

# edTPA Operational Support Information

## Learn about edTPA

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Resources supporting edTPA preparation, including an overview of the assessment process, are publicly available at [edTPA.com](https://edtpa.com). The [Getting Started](#) section is an excellent starting point for learning about edTPA, understanding the requirements, and preparing for the assessment process. Program faculty at educator preparation programs (EPPs) participating in edTPA are encouraged to review the candidate policies and the [edTPA Guidelines and Policies for Faculty](#) posted on [edTPA.com](https://edtpa.com).

Program faculty affiliated with educator preparation programs participating in edTPA may create an [edTPA member profile](#) to receive full access the edTPA resources materials available on [edTPA.AACTE.org](https://edtpa.aacte.org). Once the profile is approved, faculty may review and download edTPA handbooks from the edTPA Resource Library.

## Register for edTPA

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Candidates planning to submit their portfolios to Pearson for official scoring must register at [edTPA.com](https://edtpa.com). Prior to registration, they should follow these key steps:

- Review state-specific edTPA requirements, approved handbooks, and passing scores at the “Candidates” page.
- Review the edTPA Registration Overview document describing the registration process.
- When ready, candidates will follow these instructions to register for edTPA.
- Review edTPA submission and reporting dates to plan the edTPA submission based on when results are needed. Faculty should advise candidates of any program specific deadlines to meet program requirements.

## Access to Handbooks and Resources

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Candidates may receive access to handbooks, templates, and supplemental resources in the following ways:

- 1.) Access to edTPA handbooks, templates, supplemental resources, and materials for program faculty can be found at [edTPA.AACTE.org](https://edtpa.aacte.org) within the [edTPA Resource Library](#) and [Online Community](#). Faculty may download and distribute to candidates via password protected campus platforms, email or hard copy. Please note handbooks are not to be posted on public areas of campus websites.
- 2.) Upon registration, candidates will receive access to the Pearson ePortfolio Platform, where they can build and submit their portfolio online. Within the platform, candidates may download the handbook, templates, and key resources for the registered assessment in the field they plan to earn a teaching license.
- 3.) Candidates may access handbooks through an integrated edTPA Platform Provider system, if programs plan to use this system for candidates to build their portfolios on your campus’ integrated edTPA Platform Provider system.

Candidates should read through the edTPA handbook in the assessment area in which they have registered. They are also encouraged to review the supplemental resources providing additional guidance as they plan, prepare, and assess students.

## Preparing and Submitting the edTPA Portfolio

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Guidance on the assessment process for candidates, faculty, and institutions can be found at [edTPA.com](http://edTPA.com) and includes information on the following:

1. [Completing the Assessment](#)
2. [Assessment Preparation](#)
3. [Submitting the Assessment](#)
4. [Score Reporting](#)

## Using the Pearson ePortfolio System

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For educator preparation programs using the faculty feedback feature of the Pearson ePortfolio system, candidates will have the ability to request feedback from program faculty prior to submission. Guidance documents such as the [Using the Pearson ePortfolio System](#) and online video tutorials are available for faculty reviewers. For administrators, the [Using the Manage Institution Users Tool](#) resource provides information on maintaining the list of assigned faculty reviewers at your institution.

## Requesting an Alternative to Video Evidence

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Teacher candidates may encounter situations that inhibit the ability to submit edTPA materials that meet the technical specifications for artifacts as outlined within the [edTPA Submission Requirements](#). For example, there are settings where recording a video is prohibited because of safety and security concerns. Only candidates who have completed and confirmed a *Request to Submit Alternative Evidence* form may submit alternative forms of evidence. edTPA Coordinators may request the form by contacting edTPA EPP Support at [edTPAEPPSupport@pearson.com](mailto:edTPAEPPSupport@pearson.com). Additional information on requesting alternative arrangements can be found on [edTPA.com](http://edTPA.com).

## edTPA Score Reporting

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The person designated as the primary score reporting contact during the edTPA EPP onboarding process will be able to extend to other users in your organization the ability to set up accounts and access score reporting data.

edTPA Score results are made available to EPPs and state agencies through the EdReports score reporting portal - a secure, password-protected web-based data site. Institution Reports (data files) will be available per the [submission and reporting schedule](#).

For more information on edTPA Score Reporting, please review the guidance provided on the edTPA score reporting page of [edTPA.com](http://edTPA.com). The Institution Report layout information is available on [edTPA.com](http://edTPA.com). The Institution Report is provided in ASCII format and instructions for converting the file into Excel are available [here](#).

ResultsAnalyzer® is a web-based, interactive reporting tool available within your program's edReports account. ResultsAnalyzer® allows the user to view, analyze, reorganize, download, print, and export registration and assessment results data.

For guidance on how to interpret an edTPA individual score profile, please review the [Scores](#) page at [edTPA.com](#). If a candidate's edTPA performance does not meet the passing requirement for the state(s) he or she intends to apply for licensure, he or she may retake the assessment by selecting a single or multitask [retake option](#) on [edTPA.com](#). Candidates should review the [edTPA Retake Policy](#) prior to registration.

## edTPA Operational Support Contacts

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### edTPA Educator Preparation Program (EPP) Support

- Available by email: [edTPAEPPSupport@pearson.com](mailto:edTPAEPPSupport@pearson.com)
- Available by telephone: 9:00 a.m.–5:00 p.m. eastern time, Mon.–Fri. (866) 613-3278
- Note - Candidate inquiries should be addressed to [edTPA Candidate Support](#) as edTPA EPP Support is cannot respond directly to candidates.

