2020-21 AP Chinese and AP Japanese Exams

- Exam Instructions
- Proctor Script
- Technical Requirements
- How to Install the Exam Application
- Troubleshooting and Help
## Contents

Section 1: Introduction ....................................................................................................... 3

  Contact Information ........................................................................................................ 3

Section 2: System Requirements ...................................................................................... 4

  Technical Configuration Requirements ........................................................................... 6

Section 3: Process Overview ............................................................................................. 7

  AP Coordinator Checklist ................................................................................................. 7
  Proctor Checklist ............................................................................................................... 9

Section 4: Before Exam Day ............................................................................................ 11

  Installing the Exam Application ....................................................................................... 11
  Installing the Exam Application—Windows ....................................................................... 11
  Installing the Exam Application—Chromebook ................................................................. 13
  Installing the Exam Application—Mac ............................................................................... 17
  Logging in to the Exam Application ................................................................................ 19
  Readiness Checks ............................................................................................................ 19
  Using the Administrator Console Before Exam Day ......................................................... 24
  School Readiness Status ................................................................................................ 25
  Launching the Practice Exam ......................................................................................... 26
  Preparing for the Exam .................................................................................................... 28

Section 5: Exam Day Activities ....................................................................................... 30

  Using the Administrator Console on Exam Day ............................................................ 30
  Generating the Activation Key ....................................................................................... 30
  Monitoring Exam Progress in School Testing Status ..................................................... 32
  Launching the Exam on Exam Day ................................................................................ 33
  Breaks ............................................................................................................................. 35
  Relaunching the Exam .................................................................................................... 38
  End of Exam .................................................................................................................... 39

Section 6: Exam Instructions (Proctor Script) ............................................................... 40

Section 7: Testing Accommodations .............................................................................. 56

  Readiness Checks for Accommodations ....................................................................... 57
  Launching a Practice Exam with Accommodations ....................................................... 60
  On Exam Day: Launching an Exam with Accommodations ......................................... 62
  On Exam Day: Administering Additional Break Accommodations .............................. 64

Section 8: Troubleshooting Instructions ........................................................................ 67

Section 9: Administration Incidents ................................................................................ 70

Section 10: Frequently Asked Questions ....................................................................... 75

AP Exam Seating Chart (Directions and Sample) .......................................................... 86

AP Exams Scratch Paper ................................................................................................. 88
Section 1: Introduction

Starting in 2021, AP Chinese Language and Culture and AP Japanese Language and Culture Exams will be delivered online. CDs will no longer be used. These exams can be administered on Windows PCs, managed Chromebooks, and Mac computers that have Google Chrome, Mozilla Firefox, or Safari browsers. Internet connectivity is required throughout the setup process and exam administration.

These exams must be administered in school on school-owned and -controlled computers.

This setup and administration guide provides all the steps the AP coordinator, IT staff, and proctor need to prepare for and administer these exams, including:

- Installation, readiness checks, and exam launch instructions
- The proctor script for the Chinese and Japanese exams—proctors will need to read these directions during the exam administration
- Information for testing students with accommodations
- Using the Administrator Console
- Procedures for incidents that might occur during the Chinese and Japanese exams
- Frequently Asked Questions (FAQ)

Exams must be administered on the designated exam date and time for the exams you’ve ordered. You can only administer exams on the date you’ve ordered exams for (i.e., if you ordered AP Chinese Language and Culture Exams for Administration 1, they must be administered only on the Administration 1 exam date). View the 2021 AP Exam schedule: collegeboard.org/apexamdates.

Contact Information

- ETS Technical Support is available before the exam administration and on exam day:
  - **Prior to exam day** to support schools with installing the exam application, technical support hours are 8 a.m. to 8 p.m. ET, Monday through Friday.
    Email: APIBTech@ets.org
    Phone: 609-406-5640
  - **On exam day**, technical support will be available from 6 a.m. to 6 p.m. local time (during Administration 1, 2, and 3 for the AP Chinese and AP Japanese Exams). For exam day support, call 609-406-5640.
  - For questions about general AP topics, such as exam ordering or exam schedule, call AP Services for Educators at 877-274-6474 (toll free in the U.S. and Canada) or 212-632-1781.

Contact **Office of Testing Integrity (OTI)** if you discover or suspect any issues related to the security of your school’s exams.

  P.O. Box 6671
  Princeton, NJ 08541-6671
  833-435-7684 (toll free in U.S., U.S. Virgin Islands, Puerto Rico, and Canada)
  609-406-5430
  609-406-9709 (fax)
  Email: tsreturns@ets.org

Contact **College Board Services for Students with Disabilities** for questions about students’ approved accommodations.

  844-255-7728 (toll free in the United States and Canada) or 212-713-8333
  Email: ssd@info.collegeboard.org

  **Note:** For any questions related to enabling accommodations on the exam application, contact ETS Technical Support.
Section 2: System Requirements

Each computer must meet minimum hardware and software requirements to administer the exams. Review the table below to ensure your computers meet all requirements. If you have any questions, email APiBTTech@ets.org.

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Details</th>
</tr>
</thead>
</table>
| Devices                       | § Desktops: Windows, macOS  
                              § Laptops: Windows, macOS, managed Chromebooks |
| Device Ownership              | § School-owned and -controlled computers and laptops must be used to administer the AP Chinese and Japanese Exams. Student-owned computers and laptops may not be used under any circumstances. |
| Operating Systems             | § Windows 10 (32-bit and 64-bit)  
                              § macOS 10.7+  
                              § Chrome OS™ 67+ |
| Processors                    | Windows: Intel x86 (32 or 64 bit) (Preferred)  
                              macOS: Intel-based models (Preferred)  
                              Chrome OS: Any |
| Memory (RAM)                  | Windows: 2 GB minimum (4 GB recommended)  
                              macOS: 2 GB minimum (4 GB recommended)  
                              Chrome OS: 2 GB minimum (4 GB recommended) |
| Minimum Screen Size           | 9.5 inches for all devices |
| Minimum Screen Resolution     | 1024 x 768 for all devices |
| Internet Connectivity         | Internet connectivity is required to setup the testing workstations and throughout the exam administration.  
                              The exam location should have minimum internet and network bandwidth of 600 Kbps per student (1 Mbps per student is highly recommended).  
                              Note: A bandwidth check tool is included in the Administrator Console. |
| Network and Testing Workstation Security | § TCP ports 443 and 80 (outbound) must be open in firewalls for ETS software application network communications  
                              § White-list “ETS.ORG” domain in firewalls allowing free network communication between ETS software application on the testing workstations and ETS servers without any restrictions  
                              § Configure testing workstation security policies and user accounts such that it allows downloading and running of ETS software applications (.EXE)  
                              § Screen sharing or remote access applications such as Apple Remote Desktop, Microsoft Remote Desktop, Zoom, Skype, and Microsoft Teams etc., must be disabled prior to and during test administration. Failure to do so may result in test interruption.  
                              Note: You will need to consult with your school IT technician for implementing the above configurations |
| Internet Browsers             | § Google Chrome – Version 60 or above  
                              § Mozilla Firefox – Version 50 or above  
                              § Safari (for Mac) – Version 10.1 or above |
| Headset Requirements | ▪ Headset must have microphone and earphone connectors that are compatible with the workstation sound card  
▪ Headset earphones must completely cover the ears  
▪ At least 6½ feet (approximately 2 meters) of wire is recommended for headsets  
▪ No external volume controls on headset itself  
▪ No mute switch on headset itself |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recommended Headsets  | The following headsets (one set per each student testing) are recommended, but you may use any headsets that meet the above headset requirements:  
▪ Koss SB45/SB45 USB headsets [koss.com/HEADPHONES/HEADSETS](koss.com/HEADPHONES/HEADSETS)  
| Sound Card            | ▪ 44.1KHz (or better) sample rate |
| External USB Storage Devices | All external USB storage devices, such as backup hard drives, must be disconnected before the exam begins |
### Technical Configuration Requirements

Review the following requirements to prepare computers for the exams. The implementation of some computer configurations may require assistance from technical staff at your school.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Details</th>
</tr>
</thead>
</table>
| **Windows:** | ▪ Administrator Rights: A Windows user account with local administrator rights is required to install the exam application on each computer. Set User Account Control to NEVER NOTIFY during installation.  
▪ Power Options: All computer Power Schemes must be configured such that the computer display does not turn off, or the computer does not go into sleep mode during the exam. This will ensure the computer display does not become locked during the exam, due to inactivity.  
▪ Desktop Screensavers: Desktop screensavers should be disabled to ensure they do not become active during the exam delivery and cause an interruption.  
▪ Dual Monitors: Because the normal desktop and taskbar cannot be suppressed on both monitors, dual monitors are not supported.  
▪ Microsoft Windows Updates (Automatic Updates): Configure computers so updates are not downloaded and applied during the exam delivery.  
▪ System Locale: Before the exam administration, ensure that the Windows system locale (language for non-Unicode programs) is set to English (United States) on all computers. |
| **Mac:** | ▪ Administrator Rights: A user account with local administrator rights is required to install the exam application on each computer.  
▪ Energy Saver Options: All computer energy saver options when on battery or on power adapter must be configured so that the hard disk and monitor stays ON and the systems do not go into hibernation or standby mode during the exam delivery.  
▪ Desktop Screensavers: Desktop screensavers should be configured so they do not become active during the exam delivery and cause an interruption.  
▪ Dual Monitors: Because the normal desktop and taskbar cannot be suppressed on both monitors, dual monitors are not supported.  
▪ Mac Software Updates: Configure computers so updates are not downloaded and applied during the exam.  
▪ Preferred Language: Prior to the exam administration, ensure English (United States) is set as primary preferred language on all computers.  
▪ Keyboard Dictation Configuration: Prior to each test administration, ensure that you turn off "Dictation" under Keyboard-Dictation settings. In addition, ensure "Dictation" and "screen capture" processes are not started or running during the exam delivery. |
| **Chromebook:** | ▪ Management Control: Chromebooks must be under the management control of Google G Suite for Education™.  
▪ Hibernation or Sleep Mode: All computers must be configured so they don’t go in sleep mode during the exam.  
▪ Device Screensavers: Device screensavers should be configured so they do not become active during the exam delivery and cause an interruption.  
▪ Chrome OS Updates: Configure the device so updates are not downloaded and applied during the exam delivery.  
▪ Language: Before the exam administration, ensure English (United States) is set as language on all devices. |
Section 3: Process Overview

When preparing for and administering the AP Chinese and AP Japanese Exams, there are key steps and features for the AP coordinator and proctors to be aware of:

- Installing the exam application on testing computers
- Completing readiness checks
- Using the Administrator Console (before and on exam day)
- Enabling and initiating testing accommodations
- Running a practice exam
- Launching the exam application on exam day

Review the below checklists for AP coordinators and proctors and use them to ensure each task is completed.

AP Coordinator Checklist

Between late March and early April:
- Work with your school’s IT staff to install the exam application on all computers that will be used to administer the exam. Installation will include an initial readiness check. The readiness check must be completed on all testing computers. The link to install the exam application was in the “AP Chinese and Japanese Exams: Install the exam application” email sent in late March. Review Installing the Exam Application for more information.
- Log in to the Administrator Console and open the “School Readiness Status” screen to view your testing computers and ensure they’ve all completed the readiness check. The link for the Administrator Console was included in the late March email. When logging into the Administrator Console, it’s recommended to use a computer that isn’t planned to be a testing workstation during the exam. Review Using the Administrator Console Before Exam Day.
- Contact the College Board SSD Office immediately if you have any students with approved accommodations planning to take these exams (see “Contact Information” on page 3). Review Testing Accommodations for more information about setting up and administering exams with accommodations.

In April:
- Work with teachers to arrange for students to take a practice exam. The practice exam will enable students to know what to expect on exam day and help you ensure your testing computers can successfully launch the exam application. Review Launching the Practice Exam.
- Choose and prepare proctor(s). Proctoring the AP Chinese and AP Japanese Exams requires special preparation. A best practice is for the AP coordinator to proctor these exams. If the AP coordinator isn’t able to proctor, proctors must be trained and prepared.
  - Share a copy of this setup and administration guide with proctors and ensure they review it thoroughly.
  - Work with the proctor to ensure that each step is completed in the Proctor Checklist.

(AP Coordinator Checklist continued on next page)
Within 5 days before the exam:

- Run a final readiness check on each testing computer to ensure the settings on the computer are still compatible with the exam application. (If you don’t run this final readiness within 5 days of the exam, students will need to run the readiness check on exam day before they can test.)

- Log in to the Administrator Console again and open the “School Readiness Status” tab to ensure your testing computers have all completed the final readiness check and are ready to launch the exam on exam day. Review Using the Administrator Console Before Exam Day.

Before exam day:

- Setup the exam room following the seating requirements.
  - Note: If you have students approved to test with time-based accommodations, like extended time, they’ll need to test in separate rooms. Review Testing Accommodations.

- Share the following codes and information with the proctor (you can write these codes in the chart on page 10):
  - Administrator Console URL: The link was included in the late March email.
  - Your school’s AP Registration and Ordering access code: Your access code is needed to log in to the Administrator Console.
    - You can view your AP Registration and Ordering access code from your homepage after signing in to AP Central or through myap.collegeboard.org.
  - Information about the Activation Key: The Activation Key needs to be generated on exam day (see below).
  - Your school code: Students will enter your six-digit school code to open the exam application.
  - Your school address: Students will confirm the school address is correct before they launch the exam.
  - Exam room number (optional): Determine if you’d like to filter and monitor exams by exam room in the Administrator Console on exam day. If so, students will need to enter their exam room when they complete identifying information in the exam application at the start of the exam.
  - Administrator Override (CTRL+SHIFT+?) and password: The password was included in the late March email. The proctor will need to use the Administrator Override to initiate an unscheduled break or interrupt the exam. Review Breaks.

- Ensure the proctor has access to a computer that isn’t being used as a testing workstation during the exam. They’ll need a designated device in case they must generate a new Activation Key during the exam or if they’ll be using the Administrator Console to monitor testing computers.

On exam day:

- Generate the Activation Key from the Administrator Console: You’ll need to determine who will generate the key (you or the proctor). The key needs to be generated shortly before the exam is scheduled to begin (it expires after 4 hours, at which time a new key can be generated if needed). To log in to the Administrator Console, you or the proctor will need the Administrator Console link from the late March email and your AP Registration and Ordering access code.

- Monitor testing computers through the Administrator Console during the exam. The proctor can also take this step. Review Using the Administrator Console on Exam Day.
Proctor Checklist

Before exam day:

☐ Work with the AP coordinator to become familiar with the exam application. Proctoring the AP Chinese and AP Japanese Exams requires special preparation. Review the following sections in this guide thoroughly:
  o Exam Day Activities
  o Testing Accommodations (if you have students testing with approved accommodations)
  o Using the Administrator Console on Exam Day
  o Exam Instructions (Proctor script)
  o Administration Incidents
  o Frequently Asked Questions

On exam day:

☐ Proctors need to have the following for the exam:
  o A copy of this AP Chinese and AP Japanese Exams: Setup and Administration Guide
    Proctors need the exam instructions (proctor script), and they may need to refer to other sections in the guide.
  o The link to the Administrator Console: Provided by the AP coordinator
  o Activation Key: This is generated from the Administrator Console. It can be generated by the AP coordinator or proctor. Review Using the Administrator Console on Exam Day.
  o Your school’s AP Registration and Ordering access code: The access code is needed to log in to the Administrator Console.
  o Your school’s six-digit school code
  o Your school’s address
  o Administrator Override (CTRL+SHIFT+?) and password: Have the Administrator Override and password handy in case of an unscheduled break or interruption. The password will be provided by the AP coordinator. Review Breaks.
  o The personalized AP ID label sheet for each student taking the exam
  o Scratch paper (3 sheets for each student)

☐ Display the following information in the exam room where students can see it:
  o School code
  o School address
  o Activation Key
  o Exam room number (optional)

☐ Administer the exam following the Exam Instructions (Proctor Script). The proctor script is included in this guide only. It’s not included in the Exam Instructions book this year.
**Passwords and Codes** (Fill in the chart below with the codes needed and refer to it on exam day.)

