

2023

AP Administration Incidents

Use for Paper AP[®] Exams

The AP Administration Incidents table in this file is the same information that's in the [2022-23 AP Coordinator's Manual, Part 2](#). Refer to this table for paper AP Exams and AP Chinese and AP Japanese Exams.

Additional incidents specific to AP Chinese and AP Japanese Exams are in the [2022-23 AP Chinese and AP Japanese Exams: Setup and Administration Guide](#).

For details about administration incidents for **digital AP Exams**, go to the [2023 AP Coordinator Exam Day Guide for In-School Digital AP Exams](#).

Administration Incidents

NEW There are some changes for 2023 about the Incident Report (IR) form and what materials to return in the IR return envelope.

1. This year, incidents requiring an IR will need to be submitted online through AP Registration and Ordering.
2. Not all incidents require you to return exam materials in the IR return envelope. Carefully review the instructions in this section for **How to Fill Out the IR/Other Action**.

Note: Do **not** return paper IR forms from previous years.

AP coordinators and proctors have the authority to take appropriate measures to maintain order and security in the exam room.

- **You must complete an Incident Report (IR)** in English for the incidents listed on pages 77–83. Follow the procedures described for each incident.
- **Do not complete an IR** for the incidents described on pages 84–85. Follow the procedures described for each incident.

All incidents of **misconduct** require an Incident Report. Even if you do not dismiss the students, 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.

Examples of misconduct incidents 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, 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 on testing computers that are not authorized as part of the AP Chinese and AP Japanese exam application

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 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.

Accessing and Completing the Incident Report

NEW Schools must use the online IR on AP Registration and Ordering. To access the form, go to the **Students** page and click the link **Incident Report Submission**, which is above the student roster. The form can be accessed from the link starting on May 1 (the first day of the AP Exam administration).

The screenshot shows the AP Registration and Ordering interface for Smith High School in 2022/23. It displays summary statistics for Student Registrations (2 Students, 3 Enrollments), Exam Registrations (3 Taking, 0 Not Taking, 0 Undecided), and a Total Cost of \$381. Below this is a table of student details with columns for Student Name, Course Name, Exam Date, Order Exam?, and Reduced Fee. The table lists three students: Cooper, Jane (AP Biology, 5/11 12 PM), Gilmore, Joe (AP French Language and Cult., 5/12 8 AM), and another student (AP French Language and Cult., 5/12 8 AM).

Student Name	Course Name	Exam Date	Order Exam?	Reduced Fee
Cooper, Jane	AP Biology	Standard 5/11 12 PM	Yes	<input type="checkbox"/>
Gilmore, Joe	AP French Language and Cult.	Standard 5/12 8 AM	Yes	<input type="checkbox"/>
	AP French Language and Cult.	Standard 5/12 8 AM	Yes	<input type="checkbox"/>

After accessing the IR form, you'll need to take the following actions:

- **Contact information:** Provide summer contact information in case you need to be reached about reported incidents.
- **IR return envelope:** Only use the red and white IR return envelope to return necessary materials indicated for the incident (see the table on the following pages).
- **When to submit IR forms:** IR forms should be submitted online through AP Registration and Ordering before you return each shipment.

The following details address specific scenarios:

- **Art and Design:** An Incident Report involving a student's AP Art and Design Portfolio Exam should be completed through AP Registration and Ordering. Now that portfolios are submitted digitally only, there is no need to include any physical materials with an Art and Design Incident Report.

Note: If plagiarism is suspected, it should be reported by the teacher through the AP Digital Portfolio, not through an

Incident Report. See the “Art and Design Portfolio Exams” section of this manual for details.

- **Chinese and Japanese Exams:** Incidents specific to the AP Chinese and AP Japanese Exams are detailed in the *2022-23 AP Chinese and AP Japanese Exams: Setup and Administration Guide*.
- **Exams with Accommodations:** If any incident that requires an IR form to be completed occurs during an exam administration for a student testing with

accommodations, follow the instructions in the table below. If the directions do not apply, refer to Returning Exams Administered with Accommodations on pages 91–92.

