

**Q. Which solution should I choose?**

A. There is specific information on both the Summative and Periodic options on our website at <http://www.discoveractaspire.org/assessments/>. **Please note** ACT Aspire may only sell to K-12 institutions within the United States and US Territories.

**Q. Which Summative test option is best for me, online vs. paper?**

A. When considering which is the best option for your school we recommend completing the [Technology Readiness Survey](#), and reviewing the [Technology Set-up](#), including completing a systems check. We offer our online testing through a variety of options including; iPad, Chromebooks, Desktop App, and computers. (Note that Chrome and Firefox are not supported browsers. The Desktop App would have to be used if you use one of those browsers.)

**Q. Do I have to test the same subjects for all grades?**

A. No. When you order ACT Aspire your order will include all 5 subjects; English, Writing, Reading, Math, and Science. We understand you are the expert when it comes to your students, so we provide you the option of only testing certain subjects if that better meets your needs.

**Q. How do I order printed reports and labels?**

A. Printed reports and labels are not included in the base ACT Aspire package, but are available at a minimal additional cost on the order form.

**Q. How soon can I test Periodic after I order?**

A. If you are new to ACT Aspire you must complete the [organizational template](#) and email it to [actaspire\\_implementation@actaspire.org](mailto:actaspire_implementation@actaspire.org) before set up can begin. Once you have received your order confirmation it can take up to two weeks for the tests to be available within the system. Periodic assessments are purchased as a subscription based product and are available for use throughout the school year.

**Q. What is the current price?**

A. Current pricing is available on our order form.

**Q. Do I need a PO # to order?**

A. No, we do not require a PO to order ACT Aspire.

**Q. How will we be billed?**

A. ACT Aspire will bill for the entire order upon receipt, then after testing is complete, adjustments will be based on actual tests taken. Any credit balance and/or amount due will be communicated at that time. All invoices are distributed via email to the listed billing contact.

**Q. What can I expect when I place this order? What are my next steps?**

A. You will receive an email to confirm your order. Additional information with set up instructions and important deadlines will be sent to you closer to your selected testing administration. ACT Aspire is available to you to walk through any of the set up steps and will reach out to ensure successful implementation. We are committed to you having a successful testing experience and provide you a direct contact to assist with any questions throughout this process.

**Q. I ordered paper. When can I expect my materials?**

A. In order to receive paper testing materials you must complete the appropriate set up steps. When set up deadlines are met, the personalized testing materials are generally received two weeks prior to your selected testing dates within the established Spring or Fall test administration windows.

**Q. How do I switch from online-based to paper-based or vice versa? Change student count, test administration, or year? How do I add a product?**

A. If you wish to make any changes to your order please email requested changes to [orders@actaspire.org](mailto:orders@actaspire.org). Please note that there is an additional per student cost for paper testing.

**Q. How do I cancel?**

A. Please send any change requests, including cancellations, to [orders@actaspire.org](mailto:orders@actaspire.org).

**For additional questions please call 1-855-730-0400**