

**SAT SUITE OF ASSESSMENTS**

---

# Retesting and Irregularities Guide

---

## Introduction

New for the digital SAT® Suite of Assessments, schools will have the option of retesting or rescheduling the test in certain circumstances, as long as all testing is completed during the administration window (March 25–April 12, 2024). Schools should plan to start testing early enough in the window to ensure there's enough time to retest or reschedule if necessary.

---

**IMPORTANT:** *Starting late could limit your school's ability to retest students.*

---

Part 1 of this guide explains the policies for retesting and rescheduling, including some likely scenarios for each option and the possible consequences for students' scores and administration planning.

Part 2 of this guide contains a general overview of the Irregularity Report (IR) submission options, instructions for requesting a retest in Test Day Toolkit as part of the IR submission process, and other technical guidance.

This guide is intended as reference for any testing staff involved in the reporting of irregularities. For an overview of how to recognize and handle irregularities as part of test day procedure, refer to the appropriate section of the *Test Coordinator Manual*, *Proctor Manual*, or *Accommodations Guide*.

# PART 1:

## Policies for Retesting/Rescheduling

---

### Rescheduling Policies

Rescheduling a test date may be necessary in certain circumstances. As long as affected students have not entered a room code in Bluebook™, schools may select a new test date anytime within the administration window without contacting College Board or submitting an IR.

Examples of issues that might require rescheduling a test date include:

- Individual student absences due to illness.
- Hurricanes, fires, floods, or other widespread weather-related events.
- Local tragedies or emergencies (e.g., death of a faculty member, bomb threat, etc.).
- Prolonged schoolwide network or power outages.
- Scheduling conflicts with group activities (e.g., absentees due to team sporting events).

Students can use the same sign-in tickets from their initial test date if their test is rescheduled, as long as the tickets were not previously handed out to students.

If students have entered their room code, then the school will need to submit an IR to request a retest.

### Exceptions

If a student didn't test because Bluebook listed incorrect personal information or accommodations or because the test wasn't available on their Bluebook homepage, the student's registration data in the SAT Suite Ordering and Registration (SSOR) system will need to be updated as in Correcting Registration and Accommodations Data on page 6.

---

### Retesting Policies

If schools encounter issues after the room code has been entered, students may be eligible for retesting.

Examples of scenarios that would call for retesting include:

- Schools that experience prolonged disruptions to testing (e.g., fire alarms).
- Students who experience technological issues after testing has started.
- Students who become sick after testing has started.
- Misadministrations, either due to student or testing staff error, that would invalidate the student's score.

---

**IMPORTANT:** *Students have 2 opportunities to retest.*

---

Schools will have the opportunity to set up retests in Test Day Toolkit when they submit an IR, although only certain IR types will have an option for retesting.

If a student is scheduled for a retest, the student's score from the initial test date will be on a temporary hold until the last published score release date. If the student chooses not to participate in the retest, the test coordinator should call us to confirm the score release from the initial test date.

If a student gained an advantage on the test, failure to retest may result in score cancellation.

## Additional Considerations

Schools should plan for an alternate test date in case of issues and ensure that bell schedules and schoolwide events are taken into consideration.

Test coordinators will need to be responsible for the following:

- Determining in advance of test day whether their school can offer retesting in the event of an issue.
- Ensuring proctors know about their school's retesting policies and the procedures for correctly completing an IR in Test Day Toolkit.
- Reviewing all IRs in Test Day Toolkit to ensure complete and accurate retest rosters and then submitting them to College Board. (This includes replacing incorrect IRs submitted by other testing staff with corrected IRs before submitting.)
- Submitting completed IRs as soon as possible within 5 days of the test date or 3 days before the close of the testing window, whichever is sooner. Late submission could delay score release. **Students won't be able to retest if the request is submitted more than 5 days after testing.**

Although test coordinators are responsible for submitting IRs to College Board, proctors and other staff should know about the option to retest, how to request it in Test Day Toolkit, and how this affects students' scores. Testing staff may need to explain students' retesting options in the event of an irregularity. They should also be prepared to handle student requests to cancel their scores on test day, which must be submitted in Test Day Toolkit within 5 days of their test date.

