

SPRING 2019



Digital SAT Irregularity Chart



In the pages that follow, please find a revised Irregularity Chart for the Digital SAT. This chart includes additional detail to support your response to irregularities that may arise at your school on test day and should be used on test day in place of the one included in the manual.


Distribute this document along with the digital testing manual to your staff for use on test day. They will provide the necessary information for administering the digital SAT and handling any test day irregularities that may occur.

Irregularity Chart


IMPORTANT: This irregularity chart is for use when administering the digital SAT. If you are testing students in the paper testing mode, please refer to the SAT School Day Coordinator Manual for paper testing.



Irregularity	What you should do	How to fill out the IR
Test Site Issues		
<p>Test site closing/cancellation of testing</p> <p></p> <p>Call School Day Support immediately.</p>	<p>In the event of a storm, power failure, or other emergency that requires cancellation before test day:</p> <ul style="list-style-type: none"> ▪ Notify your principal or district. ▪ Notify campus/building security. ▪ Notify students of the cancellation. 	<p>Explain circumstances and impact of issue.</p> <p>Bubble Page 1, Section 6—“Disturbance/interruption.”</p> <p>Include a list of students affected.</p>
<p>Interruption</p> <p></p> <p>Call School Day Support if the interruption (e.g., fire alarm) can't be resolved.</p>	<ul style="list-style-type: none"> ▪ Provide clear instructions for student and staff safety. ▪ Ensure that the room is locked if everyone must leave. ▪ Note the stop time and inform students that the testing time will be adjusted. ▪ Click the Stop icon to stop the session and tell the students to sit quietly until instructed further. ▪ Direct students not to talk or use electronic devices. ▪ Monitor students if they must leave the testing room. Keep them together in a group and do not allow them to go to their lockers. ▪ If you're able to resume testing, return to the interrupted section—don't return to any previously completed sections. ▪ Create a new session from the TA Interface and provide students with the new session ID to log in again and resume testing. ▪ The proctor's clock will display full time for the test section; however, the student's clock will reflect the student's accurate remaining time. ▪ When all students have completed the test with their allotted time, the session will automatically end. ▪ Tell students that a report will be submitted. ▪ If testing must be canceled, do the following: <ul style="list-style-type: none"> – Order makeup materials immediately. – Destroy digital test tickets. – Return any forms following the instructions in Prepare Materials for Return. – Notify students that they will take a makeup test. 	<p>Note the source, length, and impact of the interruption and the section(s) affected.</p> <p>Bubble Page 1, Section 6—“Disturbance/interruption.” Fill in the number of affected students in 6a. If the entire school is affected, note this in the Comments section; otherwise, list the individual students in Section 11.</p>
Materials Missing		
<p>Missing materials (e.g., test tickets, student rosters, manuals)</p>	<p>If any non test materials are missing or damaged, contact your test coordinator. You may download and print missing materials such as Coordinator Manuals and Student Guides from digitaltesting.collegeboard.org. If any paper test materials (nonstandard materials) are missing, contact School Day Support immediately.</p>	<p>Note any such irregularity.</p> <p>Bubble page 1, section 6—“Missing Materials.”</p> <p>Bubble page 1, section 6—“Other” and write “Digital”.</p>


