

## Administration Incidents

## YOU MUST COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	Procedure in Testing Room	Incident Report Information/ Other Action
<b>Defective materials</b>		
Multiple-choice booklet or short-answer response booklet	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 Packet to secure the incomplete exam packet, and return it with all other exams.  If you have no extra exams available, call AP Services for Educators immediately.	On the IR, grid <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. Include defective materials with the IR and return them in the IR return envelope.  After calling AP Services for Educators, note the AP Services Case Number on the IR.
Free-response booklet or orange booklet	If you have extra exams in the subject, provide the student with the free-response booklet or orange booklet from an unused packet. Use the extra exam booklet seals from the Coordinator's Packet to secure the incomplete exam packet, and return it with all other exams.  If you have no extra exams available, call AP Services for Educators immediately.	On the IR, grid <b>Defective Materials</b> and <b>Free Response</b> . Identify the nature of the defect, including the page number where the defect was found. Include defective materials with the IR and return them in the IR return envelope.  After calling AP Services, note the AP Services Case Number on the IR.
Master audio CDs	Call AP Services for Educators immediately.	On the IR, grid <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. Include defective materials with the IR and return them in the IR return envelope.  After calling AP Services for Educators, note the AP Services Case Number on the IR.
<b>Missing exam materials</b>		
Missing master CDs or exams on CD	Call the Office of Testing Integrity (OTI) immediately for instructions 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 or Chinese and Japanese Exams on CD are missing. You must not administer exams in the affected subjects until receiving instructions from OTI.	On the IR, grid <b>Missing Exam Materials</b> . Identify the missing materials and the actions you took to resolve the problem. Include the IR in the IR return envelope.  Complete an IR as instructed by the Office of Testing Integrity.
Missing exam packet, multiple-choice, short-answer response, free-response booklet, or orange booklet	Call the Office of Testing Integrity (OTI) immediately for instructions. You must <b>not</b> administer exams in the affected subjects until receiving instructions from OTI.	On the IR, grid <b>Missing Exam Materials</b> . Identify the missing materials and the actions you took to resolve the problem. Include the IR in the IR return envelope.  Complete an IR as instructed by the Office of Testing Integrity.
<b>Disturbance</b> Uninterrupted exam	If possible, reduce or eliminate the source of the disturbance (loud noise, excessive heat/cold, etc.).  Tell students that an appropriate message such as "School reports distraction during the administration of the exam" may appear on their score reports.	On the IR, grid <b>Disturbance</b> . Report the nature of the disturbance and the section affected. Report only severe disturbances on the IR, unless there are many student complaints. Include the IR and seating chart in the IR return envelope.
<b>Interruption</b>	Provide clear instructions for the safety of the students if a fire drill, power failure, etc. occurs.  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.  Please be aware that <b>proper monitoring</b> during an interruption requires that students were never left unattended and were closely monitored at all times to prevent discussion of exam content, access to unauthorized aids, and usage of mobile phones and other electronic devices. Failure to adhere to this policy may result in cancellation of scores.  If it is 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 all students were <b>monitored properly during the entire time testing was stopped</b> , follow procedures to resume each exam and allow students to continue testing.  Call AP Services for Educators immediately if testing cannot be resumed.	On the IR, grid <b>Interruption</b> . Note the affected section(s); report the source, length, and impact of the interruption, and the corrective action taken (including time adjustments). Include the IR and seating chart and all affected exam materials in the IR return envelope.  After calling AP Services for Educators, note the AP Services Case Number on the IR.

