

# Administration Incidents

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Incidents requiring an IR must be submitted online through AP Registration and Ordering.

## YOU MUST COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	What You Should Do	How to Fill Out the IR/Other Action
<b>Accommodations-related incidents</b>		
<b>SSD Accommodations given that were not approved</b>	<p>Stop testing and collect the student's exam materials.</p> <p>Advise the student that they received accommodations that were not approved.</p> <p>Dismiss the student.</p> <p><b>Contact the College Board SSD office immediately for instructions (844-255-7728 or 212-713-8333).</b></p>	<p>On the IR, select <b>Other</b>. Note the student's name and AP ID in the space provided. Also note the accommodations given and actions taken.</p>
<p><b>SSD Approved accommodations not given</b></p> <p>(Note: This does not apply to students who opt out of their approved accommodations by submitting a letter to the school signed by a parent.)</p>	<p>Advise the student that they did not receive accommodations for which they were approved.</p> <p>Offer the student the option to continue testing without the approved accommodations or to stop testing.</p> <p>If the student chooses to stop testing, collect their exam materials.</p> <p>Dismiss the student.</p> <p><b>Contact the College Board SSD Office (844-255-7728 or 212-713-8333) for further instruction about retest options.</b></p>	<p>On the IR, select <b>Other</b>. Note the student's name and AP ID in the space provided. Also note the accommodations given and actions taken.</p>
<b>Audio recording issues</b>		
<p><b>Problem with one or more student audio recordings</b></p> <p><b>Unable to record student(s) response file(s)</b></p>	<p><b>Recording the test AP ID:</b> If student(s) is/are unable to record their test AP ID, student(s) can try recording their AP ID until successful (following the instructions in the proctor script in this book). If still unable, remove affected student(s) from the room to a secure, monitored area and have them sit quietly without accessing any unauthorized aids until end of session. Retest the student(s) immediately after unaffected students are dismissed. Retesting students must not have contact with dismissed students. Do not report if retesting occurs before affected students are dismissed.</p> <p><b>Recording the actual response:</b> If the problem is discovered immediately after testing and before students are dismissed, affected student(s) must wait quietly while other students are dismissed and retest immediately (following the proctor script in this book). Students may rerecord responses <b>one time only</b>. Do not report if retesting occurs before dismissal. If retesting is not possible before dismissal or the issue remains, contact AP Services for Educators (877-274-6474 or 212-632-1781).</p> <p><b>If the problem isn't discovered until after the student(s) is/are dismissed, contact AP Services for Educators.</b></p>	<p>On the IR, select <b>Equipment Problems</b>. Note the student's name and AP ID in the space provided. Also note the affected sections, and explain the nature of the equipment problem and whether any portions of the recorded student responses are missing.</p> <p>Note: You don't need to report or call AP Services if retesting occurred before dismissal.</p>

