

Submitting a Test Reset Request

In rare instances, a student submits a test before they completed all items or sessions. This document outlines the process for requesting a test reset.

1. **Contact the Vermont Service Center to submit the request.**
 - a. Call the Vermont Service Center at 800-215-8975 and provide the following information:
 - i. Student name
 - ii. Student ID
 - iii. Grade and content area of the test
 - iv. Reason for request

****Note: Requests must be made by phone as secure student information cannot be submitted via email.***
 - b. This will open an inquiry and you will receive a ticket number beginning with INC for your request.
2. **The Vermont Service Center escalates the reset request to AOE for approval.**
 - a. Once all information is collected, the request will be sent to AOE for review and approval.
 - b. AOE reviews the request and either approves or denies the test reset.
 - i. Requests submitted by 1:00 p.m. (ET) will be processed the same business day.
 - ii. Requests submitted after 1:00 p.m. (ET) will be processed the following business day.
3. **The Vermont Service Center processes the request and notifies the requestor.**
 - a. If approved, the test is reset.
 - b. If the request is denied, the requestor is notified of the decision and the test remains submitted.

Please note, if a test is reset, all student responses will be deleted, and the student will need to retake the entire test.