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<b>Equipment problems</b>		
<p>Group incident French, German, Italian, and Spanish Language and Culture</p>	<p><b>If the equipment problem involves the Master Listening CD and/or the Master Persuasive Essay CD:</b> Retest the students immediately. Report even if retesting occurs before dismissal.  If retesting is not possible before dismissal, contact AP Services for Educators immediately for instructions. If the equipment problem isn't discovered until after students are dismissed, do not retest until you have contacted AP Services for Educators.</p> <p><b>If the equipment problem involves the Master Speaking CD:</b> Ask students affected to close their booklets. Remove these students from the room to a secure, monitored area and have them sit quietly without accessing any unauthorized aids until the end of the session. Do not stop any of the equipment being used by other students. Retest at the conclusion of the session, if possible.  Report even if retesting occurs before dismissal. If the equipment problem isn't discovered until after students are dismissed, do not retest until you have contacted AP Services for Educators.</p>	<p>On the IR, grid <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.  After calling AP Services for Educators, note the AP Services Case Number on the IR.</p>
<p>Group incident Spanish Literature and Culture</p>	<p>Retest the students immediately. Report even if retesting occurs before dismissal.  If retesting is not possible before dismissal, contact AP Services for Educators immediately for instructions. If the equipment problem isn't discovered until after students are dismissed, do not retest until you have contacted AP Services for Educators.</p>	<p>On the IR, grid <b>Equipment Problems</b>. Note the affected parts or sections, and explain the nature of the equipment problem.  After calling AP Services for Educators, note the AP Services Case Number on the IR.</p>
<p>Individual incident French, German, Italian, and Spanish Language and Culture</p>	<p>Do not stop any of the equipment being used by other students. Retest the student immediately.  Do not report if retesting occurs before dismissal.  If retesting is not possible before dismissal, contact AP Services for Educators immediately for instructions. If the equipment problem isn't discovered until after students are dismissed, do not retest until you have contacted AP Services for Educators.</p>	<p>To report: On the IR, grid <b>Equipment Problems</b>. Note the student's name and AP number in the space provided at the bottom of the page. Note the affected sections, and explain the nature of the equipment problem and whether any portions of the recorded speaking responses are missing.  After calling AP Services for Educators, note the AP Services Case Number on the IR.</p>
<p>Individual incident Music Theory</p>	<p>Retest the student immediately. Do not report if retesting occurs before dismissal.  If the equipment problem isn't discovered until after students are dismissed, do not retest until you have contacted AP Services for Educators.</p>	<p>To report: On the IR, grid <b>Equipment Problems</b>. Note the student's name and AP number in the space provided at the bottom of the page. Note the affected sections, and explain the nature of the equipment problem and whether any portions of the recorded sight-singing responses are missing.  After calling AP Services for Educators, note the AP Services Case Number on the IR.</p>
<b>Illness during the exam</b>		
<p>Student unable to return</p>	<p>Contact AP Services for Educators as soon as possible to order a full or partial alternate exam, as appropriate.  Advise the student that unless a full or partial alternate exam is taken or cancellation is requested, a score will be reported based on what was completed. Make sure that the student's AP number appears on all exam sections and the answer sheet.</p>	<p>On the IR, grid <b>Illness</b>. Note the student's name and AP number in the space provided at the bottom of the page. Return the student's exam materials with the IR in the IR return envelope.  After calling AP Services for Educators, note the AP Services Case Number on the IR.</p>
<b>Accommodations-related incidents</b>		
<p>Accommodations given that were not approved</p>	<p>Stop testing and collect the student's exam materials.  Advise the student that he or she received accommodations that were not approved.  Dismiss the student.  Contact the College Board SSD Office immediately for instructions.</p>	<p>On the IR, grid <b>Other</b>. Note the student's name and AP number in the space provided at the bottom of the page. Note the accommodations given and actions taken.  After calling the College Board SSD Office, note the case number on the IR.</p>

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<p>Approved accommodations not given</p> <p>(<b>Note:</b> 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 he or she did not receive accommodations for which he or she was approved. 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 his or her exam materials. After completing an Incident Report form, re-order late testing materials for the student.</p> <p>Dismiss the student.</p>	<p>On the IR, grid <b>Other</b>. Note the student's name and AP number in the space provided at the bottom of the page. Note the accommodations given and actions taken.</p> <p>After calling the College Board SSD Office, note the case number on the IR.</p>
<p>Unsure if student is approved for accommodations</p>	<p>Pause testing and have the AP or SSD coordinator check SSD Online for the student's approved accommodations.</p> <p>If the question regarding the approved accommodations is resolved, resume testing.</p> <p>If you are unable to verify a student's accommodations or you are testing a home-schooled student or a student from another school who does not have an SSD accommodations letter, contact the College Board SSD Office immediately.</p>	<p>No IR needed.</p>
<b>Misconduct</b>		
<p>Disruptive behavior</p>	<p>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 he or she 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 AP Services for Educators.</p> <p>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.</p>	<p>On the IR, grid <b>Misconduct</b>, and if necessary, <b>Student Dismissed</b>. Note the student's name and AP number in the space provided at the bottom of the page. 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).</p> <p>Include the student's exam materials with the IR and seating chart and return in the IR return envelope.</p>
<p>Student leaving the designated break area or building without permission</p>	<p>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.</p>	<p>On the IR, grid <b>Misconduct</b> and <b>Student Dismissed</b>. Note the student's name and AP number in the space provided at the bottom of the page. Describe all events in detail.</p>
<p>Using electronic equipment (cell phone, smartphone, smartwatch, laptop, tablet computer, etc.), portable listening or recording devices (MP3 player, iPod, etc.), cameras or other photographic equipment, devices that can access the internet, or any other electronic or communication device during testing or during a break</p>	<p>Confiscate the device and dismiss the student from the testing room.</p>	<p>Review the device for calls, text messages, and pictures to determine if there was a breach in security. If anything suspicious is detected, contact the Office of Testing Integrity for further instructions.</p> <p>On the IR, grid <b>Misconduct</b> and <b>Student Dismissed</b>. Note the student's name and AP number in the space provided at the bottom of the page. Describe all events in detail.</p>
<p>Prohibited aid</p>	<p>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 matter to AP Services for Educators.</p>	<p>Same as "Disruptive behavior." If the prohibited aid consists of notes, scratch paper, or both, retrieve them from the student and attach them to the IR.</p>

