2019-20

AP® Chinese and Japanese Language and Culture Exams on CD

Frequently Asked Questions
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AP Chinese and Japanese Language and Culture Exams Frequently Asked Questions

Important Technical Information

Before administering exams, review Part 2 of the 2019-20 AP Coordinator’s Manual for:

- Complete hardware/software and technical configuration requirements—pages 130–131
- Resuming or terminating an interrupted exam—pages 139–140
- Post-exam activities—pages 141–142
- Troubleshooting tips—pages 143–146
- Procedures for incidents—pages 63–73 (incidents related to the AP Chinese or Japanese Language and Culture Exam administration—pages 70–71)

Technical Support is available during the setup phase at 609-406-5640 from 8 a.m. to 8 p.m. ET, Monday–Friday or via email at APIBTTech@ets.org. (Schools outside the U.S. can send an email to schedule phone support outside of these hours. Emails will receive a response within one business day.) On exam day live technical support is available from 6 a.m. to 6 p.m. local time. If calling Technical Support during the exam, eject the CD first to pause the test timer.

General Information

1. Will I need to have IT staff available to help administer this exam?
   Yes. IT staff must be available during exam setup and also on exam day. Installation and operation of the software requires a Windows user account with local administrative privileges. Please consult your IT staff to ensure you have adequate privileges.

2. What do I do if I need technical support during setup or during the exam?
   - Technical Support is available during the setup phase at 609-406-5640 from 8 a.m. to 8 p.m. ET, Monday–Friday or via email at APIBTTech@ets.org. (Schools outside the U.S. can send an email to schedule phone support outside of these hours. Emails will receive a response within one business day.)
   - On exam day live technical support is available from 6 a.m. to 6 p.m. local time. If calling Technical Support during the exam, eject the CD first to pause the test timer.

3. What are the supported operating systems for these exams?
   - Windows operating systems 8.1 and 10 are supported in 2020.

4. Will I need special hardware to administer these exams?
   The exams have specific hardware and software requirements. For complete hardware/software and technical configuration requirements refer to pages 130–131 in Part 2 of the 2019-20 AP Coordinator’s Manual.

5. Does our school need to be certified to administer the AP Chinese and Japanese Language and Culture Exams on CD?
   No. Schools who want to administer the AP Chinese and Japanese Language and Culture Exams do not need to be certified. However, schools should be aware of the hardware and software requirements, the need to run the Setup CD to install the exam software on each testing computer, the availability of the sample exam questions that appear on the Setup CD, and any exam security and exam administration requirements. See pages 130–146 in Part 2 of the 2019-20 AP Coordinator’s Manual.
6. How do I handle an incident during the exam administration?
   Refer to the Administration Incidents table beginning on page 64 in Part 2 of the 2019-20 AP Coordinator’s Manual. For incidents specific to AP Chinese and Japanese Language and Culture Exams, refer to pages 70–71.

7. What if my computers don’t have CD drives?
   Contact AP Services for Educators at 877-274-6474 (toll free in the U.S. and Canada) or 212-632-1781 if you anticipate having difficulties using the CDs for the AP Chinese or AP Japanese Exams.

8. Do I need a Fee Reduction/Section Designation Form for AP Chinese and Japanese Language and Culture Exams?
   - No. You no longer need to complete a separate Fee Reduction/Section Designation Form for students taking AP Chinese or AP Japanese Exams.
   - You created class sections for AP Chinese or AP Japanese in AP Registration and Ordering.
   - You’ll indicate the fee reduction status for these students only in AP Registration and Ordering, as you do for students taking any other AP Exam. The deadline to indicate students’ fee reduction status is April 30, 2020 (11:59 p.m. ET). See page 86 in Part 1 of the 2019-20 AP Coordinator’s Manual for details.

Exam Materials and Ordering

9. How can my school order the AP Chinese and Japanese Exams?
   - Order AP Chinese and Japanese Exams online with all other AP Exams at myap.collegeboard.org.
   - March 13, 2020 (11:59 p.m. ET) is the deadline to submit any changes to your fall exam order or submit orders for courses that began after the November 15 ordering deadline. Refer to the 2019-20 AP Coordinator’s Manual, Part 1 for details about ordering.

