

## **Appendix G: Test Incident Guidance Document**

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A test incident is any event or procedure that may impact a tester's performance on a test or may potentially impact the integrity of the test, the data, and the test results before, during and after testing. There are three types of test incidents that are described in detail on the following pages: testing irregularities, test security violations and technology incidents.

Call the Department's Office of Assessment at (614) 466-1317 for further guidance if the district becomes aware of collaboration among testers or other test security issues.

## Test Incident Guidance Document

A <b>testing irregularity</b> is an unexpected test incident that results in a change to the established test administration procedure or protocols. This change may, or may not, compromise the test result.	
Common examples of <u>testing irregularities</u>	How to proceed
Electrical outage during testing.	<p><b>Computer-based/Paper-based tests:</b> Test administrator will mark the time of the interruption and secure the materials.</p> <p>If test security was maintained during the event and time allows, testers can complete testing on the same day with the remaining time.</p>
Fire alarm goes off during testing (or other emergency evacuation).	<p>If time does not allow testers to finish testing on the same day, the district must contact the Office of Assessment at (614) 466-1317.</p> <p>If test security was not maintained during the event (e.g. testers were allowed to congregate outside during the outage and were not monitored), the district must contact the Office of Assessment at (614) 466-1317.</p>
Tornado drill or other scheduled drill during testing.	<p><b>Computer-based/Paper-based tests:</b> Districts should try to conduct testing around scheduled drills. If this is not possible, the test administrator will mark the time of the interruption and secure the materials.</p> <p>If test security was maintained during the event and time allows, testers can complete testing on the same day with the remaining time.</p> <p>If time does not allow testers to finish testing on the same day, the district must contact the Office of Assessment at (614) 466-1317.</p> <p>If test security was not maintained during the event (e.g. testers were allowed to congregate in the gymnasium and were not monitored) or if time does not allow testers to finish testing on the same day, the district must contact the Office of Assessment at (614) 466-1317.</p>
School delays and closures due to inclement weather.	<p><b>Computer-based/Paper-based tests:</b> For school delays, schools can proceed with testing if time allows. Please ensure that all testers, including students with the extended time accommodation, have enough time in the day to complete the test.</p> <p>For school closures, please contact the tester and provide a revised testing date.</p> <p>For school closures that occur after testers had started a test session, the district must contact the Office of Assessment at (614) 466-1317.</p>
<p>Tester submitted test prior to completion (only applies to computer-based tests).</p> <p>Or, student turns in test booklet and then states they were not finished (applies to paper-based tests only).</p>	<p><b>Computer-based tests:</b> If a tester submits his/her test in error, the test coordinator can submit a test status request in <a href="#">TIDE</a> to re-open a test so the tester can continue testing on the same day. In the comments section, explain the test incident in detail to justify request and document incident. The tester will not be able to continue testing until the Department approves the request made in TIDE. Please remind testers to not submit their test until it is completed.</p> <p><b>Paper-based tests:</b> Once a student has turned in their paper-based test booklet, they have finished testing and may not resume testing.</p>

<p>Tester becomes ill during testing or tester leaves school early without finishing testing.</p> <p>Examples may include: medical and/or emotional emergencies.</p>	<p><b>Computer-based tests:</b> If a tester becomes ill or leaves school early and is unable to continue testing on the scheduled test day, the test administrator should pause the tester’s test and collect any test materials (e.g. scrap paper, test ticket, calculator), note at which item the tester stopped and how much of the testing time has elapsed.</p> <p>The tester should then complete the test on another day within a week of the test start, using the remaining time, not to exceed the established total testing time. The test administrator must closely monitor testers to ensure they do not return to previously answered items.</p> <p>The test coordinator must submit a test status request into <a href="#">TIDE</a> to re-open a test on a day subsequent to when the test was paused. In the comments section, explain the test incident in detail to justify the request and document incident. The tester will not be able to continue testing until the Department approves the request made in TIDE.</p> <p><b>Paper-based tests:</b> If a student becomes ill or leaves school early and is unable to continue testing on the scheduled test day, the test administrator should collect the student’s test materials, note at which item the student stopped and how much of the testing time has elapsed. The test administrator will enter the student’s responses that they completed into the Data Entry Interface (DEI).</p> <p>The student should then complete the test on another day during within a week of the test start, using the remaining time, not to exceed the established total testing time. The student may not return to previously answered items, the test administrator may not update previously answered items in the DEI.</p>
<p>Test administrator ends test session prematurely.</p>	<p><b>Computer-based tests:</b> If a test administrator ends a session prematurely, the test administrator should immediately create a new session ID for testers to use, to finish testing on the same day.</p> <p>If test security is not maintained between sessions (e.g. TA does not create a new session immediately and testers are dismissed and not monitored), then the district must contact the Office of Assessment at (614) 466-1317.</p> <p>If tests are not completed on the same day, then the district must contact the Office of Assessment at (614) 466-1317.</p> <p><b>Paper-based tests:</b> If a test administrator collects a student’s test booklet and response papers with responses prematurely, the test administrator may immediately redistribute the test booklet/response papers for the student to use to finish testing on the same day.</p> <p>If test security is not maintained between sessions (e.g., test administrator does not redistribute the test booklet/papers immediately and student is dismissed and not monitored), then the district must contact the Office of Assessment at (614) 466-1317.</p> <p>If tests are not completed on the same day, then the district must contact the Office of Assessment at (614) 466-1317.</p>

