SAT® Suite

Spring 2024

SAT SUITE OF ASSESSMENTS

Test Coordinator Manual

About College Board

College Board reaches more than 7 million students a year, helping them navigate the path from high school to college and career. Our not-for-profit membership organization was founded more than 120 years ago. We pioneered programs like the SAT® and AP® to expand opportunities for students and help them develop the skills they need. Our BigFuture® program helps students plan for college, pay for college, and explore careers. Learn more at cb.org.

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Contents

1 **Introduction**
1 How to Use This Manual
2 What's Different About Digital
3 Administration Overview

4 **Test Coordinator Checklist**
4 No Later Than Seven Weeks Before Test Day
4 Five Weeks Before Test Day
5 Four Weeks Before Test Day
6 Three Weeks Before Test Day
7 Two Weeks Before Test Day
8 One Week Before Test Day
8 The Day Before Test Day
9 Test Day
9 After Test Day

10 **Test Coordinator Planning**
10 Digital Testing Reminders
10 Technology
11 Overview of the Test
12 Space
14 Staff
14 Staff Qualifications and Responsibilities
19 Room Assignments
20 Key Considerations for Test Day Planning

21 **Registration for Schools**
21 Registration
21 Granting Access to SSOR
22 Registration Overview
25 Troubleshooting Inaccurate Student Data
26 Troubleshooting File Format and Data Errors and Warnings
31 Handling Accommodations in the Registration Flow
33 Registration Resources

34 **Digital Readiness Check**
34 What You'll Learn from the Digital Readiness Check
35 Before the Digital Readiness Check
36 Preparation Checklist
38 During the Digital Readiness Check
40 Technical Troubleshooting

41 **Test Day**
41 On Test Day
41 Test Day Oversight
43 Technical Troubleshooting in the Testing Room
44 Responding to Problems
47 Student Accommodations

50 **After the Test**
50 Retesting and Irregularities
50 What to Do with Materials
50 Sharing Scores
51 Planning for Payment

53 **Appendix**
53 Registration Information for Schools Working with a District
56 Acceptable Calculators
57 Bluebook Testing Tools
59 Proctor Essentials for Test Day
61 Hall Monitor Test Day Guide
67 Technical Troubleshooting Guide

Introduction

How to Use This Manual

Administering the SAT® Suite of Assessments in school involves numerous staff positions and tasks. College Board wants this to be a seamless, intuitive, easy-to-follow process. In response to feedback from educators who administered the digital SAT Suite in fall 2023, we've combined a number of separate fall guides and documents into this single manual for spring in-school testing.

Please note that you'll no longer receive or need to manage printed manuals and administration-related documents. This manual and other downloadable instructive texts available at **satsuite.collegeboard.org/k12-educators/educator-experience** will support you and your staff as you administer the tests using Test Day Toolkit, with its intuitive, easy-to-follow user interface.

Who This Manual Is For

We've designed this manual for test coordinators so you can find information in one place for all the different processes you might be leading or participating in.

What You'll Find in This Manual

Here's a snapshot of the *Test Coordinator Manual*.

Test Coordinator Planning: Use this section to get a broad view of digital testing and start developing plans for your testing site. Topics covered are digital testing requirements, facilities planning, staffing and staff ratios, planning for rooms, and introductory information about Test Day Toolkit.

Test Coordinator Checklist: Use this section to plan for the administration, starting with action items to complete 5 weeks before the day you plan to start testing. The action items are grouped by which role completes them.

Registration Process and Accommodations Management for Schools: This section provides an in-depth, step-by-step guide to using the SAT Suite Ordering and Registration (SSOR) site. You'll also find troubleshooting advice to ensure you can successfully format your data for submission, validate your students' information, register your students, ensure their approved accommodations are properly reflected, and continue to monitor your progress.

Digital Readiness Check: See how to ensure a smooth test day by holding a digital readiness check with your test takers. During this session, students will complete exam setup, which is required for testing.

Test Day Guide: This section covers what test coordinators need to know about the flow and sequence of tasks for completing a successful test day, from Test Day Toolkit access to planning for accommodations.

After Test Day: Learn about postadministration activities, such as receiving scores through the K–12 Reporting Portal.

Appendix: At the back of this manual you'll find:

- A summary of the registration process for schools that are working with a larger school district
- A list of Acceptable Calculators
- A list of Bluebook™ testing tools
- A copy of *Proctor Essentials for Test Day*
- A copy of the *Hall Monitor Test Day Guide*
- A copy of the *Technical Troubleshooting Guide*, used by the technology monitor in the help room

Supporting Your Staff

As noted, several separate guides and documents have been combined into this manual; however, a few resources will remain available as separate documents, including those listed below. Be sure to help your staff access the information they need, as follows:

- ***District Registration Guide*:** For district staff, information from the Registration chapter in this manual will be provided as a separate guide.
- ***Proctor Manual*:** This full-length manual covers roles and responsibilities, conducting the digital readiness check, and using Test Day Toolkit to check students in, read the opening scripts, monitor progress during testing, and dismiss students.
- ***Hall Monitor Test Day Guide*:** This guide contains information about supporting the proctors, monitoring students on break, and acting as a liaison between testing staff and the test coordinator.
- ***Retesting and Irregularities Guide*:** Any testing staff who interacts with students or oversees testing should have access to this information to know how to handle situations that interfere with testing.
- ***Accommodations Guide*:** You and the Services for Students with Disabilities (SSD) coordinator will use this guide to plan for and provide appropriate accommodations for your students.
- ***Paper Testing Guide:*** This guide provides instructions for administering the tests to students who require a paper version of the test.
- ***Technical Troubleshooting Guide*:** This guide provides the technology monitor with guidance to troubleshoot issues students encounter with downloading Bluebook, signing in with their credentials, starting the test, and submitting responses.

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.

Setting Up

- Testing staff will order digital tests for their students and complete a 2-step registration process in SSOR.
- Schools complete a digital readiness check to get students familiar with Bluebook, confirm students' personal information is correct, and verify that devices are ready for test day.
- Schools provide internet access in all testing rooms. Students need an internet connection to begin testing and at the end of the test to submit responses. Students who lose network connectivity momentarily during testing can continue without losing testing time.

Accommodations

- Nearly all materials for staff and students are digital. On rare occassions, College Board will still ship paper test materials for students approved by College Board to use them, but otherwise no printed materials will be shipped.
- Because the test is shorter, most students will be able to test in 1 day.
- Some accommodations are administered differently than they are with paper testing. For example, students approved for large print will use the zoom functionality on their devices that's available to all test takers to enlarge font size.
- For more detailed information about administering accommodations, refer to the *Accommodations Guide*.

Administration Overview

The following table provides an overview of the different components of a digital test administration. It reflects both the typical sequence of these events and the digital tools required by staff and students in completing these tasks. Further information about these administration tasks may be found in this manual or in a supplemental PDF guide.

TEST ADMINISTRATION OVERVIEW

Activity	Timeframe	Digital Tool(s) Used
SSD requests	At least 7 weeks before test day	SSD Online
Test ordering	5 weeks before test day	SSOR
Student data submission	4–3 weeks before test day	SSOR
Roster validation and student registration	3–2 weeks before test day	SSOR
Digital readiness check	2–1 week(s) before test day	Bluebook (students) **IMPORTANT:** *Staff will only need Test Day Toolkit to print students' sign-in tickets.*
Test readiness	1 week before test day	Test Day Toolkit
Test day	March 4–April 26, 2024	Test Day Toolkit (staff) Bluebook (students)
Irregularity reporting and retesting requests	March 4–April 26, 2024	Test Day Toolkit SSOR
Score release	3–4 weeks after test day	K–12 Educators Score Reporting Portal

For a more detailed overview of a typical administration, refer to the Test Coordinator Checklist on page 4.

Test Coordinator Checklist

As you begin planning for test day, it may seem overwhelming to think about all the tasks that need to be accomplished. This checklist includes all of the approaching milestones to help you keep testing on track, along with a recommended timeline for staff to complete their assigned activities.

IMPORTANT: *Please note that if your school is testing on multiple days, all steps should be completed by the first day of testing. This will be considered your* **intended start date.** *As long as your student data is populated in Test Day Toolkit and all testing dates fall in the testing window, you are free to make changes to your intended start date or subsequent test dates without notifying College Board.*

No Later Than Seven Weeks Before Test Day

Milestone: Request SSD accommodations

All testing accommodations must be requested at least seven weeks before your intended start date. See below for details.

STAFF ACTIONS

Role	Tasks
SSD Coordinator	▪ Starting this year, students must have College Board approval to test with accommodations for all in-school assessments, and students may have significant testing delays or may not be able to test at all if this deadline is missed. ▪ If you plan to request any testing accommodations for your students, you can submit those requests through SSD Online at any time before the accommodations deadline—**whether or not your school has selected an intended start date for testing.** We recommend submitting those requests as early as possible so your students will be ready to test. ▪ Once your school's start date has been selected, any approved accommodations will apply.

Five Weeks Before Test Day

Milestone: Complete your order

- Select your intended start date in the SSOR site.
- Set anticipated test counts.
- Identify your staff.

CRITICAL STAFF ACTIONS

Role	Tasks
SSOR Access Manager	▪ Enable access to SSOR for the purchaser, data coordinator, test coordinator, and SSD coordinator by assigning them SSOR roles. Visit our Help Center at **satsuite.collegeboard.org/help-center/ssor-schools** for more information on assigning roles.
Purchaser	▪ Confirm your order details in SSOR. You must be listed in the SAT Suite ordering role to complete this task. If you do not have access, contact your SSOR access manager. **IMPORTANT:** *Place your initial order 5 weeks before you intend to start testing. Orders may be updated as needed until registration activities begin.*

Role	Tasks
Data Coordinator	▪ View the file upload data specifications and download the SSOR registration file template. You must be assigned to the SAT Suite data coordinator role to access SSOR. If you don't have access, contact your SSOR access manager. ▪ Work with the test coordinator to pull all of the students in each grade testing.

ADDITIONAL STAFF ACTIONS

Role	Tasks
Test Coordinator	▪ Schedule your digital readiness check 1–2 weeks before test day to help students familiarize themselves with Bluebook and to check technical readiness. ▪ Recruit test day staff. ▪ Work with your technology coordinator to create a **technical readiness plan**. Learn what to ask them about networks and devices, and choose testing rooms with strong internet connectivity.
Technology Coordinator	▪ Go to **cb.org/bluebook-tech** for technical specifications and Bluebook installation instructions. ▪ Check internet speed in each testing room. ▪ Work with your SSD coordinator to ensure assistive technology is set up on student devices for those who may need it. ▪ Work with your test coordinator to decide which devices students should test on.
SSD Coordinator	▪ Confirm all accommodations are accurate in SSD Online. ▪ If your school decides to host a full-length practice session during the digital readiness check, order paper practice materials for any students who need them. ▪ Work with your technology coordinator to ensure assistive technology is set up on student devices for those who may need it. **IMPORTANT:** *If a student has approved accommodations to test with paper materials, please note that shipments will be processed upon completed registration. Work with your test coordinator to plan appropriate test dates.*

Four Weeks Before Test Day

Milestone: Initial registration

IMPORTANT: *Plan to upload data when the enrollment data has settled for the majority of testers. Schools or districts with a high degree of student mobility may want to wait until after the first few days of school to upload.*

STAFF ACTIONS

Role	Tasks
Data Coordinator	▪ Submit initial registration file in SSOR. Your district may also submit this file on behalf of your school. Once you've completed the submission, **email your test coordinator and SSD coordinator** letting them know it's ready for validation.
Test Coordinator	▪ Download the *Student Guide* from the **Educator Experience** and share with your students so they can start preparing for test day.

Three Weeks Before Test Day

Milestone: Review, validate, and register students for testing

The school's test coordinator should confirm all students who intend to test have accurate records in the registration roster, and the SSD coordinator should confirm student records match their College Board accommodations. Be sure to include all "away" students who do not typically attend the school but requested to test there.

IMPORTANT: *Carefully check the accuracy of student data prior to registration. After registration, student records will be locked for testing. Any changes will need to be managed by deleting the record and re-adding the corrected record manually.*

STAFF ACTIONS

Role	Tasks
Test Coordinator	▪ If you have not completed the task assigned to you under Four Weeks Before Test Day (above), please complete it now. ▪ Validate your roster for each test in SSOR and register students. ▪ Use the email we'll send you to access Test Day Toolkit. ▪ Follow the instructions to **Set Up Test Day Toolkit for SAT Suite**. ▪ Work with technology coordinator to prepare for the digital readiness check. **IMPORTANT:** *Students who appear on your roster in SSOR still need to be registered for the test. To do so, click* ***Register Students*** *from your registration roster in SSOR and follow the instructions. You can register 1 student at a time or multiple students at once by clicking the checkboxes next to their names.*
Data Coordinator	▪ If you have not completed the registration task assigned to you under "Four Weeks Before Test Day" (above), you must complete it now.
SSD Coordinator	▪ Validate the registration data in SSOR for SSD students. ▪ Confirm the accommodations in SSD Online match the accommodations in SSOR. **IMPORTANT:** *Some accommodations displayed in SSOR or Test Day Toolkit are not listed in SSD Online, but they are necessary to match the student's test experience with their approved accommodations. See the Accommodations Guide for more details.*
Technology Coordinator	▪ Install Bluebook on managed devices. ▪ If students will test on shared devices, make them available for the digital readiness check. ▪ Follow the instructions on **Network Requirements** to configure your network. **IMPORTANT:** *Students won't be able to take the test if your network doesn't meet these configuration requirements.*
All Staff	▪ Begin required training and reading test day guides.

Two Weeks Before Test Day

Milestone: Digital readiness check

Orient students for digital testing and check for any technology issues.

STAFF ACTIONS

Role	Tasks
Test Coordinator	▪ If you have not completed the registration and setup tasks assigned to you under "Three Weeks Before" (above), please complete those now. ▪ If you need to add or delete any individual students from your registration roster, do so in SSOR. Updates may take up to 2 business days to appear in Test Day Toolkit. Sign-in tickets should not be printed until the updates appear. **IMPORTANT:** *If you need to delete and re-add a student for any reason, please be aware that deleting a student will undo any readiness steps they have already completed. The student may need to go through the exam setup process and answer the student information questions again before testing starts.* ▪ Print sign-in test tickets. ▪ Prepare staff and students for digital readiness check. ▪ Review the Digital Readiness Check section of this manual with your testing staff and conduct the digital readiness check. **IMPORTANT:** *Remember to validate and register any new students once they appear in your online registration roster in SSOR.*
SSD Coordinator	▪ If you have not completed the registration and accommodations tasks assigned to you under "Three Weeks Before Test Day" (above), please complete those now. ▪ Review pending accommodations requests in SSD Online. ▪ Ensure students with accommodations are prepared for the digital readiness check. **IMPORTANT:** *Work with the technology coordinator to confirm assistive technology is configured in Bluebook for approved students.*
Technology Coordinator	▪ If you have not completed the device management tasks assigned to you under "Three Weeks Before Test Day" (above), please complete them now.
All Staff	▪ Complete required training and read test day manuals and guides. ▪ Conduct the digital readiness check.

One Week Before Test Day

Milestone: Test readiness

Fix any issues found during the digital readiness check as you prepare for test day.

STAFF ACTIONS

Role	Tasks
Test Coordinator	▪ If you have not completed the readiness tasks assigned to you under "Two Weeks Before Test Day" (above), please complete them now. ▪ Set up testing room supplies. ▪ Begin reprinting sign-in tickets as necessary. ▪ If applicable, receive and securely store paper test materials. ▪ Ensure all staff have completed training.
Technology Coordinator	▪ Make sure all testing devices have the latest version of Bluebook. Check **bluebook.collegeboard.org/technology/updates**. ▪ Tell students using personal or assigned devices to open Bluebook before test day so it can auto-update and bring their device to school fully charged on test day. Students using personal devices can download Bluebook at **bluebook.app.collegeboard.org**. ▪ Confirm plans to deliver fully charged shared devices to testing rooms.
SSD Coordinator	▪ If you have not completed the readiness tasks assigned to you under "Two Weeks Before" (above), please complete them now.

The Day Before Test Day

Milestone: Final preparation

Fix any issues found during the digital readiness check as you prepare for test day.

