WIDA ACCESS Triage

The **Office of State Assessment** is the lead NYSED office overseeing the transition to WIDA and test administrations. Any question or issue that is not addressed in this document—including all NYS assessment related policy issues—should be addressed to OSA at EMSCASSESSINFO@nysed.gov.

Below are the key support areas that are handled directly by WIDA or its assessment partner DRC. All inquiries on these items should be referred directly to ensure that the most current information is provided:

Topics	Contacts
Assessment Management System (AMS) • AMS account creation • AMS login issues • AMS permissions	**DRC Customer Service** WIDA@datarecognitioncorp.com (855) 787-9615
Assessment training and certification • required to administer WIDA ACCESS, WIDA Alternate ACCESS, or WIDA ACCESS for Kindergarten	**WIDA Client Services Center** help@wida.wisc.edu (866) 276-7735 https://wida.wisc.edu/
Determination of Alternate Assessment • Refer first to WIDA Alternate ACCESS Participation Decision Tree • All other questions to NYSED OSE	**NYSED Office of Special Education** 518-473-2878 speced@nysed.gov https://www.nysed.gov/special-education
Facilitated Workshops • Registration for *Exploring WIDA ACCESS Online for Test Administrators* and *Exploring WIDA ACCESS for Kindergarten* • Dates for spring workshops: *Understanding Score Reports for WIDA Alternate ACCESS* and *WIDA ACCESS Score Reports for Instruction*	**NYSED Office of Bilingual Education and World Languages** 518-474-8775 obewl@nysed.gov https://www.nysed.gov/program-offices/office-bilingual-education-and-world-languages-obewl
DRC Insight • Installation issues • Tech troubleshooting	**DRC Customer Service** WIDA@datarecognitioncorp.com (855) 787-9615
Instruction and Programming • Interpreting scores re Units of Study • Proficiency levels and exit criteria • WIDA standards	**NYSED Office of Bilingual Education and World Languages** 518-474-8775 obewl@nysed.gov https://www.nysed.gov/program-offices/office-bilingual-education-and-world-languages-obewl

Topics	Contacts
Test Accommodations • Refer first to WIDA Accessibility and Accommodations Manual • All other questions to NYSED OSA	**NYSED Office of State Assessment** 518-474-5902 emscassessinfo@nysed.gov https://www.nysed.gov/state-assessment
Test Administration procedures • Session timing • Student grouping, etc	**WIDA Client Services Center** help@wida.wisc.edu (866) 276-7735 https://wida.wisc.edu/
Test Administration troubleshooting • Tech issues	**DRC Customer Service** WIDA@datarecognitioncorp.com (855) 787-9615
Test Materials • Booklet labels • Ordering • Returning materials	**DRC Customer Service** WIDA@datarecognitioncorp.com (855) 787-9615
Test Registration Process • Adding new students • Assigning students to specific assessment • Tier placement	**DRC Customer Service** WIDA@datarecognitioncorp.com (855) 787-9615
WIDA Secure Portal • Access • Account creation • Login issues • Permissions • Materials included on portal such as webinars and Teacher Administration Manual	**WIDA Client Services Center** help@wida.wisc.edu (866) 276-7735 https://wida.wisc.edu/

Important Links and Information

NY WIDA ACCESS Checklist
This state checklist is a guide for personnel involved in administering WIDA ACCESS, and includes unique steps related to Kindergarten and WIDA Alternate ACCESS assessments. The checklist highlights all tasks that need to be completed before, during, and after testing within a school or district.

WIDA NYS state page
Includes annual schedule for ordering and testing, links and info on webinars and facilitated workshops, WIDA in NY newsletter registration form and archive, etc.