<table>
<thead>
<tr>
<th>Code or Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activation Key:</td>
</tr>
<tr>
<td>____ ______________________________________________</td>
</tr>
<tr>
<td>AP Registration and Ordering Access Code:</td>
</tr>
<tr>
<td>____ ______________________________________________</td>
</tr>
<tr>
<td>School Code:</td>
</tr>
<tr>
<td>____ ______________________________________________</td>
</tr>
<tr>
<td>Administrator Override (CTRL+SHIFT+?) Password:</td>
</tr>
<tr>
<td>____ ______________________________________________</td>
</tr>
</tbody>
</table>
Section 4: Before Exam Day

Installing the Exam Application

AP coordinators or the school's IT staff are responsible for installing the exam application on testing computers before exam day. Follow the appropriate instructions below to complete installation on each computer that will be used to administer AP Chinese or Japanese Exams. It's also recommended that you prepare a few extra computers in case a student encounters issues with their computer on exam day.

Installation video walkthroughs are also available at collegeboard.org/apcj-examadmin.

In late March, AP coordinators who ordered an AP Chinese or AP Japanese Exam for 2021 received an email from College Board with the subject line "AP Chinese and Japanese Exams: Install the exam application." That email contains the link to install the exam application on each testing computer. If you can't locate the email, contact AP Services for Educators at 877-274-6474 or 212-632-1781 as soon as possible.

If you need guidance for any of the installation steps, contact ETS Technical Support at APiBTTech@ets.org or 609-406-5640.

Installing the Exam Application—Windows

1. Enter the exam application link (provided via email from the AP Program in late March) into your internet browser (Google Chrome or Mozilla Firefox).

2. When the URL opens, select the APCJ Workstation for Windows and click Download for Windows. The installer is named UnifyUCDInstaller_PROD.exe. Navigate to the Downloads folder. Locate the installer, right click on the file, and select Run as Administrator.

3. Select Yes when you see this screen:

![User Account Control dialog box]

Do you want to allow this app to make changes to your device?

Verified publisher: Educational Testing Service
File origin: Hard drive on this computer

Show more details

Yes  No
4. The InstallShield® Wizard will begin, and take you through the following steps.
5. Click **Next** when you see this screen:

![InstallShield Wizard](image1)

6. Click **Install** when you see this screen:

![Ready to Install the Program](image2)

7. Click **Finish** when you see this screen:

![InstallShield Wizard Completed](image3)
8. After clicking **Finish**, you must restart the computer to complete the exam application installation. On the computer desktop, locate the **ETS Workstation icon**, and double-click it to launch the exam application.

![ETS Workstation](image)

**Installing the Exam Application—Chromebook**

Chromebook installation should be completed by your school’s technology team, ideally your school’s Google administrator. Chromebooks must be under management control of Google G Suite for Education™. Your technology team may need to reuse or create a new organizational unit for students taking the AP Chinese or AP Japanese Exams.

1. To install the exam application, open your internet browser and enter the link for the Google Admin Console (provided via email from the AP Program in late March).

2. Click the 3-line menu icon near the top left to display a drop-down menu.

![Google Admin Console](image)

3. From the drop-down menu, go to **Devices**, then select the arrow next to **Chrome**.

![Chrome Selection](image)
4. On the Chrome menu, select the arrow next to **Apps & extensions**.

5. Select the **Kiosks** menu item.
6. When you see this screen, select the organizational unit you will be using for the exam, then press the + icon at the lower right of the screen.

7. Then, select Add from Chrome Web Store from the available options.
8. Type in the letters **APCJ** in the search field at the top right of the screen, press enter on the keyboard, choose **ETS APCJ** in the box below, then click + Select.

![Add apps from Chrome Web Store](image1)

The application will now be installed on all managed Chromebooks within the organizational unit you selected, as shown below. Note that the application will display under the "Kiosks" tab since it is downloaded as a kiosk application.

![Google Admin](image2)

To launch the application on a managed Chromebook, click the **Apps** link in the menu at the bottom left of the screen, then select **ETS APCJ**.

![TestMGS](image3)
Installing the Exam Application—Mac

1. Enter the exam application link (provided via email from the AP Program in late March) into your internet browser (Safari).

2. When the URL opens, select the APCJ Workstation for Mac and click Download for Mac.

   Next, go to the Finder, then to Downloads. Double-click the ETS-APCJ-PROD macOS disk image (dmg) file.

3. Now drag the ETS-APCJ-PROD icon to the Applications folder. This completes installation on this computer.
4. To launch the exam application, select **ETS-APCJ-PROD** from the **Applications** folder, then click **Open** on the next screen.
Logging in to the Exam Application

After the exam application is installed, you’ll need to open the application and log in with your six-digit school code. This step needs to be taken each time the exam application is opened, including to run readiness checks, launch a practice exam, or launch the exam on exam day.

1. Follow the appropriate steps to open the exam application:
   - **Windows**: Double-click the ETS Workstation icon on the computer desktop.
   - **Chromebook**: Click the Apps link in the menu at the bottom left of the screen. Then select ETS APCJ from the list of Apps.
   - **Mac**: Go to the Finder, then to Applications. Select the ETS-APCJ-PROD application. If prompted to open an application downloaded from the internet, click Open.

2. When you open the application, you’ll first need to enter your six-digit school code, then click Submit.
   If an invalid school code or invalid characters are entered, an error message will be displayed. Clear the field and enter the correct school code, then click Submit.

3. Review the information on the Confirm School Choice page. If the information is not correct, click Edit School Code to re-enter the school code. If the information is correct, click Continue.

Readiness Checks

When the AP coordinator or IT staff first opens the exam application, they’ll be prompted to run a readiness check on each testing computer to ensure the computer is able to run the exam. It’s also recommended that you prepare a few more computers than needed, if possible, in case there are any issues on exam day.

Follow the instructions in this section to run readiness checks at two points before the exam:

1. **Initial Readiness Check**: This initial readiness check should be completed at least 4–5 weeks before exam day, so your school can resolve any technical issues ahead of time, including network security-related changes that need to be resolved. The headsets students will use on exam day should be used for readiness checks (this is not mandatory to launch the exam, but is strongly recommended to ensure the headsets work properly).

2. **Final Readiness Check**: A final readiness check must be run on each testing computer within 5 days before the exam date. This final check is to ensure the settings haven’t changed on the computer between the initial check and exam day. It’s recommended that the AP coordinator or IT staff run this final readiness check, but students can also complete the readiness check when they open the exam application on exam day.

Note: The readiness check must be run within 5 days before the exam date within each administration window (Administration 1, 2, and 3). If you administer an exam in Administration 1 and also have an exam during Administration 2, you’ll need to rerun the readiness check within 5 days before the Administration 2 exam.
To run the readiness check, you’ll complete these steps:

**Note:** If you have students testing with adjustable colors or screen magnification, review Readiness Checks for Accommodations.

1. To run all checks, click **Run All Required Checks** (near the top left of the screen).

   **Windows:**

   ![Windows Readiness Check screenshot]

2. **Chromebook:**

   ![Chromebook Readiness Check screenshot]
2. A screen will display with instructions to check the computer's screen position and display scaling. Read the instructions and select OK if the screen position and display scaling are correct.

If screen position or display scaling don't look correct, follow the instructions given on the screen to change the computer's display settings. If those suggestions don't work, click Fail and contact your IT technician or ETS Technical Support for assistance (see “Contact Information” on page 3).
3. Be sure any audio device that will be used on exam day is plugged in, then on the **Audio Device Verification** screen, click **Continue**.

4. Use the drop-down menu to select the microphone and headset that will be used for testing (there may be more than one input and output device listed), and do not remove or add other devices during the check. Then click **Save and Continue**.
5. You will now test to be sure the audio recording feature records properly and that your test recording is audible and clear.

Click **Start Recording**. A timer will count down for 3 seconds until the system is ready to record.

When the system is ready to record, read aloud the text shown in quotes on the screen. You should record your responses at a normal speaking level. Keep speaking until you see the **Audio Recording Complete** message.

6. Now click **Play Back** to check that your voice recorded properly.

7. After listening to your test recording, select **Yes** or **No** to confirm if you heard the recording clearly. If **No** is selected, you will be prompted to repeat the audio recording process.

When all the readiness checks have been successfully run, you will see **Continue** in the upper left of the **Readiness Checks** screen. If any of your checks fail and you're not able to resolve it, contact ETS Technical Support.

This completes the readiness check for this computer. You'll need to complete readiness checks on each testing computer that will be used on exam day. You'll also need to complete a final readiness check on each testing computer within 5 days before the exam.
Using the Administrator Console Before Exam Day

The Administrator Console is used by the AP coordinator and proctor before and on exam day to check computer readiness, generate an Activation Key that students need to access the exam, and monitor students’ progress on the exam. The information in this section details how to use the Administrator Console to check computer readiness before exam day. For information about exam day activities, see Using the Administrator Console on Exam Day.

You don’t need to designate one computer to log in to the Administrator Console. You can use a different computer to log back in later. However, you should use a computer that will not be designated as a testing workstation on exam day.

1. To open the Administrator Console, enter the Administrator Console link (provided via email from the AP Program in late March) into your internet browser.

2. You’ll see the below screen. Under AP® Exam Monitoring, select View My School. Schools should not use the AP® Global Dashboard. If you mistakenly click AP® Global Dashboard, click "Back to Main Menu," then select View My School.

3. On the Enter School and Access Codes screen, enter your six-digit school code and your AP Registration and Ordering access code, then click Submit.
   - The AP Registration and Ordering access code is the same code the AP coordinator used to initially access AP Registration and Ordering at the beginning of the school year. The AP coordinator can find their access code on the homepage after signing in to myap.collegeboard.org or through AP Central.
   - If the information entered in one or both of the fields is invalid, you will see an error message instructing you to check the information and try again. Once valid information is entered in both fields, click Submit.
There are three tabs in the Administrator Console:

- **Order Summary**: provides a view of your school's AP Chinese and AP Japanese Exam orders for Administration 1 and 2.
- **School Readiness Status**: displays a detailed report about your testing computers.
- **School Testing Status**: shows computer progress on exam day. More information is in *Using the Administrator Console on Exam Day*.

### School Readiness Status

- The report provides results for the last 6 days from the date shown for which computers have passed or failed readiness checks.  
  **Note**: Even if a computer passed the readiness check, the check must be rerun within 5 days before the exam.
- The **Results** column shows the **Pass/Fail** status. If any of the computers failed the readiness check, click **View Details** to identify which checks passed, which checks failed, and which checks haven’t been run.

    - To run a bandwidth (network communication) check, click **Speed Test** near the top right of the screen. The location where the exam will be administered should have a minimum internet and network bandwidth of 600 Kbps per student, however, 1 Mbps per student is highly recommended.
Launching the Practice Exam

Once the exam application has been installed, students and staff can run practice exams. The practice exam is optional, but it's strongly recommended that it be run by the AP coordinator, or IT staff, students, and teachers well before exam day.

Running a practice exam:

- Enables students to become familiar with the exam format and using the exam application to respond to reading, writing, listening, and speaking AP Chinese and AP Japanese Exam items
- Enables you to confirm that your computers run the exam application successfully

For students testing with extended time, additional breaks, adjustable colors, or screen magnification, there are additional steps needed to enable practice exam accommodations. See Launching a Practice Exam with Accommodations.

1. To run a practice exam, first open the exam application on the testing computer. Depending on the computer type, there are different steps:
   - **Windows**: Double-click the ETS Workstation icon on the computer desktop.
   - **Chromebook**: Click the Apps link in the menu at the bottom left of the screen. Then select ETS APCJ from the list of Apps.
   - **Mac**: Go to the Finder, then to Applications. Select the ETS-APCJ-PROD application. If prompted to open an application downloaded from the internet, click Open.

2. Enter your six-digit school code then click Submit.

3. On the Confirm School Choice screen, confirm that your school is correct, then click Continue.

4. On the Readiness Checks screen, click Continue. (If you see Run All Required Checks, you'll need to run readiness again. See Readiness Checks for details.)

5. You'll then see the Select an exam option screen. You can choose to launch a practice exam, or you can exit the application and come back to it when you're ready. You won't be able to launch the actual exam until exam day.
6. Next, select either AP Chinese Language and Culture Practice Exam or AP Japanese Language and Culture Practice Exam. Then click Launch Practice Exam.

7. When the practice exam launches, the Copyright screen will open. Click Continue to begin.

The practice exam includes an Exit Part button. You or students can use this feature to skip ahead to view different parts of the exam. Once you select Exit Part, you can't return to that part of the exam. The Exit Part feature is only active during the practice exam; it won't appear on the regular exam.

The practice exam takes approximately 60 minutes to complete, however you can exit it at any time. To exit the practice exam, you can do one of the following:

1) Click the Exit Part button repeatedly until you reach the End of Exam screen.
2) Power down the computer.

If you exit and restart the practice exam, it will start from the beginning upon relaunching.
Preparing for the Exam

AP coordinators must review all standard AP Program policies as detailed in Part 2 of the 2020-21 AP Coordinator’s Manual. The information on the following pages includes specific details for AP Chinese and AP Japanese Exams.

Selecting and Training Proctors

The AP coordinator is responsible for the overall AP Exam administration, and often relies on proctors—authorized adults who 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. However, due to the new processes this year, it is highly recommended that the AP coordinator proctor the AP Chinese and AP Japanese Language and Culture Exams. Having proctors available to assist the coordinator can be helpful. The AP coordinators and the SSD coordinators supervise the work of the proctors, the latter for administrations involving students with disabilities.

Ensure that proctors selected for this year’s AP Exams understand and will adhere to any particular health and safety guidelines your school has in place. If you’re using more exam rooms and/or locations this year due to distancing protocol, ensure you’ll have enough proctors.

AP Program policy states that no one, except the students as they take the exam, should see the exam content or their responses. Proctors must never review exam content.

For all AP Program proctor requirements, including proctor eligibility criteria and proctor/student ratio requirements, see the “Preparing Proctors” section in Part 2 of the 2020-21 AP Coordinator’s Manual.

Preparing Exam Rooms

Consider any aspects unique to this year when planning for exam rooms/locations. For instance:

- Are there large rooms available that will enable you to space out students sufficiently and also allow space for proctors to circulate while maintaining social distance?
- Do you have rooms that are well ventilated and/or have windows that can be opened?
- If you don’t have enough rooms at your school, are there off-site locations where exams could be administered?
- Are there room sanitizing steps that need to be taken before exam administrations?
- Are there limitations at your exam location about how many students at a time can be in a hallway or visit restrooms?

When arranging the exam room, you should ensure it will be free of disturbances and distractions on exam day. Also ensure there are pens, pencils, and scratch paper available for students who need them during the exam.

- You or the proctor should be able to see and effectively monitor students during the exam.
- Ensure all computers are spaced far enough apart so students can’t see each other’s screens.
- Lighting must enable all students to read the computer screen in comfort. It should not produce shadows or glare on computer screens or writing surfaces.
- Students approved for time-based accommodations, like extended time, must be seated in separate rooms. Designate several rooms for this purpose. A proctor must be in each room at all times.
- Rooms should be checked for proper lighting, suitable desks or tables, and noise level. All testing computers should be setup, and readiness checks run, prior to the exam. The students should be seated in view of the proctor and not in the flow of traffic or noisy doorways.
- If students are bringing their school-owned computer with them on exam day, ensure power outlets are available for students to plug in their computers when they arrive for testing. Remind students to bring their computer power cord on exam day.
- Prepare extra computers and headsets in case a technical issue prevents a student from testing on or with that device.

