PSAT-RELATED ASSESSMENTS

Test Coordinator
Test Day Guide

Introduction
Thank you for participating in this digital test administration. It wouldn’t be possible without you.

This guide covers everything you’ll need to know about test day procedures. Read it ahead of time and use it on test day. Testing staff should not share this guide with anyone else.

Test Security
To keep scores valid and testing fair, it’s critical that testing staff enforce the test security measures shared in this guide. These measures include new and revised policies and procedures that support digital testing.

Contact Us
When directed to contact us, call 888-477-7728 (within the U.S.) or +1 212-237-1335 (international).

What’s Different About Digital
The digital test is a shorter, more secure test and one that’s easier to give.

Some digital test administration roles, tools, and procedures differ from paper testing, including:

- **Bluebook**: The testing app installed on student devices provides most test day instructions and times each student individually.
- **Test Day Toolkit**: Digital test administration depends on Test Day Toolkit, a web application. All test coordinators, proctors, and monitors need to access it on test day. Proctors use it to take attendance, read the script, start the test, monitor student progress, and report irregularities.
- **Help room and technology monitor**: Proctors can send students to the help room, where a technology monitor will assist them with simple troubleshooting.

Test Day Timing
Assessments in the digital SAT® Suite of Assessments have 2 sections—Reading and Writing, and Math—with a break in between. For students testing with standard time, each section is about an hour with a 10-minute break.
Test Day Oversight
Test coordinators supervise all test day activities, making sure staff have everything they need.

Sign in to Test Day Toolkit
Start by granting full Test Day Toolkit access to your staff:
- Sign in to the toolkit at testday.collegeboard.org.
- Go to the Staff page and select everyone on your list.
- Choose Grant toolkit access in the drop-down menu.

Keep in mind the following:
- You may grant full access to staff one day prior to the beginning of testing.
- You may grant access for the entire testing schedule. It’s not necessary to turn access on and off during the testing window.
- You should immediately remove access for any staff who don’t need it, including staff no longer employed by your school or district.

Test Day Morning
If you haven’t already, organize these proctor supplies:
- A copy of the Wi-Fi name and password for each proctor.
- 3 sheets of scratch paper per student.
- A sign-in ticket for each student.
- Recommended: power strips, surge protectors, extension cords, or laptop carts for charging (prioritize extended time testing rooms).
- Testing devices for students (if applicable).
- Recommended: printed seating chart. (The 2-page PDF is available to download at satsuite.org/educator-experience. The first page contains important instructions for test coordinators. Proctors in large testing rooms may need more than 1 chart.)
- For some students taking the PSAT™ 8/9 with EL supports, printed copies of translated test directions (available at satsuite.org/educator-experience).

IMPORTANT: If your school is providing testing devices, make sure Bluebook™ is installed and the device is fully charged.

Prepare your school:
- Post directional signs to the testing rooms, help room, break area, and restrooms (if necessary).
- Make sure all testing staff have a device with access to Test Day Toolkit.
- If your school is supporting away students, make sure the local network is accessible to them or there is a public network they can join.
- Make sure outlets are available in rooms reserved for extended time testing in case students need to charge their device(s).
- If possible, reserve a room for students who arrive late, after the proctor reads the script in their assigned testing room. If you don’t have a late room, late arrivals should be rescheduled for another time in the testing window.
Supporting Your Staff
For a successful test day, decide how to facilitate breaks and communication:

- Plan a break schedule for staff as needed, making sure testing rooms and hallways are always monitored.
- Set up a signaling system so staff can communicate with each other quickly.

Hold a brief meeting before students arrive to share last-minute instructions. Be sure to:

- Let proctors know the test timing for the students in their room.
- Distribute supplies.
- Remind staff to use power strips, surge protectors, and extension cords safely.
- Let staff know where the help room and late room (if you have one) are located.
- Remind staff to enforce all policies shared in this guide and to never leave students alone in the room.
- Tell staff to connect to Wi-Fi and sign in to Test Day Toolkit.
- Make sure proctors and hall monitors have completed training and read the Proctor and Hall Monitor Test Day Guide, available at satsuite.org/educator-experience. Technology monitors should read the Technical Troubleshooting Guide.