STAFF ACTIONS

Role	Tasks
Test Coordinator	▪ Confirm you have a sign-in ticket printed for all students (reprint if necessary). ▪ Make any final announcements. ▪ Assemble test kits containing Wi-Fi information, sign-in tickets, scratch paper, extension cords, sticky notes, and bags for prohibited devices. ▪ If applicable, connect to Wi-Fi on a personal device in a testing room to make sure the network is set up for guest access.
Technology Coordinator	▪ Ensure local networks are configured to specifications **IMPORTANT:** *Students won't be able to take the test if your network doesn't meet these configuration requirements.*

Test Day

Milestone: Administer the test

STAFF ACTIONS

Role	Tasks
Test Coordinator	▪ Follow the steps in the *Test Coordinator Test Day Guide*. ▪ Confirm every student's answers are submitted to College Board. Go to **In-School Testing and Answer Submission** for guidance. ▪ Review and submit any Irregularity Reports immediately after testing. If you need to request a retest, you can do so once testing has concluded.
Technology Monitor	▪ Stay in the help room and use the tips in the *Technical Troubleshooting Guide* to assist students.
Proctors and Hall/ Room Monitors	▪ Follow the steps in the *Proctor and Hall Monitor Test Day Guide*. ▪ Confirm all student answers are submitted before dismissing them.

After Test Day

Milestone: Score release and invoicing

STAFF ACTIONS

Role	Tasks
Purchaser	▪ View information about payment on the **Invoicing** page.
District/School Coordinator	▪ Access scores in the online K–12 Reporting Portal and review prior to student score release.
Counselors	▪ Prepare for student score release.
All Staff	▪ Download score PDFs in the online K–12 Reporting Portal and share with students. ▪ Remind students who have access to BigFuture® School (U.S. students only) by providing their mobile phone number during testing to access their scores on the mobile app.

Test Coordinator Planning

Digital Testing Reminders

If this is your first experience with digital testing, the information in this chapter will help you begin planning for a successful test day. If you have already administered the digital test, use this chapter to refresh your understanding of the technological tools, staff roles, and testing procedures that the digital test includes.

Technology

Bluebook and Test Day Toolkit work together to make digital testing possible.

Bluebook

Students use Bluebook to take exams on Mac and Windows devices, iPads, and school-managed Chromebooks.

Test Day Toolkit

Overview

You and your staff will use Test Day Toolkit to administer the test.

You'll use Test Day Toolkit to complete these tasks:

- View your roster.
- Enter room names and capacity.
- Assign students to rooms (optional).
- Add staff, along with their email address and phone number.
- Assign staff to roles and rooms.

Proctors use it on test day to take attendance, read the script, share the room and start codes with students, monitor testing, and report irregularities.

Go to **cb.org/bluebook-test-admin** for step-by-step instructions on Test Day Toolkit setup.

Test Day Toolkit Access

You and your testing staff will use College Board professional accounts to sign in to Test Day Toolkit on any device that connects to the internet.

Start setting up your test administration when you get an email from College Board telling you your roster is available in Test Day Toolkit.

You should get an email in early February if your order was placed before then.

First-time access requires 2-step verification. Start by clicking the link in your personalized access email. Returning users can just go to **testday.collegeboard.org**.

When you add staff, they'll receive an email with Test Day Toolkit access instructions, so accurate contact information is critical.

Test Day Toolkit access FAQs are available at **cb.org/bluebook-test-admin**.

IMPORTANT: *Testing can't happen without Test Day Toolkit.*

Device Readiness

Students can take the test on personal devices, devices managed by your school and assigned to students one-to-one, or shared devices managed by your school (from a laptop cart, for example).

School-Managed Devices

Work with school or district technology staff to make sure Bluebook is installed on testing devices before the digital readiness check so students can become familiar with Bluebook testing tools.

When students open Bluebook, it auto-updates if necessary. This can overwhelm your network and delay testing if too many students do it at once, so ask students to open Bluebook on their own before test day or any group readiness activities. They don't have to sign in.

See the Technical Readiness Checklist on the Bluebook website for complete instructions on working with technology staff.

If Students Testing on Personal Devices Are Unprepared

Students can download Bluebook on personal devices in the testing room. This doesn't usually take long, but too many simultaneous downloads could slow your network. If you need to, you can reschedule the test for those students.

You can also provide them with a school-managed device.

Technical Troubleshooting

Technical troubleshooting starts with the student; might escalate to the proctor, technology monitor, or test coordinator; and could require a call to College Board.

Students can often solve technical issues themselves by following the instructions in Bluebook error messages.

Proctors can try the basic tips in their manual and on the Test Day Toolkit **Help** page or send students to the technology monitor.

Technology monitors use the *Technical Troubleshooting Guide* to resolve problems that take more time and attention so proctors can focus on their other responsibilities.

Test coordinators can sometimes use Test Day Toolkit or SSOR to resolve an issue. In some cases, they'll report an irregularity to set up a retest. And if they need to, they can call College Board for assistance.

For a complete understanding of technical troubleshooting on test day, review the troubleshooting instructions in the proctor manual as well as the *Technical Troubleshooting Guide*.

Overview of the Test

Standard Section Timing and Breaks

The total standard testing time for tests in the digital SAT Suite is 2 hours and 14 minutes. There are 2 sections: Reading and Writing and Math. Students with standard timing will have 64 minutes to complete the Reading and Writing section and 70 minutes to complete the Math section.

Section 1 and section 2 are each composed of two equal-length modules of test questions. Each Reading and Writing module lasts 32 minutes, while each Math module lasts 35 minutes. Each module is separately timed, and students can move backward and forward among questions in a given module before time runs out. When time runs out on the first module of each section, Bluebook moves students to the second module. When students complete the Reading and Writing section, they are moved to the Math section after a 10-minute break between the sections.

STANDARD TIMING FOR THE SAT SUITE

Reading and Writing			Math	
Module 1	**Module 2**		**Module 1**	**Module 2**
32 minutes	32 minutes	10-minute break	35 minutes	35 minutes

Bluebook automatically sets the applicable test time for students testing with extended time. Students approved for extended time receive a break after the first module in applicable sections. See the *Accommodations Guide* for additional information about accommodated testing.

Space

The testing room and seating guidelines for your school include some additions for digital testing.

You'll need to do the following to prepare for in-school testing:

- Identify which rooms in your facility can be used for testing during the regular school day.
- Choose rooms with optimal access to power; this is especially important for extended time testing rooms. You can use power strips, surge protectors, and extension cords if you have them.
- Arrange to minimize distractions: no fire drills or other disruptive events should be scheduled for test day. Bells and announcements should be silenced while testing is in progress.
- Reschedule lunch for all participating students, if necessary. Some students approved for extended time may receive a 20-minute nutrition break which allows more time for students to eat.
- Plan activities for students who won't be testing.
- Notify your school population of modifications to the normal school day.

Technology Considerations for Room Selection

With just a few exceptions, the staffing ratios and room requirements for digital testing are the same as for paper testing.

Before you determine the seating capacity of each room, familiarize yourself with Bluebook's internet requirements and College Board electricity policies.

Internet

Although students can keep testing if their connection drops momentarily, they need the internet at the start and end of the exam.

Because internet speed can vary from room to room, it's critical for technology staff at your school or district to check the rooms you chose, especially if they've never been used for digital testing. Ask technology staff to check the device maximums of wireless access points (WAPs) within range of each room. See the Technical Readiness Checklist at **bluebook.collegeboard.org/test-admin/checklist** on the Bluebook website for complete instructions on working with technology staff.

Electricity

Unless they're testing with extended time, students are instructed to arrive with a fully charged device that will last the length of the test; however, you may provide access to power for students if it can be done fairly and without disrupting other students.

You must give students with extended time accommodations access to power, but it doesn't need to be continuous.

Keep in mind that students are prohibited from accessing other applications during the test, which helps minimize the drain on their battery.

Testing Room Requirements

The testing room and seating guidelines for the digital test are the same as those for paper administrations, with some additions. Choose rooms with optimal access to power and strong internet; this is especially important for extended time testing rooms. You can use power strips, surge protectors, and extension cords if you have them.

To ensure an effective and secure administration, testing rooms must meet these requirements:

- Rooms must be located away from noisy areas and distracting activities.
- Rooms must be near restrooms for use during breaks.
- Rooms must be near the help room for students who need technical support during testing.

- Rooms must have:
  - Internet access with enough bandwidth to support the expected number of test takers.
  - A working clock, visible to students.
  - Proper lighting.
  - Proper ventilation.
  - No displayed materials related to test content, such as charts, maps, or math formulas. (Remove or cover them up during the test.)
  - An area to write or display Wi-Fi sign-in information and other test day instructions for students.
  - Outlets or power strips. (These are required in rooms where students are testing for more than 3 hours. Please be fair and use your judgment while providing power access for students testing for less than 3 hours.)
  - Proper seating that follows the seating requirements.

Seating Requirements

Follow these seating requirements to prevent security problems and ensure student comfort. Proctors will assign seats. Never allow students to choose their own seats. Students who arrive together should be seated apart.Proctors can move students who lose power and need to access a power outlet if it does not disrupt other students.

Make sure each testing room has enough seats and meets these requirements:

- The chairs have backs.
- Students are seated so they can't easily see each other's screens.
- You have unimpeded access to every student and can easily see them.
- Students are separated by at least 3 feet on the right and left (measured from center of desk) to allow for the proctor's freedom of movement during active monitoring and to reduce distractions.
- Seating is arranged to provide optimal access to electricity without overloading outlets or creating unsafe conditions. Students with more than 3 hours of testing time should be seated closest to power outlets.
- Tables that seat more than 1 student have enough space for students to sit 3 feet apart.
- Students have a large, smooth writing surface, such as a desk or table.
- Tablet-arm chairs must have a minimum writing surface of 12 × 15 inches (30 × 38 centimeters).
- Students won't be seated around rectangular tables or at round tables, study carrels, seats with lapboards, language laboratory booths, or tables with partitions or dividers. (Partitions and dividers are allowed only if testing in a computer lab and they are low enough so that proctors can see students' testing devices.)

IMPORTANT: *If digital testing is in a computer lab, seats can face different directions, but students must not have a direct line of sight to other screens.*

Help Room Requirements

Designate 1 room as the help room students can go for technical support from the technology monitor. Ensure there are adequate desks or tables, outlets, and that it's near the testing rooms.

Staff

Each testing site will have one test coordinator and one technology monitor.

Room Staff Ratios

One proctor will be assigned per room. Then add 1 room monitor for the following scenarios:

- Standard rooms with more than 34 students.
- Extended time rooms with more than 20 students.
- Larger rooms with more than 50 students (1 room monitor for each additional 50 students).

Hall Monitor Ratios

Test coordinators should plan to recruit at least one hall monitor for testing. If you have more than 5 testing rooms, add 1 hall monitor for every 5 rooms.

Staffing a Small Administration

If there are fewer than 50 students testing at your school **and** fewer than 5 testing rooms, the test coordinator may choose to serve as the hall monitor. No other hall monitor needs to be recruited in this scenario.

Staff Qualifications and Responsibilities

Individuals must be high school graduates, at least 18 years old, speak English fluently, and possess the same level of integrity and maturity expected of a member of the school staff.

Staff should not present a conflict of interest (no immediate family member taking the test in the same testing room where the related staff member is working). Staff should not be engaged in providing private PSAT-related assessment or SAT preparation conducted outside the auspices of their school or district for compensation. They should reflect the diversity of the students being tested and act in a fair, courteous, nondiscriminatory, and professional manner. Staff should have experience administering standardized tests.

All testing staff must review and agree to the conditions for participating in the SAT Suite administration and complete training.

Establishing Roles At a Glance

All the necessary activities that testing staff need to complete to have a successful in-school digital test administration can't take place without the roles being set up first. Roles will be established in different ways, including:

- **Managing Access tool**
- **SSOR**
- **Services for Students with Disabilities (SSD) Online**
- **Test Day Toolkit**

The first step is for the school access manager to set up roles in the Managing Access tool. The following tables offer a brief look at establishing roles, but for all the information you need to access and use the Managing Access tool, visit the **Accessing** section of the **Help Center: SAT Suite Ordering and Registration (Schools)** page.

For a closer look at when these roles should be assigned and when specific tasks should take place, see the *In-School Testing Checklist* chapter.

ROLES ESTABLISHED IN THE MANAGING ACCESS TOOL

Roles in Managing Access Tool	Brief Description	Related Readiness and Test Day Roles
SAT Suite Ordering/ Registration Access Manager role	Uses Managing Access tool to assign ordering and registration roles.	
SAT Suite Ordering role	Places and manages test orders for the SAT Suite of Assessments using SSOR.	Purchaser Billing contact
SAT Suite Data Coordinator role	Uploads test taker data for test registration.	Data coordinator
SAT Suite Registration role	Manages test registrations in an online registration roster.	Test coordinator SSD coordinator

ROLES ESTABLISHED IN SSOR

Roles in SSOR	Brief Description	What Role They Need Assigned to Them in Managing Access Tool
Technology coordinator	Manages network and devices.	
Test coordinator	Handles test administration at the school.	SAT Suite Registration
Data coordinator	Creates a student registration data file for uploading to SSOR.	SAT Suite Data Coordinator

ROLES ESTABLISHED IN SSD ONLINE

Role in SSD Online	Brief Description	What Role They Need Assigned to Them in Managing Access Tool
SSD coordinator	Manages accommodations.	SAT Suite Registration

ROLES ESTABLISHED IN TEST DAY TOOLKIT

Roles in Test Day Toolkit	Brief Description	What Role They Need Assigned to Them in Managing Access Tool
Proctor	Conducts a secure, valid test administration.	
Room and hall monitors	Assists with test administration duties.	
Technology monitor	Staffs the help room on test day.	

Testing Roles

This section outlines the responsibilites associated with in-school testing roles. Visit our **Staff Responsibilites and Recruitment** webpage for general information about who can serve as testing staff at your school and what constitutes a conflict of interest.

System Roles

SAT Suite Ordering/Registration Access Manager

Staff with the access manager role use in the Managing Access tool to assign ordering and registration roles to colleagues—and themselves—so they can order tests and/or register test takers using SSOR. Access managers can also assign others this access manager role, allowing for coverage if the primary access manager is unavailable or leaves the institution.

NOTE: *The access manager must assign 1 or more of the roles below to their colleagues so they can access SSOR. If the access manager also needs access to SSOR, they'll need to assign themselves the SAT Suite ordering, data coordinator, and/or registration role.*

SAT Suite Ordering Role

Staff with SAT Suite ordering role can place and manage test orders for the SAT Suite of Assessments using SSOR. The access manager should assign this role to someone authorized to buy a good or service on behalf of their school.

The access manager should assign the **purchaser** and **billing contact** the SAT Suite ordering role in the Managing Access tool.

SAT Suite Data Coordinator Role

Staff with the SAT Suite data coordinator role can upload test taker data for test registration. The access manager may want to assign this role to staff responsible for pulling test taker data from their institution's student information systems, and bulk uploading that data into SSOR for test registration.

The access manager should assign the **data coordinator** the SAT Suite data coordinator role in the Managing Access tool.

SAT Suite Registration Role

Staff with the SAT Suite registration role can manage test registrations in an online registration roster. They can view the test taker data uploaded by data coordinators and validate the data for accuracy, including the ability to make updates.

Once the test taker data is validated, they can submit it and register test takers. This role should be assigned to staff responsible for reviewing and confirming registrations, including ensuring all test takers who need accommodations have them provided.

The access manager should assign the **test coordinator** and **SSD coordinator** the SAT Suite registration role in the Managing Access tool.

Purchaser and Billing Contact

The purchaser is responsible for placing and managing orders using SSOR. This should be someone authorized to buy goods or services on behalf of their school. They should work with the district and test coordinator to schedule the test date. Schools have the discretion to begin testing after the intended start date without needing to inform College Board.

The billing contact receives billing-related communications, including invoices after testing.

If you are a purchaser and/or billing contact, you need to be assigned the SAT Suite ordering role in the Managing Access tool. If you don't have access, contact your school's access manager.

Data Coordinator

The data coordinator is responsible for creating a student registration data file for uploading to the SSOR site once an order has been placed for the school. Each test requires a separate registration file.

Responsibilities include:

- Upload the formatted data registration file in SSOR.
- Review errors and warnings identified in SSOR.
- Submit data once you have corrected all errors. (Submitting data will generate an online registration roster in SSOR.)

If you are a data coordinator, you need to be assigned the SAT Suite data coordinator role in the Managing Access tool. If you don't have access, contact your school's access manager.

IT Roles

Technology Coordinator

The technology coordinator can be a district- or school-level staff member, but must have the expertise and admin rights to install Bluebook on managed devices and configure the network (or manage staff who do). A complete list of responsibilities is available at **cb.org/bluebook-tech**.

Readiness and Test Day Roles

Test Coordinator

As the test coordinator, you're expected to be at the school to supervise all activities related to the test administration. You are assigned the SAT Suite registration role in the Managing Access tool.

