

Appendix C: Incident Reporting Guide

M-STEP Incident Reporting Guide

Any testing irregularities that occur before, during, or after testing must be reported to the Office of Educational Assessment and Accountability (OEAA) within two school days. All incidents are required to be reported; do not neglect to report an incident if more than two school days have passed since you were aware of it. This table identifies the incident categories and sub-categories that are used in the Secure Site Incident Reporting tool and provides sample scenarios for each category or sub-category.

You will find detailed information on how to access and use the tool at the [Secure Site Incident Reporting tool](http://www.michigan.gov/documents/mde/Incident_Reporting_520328_7.pdf) (www.michigan.gov/documents/mde/Incident_Reporting_520328_7.pdf).

Incident Category: Test Not Completed				
Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	Incident Report Required/Optional
Test submitted prior to completion	Student accidentally ends/ submits the test without answering all questions	If 5 or fewer questions have been answered, contact the Call Center at 1-877-560-8378 Option 2. If more than 5 questions have been answered, an Incident Report is required.	N/A	Online: Required if more than 5 item responses Paper/ Pencil: N/A
Student became ill	Student becomes ill and goes home before finishing a test	Pause and Exit test (do not End test). Resume testing with the original test ticket in a makeup session.	Collect test materials and flag the last question answered. Students are not allowed to return to previously answered questions.	Online: Optional Paper/ Pencil: Optional
Student was removed from school by parent/guardian	Student is removed from class by a parent or guardian during the test administration	Pause and Exit test (do not End test). Resume testing with the original test ticket in a makeup session.	Collect test materials and flag the last question answered. Students are not allowed to return to previously answered questions.	Online: No Incident Report Necessary Paper/ Pencil: Optional

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Incident Category: Test Not Completed				
Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	Incident Report Required/Optional
Student moved from school	Student transfers or moves from school with an incomplete content area test NOTE: Be prepared to accept a phone call from student's receiving school requesting information on test completion and needed accommodations or designated supports.	Submit an incident report with request for test to be marked Do Not Score .	Mark the answer document Do Not Score and return it in the Special Handling Envelope.	Online: Required Paper/Pencil: Required
Do Not Score requested	Student has taken (or logged into) incorrect assessment (took M-STEP instead of MI-Access assessment) NOTE: A student who begins a test and subsequently becomes ill does not meet the requirements for the test to be marked Do Not Score .	Submit incident report with request for the test to be marked Do Not Score .	N/A	Online: Required Paper/Pencil: N/A
Student does not complete test by end of day	Student does not complete testing by the end of the school day NOTE: Testing must be completed by the end of the grade-level testing window. There are no exceptions.	Pause and Exit test (do not End test). Resume testing with the original test ticket in a makeup session. (Schools should consider the ages and needs of their students and schedule intentionally planned breaks as appropriate.)	With proper planning and scheduling, this should be avoided. <ul style="list-style-type: none"> Schedule all testing early in the day to allow students to complete required testing. The schedule must allow for students who require additional time. Consider the multiple day testing designated support—this is allowable as intentional scheduling for some students who use additional supports. Exceptions for individual students will be considered on a case-by-case basis. 	Online: No Incident Report necessary Paper/Pencil: Optional

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Incident Category: Accommodation/Designated Support Issue				
Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	Incident Report Required/Optional
Designated support/required accommodation not provided	Student is not provided appropriate designated support or accommodations	<p>Test misadministration.</p> <p>Submit an Incident Report.</p> <p>For students with an IEP or Section 504 plan that requires the missing designated support or accommodation:</p> <p>A new test with appropriate designated support or accommodation may be administered with:</p> <ul style="list-style-type: none"> notification to and approval of parents or guardians documentation provided that identifies required designated support or accommodation (such as IEP plan) <p>For students who do not have an IEP or Section 504 plan the requires the missing designated support:</p> <p>A new test with appropriate designated support may be administered with:</p> <ul style="list-style-type: none"> notification to and approval of parents or guardians signed documentation from the person responsible for day-to-day instruction in the content area affirming the student's daily use of the designated support during regular instruction 	<p>Test misadministration.</p> <p>Submit an Incident Report.</p> <p>Emergency test with appropriate designated support or accommodation may be administered with notification to and approval of parents or guardians.</p> <p>Original answer document must be marked Do Not Score and returned in the orange Special Handling Envelope.</p>	<p>Online: Required</p> <p>Paper/ Pencil: Required</p>

