**MASSACHUSETTS**

**STATE SPECIFIC DIRECTIONS**

**ACCESS for ELLs Administration (2023-2024)**

**Part I: Protocols for Massachusetts Principals and/or Test Coordinators**

**1. Ordering Additional Test Materials**

Please conduct a complete inventory of test materials as soon as they arrive on January 3, 2024. *Additional* materials may be ordered, if needed, from January 3 through February 9, 2024, using [WIDA AMS](https://www.drcedirect.com/all/eca-portal-ui/welcome/WIDA). Schools should attempt to limit orders to **one additional materials order**. When ordering additional materials, be sure to also order UPS labels and DRC return shipping labels. Any District/School labels that are needed for student test materials should be ordered by emailing [access@mass.gov](mailto:access@mass.gov). Student test materials without a Pre-ID label, such as additional materials ordered for students enrolled after October SIMS, will need to have a District/School label affixed. A small supply of District/School labels are included in the initial materials shipment. Please use these before ordering additional labels. Booklets without either a Pre-ID label or District/School label will not be processed.

**2. Suggested Testing Times: ACCESS tests are untimed**. Use the following guidance to assist in scheduling student test administrations.

* The **online** ACCESS tests for grades 1–12 must be completed in one session for each of the following areas:
  + Listening (about 40 minutes)
  + Reading (about 35 minutes)
  + Writing (45 to 65 minutes)
  + Speaking (about 30 minutes).
* The **paper-based** ACCESS tests for grades 1–12 are designed to be completed in one session for each of the following areas:
  + Listening (about 40 minutes)
  + Writing (35-65 minutes)
  + Reading (about 45 minutes)
  + Speaking (about 35 minutes).

(**Note:** Listening and Reading may be combined into one 100-minute session)

* The **Kindergarten** test is individually administered in paper-based format in one test session of about 45 minutes. Breaks are allowed, and, if necessary, the test may be administered in two sessions: A-C (narrative) and D-F (expository), either morning and afternoon or on two separate days, with no more than two consecutive school days between testing sessions.
* The **WIDA** **Alternate ACCESS** test is individually administered in paper-based format in four 20-minute (estimated) test sessions, one each in Listening, Reading, Writing, and Speaking.

1. **Student transfers during testing.** [Instructions](http://www.doe.mass.edu/mcas/access/studenttransfer-instruct.html) can be found on the DESE ACCESS web page. Information regarding the WIDA Student Transfer Form in WIDA AMS can be found beginning on page 68 of the [WIDA AMS User Guide](https://www.wida-ams.us/Documents/Unsecure/Doc.aspx?id=e0fd0438-e169-4d33-a4ad-5eb7c616e95b).
2. **Student use of cell phones, smart watches, tablets, ear buds, Bluetooth enabled devices, computers, or other electronic devices (other than for testing) is prohibited during the administration of the ACCESS for ELLs tests.** Staff should actively monitor students during testing.Active test monitoring consists of ensuring students are engaged with the test, doing their own work, and not using electronic devices such as those listed here. Ensure students’ personal devices and other materials are out of reach and out of sight of students during testing. **The use of unapproved devices during testing may result in test invalidation.**
3. Use of scratch paper is allowed on the ACCESS tests; however, text may not be read into the microphone or copied into the student response portion of the test. Short bullet points are acceptable to prompt the student for a more complete speaking or writing response.
4. Student responses that have been copied or plagiarized will be scored as “0”.

