Spotlight

MICHIGAN Department of **Education**

on Student Assessment and Accountability

What's New
Week of February 10, 2022

- **DRC INSIGHT Issues for Online WIDA ACCESS for ELLs**

- **WIDA Incident Reports**

- **Screening Potential English Learners During the WIDA ACCESS Testing Window**

- **WIDA Additional School/District Labels**

- **WIDA Testing Must Be Completed in Person**

- **Pre-Identification for Spring 2022 Early Literacy and Mathematics Benchmark Assessment (K-2)**

- **Pre-Identification and Material Orders for Spring 2022 SAT, PSAT, WorkKeys, MI-Access, and M-STEP**

- **Last Minute Secure Site Help Before Spring 2022 Deadlines**

Reminders

- **It's Almost Time for the Michigan School Testing Conference, Register Now**

- **MI-Access Grade Level and Alignment Changes for Science**

- **Training Sessions Available Now for Spring 2022 High School Michigan Merit Exam/PSAT and Grade 8 Test Administration, Part II**

DRC INSIGHT Issues for Online WIDA ACCESS for ELLs

Earlier this week, multiple broadcast emails were sent to District Technology Coordinators and District English Learner Assessment Coordinators regarding issues impacting online WIDA ACCESS for ELLs testing. The various issues ranged from districts that need to implement certain COS-SD configuration options to DRC server failures. Issues may be continuing for some districts. DRC is investigating the causes and potential solutions.

The following directions were sent to districts impacted by the Central Office Services (COS) configuration issue to fix the issue. However, it is not expected that these issues will persist and impact the online summative assessments later this spring.

Fix for Content Files Missing in COS-SD
There are two options to update the content files if a content error message appears:

Option 1: Restart the COS Service Device. This will automatically validate and check content once the device is rebooted.

Option 2: Retrieve content directly from DRC.

- Log into WIDA AMS and navigate to Central Office Services.
- Turn off Content Hosting within the COS Configuration.
- Click Update Configuration.
    - » This will bypass the COS-Service Device and pull content directly from DRC while the new content is downloaded.
- (Optional) Turn content hosting back on once the service device has been updated and is fully functional.

I**mportant Note:** If these steps are taken while students are testing, they will be removed from testing with a COS-Service Device Connection error. If Content Hosting is turned off, the next login attempt will connect the student directly to DRC for access to the content.

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Other Technical Issues

If you continue to experience WIDA ACCESS for ELLs DRC INSIGHT technical issues, call DRC at 1-866-276-7735.

Technology Readiness Checklist for WIDA Online Assessments

Districts that have not yet started online WIDA ACCESS for ELLs testing should review the [Technology Readiness Checklist for WIDA Online Assessments](https://www.wida-ams.us/Documents/Unsecure/Doc.aspx?id=ab98685f-49d5-4299-bdfc-db824c583c85) (https://www.wida-ams.us/Documents/Unsecure/Doc.aspx?id=ab98685f-49d5-4299-bdfc-db824c583c85). It is necessary for a district's Technology Director or others in the district who are responsible for setting up and configuring technology for the WIDA ACCESS for ELLs assessments to conduct a yearly review of the items outlined in this document, to prevent testing problems for staff and students.

WIDA Incident Reports

If testing irregularities occur before, during, or after testing, the Building or District WIDA Coordinator must report the irregularities to the Office of Educational Assessment and Accountability (OEAA) as soon as possible. A [WIDA ACCESS for ELLs and Alternate ACCESS for ELLs Incident Reporting (IR) Guide](https://www.michigan.gov/documents/mde/WIDA_Incident_Report_Table-jl_550383_7.pdf) (https://www.michigan.gov/documents/mde/WIDA_Incident_Report_Table-jl_550383_7.pdf) is available to help coordinators in this process. The guide identifies the incident categories and sub-categories used in the Secure Site Incident Reporting tool and includes sample scenarios for each category or sub-category.

Screening Potential English Learners During the WIDA ACCESS Testing Window

Michigan schools are still federally required to screen newly enrolled students who have not been previously identified as English learners (ELs) using the Kindergarten W-APT or the WIDA Screener in grades 1-12, even if the WIDA ACCESS for ELLs testing window is open.

If while the WIDA ACCESS for ELLs testing window is open, a student is determined to be an EL – per the criteria outlined in [Michigan's Entrance and Exit Protocol (EEP)](https://www.michigan.gov/mde/0,4615,7-140-81376_51051-252886--,00.html) (https://www.michigan.gov/mde/0,4615,7-140-81376_51051-252886--,00.html) – the summative WIDA ACCESS for ELLs or the WIDA Alternate ACCESS for ELLs assessment must be administered to that student.

