

Parent/Student FAQs for the ACT[®] Test Accommodations and English Learner Supports

How do I request accommodations and/or English learner (EL) supports for my student?

To request accommodations and/or EL supports for an administration of the ACT, students must first:

- Create an ACT web account, or log in to an existing account
- Register for a test date

When registering for the ACT test for the first time, students should indicate that they need accommodations or EL supports. Upon completing the registration process, students will receive an email with instructions on how to work with a school official to submit a request in the Test Accessibility and Accommodations System. Please visit www.act.org/the-act/accommms for complete instructions on the accommodations and EL supports request process, policies for documentation, and test preparation.

What should I do if I did not receive a confirmation regarding my student's need for accommodations or English Learner Supports to forward to my school official?

A confirmation email is not required in order to request accommodations or EL supports. Provide your student's ACT ID number from their ACT web account and registered test date to your school official. Your school official can visit www.act.org/the-act/accommms for step-by-step instructions on accessing the Test Accessibility and Accommodations System (TAA) and submitting your student's request.

What should I do if I forgot to indicate a need for accommodations and English learner supports when registering for the ACT?

Provide your student's ACT ID number from their ACT web account and registered test date to your school official. Your school official can visit www.act.org/the-act/accommms for step-by-step instructions on accessing the Test Accessibility and Accommodations System (TAA) and submitting your student's request.

How do I know if my student has been approved for accommodations and/or EL supports?

You should contact your school official and request a copy of the Decision Notification. They can access this from the Test Accessibility and Accommodations System (TAA).

Whom should I contact if I have questions regarding ACT scores or registering for an ACT test?

Please contact ACT Customer Care at 319.337.1270 (Monday – Friday, 8:00 a.m. – 8:00 p.m. Central time) and an agent will assist you.

