

Appendix C: Incident Reporting Guide

M-STEP Incident Reporting Guide

If any testing irregularities occur before, during, or after testing, the District M-STEP Coordinator must report them to the Office of Educational Assessment and Accountability (OEAA) as soon as possible. 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 Secure Site Incident Reporting tool [here](http://www.michigan.gov/documents/mde/Incident_Reporting_520328_7.pdf) (http://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. Resume testing in an individual one-on-one proctored makeup session. Students are not allowed to return to previously answered questions.	Online: Optional Paper/Pencil: Required
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. Resume testing in an individual one-on-one proctored makeup session. Students are not allowed to return to previously answered questions.	Online: No Incident Report Necessary Paper/Pencil: Required

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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. The required Incident Report must demonstrate student was provided ample time to complete the test. 	Online: No Incident Report necessary Paper/Pencil: Required

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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>New test with appropriate designated support or accommodation may be administered with notification to and approval of parents or guardians.</p>	<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>
Nonstandard designated support/accommodation provided	Nonstandard accommodation provided. See the "Nonstandard Accommodations" information on page 20 of this manual.	<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 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</p> <p>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</p> <p>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 subject and grade, administer the test. If it is not identified on the test day or within the makeup window for the subject and grade, submit an Incident Report. Important reminder: This is not permissible to inspect answer documents for completion or to review student responses at this time.</p>	<p>Online: Optional</p> <p>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 74 of this manual.)</p>	<p>Online: N/A</p> <p>Paper/Pencil: Optional</p>
Test not administered on scheduled day/time	Test is administered outside of scheduled testing window, or a paper/pencil test is administered in a day that is not assigned for the content/part or not administered during scheduled makeup dates.	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	<p>Test administrator/proctor helps student by giving information other than test directions.</p> <p>Test administrator/proctor indicating the correct answers to students.</p> <p>Test administrator leaves students unattended during testing.</p> <p>Secure materials are not kept secure before, during, or after test administration.</p> <p>Test administrator/proctor or other building staff taking photos of test items or test environment.</p> <p>Staff posting test items or content to social media during testing.</p>	<p>Required to Submit an Incident Report- In working with the OEAA the district may be able to quickly resolve issues.</p>	<p>Required to Submit an Incident Report- In working with the OEAA the district may be able to quickly resolve issues.</p>
			<p>Online: Required</p> <p>Paper/Pencil: Required</p>

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

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Incident Category: Prohibited Behavior			
Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers
Electronics/ social media	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.
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.

Incident Report Required/Optional

Online: **Required**
Paper/Pencil: **Required**

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.		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
TSM error	TSM Connection Error—Could Not Register TSM	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

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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
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. 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
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

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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: Required
Answer document damaged, defective, or lost	Answer document becomes damaged in such a way that will impact scanning—ripped, torn, etc; 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: Required

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

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Incident Category: Staff Unethical				
Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR Required/Optional
Staff Unethical	<p>District administration or management company needs to report an incident involving inappropriate test administration practices of District/Building Coordinators or Building Administration.</p> <p>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.</p>	<p>Required to Submit an Incident Report- In working with the OEAA the district may be able to quickly resolve issues.</p>	<p>Required to Submit an Incident Report- In working with the OEAA the district may be able to quickly resolve issues.</p>	<p>Online: Required</p> <p>Paper/Pencil: Required</p>