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<b>Student chooses not to record the Speaking part of French, German, Italian, or Spanish Language and Culture, or the Sight singing part of Music Theory</b>	<p>Advise the student that:</p> <ul style="list-style-type: none"> <li>Not recording their audio responses will have an impact on their score.</li> <li>Their decision not to record will be forwarded to the AP Program.</li> <li>Unless they request a score cancellation, their exam score will be reported based on what was completed.</li> </ul> <p>Collect the student's exam materials.</p> <p>If you are administering a world language and culture exam, remove the student from the room to a secure, monitored area and have the student sit quietly without accessing any unauthorized aids until the end of the session.</p> <p>If you are administering the Music Theory Exam, dismiss the student, making sure there is no contact between this student and those who are waiting to take the sight singing part of the exam.</p>	<p>On the IR, select <b>Other</b>. Note the student's name and AP ID in the space provided and explain the student chose not to take the speaking or sight singing part of the exam; no file will be uploaded to the DAS portal.</p> <p>Additionally, document the student's details in the DAS portal. See the Help document on the DAS portal for details.</p>
<b>Defective materials</b>		
<b>Free-response booklet, written-response booklet, or orange booklet</b>	<p>If you have extra exams in the subject, provide the student with the free-response booklet, written-response booklet (for AP Computer Science Principles), or orange booklet from an unused packet. Use the extra exam booklet seals from the Coordinator's Pack to secure the unused multiple-choice booklet from the extra exam, and return unused extra booklets with other unused exams.</p> <p><b>If you have no extra exams available, call AP Services for Educators immediately (877-274-6474 or 212-632-1781).</b></p>	<p>On the IR, select <b>Defective Materials</b> and <b>Free Response</b> or <b>Orange Booklet</b>. (For AP Computer Science Principles, select "Free Response" if the Section II: Written-Response booklet is defective.) Identify the nature of the defect, including the page number where the defect was found.</p> <p>Return the defective materials in the IR return envelope.</p>
<b>Master audio CDs</b>	<p>If possible, use another player. <b>If issue persists call AP Services for Educators immediately (877-274-6474 or 212-632-1781).</b></p>	<p>On the IR, select <b>Defective Materials</b> and <b>Master Audio CDs</b>. Identify the nature of the defect and the actions you took to resolve the problem.</p> <p>Return defective materials in the IR return envelope.</p>
<b>Multiple-choice booklet or short-answer response booklet</b>	<p>If you have extra exams in the subject, provide the student with the appropriate booklet from an unused packet. Use the extra exam booklet seals from the Coordinator's Pack to secure the incomplete exam packet, and return it with all other exams.</p> <p><b>If you have no extra exams available, dismiss the student and order a late-testing exam for the student.</b></p>	<p>On the IR, select <b>Defective Materials</b> and <b>Multiple Choice</b> or <b>Short-Answer Response</b>. Identify the nature of the defect, including the page number where the defect was found.</p> <p>Return the defective materials in the IR return envelope.</p>
<b>Disturbance/interruption</b>		
<b>Disturbance Uninterrupted exam</b>	<p>If possible, reduce or eliminate the source of the disturbance (loud noise, excessive heat/cold, etc.).</p> <p>Tell students that an appropriate message such as "School reports distraction during the administration of the exam" may appear on their score reports.</p>	<p>On the IR, select <b>Disturbance</b>. Note the length of time (in minutes) of the disturbance. Report the nature of the disturbance and the section affected. Report only severe disturbances, unless there are many student complaints.</p> <p>Return the seating chart in the IR return envelope.</p>

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Incidents	What You Should Do	How to Fill Out the IR/Other Action
<b>Interruption</b>	<p>Provide clear instructions for the safety of the students if a fire drill, power failure, etc., occurs.</p> <p>Note the time. Ask students to close their exam booklets and leave them on their desks. Direct students not to talk and not to access prohibited items, and monitor them at all times if they must leave the testing room.</p> <p>Proper <b>monitoring</b> during an interruption requires that students were never left unattended and were closely monitored at all times to prevent discussion of test questions, access to unauthorized aids, and usage of mobile phones and other prohibited electronic devices. Failure to adhere to this policy may result in cancellation of scores.</p> <p>If possible to return to the exam room in a reasonable amount of time (as in the case of a fire drill), and you are certain <b>all students were monitored properly during the entire time testing was stopped</b>, follow procedures to resume each exam and allow students to continue testing.</p> <p><b>NEW</b> If faced with an active threat such as bomb threat, active shooter, any threatening behavior including those involving a firearm or weapon, or if student brings a firearm to a test site:</p> <ul style="list-style-type: none"> <li>Follow your school's procedures for lockdown or evacuation.</li> <li>Once the situation is safe, follow all procedures under "Interruption" to ensure student and staff safety and to secure materials.</li> </ul> <p><b>If testing cannot be resumed, call AP Services for Educators immediately (877-274-6474 or 212-632-1781).</b></p>	<p>On the IR, select <b>Interruption</b>. Note the length of the interruption and the affected section(s). Report the source, impact of the interruption, and the corrective action taken (including time adjustments).</p> <p>Return the seating chart in the IR return envelope.</p>
<b>Equipment problems</b>		
<b>Group incident French, German, Italian, and Spanish Language and Culture</b>	<p><b>If the equipment problem involves the Master Listening CD and/or the Master Writing CD:</b></p> <p>Retest the students immediately on exam day. Do not report if retesting occurs before dismissal.</p> <p><b>If retesting is not possible before dismissal, contact AP Services for Educators immediately (877-274-6474 or 212-632-1781).</b> If the equipment problem isn't discovered until after students are dismissed, contact AP Services for Educators.</p> <p><b>If the equipment problem involves the Master Speaking CD:</b></p> <ul style="list-style-type: none"> <li>Tell affected students to close their booklets.</li> <li>Move affected students to a secure, monitored area and have them sit quietly without accessing any unauthorized aids until the end of the session.</li> <li>Don't stop any of the equipment being used by other students.</li> <li>Have the affected students rerecord at the conclusion of the session, if possible.</li> <li>Students may rerecord responses one time only.</li> <li>If it's not possible to rerecord at the conclusion of the session, contact AP Services for Educators immediately (877-274-6474 or 212-632-1781).</li> </ul> <p>Do not report if retesting occurs before dismissal.</p> <p><b>If the equipment problem isn't discovered until after students are dismissed, contact AP Services for Educators for instructions.</b></p>	<p>On the IR, select <b>Equipment Problems</b>. Note the affected parts or sections, and explain the nature of the equipment problem and, if applicable, whether any portions of the recorded speaking responses are missing. Include name and AP ID of students impacted.</p> <p>Note: You don't need to report or call AP Services if retesting occurred before dismissal.</p>
<b>Group incident Spanish Literature and Culture</b>	<p>Retest the students immediately on exam day. Do not report if retesting occurs before dismissal.</p> <p><b>If retesting is not possible before dismissal, contact AP Services for Educators immediately (877-274-6474 or 212-632-1781).</b> If the equipment problem isn't discovered until after students are dismissed, contact AP Services for Educators.</p>	<p>On the IR, select <b>Equipment Problems</b>. Note the affected parts or sections, and explain the nature of the equipment problem and, if applicable, whether any portions of the recorded speaking responses are missing. Include name and AP ID of students impacted.</p> <p>Note: You don't need to report or call AP Services if retesting occurred before dismissal.</p>