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Copying	<p>Change seating. Take no further action toward dismissal until you are sure information has been shared. Have an assistant witness any suspected misconduct.</p> <p>If the situation persists after a warning from you or a proctor, collect exam materials and dismiss the students involved, explaining that these actions are necessitated by the students' failure to abide by testing regulations.</p>	<p>On the IR, grid <b>Misconduct</b> and, if necessary, <b>Student Dismissed</b>. If individual, note the student's name and AP number in the space provided at the bottom of the page. Describe specific circumstances, including the exam section when the copying was observed, and list the names and AP numbers of those suspected (copier and person copied).</p> <p>Include the affected exam materials with the IR and seating chart and return in the IR return envelope.</p>
Giving or receiving assistance of any kind	<p>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 matter to AP Services for Educators.</p>	<p>On the IR, grid <b>Misconduct</b>. If individual, note the student's name and AP number in the space provided at the bottom of the page. Describe specific circumstances, including the exam section when the assistance was observed, and list the names and AP numbers of those involved.</p> <p>Include the affected exam materials with the IR and seating chart and return in the IR return envelope.</p>
Opening the exam booklet before the start of the particular section	<p>Ask the student to close the exam booklet.</p> <p><i>If student opened the Multiple Choice booklet prior to the start of the Multiple Choice section:</i> no action is necessary other than filling out an IR.</p> <p><i>If student opened the Free Response booklet prior to the start of the Free Response section:</i> immediately collect the exam booklet. Call the Office of Testing Integrity (OTI) immediately for instructions. 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.</p> <p>Tell the student that a report will be submitted. Warn the student that a subsequent violation will be grounds for dismissal from the exam.</p>	<p>On the IR, grid <b>Misconduct</b>. Note the student's name and AP number in the space provided at the bottom of the page. Describe all events in detail even if you do not dismiss the student. Note the affected exam and section.</p> <p>Include the affected exam materials with the IR and seating chart and return in the IR return envelope.</p>
Working on the wrong section	<p>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.</p>	<p>On the IR, grid <b>Misconduct</b>. Note the student's name and AP number in the space provided at the bottom of the page. Describe all events in detail even if you do not dismiss the student. Note the affected exam and section.</p> <p>Include the affected exam materials with the IR and seating chart and return in the IR return envelope.</p>
<b>Misplaced answers</b>		
Answers marked in the multiple-choice exam booklet	<p>Inform the student that credit will only be given for answers marked on the AP answer sheet.</p> <p>Under no circumstances should you transcribe student responses on the answer sheet (unless the student has an approved accommodation by the College Board).</p>	<p>On the IR, grid <b>Misplaced Answers</b>. Note the student's name and AP number in the space provided at the bottom of the page. Explain the situation and include the shrink wrapped Section I exam booklet and answer sheet with the IR and return in the IR return envelope.</p>
Answers in an orange booklet instead of in the free-response booklet	<p>Inform the student that credit will only be given for answers written in the free-response booklet.</p> <p>Under no circumstances should you transcribe student responses on the correct page(s) of the free-response booklet (unless the student has an approved accommodation by the College Board).</p>	<p>On the IR, grid <b>Misplaced Answers</b>. Note the student's name and AP number in the space provided at the bottom of the page. Explain the situation and include the Section II exam booklet with the IR and return in the IR return envelope.</p>
Answers on the wrong page of the free-response booklet or short-answer response booklet	<p>Inform the student that the Readers who score the exams will be directed to the responses on the correct pages of the free-response booklet or short-answer response booklet.</p> <p>Under no circumstances should you transcribe student responses on the correct page(s) of the free-response booklet or short-answer response booklet (unless the student has an approved accommodation by the College Board).</p>	<p>On the IR, grid <b>Misplaced Answers</b>. Note the student's name and AP number in the space provided at the bottom of the page. Explain the situation and include the exam booklet with the IR and return in the IR return envelope.</p>

