Appendix H: Test Incident Guidance Document

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.

If the district becomes aware of collaboration among students or other test security issues, immediately call the Office of Assessment at 1-614-466-1317 for further guidance.

Test Incident Guidance Document

A testing irregularity 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 *testing irregularities*	**How to proceed**

Electrical outage during testing.
 	
Or
 	
Fire alarm goes off during testing or another emergency evacuation occurs during testing.
	Computer-based/Paper-based tests: Test administrator will mark the time of the interruption and secure the testing materials.
	
	1. If test security was maintained during the event:
	
	   • If time allows, students can complete testing on the same day with the remaining time.
	
	   • If time does not allow students to finish testing on the same day, the district must contact the Office of Assessment at 1-614-466-1317. If the Department determines a breach form is necessary, the state assumes the cost for the breach.
	
	   Note: Students must take both parts of the breach test. Refer to Appendix E of the *Spring 2024 OST Test Administration Manual* for more information on administering breach forms.
	
	2. If test security was **not** maintained during the event (for example, students were allowed to congregate outside during the outage and were not monitored), the district must contact the Office of Assessment at 1-614-466-1317. If the Department determines a breach form is necessary, the district assumes the cost for the breach.
	
	   Note: Students must take both parts of the breach test. Refer to Appendix E for more information on administering breach forms.

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Common examples of *testing irregularities*	How to proceed
Tornado drill or other **scheduled** drill during testing.	**Computer-based/Paper-based tests**: Districts should try to conduct testing around scheduled drills. If this is not possible, the test administrator will mark the time of interruption and secure the materials. 1. If test security was maintained during the event: • If time allows, students can complete testing on the same day with the remaining time. • If time does not allow students to finish testing on the same day, the district must contact the Office of Assessment at 1-614-466-1317. If the Department determines a breach form is necessary, the state assumes the cost for the breach. **Note:** Students must take both parts of the breach test. Refer to Appendix E of the *Spring 2024 OST Test Administration Manual* for more information on administering breach forms. 2. If test security was **not** maintained during the event (for example, 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 1-614-466-1317. If the Department determines a breach form is necessary, the district assumes the cost for the breach. **Note**: Students must take both parts of the breach test. Refer to Appendix E for more information on administering breach forms.
School delays and closures due to inclement weather.	**Computer-based/Paper-based tests**: 1. 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 make-up testing time that you built into your testing window. 2. For school closures, please use the make-up testing time that you built into your testing window. 3. For school closures that occur after students have started a test session, the district must contact the Office of Assessment at 1-614-466-1317. If the Department determines a breach form is necessary, the state assumes the cost for the breach. **Note**: Students must take both parts of the breach test. Refer to Appendix E of the *Spring 2024 OST Test Administration Manual* for more information on administering breach forms.

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Common examples of *testing irregularities*	**How to proceed**
Student becomes ill during testing or student leaves school early without finishing testing. Examples may include medical and/or emotional emergencies.	**Computer-based tests**: 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 (for example, scrap paper, test ticket and calculator). Note which item the student stopped and how much of the testing time has elapsed. 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 they do not return to previously answered items. The test coordinator must submit a test status request into TIDE to re-open 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. **Paper-based tests**: If a student becomes ill or leaves school early and is unable to continue testing on the scheduled test day, the test administrator will collect the student's test materials, note at which item the student stopped and how much of the testing time has elapsed. The student should 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 they do not return to previously answered items. If the student soils a scorable test booklet with bodily fluids, transcribe the student's responses verbatim into a new scorable test booklet and return the new, replacement scorable test booklet to DRC with the scorable materials. Make note of the incident and barcode number on the *Secure Material Resolution Form* and securely destroy the soiled test booklet, observing universal precautions. More information on soiled documents can be found in the *Spring 2024 OST Supplemental Instructions for Paper Testing* manual. **Note**: The test administrator transcribes and at least one other staff member must be present in the room when transcribing student responses.

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Common examples of *testing irregularities*	**How to proceed**
Designated support (for example, color contrast, print size, hand-held calculator and noise buffers) was not available but should have been and the student completed the test.	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. • If the error is discovered during testing, the student can be provided the support and continue to test with the remaining allowable time. **Computer-based/Paper-based tests** If the student finishes testing and then the error is discovered: 1. If after speaking with the parents, the district determines that the student will **not** retake the tests, no action is required for computer-based tests. If the student tested using paper, the test is sent in with the scorable materials. 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 1-614-466-1317. If the Department determines a breach form is necessary, the district assumes the cost for the breach. **Note**: The student must take both parts of the breach test. Refer to Appendix E of the *Spring 2024 OST Test Administration Manual* for more information on administering breach forms.
Accommodation was provided to a student that was not eligible.	Providing testing accommodations to a student who is not eligible results in an invalid assessment. 1. If after speaking with the parents, the district determines that the student will retake the test without the accommodation. **Computer-based/Paper-based tests**: The district must contact the Office of Assessment at 1-614-466-1317. If the Department determines a breach form is necessary, the district assumes the cost for the breach. **Note**: The student must take both parts of the breach test. Refer to Appendix E for more information on administering breach forms. 2. If after speaking with the parents, the district determines that the student will not retake the test. **Computer-based tests**: Both parts of the test are invalidated in TIDE by the district test coordinator. **Paper-based tests**: The district will need to place a "DO NOT SCORE" label on the original test booklet or answer document. Alternately, the test can be invalidated in EMIS during reporting.

