
Appendixes

CALIFORNIA
Assessment of Student Performance and Progress

CAASPP Security Incidents and Appeals Procedure Guide

2016-17 Administration

Smarter Balanced for English Language Arts/
Literacy and Mathematics Summative Assessments
California Alternate Assessments for English
Language Arts/Literacy, Mathematics, and
Science
California Science Test



Measuring the Power of Learning.™



California Assessment of
Student Performance and Progress



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Appendix A. Test Security and Incident Chart

The **Test Security Chart** shows the test security incident levels and examples of types of issues.

Level of Severity & Potential Effect on Test Security	Types of Issues
LOW Improprity	Student(s) making distracting gestures/sounds or talking during the test session that creates a disruption in the test session for other students.
	Student(s) leaving the test room without authorization.
	Administrator or coordinator leaving related instructional materials on the walls in the testing room.
MEDIUM Irregularity	Student(s) cheating or providing answers to each other, including passing notes, giving help to other students during testing, or using hand-held electronic devices to exchange information.
	Student(s) accessing the Internet or any unauthorized software or applications during a testing event.
	Student(s) accessing or using unauthorized electronic equipment (e.g., cell phones, PDAs, iPods, or electronic translators) during testing.
	Disruptions to a test session such as a fire drill, school-wide power outage, earthquake, or other acts.
	Administrator or coordinator failing to ensure administration and supervision of the Smarter Balanced assessments by qualified, trained personnel.
	Administrator giving incorrect instructions that are not corrected prior to testing.
	Administrator or coordinator giving out his or her username/password (via e-mail or otherwise), including to other authorized users.
	Administrator allowing students to continue testing beyond the close of the testing window. For the performance task (PT), this is 10 calendar days. For the computer adaptive test (CAT), this is 45 calendar days. For a paper-pencil assessment, this is three weeks.
Administrator providing a student access to another student's work/responses (unintentional access granted).	

Level of Severity & Potential Effect on Test Security	Types of Issues
<p>MEDIUM Irregularity</p>	Student not receiving accessibility support or accommodation as required by individualized education program (IEP) or Section 504 plan.
	Student without IEP or Section 504 plan did not get a designated support.
	Administrator or teacher coaching or providing any other type of assistance to students that may affect their responses. This includes both verbal cues (e.g., interpreting, explaining, or paraphrasing the test items or prompts) and nonverbal cues (e.g., voice inflection, pointing, or nodding head) to the correct answer. This also includes leading students through instructional strategies such as think-aloud, asking students to point to the correct answer or otherwise identify the source of their answer, or requiring students to show their work.
	Administrator providing students with nonallowable materials or devices during test administration or allowing inappropriate designated supports and/or accommodations during test administration.
	Administrator allowing designated supports not indicated by an educator (or team of educators with parent/guardian and student input) and that are not in the student's IEP or Section 504 plan.
	Administrator allowing inappropriate accommodations (which are not in the student's IEP or Section 504 plan) during test administration.
	Administrator allowing anyone other than a student to log on to the test unless prescribed as an allowable accommodation in the student's IEP. This includes test administrators or other staff using student information to log on or allowing a student to log on using another student's information.
	Administrator providing a student access to another student's work/responses (intentional access granted).
<p>HIGH BREACH</p>	Administrator or coordinator modifying student responses or records at any time.
	The live student interface or Test Administrator Interface being used for practice instead of the training or practice tests.
	Adult or student posting items or test materials on social media (Twitter, Facebook, etc.).
	Administrator allowing students to take home printed test items, reading passages, writing prompts, or scratch paper that was used during the test or failing to otherwise securely store test materials.
	Adult or student copying, discussing, or otherwise retaining test items, reading passages, writing prompts, or answers for any reason. This includes the use of photocopiers or digital, electronic, or manual devices to record or communicate a test item. This also includes using secure test items, modified secure test items, reading passages, writing prompts, or answer keys for instructional purposes.
	Secure test materials being shared with the media (such as the writing prompts, test items, or reading passages), or allowing media to observe a secure test administration.
	Adult or student improperly removing secure testing materials such as test items, stimuli, reading passages, writing prompts, or scratch paper from the testing environment.