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Incident Category: Accommodation/Designated Support Issue				
Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	Incident Report Required/Optional
Nonstandard designated support/ accommodation provided	Nonstandard accommodation provided (Refer to the "Nonstandard Accommodations" information on page 24 of the TAM.)	<p>The student's test is invalidated.</p> <p>Inform parents or guardians.</p> <p>Submit an Incident Report—working with the OEAA, in some cases students may be able to retest with the appropriate accommodation, if the student's parents and school agree it is in the best interest of the student.</p> <p>Perform an internal investigation as needed and keep the resulting documentation on file as Nonstandard Accommodations may be appealed during the Answer Document Verification window.</p>	<p>Mark the student's test as Nonstandard Accommodation on the answer document and return with scorable materials. The student's test is invalidated.</p> <p>Inform the parent or guardian.</p> <p>Submit an Incident Report—working with the OEAA, in some cases students may be able to retest with the appropriate accommodation, if the student's parents and school agree it is in the best interest of the student.</p> <p>Perform an internal investigation as needed and keep the resulting documentation on file as Nonstandard Accommodations may be appealed during the Answer Document Verification window.</p>	<p>Online: Required</p> <p>Paper/ Pencil: Required</p>

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Incident Category: Misadministration				
Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	Incident Report Required/Optional
Wrong test administered	Student is administered the incorrect test (for example, an M-STEP test instead of a MI-Access test)	<p>Inform parents or guardians. Students must be assigned to the correct test in the Secure Site and the appropriate test must be given in order to be included in accountability calculations. Submit an Incident Report—the test will be marked Do Not Score.</p>	<p>Inform parents or guardians. Mark the answer document with Do Not Score and return in the orange Special Handling Envelope. Student must be given the correct test in order to be included in accountability calculations — material orders should be ordered on the Secure Site using the normal additional material order process.</p>	<p>Online: Required Paper/Pencil: Required</p>
Wrong test ticket used	Student is issued wrong test ticket and begins the test	<p>Stop the test as soon as the error is identified. Pause and Exit the test (do not End the test) Submit an Incident Report.</p>	N/A	<p>Online: Required Paper/Pencil: N/A</p>
Part missed or not administered	Student is not administered one part of a test	<p>If it is identified within the testing window for the grade, administer the test. If it is past the testing window for the grade, submit an Incident Report. The test may not be administered.</p>	<p>If it is identified on the day of the administration or within the makeup window for the content area and grade, administer the test. If it is not identified on the test day or within the makeup window for the content area and grade, submit an Incident Report. Important reminder: This is for a Part missed in the test. It is not permissible to inspect answer documents for completion or to review student responses at this time.</p>	<p>Online: Optional Paper/Pencil: Optional</p>



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Incident Category: Misadministration				
Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	Incident Report Required/Optional
Wrong answer document used	Student uses wrong answer document when testing	N/A	<p>If the wrong answer document is the correct grade and test, but has a wrong barcode label, then a new correct barcode label should be printed and affixed. An Incident Report is not required.</p> <p>If the answer document is the wrong grade and/or content, then mark the wrong answer document(s) used with Do Not Score and return in the orange Special Handling Envelope. Submit an Incident Report.</p> <p>(See Answer document transcription required/suggested Incident Sub-Category on page 85 of this manual.)</p>	<p>Online: N/A</p> <p>Paper/Pencil: Optional</p>
Test not administered on scheduled day/time For Spring 2021 only use this sub-category for "Test not administered within scheduled testing window"	Test is administered outside of scheduled testing window	N/A	<p>Mark student's answer document Do Not Score and return in the Orange Special Handling Envelope. Submit an Incident Report.</p>	<p>Online: N/A</p> <p>Paper/Pencil: Required</p>

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Incident Category: Misadministration			
Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers
Other	Test administrator/proctor helps student by giving information other than test directions		
	Test administrator/proctor indicating the correct answers to students		
Other	Test administrator leaves students unattended during testing		
	Secure materials are not kept secure before, during, or after test administration	Submit an Incident Report—working with the OEAA, the district may be able to quickly resolve issues.	Submit an Incident Report—working with the OEAA, the district may be able to quickly resolve issues.
	Test administrator/proctor or other building staff taking photos of test items or test environment		
	Staff posting test items or content to social media during testing		
			Online: Required Paper/ Pencil: Required

