

# Preparing Proctors

**In this Section:**

- Proctor eligibility criteria and duties
- Preparing testing rooms
- Estimating timing for AP Exams
- Proctor training instructions

## Proctors for AP Exams

College Board programs use different terms to designate the persons administering tests. The AP coordinator is responsible for the overall AP Exam administration. However, in most schools the AP coordinator relies on a number of colleagues to administer exams, set up testing rooms, etc. The AP Program uses the term *proctor* to refer to any AP coordinator–authorized adult who is present during, and accountable for, the administration of an individual AP Exam. A proctor might be asked to read the exam administration script, help distribute or collect exam materials, or accept responsibility for timing the exams and ensuring exam security. The AP coordinators and the SSD coordinators supervise the work of the proctors, the latter for administrations involving students with disabilities.

Proctors may never discuss multiple-choice content with anyone; they can only discuss free-response content if that content is released on the College Board website two days after the regularly scheduled exam administration. (Late-testing content is not released and may **never** be discussed.)

### Proctor Eligibility Criteria



The following criteria are in place to help ensure that exams are administered properly and to **avoid any real or perceived conflict of interest**. A conflict of interest may result in score cancellation. Refer to the table on the next page to determine which AP Exams teachers (current, former, or retired) may proctor. The proctor must meet **all** of the criteria below:

- Proctors must be responsible adults; they may **not** be high school students. When selecting proctors, consider the following: reliability, attention to detail, maturity, understanding of the importance of the administration, and acceptance of the security policies mandated by the AP Program.
- Proctors may be educational professionals; AP coordinators; active, retired, or substitute teachers; parents without a conflict of interest; or members of the administrative staff.
- **Current, former, or retired** teachers, including AP teachers, may serve as proctors for exams in a **subject area other than the one they now teach or have ever taught**. This policy also applies to **AP coordinators, department heads, and substitute teachers**.<sup>\*</sup> For example, a ninth-grade English teacher may not proctor an AP English Language and Composition or AP English Literature and Composition Exam but could

<sup>\*</sup>Individuals who served as a substitute teacher in a subject for an extended period of time (i.e., a semester or school year) cannot serve as a proctor for an AP Exam in that subject area.

proctor an AP Biology Exam. The only exception to this is Studio Art; Studio Art teachers are encouraged to participate in the Studio Art digital submission process and to be present when their students assemble the Selected Works (Quality) sections of their 2-D Design and Drawing portfolios.

- An individual **may not** proctor an AP Exam or handle exam materials in the year in which an immediate family or household member may be taking that exam at the school where the individual works or at any other school.
- Proctors **may not** take any AP Exam or review in any manner the content of the exam.
- Proctors **may not** be employed part or full time at a test preparation company.
- Proctors **may not** participate in any coaching activity that addresses content of secure College Board tests.

**NOTE:** There are also specific eligibility criteria for readers, writers/scribes, and sign language interpreters. See page 85.

## Proctor/Student Ratio



There must be a proctor in the exam room at all times, including during the break. Use the table below to determine the required minimum number of proctors you will need. If you have new or inexperienced proctors, or if you feel that the security or quality of the administration may be affected, you should appoint additional staff. If more than 250 students will be testing in one room, you need one additional proctor for every 50 students over 250. A sufficient number of responsible proctors will help prevent exam-day incidents and mitigate the risk of retesting.

Exam administrations for students with disabilities may require additional proctors, depending on the nature of the accommodations or the amount of extended time authorized.

**NOTE:** Designated test centers outside the U.S. may be asked to follow amended proctor-student ratios.

PROCTOR/STUDENT RATIO

Number of Students in a Room	Minimum Number of Proctors
1–34	1
35–50	2
51–100	3
101–150	4
151–200	5
201–250	6

## AP SUBJECT AREAS FOR ASSIGNING PROCTORS

AP Subject Areas	AP Exams
An individual who teaches or has ever taught in a subject area below may NOT proctor the AP Exam(s) listed to the right of that subject area.	An individual who teaches or has ever taught an AP course below may NOT proctor the exam for that course or for any other course listed in the same cell.
AP Capstone: Seminar and Research	Seminar
Art History	Art History
Biology and Environmental Science	Biology Environmental Science
Chemistry	Chemistry
Chinese Language and Culture	Chinese Language and Culture
Computer Science	Computer Science A Computer Science Principles
Economics	Macroeconomics Microeconomics
English	English Language and Composition English Literature and Composition
French Language and Culture	French Language and Culture
German Language and Culture	German Language and Culture
Government and Politics	Government and Politics: Comparative Government and Politics: United States
History	European History United States History World History
Human Geography	Human Geography
Italian Language and Culture	Italian Language and Culture
Japanese Language and Culture	Japanese Language and Culture
Latin	Latin
Mathematics	Calculus AB Calculus BC Statistics
Music Theory	Music Theory
Physics	Physics 1: Algebra-Based Physics 2: Algebra-Based Physics C: Electricity and Magnetism Physics C: Mechanics
Psychology	Psychology
Spanish	Spanish Language and Culture Spanish Literature and Culture

**Reminder:** Studio Art teachers are encouraged to participate in the Studio Art digital submission process and to be present when their students assemble the Selected Works (Quality) sections of their 2-D Design and Drawing portfolios.

## Proctor Duties

Proctor duties are varied and include assisting the AP coordinator in ensuring that the exam administration goes smoothly. Proctors should:

### Before the exam administration:

- Familiarize themselves ahead of time with the administration and exam security procedures in this manual.
- Familiarize themselves with any special equipment (such as CD players or digital recording equipment) well before exam day. See page 36 for a list of exams requiring special equipment. (Note: Master CDs and exam CDs must not be opened before the exam administration.)
- If administering exams to students testing with accommodations, familiarize themselves with the students' specific accommodations and, for exams with extended time, understand how to time each section. (See extended time tables on pages 88–97.)
- Read all of the general and the appropriate subject-specific exam administration instructions to understand the flow of the administration.
- Prepare the exam rooms.
- Set up exam equipment (such as CD players, computers with recording software and headsets, and handheld digital recorders).
- Admit and assign seats to students.
- Check identification of homeschooled students and/or students from other schools.

### During the exam administration:

- Bring all necessary materials to the exam room.
- Count and check the exams received for the exam administration upon arrival in the exam room. Confirm the exam title of each AP Exam to be sure that no other exams are included.
- Check that students with disabilities have brought their SSD Student Accommodations Letters to verify that they are entitled to these accommodations.
- Ensure that the proper seating distance is maintained between students and that all students are facing the same direction. (See page 56.)
- Distribute testing materials.
- From the *2018-19 AP Exam Instructions*, read General Instructions I or II, and the instructions for the exam being administered.
- Assist students with filling out their identification information on answer sheets.
- Assist students with the operation of digital recording devices used for world languages and Music Theory.
- Create a seating chart (or use the one provided by the AP coordinator).
- Supervise the testing room.
- Supply pens, pencils, calculators (when appropriate), and extra paper (as necessary).
- Walk around the room to ensure students are working on the correct exam section.
- Guard against attempts at cheating.

- Keep the room and exam materials attended at all times.
- Never read, eat, drink, engage in conversation, correct papers, use a computer or laptop, or perform any activity not related to the administration.
- Never use phones/mobile devices during the exam unless it is an emergency or an administration incident warrants it. If a proctor has a mobile device, it must be set to silent so it won't cause any disturbance or be a distraction.

### After the exam administration:

- Collect and account for all exam materials before dismissal.
- Ensure that students have properly identified their exam materials (with AP number labels, etc.).
- Dismiss students, making sure they do not take any exam materials from the exam room. Students must be dismissed at the same time, unless there are different groups recording responses for AP French, German, Italian, and Spanish Language and Culture or AP Music Theory.
- Return all exam materials to secure storage.
- Ensure that a Nonstandard Administration Report (NAR) is completed for students tested with accommodations.
- For world language and Music Theory Exams, ensure student audio responses have been properly saved in MP3 format (one file for each student) and named with the student AP number and exam form.

**NOTE:** For AP U.S. History, AP European History, and AP World History, insert all of the short-answer response booklets inside the yellow short-answer response booklet return envelope(s) before leaving the testing room. Keep these short-answer response booklets separate from the multiple-choice answer sheets, which will be placed in the answer sheet return envelope(s) before being packed for shipment.

## What Proctors Need to Bring to Each Exam

- Printed exam packets, any associated CDs, and all equipment related to these materials. (See page 36 for a list of exams requiring special equipment.)
- Printed copies of Nonstandard Administration Reports (NAR) for any students testing with accommodations.
- Answer sheets.
- AP Student Packs for the students taking the exam being administered.
- This manual and the *2018-19 AP Exam Instructions* book.
- Their school code. If they are testing any homeschooled students, the state's or country's homeschool/self-study code (see pages 144–145). If students from other schools are testing with your students, their school codes.
- Pencil sharpener.
- Extra No. 2 pencils with erasers.
- Extra pens with black or dark blue ink.

- Extra lined paper in case a student's response exceeds the space allotted in the free-response booklet.
- Stapler to attach extra paper, if used, to short-answer response booklets and/or free-response booklets.
- Extra calculators for the AP Biology, Calculus, Chemistry, Physics, and Statistics Exams.
- If using the Digital Audio Capture (DAC) app to record students' responses for AP French, German, Italian, or Spanish Language and Culture Exams or AP Music Theory Exams, bring the DAC Activation Key (needed to unlock the app for recording during the exam).
- Watch (but not a stopwatch). Each exam room should have at least two synchronized timepieces as a check against mistiming, and a clock should be visible to all students. If an exam room doesn't have a wall clock, or the wall clock is not easily visible to all students and proctors, the time remaining for each exam or exam section should be posted or announced at regular intervals.