Appendix B. Incident Types, Descriptions, and Actions in the *California Assessment of Student Performance and Progress (CAASPP) Security and Test Administration Reporting System (STAIRS) Form*

Incident Name	Issue Description	Post-Form Action
Breaches		
Exposing Secure Materials—Retaining or Sharing (Adult)	Adult retaining or sharing secure summative testing materials	Contact the California Department of Education (CDE) at 916-445-8765 within 24 hours of the incident to report the issue and submit <i>CAASPP STAIRS</i> form.
Exposing Secure Materials—Retaining or Sharing (Student)	Student retaining or sharing secure summative testing materials	<ol style="list-style-type: none"> 1. Contact the CDE at 916-445-8765 within 24 hours of the incident to report the issue and submit <i>CAASPP STAIRS</i> form. 2. Submit an “Invalidate a Test” appeal request in the Test Operations Management System (TOMS).
Exposing Secure Materials—Social Media (Adult)	Adult posting items or secure summative testing materials on social media such as Facebook, Twitter, or Instagram	Contact the California Technical Assistance Center (CaTAC) within 24 hours of the incident to report the issue and submit <i>CAASPP STAIRS</i> form.
Exposing Secure Materials—Social Media (Student)	Student posting items or secure summative testing materials on social media such as Facebook, Twitter, or Instagram	<ol style="list-style-type: none"> 1. Contact CaTAC within 24 hours of the incident to report the issue and submit <i>CAASPP STAIRS</i> form. 2. Submit an “Invalidate a Test” appeal request in TOMS.
Accidental Summative Access	Unintentional administration of a summative assessment for practice instead of the practice or training tests	<ol style="list-style-type: none"> 1. Submit <i>CAASPP STAIRS</i> form and submit a “Reset a Test” appeal request in TOMS for the student if one of the following conditions apply: <ul style="list-style-type: none"> • Less than 10 CAT items or less than 1 PT items were completed • Student did not receive a designated support or accommodation as listed in an individualized education Program (IEP) or Section 504 plan <p>OR</p>