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Answers misgridded on the answer sheet	Under no circumstances should you transcribe student responses on the correct area(s) of the answer sheet.	On the IR, grid <b>Misplaced Answers</b> . Note the student's name and AP number in the space provided at the bottom of the page. Provide as much information as possible about the misgridded answers (e.g., where the misgridding begins) and include the answer sheet with the IR and return in the IR return envelope.
<b>Mistiming</b>		
Undertiming	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.  However, any undertiming that cannot be corrected or is discovered after students have been dismissed must be reported. Contact AP Services for Educators immediately.	If undertiming cannot be corrected or is discovered after students have been dismissed, complete an IR. On the IR, grid <b>Undertiming</b> and note the number of minutes. Report the sections affected and amount of undertiming for those sections. If the undertiming is five minutes or less on the multiple-choice section, the exam may be scored as usual. If the undertiming is 10 minutes or less on the free-response section, the exam may be scored as usual. Include all affected exam materials with the IR and return in the IR return envelope. After calling AP Services for Educators, note the AP Services Case Number on the IR.
Overtiming	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 overtiming may result in the cancellation of students' scores. Contact AP Services for Educators immediately.	On the IR, grid <b>Overtiming</b> and note the number of minutes. Report the sections affected and amount of overtiming for those sections. Include all affected exam materials with the IR and return in the IR return envelope. After calling AP Services for Educators, note the AP Services Case Number on the IR.
<b>Students shared same AP number</b>	Students must not share AP numbers. If you discover the problem prior to the exam, call AP Services to get AP numbers for the students. If you discover the problem during the exam, have another proctor call AP Services to get AP numbers for the students.  However, if it is discovered after testing is complete, submit an IR.	On the IR, grid <b>Students Shared Same AP Number</b> . List all students who shared the same AP number. Include all affected exam materials with the IR and return in the IR return envelope.
<b>Student used ink on answer sheet</b>	Advise the student that the multiple-choice section will have to be hand-scored, but scoring will not be affected.	On the IR, grid <b>Student Used Ink on Answer Sheet</b> . Note the student's name and AP number in the space provided at the bottom of the page. Include all affected exam materials with the IR and return in the IR return envelope.
<b>Student used extra paper</b>	If students require additional space to complete their responses, provide lined paper. They must print only their AP number, the title of the exam, and the question number at the top of each extra sheet of paper. After the exam, have students staple the extra paper to the page corresponding to that question.	On the IR, grid <b>Student Used Extra Paper</b> .  <i>If only one student used extra paper:</i> grid <b>Individual student incident</b> and note the student's name and AP number in the space provided. Include the IR with the short-answer response and/or free-response booklet(s) with extra paper stapled inside and return in the IR return envelope.  <i>If more than one student used extra paper, you may submit a single IR per exam subject per administration (regular or late testing):</i> grid <b>Group incident</b> and note the number of students involved in the space provided. On a separate piece of paper, provide the exam title, the school code(s), and the names and AP numbers of all students who used extra paper. Include the IR with the short-answer response and/or free-response booklets with extra paper stapled inside and return in the IR return envelope.
<b>Unscheduled departure from the testing site</b>	Collect the student's exam materials. Advise the student that unless a score cancellation is requested, his or her score will be reported based on what was completed. A full or partial alternate exam will not be offered.	On the IR, grid <b>Other</b> . Note the student's name and AP number in the space provided at the bottom of the page. Explain the event and indicate time away from the exam room. Include the affected exam materials with the IR and return in the IR return envelope.
<b>Testing Off-Schedule</b>		
Administering an exam at the wrong time or on the wrong date	Call the Office of Testing Integrity (OTI) immediately 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.	On the IR, grid <b>Testing Off-Schedule</b> . Identify the exam administered at the wrong time or on the wrong date, and the actions you took immediately following the discovery. Complete an IR as instructed by the Office of Testing Integrity.