The test coordinator is expected to be at the school to supervise all activities related to the test administration. They are assigned the SAT Suite registration role in the Managing Access tool.

Responsibilities:

- Complete the required **training**.
- With SSD coordinator, validate SSOR roster is accurate and includes all students testing at your school (including away students).
- When validation is complete, register students for testing.
- Recruit and train staff.
- Plan efficient use of facilities.
- Administer digital readiness check with school staff and students.
- Consider retest/reschedule options with principal and let proctors know if a retest can be supported. This will help proctors complete the correct irregularity form if they need to submit an irregularity.
- Use Test Day Toolkit to assign staff to rooms and print sign-in tickets for students.
- Supervise all activities of the test administration.
- Safeguard student registration data.
- Supervise admission of students.
- Handle emergencies and disruptions.
- After testing ends, check Test Day Toolkit roster to make sure all students' answers were submitted.

SSD Coordinator

The SSD coordinator is responsible for supporting students who'll be testing with accommodations. They're assigned the SAT Suite registration role in the Managing Access tool.

Responsibilities:

- Request student accommodations with College Board's SSD Online.
- Complete the required **training**.
- With the test coordinator, validate SSOR roster is accurate and confirm student accommodations in SSD Online are appearing in SSOR.
- Manually add SSD IDs to any students missing their approved accommodations.
- Work with the test coordinator to designate rooms required for testing students with accommodations.

- Ensure paper practice materials are obtained and distributed to students approved for a paper accommodation.
- Continuously monitor new and updated requests for student accommodations in SSD Online. Confirm these updates are reflected in SSOR and Test Day Toolkit.
- Work with the technology coordinator to ensure assistive technology is configured in Bluebook for approved students.
- Ensure approved students understand how their accommodations will work for digital tests.
- Work with proctors to ensure student accommodations are administered correctly.
- Supervise transcription of answers on behalf of students testing with paper acommodations.

Technology Monitor

Test coordinators assign at least 1 technology monitor to help students with technical issues on test day. The technology monitor must be on-site, but they don't need technical expertise—we'll provide simple troubleshooting tips if students have problems.

Proctors

Proctors are responsible for conducting a secure, valid administration. They're accountable for everyone in the testing room and everything that takes place in their room.

They must follow all testing regulations and refrain from engaging in any tasks unrelated to testing. Proctors should be current or retired faculty members or other professional staff members of your school.

Responsibilites:

- Complete the required **training** and read the *Proctor Manual* before testing.
- Before testing, sign in to Test Day Toolkit with a College Board professional account. On test day:
  - Post check-in instructions, Wi-Fi name, password, and room code.
  - Distribute a sign-in ticket to each student.
  - Use Test Day Toolkit to take attendance, start testing, and monitor the test.
  - Read a short proctor script, check desks, and provide students with the start code.
  - Follow seating requirements when assigning and directing students to seats in the testing room.
  - Actively monitor students throughout testing.
  - Immediately report any disruptions to the test coordinator.
  - Refer students who require technical support to the help room.
  - Submit irregularities in Test Day Toolkit.

IMPORTANT: *Proctors administering paper testing will follow a different flow in Test Day Toolkit as instructed in the Paper Testing Guide for the assessment they're administering (found on the Test Day Toolkit Help page).*

Hall and Room Monitors

Hall and room monitors assist with test administration duties. Monitors don't administer the test, but they'll have access to Test Day Toolkit. They can be a current professional or a member of administrative, secretarial, or clerical staff.

Responsibilities:

- Help set up the school for testing.
- Direct students to their assigned rooms and to the restrooms.
- Answer students' questions.
- Monitor the testing room, hallways, and restrooms for student misconduct such as using prohibited devices, talking during breaks, or sharing information.
- Ensure students in the school who are not participating in testing don't interrupt or distract testing rooms and students during their breaks.
- Serve as liaison between testing rooms, the technology monitor, and the test coordinator.
- Submit irregularities in Test Day Toolkit, if needed.

Room Assignments

Testing Groups

Your roster will be available in Test Day Toolkit about 3 weeks before test day. Be sure to review your roster for updates in Test Day Toolkit as you recruit and train your staff.

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)
- P1: Paper – Standard Time
- P3: Paper – Time and One-half
- P5: Paper – Double Time
- P6: Paper – More than Double Time

More information about testing students with accommodations, including accommodations requiring paper or alternate test formats, is included in the *Accommodations Guide*.

Students approved for extended time for reading will receive that extended time on all sections of the test. Students approved for extended time for math will receive that extended time on the Math section only. Extra breaks after the first module are included for sections with extended time applied.

Students in the one-to-one testing group must test in their own room. If students approved for one-to-one testing are assigned to the same room, move each of them to their own room.

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 Standard Time, may include students with the following accommodations.

- Accommodated Breaks
- Small-Group Testing
- Medical Devices and Aids
- Permission for Food/Medication During Testing
- Preferential Seating
- Service Animals and Emotional Support Animals
- Written Copy of Verbal Instructions
- Assistive Technology

Key Considerations for Test Day Planning

Take the time to understand how Bluebook digital testing works, make a few related decisions, and share information with proctors and other testing staff.

Student Readiness

Plan ahead to make your digital readiness check an opportunity for students to become familiar with Bluebook. This is particularly important for students who use assistive technology or those who will be testing on a Chromebook in kiosk mode for the first time.

Learn more about accommodations and assitive technology at **bluebook.collegeboard.org/students/accommodations-assistive-technology**.

Staff Access to Test Day Toolkit

Accessing Test Day Toolkit for the first time requires 2-step verification. For a smoother test day, add staff to Test Day Toolkit early and encourage them to complete the process at least a day in advance. When you add staff contact info to Test Day Toolkit, include mobile phone numbers; if you must add a landline, make sure it's a direct line.

Go to **cb.org/bluebook-test-admin** for complete instructions on Test Day Toolkit setup.

Room Assignments

You can use Test Day Toolkit to assign students to rooms before test day or let the toolkit create a room roster when students enter the room code their proctor gives them. Use the second option to test students in the same room even if they're in different testing groups.

Go to **cb.org/bluebook-test-admin** for complete instructions on Test Day Toolkit setup.

Room Setup

Before students arrive, proctors sign in to Test Day Toolkit and follow steps to check their room and materials. One of these steps is to write check-in instructions on the board. They should also make sure they have a sign-in ticket for each student.

Starting the Test

At the end of their script, proctors read a code that students enter in Bluebook to start timed testing. If technology staff at your school or district is concerned about network speed, you can avoid delays and other issues if proctors in each room provide the start code a few minutes apart.

Go to If Students Testing on Personal Devices Are Unprepared on page 11 to learn about your options.

Breaks and Dismissal

After students enter the start code, Bluebook times them individually and guides them with embedded instructions. Proctors don't time the test, start or end the break, or read scripts after timed testing starts. Students start their break and finish testing at slightly different times.

Registration for Schools

Registration

This fall, schools around the world began administering one or more tests in the SAT in Bluebook, the College Board digital testing application. To support this testing, College Board developed a new registration process. Now, for spring 2024, the PSAT™ 10 is also available for ordering and registration in SSOR, along with PSAT™ 8/9. U.S. schools can also order SAT School Day.

This chapter outlines the tasks involved and who on your staff needs to complete them. Once tests are purchased, you'll upload student data to an online registration roster in SSOR, which will be used by each school's test coordinator and Services for Students with Disabilities (SSD) coordinator to:

- Validate the data uploaded.
- Confirm accommodations are applied for students who are approved for them.
- Make data corrections as needed.
- Register students for testing.

Granting Access to SSOR

Enabling Colleagues to Order Tests, Upload Data, and Register Students

If you haven't used SSOR before, read this section carefully to help you plan for managing access to SSOR at your school. If you tested in fall 2023, you may still need to add new staff to cover these roles and responsibilities.

There are several roles involved in ordering and submitting student data to be used to register students for the SAT Suite tests. Schools will be responsible for the following:

- Ordering tests
- Uploading student test registration data
- Validating uploaded student test registration data and registering students to test

Some tests may not be available to order if the assessments are required as part of a state's testing program. Schools are responsible for reviewing and confirming the uploaded registration data is accurate for all test takers for their location, including away students (students who don't attend the school administering the test or who are homeschooled). Once this validation is complete, the school may register the students.

IMPORTANT: *These activities can't take place without the roles being set up in the Managing Access tool. For more information about managing access for a school, see* **satsuite.collegeboard.org/help-center/ssor-schools**.

Staff members are assigned the following roles by the access manager to support ordering and/or registration activities in SSOR. Staff can hold more than one role if qualified. Every school should have both a data coordinator and registration role assigned.

- **SAT Suite ordering role:** Staff with this role can place and manage test orders for the SAT Suite in SSOR. This role should be assigned to someone authorized to buy a good or service and sign associated terms on behalf of their school.
- **SAT Suite data coordinator role:** Staff with this role can upload and submit test taker data for test registration in SSOR. You may want to assign this role to a staff member responsible for pulling test taker data from your schools's student information systems, and submitting that data into SSOR for test registration.

- **SAT Suite registration role:** After SSOR submission, data can only be updated by the SAT Suite registration role(s). This should be the test coordinator at the school and the SSD coordinator. The data coordinator should notify the staff assigned the registration role when data is submitted so they can validate and register students. Staff with this role can view the test taker data submitted by data coordinators in an SSOR registration roster. They will be responsible for validating and updating their own test taker data in the roster and once validated as accurate, register their students for testing. Schools should assign this role to test coordinators and/or SSD coordinators.

IMPORTANT: *The test coordinator and SSD coordinator roles are set up separately in Test Day Toolkit. The roles established in the Managing Access tool are independent of the test administration roles.*

Registration Overview

The **SSOR** system enables authorized users to manage ordering and registration for the SAT Suite.

Registering students in SSOR is a two-part process, described below.

1. **Upload Data (Staff assigned the SAT Suite data coordinator role)**

   This part involves uploading a student data file into SSOR. The person responsible for submitting this student data file requires the SAT Suite data coordinator role assigned to them in the Managing Access tool. When the data coordinator uploads a data file into SSOR, a series of data checks are run to ensure the data they're uploading aligns to **established file specifications**.

   Before you get started, here are some important clarifications about uploading data:

   - Student data submission for registration is available only after an order has been placed in SSOR. When submitting student data in SSOR, schools will base their submissions off the test, grade(s), and quantities ordered.
   - A separate registration data file submission is required for each assessment; however, data for multiple grades taking the same assessment can be submitted together.
   - Once data is uploaded and submitted in Step 1, the data coordinator must notify the test coordinator or other school staff member(s) in the registration role that the data is ready for validation. SSOR doesn't send any notification of this, so staff will rely on communications from the data coordinator that they can begin Step 2.

2. **Register Students (Staff assigned the SAT Suite registration role)**

   This part includes the reviewing of student data that was uploaded and submitted in Step 1 to validate the accuracy of the students to be registered in Step 2. The person responsible for validating the uploaded students requires the SAT Suite registration role assigned to them in the Managing Access tool.

   Some important points to keep in mind about registering students:

   - Validation of data and registration activities must be completed in advance of readiness activities. See the **Best Practices Timeline**.

     IMPORTANT: *If your school has decided to opt out of Connections™, a new College Board program for school day test takers (described at* **satsuite.org/k12bigfutureschool***), you should submit an opt-out form before you begin registering students to allow time for the Connections opt-in to be removed from the digital exam application before testing.*

   - Once students are registered in SSOR, the test and SSD coordinators in the registration role should monitor their SSOR roster regularly, deleting registrations for students who may have moved out of their school, adding student registrations for students who may have moved to their school, and ensuring new accommodations changes from SSD Online appear in SSOR.

Uploading Test Taker Data to SSOR (Step 1)

Registration opens about 4 weeks before the beginning of the testing window. Once your school has placed a test order in SSOR, you can begin the process of uploading student data and registering for testing. As mentioned in the Registration Overview, the first part of this process is the uploading of data by your data coordinator in Step 1 of the registration view in SSOR.

1. View the **Digital In-School Testing Checklist** to plan for the optimal time to submit your data. Be sure to give yourself time to make data corrections. We recommend at least 1 week for preparing to upload data.
2. Check your order with the purchaser and validate the test and grades you can register for using the SSOR registration dashboard. Make sure your order is accurate.
3. Download the **2023-24 Registration File Template** and review the data file specifications at **satsuite.collegeboard.org/k12-educators/educator-experience/get-to-know-digital/ordering-registration**.
4. Create a registration data file with your student information by assessment for the students that the school/district intends to test. Districts should also confirm that all schools intending to test are included in the data file(s).
   - Use the **2023-24 Registration File Template** and add your student data below the predefined headers (don't edit or remove the headers). Using the template ensures the column headers in your file are in the correct order and use the expected header values.
   - Format the data exactly per the file specifications, including the exact column headings provided.
5. Review your registration data file and make sure each field is formatted as described in our file specifications.

   IMPORTANT: *Column headings must be the first row in your file. If you're using a Mac device, the conversion process may add an extraneous row above the column headings. You must delete this extra row.*

6. Run quality checks of the data you pulled to make sure you aren't missing data, all testers are in the file, and the data looks accurate (e.g., first/last names aren't swapped, data isn't duplicated or shifted). See Troubleshooting Inaccurate Student Data on page 25 for help with this step.
7. Upload your formatted data file in SSOR (data coordinators).
   - Once your data has been uploaded, College Board will check that your file matches the template. See File Format Check for help with this step.
   - SSOR will also run a series of validations to confirm the data meets the file specifications.
   - Data processing may take several hours so plan to check the status of your upload accordingly.
   - After processing, if there are any errors, you'll receive a message to indicate if the file format was correct and if there were any errors or warnings in the data.
   - See Data Errors and Warnings on page 27 for help with this step.
8. Review your data file and fix all flagged errors identified in the SSOR error report.
   - For warnings listed, determine if data corrections are needed in your file.
   - Visit **satsuite.collegeboard.org/help-center/ssor-schools** for more information on resolving data errors and warnings.
9. SSOR will provide a sample of the data you uploaded for a final quality check. Make sure you look at this sample carefully to catch any problems that may not have been caught by SSOR's data validations before you submit your data.

BEST PRACTICE

Always carefully check the sample from SSOR before submitting your data to create the SSOR registration roster. Doing so will let you fix any global errors (e.g., first and last names reversed).

10. If you find errors when viewing the sample data, correct those errors and upload an updated file; in this case, you will have to complete 1 last onscreen validation of the data.
11. Once the file is checked and no errors are found, the data coordinator will submit the file.
    - Submitting your data will generate an online registration roster in SSOR (Step 2) for each school in the file.
    - Once you submit your file, the processing may take several hours. You won't receive other reminders or notifications. Be sure to check back to get an update on the status after 24 hours.
    - After your data has been successfully submitted, be sure to notify staff who are in the registration role so they can begin validation and registration.

Registering Students in SSOR (Step 2)

The second part of the process of registering students. This is a school activity—if the district needs to participate in registering students, a district staff member needs to be granted access for the registration role at each school. Registering students involves careful reviewing and, if necessary, correcting, of uploaded student data to validate the accuracy of the students to be registered. Once the data has been validated, the SAT Suite registration role must then complete student registration by registering students in SSOR.

1. Use the **Digital In-School Testing Checklist** to plan registration activities to give yourself time to view and make data corrections. We recommend at least 1 week for this crucial step.
2. Review all the data in the SSOR registration roster (Step 2) and confirm there are no major data issues (e.g., first/last names aren't swapped, data isn't duplicated or shifted, large number of students aren't missing, etc.). If this is the case, you'll have the option to request a full data replacement. See Troubleshooting Inaccurate Student Data on page 25.
3. Once you determine there are no major issues with the data uploaded, you can view and validate the data, including making minor corrections to data that may be incorrect or missing:
    - Make data corrections as needed to student data (name, gender, date of birth, etc.).
    - Delete students who no longer attend your school.
    - Add students who may not have been included in the data upload.
4. Validate that accommodations are accurate for students approved for them. The SSD coordinator should use the SSD Online dashboard to review the students in the grade(s) who have been approved for accommodations, or who may have accommodation requests that are still under review with College Board.
    - The SSD coordinator can print a roster from the SSD Online dashboard for review and validation of multiple records.
    - In the SSOR registration roster, the SSD coordinator can click the student's name to verify that the student has accommodations and they are correct. Note that the name of the accommodation in SSD Online (e.g., Pre-recorded Audio) may be different from how the accommodation is provided in the digital test, which is what SSOR will show (e.g., text-to-speech plus time and one-half extended time). For a full list of accommodations and how they're provided in digital testing, see **Using Accommodations on Digital Tests**.
    - If the accommodations for a student are missing or incorrect, staff can resolve them using SSOR (see Handling Accommodations in the Registration Flow on page 31 for additional guidance).

