

# 2015 PARCC Communication Plan

We have identified four points of contact for you based on your needs. Some of the topics below are also hyperlinked to useful documents.

Topic	Point of Contact
<ul style="list-style-type: none"> <li>• <a href="#">Shipping</a></li> <li>• <a href="#">Placing additional orders</a></li> <li>• <a href="#">PANext (PearsonAccess Next)</a></li> <li>• <a href="#">TestNav8</a></li> <li>• <a href="#">Technology issues related to PANext or TestNav8</a></li> <li>• <a href="#">Setting up proctor caching</a></li> <li>• <a href="#">Setting up and managing test sessions</a></li> <li>• <a href="#">Accommodation and PNP uploads</a></li> <li>• New students in Pearson Next</li> </ul>	<p><b>Pearson’s PARCC Help Desk</b>            Phone: 888-493-9888            Email: <a href="mailto:parcc@support.pearson.com">parcc@support.pearson.com</a>            Online Chat: Available in <a href="#">PANext</a>            Website: <a href="http://parcc.pearson.com/#">http://parcc.pearson.com/#</a></p>
<ul style="list-style-type: none"> <li>• Connection, network, or server issues</li> <li>• Basic technology troubleshooting</li> </ul>	<p><b>Learning Technology Centers (LTC)</b>            (see page 2 of this document)</p>
<ul style="list-style-type: none"> <li>• <a href="#">Test administration</a></li> <li>• <a href="#">Test irregularities</a></li> <li>• <a href="#">Administering accommodations</a></li> <li>• <a href="#">Users in PANext</a></li> <li>• <a href="#">Scheduling</a></li> <li>• <a href="#">Approval of additional orders</a></li> <li>• <a href="#">Unique Accommodations</a></li> </ul>	<p><b>ISBE Assessment Division</b>            Phone: 866-317-6034            Email: <a href="mailto:assessment@isbe.net">assessment@isbe.net</a>            Fax: 217-782-6097            Website: <a href="http://www.isbe.state.il.us/assessment/">http://www.isbe.state.il.us/assessment/</a></p>
<ul style="list-style-type: none"> <li>• <a href="#">Student data uploads</a></li> <li>• New students in SIS</li> <li>• Assessment Session Location upload</li> </ul>	<p><b>ISBE Student Information System (SIS)</b>            Phone: 217-558-3600            Website: <a href="http://www.isbe.net/sis/">http://www.isbe.net/sis/</a></p>

## Additional Resources:

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| <ul style="list-style-type: none"> <li>• <a href="http://PARCC.pearson.com">PARCC.pearson.com</a></li> <li>• <a href="#">Pearson Avocet Site (containing all manuals)</a></li> <li>• <a href="#">PearsonAccess Next</a></li> <li>• <a href="#">Illinois Assessment Key Dates Calendar</a></li> <li>• <a href="#">Who May Administer the PARCC Assessments?</a></li> <li>• <a href="#">PARCC FAQ</a></li> </ul> | <ul style="list-style-type: none"> <li>• <a href="#">Test Administrator Scripts (Verbal Directions)</a></li> <li>• <a href="#">Calculator Policy</a></li> <li>• <a href="#">Math Reference Sheets</a> <ul style="list-style-type: none"> <li>○ <a href="#">Grades 5-8</a></li> <li>○ <a href="#">High School</a></li> </ul> </li> <li>• <a href="#">Math Blueprints, Test Specs, &amp; Evidence Tables</a></li> <li>• <a href="#">ELA Blueprints, Test Specs, &amp; Evidence Tables</a></li> </ul> |
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# 2015 PARCC Communication Plan

2014-2015  
LTC Service Area

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