10. When are Setup CDs shipped to schools? When are Exam CDs shipped to schools?
    - For Regularly Scheduled Exams:
      - Setup CDs will arrive by the first week of April for orders submitted by March 13.
      - Exam CDs will arrive by late April.
    - For Late Exam Administrations:
      - Setup CDs and Exam CDs will arrive at the same time in May.

11. How many blank USB drives will my school receive?
    Schools receive two blank USB drives (silver or black) for each administration and for each subject ordered (Chinese and/or Japanese) with their shipment of Exam CDs. These 2G USB drives will be needed if the student responses cannot be returned via the internet. Responses from approximately 60 students can be returned on one USB drive. See pages 141–142 in Part 2 of the 2019-20 AP Coordinator’s Manual for details.

12. What is the ratio of exams ordered to AP Exam Instructions books provided?
    One 2019-20 AP Exam Instructions book is included with each Coordinator Pack; you will be shipped one Coordinator Pack for your first 100 exams ordered. You will also be sent an additional Coordinator Pack, including another copy of the 2019-20 AP Exam Instructions book, for every additional 200 exams ordered. You can access downloadable PDFs of the full Exam Instructions book and specific subjects from the AP Central Resource Library.
Accommodations

13. How do I know what types of testing accommodations are available for my students?

- If you are unsure what accommodations a student is approved for, or what format is needed, your school’s SSD coordinator can check the student’s approved accommodations through SSD online.
- Notify the College Board Services for Students with Disabilities (SSD) office as soon as possible if you have any students approved for accommodations who plan to take the AP Chinese or Japanese Language and Culture Exams. You'll be provided with the AP SSD Guidelines booklet instructing you how to enable the following computer-delivered testing accommodations using the Setup CD and the Exam CD:
  - Additional break
  - Adjustable colors
  - Extended Time (50% and 100%)
  - Screen Magnification

14. I have students who have been approved for extended time. Can they take the exams?

- Yes. Students who are approved by College Board to test with extended time can take these exams. See page 137 in Part 2 of the 2019-20 AP Coordinator's Manual.
- Students testing with extended time or with accommodations that include a reader, writer, or equipment that might disturb others must test in separate rooms from students testing without accommodations. See page 87 in Part 2 of the 2019-20 AP Coordinator's Manual for details.
- Contact the College Board Services for Students with Disabilities (SSD) office at 844-255-7728 (in the U.S. and Canada) or 212-713-8333 for the appropriate information.

15. Are extended time testing accommodations for the Chinese and Japanese exams handled the same way as the other AP world languages?

No. For the Chinese and Japanese Exams extended time options are built into the exam. See pages 22–23 in the AP SSD Guidelines for details about enabling extended time on these exams.

16. I have a student who is blind. Can they take the exams?

Students with documented disabilities may be eligible to test with accommodations. Visit collegeboard.org/ssd for information about the accommodations request process.

17. How do I enable screen magnification?

- Screen magnification software must be installed on the computer before the exam administration. During the Setup CD installation process, you should designate a computer for the student testing with this accommodation. See page 134 in Part 2 of the 2019-20 AP Coordinator’s Manual for details about installing screen magnification during setup. For details about enabling screen magnification on exam day, see page 23 in the AP SSD Guidelines.
- During setup you will be asked if the computer will be used by a student who has been approved by the AP Program for the screen magnification testing accommodation, which requires an additional software installation. ZoomText is supported for Windows operating systems 8.1 and 10 and is available for installation via the Setup CD. Uninstall any previous version of ZoomText before installing the current version. If you are not sure whether you will need screen magnification on a particular testing workstation, skip the installation process during setup. You can install it at another time before exam administration.
Testing Sites

18. What if our school can’t accommodate all students during the regularly scheduled exam administration due to space or equipment issues or limitations?

   For the remaining students that need to test, you can consider ordering late-testing exams to administer on the published late-testing date. Contact AP Services for Educators at 877-274-6474 (toll free in the U.S. and Canada) or 212-632-1781 or apexams@info.collegeboard.org (or apexams-intl@info.collegeboard.org for educators outside the U.S.) for guidance.