**NOTE:** A school may use a computer to display the time, provided that no personnel other than the responsible coordinator or proctor have access to the computer and that computer is not connected to the internet during the administration. No other content should be displayed aside from the clock. Electronic/computer clocks should not be set to count forward or count down.

- Signs for the door to the testing room
  - (1) *Exam in progress*
  - (2) *Phones of any kind are prohibited during the test administration, including breaks*

## Ensuring Testing Room Compliance



### EXAM SECURITY

The success of any exam administration depends greatly on the suitability of the testing site. Most AP Exams are given in a school's classrooms, gymnasium, or cafeteria. **Failure to comply with any of the following requirements may result in score cancellations.**

- Only one subject exam at a time may be administered in each exam room, **except for Calculus AB and Calculus BC**. The room(s) chosen to administer AP Exams should provide the best possible conditions for student performance and exam security.
- Seating should be able to be set up properly and quickly.
- Provide a large, smooth writing surface, preferably desks or tables.
- **All testing rooms must adhere to the AP Program's seating policy. See pages 56–59 for the complete seating policy.**
- Any special equipment needed for administering the exam should be set up and tested in the room before the start of the exam. **Do not** use the master or exam CDs to test the equipment in the room.
- Avoid disturbances. Disruptive events, such as fire drills, should be scheduled for another time. Intercoms should be turned off.

- Make sure there's a wall clock clearly visible to students during the exam.
- Remove maps, periodic or other tables, posters, or any subject-specific materials from the walls.
- Post "Exam in progress" and "Phones of any kind are prohibited during the test administration, including breaks" signs.
- Make sure the room has adequate lighting and ventilation.
- See pages 134–135 for AP Chinese and Japanese testing room guidelines.

## Off-Site Testing



### EXAM SECURITY

Community facilities may be used if the rooms are appropriate in size and configuration and all security procedures can be followed. Some schools test in community centers, church halls, hotels, public libraries, or local colleges. Exams in AP Chinese, French, German, Italian, Japanese, and Spanish Language and Culture, Spanish Literature and Culture, and Music Theory, as well as exams for students with disabilities, have special requirements that need to be considered when selecting testing sites and testing rooms.

Each subject exam must be administered in its entirety at the same off-site location. For example, you may not administer half of your Biology exams in one location and half of your Biology exams in another off-site location, and you may not administer Section I in one location and Section II in another off-site location.

### If schools are testing students off-site:

- Coordinators should visit off-site testing locations to confirm that all desks and tables have been set up in compliance with the seating requirements (see pages 56–59).
- The exams must be transported to the off-site location on the day the exam is to be administered and must be returned to locked storage after the exam administration is complete.
- Coordinators or proctors may not take the exams home or store them in their cars.
- Coordinators must not store the exams in off-site locations overnight.
- After the exam administration, make sure all exam materials are accounted for before leaving the off-site testing location.

## Timing the Exams

AP Exams are timed tests. However, additional time is necessary and should be anticipated for tasks such as distributing materials, completing identification information on answer sheets, reading instructions aloud, collecting materials, etc. The total time of an AP Exam administration can vary considerably, depending on the number of students involved. Consult with proctors who have successfully administered exams in the past to help gauge timing.

# AP Proctor Training

Coordinators are expected to provide their school's proctors with specific information about exam administration procedures. You may find the information and script that follow helpful for proctor training. The script can be downloaded from [collegeboard.org/apdownloads](https://collegeboard.org/apdownloads). AP and SSD coordinators and proctors must adhere to all AP policies outlined in this manual. This script is designed for training proctors of the paper-based exams. See pages 134–138 and the *2018-19 AP Exam Instructions* book for exam administration information you can share with proctors of AP Chinese or Japanese Exams on CD.

## Materials Needed for the Training

Provide each proctor with:

- Contact phone numbers for the AP coordinator and the SSD coordinator
- A schedule outlining the exams, proctor assignments, exam rooms, expected number of students for each exam, and notations for special equipment and/or a nonstandard administration
- *2018-19 AP Exam Instructions* book script(s) for the relevant subject(s)
- A copy of the Proctor Eligibility Criteria, Seating Chart, and Calculator Release Statement (all are included in this manual)
- A copy of the list of AP-approved graphing calculators (see page 53 of this manual)

Have available for reference:

- *2018-19 AP Coordinator's Manual*
- *2018-19 AP Exam Instructions*
- Sample roster
- AP Student Pack with AP number labels
- Answer sheet
- An Incident Report form
- Sample AP Exam covers (see pages 44–48 of this manual)

**Read the following instructions aloud.** When ellipses (...) appear in the script, pause to allow time to distribute materials, check that your proctors are following directions, and answer any questions. Instructions enclosed in square brackets and shaded in [blue] are for you and should not be read aloud.

**NOTE:** Due to security concerns, electronic devices with internet access may not be used to read exam instructions.

## Proctor Training Instructions

### Welcome

Let's begin ... today we will review the policies and procedures for proctoring this year's AP Exams. This session will last approximately [specify length of session]. We want to make sure that all of your questions are answered before you leave. The success of the administration depends on your understanding not only of AP policy but also of our procedures for administering the exams.

[Optional] Before we begin, let's take a moment to introduce ourselves ...

### Setting the Tone

The AP Exam administration is the culmination of all the hard work our students have done this year in their AP courses. Students will expect the AP Exams to be administered in a professional manner. Proctors should project confidence when providing the instructions and should be able to answer general questions with authority. To do this, you should review all of the documents that are distributed today **before exam day**, and please contact me with any questions.

As a proctor, you must be attentive to the group of exam takers and make your presence known throughout the administration. You must carry out your responsibilities in an organized, friendly, and nondiscriminatory manner. During the exam, you must not read, eat, drink, engage in conversation, correct papers, or perform any activity not related to the administration. No one should see the exam content or student responses except the students as they take the exam. You may never discuss any multiple-choice or unreleased free-response content with anyone. You may only discuss free-response content if that specific content was released on the College Board website two days after the regularly scheduled exam administration.

## Proctor Duties

**As a proctor, you must do the following before the exam administration:**

- Familiarize yourself with the relevant administration and exam security procedures in the *2018-19 AP Coordinator's Manual*.
- Read all of the general and appropriate subject-specific exam administration instructions in the *2018-19 AP Exam Instructions* book to understand the flow of the administration.
- Prepare the exam rooms, per the seating policies on pages 56–59.
- Set up exam equipment (CD players, computers and digital recorders) and practice using playback and recording equipment.

# Exam Day Activities

## In this Section:

- Seating plans
- Accounting for materials during the exam and collecting materials
- Breaks
- Dismissing students

## Mandatory Starting Times

**EXAM SECURITY** To preserve exam security, an AP Exam may only be administered on its scheduled date, at the set time. **Early testing is not permitted under any circumstances.** All schools, except those in Alaska, must begin the morning exam administration between 8 and 9 a.m. local time, and the afternoon exam administration between noon and 1 p.m. local time. Schools in Alaska must begin the morning exam administration between 7 and 8 a.m. local time and the afternoon exam administration between 11 a.m. and noon local time.

**NOTE:** *The AP Physics C: Electricity and Magnetism Exam must begin between 2 and 3 p.m. local time. In Alaska, the exam must begin between 1 and 2 p.m. local time.*

Proctors may seat students and let them complete the personal identification portion of their answer sheet before the times listed above; under no circumstances may the shrinkwrap for the AP Exam booklets, AP Exams on CD, or master CDs be opened before the published exam start times.

## Admitting and Seating Students

**EXAM SECURITY** Admit only the number of students to the exam room for whom you have complete sets of exam materials. No visitors, including teachers, are permitted unless authorized by the AP Program or Educational Testing Service (ETS). AP teachers are never permitted in the exam room at any time during the exam administration for the subject that they teach. Photographing an AP Exam administration is strictly prohibited unless permission is granted by the College Board.

- **If you're administering an exam to a student you do not know (including a homeschooled student or a student from another school),** you **must** confirm their identity by requesting a valid and original photo ID. If you cannot verify identity with a photo ID, you cannot admit them to the testing room. To be acceptable, the ID must be current and must include the student's name, signature, and a recognizable photograph. Examples of acceptable ID include a current driver's license, school ID card with photograph, or passport.
- **If you have one or more students from another school or any homeschooled students,** collect their exam fees if you haven't already done so. Give students from other schools their school code, if you have it; give homeschooled students the homeschool/self-study code

from pages 144–145. If you don't see a code for these students, contact AP Services for Educators.

- Students are prohibited from bringing electronic equipment (phones, smartwatches, or wearable technology of any kind, laptops, tablet computers, Bluetooth devices, portable listening or recording devices—MP3 player, iPod®, etc.—cameras or other photographic equipment, devices that can access the internet, separate timers of any type, and any other electronic or communication devices) with them to the testing room.