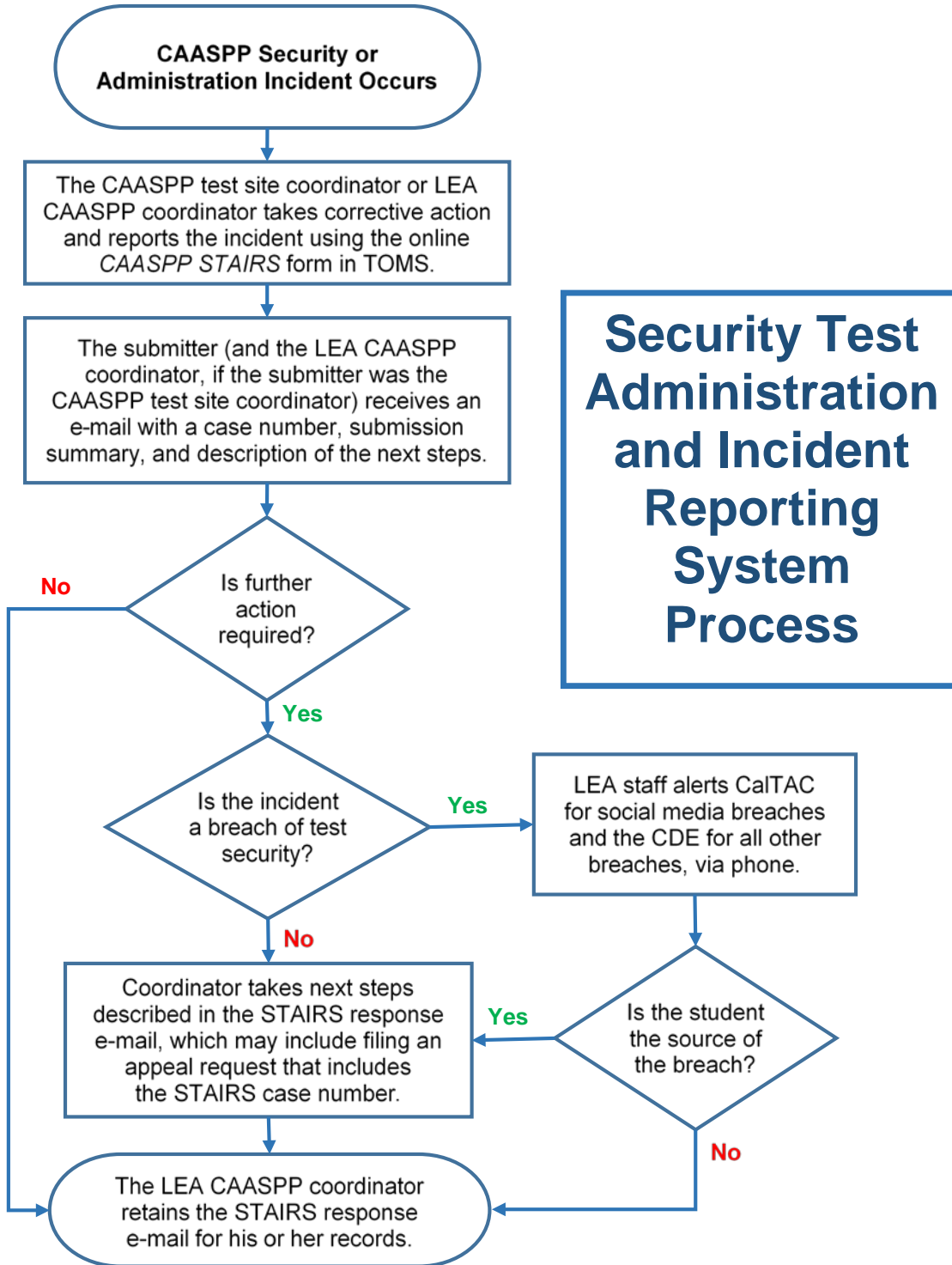
Incident Name	Issue Description	Post-Form Action
		<p>2. Submit <i>CAASPP STAIRS</i> form and submit a “Re-open a Test” appeal request in TOMS for the student if one of the following conditions apply:</p> <ul style="list-style-type: none"> • Ten or more CAT items or 1 or more PT items were completed • Student received the appropriate designated support or accommodation as listed in an IEP or Section 504 plan <p>OR</p> <p>3. Submit <i>CAASPP STAIRS</i> form and submit an “Invalidate a Test” appeal request in TOMS after the student has completed his or her assessment if one of the following conditions apply:</p> <ul style="list-style-type: none"> • Test administrator coached students • Students interacted about test questions • Students accessed unauthorized materials
Irregularities		
Accessibility Issue—Incorrect Support or Accommodation Setting	Student not given accessibility support or accommodation in IEP or Section 504 plan	Submit <i>CAASPP STAIRS</i> form and submit a “Reset a Test” appeal in TOMS. If at least five CAT items and at least one PT item were completed, this will count as an irregularity.
Accessibility Issue—Incorrect Support or Accommodation Setting	Student given an accessibility support or accommodation that is not in an IEP or Section 504 plan	Submit <i>CAASPP STAIRS</i> form and retain the e-mail for your records.
Accessibility Issue—Designated Language Support	Student not given or given incorrect stacked translation or embedded glossary setting without the designated support in the IEP or Section 504 plan	Submit <i>CAASPP STAIRS</i> form and submit a “Reset a Test” appeal request in TOMS.