**Part II: Providing Accurate Student Information**

***Before Testing – Online***

* Information for each student who was reported as an EL in October 2023 SIMS will be preloaded in WIDA AMS for your school. Students who entered the school between the October SIMS submission and February 9, 2024, the last day schools are required to test newly enrolled students, will need to be manually entered into WIDA AMS. **To add individual students**, see the knowledge article “How do I add a student?” in WIDA AMS by clicking on My Applications>DRC Customer Service>WIDA AMS Knowledge Articles. If a student was exited from EL status after October SIMS and before the testing window opens on January 4, 2024, remove the student from test registrations in WIDA AMS and code them as non-EL in the March SIMS. See the Knowledge Article “How do I edit a registration?” in WIDA AMS for help removing a student from registration.
* **To add multiple students**, see the Knowledge Article “How do I import a student import file?” in WIDA AMS. The file must be in .csv format and the fields in the file must be in specific columns.
* If a student with a disability received one or more of the following accommodations in 2023, the same accommodations will be included in the test pre-ordered for the student by the Department of Elementary and Secondary Education (DESE) in 2024. These accommodations must be entered in WIDA AMS **before** testing: Manual control of item audio (MC); Repeat item audio (RA); or Extended Speaking test response time (ES). Other accommodations used may either be entered before **or** after testing. Accommodations can be confirmed, added, or removed for individual students or for multiple students in WIDA AMS. See Knowledge Article “How do I mass assign accommodations? How can I confirm accommodations for multiple students?”.

***Before Testing – Paper-Based*** *(including* *Kindergarten and WIDA Alternate ACCESS)*

* For each student reported as an EL in October 2023 SIMS, you will receive a **Pre-ID Label,** which should be affixed to the student’s test booklet, and, if used, handwriting booklets for online Writing testing. Labels with incorrect information may be applied to the booklet, but student information must also be updated in WIDA AMS, since data in WIDA AMS will override the booklet. Please also update corrected student information in your district’s March SIMS. As with other test materials, Pre-ID Labels may *not* be transferred to another school or used for another student.Instructions for editing student demographic information can be found in the Knowledge Article “How do I edit a student?” in WIDA AMS by clicking on My Applications>DRC Customer Service>WIDA AMS Knowledge Articles.
* **If a student does not have a Pre-ID Label you must affix a** **District/School Label** and complete the student demographic information on the front and back covers of the new test booklet. (Back cover instructions are shown in the table below.) See Knowledge Article “What are the student labels used for ACCESS for ELLs Student Response Booklets?” in WIDA AMS for more information. As with other test materials, Pre-ID Labels may *not* be transferred to another school or used for another student. To order additional District/School labels, email [access@mass.gov](mailto:access@mass.gov) during the Additional Test Materials Ordering window (January 3 – February 9, 2024).

***After Testing – Online***

* If a student’s accommodation information was not entered prior to testing, or was entered incorrectly, update the accommodations to check those that were used during testing. See Knowledge Article “How do I mass assign accommodations? How can I confirm accommodations for multiple students?” in WIDA AMS My Applications>DRC Customer Service>WIDA AMS Knowledge Articles.
* If a student was not testedin one or more domains, see Knowledge Article “What are the Do Not Score Codes? How do I mark Do Not Score Codes?” in WIDA AMS My Applications>DRC Customer Service>WIDA AMS Knowledge Articles. Information about which Do Not Score code is appropriate is found on page 5 of the [Principal’s Pre-Administration Manual for ACCESS for ELLs: Tasks to be Completed in 2023-2024](https://www.doe.mass.edu/mcas/access/).

***After Testing – Paper-Based*** *(including* *Kindergarten and WIDA Alternate ACCESS)*

* Complete the **Date of Testing box** on the front cover of the student’s booklet with the date that each student completed testing.
* Complete the **back cover** of each student’s test booklet according to the instructions below; then **leave all other boxes blank on the back cover of the test booklet.**

**Test Booklet back cover instructions for completion:**

|  |  |  |
| --- | --- | --- |
| **Box Number and Description** | **Students with a Pre-ID Label** | **Students without a Pre-ID Label** |
| 4. District Name and School Name | Leave blank | Print the district name and school name |
| 8. Birth Date | Leave blank | Print the birth date and fill in the bubbles |
| 10**.** Grade Level | Leave blank | Fill in the bubbles |
| 17. State Student ID Number | Leave blank | Print the 10-digit SASID and fill in bubbles |
| 22. School Use Only – Accommodations | Fill in the appropriate bubbles in the box to indicate the accommodations used (see below for instructions) | |
| 23. Do Not Score This Section for This Student | Fill in the appropriate bubbles (ABS or SPD) in the box for each test section in which the student was *not* tested (see page 14 in the [ACCESS for ELLs Test Administrator Manual](https://portal.wida.us/retrieve/11cf2e6c-3e71-eb11-a2dd-0050568beee8/resource).) | |

*Instructions for Completing Box 22 (School Use Only – Accommodations):*

* Fill in the bubbles corresponding to the accommodation used by a student with a disability, according to the information in the tables on pages 4-5 below.

