

August 25, 2017

Dear Colleague in Christian Education,

On behalf of the entire ACSI team, please accept my deepest apologies for the ongoing delay in *TerraNova 3* score reports, and particularly that you must begin a new school year with the matter still unresolved. We consider the situation unacceptable, and we are doing everything in our power to find a solution, including a recent in-person visit by members of our technical team to the headquarters of Data Recognition Corporation (DRC), the vendor responsible for the delay.

In more than 30 years of providing student assessment programs that are accurate, current, affordable, and tailored for Christian schools like yours, we have never had such an anomaly, and we are taking steps to ensure it never happens again. Part of making things right is updating you more frequently and providing clarity for the way forward.

First, we remain unable to project when you will receive score reports. The vendor's expected delivery dates have, thus far, been inaccurate, so we will refrain from needlessly raising your expectations again.

Second, we will not be sending you an invoice for scoring services for 2016–2017 *TerraNova 3* testing. Even though the circumstances were outside ACSI's control, we do not expect you to bear the burden of paying for a product that was not delivered as promised. If you have already paid for those scoring services, we will work with you to refund or otherwise compensate for that expense.

We are also making every effort to reduce the challenges this delay continues to cause your staff, parents, and students. DRC has delivered a majority of the raw data for individual students (from which student score reports are produced), and though this is insufficient, it has allowed us to begin developing very basic test results—prioritizing students and schools in the most extraordinary circumstances.

We have also prepared [an updated letter for parents](#). We are sorry you have been in the uncomfortable and frustrating position of communicating information that turned out to be incorrect or unhelpful. We hope this letter helps mitigate some of their very valid concerns.

We are evaluating whether or not ACSI will continue a partnership with DRC, as well as vetting other nationally recognized test publishers as potential partners with ACSI (bearing in mind the potential costs and frustrations associated with transitioning to a new assessment system). We believe it is the right time to provide multiple solutions to meet the unique needs of schools for the 2017–2018 school year. We'll communicate the details with

you as they are decided.

For the latest information on the delay, updates on the selection of new testing services, and answers to frequently asked questions, visit [acsi.org/testing](https://www.acsi.org/testing). Of course, please reach out to our Member Care team at [800.367.0798](tel:800.367.0798) or via our [Member Care online form](#) for any needs you may have.

Please know I am always available to personally hear your questions and concerns. The entire ACSI team remains committed to strengthening and equipping Christian schools like yours.

In Christ,

Dan Egeler
President
Association of Christian Schools International

You are receiving this email because you have purchased and are using *TerraNova 3* assessments.

Association of Christian Schools International

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