

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

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A test incident is any event or procedure that may impact a student'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: 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 students or other 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. |   |
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| <b>Common examples of testing irregularities</b>  | <b>How to proceed</b>   |
| 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, students can complete testing on the same day with the remaining time.</p> <p>If time does not allow students to finish testing on the same day, the district must contact the Office of Assessment at (614) 466-1317. If the Department determines a breach form is necessary, the state assumes the cost for the breach.</p>   |
| Fire alarm goes off during testing (or another emergency evacuation).   | <p>If test security was not maintained during the event (e.g. students were allowed to congregate outside during the outage and were not monitored), the district must contact the Office of Assessment at (614) 466-1317. If the Department determines a breach form is necessary, the district assumes the cost for the breach.</p> <p><b>Note:</b> The student must take both parts of the breach test. Refer to <a href="#">Appendix E</a> for more information on administering breach forms.</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, students can complete testing on the same day with the remaining time.</p> <p>If time does not allow students to finish testing on the same day, the district must contact the Office of Assessment at (614) 466-1317. If the Department determines a breach form is necessary, the district assumes the cost for the breach.</p> <p>If test security was not maintained during the event (e.g. students were allowed to congregate in the gymnasium and were not monitored) or if time does not allow students to finish testing on the same day, the district must contact the Office of Assessment at (614) 466-1317. If the Department determines a breach form is necessary, the district assumes the cost for the breach.</p> <p><b>Note:</b> The student must take both parts of the breach test. Refer to <a href="#">Appendix E</a> for more information on administering breach forms.</p> |

| Common examples of testing irregularities  | How to proceed  |
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| <p>School delays and closures due to inclement weather.</p>  | <p><b>Computer-based/Paper-based tests:</b> For school delays, schools can proceed with testing if time allows. Please ensure that all students, including students with the extended time accommodation, have enough time in the day to complete the test. If not, please use the makeup testing time that you built into your testing window.</p> <p>For school closures, please use the makeup testing time that you built into your testing window.</p> <p>For school closures that occur after students had started a test session, the district must contact the Office of Assessment at (614) 466- 1317. If the Department determines a breach form is necessary, the state assumes the cost for the breach.</p> <p><b>Note:</b> The student must take both parts of the breach test. Refer to <a href="#">Appendix E</a> for more information on administering breach forms.</p>  |
| <p>Student becomes ill during testing or student 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 student becomes ill or leaves school early and is unable to continue testing on the scheduled test day, the test administrator should pause the student's test and collect any test materials (e.g. scrap paper, test ticket, calculator), note at which item the student stopped and how much of the testing time has elapsed.</p> <p>The student should then complete the test on another day during the test window, using the remaining time, not to exceed the established total testing time. The test administrator must closely monitor students 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. In the comments section, explain the test incident in detail to justify the request and document incident. The student 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.</p> <p>The student should then complete the test on another day during the test window, using the remaining time, not to exceed the established total testing time. The test administrator must closely monitor students to ensure they do not return to previously answered items.</p> <p>If the student soils a scorable document with bodily fluids, transcribe the student's responses verbatim into a new scorable answer document and return the new, replacement scorable answer document to DRC with other scorable documents. Make note of the incident and barcode number on the <i>Secure Material Resolution Form</i> and securely destroy the soiled document, observing universal precautions. More information on soiled documents can be found in the <a href="#">Supplemental Instructions for Paper Testing</a>.</p> |