*Instructions for Completing Box 23 (Do Not Score This Section for This Student):*

* If a student was **not tested** in one or more sections, indicate the reason (SPD or ABS) by filling in the appropriate bubbles. See below for details about these Do Not Score codes.

***Do Not Score This Section for This Student*** (Online or Paper-based test)

* If a student was **not tested** in one or more sections, indicate one of the following reasons by selecting the appropriate code. For information about how to select Do No Score codes in WIDA AMS, see the Knowledge Article “What are the Do Not Score Codes? How do I mark Do Not Score Codes?” in WIDA AMS My Applications>DRC Customer Service>WIDA AMS Knowledge Articles.
* **Absent (ABS):** Student was absent for one or more sections of the test (including due to illness, other medical condition, or for any other reason) and did not participate in make-up testing prior to the end of the testing window.
* **Invalidate (INV):** Schools should not mark tests with the INV code. If an INV code is needed, fill out an [ACCESS for ELLs Irregularity Reporting Form](https://massgov.service-now.com/accessforells?id=edu_req_form&sys_id=c28a0d00dbb75700d272f12cbf96198e) to request an INV code from the Department. INV codes are applied if a student’s results should not be reported because of certain testing irregularities. Not all testing irregularities result in INV codes. Do not fill in an INV box if a student’s booklet should be marked as void because it was assigned to a different student by mistake; instead, affix a Do Not Process label. See bottom of page 6 below for more information regarding labels.
* **Deferred Special Education/504 (SPD):** Student did not take one or more sections because the special access read-aloud or text-to-speech accommodation for the Reading assessment was listed in the IEP or 504 plan, but was unavailable for ACCESS; or the student was Deaf/Hard of hearing and cannot participate in the Listening and Speaking tests, or Blind/Visually Impaired and could not participate in the Speaking test section; or the student is nonverbal/selectively mute and does not use alternate and augmentative communication (AAC) devices and could not participate in the Speaking test section.

**Test Accommodations**

Test accommodations for Massachusetts students with disabilities are listed in the tables on the following pages. **Information on the accommodations used by each EL student with a disability must be entered in WIDA AMS (for online testing) or on the back cover of the test booklet (for paper-based testing).** Accommodations may only be provided to students whose IEP or 504 plan lists the accommodation.

Accommodations are listed in four categories: **Test Presentation**, **Test Responses**, **Test Setting (Environment),** and **Test** **Timing/Scheduling**. Each table on the following pages includes:

* the ACCESS test section(s), if any, in which the accommodation is allowed;
* accommodations that are specific to **online** ACCESS testing; and
* accommodations that are specific to **paper-based** ACCESS testing and are comparable to those offered for online testing (where available).