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Incidents	What You Should Do	How to Fill Out the IR/Other Action
<b>Individual incident</b> <b>French, German,</b> <b>Italian, and Spanish</b> <b>Language and Culture</b>	Do not stop any of the equipment being used by other students. Remove the affected student from the room to a secure, monitored area and have them sit quietly without accessing any unauthorized aids until the end of the session. Retest the student immediately on exam day. Student responses can be recorded only once during retesting. Do not report if retesting occurs before dismissal.  <b>If retesting is not possible before dismissal, contact AP Services for Educators immediately (877-274-6474 or 212-632-1781).</b> If the equipment problem isn't discovered until after students are dismissed, contact AP Services for Educators.	On the IR, select <b>Equipment Problems</b> . Note the student's name and AP ID in the space provided. Note the affected sections, and explain the nature of the equipment problem and whether any portions of the recorded speaking responses are missing.  Note: You don't need to report or call AP Services if retesting occurred before dismissal.
<b>Individual incident</b> <b>Music Theory</b>	Retest the student immediately on exam day. Student responses can be recorded only once during retesting. Do not report if retesting occurs before dismissal.  If the equipment problem isn't discovered until after students are dismissed, contact AP Services for Educators.	On the IR, select <b>Equipment Problems</b> . Note the student's name and AP ID in the space provided. Also note the affected sections, and explain the nature of the equipment problem and whether any portions of the recorded sight singing responses are missing.  Note: You don't need to report or call AP Services if retesting occurred before dismissal.
<b>Illness during the exam</b>		
<b>Soiled answer sheet and/or exam booklets</b>	If an answer sheet becomes soiled due to illness or bleeding, inform the student that it can't be scored. If the student wants to continue, provide a new answer sheet and allow the student to transcribe earlier answers after exams have been collected. Monitor the student while they are transcribing. <b>Soiled answer sheets must be destroyed.</b>	On the IR, select <b>Other</b> . Note the student's name and AP ID in the space provided.  Return the student's answer sheet, if unsoiled, in the answer sheet return envelope.  Any soiled exam booklets (placed in plastic, if possible) should be returned in the IR return envelope.
<b>Student unable to return</b>	<b>Contact AP Services for Educators as soon as possible (877-274-6474 or 212-632-1781).</b>  Advise the student that unless a full or partial alternate exam is taken or score cancellation is requested, a score will be reported based on what was completed. Make sure that the student's AP ID appears on all exam sections and the answer sheet.	On the IR, select <b>Illness</b> . Note the student's name and AP ID in the space provided.  Return the student's answer sheet in the answer sheet return envelope.  Return the short answer booklet, if applicable, and free-response booklet in the IR return envelope.
<b>Misconduct</b>		
<b>Copying</b>	Change the seat of the involved student(s) and note change on seating chart. Take no further action toward dismissal until you are sure information has been shared. Have an assistant witness any suspected misconduct.  If the situation persists after a warning from you or a proctor, collect exam materials and dismiss the students involved, explaining this is the result of the student(s) not following testing regulations.	On the IR, select <b>Misconduct</b> and, if necessary, <b>Student Dismissed</b> . If individual, note the student's name and AP ID in the space provided, and describe specific circumstances, including the exam section when the copying was observed, and list the name and AP ID of those suspected (copier and person copied).
<b>Disruptive behavior</b>	You have the authority to dismiss a student for misconduct. If a student's behavior during the exam disturbs others (e.g., the student exhibits rude, belligerent, or disruptive behavior), warn the student that they will be dismissed if the disruptive behavior persists. Isolate the offender, if necessary, in a minimally disturbing way. You may dismiss anyone who continues to be disruptive. Take steps to ensure dismissed students are not provided the opportunity to transmit information about the exam to other students. Inform the student that a report will be sent to the AP Program.  In certain cases, you may be reluctant to dismiss a student for fear of embarrassment, disturbance to other examinees, or physical reprisal. You should dismiss when warranted, but use your own judgment in handling each situation.	On the IR, select <b>Misconduct</b> , and if necessary, <b>Student Dismissed</b> . Note the student's name and AP ID in the space provided and also describe all events in detail, even if you do not dismiss the student. If other students complained about the disturbance, document their names and complaints. Explain the situation, length of disturbance, and affected section(s).  Return the seating chart in the IR return envelope.