### edTPA Faculty Technical Support

- Available by email: An email communication form is available on the Contact Us page at [edTPA.com](#)
- Available by telephone: 9:00 a.m.–8:00 p.m. eastern time, Mon.–Fri. (413) 256-2889 or (866) 565-4872

### EdReports and ResultsAnalyzer® Support

- Available by email: [es-raproductsupport@pearson.com](mailto:es-raproductsupport@pearson.com).
- Available by telephone: 9:00 a.m.–5:00 p.m. eastern time, Mon.–Fri. (800) 998-3787

### Candidate Support

- Available by email: An email communication form is available on the Contact Us page at [edTPA.com](#)
- Available by live chat: Interact in real time with agents at the edTPA Customer Contact Center. Offered 12:00 p.m.–6:00 p.m. eastern time, Wednesday and Thursday. Learn more on the [edTPA website](#)
- Available by telephone: 9:00 a.m.–8:00 p.m. eastern time, Mon.–Fri. (413) 256-2889 or (866) 565-4872

### edTPA Resources and Assessment Support for Faculty and Programs

- Access to the Resource Library (including Handbooks) and Online Community is available at <http://edtpa.aacte.org/>.
- Support available by email: [edtpa@aacte.org](mailto:edtpa@aacte.org)

## Purchasing Vouchers

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Programs may purchase edTPA program fee vouchers in several denominations for distribution to candidates who may use them in lieu of payment. Be sure to order vouchers in advance of their intended use.

To order vouchers:

1. Complete a Voucher Request Form, indicating the number of vouchers you wish to purchase and the individual voucher dollar amount requested. Please read the Voucher Request Form carefully, especially the expiration and refund policies.
2. Attach a check or purchase order payable to Evaluation Systems for the total cost to the form.
3. Submit your completed voucher request form and payment.
  - If you are submitting a check, mail your completed voucher request form and check to:  
Attn: edTPA  
Evaluation Systems, Pearson  
P.O. Box 226  
Amherst, MA 01004-0226
  - If you are submitting a purchase order, email your completed voucher request form and purchase order to [estestvoucher@pearson.com](mailto:estestvoucher@pearson.com) or you may fax your completed voucher request form and purchase order to 413-256-7058.

Additional Voucher Request Forms are available in the [Resource Library](#) or by sending a request to [estestvoucher@pearson.com](mailto:estestvoucher@pearson.com).

## About edTPA Vouchers

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Please remember that:

- Vouchers will be sent via a standard Excel spreadsheet, within 2 weeks after receipt of completed Voucher Request Form and purchase order or check.
- Vouchers will be valid for a period of 18 months from the date they are generated.
- Vouchers cannot be applied retroactively to existing registrations. A candidate must enter a voucher code in the system as payment during the registration process.

If your program is interested in learning more about building in a student fee for edTPA, please review [Processes for Establishing a Student Fee for edTPA](#), a document SCALE has compiled to assist with this effort.

If you have any questions, please contact [estestvoucher@pearson.com](mailto:estestvoucher@pearson.com).

# edTPA<sup>®</sup>

## Voucher Request Form

State	
Institution Name	
Program ID	
Name of Requester	
Title	
Email address	
Telephone number	

The edTPA assessment fee is \$300; however, vouchers can be purchased in increments of \$100, \$200, or \$300. The value of a single voucher may not exceed the assessment fee of \$300. Each candidate may apply only one voucher to their edTPA purchase. If a candidate registers with a voucher in a dollar amount that is less than the full assessment fee, the candidate must pay the balance of the assessment fee by credit card.

Indicate below how many vouchers you wish to purchase and the individual voucher dollar amount requested. Complete separate order forms if ordering vouchers for different amounts (one form for each individual voucher amount).

Number of vouchers	Individual voucher dollar amount (x)	Total Purchase (=)
	<input type="checkbox"/> \$100 <input type="checkbox"/> \$200 <input type="checkbox"/> \$300	
<i>Example:</i> 10	<input type="checkbox"/> \$100 <input checked="" type="checkbox"/> \$200 <input type="checkbox"/> \$300	<u>\$2000</u>

Please attach form of payment for the amount of the order:

Purchase order number: \_\_\_\_\_, or

Prepaid check number: \_\_\_\_\_

**Purchase Orders only:**

**Email:** [estestvoucher@pearson.com](mailto:estestvoucher@pearson.com), or

**Fax:** 413-256-7058

**Mail to:**

**Attn:** edTPA

**Evaluation Systems, Pearson**

**P.O. Box 226**

**Amherst, MA 01004-0226**

Vouchers that have expired unused will be replaced by Pearson upon request as a one-time courtesy and sent to the Institution after the original voucher expiration date. Therefore, no refund or credit is available to the Institution for expired vouchers. Vouchers are single use vouchers, valid for one registration up to the maximum voucher amount. Vouchers that are issued to a candidate and are used by a candidate to register and pay for the assessment fee are not refundable to the Institution or to the candidate.

Vouchers will be sent via secure encrypted e-mail to the above requester, within 2 weeks after receipt of completed Voucher Request Form & Purchase Order. Vouchers will be valid for a period of 18 months from the date they are generated.