**ACCESS Accommodations for Students with Disabilities: Test Content Presentation**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Test Content Presentation Accommodations** | | | | | | | |
| **Online**  (Accommodation code) | **Paper-Based**  (Accommodation code) | **Test Domains** | | | | | |
| **Listening** | **Reading** | **Speaking** | | | **Writing** |
| **Manual control of item audio** (MC)\*  Student manually starts the pre-recorded audio embedded in certain test item prompts. | **Manual control of item audio** (MC)\*  Test administrator asks if student is ready to listen, then plays the audio of a pre-recorded human voice on a CD for certain test item prompts. | Yes | No | | Yes | Yes –online test only; N/A for paper test | |
| **Repeat item audio** (RA)\*  Student manually plays and repeats pre-recorded audio embedded in certain test item prompts. | **Repeat item audio** (RA)\*  Test administrator asks if student is ready to listen, then repeats a pre-recorded human voice on a CD for certain test item prompts. | Yes –  repeat item only once | No | | Yes | Yes | |
| **In-person human reader** (IR) | | Yes | No | | Yes | Yes | |
| **Repeat In-person human reader** (RP) | | Yes –  repeat item only once | No | | Yes – repeat item only once | Yes – repeat item only once | |
| N/A | **Large print version of test** (LP)  (must be transcribed into test booklet by test administrator) | Yes | | | | | |
| N/A | **Braille version of test** (BR)  (must be transcribed into test booklet by test administrator) | Yes | Yes | | N/A | Yes | |
| **Interpreter signs test directions in ASL** **or another sign system** (SD) | | Yes | | | | | |

**ACCESS Accommodations for Students with Disabilities: Test Item Responses**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Test Item Response Accommodations** | | | | | |
| **Online**  (Accommodation code) | **Paper-Based**  (Accommodation code) | **Test Domains** | | | |
| **Listening** | **Reading** | **Speaking** | **Writing** |
| **Scribed response** (SR) | | Yes | Yes | N/A | Yes |
| **Word processor or similar keyboarding device to respond to test items** (WD) (must be transcribed by test administrator) | | Yes | Yes | N/A | Yes |
| **Student responds using a recording device, which is played back and transcribed by student** (RD) | | N/A | N/A | N/A | Yes |

**ACCESS Accommodations for Students with Disabilities: Test Setting (Environment)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Test Setting (Environment) Accommodations** | | | | | |
| **Online**  (Accommodation code) | **Paper-Based**  (Accommodation code) | **Test Domains** | | | |
| **Listening** | **Reading** | **Speaking** | **Writing** |
| **Test may be administered by school personnel in a non-school setting, with DESE approval** (NS) | | Yes | | | |

**ACCESS Accommodations for Students with Disabilities: Test Timing and Scheduling Accommodations**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Test Timing and Scheduling Accommodations** | | | | | |
| **Online**  (Accommodation code) | **Paper-Based**  (Accommodation code) | **Test Domains** | | | |
| **Listening** | **Reading** | **Speaking** | **Writing** |
| **Extended Speaking test response time** (ES)\*  Student may have until the end of school day to complete the online Speaking test | | N/A | N/A | Yes | N/A |

\*The accommodations for *manual control of item audio* (MC), *repeat item audio* (RA), and *extended Speaking test response time* (ES) must be pre-ordered for online test administration to be activated at the time of testing. Students will not receive accommodated test forms if accommodations are not selected prior to printing test tickets. Instructions for adding accommodations for students can be found in the Knowledge Article “What are the accommodations for ACCESS and Screener testing? How do I add accommodations for a student?” in WIDA AMS My Applications>DRC Customer Service>WIDA AMS Knowledge Articles.

**Unique Accommodations Requests**

If an English learner with a disability requires an accommodation that is not listed in the [WIDA Accessibility and Accommodations Manual](https://wida.wisc.edu/resources/accessibility-and-accommodations-manual), the school may request approval from the Department for the use of a unique accommodation.

The school may request approval (via email) for use of a unique accommodation by submitting the request to [access@mass.gov](mailto:access@mass.gov) at least two weeks prior to testing. If approved by the Department, the accommodation must be listed in the IEP or 504 plan of a student with a disability.

**Part III: Returning Materials**

It is the responsibility of all Test Administrators and Test Coordinators to ensure that correct and complete information is either labeled or bubbled in each student booklet. Please refer to the [ACCESS for ELLs checklists](https://wida.wisc.edu/memberships/consortium/ma) for more information on who is responsible for each task related to materials management.

To ensure all booklets have the detailed and necessary information needed to score, all Test Administrators must adhere to the following:

**• Prior to Administration**

o Review labels and/or bubbled information to ensure all student information is accurate.

o Complete labeling or bubbling if needed. *Use a number 2 pencil to bubble completely and darkly.*

**• During Administration**

o Distribute the test booklets, as applicable, to the correct students.

o Verify that students have been given their assigned booklet.

