



Frequently Asked Questions for COVID-19

The Center for Applied Linguistics (CAL) has compiled this list of frequently asked questions (FAQs) in response to COVID-19 and will update these questions as needed.

Date posted: March 31, 2020

Contact CAL with any additional questions you may have.

Questions: Email CAL at aea@cal.org.

Website: www.cal.org/aea

CAL
CENTER FOR APPLIED LINGUISTICS
www.cal.org

How does COVID-19 affect the CAL Store?

As of March 31, 2020, the CAL Store will continue to accept orders with modifications to our processes:

- We have suspended overnight and two-day shipping options for physical products.
- CAL will fulfill physical orders once a week. Orders for digital products will continue to be fulfilled within one business day.
- For Purchase Orders or other documents, email us (store@cal.org); do not fax.
- Contact the CAL Store (store@cal.org or 1-800-551-3709) with questions about orders or shipping.

How does COVID-19 affect BEST User Support?

BEST User Support answers questions and provides assistance to BEST users. At this time, we are maintaining the following support for our clients:

- Our staff is now working remotely. BEST User Support will maintain business hours Monday through Friday from 10:00am – 5:00pm Eastern Time. We will answer calls to the BEST User support line 1-866-845-BEST (2378) and respond to email (aea@cal.org) during these hours.
- Email or phone is the best way to reach us. If you would like to send or receive documentation, please email us; do not fax.

Can BEST Plus 2.0 be administered virtually?

Yes.

To address the unique challenges of COVID-19, users may consider remotely administering BEST Plus 2.0. Note that BEST Plus 2.0 is designed as a face-to-face assessment and its use in a virtual environment has not been researched by CAL. We strongly recommend that programs try out virtual test administration internally before administering BEST Plus 2.0 virtually to students.

Contact aea@cal.org if you are considering virtual test administration and we will provide you with a copy of *BEST Plus 2.0 Virtual Test Administration Guidance*. This document describes how video conferencing software can be used to administer BEST Plus 2.0. We also provide support for implementing [guidance from the Office of Career, Technical, and Adult Education \(OCTAE\)](#) related to virtual testing.

Can BEST Literacy be administered virtually?

No.

We do not recommend administering BEST Literacy virtually. BEST Literacy is a print-based reading and writing test in which students write their answers directly in a test booklet. This cannot be emulated virtually.

Can BEST Plus 2.0 or BEST Literacy test administrator training sessions be conducted virtually?

Yes.

It is possible to adapt BEST test administrator training sessions for a virtual format. This includes the BEST Plus Test Administrator Training, the BEST Plus Refresher Training, and BEST Literacy trainings. CAL has developed best practices and recommended procedures for these trainings. For BEST Plus 2.0 trainings, we recommend a group size of no more than 20. Contact aea@cal.org for guidance and best practices for conducting remote BEST Trainings.

Who can I contact if I have any other questions?

Email CAL at aea@cal.org or call us at 1-866-845-BEST (2378). Our team is available Monday through Friday from 10:00am – 5:00pm Eastern Time.