Monitoring Test Day Activity
To keep things running smoothly throughout test day:

- Minimize distractions and limit access to the testing area.
- Work with the technology monitor to troubleshoot technical issues covered in the Technical Troubleshooting Guide.
- Enforce rules and watch for irregularities.
- Only allow testing staff and students into the testing area.

When all testing is finished, make sure to collect any materials from your proctors, including scrap paper, sign-in tickets (in cases of early dismissal or rule violations), and seating charts (if used). Keep these on hand for 30 days.

Irregularities
Your school may encounter problems on test day. We are here to help.

Call us immediately if testing is interrupted for more than half of students for more than 10 minutes or you have any concerns about test security. If you need to close your school on your intended test date, you can reschedule testing for another day in the window. Although schools can use flexible start times, staff should start early enough to allow students with extended time to complete the test within standard school hours.

If students violate the rules or leave early for any reason, or if technical problems occur, use Test Day Toolkit to report an irregularity. See Responding to Problems on page 5 for details on handling and reporting anything that goes wrong.

Refer to the Retesting and Irregularities Guide for a comprehensive overview of the Irregularity Report (IR) submission process.
Technical Troubleshooting

Proctors can send students to the help room at any time, but we recommend doing so in the following cases:

- They want to avoid distracting students who are testing successfully.
- Helping the student takes too much of your time and attention.
- None of the troubleshooting steps listed below resolve the issue.

Proctors should send the student to the test coordinator in these cases:

- They don’t have a sign-in ticket for the student or the credentials on their sign-in ticket don’t work.
- The test card isn’t shown on the student’s homepage.
- There’s an issue with their accommodations.
- The student’s name or date of birth is incorrect in Bluebook.

**IMPORTANT:** Report an irregularity if you resolve the issue but a student’s testing was interrupted for more than 1 minute.

None of Your Students Can Start

If none of your students can start the exam, make sure you read the correct start code and wrote it on the board accurately. If that’s not the issue, ask the technology monitor for help.

A Student Can’t Reach the Bluebook Homepage

Make sure the student opened the right digital testing app. They should click the **Star** icon to open Bluebook.

If the student can’t connect to the internet, make sure their device’s Wi-Fi is turned on and the device isn’t in airplane mode. If they haven’t started testing yet, the student can switch to a backup device with Bluebook installed, if available.

A Student Can’t Sign In or Their Test Isn’t Listed

Make sure the student clicked the yellow sign-in button when they opened Bluebook and that they used the credentials on their sign-in ticket.

If students signed in with their College Board account instead, they should sign out, click the yellow button, and use their ticket to sign in again.

A Student Can’t Start Timed Testing

Students who aren’t on the start code screen may just need to complete Bluebook check-in.

If the student is on the start code screen, try the following fixes in order:

1. Make sure you marked the student present on the Test Day Toolkit **Attendance** page.
2. Reenter the start code.
3. Switch to a backup device with Bluebook installed, if available.
4. Close applications running in the background.
5. Exit Bluebook and sign in again.
6. Restart the device and open Bluebook again.

If Most Students Are Ready to Start

Proctors should consider referring the student to the technology monitor or test coordinator for help so that you can begin reading the script. The student can start testing in your room after their problem is resolved; if they need to read the verbal instructions first, they can open it on the Bluebook start code screen.
A Student’s Testing Is Interrupted
Try the following fixes in order:
1. Exit Bluebook, close applications running in the background, and sign in again.
2. Restart the device.
3. Follow the instructions below to complete a device swap if backup devices are available.