| Common examples of testing irregularities   | How to proceed  |
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| <p>Student submitted test prior to completion (only applies to computer-based tests).</p> <p>Or, student turns in test and then states he or she were not finished (applies to paper-based tests only).</p> | <p><b>Computer-based tests:</b> If a student submits his or 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 student can continue testing on the same day. In the comments section, explain the test incident in detail to justify request and document incident. The student will not be able to continue testing until the Department approves the request made in TIDE. Please remind students to not submit their test until it is completed. Tests not completed on the same day may result in a breach form at district expense.</p> <p><b>Note:</b> The student must take both parts of the breach test. Refer to <a href="#">Appendix E</a> for more information on administering breach forms.</p> <p><b>Paper-based tests:</b> Once a student has turned in his or her paper-based test booklet/answer document, they have finished testing and may not resume testing.</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 students 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 students are dismissed to lunch, recess, etc. and not monitored), then the district must contact the Office of Assessment at (614) 466-1317. If the Department determines a breach form is necessary, the district assumes the cost for the breach.</p> <p>If tests are not completed on the same day, then the district must contact the Office of Assessment at (614) 466-1317. If the Department determines a breach form is necessary, the district assumes the cost for the breach.</p> <p><b>Note:</b> The student must take both parts of the breach test. Refer to <a href="#">Appendix E</a> for more information on administering breach forms.</p> <p><b>Paper-based tests:</b> If a test administrator collects students' scorable documents prematurely, the test administrator may immediately redistribute the test booklets/answer documents for students to use to finish testing on the same day.</p> <p>If test security is not maintained between sessions (e.g., TA does not redistribute the test booklets/answer documents immediately and students are dismissed to lunch, recess, etc. and not monitored), then the district must contact the Office of Assessment at (614) 466-1317. If the Department determines a breach form is necessary, the district assumes the cost for the breach.</p> <p>If tests are not completed on the same day, then the district must contact the Office of Assessment at (614) 466-1317. If the Department determines a breach form is necessary, the district assumes the cost for the breach.</p> <p><b>Note:</b> The student must take both parts of the breach test. Refer to <a href="#">Appendix E</a> for more information on administering breach forms.</p> |

| <b>Common examples of testing irregularities</b>  | <b>How to proceed</b>   |
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| <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 breach form.</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></p> <ol style="list-style-type: none"> <li>1. If after speaking with the parents, the district determines that the student will not retake the tests, no action is required.</li> <li>2. If after speaking with the parents, 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. If the Department determines a breach form is necessary, the district assumes the cost for the breach.</li> </ol> <p><b>Note:</b> The student must take both parts of the breach test. Refer to <a href="#">Appendix E</a> for more information on administering breach forms.</p> <p><b>Paper-based tests:</b></p> <ol style="list-style-type: none"> <li>1. If after speaking with the parents, the district determines that the student will not retake the tests, the test is sent in with the scorable materials.</li> <li>2. If after speaking with the parents, 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. If the Department determines a breach form is necessary, the district assumes the cost for the breach.</li> </ol> <p><b>Note:</b> The student must take both parts of the breach test. Refer to <a href="#">Appendix E</a> for more information on administering breach forms.</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.</p> <p>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 result in a breach form.</p> <p>If the student finishes testing and the error is discovered:</p> <p><b>Computer-based tests:</b></p> <ol style="list-style-type: none"> <li>1. If after speaking with the parents, the district determines that the student will not retake the tests, no action is required.</li> <li>2. If after speaking with the parents, 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. If the Department determines a breach form is necessary, the district assumes the cost for the breach.</li> </ol> <p><b>Note:</b> The student must take both parts of the breach test. Refer to <a href="#">Appendix E</a> for more information on administering breach forms.</p>   |