      IMPORTANT: *Though rare, you may have 1 or more students who are approved to receive a paper test for digital assessments. Plan to register students with this accommodation as early as possible to avoid any possible testing delays due to lead time needed to ship their materials. We recommend a minimum of 3 weeks before your intended start date.*

5. Once student data and accommodations (as applicable) are validated, register your students. You can register 1 student at a time, or register multiple students at once by selecting the students and clicking the **Register Students** button.
   - You must click the **Register Students** button to complete the process. Students will be updated to **Registered** in the Registration Status column.
   - After you register students, they will become available in Test Day Toolkit, allowing you to perform test readiness activities. Allow 2 business days for students to become available in the toolkit after you register them in SSOR.
6. Once you have registered students, monitor your SSOR registration roster on a regular basis. You'll need to make changes to SSOR 1 student at a time. As you make edits to your data, please be aware that once you register a student, their information will flow through to Test Day Toolkit. **Aside from accommodations (which can be updated in SSD Online without taking action in SSOR), changes to registration data only flow in that one direction, from SSOR to Test Day Toolkit. A student's registration data can only be changed by deleting them in SSOR and adding a new, updated record for them.** Here are some common changes you may need to make:
   - If a registered student moves to another school, delete that student's registration.
   - If a new student moves to your school, add that student to your registration roster and register them.
   - If you notice student data (name, date of birth, grade, etc.) is not correct after you have registered the student, you will need to delete the registered student and add a new record for that student with the corrected data in SSOR.

     IMPORTANT: *Deleting a registered student in SSOR will delete the student from Test Day Toolkit, provided they have not yet entered the room code for the test. Any test readiness activities already completed will need to be repeated with the new record added. Once a student has started testing, you should not delete their SSOR registration.*
   - The SSD coordinator should ensure any newly approved or changed accommodations are reflected in the roster by checking against the data in SSD Online.
   - Registrations may be deleted until the end of the testing window.

Troubleshooting Inaccurate Student Data

If your school submitted data with system errors that affect multiple student records, you have several options:

- The school's test coordinator and data coordinator can work together to delete all the uploaded data and submit an updated full file replacement (see next section).
- The school's test coordinator can manually edit the inaccurate student records.

IMPORTANT: *Deleting a registration will remove any associated data with it, including responses given during exam setup, practice test results, or even test responses. This is why it is critical to ensure student data is accurate as early as possible before students are progressing with readiness or testing activities. Never delete a registration for a student who has completed testing.*

Full File Replacement Process for Schools

Schools must take these steps to execute a full file replacement. If all students have already been registered, you need to add one extra student in **Not Registered** status before deleting all the registered students using the steps below.

1. Before initiating the **Request Full Data Replacement** option, add a **Not Registered** student if applicable, then delete all registered students as follows:
   a. Access the registration roster and click on a student's name, where their registration status is **Registered**.
   b. To remove the student, click **Delete** at the top right of the student's profile and confirm you really want to remove the student from the registration roster.
2. Once all Registered students are deleted, click the **Request Full Data Replacement** option under **Additional Actions** in your registration roster in SSOR. Remember, there must be at least 1 student remaining in your roster with a registration status of **Not Registered**.
3. Once you confirm this request, any additional data for unregistered students still in your SSOR registration roster will be deleted.

IMPORTANT: *A full data replacement will start you back at the very beginning of the process.*

4. You will need to contact your school's data coordinator and request a corrected data file be submitted in SSOR for your assessment. They must be sure to include all students that will test in this new data file.
5. Once the new data file is submitted by your data coordinator, you will need to validate and register students in your SSOR registration roster. Any steps previously completed will need to be completed again.

Troubleshooting File Format and Data Errors and Warnings

File Format Check

You may receive an error message indicating that your file did not meet the required file format. You may receive up to three possible errors.

Invalid file name

In some cases, the file name of the file you are uploading may contain unsupported special characters.

Acceptable file name characters include: uppercase letters (A-Z), lowercase letters (a-z), numbers (0–9), period (.), hyphen (-), parenthesis (( )), underscore (_), and space ( ). If any unacceptable characters are present, you'll receive an error message and will be required to fix the file name and reupload your file.

Headers received are incorrect

If the header is the first line of the template, you'll get an error message for file formatting errors, meaning the column names and/or the order of columns (including missing columns) do not match the template.

To correct, check the following and resubmit:

- Did you use the 2023-24 Registration File Template at **satsuite.collegeboard.org/media/csv/ssor-registration-file-template.csv**? If not, download the template and transfer your data to it. Do not edit or remove the headers provided in the template.
- Confirm all required columns are present and in the same order as the 2023-24 Registration File Template.
- Confirm each column is named properly and exactly matches the 2023-24 Registration File Template.

Too Many Students Are In the File

In some cases, you may have too many students in your file upload.

To correct, check the following and resubmit:

- Confirm that the number of students included in your file does not exceed the total number of tests ordered by your institution. If this is the case, work with your purchaser to update your order to increase the number of tests available.
- Confirm that the students included in your file are only those grades covered by your institution's order.
- If you exported data from your own student information system to create your SSOR data file upload, extra rows with empty spaces may have been appended in your data export. SSOR reads these additional rows with empty spaces as additional rows of data. Check your file and ensure there are no additional rows containing empty spaces.

Data Errors and Warnings

Once the file passes the file format check, you may receive a notice of errors or warnings. If errors are identified, your file cannot be submitted until the errors are corrected. If warnings are identified, you'll want to review them, but there may be no changes needed. Download the errors and warnings report to identify the data corrections that are required. Errors and/or warnings are provided in the far right of the errors and warnings report for each row of data where one or more have been identified.

1. Review the errors and correct them. When correcting, be sure to make corrections in your original file and not the error report.
2. Review the warnings to determine if any corrections are needed.
3. Upload your corrected file once all fixes are made.
4. After validating your fixes are complete, resubmit your file with corrections.

Reading the Report

The error report will show the data you uploaded along with an error message or warning on each line where there is an issue. As you're reading the report, pay careful attention to the following columns:

- Column N – identifies there is an error in the row
- Column O – identifies the count of errors in the row
- Column P – identifies each of the errors in the row
- Column Q – identifies the number of warnings in the row
- Column R – identifies the type of warning to be reviewed

A Guide to Errors and Resolutions

The following table provides the potential errors you may encounter and how to correct them. When correcting, be sure to make corrections in your original file and not the error report. Upload your corrected file once all fixes are made.

ERRORS AND RESOLUTIONS

Affected Column	Error Description	How Do I Correct This Error?
Testing AI Code	Testing AI code is invalid and/or not covered by this order	Check to ensure that the Testing AI code is correct. It should be 6 numbers. Examples: 123654, 098791. Additionally, be sure there are no leading or trailing spaces around the 6-digit number. If you are a school SAT Suite data coordinator, then the Testing AI code should be the same as your school's AI code. If you are a district SAT Suite data coordinator and the Testing AI code is valid, then double-check which school AI codes are covered by the order for this test. Your district's SAT Suite ordering user may need to update the order for your district to include all desired Testing AI codes.
	Testing AI code is missing	You must include a Testing AI code for each test taker in your file. Make the necessary additions and upload a corrected file.
Attending AI Code	Attending AI code is invalid	Check to ensure that the Attending AI code is correct. It should be 6 numbers—make sure any leading 0's aren't inadvertently dropped. Examples: 330814, 075623. Additionally, confirm there are no leading or trailing spaces around the 6-digit number. If you leave this value blank, SSOR will default the Testing AI Code provided as the Attending AI Code as well for that student. Make the necessary changes and upload a corrected file.
First Name	First Name is missing	You must include a First Name of at least 1 letter for each test taker in your file. Make the necessary additions and upload a corrected file.
	First Name has invalid characters	The First Name field must contain 1 or more letters (A-Z) and may additionally contain hyphens (-), spaces ( ), and apostrophes ('). Any other special characters, numbers, or symbols are NOT allowed. Remove any other symbols from this field and upload a corrected file.
Middle Initial	Middle Initial has invalid characters	The Middle Initial field may contain a single letter (A-Z). Be sure there are no leading or trailing spaces around the 1-character letter. Leave this field blank if you do not wish to include a Middle Initial. Make the necessary changes and upload a corrected file.
Last Name	Last Name is missing	You must include a Last Name of at least 1 letter for each test taker in your file. Make the necessary additions and upload a corrected file.
	Last Name has invalid characters	The Last Name field must contain 1 or more letters (A-Z) and may additionally contain hyphens (-), spaces ( ), and apostrophes ('). Any other special characters, numbers, or symbols are NOT allowed. Remove any other symbols from this field and upload a corrected file.

Affected Column	Error Description	How Do I Correct This Error?
Gender	Gender (F, M, A) is missing	You must include a gender for each test taker in your file. Ensure Gender is entered as a single letter: F, M, or A. Use F for female, M for male, or A for another. Make the necessary additions and upload a corrected file.
	Gender has invalid characters (expected values: F, M, A)	The acceptable value for Gender is F, M, or A. Use single letters instead of other abbreviations or spelling out the entire word. Use F for female, M for male, or A for another. Be sure there are no leading or trailing spaces around the 1-character value. Make the necessary additions and upload a corrected file.
Date of Birth	Date of Birth is invalid. PSAT-related assessments test takers must be between 7–50 years of age.	Test takers must be between ages 7 and 50. Ensure you have entered the birth date correctly for this record. Make the necessary changes and upload a corrected file.
	Date of Birth is not a valid date	Dates of Birth must be in MM/DD/YYYY format and be in the past. Double-check to ensure you did not enter the current year instead of the student's actual birth year, e.g., 06/23/2007 or 12/21/2005. Be sure to view and set the format for this column to be MM/DD/YYYY using Excel formatting tools in your .csv file upload. Lastly, be sure there are no leading or trailing spaces around the date value entered. Make the necessary changes and upload a corrected file.
	Date of Birth (MM/DD/YYYY) is missing	You must include a Date of Birth for each test taker in the MM/DD/YYYY format, e.g., 06/23/2007 or 12/21/2005. Make the necessary additions and upload a corrected file.
Grade	Grade is missing	You must include a Grade for each test taker in your file, e.g., 10 for 10th grade or 9 for 9th grade. (See **specifications** for a full list.) Make the necessary additions and upload a corrected file.
	Grade is invalid and/or not covered by this order	Double-check that the grades entered are in the correct format and there is an order placed by your institution for that grade. **Reminder:** Schools cannot upload grades ordered by a district where the district indicated they would upload for those grades. Similarly, districts cannot upload grades ordered by their schools. If you are missing grades in your order, you will need to work with the purchaser at your organization who placed the order. Additionally, be sure there are no leading or trailing spaces around the grade value. Lastly, you may see this error if you also have an error with the Testing AI Code provided. Double-check that the Testing AI Code provided is also accurate. Make the necessary corrections and upload a corrected file.

Affected Column	Error Description	How Do I Correct This Error?
Test	Test is invalid	You must include a test value for each test taker in your file. You must use one of the following 3-character values: SAT, PNM, P10, or P89. Each value corresponds to a test: SAT = SAT School Day PNM = PSAT/NMSQT® P10 = PSAT 10 P89 = PSAT 8/9 Additionally, be sure there are no leading or trailing spaces around the 3-character Test value. Make the necessary additions and upload a corrected file.
Season	Season is invalid	You must include a season value for each test taker in your file. This is a 1-character value and should be F for Fall (October testing) or S for Spring (March or April testing). Additionally, be sure there are no leading or trailing spaces around the 1-character Season value. Make the necessary additions and upload a corrected file.
School Student ID	School Student ID exceeds maximum field length	The School Student ID field can be a maximum of 30 alphanumeric characters. Edit or delete the value in this field and upload a corrected file.
	School Student ID has invalid characters	The School Student ID field can only contain alphanumeric characters. Remove special characters (including spaces) and upload a corrected file.
	All students have the same School Student ID	Students in your file cannot share the same school student ID. Update your file to ensure each student has a unique student ID.
District Student ID	District Student ID exceeds maximum field length	The District Student ID field can be a maximum of 30 alphanumeric characters. Edit or delete the value in this field and upload a corrected file.
	District Student ID has invalid characters	The District Student ID field can only contain alphanumeric characters. Remove special characters (including spaces) and upload a corrected file.
	All students have the same District Student ID	Students in your file cannot share the same district student ID. Update your file to ensure each student has a unique student ID.
State Student ID	State Student ID exceeds maximum field length	The State Student ID field can be a maximum of 30 alphanumeric characters. Edit or delete the value in this field and upload a corrected file.
	State Student ID has invalid character	The State Student ID field can only contain alphanumeric characters. Remove special characters (including spaces) and upload a corrected file.
	All students have the same State Student ID	Students in your file cannot share the same state student ID. Update your file to ensure each student has a unique student ID.

Affected Column	Error Description	How Do I Correct This Error?
Combination of multiple columns	This record is a duplicate; ensure Student IDs are different if both records are needed.	This error indicates that 2 or more records have completely matching information. If you have multiple test takers with the same name, gender, date of birth, and grade then you should ensure that each of them has a unique student ID (School, District, or State) so our system creates an individual record for each student and that you have a way to distinguish them in Test Day Toolkit and in score reporting.

Handling Accommodations in the Registration Flow

The SAT Suite registration role may need to be assigned to staff with access to SSD Online to ensure synchronization of student data in SSOR and accommodation data in SSD Online.

IMPORTANT: *Schools don't have to order standard and accommodated testing materials separately. The new registration system manages the accommodations needed by matching the data uploaded or entered in SSOR to the student data entered for accommodations in SSD Online.*

- Students who need to change or waive their testing accommodations on test day will be given a rescheduled test.
- The SSD coordinator must identify any accommodation changes as early as possible using the SSOR registration roster.
- The SSOR registration roster provides some tools that allow school staff to waive accommodations or to add missing accommodations using the student's SSD ID from SSD Online if none are listed for a student in the roster who should have them.
- It's important to take the time to review each accommodated student's record in SSOR to ensure changes have been made correctly. If accommodations are updated in SSD Online, those updates will be reflected in SSOR and in Test Day Toolkit automatically.
- Staff should reach out to College Board if they have questions or need assistance resolving accommodations issues prior to test day.

IMPORTANT: *Be sure to validate the correct accommodations are available in Test Day Toolkit for a student who needs them. Even when you make updates in SSOR related to testing accommodations, it may take up to 2 business days for those updates to be visible in the toolkit. Do not have a student start their test if their accommodations are not accurate in Bluebook and Test Day Toolkit.*

Verifying Accommodations and Supports

Verify students have the accommodations they need by following these steps:

1. **Make sure accommodations appear in SSOR.** Using SSD Online and the SSOR roster, verify all students appear in SSOR with their accommodations. Do this by confirming the SSD ID number on their SSD Online record is also present on their SSOR record. To view the SSD ID number for a student in SSOR:
   - To view the SSD ID number for a student in SSOR:
     i. Click on the **student's name** in SSOR.
     ii. Scroll to the **Accommodations** section and view the SSD ID.
     iii. If the student data provided in SSOR matches the student data in SSD Online, you'll see their SSD ID number, otherwise it will be blank.
   - All students with an SSD ID number in SSD Online should have the same SSD ID number in SSOR. If you find a student's expected SSD ID number is missing in SSOR, follow the instructions under Accommodations Troubleshooting below to resolve. This has to be done before test day.

2. **Make sure accommodations in SSOR are correct.** Confirm student accommodations in SSOR align with the approved accommodations in SSD Online. You should resolve all accommodations issues before registering a student. SSOR will allow you to make accommodations updates after the student has been registered, but it may take up to **2 business days** for these changes to be reflected in Test Day Toolkit. If accommodation changes are made, be sure the student does not start testing until these changes are reflected in Test Day Toolkit.
   - There are some instances where approved accommodations may appear in SSD Online, but will not be present in SSOR, or vice versa. These are expected and do not require you take any further action:
     - SSD Online reflects approved accommodation requests. SSOR and Test Day Toolkit may include some additional accommodations, such as extra breaks or extended time, that accompanies certain accommodations whether or not the student has requested it. For example, for students with extended time, you'll see both extended time and extra breaks in SSOR and Test Day Toolkit, even though extra breaks isn't displayed in SSD Online.
     - As another example, for students with special formats like text-to-speech, human reader, or scribe, you'll see extended time in SSOR and Test Day Toolkit, even though extended time isn't displayed in SSD Online. This is correct because extended time comes with these formats automatically
     - In some cases (such as PSAT/NMSQT administrations in the fall), SSD Online might show English learners (EL) extended time when it doesn't apply to the test being administered, so it won't appear in SSOR.
   - If a student has an accommodation not described above that is missing or incorrect in SSOR, or if a student no longer wants to use their approved accommodations, follow instructions under Accommodations Troubleshooting below to resolve. This has to be done before test day.