**IMPORTANT:** Most issues are resolved by restarting Bluebook or the testing device—and since answers are saved to the testing device, students can pick up where they left off.

How to Complete a Device Swap
If a backup device is available and a student can’t continue testing on their original device, complete these steps:
1. Tell the student to open Bluebook on the new device, sign in, and click Resume Testing on their homepage. A pop-up window will tell them their proctor must approve the device swap.
2. Approve the swap by clicking the student’s name on the Test Day Toolkit Dashboard to open their profile page, and then click the Approve Device Swap button.
3. When the student clicks Resume Testing Now, they’ll be returned to the question they last viewed.

**IMPORTANT:** If the student has NOT entered the start code yet, you can give them a new device without completing these steps.

Responding to Problems
Use Test Day Toolkit to report irregularities. In a few cases, we want test coordinators to call us as soon as possible. Testing staff may approach you on test day with issues related to irregularities. For detailed guidance and instructions for submission of IRs in Test Day Toolkit, refer to the Retesting and Irregularities Guide.

Good to Know
- If students are unable to start the test, make sure they signed in to Bluebook with the information on their sign-in ticket.
- Proctor and monitor reports are routed to the test coordinator for review before submission to College Board.
- Don’t report unscheduled student breaks unless they’re excessive or suspicious.
- When students are dismissed, their scrap paper must be collected. Make sure students return 3 whole sheets of paper with their name on each. If a student returns a ripped, torn, or partial sheet of scratch paper, ask them to return all pieces. If the student refuses, report an irregularity. Test coordinators should keep all scratch paper for 30 days in case of any test security investigations.
- When proctors dismiss students, they should check sign-in tickets for any writing that could be copied test content. If a sign-in ticket contains test content, the proctor should collect the ticket, submit an IR, and give the ticket to the test coordinator.
- Test coordinators can call us when they need help resolving problems, even if a call is not required.
- Students can plug into available outlets if they need to.
How to Respond to Problems

When to Call Us
Test coordinators should call us as soon as possible if:

- They have any concerns about test security.
- Testing for more than half of students is interrupted for more than 10 minutes.

If a school closure prevents testing as planned, the test coordinator should reschedule for another day within the testing window. If that’s impossible, they should call us.

Violations
Follow the instructions for early dismissal and reporting irregularities in Next Steps on page 7 if students try to gain an unfair advantage, disturb others, talk during the break, or refuse to follow instructions. If other students were disrupted, complete a separate IR for those students (see Disturbances and Interruptions on this page).

Proctors should collect any scratch paper, sign-in tickets, or other materials containing copied test content and hand them over to the test coordinator. If the student used a prohibited device to copy test content, proctors should take photos for evidence.

If you’re not sure a student deliberately violated a rule, you can give them a warning.

If a student takes excessive breaks, ask them why and where they’re going and make sure they leave their testing device, scratch paper, and other items in the room.

Early Departure
Students should stay until their testing time is up, but if they need to leave early, follow the instructions for early dismissal and reporting irregularities in Next Steps on page 7.

Technical Problems
For troubleshooting guidance, see Technical Troubleshooting on page 4. Follow the instructions for reporting irregularities in Next Steps on page 7.

Disturbances and Interruptions
In the event of an interruption, don’t let students talk or access the prohibited devices. If students must leave the room, monitor them and secure their testing devices. If testing is disrupted for more than half of students call us.

Use Test Day Toolkit to report any disturbance or interruption that lasts longer than 1 minute or gives them a chance to discuss test content. Get instructions for reporting irregularities in Next Steps on page 7.

Approved Accommodations Not Given
Ask the student if they want to continue testing without the approved accommodations or stop testing. In either case, submit an IR. If the students stops testing, they may be eligible for a retest. Follow instructions for early dismissal in Next Steps on page 7.

Unapproved Accommodations Given
Tell the student to stop testing. Follow the instructions for early dismissal and reporting irregularities in Next Steps on page 7.