Irregularity	What you should do	How to fill out the IR
Admission/Identification Issues		
<p>Student sent to wrong room</p> <p></p> <p>Call School Day Support immediately.</p>	<ul style="list-style-type: none"> Room changes must be made prior to the start of timed testing. If any student is moved to another room after testing begins, report this as an irregularity. If the student has tested without approved accommodations or with unapproved accommodations, follow instructions given in the Misadministration section of this chart. 	<p>Explain the reason for the change.</p> <p>Bubble Page 2, Section 7b, Student Errors/Issue—"Student seated in wrong room."</p> <p>Bubble Page 2, Section 7b, Other Issue—"Other" and write "Digital."</p>
<p>Student changing from standard to accommodated</p>	<p>When a student presents an Eligibility Approval Letter—or you have confirmed approval with the SSD office—and the student requests to test with accommodations, follow these steps as long as you have appropriate materials and enough staff and space available:</p> <ul style="list-style-type: none"> Mark the student as moved on the standard room list. Add the student to the NAR and note their SSD eligibility number. Provide the appropriate testing materials for the student. <p>If testing has not yet started, modify Test Settings and Tools in TIDE prior to the student continuing to test.</p> <p>OR</p> <p>If testing has started and approved accommodations were not given, follow instructions given in the Misadministration section of this chart.</p> <ul style="list-style-type: none"> Assign student to an accommodated testing room that corresponds to their accommodation, if necessary. Evaluate availability of resources to determine the best location for the student to test. Write a note to the proctor of the room you're moving the student to. They should add the student to the room roster. Provide the student's test ticket to the proctor. 	<p>For any student who has started testing and their accommodations have changed, an IR is required.</p>
Security Violations/Student Misconduct		
<p>Observed misconduct</p> <p></p> <p>Call School Day Support immediately.</p>	<p>If you observe a student removing materials from the testing room, attempting to impersonate another student, or leaving the building during testing:</p> <ul style="list-style-type: none"> Note the student's name and collect their test ticket and scratch paper. Pause the student's test in the TA Interface. Dismiss the student. Do not readmit the student to the testing room. Notify the College Board immediately. Test coordinator: Do not dismiss the student until you have called School Day Support. 	<p>Explain the circumstances and the student's behavior on the IR. Verify the student's name is provided.</p> <p>Bubble Page 2, Section 7b, Student Errors/Issue—"Student removed or attempted to remove test materials," or "Student impersonated another student," or "Student left early/left without permission." Note sections.</p> <p>Bubble Page 2, Section 7, Other Issue—"Other" and write "Digital."</p>

Irregularity	What you should do	How to fill out the IR
Student exits Secure Browser (AIR Secure Test on Chrome OS and iPads)	<ul style="list-style-type: none"> ▪ If any unauthorized application accidentally launches during testing, the student will be automatically exited out of the Secure Browser. Allow the student to continue testing. ▪ Ask the student to sign in to the Secure Browser and enter the Session ID. Then approve the student for testing. <p>NOTE: <i>The student's time will be maintained in the Secure Browser. Record the duration of the interruption on the IR.</i></p> <p>If the student is seen using the computer for non-test-related purposes, collect the student's test ticket and pause their test in the TA Interface and dismiss the student. Do not readmit the student to the testing room.</p>	<p>Describe the circumstances and the test section. Ensure the student's name is provided.</p> <p>Bubble page 2, section 7b—Other Issue—"Other" and write "Digital".</p>
Use or possession of test content through answer keys or images of test pages  Call School Day Support immediately.	<p>If a student is observed using, generating, or distributing test content, including answer keys or images of test items, at any time in the test site, including during breaks, collect as much evidence as possible:</p> <ul style="list-style-type: none"> ▪ Collect the device, answer key, or other prohibited aid. ▪ Follow procedures to dismiss the student from the testing room: <ul style="list-style-type: none"> – If possible, check the student's ID and inform student you must write up the incident and their scores will be canceled. – Pause the student's test from the TA Interface, collect their test ticket, and dismiss the student. Do not allow them back in the testing room. ▪ Before returning any devices to the student, the test coordinator should: <ul style="list-style-type: none"> – Determine if images of test content were captured and/or distributed. – Take a photo of any applicable smartphone screen or recorded answer key to return with the IR. – After collecting evidence, ensure that any test content or answer keys are deleted before the device is returned to the student. ▪ Do not return any written answer keys to student. 	<p>Bubble Page 2, Section 7b—Student Errors/Issue—"Student gave or received help," or "Student used a phone or prohibited device, or it made noise."</p> <p>Bubble Page 2, Section 7b—Other Issue—"Other" and write "Digital".</p>