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Common examples of *testing irregularities*	**How to proceed**
Accommodation should have been provided but was not (for example, read aloud, oral translation and extended time).	Accommodations are required to be offered for testing when they are documented on an IEP or 504 Plan. Districts have their own policies about EL accommodations. However, not having access to an accommodation does not automatically result in a breach form. 1. If the error is discovered during testing, the student can be provided the accommodation and continue to test with the remaining allowable time. 2. If the student finishes testing and the error is discovered: **Computer-based/Paper-based tests**: • If after speaking with the parents, the district determines that the student will not retake the tests, no action is required for computer-based tests. If the student tested using paper, the test is sent in with the scorable materials. • 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 1-614-466-1317. If the Department determines a breach form is necessary, the district assumes the cost for the breach. **Note**: The student must take both parts of the breach test. Refer to Appendix E of the *Spring 2024 OST Test Administration Manual* for more information on administering breach forms.
Student submitted test prior to completion (only applies to computer- based tests). Or Student turns in test and then states they were not finished (applies to paper-based tests only).	**Computer-based tests**: If a student submits the student's test in error, the test coordinator can submit a test status request in TIDE 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 the request and document the 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 tests until they are completed. **Paper-based tests**: Once a student has turned in the student's paper-based test booklet and answer document, the student has finished testing and may not resume testing.

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Common examples of *testing irregularities*	**How to proceed**
Test administrator ends test session prematurely.	**Computer-based tests**: 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. • If test security is not maintained between sessions (for example, the test administrator 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 1-614-466-1317. If the Department determines a breach form is necessary, the district assumes the cost for the breach. • If tests are not completed on the same day, then the district must contact the Office of Assessment at 1-614-466-1317. If the Department determines a breach form is necessary, the district assumes the cost for the breach. **Note**: The student must take both parts of the breach test. Refer to Appendix E of the *Spring 2024 OST Test Administration Manual* for more information on administering breach forms. **Paper-based tests**: If a test administrator collects students' scorable documents prematurely, the test administrator may immediately redistribute the test booklets and answer documents for students to use to finish testing on the same day. • If test security is not maintained between sessions (for example, the test administrator does not redistribute the test booklets and answer documents immediately and students are dismissed to lunch, recess, etc. and not monitored), then the district must contact the Office of Assessment at 1-614-466-1317. If the Department determines a breach form is necessary, the district assumes the cost for the breach. • If tests are not completed on the same day, then the district must contact the Office of Assessment at 1-614-466-1317. If the Department determines a breach form is necessary, the district assumes the cost for the breach. **Note**: Students must take both parts of the breach test. Refer to Appendix E of the *Spring 2024 OST Test Administration Manual* for more information on administering breach forms.

A testing irregularity 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 *testing irregularities*	**How to proceed**
Test administrator administered the operational test instead of the Readiness Assessment.	Administering an operational test instead of a Readiness Assessment may result in an invalid assessment. 1. If test security protocols were maintained during the administration of an operational test (in other words, a student was given appropriate time, no discussion or assistance was given and no testing clues were posted around the testing room and/or on blackboards), the student's test may be submitted for scoring. 2. If test security was **not** maintained during the administration of an operational test, the student's test must be invalidated and the district must contact the Office of Assessment at 1-614-466-1317. If the Department determines a breach form is necessary, the district assumes the cost for the breach. **Note**: Students must take both parts of the breach test. Refer to Appendix E for more information on administering breach forms.

	A **testing irregularity** is an unexpected test incident that results in a change to the established test administration procedures or protocols. This change may, or may not, compromise the test result.
Common examples that are NOT testing irregularities	**How to proceed**
A student tested under an incorrect SSID.	**Computer-based tests only**: If student SSIDs were inadvertently swapped or a student submitted their test as another student, contact the Ohio Help Desk at 1-877- 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.	**Computer-based tests/Paper-based tests**: 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 with the student's IEP team or 504 Plan committee to review accommodations and the impact on participation in the assessment.
A student received an emergency accommodation.	**Computer-based tests/Paper-based tests**: For students who need an emergency accommodation (for example, broken wrist or broken glasses), the test coordinator may fill out the optional emergency accommodation form and maintain it at the local level. It does not need to be submitted to the Department.
A student bubbled responses in an incorrect section of the scorable document. Or A student responded in another student's scorable document. *Scorable document: grade 3-4 test booklet or grade 5- high school answer document.*	**Paper-based tests only**: Transcribe the student's responses verbatim into the correct section of a new scorable document. If students' scorable documents were inadvertently swapped, transcribe the students' responses verbatim into new scorable documents. **IMPORTANT**: There must be at least two staff in the room when transcribing student responses and one must be a test administrator. Return the new, replacement scorable document(s) with the scorable materials. Place a "DO NOT SCORE" label on the document(s) that had the student's responses bubbled in the incorrect section or that had the students' responses marked in the incorrect document. Return with the nonscorable materials.
A test administrator affixed a Pre-ID label incorrectly on a scorable document.	**Paper-based tests only**: If a Pre-ID label is placed on the incorrect student's scorable document, do **not** attempt to take it off. Apply the correct print-on-demand Pre-ID label over the incorrect Pre-ID label. **Failure to apply a Pre-ID label with a full legible barcode will result in scores not being reported.**