Test Question Issues
If a student thinks something’s wrong with a test question, note the section, module, and question number. Tell them to continue testing, answering as best they can, and remind them there’s no penalty for guessing.

Ask them to see you after the test so you can report the problem to College Board. Wait until other students finish testing before talking to the student.

Get instructions for reporting irregularities in Next Steps on page 7.
Next Steps

Early Dismissal
If you need to dismiss a student early because of an illness or a security violation, follow these steps:

1. Navigate to the student’s page in Test Day Toolkit.
2. Check the student’s testing status and tell them to exit Bluebook if their status is not Exited, Submission Pending, or Submitted.
3. Collect their scratch paper and sign-in ticket.
4. Click Undo Check-In in Test Day Toolkit.
5. Submit an IR.

If a student leaves without talking to you first, try to follow this procedure. If they left belongings behind, give them to your test coordinator.

IMPORTANT: Students must stay until their testing time runs out unless they get sick or violate a rule.

Reporting Irregularities
To report irregularities, navigate to the Irregularities page in Test Day Toolkit and choose between a retest form and a report-only form. Select the students involved, answer the questions, and submit the report.

Staff reports are routed to the test coordinator before they’re submitted to College Board.

Additional Information

Unfair Advantage
Examples of violations that give students an unfair advantage include:

- Impersonation
- Accessing or using prohibited devices or aids
- Viewing nontest content or using other applications on their device
- Switching devices or seats without permission
- Giving or receiving test content

Device and Aid Access During Testing
During testing, students can access the permitted items listed below. Everything else is prohibited, unless a student has an approved accommodation that requires it.

Items Permitted During Testing

- 1 testing device
- 1 calculator
- External mouse
- Mouse pad
- External keyboard (tablet only)
- Scratch paper and sign-in information provided by the proctor
- Pen or pencil
- Power cord
- Portable charging device
- Backup testing device

Items Permitted During Breaks
If students leave the room during the scheduled break, they can take their snack and drink with them. They can also access hand sanitizer and cleaning supplies during breaks.
Prohibited Items

Unless students have a College Board–approved accommodation, they can’t access these items during the test or breaks:

- Phones, smartwatches, or other electronic devices (except their testing device)
- Detachable privacy screens
- External keyboards for use with laptops or Chromebooks
- Notes, books, or any other reference materials (translated test directions and word-to-word dictionaries are permitted for PSAT 8/9 test takers using EL supports)
- Scratch paper not provided by the proctor
- Headphones, earbuds, or earplugs
- Any camera, recording device, or timer

Student Accommodations

There may be students testing at your school with approved accommodations. Your Test Day Toolkit student roster lists accommodation information for each student.

**IMPORTANT:** The following policies for assigning students to testing rooms differ from those for paper testing.

For a comprehensive overview of accommodated testing, including how to administer the test on paper to approved students, refer to the Accommodations Guide.

Testing Groups

You might have students with accommodations who require testing in separate rooms. Test Day Toolkit includes several different group types, which involve combinations of timing and other accommodations that can be tested together. For digital administrations, testing groups include:

- S1: School (Standard Time)
- S2: School (Time and One-half – Math only)
- S3: School (Time and One-half)
- S4: School (Double Time – Math only)
- S5: School (Double Time)
- S6: School (More than Double Time)
- S7: School (Other)
- S8: School (One-to-one)

Students taking the PSAT 8/9 with an extended time EL support may also test in the S3: School (Time and One-half) testing group.

**IMPORTANT:** Because students with break accommodations may be seated with students without break accommodations, some rooms might include students who take breaks and finish testing at different times.

Students approved for extended time for reading will receive that extended time on all sections of the test. Students with extended time also receive extra breaks between modules.

For all testing groups, students can’t move to the next test module or submit their answers until their time is up. They are also required to stay for their entire approved test time and can’t be checked out before Bluebook ends the test. If students have time to spare, they should use it to review their work.