19. Can a heritage school serve as a testing location?

   No. Only diploma-granting schools that are authorized by College Board to order and administer AP Exams can serve as AP Exam testing sites. Students who attend a heritage school can call AP Services for Students for information about possible alternate testing locations. (AP Services for Students: 888-225-5427 or 212-632-1780; apstudents@info.collegeboard.org)

Exams

20. How is the format of the AP Chinese and Japanese Language and Culture Exams different from other AP world language and culture exams?

   The AP Chinese and Japanese Exams are delivered on CD and administered completely on computer, rather than a paper and pencil exam format.

21. If each student gets their own CD, how is the timing controlled?

   The timing is embedded in the exam software, including the time for the responses and the time for the break.

22. How is the speaking part recorded if each student gets their own exam CD?

   The students’ spoken responses to the prompts on the CD are recorded through the headset microphone and captured on the computer’s hard drive for subsequent upload and scoring. Remind students to speak at a normal volume when recording.

23. Is there a break during the AP Chinese and Japanese Language and Culture Exams?

   Yes. There is a 10-minute break after the completion of the multiple-choice section.

24. Are alternate exams for late testing available for the AP Chinese and Japanese Language and Culture Exams?

   Yes, students can take an alternate exam during the late-testing period if necessary.

   See page 22 in Part 2 of the 2019-20 AP Coordinator’s Manual for the reasons for late testing that don’t incur a late-testing fee. Also, see the inside back cover of Part 2 of the 2019-20 AP Coordinator’s Manual for the late-testing schedule.

25. When ordering alternate exams for late testing, is there a charge for the additional per exam late-testing fee?

   Most reasons for late testing don’t incur an additional late-testing fee. When the AP coordinator orders an alternate exam for late-testing in AP Registration and Ordering, they’ll select a reason for late testing. The coordinator will see an indication of whether the reason selected has an additional fee. See pages 27–29 and 82 in Part 1 of the 2019-20 AP Coordinator’s Manual for more information.
Chinese Language and Culture

26. What does the AP Chinese Language and Culture Exam assess?
The exam assesses learning at the level of a fourth-semester (or the equivalent) college course in Mandarin Chinese. To learn more, visit apcentral.collegeboard.org/chinese.

27. How long is the administration of the AP Chinese Language and Culture Exam?
- The AP Chinese Language and Culture Exam is approximately 2 hours long and has two sections: multiple-choice and free-response. For more information, visit apcentral.collegeboard.org/chinese.
- Additional time should be expected for tasks such as distributing materials, completing identification information, reading instructions aloud, collecting materials, etc. The total time of an AP Exam administration can vary considerably, depending on the number of students involved. See the estimated timing table on page 34 in Part 2 of the 2019-20 AP Coordinator’s Manual. All students must take the break at the same time and be dismissed at the same time at the end of testing.

28. On which Chinese dialect is the AP Chinese Language and Culture Exam based?
The exam is based on the Mandarin dialect.

29. Do students have a choice in written expression on the Chinese Language and Culture Exam, such as using traditional versus simplified characters?
- Yes. Students can compose their written responses on the computer using either Pinyin or Bopomofo.
- If a student chooses to compose in Pinyin, they may produce either traditional or simplified characters.
- For more information, see page 137 in Part 2 of the 2019-20 AP Coordinator’s Manual.

Japanese Language and Culture

30. What does the AP Japanese Language and Culture Exam assess?
The exam assesses learning attained by students who have completed approximately 300 hours of college-level instruction in Japanese. To learn more, visit apcentral.collegeboard.org/japanese.

31. How long is the administration of the AP Japanese Language and Culture Exam?
- The AP Japanese Language and Culture Exam is approximately 2 hours long and has two sections: multiple-choice and free-response. For more information, visit apcentral.collegeboard.org/japanese.
- Additional time should be expected for tasks such as distributing materials, completing identification information, reading instructions aloud, collecting materials, etc. The total time of an AP Exam administration can vary considerably, depending on the number of students involved. See the estimated timing table on page 34 in Part 2 of the 2019-20 AP Coordinator’s Manual. All students must take the break at the same time and be dismissed at the same time at the end of testing.

