arranging for a private retest is typically the fastest way to resolve a score review.

**I already submitted the scores you are questioning for college admission and/or scholarships. Who do I need to tell about the score review?** It is up to you whether you share with anyone that your scores are under review. While your score review is pending, the scores we are questioning are not on hold. If you would like us to release information about your score review, you (or your parent if you are under eighteen) should complete the **Authorization to Release Personal Information** form and return it to us.

**What happens if I ignore letters from you?** ACT has reserved the right to cancel test scores when there is reason to believe the scores are invalid. In cases involving possible testing irregularities by individual examinees, our general policy is to give you a reasonable opportunity to respond to our questions and concerns. If you do not respond to our letters, we will cancel your questioned scores for non-response. ACT generally does not inform official score report recipients of the reason for cancellation, and score report recipients are advised that scores are cancelled for many reasons, including disturbances at test centers, examinee illness, and mistiming of tests. Additional information may be shared if you have completed and returned an Authorization to Release Personal Information form.

***What if I need more time to decide my choice of option?*** Call us at 319/337-1371, and we may be able to give you a reasonable extension.

***Can others help me respond to you?*** Yes. You are welcome to seek advice from your parents, teachers, high school counselors, or other trusted individuals, but whether you do so is your decision.

***If my responses marked on the answer sheet are similar to another examinee's responses, what about the other examinee?*** We recognize that the other examinee may have engaged in conduct that created the similarities in responses. ACT therefore may question that other examinee's scores as well. However, ACT treats all score reviews as confidential, so we cannot provide you with that information.

***I may be moving or going to college soon. How will you contact me if I change addresses?*** It is your responsibility to contact us at 319/337-1371 with any address change to prevent your scores from being cancelled for non-response.