Incident Name	Issue Description	Post-Form Action
Disruption or Technical Issues	<p>Technical issues or school emergencies</p> <p>Note: If the test is a PT, having the test administrator open a new testing session may be all that is needed for students to continue testing.</p>	<p>Submit <i>CAASPP STAIRS</i> form and submit a “Grace Period Extension” appeal request in TOMS if the 20-minute pause rule for the CAT expired.</p> <p>Note: A grace period extension appeal can only be requested for a test that is in a “paused” state. If the test is not paused, you must first submit a reopen appeal request.</p>
Incorrect SSID Used—No Switch	Student(s) taking test associated with a different student’s SSID	<ol style="list-style-type: none"> 1. Submit <i>CAASPP STAIRS</i> form and submit a “Reset a Test” appeal request in TOMS. <p>OR</p> <ol style="list-style-type: none"> 2. Submit <i>CAASPP STAIRS</i> form and re-administer tests to the student using his or her assigned SSID.
Incorrect SSID Used—Switch	Student taking test(s) associated with a different student’s SSID, and vice versa	<ol style="list-style-type: none"> 1. Submit <i>CAASPP STAIRS</i> form and contact CalTAC regarding this situation. 2. Retain the e-mail for your records.
Incorrect SSID Used—Intentional	Student(s) taking test associated with a different student’s SSID	Submit <i>CAASPP STAIRS</i> form and submit an “Invalidate a Test” appeal request in TOMS stop the test and score the answered questions.
Student(s) Cheating or Accessing Unauthorized Devices	Student(s) cheating or access unauthorized device(s) such as a cell phone or other electronic device	Submit <i>CAASPP STAIRS</i> form and Submit an “Invalidate a Test” appeal request in TOMS.
Student(s) Unable to Review Previous Answers on the CAT	<p>20 minute CAT pause rule has been exceeded</p> <p>Note: If the test is a PT, having the test administrator open a new testing session may be all that is needed to continue testing.</p>	<p>Submit <i>CAASPP STAIRS</i> form and submit a “Grace Period Extension” appeal request in TOMS.</p> <p>Note: A grace period extension appeal can only be requested for a test that is in a “paused” state and only if the test expired due to a disruption or a technical issue. If the test is not paused, you must first submit a reopen appeal request.</p>
Validity Issue—Adult Interference	Test administrator coaching/providing answers to students, modifying student responses, allowing unauthorized access to student tests, deliberate inappropriate response by student	Submit the <i>CAASPP STAIRS</i> form and submit an “Invalidate a Test” appeal request in TOMS after the student has completed his or her assessment.

Incident Name	Issue Description	Post-Form Action
Validity Issue—Inappropriate Designated Support and/or Accommodation	Test administrator allowing inappropriate designated supports and/or accommodations which are not designated in the student's IEP or Section 504 plan during test administration	Submit <i>CAASPP STAIRS</i> form and submit an appeal request in TOMS: <ul style="list-style-type: none"> • “Reset a Test” appeal, if less than 10 CAT items or less than 1 PT items were completed • “Invalidate a Test” appeal, if 10 or more CAT items or more than 1 PT items were completed
Validity Issue—Student Does Not Respond	Student deliberately does not attempt to respond appropriately to items	Submit the <i>CAASPP STAIRS</i> form and submit an “Invalidate a Test” appeal request in TOMS after the student has completed his or her assessment.
Improprieties		
Administration Error	One of the following conditions: <ul style="list-style-type: none"> • Inappropriate or incomplete test preparation • Leaving related instructional materials on the walls in the testing room • Failing to ensure administration and supervisions of online tests • Giving incorrect instructions that are not corrected prior to testing • Sharing username or password (via e-mail or otherwise) to other authorized users • Allowing students to continue testing beyond the close of a paper-pencil testing window 	Submit <i>CAASPP STAIRS</i> form and retain the e-mail for your records.
Student Disruption	Student(s) leaving the room or disrupting the testing session	Submit <i>CAASPP STAIRS</i> form and retain the e-mail for your records.
Restoration of Test Access		
Restore a Reset Test	Student'(s) summative test(s) was (were) inadvertently or inappropriately reset because a local educational agency wrongly requested a Reset in a test appeal request. Note that it is <i>not</i> possible to restore an invalidated test.	Contact CalTAC.

Incident Name	Issue Description	Post-Form Action
Expired Test	Expiration or accidental submission of a student's CAT or PT prior to completion	Submit <i>CAASPP STAIRS</i> form and submit a "Re-open a Test" appeal request in TOMS.
Administration Incidents		
Unanticipated Expiration	Student unable to complete the test before it expires due to an unanticipated excused absence or unanticipated school closure	Submit <i>CAASPP STAIRS</i> form and submit a "Re-open a Test" appeal request in TOMS.
Student Unable to Finish Test Started Unintentionally	Student starts a performance task (PT) unintentionally—for example, selects a PT instead of a computer adaptive test, or selects a mathematics PT instead of an English language arts/literacy PT—and the student is unable to complete the test before it expires	Submit <i>CAASPP STAIRS</i> form and submit a "Re-open a Test" appeal request in TOMS.
Lost Logon Information	Having lost or missing student logon information	No action required

Appendix C. Security and Test Administration Incident Report System Process Flowchart