IMPORTANT: *Students whose accommodations requests are pending in SSD Online will not appear in SSOR or Test Day Toolkit until approved in SSD Online. If the student's expected SSD ID number appears in SSOR, the accommodations will update automatically in SSOR and Test Day Toolkit once approved. Be sure the student does not start testing until all their approved accommodations appear in both SSOR and Test Day Toolkit.*

Accommodations Troubleshooting

1. **If the student's SSD ID Number is missing in SSOR:**
   - Review the student data in SSOR and compare it to the student data in SSD Online. If the student data is incorrect in SSOR, update it to match what is in SSD Online:
     i. Click the student's name in SSOR.
     ii. Click the **Edit** button and update the student's data to match the student data presented in SSD Online.
     iii. Click the **Save** button, and their approved accommodations should now populate.
   - If the student's data is correct in SSOR, you can add their SSD ID number in SSOR:
     i. Click the student's name in SSOR.
     ii. Click the **Edit** button and scroll to the **Accommodations** section and click the **Find missing accommodations** option.
     iii. Enter the student's SSD ID from SSD Online in the designated field

     IMPORTANT: *Be sure you input the SSD ID number designated for that student. Double check the number you enter to ensure it's accurate.*

     iv. Click the **Save** button, and their approved accommodations should now populate.

2. **If the student's SSD ID Number is correct in SSOR, but accommodations are missing:** View the student in SSD Online to confirm if the missing accommodation(s) are pending approval. If they are, SSOR will be updated automatically once approved in SSD Online.
3. **If the student's SSD ID Number is correct in SSOR, but the listed accommodations for the student are still wrong:** Contact SSD for assistance (see Contact Us).
4. **To waive approved accommodations for a student ahead of test day:**
   - Click the student's name in SSOR.
   - Click the **Edit** button.
   - Scroll to the **Accommodations** section and click the **Waive all accommodations** checkbox.

     IMPORTANT: *You cannot waive single accommodations in SSOR. If a single accommodation needs to be waived, contact SSD for assistance.*
   - Click the **Save** button to save your changes.

Registration Resources

Schools can find detailed information about registration at **satsuite.org/educator-experience/get-to-know-digital/ordering-registration**, including:

- Timelines based on selected testing start dates.
- Data upload requirements and a template for .csv file uploads.

Schools can find information about errors and warnings generated by SSOR in the file upload error report—what they mean and how to correct them—in the SSOR help center at **satsuite.collegeboard.org/help-center/ssor-schools**. Other important information about delivering digital tests, including digital readiness checks, technology requirements, using Test Day Toolkit, and administering digital accommodations can be found at **satsuite.org/k12-educators/educator-experience/get-to-know-digital/ordering-registration**.

Digital Readiness Check

Schools administering the SAT and PSAT-related assessments will complete a digital readiness check prior to testing. In these sessions, students will get familiar with the Bluebook testing application, confirm their personal information is correct, and verify that devices are ready for test day. During the digital readiness check, students will log in to Bluebook with temporary credentials (like they will on test day), complete exam setup, and try a test preview.

These sessions can be completed in 30 minutes or less and we suggest completing the readiness check as soon as possible, but ideally no later than 1–2 weeks before you test.

This chapter covers everything you'll need to know about digital readiness check procedures. **The test coordinator should ensure that anyone giving the digital readiness check has this chapter.** The test coordinator and staff involved with the readiness check should read it ahead of time and use it on the day of the readiness check.

IMPORTANT: *Schools that complete the digital readiness check early will have longer lead times for handling issues related to testing devices, network performance, and accommodations.* **These schools reduce the chance of errors on test day that can lead to the need for a rescheduled test.**

What You'll Learn from the Digital Readiness Check

The digital readiness check is a dry run that gives you a chance to check student registration data and technical readiness.

Student and Staff Readiness

The readiness check will:

- Familiarize students and staff with Bluebook prior to testing.
- Allow students to confirm their registration information appears correctly in Bluebook and that any approved accommodations are enabled and correct.
- Save time on test day as students will be able to complete exam setup where they will review and accept the testing rules, answer a few (optional) questions about themselves, see what to bring on test day, and have an opportunity to receive scores and other educational information on the BigFuture School mobile application (if they're eligible).

Technical Readiness

Consult with your technology staff to make the digital readiness check a useful technical dry run and avoid delays on test day.

See Best Practices: Devices, Rooms, and Timing on page 35 for guidance on approximating test day conditions.

Devices

When students sign in to Bluebook, the app checks their device to make sure it meets operating system, memory, and space requirements. To take full advantage of the digital readiness check, make sure students have a device that will be used on test day.

Students can test on these devices:

- Personal and school-managed Windows and Mac laptops and desktops
- School-managed Chromebooks
- Personal and school-managed iPads and Windows tablets

About Managed Devices

Use the digital readiness check to make sure Bluebook is installed on managed devices properly. If it isn't, ask technology staff to correct the problem.

Managed devices can be assigned to students one-to-one or shared (from a laptop cart or in a computer lab, for example).

If students will test on school-managed devices, students should use those devices for the digital readiness check. **Note:** Students don't need to use the same shared device on test day.

Go to **cb.org/bluebook-deployment** for complete device specs and installation instructions.

Networks

Work with technology staff ahead of time so you can gauge network readiness during the digital readiness check. You'll be able to confirm:

- How many students can be assigned to each testing room
- If personal devices can access the internet
- If technology staff know where to find network requirements

IMPORTANT: *Proper network configuration and good room choices can prevent many test day issues that keep students from testing.*

Send technology staff to **cb.org/bluebook-networks** for bandwidth and configuration requirements.

Before the Digital Readiness Check

Make your digital readiness check as useful as possible by thinking ahead about devices, rooms, timing, staffing, and activities.

Best Practices: Devices, Rooms, and Timing

To get the most accurate assessment of your technical readiness, work with technology staff to simulate test day conditions.

- Use the same devices students will use on test day.
  - If students will test on a personal device or a one-to-one managed device, make sure they bring that device to the digital readiness check.
  - If students will test on shared, school-managed devices, make sure they're given one of the devices that will be used on test day.
- Use the same rooms that will be used on test day.
- Schedule sessions with as many simultaneous test takers as on test day.

Ask technology staff these questions about test day:

- Should students take the test on personal devices, school-managed devices, or either?
- When can Bluebook be deployed to school-managed devices (if applicable)?
- Do we have a guest network students can use to access the internet on personal devices (if applicable)?
- Did I choose testing rooms with the best internet speed?
- Do you have a plan to adjust network configuration before test day—including any content filters or security applications used to control network traffic?

Flexibility

It's not always possible to schedule sessions in a way that mirrors your testing schedule. Schools have flexibility and can consider other options. For example, schools with many test takers might choose to stagger sessions across days or during homeroom, English classes, or free/reading periods.

Staffing

The test coordinator should be available during the digital readiness check to assist with any questions. Depending on when and how a school chooses to administer the readiness check, the test coordinator may need to prepare staff to assist. Staff **do not** need access to Test Day Toolkit to facilitate a digital readiness check.

- **If the readiness check will occur in multiple rooms simultaneously**, additional staff will be needed to monitor student device readiness and to record any issues that will require follow up.
- **If the readiness check will be staggered and groups of students can come to a single room throughout the day**, the test coordinator can manage the event and record the issues for follow up.

Please see Technical Troubleshooting on page 40 for how to follow up on any issues encountered during the readiness check.

IMPORTANT: *If your school will be holding the digital readiness check in multiple rooms simultaneously, you may want to consider setting up a* **help room** *for students that encounter persistent issues that keep them from advancing in the digital readiness check. This could be staffed by the technology monitor (if this role has been assigned).*

Two Ways to Practice: Test Preview or Full-Length Practice

As part of the digital readiness check, have your students complete either a test preview or a full-length practice test.

If you want students to take a full-length practice test, budget 3 hours for the digital readiness check.

Make sure students sign in to Bluebook with the info from their sign-in tickets (not with a College Board account). They'll find test previews and full-length practice tests under **Practice and Prepare** on the Bluebook homepage.

IMPORTANT: *Students don't need room codes or start codes for practice or preview. Proctors do not use Test Day Toolkit during the digital readiness check.*

Test Preview: The test preview is a short set of questions that students can go through to get a sense of how testing works in Bluebook. Students do not get a score or any feedback on their answers.

Full-Length Practice: These tests are scored so students can see where they need to focus their study. Full-length practice tests are timed just like real tests, except that users can pause any time.

After they complete a practice test, students can use their sign-in tickets to access My Practice where they can see their scores.

Preparation Checklist

The test coordinator is responsible for ensuring the digital readiness check runs as smoothly as possible and will need to plan ahead to ensure the school and the staff administering the readiness check are ready.

To prepare for the readiness check, the test coordinator will need to complete the steps outlined in the checklist that follows.

Accommodations

- Work with the SSD coordinator to ensure accommodation requests are submitted by the deadline. Any requests for new accommodations or accommodation changes need to be submitted 7 weeks ahead of the day you plan to start testing.
- Work with the SSD coordinator to confirm students are matched to their correct accommodations in the SAT Suite Ordering and Registration (SSOR) site 3 weeks before testing.

Registration

- Work with the data coordinator and SSD coordinator to validate registration.

Technology

Complete the device and network tasks that apply to your school:

- Ask technology staff to install Bluebook on school-managed devices before the session.
- Make sure the shared, school-managed devices students will use on test day are available for the session.
- Tell students to bring the devices they'll use on test day. **Tip:** To avoid delays due to simultaneous Bluebook updates, ask students to open Bluebook on their own a day or two before the digital readiness check.
- If your school is using Chromebooks, make sure accessibility features are enabled for students who need them. And if your students haven't tested in kiosk mode before, make sure you and your staff are prepared to help them.
- Make sure the guest network is ready, and you know the password.
- Confirm technology staff configured the network to allow all necessary traffic.

Schedule Sessions and Reserve Rooms

- Work with administration to reserve time before test day for the digital readiness check.
  - Confirm there are no conflicting planned events at the school.
  - Decide what time of day students will complete the readiness check.
  - Work with staff on instructions for supporting the readiness check.
  - Make sure your technology monitor and proctors can attend.
  - If needed, reserve rooms you'll use for the readiness check.

Due to the short length of the readiness check, students should not require access to electricity unless you're planning to have your students complete a full-length practice test.

Students and Parents/Guardians

- Notify students and parents/guardians about the digital readiness check. They'll need to know that:
  - If your students will test on personal devices or school-managed devices assigned to them one-to-one, they need to bring those devices from home.
  - If students will use school-managed devices that are shared or remain at the school, they may complete the readiness check with any of the devices that will be used for testing.
- Have students review the testing rules and student guide for the relevant assessment with their parents/guardians. The testing rules for all assessments are found on the **College Board Privacy Center**.

Sign-In Tickets

Print sign-in tickets for students. They use these tickets to access Bluebook during the digital readiness check and on test day. Print two sets of tickets—one for the digital readiness check and one for test day. A fresh sign-in ticket should be used for test day.

Follow these steps to print sign-in tickets:

1. Sign in to Test Day Toolkit.
2. Click **Bluebook Sign-In Tickets and Data Export** on the homepage.
3. Go to the **Print Tickets** tab to print the PDF.
   - The PDF will include a sign-in ticket with unique credentials for each student on your roster.
   - There are 4 tickets per page.

IMPORTANT: *Make sure the single-sided print option is selected.*

4. Cut sign-in tickets, sort them by room, and add them to your room kits.

IMPORTANT: *For SAT School Day, students are able to use their sign-in ticket credentials to update their free score send elections up to 3 days after test day. Students may take home their sign-in tickets after testing provided that the proctor has checked them for any test content.*

Room Kits

- Assemble kits for staff. The kits are optional, but it would be helpful for staff to be provided with:
  - A list of students assigned to each proctor's room, if not taking place during an existing class period.
  - Each student's unique sign-in ticket.
  - Network information (with Wi-Fi and login for anyone bringing in outside devices or who doesn't normally access the school network).
  - Instructions to staff on how to manage the digital readiness check (including a reminder to staff to access this guide) and how to report issues to technology staff so they can be resolved prior to test day.

IMPORTANT: *Staff do not need access to Test Day Toolkit to facilitate a digital readiness check. No room codes or start codes are needed.*

IMPORTANT: *If your school is hosting any* **away students** *who don't normally attend your school, the test coordinator may want to share sign-in tickets with those students so they can complete digital readiness activities on their own.*

During the Digital Readiness Check

The test coordinator should be available during the digital readiness check to make sure staff have what they need and to assist with any questions.

IMPORTANT: *Do not use Test Day Toolkit or share codes during the digital readiness check.*

1. Distribute Devices and Sign-In Tickets

As students arrive in the classroom, the proctor should direct them to their seats. As with test day, students who arrive together should not be seated together. When all students are seated, distribute testing devices and sign-in tickets.

IMPORTANT: *You can put sign-in tickets on desks as a way to assign seats or hand students their tickets as they arrive.*

2. Signing In to Bluebook

The sign-in tickets you distribute are unique to each student, and they'll use them to complete the digital readiness check and to sign in on test day.

How to sign in: When students open Bluebook, they'll see two ways to sign in—with a College Board account or using the sign-in ticket. **Even if your students have College Board accounts, they must sign in using the info on their sign-in ticket or they won't be able to access their test.**

Once students sign in, they'll find their tests listed under **Your Tests** and any accommodations will be listed there. Students should confirm their accommodations are right and let the proctor know if they are incorrect.

3. Test Your Device

When students are signing in to Bluebook, they'll see a button at the top right of their screens that reads **Test Your Device**. Have them click this, and Bluebook will quickly check that their device meets all requirements.

4. Exam Setup

After students sign in to Bluebook, they'll complete a quick exam setup. Students will find their test listed under **Your Tests**, then select **Start Exam Setup** to go through the screens. Students must complete exam setup before they can test.

- They'll confirm their name and approved accommodations are correct.
- They'll read and agree to the testing rules for their exam.
- They may have the option to share their phone number so they can get their scores delivered via a new mobile app called BigFuture School.
  - If they provide their number, we'll text them a link after the test to download the app, send a code they'll use to sign in, and let them know when their scores are ready. **We won't use their phone number for any other reason.**
  - The BigFuture School app is not available to students under 13 or students testing internationally—those students won't see this page.
- If they're taking the PSAT/NMSQT, students will answer a few questions to determine their eligibility to enter the National Merit Scholarship Program administered by National Merit Scholarship Corporation.
- Students will review the privacy notice.
- Students will be asked a series of questions about themselves. All questions are optional.
  - We'll ask for their basic contact info (email and address).
  - We'll ask about their race and ethnicity and their first and best language.
  - We'll ask about their GPA, intended major, and level of educational aspiration.
  - We'll ask about their parent/guardian's highest education level.
- Next, if applicable, students can opt in to Connections, a free program that lets them hear directly from nonprofit colleges, scholarship programs, and educational organizations.
  - If students opt in to Connections, none of their personal information will be shared with those organizations.
  - Connections is not available to students under 13 or students testing internationally—those students won't see this page.
  - If their school, district, or state chooses to not provide access to Connections for its students, then students won't see this page.
  - Students taking the PSAT 8/9 won't see this page.
- If they're taking the SAT, they'll be able to select 4 institutions to send their scores to for free.
- They'll see a checklist, letting them know what to bring on test day.
- They'll see a final screen, letting them know exam setup is complete.

5. Test Preview

After students complete exam setup, have them take a test preview. The test preview is a short set of questions that students can go through to get a sense of how testing works in Bluebook. On the Bluebook homepage, students can select **Test Preview** from under **Practice and Prepare**.

Test previews are untimed. Ensure you leave enough time to allow students to try out all the testing tools, and if they use assistive technology to test, they can use it here, too.

Students do not get a score or any feedback on their answers.

Once all students have tested their device requirements, completed exam setup, and spent some time exploring the test preview, the digital readiness check is complete.

Technical Troubleshooting

If these troubleshooting tips don't work, tell your test coordinator.

A Student's Device Doesn't Meet Requirements

If a problem is identified when a student clicks **Test Your Device**, Bluebook will suggest a remedy. If it's not possible to fix the issue during the session and other devices are available, give the student one. Let your technology coordinator know about the device issue.