Technical Requirements

32. Which Windows operating systems are supported for AP Chinese and Japanese Language and Culture Exams?
- Windows operating systems 8.1 and 10 are supported for 2020.
33. Is ZoomText supported for 2020?
Yes, ZoomText is supported for Windows operating systems 8.1 and 10 and is available for installation via the Setup CD. If ZoomText is installed on any computers from a previous year’s exam administration, uninstall the previous version of ZoomText before installing the current version.

34. Can the AP Chinese and Japanese Language and Culture Exams be administered on Macs?
No. These exams are currently only supported on Microsoft Windows 8.1 and 10.

35. Can the AP Chinese and Japanese Language and Culture Exams be administered on Chromebooks?
No. These exams are currently only supported on Microsoft Windows 8.1 and 10.

36. Are there requirements regarding the size of monitors?
Yes, there are monitor size requirements to ensure a standardized testing experience for all students. The Chinese and Japanese characters will only display clearly on CRT monitors that measure at least 17 inches diagonally and on LCD monitors that measure at least 14 inches diagonally. Widescreen monitors must be configured to display with an aspect ratio of 4:3.

37. Are there specifications regarding what headsets can be used for the exam?
- The required headsets are the Koss SB45/SB45 USB and the Califone 3066AV/3066-USB.

38. How do I obtain headsets and are they free?
- Headsets need to be purchased from a local or online retailer.
- The Koss SB45/SB45 USB may be ordered at: https://www.koss.com/headphones/headsets
- The Califone 3066AV/3066-USB may be ordered at: www.califone.com/products/3066.php
- Delivery of the headsets depends on the manufacturer, the retailer, and if the order is a domestic or international shipment, so you should order headsets as soon as possible.

39. Are there special procedures or best practices for setting up the headsets?
Yes. Gather the headsets that will be used for the exam. Check the connection to see that it is compatible with the testing computer; older headsets with newer computers may no longer plug in the same way. Check the headsets and clean them all ahead of time and try them with the testing computers. Set them aside for use during practice exams and exam day. For exam day, it’s best to have some extra headsets available in case they need to be swapped out during testing.

40. Can laptops be used to administer the exam?
- School-owned and -controlled laptops may be used to administer the AP Chinese and Japanese Exams only if they remain in the school at all times and are not assigned or issued to individual students. Student-owned computers may not be used under any circumstances.
- Your school may use a combination of school-owned desktops and laptops to administer the exams.
- To avoid potential problems restarting the exam be sure students do not fold the screens down on laptops during any breaks including the scheduled break between Sections I and II.
Exam Setup

41. What is the setup process?
   ■ In the spring your school will receive one AP Chinese and Japanese Setup CD for each Chinese or Japanese exam ordered.
   ■ You will insert a Setup CD in each testing computer. The CD setup should run automatically. If it doesn’t, refer to the troubleshooting tips on page 143 in Part 2 of the 2019-20 AP Coordinator’s Manual. The same Setup CD should be used to perform the setup on all testing computers. During the setup process, a best practice is to set up extra testing computers for possible last-minute moving of students. (This can only be done before the exam begins.) This is especially important if you are testing in a lab and the computers are going to be used by other students prior to exam day.
   ■ It’s recommended to have computers connected to the internet when performing the setup process, so that the AP Program has a record of the completion of your setup process.

42. When is the deadline to complete setup?
   ■ It is strongly recommended to perform the setup process on all testing computer within one week of receiving your setup and exam CDs.
   ■ Setup must be completed on all testing computers no later than April 17. After this date, the Technical Support team will contact you if they don’t have a record of completed setup at your school.

43. How long will setup take?
   You should estimate approximately 20 minutes per testing workstation. Allow enough time in your planning calendar to complete setup before the April 17 deadline.