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Incidents	What You Should Do	How to Fill Out the IR/Other Action
<b>Giving or receiving assistance of any kind</b>	Change the seat of involved student(s) and note change on seating chart. Advise the student(s) that failure to adhere to the testing procedures after receiving a warning may result in cancellation of scores and that you are required to report the incident to College Board via an Incident Report.	On the IR, select <b>Misconduct</b> . If individual, note the student's name and AP ID in the space provided and describe specific circumstances, including the exam section when the assistance was observed. List the name and AP ID of all those involved.  Return the seating chart in the IR return envelope.
<b>Observed with electronic equipment (phones, smartwatches, or wearable technology of any kind, laptops, tablet computers, Bluetooth devices, portable listening or recording devices, cameras or other photographic equipment, devices that can access the internet, separate timers of any type, and any other electronic or communication devices) during testing or during a break</b>	Confiscate the device. Dismiss the student from testing. If you suspect there has been a breach in exam security (exam content has been captured, stored, or disclosed in any way), sequester the student in a monitored room and <b>contact the Office of Testing Integrity (OTI) immediately (833-435-7684 or 609-406-5430) for instructions.</b>	Review the device for calls, text messages, and pictures to determine if there has been a breach in exam security. If anything suspicious is detected, immediately contact the Office of Testing Integrity (833-435-7684 or 609-406-5430).  On the IR, select <b>Misconduct</b> and <b>Student Dismissed</b> . Note the student's name and AP ID in the space provided, and describe all events in detail.
<b>Opening the exam booklet before the start of the particular section</b>	Immediately ask the student to close the exam booklet. <i>If student opened the multiple-choice booklet before the start of the multiple-choice section: no action is necessary other than filling out an IR.</i> <i>If student opened the free-response booklet before the start of the free-response section: immediately collect the exam booklet. Call the Office of Testing Integrity (OTI) immediately for instructions (833-435-7684 or 609-406-5430). Do not allow the student to resume testing until you have received instructions from OTI. Do not allow the student to go on break with the other students.</i>  Tell the student that a report will be submitted. Warn the student that a subsequent violation will be grounds for dismissal from the exam.	On the IR, select <b>Misconduct</b> . Note the student's name and AP ID in the space provided and describe all events in detail even if you do not dismiss the student, including when the infraction was detected and any impact to other students. Note the affected exam and section.  Return the seating chart in the IR return envelope.
<b>Prohibited aid</b>	Advise the student that failure to adhere to the testing procedures after receiving a warning may result in cancellation of scores and that you are required to report the incident to College Board via an Incident Report.	On the IR, select <b>Misconduct</b> . Note the student's name and AP ID in the space provided, and describe the prohibited aid in detail.  If the prohibited aid consists of notes, scratch paper, or both, retrieve them from the student, identify them with the student's name and AP ID, and return them in the IR return envelope.
<b>Student leaving the designated break area or building without permission</b>	Collect the student's exam materials, and ensure that no exam materials are missing before immediately dismissing the student if the student is still present. Do not readmit the student to the testing room.	On the IR, select <b>Misconduct</b> and <b>Student Dismissed</b> . Note the student's name and AP ID in the space provided, and describe all events in detail.
<b>Working on the wrong section</b>	Direct the student to the proper exam booklet. Tell the student that a report will be submitted. Warn the student that a subsequent violation will be grounds for dismissal from the exam.	On the IR, select <b>Misconduct</b> . Note the student's name and AP ID in the space provided, and describe all events in detail even if you do not dismiss the student. Note the affected exam and section.  Return the seating chart in the IR return envelope.