- **Extra Paper:** If students used extra paper to complete their answers to the short-answer or free-response sections, an Incident Report needs to be completed. See page 83 for details.

NEW Incidents requiring an IR must now be submitted online through AP Registration and Ordering.

YOU MUST COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	Procedure in Testing Room	How to Fill Out the IR/ Other Action
Accommodations-related incidents		
Accommodations given that were not approved	<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, select Other. On the IR, note the student’s name and AP ID in the space provided. Also note the accommodations given and actions taken.</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. Dismiss the student.</p> <p>Contact the College Board SSD Office (844-255-7728 or 212-713-8333) for further instruction about retest options. Complete an Incident Report form as instructed by College Board SSD.</p>	<p>On the IR, select Other. Note the student’s name and AP ID in the space provided. Also note the accommodations given and actions taken.</p>
Audio recording issues		
<p>Problem with one or more student audio recordings</p> <p>Unable to record student(s) response file(s)</p>	<p>Recording the test AP ID: If student(s) is/are unable to record their test AP ID, student(s) can try recording their AP ID 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>Recording the actual response: 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 one time only. Do not report if retesting occurs before dismissal. If retesting is not possible before dismissal or the issue remains, contact AP Services for Educators (877-274-6474 or 212-632-1781).</p> <p>If the problem isn’t discovered until after the student(s) is/are dismissed, contact AP Services for Educators.</p>	<p>On the IR, select Equipment Problems. Note the student’s name and AP ID in the space provided. Also note the affected sections, and explain the nature of the equipment problem and whether any portions of the recorded student responses are missing.</p> <p>Note: You don’t need to report or call AP Services if retesting occurred before dismissal.</p>

Incidents requiring an IR must be submitted online through AP Registration and Ordering.

YOU MUST COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	Procedure in Testing Room	How to Fill Out the IR/ Other Action
Student chooses not to record the Speaking part of French, German, Italian, or Spanish Language and Culture, or the Sight singing part of Music Theory	<p>Advise the student that not recording their audio responses will have an impact on their AP score since there will be an uncompleted part of the exam. This decision will be forwarded to the AP Program. Collect the student's exam materials.</p> <p>Advise the student that unless a score cancellation is requested, their score will be reported based on what was completed.</p> <p>If you are administering a world language and culture exam, remove the student from the room to a secure, monitored area and have the student sit quietly without accessing any unauthorized aids until the end of the session.</p> <p>If you are administering the Music Theory Exam, dismiss the student, making sure there is no contact between this student and those who are waiting to take the sight singing part of the exam.</p>	<p>On the IR, select Other. Note the student's name and AP ID in the space provided and explain the student chose not to take the speaking or sight singing part of the exam; no file will be uploaded to the DAS portal.</p> <p>Additionally, document the student's details in the DAS portal. See the Help document on the DAS portal for details.</p>
Defective materials		
Free-response booklet or orange booklet	<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 Pack to secure the unused multiple-choice booklet from the extra exam, and return unused extra booklets with other unused 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, select Defective Materials and Free Response or Orange Booklet. Identify the nature of the defect, including the page number where the defect was found. Return the defective materials in the IR return envelope.</p>
Master audio CDs	<p>If possible, use another player. If issue persists call AP Services for Educators immediately (877-274-6474 or 212-632-1781).</p>	<p>On the IR, select Defective Materials and Master Audio CDs. Identify the nature of the defect and the actions you took to resolve the problem. Return defective materials in the IR return envelope.</p>
Multiple-choice booklet or short-answer response booklet	<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 Pack to secure the incomplete exam packet, and return it with all other exams.</p> <p>If you have no extra exams available, dismiss the student and order a late-testing exam for the student.</p>	<p>On the IR, select Defective Materials and Multiple Choice or Short-Answer Response. Identify the nature of the defect, including the page number where the defect was found. Return the defective materials in the IR return envelope.</p>
Disturbance/Interruption		
Disturbance Uninterrupted exam	<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, select Disturbance. Note the length of time (in minutes) of the disturbance. Report the nature of the disturbance and the section affected. Report only severe disturbances, unless there are many student complaints.</p> <p>Return the seating chart in the IR return envelope.</p>

Incidents requiring an IR must be submitted online through AP Registration and Ordering.