44. Are there any differences in how the exams run on different operating systems?
   ■ The exams run the same way on Windows 8.1 and Windows 10. However, if you’re administering the AP Japanese Language and Culture exam on computers running Windows 10, the computers need to be connected to the internet so that the required Microsoft Mincho font can be installed during the setup process, if the font isn’t already installed on your testing computers.
   ■ If your computers are not connected to the internet and your school plans to administer AP Japanese using Windows 10, please contact Technical Support for further assistance at 609-406-5640 (8 a.m.–8 p.m. ET, Monday through Friday) or via email APiBTTech@ets.org.
   ■ If the font isn’t installed during the setup phase, the testing computer must be connected to the internet when using the Exam CD on exam day.

45. Are there any other special requirements before beginning setup?
   Yes. Before inserting the Setup CD, all computers must be logged in with a Windows username and password with local administrator rights. The username and password are provided by your school’s IT department and do not come from College Board. Remember which user ID and password are used for setup, because you need to log in to the testing computers with the same credentials on exam day.

46. Can I use last year’s Setup CD?
   No. You may allow students to practice with the sample questions on the 2019 Setup CD, but you must prepare your computers with the 2020 Setup CD.
47. What is the installation code?

■ The installation code is an eight-digit number needed to ensure your students’ responses are correctly stored and processed. The same installation code is used for all Setup CDs and testing workstations. See page 134 in Part 2 of the 2019-20 AP Coordinator’s Manual for more information.

■ An email with your school’s installation code and password is sent in March to the AP coordinator from the Advanced Placement Program with the email address apexams@info.collegeboard.org and the subject “AP Chinese and Japanese Codes and Passwords.” To ensure you can receive these emails, add collegeboard.org, collegeboard@e.collegeboard.org, and apexams@info.collegeboard.org to your safe senders list.

48. What should I do if I have not yet received an email with my installation code and password?

Schools will receive emails starting March 10, 2020. If you haven’t received an email by late March, first check your spam folder. If you can’t locate the email, contact AP Services for Educators at 877-274-6474 (toll free in the U.S. and Canada) or 212-632-1781 as soon as possible. When you have the email, you may write the codes and password in Part 2 of the 2019-20 AP Coordinator’s Manual (page 133) for reference.

49. What software does the Setup CD install?

The CD creates a directory on the PC’s hard drive, which will contain the AP Exam software and the exam results, once testing begins. The CD also installs a keyboard filter to secure the desktop during testing.

50. Does the Setup CD have the capability to push the software to lab computers as a group?

No. The person who handles the Setup CD installation process needs to perform various tasks on each computer during this process, including the verification of each testing computer’s audio and video capabilities. Therefore, it’s not possible to push the software from the Setup CD to lab computers as a group.

51. How should I verify that the computers I plan to use will work on exam day?

The Setup CD software will guide you through a readiness process on each of your computers to ensure that they are configured for the exams. We encourage schools to set up their computers early and run a sample exam so that any potential problems can be identified and resolved before exam day.

52. Is a sample exam available for the AP Chinese and Japanese Language and Culture Exams?

■ Yes. Sample exam questions are included on each Setup CD shipped to your school (one Setup CD is sent for each exam ordered) to enable students to become familiar with the CD testing experience.

■ All four parts of each exam are covered in the demo: reading, listening, speaking, and writing. It is highly recommended that students use the sample questions on the Setup CD to practice using the same operating system that they will use when taking the actual exam (e.g., Windows 8.1 or Windows 10). This will provide the optimal testing experience for your students.

■ Students must use a Setup CD when taking the sample exam and NOT the Exam CD. Do not open the Exam CD before exam day.

■ If there are more students who want to take the sample exam than there are Setup CDs, students will need to take turns using the Setup CDs to take the sample exam.

Input Method Editors (IMEs)

53. What are IMEs?

IMEs are Input Method Editors used for typing Chinese or Japanese characters in student responses. See page 131 in Part 2 of the 2019-20 AP Coordinator’s Manual for details.
54. Which IMEs are required for AP Chinese and Japanese Language and Culture Exams?

- The required IMEs are installed automatically by the AP Exam software.
- See the table of required IMEs on page 131 in Part 2 of the 2019-20 AP Coordinator’s Manual.