**• Immediately Following Administration**

o Collect all material from all students.

o Review student test booklets once more for any errors or discrepancies in student information.

o Confirm all necessary fields are completed and all necessary labels are correctly affixed to student test booklets.

o Ensure all booklets are in proper condition to be returned, with no loose or damaged pages.

o Return test materials to a Test Coordinator or store the booklets in a secure area until they can be handed over to a Test Coordinator.

**Failure to address incorrect, missing, or incomplete booklet information and labels may result in late reporting or no student score.** In addition, the WIDA Consortium’s national research agenda relies on complete and accurate student demographic data to inform the field and benefit English language learners.

**Test Materials**

Depending on the type of ACCESS for ELLs assessment you are administering, you need different types of testing materials, such as student test booklets or test tickets. Please refer to your specific assessment within Section 3 of the [ACCESS for ELLs Test Administrator Manual](https://portal.wida.us/retrieve/11cf2e6c-3e71-eb11-a2dd-0050568beee8/resource) or Part 2 of the [District and School Test Coordinator Manual](https://portal.wida.us/retrieve/7e3f94f0-2076-eb11-a2dd-0050568beee8/resource) for a full list of the materials you can expect to receive prior to test administration.

**Test Booklet Labels**

Three types of labels may be affixed to a student test booklet: Pre-ID, District/School, or Do Not Process.

**Any Booklet that contains student response information must have either a Pre-ID Label or a District/School Label with bubbled student information. Failure to adhere a label with student information will result in booklets being processed as unused and no score will be assigned. Test booklets that have a Do Not Process Label will be processed as blank even if there are student responses inside.** There is no need to place a Do Not Process Label on test booklets that have not been used.

If a Do Not Process Label has been placed on a booklet that should be scored, affix a Pre-ID or District/School Label over the incorrect Do Not Process Label, and bubble in demographic information with a number 2 pencil. If a booklet that should not be scored has a Pre-ID or District/School Label affixed, place a Do Not Process label over the incorrect label.

**NOTE:** Do Not Process is not the same as Do Not Score (field 23 of booklet cover). A Do Not Process Label means the test booklet will not be scored and the student will not receive a report. A Do Not Score code marked in field 23 means the student will receive a score report but no scores for the domain(s) marked.

Important information about the types of test booklet labels and placement of the labels can be found beginning on pages 10-12 of the [ACCESS for ELLs Test Administrator Manual](https://massgov-my.sharepoint.com/personal/melanie_manares_mass_gov/Documents/HomeDrive/SAS/WIDA%20Web%20page/MA%20State-Specific%20Directions/2023-2024/8https:/portal.wida.us/retrieve/11cf2e6c-3e71-eb11-a2dd-0050568beee8/resource) or beginning on pages 20-22 of the [District and School Test Coordinator Manual](https://portal.wida.us/retrieve/7e3f94f0-2076-eb11-a2dd-0050568beee8/resource).

**Preparing Test Materials for Return**

Remember, any booklet that contains student response information must have either a Pre-ID Label or a District/School Label with bubbled student information using a **number 2 pencil**. Failure to affix a label to a booklet with student test information will result in booklets being processed as unused and no score will be assigned. If a booklet is unused, there is no need to affix a label to it. An unused booklet with a label affixed will result in the booklet being processed and scored. Do Not Process labels should be reserved for booklets that are used but should not be processed and scored. See pages 21-22 of the [District and School Test Coordinator Manual](https://portal.wida.us/retrieve/7e3f94f0-2076-eb11-a2dd-0050568beee8/resource), and page 12 of the [ACCESS for ELLs Test Administrator Manual](file:///C:\Users\mmx\OneDrive%20-%20Commonwealth%20of%20Massachusetts\HomeDrive\SAS\WIDA%20Web%20page\MA%20State-Specific%20Directions\2023-2024\8https:\portal.wida.us\retrieve\11cf2e6c-3e71-eb11-a2dd-0050568beee8\resource) for information on which label to use and where to correctly place test booklet labels.