Irregularity	What you should do	How to fill out the IR
<p>Noises made by prohibited electronic devices, including:</p> <ul style="list-style-type: none"> ▪ Mobile phones, smartphones ▪ Cameras, scanners ▪ Laptops and tablets not used for testing, iPods, MP3 players, wearable technology ▪ Separate timers <p>Approved medical devices such as insulin pumps (that are not connected to a cell phone) are allowed.</p>	<p>If a student’s prohibited electronic device makes noise while in their own possession:</p> <ul style="list-style-type: none"> ▪ Tell the student to turn it off and hand it to you immediately. ▪ Inform the student that you must write up the incident, their scores will be invalidated, and the device will be returned. (Return the device after it has been checked for testing content.) ▪ Pause the student’s test in the TA Interface, collect their test ticket, and dismiss the student from testing. Do not readmit the student to the testing room. ▪ If test content is detected on the device, follow instructions under “Use or possession of test content through answer keys or images of test pages” to collect and inspect any prohibited aid or electronic device. ▪ Complete an IR. ▪ Test coordinator: If you have any suspicion that the device was used to share test information, immediately call School Day Support while the student is still in your charge. <p>If a student’s phone makes noise while in the proctor’s possession or stored away from the student’s desk:</p> <ul style="list-style-type: none"> ▪ This should not be considered grounds for immediate dismissal, as long as the device is not under the desk or otherwise in the student’s possession. ▪ The proctor should turn off the phone to prevent additional disturbances during testing. ▪ The proctor should issue a warning to the student who owns the phone that additional disturbances will result in dismissal. ▪ You do not need to report these actions on an IR. 	<p>Note that the device made noise while in the student’s possession. Provide the student’s name.</p> <p>Bubble Page 2, Section 7b—Student Errors/Issue—“Student used a phone or prohibited device, or it made noise.”</p> <p>Bubble Page 2, Section 7b—Other Issue—“Other” and write “Digital”.</p> <p>Fill in details in Section 9—“Comments.”</p>
<p>Calculator misuse/prohibited aids, including:</p> <ul style="list-style-type: none"> ▪ Highlighters or colored pencils ▪ Books, dictionary, or references ▪ Compass, ruler, protractor, or cutting device ▪ Scratch paper or notes ▪ Unacceptable calculator or any other prohibited electronic device, such as digital watches with prohibited features <p>(Unless approved as an accommodation)</p>	<p>If a student is seen using a calculator on a non-calculator section or using a prohibited aid:</p> <ul style="list-style-type: none"> ▪ Warn the student individually to stop using the prohibited aid. ▪ Tell the student that a subsequent violation will be grounds for dismissal. ▪ If the student continues, collect the student’s scratch paper and test ticket; pause the student’s test in the TA Interface, and dismiss the student. Don’t readmit the student to the testing room. ▪ If the calculator is on a mobile phone or wearable technology, dismiss the student, following procedures listed below under “Observed with prohibited electronic devices.” 	<p>Explain the occurrence. Ensure that the student’s name is provided.</p> <p>Bubble Page 2, Section 7b—Student Errors/Issue—“Student used an unauthorized aid.”</p> <p>For students using a calculator on a non-calculator section, bubble Page 2, Section 7b, Student Errors/Issue—“Student used calculator on a non-calculator section.”</p> <p>Bubble Page 2, Section 7b—Other Issue—“Other” and write “Digital”.</p>


