

Spring 2025 WIDA ACCESS for ELLs and Alternate ACCESS for ELLs

Incident Reporting (IR) Guide

If any testing irregularities occur before, during, or after testing, the Building or District WIDA Coordinator must report them to the Office of Educational Assessment & Accountability as soon as possible. This table identifies the incident categories and sub-categories that are used in the Secure Site Incident Reporting tool and 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](https://www.michigan.gov/mde/-/media/Project/Websites/mde/Year/2019/01/08/Incident_Reporting_for_M-STEP_520328_7.pdf) (https://www.michigan.gov/mde/-/media/Project/Websites/mde/Year/2019/01/08/Incident_Reporting_for_M-STEP_520328_7.pdf).

Incident Category: Test Not Completed

Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR Required/Optional
Test Submitted prior to completion	Student accidentally ends/submits test without answering all questions.	Contact the Call center at 1-877-560-8378, Option 3. If more than 5 questions have been answered, an Incident Report is Required.	N/A	Required if more than 5 item responses

Incident Category: Test Accommodation/Designated Support Issue

Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR Required/Optional
Designated Support/Required Accommodation not provided	Student is not provided appropriate accommodations.	Test misadministration. New test with appropriate accommodation may be administered with notification to and approval of parents or guardians.	Test misadministration. Student re-test with appropriate accommodation may be administered with notification to and approval of parents or guardians.	Required for both Online and Paper/Pencil

Incident Category: Test Accommodation/Designated Support Issue

Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR Required/Optional
			Original answer document must be identified with the Do Not Score label and returned per WIDA’s return instructions.	
Nonstandard Designated Support/Accommodation provided	Nonstandard Accommodation provided. See the WIDA Accessibility and Accommodations Manual for information on allowable supports.	<p>Mark the student’s test as Do Not Score in WIDA AMS. The student’s test is invalidated.</p> <p>Inform the parent or guardian. 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 with the INV code on the answer document and return with scorable materials. The student’s test is invalidated.</p> <p>Inform the parent or guardian</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>	Required for both Online and Paper/Pencil

Incident Category: Misadministration

Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR Required/Optional
Wrong test administered	Student is administered the incorrect test (for example, an incorrect paper/pencil Tier was provided, the WIDA ACCESS for ELLs was given instead of the WIDA Alternate ACCESS for ELLs, etc.).	<p>Inform parents or guardians.</p> <p>Students must be assigned to the correct test in the Secure Site and the appropriate test must be given.</p> <p>Submit an Incident Report.</p>	<p>Mark the answer document with a “Do Not Score” label and return per WIDA’s return instructions.</p> <p>Inform parents or guardians.</p> <p>Student must be given the correct test – material orders can be placed through WIDA AMS.</p>	Required for both Online and Paper/Pencil

Incident Category: Misadministration

Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR Required/Optional
Wrong test ticket used	Student is issued wrong test ticket and begins the test.	<p>Stop the test as soon as error is identified</p> <p>Pause and Exit the test (do not End the test)</p> <p>Submit an Incident Report</p>	N/A	Online: Incident Report Required
Wrong answer doc used	Student uses wrong answer document when testing.	N/A	<p>Mark the answer document(s) with a “Do Not Score” label and return per WIDA’s material return instructions.</p> <p>Submit an Incident Report.</p>	<p>Online: May be required if utilizing paper Writing response booklets</p> <p>Paper/Pencil : Incident Report Required</p>
Other	Other misadministration not previously listed.	Varies	Varies	Required for both Online and Paper/Pencil

Incident Category: Building Emergency

Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR Required/Optional
Building Emergency	Building emergency occurs during the test and requires student to leave the room or otherwise interrupts testing.	Address the building emergency. Submit an Incident Report.	Address the building emergency – secure test materials as appropriate/possible. Submit an Incident Report.	Required for both Online and Paper/Pencil

Incident Category: Prohibited Behavior

Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR Required/Optional
Electronic device in possession but no access				
Accessed electronic device during testing	Taking photos of test items, use of social media during testing.	Mark the student’s test as Do Not Score in WIDA AMS. The student’s test is 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.	Mark the student’s test as INV on the answer document. The student’s test is 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.	Required for both Online and Paper/Pencil
Posted test content to social media				