Remove staples, paper clips, and sticky notes from test booklets and securely destroy scratch paper. Any student responses written on scratch paper must be transcribed into an appropriately labeled student response booklet.

Detailed information regarding preparing test materials for return can be found in the Knowledge Article “[How and when do I return test materials?](https://www.drcedirect.com/all/eca-portal-v2-ui/#/products/WIDA/customer-service/articles/2526969890)” in WIDA AMS My Applications>DRC Customer Service>WIDA AMS Knowledge Articles. See the [Returning ACCESS Materials to DRC](https://portal.wida.us/resource/detail/9a6855cd-30ca-eb11-a2df-0050568beee8) guide in the WIDA Secure Portal Resources section for a quick reference regarding how to prepare boxes for return and where to affix DRC return shipping labels and UPS labels. A concise table listing which materials to return, keep, or securely destroy can be found on page 29 of the [District and School Test Coordinator Manual](https://portal.wida.us/retrieve/7e3f94f0-2076-eb11-a2dd-0050568beee8/resource).

Large print and Braille test booklets

Verify that student responses have been transcribed into a standard test booklet. Affix a student Pre-ID Label or District/School Label to the standard test booklet and verify that student demographic information has been bubbled with a number 2 pencil if a District/School Label was used. Large print test booklets may be folded and shipped with other materials in a standard sized box. See the bottom of page 18 of the [ACCESS for ELLs Test Administrator Manual](file:///C:\Users\mmx\OneDrive%20-%20Commonwealth%20of%20Massachusetts\HomeDrive\SAS\WIDA%20Web%20page\MA%20State-Specific%20Directions\2023-2024\8https:\portal.wida.us\retrieve\11cf2e6c-3e71-eb11-a2dd-0050568beee8\resource) or page 26 of the [District and School Test Coordinator Manual](https://portal.wida.us/retrieve/7e3f94f0-2076-eb11-a2dd-0050568beee8/resource).

WIDA Alternate ACCESS materials that were physically modified to fit the needs of the student

Place all pieces of the test materials together in a large envelope labeled with the student's name. Cut out the bar code from the back cover of the student response booklet and securely affix it to the outside of the envelope. The bar code is critical in ensuring the booklet is accounted for. See page 28 of the [District and School Test Coordinator Manual](https://portal.wida.us/retrieve/7e3f94f0-2076-eb11-a2dd-0050568beee8/resource).

**Common Errors and Unique Situations when Preparing Materials for Return**

The following information describes common situations that occur when preparing materials for return. More detailed information can be found beginning on pages 19-20 of the [ACCESS for ELLs Test Administrator Manual](file:///C:\Users\mmx\OneDrive%20-%20Commonwealth%20of%20Massachusetts\HomeDrive\SAS\WIDA%20Web%20page\MA%20State-Specific%20Directions\2023-2024\8https:\portal.wida.us\retrieve\11cf2e6c-3e71-eb11-a2dd-0050568beee8\resource) and beginning on pages 27-28 of the [District and School Test Coordinator Manual](https://portal.wida.us/retrieve/7e3f94f0-2076-eb11-a2dd-0050568beee8/resource).