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### YOU MUST COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	What You Should Do	How to Fill Out the IR/Other Action
<b>Misplaced answers</b>		
<b>Answers misgridded on the answer sheet</b>	Under no circumstances should you transcribe student responses on the correct area(s) of the answer sheet.	On the IR, select <b>Misplaced Answers</b> . Note the student's name and AP ID in the space provided, and provide as much information as possible about the misgridded answers (e.g., where the misgridding begins).
<b>Answers written on the wrong page of the free-response booklet, written-response booklet, or short-answer response booklet</b>	Inform the student that the Readers who score the exams will be directed to the pages where the student wrote the responses. Under no circumstances should you transcribe student responses on the correct page(s) of the free-response booklet, written-response booklet, or short-answer response booklet (unless the student has an approved accommodation to do so by College Board).	On the IR, select <b>Misplaced Answers</b> . Note the student's name and AP ID in the space provided and explain the situation.
<b>For European History, U.S. History, or World History: Modern Exams: Answers for the short-answer responses written in the free-response booklet</b>	Immediately ask the student to close the exam booklet. If the student opened the free-response booklet before the start of Section II, immediately collect the exam booklet. <b>Call the Office of Testing Integrity (OTI) immediately for instructions (833-435-7684 or 609-406-5430)</b> . Do not allow the student to resume testing until you have received instructions from OTI. Do not allow the student to go on break with the other students.	On the IR, select <b>Short-answer responses and/or free responses written in wrong book</b> . Note the student's name and AP ID in the space provided, and explain the situation, including when the infraction was detected, whether the orange booklet was opened, and any impact to other students.  Return the short-answer response booklet and free-response booklet in the IR return envelope.
<b>Missing exam materials</b>		
<b>Missing exam packet; multiple-choice, short-answer response, free-response booklet, written-response booklet; or orange booklet</b>	<b>Call the Office of Testing Integrity (OTI) immediately (833-435-7684 or 609-406-5430) for instructions.</b> You must <b>not</b> administer exams in the affected subjects until receiving instructions from OTI.	On the IR, select <b>Missing Exam Materials</b> . Identify the missing materials and the actions you took to resolve the problem.  Complete an IR as instructed by the Office of Testing Integrity.
<b>Missing master audio CDs</b>	<b>Call the Office of Testing Integrity (OTI) immediately (833-435-7684 or 609-406-5430) for instructions</b> if you discover that master audio CDs for the exams for French, German, Italian, or Spanish Language and Culture, Spanish Literature and Culture, or Music Theory are missing.  You must <b>not</b> administer exams in the affected subjects until receiving instructions from OTI.	On the IR, select <b>Missing Exam Materials</b> . Identify the missing materials and the actions you took to resolve the problem.  Complete an IR as instructed by the Office of Testing Integrity.
<b>Mistiming</b>		
<b>Overtiming</b>	Make no adjustment if too much time is allowed on any section of the exam. Tell students that a report will be filed and that overtime may result in the cancellation of students' scores. <b>Contact AP Services for Educators immediately (877-274-6474 or 212-632-1781)</b> .	On the IR, select <b>Overtiming</b> and note the number of minutes. Report sections affected and amount of overtime for those sections.
<b>Undertiming</b>	If possible, correct the undertiming before students are dismissed. You can correct the undertiming only if it does not require students to go back and break open the seals of part or all of the Section I booklet. If successful, there is no need to report the incident or call AP Services.  However, any undertiming that cannot be corrected or is discovered after students have been dismissed must be reported. <b>Contact AP Services for Educators immediately (877-274-6474 or 212-632-1781)</b> .	If undertiming cannot be corrected or is discovered after students have been dismissed, complete an IR. On the IR, select <b>Undertiming</b> and note the number of minutes. Report the sections affected and amount of undertiming for those sections. <ul style="list-style-type: none"> <li>■ If the undertiming is <b>five minutes or less on the multiple-choice section</b>, the exam may be scored as usual.</li> <li>■ If the undertiming is <b>10 minutes or less on the free-response section</b>, the exam may be scored as usual.</li> </ul>