A Student Can't Reach the Bluebook Sign-In Screen

If Bluebook doesn't open properly, try the following fixes in order:

1. Make sure the student opened the correct digital testing application. They should click the **Star** icon to open Bluebook.
2. Check the student's internet connection by opening a browser and navigating to **collegeboard.org**. If they're not connected, refer to A Student Can't Connect to the Internet below.
3. Switch to a backup device with Bluebook installed, if available.
4. Reinstall Bluebook if possible. Students using personal devices can download Bluebook again at **bluebook.app.collegeboard.org**.
5. If students had trouble using Bluebook on their personal device or a managed device assigned to them one-to-one, make sure they get help from technology staff before test day.

Bluebook Can't Update to the Latest Version

If a student's device can't update to the latest version of Bluebook, try the following steps:

1. Make sure the student can access the internet by asking them to go to **collegeboard.org**. If they can't reach this site, refer to A Student Can't Connect to the Internet below.
2. If they're using a personal Mac or iPad, ask them to check their device settings to make sure automatic updates are turned on. After setting their device to auto-update, they'll need to go to **Bluebook Exams** in the app store at **apps.apple.com/us/app/bluebook-for-students-mac/id1645016851** and select **Open**.
3. If the student is using a school-managed device, your test coordinator should ask for help from school or district technology staff. It's possible auto-updates are prevented.
4. Switch to a backup device if available.

A Student Can't Connect to the Internet

If only some students have an issue, check their internet connection:

- Make sure their device is not in airplane mode and has Wi-Fi turned on.
- Make sure they're signed in to the right network with the right password.
- Give them a backup device with Bluebook installed, if available.

If no one in the room can connect, school or district technology staff should make sure traffic to and from the domains listed a **cb.org/bluebook-networks** can bypass any security appliances and software.

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

Make sure the student clicked the first sign-in button when they opened Bluebook and entered the credentials on their sign-in ticket.

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

If students made 10 failed attempts to sign in with the credentials on their sign-in ticket, they'll be locked out for 5 minutes. After another 10 failed attempts, they'll be locked out for 25 minutes. Finally, if the student has 10 more failed attempts, they'll be locked out until their test coordinator contacts College Board.

Test Day

On Test Day

This chapter covers everything you'll need to know about test day procedures. Read it ahead of time and use it on test day.

Test Security

To keep scores valid and testing fair, it's critical that testing staff enforce the test security measures shared here. These measures include new and revised policies and procedures that support digital testing.

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

Keep in mind the following:

- You may grant full access to staff one day prior to the beginning of the testing window.
- You don't need to turn full 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.
- 1 sheet of scratch paper per student (plus extra scratch paper for students who request more during testing).
- 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 SAT School Day, PSAT 10, or 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 access to all the resources they need and have read the *Proctor Manual* and *Hall Monitor Test Day Guide*, respectively, 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 scratch paper, sign-in tickets (in cases of early dismissal or rule violations), and seating charts (if used). Keep these on hand for 30 days as they may be needed for test security investigations.

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 44 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 in the Testing Room

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

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

Students should be sent to the test coordinator in these cases:

- You don't have a sign-in ticket for them or the credentials on their sign-in ticket don't work.
- The test isn't listed on their 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 6-digit start code and wrote it on the board accurately. If that's not the issue, contact the technology monitor.

A Student Can't Reach the Bluebook Sign-In Screen

- Make sure the student opened the right digital testing app. They should click the **Star** icon to open Bluebook.
- Check the student's internet connection by opening a browser and navigating to collegeboard.org. Make sure their device's Wi-Fi is turned on and airplane mode is turned off.
- You can also switch to a backup device with Bluebook installed if one is available.

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

Make sure the student clicked the top sign-in button, labeled **Use a sign-in ticket from your school**, when they opened Bluebook and that they used the credentials on their sign-in ticket.

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

If students made 10 failed attempts to sign in with the credentials on their sign-in ticket, they'll be locked out for 5 minutes. After another 10 failed attempts, they'll be locked out for 25 minutes. Finally, if the student has 10 more failed attempts, they'll be locked out until their test coordinator contacts College Board.

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. Reenter the start code.
2. Make sure the student is marked present on the Test Day Toolkit **Attendance** page.
3. Restart the device and open Bluebook again.
4. Switch to a backup device with Bluebook installed, if available.

If Most Students Are Ready to Start

Consider referring the student to the help room so testing can begin for everyone else without further delay. The student can start testing in their testing room after their problem is resolved; if they need to read the verbal instructions first, they can open them 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 the student has not entered the start code, you can give them a new device without completing these steps.

IMPORTANT: *Use a device swap during timed testing only. Never use it after a student's testing time runs out—their answers could be lost.*

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. Open the student's profile page by clicking the student's name on the Test Day Toolkit monitoring dashboard and then clicking the **Approve Device Swap** button.
3. When the student clicks **Resume Testing Now**, they'll be returned to the question they last viewed.

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 and suspicious.
- When students are dismissed, their scratch paper must be collected. Make sure students return any sheets of scratch paper they were given with their name on each sheet. 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 their 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.

Rule Violations

Follow the instructions for early dismissal and reporting irregularities in Next Steps on page 46 if students try to gain an unfair advantage, disturb others, talk during the break, or refuse to follow instructions. If other students were disrupted and you want to retest them, complete a separate IR for those students (see Disturbances and Interruptions on page 45below.

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 46.

Technical Problems

For troubleshooting guidance, see Technical Troubleshooting in the Testing Room on page 43. Follow the instructions for reporting irregularities in Next Steps on page 46.

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 46.

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 student stops testing, they may be eligible for a retest. Follow instructions for early dismissal in Next Steps on page 46.

Unapproved Accommodations Given

Tell the student to stop testing. Follow the instructions for early dismissal and reporting irregularities in Next Steps on page 46.

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 46.

Next Steps

Early Dismissal

All students must stay for their entire testing time except in cases of illness or rule violations. To dismiss a student early, 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 irregularity report.

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 accessing other applications on their device
- Switching devices or seats without permission
- Giving or receiving test content

Device and Aid Access During Testing

Students may not access other applications or programs on their testing device before leaving the testing room. 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

- Sign-in tickets
- 1 testing device
- 1 calculator (calculator covers must be kept under students' desks)
- External mouse
- Mouse pad
- External keyboard for tablets
- Scratch paper and sign-in information provided by the proctor
- Pen or pencil
- For students taking the SAT, PSAT 10, or PSAT 8/9, translated test directions or approved word-to-word dictionary, if applicable
- Power cord (must be kept under students' desks)
- Portable chargers (must be kept under students' desks)
- Backup testing device (must be kept under students' desks)
- Backup calculator or batteries (must be kept under students' desks)

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 SAT School Day, PSAT 10, and PSAT 8/9 test takers using EL supports)
- Scratch paper not provided by the proctor
- Headphones, earbuds, or earplugs
- Any camera, recording device, or separate 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.

In some cases where students were not preassigned to a testing room in Test Day Toolkit, students in different testing groups may test in the same room.

Students taking the SAT, PSAT 10, or PSAT 8/9 with an extended time EL support may also test with students with a time and one-half extended time accommodation.

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 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, as well as nutrition breaks, are automatically applied in Bluebook; students can't shorten or skip the breaks they're approved for.

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.*

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.
- Nutrition break: Some students approved for extended time will also receive a 20-minute break instead of a 10-minute break between the reading and writing and math sections.

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 will use digital testing features instead. For example, students approved for large print or magnification will use keyboard controls to zoom in and zoom out (e.g., Ctrl +/- or Command +/-). Those who use a color overlay will 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.

Assistive Technology

If you have students approved for testing with a screen reader, dictation, or other assistive technology, go to **satsuite.collegeboard.org/digital/accommodations-digital-testing/assistive-technology**. You'll find information about approved assistive technology that students will use while testing with Bluebook. Some assistive technology may require special configuration before test day. It's important that students try a test preview or full-length practice test using their assistive technology in Bluebook prior to taking the test.

After the Test

After you've successfully administered the test, there are still a few key tasks for you to complete.

Retesting and Irregularities

After testing is completed, you and your staff may need to report irregularities and prepare for retests. Please refer to the *Retesting and Irregularities Guide* for comprehensive instructions.

What to Do with Materials

For digital testing, you will have a small amount of materials to care for after your administration is finished. Your proctors will return to you scratch paper, sign-in tickets (from students suspected in rule violations), and seating charts (if used). Keep these on hand for 30 days in case they are needed for test security investigations.

For students testing with paper or alternate test formats, follow the instructions for returning materials to College Board in the *Paper Testing Guide*. For any remaining materials, including any tracking information for return shipments, keep them on hand for 30 days.

When you dispose of materials that are no longer required, use a paper shredder or another secure disposal method.

Sharing Scores

When scores for the SAT Suite of assessments are released, schools will need to let their students know there are multiple ways to view their scores. As part of school day testing, students will not be contacted by College Board directly unless they're using the BigFuture School mobile app to receive their scores.

A downloadable score report PDF called "Your Score Report" is provided for every test taker. Schools have access to the downloadable score report PDFs for their students through the online K–12 score reporting portal. Students can review their PDF score report with educators at their school, and students who chose to participate in BigFuture School by providing a mobile phone number during testing can also view their scores on the BigFuture School app.

IMPORTANT: *Schools must share the downloadable score report PDFs with all students.*

As always, students age 13 and older may use their personal College Board student account to view additional insights online.

Introducing BigFuture School and Connections

BigFuture School is a free mobile app for students age 13 and older who take SAT School Day, PSAT 10, or PSAT/NMSQT in the United States. It's designed for students to use to get their test scores quickly, get help on planning for college and career, and learn about financial aid and scholarships.

Students may also have the opportunity to opt in to Connections—a feature that allows them to hear from nonprofit colleges and scholarship programs that may be a good match. Connections puts privacy first. No personal information is shared with institutions unless a student directly chooses to do so. Please know that your school, district, or state may choose to not provide access to Connections for its students or students that test at their schools.

Students who choose not to download the BigFuture School app or who don't have a mobile phone can still access their scores and planning information. Educators will continue to receive PDF score reports for all assessments they administer, which must be shared with students. As always, students age 13 and older can log in to their personal College Board accounts at **studentscores.collegeboard.org** to get additional insights about their scores and explore BigFuture.

If your students provided a mobile phone number when they tested, they can download the BigFuture School mobile app and they'll get a notification in the app telling them when their scores are available to view.

Planning for Payment

College Board is simplifying the invoicing process for schools and districts. Invoices will be based on tests submitted instead of students registered to test. As a result of this change, test coordinators will not need to take any action to manage their registration rosters once testing is complete. Your school's purchaser (billing contact) is responsible for viewing your invoice in SSOR and arranging for payment. For detailed payment instructions, visit /k12-educators/educator-experience/prepare/postadministration.

Purchase Orders

If you require a purchase order number to display on your invoice, it will need to be entered into the assessment order in the SSOR system prior to the invoice generation by the district/school staff authorized to place orders. Check with your organization's SSOR access manager if you're unsure of the authorized person to place orders.

Contact Us

If you have any billing-related questions, please contact us:

- For PSAT-related assessments: **psatbilling@collegeboard.org**
- For SAT School Day: **satbilling@collegeboard.org**

Fee Waivers

Schools will no longer be responsible for identifying fee waiver–eligible students as part of the postadministration process. College Board is supporting schools and districts serving low-income students by providing a price discount for in–school assessments based on the federally estimated child poverty rate percentage. The order details page in SSOR provides an estimate of your invoice amount, which includes the adjustments to provide support for low-income students.

All students who meet College Board's SAT fee waiver–eligibility criteria can receive SAT fee waiver benefits by either obtaining a code from their counselor or by completing a **fee waiver request form** on our website. Learn more about the **fee waiver-eligibility criteria** and supporting eligible students through the **fee waiver process**.

Appendix

Registration Information for Schools Working with a District

Registration Roles Shared with the District

If your school is affiliated with a district that takes an active role in the test ordering and/or student data upload processes, this section explains how the roles in SSOR can work when they overlap between the district and the school.

Both schools and districts may be responsible for the following:

- Ordering tests
- Uploading student test registration data

Schools are still responsible for validating uploaded student test registration data and registering students to test. This is involves reviewing and confirming that the uploaded registration data is accurate for all test takers for their location, including away students. Once this validation is complete, the school is responsible for registering the students.

IMPORTANT: *As noted in the Registration chapter of this manual, these activities can't take place without the roles being set up in the Managing Access tool.*

Staff members are assigned the following roles by the access manager to support ordering and/or registration activities in SSOR. Staff can hold more than one role if qualified. Every school should have both a data coordinator and registration role assigned.

- **SAT Suite ordering role:** Staff with this role can place and manage test orders for the SAT Suite in SSOR. This role should be assigned to someone authorized to buy a good or service and sign associated terms on behalf of their school. Your district may manage this part of the process for you and other schools in the district. Your school may need to take additional steps in SSOR to complete your order.
  - Districts that place an order for their schools must be sure to allocate test quantities for each school that plans to test.
  - Schools need to review any orders placed for them by their district and provide additional information such as a testing start date and/or testing contacts.
- **SAT Suite data coordinator role:** Staff with this role can upload and submit test taker data for test registration in SSOR. You may want to assign this role to a staff member responsible for pulling test taker data from your institution's student information systems, and submitting that data into SSOR for test registration.
  - **Schools and Districts:** The district or school—whichever ordered the tests—will have responsibility for uploading and submitting data in Step 1 of the registration process in SSOR (as explained under Overview of Registration for District Testing on page 54). Data must be submitted and the registration roster created before school staff assigned the registration role can view and validate student data and register students.
  - **Districts:** Districts can only submit data for tests they have ordered where they indicate on the order that they will submit data for their schools. In some cases, this means that data will be submitted by both district and school. For example, if the district orders for 11th graders to test, and a school orders for 10th graders to test, the district will submit only 11th-grade data, and the school will have to submit 10th-grade data.
  - **Districts:** Once a district has submitted data for an assessment, they cannot edit or submit a replacement file for their data.
  - **Schools:** If their district indicates in their order that schools will submit data, schools will submit student data associated with the district order.

- **Schools:** School data coordinators have the ability to submit a full replacement file if they find data uploaded by the school or district contains major errors. After this point, schools are responsible for fulfilling the SAT Suite registration role described below.

- **SAT Suite registration role:** Staff with this role view the test taker data submitted by data coordinators in an SSOR registration roster. Once data is successfully submitted in Step 1 of the registration process in SSOR, data can only be updated by the SAT Suite registration role(s) using SSOR's online registration roster (Step 2 of the process). This should be the test coordinator at the school and the SSD coordinator.

IMPORTANT: *The test coordinator and SSD coordinator roles are set up separately in Test Day Toolkit. The roles established in the Managing Access tool are independent of the test administration roles.*

  - School staff with this role can view, validate, and update the data submitted to the SSOR registration roster.
  - Schools are responsible for validating and making updates to data submitted by the district or their school. Schools should assign this role to someone who can validate students' data, including any accommodations, is accurate. More than one person can be assigned to this role (i.e., test coordinator and SSD coordinator).

    IMPORTANT: *If your district has strict rules on management of registration data, district-level staff may be assigned to the SAT Suite registration role for each school to manage changes.*

Overview of Registration for District Testing

Registering students in **SSOR** is a two-part process, with districts often involved in the first step.

1. **Upload Data (Staff assigned the SAT Suite data coordinator role)**

   This part involves uploading a student data file into SSOR. The person responsible for submitting this student data file requires the SAT Suite data coordinator role assigned to them in the Managing Access tool. When the data coordinator uploads a data file into SSOR, a series of data checks are run to ensure the data they're uploading aligns to **established file specifications**.

   Here are some important clarifications about uploading data when working with a district on providing testing:

   - Student data submission for registration is available only after an order has been placed in SSOR. When submitting student data in SSOR, schools and districts will base their submissions off the test, grade(s), and quantities they ordered, respectively.

     IMPORTANT: *For district-placed orders, the amount allocated to each school determines how many students the district will be billed for (the school will be billed the difference). Districts and schools should verify the number of students they plan to register and test is aligned with the number of tests allocated for each school in the district's assessment order(s).*

   - A separate registration data file submission is required for each assessment; however, data for multiple grades taking the same assessment can be submitted together.
   - Districts can submit student data for orders they placed including data for multiple schools in 1 data submission. Alternatively, districts can indicate that schools will submit student data. Districts and schools should make sure not to duplicate each other's orders. Duplicate orders should be deleted before beginning the registration step.

