

- Mail your request along with the fee payment to the appropriate address listed in the “Contact Us” section of this booklet.
- **All requests and fee payments must be received within 60 days of your test date.**

Requesting a Paper Version of Your Personal Score Report and Official Transcripts

- PCAT scores are available for reporting up to 5 years after your test date.
- All percentile ranks are based on the 2007 norms (see “Sample Personal Score Report”). Percentile ranks earned before June 2008 (when the 2007 percentile ranks were introduced) have been converted to equivalent 2007 percentile ranks.
- Scores older than 5 years are not available. Invalidated scores and scores earned when the “No Score” option was chosen are not available.
- A fee must be paid for a paper version of your personal Score Report or Official Transcript that you request after registering for the PCAT (see “Fees for Optional Services”).
- Additional Official Transcripts and a paper version of your personal Score Reports may be requested online at www.PCATweb.info. Payment must be made with a credit card drawn from a U.S. bank.
- If requesting a paper version, indicate if you have a new address or if your name has been legally changed since you took the PCAT, so that your records can be updated. If your name has been legally changed, please include a copy of the marriage certificate, divorce decree, or other legal documentation to that effect. Otherwise, your personal Score Report will reflect the name and address provided when you originally registered for the test. Pearson will send additional Official Transcripts (via U.S. Postal Service) within 2 weeks of the receipt of your request.
- If a request for additional Official Transcripts is received near a PCAT test date, the request may not be processed until 2 weeks after scores are sent out. Be sure to keep a record of all the schools to which you have requested your scores be sent. Check with the school to ensure that the Official Transcript was received. Allow 2 to 3 weeks from your mailing date for the school to receive your Official Transcript and get it to the proper department.

Replacement Official Transcripts

- If your specified school has not received your Official Transcript seven weeks after the date you tested, you are eligible to receive a replacement Official Transcript, provided the proper recipient code and school were specified. You must notify us no later than ten weeks after the testing date.

- Email your request to PCAT Customer Relations no later than 10 weeks after the test date.
- Requests received after 10 weeks must be sent with the appropriate fees (see “PCAT Fees and Special Services”).

Cancellation of Scores by Pearson

- **Pearson reserves the right to cancel any PCAT test scores if an irregularity occurs that results in a faulty test administration (e.g., a disruption, cheating, or compromising of the time limits established for the test or for sections of the test).**
- Pearson adheres to a set of test administration and test security standards that require the review of all PCAT scores and administrative conditions.
- Pearson reserves the right to cancel or decline to score any test believed to be obtained in a questionable manner, which includes testing/administrative irregularities, questionable score gains, questionable item responses, unusual answer patterns, misconduct, non-compliance with policies, plagiarism, or **any other reason** that would invalidate the score.
- Cancellation of a score as a result of these policies in no way suggests that cheating or any other inappropriate action has occurred.
- Score invalidation is a technicality and is necessary in order to maintain the integrity of the test and to ensure that test scores are as accurate and as reflective of each examinee’s ability as possible.
- All score cancellations and invalidations are held in strict confidence, with the reason for the cancellation disclosed only to the examinee, except in certain group cases.
- When a score is canceled after the results have already been reported, all Official Transcript recipients are notified that the score has been canceled, but the reason for cancellation is not disclosed, except in certain cases involving groups of examinees.
- At Pearson’s discretion, the Registration Fee may be refunded after testing if the examinee is found not to have been responsible for the irregularity that caused the score cancellation.
- An examinee whose scores are canceled may also register to take the PCAT again during a future testing window and pay all applicable fees. However, Pearson reserves the right to withhold this option, and any request to take the test again will be evaluated by Pearson with consideration for the reason that the score was canceled.