

Below is contact information for questions and support regarding assessments.

Assessment	Contact Information
General Test Administration	LDOE hotline: 1-844-268-7320 Email: assessment@la.gov Contact Hours: 6:30 AM – 6:30 PM
ACT	Phone: 1-800-553-6244 x 2800 Online: https://act.org/stateanddistrict/contactus Contact Hours: Monday – Friday: 7:00 AM – 7:00 PM Saturday: 8:00 AM – 2:00 PM
ACT Accommodations	Phone: 1-800-553-6244 x 7800 Email: ACTStateAccoms@act.org Contact Hours: Monday – Friday: 7:00 AM – 7:00 PM Saturday: 8:00 AM – 2:00 PM
College Board: Advanced Placement (AP)	Phone: 1-877-274-6474 (Professionals) Phone: 1-888-225-5427 (Students) Online: https://apcentral.collegeboard.org/ap-services-inquiry-form Email: apstudents@info.collegeboard.org (Students) Contact Hours: Monday – Friday: 7:00 AM – 7:00 PM
College Board: College-Level Examination Program (CLEP)	Phone: 800-257-9558 or 212-237-1331 E-mail: clep@collegeboard.org (Professionals) E-mail: clep@info.collegeboard.org (Students) Contact Hours: Monday – Friday: 7:00 AM – 5:00 PM
English Language Proficiency Test (ELPT)	AIR phone: 1-866-758-0231 Email: laelphelpdesk@air.org Chat: http://la.portal.airast.org/chat/ Contact Hours: Monday – Friday: 7:00 AM – 7:00 PM
KEA/K-3 Literacy	Teaching Strategies (TS) Tech Support phone: 1-866-248-2575 TS General Customer Service: 1-800-637-3652 Online: https://teachingstrategies.com/contact/support/customer-support-form/ Contact Hours: Monday – Friday: 7:00 AM – 5:00 PM
LEAP 2025, LEAP 360, LEAP Connect, LAA1	DRC phone: 1-888-718-4836 Email: lahelpdesk@datarecognitioncorp.com Contact Hours: 7:30 AM – 4:30 PM
ACT WorkKeys	Phone: 1-800-WorkKey (967-5539) Email: workkeys@act.org Contact Hours: Monday – Friday: 7:00 AM – 7:00 PM Saturday: 8:00 AM – 2:00 PM