A **technology incident** is an unexpected computer-based testing event that may or may not compromise the test results.	
Examples of *technology incidents*	**How to proceed**
Building lost internet connectivity while students were testing.	The test administrator marks the time of the interruption and collects all paper materials, including scrap paper. 1. If test security was maintained during the event: • If time allows, students can sign in again to complete testing on the same day with the remaining time. • If time allows the students to complete testing on the same day but security was **no**t 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 1-614-466-1317. If the Department determines a breach form is necessary, the district assumes the cost for the breach. **Note:** Students must take both parts of the breach test. Refer to Appendix E of the *Spring 2024 OST Test Administration Manual* for more information on administering breach forms. 2. If time does not allow students to finish testing on the same day, the district must contact the Office of Assessment at 1-614-466-1317. If the Department determines a breach form is necessary, the state assumes the cost for the breach. **Note**: Students must take both parts of the breach test. Refer to Appendix E of the *Spring 2024 OST Test Administration Manual* for more information on administering breach forms.
A student receives an error message while taking the test.	Refer to the Message Codes document on the test portal. Write down the message ID (usually five digits) and the text of the error. Contact the Ohio Help Desk at 1-877- 231-7809. 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. • The test coordinator must submit a test status request into TIDE to re-open the test on a subsequent day. 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. • 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 the student to ensure they do not return to previously answered items.

A **technology incident** is an unexpected computer-based testing event that may or may not compromise the test results.	
Examples of *technology incidents*	**How to proceed**
A student's device crashes or loses connection to the internet while taking the test.	The student can continue their test on another device. If the student has issues signing on to the new device, contact the Ohio Help Desk at 1-877-231-7809. If a student is unable to continue testing on the scheduled test day, the test administrator must collect the student's test materials, note at which item the student stopped and how much of the testing time has elapsed. • The test coordinator must submit a test status request into TIDE to re-open a test on a subsequent day. 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. • 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 they do not return to previously answered items.

A **technology incident** is an unexpected computer-based testing event that may or may not compromise the test results.	
Most common examples that are NOT *technology incidents*	**How to proceed**
A student accidentally paused their test.	
A student's sign in process was delayed.	
A student was unable to sign into the test.	Please refer to [Appendix D] of the *Spring 2024 OST Test Administration Manual* for online testing trouble-shooting tips.
A student's test item had difficulty loading, but they were still able to complete it on the same day of testing.	
A student was unable to complete an item.	
A student inadvertently deleted some or all of their essay response and the test has **not** been paused and did not lose connectivity.	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** provided that the test has not been paused or lost connectivity.
A student inadvertently deleted some or all of their responses and the test **has** been paused or the device lost connectivity.	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. **NOTE:** If the test was paused or the device lost connectivity, no prior responses will be available in the Select Previous Version tool for the student to select when they re-access the item. In these cases:
A student's device lost connectivity and when the student re-accessed the test, the student's response for the essay question was not their desired version.	• Call the Ohio Help Desk at 1-877-231-7809 and provide: SSID, test name, test part, question number. **All saved versions are stored in the Cambium Assessment server and a saved version can be restored with Department approval.** • *Note*: The response may not be able to be restored the same day. The student may need to return another day during the test window to complete their response to the question using the restored version.

A **test security violation** is an unethical testing practice or violation of the state or school's test security procedures that compromises test security and/or data security and the integrity of a student's score results.	
Most common examples of possible *test security violations*	**How to proceed**
A student had a cell phone or other electronic device out during or after a test session.	Refer to the Department's electronic device policy in Section 3.1 of the *Spring 2024 OST Test Administration Manual*. If applicable, see row on cheating or sharing test items below. Call the Office of Assessment at 1-614-466-1317 for further guidance if needed. Please identify your call as a possible test security incident.
Test booklets or answer documents were left unattended.	Call the Office of Assessment at 1-614-466-1317 for guidance. Please identify call as possible test security incident or test security violation.
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 and/or otherwise sharing test items.	**Computer-based tests**: If students were found cheating, refer to the invalidations section in the *Spring 2024 OST Test Administration Manual*. The students' test opportunities are over for this test administration. **Paper-based tests**: If students were found cheating, the district must place a "DO NOT SCORE" label on the answer documents. The students' test records must be submitted as INV(invalid) when providing results to EMIS. The students' test opportunities are over for this test administration.
Test materials were lost or unable to be returned to the testing vendor.	Call the Office of Assessment at 1-614-466-1317 for guidance if needed. Please identify your call as a possible test security incident. The *Secure Material Resolution Form* must be completed and additional documentation may be requested by the testing vendor.