



Who to Call About The ACT® Test

Website: www.act.org/stateanddistrict/oklahoma

Email: statetesting@act.org

| Department and Phone # (if provided) | District/School Inquiry | Notes |
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| ACT Test Administration 800.553.6244 ext. 2800 | General Test Administration Questions | May also refer to ACT OK website (above) |
| | General Online Testing Questions | |
| | Technical Online Testing Questions | Caller could be transferred to Level 3 Tech support if needed |
| | Materials Shipments Questions | Test Coordinators can check tracking and detailed shipment info in PearsonAccess ^{next} |
| | Misadministration or Prohibited Behavior on Test Day | Should contact ACT for next steps as soon as possible, including completing an irregularity report and possibly ordering makeup materials for paper testing |
| | Weather/School Cancellation on Test Day | Please see the following for more information: (Late Start or Did Not Test) |
| District Test Coordinator (DTC) | School Test Coordinator (TC) Contact Change | TC changes are made by the DTC in PearsonAccess ^{next} |
| ACT Accommodations 800.553.6244 ext. 1788 | Accommodations Requests/English Learner Supports Questions | May also refer to ACT OK website (above) |
| ACT Academy 800.553.6244 ext. 1429 | Questions about ACT Academy | Or email: customerservices@act.org |
| ACT Customer Care 800.553.6244 ext. 1365 | Needing Access to Score Reports | Select menu option for Scoring Or email: hs.reporting@act.org |
| State – OSDE 405.521.3341 | School or Student Eligibility Questions | Or email: assessments@sde.ok.gov |
| | District Test Coordinator Contact Change | |
| ACT Professional Learning | Professional Learning Questions | Complete online form: Contact ACT Professional Learning |