YOU MUST COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	Procedure in Testing Room	How to Fill Out the IR/ Other Action
Interruption	<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 proper monitoring 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 monitored properly during the entire time testing was stopped, 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, select Interruption. Note the length of the interruption and the affected section(s). Report the source, impact of the interruption, and the corrective action taken (including time adjustments). Return the seating chart in the IR return envelope.</p>
Equipment problems		
Group incident French, German, Italian, and Spanish Language and Culture	<p>If the equipment problem involves the Master Listening CD and/or the Master Writing CD:</p> <p>Retest the students immediately on exam day. Do not report if retesting occurs before dismissal.</p> <p>If retesting is not possible before dismissal, contact AP Services for Educators immediately (877-274-6474 or 212-632-1781). If the equipment problem isn't discovered until after students are dismissed, contact AP Services for Educators.</p> <p>If the equipment problem involves the Master Speaking CD:</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. Rerecord at the conclusion of the session, if possible. Students may rerecord responses one time only. If it's not possible to rerecord at the conclusion of the session, contact AP Services for Educators immediately (877-274-6474 or 212-632-1781).</p> <p>Do not report if retesting occurs before dismissal.</p> <p>If the equipment problem isn't discovered until after students are dismissed, contact AP Services for Educators for instructions.</p>	<p>On the IR, select Equipment Problems. 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. Include name and AP ID of students impacted.</p> <p>Note: You don't need to report or call AP Services if retesting occurred before dismissal.</p>
Group incident Spanish Literature and Culture	<p>Retest the students immediately on exam day. Do not report if retesting occurs before dismissal.</p> <p>If retesting is not possible before dismissal, contact AP Services for Educators immediately (877-274-6474 or 212-632-1781). If the equipment problem isn't discovered until after students are dismissed, contact AP Services for Educators.</p>	<p>On the IR, select Equipment Problems. 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. Include name and AP ID of students impacted.</p> <p>Note: You don't need to report or call AP Services if retesting occurred before dismissal.</p>

Incidents requiring an IR must be submitted online through AP Registration and Ordering.

YOU MUST COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	Procedure in Testing Room	How to Fill Out the IR/ Other Action
Individual incident French, German, Italian, and Spanish Language and Culture	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. If retesting is not possible before dismissal, contact AP Services for Educators immediately (877-274-6474 or 212-632-1781). If the equipment problem isn't discovered until after students are dismissed, contact AP Services for Educators.	On the IR, select Equipment Problems . Note the student's name and AP ID in the space provided. Note the affected sections, and explain the nature of the equipment problem and whether any portions of the recorded speaking responses are missing. Note: You don't need to report or call AP Services if retesting occurred before dismissal.
Individual incident Music Theory	Retest the student immediately on exam day. Student responses can be recorded only once during retesting. Do not report if retesting occurs before dismissal. If the equipment problem isn't discovered until after students are dismissed, contact AP Services for Educators.	On the IR, select Equipment Problems . Note the student's name and AP ID in the space provided. Also note the affected sections, and explain the nature of the equipment problem and whether any portions of the recorded sight singing responses are missing. Note: You don't need to report or call AP Services if retesting occurred before dismissal.
Illness during the exam		
Soiled answer sheet and/or exam booklets	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. Soiled answer sheets must be destroyed.	On the IR, select Other . Note the student's name and AP ID in the space provided. Return the student's answer sheet, if unsoiled, in the answer sheet return envelope. Any soiled exam booklets (placed in plastic, if possible) should be returned in the IR return envelope.
Student unable to return	Contact AP Services for Educators as soon as possible (877-274-6474 or 212-632-1781). 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 ID appears on all exam sections and the answer sheet.	On the IR, select Illness . Note the student's name and AP ID in the space provided. Return the student's answer sheet in the answer sheet return envelope. Return the short answer booklet, if applicable, and free-response booklet in the IR return envelope.
Misconduct		
Copying	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. 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.	On the IR, select Misconduct and, if necessary, Student Dismissed . If individual, note the student's name and AP ID in the space provided and describe specific circumstances, including the exam section when the copying was observed, and list the name and AP ID of those suspected (copier and person copied). Return the seating chart in the IR return envelope.
Disruptive behavior	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 the AP Program. 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.	On the IR, select Misconduct , and if necessary, Student Dismissed . Note the student's name and AP ID in the space provided and also 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). Return the seating chart in the IR return envelope.