55. Will the Setup CD conflict with the IMEs we already have configured?

- Certain IMEs are required for AP testing. If these IMEs are not present, the CD will install and configure them automatically.
- If your school uses IMEs for other purposes, it’s possible that some reconfiguration of the IMEs may be needed after the AP testing cycle is complete and the exam software has been removed.

56. How do I confirm the required IMEs are enabled?


57. Is there another way to test IME functionality besides running the sample exam?

- Yes. Open Microsoft WordPad in Windows>Accessories.
- Click the language option on the taskbar and select the one you would like to test (i.e., Chinese Simplified).
- Continue using the instructions on page 136–137 in Part 2 of the 2019-20 AP Coordinator’s Manual to confirm the characters match.
- It is advisable to test IME functionality on the morning of exam day before the administration.

58. What do we do if we have difficulty installing the IMEs?

The Technical Support staff can help with IME-related issues. Call 609-406-5640 (8 a.m.–8 p.m. ET, Monday through Friday) or email at APiBTTech@ets.org. (Schools outside the U.S. can send an email to schedule phone support outside of these hours. Emails will receive a response within one business day.)

Exam Day

59. Are there special requirements for the computers on exam day?

- All computers must be logged in with the same Windows username and password with local administrator rights that were used for setup. The Windows username and password is provided by your school’s IT department and does not come from College Board. In addition, you will need the exam CD password, which is emailed to the AP coordinator in the spring.
- Best practices:
  - Perform final readiness tests the morning before the exam or the night before, ensuring the computers aren’t used for other purposes before the testing session. Each headset should be checked, and IME configuration can be verified using WordPad following these directions: Open WordPad, click the language icon and select the language to verify, and then follow the instructions on page 136 in Part 2 of the 2019-20 AP Coordinator’s Manual for how to type the key combinations (for example, rv and space bar).
  - Turn off the computer’s auto screen saver so it does not go to “sleep.” This will prevent problems that require an admin login to "wake up" the computer in case the technical support staff is not in the room to provide the local password.

60. What are the seating requirements for the AP Chinese and Japanese Language and Culture Exams?

See the chart on page 60 in Part 2 of the 2019-20 AP Coordinator’s Manual for complete seating requirements.
61. What do I need to know about the room setup for these exams?
- Other room configuration best practices include: Making sure power strips and power cords are secured and not in a place where they could get tangled. If using a temporary space for testing, be sure the location can handle the power load and that the WiFi signal is strong enough to handle multiple users simultaneously.

62. What security measures should we take to prevent students from accessing their computer’s hard drive, their personal email, or other online resources that could aid their test taking?
The exam software prevents students from accessing other programs, locally or on the internet, while the exam is in progress. Access to handheld electronic devices is also prohibited and is covered under AP Exam security policies on pages 58 and 143 in the 2019-20 AP Exam Instructions and pages 17–19 in Part 2 of the 2019-20 AP Coordinator’s Manual.

63. Where do I find the scratch paper template?
See page 149 in Part 2 of the 2019-20 AP Coordinator’s Manual for the scratch paper template. Photocopy the template on colored paper and provide three copies to each student on exam day.

64. What should I do in the event of a power outage or if the internet connection is lost during test administration?

65. What should I do if there is a technical issue, or a student’s screen freezes, in the middle of the exam?
- If it is during the listening or speaking tasks, eject the CD first and then call Technical Support at 609-406-5640. (The exam will pick up again at the beginning of the question where the CD was ejected.)
- See pages 56 (Chinese), 63 (Chinese), 141 (Japanese), and 147 (Japanese) in the 2019-20 AP Exam Instructions for details. Refer to page 70 of the Administration Incidents table in Part 2 of the 2019-20 AP Coordinator’s Manual for additional information.

66. Can students testing on laptops fold down their screens during the exam?
No. To avoid potential problems restarting the exam be sure students do not fold down laptop screens at any point during the exam, including during any scheduled or unscheduled breaks.