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Incidents	What You Should Do	How to Fill Out the IR/Other Action
<b>Other</b>		
<b>Student used extra paper</b>	<p>If students require additional space to complete their responses, provide extra paper. They must print only their AP ID, the title of the exam, and the question number at the top of each extra sheet of paper.</p> <p>After the exam, have students <b>staple</b> the extra paper to the page corresponding to that question in the free-response booklet (or written-response booklet for AP Computer Science Principles).</p>	<p>On the IR, select <b>Student Used Extra Paper</b>.</p> <p><i>If only one student used extra paper:</i> select <b>Individual student incident</b> and note the student's name and AP ID in the space provided. In the IR return envelope, include the short-answer response and/or free-response booklets and/or written-response booklets with extra paper stapled inside.</p> <p><i>If more than one student used extra paper, it is best to submit a single IR per exam subject per administration (regular or late testing):</i> select <b>Group incident</b> and note the number of students involved in the space provided. Provide the name and AP ID of all students who used extra paper. In the IR return envelope, include the short-answer response and/or free-response booklets and/or written-response booklets with extra paper stapled inside.</p>
<b>Student used inappropriate ink color in the free-response booklet, written-response booklet, or short-answer response booklet</b>	Advise student that scoring of the booklet won't be affected.	On the IR, select <b>Student used inappropriate ink color in the free-response booklet</b> . Note the student's name and AP ID in the space provided. Explain the event.
<b>Student used ink on answer sheet</b>	Advise the student that the multiple-choice section may have to be hand-scored, but scoring will not be affected.	On the IR, select <b>Student Used Ink on Answer Sheet</b> . Note the student's name and AP ID in the space provided.
<b>Students shared same AP ID</b>	<p>Students must not share AP IDs. If you discover the problem before the exam, contact the AP coordinator, who can look up each student's AP ID in AP Registration and Ordering. If you discover the problem during the exam, have another proctor contact the AP coordinator to look up the AP ID for each affected student.</p> <p>However, if it's discovered after testing is complete, submit an IR.</p>	On the IR, select <b>Students Shared Same AP ID</b> . On the IR, list all students who shared the same AP ID.
<b>Unscheduled departure from the testing site</b>	Collect the student's exam materials. Advise the student that unless a score cancellation is requested, their score will be reported based on what was completed. No retest will be offered.	On the IR, select <b>Other</b> . Note the student's name and AP ID in the space provided. Explain the event, and indicate time away from the exam room.
<b>Student given wrong exam booklet</b>		
<b>Proctor gives student(s) the wrong exam packet; student(s) may have opened shrinkwrap but did not open exam booklet</b>	Immediately collect and secure incorrect exam materials from student(s). Give the student(s) the correct exam package and proceed with testing. <b>Contact AP Services for Educators immediately (877-274-6474 or 212-632-1781).</b>	On the IR, select <b>Other</b> . Identify the wrong exam that was given to the student(s) and the actions you took immediately following the discovery.
<b>Testing off-schedule</b>		
<b>Administering an exam at the wrong time or on the wrong date</b>	Call the Office of Testing Integrity (OTI) immediately (833-435-7684 or 609-406-5430) for instructions if you discover that you administered an exam at the wrong time or on the wrong date. You must not order a replacement exam(s) until receiving instructions from OTI.	<p>On the IR, select <b>Testing Off-Schedule</b>. On the IR, identify the exam administered at the wrong time or on the wrong date, and the actions you took immediately following the discovery.</p> <p>Complete an IR as instructed by the Office of Testing Integrity.</p>
<b>Administering the wrong exam</b>	Call the Office of Testing Integrity (OTI) immediately (833-435-7684 or 609-406-5430) for instructions if you discover that the wrong exam was given to a student(s). You must not administer the exam distributed in error to any student(s) or order a replacement exam(s) until receiving instructions from OTI.	<p>On the IR, select <b>Testing Off-Schedule</b>. Identify the wrong exam that was given to the student(s) and the actions you took immediately following the discovery.</p> <p>Complete an IR as instructed by the Office of Testing Integrity.</p>

