



DISTRICT OF COLUMBIA

OFFICE OF THE STATE SUPERINTENDENT OF

# EDUCATION

## **PARCC/DC Science 2016: Who to Call, How to Get Help** **DC LEA Test Coordinator Guide**

During PARCC/DC Science test administration at your LEA (statewide March 28 through June 3), there will be several ways to get assistance during testing for LEAs and schools.

### **PARCC/Pearson Customer Support**

1-888-493-9888

Monday - Friday, 6:30 a.m. - 7:30 p.m. (EST)

Live chat available at [dc.pearsonaccessnext.com](http://dc.pearsonaccessnext.com)

PARCC e-mail: [parcc@support.pearson.com](mailto:parcc@support.pearson.com)

For technology questions about TestNav 8, immediate technology assistance, school network setup, precaching and technical assistance with Pearson Access Next navigation.

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### **DC Science/Pearson Customer Support**

1-866-688-9555

Monday - Friday, 7 a.m. - 8:30 p.m. (EST)

DC Science E-mail: [dchelp@support.pearson.com](mailto:dchelp@support.pearson.com)

For technology questions about TestNav 8, immediate technology assistance, school network setup, precaching and technical assistance with Pearson Access Next navigation.

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### **OSSE Assessment Hotline and OSSE Support Tool**

1-202-304-3269

Monday - Friday, 8 a.m. - 4 p.m. (EST)

LEA Users Only: Submit questions, issues and documents via the OSSE Support Tool (OST)

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

General questions: [OSSE.Assessment@dc.gov](mailto:OSSE.Assessment@dc.gov) (Do not send student information via email to protect student privacy and data security)

For policy questions and guidance about PARCC administration, test security questions, technical assistance on managing users in Pearson Access Next, requests to unsubmit tests, to escalate a Pearson customer service ticket that has not been answered, and submission of school plans, forms, and incident reports. Questions during testing will be prioritized. In multi-campus LEAs, urgent questions from schools during testing and escalations of Pearson issues may come to the OSSE phone line. For the timeliest response on most

questions and issues, schools should route questions through the OST via the LEA Assessment Coordinator.