## PART 2:

# How to Use Test Day Toolkit

Use Test Day Toolkit to set up a retest for students who entered the room code, to report a security issue or other irregularity, or cancel a score on behalf of a student.

Follow these steps:

1. Navigate to **Irregularities** in Test Day Toolkit.
2. Click **Add Report**.
3. Choose the option that best describes what you need to do.
4. Open the most appropriate form.
5. Select the students involved.

---

**IMPORTANT:** *If you're completing a retest IR, list only the students you want to retest, even if others were involved. Go to Listing Students in a Retest Form on page 5 for guidance.*

---

If accommodations or other student information is missing or incorrect, use SSOR to change it. Don't test the student until the roster in Test Day Toolkit is updated. Processing can take 2 business days.

---

## If Students Didn't Enter the Room Code

If students didn't enter the 5-letter room code in Bluebook, you can test them another time without submitting an IR. The room code is the first code students enter in Bluebook.

However, in these cases, you'll need to correct the issue first:

- **Registration or accommodations issues.** If a student wasn't registered, their information was incorrect, or if Bluebook didn't list the correct accommodations, see Correcting Registration and Accommodations Data on page 6 for more information.
- **Technical issues.** If a network or device issue prevented testing, work with your technology staff. Everything they need to know is available at [cb.org/bluebook-tech](https://cb.org/bluebook-tech).

---

## Retesting Students Who Entered the Room Code

If you want to retest students who entered the 5-letter room code, you need to set up a retest by submitting an IR within 5 days of testing or 3 days before the close of the testing window, whichever is sooner. Each student has 2 opportunities to retest.

---

**IMPORTANT:** *If a student completed the test but you don't think their answers were submitted when time ran out, don't submit a retest IR until you follow the instructions for checking answer submission status at [In-School Testing and Answer Submission](#).*

---

### How to Retest a Student

1. Complete a retest IR to set up the retest. No action in SSOR is necessary unless there's incorrect data.
2. Fix issues with registration, accommodations, or technology so they don't recur during the retest.
3. Open the retest administration that appears in Test Day Toolkit when the retest is ready.
4. Make sure the retest roster reflects any updates to accommodations or student information.

5. Add staff and rooms to the retest administration. **Never edit room names or change student room assignment for a past administration.**
6. Retest the student.

---

**IMPORTANT:** *Don't delete student records from SSOR after they start testing. Students can retest without a new registration.*

---

## Listing Students in a Retest Form

We prepare a retest for every student selected in a retest IR form—or, if you select a whole room, every student assigned to that room—so only list students you plan to retest. If other students were involved but won't retest, list them on a no-retest IR.

It's important to list only the students you want to retest for these reasons:

- When you set up a retest, we put a temporary hold on the student's scores.
- Students have 2 opportunities to retest.

If every student in 1 or more rooms was affected by the same irregularity and you want to retest all of them, submit 1 form. When asked which students were involved, select **A roomful of students**, and then select each room from the drop-down menu.

Refer to Irregularity Reference on page 7 for guidance on choosing the correct IR form.

## The Retest Rosters

Each time a test is prepared for a student, they're listed on a new administration roster:

- The roster for your primary test administration lists all registered students.
- The first time you retest a student, a roster for Retest 1 will be added to Test Day Toolkit.
- If you retest a student a second time, a roster for Retest 2 will be added.

After you submit a retest IR to College Board, we'll prepare a new test within 2 business days. As soon as a student's retest is ready, they'll be listed on the appropriate retest roster in Test Day Toolkit.

Before you retest a student, address any technology issues and check their **Student Details** page to validate all registration data and accommodations information so you don't waste one of their 2 retest opportunities.

To switch between rosters in Test Day Toolkit, click **Switch** in the upper right corner of the screen and select the appropriate option in the **Test Administration** drop-down menu.

## If a Student Isn't Listed Within 2 Business Days

If the student isn't listed on a retest roster within 2 business days, make sure you submitted an IR form to College Board:

1. In Test Day Toolkit, open the administration you used to submit the IR.
  - ◆ If this will be the student's first retest, open the primary test administration.
  - ◆ If this will be the student's second retest, open the Retest 1 administration.
2. In the Test Administration drop-down menu, select the student's prior test administration.
3. Go to **Irregularities**.
4. Find the student's IR in your list of reports.
5. Check the **Status** column.
6. If the status is not **Submitted to College Board**, open the report and click the **Submit to College Board** button.

