

MEMORANDUM

TO: Florida District Primary CELLA Coordinators
FROM: Questar Assessment, Inc.
DATE: November 25, 2009
SUBJECT: Contact Information and Training Materials Verification for 2010 CELLA Testing

Questar Assessment, Inc. has been contracted by the Florida Department of Education to facilitate the Florida Comprehensive English Language Learning Assessment (CELLA). The purpose of this memo is to:

- 1) provide you with your log-in and password information to our online system, ServicePoint™ (enclosed),
- 2) provide you with the Florida CELLA ServicePoint™ Quick Reference Guide (enclosed),
- 3) ask you to verify contact information (including shipping and mailing addresses), and
- 4) ask you to review and reduce (if needed), the CELLA Training Kit quantities currently planned for shipment to your district.

Please review the Florida CELLA ServicePoint™ Quick Reference Guide and then use your log-in and password information to log-in to the system. Should you have difficulty logging in to the system, please call customer service (contact information is at the end of this memo).

Contact and Shipping Information

Your district contact information has been entered into ServicePoint™. Once you have successfully logged into the system, please verify that the names and addresses that we have on record for the Primary and Secondary CELLA contacts are correct. The ServicePoint™ Quick Reference Guide provides instructions on how to correct inaccurate information. Please update any incorrect information.

Under the Primary CELLA contact information is the shipping information. This is the address that all materials shipments will be sent to. Please provide the shipping information for your district. Important!! A street address **MUST** be provided as the shipping address to ensure delivery of materials. Materials **CANNOT** be delivered to a Post Office Box address.

Training Materials

Questar Assessment, Inc. will be assembling and shipping the 2010 CELLA Training Kits in January 2010. Each kit will contain the following materials:

- Train-the-Trainer Manual and Train-the-Trainer CD—2 copies of each
- Test Administration Manual—2 copies
- Directions for Administration—1 copy
- Test Books for Levels A, B, C, and D—1 copy of each test book
- Levels B, C, and D Answer Sheet—1 copy
- Listening CDs—1 copy of each CD
- Training CDs for Speaking—1 copy of each CD

For each district the following number of kits will be shipped to the district shipping address:

- 5 kits for the district office
- 1 kit per school (with ELL Students enrolled), each kit in a separate box labeled by school
- A district overage of 5% based on ELL enrollment

In ServicePoint™, you are able to view the current overage for your district and you can update this quantity to a lower number if you see fit. The overage is the only quantity of training kits you can alter. Please review your district's overage and consider if the number needs to be lowered, if so please update the quantity. The overage quantity may not be increased.

Please note: You will be able to change contact information and training materials overage counts through **December 8, 2009**. Thank you for your time. Should any issues arise, please feel free to contact us.

Technical Support and Questions

If you experience problems with the online system and need technical support, or if you have general questions about verifying contact or overage information, please contact Steven Daniels, Customer Service Representative, toll-free at 877-85-CELLA (877-852-3552) or CELLA@QuestarAI.com. Technical Support and Customer Service will be available Monday through Friday, 7:00 am through 6:00 pm Eastern Time.