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Incidents	Procedure in Testing Room	Incident Report Information/ Other Action
Administering the wrong exam	Call the Office of Testing Integrity (OTI) immediately 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.	On the IR, grid <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. Complete an IR as instructed by the Office of Testing Integrity. Include the IR in the IR return envelope.

**ADMINISTRATION INCIDENTS INVOLVING CHINESE AND JAPANESE EXAMS ON CD ONLY**

Incidents	Procedure in Testing Room	Incident Report Information/ Other Action
<b>Defective exams on CD</b>	Call AP Services for Educators immediately.	On the IR, grid <b>Defective Materials and Chinese and Japanese Exams on CD</b> . Identify the nature of the defect and the actions you took to resolve the problem. Include defective materials with the IR and return in the IR return envelope with all other materials.  After calling AP Services for Educators, note the AP Services Case Number on the IR.
<b>Missing exams on CD</b>	Call the Office of Testing Integrity (OTI) immediately for instructions if you discover that Chinese or Japanese Exams on CD are missing. You must <b>not</b> administer exams in the affected subjects until receiving instructions from OTI.	On the IR, grid <b>Missing Exam Materials</b> . Identify the missing materials and the actions you took to resolve the problem. Include the IR in the IR return envelope.  Complete an IR as instructed by the Office of Testing Integrity.
<b>Software or hardware problems</b>  Exam will not launch: student has difficulty moving from question to question; warning messages appear on the screen; keyboard is locked; monitor goes dark; equipment failure, etc.	If there is a delay in starting an exam or an interruption during a student’s exam and the exam cannot be completed, ask the student to leave the testing room and wait for further instructions.  Call Technical Support immediately.	On the IR, grid <b>Equipment Problems</b> . Note the student’s name and AP number in the space provided at the bottom of the page. Explain the nature of the problem and whether Technical Support was able to help. If the exam cannot be restarted, and no other computer is available, contact AP Services to order late-testing exams. Include affected exam materials with the IR and return in the IR return envelope. After calling AP Services, note the AP Services Case Number on the IR.
<b>Exam stops and restart is necessary</b>	Restart the exam; it will resume from the last question the student was working on.	On the IR, grid <b>Equipment Problems</b> . Note the student’s name and AP number in the space provided at the bottom of the page. Explain the nature of the problem. Include affected exam materials with the IR and return in the IR return envelope.
<b>Power outage</b>  Power goes out in the testing site or at a single workstation — power immediately restored.	Keep students monitored and quiet until power is restored, and resume testing.  If power is immediately restored, the proctor must restart each student’s exam. To restart an exam, reinsert the CD, enter the same AP name and number of the student testing at that computer, and follow the instructions on the screens to relaunch the exam. The exam will resume from where the exam stopped.	On the IR, grid <b>Equipment Problems</b> . Note the student’s name and AP number in the space provided at the bottom of the page. Explain the nature of the problem. Include affected exam materials with the IR and return in the IR return envelope.
Power goes out in the testing site or at a single workstation — power not immediately restored.	If the power is not immediately restored, power off each workstation and other equipment until the power is again available.  If testing cannot be resumed, contact AP Services for Educators to order late-testing exams.	On the IR, grid <b>Equipment Problems</b> . Note the student’s name and AP number in the space provided at the bottom of the page. Explain the nature of the problem. Contact AP Services to order late-testing materials. Include affected exam materials with the IR and return in the IR return envelope.  After calling AP Services for Educators, note the AP Services Case Number on the IR.