Incidents requiring an IR must be submitted online through AP Registration and Ordering.

YOU MUST COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	Procedure in Testing Room	How to Fill Out the IR/ Other Action
Giving or receiving assistance of any kind	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 incident to College Board via an Incident Report.	On the IR, select Misconduct . If individual, note the student's name and AP ID in the space provided and describe specific circumstances, including the exam section when the assistance was observed, and list the name and AP ID of those involved. Return the seating chart in the IR return envelope.
Observed with electronic equipment (phones, smartwatches, or wearable technology of any kind, laptops, tablet computers, Bluetooth devices, portable listening or recording devices, 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	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 contact the Office of Testing Integrity (OTI) immediately (833-435-7684 or 609-406-5430) for instructions.	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 (833-435-7684 or 609-406-5430). On the IR, select Misconduct and Student Dismissed . Note the student's name and AP ID in the space provided and describe all events in detail.
Opening the exam booklet before the start of the particular section	Immediately ask the student to close the exam booklet. <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. <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 (833-435-7684 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. Tell the student that a report will be submitted. Warn the student that a subsequent violation will be grounds for dismissal from the exam.	On the IR, select Misconduct . Note the student's name and AP ID in the space provided and describe all events in detail even if you do not dismiss the student including when the infraction was detected and any impact to other students. Note the affected exam and section. Return the seating chart in the IR return envelope.
Prohibited aid	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 incident to College Board via an Incident Report.	On the IR, select Misconduct . Note the student's name and AP ID in the space provided and describe the prohibited aid in detail. If the prohibited aid consists of notes, scratch paper, or both, retrieve them from the student, identify them with the student's name and AP ID, and return them in the IR return envelope.
Student leaving the designated break area or building without permission	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, select Misconduct and Student Dismissed . Note the student's name and AP ID in the space provided and describe all events in detail.
Working on the wrong section	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.	On the IR, select Misconduct . Note the student's name and AP ID in the space provided and describe all events in detail even if you do not dismiss the student. Note the affected exam and section. Return the seating chart in the IR return envelope.

Incidents requiring an IR must be submitted online through AP Registration and Ordering.

YOU MUST COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	Procedure in Testing Room	How to Fill Out the IR/ Other Action
Misplaced answers		
Answers misgridded on the answer sheet	Under no circumstances should you transcribe student responses on the correct area(s) of the answer sheet.	On the IR, select Misplaced Answers . Note the student's name and AP ID in the space provided and provide as much information as possible about the misgridded answers (e.g., where the misgridding begins).
Answers written on the wrong page of the free-response booklet or short-answer response booklet	Inform the student that the Readers who score the exams will be directed to the pages where the student wrote the responses. 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 to do so by College Board).	On the IR, select Misplaced Answers . Note the student's name and AP ID in the space provided and explain the situation.
For European History, U.S. History, or World History: Modern Exams: Answers for the short-answer responses written in the free-response booklet	Immediately ask the student to close the exam booklet. 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 (833-435-7684 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.	On the IR, select Short-answer responses and/or free responses written in wrong book . Note the student's name and AP ID in the space provided and explain the situation, including when the infraction was detected, whether the orange booklet was opened, and any impact to other students. Return the short-answer response booklet and free-response booklet in the IR return envelope.
Missing exam materials		
Missing exam packet, multiple-choice, short-answer response, free-response booklet, or orange booklet	Call the Office of Testing Integrity (OTI) immediately (833-435-7684 or 609-406-5430) for instructions. You must not administer exams in the affected subjects until receiving instructions from OTI.	On the IR, select Missing Exam Materials . Identify the missing materials and the actions you took to resolve the problem. Complete an IR as instructed by the Office of Testing Integrity.
Missing master audio CDs	Call the Office of Testing Integrity (OTI) immediately (833-435-7684 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 are missing. You must not administer exams in the affected subjects until receiving instructions from OTI.	On the IR, select Missing Exam Materials . Identify the missing materials and the actions you took to resolve the problem. Complete an IR as instructed by the Office of Testing Integrity.
Mistiming		
Overtiming	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).	On the IR, select Overtiming and note the number of minutes. Report sections affected and amount of overtime for those sections.
Undertiming	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 or call AP Services. 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).	If undertiming cannot be corrected or is discovered after students have been dismissed, complete an IR. On the IR, select Undertiming and note the number of minutes. Report the sections affected and amount of undertiming for those sections. <ul style="list-style-type: none"> ■ If the undertiming is five minutes or less on the multiple-choice section, the exam may be scored as usual. ■ If the undertiming is 10 minutes or less on the free-response section, the exam may be scored as usual.