**Seating Policy**

All AP Program seating requirements must be followed, as detailed in **Part 2 of the 2020-21 AP Coordinator's Manual**.

The distances listed in these seating policy instructions are the minimum distances required by the AP Program to maintain exam security. This year, you may need to seat students farther apart than the seating policy states to adhere to your local and state social distancing rules due to the coronavirus. We encourage schools to maintain social distancing during AP Exams and support spacing students six feet apart.

Typically, the use of partitions is prohibited. However, this year clear partitions may be used as a safety measure if desired. Be sure partitions do not prevent the proctor from seeing students.

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

The 5 foot (1.5 meter) minimum distance between students must be maintained. Distance between students should be measured from the center of one student to the center of the next student.

- Five feet (1.5 meters) is the minimum distance that must be maintained between students. This year, you may need to seat students farther apart to adhere to current social distancing requirements at your school.
- **NEW** It’s recommended to seat students at least 8 feet (2.43 m) apart if possible because these exams have a speaking part.

Students must face either the same direction or outward toward the wall. 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. 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.

- At each workstation, position the computer monitor, keyboard, and mouse for ease of use without strain. Workstations should be positioned to prevent students from easily viewing the computer screens of nearby stations.
- Workstations must have a minimum writing surface of 12" x 15" (approximately 30.4 cm x 38.1 cm).

**Security of Exam Content**

You are responsible for safeguarding the content of the exam application before, during, and after testing. Thoroughly review the “Exam Security Overview” section of **Part 2 of the 2020-21 AP Coordinator’s Manual**.

All students should have equivalent opportunities to succeed on AP Exams. Therefore, the AP Program maintains strict test administration and test security procedures designed to prevent testing irregularities and improper conduct that could disrupt the test administration or give any student an unfair advantage.
Section 5: Exam Day Activities

On exam day, there are steps the AP coordinator or proctor must take before and during the exam administration. Review the information in this section before exam day to make sure you’re prepared.

If you have students testing with extended time, additional breaks, adjustable colors, or screen magnification, review Launching an Exam with Accommodations.

Using the Administrator Console on Exam Day

On exam day, the AP coordinator or proctor will need to log in to the Administrator Console to generate an Activation Key that students will need to launch the exam application. The AP coordinator or proctor will also be able to monitor testing computers from the Administrator Console on exam day.

Generating the Activation Key

An Activation Key must be generated through the Administrator Console on exam day shortly before the exam is scheduled to begin. The key expires after 4 hours, at which time a new key can be generated. Once the key is generated, the AP coordinator or proctor should write it on the board or somewhere visible for students to reference.

1. To open the Administrator Console, enter the Administrator Console link (provided via email from the AP Program in late March) into your internet browser.

2. You’ll see the below screen. Under AP® Exam Monitoring, select View My School. Schools should not use the AP® Global Dashboard. If you mistakenly click AP® Global Dashboard, click Back to Main Menu, then select View My School.

3. On the Enter School and Access Codes screen, enter your six-digit school code and your AP Registration and Ordering access code, then click Submit. The access code is the same code the AP coordinator used to initially access AP Registration and Ordering at the beginning of the school year. The AP coordinator can find their access code on the homepage after signing in to myap.collegeboard.org or through AP Central.
4. Click the **School Testing Status** tab and select **Request a new Activation Key** near the top right of the screen.

5. Next, click **Reveal Key** near the top right of the screen. An eight-character (alphanumeric) Activation Key will be displayed for 30 seconds. Once the key is hidden, you can select **Reveal Key** to display it again. Write the Activation Key on the board or somewhere visible for students to reference.

**Note:** If the Activation Key expires, a new one can be generated. Click **Request a new Activation Key**, then click **Reveal Key**.

<table>
<thead>
<tr>
<th>If the Activation Key has expired, click <strong>Request a new Activation Key</strong>.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Activation Key</strong> Current Activation Key Expires in 00:00:00(Expired) <strong>Request a new Activation Key</strong></td>
</tr>
<tr>
<td>Then, click <strong>Reveal Key</strong></td>
</tr>
<tr>
<td><strong>Activation Key</strong> CX6Z-OQ1N This activation key will be hidden in 27 seconds</td>
</tr>
<tr>
<td>After clicking <strong>Reveal Key</strong>, your new Activation Key will be shown.</td>
</tr>
</tbody>
</table>
Monitoring Exam Progress in School Testing Status

On exam day, the AP coordinator or proctor can log in to the Administrator Console to monitor testing computers and student progress from the School Testing Status tab. From this screen, you can view the exams that are in progress, paused, completed, or that haven't launched. You can sort by Admin Date and sort or filter by Test Status. You can also filter by exam room by clicking the links under Room #. (Note: A room number will only be shown if students are instructed to enter it when they complete information to launch the exam.)

If there's an emergency, the AP coordinator or proctor can also stop the exam from the School Testing Status tab by selecting the check box in the left column for some or all of the exams and clicking Emergency Stop. More information is in the Breaks section.

If computer-delivered accommodations have been enabled when a student launches the exam, the Notes/ADA column displays View. Clicking View opens a pop-up that states the student's computer-enabled accommodations.
Launching the Exam on Exam Day

On exam day, the proctor will read the instructions in the Exam Instructions (Proctor Script) to direct students through the process of launching and taking the exam.

1. Students first need to open the exam application. Depending on the computer type, there are different steps:
   - **Windows**: Double-click the ETS Workstation icon on the computer desktop.
   - **Chromebook**: Click the Apps link in the menu at the bottom left of the screen. Then select ETS APCJ from the list of Apps.
   - **Mac**: Go to the Finder, then to Applications. Select the ETS-APCJ-PROD application. If prompted to open an application downloaded from the internet, click Open.

2. Students enter the six-digit school code then click Submit.

3. On the Confirm School Choice screen, students confirm that the school is correct, then click Continue.

4. On the Readiness Checks screen, students select Continue. (If you see Run All Required Checks, you’ll need to run readiness again. See Readiness Checks for details.)

   The Select an exam option screen will appear next. Students will only be able to select Launch Exam on the scheduled exam date.

5. If students are ready to begin the exam, instruct them to select Launch Exam. It’s important to ensure students select Launch Exam, not Launch Practice Exam.

6. The Enter Your AP ID screen will appear next. The student must enter their AP ID (which is printed on their sheet of AP ID labels). The AP ID is eight-characters in length, is alphanumeric (all alphabetical characters must be capital letters), with no symbols or spaces. If an invalid AP ID was entered, or invalid characters were entered, an error message will be displayed. The student must clear the field and enter their valid AP ID, then click Submit.

7. Under Please Select Exam, the student must select the exam they are taking and click Submit.

   For students testing with extended time, additional breaks, adjustable colors, or screen magnification, a few steps need to be taken at this time. See Launching an Exam with Accommodations for details.
8. On the **Enter Student Information** screen, the student must enter their personal information in all required fields, which are designated by an asterisk. These fields must be completed in order to proceed with the exam.

**Note:** **Exam Room Number** is not a required field, but if entered, it can be alphanumeric, must be less than ten characters in length, and must not contain symbols or spaces. The exam room number entered here can be used to filter room-level details in the Administrator Console.

9. After completing all required fields, including the certification statement, the student must click **Continue**.

If the student didn’t enter information in a required information field, or enters an invalid character, a message appears under that field directing the student to enter the necessary/valid information.

10. The student must review the information and verify that it is accurate. If all of the information is accurate, the student must click **Submit**.

If any of the information is not accurate, the student must click **Edit** then enter the correct information.

11. On the next screen, students must enter your school’s **Activation Key**. (See **Using the Administrator Console on Exam Day** for details about generating the Activation Key.)
12. After all students have successfully entered your school’s Activation Key and you are ready to begin the exam, the student must click Begin Exam.

   **Note:** The Activation Key expires 4 hours after it’s generated. If the Activation Key expires, a new one can be generated from the Administrator Console by the AP coordinator or proctor. If the Activation Key entered is invalid or expired, an error message is displayed after the student clicks Begin Exam.

13. Once the exam is launched, the Copyright Information screen is shown. You may now instruct students to click Continue at the top right of the screen to begin the exam.

**Breaks**

This section provides details about scheduled and unscheduled breaks, stopping the exam using the Administrator Override function or the Administrator Console, and relaunching exams after an unscheduled stop.

**Scheduled Break**

There is a 10-minute break built into the exam application. The break comes before the Writing section and cannot be skipped or shortened. Students must wait for the timer to expire before continuing with the exam. When the 10-minute break ends, the student needs to confirm that the identification information on the screen is correct, then click Information is Correct on the End of Break screen, then click Continue on the Resuming Exam screen.

   **Note:** You’ll see information about the standard 10-minute break between Sections I and II of the exams. This year, local health and safety guidelines may require that only a limited number of students may access the restroom or hallways at the same time. In such cases, you may elect to double the time of scheduled breaks (including accommodated breaks) to ensure that students can access the restroom or hallway while maintaining social distance.

If you decide to lengthen the scheduled break, the workstations can remain on the End of Break screen for the duration of the additional break time. No action needs to be taken and the timing won’t be affected for the remainder of the exam. At the end of the break, follow the instructions in the proctor script to resume the exam.

   Per standard AP policy, the break must be monitored. Please note that the decision to lengthen the break is optional, does not need to be applied to every testing room uniformly, and is not required to administer AP Exams. If your school chooses to provide a longer break, you’re not required to use all the additional time.

**Unscheduled Break**

Students may leave the room briefly during the exam for an unscheduled break (e.g., restroom break). If a student requests an unscheduled break, follow the Administrator Override directions on page 36. Remind students that they are not allowed extra testing time—the computer clock continues to run during unscheduled breaks. If using a laptop for testing, do not fold the screen down during the break. This may create difficulties in restarting the exam.

Don’t permit students to take unscheduled breaks during the listening or speaking parts of the exam. The exam application will not allow an Administrator Override during the audio portions of the exam.

   For students with approved break accommodations, there are different steps that need to be taken to initiate a break. See On Exam Day: Administering Additional Break Accommodations for more information.
To **start** an unscheduled break:

1. Press **CTRL+SHIFT+?** on the keyboard

2. Enter the Administrator Override password provided by the AP coordinator (this password was included in the late March email to AP coordinators with the subject line “AP Chinese and Japanese Exams: Install the exam application”)

3. Select **Initiate an Unscheduled Break**, then select **OK**.

You will then see the **Unscheduled Break** screen.
To **end** an unscheduled break:

1. Press **CTRL+SHIFT+?** on the keyboard
2. Enter the Administrator Override password provided by the AP coordinator
3. Select **Stop the Unscheduled Break**, and click **OK**.

   ![Unscheduled Break screenshot](image1)

   **Unscheduled Break**
   
   An unscheduled break is currently taking place.

At the **End of Break** screen, confirm that the student’s name is correct in the **Name** field, then instruct the student to click **Information is Correct** at the top right of the screen.

If the information is not correct, direct the student to their correct workstation.

   ![End of Break screenshot](image2)

   **End of Break**

   Please wait until the proctor tells you that you may resume the exam. When the proctor tells you, select **Information is Correct** to begin the next section.

   If the following information is not correct, please raise your hand or otherwise get the attention of the proctor for assistance.

   **Name: First Name Last Name**
Stopping the Exam

In an emergency, the primary concern should be the safety of everyone present. If necessary, evacuate everyone immediately. If there is sufficient time, use one of the following processes to stop the exam:

Stopping Exams Using the Administrator Override

To stop the exam using the Administrator Override, you'll need to complete the following steps on each testing computer that needs to be stopped:

1. Press **CTRL+SHIFT+?** on the keyboard
2. Enter the Administrator Override password provided by the AP coordinator, and click **OK**.
3. Select **Stop the Current Testing Session**, and click **OK**.
   You'll see the **Test Exit Confirmation** screen.
4. Next enter your **School Code** and **Access Code** in the pop-up, then click **Stop Testing**.

Stopping Exams from the Administrator Console (Emergency Stop)

The Administrator Console **Emergency Stop** should be used **only in an emergency**.

To stop an exam, go to the **School Testing Status** tab in the Administrator Console, then:

1. To stop all exams at once, in the first column select the **“Stop” Select All** check box.
   OR
   To stop a selection of exams, check the box next to each exam you want to stop.
   After making your selection(s), the number of exams selected will be displayed next to the **Emergency Stop** button.
2. Click **Emergency Stop**.
3. In the pop-up, enter your **School Code** and **Access Code**, and click **Stop Testing**.

Relaunching the Exam

An exam can be relaunched at the same or different testing computer than the student originally used. For example, if there was a technical issue that caused you to stop an exam, you may restart the exam for the student on a different computer.

To relaunch the exam after it has been stopped, open the exam application and instruct the student to complete the same steps as when they initially launched the exam.

On the **Enter your School's Activation Key** screen, the student will need to reenter the Activation Key. If the key is expired, you'll need to generate a new one from the Administrator Console. See **Using the Administrator Console on Exam Day** for information about generating the key.

After the key is entered, instruct the student to click **Begin Exam**. The exam will resume on the last screen the student was on at the point the exam was stopped.
End of Exam

When the exam has ended, students will see the End of Exam screen informing them that the exam administration is complete. Students need to click Continue.

Next the End of session screen will appear. The End of session screen is the last screen students will see. This indicates the end of the exam. After a few seconds, the exam application will close. Students should not touch their computer and should sit quietly at their testing workstation until the proctor dismisses them.
Section 6: Exam Instructions (Proctor Script)

AP Chinese and AP Japanese Language and Culture Exams

<table>
<thead>
<tr>
<th>Administration</th>
<th>Exam Date:</th>
<th>Chinese</th>
<th>Japanese</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration 1</td>
<td>Friday afternoon, May 14, 2021</td>
<td>Wednesday afternoon, May 5, 2021</td>
<td></td>
</tr>
<tr>
<td>Administration 2</td>
<td>Friday afternoon, May 21, 2021</td>
<td>Friday morning, May 21, 2021</td>
<td></td>
</tr>
<tr>
<td>Administration 3</td>
<td>Friday afternoon, June 4, 2021</td>
<td>Friday morning, June 4, 2021</td>
<td></td>
</tr>
</tbody>
</table>

**Section I**

| Total Time: | 1 hour and 20 minutes |
| Number of Questions: | 70 |
| *(The number of questions may vary slightly depending on the form of the exam.)* |
| Percent of Total Score: | 50% |

**Part A:** Listening  
Time: 20 minutes

**Part B:** Reading  
Time: 1 hour

**Section II**

| Total Time: | 40 minutes |
| Number of Questions: | 4 tasks |
| Percent of Total Score: | 50% |

**Part A:** Writing  
Time: 30 minutes

**Part B:** Speaking  
Time: 10 minutes

These instructions combine the General Instructions with the exam-specific instructions for *AP Chinese Language and Culture* and *AP Japanese Language and Culture*. Before students begin the exam, you’ll instruct them to open the exam application on their computers and enter a few pieces of identifying information. Students must start the exam at the same time.

Uniform procedures are essential to a standardized testing program. The only way to ensure comparable scores is if exam proctors follow the same procedures and give instructions exactly as they appear in this book. By strictly following these procedures, you give students the best chance of fair testing.