The OEAA strongly recommends that students are allowed as much time as possible between the Kindergarten W-APT/WIDA Screener and the summative test, to ensure students do not experience testing fatigue.

WIDA Additional School/District Labels

By now, most schools and districts should have received an adequate supply of School/District Labels. However, if any schools/districts need to order additional labels, the district MUST send an email to mde-oeaa@michigan.gov with the following information, so the OEAA can request a shipment of those materials from DRC (the testing vendor):

- District Name
- School Name
- Quantity of School/District Label Sheets (1 sheet = 10 labels)

WIDA Testing Must Be Completed in Person

With the opening of the WIDA ACCESS for ELLs and WIDA Alternate ACCESS for ELLs assessments window, it is important for educators to understand that the assessments must be administered to students in person. A virtual administration is not currently available.

Pre-Identification for Spring 2022 Early Literacy and Mathematics Benchmark Assessment (K-2)

Pre-identification of students for the Early Literacy and Mathematics Benchmark Assessment (grades K-2) **opened on February 7, 2022**. Students who took the Early Literacy and Mathematics Benchmark Assessment in the fall and/or winter of the 2021/22 academic year were automatically pre-identified to the Spring 2022 assessment by the Office of Educational Assessment and Accountability (OEAA).

If students tested in the fall or winter and will not be testing in Spring 2022, no action is needed from schools, even if the students are automatically pre-identified by the OEAA. Schools that choose to participate in Spring 2022 testing must pre-identify additional students for testing directly on the OEAA Secure Site, using any of the following methods:

- Michigan Student Data System (MSDS) Copy Function
- Pre-ID File Upload
- Student Search – one student a time

Schools can also put students into online test sessions on the OEAA Secure Site through **February 21, 2022**. After February 21, students must be pre-identified on the OEAA Secure Site and then put into online test sessions in the DRC INSIGHT Portal.

Schools will have access in the DRC INSIGHT Portal to manage student data and test sessions starting **March 4, 2022**. Students newly pre-identified on the OEAA Secure Site will be transferred to the DRC INSIGHT Portal three times a day through **June 3, 2022**.

Directions for all methods of pre-identification and for creating/managing Online Sessions on the OEAA Secure Site can be found on the Secure Site Training web page (www.michigan.gov/securesitetraining).

Pre-Identification and Material Orders for Spring 2022 SAT, PSAT, WorkKeys, MI-Access, and M-STEP

For the upcoming Spring 2022 administrations of the SAT, PSAT, WorkKeys, MI-Access, and M-STEP, schools are advised to complete these processes on the OEAA Secure Site.

Pre-identify students by 5:00 p.m. on February 16, 2022

- Update the Pre-ID Student Report by unassigning students who have exited the school from the Spring 2022 assessments.
- Pre-identify additional students who are/will be enrolled during the testing window.
- Pre-identify students for the MI-Access Functional Independence (FI), Supported Independence (SI), and Participation (P), based on the student's Individualized Education Program.

(Continued on next page)

- Unassign students from the SAT, PSAT, WorkKeys, and M-STEP if they are taking a MI-Access assessment.

- Ensure the paper/pencil mode of testing is set for students who will take the M-STEP and MI-Access FI in the paper/pencil format.

- Continue to pre-identify new students in the OEAA Secure Site through the end of testing to ensure:
  » a barcode label can be printed for paper/pencil test
  » test tickets can be printed for online tests

Verify Initial Material Orders by 5:00 p.m. on February 16, 2022

- Verify the number of paper/pencil tests is accurate based on the pre-identification of students.

- Verify the shipping destination and the shipping address.
  » The assessment coordinator's address from the Educational Entity Master (EEM) is used and NOT the school address.
  » Changes must be made in the EEM by February 16, 2022, if needed.

- Order accommodated versions of the assessments for WorkKeys, M-STEP, and MI-Access as needed.

- Ensure the number of test administrators is entered correctly for the MI-Access SI and P, to ensure each administrator has sufficient materials (don't forget the shadow administrators).

Verify Online Sessions for M-STEP and MI-Access by 5:00 p.m. on February 21, 2022

- Enter students into online sessions on the OEAA Secure Site.
  » Students not put into an online session on the Secure Site will still transfer to the DRC INSIGHT Portal; schools will then need to put them into an online session to print test tickets.
  » Starting on March 4, students pre-identified after February 21 will be transferred to the DRC INSIGHT Portal; schools will then need to put them into online sessions in the DRC INSIGHT Portal.

