

DSST Principles of Public Speaking Exam FAQ Sheet

Q: How long does it take to grade the exam portion?

A: Scores are graded immediately, and results are displayed on screen and are available in the Candidate's TCNet account.

Q: How long does it take to grade the Speech portion?

A: Upon completion of the Speech portion, the file is sent to a rater who will grade the speech and send it back to Prometric. The recording resides on the TCNet webserver under the candidate profile and is tagged for human grading. Test Development Specialists then send recordings to the raters every Wednesday at which point, the raters retrieve the recording from candidate profiles on TCNet and have a week to complete the rating. When the grading comes back from the rater, Prometric will then merge the scores of Parts 1 & 2 and send an official score report via email. For the overall process we typically ask Candidates to allow up to 3-4 weeks from the test date for the score report to be sent.

Q: What does it mean, 'Your test sponsor has your results of your speech'?

A: Prometric has received the audio file and sent it out to human graders for rating.

When raters finish grading Part 2 and send it back to Prometric, an automated email will be sent to candidate which will contain the message "*The test sponsor has requested that your score results not be communicated directly to you. Your final score will be recorded and sent to the test sponsor. To determine your score, please contact the Test Sponsor.*" This means that Prometric has received the grading for Part 2 and is in the process of merging it with Part 1 to process the score report. Usually, the official score report will be generated and emailed to the Candidate within 3 business days from the time candidate receives that email.

Q: Who is the 'Test Sponsor'?

A: In this case, the test sponsor is Prometric. A test sponsor/owner is not an employer or company sponsoring Candidates to take an exam. Instead, the sponsor/owner is responsible for providing the test material - this could be a state, an organization, or an institution.

Q: I have never received the results of my Speech, or my final grade, who do I contact?

A: Please go to www.prometric.com, click on the orange "Contact" button.

Select "I am a Test Taker" and "Continue."

Select "Contact Customer Service" and "Continue."

Q: I was told I was emailed the results of my Speech, but I never got on email? (this is the most asked)

A: This is likely due to Candidates using their us.af.mil email address and the CCAF system does not accept emails with no reply. We ask them to update their email in TCNet to their personal email which allows us to then run a series of jobs to send the email to a personal email address.

Q: How do we know if we passed the Speech portion?

A: Candidates will receive an official score report via email which will contain the results for both Part 1 & 2. It would only state "Pass" or "Fail," however, if the candidate has failed the speech portion, then the report will specify the justification for a "Fail" broken down into the following categories: delivery, content, and effect/audience view. Below is an example:

FAIL REASONS:

DELIVERY: The oral delivery of the speech lacked enthusiasm and/or used weak vocal inflection, rate, or volume.

EFFECT/AUDIENCE VIEW: Speaker presented few or no persuasive arguments and/or failed to stimulate critical thinking.

Q: What do I do if there was an issue while taking the speech portion?

A: If there was any incident that interrupted the exam (technical issue, center environment issue etc.), we ask that the test center please contact ehelp.prometric.com (24/7) or 1 888 763 0139 (during business hours). This alerts Prometric Candidate Care to issue a retest voucher to the candidate via email which can be used to attempt Part 2 again.

If it was not a test center related issue, but an issue caused by candidate's own error (e.g., candidate accidentally clicked stop recording), the candidate may submit an appeal request which we will then check with the CSM and determine whether they are grounds to allow an exception to retest.

Q: Who should I ask to have my speech regraded if I believe it was graded in error?

A: Candidates can go to www.prometric.com and click on the orange "Contact" button.

Select "I am a Test Taker" and "Continue."

Select "I want to Register an Appeal" and "Continue."

Complete the form.

If a candidate wishes to challenge the grading they received for their speech and wishes to have another rater grade it (the same speech file), candidate can opt for re-evaluation with a fee of \$30. Candidate will be asked to contact DSST team to pay and apply for re-evaluation.

Q: Why does it show I passed my exam, but I do not have any credits?

A: When a candidate passes the multiple-choice portion but fails the speech portion of the PPS exam, then Part 1 (multiple choice) of the score report shows as “Pass”, but the entire test event is a “Fail” and does not grant credit. Candidates must pass both Part 1 & 2 to be awarded credit.