**What Proctors Need to Bring to This Exam**

- The personalized AP ID label sheet for each student taking the exam
- This publication—2020-21 AP Chinese and AP Japanese Exams: Setup and Administration Guide
- Exam passwords and codes (see page 10 of this setup and administration guide)
- AP Exam Seating Chart template (see page 87 of this setup and administration guide)
- Pencil sharpener
- Container for students’ electronic devices (if needed)
- Extra No. 2 pencils with erasers
- Watch
- Colored scratch paper (at least 3 sheets per student; see page 88 of this setup and administration guide)
- Signs for the door to the testing room
  - “Exam in Progress”
  - “Phones of any kind are prohibited during the exam administration, including breaks”

Use this script to administer either the AP Chinese Language and Culture Exam or the AP Japanese Language and Culture Exam.
Important Information for Proctors

Proctors administering AP Chinese or AP Japanese Language and Culture Exams must be thoroughly familiar with the exam application, technical requirements, and exam day procedures. These exams are administered on PCs, Macs, and Chromebooks on which the exam application has been installed before exam day.

- For hardware/software and technical configuration requirements—see the System Requirements (page 4) and Technical Configuration Requirements (page 6) sections of this setup and administration guide.
- Codes and passwords needed to launch and administer the exam application—see page 42.
- Instructions for stopping the exam for unscheduled breaks—see page 35.
- Instructions if there is an internet interruption—see the Troubleshooting Instructions section on page 68 in this setup and administration guide.
- After-Exam Tasks—see page 55.

Technical Support

On exam day, technical support will be available from 6 a.m. to 6 p.m. local time. Call technical support at 609-406-5640.

Getting Started

- **Readiness checks**: Readiness checks need to be run on each computer within 5 days before the exam. If a readiness check hasn’t been run on a computer within 5 days before the exam, the student using that computer will be prompted to run a readiness check at the start of the exam administration. See Readiness Checks on page 19 in this setup and administration guide for more information.

- **Administrator Console**: The Administrator Console is used on exam day to:
  - Generate the Activation Key, which will need to be provided to students to launch the exam
  - Monitor testing computers and student progress during the exam

- **Designated computer for the proctor**: To log in to the Administrator Console, you'll need access to a designated computer that isn’t being used as a testing workstation. See Using the Administrator Console on Exam Day on page 30 in this setup and administration guide for details.

- **Power outlets**: Ensure the testing room has enough power outlets for students to plug in their computer power cords if they bring their school-owned device with them on exam day.

- **Students testing with accommodations**: If students who have approved accommodations for additional breaks, extended time, screen magnification, or adjustable colors are testing, additional steps will need to be taken while launching the exam. The proctor script calls out the points where additional steps are needed. Instructions about the steps are in the Testing Accommodations section on page 56 in this setup and administration guide.
Codes and Passwords Needed to Launch the Exam

- **Your School Code:** The AP coordinator will provide the unique six-digit school code, which students will need to launch the exam. If you have homeschooled, independent study, virtual school, or other students who are testing at your school, make certain they use your school's school code.

- **Your School's AP Registration and Ordering access code:** The AP coordinator will provide the AP Registration and Ordering access code, which will be needed to:
  - log in to the Administrator Console
  - approve accommodations on the computers used by students testing with extended time, additional breaks, screen magnification, and/or adjustable colors

- **Activation Key (from the Administrator Console):** A unique eight-character (alphanumeric) Activation Key is generated by the AP coordinator or proctor through the Administrator Console. You need to provide the Activation Key to students on exam day. The Activation Key is set to expire within 4 hours after it's generated, after which a new Activation Key can be generated. See [Using the Administrator Console on Exam Day](#) on page 30 in this setup and administration guide for more information.

- **AP ID:** Students will need to enter their unique AP ID, which is printed on their personalized AP ID label sheet.

- **Administrator Override and Password:** The Administrator Override is used to interrupt an exam, to initiate an unscheduled break, or to stop current testing. To initiate an Administrator Override, press CTRL+SHIFT+? on the testing computer's keyboard and enter the Administrator Override password provided by the AP coordinator. More information is on page 43 in this proctor script.
  - The Administrator Override cannot be used during the listening part of the exam, or other timed portions of the exam, such as in the speaking part when students are recording their responses.

- **Exam Room Number:** You can instruct students to enter the exam room number when they're completing identification screens, but this is optional. The AP coordinator should confirm before the exam whether the school wants students to include this information.

Information to Post in the Exam Room

It’s recommended that you write the following information on the board or other visible place in the room before students begin testing:

- School Code
- School Address
- Activation Key
- Exam Room Number (optional)
Breaks

- **Scheduled break**—for all students between exam Sections I and II

- **Unscheduled break**—if a student needs to leave the room briefly during actual testing time to go to the restroom
  
  ✷ The proctor must use the Administrator Override function (CTRL+SHIFT+?) followed by the Administrator Override password provided by the AP coordinator to enable the unscheduled break.
  
  ✷ Remind students they won’t be allowed extra testing time because during unscheduled breaks the time on the computer clock continues to run.
  
  ✷ Do not permit students to take unscheduled breaks during the listening or speaking parts of the exams.
  
  ✷ To end the unscheduled break, again use the Administrator Override function (CTRL+SHIFT+?) followed by the Administrator Override password provided by the AP coordinator.

- **Additional Breaks for Students with Approved Accommodations**: Students could be approved for the following types of break accommodations: extra breaks, extended breaks, breaks as needed, or extra and extended breaks. See [On Exam Day: Administering Additional Break Accommodations](#) on page 64 in this setup and administration guide for details about how to apply these types of accommodated breaks.

**IMPORTANT**: If using a laptop or Chromebook for testing, do not fold the screen down during any break including the scheduled break between Sections I and II. This may create difficulties in restarting the exam.

Stopping the Exam

In an emergency, the primary concern should be the safety of everyone present. If necessary, evacuate everyone immediately. If there is sufficient time, use the Administrator Override function (CTRL+SHIFT+?) on each testing computer followed by the Administrator Override password, select Stop the Current Testing Session, then click OK to stop the exam.

The exam can also be stopped through the Administrator Console. This should be used only in case of emergency. To **Emergency Stop in the Administrator Console**:

1. Check the boxes next to the students' exams you need to stop or check "Stop" Select All.
2. Select Emergency Stop.
3. Enter your School Code and Access Code, and click Stop Testing.

Internet Connectivity

A continuous internet connection is required during the exam administration. School IT staff should be available on exam day to assist with any internet connectivity questions (refer to the System Requirements section on page 4 in this setup and administration guide).

Exam Materials

Be sure you have the correct AP ID label sheets for each student taking this exam. The AP ID label sheets are personalized. You should have one AP ID label sheet for each student taking the exam. Students receive one AP ID label sheet to use for all paper exams and AP Chinese or AP Japanese Exams they take during the 2021 AP Exam administration. If a student is taking paper exams or AP Chinese or AP Japanese Exams during multiple exam administrations, they’ll use the same AP ID label sheet for all exam administrations.

You’ll also need to give each student three sheets of photocopied colored scratch paper (use the template on page 88 of this setup and administration guide) and a pencil (to any students who don’t already have one).

Post the school code, school address, and Activation Key in a place that is visible to all students.
Distribution of Exam Materials

NEW To help reduce contact between proctors and students, schools may elect to have each student’s AP ID label sheet, scratch paper, and a pencil at each workstation before students enter the exam room.

If your school chooses this option, it’s important to ensure that students sit at the desks with their personalized AP ID label sheet.

See instructions on page 46 for distributing exam materials using either option.

Reading Instructions

Read aloud all the instructions in bold. When ellipses ( . . . ) appear in the text, pause to allow time for students to follow the instructions. All other instructions are for you and should not be read aloud. Spend as much time as necessary instructing students how to enter the information properly on the computer screens. Read the instructions verbatim at a moderate pace. This allows students to hear the complete instructions, preventing errors that could result in delays in score reporting. You should answer all questions about procedure, but do not answer any questions about exam content.

Note: Throughout these instructions, some required parts of the proctor script are set in boxes. Read the appropriate text option from the box.

Introduction and Exam Security

Make sure you administer the exam on the scheduled date and begin the exam at the designated time.

Health and Safety Considerations When Administering Exams: As schools continue to deal with uncertainties due to the coronavirus, the top priorities for College Board are the health and safety of you and your students. This proctor script explains the standard procedures that must be followed during an exam administration to ensure exam security. Your school, district, or state may have additional health and safety protocols in place that you’ll need to consider when planning for this year’s AP Exam administration.

We support students keeping their masks on for the entire exam, including during the speaking part. Wearing a mask will not have a negative impact on the sound quality of the student’s recorded response. Part 2 of the 2020-21 AP Coordinator’s Manual contains information about additional areas to consider when preparing for this year’s administration, including proctor considerations.

You should assign students to the workstations. (Computers for any students approved for an accommodation requiring adjustable colors or screen magnification should be identified prior to the administration. These computers should have had the necessary software previously installed.)

Remember, you must complete a seating chart for this exam. A seating chart template and instructions are provided on page 86 of this setup and administration guide.

Make sure all students are seated and you have their attention, and then begin.

Chinese Language and Culture

If you are giving the exam during Administration 1, say:

It is Friday afternoon, May 14, and you will be taking the AP Chinese Language and Culture Exam.

If you are giving the exam during Administration 2, say:

It is Friday afternoon, May 21, and you will be taking the AP Chinese Language and Culture Exam.

If you are giving the exam during Administration 3, say:

It is Friday afternoon, June 4, and you will be taking the AP Chinese Language and Culture Exam.
Japanese Language and Culture

If you are giving the exam during Administration 1, say:

It is Wednesday afternoon, May 5, and you will be taking the AP Japanese Language and Culture Exam.

If you are giving the exam during Administration 2, say:

It is Friday morning, May 21, and you will be taking the AP Japanese Language and Culture Exam.

If you are giving the exam during Administration 3, say:

It is Friday morning, June 4, and you will be taking the AP Japanese Language and Culture Exam.

Then say:

Please listen very carefully to all of my instructions. You will all begin testing at the same time, and you will all be dismissed at the same time for the break as well as at the end of the exam. Please do not touch the keyboard until I tell you to do so. Testing will begin after you complete the identification information screens.

College Board is obligated to report scores that accurately reflect your performance. Therefore, exam administration and security procedures are in place to ensure that all of you have an equal opportunity to demonstrate your abilities and that no one has an unfair advantage. Please listen carefully to the following instructions.

If your bags have not been collected, close all bags now and place them on the floor under your chair; you are not permitted to access your bags or any unauthorized aids or prohibited computers at any time, including during the break, until you are dismissed at the end of the exam. Do not open them until you are dismissed.

The following electronic equipment is prohibited:

- phones
- smartwatches or wearable technology of any kind
- Bluetooth® devices
- portable listening or recording devices (e.g., MP3 player, iPod®, etc.)
- cameras or other photographic equipment
- devices that can access the internet
- separate timers of any type
- any other electronic or communication devices

If you are observed with any of these devices at any time during testing or breaks, the device will be confiscated, you will be dismissed, and your score may be canceled. If College Board determines that you tried to gain an unfair advantage, you may be banned from future College Board assessments.
Exam Instructions

If you have any of these devices, bring them to me now. Disable alarms and power off each device. You may pick them up when you are dismissed. Are there any questions? . . .

You should be prepared to hold students’ electronic devices until the end of testing. To facilitate return of their devices, you may provide containers, such as paper lunch bags or plastic bags, that can be marked with the student’s name.

<table>
<thead>
<tr>
<th>If you have already put a personalized AP ID label sheet, scratch paper, and a pencil at each student’s workstation before students entered the room, say:</th>
</tr>
</thead>
<tbody>
<tr>
<td>You should have nothing at your workstation except your personalized AP ID label sheet, a pencil, and three sheets of scratch paper.</td>
</tr>
<tr>
<td>If you haven’t yet put an AP ID label sheet, scratch paper, and pencil at each student’s workstation, say:</td>
</tr>
<tr>
<td>You should have nothing at your workstation except a pencil.</td>
</tr>
</tbody>
</table>

You may not eat or drink in this room. Raise your hand if you must go to the restroom during the exam or if you need to leave the room for any emergency. You may not leave the room at the end of testing until you have been dismissed.

Do not share or exchange materials with anyone. You should not—nor attempt to—change, add, or utilize any options, settings, and/or programs within your workstation that are not authorized as part of the exam application.

If you access or use an unauthorized aid, such as a dictionary or notes, or any prohibited electronic device, fail to follow exam procedures, or create a disturbance, you may be dismissed and your score may be canceled.

College Board reserves the right to question any exam score that may be the result of cheating. If you become aware of any possible cheating on this exam, contact the Office of Testing Integrity. Are there any questions? . . .

Distributing AP ID Label Sheets and Scratch Paper

To reduce contact between proctors and students, schools may elect to have AP ID label sheets, scratch paper, and pencils placed at each workstation before students enter the exam room. Follow the appropriate directions based on which distribution method your school chooses.

<table>
<thead>
<tr>
<th>If you have already put a personalized AP ID label sheet, three sheets of scratch paper, and a pencil at each student’s workstation before students enter the room, say:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Look at the AP ID label sheet to ensure it has your name printed at the top. If you’ve received a label sheet that isn’t yours or you don’t have scratch paper or a pencil, please raise your hand and I’ll help you. . . .</td>
</tr>
<tr>
<td>Each of you was assigned a unique AP ID when you provided registration information through “My AP.” Your AP ID is printed on your AP ID label sheet. You’ll need to reference your AP ID at the start of this exam, and you’ll use your AP ID label sheet for any paper AP Exams you take in 2021. You will not receive a new label sheet. You must not share labels.</td>
</tr>
</tbody>
</table>

© 2021 College Board
If you haven't yet put an AP ID label sheet, three sheets of scratch paper, and a pencil at each student's workstation, you'll need to distribute them now. Say:

Each of you was assigned a unique AP ID when you provided registration information through "My AP." Your AP ID is printed on your AP ID label sheet, which I'll distribute in a moment. You will need to reference your AP ID at the start of this exam, and you'll use your AP ID label sheet for any paper AP Exams you take in 2021. You will not receive a new label sheet. You must not share labels.

I will now distribute your AP ID label sheets, scratch paper, and pencils. Make sure you receive your personalized AP ID label sheet.

Distribute the personalized AP ID label sheet, three sheets of scratch paper, and a pencil to each student.

When you have distributed all AP ID label sheets, scratch paper, and pencils, say:

Please look at the name printed at the top of your AP ID label sheet to make sure it's yours. If you have received a label sheet that isn't yours, please raise your hand and I'll help you…

IMPORTANT: If any student says information such as their name or date of birth is printed incorrectly on their AP ID label sheet, tell the student not to worry. They can proceed with testing even if there’s a typo on their AP ID label sheet. If a student’s name is printed incorrectly on the label sheet, advise them to enter their legal name on their exam materials as they normally would. Advise the student that they should contact AP Services for Students after the exam to correct their information in their College Board account.

Each student’s AP ID label sheet lists the student’s scheduled paper AP Exams and AP Chinese and Japanese Exams; it doesn’t list digital exams the student may be taking this year. It will have only the student’s known AP Exams as of the time the label sheet was printed; if a student had any recent changes to their exam schedule, that might not be reflected on the label sheet. Up to eight exams are printed. If a student has more than eight exams, the label sheet will have the note “+ Additional Exams.” If a student has any questions about the exam schedule printed on their AP ID label sheet, advise the student to talk to the AP coordinator after the exam.

IMPORTANT: If any student is missing an AP ID label sheet, contact the AP coordinator immediately. Students need their AP ID to launch the exam application.

When you’re ready to move on, say:

For reference, your AP ID label sheet shows your AP Exam schedule for paper-and-pencil AP Exams and AP Chinese and/or Japanese Exams you’re taking this year. If you’ve had any recent changes to your exam schedule, they might not be reflected here. Your AP coordinator has a record of the AP Exams you’re taking, so if you have any questions about your exam schedule, please contact the AP coordinator later.