**NOTE:** *School-owned recording devices that meet AP Program criteria are allowed only for the AP French, German, Italian, and Spanish Language and Culture Exams and the AP Music Theory Exam.*

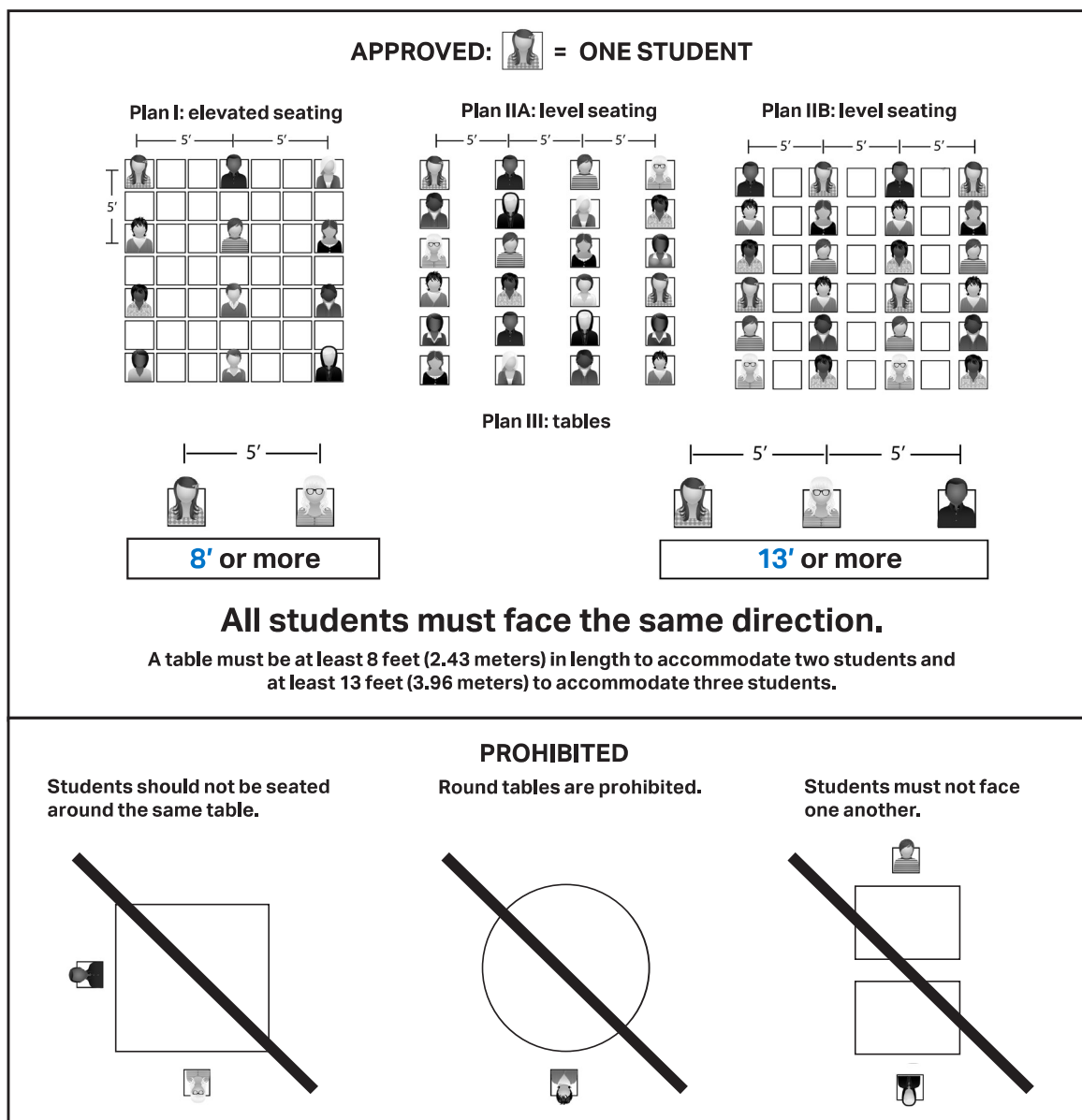
## Seating Policy

**EXAM SECURITY** Failure to follow seating requirements could result in cancellation of exam scores.

- **Allow no less than 5 feet (1.5 meters) between students. Distance between students should be measured from the center of one student to the center of the next student.** (See page 59 for seating policy requirements across all AP Exams.)
- Everyone must face the same direction.
- Seat students directly behind each other (in rooms with elevated seating, students must be seated no less than 5 feet behind one another).
- Assign seats randomly (not alphabetically or following any other expected pattern) within the testing room. Under no circumstances should students be permitted to select their own seats. Visit [collegeboard.org/apseatingcharts](http://collegeboard.org/apseatingcharts) for step-by-step directions to assign random seating using Microsoft Excel.
- You may seat more than one student at a table, but only if all students face the same direction, are seated on the same side of the table, and the 5-foot distance between students can be maintained. To maintain this distance, a table must be **at least 8 feet (2.43 meters) in length to accommodate two students and at least 13 feet (3.96 meters) to accommodate three students.**
- The use of partitions is prohibited except for the exams as listed on page 59.
- Round tables are prohibited for testing, regardless of the number of students.
- **The desk or work surface should be an adequate size for each student and must have a minimum writing surface of 12" x 15" (30.4 cm x 38.1 cm).** If possible, seat left-handed students in left-handed armchairs. Tablet armchairs designed specifically for right-handed individuals provide an awkward and difficult writing surface for left-handed students. If only right-handed tablet armchairs are available, seat left-handed students behind one another in a separate row with a vacant writing surface to their left, or in the last seat of each row of right-handed students.

See the next page for seating plans.

## SEATING POLICY: SEATING PLANS



### Seating Students for Calculus and U.S. History Exams

AP Calculus AB, Calculus BC, and U.S. History exams allow different seating requirements for regularly scheduled testing exams given in the United States, Canada, Puerto Rico, and the U.S. Virgin Islands **only**.

Because the multiple-choice sections for these exams are scrambled—which reduces the risk of students copying from one another—schools may seat students no less than **4 feet (1.2 meters) apart** at regularly scheduled exams, which allows schools to test more students in fewer testing rooms. (Students taking Calculus AB, Calculus BC, and U.S. History exams during the late-testing period must be seated no less than 5 feet apart.) Distance between students should be measured from the center of one student to the center of the next student.

See the table and instructions on page 58 for details.

The multiple-choice sections are scrambled for students taking Calculus AB, Calculus BC, and U.S. History exams at schools in the United States, Canada, Puerto Rico, and the U.S. Virgin Islands, but the free-response sections are not; therefore, administrators and proctors must continue to be vigilant about opportunities for cheating.

**NOTE:** Students taking Calculus AB, Calculus BC, and U.S. History exams at schools outside the United States, Canada, Puerto Rico, and the U.S. Virgin Islands **must be seated no less than 5 feet (1.5 meters) apart at all exam administrations** because these exams do not have scrambled multiple-choice sections.

The sample seating plan on the next page for schools in the United States, Canada, Puerto Rico, and the U.S. Virgin Islands administering Calculus AB, Calculus BC, and U.S. History exams includes sample form codes and serial numbers that show how to distribute exams to ensure that students seated next to each other are not given the same form of the exam.

## SEATING POLICY FOR CALCULUS AND U.S. HISTORY EXAMS

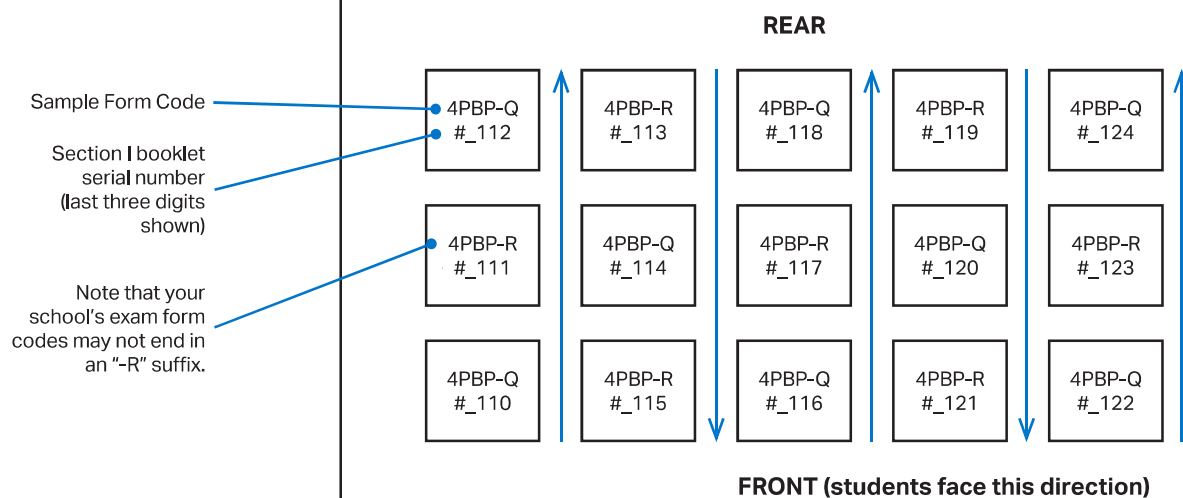
Testing Window	Exams Administered at Schools in the United States, Canada, Puerto Rico, and the U.S. Virgin Islands	Exams Administered at Schools Outside the United States, Canada, Puerto Rico, and the U.S. Virgin Islands
Regularly Scheduled Exams	All AP Exams (except for Calculus AB, Calculus BC, and U.S. History): Students must be seated no less than 5 feet apart. Calculus AB, Calculus BC, and U.S. History exams only: Students must be seated no less than 4 feet apart.	Students must be seated no less than 5 feet apart.
Late-Testing Exams	Students must be seated no less than 5 feet apart.	

SAMPLE OF SEATING PLAN FOR SCRAMBLED MULTIPLE-CHOICE SECTIONS:  
CALCULUS AB, CALCULUS BC, AND U.S. HISTORY\*

\* This sample seating plan only applies to schools in the United States, Canada, Puerto Rico, and the U.S. Virgin Islands administering Calculus AB, Calculus BC, and U.S. History exams on regularly scheduled testing dates.

\* Directional arrows indicate the alternating distribution pattern (see below) that should be followed when distributing exam materials to students. Note in the diagram below, the alternating of Form Codes Q and R.

\* After exams are distributed, confirm that students with the same multiple-choice section are not seated directly next to, in front of, or in back of one another. For example, a student with exam form code 4PBP-Q should not be seated directly next to a student with that same form code. Rearrange students as needed.