| <b>Common examples of testing irregularities</b>  | <b>How to proceed</b>   |
|---|---|
| <p>Accommodation should have been provided but was not (e.g. read aloud, oral translation, extended time, etc.).</p> <p>Continued</p> | <p><b>Paper-based tests:</b></p> <ol style="list-style-type: none"> <li>1. If after speaking with the parents, the district determines that the student will not retake the tests, the test is sent in with the scorable materials.</li> <li>2. If after speaking with the parents, 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. If the Department determines a breach form is necessary, the district assumes the cost for the breach.</li> </ol> <p><b>Note:</b> The student must take both parts of the breach test. Refer to <a href="#">Appendix E</a> for more information on administering breach forms.</p>   |
| <p>Accommodation was provided to a student that was not eligible.</p>   | <p>Providing testing accommodations to students who are not eligible results in an invalid assessment.</p> <p><b>Computer-based tests:</b></p> <ol style="list-style-type: none"> <li>1. If after speaking with the parents, the district determines that the student will not retake the test, both parts of the test are invalidated in TIDE.</li> <li>2. If after speaking with the parents, 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. If the Department determines a breach form is necessary, the district assumes the cost for the breach.</li> </ol> <p><b>Note:</b> The student must take both parts of the breach test. Refer to <a href="#">Appendix E</a> for more information on administering breach forms.</p> <p><b>Paper-based tests:</b></p> <ol style="list-style-type: none"> <li>1. If after speaking with the parents, the district determines that the student will not retake the test, the district will need to place a "DO NOT SCORE" label on the original answer document. Alternately, the test can be invalidated in EMIS during reporting.</li> <li>2. If after speaking with the parents, 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. If the Department determines a breach form is necessary, the district assumes the cost for the breach.</li> </ol> <p><b>Note:</b> The student must take both parts of the breach test. Refer to <a href="#">Appendix E</a> for more information on administering breach forms.</p> |

| Common examples that are <b>NOT</b> <u>testing irregularities</u>   | How to proceed  |
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| A student signed in under another student's SSID.   | <b>Computer-based tests only:</b> If student SSIDs were inadvertently swapped and a student submitted his or her test as another student, contact the Ohio Help Desk at (877) 231-7809 before the end of the test window. Provide the Ohio Help Desk with the SSIDs, test subjects and specific test parts involved.  |
| A student refused test accommodations.  | <b>Computer-based tests/Paper-based tests:</b> When a student refuses an IEP or 504 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 committee to review accommodations and the impact on participation in the assessment.   |
| A student received an emergency accommodation.  | <b>Computer-based tests/Paper-based tests:</b> For students 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 student bubbled in responses in an incorrect section of the answer document or grade 3 or 4 test booklet. | <b>Paper-based tests only:</b> Transcribe the student's responses verbatim into the correct section of a new answer document or grade 3 or 4 test booklet. Return the new, replacement document with the scorable materials. Place a "DO NOT SCORE" label on the answer document or grade 3 or 4 test booklet that had the student's responses bubbled in the incorrect section. There must be at least two staff in the room when transcribing student responses and one must be a test administrator. |
| A test administrator affixed a Pre-ID label incorrectly on a student's scorable document.                   | <b>Paper-based tests only:</b> If a Pre-ID label is placed on a different student's test booklet, do not attempt to take it off. Apply a print-on-demand Pre-ID label over the incorrect Pre-ID label. <b>Failure to apply a Pre-ID label will result in scores not being reported. Failure to apply the correct test administration Pre-ID label will result in scores not being reported on-time.</b>   |
| A student responded in another student's answer document or grade 3 or 4 test booklet.                      | <b>Paper-based tests only:</b> If student answer documents or grade 3 or 4 test booklets were inadvertently swapped, transcribe the students' responses verbatim into new documents. Place a "DO NOT SCORE" label on the documents that had the students' responses incorrectly marked. Return the new, replacement documents with the scorable materials. There must be at least two staff in the room when transcribing student responses and one must be a test administrator.                       |