Incidents requiring an IR must be submitted online through AP Registration and Ordering.

YOU MUST COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incidents	Procedure in Testing Room	How to Fill Out the IR/ Other Action
Other		
Student used extra paper	If students require additional space to complete their responses, provide extra paper. They must print only their AP ID, 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 in the free-response booklet.	On the IR, select Student Used Extra Paper . <i>If only one student used extra paper: select Individual student incident and note the student's name and AP ID in the space provided. In the IR return envelope, include the short-answer response and/or free-response booklets with extra paper stapled inside.</i> <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): select Group incident and note the number of students involved in the space provided. Provide the name and AP ID of all students who used extra paper. In the IR return envelope, include the short-answer response and/or free-response booklets with extra paper stapled inside.</i>
Student used inappropriate ink color in the free-response booklet or short-answer response booklet	Advise student that scoring of the free-response booklet or short-answer response booklet won't be affected.	On the IR, select Student used inappropriate ink color in the free-response booklet . Note the student's name and AP ID in the space provided. Explain the event.
Student used ink on answer sheet	Advise the student that the multiple-choice section may have to be hand-scored, but scoring will not be affected.	On the IR, select Student Used Ink on Answer Sheet . Note the student's name and AP ID in the space provided.
Students shared same AP ID	Students must not share AP IDs. If you discover the problem before the exam, contact the AP coordinator, who can look up each student's AP ID in AP Registration and Ordering. If you discover the problem during the exam, have another proctor contact the AP coordinator to look up the AP ID for each affected student. However, if it is discovered after testing is complete, submit an IR.	On the IR, select Students Shared Same AP ID . On the IR, list all students who shared the same AP ID.
Unscheduled departure from the testing site	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. No retest will be offered.	On the IR, select Other . Note the student's name and AP ID in the space provided. Explain the event and indicate time away from the exam room.
Student given wrong exam booklet		
Proctor gives student(s) the wrong exam packet; student(s) may have opened shrinkwrap but did not open exam booklet	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).	On the IR, select Other . Identify the wrong exam that was given to the student(s) and the actions you took immediately following the discovery.
Testing Off-Schedule		
Administering an exam at the wrong time or on the wrong date	Call the Office of Testing Integrity (OTI) immediately (833-435-7684 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, select Testing Off-Schedule . On the IR, 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.
Administering the wrong exam	Call the Office of Testing Integrity (OTI) immediately (833-435-7684 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, select Testing Off-Schedule . 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.