Before we start the exam, you need to write your name and AP ID at the top of your three sheets of scratch paper. Copy your AP ID from your AP ID label sheet. It’s next to the words "AP ID" at the top right. Don’t put a label on your scratch paper. If you don’t have three sheets of scratch paper, raise your hand now…

Write your name and AP ID on the three sheets of scratch paper now. Look up when you’ve finished….
During the exam, if you need additional scratch paper, raise your hand. I will collect your used scratch paper before I give you more. I will collect all scratch paper at the end of the exam.

When all students have written their name and AP ID at the top of their scratch paper, move on to begin the exam.

Begin the Exam

When you’re ready to begin the exam, read the appropriate instructions from the box.

If students are using PCs running Windows, say:

Look on your desktop for the icon named "ETS Workstation." Double-click the icon to launch the exam application.

If students are using Chromebooks, say:

Click the Apps link in the menu at the bottom left of the screen. Select "ETS APCJ" from the list of Apps to launch the exam application.

If students are using Macs, say:

Go to the Finder , then to Applications. Select the icon named ETS-APCJ-PROD to launch the exam application. If a pop-up appears asking if you want to open the application, select "Open."

Continue for all operating systems.

Say:

You should see a screen prompting you to enter your six-digit school code.

If students are unable to open the exam, the workstations may not have an internet connection. If you’re able to access the internet, have students try to re-open the exam application. If internet access still doesn’t work, contact your school’s technical representative for assistance.

Confirm that all students have arrived at this screen, then say:

Now enter the six-digit school code. The code is ________.

Clearly say your school code to the students, then repeat it. Refer students to the place in the room where you posted the school code. Remember: Homeschooled, independent study, virtual school, or other students who are testing at your school must use your school’s six-digit code.

Then say:

Click “Submit.”

If anyone sees an error message, raise your hand now. …

If a student gets an error message, have them reenter the school code while you watch over to be sure it is entered correctly.

After students have entered the school code and are at the confirmation screen, say:

You should now see a confirmation screen showing your school code, school name, and school address. Check that the information on this screen is correct. If anything is incorrect, raise your hand.

Refer students to the place in the room where you posted the school address.
If any students don’t see the correct school information on the confirmation screen, instruct them to click “Edit School Code,” then enter the correct code, and click “Continue.”

**When all students have confirmed the information is correct, say:**

- **Now click “Continue.”**
- **You should now see the Readiness Checks screen. If you don’t see a Continue button on the Readiness screen, raise your hand.**

If any students don’t see the Continue button, it means the readiness check was not previously run within 5 days before the exam, and it will need to be run now. See the **Readiness Checks** section on page 19 in this setup and administration guide for instructions.

**If there are students testing with accommodations:**

Additional steps are needed during readiness checks if students are testing with screen magnification and/or adjustable colors. See **Readiness Checks for Accommodations** on page 57 in this setup and administration guide for instructions to complete these additional steps.

Assist any student who does not see “Continue” on the Readiness Checks screen by running a readiness check now.

**When you’ve confirmed readiness checks have been run on all computers and all students see “Continue” say:**

- **Now click "Continue" near the top left of the screen.**

Students will see the “Select an exam option” screen.

**Say:**

- **You should see a screen prompting you to select an exam option.**
- **When I tell you to, select "Launch Exam" at the top of the screen.**
- **Be careful not to select "Launch Practice Exam."**
- **Are there any questions? . . .**

**Answer any questions then say:**

- **Now select "Launch Exam." . . .**

Give students time to select “Launch Exam.”

If any student selected “Launch Practice Exam,” assist them in exiting the practice exam (by clicking the red X at the top right of the screen). The student will then need to relaunch the exam application and repeat the steps to get back to the "Select an exam option" screen, and then select “Launch Exam.”

**Then, say:**

- **Does everyone see a screen prompting you to enter your AP ID?**
- **Raise your hand if you don’t, and I will help.**

Confirm all students have reached the “Enter your AP ID” screen.

**Then, say:**

- **Enter your eight-character AP ID into the "AP ID" field. Your personalized AP ID is printed at the top right of your label sheet next to the words "AP ID." . . .**
If you are giving the AP Chinese Language and Culture Exam, say:

Now select "AP Chinese Language and Culture."

If you are giving the AP Japanese Language and Culture Exam, say:

Now select "AP Japanese Language and Culture."

If there are students testing with accommodations:

If you have students testing with extended time, an additional break accommodation, adjustable colors, and/or screen magnification, check the "Use Accommodations" box on their screen. You'll then need to enter your school’s AP Registration and Ordering access code on the following screen. See Launching an Exam with Accommodations on page 62 in this setup and administration guide for details.

Then say:

Now click "Submit."

Raise your hand if you received an error message.

If a student gets an error message, have them clear the field and reenter their AP ID while you watch over to be sure it is entered correctly.

Do you all see the screen prompting you to enter your student information? Raise your hand if you don't see this screen, and I will help.

When you're ready to move on, say:

Enter your Last and First name, and month and day of birth. Entering your middle initial is optional.

If your school would like students to fill in an Exam Room Number, tell them to do so now. Otherwise tell students to leave the Exam Room Number field blank.

Carefully read the Certification Statement at the bottom of the screen. When you have read it, check the box. Look up when you're done.

Students are required to check the Certification Statement box to proceed with the exam.

When you have completed all required fields, designated by an asterisk, click "Continue."...

You should see the confirmation screen. Check that your information is correct. Your AP ID must match what is printed on your AP ID label sheet. If anything is incorrect, raise your hand.

Are there any questions?...

If any student needs to edit their information, have them click "Edit" and fill in the correct information, then click "Continue."

When you're ready to move on, say:

You may now click "Submit."

The identification information for your exam is now complete. Do not touch your computer again until I tell you to do so. Place your AP ID label sheet under your chair.

Please listen carefully. All directions and timing for this exam will be displayed on your computer screen.
This exam consists of a multiple-choice section and a free-response section. When you reach the General Directions screen, read it completely. Once you begin the exam, the timer in the upper right corner of the screen will let you know how much time you have for each question or part.

The directions throughout the exam regarding time for specific questions reflect the standard timing. If you have been approved for extended time, the timer has been adjusted for the applicable parts of the exam to reflect your extended time. The exam will not stop until it is time for the break.

You may make notes on the [STATE THE COLOR] scratch paper. You may not use your own scratch paper, and you may not remove any portion of the scratch paper from the testing room at any time. I will collect scratch paper at the end of the exam.

After the two parts in the multiple-choice section, Listening and Reading, you will have a 10-minute break. You will not all reach the break screen at the same time. When you reach the break screen, read the message carefully.

[If students are testing on laptops or Chromebooks]: Do not fold down your screen when you reach the break screen.

Do not leave your workstation when you reach the break screen. I will dismiss you all for your break at the same time, so sit quietly at your workstation until I give instructions about the break. You'll see a timer counting down on the break screen. Don't worry, the timer won't affect your break—you'll all get a 10-minute break when I dismiss you.

From now until you reach the break screen, follow the directions on your computer. Throughout the exam, some screens require you to click "Continue" at the top right of the screen. Other screens appear for enough time for you to read the directions completely, then the exam will go on automatically. For your reference, important directions will be repeated on subsequent screens or you will be able to access them by clicking "Help."

Are there any questions? . . .

Next you are going to tell the students the eight-digit alphanumeric Activation Key that you or the AP coordinator previously acquired from the Administrator Console, and point to the place in the room where you posted the Activation Key.

Say:

You should now see a screen to enter an Activation Key. When I tell you the Activation Key, enter it, but do not click "Begin Exam."

The Activation Key is ________ . . .

Enter it now and then look up.

After entering the first four characters of the Activation Key, a hyphen automatically displays, then the student should proceed with entering the last four characters.
Exam Instructions

If a student gets an error message, have them clear the field and reenter the Activation Key while you watch over to be sure it is entered correctly. Make sure the Activation Key is valid, or not expired. If the Activation Key has expired, a new one needs to be generated by you or the AP coordinator through the Administrator Console. See the Using the Administrator Console On Exam Day section on page 30 in this setup and administration guide for details.

After all students have correctly entered the Activation Key, say:

You may now click "Begin Exam."

You should see the Copyright Information screen. Raise your hand if you do not see the copyright screen.

Now click "Continue" to begin the exam.

You should circulate around the testing room to ensure students have launched their exam and are following the directions on the screens.

IMPORTANT: If you have any technical issues, review the Troubleshooting Instructions section on page 67 in this setup and administration guide. If at any point during the exam you encounter an issue that requires a call to Technical Support, stop testing prior to calling.

Students may reach the break screen at different times. As students reach the break screen, make sure they are sitting quietly at their workstation, not touching their keyboards, and not disturbing other students still testing. If using laptops or Chromebooks, students should not fold the screen down when they reach the break screen. All students will begin the break at the same time.

After 1 hour and 20 minutes, students should be done with Section I. (Students testing with extended time will have a longer testing time.) When all students have reached the break screen, say:

Has everyone reached the break screen? . . .

Listen carefully to these instructions before we take a 10-minute break. Please get your AP ID label sheet from under your chair and put it on your desk. You must leave your AP ID label sheet and scratch paper on your desk. Disregard the message on the screen about taking your belongings with you. They must remain here. You are not permitted to open or access them in any way. You are not allowed to consult teachers, other students, notes, textbooks, or any other resources during the break.

NOTE: The screen on the exam application states that students should take their belongings with them during the break. Students should disregard this message. Per AP Program policy, students must leave their belongings in the exam room during breaks.

You may not make phone calls, send text messages, check email, use a social networking site, or access any electronic or communication device. You may not leave the designated break area. Remember, you may never discuss the multiple-choice exam content with anyone, and if you disclose the content through any means, your AP Exam score will be canceled. When you return from the break, you must return to your assigned workstation.
Exam Instructions

If using a laptop or Chromebook for testing, remind students to not fold the screen down during the break. This may create difficulties in restarting the exam.

Are there any questions? . . .

You may begin your break. Testing will resume at _________________.

Make sure students understand where the designated break area is.

IMPORTANT: Both the exam room and students in the designated break area must be monitored. At the start of the break, walk around the room to ensure all scratch paper is accounted for. Immediately contact the Office of Testing Integrity (OTI) if any exam materials are missing. Testing must not resume until the exam materials are located or OTI is contacted. (See contact information for OTI on page 3 of this setup and administration guide.)

After the break, say:

May I have everyone’s attention? . . .

You should see the "End of Break" screen on your computer. Please confirm that your name appears on the screen, then click "Information is Correct." . . .

You should see the "Resuming Exam" screen. Do not touch your computer until I tell you. I have some instructions before you begin the free-response section of the exam.

Please look at your AP ID label sheet and double-check that your name is printed at the top and then place your AP ID label sheet back under your chair. You’ll need it only if you need to relaunch your exam at any point.

In a moment, you will begin working on the free-response section of the exam which includes Writing and Speaking. At various points, you will be asked to check your headsets and microphone volume levels and to perform various tasks. Follow the instructions carefully.

When speaking, it’s important to speak at a normal volume to ensure your recording is audible.

You will not all finish the exam at the same time. After you complete the free-response section of the exam, there will be a screen that asks if you grant College Board the right to use your exam responses.

At the end of the exam, you’ll need to click "Continue" on the "End of Exam" screen. The last screen you see will say "End of Session." The "End of Session" screen will appear for a few seconds and then the exam application will close. This will complete the exam. Don’t touch your computer after you see the "End of Session" screen. [If students are testing on laptops or Chromebooks, say: Do not fold down your screen.]

When you finish the exam sit quietly at your workstation until I give you further instructions. You may not leave the testing room until I dismiss you. Are there any questions? . . .

You may now click "Continue" and resume testing. . . .
Once all students have resumed testing, you should continue to circulate around the room to ensure exam security. Near the end of the exam, make sure any students who may have finished before other test takers are sitting quietly and not using their computer.

**After 40 minutes, students should be done with Section II. (Students testing with extended time will have a longer testing time.)** Check that all students are done working, and then say:

> You should have seen the "End of Session" screen and the exam application should have closed on your computer at the end of the exam. Does anyone still have the exam application open? If so, raise your hand and I will help you.

If the exam application is still open on any student's screen, instruct them to click "Continue" to complete the exam.

**When all students have completed testing, say:**

> Now please put your AP ID label sheet on your desk with your scratch paper so I can collect these items now. Remain in your seat while the materials are collected. Sit quietly and don't touch your computer.

Ensure that you have received three sheets of scratch paper and the AP ID label sheet from each student.

Then say:

> I have a few last important reminders:

> You can have one AP score report sent for free. June 20 is the deadline to indicate or change the college, university, or scholarship program that you'd like to receive your free score report. This needs to be done through "My AP."

---

If you are giving the exam during Administration 1, say:

> You may not discuss or share the free-response exam content with anyone unless it is released on the College Board website in about two days. Your AP Exam scores for this year will be available online in July.

If you are giving the exam during Administration 2 say:

> None of the content in this exam may ever be discussed or shared in any way at any time. Your AP Exam scores for this year will be available online in July.

If you are giving the exam during Administration 3, say:

> None of the content in this exam may ever be discussed or shared in any way at any time. Your AP Exam scores for this year will be available online by mid-August.

---

Return to students any electronic devices you may have collected before the start of the exam. Then say:

> You are now dismissed.
After-Exam Tasks

After the exam is over, no further action is needed on the computers.

Return the AP ID label sheets to the AP coordinator so the label sheets can be organized for each upcoming exam administration. Keep in mind that the schedule printed on the label sheet may not reflect recent changes to a student’s exam schedule. If you need to confirm a student’s exam schedule, reference the AP coordinator’s master exam list.

Be sure to give the completed seating chart to the AP coordinator. Schools must retain seating charts for at least six months (unless the state or district requires that they be retained for a longer period of time). Schools should not return any seating charts in their exam shipments unless they are required as part of an Incident Report.

Unless it’s required to be returned as part of an Incident Report, all scratch paper must be destroyed.

**NOTE:** If you administered exams to students with accommodations, review [Part 2 of the 2020-21 AP Coordinator’s Manual](#) and the [2020-21 AP SSD Guidelines](#) for information about completing the Nonstandard Administration Report (NAR) form and returning these exams.

The exam proctor should complete the following task if asked to do so by the AP coordinator. Otherwise, the AP coordinator must complete this task:

- If necessary, complete an Incident Report (IR) form. IR forms must be completed with a No. 2 pencil. (Incident Report forms are provided in the coordinator packets sent with the exam shipments.) See the [Administration Incidents](#) section on page 70 in this setup and administration guide.

[This is the end of the proctor script.]
Section 7: Testing Accommodations

This section provides information about setting up testing computers for students approved to take an AP Chinese or AP Japanese Exam with extended time, additional breaks, screen magnification, or adjustable colors.

Providing accommodations to students without College Board approval will result in cancellation of these students' scores. AP coordinators and SSD coordinators are responsible for ensuring that proctors have all the information they need to administer AP Exams to students with approved accommodations.

In addition to information in this section, review "Exams for Students with Disabilities" in Part 2 of the 2020-21 AP Coordinator's Manual for information about administering exams with accommodations.

Computer-Delivered Accommodations

The following types of accommodations can be enabled through the exam application:

- Extended Time
- Additional Breaks
- ZoomText Screen Magnification*
- Adjustable colors*

*ZoomText screen magnification and adjustable colors are only available on Windows. Software for these accommodations must be downloaded before exam day on the computer designated for use by a student testing with either of these accommodations. See Readiness Checks for Accommodations in this section for more information. If your school is using Chromebooks or Mac computers and you have any students approved for these accommodations, contact the College Board SSD Office.

For students approved to test with extended time, additional breaks, screen magnification, or adjustable colors, the proctor will need to select the appropriate accommodations on the student's computer during the exam launch process.