## SEATING POLICIES FOR AP EXAMS

AP Exam	Desks with Partitions (Partitions are walls or boards set up on the left or right and/or behind each desk or testing space.)	Direction Students Must Face	Minimum Distance Between Students (Distance should be measured from the center of one student to the center of the next student. In rooms with elevated seating, students must be seated no less than 5 feet behind one another.)	Writing Surface
<b>French, German, Italian, and Spanish Language and Culture</b>	Partitions are allowed for Section II: Part B, Speaking only.  Partitions must: <ul style="list-style-type: none"> <li>conceal a student's writing surface or testing computer from other students</li> <li>not obstruct proctor visibility of students</li> </ul>	Students must face the same direction for the multiple choice and writing parts.  For Section II: Part B, Speaking: Students must face either the same direction or outward toward the wall. In testing rooms where computer tables/desks are at a 90-degree angle, students must not be seated next to each other in the connecting corner.	5 feet (1.5 m) apart for multiple choice and writing.  It is preferable to have students spaced at least 8 feet (2.43 m) apart for the speaking part.	Minimum writing surface of 12" x 15" (30.4 cm x 38.1 cm)
<b>Chinese and Japanese Language and Culture</b>	Partitions are allowed for the entire exam.  Partitions must: <ul style="list-style-type: none"> <li>conceal a student's writing surface or testing computer from other students</li> <li>not obstruct proctor visibility of students</li> </ul>	Students must face either the same direction or outward toward the wall. <b>If students face outward toward the wall, the proctor/student ratio must be increased to two proctors for 1–25 students and an additional proctor for every additional 25 students.</b> In testing rooms where computer tables/desks are at a 90-degree angle, students must not be seated next to each other in the connecting corner.	5 feet (1.5 m) apart.	
<b>Music Theory</b>	A room containing partitions is allowed for Section II: Sight Singing only.  (Reminder: The sight-singing part must be administered to one student at a time where the student can both practice and perform in isolation from other students.)	Students must face the same direction.	5 feet (1.5 m) for multiple choice and writing.  <b>The sight-singing part must be administered to one student at a time where the student can both practice and perform in isolation from other students.</b>	
<b>Calculus AB, Calculus BC, and U.S. History</b>	Partitions are not allowed.	Students must face the same direction.	For regularly scheduled exams in the United States, Canada, Puerto Rico, and the U.S. Virgin Islands <b>only</b> , students may be seated 4 feet (1.2 m) apart because these exams have scrambled multiple-choice sections.  For all other schools, and for all late-testing exams, students must be seated 5 feet (1.5 m) apart.	
<b>All Other Exams</b>	Partitions are not allowed.	Students must face the same direction.	5 feet (1.5 m) apart.	

## Notes:

- To maintain the necessary 5-foot distance between students, a table must be at least 8 feet (2.43 meters) in length to accommodate two students and at least 13 feet (3.96 meters) in length to accommodate three students. See pages 56–57.
- See pages 102–112 for complete information about the AP world language and culture exams and the AP Music Theory Exam.
- Assign seats randomly (not alphabetically or following any other expected pattern) within the testing room.
- Round tables are prohibited for testing, regardless of the number of students.

## Distributing Materials



**EXAM  
SECURITY**

Before you distribute any exam materials, check the exam title of each packet to confirm that no other AP Exams are included. For example, if administering AP English Literature and Composition, confirm that there are no AP English Language and Composition exams included with the materials. Have the students place all personal belongings under their chairs. Proctors should follow alternating distribution patterns when distributing exam materials to students. (For example, if a proctor distributes exam packets to the first row of students by walking from the front of the classroom to the back, the proctor should distribute exam packets from the back of the classroom to the front for the second row of students, etc. See the directional arrows on the sample seating chart on page 146 for an example.) The proctor should hand one shrinkwrapped exam packet, one answer sheet, and one AP Student Pack directly to each student. **Exam packets should be distributed in the order they were packed in the carton.** Do not ask students to pass exam packets to others. Only the student is allowed to open the exam packet or to examine the contents of an exam booklet, unless you must check one to report a defect. See the Administration Incidents table on pages 63–72 for more information.

Once students have been seated, materials distributed, and the preliminary paperwork completed, announce the starting time and begin administering the exam. **Students may not open the shrinkwrapped exam packets before the mandatory starting times.** Close the doors to the exam room promptly at the announced starting time.

You should not collect students' free-response or short-answer response booklets during the multiple-choice section and then redistribute them during the free-response section. Each exam packet has been individually serialized for test security purposes, so it's important that each student tests using the multiple-choice booklet, free-response booklet, and short-answer response booklet specific to their exam packet.

## Closing the Exam Room/ Latecomers



**EXAM  
SECURITY**

In general, students should not be admitted after the start of the exam. However, if a student arrives to the exam room late but before the other exam takers have finished filling out identification information on their answer sheets, and the school considers the cause of the student's late arrival to be beyond the student's control, then the school may admit and test the student. A proctor should sit with the student after the exam to supervise the completion of any outstanding identification fields on the answer sheet. **Note:** Schools are not required to admit or test latecomers. Students who arrive late must follow the directions of testing site personnel.

## Supervising the Exam Room



**EXAM  
SECURITY**

Refer to the section on proctor duties on pages 32–34.

## Accounting for Materials During the Exam



**EXAM  
SECURITY**

Within the first half hour of the exam, make sure the number of students taking the exam plus the number of undistributed exam packets equals the number of exam packets you received.

- If the numbers don't match, let students finish the section they were working on when you noted the discrepancy. Then stop the exam and ask if anyone was given an extra exam booklet. When the extra booklet is located, resume the exam.
- If the exam booklet is not found, resume testing, put another proctor in charge of the room, and call the Office of Testing Integrity to report the circumstances. **Do not leave the exam room unattended.** If you cannot locate a proctor to supervise the students in your absence, or you cannot reach the Office of Testing Integrity, include each student's name and AP number on the seating chart. The sample seating chart is on pages 146–147. Hold the exam booklets in secure storage until you are able to reach the Office of Testing Integrity by phone and obtain instructions.

## Using Restrooms During Testing



**EXAM  
SECURITY**

Students may go alone to the restroom at any time. Two or more may go if a proctor accompanies them, but do not leave the exam room unattended. A proctor must be in the exam room at all times. Be sure students do not take materials from the room and that they leave their exam booklets closed on their desks with their answer sheets inside. Do not give extra testing time to students who use the restroom during the timed testing periods.

## Breaks During the Exam



**EXAM  
SECURITY**

Students should be given a monitored 10-minute break between Sections I and II of an exam. During the break, students may move about, talk, go to the restroom, or get a drink of water or a snack. You and other exam proctors should decide in advance whether you will allow students to leave the room. Students **cannot** go to their subject classroom during the break—for instance, students taking the AP Chemistry Exam cannot go to their chemistry classroom during the break. Students may not leave the designated area without permission. All exam materials should be placed where students will not have access to them during the break. You or a proctor should ensure that the testing room is always supervised and that the restrooms and halls are monitored.


**Students may not consult textbooks, notes, teachers, or other students regarding the exam materials during the break. They may not access any electronic or communication devices. They may not make phone calls, read/send emails or text messages, or access the internet. They must not discuss exam content with anyone at any time. Failure to adhere to these policies may result in cancellation of scores.**

## Providing Extra Paper

Except for AP Chinese and Japanese exams, scratch paper is **not** allowed. For AP Chinese and Japanese exams, schools must use the AP Chinese and Japanese scratch paper template (download from [collegeboard.org/apdownloads](https://collegeboard.org/apdownloads)), photocopy it on colored paper, and provide three copies to each student on exam day, and used scratch paper must be destroyed after the exam unless it's being submitted as part of an Incident Report (see page 138).

The short-answer response and free-response booklets are designed to include sufficient space for student responses. However, if students require additional space to complete their responses, provide lined paper. They must print only their AP number, the title of the exam, and the question number at the top of each extra sheet of paper. Students should not include their names. After the exam, have students staple the extra paper to the page corresponding to that question. Students cannot keep any extra paper that is provided during the exam. Consult the Administration Incidents table to complete an Incident Report for students who used extra paper. **Note: Do not provide extra paper for students to write drafts of responses or notes.**

## Collecting Exam Materials


 **EXAM SECURITY** Before the break, collect the Section I exam materials directly from each student in the order they were distributed. At the end of the exam, collect the Section II materials in the same manner. At the end of each exam, verify a complete count of all multiple-choice booklets, short-answer response booklets (if applicable), free-response booklets, orange Section II booklets (if applicable), and answer sheets before dismissal. Place these materials where students will not have access to them as they leave the exam room.

The Section I and Section II booklets are confidential and must remain secure. **No copies or reproductions of any kind are to be made**, and no one but the students—as they take the exam—should see the contents. All used and unused exam booklets, including the orange booklets included with some exams, must be returned to secure storage until they are sent to the AP Program.


Be sure you have a complete exam for each student. Call AP Services for Educators regarding any discrepancy. This discrepancy must be noted on the packing list, and you should explain the circumstances when generating your invoice. After the students have been dismissed and the necessary forms have been completed, check the exam room one last time to be sure nothing has been left behind. Then return the exam materials to secure storage.

**NOTE:** For AP U.S. History, AP European History, and AP World History, you must put all of the short-answer response booklets inside the yellow short-answer response booklet return envelope(s) before leaving the testing room. Keep these short-answer response booklets separate from the multiple-choice answer sheets, which will be placed in the answer sheet return envelope(s) before being packed for shipment.

## Discussing Exam Content

 **EXAM SECURITY** Students and educators may discuss only the specific free-response content that is released on the College Board website two days after the exam administration. Discussion of these questions may not begin until that time. Exam content that is not released may never be discussed.

## Dismissing Students

 **EXAM SECURITY** All students must be dismissed from the exam room at the same time. **No one may leave early** (except in cases of illness or misconduct). If a student finishes before the end of the testing time, they must sit quietly until all students are dismissed.

### Exceptions:

- For Music Theory, each student may be dismissed individually after their sight-singing performance. As each student is dismissed, make sure there is no contact between students who are waiting to take the sight-singing part of the exam and students who have completed it.
- For French, German, Italian, and Spanish Language and Culture Exams, students may be dismissed in groups if multiple recording sessions are required to capture all students' speaking responses. As groups are dismissed, make sure there is no contact between students waiting to take the speaking part and students who have completed it. If all students can record during a single session, dismiss students from the exam room at the same time.