## ADMINISTRATION INCIDENTS INVOLVING CHINESE AND JAPANESE EXAMS ON CD ONLY

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<b>Unscheduled departure from the testing site</b>	Collect student's scratch paper. Terminate the exam by using the administrator override; choose the option to end the exam. You will be prompted to ensure that the exam responses are either uploaded over the internet or copied to the USB drive provided by the AP Program. Advise the student that unless a score cancellation is requested, his or her score will be reported based on what was completed. A full or partial alternate exam will not be offered.	On the IR, grid <b>Other</b> . Note the student's name and AP number in the space provided at the bottom of the page. Explain the event. Include affected exam materials with the IR and return in the IR return envelope.
<b>Emergencies</b>  Storms, floods, fires, fire drills, bomb scares, or other unusual activities that disrupt exam administration and are beyond the control of testing site staff	<p>In an emergency, the primary concern should be the safety of everyone present. If necessary, evacuate everyone immediately.</p> <ul style="list-style-type: none"> <li>▶ If there is sufficient time, interrupt the exam by ejecting the Exam CD.</li> <li>▶ Lock the testing room door after everyone has exited.</li> </ul> <p><b>If the CDs were ejected</b>, and it is 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 all students were <b>monitored properly during the entire time testing was stopped</b>, follow procedures to resume each exam and allow students to continue testing. If you are unable to resume the exam, follow the procedure on page 118 of the <i>AP Coordinator's Manual</i> for terminating an interrupted exam.</p> <p>Please be aware that <b>proper monitoring</b> during an interruption requires that students were never left unattended and were closely monitored at all times to prevent discussion of exam content, access to unauthorized aids, and usage of mobile phones and other electronic devices. Failure to adhere to this policy may result in cancellation of scores.</p> <p>Call AP Services for Educators immediately if testing cannot be resumed.</p>	<p>On the IR, grid <b>Interruption</b>. Note the affected section(s); report the source, length, and impact of the interruption, and the corrective action taken (including time adjustments). Include the IR and seating chart and all affected exam materials in the IR return envelope.</p> <p>After calling AP Services for Educators, note the AP Services Case Number on the IR.</p>

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<b>Illness Day of exam</b> Student unable to test		No IR needed. Order alternate exam materials online.  The student should submit a written statement from a doctor or parent verifying illness. Keep the document in your files for 60 days.
<b>Insufficient answer sheets</b>	Photocopy answer sheets for students to enter responses.	No IR needed.
<b>Insufficient AP Student Packs</b>	If you discover the problem prior to the exam, call AP Services for Educators.  If you discover the problem during the exam, have another proctor call AP Services for Educators to get an AP number for each of the students requiring an AP number.	No IR needed.
<b>Student without AP Student Pack who knows his or her AP number</b>	Instruct student to write his or her AP number on the answer sheet.	No IR needed.
<b>Student without AP Student Pack who does not know his or her AP number</b>	If this is the first AP Exam the student is taking this year, provide the student with a new AP Student Pack. Instruct the student to use the AP number from the Student Pack he or she was just provided for all AP Exams he or she takes this year.  If this is not the first AP Exam the student has taken this year, leave the AP number field blank.	No IR needed.
<b>Exam cancellation—Group</b>	If a storm, flood, power failure, or other event necessitates the cancellation of the exam, call AP Services for Educators immediately.	File IR only if instructed by AP Services for Educators.
<b>Score cancellation—Individual</b>		Student should fill out Score Cancellation Form and return it to AP Services for Educators.
<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>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 Packet.	No IR needed.
<b>Student declines use of calculator</b>	Student hand writes, signs, and dates release statement appropriate to exam.	Place signed release statement in the IR return envelope.
<b>Exam question ambiguities and errors</b>	Instruct student to answer the question to the best of his or her 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 on the AP Students website and to follow the directions there for sending it to AP Assessment Development.	No IR needed.
<b>Student neglects to complete survey questions</b>	Tell student no action is necessary.	No IR needed.
<b>Discrepancies in exam materials being returned</b>		Note discrepancy on Packing List and explain circumstances when generating your invoice.
<b>Pencil or inappropriate ink color on free-response section</b>	Advise student that scoring of the free-response section will not be affected.	No IR needed.
<b>Student did not sign answer sheet</b>	No action is necessary.	No IR needed.
<b>AP number label or AP Exam label was placed in wrong area</b>	This will not impact the scoring of the answer document or Section II booklet.  No action is necessary.	No IR needed.





IR page \_\_\_\_\_ of \_\_\_\_\_ School Code: \_\_\_\_\_

## 2017 AP® Coordinator's Incident Report (IR) Form

Date of Report: \_\_\_\_\_ School Name: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

### AP Coordinator Contact Information

Name (please print): \_\_\_\_\_ Signature: \_\_\_\_\_  
 Summer Phone Number: (     ) \_\_\_\_\_ Email: \_\_\_\_\_

### Exam Information (Please print)

**Exam Title:** \_\_\_\_\_  
**Exam Code:** \_\_\_\_\_  
**Exam Section:** \_\_\_\_\_  
**Exam Date:** \_\_\_\_\_

### Exam Form (Please print)

The form information appears in the lower right-hand corner of the multiple-choice and free-response booklets. Please include the form (e.g., Form O, A, I, etc.) and the form code (e.g., Form 4NBP).