Note: As detailed in the 2020-21 AP SSD Guidelines, students taking exams with extra breaks, extended breaks, or extended time must be tested in an accommodated room (separate room from standard testers). It's also recommended that students approved for breaks as needed be tested in a one-to-one setting since the breaks could create a disturbance to other students.

Other Accommodations (Including Temporary Support)

If students taking AP Chinese or AP Japanese Exams are approved for accommodations such as braille or large-print (large-type) exams, a human reader, writer, sign language interpreter, or any other accommodation not noted here, schools must contact the College Board SSD Office as soon as possible.

A student who has a temporary medical or physical condition may request temporary assistance to complete the exam; see "Assistance for Temporary Physical or Medical Conditions" in Part 2 of the 2020-21 AP Coordinator's Manual.

College Board Services for Students with Disabilities (SSD)

- Phone: 844-255-7728 (toll free in the US and Canada) or 212-713-8333
- Email: ssd@info.collegeboard.org
Readiness Checks for Accommodations

Screen magnification and adjustable colors are the only accommodations that must be setup during the readiness checks. Schools must designate computers for the students who will be testing with these accommodations because software must be installed before exam day. These accommodations are only available on Windows.

If a student is approved for extended time or additional breaks, it is **not** required for you to select these accommodations during the readiness check or designate specific computers for the students testing with these accommodations. On exam day, the proctor can enable these accommodations before the student launches the exam. See [On Exam Day: Launching an Exam with Accommodations](#).

The following screens walk through installing Adjustable Colors or ZoomText Screen Magnification on Windows only.

1. To install Adjustable Colors or ZoomText Screen Magnification, open the exam application, enter your school code, and on the Readiness Checks screen, click Select Accommodation(s).

![Readiness Checks Screen](image)
2. Under **Use Accommodations**, select **Adjustable Colors** and/or **ZoomText Screen Magnification** and click **Setup**.

3. If this is the first time you’re running the readiness check, on the **Accommodations Installers** pop-up click the blue **link**. (Select **Continue** only if you’ve already installed the software.)
4. After clicking link on the Accommodations Installers pop-up, the following screen will open, prompting you to select the location where the file can be saved, and click Save. Then click Continue on the pop-up and the message will close.

5. To install the software, select X at the top right of the screen and navigate to the Downloads folder on the computer. In the Downloads folder right-click on ETS-Zoomtextwrapper_PROD.exe, select Run as administrator, then select Yes on the next screen.

6. The InstallShield® Wizard will display three screens in succession. Click through the three screens as follows:
   - Screen 1: Click Next
   - Screen 2: Click Install
   - Screen 3: Click Finish

7. On the next screen, click Reboot now. This must be done to successfully complete the installation.

8. After rebooting the workstation, open the exam application and enter your school code.

9. On the Readiness Checks screen, click Select Accommodations and select either, or both, Adjustable Colors or ZoomText Screen Magnification. After making the selection, an additional check will appear under Manual Checks for Unify Screen Magnification. Click Run All Required Checks at the top left of the screen and follow the standard readiness instructions (see Readiness Checks in the "Before Exam Day" section). If the software is already installed on the testing computer, it does not need to be installed again.
Launching a Practice Exam with Accommodations

Students can select their own accommodations on the practice exam. There isn’t a requirement for a password to be entered in order to enable extended time or additional breaks.

1. To launch a practice exam with accommodations, open the exam application, enter your school code, and on the Readiness Checks screen, select Continue. (If you don’t see a Continue button, you’ll need to run a readiness check. See Readiness Checks for Accommodations for instructions.)

   **Note:** If a student is taking a practice exam with adjustable colors or screen magnification, these accommodations must be checked on the Readiness Checks screen, and you’ll need to use the same computer that had the software installed during the readiness checks. An Adjust Display button will appear at the top of the screen if either, or both, Adjustable Colors or ZoomText Screen Magnification were selected on the Readiness Checks screen.

2. On the Select an exam option screen, select Launch Practice Exam. You won’t be able to launch the actual exam until exam day.

3. Select either **AP Chinese Language and Culture Practice Exam** or **AP Japanese Language and Culture Practice Exam**.

4. After selecting an exam, select Use Accommodations. The accommodation options that are available on the testing computer will appear.

   **Note:** For students testing with extended breaks, you don’t need to select Use Accommodations to enable this accommodation. See page 65 for information about this accommodation.

5. Select the accommodations the student taking the practice exam is approved for.

   - Select **Additional Break** for a student who’s approved for breaks as needed, extra breaks, or extra and extended breaks. You can disregard the field for amount and simply leave it set at 30 min. This field is a default setting in the exam application but does not impact how the break accommodations are administered.

   - If **Extended Time** is selected, choose 1.5x or 2.0x:
     - Select 1.5x if the student is approved for **time and one-half** (+50% extended time).
     - Select 2.0x if the student is approved for **double time** (+100% extended time).

**Windows:**

![Screen shot of the exam application showing the options for selecting a practice exam and accommodations]
Chromebook and Mac:

6. Click **Launch Practice Exam**. The practice exam with accommodations will launch.

7. When the practice exam launches, the **Copyright Information** screen will open. Click **Continue** to begin.

   The practice exam takes approximately 60 minutes to complete, not including time for extended breaks or extended time (the practice exam is approximately 90 minutes with time and one-half; 120 minutes with double time).

   To exit the practice exam, you can do one of the following:

   1) Click the **Exit Part** button repeatedly until you reach the **End of Exam** screen.

   OR

   2) Power down the computer.

   If you exit and restart the practice exam, it will start from the beginning upon relaunching.
On Exam Day: Launching an Exam with Accommodations

For students approved to test with extended time, additional breaks, screen magnification, or adjustable colors, the proctor will need to enable the accommodation on the student's computer.

Note:

- For students testing with extended breaks, no action needs to be taken at this time to enable this accommodation. See page 65 for information about this accommodation.

- If a student is taking the exam with adjustable colors or screen magnification, these accommodations must be checked on the Readiness Checks screen, and they'll need to use the same computer that had the software installed during the readiness checks. An Adjust Display button will appear at the top of the screen if either, or both, Adjustable Colors or ZoomText Screen Magnification were selected on the Readiness Checks screen.

To enable accommodations for the exam administration:

1. The proctor follows the standard proctor script directions to instruct students to open the exam application and complete initial information screens.

2. When students reach the Enter your AP ID screen, instruct them to enter their AP ID, select Use Accommodations, and then Submit.

3. On the Administrator Information screen, the proctor must enter the AP Registration and Ordering access code. (The AP coordinator should have provided the access code to the proctor before the exam. It's the same code used to log in to the Administrator Console.) Click Continue.
4. On the AP Information screen, the proctor must select the student’s approved accommodations.
   - Select Additional Break for a student who’s approved for any of these accommodations:
     - breaks as needed
     - extra breaks
     - extra and extended breaks
   
   **Note:** You can disregard the field for amount and leave it set at 30 min. This is a default setting and doesn't have any impact on how the break accommodations are administered.

   - If Extended Time is selected, you’ll see a dropdown list with options for 1.5x and 2.0x.
     - Select 1.5x if the student is approved for time and one-half (+50% extended time).
     - Select 2.0x if the student is approved for double time (+100% extended time).

5. Click **Submit**.

6. You'll then see the Enter Student Information screen. Continue with the standard proctor directions for the student to enter identification information and begin the exam.
On Exam Day: Administering Additional Break Accommodations

There are four types of break accommodations that students could be approved for:

- Breaks as needed
- Extra breaks
- Extended breaks
- Extra and extended breaks

Proctors need to select the Additional Breaks option on the student's computer during the exam launch process (see pages 62-63) if a student is approved for breaks as needed, extra breaks, or extra and extended breaks. Additional Breaks doesn't need to be selected if a student is approved only for extended breaks.

When a break accommodation is applied during the exam, testing time pauses (the clock stops). The proctor should provide the student with instructions about when they can take their break. For breaks as needed, the student should notify the proctor when they need to take a break. A student must be monitored during any kind of break.

If Additional Breaks is selected, students will see a Break button at the top of their exam screen. This button will be used to take breaks as needed or extra breaks. The Break button is not active when audio plays in the listening and speaking parts of the exam.
Specific actions need to be taken by the proctor or student to apply breaks during the exam. This table provides an overview of how to apply break accommodations.

<table>
<thead>
<tr>
<th>Break accommodation</th>
<th>AP Program Policy</th>
<th>How to Administer the Break During the Exam</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breaks as needed</td>
<td>Students approved for breaks as needed may break during any section of the exam. Most students' needs are met with a 10-minute break. However, if a student requests additional time, grant the request, within reason.</td>
<td>- <strong>When the Break Can Be Taken</strong>: At any point during the exam at student request. However, it's not possible to take breaks during the parts of the exam when audio plays (listening and speaking parts).&lt;br&gt;- <strong>Action to Start the Break</strong>: The student should notify the proctor when they need to take a break. The student clicks the Break icon on their screen to pause the exam and start the break. The student needs to select <strong>Remain in the Room</strong> or <strong>Leave the Room</strong> (see the next page for details).&lt;br&gt;- <strong>Length of break</strong>: As needed (most students' needs are met with a 10-minute break)&lt;br&gt;- <strong>Action to End Break/Resume Exam</strong>: If <strong>Remain in the Room</strong> was selected, the student clicks <strong>End of Break</strong> on their screen to continue testing. If <strong>Leave the Room</strong> was selected, the proctor must resume the exam using the Administrator Override (see the next page for details).</td>
</tr>
<tr>
<td>Extra breaks</td>
<td>Students approved for extra breaks are to be given 5 minutes between portions of the exam that do not already have scheduled breaks.</td>
<td>- <strong>When to apply the break</strong>: Between Parts A and B in Sections I and II; the proctor should advise the student when they can take their break.&lt;br&gt;- <strong>Action to Start the Break</strong>: When they reach the end of Part A, the student clicks the Break icon on their screen to pause the exam and start the break. The student needs to select <strong>Remain in the Room</strong> or <strong>Leave the Room</strong> (see the next page for details).&lt;br&gt;- <strong>Length of break</strong>: 5 minutes&lt;br&gt;- <strong>Action to End Break/Resume Exam</strong>: If <strong>Remain in the Room</strong> was selected, the student clicks <strong>End of Break</strong> on their screen to continue testing. If <strong>Leave the Room</strong> was selected, the proctor must resume the exam using the Administrator Override (see the next page for details).</td>
</tr>
<tr>
<td>Extended breaks</td>
<td>Students approved for extended breaks should be given twice the time of regularly scheduled breaks (a 20-minute break between Sections I and II rather than the standard 10-minute break).</td>
<td>- <strong>When the Break Can Be Taken</strong>: At the time of the standard break between Sections I and II&lt;br&gt;- <strong>Action to Start the Break</strong>: No unique action is needed to start the extended break. The student reaches the standard break screen at the end of Section I and takes their extended break. After the standard 10 minutes, the <strong>End of Break</strong> screen will appear. <strong>Don't click anything on this screen until the student's extended break is over and the student is ready to resume testing.</strong> There is no timer on the <strong>End of Break</strong> screen. The student can continue to take their break for the additional 10 minutes (the proctor should keep track of time). The proctor should ensure the computer doesn't power down or lose internet connectivity during the extended break.&lt;br&gt;- <strong>Length of Break</strong>: 20 minutes&lt;br&gt;- <strong>Action to End Break/Resume the Exam</strong>: On the <strong>End of Break</strong> screen, the student needs to confirm their name appears on the screen, then click <strong>Information is Correct</strong> and <strong>Continue</strong>; the proctor continues reading exam instructions on page 53.</td>
</tr>
</tbody>
</table>
### Extra and extended breaks

<table>
<thead>
<tr>
<th>Extra and extended breaks</th>
<th>For the Extra Break:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students approved for extra and extended breaks should be given twice the time of regularly scheduled and extra breaks.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>When the Break Can be Taken:</strong> Between Parts A and B in Sections I and II; the proctor should advise the student when they can take their break.</td>
</tr>
<tr>
<td></td>
<td><strong>Action to Start the Break:</strong> When they reach the end of Part A, the student clicks the Break icon on their screen to pause the exam and start the break. The student needs to select <em>Remain in the Room</em> or <em>Leave the Room</em> (see below for details).</td>
</tr>
<tr>
<td></td>
<td><strong>Length of break:</strong> 10 minutes (twice the time of a standard extra break)</td>
</tr>
<tr>
<td></td>
<td><strong>Action to End Break/Resume Exam:</strong> If <em>Remain in the Room</em> was selected, the student clicks <em>End of Break</em> on their screen to continue testing. If <em>Leave the Room</em> was selected, the proctor must resume the exam using the Administrator Override (see below for details).</td>
</tr>
</tbody>
</table>

#### For the Extended Break:

- **When the Break Can be Taken:** At the time of the standard break between Sections I and II
- **Action to Start the Break:** No unique action is needed to start the extended break. The student reaches the standard break screen at the end of Section I and takes their extended break. After the standard 10 minutes, the *End of Break* screen will appear. *Don't click anything on this screen until the student's extended break is over and the student is ready to resume testing.* There is no timer on the *End of Break* screen. The student can continue to take their break for the additional 10 minutes (the proctor should keep track of time). The proctor should ensure the computer doesn't power down or lose internet connectivity during the extended break.
- **Length of Break:** 20 minutes
- **Action to End Break/Resume Exam:** On the *End of Break* screen, the student needs to confirm their name appears on the screen. The student then clicks *Information is Correct* and *Continue*; the proctor continues reading exam instructions on page 53.

### Selecting Options for the Break

After a student clicks the Break icon to take extra breaks or breaks as needed, a pop-up will appear. From the pop-up, the student can select:

- **Cancel the Break:** If the student accidentally selected the Break icon and doesn't need to take a break.
- **Remain in the Room:** If this is selected, the clock stops and the exam is suspended. The screen will be locked, and the student may stay in the room to rest. There will be no exam content on the screen.
  - To end the break, the student clicks *End of Break*.
- **Leave the Room:** If this is selected, the clock stops and the exam is suspended. The screen will be locked, and the student may leave the room. There will be no exam content on the screen.
  - To end the break and resume the exam, the proctor will need to use the Administrator Override function (CTRL+SHIFT+?) and enter the password, then select *Stop the Break*. 
Section 8: Troubleshooting Instructions

Issues Before the Exam:

Exam Application Doesn’t Launch

If the exam application does not launch after double-clicking the exam application icon—ETS Workstation (Windows), ETS APCJ (Chromebook), or ETS-APCJ-PROD (Mac)—the user account may not have the necessary permissions.

When the exam application is launched, the application checks for the latest server updates through the internet. Consult with your school’s IT staff to confirm that the user account has the necessary permissions to download and run updates and that ETS.org has been white-listed. See the System Requirements section in this setup and administration guide for details. If further assistance is needed, your school’s IT staff should contact ETS Technical Support.

Invalid School Code Message

Check that the correct 6-digit school code was entered into the exam application. If you determine the correct school code was entered, consult with your AP coordinator for confirmation. Note: If you are testing homeschooled, independent study, virtual school, or students from another school, they need to use your school’s code.

Error message: “Client station’s date/time is set incorrectly” is displayed after entering the school code and clicking Submit.

The testing computer’s date, time, time zone, and daylight saving status must be set correctly for your test site’s geographical location.

Run all Required Checks

If the readiness checks were not previously run within 5 days before the exam, students must run the readiness checks on exam day before beginning the exam. See the Readiness Checks section in this setup and administration guide.

Keyboard Layout Check Fails

Make sure System Locale, Preferred Language, and Language is set correctly for the testing computer’s operating system (Windows, Chromebook, or Mac). Refer to Technical Configuration Requirements in this setup and administration guide.