# Administration Incidents

Administrators and proctors have the authority to take appropriate measures to maintain order and security in the exam room. It is not necessary to complete an Incident Report (IR) for all situations. The incidents table on the following pages provide information on responding to two types of testing incidents:

- **You must complete an Incident Report (IR)** for the incidents listed on pages 63–70. Follow the procedures as described in the columns for the testing room and/or other action.
- **Do not complete an IR** for the incidents described on pages 71–72. Follow the procedures as described in the columns for the testing room and/or other action.

All incidents of misconduct require an Incident Report. In suspected cases of misconduct, even if you do not dismiss the students, include the exam materials in question with an Incident Report and describe, in detail, the specific circumstances. Note the names of those who are suspected of misconduct. In the case of suspected copying, enter the names of the suspected copier and the person whose work is suspected of having been copied, the test section in which the copying was observed, and include a seating chart. A sample seating chart is on pages 146–147. The completed Incident Report and related exam materials should be returned in the Incident Report return envelope.

Examples of administration incidents involving misconduct include:

- Opening or looking through the exam booklet before the exam begins
- Removing a page(s) or portion of a page from the exam book
- Attempting to remove exam booklets or exam content from the room
- Giving or receiving assistance of any kind, including access to books, notes, or exam materials during testing or breaks
- Using aids, such as a calculator when it's not permitted, or a dictionary
- Observed with electronic equipment (phones, smartwatches, or wearable technology of any kind, laptops, tablet computers, Bluetooth devices, portable listening or recording devices—MP3 player, iPod®, etc.—cameras or other photographic equipment, devices that can access the internet, separate timers of any type, and any other electronic or communication devices)
- Disturbing other students
- Working on the wrong section of an exam
- Working longer than the time permitted for the exam
- Refusing to adhere to testing regulations
- Attempting to change, add, or utilize any options, settings, and/or programs within their workstations that are not authorized as part of the AP Chinese and Japanese Exams on CD delivery system

If a student's behavior during the exam disturbs others (e.g., the student exhibits rude, belligerent, or disruptive behavior), warn the student that they will be dismissed if the disruptive behavior persists. After issuing a warning, you may dismiss anyone who persists in violating instructions or procedures.

In certain cases, you may be reluctant to dismiss a student for fear of embarrassment, disturbance to others, or physical reprisal. You should dismiss when warranted, but use your best judgment in handling each situation.

---

**NOTE:** *School-owned recording devices that meet AP Program criteria are allowed **only** for the AP French, German, Italian, and Spanish Language and Culture Exams and the AP Music Theory Exam.*

---

## Completing the Incident Report

Schools will get AP Incident Report (IR) forms in the coordinator packets sent with the exam shipment. Schools must fill out and return the IR forms provided with the exam shipment. In the event schools run out of the actual forms, complete the IR using a photocopy of a blank form and return it. However, this may delay processing of the IR, so it is preferred that the forms provided be used.

Best practices include: 1) Keeping a photocopy of one of the forms received in your coordinator packet as backup in case you run out. 2) Before returning materials to AP, making copies of your completed IR forms for your records.

The process for completing and returning the Incident Report has **not** changed. The Incident Report should be completed and returned with the affected exam materials in the Incident Report return envelope, which should be put in the first carton of exam materials going back to AP Services.

**Note:** The following details address specific scenarios:

- An Incident Report involving a student's Studio Art Drawing or 2-D Design portfolio should be placed in the portfolio envelope, not in the IR return envelope. An IR for 3-D Design can be included in the IR return envelope.
- For an incident related to testing accommodations for a student with disabilities, complete the Incident Report and the Nonstandard Administration Report (NAR) and return them together in the IR envelope.
- If you need to complete an Incident Report for a late-testing administration, place it in the IR return envelope provided in the alternate exam Coordinator's Packet.

## YOU MUST COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	Procedure in Testing Room	Incident Report Information/ Other Action
<b>Defective materials</b>		
<b>Multiple-choice booklet or short-answer response booklet</b>	<p>If you have extra exams in the subject, provide the student with the appropriate booklet from an unused packet. Use the extra exam booklet seals from the Coordinator's Packet to secure the incomplete exam packet, and return it with all other exams.</p> <p>If you have no extra exams available, call AP Services for Educators immediately (877-274-6474 or 212-632-1781).</p>	<p>On the IR, grid <b>Defective Materials and Multiple Choice or Short Answer Response</b>. Identify the nature of the defect, including the page number where the defect was found. Include defective materials with the IR and return them in the IR return envelope.</p> <p>After calling AP Services for Educators, note the AP Services Case Number on the IR.</p>
<b>Free-response booklet or orange booklet</b>	<p>If you have extra exams in the subject, provide the student with the free-response booklet or orange booklet from an unused packet. Use the extra exam booklet seals from the Coordinator's Packet to secure the incomplete exam packet, and return it with all other exams.</p> <p>If you have no extra exams available, call AP Services for Educators immediately (877-274-6474 or 212-632-1781).</p>	<p>On the IR, grid <b>Defective Materials and Free Response or Orange Booklet</b>. Identify the nature of the defect, including the page number where the defect was found. Include defective materials with the IR and return them in the IR return envelope.</p> <p>After calling AP Services, note the AP Services Case Number on the IR.</p>
<b>Master audio CDs</b>	Call AP Services for Educators immediately (877-274-6474 or 212-632-1781).	<p>On the IR, grid <b>Defective Materials and Master Audio CDs</b>. Identify the nature of the defect and the actions you took to resolve the problem. Include defective materials with the IR and return them in the IR return envelope.</p> <p>After calling AP Services for Educators, note the AP Services Case Number on the IR.</p>
<b>Missing exam materials</b>		
<b>Missing master CDs or exams on CD</b>	Call the Office of Testing Integrity (OTI) immediately (800-750-6991 or 609-406-5430) for instructions if you discover that master audio CDs for the exams for French, German, Italian, or Spanish Language and Culture, Spanish Literature and Culture, or Music Theory or Chinese and Japanese Exams on CD are missing. You must <b>not</b> administer exams in the affected subjects until receiving instructions from OTI.	<p>On the IR, grid <b>Missing Exam Materials</b>. Identify the missing materials and the actions you took to resolve the problem. Include the IR in the IR return envelope.</p> <p>Complete an IR as instructed by the Office of Testing Integrity.</p>
<b>Missing exam packet, multiple-choice, short-answer response, free-response booklet, or orange booklet</b>	<p>Call the Office of Testing Integrity (OTI) immediately (800-750-6991 or 609-406-5430) for instructions.</p> <p>You must <b>not</b> administer exams in the affected subjects until receiving instructions from OTI.</p>	<p>On the IR, grid <b>Missing Exam Materials</b>. Identify the missing materials and the actions you took to resolve the problem. Include the IR in the IR return envelope.</p> <p>Complete an IR as instructed by the Office of Testing Integrity.</p>
<b>Disturbance</b> <b>Uninterrupted exam</b>	<p>If possible, reduce or eliminate the source of the disturbance (loud noise, excessive heat/cold, etc.).</p> <p>Tell students that an appropriate message such as "School reports distraction during the administration of the exam" may appear on their score reports.</p>	<p>On the IR, grid <b>Disturbance</b>. Write the amount of time (in minutes) of the disturbance. Report the nature of the disturbance and the section affected. Report only severe disturbances on the IR, unless there are many student complaints. Include the IR and seating chart in the IR return envelope.</p>
<b>Interruption</b>	<p>Provide clear instructions for the safety of the students if a fire drill, power failure, etc. occurs.</p> <p>Note the time; ask students to close their exam booklets and leave them on their desks. Direct students not to talk and not to access prohibited items, and monitor them at all times if they must leave the testing room.</p> <p>Please be aware that <b>proper monitoring</b> during an interruption requires that students were never left unattended and were closely monitored at all times to prevent discussion of test questions, access to unauthorized aids, and usage of mobile phones and other prohibited electronic devices. Failure to adhere to this policy may result in cancellation of scores.</p> <p>If it is possible to return to the exam room in a reasonable amount of time (as in the case of a fire drill), and you are certain all students were <b>monitored properly during the entire time testing was stopped</b>, follow procedures to resume each exam and allow students to continue testing.</p> <p>If testing cannot be resumed, call AP Services for Educators immediately (877-274-6474 or 212-632-1781).</p>	<p>On the IR, grid <b>Interruption</b>. Note the affected section(s); report the source, length, and impact of the interruption, and the corrective action taken (including time adjustments). Include the IR and seating chart in the IR return envelope.</p> <p>After calling AP Services for Educators, note the AP Services Case Number on the IR.</p>

