

CONTACT INFORMATION AND WEB SITES

Vendor Contact Information

Dillard Research Associates (DRA) is committed to providing Alaska special educators with the best service and support possible. Registered users and Qualified Assessors who experience difficulty accessing the internet-based assessment system can call the **Help Desk (800) 838-3163**. If registered users and Qualified Assessors have other types of questions, they should first contact their district Alternate Assessment Qualified Mentor-Trainer.

The DRA Help Desk representatives will respond to calls or emails within 24 hours. If DRA representatives are unable to answer your question, they will research the answer and get back to you with an answer by the following day. All questions are collected in a spreadsheet, coded by topics, and the response noted.

The Help Desk will be open from October 2, 2009 until April 16, 2010.

District hosted computer lab training: DRA requests that the district Alternate Assessment Qualified Mentor-Trainer notify DRA a week in advance of scheduled computer lab trainings for district staff. DRA will have a representative on standby to assist with any technical difficulties.

Dr. Gerald Tindal Project Director Dillard Research Associates 32534 Dillard Road Eugene, OR 97405	Dr. Kim Sherman Project Manager, Alaska Alternate Assessment kim.dra.eed@gmail.com Phone: 541-343-0403
Sevrina Tindal, Help Desk Representative Open: October 1, 2008 – April 10, 2009 Hours: Monday – Friday, 9am – 5pm Email: Sevrina@dillardresearchassociates.com Phone: 1-800-838-3163 Fax: 815-717-9683	

Department of Education and Early Development Contact Information

(Ms) Aran Felix
Alternate Assessment Program Manager
Assessment & Accountability Unit
P.O. Box 110500, Juneau, AK 99811-0500
Phone: 907-465-8437, Fax: 907-465-8400
Email: aran.felix@alaska.gov

EED Alternate Assessment website: http://www.eed.state.ak.us/tls/assessment/alternate_optional.html

Alternate Assessment Assessor Training and Secure Test Web site:
<http://ak.k12test.com/>

DRA Web Reporting System for Alternate Assessment Student Reports:
<https://akreports.k12test.com/>