Irregularity	What you should do	How to fill out the IR
<p>Observed with prohibited electronic devices, including:</p> <ul style="list-style-type: none"> ▪ Mobile phones, smartphones ▪ Cameras, scanners ▪ Laptops and tablets not used for testing, iPods, MP3 players, wearable technology ▪ Separate timers <p>Approved medical devices such as insulin pumps (that are not connected to a cell phone) are allowed.</p>	<p>If the student is observed with any prohibited electronic device in the testing room or during a break, whether or not they are using the device:</p> <ul style="list-style-type: none"> ▪ Tell the student to hand it to you immediately. ▪ Inform the student that you must write up the incident, their scores will be invalidated, and the device will be returned. ▪ If test content is detected on the device, follow instructions in this chart under “Use or possession of test content through answer keys or images of test pages” to collect and inspect any prohibited aids or electronic devices. ▪ Pause the student’s test, collect their test ticket and scratch paper, and dismiss the student from testing. ▪ Complete an IR. <p>If the student is observed using the computer for non-test-related purposes, pause the student’s test in the TA Interface, collect their test ticket, and dismiss the student. Do not readmit the student to the testing room.</p> <p>Test coordinator: If you have any suspicion that the device was used to share test information, immediately call School Day Support while the student is still in your charge.</p>	<p>Note that the device made noise or was in use. Provide the student’s name.</p> <p>Bubble Page 2, Section 7b, Student Errors/Issue—“Student used a mobile phone or prohibited device, or it made noise.”</p> <p>Bubble page 2, Section 7b—Other Issue—“Other” and write “Digital.”</p>
<p>Refusal to follow instructions</p>  <p>If behavior is caused by an uncontrolled manifestation of a disability, call the SSD office for assistance.</p>	<p>If a student is observed disturbing others, refusing to follow instructions, giving/receiving help/information, giving/discussing test or essay questions:</p> <ul style="list-style-type: none"> ▪ If the student is using an electronic device to share information or test content, follow instructions under “Use or possession of test content through answer keys or images of test pages” to collect and inspect any prohibited aids or electronic devices. ▪ Inform the student that you must write up the incident and that their scores will be invalidated. ▪ Collect the student’s scratch paper and test ticket. Pause the student’s individual test in the TA Interface and dismiss them from testing. Do not readmit the student to the testing room. <p>Test coordinator: Keep the student in your custody until you have spoken to a representative.</p>	<p>For copying and communications infractions, describe the incident. Note the type of infraction and explain the circumstances completely.</p> <p>Bubble Page 2, Section 7b, Student Errors/Issue—“Student failed to follow test administration regulations,” or “Student gave or received help.”</p> <p>Bubble page 2, Section 7b—Other Issue—“Other” and write “Digital.”</p>

Irregularity	What you should do	How to fill out the IR
Misadministration		
<p>Accommodations given that were not approved</p> <p></p> <p>Call School Day Support immediately.</p>	<ul style="list-style-type: none"> ▪ Stop testing and collect the student’s scratch paper and test ticket. Pause the student’s individual test in the TA Interface. ▪ Advise the student that they received accommodations that weren’t approved and they will need to retake the test on a makeup date. ▪ Dismiss the student. ▪ The student is eligible for a makeup. <ul style="list-style-type: none"> – Add the student to your list of possible makeups needed and order makeup testing materials as soon as possible. – If you need to order materials after the makeup ordering deadline, call School Day Support immediately to request materials. – If the student is approved for accommodations that require testing during the accommodated window, contact the SSD Office. 	<p>Provide the student’s name. Note the accommodation given and the actions taken.</p> <p>Bubble Page 2, Section 7b—Test Delivery Issue—“Staff gave incorrect, unapproved, or no accommodations.”</p> <p>Bubble Page 2, Section 7b—Other Issue—“Other” and write “Digital”.</p>
<p>Approved accommodations not given</p> <p></p> <p>Call School Day Support immediately.</p>	<ul style="list-style-type: none"> ▪ Advise the student that their approved accommodations were inadvertently not provided. ▪ Offer the student the option to continue testing without the approved accommodations, or to stop testing. ▪ If the student chooses to stop testing, pause the student’s test in the TA Interface. Collect their scratch paper and test ticket and dismiss the student. Tell them that the school will contact them about further testing options. ▪ Call School Day Support immediately for assistance with adjusting test settings for accommodations. ▪ The student may be eligible for a makeup. <ul style="list-style-type: none"> – Add the student to your list of possible makeups needed and order makeup testing materials. – If you need to order materials after the makeup ordering deadline, call School Day Support immediately to request materials. – If the student is approved for accommodations that are administered in the accommodated testing window, contact the SSD office. 	<p>Provide the student’s name. Note the accommodation not given and the actions taken.</p> <p>Bubble page 2, Section 7a, Student Information, indicate whether student completed testing or not.</p> <p>Bubble Page 2, Section 7b—Test Delivery Issue—“Staff gave incorrect, unapproved, or no accommodations.”</p> <p>Bubble Page 2, Section 7b—Other Issue—“Other” and write “Digital”.</p>