Security Test Administration and Incident Reporting System Process



Appendix D. Incident Types and Questions on the *California Assessment of Student Performance and Progress (CAASPP) Security and Test Administration Incident Reporting System (STAIRS) Form*

Issue	Description	Additional Questions
Accessibility Issue	Student accessibility support or accommodation required by individualized education program (IEP) or Section 504 plan or translation support (stacked or glossary) was set incorrectly and needs to be changed.	<p>Please provide the indicated information and select the description that best applies to the kind of accessibility issue that occurred.*</p> <ul style="list-style-type: none"> <input type="radio"/> A designated support or accommodation required by the student's individualized education program (IEP) or Section 504 plan was set incorrectly and needs to be corrected. <input type="radio"/> A designated translation support (stacked translation or glossary) for a student who does not have an IEP or Section 504 plan was set incorrectly and needs to be corrected. <p>The student completed at least one performance task (PT) question or at least five computer adaptive test (CAT) questions. (True/False)*</p> <ul style="list-style-type: none"> <input type="radio"/> True <input type="radio"/> False <p>Provide a brief description that supports the testing issue reason selected.</p>



Issue	Description	Additional Questions
<p>Accidental Summative Access</p>	<p>The summative assessment was administered unintentionally, instead of the interim or practice test.</p>	<p>Please select the description that best applies to the condition(s) of the accidental summative access that occurred. Note: If more than one description applies, please submit a separate STAIRS report for each corresponding case.</p> <ul style="list-style-type: none"> <input type="radio"/> The student has neither an IEP nor a Section 504 plan and has completed less than 10 CAT or less than 1 PT question. <input type="radio"/> The student did not receive a designated support or accommodation as prescribed by the student's IEP or Section 504 plan. <input type="radio"/> Neither of these options is true. <p>Provide a brief description that supports the testing issue reason selected.</p>
<p>Administered Incorrect Assessment</p>	<p>A student was accidentally administered an incorrect assessment type (e.g., general instead of alternate).</p>	<p>Provide a brief description that supports the testing issue reason selected.</p>
<p>Administration Error</p>	<p>There was inappropriate or incomplete test preparation.</p>	<p>Please select the description that best describes the kind of administration error that occurred.*</p> <ul style="list-style-type: none"> <input type="radio"/> Related instructional materials were left on the walls in the testing room. <input type="radio"/> There was a failure to ensure administration and supervision of the assessment(s) by qualified, trained personnel. <input type="radio"/> Incorrect instructions were given that were not corrected prior to testing. <input type="radio"/> A test administrator, test examiner, or coordinator shared his or her username/password (via e-mail or otherwise), including to other authorized users. <p>Provide a brief description that supports the testing issue reason selected.</p>
<p>Disruption or Technical Issues</p>	<p>There were disruptions to a test session, such as a technical difficulty, fire drill, schoolwide power outage, earthquake, or other act beyond the control of the test administrator.</p>	<p>Provide a brief description that supports the testing issue reason selected.</p>

Issue	Description	Additional Questions
<p>Expired or Accidentally Submitted Test</p>	<p>A student accidentally submitted a test prior to completion or started a test and was unable to complete the test before it expired.</p>	<p>Please provide the indicated information and select the description that best applies to the kind of test expiration issue that occurred.*</p> <ul style="list-style-type: none"> <input type="radio"/> An unanticipated excused student absence resulted in test expiration. <input type="radio"/> A student started a test unintentionally and was unable to complete the test before it expired. <input type="radio"/> A student accidentally submitted a test prior to completion. <p>Provide a brief description that supports the testing issue reason selected.</p>
<p>Exposing Secure Materials</p>	<p>A test administrator, test examiner, or student copied, discussed, retained, or shared secure test materials.</p>	<p>Please select the description that best applies to the kind of exposure of secure materials issue that occurred.*</p> <p>The source of the breach was a(n):*</p> <ul style="list-style-type: none"> <input type="radio"/> Student <input type="radio"/> Adult <p>Please select the description that best applies to the kind of exposure of secure materials issue that occurred.</p> <ul style="list-style-type: none"> <input type="radio"/> Items or test materials were posted on social media (e.g., Twitter, Facebook). <input type="radio"/> An adult or student took home test materials (printed test items, reading passages, writing prompts, or scratch paper that was used during the test); or copied, discussed, or retained test items, stimuli, reading passages, writing prompts, or answers for any reason. This also includes the use of photocopiers or digital, electronic, or manual devices to record or communicate a test item. Finally, this also includes use of secure test items, modified secure test items, reading passages, writing prompts, or answer keys for instructional purposes. <input type="radio"/> An individual shared secure test materials with the media (such as the writing prompts, test