Full details on pre-identification and initial material orders can be found in the November 18 and December 9, 2021, Spotlight newsletters (www.michigan.gov/mde-spotlight).

Last Minute Secure Site Help Before Spring 2022 Deadlines

Two online Secure Site office hours will be offered, from 3:00 to 3:45 p.m on **February 16**, to offer last minute help before the deadlines described above. Use these methods to join the office hours sessions:

Microsoft Teams Meeting

- Join the meeting
- Call in (audio only): 1-248-509-0316 - Phone Conference ID: 27143456#

Note: You cannot use student names or share a screen with student information during the meeting as there will be other participants.

Reminders

It's Almost Time for the Michigan School Testing Conference — Register Now

Time is running out to register for the Michigan School Testing Conference (MSTC). This year's virtual conference, "Learn, Share and Discover," offers valuable workshops and clinics over three days, February 22-24, 2022. This conference is an essential resource to support your testing program.

The MSTC will offer a series of up to seven clinics every morning and afternoon. Testing and assessment topics include accountability, testing security and protocols, assessment strategies and best practices, test-specific updates, and more. The presenters include the Michigan Department of Education (MDE) staff, the Michigan Assessment Consortium (MAC), and educators from schools, districts, and ISDs. These presenters are eager to support your testing program with their knowledge and expertise.

The main conference registration fee is $200, and attendees can earn SCECHs for an additional $25 fee. To register for the MSTC, download this information (gomasa.org/wp-content/uploads/mstcPromo2022.pdf) containing the listing of all workshops and clinics and the registration information.

MI-Access Grade Level and Alignment Changes for Science

The MI-Access science assessment is changing in 2022. These changes in MI-Access science grade level and content alignments have been under consideration in past years and are now a reality for Spring 2022.

Starting this spring, MI-Access Functional Independence, Supported Independence, and Participation science assessments will be given in grades 5, 8, and 11 (formerly given in grades 4, 7, and 11).

This change aligns the grade levels at which both Michigan's general assessment (M-STEP) and the alternate assessment (MI-Access) are given.

All MI-Access science assessments are aligned to the alternate content expectations (essential elements) that were finalized in the spring of 2020. Each assessment measures the corresponding essential elements' level of complexity (range):

- MI Access Functional Independence = High Range
- MI Access Supported Independence = Medium Range
- MI-Access Participation = Low Range

MI-Access science is no longer aligned to the 2007 extended benchmarks.

The alternate content expectations (essential elements) can be found on the MI-Access webpage (www.michigan.gov/mi-access).

At the main MI-Access page, click the red "Michigan's alternate content expectations" link (top of the page). Then click on the "science and social studies" link and follow the individual grade level alternate content expectations links.

Note: Individualized Education Program (IEP) teams should consider making amendments to IEPs to reflect these changes for 2022.

Call Center: 877-560-8378 (select appropriate option) for assistance with assessment or accountability issues

Spotlight on Student Assessment and Accountability

Training Sessions Available Now for Spring 2022 High School Michigan Merit Exam/PSAT and Grade 8 Test Administration, Part II

The **Spring 2022 Michigan Merit Exam (MME) and PSAT in High School Test Administration Training, Part II** and the **Grade 8 Test Administration Training, Part II** are available on the Michigan Department of Education (MDE) MME web page (www.michigan.gov/mme) and on the MDE PSAT web page (www.michigan.gov/psat). These videos and PowerPoint presentations provide test coordinators with information on what needs to be done in preparation for Spring 2022 testing.

Part I trainings explained activities that were to have been completed in Fall 2021 in preparation for Spring 2022 assessments. The current Part II trainings are activities that test coordinators need to complete in Spring 2022 in preparation for the spring assessments.

Both Part I and Part II trainings are available on the MME web page (www.michigan.gov/mme) and the PSAT web page (www.michigan.gov/psat) under the Training Videos/PPTs tile (shown below).

Coordinators can view the entire MME or Grade 8 presentations, or they can view segments of the training that are directly related to their assigned responsibilities.