---

## Reporting Other Irregularities

To report irregularities without setting up a retest, go to the **Irregularities** page in Test Day Toolkit, click **Add Irregularities**, and choose a form in one of these categories:

- Security issues or rule violations
- Non-security issues

For more guidance, refer to Irregularity Reference on page 7.

---

## Requesting Score Cancellation on Behalf of a Student

If a student wants to cancel their score, go to the **Irregularities** page in Test Day Toolkit, click **Add Irregularities**, and complete the score cancellation form.

---

## Correcting Registration and Accommodations Data

### Correcting Errors

Correct Bluebook registration and accommodations errors in SSOR and SSD Online before trying to test the student again. These errors include:

- The test was not listed on the student's Bluebook homepage.
- Bluebook had incorrect personal information.
- The student's approved digital accommodations weren't listed in Bluebook.

Take these steps:

1. Check the student's record in SSOR.
2. If the student's accommodations are unlisted, add their SSD ID (from SSD Online) by editing the student's record.
3. For any student whose Bluebook homepage didn't list the test, register them in SSOR using their record. If a student doesn't have a record in SSOR, create a record for that student and register the student using the new record.
4. If a student's data is incorrect in Bluebook and they started testing, contact us. If they didn't start testing, delete the old SSOR record, add a new record with corrected information, and register the student using the new record.
5. When Test Day Toolkit has the correct student information, assign the student to a room and print a new sign-in ticket. You may need to wait up to 2 business days before retesting.

---

**IMPORTANT:** *If you or your students discover that critical registration information is incorrect after testing has started, please contact College Board for assistance; they may not need to retest. If you want to retest a student who entered the 5-letter room code on test day, you need to complete a retest IR form.*

---

### Waiving Accommodations

If a student wants to test without their accommodations and hasn't entered the room code yet, you can reschedule their test. **Accommodations can't be waived on test day.**

Take these steps:

1. Click **Edit** to open the student record and click the **Waive all accommodations** checkbox in SSOR.
2. Wait until Test Day Toolkit shows the student's updated accommodations information before administering the test. This could take 2 business days.

---

## When to Call Us

If the information in SSOR is correct, but there's still an error in Bluebook or Test Day Toolkit, call us so we can help you fix the issue.

**IMPORTANT:** *If you aren't sure whether to submit a retest or no-retest IR, call us before submitting any IR to get a timely response.*

---

## Irregularity Reference

Instructions and options vary depending on the type of irregularity.

**IMPORTANT:** *Retesting is available for many irregularities but if the student doesn't want to take a retest or your school can't offer one, submit a no-retest IR.*

---

## Wrong or Missing Accommodations in Bluebook

If Bluebook has the wrong accommodation or is missing an accommodation, there are 3 options:

- **Reschedule** testing for students who didn't enter the room code. If Bluebook did not list the correct accommodations or if the student wants to waive an approved accommodation (see Correcting Registration and Accommodations Data on page 6), wait to test the student until you see the correct information in Test Day Toolkit. Don't submit an IR.
- **Retest** students who entered the room code if Bluebook does not provide an accommodation or provides the wrong accommodation. Read the instructions in Retesting Students Who Entered the Room Code on page 4, then set up a new test by submitting a retest form for Bluebook accommodations.
- **Report without retesting** by submitting a no-retest accommodations form.

**Examples:** Bluebook provided the student with extended time that they were not approved for; Bluebook did not provide break accommodations a student was approved for.

## Staff Accommodations Mistakes

If staff made a mistake, there are 3 options:

- **Reschedule** testing for students who didn't enter the room code. Test students on another day within the window. Don't submit an IR.
- **Retest** students who entered the room code. Read the instructions in Retesting Students Who Entered the Room Code on page 4, then set up a new test by submitting a retest form for staff accommodations mistakes.
- **Report without retesting.** Submit a no-retest accommodations form if a student didn't receive accommodations or if accommodations were given incorrectly and they don't want to retest.

**Examples:** A student approved for small-group testing was seated in a room with 20 other students; a student approved for preferential seating was seated incorrectly.