All testing groups, including S1: School (Standard Time), may include students with the following accommodations.
Accommodated Breaks
Students with a break accommodation can take longer or additional breaks without losing testing time (the clock stops). Extended and extra breaks are automatically applied in Bluebook; students can’t shorten or skip the breaks they’re approved for.

Break accommodations include:
- Extra breaks: Students are provided additional breaks at specified times.
- Extended breaks: Students will have as many breaks as students with standard time but breaks will be twice as long.
- Breaks as needed: Students may break during a test section when they need to. They click a button to pause their test in Bluebook.

Small-Group Testing
If you have students approved for small-group testing, small-group rooms shouldn’t have more than 15 students. If any student approved for small-group testing is assigned to a room with more than 15 students, move them to a smaller room.

Test coordinators can adjust the number of students allowed, depending on student needs and the size of the room.

Permission to Test Blood Sugar
Students approved to test blood sugar may do so at any time during the test. Approval to test blood sugar doesn’t include permission to use a mobile phone.

Students who use a mobile phone to check their blood sugar must have College Board approval to have their mobile phone in the testing room for use with a continuous glucose monitor (CGM). Only students who are specifically approved may do this. No other device may be connected to the phone.

In no case may a student keep their phone with them. The phone should be kept at the proctor’s desk. Before testing starts, they should confirm with the student what actions are needed if there’s a notification.

- If the student is using an iPhone, the phone must be in guided access mode.
- If the student is using an Android phone, the phone must be in airplane mode. (If needed to check their blood sugar, the phone may be taken off airplane mode when the student is accessing the share app, under direct supervision of the proctor, and reengaged following use.)
- In either case, the camera feature must be disabled. Bluetooth may be enabled, but only to connect the phone’s share app to the CGM for blood glucose monitoring.

Digital Testing Features
Many students who need accommodations for paper testing are able to use digital testing features instead. For example, students approved for large print or magnification can use keyboard controls to zoom in and zoom out (e.g., Ctrl +/- or Command +/-). Those who use a color overlay can use color contrast. These features are available to all students and don’t require approval to use.

Permission for Food/Medication During Testing
Some students may have approval to eat, drink, or access medication during testing. Only students with this approved accommodation can keep snacks, drinks, and medications on their desks. All other students should keep these items under their desks. Students with this accommodation can access these items at any point during the test, not just breaks.

Preferential Seating
Test Day Toolkit will indicate where students approved for preferential seating should sit (e.g., “near door” or “front of room”).
Sign Language Interpreter
Students who are deaf or hard of hearing may be approved to have an interpreter translate the spoken instructions. Seat these students so they can easily see the interpreter. Sign language interpreters should only sign spoken instructions from the proctor; they are not permitted to sign test questions. A sign language interpreter must be able to effectively sign instructions to the student and voice the student’s signing to the proctor. They should not have access to student testing devices at any time.

Service Animals and Emotional Support Animals
Students are encouraged to request accommodations for both service animals and emotional support animals, so schools are prepared. Service animals, such as guide dogs, may be permitted without an accommodation and shouldn’t be turned away. However, a student does need an approved accommodation to bring an emotional support animal into the testing room.

If a student without an accommodation for a service or support animal shows up at the school with an animal, ask the following questions:

- Is the animal needed due to a disability?
- What service has the animal been trained to provide? (The animal doesn’t need to be certified, just trained.)

If the student explains the service, allow the service animal in, even if the student doesn’t have an approved accommodation. The student’s room assignment shouldn’t change.

Don’t admit unapproved support animals that aren’t trained to provide a service. In this circumstance, tell the student emotional support animals require an approved accommodation, and they should contact Customer Service if they have questions.

Written Copy of Verbal Instructions
Students may be approved for access to written instructions of the script the proctor reads out loud. All students will be able to access these instructions in Bluebook by going to the Help page and clicking Verbal Instructions. They are also available on the start code screen.