Training segments include:

Michigan Merit Exam and PSAT in High School Test Administration Trainings

- MME and PSAT Test Administration Training, Part II
- College Board Test Administration Training, Part II
- ACT WorkKeys Test Administration Training, Part II
- M-STEP Grade 8 and Grade 11 Test Administration Training Part II
- Test Security Part II
- Supports and Accommodations Part II
- MME, PSAT, and Grade 8 Overview of Pre-Identification
- M-STEP and ACT WorkKeys Off-Site Testing
- Material Orders

Grade 8 Test Administration Trainings

- Grade 8 Test Administration Training Part II
- College Board Grade 8 Test Administration Training Part II
- M-STEP Grade 8 and Grade 11 Test Administration Training
- Test Security Part II
- Supports and Accommodations Part II
- MME, PSAT, and Grade 8 Overview of Pre-Identification
- M-STEP and ACT WorkKeys Off-Site Testing
- Material Orders

Email assessment questions to the Office of Educational Assessment and Accountability (OEAA) at mde-oeaa@michigan.gov.

Call Center: 877-560-8378 (select appropriate option) for assistance with assessment or accountability issues

CB College Board Corner

Information on SAT®, PSAT™ 8/9, and PSAT™10 provided by the College Board

Questions about Spring SAT, PSAT 8/9, or PSAT 10?

- Call the Michigan Educator Hotline: 866-870-3127 (select Option 1)
- Email: michiganadministratorsupport@collegeboard.org

WHAT'S NEW

Pre-ID Deadline is February 16

All students being tested in a school must be pre-identified in the Office of Educational Assessment and Accountability (OEAA) Secure Site. This includes any homeschool students who test at the school. The pre-ID deadline for schools to receive standard assessment materials and pre-printed barcode labels for students answer documents is February 16, 2022. For any students pre-IDed in the Secure Site after the February 16 deadline, schools will have to print labels locally. If student answer sheets are returned for scoring without the affixed pre-ID label, the student's test will not be scored.

For more information on the pre-ID process or to print barcode labels locally, visit the Secure Site Training web page (www.michigan.gov/securesitetraining).

Accommodation Request Deadline is February 22

The deadline to request College Board accommodations, state allowed accommodations, and English learner (EL) extended time support in the College Board SSD Online system is February 22, 2022. Accommodated testing materials will be sent to schools based on the students in the pending and approved status in SSD Online as of February 22. Accommodated materials can only be used if the student has an approval in SSD Online.

English Learner Supports

There are three EL supports available to eligible students for the Michigan-provided assessments: time and one-half (+50 extended time), translated test directions, and use of a word-to-word bilingual dictionary. (EL supports are not currently available for Advanced Placement tests, weekend SAT, or the PSAT/NMSQT). The use of EL supports may not be appropriate for all EL students. To determine if providing EL supports is appropriate, refer to the Supports & Accommodations Guidance Document (https://www.michigan.gov/documents/mde/Michigan_Accommodations_Manual.final_480016_7.pdf).

The use of translated test directions and bilingual dictionaries does not require College Board approval. Time and one-half must be requested in SSD Online by February 22; these requests will be automatically approved and will require no documentation to be submitted.

This online document contains a list of approved word-to-word bilingual dictionaries (https://satsuite.collegeboard.org/media/pdf/sat-suite-college-board-approved-dictionaries.pdf).

Call Center: 877-560-8378 (select appropriate option) for assistance with assessment or accountability issues

CB

Translated test directions will be available in PDF format for schools to download and print for test day. Printed translated test directions will not be shipped to schools. These PDFs should be available by February 14, 2022 on the Michigan Merit Examination web page (www.michigan.gov/mme) and the PSAT web page (www.michigan.gov/psat).

Note: The translated test directions are not Michigan-specific; however, they will provide all relevant directions for students. The provided directions use only the standard timing script, so test coordinators and proctors are to make sure students who are also using the time and one-half (+50%) support pay attention to the timing instructions provided verbally and written on the board.

Coming Soon

- Translated test directions will be available by February 14, 2022.
- The Coordinator Planning Kit arrives in schools March 1-3, 2022.
- Required online training will be available starting March 2, 2022.
- The Nonstandard Administration Report (NAR) will be available March 14, 2022 in SSD Online.

REMINDERS

Preparing for Test Day Webinar

The presentation and recording link of the Preparing for Test Day webinar from Thursday, January 27, is posted on the Michigan Merit Examination web page (www.michigan.gov/mme) and the PSAT web page (www.michigan.gov/psat).

Michigan Testing Manuals

For early review, the SAT manuals are posted on the Michigan Merit Examination web page (www.michigan.gov/mme) and the PSAT-related manuals on the PSAT web page (www.michigan.gov/psat).