|  |  |
| --- | --- |
| **Issue** | **Solution** |
| No student label on booklet | If the booklet contains student responses, place that student’s Pre-ID label on the booklet. If there is no Pre-ID label, place a District/School Label on the front of the student test booklet and bubble in student demographic information using a number 2 pencil. Blank, unused booklets should be returned without a label affixed. Booklets without labels will not be processed. |
| Modified or misplaced labels | Only booklets with DRC labels appropriately affixed will be processed. Do not write on or edit labels. If a booklet containing student responses has a label that has been modified or edited, place a District/School Label over it and complete the student demographic information on the booklet using a number 2 pencil. If a booklet that should not be scored has a Pre-ID or District/School label on it, place a Do Not Process label over the incorrect label. |
| Demographic information not bubbled | Booklets with a Pre-ID Label affixed do not need to be bubbled. If the Pre-ID Label is incorrect, changes to student demographic information should be made in [WIDA AMS](https://www.drcedirect.com/all/eca-portal-v2-ui/#/login/WIDA). If the booklet has a District/School Label affixed, the demographic information should be bubbled on the front and back of the test booklet using a number 2 pencil. You must fill in this information accurately; errors may result in incorrect, late, or missing scores for the affected students. |
| Damaged booklet | Transcribe the student’s responses into a new test booklet. Transcription guidelines can be found in the [Accessibility and Accommodations Manual](https://wida.wisc.edu/sites/default/files/resource/Accessibility-Accommodations-Manual.pdf). Apply a District/School Label to the new test booklet and complete student demographic information using a number 2 pencil. Place a Do Not Process Label on the damaged booklet and return both the damaged booklet and the transcribed booklet.  If in doubt about the extent of the damage and whether a new booklet is needed, contact DRC Customer Service at 855-787-9615 or [WIDA@datarecognitioncorp.com](mailto:WIDA@datarecognitioncorp.com). |
| Booklet soiled by bodily fluids (e.g., blood, vomit) | Transcribe student responses to a new test booklet. Transcription guidelines can be found in the [Accessibility and Accommodations Manual](https://wida.wisc.edu/sites/default/files/resource/Accessibility-Accommodations-Manual.pdf). **Soiled booklets should not be returned to DRC.** Apply a District/School Label to the new test booklet and complete student demographic information on the new test booklet using a number 2 pencil. Document the security barcode of the soiled booklet in the Materials Accountability Form in WIDA AMS, and securely destroy the soiled booklet. |
| Student mistakenly completes domains in multiple booklets | Transcribe responses as necessary to create a single test booklet for the student. (See page 27 of the [Accessibility and Accommodations Manual](https://wida.wisc.edu/sites/default/files/resource/Accessibility-Accommodations-Manual.pdf) for guidelines on transcription.) This booklet should be labeled with a Pre-ID Label or District/ School Label. If a District/School Label is affixed, complete all student demographic information using a number 2 pencil. The incorrect or damaged booklet(s) should have a Do Not Process Label applied prior to returning to DRC. Document the issue and resolution and keep a copy for your records. |
| Multiple students mistakenly respond in a single test booklet or multiple booklets are used by a single student | Transcribe responses to create a single booklet for a single student. Transcription guidelines are found in the [Accessibility and Accommodations Manual](https://wida.wisc.edu/sites/default/files/resource/Accessibility-Accommodations-Manual.pdf).  Contact DRC Customer Service at 855-787-9615 or [WIDA@datarecognitioncorp.com](mailto:WIDA@datarecognitioncorp.com) for direction. Document the issue and its resolution for your records. |
| Student mistakenly completes domains using another student’s test ticket (online administration only) | Contact DRC Customer Service at 855-787-9615 or [WIDA@datarecognitioncorp.com](mailto:WIDA@datarecognitioncorp.com) and complete a [Service Now Form: ACCESS for ELLs Irregularity Reporting](https://massgov.service-now.com/accessforells?id=edu_req_form&sys_id=c28a0d00dbb75700d272f12cbf96198e). |
| Materials that cannot be returned (for example, soiled) | Paper materials that could not be returned must be accounted for using the Accountability Form in WIDA AMS. This functionality allows you to document the quantity of materials returned or not returned, as well as any reasons for materials not being returned. If secure materials containing a security barcode cannot be returned, complete the Accountability Form in WIDA AMS. See pages 55-56 of the [WIDA AMS User Guide](https://www.wida-ams.us/Documents/Unsecure/Doc.aspx?id=e0fd0438-e169-4d33-a4ad-5eb7c616e95b) for more information. |

**Contact Information:** Please direct any questions regarding this document to 781-338-3625 or [access@mass.gov](mailto:access@mass.gov).