DO NOT COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incident	Procedure in Testing Room	Action
Answers marked in the multiple-choice exam booklet	Inform the student that credit will only be given for answers marked on the AP answer sheet. The student is not permitted to retest this year. Under no circumstances should you transcribe student responses on the answer sheet (unless the student has an approved accommodation to do so by College Board).	No IR needed.
Answers written in an orange booklet instead of in the free-response booklet	Inform the student that credit will only be given for answers written in the free-response booklet. The student is not permitted to retest this year. 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 College Board).	No IR needed.
AP ID label or AP Exam label was placed in wrong area	This will not impact the scoring of the answer sheet or Section II booklet. No action is necessary. Student should leave the label where they placed it on the answer sheet or exam booklet; they shouldn't try to remove it.	No IR needed.
Discrepancies in exam materials being returned	No testing room procedure is necessary.	No IR needed. Note discrepancy on packing list in AP Registration and Ordering.
Exam question ambiguities and errors	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, which can be downloaded from the AP Students website, and to follow the directions there for sending it to AP Assessment Development.	No IR needed.
Illness day of exam Student unable to test	No testing room procedure is necessary.	No IR needed. Order an exam for the late-testing administration through AP Registration and Ordering.
Insufficient answer sheets	Photocopy double-sided answer sheets for students to enter responses. If photocopies aren't double sided, then staple each student's two sides together.	No IR needed. Return used photocopied answer sheets with used answer sheets in Answer Sheet Return Envelope(s).
Latecomers	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.
Pencil on free-response section	Advise student that scoring of the free-response section will not be affected.	No IR needed.
Score cancellation—Individual	No testing room procedure is necessary.	No IR needed. Student should fill out the AP Score Cancellation Form and return it following the instructions on the form.
Sealing answer sheet inside multiple-choice exam booklet	Open the booklet, remove the answer sheet, and reseal it using extra seals from the Coordinator's Pack.	No IR needed.
Student declines use of calculator	Student handwrites, signs, and dates the release statement appropriate to exam (see page 64).	No IR needed. Return the signed release statement in the exam shipment (see the "Returning Exam Materials" section in this manual for details).
Student did not sign answer sheet	No action is necessary.	No IR needed.

DO NOT COMPLETE AN INCIDENT REPORT FOR THE FOLLOWING

Incident	Procedure in Testing Room	Action
Student doesn't have AP ID label sheet but knows their AP ID	<p>Instruct the student to write their AP ID on the answer sheet and any other exam materials. The proctor should call this out for the AP coordinator, so the coordinator can sign in to AP Registration and Ordering to verify the student's AP ID after the exam. If a correction is needed, the coordinator may correct the AP ID on the student's behalf.</p> <p>Note: If the student is taking an exam in AP French, German, Italian, or Spanish Language and Culture, or AP Music Theory, contact the AP coordinator immediately so they can look up the student's AP ID in AP Registration and Ordering and verify that the student is correctly remembering their AP ID. The student needs to know their correct AP ID to record their responses in Section II.</p>	No IR needed.
Student without AP ID label sheet doesn't know their AP ID	<p>Advise the student to leave the fields for AP ID blank on their answer sheet and exam materials. Let the AP coordinator know after the exam that the student's AP ID needs to be verified and filled in on their exam materials.</p> <p>Note: If the student is taking an exam in AP French, German, Italian, or Spanish Language and Culture, or AP Music Theory, contact the AP coordinator immediately so they can look up the student's AP ID in AP Registration and Ordering. The student needs to know their AP ID to record their responses in Section II.</p>	No IR needed.
Exam cancellation before testing begins—Group	<p>If a storm, flood, power failure, or other event necessitates the cancellation of the exam before testing begins, order alternate exam(s) for a later administration.</p>	No IR needed.
Morning testing runs late, resulting in student(s) unable to take scheduled afternoon exam(s) Note: AP Exam administrations must not start late, but may run late	<p>If any students from a morning exam that runs late are unable to arrive in time for the start of their afternoon exam, order alternate exam(s) for a later administration for the missed afternoon exam(s).</p>	No IR needed.
Unsure if student is approved for accommodations	<p>Pause testing and have the SSD coordinator check SSD Online for the student's approved accommodations.</p> <p>If the question regarding the approved accommodations is resolved, resume testing.</p> <p>If you are unable to verify a student's accommodations or you are testing a homeschooled student or a student from another school who does not have a College Board SSD Eligibility letter, contact the College Board SSD office immediately (844-255-7728 or 212-713-8333).</p>	No IR needed.