

## EXAMINEE FAQs

### Spring 2026 Online ACT Scores

**Q.** *What happened to my online ACT test results in MyACT? How can I get my results back?*

**A.** Based on its continual evaluation of scores, ACT informed schools and districts that it needs to reissue scores for students who took the ACT online during the school day this spring. If you are among those students, your current score was removed from your MyACT account on Wednesday, May 13. When scores are available again (no later than June 2), your Composite score and section scores will remain the same OR go up slightly based on your individual performance. Your scores will NOT be lower than what was previously released. There is no action you need to take. ACT will post revised scores on MyACT and will be resending scores to your school. If you previously opted to send scores via ACT to a college, university, or scholarship-awarding organization, they, too, will be sent any updated scores.

**Q.** *Why is my ACT score changing?*

**A.** ACT uses well-established processes to ensure that tests are fair and reliable, regardless of how or when a student tested. For the Spring 2026 online school-day testing, a shift in that process caused some unexpected results that require us to issue new scores for students who tested online.

**Q.** *Is my ACT score changing?*

**A.** Maybe. If you tested online during the school-day this spring, you may see either no change or a slight increase in your scores based on your individual performance. This does not affect students who tested on paper during the school day this spring or students who have participated in a Saturday testing date.

**Q.** *Could my score go down?*

**A.** No.

**Q.** *When will updated scores be available?*

**A.** Scores will be released on a rolling basis beginning Monday, May 18. All students can expect to receive a final score no later than Tuesday, June 2.

- Q.** *How can I trust that my scores on this, or past or future, tests are accurate?*
- A.** ACT has a well-established process designed to spot unexpected outcomes, and this is an example of that process working. We conduct routine, rigorous analyses of our tests and test results to ensure scores are valid and reliable for use in college admissions, course placement, scholarships, student supports, and school accountability. The ACT is rooted in decades of research and continues to be a trusted indicator of college readiness.
- Q.** *I submitted initial scores to a college/scholarship agency. What should I do if my score changes?*
- A.** ACT is actively working with our partner, Encoura, that sends scores to colleges, universities, and scholarship agencies. We've come up with a plan to inform these institutions of the changes and the timeline they can expect to receive reissued scores. If you used MyACT to send your scores, no action is needed on your part. If you sent your scores outside of the ACT process, you should resend your updated scores (if affected) so that institutions have the most up-to-date information.
- Q.** *How will I be notified if I don't have a MyACT account?*
- A.** In most of these cases, your school will provide scores to their students on paper or digitally. Students can always contact ACT or create a [MyACT account](#) to access your scores and other information.
- Q.** *Is there anything else I need to do if my score changes?*
- A.** No. We appreciate your patience as we work to deliver updated scores and communicate these updates to you and your family, as well as your school, districts, state, college, universities, and scholarship agencies. Your trust is important to us, and we look forward to resolving this over the coming weeks.
- Q.** *Is this related to the changes made to the ACT test this spring?*
- A.** No. Based on past research and additional analysis, we are confident this issue is not related to recent test changes or the new Composite score calculation.
- Q.** *Who at ACT should I contact if I have questions?*
- A.** Students and families can contact ACT Customer Care using this [online contact form](#). Please note that customer service agents do not have access to any student scores outside of MyACT.