## YOU MUST COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	Procedure in Testing Room	Incident Report Information/ Other Action
<b>Equipment problems</b>		
<b>Group incident</b> <b>French, German, Italian, and Spanish Language and Culture</b>	<p>If the equipment problem involves the Master Listening CD and/or the Master Persuasive Essay CD:</p> <p>Retest the students immediately on exam day. Student responses can be recorded only once during retesting. Do not report if retesting occurs before dismissal.</p> <p>If retesting is not possible before dismissal, contact AP Services for Educators immediately for instructions (877-274-6474 or 212-632-1781). If the equipment problem isn't discovered until after students are dismissed, do not retest until you have contacted AP Services for Educators.</p> <p><b>If the equipment problem involves the Master Speaking CD:</b></p> <p>Ask affected students to close their booklets. Remove these students from the room to a secure, monitored area and have them sit quietly without accessing any unauthorized aids until the end of the session. Do not stop any of the equipment being used by other students. Retest at the conclusion of the session, if possible. Student responses can be recorded only once during retesting.</p> <p>Do not report if retesting occurs before dismissal. If the equipment problem isn't discovered until after students are dismissed, do not retest until you have contacted AP Services for Educators.</p>	<p>On the IR, grid <b>Equipment Problems</b>. Note the affected parts or sections, and explain the nature of the equipment problem and, if applicable, whether any portions of the recorded speaking responses are missing.</p> <p>After calling AP Services for Educators, note the AP Services Case Number on the IR. Include the IR and seating chart in the IR return envelope.</p>
<b>Group incident</b> <b>Spanish Literature and Culture</b>	<p>Retest the students immediately on exam day. Student responses can be recorded only once during retesting. Do not report if retesting occurs before dismissal.</p> <p>If retesting is not possible before dismissal, contact AP Services for Educators immediately for instructions. If the equipment problem isn't discovered until after students are dismissed, do not retest until you have contacted AP Services for Educators.</p>	<p>On the IR, grid <b>Equipment Problems</b>. Note the affected parts or sections, and explain the nature of the equipment problem.</p> <p>After calling AP Services for Educators, note the AP Services Case Number on the IR. Include the IR and seating chart in the IR return envelope.</p>
<b>Individual incident</b> <b>French, German, Italian, and Spanish Language and Culture</b>	<p>Do not stop any of the equipment being used by other students. Remove the affected student from the room to a secure, monitored area and have them sit quietly without accessing any unauthorized aids until the end of the session. Retest the student immediately on exam day. Student responses can be recorded only once during retesting. Do not report if retesting occurs before dismissal.</p> <p>If retesting is not possible before dismissal, contact AP Services for Educators immediately for instructions. If the equipment problem isn't discovered until after students are dismissed, do not retest until you have contacted AP Services for Educators.</p>	<p>To report: On the IR, grid <b>Equipment Problems</b>. Note the student's name and AP number in the space provided at the bottom of the page. Note the affected sections, and explain the nature of the equipment problem and whether any portions of the recorded speaking responses are missing.</p> <p>After calling AP Services for Educators, note the AP Services Case Number on the IR.</p>
<b>Individual incident</b> <b>Music Theory</b>	<p>Retest the student immediately on exam day. Student responses can be recorded only once during retesting. Do not report if retesting occurs before dismissal.</p> <p>If the equipment problem isn't discovered until after students are dismissed, do not retest until you have contacted AP Services for Educators.</p>	<p>To report: On the IR, grid <b>Equipment Problems</b>. Note the student's name and AP number in the space provided at the bottom of the page. Note the affected sections, and explain the nature of the equipment problem and whether any portions of the recorded sight-singing responses are missing.</p> <p>After calling AP Services for Educators, note the AP Services Case Number on the IR.</p>

## YOU MUST COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	Procedure in Testing Room	Incident Report Information/ Other Action
<b>Audio recording problems</b>		
<p>Problem with one or more student audio recordings</p> <p>Unable to record student(s) response file(s)</p>	<p><b>Recording the test AP number:</b> If student(s) is/are unable to record their test AP number, student can try recording their AP number until successful (following the instructions in the proctor script in the <i>AP Exam Instructions</i>). If still unable, remove affected student(s) from the room to a secure, monitored area and have them sit quietly without accessing any unauthorized aids until end of session. Retest the student(s) immediately after unaffected students are dismissed. Retesting students must not have contact with dismissed students. Do not report if retesting occurs before affected students are dismissed.</p> <p><b>Recording the actual response:</b> If the problem is discovered immediately after testing and before students are dismissed, affected student(s) must wait quietly while other students are dismissed and retest immediately (following the proctor script in the <i>AP Exam Instructions</i>). Students may rerecord responses <b>one time only</b>. Do not report if retesting occurs before dismissal. If retesting is not possible before dismissal or the issue remains, contact AP Services for Educators immediately for instructions (877-274-6474 or 212-632-1781).</p> <p>If the problem isn't discovered until after the student(s) is/are dismissed, do not retest until after you have contacted AP Services for Educators.</p>	<p>On the IR, grid <b>Other</b>. Note the affected parts or sections, and explain the nature of the audio recording problem.</p> <p>After calling AP Services for Educators, note the AP Services Case Number on the IR. Include the IR and seating chart in the IR return envelope.</p>
<b>Illness during the exam</b>		
<p>Soiled answer sheet and/or exam booklets</p>	<p>If an answer sheet becomes soiled due to illness or bleeding, inform the student that it can't be scored. If the student wants to continue, provide a new answer sheet and allow the student to transcribe earlier answers after exams have been collected. <b>Soiled answer sheets must be destroyed.</b></p> <p>Return soiled exam booklets (in plastic, if possible).</p>	<p>On the IR, grid <b>Other</b>. Note the student's name and AP number in space provided at the bottom of the page. Return the student's exam materials with the IR in the IR return envelope.</p>
<p>Student unable to return</p>	<p>Contact AP Services for Educators as soon as possible (877-274-6474 or 212-632-1781) to order a full or partial alternate exam, as appropriate.</p> <p>Advise the student that unless a full or partial alternate exam is taken or cancellation is requested, a score will be reported based on what was completed. Make sure that the student's AP number appears on all exam sections and the answer sheet.</p>	<p>On the IR, grid <b>Illness</b>. Note the student's name and AP number in the space provided at the bottom of the page. Return the student's exam materials with the IR in the IR return envelope.</p> <p>After calling AP Services for Educators, note the AP Services Case Number on the IR.</p>
<b>Accommodations-related incidents</b>		
<p>Accommodations given that were not approved</p>	<p>Stop testing and collect the student's exam materials.</p> <p>Advise the student that they received accommodations that were not approved.</p> <p>Dismiss the student.</p> <p>Contact the College Board SSD Office immediately for instructions (844-255-7728 or 212-713-8333).</p>	<p>On the IR, grid <b>Other</b>. Note the student's name and AP number in the space provided at the bottom of the page. Note the accommodations given and actions taken.</p> <p>After calling the College Board SSD Office, note the case number on the IR.</p>
<p>Approved accommodations not given</p> <p>(Note: This does not apply to students who opt out of their approved accommodations by submitting a letter to the school signed by a parent.)</p>	<p>Advise the student that they did not receive accommodations for which they were approved.</p> <p>Offer the student the option to continue testing without the approved accommodations or to stop testing.</p> <p>If the student chooses to stop testing, collect their exam materials. After completing an Incident Report form, reorder late testing materials for the student.</p> <p>Dismiss the student.</p>	<p>On the IR, grid <b>Other</b>. Note the student's name and AP number in the space provided at the bottom of the page. Note the accommodations given and actions taken.</p> <p>After calling the College Board SSD Office, note the case number on the IR.</p>

## YOU MUST COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	Procedure in Testing Room	Incident Report Information/ Other Action
<b>Misconduct</b>		
<b>Disruptive behavior</b>	<p>You have the authority to dismiss a student for misconduct. If a student's behavior during the exam disturbs others (e.g., the student exhibits rude, belligerent, or disruptive behavior), warn the student that they will be dismissed if the disruptive behavior persists. Isolate the offender, if necessary, in a minimally disturbing way. You may dismiss anyone who continues to be disruptive. Take steps to ensure dismissed students are not provided the opportunity to transmit information about the exam to other students. Inform the student that a report will be sent to AP Services for Educators.</p> <p>In certain cases, you may be reluctant to dismiss a student for fear of embarrassment, disturbance to other examinees, or physical reprisal. You should dismiss when warranted, but use your own judgment in handling each situation.</p>	<p>On the IR, grid <b>Misconduct</b>, and if necessary, <b>Student Dismissed</b>. Note the student's name and AP number in the space provided at the bottom of the page. Describe all events in detail, even if you do not dismiss the student. If other students complained about the disturbance, document their names and complaints. Explain the situation, length of disturbance, and affected section(s).</p> <p>Include the student's exam materials with the IR and seating chart and return in the IR return envelope.</p>
<b>Student leaving the designated break area or building without permission</b>	Collect the student's exam materials and ensure that no exam materials are missing before immediately dismissing the student if the student is still present. Do not readmit the student to the testing room.	On the IR, grid <b>Misconduct</b> and <b>Student Dismissed</b> . Note the student's name and AP number in the space provided at the bottom of the page. Describe all events in detail.
<b>Observed with electronic equipment (phones, smartwatches, or wearable technology of any kind, laptops, tablet computers, Bluetooth devices, portable listening or recording devices—MP3 player, iPod®, etc.—cameras or other photographic equipment, devices that can access the internet, separate timers of any type, and any other electronic or communication devices) during testing or during a break</b>	Confiscate the device. Dismiss the student from testing. If you suspect there has been a breach in exam security (exam content has been captured, stored, or disclosed in any way), sequester the student in a monitored room and immediately contact the Office of Testing Integrity (OTI) for further instructions.	<p>Review the device for calls, text messages, and pictures to determine if there has been a breach in exam security. If anything suspicious is detected, immediately contact the Office of Testing Integrity (800-750-6991 or 609-406-5430).</p> <p>On the IR, grid <b>Misconduct</b> and <b>Student Dismissed</b>. Note the student's name and AP number in the space provided at the bottom of the page. Describe all events in detail.</p>
<b>Prohibited aid</b>	Advise the student that failure to adhere to the testing procedures after receiving a warning may result in cancellation of scores and that you are required to report the matter to AP Services for Educators.	On the IR, grid <b>Misconduct</b> . Note the student's name and AP number in the space provided at the bottom of the page. Describe the prohibited aid in detail. If the prohibited aid consists of notes, scratch paper, or both, retrieve them from the student and attach them to the IR.
<b>Copying</b>	<p>Change the seat of the involved student(s) and note change on seating chart. Take no further action toward dismissal until you are sure information has been shared. Have an assistant witness any suspected misconduct.</p> <p>If the situation persists after a warning from you or a proctor, collect exam materials and dismiss the students involved, explaining that these actions are necessitated by the students' failure to abide by testing regulations.</p>	<p>On the IR, grid <b>Misconduct</b> and, if necessary, <b>Student Dismissed</b>. If individual, note the student's name and AP number in the space provided at the bottom of the page. Describe specific circumstances, including the exam section when the copying was observed, and list the names and AP numbers of those suspected (copier and person copied).</p> <p>Include the affected exam materials with the IR and seating chart and return in the IR return envelope.</p>
<b>Giving or receiving assistance of any kind</b>	Change the seat of involved student(s) and note change on seating chart. Advise the student(s) that failure to adhere to the testing procedures after receiving a warning may result in cancellation of scores and that you are required to report the matter to AP Services for Educators.	<p>On the IR, grid <b>Misconduct</b>. If individual, note the student's name and AP number in the space provided at the bottom of the page. Describe specific circumstances, including the exam section when the assistance was observed, and list the names and AP numbers of those involved.</p> <p>Include the affected exam materials with the IR and seating chart and return in the IR return envelope.</p>