Irregularity	What you should do	How to fill out the IR
<p>Disturbance, such as: loud and incessant noise, excessive heat or cold, or other distractions</p> <p></p> <p>Call School Day Support if guidance is needed or the problem can't be resolved.</p>	<p>If possible, reduce or eliminate the source of disturbance or move the students. If testing must be interrupted:</p> <ul style="list-style-type: none"> ▪ Click the Stop icon to stop the session and ask students to sit quietly until instructed further. ▪ Monitor students at all times inside and outside the testing room. Remind students that use of electronic devices and talking are not permitted. ▪ If evacuation is required, refer to “Interruption” earlier in this chart. ▪ Note stop time and duration of the interruption on the IR, and inform students that the testing time will be adjusted. <ul style="list-style-type: none"> – If able to continue testing, return to the interrupted section by starting a new session in the TA Interface—do not return to any previously completed sections. – The proctor’s clock will display full time for the test section; however, the student’s clock will reflect the student’s accurate remaining time. – When all students have completed the test with their allotted time, the session will automatically end. ▪ Once testing can restart, continue testing; ask the student to sign in to the Secure Browser and enter the Session ID. Then approve the student to test. ▪ Tell students they should contact the test day complaint email (given at the front of this manual) if they feel they were affected. ▪ If you were unable to resume testing, follow the instructions under “Interruption” earlier in this chart. 	<p>Note the length and impact of the disturbance. List the individual student affected.</p> <p>Bubble Page 1, Section 6—“Disturbance/interruption.”</p> <p>Fill in the number of affected students in field 6a and the testing room code in field 6b. If no testing room code is available, list the affected students in the Comments section.</p> <p>Bubble Page 2, Section 7b—Other Issue—“Other” and write “Digital.”</p>
Undertiming	<p>If the undertiming is a result of an interruption where testing was stopped, resume students’ tests. Ask students to sign in with the Session ID and approve them to test. The student’s time will be maintained in the Secure Browser. Time cannot be added back to an expired or completed test section.</p> <ul style="list-style-type: none"> ▪ If a section has not yet been completed, permit students to continue testing on a section before concluding the section, allowing a break, or dismissing students. ▪ If you cannot permit students to make up time on the undertimed section, continue testing and allow the full testing time for unaffected sections. Do not go back to any sections that have already been completed. ▪ Students may be eligible for makeup testing. If so, order makeup testing materials. ▪ If you need to order materials after the makeup ordering deadline, call School Day Support immediately to request materials. ▪ If you do not have a makeup date, call School Day Support immediately. <p>Tell students that a report will be submitted.</p>	<p>Note the section(s) affected and length of timing discrepancy.</p> <p>Bubble Page 1, Section 6—“Undertiming” (for a group), or Page 2, Section 7b—Student Errors/Issue—“Test was undertimed” (for an individual).</p> <p>Bubble Page 2, Section 7b—Other Issue—“Other” and write “Digital.”</p>