**DO NOT COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING**

<b>Incident</b>	<b>What You Should Do</b>	<b>Action</b>
<b>Answers marked in the multiple-choice exam booklet</b>	Inform the student that credit will only be given for answers marked on the AP answer sheet. The student is not permitted to retest this year. Under no circumstances should you transcribe student responses on the answer sheet (unless the student has an approved accommodation to do so by College Board).	No IR needed.
<b>Answers written in an orange booklet instead of in the free-response booklet (or written-response booklet)</b>	Inform the student that credit will only be given for answers written in the free-response booklet (or written-response booklet for AP Computer Science Principles). The student is not permitted to retest this year. Under no circumstances should you transcribe student responses on the correct page(s) of the free-response booklet or written-response booklet (unless the student has an approved accommodation by College Board).	No IR needed.
<b>AP ID label or AP Exam label was placed in wrong area</b>	This will not impact the scoring of the answer sheet or Section II booklet. No action is necessary. Student should leave the label where they placed it on the answer sheet or exam booklet; they shouldn't try to remove it.	No IR needed.
<b>Discrepancies in exam materials being returned</b>	No testing room procedure is necessary.	No IR needed. Note discrepancy on packing list in AP Registration and Ordering.
<b>Exam question ambiguities and errors</b>	Instruct student to answer the question to the best of their ability. If student feels that a question has an error or is unclear, advise student to fill out the AP Exam Question Ambiguity and Error Form, which can be downloaded from the AP Students website, and to follow the directions there for sending it to AP Assessment Development.	No IR needed.
<b>Illness day of exam Student unable to test</b>	No testing room procedure is necessary.	No IR needed. Order an exam for the late-testing administration through AP Registration and Ordering.
<b>Insufficient answer sheets</b>	Photocopy double-sided answer sheets for students to enter responses. If photocopies aren't double sided, then staple each student's two sides together.	No IR needed. Return used photocopied answer sheets with used answer sheets in Answer Sheet Return Envelope(s).
<b>Latecomers</b>	If a latecomer arrives to the exam room before the other exam takers have finished filling out the identification information on their answer sheets, and the school considers the cause of the student's late arrival to be beyond the student's control, the latecomer may be admitted and tested.	No IR needed.
<b>Pencil on free-response section</b>	Advise student that scoring of the section will not be affected.	No IR needed.
<b>Score cancellation—Individual</b>	No testing room procedure is necessary.	No IR needed. Student should fill out the AP Score Cancellation Form and return it following the instructions on the form.
<b>Sealing answer sheet inside multiple-choice exam booklet</b>	Open the booklet, remove the answer sheet, and reseal it using extra seals from the Coordinator's Pack.	No IR needed.
<b>Student declines use of calculator</b>	Student handwrites, signs, and dates the release statement appropriate to exam (see page 62 of the <i>2023-24 AP Coordinator's Manual, Part 2</i> ).	No IR needed. Return the signed release statement in the exam shipment (see the "Returning Exam Materials" section in this manual for details).
<b>Student did not sign answer sheet</b>	No action is necessary.	No IR needed.