Process Monitor Check Fails

Make sure screen sharing or remote access applications such as Apple Remote Desktop, Microsoft Remote Desktop, Zoom, Skype, Snagit, and Microsoft Teams are disabled prior to, and during, the exam administration. No applications other than the exam application should be running.
**Audio Check Fails**

Make sure the desired microphone and headset are selected in the Audio Device Verification screen. Also ensure the computer is not muted and volume levels are adequately set. Try unplugging and re-plugging the headset, or using a different headset, then run the check again. If you have multiple microphones and headsets configured on the testing computer, disable all but the desired devices, and set them as the default devices so the software automatically selects the correct devices.

**Benchmark Results – Warning: check(s) may require attention**

Click the message to expand and view the failed checks. Make sure the testing computer meets the listed system requirements needed to pass the check.

If the list shows the “Free Memory” failure, consult with your school's IT staff for assistance to free up RAM on the testing computer, or call ETS Technical Support for help.

**Error message when accessing the Administrator Console: “You have entered one or more invalid credentials. Please check and try again.”**

Ensure you are entering the **School Code** and **Access Code** combination correctly. AP coordinators can view their AP Registration and Ordering access code from the homepage after signing in to AP Central or [myap.collegeboard.org](http://myap.collegeboard.org).

**Issues During the Exam:**

**Practice Exam Displayed Instead of Exam**

Exit the practice exam by clicking the red x if it’s visible in the upper right of the screen. If the red x is not visible, exit by either clicking **Exit Part** repeatedly until the **End of session** screen appears, or by powering down the testing computer. Then restart the exam application and select **Launch Exam** to launch the exam.

**Adjusting the Microphone Check Fails Repeatedly**

Advise the student to be close enough to the microphone and to speak loudly enough to record their response. If the check continues to fail, exit the application and check the testing workstation audio settings. Check to verify/fix audio configuration settings following the tips in Audio Check Fails instruction above. Then try restarting the exam.

**Audio Prompts Inaudible**

Immediately stop the exam by holding down the power button to shut off the testing computer, so the student doesn't lose exam time. Restart the testing computer, launch the exam application, and check audio configuration settings following the tips in Audio Check Fails instruction above. Then try restarting the exam (see **Relaunching the Exam**).

**Exam screen grays out for a short duration followed by “Test session will now be terminated due to unexpected network error” message, then the exam automatically closes**

This is due to loss of connection to the server, and the workstations may not have an internet connection. If you don't have internet access, it may be a temporary interruption. Try restarting the exam (see **Relaunching the Exam**). If the exam restarts, students will be able to continue from where the interruption occurred. If you are unable to restart the exam, contact your school's technical representative to restore internet access.
Error message: “A problem has been detected while recording your response. Raise your hand and ask the test administrator to restart the exam. You will be able to re-record your response after the restart.”

This message is displayed when the application detects an issue with the audio quality of the spoken response, likely due to the testing computer hardware. The proctor should restart the computer then restart the exam. If the restart is not successful, try using a different testing computer. If that doesn't resolve the issue, it may be necessary to reschedule the exam for the student.

Security error message: “The exam will be terminated due to security reason” displays. After clicking “OK”, another error message is displayed and the exam application closes.

Make sure screen sharing or remote access applications such as Apple Remote Desktop, Microsoft Remote Desktop, Zoom, Skype, Snagit, and Microsoft Teams are disabled prior to, and won't open automatically during, the exam administration. No applications other than the exam application should be running.

For Mac, turn off Dictation under the Dictation settings. Also, before opening the exam application, navigate to the Activity Monitor and ensure Dictation and screencapture processes are not running.

Writing Section: Text Entered Appears in a different input method.

Use the Input Method drop-down list from the toolbar above the response field in the exam application to select the desired method.

Writing Section: Text Entered Appears in English

Check that the Caps Lock isn't enabled.

- For the AP Chinese Exam, the student can switch between English and Chinese by pressing Shift on the keyboard to toggle between Chinese and English text. Pressing and holding Shift or enabling the Caps Lock will make the text appear in English.

- For the AP Japanese Exam, pressing and holding Shift or enabling the Caps Lock will make the text appear in English.
Section 9: Administration Incidents

Coordinators 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 71-72. 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 73-74. 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, on the Incident Report, 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 86-87. The completed Incident Report should be returned in the Incident Report return envelope.

Examples of administration incidents involving misconduct include:

- Giving or receiving assistance of any kind, including access to books or notes during testing or breaks
- Using aids, such as a dictionary
- Observed with electronic equipment (phones, smartwatches, or wearable technology of any kind, 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
- 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 AP Japanese Exams 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 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.

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 in the Incident Report return envelope, which should be put in the first carton of exam materials going back to AP Services.

Incident Reports should be returned with paper-and-pencil exam materials after **each** exam administration at your school.

**Exams with Accommodations:** 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.

### ADMINISTRATION INCIDENTS INVOLVING AP CHINESE AND AP JAPANESE EXAMS

<table>
<thead>
<tr>
<th>Incidents</th>
<th>Procedure in Testing Room</th>
<th>Incident Report Information/ Other Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software or hardware problems:</td>
<td>If there is a delay in starting an exam or an interruption during a student’s exam and the exam cannot be completed, remove the student from the room to a secure, monitored area and have them sit quietly without accessing any unauthorized aids and wait for further instructions. Call Technical Support immediately at 609-406-5640.</td>
<td>On the IR, grid <strong>Equipment Problems</strong>. Note the student’s name and AP ID in the space provided at the bottom of the page. Explain the nature of the problem and whether Technical Support was able to help on the back of the IR. If the exam cannot be restarted, and no other computer is available, contact AP Services for Educators (877-274-6474 or 212-632-1781) to reschedule for a later administration. Place the IR in the IR return envelope. After calling AP Services for Educators, note the AP Services Case Number on the IR.</td>
</tr>
<tr>
<td>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.</td>
<td>Restart the exam (see <a href="#">Relaunching the Exam</a>); it will resume from the last question the student was working on.</td>
<td>On the IR, grid <strong>Equipment Problems</strong>. Note the student’s name and AP ID in the space provided at the bottom of the page. Explain the nature of the problem on the back of the IR. Place the IR in the IR return envelope.</td>
</tr>
<tr>
<td>Exam stops and restart is necessary</td>
<td>Keep students monitored and quiet until power is restored, and resume testing.</td>
<td>On the IR, grid <strong>Equipment Problems</strong>. Note the student’s name and AP ID in the space provided at the bottom of the page. Explain the nature of the problem on the back of the IR. Place the IR in the IR return envelope.</td>
</tr>
<tr>
<td>Power outage</td>
<td>If power is immediately restored, the proctor must relaunch the exam (see <a href="#">Relaunching the Exam</a>). The exam will resume from where the exam stopped.</td>
<td>On the IR, grid <strong>Equipment Problems</strong>. Note the student’s name and AP ID in the space provided at the bottom of the page. Explain the nature of the problem on the back of the IR. Place the IR in the IR return envelope.</td>
</tr>
<tr>
<td>Power goes out in the testing site or at a single workstation—power immediately restored.</td>
<td>If the power is not immediately restored, power off each workstation and other equipment until the power is again available. If testing cannot be resumed, contact AP Services for Educators (877-274-6474 or 212-632-1781) to reschedule for a later administration.</td>
<td>On the IR, grid <strong>Equipment Problems</strong>. Note the student’s name and AP ID in the space provided at the bottom of the page. Explain the nature of the problem on the back of the IR. Contact AP Services for Educators to order exams for a later administration. Place the IR in the IR return envelope. After calling AP Services for Educators, note the AP Services Case Number on the IR.</td>
</tr>
<tr>
<td>Unscheduled departure from the testing site</td>
<td>Collect student’s scratch paper. Terminate the exam by using the Administrator Override with the password; choose the option to end the exam. 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.</td>
<td>On the IR, grid Other. Note the student’s name and AP ID in the space provided at the bottom of the page. Explain that the student left the testing site and why, if known, on the back of the IR. Place the IR in the IR return envelope.</td>
</tr>
<tr>
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</tr>
<tr>
<td>Emergencies</td>
<td>In an emergency, the primary concern should be the safety of everyone present. If necessary, evacuate everyone immediately. • If there is sufficient time, interrupt all exams through the Administrator Console by selecting the “Stop” Select All checkbox and clicking Emergency Stop. • Lock the testing room door after everyone has exited. <strong>If the exams were interrupted,</strong> 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 monitored properly during the entire time testing was stopped, follow procedures to resume the exam (see <strong>Relaunching the Exam</strong>) and allow students to continue testing. If you are unable to resume the exam, follow the procedure on page 43 for terminating an interrupted exam. 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. Call AP Services for Educators immediately if testing cannot be resumed (877-274-6474 or 212-632-1781).</td>
<td>On the IR, grid Interruption. Note the affected section(s); report the source, length, and impact of the interruption, and the corrective action taken (including time adjustments). Place the IR in the IR return envelope. After calling AP Services for Educators, note the AP Services Case Number on the IR.</td>
</tr>
</tbody>
</table>

**Sto**
<table>
<thead>
<tr>
<th>Incidents</th>
<th>Procedure in Testing Room</th>
<th>Incident Report Information/Other Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Illness Day of exam Student unable to test</td>
<td>(No testing room procedure necessary.)</td>
<td>No IR needed. Order an exam for a later administration through AP Registration and Ordering.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The student should submit a written statement from a doctor or parent verifying illness. Keep the document in your files for 60 days.</td>
</tr>
<tr>
<td>Student doesn’t have AP ID label sheet but knows their AP ID</td>
<td>Contact the AP coordinator immediately so they can look up the student’s AP ID in AP Registration and Ordering in case the student doesn’t remember their AP ID correctly, causing trouble logging in to the exam application.</td>
<td>No IR needed.</td>
</tr>
<tr>
<td>Student without AP ID label sheet doesn’t know their AP ID</td>
<td>Contact the AP coordinator immediately so they can look up the student’s AP ID in AP Registration and Ordering so that the student can log in to the testing application.</td>
<td>No IR needed.</td>
</tr>
<tr>
<td>Exam cancellation—Group</td>
<td>If a storm, flood, power failure, or other event necessitates the cancellation of the exam, call AP Services for Educators (877-274-6474 or 212-632-1781).</td>
<td>File IR only if instructed by AP Services for Educators.</td>
</tr>
<tr>
<td>Score cancellation—Individual</td>
<td>(No testing room procedure necessary.)</td>
<td>Student should fill out Score Cancellation Form and return it to AP Services.</td>
</tr>
<tr>
<td>Morning testing runs late, resulting in student(s) unable to take scheduled afternoon exam(s)</td>
<td>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 register for a later testing administration, for the missed afternoon exam(s).</td>
<td>No IR needed.</td>
</tr>
<tr>
<td>Note: AP Exam administrations must not start late, but may run late</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Latecomers</td>
<td>If a latecomer arrives to the exam room before the other exam takers have finished logging in to the exam application, 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.</td>
<td>No IR needed.</td>
</tr>
<tr>
<td>Exam question ambiguities and errors</td>
<td>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.</td>
<td>No IR needed.</td>
</tr>
<tr>
<td>Unsure if student is approved for accommodations</td>
<td>Pause testing and have the AP or SSD coordinator check SSD Online for the student’s approved accommodations. If the question regarding the approved accommodations is resolved, resume testing. 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 accommodations letter, contact the College Board SSD office immediately (844-255-7728 or 212-713-8333).</td>
<td>No IR needed.</td>
</tr>
</tbody>
</table>
Section 10: Frequently Asked Questions

General Information

1. Will local IT staff need to be available to help administer this exam?
   Yes. IT staff must be available during download and installation of the exam application and also on exam day.

2. What should I do if I need technical support during setup or during the exam?
   - Technical Support is available during the installation phase (March–April) 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, Technical Support is available from 6 a.m. to 6 p.m. local time. If calling Technical Support during the exam, use the Administrator Override (CTRL+SHIFT+?) followed by the Administrator Override password and choose Stop the Current Testing Session. If you need to stop during the listening or speaking parts of the exam, power down the testing workstation so that the timer stops and the student doesn’t miss a question. However, if you get an error message, write down the error message, then call Technical Support.

3. 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 the System Requirements section.

4. How do I handle an incident during the exam administration?
   Refer to the Administration Incidents section.

5. When is the exam application available to schools?
   In late-March, AP coordinators were sent an email with the subject line "AP Chinese and Japanese Exams: Install the exam application". This email contained:
   - The link to install the exam application for Windows, Mac, or Chromebook.
   - The link to the 2020-21 AP Chinese and AP Japanese Exams: Setup and Administration Guide.
   - The link to the Administrator Console, which you’ll use before the exam to ensure computers are ready to launch the exam application and for you and proctors to monitor progress on exam day.
   - The Administrator Override password that proctors will need on exam day.

6. Do testing computers need to be school owned?
   Yes. Testing computers need to be school owned and controlled. If your school has concerns or questions about using school-owned computers for these exams, contact AP Services for Educators at 877-274-6474 (toll free in the U.S. and Canada) or 212-632-1781.
Testing Sites

7. Are there special requirements for the room/location for AP Chinese and AP Japanese Exams?
   - The room/location used for testing must have reliable internet access and available power sources so students can plug in computers if needed. See the Technical Configuration Requirements section of this guide for details.
   - See the Preparing for the Exam section of this guide for details about seating requirements.

8. What if our school can't test all students during Administration 1 due to space or equipment issues or limitations?
   You can consider using off-site locations to distribute students for the exam administration or ordering exams for Administration 2 or Administration 3 to allow some students to test during a later administration. Contact AP Services for Educators at 877-274-6474 (toll free in the U.S. and Canada) or 212-632-1781 for guidance. See Part 2 of the 2020-21 AP Coordinator’s Manual for details about off-site testing locations.

Exam Format

9. How is the format of the AP Chinese and AP Japanese Language and Culture Exams different from other AP world language and culture exams?
   The AP Chinese and AP Japanese Exams are administered online using a new exam application that can be accessed on Windows PCs, Macs, and Chromebooks. Other AP world language and culture exams are paper and pencil.

10. How is the exam timing controlled?
    The timing is embedded in the exam application, including the time for the responses and the time for the break between Section I and Section II.

11. How is the speaking part recorded?
    The students’ spoken responses to the prompts are recorded through the headset microphone and uploaded to the AP Program’s server for scoring. Remind students to speak at a normal volume when recording.

12. Is there a break during the AP Chinese and AP Japanese Language and Culture Exams?
    Yes. There is a 10-minute break between Section I (multiple-choice) and Section II (free-response).

Chinese Language and Culture Exam

13. 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/courses/ap-chinese-language-and-culture.
14. 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/courses/ap-chinese-language-and-culture.

- Additional time should be expected for tasks such as distributing materials, completing identification information, reading instructions aloud, and collecting materials. The total time of an AP Exam administration can vary considerably, depending on the number of students involved. See the "Estimated Timing for AP Exam Administrations" in Part 2 of the 2020-21 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.

15. Do students have a choice in written expression on the AP 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. Within the exam application, students will be instructed how and when to select from one of the three input methods: Pinyin Simplified, Pinyin Traditional, and Bopomofo. Students will have the option to toggle between the inputs.

Japanese Language and Culture Exam

16. 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/courses/ap-japanese-language-and-culture.

17. 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/courses/ap-japanese-language-and-culture.

- Additional time should be expected for tasks such as distributing materials, completing identification information, reading instructions aloud, and collecting materials. The total time of an AP Exam administration can vary considerably, depending on the number of students involved. See “Estimated Timing for AP Exam Administrations” in Part 2 of the 2020-21 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

18. Which operating systems are supported for AP Chinese and AP Japanese Language and Culture Exams?

- Windows 10 (32-bit and 64-bit)
- macOS 10.7+
- Chrome OS™ 67+

All technical requirements are detailed in the System Requirements section of this guide.

