

Frequently Asked Questions about the Free Retest Policy

1. Why am I being offered a free retest?

ETS analyzes each test taker's performance data on the computer-based GRE General Test Verbal and Quantitative sections to determine if the test presented to the individual was an appropriate selection of test questions by the computer. In a very small number of cases, the computer algorithm may not have functioned as effectively as intended. When this occurs, ETS offers the test-taker the option of taking a free retest **on the affected section only**.

2. Why was my score identified as possibly being affected?

There are multiple conditions that operate when the computer algorithm selects test questions for the Verbal and Quantitative sections. Among these conditions are the selection of various question types and the selection of differing content. In addition to these conditions, the computer-adaptive algorithm considers the examinee's performance on the previous questions and the statistical properties of the questions. On your test, it appears that the computer algorithm may have selected a more limited range of test questions than is desirable; no other part of the General Test was affected. Because you may have experienced this irregularity, we are offering you a free retest of the affected section.

3. How can I know whether it is to my advantage to retest?

There is no way to predict what might happen to your score. If you choose to retest, your score can go up, down, or remain the same.

4. What if I do not want to retest?

If you decide not to retest, your original score will remain on your testing record.

5. If I take the free retest, can I take all the test sections again?

No. A free retest voucher is being provided to you for the affected section only. If you retake more than the affected section, official scores for those additional sections will not be reported to you or to your designated score recipients.

6. Since I will be taking only the affected section again, what do I have to do when I begin the test?

After you go through the general directions, you will see a screen on which you can select the section(s) to retake. You should select only the section(s) listed on your voucher.

7. If I mistakenly select two test sections at the test center when I have been approved for only one test section, what should I do?

You should contact the test administrator.

8. I've decided to retest but am unable to schedule a retest in time to meet application/fellowship deadlines. What should I do?

If you are in the United States, U.S. Territories or Canada, contact the GRE Program toll free at 1-866-473-4373 Monday - Friday 8 a.m. - 7:45 p.m. Eastern Time for assistance. For all other locations, contact the GRE Program at 1-609-771-7670 or gre-info@ets.org.

If you need to expedite the score reporting process in order to meet deadlines, inform your designated score recipients that they can contact the GRE Program at 1-609-683-2002 to obtain your retest score.

9. How and when will my original and retest scores be reported?

The scores from your original test were reported to the institutions that you requested through the standard reporting process. If you take the free retest, the retest score for the affected section will REPLACE the original score on your permanent record. A revised score report will be sent to you and your designated score recipients within 10-15 days after testing. If a department to which you are applying needs the score sooner, the department can contact the GRE Program at 1-609-683-2002 or gretests@ets.org.

10. What are score recipients told about my scores?

Your scores on the test you recently took were sent to your designated score recipients as part of the regular GRE score reporting process. If you decide to retest, your designated score recipients will be informed about the retest when the retest score for the affected section is sent to them. The designated score recipients will be advised to replace the original score on the affected section with the retest score. If you decide not to retest, no additional communication will be sent to your designated score recipients.

11. How long will the voucher be valid? What happens if I cancel and reschedule?

The free retest voucher is valid through July 2011. The retest must be taken prior to August 1, 2011, because the GRE revised General Test will be introduced and replace the current GRE General Test on that date. If you need to cancel an appointment for a retest, follow the appointment cancellation instructions in the *GRE Information and Registration Bulletin*. All testing policies in the *GRE Bulletin* are in effect for the retest. To get a copy of the *GRE Bulletin*, download it at www.ets.org/gre/stupubs or contact the GRE Program at 1-609-771-7670 or 1-866-473-4373.