ACT® WorkKeys®

Reminders

ACT WorkKeys Training Webinars

ACT hosted a training webinar on February 9, 2022 that provided an overview of how to administer the WorkKeys assessments. You may view it on-demand here. (https://event.on24.com/wcc/r/3477648/4961571337A 1059B47D1ED5590E6ED55).

The same webinar will be repeated on **March 8, 2022**. To attend, register here (https://event.on24.com/wcc/r/3477662/0AAF71AC7C 08AEC45DAD2A4B8441EBB4).

Both sessions will be recorded and posted to the ACT state testing website (act.org/stateanddistrict/ michigan) on the **WorkKeys on Paper** page.

Pre-identify Students and Order WorkKeys Test Materials

The window to submit student data for pre-ID barcode labels and to order ACT WorkKeys standard-time and accommodations materials through the OEAA Secure Site (www.michigan.gov/oeaa-secure) closes **February 16, 2022** at 5:00 p.m.

Instructions for these activities can be found on the Secure Site Training web page (www.michigan.gov/ securesitetraining) under the **Pre-Identification of Students** and the **Material Ordering** sections.

Refer to the following Spotlight on Student Assessment and Accountability Newsletters (www. michigan.gov/mde-spotlight) articles for complete information:

Article	Spotlight Edition
Pre-ID for SAT, PSAT, WorkKeys, M-STEP, and MI-Access	November 18, 2021
Spring 2022 Initial Material Orders	December 9, 2021
ACT WorkKeys	January 6, 2022

Off-site Testing

Schools must obtain approval for off-site testing from the Office of Educational Assessment and Accountability (OEAA). Submit your requests using the OEAA Secure Site (www.michigan.gov/oeaa-secure) through May 4, 2022. Refer to the December 9, 2021 Spotlight on Student Assessment and Accountability Newsletter (www.michigan.gov/mde-spotlight) for additional information.

ACT requires only the off-site location name and address to be documented in the Test Room Report portion of the Test Administration Form folder.

ACT® WorkKeys®

For all upcoming events and deadlines, be sure to reference the following documents:

- ACT WorkKeys Schedule of Events posted on the on the WorkKeys on Paper page.
- ACT WorkKeys List of Important Dates found on the MME web page (www.michigan.gov/mme) under General information, List of Important Dates.

Contacting ACT

If you have questions, you may:

1. contact ACT via the Contact Us web page (www.act.org/aap/state/contact.html)

2. call ACT at 800-553-6244 between 9:30 a.m. and 6 p.m. ET

Call Center: 877-560-8378 (select appropriate option) for assistance with assessment or accountability issues

Important Dates

Happening Now: Test Setup & Administration Requests

M-STEP and MI-ACCESS Online Test Session Setup in OEAA Secure Site

Now – February 21, 2022

- Test sessions are pulled into the DRC INSIGHT portal based on online pre-identification after 5:00 p.m. on February 21. All students must be pre-identified for online testing to set up test sessions through the OEAA Secure Site.

College Board Accommodations Request Window for EL Supports and State-Allowed Accommodations

Now – February 22, 2022

- Window to request state-allowed accommodations and English learner extended time in SSD Online for the SAT with Essay, PSAT 10, and PSAT 8/9

College Board Accommodations in SSD Online for the SAT with Essay, PSAT 10, and PSAT 8/9

February 22, 2022

- Deadline to request College Board accommodations in SSD Online for the SAT with Essay, PSAT 10, and PSAT 8/9

Alternate INSIGHT Availability Request

Now – March 18, 2022

- Alternate INSIGHT Availability Request (https://forms.office.com/g/5e0tfVWDi7) for schools with regular instructional hours after 4:00 p.m. that plan to schedule M-STEP or MI-Access online test sessions extending beyond 4:00 p.m.

WIDA ACCESS and Alternate ACCESS for ELLs Off-Site Test Administration Requests

Now – March 24, 2022

- Request off-site testing through the OEAA Secure Site

WIDA AMS Test Setup Window

Now – March 25, 2022

ACT WorkKeys Off-Site Test Administration Requests

Now – April 24, 2022

- Request off-site testing through the OEAA Secure Site

M-STEP Off-Site Test Administration Requests

Now – May 19, 2022

- Request off-site testing through the OEAA Secure Site

MI-ACCESS Off-Site Test Administration Requests

Now – May 26, 2022

- Request off-site testing through the OEAA Secure Site

Call Center: 877-560-8378 (select appropriate option) for assistance with assessment or accountability issues