## YOU MUST COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	Procedure in Testing Room	Incident Report Information/ Other Action
Opening the exam booklet before the start of the particular section	<p>Immediately ask the student to close the exam booklet.</p> <p><i>If student opened the Multiple-Choice booklet before the start of the Multiple-Choice section:</i> no action is necessary other than filling out an IR.</p> <p><i>If student opened the Free-Response booklet before the start of the Free-Response section:</i> immediately collect the exam booklet. Call the Office of Testing Integrity (OTI) immediately for instructions (800-750-6991 or 609-406-5430). Do not allow the student to resume testing until you have received instructions from OTI. Do not allow the student to go on break with the other students.</p> <p>Tell the student that a report will be submitted. Warn the student that a subsequent violation will be grounds for dismissal from the exam.</p>	<p>On the IR, grid <b>Misconduct</b>. Note the student's name and AP number in the space provided at the bottom of the page. Describe all events in detail even if you do not dismiss the student. Note the affected exam and section.</p> <p>Include the affected exam materials with the IR and seating chart and return in the IR return envelope.</p>
Working on the wrong section	<p>Direct the student to the proper exam booklet. Tell the student that a report will be submitted. Warn the student that a subsequent violation will be grounds for dismissal from the exam.</p>	<p>On the IR, grid <b>Misconduct</b>. Note the student's name and AP number in the space provided at the bottom of the page. Describe all events in detail even if you do not dismiss the student. Note the affected exam and section.</p> <p>Include the affected exam materials with the IR and seating chart and return in the IR return envelope.</p>
<b>Misplaced answers</b>		
Answers marked in the multiple-choice exam booklet	<p>Inform the student that credit will only be given for answers marked on the AP answer sheet.</p> <p>Under no circumstances should you transcribe student responses on the answer sheet (unless the student has an approved accommodation by the College Board).</p>	<p>On the IR, grid <b>Misplaced Answers</b>. Note the student's name and AP number in the space provided at the bottom of the page. Explain the situation clearly on the IR form and return in the IR return envelope.</p>
Answers for the short-answer responses written in the free-response booklet	<p>Immediately ask the student to close the exam booklet.</p> <p>If the student opened the Free Response booklet before the start of the free-response section, immediately collect the exam booklet. Call the Office of Testing Integrity (OTI) immediately for instructions (800-750-6991 or 609-406-5430). Do not allow the student to resume testing until you have received instructions from OTI. Do not allow the student to go on break with the other students.</p>	<p>On the IR, grid <b>Misplaced Answers</b>. Note the student's name and AP number in the space provided at the bottom of the page. Explain the situation and include the short-answer response booklet and Section II exam booklet with the IR and return in the IR envelope.</p>
Answers written in an orange booklet instead of in the free-response booklet	<p>Inform the student that credit will only be given for answers written in the free-response booklet.</p> <p>Under no circumstances should you transcribe student responses on the correct page(s) of the free-response booklet (unless the student has an approved accommodation by the College Board).</p>	<p>On the IR, grid <b>Misplaced Answers</b>. Note the student's name and AP number in the space provided at the bottom of the page. Explain the situation and include the Section II exam booklet with the IR and return in the IR return envelope.</p>
Answers written on the wrong page of the free-response booklet or short-answer response booklet	<p>Inform the student that the Readers who score the exams will be directed to the pages where the student wrote the responses.</p> <p>Under no circumstances should you transcribe student responses on the correct page(s) of the free-response booklet or short-answer response booklet (unless the student has an approved accommodation by the College Board).</p>	<p>On the IR, grid <b>Misplaced Answers</b>. Note the student's name and AP number in the space provided at the bottom of the page. Explain the situation and include the exam booklet with the IR and return in the IR return envelope.</p>
Answers misgridded on the answer sheet	<p>Under no circumstances should you transcribe student responses on the correct area(s) of the answer sheet.</p>	<p>On the IR, grid <b>Misplaced Answers</b>. Note the student's name and AP number in the space provided at the bottom of the page. Provide as much information as possible about the misgridded answers (e.g., where the misgridding begins) and return in the IR return envelope.</p>

## YOU MUST COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	Procedure in Testing Room	Incident Report Information/ Other Action
<b>Mistiming</b>		
<b>Undertiming</b>	<p>If possible, correct the undertiming before students are dismissed. You can correct the undertiming only if it does not require students to go back and break open the seals of part or all of the Section I booklet. If successful, there is no need to report the incident.</p> <p>However, any undertiming that cannot be corrected or is discovered after students have been dismissed must be reported. Contact AP Services for Educators immediately (877-274-6474 or 212-632-1781).</p>	<p>If undertiming cannot be corrected or is discovered after students have been dismissed, complete an IR. On the IR, grid <b>Undertiming</b> and note the number of minutes. Report the sections affected and amount of undertiming for those sections.</p> <ul style="list-style-type: none"> <li>■ If the undertiming is <b>five minutes or less on the multiple-choice section</b>, the exam may be scored as usual.</li> <li>■ If the undertiming is <b>10 minutes or less on the free-response section</b>, the exam may be scored as usual.</li> </ul> <p>Return the IR in the IR return envelope. After calling AP Services for Educators, note the AP Services Case Number on the IR.</p>
<b>Overtiming</b>	<p>Make no adjustment if too much time is allowed on any section of the exam. Tell students that a report will be filed and that overtime may result in the cancellation of students' scores. Contact AP Services for Educators immediately (877-274-6474 or 212-632-1781).</p>	<p>On the IR, grid <b>Overtiming</b> and note the number of minutes. Report the sections affected and amount of overtime for those sections. Return the IR in the IR return envelope. After calling AP Services for Educators, note the AP Services Case Number on the IR.</p>
<b>Other</b>		
<b>Students shared same AP number</b>	<p>Students must not share AP numbers. If you discover the problem before the exam, call AP Services for Educators to get AP numbers for the students. If you discover the problem during the exam, have another proctor call AP Services to get AP numbers for the students.</p> <p>However, if it is discovered after testing is complete, submit an IR.</p>	<p>On the IR, grid <b>Students Shared Same AP Number</b>. List all students who shared the same AP number. Include all affected exam materials with the IR and return in the IR return envelope.</p>
<b>Student used ink on answer sheet</b>	<p>Advise the student that the multiple-choice section will have to be hand-scored, but scoring will not be affected.</p>	<p>On the IR, grid <b>Student Used Ink on Answer Sheet</b>. Note the student's name and AP number in the space provided at the bottom of the page. Include all affected exam materials with the IR and return in the IR return envelope.</p>
<b>Student used extra paper</b>	<p>If students require additional space to complete their responses, provide lined paper. They must print only their AP number, the title of the exam, and the question number at the top of each extra sheet of paper. After the exam, have students staple the extra paper to the page corresponding to that question.</p>	<p>On the IR, grid <b>Student Used Extra Paper</b>.</p> <p><i>If only one student used extra paper:</i> grid <b>Individual student incident</b> and note the student's name and AP number in the space provided. Include the IR with the short-answer response and/or free-response booklet(s) with extra paper stapled inside and return in the IR return envelope.</p> <p><i>If more than one student used extra paper, it is best to submit a single IR per exam subject per administration (regular or late testing):</i> grid <b>Group incident</b> and note the number of students involved in the space provided. On a separate piece of paper, provide the exam title, the school code(s), and the names and AP numbers of all students who used extra paper. Include the IR with the short-answer response and/or free-response booklets with extra paper stapled inside and return in the IR return envelope.</p>
<b>Unscheduled departure from the testing site</b>	<p>Collect the student's exam materials. Advise the student that unless a score cancellation is requested, their score will be reported based on what was completed. A full or partial alternate exam will not be offered.</p>	<p>On the IR, grid <b>Other</b>. Note the student's name and AP number in the space provided at the bottom of the page. Explain the event and indicate time away from the exam room. Include the affected exam materials with the IR and return in the IR return envelope.</p>
<b>Student given wrong exam booklet</b>		
<b>Proctor gives student(s) the wrong exam packet; student(s) may have opened shrinkwrap but did not open exam booklet</b>	<p>Immediately collect and secure incorrect exam materials from student(s). Give the student(s) the correct exam package and proceed with testing. Contact AP Services for Educators immediately (877-274-6474 or 212-632-1781).</p>	<p>On the IR, grid <b>Other</b>. Identify the wrong exam that was given to the student(s) and the actions you took immediately following the discovery.</p>

## YOU MUST COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	Procedure in Testing Room	Incident Report Information/ Other Action
<b>Testing Off-Schedule</b>		
<b>Administering an exam at the wrong time or on the wrong date</b>	Call the Office of Testing Integrity (OTI) immediately (800-750-6991 or 609-406-5430) for instructions if you discover that you administered an exam at the wrong time or on the wrong date. You must not order a replacement exam(s) until receiving instructions from OTI.	On the IR, grid <b>Testing Off-Schedule</b> . Identify the exam administered at the wrong time or on the wrong date, and the actions you took immediately following the discovery. Complete an IR as instructed by the Office of Testing Integrity.
<b>Administering the wrong exam</b>	Call the Office of Testing Integrity (OTI) immediately (800-750-6991 or 609-406-5430) for instructions if you discover that the wrong exam was given to a student(s). You must not administer the exam distributed in error to any student(s) or order a replacement exam(s) until receiving instructions from OTI.	On the IR, grid <b>Testing Off-Schedule</b> . Identify the wrong exam that was given to the student(s) and the actions you took immediately following the discovery. Complete an IR as instructed by the Office of Testing Integrity. Include the IR in the IR return envelope.