## DO NOT COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incident	What You Should Do	Action
<b>Student doesn't have AP ID label sheet but knows their AP ID</b>	Instruct the student to write their AP ID on the answer sheet and any other exam materials. The proctor should call this out for the AP coordinator, so the coordinator can sign in to AP Registration and Ordering to verify the student's AP ID after the exam. If a correction is needed, the coordinator may correct the AP ID on the student's behalf.  <b>Note:</b> If the student is taking an exam in AP French, German, Italian, or Spanish Language and Culture, or AP Music Theory, contact the AP coordinator <b>immediately</b> so they can look up the student's AP ID in AP Registration and Ordering and verify that the student is correctly remembering their AP ID. The student needs to know their correct AP ID to record their responses in Section II.	No IR needed.
<b>Student without AP ID label sheet doesn't know their AP ID</b>	Advise the student to leave the fields for AP ID blank on their answer sheet and exam materials. Let the AP coordinator know after the exam that the student's AP ID needs to be verified and filled in on their exam materials.  <b>Note:</b> If the student is taking an exam in AP French, German, Italian, or Spanish Language and Culture, or AP Music Theory, contact the AP coordinator <b>immediately</b> so they can look up the student's AP ID in AP Registration and Ordering. The student needs to know their AP ID to record their responses in Section II.	No IR needed.
<b>Exam cancellation before testing begins—Group</b>	If a storm, flood, power failure, or other event necessitates the cancellation of the exam before testing begins, order alternate exam(s) for a later administration.	No IR needed.
<b>Morning testing runs late, resulting in student(s) unable to take scheduled afternoon exam(s)</b>  <b>Note:</b> AP Exam administrations <b>must not</b> start late, but may run late	If any students from a morning exam that runs late are unable to arrive in time for the start of their afternoon exam, order alternate exam(s) for a later administration for the missed afternoon exam(s).	No IR needed.
<b>SSD Unsure if student is approved for accommodations</b>	Pause testing, and have the SSD coordinator check SSD Online for the student's approved accommodations.  If the question regarding the approved accommodations is resolved, resume testing.  <b>If you are unable to verify a student's accommodations or you are testing a homeschooled student or a student from another school who does not have a College Board SSD Eligibility letter, contact the College Board SSD office immediately (844-255-7728 or 212-713-8333).</b>	No IR needed.



# AP Exam Seating Chart (Directions and Sample)

**AP coordinator or proctor:** Complete the chart on the next page for every testing room used during each subject's exam administration and keep it for at least six months. (Your state or district may require you to keep seating charts for a longer period of time.) Having seating charts on file will help expedite an investigation of a reported incident should one occur.

Refer to the sample on this page to construct the seating chart. Use the diagram on the next page to indicate how exam booklets were distributed in your testing room.

**NOTE:** Seating charts should **not** be returned in the exam shipment unless they are required as part of an Incident Report. In this case, the chart should be included in the IR Return envelope and placed in the first carton (carton 1 of X) returned to AP Services.

- For large rooms, use a separate form for each area of the room and indicate, in words and with arrows, where areas adjoin each other.
- At the top of the chart, indicate the **AP Exam, room number, and school code**. Beside the room number, indicate whether this is a complete room or a section of a larger room by specifying the section (i.e., A, B, C).
- Indicate the position of the proctor's desk or table if it's not at the front of the room.
- Indicate the location of the entrance doors.
- Draw a line around the group of seats occupied in the room or in your assigned area.
- Draw a large X to cross out any unused area outside the boundary. Draw a small X through any unused seats within the boundary.
- Write the full name of the student or the 11-digit serial number of the exam booklet assigned to each occupied seat, e.g., S0002161811.
- For each row, draw directional arrows to show how the booklets were distributed.
- Print your name and the date where indicated.
- The completed seating chart must be returned to the AP coordinator and kept for at least 6 months. Keep a copy of any seating chart that's returned to AP Services in the IR Return envelope.

AP Exam: AP Biology Room: 101 School Code: 12.3456

Rear

Entrance

AP Proctor or Coordinator's Desk

Front (students face this direction)

John Smith  
Name of person completing this diagram (please print)

5/10/24  
Date

Photocopy this form before use.



AP® Exam: \_\_\_\_\_

Room: \_\_\_\_\_

School Code: \_\_\_\_\_

Rear


AP Proctor or  
Coordinator's Desk

Front (students face this direction)

Name of person completing this diagram (please print)

Date