     IMPORTANT: *A district can submit data for an assessment once. For districts with a high degree of student data mobility, we recommend waiting to upload your initial roster until your enrollment has settled.*

- Schools can submit student data for orders they have placed or for orders placed by their district where the district indicated schools will submit student data. The SSOR registration dashboard displays test quantities and grades the school can upload, as well as the quantities and grades a district must upload. Districts should confirm the number of assessments ordered for each school aligns with the number of students that will be registered.

  IMPORTANT: *If your district ordered tests, they may ask your school to delete any duplicate orders you may have submitted for the same test and grades. Failure to remove duplicate orders will prevent the school from being able to validate and register students.*

- Once data is uploaded and submitted in Step 1, the district and/or school data coordinator must notify the test coordinator or other school staff member(s) in the registration role that the data is ready for validation. SSOR doesn't send any notification of this, so staff will rely on communications from the data coordinator that they can begin Step 2.

2. **Register Students (Staff assigned the SAT Suite registration role)**

   This second part of the registration process is a school activity—if the district needs to participate in registering students, a district staff member needs to be granted access for the registration role at each school. Registering students involves careful reviewing and, if necessary, correcting, of uploaded student data from Step 1 to validate the accuracy of the students to be registered in Step 2. Once the data has been validated, the SAT Suite registration role must then complete student registration by registering students in SSOR.

   Some important points to keep in mind about registering students as part of district testing:

   - Districts that requested a contract in SSOR can register up to 150% of their total order. College Board monitors registration volumes and will perform outreach, if necessary, to determine if districts require a contract amendment.
   - If your district has decided to opt out of Connections, a new College Board program for school-day testers (described at **satsuite.org/k12bigfutureschool**), you should submit an opt-out form before you begin registering students to allow time for the Connections opt-in to be removed from the digital exam application before testing. Also ensure that your test coordinator is aware of the opt-out.

Troubleshooting District Data

If submitted data has system errors that affect multiple student records, here are some points to keep in mind if the district is involved with providing/validating data:

- Schools can provide access to district staff to their school registration data in SSOR to take either of these steps to resolve the issue:
  - The data coordinator can delete **all** of the uploaded data and submit an updated full file replacement (see Full File Replacement Process for Schools on page 26).
  - The data coordinator can manually edit the inaccurate student records.
- If you see a **File Format Check** error message, confirm that the students included in your file are only those grades covered by your institution's order. Schools cannot upload grades ordered by a district where the district indicated they would upload for those grades. Similarly, districts cannot upload grades ordered by their schools. If you accidentally included students in grades you shouldn't have, remove them.
- Data coordinators at the district level should follow troubleshooting advice given in the **Digital Registration Guide for U.S. Districts and Schools**, which repeats what's found in the Registration chapter of this manual.

Acceptable Calculators

Students will have access to an embedded calculator in Bluebook for use on the Math section, but they're also allowed to bring their own handheld calculator on test day. The following calculators are acceptable for use. This list doesn't include every calculator model.

- All scientific calculators, which can perform complex mathematical functions but don't have a graphing feature, are acceptable.
- All 4-function calculators are acceptable but not recommended.

THE FOLLOWING GRAPHING CALCULATORS ARE PERMITTED:

CASIO

FX-6000 series
FX-6200 series
FX-6300 series
FX-6500 series
FX-7000 series
FX-7300 series
FX-7400 series
FX-7500 series
FX-7700 series
FX-7800 series
FX-8000 series
FX-8500 series
FX-8700 series
FX-8800 series
FX-9700 series
FX-9750 series
FX-9860 series
CFX-9800 series
CFX-9850 series
CFX-9950 series
CFX-9970 series
FX 1.0 series
Algebra FX 2.0 series
FX-CG-10
FX-CG-20 series
FX-CG-50
FX-CG-500 (Using the stylus is not permitted.)
Graph25 series
Graph35 series
Graph75 series
Graph95 series
Graph100 series

HEWLETT-PACKARD

HP-9G
HP-28 series
HP-38G
HP-39 series
HP-40 series
HP-48 series
HP-49 series
HP-50 series
HP Prime

SHARP

EL-5200
EL-9200 series
EL-9300 series
EL-9600 series (Using the stylus is not permitted.)
EL-9900 series

TEXAS INSTRUMENTS

TI-73
TI-80
TI-81
TI-82
TI-83/TI-83 Plus
TI-83 Plus Silver
TI-84 Plus
TI-84 Plus CE
TI-84 Plus Silver
TI-84 Plus C Silver
TI-84 Plus CE-T
TI-84 Plus T
TI-84 Plus CE Python
TI-84 Plus CE-T Python Edition
TI-85
TI-86
TI-89
TI-89 Titanium
TI-Nspire
TI-Nspire CX
TI-Nspire CM-C
TI-Nspire CAS
TI-Nspire CX CAS
TI-Nspire CM-C CAS
TI-Nspire CX-C CAS
TI-Nspire CX II
TI-Nspire CX II-T
TI-Nspire CX II CAS
TI-Nspire CX II-T CAS
TI-Nspire CX II-C CAS

RADIOSHACK

EC-4033
EC-4034
EC-4037

OTHER

Datexx DS-883
Micronta
NumWorks
Smart2

Bluebook Testing Tools

Bluebook makes the following tools available to all students, including those testing with or without accommodations or supports:

- **Testing Timer:** A timer will let students know how much time is remaining in each part of the test. They can hide it until 5 minutes remain, then they'll get an alert.
- **Calculator:** For tests with math questions, the app has a built-in calculator. Students can drag it anywhere on the screen.
- **Reference Sheet:** A reference sheet with commonly used formulas will appear on all tests with math questions.
- **Annotate:** Students will use the annotate tool to highlight text from a question or leave themselves a note.
- **Line Reader:** Students can use the line reader tool to help them focus while they're reading test content.
- **Mark for Review:** Students will use the bookmark icon to flag any question they want to come back to.
- **Option Eliminator:** Students can cross out answer choices they think are wrong. They can undo this if they change their mind.
- **Question Menu:** Students can see which questions they skipped or marked for review and navigate to any question in the section.
- **Zoom:** Students can use keyboard shortcuts on laptops or pinch and zoom on tablets to get a closer look at any part of the question.

SAT® Suite

FOR COORDINATOR USE:

Proctor: _____

Room: _____

Accommodations: _____

Proctor Essentials for Test Day

At-a-glance info for the testing room.

Fast Facts

- The Bluebook™ testing app times the test so you don't have to.
- Students can keep testing during momentary drops in connectivity.
- It's okay to move back and forth between screens in Test Day Toolkit.
- **Students must submit their answers on the device they tested on.**
- Students take breaks and finish testing at different times; do your best to keep the room quiet.

Key Terms

2-step verification

When you first access Test Day Toolkit, we verify your identity. Look for an access email, click the link, and enter the code we send you.

Sign-in ticket

Every student needs their own paper sign-in ticket to take the test.

Room and start codes

Students use the **5-letter room code** to start check-in and the **6-digit start code** to start timed testing. Both codes are for test day only. You'll find them in Test Day Toolkit.

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Test Day Timeline

SAT® Suite

1 Getting Ready

- Sign in to Test Day Toolkit at **testday.collegeboard.org** or click the link in your access email if it's your first time.
- Make sure you have 1 **sign-in ticket** per student.
- Write the 5-letter **room code** and check-in instructions on the board. They're in step 6 of the room readiness section.

2 Taking Attendance

- Tell students to follow the check-in steps you posted.
- Go to the **Attendance** page in Test Day Toolkit.
- Mark students present when you see their name listed under **Entered Room Code**.
- When students finish checking in, they reach the start code screen and their name moves to the **Ready to Test** list.

3 Reading the Script

- Click **Next Step** to read the first part of the script.
- Check desks as instructed in step 5.
- Continue reading the script.
- Read the 6-digit **start code** aloud.
- Students start their test when they enter the start code.

4 Monitoring the Test

- Click **Next Step** to go to the **Monitoring Dashboard**.
- Use the filters to see which students are in each part of the test.
- Spend most of your time watching students, not looking at your screen.

5 The Break

- Bluebook ends each section and times the break.
- Follow coordinator guidance when students ask to leave the room.
- When the break ends, students click a button to start the next section without waiting for instruction from you.
- Make sure students on break don't disturb those who are still testing.

6 Dismissing Students

- Start dismissal when time runs out for all students (unless some are too far behind).
- Collect scratch paper.
- Use the filters on the **Monitoring Dashboard** to make sure each student's answers were submitted.
- Students see a **Congratulations** screen when their answers are submitted.
- If a student's answers weren't submitted, refer to the dismissal instructions in your manual.

Tech Troubleshooting

Try the troubleshooting steps in your manual or send students to the help room to avoid distractions and keep everyone else on track.

SAT® Suite

Spring 2024

SAT SUITE OF ASSESSMENTS

Hall Monitor 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 here. These measures include new and revised policies and procedures that support digital testing.

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.

First-Time Access to Test Day Toolkit

Accessing Test Day Toolkit requires 2-step verification, so don't wait until test day to sign in for the first time.

Testing staff who have already used Test Day Toolkit can skip the following instructions. Just go to **testday.collegeboard.org** and sign in to your College Board account.

Good to Know

- To verify your identity, we require a few extra steps the first time you sign in to Test Day Toolkit.
- You'll need to click the personalized link in your access email and enter the code we send you by text, voice message, or email.
- Staff get access emails as soon as their coordinator adds them to their toolkit staff list.

How to Sign In for the First Time

1. Click the link in your personalized access email.
   - Look for the email from College Board with "Test Day Toolkit" in the subject line.
   - It won't work if it was forwarded to you.
   - Staff who didn't get an access email should contact their test coordinator.
2. Sign in to your College Board professional account.
   - If you don't have an account, you can create one after you click the link.
3. Choose a way for us to send you a code.
   - Make sure you select an email address or phone number you have immediate access to. The code expires after 3 minutes.
   - Staff will see the contact options their coordinator entered into Test Day Toolkit.

   IMPORTANT: *If you're at a school that screens incoming email, the code could expire before you receive it. Choose the phone number option if you can.*
4. Enter the code we send you by text, voice message, or email.
   - If you see a "You're all set" message, you've completed first-time access successfully, but you can't use Test Day Toolkit until your coordinator grants you full access.

IMPORTANT: *The next time you sign in, just go to* **testday.collegeboard.org** *and sign in to your College Board account.*

Monitoring Hallways

Hall monitors maintain an environment where students can do their best. They treat students with respect, keep the testing area free of noise and distractions, and watch for suspicious behavior.

What to Look for

- Students and proctors who need help
- Students taking frequent or extended breaks
- Multiple students taking unscheduled breaks at the same time
- Students accessing devices or doing anything that could give them an unfair advantage
- People not participating in the administration disrupting testing
- Students or staff talking during testing or breaks
- Students testing outside the testing rooms

How to Monitor Hallways

Help Staff

Look for proctors who need you to monitor their room while they take a break. Follow the break rotation schedule if your test coordinator provided one.

Help technology monitors manage students. Direct students to form a line outside the help room, if necessary. Make sure they maintain a safe distance from each other, they don't close the lids of their testing devices or turn off the screen, and they remain quiet.

Relay messages between staff members. They'll use the signaling system set up by your test coordinator to get your attention.

Help Students Find Their Way

Direct students to the break area, restroom, or help room.

Monitor Students on Break

Standard testing includes a 10-minute break between test sections. Students can use the restroom and eat a snack in the break areas. They can't talk or access any device, and they should remain quiet.

Unless they're going to the help room with their testing device, students should not have anything with them except a drink and snack. (Away students may also bring an ID.)

Students might also take an unscheduled break, during which they can use the restroom or go to the help room.

IMPORTANT: *Make sure any student who leaves the testing room with a device is on their way to or from the help room.*

Manage Test Day Issues

Contact your test coordinator immediately if you see students with prohibited devices or have any concerns about test security.

If you notice students taking excessive breaks, remind them they're losing testing time, and if their behavior seems suspicious, use Test Day Toolkit to report an irregularity.

See Responding to Problems on page 4 for details on handling and reporting issues.

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. For detailed guidance and instructions for submission of Irregularity Reports (IRs), 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 and suspicious.
- When students are dismissed, their scratch paper must be collected. Make sure students return any sheets of scratch paper they were given with their name on each sheet. 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 their 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.

Rule Violations

Follow the instructions for early dismissal and reporting irregularities in Next Steps on page 5 if students try to gain an unfair advantage, disturb others, talk during the break, or refuse to follow instructions. If other students were disrupted and you want to retest them, complete a separate IR for those students.

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 5.

Next Steps

Early Dismissal

All students must stay for their entire testing time except in cases of illness or rule violations. To dismiss a student early, 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 Irregularity Report (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 accessing other applications on their device
- Switching devices or seats without permission
- Giving or receiving test content

Device and Aid Access During Testing

Students may not access other applications or programs on their testing device before leaving the testing room. 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

- Sign-in tickets
- 1 testing device
- 1 calculator (calculator covers must be kept under students' desks)
- External mouse
- Mouse pad
- External keyboard (tablet only)
- Scratch paper and sign-in information provided by the proctor
- Pen or pencil
- For students taking the SAT, PSAT 10, or PSAT 8/9, translated test directions or approved word-to-word dictionary, if applicable
- Power cord (must be kept under students' desks)
- Portable chargers (must be kept under students' desks)
- Backup testing device (must be kept under students' desks)
- Backup calculator or batteries (must be kept under students' desks)

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 SAT School Day, PSAT 10, and PSAT 8/9 test takers using EL supports)
- Scratch paper not provided by the proctor
- Headphones, earbuds, or earplugs
- Any camera, recording device, or separate timer

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Spring 2024

SAT SUITE OF ASSESSMENTS

Technical Troubleshooting Guide

This guide includes test day troubleshooting tips for technology monitors.

Overview

Technology monitors should use the tips in this guide to troubleshoot individual and widespread issues. You're not expected to take any steps not listed here.

Proctors are provided with some troubleshooting steps but may direct students to you in the help room. Use the tips in this document to help students before sending them back to their testing room so they can complete testing.

IMPORTANT: *You're responsible for monitoring students in the help room and making sure they don't use prohibited devices or discuss test content.*

Backup Devices

Students can use a backup device if they have one or if technology staff at your school or district installed Bluebook™ on extra devices.

If the student has not entered the start code yet, they can simply sign in to Bluebook on the new device.

If they already started timed testing, the Bluebook device swap feature must be used. See How to Complete a Device Swap on page 8.

IMPORTANT: *Never use the device swap feature after a student's testing time runs out—their answers could be lost. Students need to submit their answers using the same device they tested on.*

Students Testing on Personal Devices

When assisting students with Wi-Fi or Bluebook issues on personal devices, follow local policies regarding student-owned technology.

When to Notify Your Coordinator

Notify your coordinator in these cases:

- The test isn't shown on a student's Bluebook homepage.
- There's an issue with a student's accommodations.
- A student can't complete the exam because their issue can't be resolved using the tips in this guide.

Reporting Irregularities

To report irregularities, navigate to the **Irregularities** page in Test Day Toolkit and follow your test coordinator's instructions for choosing 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.

When to Call College Board

If a widespread issue prevents testing as planned, your test coordinator should reschedule for another day within the testing window. If that's impossible, they should call us.

Digital Testing System

Bluebook and Test Day Toolkit work together to make digital testing possible.

Students use Bluebook to take exams on Mac and Windows devices, iPads, and school-managed Chromebooks.

Coordinators and staff use Test Day Toolkit to administer the exam. They can use any device that connects to the internet, their own or one provided by the school. They access Test Day Toolkit with a College Board professional account.

