

## ISTAR Test Window Communication Guidance for Schools

Please use this directory to obtain the quickest response to questions or concerns during a testing window:

Call Vendor	Call Office of Student Assessment
<ul style="list-style-type: none"> <li>• Usernames &amp; passwords</li> </ul>	<ul style="list-style-type: none"> <li>• Policy issues</li> </ul>
<ul style="list-style-type: none"> <li>• Student login information</li> </ul>	<ul style="list-style-type: none"> <li>• Test irregularities</li> </ul>
<ul style="list-style-type: none"> <li>• Online testing issues</li> </ul>	<ul style="list-style-type: none"> <li>• Test security concerns</li> </ul>
<ul style="list-style-type: none"> <li>• Pencil/paper testing materials</li> </ul>	<ul style="list-style-type: none"> <li>• Assessment program information</li> </ul>
<ul style="list-style-type: none"> <li>• Other vendor-related concerns</li> </ul>	
<ul style="list-style-type: none"> <li>• Questar: 877-424-0322</li> <li>• <a href="mailto:ISTARSupport@questarai.com">ISTARSupport@questarai.com</a></li> </ul>	<ul style="list-style-type: none"> <li>• 317-232-9050</li> <li>• <a href="mailto:INassessments@doe.in.gov">INassessments@doe.in.gov</a></li> </ul>

\*Please use this guidance when contacting the **Office of Student Assessment**:

Program/Topic	Staff	Telephone	Email
General Line	Operator	317-232-9050	<a href="mailto:INassessments@doe.in.gov">INassessments@doe.in.gov</a>
ISTAR, Grades 3-8 and 10	Stephanie Thompson	317-234-5601	<a href="mailto:sthompson2@doe.in.gov">sthompson2@doe.in.gov</a>
Test Security & Monitoring	Sholonda Trice	317-232-0547	<a href="mailto:strice@doe.in.gov">strice@doe.in.gov</a>