Irregularity	What you should do	How to fill out the IR
<p>Overtiming</p> <p>☞</p> <p>Call School Day Support if you do not have a makeup date.</p>	<p>Students may require makeup testing.</p> <p>If so, order makeup testing materials. If you need to order materials after the makeup ordering deadline, call School Day Support immediately to request materials.</p> <ul style="list-style-type: none"> ▪ If you do not have a makeup date, call School Day Support immediately. 	<p>Note the section(s) affected and timing discrepancy.</p> <p>Bubble Page 1, Section 6, “Overtiming” (for a group), or Page 2, section 7b—Student Errors/Issue—“Test was overtimed” (for an individual). Complete the Comments section and student information, and sign.</p> <p>Bubble Page 2, Section 7b—Other Issue—“Other” and write “Digital”.</p>
<p>Testing staff issues</p> <p>If staff actions potentially have caused a misadministration, call School Day Support.</p>	<p>In the case of distracting behavior or incorrect directions, quietly point out the behavior and ask the staff member to correct it. If the behavior persists or if incorrect materials are used during the administration, call School Day Support immediately.</p>	<p>Note the impact of the issue and the section(s) affected.</p> <p>Bubble Page 1, Section 6 (for a group) or Page 2, Section 7b—“Test Delivery Issue” (for individual irregularities)—choose correct issue from list. Complete the Comments section and the student information and sign.</p> <p>Bubble Page 2, Section 7b—Other Issue—“Other” and write “Digital”.</p>
Student Issues		
<p>Excessive breaks</p> <p>This irregularity does not apply to students approved for “breaks as needed.”</p> <p>☞</p> <p>Call the School Day Support if there is a security concern.</p>	<p>Ask the student the reason for excessive breaks (e.g., is the student ill?).</p> <ul style="list-style-type: none"> ▪ If the student is ill, follow the instructions under “Illness.” ▪ If the student is not ill, have them navigate to the next unanswered question. Do not pause the student’s test and do not allow extra timing. Inform the student they will not receive additional testing time. Have a room or hall monitor check where the student is going during breaks. 	<p>Note the length of absence, and the student(s) and section(s) affected.</p> <p>Bubble page 2, section 7b—Other Issue—“Other” and write “Digital”.</p>
<p>Illness</p> <p>☞</p> <p>If you do not have a makeup date, call School Day Support immediately.</p>	<p>Permit the student to leave the testing room temporarily. Ask the student to navigate to the next unanswered question. Do not pause the student’s test. Do not allow extra testing time.</p> <p>If the student is unable to continue, pause the student’s test in the TA Interface, collect their test ticket, and dismiss the student from the testing room. Advise the student of the cancellation policy. (The cancellation policies are given in the SAT script, just before the start of the dismissal of students.) If the student cancels their scores, you may order makeup testing materials, counting the student as an absentee.</p> <ul style="list-style-type: none"> ▪ If a student would like to cancel their test scores, have the student contact the College Board immediately for a Request to Cancel Test Scores form. The form must be returned to College Board no later than 11:59 p.m. ET on the fourth weekday following the date testing ends. 	<p>Note the length of absence, and the student(s) and question(s) affected.</p> <p>Bubble Page 2, Section 7b—Student Errors/Issue—“Student became ill.” Also bubble Page 2, Section 7a—“Did student complete testing?” (Yes or No).</p> <p>Bubble Page 2, Section 7b—Other Issue—“Other” and write “Digital”.</p>