<p>Designated support (e.g. color contrast, print size, hand-held calculator, noise buffers, etc.) was not available but should have been and the student completed the test.</p>	<p>Designated supports are not required for testing (unless documented on an IEP or 504 plan). Therefore, not having access to the support does not automatically result in a test invalidation.</p> <p>If the error is discovered during testing, the student can be provided the support and continue to test with the remaining allowable time.</p> <p>If the student finishes testing and then the error is discovered:</p> <p><b>Computer-based tests:</b> If after speaking with the student, the district determines that the student will not retake the tests, no action is required.</p> <p>If after speaking with the student the district determines that the student will retake the test with the designated support, the district must contact the Office of Assessment at (614) 466-1317.</p> <p><b>Paper-based tests:</b> If after speaking with the student the district determines that the student will not retake the tests, the test administrator will enter the student responses in the DEI.</p> <p>If after speaking with the student the district determines that the student will retake the test with the designated support, then the district must contact the Office of Assessment at (614) 466-1317.</p>
<p>Accommodation should have been provided but was not (e.g. read aloud, oral translation, extended time, etc.).</p>	<p>If the error is discovered during testing, the student can be provided the accommodation and continue to test with the remaining allowable time. Accommodations are required to be offered for testing when documented on an IEP or 504 plan. Districts have their own policy about EL accommodations. However, not having access to an accommodation does not automatically invalidate the test.</p> <p>If the student finishes testing and the error is discovered:</p> <p><b>Computer-based tests:</b> If after speaking with the student the district determines that the student will not retake the tests, no action is required.</p> <p>If after speaking with the student, the district determines that the student will retake the test with the accommodation, the district must contact the Office of Assessment at (614) 466-1317.</p> <p><b>Paper-based tests:</b> If after speaking with the student, the district determines that the student will not retake the tests, the test administrator will enter the student responses in the DEI.</p> <p>If after speaking with the student, the district determines that the student will retake the test with the accommodation, then the district must contact the Office of Assessment at (614) 466-1317.</p>

<p>Accommodation was provided that student/tester was not eligible for.</p>	<p>Providing testing accommodations to students/testers who are not eligible results in an invalid assessment.</p> <p><b>Computer-based tests:</b>          If after speaking with the student, the district determines that the student will not retake the test, invalidate the test in TIDE.</p> <p>If after speaking with the student, the district determines that the student will retake the test without the accommodation, the district must contact the Office of Assessment at (614) 466-1317.</p> <p><b>Paper-based tests:</b>          If after speaking with the student, the district determines that the student will not retake the test, the test administrator will invalidate the test in the DEI.</p> <p>If after speaking with the student, the district determines that the student will retake the test without the accommodation, then the district must contact the Office of Assessment at (614) 466-1317.</p>
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Common examples that are <b>NOT</b> testing irregularities	How to proceed
A tester signed in under another tester's SSID.	<b>Computer-based tests only/Paper-based tests:</b> If tester SSIDs were inadvertently swapped and a tester submitted their test as another tester, contact the Ohio Help Desk at (877) 231-7809 immediately. Provide the Ohio Help Desk with the SSIDs and test subject(s) involved.
A student refused test accommodations.	<b>Computer-based tests/Paper-based tests:</b> When a student refuses an IEP or 504 plan accommodation, the district should take steps to understand why the student is refusing to use the accommodation. Regardless, the accommodation should continue to be made available during the test window. It may be necessary to convene the student's IEP team or 504 plan committee to review accommodations and the impact on participation in the assessment.
A tester received an emergency accommodation.	<b>Computer-based tests/Paper-based tests:</b> For testers who need an emergency accommodation (e.g., broken wrist, glasses, etc.), the test coordinator may fill out the optional <a href="#">emergency accommodation form</a> and maintain it at the local level. It does not need to be submitted to the Department.

A **technology incident** is an unexpected computer-based testing event that may or may not compromise the test results.