| A <b>technology incident</b> is an unexpected computer-based testing event that may or may not compromise the test results. |   |
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| <b>Common examples of technology incidents</b>  | <b>How to proceed</b>   |
| Building lost internet connectivity while students were testing.  | <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, students can sign in again to complete testing on the same day with the remaining time. If test security was not maintained during the event (students were allowed to congregate outside during the outage and were not monitored), the district must contact the Office of Assessment at (614) 466-1317. If the Department determines a breach form is necessary, the district assumes the cost for the breach.</p> <p>If time does not allow students to finish testing on the same day, the district must contact the Office of Assessment at (614) 466-1317. If the Department determines a breach form is necessary, the state assumes the cost for the breach.</p> <p><b>Note:</b> The student must take both parts of the breach test. Refer to <a href="#">Appendix E</a> for more information on administering breach forms.</p>   |
| A student receives an error message while taking the test.  | <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 student receives an error message and is unable to continue testing on the scheduled test day, the test administrator should pause the student's test, note at which item the student 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 student will not be able to continue testing until the Department approves the request made in TIDE.</p> <p>The student should then complete the test on another day during the district's test window, using the remaining time, not to exceed the established total testing time. The test administrator must closely monitor students to ensure he or she does not return to previously answered items.</p> |
| A student's device crashes or loses connection to the internet while taking the test.                                       | <p>The student can continue his or her test on another computer. If the student has issues signing on to the new computer, contact the Ohio Help Desk at (877) 231-7809.</p> <p>If a student 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.</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 student will not be able to continue testing until the Department approves the request made in TIDE.</p> <p>The student should then complete the test on another day during the test window, using the remaining time, not to exceed the established total testing time. The test administrator must closely monitor the student 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>                                    |  |
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| <p><b>Most common examples that are NOT technology incidents</b></p>  | <p><b>How to proceed</b></p>   |
| <p>A student 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 student's sign in process was delayed.</p>   |  |
| <p>A student'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 student was unable to sign in to the test.</p>   |  |
| <p>A student was unable to complete an item.</p>  |  |
| <p>A student inadvertently deletes some or all of their essay response and the test has <b>not</b> been paused, or student has <b>not</b> clicked End Test.</p>       | <p>Essay responses are auto saved every two minutes. Essay responses are also saved whenever a student navigates to a different page or item and when the student clicks the save button. For essay responses a student may recover their work using the built in Select Previous Version tool from the Context menu.</p>  |
| <p>A student inadvertently deletes some or all of his or her responses and the test <b>has</b> been paused, or a student <b>has</b> clicked End Test.</p>             | <p>Essay responses are auto saved every two minutes. Essay responses are also saved whenever a student navigates to a different page or item and when the student clicks the save button. For essay responses, a student may recover his or her work using the built in Select Previous Version tool. If the test administrator or student pauses the test or if the student clicks End Test, no prior responses will be available in the Select Previous Version tool for the student to select 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, test part and question number.</b></p> |
| <p>A student's device has lost connectivity and when the student reaccessed the test, the student's response for the essay question is not their desired version.</p> |  |

A **test security violation** 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.

| Most common examples of possible security violations                                      | How to proceed  |
|---|---|
| A student had a cell phone or other electronic device out during or after a test session. | <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 security incident.</p>   |
| Tests booklets or answer documents left unattended.                                       | <p>Call the Office of Assessment at (614) 466-1317 for further guidance if needed. Please identify call as possible security incident.</p>  |
| Tests were administered outside of district's testing window.                             |   |
| Students left unsupervised with testing materials.  |   |
| A student was coached with verbal or nonverbal prompts to indicate an answer to an item.  |   |
| Students were cheating or otherwise sharing test items.                                   | <p><b>Computer-based tests:</b> If the students were found cheating, refer to the <a href="#">invalidations</a> section in the test administration manual. The student's test opportunity is over for this test administration.</p> <p><b>Paper-based tests:</b> If the students were found cheating, the district must place a "DO NOT SCORE" label on the answer document.</p> <p>The student's test record must be submitted as INV when providing results to EMIS. The student's test opportunity is over for this test administration.</p> |
| Test materials were lost or unable to be returned to testing vendor.                      | <p>Call the Office of Assessment at (614) 466-1317 for further guidance if needed. Please identify your call as a possible security incident.</p> <p>The <i>Secure Material Resolution Form</i> must be completed, and additional documentation may be requested by the testing vendor.</p>   |