**Form:** \_\_\_\_\_  
**Form Code:** \_\_\_\_\_

### Type of Incident (Grid all that apply and explain the events in detail below)

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li><input type="radio"/> Defective Materials (Grid all that apply)                         <ul style="list-style-type: none"> <li><input type="radio"/> Multiple Choice     <input type="radio"/> Short-Answer Response</li> <li><input type="radio"/> Free Response</li> <li><input type="radio"/> Master Audio CDs _____</li> <li><input type="radio"/> Chinese and Japanese Exams on CD</li> </ul> </li> <li><input type="radio"/> Equipment Problems</li> <li><input type="radio"/> Short-answer responses and/or free responses written in wrong book</li> <li><input type="radio"/> Early opening of Section II packs</li> <li><input type="radio"/> Mix-up or redistribution of free-response books during administration/administration irregularity</li> <li><input type="radio"/> Misplaced Answers</li> <li><input type="radio"/> Illness</li> <li><input type="radio"/> Missing Exam Materials</li> </ul> | <ul style="list-style-type: none"> <li><input type="radio"/> Misconduct     <input type="radio"/> Student Dismissed</li> <li><input type="radio"/> Overtiming — Number of Minutes: _____</li> <li><input type="radio"/> Undertiming — Number of Minutes: _____</li> <li><input type="radio"/> Interruption — Number of Minutes: _____</li> <li><input type="radio"/> Disturbance — Number of Minutes: _____</li> <li><input type="radio"/> Student Shared Same AP Number</li> <li><input type="radio"/> Student Used Ink on Answer Sheet</li> <li><input type="radio"/> Student Used Extra Paper</li> <li><input type="radio"/> Student Used Cell Phone/Prohibited Device or It Made Noise</li> <li><input type="radio"/> Student Removed/Attempted to Remove Exam Materials</li> <li><input type="radio"/> Testing Off-Schedule</li> <li><input type="radio"/> Other</li> </ul> |
|---|--|

Was AP Services for Educators contacted?  yes  no  
 AP Services Case Number: \_\_\_\_\_

Did the incident compromise the student's ability to test enough to require late testing?  yes  no  
 Has an alternate exam been ordered?  yes  no

**Individual student incident — Complete the following:**

**Student's Name:** \_\_\_\_\_ **Student's AP Number:** \_\_\_\_\_

**Group incident — On a separate piece of paper, provide the exam title, the school code(s), and the names and AP numbers of all students involved.**  
 Number of Students Involved: \_\_\_\_\_

**REQUIRED: Incident Detail — Explanation** (Describe all events and actions taken on next page)

ETS USE ONLY								
FRB	SR	MCB	OB	ML	MS	C/J	DATE	INITIALS



IR page \_\_\_\_\_ of \_\_\_\_\_

Exam Title: \_\_\_\_\_

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



## 2017 AP<sup>®</sup> Coordinator's Incident Report (IR) Form

**Incident Detail**

**REQUIRED: Incident Detail — Explanation** (Describe all events and actions taken):



# AP<sup>®</sup> 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 retain it for at least six months**. (Your state or district may require you to retain 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 with the Incident Report in the IR Return envelope and placed in the first carton (carton 1 of X) returned to AP Services.

1. 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.
2. 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).
3. Indicate the position of the proctor's desk or table if it is not at the front of the room.
4. Indicate the location of the entrance doors.
5. Draw a line around the group of seats occupied in the room or in your assigned area.
6. Draw a large X to cross out any unused area outside the boundary. Draw a small X through any unused seats within the boundary.
7. 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.
8. For each row, draw directional arrows to indicate the direction in which the booklets were distributed.
9. Print your name and the date where indicated.
10. The completed seating chart must be returned to the AP coordinator and retained for six months. Keep a copy of any seating chart that is returned to AP Services in your exam shipment.