Common examples of <u>technology incidents</u>	How to proceed
<p>Building lost internet connectivity while testers were testing.</p>	<p>Test administrator will mark the time of the interruption and collect any ancillary paper materials.</p> <p>If test security was maintained during the event and time allows, testers can sign in again to complete testing on the same day with the remaining time. If test security was not maintained during the event (testers were allowed to congregate outside during the outage and were not monitored), the district must contact the Office of Assessment at (614) 466-1317.</p> <p>If time does not allow testers to finish testing on the same day, the district must contact the Office of Assessment at (614) 466-1317.</p>
<p>A tester receives an error message while taking the test.</p>	<p>Refer to the Message Codes document on the <a href="#">portal</a>.</p> <p>Write down the message ID (usually five digits) and the text of the error. Contact the Ohio Help Desk at (877) 231-7809.</p> <p>If a tester receives an error message and is unable to continue testing on the scheduled test day, the test administrator should pause the tester's test, note at which item the tester stopped and how much of the testing time has elapsed.</p> <p>The test coordinator must submit a test status request into <a href="#">TIDE</a> to reopen a test. In the comments section, explain the test incident in detail to justify the request and document the incident. The tester will not be able to continue testing until the Department approves the request made in TIDE.</p> <p>The tester should then complete the test within one week of the test start, using the remaining time, not to exceed the established 2-1/2 hour total testing time. The test administrator must closely monitor testers to ensure he or she does not return to previously answered items.</p>
<p>A tester's device crashes or loses connection to the internet while taking the test.</p>	<p>The tester can continue his or her test on another computer. If the tester has issues signing on to the new computer, contact the Ohio Help Desk at (877) 231-7809.</p> <p>If a tester is unable to continue testing on the scheduled test day, the test administrator should collect the tester's test materials, note at which item the tester stopped and how much of the testing time has elapsed.</p> <p>The test coordinator must submit a test status request into <a href="#">TIDE</a> to reopen a test. In the comments section, explain the test incident in detail to justify request and document incident. The tester will not be able to continue testing until the Department approves the request made in TIDE.</p> <p>The tester should then complete the test within one week of the test start, using the remaining time, not to exceed the established 2-1/2 hour total testing time. The test administrator must closely monitor the tester to ensure he or she does not return to previously answered items.</p>

<p>A <b>technology incident</b> is an unexpected computer-based testing event that may or may not compromise the test results.</p>	
<p>Most common examples that are <b>NOT</b> technology incidents</p>	<p>How to proceed</p>
<p>A tester accidentally paused his or her test.</p>	<p>Please refer to <a href="#">Appendix D</a> for online testing trouble-shooting tips.</p>
<p>A tester's sign in process was delayed.</p>	
<p>A tester's test item had difficulty loading, but he or she was still able to complete it on the same day of testing.</p>	
<p>A tester was unable to sign in to the test.</p>	
<p>A tester was unable to complete an item.</p>	
<p>A tester inadvertently deletes some or all of his or her essay responses and the test has not been paused, or the tester has not clicked End Test.</p>	<p>Essay responses are auto saved every two minutes. Essay responses are also saved whenever a tester navigates to a different page or item and when the tester clicks the save button. For essay responses, a tester may recover his or her work using the built in Select Previous Version tool from the Context menu.</p>
<p>A tester inadvertently deletes some or all of his or her essay responses and the test has been paused, or the tester has clicked End Test.</p>	<p>Essay responses are auto saved every two minutes. Essay responses are also saved whenever a tester navigates to a different page or item and when the tester clicks the save button. For essay responses, a tester may recover his or her work using the built in Select Previous Version tool. If the test administrator or tester pauses the test or if the tester clicks End Test, no prior responses will be available in the Select Previous Version tool when they reaccess the item.</p> <p><b>All saved versions are stored in the AIR server and a saved version can be restored with Department approval; call the Ohio Help Desk and provide SSID, test name and test question number.</b></p>
<p>A tester's device has lost connectivity and when the tester reaccessed the test the tester's response for the essay question is not his or her desired version.</p>	



<p>A <b>test security violation</b> is an unethical testing practice or violation of the state or school's security procedures that compromises test security and/or data security and the integrity of a student's score results.</p>	
<p><b>Most common examples of possible test security violations</b></p>	<p><b>How to proceed</b></p>
<p>A tester had a cell phone or other electronic device out during or after a test session.</p>	<p>Refer to the Department's electronic device policy. If applicable, see row on cheating/sharing test items below.</p> <p>Call the Office of Assessment at (614) 466-1317 for further guidance if needed. Please identify your call as a possible test security incident.</p>
<p>Tests booklet left unattended.</p>	<p>Call the Office of Assessment at (614) 466-1317 for further guidance if needed. Please identify call as possible test security incident.</p>
<p>Paper test was administered outside of that paper Form# testing window.</p>	
<p>Testers left unsupervised with testing materials.</p>	
<p>A tester was coached with verbal or nonverbal prompts to indicate an answer to an item.</p>	
<p>Testers were cheating or otherwise sharing test items.</p>	<p><b>Computer-based tests:</b> If the testers were found cheating, refer to the <a href="#">invalidations</a> section in the OGT-TAM.</p> <p><b>Paper-based tests:</b> If the testers were found cheating, the district must invalidate the test, refer to the <a href="#">invalidations</a> section in the OGT-TAM.</p>
<p>Test booklets were lost or unable to be returned to testing vendor.</p>	<p>Call the Ohio Help Desk at (877) 231-7809, option 3 and report the incident. Additional documentation may be requested by the testing vendor.</p> <p>Call the Office of Assessment at (614) 466-1317 for further guidance if needed. Please identify your call as a possible test security incident.</p>