67. What should I do if a student cannot hear through their headphones or record their spoken responses?
- Proctor intervention may be needed if the student doesn’t hear the audio playback, for instance due to a faulty headset. If a student has a problem hearing or recording audio, interrupt the exam by ejecting the Exam CD and check to see that:
  - The headset is plugged in correctly
  - The microphone is not muted
  - The sound device mixer volume level sliders are set midway or higher
When resuming testing, remind the student to:
  - Speak loudly enough and directly into the microphone
  - Speak immediately when prompted
- Ejecting the CD is the only option for interrupting or stopping the exam during listening or speaking tasks. Ejecting the CD stops the exam and the timer. You should eject the CD if the student encounters an equipment problem requiring a call to Technical Support.
68. What should I do if there is an emergency, like a fire drill?
   - Refer to page 71 of the Administration Incidents table in Part 2 of the 2019-20 AP Coordinator’s Manual for instructions.
   - In an emergency, the primary concern should be the safety of everyone present. If necessary, evacuate everyone immediately.
   - If you are certain there is sufficient time, interrupt the exam by ejecting the Exam CD.
   - Lock the testing room door after everyone has exited.

69. How do I pause the exam for an unscheduled break?
   - Proctor intervention may be needed if a student is feeling ill or if the student doesn’t hear the audio playback.
   - An exam may be interrupted by the proctor using the administrator override or by ejecting the CD to stop testing.
   - Use the administrator override (CTRL+ SHIFT + ? followed by the exam CD administrator password) to initiate an unscheduled break. (This pauses the questions but doesn’t stop the timer.)
   - Ejecting the CD is the only option for interrupting or stopping the exam during listening or speaking tasks.
   - See page 57 and 142 in the 2019-20 AP Exam Instructions for details.

70. What do we do if our exam was unable to be administered?
   - If a storm, flood, power failure, or other unavoidable event necessitates an exam cancellation, call AP Services for Educators at 877-274-6474 (toll free in the U.S. and Canada) or 212-632-1781 as soon as possible to order exams for late testing.

After the Administration

71. How are student exam responses sent back to the AP Program for scoring?
   - If an internet connection is available on a testing computer, student responses will be sent back to the AP Program over the internet during the exam.
   - If an internet connection is not available, you must go to each testing computer and copy the students’ responses onto the blank USB flash drives included in your exam CD shipment. Responses from approximately 60 students can be returned on one USB drive.
   - For instructions on returning exam results via the USB drive, see pages 141–142 in Part 2 of 2019-20 AP Coordinator’s Manual.

72. Are students required to be present while their responses are being uploaded from their PCs to the USB drive?
   - No. Once the proctor has dismissed them, the students must leave the exam room.

73. When can I uninstall the software from the testing computers?
   - Schools should leave student’s exam responses on their computers’ hard drives until scores are received. The student responses are encrypted and therefore pose no exam security concerns.
   - For instructions about uninstalling the exam software, see page 142 in Part 2 of the 2019-20 AP Coordinator’s Manual.
74. What should I do with students’ scratch paper?

- Once student responses have uploaded via the internet or USB drive, the proctor collects the three sheets of scratch paper from each student.
- Shred used scratch paper immediately, unless it needs to be submitted as part of an Incident Report (IR).
- Used scratch paper associated with an IR should be sent to the AP Program in the Incident Report return envelope with the original copy of the IR. Keep a copy of the Incident Report for your records.

75. How can a student designate a college to receive their free score report after they’ve completed their exams?

- Students can sign in to My AP (myap.collegeboard.org) to designate a college or university to receive their free score report. Students don’t enter this information on their answer sheets—it’s only entered through My AP.
- This must be done by June 20, 2020.
About College Board

College Board is a mission-driven not-for-profit organization that connects students to college success and opportunity. Founded in 1900, College Board was created to expand access to higher education. Today, the membership association is made up of over 6,000 of the world’s leading educational institutions and is dedicated to promoting excellence and equity in education. Each year, College Board helps more than seven million students prepare for a successful transition to college through programs and services in college readiness and college success—including the SAT® and the Advanced Placement® Program. The organization also serves the education community through research and advocacy on behalf of students, educators, and schools. For further information, visit collegeboard.org.