Important Dates

Happening Now: Pre-Identification

College Board (SAT with Essay, PSAT 10, and PSAT 8/9)

Now – February 16, 2022

- Window to pre-ID students and receive pre-printed barcode labels for the SAT with Essay, PSAT 10, and PSAT 8/9 in the OEAA Secure Site (www.michigan.gov/oeaa-secure)

ACT WorkKeys

Now – February 16, 2022

- Window to pre-ID students and receive pre-printed barcode labels for ACT WorkKeys in the OEAA Secure Site (www.michigan.gov/oeaa-secure)

WIDA ACCESS and Alternate ACCESS for ELLs

Now – March 25, 2022

- Pre-ID of students for WIDA ACCESS and Alternate ACCESS for ELLs in OEAA Secure Site (www.michigan.gov/oeaa-secure) by 5:00 p.m. Friday, March 25, 2022

M-STEP (Online and Paper/Pencil Testing)

Now – May 19, 2022

- Pre-ID for online and paper/pencil testing **To receive printed barcode labels for students pre-identified to paper/pencil testing, pre-ID must be completed by 5:00 p.m. February 16**; pre-identification remains open through each test window.

MI-ACCESS (Online and Paper/Pencil Testing)

Now – May 26, 2022

- Pre-ID for online and paper/pencil testing. **To receive printed barcode labels for students pre-identified to paper/pencil testing, pre-ID must be completed by 5:00 p.m. February 16**; pre-identification remains open through each test window.

Call Center: 877-560-8378 (select appropriate option) for assistance with assessment or accountability issues

Spotlight
on Student Assessment and Accountability

February 10, 2022

Important Dates

February 2022

WIDA ACCESS and Alternate ACCESS for ELLs Testing Window is Open

Now – March 25, 2022

OEAA Secure Site Open Help Session

February 16, 2022, 3:00 - 3:45 p.m.

- Open virtual sessions for help with the OEAA Secure Site. Drop-in as needed for support and guidance.
  » online using this link: Join the meeting
  » phone in (audio only): 1-248-509-0316 - phone conference ID: 27143456#

March 2022

M-STEP Administration Training

March 1, 2022, 10:00 - 11:00 a.m.

- Join the M-STEP Webinar (https://datarecognitioncorp.zoom.us/j/83014100280)

MI-Access Administration Training

March 2, 2022, 10:00 - 11:00 a.m.

- Join the MI-Access Webinar (https://datarecognitioncorp.zoom.us/j/87353229007)

Early Literacy and Mathematics Administration Training

March 3, 2022, 10:00 - 11:00 a.m.

- Join the Early Literacy Webinar (https://datarecognitioncorp.zoom.us/j/82742852068)

WorkKeys Assessments Administration Training

March 8, 2022

- Register to attend the WorkKeys Assessments Training webinar (https://event.on24.com/wcc/r/3477662/0AAF71AC7C08AEC45DAD2A4B8441EBB4)

Call Center: 877-560-8378 (select appropriate option) for assistance with assessment or accountability issues

What's New / CB Corner / ACT WorkKeys / Important Dates / Contacts   13

Contacts

For assistance with assessment or accountability issues:

Assessment and Accountability Call Center

877-560-8378 (select appropriate option)

Options	Topics
1	to report cheating and unethical behavior by a district/school in regards to state assessments
2	for support of Central Office Services (COS), DRC INSIGHT Portal, and INSIGHT for the online M-STEP, MI-Access, and Early Literacy and Mathematics Benchmark Assessments (K-2)
3	for support of the OEAA Secure Site for <u>all</u> state assessments, administration and policy questions related to M-STEP, MI-Access, Early Literacy and Mathematics Benchmark Assessments (K-2), and accountability reporting
4	for questions about the College Entrance and Workskills assessments 1. Eligibility, MDE policies, and OEAA Secure Site Support 2. SAT, PSAT 8/9, and PSAT 10 – College Board 3. WorkKeys – ACT
5	for questions about the WIDA ACCESS for ELLs, WIDA Alternate ACCESS for ELLs, and support for WIDA AMS, INSIGHT, and Central Office Services (COS)
8	for all other questions

Email

For assessment questions:
mde-oeaa@michigan.gov

For accountability questions:
mde-accountability@michigan.gov

For assistance with WIDA Screener, W-APT, and the WIDA Secure Portal questions:
(for questions not covered in options 3 and 5 in the table above)

WIDA Client Services

866-276-7735

Call Center: 877-560-8378 (select appropriate option) for assistance with assessment or accountability issues