

2022-23 Assessment Administration Support

Assessment Customer Support

Contact assessment vendors for technical support with their testing platforms.



WIDA: (866) 276-7735

Contact about test administrator online modules

M-F, 8 a.m.-5p.m. EST

help@wida.us

DRC: (855) 787-9615

Contact about test platform and technical questions

M-F, 5:30 a.m.-6:30 p.m. EST

WIDA@datarecognitioncorp.com



(866) 834-8879

M-F, 8 a.m.-5p.m. EST

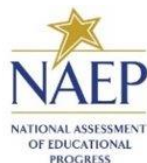
MSAAServiceCenter@cognia.org



(866) 688-9555

M-F, 6:30 a.m.-7:30 p.m. (EST)

<https://dc.mypearsonsupport.com/>



NAEP Help Desk for Schools

1-800-283-6237

Monday – Friday, 8 a.m. - 8 p.m.

Naephelp@westat.com



Kite Service Desk:

(855)277-9751

Contact about test platform and technical issues

M-F, 8 a.m.-6 p.m. EST

DLM-support@ku.edu

DLM Support:

(785)864-7093

Contact about test structure and resources

M-F, 9 a.m.-6 p.m. EST

DLM@ku.edu

OSSE Stakeholder Support

Contact OSSE for guidance regarding assessment policy and test administration.



OSSE Assessment Hotline

(202) 304-3269

M-F, 8 a.m.-4 p.m. (EST)

Only active during assessment administration







OSSE Support Tool (OST)

<https://octo.quickbase.com/>

OSSE.Assessment@dc.gov

(To protect student privacy and data security do not send student information via email)

OSSE's Office of Assessments

Area	Topic	Point of Contact
Assessment Policy	Every Student Succeeds Act (ESSA)	Stephanie Snyder Stephanie.Snyder@dc.gov Director of Assessments
	Data, Reporting, Business Rules	
	Test Integrity and Security	Lauren Thompson Lauren.Thompson@dc.gov Deputy Director of Assessments
	Special Populations	Asaad Fulton Asaad.Fulton@dc.gov Assessment Specialist, Special Populations
Test Administration		Cassidy Schenley Cassidy.Schenley@dc.gov NAEP State Coordinator
		Yolanda Barber Yolanda.Barber@dc.gov Assessment Specialist, Mathematics Rachel Knaizer Rachel.Knaizer@dc.gov Assessment Specialist, ELA
		Chelsea Charland Chelsea.Charland@dc.gov Assessment Specialist, Science
		
		Asaad Fulton Asaad.Fulton@dc.gov Assessment Specialist, Special Populations
		
Assessment Literacy	LEA/School Workshops and Engagement	Stephanie Snyder Stephanie.Snyder@dc.gov Director of Assessments