Incident Category: Building Emergency			
Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers
Building emergency	Building emergency occurs during the test and requires student(s) to leave the room or otherwise interrupts testing	Address the building emergency—pause tests as appropriate/possible. Submit an Incident Report.	Address the building emergency—secure test materials as appropriate/possible. Submit an Incident Report.
			Online: Required Paper/ Pencil: Required

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Incident Category: Prohibited Behavior				
Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	Incident Report Required/Optional
Electronics/ social media	Student(s) taking photos of test items, use of social media during testing.	The student's test will be marked Prohibited Behavior and invalidated. Inform parents or guardians. Perform internal investigation as needed and keep resulting documentation on file as Prohibited Behaviors may be appealed during the Answer Document Verification window. Submit an Incident Report.	Inform parents or guardians. Perform internal investigation as needed and keep resulting documentation on file as Prohibited Behaviors may be appealed during the Answer Document Verification window. Submit an Incident Report.	Online: Required Paper/ Pencil: Required
Other	Disruptive behaviors impacting testing session/ completion, cheating, use of calculator (mathematics) or dictionary/thesaurus (ELA) during non-permitted section of the test NOTE: The use of non-permitted tools results in test invalidation.	Students engaged in disruptive or egregious behavior must be removed from the testing room. Where feasible, students should be redirected and allowed to continue testing. Students engaged in prohibited behavior need not be removed from the testing room unless they are affecting other students. The student's test will be marked Prohibited Behavior and invalidated. Inform parents or guardians. Perform internal investigation as needed and keep resulting documentation on file as Prohibited Behaviors may be appealed during the Answer Document Verification window. Submit an Incident Report.	Students engaged in disruptive or egregious behavior must be removed from the testing room. Where feasible, students should be redirected and allowed to continue testing. Students engaged in prohibited behavior need not be removed from the testing room unless they are affecting other students. The student's test will be marked Prohibited Behavior and invalidated. Inform parents or guardians. Perform internal investigation as needed and keep resulting documentation on file as Prohibited Behaviors may be appealed during the Answer Document Verification window. Submit an Incident Report.	Online: Required Paper/ Pencil: Required

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Incident Category: Technical Problems with Online Testing				
Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	Incident Report Required/Optional
Repeated disconnections	Student(s) has repeated disconnections during testing session	Contact local tech support. Tech support can contact DRC Customer Support if they need additional help to resolve the matter. Submit an Incident Report.	N/A	Online: Optional Paper/Pencil: N/A
	Entire classroom has repeated disconnections during testing session	Contact local tech support. Tech support can contact DRC Customer Support if they need additional help to resolve the matter. Submit an Incident Report.	N/A	Online: Optional Paper/Pencil: N/A
INSIGHT freezing, or not advancing	INSIGHT stops working and the student(s) cannot continue testing	Contact local tech support. Tech support can contact DRC Customer Support if they need additional help to resolve the matter. Submit an Incident Report.	N/A	Online: Optional Paper/Pencil: N/A
Item functionality	An item on the test is not functioning as expected; for example, the student believes the correct answer cannot be selected	Instruct the student to answer as best they are able. Submit an Incident Report with the test and question number (if known), and computer used for testing (Windows PC, Mac, iPad, Chromebook).	N/A	Online: Required Paper/Pencil: N/A
Hardware failure	Power outage, internet connection interrupted through local error, stolen computers	If the problem is with just one computer, move the student to another computer and resume testing. (Refer to "Resumed Testing" information on page 62 of the TAM.) If the problem will be resolved in sufficient time to complete testing (restore power or internet connection), continue testing another time or day. If online testing becomes impossible, file an Incident Report.	N/A	Online: Required IF it is necessary to move to emergency paper forms; otherwise optional Paper/Pencil: N/A

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Incident Category: Technical Problems with Online Testing				
Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	Incident Report Required/Optional
Other	Use this category if your technical problem does not conform to the listed technical issues.	Contact your local IT staff, or if further support is required, contact DRC Customer Support.	N/A	Online: Optional Paper/Pencil: N/A