19. Is ZoomText supported for the 2021 AP Exam administration?

ZoomText is supported for Windows platform only. Contact College Board Services for Students with Disabilities (SSD) office as soon as possible if you have students approved for screen magnification who plan to take the AP Chinese or AP Japanese Language and Culture Exams. They will arrange for technical assistance to help you with the necessary software installation.
20. Can the AP Chinese and AP Japanese Language and Culture Exams be administered on Macs?
Yes. These exams can be administered on macOS 10.7+.

21. Can the AP Chinese and AP Japanese Language and Culture Exams be administered on Chromebooks?
Yes. These exams can be administered on Chrome OS 67+. Chromebooks must be under the management control of Google G Suite for Education™.

22. Are there requirements regarding the size of monitor screens?
Yes, there are monitor screen 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 9.5 inches diagonally on all devices.

23. Are there specifications regarding which headsets can be used for the exam?
The following headsets (one headset per each student testing) are recommended, but you may use any headsets that meet the headset requirements listed in the System Requirements section.
- Koss SB45/SB45 USB headsets koss.com/headphones/headsets
- Califone 3066AV/3066-USB headsets califone.com/products/3066.php

24. Are there special procedures or best practices for setting up the headsets?
Yes.
- **Before exam day:**
  - Check the connection of the headsets that will be used with the testing computers. Older headsets with newer computers might not be compatible.
  - Check the headsets that will be used for the exams during the initial readiness checks to ensure they're compatible.
  - Clean the headsets.
- **For the exam:**
  - Be sure the same headsets are used that were tested during the readiness checks.
  - It's recommended to have some extra headsets available.

25. Can laptops be used to administer the exam?
- School-owned and -controlled computers must be used to administer the AP Chinese and AP Japanese Exams.
- Your school may use 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.
  - If you have questions or concerns about computers for the exams, contact ETS Technical Support.
Exam Installation and Readiness Checks

26. What is the exam setup process?

- AP coordinators will be notified when the exam application is available for download and installation at the end of March.
- Schools need to download and install the exam application on each testing computer planned for use on exam day. All details and instructions for downloading and installing the exam application are in the *Installing the Exam Application* section of this guide. During the setup process, a best practice is to prepare extra testing computers before exam day in case a student encounters an issue while taking the exam. If an exam issue can't be resolved by restarting the exam, the student may need to move to another testing computer.
- A continuous internet connection is required during setup, and during the exam administration. Setup includes:
  1. Installing the exam application on each testing computer and
  2. Running a readiness check on each testing computer.
- ETS Technical Support will contact schools that have not completed installation and readiness checks by late April.

27. Do I need to complete installation and readiness checks on all my testing computers on the same day?

No. After the AP coordinator receives the link to install the exam application, they should begin installation and readiness on all testing computers at least 4-5 weeks before the exam administration. Installation does not need to be completed on all testing computers on the same day.

28. Do I need to designate separate computers for AP Chinese and AP Japanese Exams when I install the exam application?

No. The same exam application is used for both AP Chinese and AP Japanese Exams. You can use the same computers to administer these exams.

29. When is the deadline to complete installation and readiness checks?

- The readiness check must be done **twice** on each testing computer:
  - The first, at least a few weeks before the exam—to allow time to resolve any technical issues related to network, and/or test station firewalls/security.
  - The second, within 5 days before the exam date—to ensure settings haven't changed on the testing computers since your initial readiness check.
- Students can also complete the readiness check when they open the exam application on exam day. If completing readiness on exam day, students should come to the exam room early to run the readiness check before the exam is scheduled to start.
- Details and instructions for running readiness checks are in the *Readiness Checks* section in this guide.
- It is strongly recommended to **install the exam application and run the readiness check as soon as possible** on each computer that will be used for testing. Complete installation and the initial readiness check at least a few weeks before the exam to ensure computers are properly configured and to run practice exams.
- Install the exam application and complete the initial readiness check on all testing computers **no later than April 18** if your school is administering both Chinese and Japanese exams, and **by April 25** if your school is administering only the Chinese exam. After this date, ETS Technical Support will contact you if they don’t have a record of completed setup at your school.
30. How long will setup take?

The initial setup should take less than 10 minutes per testing workstation. Allow enough time in your planning calendar to complete two readiness checks—the first needs to be run on each testing computer at least a few weeks before the exam and the second within 5 days before the exam date. Readiness checks take about a minute to run on each testing computer; however, more time may be needed if a technical issue needs to be resolved.

Details and instructions for running readiness checks are in the Readiness Checks section of this guide.

31. Are there any differences in how the exams run on different operating platforms?

The exams run the same on all platforms.

32. Are there any other special requirements before beginning setup?

Yes. See the System Requirements section of this guide, which includes all system requirements and technical configuration requirements.

33. What is the Activation Key?

The Activation Key is needed for students to start the exam. The AP coordinator or proctor obtains the Activation Key through the Administrator Console. Details about the Activation Key are in the Using the Administrator Console on Exam Day section in this guide.

34. How do I access the Administrator Console?

The Administrator Console can be accessed by AP coordinators before the exam administration and by coordinators and proctors on exam day. For details about accessing the Administrator Console see the Using the Administrator Console on Exam Day section in this guide.

35. What is the access code and how is it used?

- The access code is the AP Registration and Ordering access code, which the AP coordinator used to initially access AP Registration and Ordering at the start of this school year.
- The access code is needed to log in to the Administrator Console.
- AP coordinators can view their school's AP Registration and Ordering access code from the homepage after signing in to AP Central or myap.collegeboard.org. (See page 60 in Part 1 of the 2020-21 AP Coordinator's Manual.)

36. What is the Administrator Override password?

This is provided via email to the AP coordinator and is needed to interrupt an exam.

37. What should I do if I have not yet received an email with the information I need for setting up testing computers?

In late March, an email was sent to AP coordinators who ordered AP Chinese or AP Japanese Language and Culture Exams, which included the link for installing the exam application, the link to the Administrator Console, the Administrator Override password, and other important information. 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.

38. Does the exam application have the capability to push the software to lab computers as a group?

No. The person who handles the 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. Centralized deployment can be done only for the Chromebook platform, through the Google Administrative Console.
39. Is a practice exam available for the AP Chinese and AP Japanese Language and Culture Exams?

- Yes. Once the exam application has been installed, students can run practice exams. (The AP coordinator or IT staff can also run a practice exam.) The practice exam is optional, but it’s strongly recommended that it is run by the AP coordinator, or IT staff, and students well before exam day.

- The practice exam takes about 60 minutes. To exit the practice exam there are two options - 1) Use the Exit Part button repeatedly until you reach the End of Exam screen or 2) Power down the testing computer.

- All four parts of each exam are covered in the practice exam—reading, listening, speaking, and writing. It is highly recommended that students practice using the same operating platform that they will use when taking the actual exam (e.g., Windows, Chromebook, or Mac). This will provide the optimal testing experience for your students.

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

- Work with your IT administrator before the exam administration to install the exam application on each computer that will be used for testing.

- Run a readiness check on each computer after installing the exam application.

- Log in to the Administrator Console and view the School Readiness Status tab to view computers that have passed or failed readiness checks.

- It is also strongly recommended that you run through the practice exam included in the exam application. You should do this well before exam day. It will familiarize you with the exam application and flow of the exam, and allow you time to resolve any technical issues.

- Run a final readiness check within 5 days before the exam date.

Input Method Editors (IMEs)

41. What are IMEs?

IMEs are Input Method Editors used for typing Chinese or Japanese characters in student responses. No installation is required to use IMEs. Since the exam application uses Google IMEs, internet connectivity is required throughout the exam. Students can use the practice exam to become familiar with the IMEs.

42. Which IMEs are required for AP Chinese and AP Japanese Language and Culture Exams?

The required IMEs are installed automatically in the exam application.

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

You can confirm that IMEs are enabled by running the practice exam and typing in the writing part.
Exam Day

44. How will students launch the exams?

The proctor will provide instructions to students about completing identification information and launching the exam. See the proctor script in this guide for the instructions proctors will provide, and Launching the Exam on Exam Day in this guide for details.

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

See the Preparing for the Exam section of this guide. Also refer to the sections on “Seating Policy and Testing Environment” in Part 2 of the 2020-21 AP Coordinator’s Manual.

46. What do I need to know about the room setup for these exams?

- Exam rooms used for testing must have a reliable internet connection.
- Follow all seating requirements detailed in the Preparing for the Exam section of this guide.
- Power sources should be available in case students need to plug in laptops. Make sure power strips and power cords are secured and not in a place where they could get tangled.
- If using an off-site location for testing, make sure the location has reliable internet connectivity and can handle the power load of the number of testing computers that will be used.

47. What security measures should we take to prevent students from accessing their computer’s hard drive, their personal email, or other online resources?

The exam application prevents students from accessing other programs, locally or on the internet, while the exam is in progress. As per current AP Program policy, access to any other electronic devices is prohibited during the exam administration.

48. Where do I find the scratch paper template?

See page 88 for the scratch paper template. Photocopy the template on colored paper and provide three copies to each student on exam day.

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

Keep students monitored and quiet. Refer to the Administration Incidents section of this guide for detailed instructions.

50. What should I do if there is a technical issue, or a student’s screen freezes in the middle of the exam?

If there is a technical issue with a workstation, use the Administrator Override (CTRL+SHIFT+?) followed by the Administrator Override password, select Stop the exam from the pop-up. This will stop the exam and the clock. Then call ETS Technical Support at 609-406-5640.

If you need to stop during the listening or speaking parts of the exam, power down the testing computer so the timer stops and the student does not miss a question. Contact ETS Technical Support.

51. 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.
52. What should I do if a student has an issue recording and/or hearing the audio playback through their headset during the exam?

Proctor assistance is needed if a student has a problem recording and/or hearing audio. If a student requires assistance during the listening or speaking parts of the exam, the proctor must power down the workstation to stop the exam to prevent the student from losing time.

Restart the workstation, try re-plugging or changing the headset, and run the Audio Check again.

If the issue continues:

- Make sure the audio recording and playback device connected to the headset is selected in the Audio Device Verification screen.
- Check that the device is not muted and the volume levels are adequately set.
- If you have multiple audio recording and playback devices configured on the workstation, disable all but the desired device. Set it as the default so the software automatically selects the device connected to the student's headset.

When resuming the exam, remind the student to:

- Speak loudly enough and directly into the microphone.
- Speak immediately when prompted.

53. What should I do if there is an emergency, like a fire drill?

- 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, you can interrupt the exam from the Administrator Console by clicking Emergency Stop. See the Stopping the Exam section in this guide for details about emergency stops.
- Lock the testing room door after everyone has exited.

54. How do I pause the exam for an unscheduled break?

Use the Administrator Override (CTRL+SHIFT+?) followed by the Administrator Override password. From the pop-up, select Initiate an Unscheduled Break, then select OK. This pauses the exam but doesn’t stop the timer.

To resume the exam, use the Administrator Override (CTRL+SHIFT+?) followed by the Administrator Override password. From the pop-up, select Stop the Unscheduled Break, then click OK.

Note: The Administrator Override cannot be used during the listening and speaking parts of the exam.

55. What do we do if our exam was unable to be administered?

If an 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 a later exam administration.
After the Administration

56. How are student exam responses sent back to the AP Program for scoring?
   Student responses are submitted to the AP Program through the exam application during the exam.

57. Do I need to remove anything from the testing computers?
   No. Student responses are not saved to the testing computers.

58. Can I remove the exam application from testing computers after the exam administration.
   If you’d like to remove the exam application from your testing computers, you can, but it isn’t necessary. If you do choose to remove the exam application, ensure there are no students who will be using the testing computer to take an AP Chinese or AP Japanese Exam in a later administration this year.

59. What should I do with students’ scratch paper?
   - Once students have completed testing, 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.

Accommodations

60. 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 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.
   - Some accommodations can be enabled through the exam application for students who are approved. See the Testing Accommodations section of this guide for information about these accommodations:
     - Extended Time (time and one-half and double time)
     - Additional breaks
     - Adjustable colors (available on Windows only)
     - ZoomText screen magnification (available on Windows only)
61. I have students who have been approved for extended time. Can they take the exams?

- Extended time is available through the exam application for students approved for time and one-half (+50% extended time) or double time (+100% extended time). On exam day, the proctor will need to enable these accommodations on the approved student's testing computer. See the Testing Accommodations section of this guide. If you have questions about enabling extended time through the exam application, contact ETS Technical Support by email: APIBTTech@ets.org or by phone: 609-406-5640.

- Students testing with extended time or approved for accommodations that include a reader, writer, or equipment that might disturb others must test in separate rooms from students testing without accommodations. See the 2020-21 AP SSD Guidelines for details.

- Contact the College Board Services for Students with Disabilities (SSD) office at 844-255-7728 (toll free in the U.S. and Canada) or 212-713-8333 with questions about accommodations.

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

No. For the Chinese and Japanese exams, extended time is enabled through the exam application for time and one-half (+50% extended time) and double time (+100% extended time). On exam day, the proctor will need to enable these accommodations on the approved student's testing computer.

63. I have a student who has a documented disability. Can they take the AP Chinese and AP Japanese Exams?

- Students with documented disabilities can test with accommodations that have been approved by the College Board SSD office. Some accommodations can be enabled through the exam application. See the Testing Accommodations section of this guide for details.

- 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 AP Japanese Language and Culture Exams.

64. How are break accommodations administered through the exam?

If any student is approved for breaks as needed, extra breaks, extended breaks, or extra and extended breaks, see the Testing Accommodations section of this guide for details.

65. How do I enable screen magnification?

Screen magnification software is only available on Windows and must be installed on the student’s testing computer before the exam administration. Contact ETS Technical Support by email: APIBTTech@ets.org or by phone: 609-406-5640 if you have students approved for a screen magnification accommodation who plan to take the AP Chinese or AP Japanese Language and Culture Exams. They will arrange for technical assistance to help you with the necessary software installation.
AP Exam Seating Chart
(Directions and Sample)

AP coordinator or proctor: Complete the chart on the next page for every testing room used during each subject’s exam administration and keep it for at least six months. (Your state or district may require you to keep seating charts for a longer period of time.) Having seating charts on file will help expedite an investigation of a reported incident should one occur.

Refer to the sample on this page to construct the seating chart. Use the diagram on the next page to indicate how exam booklets were distributed in your testing room.

NOTE: Seating charts should not be returned in the exam shipment unless they are required as part of an Incident Report. In this case, the chart should be included with the Incident Report in the IR Return envelope and placed in the first carton (carton 1 of X) returned to AP Services.

1. For large rooms, use a separate form for each area of the room and indicate, in words and with arrows, where areas adjoin each other.

2. At the top of the chart, indicate the AP Exam, room number, and school code. Beside the room number, indicate whether this is a complete room or a section of a larger room by specifying the section (i.e., A, B, C).

3. Indicate the position of the proctor’s desk or table if it is not at the front of the room.

4. Indicate the location of the entrance doors.

5. Draw a line around the group of seats occupied in the room or in your assigned area.

6. Draw a large X to cross out any unused area outside the boundary. Draw a small X through any unused seats within the boundary.

7. Write the full name of the student or the 11-digit serial number of the exam booklet assigned to each occupied seat, e.g., S0002161811.

8. For each row, draw directional arrows to show how the booklets were distributed.

9. Print your name and the date where indicated.

10. The completed seating chart must be returned to the AP coordinator and kept for six months. Keep a copy of any seating chart that is returned to AP Services in your exam shipment.
AP Coordinator: Please photocopy this form on colored paper for AP Chinese and AP Japanese Exams.

Name:  

AP ID:
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.