## Technology Issues

If testing is disrupted by a technology issue, there are 3 options:

- **Reschedule** testing for students who didn't enter the room code. Test students on another day within the window after fixing the issue so it doesn't recur. Don't submit an IR.
- **Retest** students who entered the room code. Read the instructions in Retesting Students Who Entered the Room Code on page 4, then set up a new test by submitting a retest IR for technology issues. Fix the issue before retesting so it doesn't recur.
- **Report without retesting.** Submit a no-retest IR for technology issues.

**Examples:** Problems with Bluebook (including content that didn't display well); student testing devices; Test Day Toolkit; or network connectivity.

## Testing Conditions and Administration Errors

If students tested under disruptive conditions or staff made mistakes unrelated to accommodations, there are 3 options:

- **Reschedule** testing for students who didn't enter the room code. Test students on another day within the window. Don't submit an IR.
- **Retest** students who entered the room code. Read the instructions in Retesting Students Who Entered the Room Code on page 4, then set up a new test by submitting a retest form for testing conditions and administration errors.
- **Report without retesting.** Submit a no-retest form for testing conditions and administration errors.

**Examples:** Noise disturbance; uncomfortable temperature; distracting staff behavior; seating requirements not followed.

## Disruption Caused by Another Student

- **Retest students disrupted by another student.** Read the instructions in Retesting Students Who Entered the Room Code on page 4, then set up a new test by submitting a retest form for disruption caused by another student.
- **Retest students who unintentionally disrupted others.** Read the instructions in Retesting Students Who Entered the Room Code on page 4, then set up a new test by submitting a retest form for illness and other issues.
- **Report students whose intentional behavior disrupted others** by submitting a form for prohibited behavior.

## Evacuations

If students had to leave the room due to a fire drill, weather event, or other emergency, there are 3 options:

- **Reschedule** testing for students who didn't enter the room code. Test students on another day within the window. Don't submit an IR.
- **Retest** students who entered the room code. Read the instructions in Retesting Students Who Entered the Room Code on page 4, then set up a new test by submitting a retest form for evacuations.
- **Report without retesting.** Submit a no-retest form for evacuations if your school is unable to retest.



## Test Content Issue

If students think test content is inaccurate or ambiguous, there are 2 options:

- **Retest** students if they felt a test content issue affected their ability to test. Read the instructions in Retesting Students Who Entered the Room Code on page 4, then set up a new test by submitting a retest form for test content issues.
- **Report without retesting.** Submit a no-retest form for test content issues.

**Examples:** No correct answer; more than one correct answer; ambiguous wording; not enough information.

---

**IMPORTANT:** Use the student technology issues form if an item didn't display well.

---

## Illness, Early Departure, and Other Issues

There are 3 options for illness, early departure, and other issues:

- **Reschedule** testing for students who didn't enter the room code. Test students on another day within the window. Don't submit an IR.
- **Retest** students who entered the room code. Read the instructions in Retesting Students Who Entered the Room Code on page 4, then set up a new test by submitting the retest form for illness or early departure.
- **Report without retesting.** Submit a no-retest form for illness or early departure or other issues.

**Examples:** Early departure; student illness.

## Security Issues and Rule Violations

If a student tried to gain an advantage or cause harm, report an IR without rescheduling or setting up a retest.

Otherwise, you have 3 options:

- **Reschedule** testing for students who violated a rule and didn't enter the room code. Test students on another day within the window. Don't submit an IR.
- **Retest** students who entered a room code and violated a rule without trying to gain an advantage or cause harm. Read the instructions in Retesting Students Who Entered the Room Code on page 4 and then set up a new test by submitting the retest IR form for rule violation.
- **Report without retesting.** Submit a no-retest IR for prohibited items and behavior, testing device misuse, or conflict of interest.

**Examples of rule violations eligible for retesting:** Prohibited device made noise; accidentally used someone else's device or sign-in ticket; conflict of interest.

**Examples of prohibited items and behavior:** Discussing test content; writing notes on their sign-in ticket.

**Examples of device misuse:** Using their device to access something other than Bluebook; damaging a testing device.

**Examples of conflict of interest:** A student is proctored by a relative or household member; a hall monitor covered for the proctor in a room where their relative or household member was testing.

---

## Contact Us

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