Incident Category: Materials				
Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR Required/Optional
Answer document transcription required/suggested	Students write in the wrong section of an assessment; wrong answer document used; a writing utensil other than a number 2 pencil is used on an answer document	N/A	Student must transcribe all responses exactly as recorded from the original answer document to a fresh answer document in a one-on-one proctored section. Print and affix a bar code label to the new answer document and return with the scorable materials. Original answer document must be marked Do Not Score and returned in the Orange Special Handling Envelope.	Online: N/A Paper/Pencil: Optional
Answer document damaged, defective, or lost	Answer document becomes damaged in such a way that will impact scanning—ripped, torn; is defective upon arrival; or is lost during test administration.	N/A	Student must transcribe all responses exactly as recorded from the original answer document in a one-on-one proctored session. Print and affix a bar code label to the new answer document and return with the scorable materials. Original answer document must be marked Do Not Score and be returned in the Orange Special Handling Envelope. NOTE: Biohazards should not be returned. Any secure material with biohazardous material should be securely destroyed.	Online: N/A Paper/Pencil: Optional

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Incident Category: Other			
Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers
Other	Use this category only if an incident occurs that does not fit into the listed categories.	Varies	Varies
			IR Required/Optional
			Online: Optional Paper/Pencil: Optional

Incident Category: Staff Unethical			
Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers
Staff Unethical	District administration or management company needs to report an incident involving inappropriate test administration practices of District/Building Coordinators or Building Administration Note: When using this category, only the incident report submitter and anyone identified in the CC field of the report will receive notification of progress of this incident.	Submit an Incident Report; In working with the OEAA, the district may be able to quickly resolve issues.	Submit an Incident Report- In working with the OEAA, the district may be able to quickly resolve issues.
			IR Required/Optional
			Online: Required Paper/Pencil: Required

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The Department of Education (MDE) has updated incident reporting requirements to ensure accurate and valid student-level assessment data for the specific situations described below; that is, if a student:

- becomes ill and leaves school early due to illness on the day that the test was completed and submitted
- spends fewer than 15 minutes testing and submits a test
- did not take prescribed medication prior to testing and completes and submits a test

These tests can be regenerated if the incident report is submitted on the date of the incident (by 11:59 PM) and parent permission is documented. If it is not possible to obtain documentation of parent permission on the date of the incident, the school must submit the incident report on the date of occurrence and provide documentation of parent permission subsequently.

Regeneration of any test for any of these listed reasons will only occur once; for example, if a student does not take his or her medication one day and the test is regenerated, and then the student subsequently tests without his or her medication a second time, a new test will not be regenerated. Or, if a student becomes ill and goes home on one test day, the test is regenerated, then if the student spends less than 15 minutes on the test on the next test day, the second test will not be regenerated.

Incidents Requiring Immediate Action (must be submitted by 11:59 PM on the date of occurrence)

Incident Category	Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR Required/Optional
Test Not Completed	Student became ill	Student becomes ill, completes and submits test, and then goes home from school sick	Submit an Incident Report on the date of occurrence by 11:59 PM requesting regeneration Gather documentation that verifies: <ul style="list-style-type: none"> • Parental permission to retest (use form provided in OEAA Secure Site) • The student left school early due to illness 	N/A	Online: Optional Paper/Pencil: N/A

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Incidents Requiring Immediate Action (must be submitted by 11:59 PM on the date of occurrence)

Incident Category	Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR Required/Optional
Misadministration	Other	Student submits test after spending fewer than 15 minutes testing	Submit an Incident Report on the date of occurrence by 11:59 PM requesting regeneration Gather documentation that verifies parent permission to retest (use form provided in OEAA Secure Site)	N/A	Online: Optional Paper/ Pencil: N/A
Misadministration	Other	Student takes test without prescribed medication	Submit an Incident Report on the date of occurrence by 11:59 PM requesting regeneration Gather documentation that verifies parent permission to retest (use form provided in OEAA Secure Site)	N/A	Online: Optional Paper/ Pencil: N/A

Incident Category: COVID-Related

Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR Required/Optional
COVID-Related	Any COVID-related issue that does not conform to any other incident category Note: School closures should be submitted on the School Closings page of the OEAA Secure Site. Not Tested Issues should be submitted during the Accountable Students window.	varies	varies	Online: Optional Paper/ Pencil: Optional