CollegeBoard AP Exam: AP Biology Room: 101 School Code: 123456

Rear

Sample

	X	S0002162.814	S0002162.820	S0002162.821	S0002162.829	X
	X	S0002162.815	X	S0002162.822	S0002162.828	S0002162.830
Entrance	S0002162.813	S0002162.816	S0002162.819	S0002162.823	X	S0002162.831
	S0002162.812	X	S0002162.818	S0002162.824	S0002162.827	X
	S0002162.811	S0002162.817	X	S0002162.825	S0002162.826	S0002162.832

AP Proctor or Coordinator's Desk

Front (students face this direction)

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

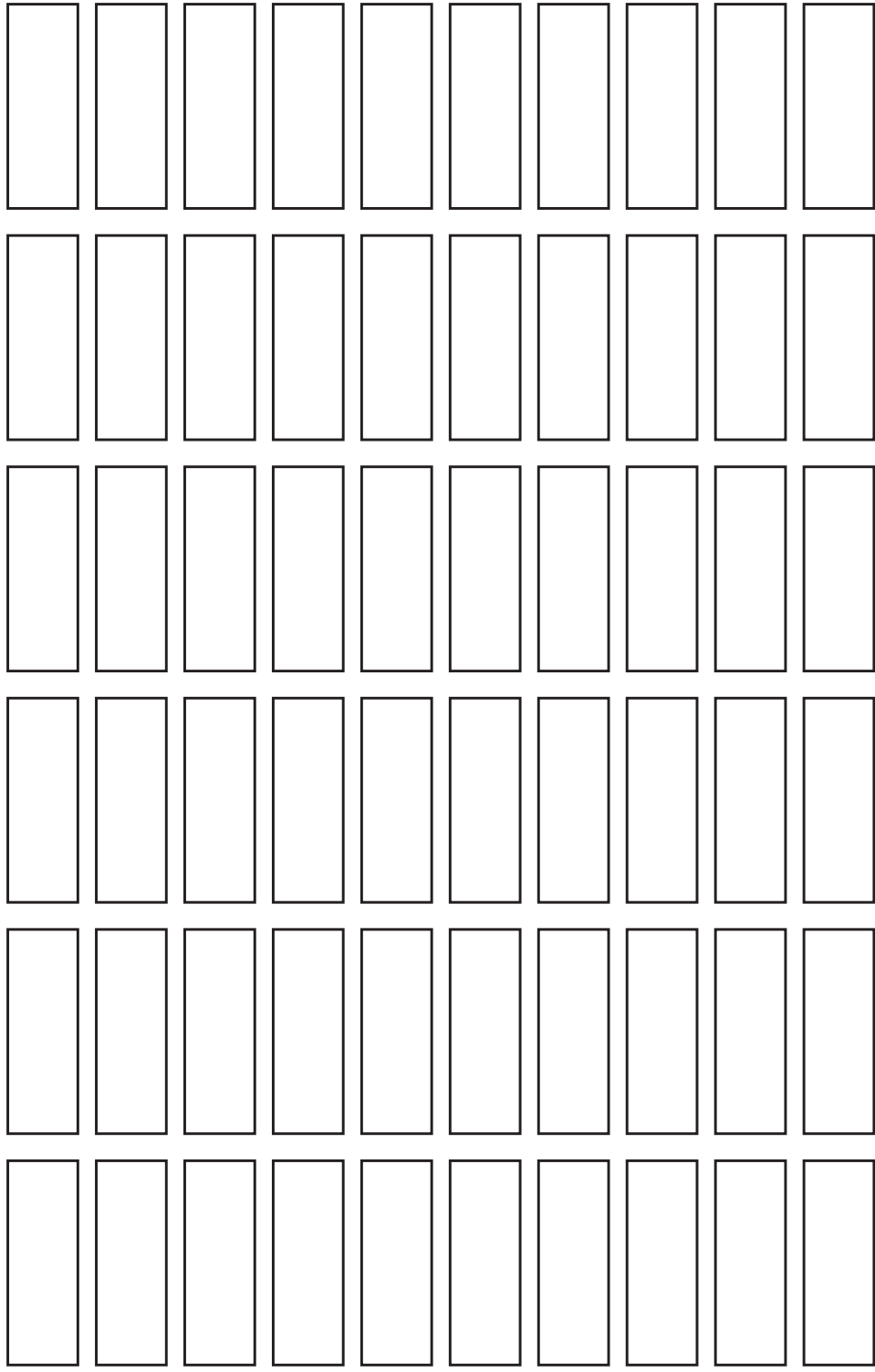
5/8/17  
Date





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