Irregularity	What you should do	How to fill out the IR
Calculator malfunction	<ul style="list-style-type: none"> ▪ Allow the student to replace batteries or try a backup calculator, if available. If the problem persists, remind student of the available calculator tool in the Secure Browser. ▪ The student can choose to continue with the calculator tool or cancel their scores. If they continue, don't allow extra time. ▪ If the student decides to cancel, inform them that their scores will still be sent to the state and district and may be accessible to your school, but won't be sent by the College Board to the student's chosen colleges or scholarship organizations. ▪ If a student would like to cancel their test scores, have the student contact the College Board immediately for a Request to Cancel Test Scores. The form must be returned to College Board no later than 11:59 p.m. ET on the fourth weekday following the date testing ends. 	<p>Document the malfunction.</p> <p>Bubble Page 2, Section 7b—Student Errors/Issue—"Student had calculator malfunction."</p> <p>Bubble Page 2, Section 7b—Other Issue—"Other" and write "Digital".</p>
Test question ambiguity	<p>Report the type of question ambiguity.</p>	<p>Add any student information if possible on the IR, as full a description as possible, and your contact information.</p> <p>Bubble Page 2, Section 8—choose correct issue and provide listed student information. Fill in Section 9, Comments.</p>
Hardware/Software/Network Malfunctions		
<p>Test-taking device malfunction (e.g., the Secure Browser won't launch, cannot establish connectivity to the Internet; headphones or monitor stops responding)</p> <p></p> <p>Call School Day Support immediately.</p>	<p>Contact your technology coordinator. If it is determined that the issue is not local, contact School Day Support immediately.</p> <p>If a technical issue occurs and is resolved during testing, allow the student to continue testing. Ask the student to sign in to the Secure Browser and enter the Session ID. Then approve the student for testing.</p> <p>NOTE: <i>The student's time will be maintained in the Secure Browser.</i></p> <p>OR</p> <p>If a technical issue can't be resolved and the timed portion of the test hasn't begun (e.g., the Reading Test), move the student to another working device, if available, or to another testing room where testing hasn't begun.</p> <p>OR</p> <p>If the timed portion of testing has begun and the issue cannot be resolved, pause the student's test, collect their test ticket and dismiss the student. Call School Day Support immediately. Do not readmit the student to the testing room.</p> <p>Don't allow technical issues to impede other students' test time.</p>	<p>Describe the irregularity and note any loss of testing time. Note the question and section(s) affected.</p> <p>Bubble Page 2, Section 7b—Other Issue—"Other" and write "Digital". List the affected student(s) in the Comments section.</p>

Irregularity	What you should do	How to fill out the IR
Secure Browser freezes	<p>If the Secure Browser freezes and/or the loading screen appears for an extended period of time, force exit the student out of the Secure Browser, which may require you to restart the device. Allow the student to continue testing. Ask the student to sign in to the Secure Browser and enter the Session ID. Then approve the student for testing.</p> <p>NOTE: <i>The student’s time will be maintained in the Secure Browser.</i></p> <p>Record the duration of the interruption on the IR.</p>	<p>Describe the irregularity and note any loss of testing time. Note the question and section(s) affected.</p> <p>Bubble Page 2, Section 7b—Other Issue—“Other” and write “Digital”. List the affected student(s) in the Comments section.</p>
Restart Testing		
<p>Test settings not correct for assistive technology (AT) and/or text-to-speech (TTS)</p> <p></p> <p>Call School Day Support immediately.</p>	<p>If a student has logged in to the test environment and their test settings or accommodations are not correct for the assistive technology (AT) and/or the auditory assistance tools for text-to-speech (TTS):</p> <ul style="list-style-type: none"> ▪ Tell the student to log out. The test coordinator (or SSD coordinator) must modify the student’s test settings in TIDE. ▪ Contact School Day Support to restart the student’s test. 	<p>Describe the irregularity and note any loss of testing time. Note the question and section(s) affected.</p> <p>Bubble Page 2, Section 7b—Other Issue—“Other” and write “Digital”. List the affected student(s) in the Comments section.</p>
Test session stops or proctor’s device malfunctions	<p>If the proctor’s device powers off or otherwise loses internet connectivity for less than 20 minutes while students are still testing, the session will remain open for 20 minutes to allow the proctor time to reenter the session. Students will not receive an error and will continue to test. Take immediate action before the session times out:</p> <ul style="list-style-type: none"> ▪ Open the browser and navigate back to the TA Interface. ▪ Input the session ID of the active session and click Enter to regain control of the session. <p>If the TA Interface loses internet connectivity for more than 20 minutes or the browser is exited or navigated to another website during an active test session, student testing will be disrupted. Students will receive an error message stating that the session is no longer available.</p> <p>If the test session is disrupted and students receive the error message, take immediate action:</p> <ul style="list-style-type: none"> ▪ Create a new session and provide students with the new session ID to log in again and resume testing. Prompt students to acknowledge the error message by clicking OK, which will take them back to the login screen. 	<p>Describe the irregularity and note any loss of testing time.</p> <p>Bubble page 2, section 7—“Other” and write “Digital” in the comments section on page 3. Fill in details in section 9—“Comments.” List the affected student(s) in the Comments section.</p>