1. Bluebook Installation

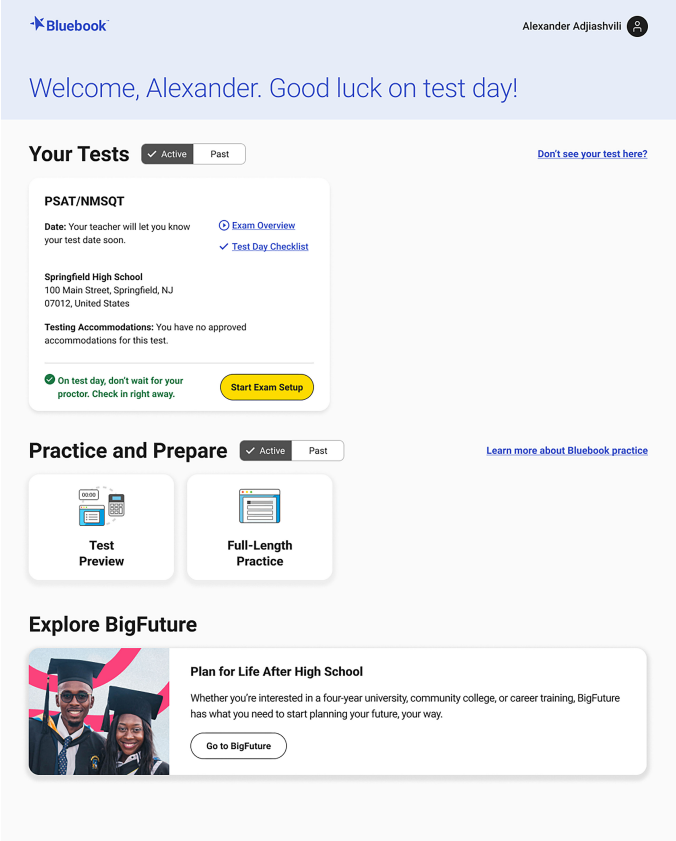
Bluebook should be installed on testing devices before exam day. Technology staff can find deployment instructions at **cb.org/bluebook-deployment**.

Students using personal devices can download Bluebook themselves at **bluebook.app.collegeboard.org**.

2. Bluebook Check-In

After students arrive at their testing room, they'll sign in to Bluebook with the credentials on their sign-in ticket. Students enter the room code provided by the proctor to start checking in. Each room's code is provided in Test Day Toolkit. Bluebook prompts students to close other applications before they begin the exam.

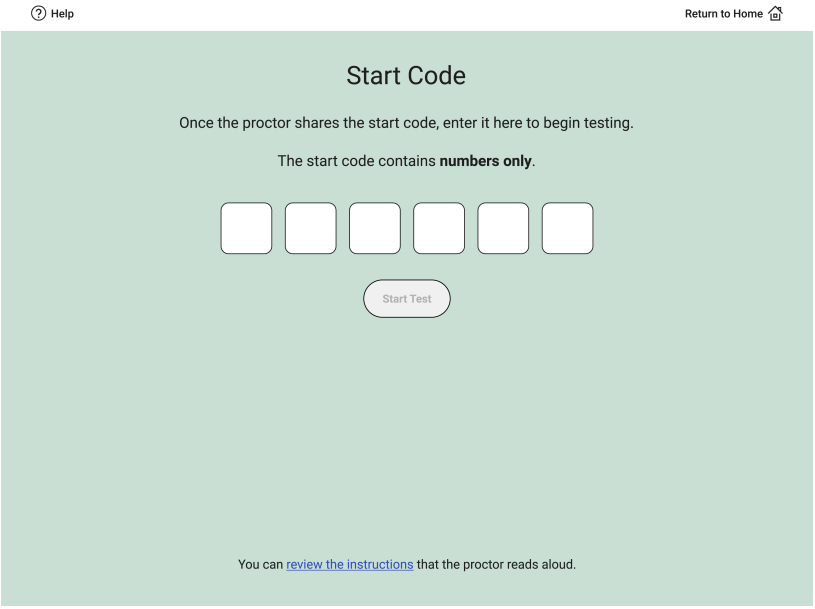
IMPORTANT: *Room and start codes are used on test day only. Don't provide them to students during practice or readiness sessions.*



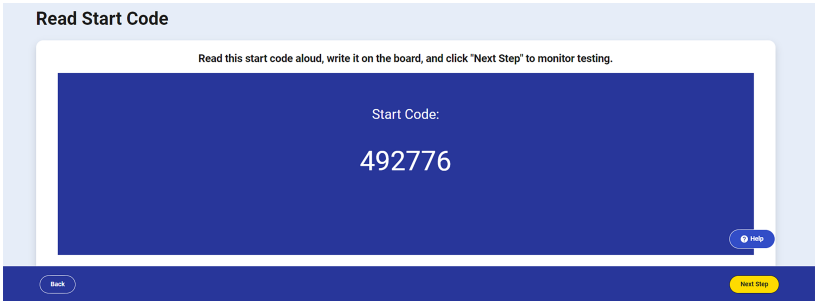
3. Starting the Exam

To start the exam, students enter the start code their proctor reads at the end of the script. Each room's start code is provided in Test Day Toolkit.

Student's View



Proctor's View



Student Issues

Start by asking students if they tried to resolve their issue by following instructions in the error message, restarting Bluebook, or restarting their device. To look up a code or check a student's status, see How to Use Test Day Toolkit to Troubleshoot Issues on page 8.

IMPORTANT: *To check their internet connection, Chromebook users need to exit Bluebook and sign in to their device before opening a browser. After confirming their connection, they need to sign out of their device and open Bluebook without turning the device off.*

None of the students in a room can start testing.

If none of the students in a room can start testing, make sure the proctor provided students with the correct 6-digit start code for their room. Each room has a unique start code that is displayed at the end of the proctor script. If the correct code was provided, follow the network troubleshooting guidance.

A student can't reach the Bluebook sign-in screen.

If Bluebook doesn't open properly, try the following fixes in order:

1. Make sure the student opened the correct digital testing application. They should click the **Star** icon to open Bluebook.
2. Check the student's internet connection by opening a browser and navigating to collegeboard.org. If they're not connected, see Network Issues on page 9.
3. Switch to a backup device with Bluebook installed, if available.
4. Reinstall Bluebook, if possible. Students using personal devices can download Bluebook again at bluebook.app.collegeboard.org.

A student can't sign in or their test isn't listed.

Make sure the student clicked the first sign-in button when they opened Bluebook and entered the credentials on their sign-in ticket.

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

If students made 10 failed attempts to sign in with the credentials on their sign-in ticket, they'll be locked out for 5 minutes. After another 10 failed attempts, they'll be locked out for 25 minutes. Finally, if the student has 10 more failed attempts, they'll be locked out until their test coordinator contacts College Board.

A student sees an error message when they sign in.

If students enter the correct credentials from their sign-in ticket but see the error message "Your user ID or registration number is wrong. Please check your sign-in ticket and try again," a network issue could be the cause. See Network Issues on page 9.

A student's clock settings are preventing them from using Bluebook

If students see a message instructing them to update their device's clock, they can't use Bluebook until their device settings are changed. Students using school-managed devices may be unable to do this themselves.

Instructions for updating clock settings vary by device type:

- Windows: Go to **Settings** > **Time & Language** and select **On** under "Set time automatically."
- Mac: Go to **Preferences** > **Date & Time** and check the box next to "Set date and time automatically."
- iPad: Go to **Settings** > **General** > **Date and Time** and check the box next to "Set date and time automatically."
- Chromebook: School technology staff must use their Admin console to update their setting.

Bluebook can't update to the latest version.

If a student's device can't update to the latest version of Bluebook, try the following steps:

1. Make sure the student can access the internet by asking them to go to collegeboard.org. If they can't reach this site, see Network Issues on page 9.
2. If they're using a personal Mac or iPad, ask them to check their device settings to make sure automatic updates are turned on. After setting their device to auto-update, they'll need to go to Bluebook Exams in the App Store and select **Open**.
3. If the student is using a school-managed device and they attend your school, ask IT staff for help. It's possible they prevent auto-updates on their devices.
4. Switch to a backup device if available.
5. If these tips don't work, send the student to the test coordinator.

A student is told to quit Grammarly.

If students see a message instructing them to quit Grammarly, try the following steps:

1. Tell the student to click **Quit Grammarly and Continue** as instructed.

2. If Bluebook can't quit Grammarly, the student should click **Quit Bluebook**, uninstall Grammarly, and reopen Bluebook.

   IMPORTANT: *Students using managed devices may be unable to uninstall Grammarly without help from school or district technology staff.*

3. If Grammarly can't be uninstalled, give the student a backup device *without* it, if available.

A student's device doesn't have enough free space.

If the student sees the message "You Don't Have Enough Free Space," they need to exit Bluebook, delete unwanted files and apps, and relaunch Bluebook.

The student can also switch to a backup device with Bluebook installed, if available.

A student's device fails before they enter the start code.

If the student's device fails (crashes, loses power, or can't start up) before they start timed testing, they can switch to a backup device with Bluebook installed.

A student can't access the exam with the start code.

If the student is on the start code screen but the start code doesn't work, try the following fixes in order:

1. Make sure the student entered the correct 5-letter room code and 6-digit start code.

   IMPORTANT: *Students must use the codes for the room they're assigned to in Test Day Toolkit even if they were physically moved to a new room.*

2. Make sure the proctor marked the student present in Test Day Toolkit.
3. Check their internet connection by opening a browser and navigating to collegeboard.org. If they're not connected, see Network Issues on page 9.
4. Restart the device and reopen Bluebook.
5. Switch to a backup device with Bluebook installed, if available.
6. Reinstall Bluebook.

A student using an iPad is told to disable Guided Access mode.

If a student sees an error message telling them to disable Guided Access, Apple Classroom, or another application is preventing Bluebook from working properly, do the following:

1. Perform a hard reset of the device. To learn how, refer to A student's iPad freezes while it's locked. on page 7.
2. Close other applications.
3. Go to **Settings > Accessibility > Guided Access**.
4. If Guided Access mode is enabled, turn it off. Students using school-managed iPads might need school technology staff to do this for them.
5. If these steps don't work, the student can use a backup device. If the start code wasn't entered, they can simply switch devices. If the start code was entered, and the test hasn't ended, use the device swap feature. See How to Complete a Device Swap on page 8.

A student's testing is interrupted.

If the 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. Complete a device swap if backup devices are available. See How to Complete a Device Swap on page 8.

A student's iPad freezes while it's locked.

If a student's iPad freezes after it's been locked, they should perform a hard reset. For iPads without a **Home** button:

1. Press and quickly release the **Volume** button nearest to the **Top** button.
2. Press and quickly release the **Volume** button farthest from the **Top** button.
3. Press and hold the **Top** button.
4. When the Apple logo appears, release the **Top** button.
5. Reopen Bluebook, signing in again if you need to.

For iPads with a **Home** button, perform a hard reset this way:

1. Press and hold the iPad's **Top** button and **Home** button at the same time.
2. When the Apple logo appears, release both buttons.
3. Reopen Bluebook, signing in again if you need to.

A student's answers aren't submitted.

Answers are saved to the student's testing device. Follow these instructions to help students submit them to College Board.

IMPORTANT: *Never use the device swap feature after a student's testing time runs out—their answers could be lost. Students need to submit their answers using the same device they tested on.*

If the student sees the **Answer Submission Incomplete** screen or an internet connection error message when their testing time ends, they should try the following steps in order:

1. Check their internet connection, making sure the device Wi-Fi is on and airplane mode is off.
2. Exit and reopen Bluebook.
3. If that doesn't work, restart their device and reopen Bluebook.
4. Click **Submit Answers** on the Bluebook homepage.
5. If they still can't submit answers, connect to a different network and try again.

If none of these steps work, the student needs to:

- Keep their testing device.
- Return to their testing room so their proctor can follow dismissal procedures.
- Connect to the internet on their testing device later, perhaps at home, and try again.

If the student tested on a shared device and they can't keep it, notify your coordinator and prevent loss of data:

- Don't uninstall the application.
- Don't delete any data or user profiles.
- Don't let other students use the device.
- Don't use the device swap feature.

All students should return to their testing room so their proctor can follow dismissal procedures.

Coordinators can set up a retest for students who can't submit their answers even when connected to the internet.

A student sees the error message "You Cannot Complete Testing on This Device."

Students see the error message "You Cannot Complete Testing on This Device" if they swap devices after time runs out and attempt to submit answers on the new device.

Students need to open Bluebook on the device they were using when time ran out and follow the instructions for A student's answers aren't submitted. on page 7

No action is required in Test Day Toolkit, even if the proctor previously approved a device swap.

How to Use Test Day Toolkit to Troubleshoot Issues

- To search for the student, go to **All Students** in Test Day Toolkit.
- To find out if the proctor marked the student present, check the student's attendance status. They should have a **Checked in to room** status.
- To check the room code, click the name of the student's assigned room, and click **Skip to Attendance**. The 5-letter room code is in the upper right corner of the screen.
- To check the start code for the student's room, go to the room's **Attendance** page and click **Next Step** until you reach Step 9. The 6-digit start code is in the center of the screen.

How to Complete a Device Swap

Use these steps to help students who entered the start code and have time remaining. If students haven't entered the start code yet, skip these steps and just give them a backup device with Bluebook installed.

IMPORTANT: *Never use the device swap feature after a student's testing time runs out—their answers could be lost. Students need to submit their answers using the same device they tested on.*

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. Send the student back to their testing room where the proctor will approve the swap.
    - To approve a device swap, proctors click the student's name on the Test Day Toolkit monitoring dashboard and then click the **Approve Device Swap** button on the student's profile page.
3. After the student clicks **Resume Testing Now** on the new device, they'll be returned to the question they last viewed.

IMPORTANT: *Students should reenter their answers if they're returned to an earlier part of the test.*

Test Day Toolkit Access Issues

New staff might need help completing 2-step verification to access Test Day Toolkit for the first time. Returning toolkit users can just go to **testday.collegeboard.org**.

New staff receive a personalized access email with instructions when the coordinator adds their contact details to the toolkit. Staff will need to take these steps:

1. Click the link in the email.
2. Sign in to their College Board professional account.
3. Choose an email or a phone number they can access immediately.
4. Enter the code we sent them.

Staff didn't get a Test Day Toolkit access email.

- Ask them to check their junk email folder.
- Ask the coordinator to send an access email manually from the toolkit by checking the box next to the staff name on the **Staff** page and selecting **Send access email** from the drop-down menu.

Staff doesn't have a College Board professional account.

They can create one after they click the link in the Test Day Toolkit access email or by going to collegeboard.org.

Staff can't complete 2-step verification.

When asked to select an option for receiving their code, staff might see only email addresses or phone numbers that are inaccurate or inaccessible. For instance, the phone number might be the main number for their school and not a direct line. If staff select the email option and the code doesn't work, it may have expired. Codes expire after 3 minutes.

Test coordinators can update staff contact info in Test Day Toolkit by clicking the staff name on the **Staff** page and then clicking **Edit**.

Staff signs in successfully but can't use Test Day Toolkit.

If staff see a "You're all set" message on exam day, ask the coordinator to check the box next to the staff name on the **Staff** page and choose **Grant toolkit access** in the drop-down menu.

Network Issues

Follow these instructions if connectivity issues interfere with testing.

IMPORTANT: *Students need an internet connection to start the exam and to submit answers but can keep testing if their connection drops momentarily.*

If Testing Has Started

If there's a momentary drop in connection during testing, students can continue testing; their answers are saved to their devices.

During this time, proctors can't monitor the exam from Test Day Toolkit and must rely on observation to gauge student progress.

Answer submission: If students don't have a connection when their time is up, their answers won't be submitted automatically. If there's a network issue after testing has started and before the end of the test, contact network staff at your school or district. If they're unavailable or unable to solve the problem, see A student's answers aren't submitted. on page 7 for more instruction.

If Testing Hasn't Started

If students can't connect to the network and they have not started testing, try these fixes in this order.

1. **If other devices in the same room are connected, check the student's device.**
   - Make sure the device Wi-Fi is on and airplane mode is off.
   - Make sure the student connected to the right network with the right password.
   - If the student is using a virtual private network (VPN), tell them to disable it.
   - If they're using your guest network, follow the guidance in step 3.
   - Give them a backup device with Bluebook installed, if available.

   If you can't resolve the student's issue, their proctor should notify the coordinator.
2. **If no one in the room can connect, try these steps.**
   - Ask students to sign in connect to a different network, if available.
   - Try a different space. Before moving students, test the connection in a backup room by connecting to the same network students will use.

3. **If students are using your guest network, make sure they completed all required steps.**
   - Tell students to open a browser and follow any instructions for connecting to the internet. Chromebook users need to exit Bluebook and sign in to their device first.
   - Depending on the way your guest network is set up, students may need to enter a password or agree to terms and conditions.
   - If given a choice, students should select the option that allows them to stay connected for 4 hours or more (longer for extended-time testing).
   - Tell the student to check their connection by going to **collegeboard.org.**
   - Chromebook users need to sign out of their device and open Bluebook *without* shutting down.
4. **Contact the school or district staff who manage your network.**
   - Firewalls, content filters, and proxy servers can prevent some or all students from testing successfully.
   - Make sure traffic to and from the domains listed on **Network Requirements** can bypass any security appliances and software.
5. **Notify your test coordinator.**
   If technical support for your network is unavailable or the issue can't be resolved, your test coordinator should test students at another time within the testing window.

College Board Support

Call 888-477-7728 (within the U.S.) or +1 212-237-1335 (international).

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