Incident Category: Prohibited Behavior

Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR Required/Optional
Plagiarism				
Other	<p>Disruptive behaviors impacting testing session/completion; cheating</p> <p>NOTE: The use of non-permitted tools results in test invalidation. The best way to avoid this is to make these tools available only during the permitted sections of the test.</p>	<p>Disruptive students must be removed from the testing room.</p> <p>Students caught cheating must stop testing immediately.</p> <p>Mark the student's test as Do Not Score in WIDA AMS. The student's test is invalidated.</p> <p>Inform parents or guardians.</p> <p>Perform internal investigation as needed and keep resulting documentation on file as Prohibited Behaviors may be appealed during the Answer Document Verification window.</p> <p>Submit an Incident Report.</p>	<p>Disruptive students must be removed from the testing room.</p> <p>Students caught cheating must stop testing immediately.</p> <p>Mark the student's test as INV on the answer document. The student's test is invalidated.</p> <p>Inform parents or guardians.</p> <p>Perform internal investigation as needed and keep resulting documentation on file as Prohibited Behaviors may be appealed during the Answer Document Verification window.</p> <p>Submit an Incident Report.</p>	<p>Required for both Online and Paper/Pencil</p>

Incident Category: Technical Problems with Online Testing

Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR 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	Optional
INSIGHT freezing, crashing, 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	Optional
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	Optional
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 domain, question number, and computer used for testing (Windows PC, Mac, iPad, Chromebook).	N/A	Optional
Hardware failure	Power outage, Internet connection interrupted through local error, stolen computers.	If the problem is with just one computer, please move the student to another computer	N/A	Online: Required IF

Incident Category: Technical Problems with Online Testing

Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR Required/Optional
		and resume testing. If the problem will be resolved in sufficient time to complete testing (restore power or internet connection), please continue testing another time or day. If online testing becomes impossible, please file an Incident Report.		it is necessary to move to paper forms; otherwise optional
Other	Use this category if your technical problem does not conform to the listed technical issues.	Please contact your local IT staff, or, if further support is required, contact DRC Customer Support.	N/A	Optional

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	<p>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.</p> <p>Bubble in all required information on the new answer document and return with the scorable materials.</p> <p>Original answer document must be marked with a Do Not Score label and</p>	Paper/Pencil: Incident Report Required

Incident Category: Materials

Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR Required/Optional
			returned per WIDA’s material return instructions.	
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	Please call 1-877-560-8378, Option 3 for instructions on materials handling	Paper/Pencil: Incident Report Required

Incident Category: Other

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

Incident Category: Student not administered EL Screener before testing

Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR Required/Optional
Student not administered EL Screener before testing	Federal and state requirements dictate that students must be screened first to determine eligibility for English Learner (EL) services. The summative WIDA assessment is an assessment ONLY for those students who have been identified as EL.	The student should be administered the WIDA Screener. Then a determination for eligibility should be made using MI’s Entrance & Exit Protocol. WIDA Screener scores must be entered into the Secure Site regardless of whether or not the student will be identified as EL or not. If the student is found to be eligible for services, the student must be identified as receiving EL services in MSDS by the identified spring date for the summative	The student should be administered the WIDA Screener. Then a determination for eligibility should be made using MI’s Entrance & Exit Protocol. WIDA Screener scores must be entered into the Secure Site regardless of whether or not the student will be identified as EL or not. If the student is found to be eligible for services, the student must be identified as receiving EL services in MSDS by the identified spring date for	Incident Report Required

Incident Category: Student not administered EL Screener before testing

Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR Required/Optional
		WIDA ACCESS for ELLs test scores to be valid. If the student is NOT found to be eligible, no additional action is required on the part of the district however districts should ensure that these students are NOT identified in MSDS as receiving EL services.	the summative WIDA ACCESS for ELLs test scores to be valid. If the student is NOT found to be eligible, no additional action is required on the part of the district however districts should ensure that these students are NOT identified in MSDS as receiving EL services.	

Incident Category: Mixed Testing modes

Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR Required/Optional
Mixed testing modes	Student completes one or more domains but district attempts to complete testing on paper/pencil or online inappropriately (example: Listening and Reading completed online, but paper/pencil Speaking and Writing given)	Students may only test cross-mode (online and paper/pencil) in the following scenarios: Students in grades 1-3 who are testing online have a default mode of testing in the Writing mode via paper/pencil, Students in grades 4-12 who are testing online may take the Writing domain via paper/pencil only if they are a recently arrived student (12 months or less in U.S. schools) or if an IEP/504 plan necessitates specific accommodations requiring the paper/pencil option. Districts may be directed to complete testing online and place a do not	Students who begin testing on paper/pencil cannot switch to the online testing mode. If this occurs, one of the assessments (online or paper/pencil) will be invalidated.	Incident Report Required

Incident Category: Mixed Testing modes

Incident Sub-Category	Scenario	Response for Online Testers	Response for Paper/Pencil Testers	IR Required/Optional
		score label on the used paper/pencil materials.		