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

Incidents	Procedure in Testing Room	Incident Report Information/ Other Action
<b>Exam CD started instead of Setup CD</b>	Secure opened Exam CD and contact AP Services for Educators immediately (877-274-6474 or 212-632-1781).	Follow instructions given by AP Services for Educators.
<b>Defective exams on CD</b>	Call AP Services for Educators immediately (877-274-6474 or 212-632-1781).	On the IR, grid <b>Defective Materials and Chinese and Japanese Exams on CD</b> . Identify the nature of the defect and the actions you took to resolve the problem. Include defective materials with the IR and return in the IR return envelope with all other materials.  After calling AP Services for Educators, note the AP Services Case Number on the IR.
<b>Missing exams on CD</b>	Call the Office of Testing Integrity (OTI) immediately (800-750-6991 or 609-406-5430) for instructions if you discover that Chinese or Japanese Exams on CD are missing. You must <b>not</b> administer exams in the affected subjects until receiving instructions from OTI.	On the IR, grid <b>Missing Exam Materials</b> . Identify the missing materials and the actions you took to resolve the problem. Include the IR in the IR return envelope.  Complete an IR as instructed by the Office of Testing Integrity.
<b>Software or hardware problems: Exam will not launch; student has difficulty moving from question to question; warning messages appear on the screen; keyboard is locked; monitor goes dark; equipment failure; etc.</b>	If there is a delay in starting an exam or an interruption during a student's exam and the exam cannot be completed, ask the student to leave the testing room and wait for further instructions.  Call Technical Support immediately at 609-406-5640.	On the IR, grid <b>Equipment Problems</b> . Note the student's name and AP number in the space provided at the bottom of the page. Explain the nature of the problem and whether Technical Support was able to help. If the exam cannot be restarted, and no other computer is available, contact AP Services to order late-testing exams. Include affected exam materials with the IR and return in the IR return envelope.  After calling AP Services, note the AP Services Case Number on the IR.
<b>Exam stops and restart is necessary</b>	Restart the exam; it will resume from the last question the student was working on.	On the IR, grid <b>Equipment Problems</b> . Note the student's name and AP number in the space provided at the bottom of the page. Explain the nature of the problem. Include affected exam materials with the IR and return in the IR return envelope.
<b>Power outage Power goes out in the testing site or at a single workstation—power immediately restored.</b>	Keep students monitored and quiet until power is restored, and resume testing.  If power is immediately restored, the proctor must restart each student's exam. To restart an exam, reinsert the CD, enter the same AP name and number of the student testing at that computer, and follow the instructions on the screens to relaunch the exam. The exam will resume from where the exam stopped.	On the IR, grid <b>Equipment Problems</b> . Note the student's name and AP number in the space provided at the bottom of the page. Explain the nature of the problem. Include affected exam materials with the IR and return in the IR return envelope.

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

Incidents	Procedure in Testing Room	Incident Report Information/ Other Action
<b>Power goes out in the testing site or at a single workstation—power not immediately restored.</b>	<p>If the power is not immediately restored, power off each workstation and other equipment until the power is again available.</p> <p>If testing cannot be resumed, contact AP Services for Educators (877-274-6474 or 212-632-1781) to order late-testing exams.</p>	<p>On the IR, grid <b>Equipment Problems</b>. Note the student's name and AP number in the space provided at the bottom of the page. Explain the nature of the problem. Contact AP Services to order late-testing materials. Include affected exam materials with the IR and return in the IR return envelope.</p> <p>After calling AP Services for Educators, note the AP Services Case Number on the IR.</p>
<b>Unscheduled departure from the testing site</b>	<p>Collect student's scratch paper. Terminate the exam by using the administrator override; choose the option to end the exam. You will be prompted to ensure that the exam responses are either uploaded over the internet or copied to the USB drive provided by the AP Program. Advise the student that unless a score cancellation is requested, their score will be reported based on what was completed. A full or partial alternate exam will not be offered.</p>	<p>On the IR, grid <b>Other</b>. Note the student's name and AP number in the space provided at the bottom of the page. Explain the event. Include affected exam materials with the IR and return in the IR return envelope.</p>
<b>Emergencies Storms, floods, fires, fire drills, bomb scares, or other unusual activities that disrupt exam administration and are beyond the control of testing site staff</b>	<p>In an emergency, the primary concern should be the safety of everyone present. If necessary, evacuate everyone immediately.</p> <ul style="list-style-type: none"> <li>■ If there is sufficient time, interrupt the exam by ejecting the Exam CD.</li> <li>■ Lock the testing room door after everyone has exited.</li> </ul> <p>If the CDs were ejected, and it is possible to return to the exam room in a reasonable amount of time (as in the case of a fire drill), and you are certain all students were <b>monitored properly during the entire time testing was stopped</b>, follow procedures to resume each exam and allow students to continue testing. If you are unable to resume the exam, follow the procedure on pages 135–137 for terminating an interrupted exam.</p> <p>Please be aware that <b>proper monitoring</b> during an interruption requires that students were never left unattended and were closely monitored at all times to prevent discussion of test questions, access to unauthorized aids, and usage of mobile phones and other prohibited electronic devices. Failure to adhere to this policy may result in cancellation of scores.</p> <p>Call AP Services for Educators immediately if testing cannot be resumed (877-274-6474 or 212-632-1781).</p>	<p>On the IR, grid <b>Interruption</b>. Note the affected section(s); report the source, length, and impact of the interruption, and the corrective action taken (including time adjustments). Include the IR and seating chart and all affected exam materials in the IR return envelope.</p> <p>After calling AP Services for Educators, note the AP Services Case Number on the IR.</p>

## ADMINISTRATION INCIDENT INVOLVING SEMINAR EXAM ONLY

Incident	Procedure in Testing Room	Incident Report Information/ Other Action
<b>Student used inappropriate ink color for AP Seminar free-response</b>	<p>Advise student that scoring of the free-response booklet won't be affected.</p>	<p>Complete an IR. On the IR form, grid <b>Other</b>. Note the student's name and AP number in the space provided at the bottom of the page. Explain the event. Include affected exam materials with the IR and return in the IR return envelope.</p>

**DO NOT COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING**

<b>Incident</b>	<b>Procedure in Testing Room</b>	<b>Incident Report Information/ Other Action</b>
<b>Illness Day of exam Student unable to test</b>	(No testing room procedure necessary.)	No IR needed. Order alternate exam materials online.  The student should submit a written statement from a doctor or parent verifying illness. Keep the document in your files for 60 days.
<b>Insufficient answer sheets</b>	Photocopy answer sheets for students to enter responses.	No IR needed. For each student given a photocopy, staple together their answer sheet pages. Return used photocopied answer sheets with used answer sheets in Answer Sheet Return Envelope(s).
<b>Insufficient AP Student Packs</b>	If you discover the problem before the exam, call AP Services for Educators (877-274-6474 or 212-632-1781).  If you discover the problem during the exam, have another proctor call AP Services for Educators to get an AP number for each of the students requiring an AP number.	No IR needed.
<b>Student without AP Student Pack who knows their AP number</b>	Instruct student to write their AP number on the answer sheet.	No IR needed.
<b>Student without AP Student Pack who does not know their AP number</b>	If this is the first AP Exam the student is taking this year, provide the student with a new AP Student Pack. Instruct the student to use the AP number from the Student Pack they were just provided for all AP Exams they take this year.  If this is not the first AP Exam the student has taken this year, leave the AP number field blank.	No IR needed.
<b>Exam cancellation—Group</b>	If a storm, flood, power failure, or other event necessitates the cancellation of the exam, call AP Services for Educators immediately (877-274-6474 or 212-632-1781).	File IR only if instructed by AP Services for Educators.
<b>Score cancellation—Individual</b>	(no testing room procedure necessary)	Student should fill out Score Cancellation Form and return it to AP Services for Educators.
<b>Morning testing runs late, resulting in student(s) unable to take scheduled afternoon exam(s)</b> <b>Note: AP Exam administrations must not start late, but may run late.</b>	If any students from a morning exam that runs late are unable to arrive in time for the start of their afternoon exam, contact AP Services for Educators (877-274-6474 or 212-632-1781) to order alternate exam(s) for late testing for the missed afternoon exam(s).	No IR needed.
<b>Latecomers</b>	If a latecomer arrives to the exam room before the other exam takers have finished filling out the identification information on their answer sheets, and the school considers the cause of the student's late arrival to be beyond the student's control, the latecomer may be admitted and tested.	No IR needed.
<b>Sealing answer sheet inside multiple-choice exam booklet</b>	Open the booklet, remove the answer sheet, and reseal it using extra seals from the Coordinator's Packet.	No IR needed.
<b>Student declines use of calculator</b>	Student hand writes, signs, and dates release statement appropriate to exam (see page 52).	Return the signed release statement in the exam shipment (see page 77).
<b>Exam question ambiguities and errors</b>	Instruct student to answer the question to the best of their ability.  If student feels that a question has an error or is unclear, advise student to fill out the AP Exam Question Ambiguity and Error Form on the AP Students website and to follow the directions there for sending it to AP Assessment Development.	No IR needed.