Issue	Description	Additional Questions
		<p>items, or reading passages), or allowed the media to observe a secure test administration.</p> <ul style="list-style-type: none"> ○ An individual improperly removed secure materials, testing materials such as test items, stimuli, reading passages, writing prompts, or scratch paper from the testing environment. <p>Provide a brief description that supports the testing issue reason selected.</p>
<p>Incorrect Statewide Student Identifier (SSID) Used</p>	<p>Student(s) accidentally took a test associated with a different student's SSID.</p>	<p>Please select one of the following test statuses for the student(s) who unintentionally used another student's(s') SSID.</p> <ul style="list-style-type: none"> ○ Test not completed. ○ Test completed. <p>Provide a brief description that supports the testing issue reason selected.</p>
<p>Student Cheating or Accessing Unauthorized Devices</p>		<p>Please select the description that best applies to the kind of student cheating or accessing of unauthorized devices that occurred.*</p> <ul style="list-style-type: none"> ○ A student cheated or provided answers to other students, including passing notes, giving help to other students during testing, or using hand-held electronic devices to exchange information. ○ A student accessed the Internet or any unauthorized software or applications during a testing event (i.e., secure browser in permissive mode). ○ A student accessed or used unauthorized electronic equipment (e.g., cell phones, PDAs, iPods, electronic translators) during testing. <p>Provide a brief description that supports the testing issue reason selected.</p>

Issue	Description	Additional Questions
<p>Student Disruption</p>	<p>Student(s) left the test room without authorization or disrupted the testing session.</p>	<p>Please select the description that best applies to the kind of student disruption that occurred.*</p> <ul style="list-style-type: none"> <input type="radio"/> Student(s) made distracting gestures/sounds or talked during the test session creating a disruption in the test session for other students. <input type="radio"/> Student(s) left the test room without authorization. <p>Provide a brief description that supports the testing issue reason selected.</p>
<p>Validity Issue</p>	<p>A test administrator or test examiner coached/provided answers, modified student responses, or allowed unauthorized access to student tests, or a student did not attempt to respond appropriately to items.</p>	<p>Please select the description that best applies to the kind of validity issue that occurred.*</p> <ul style="list-style-type: none"> <input type="radio"/> A test administrator or test examiner provided assistance (e.g., coaching) to students that may have affected their responses. This includes both verbal cues (e.g., interpreting, explaining, or paraphrasing the test items or prompts) and nonverbal cues (e.g., voice inflection, pointing, or nodding head) to the correct answer. This also includes leading students through instructional strategies such as using think-aloud, asking students to point to the correct answer or otherwise identify the source of their answer, or requiring students to show their work. <input type="radio"/> A test administrator or test examiner provided students with nonallowable materials or devices during test administration or allowed inappropriate accommodations that were not designated in the student's IEP or Section 504 plan during test administration. <input type="radio"/> A test administrator or test examiner allowed anyone other than a student to log on to the test unless prescribed as an allowable accommodation in the student's IEP or if the student is taking the CAAs. This includes test administrators or other staff using student information to log on (or allowing a student to log on using another student's information).



Issue	Description	Additional Questions
		<ul style="list-style-type: none">○ A test administrator or test examiner modified student responses or records at any time.○ A student deliberately did not attempt to respond appropriately to items during a testing session. <p>Provide a brief description that supports the testing issue reason selected.</p>

Appendix E. Security and Test Administration Incident Reporting System (STAIRS) Applicable Testing Incidents Chart

Accessibility Issue – All
A student accessibility support or accommodation required by an individualized education program (IEP) or Section 504 plan or translation support (stacked or glossary) was set incorrectly and needs to be changed.
Accidental Summative Access – SB Only
The summative assessment was administered unintentionally, instead of the interim or practice test.
Administration Error – All
Related instructional materials were left on the walls in the testing room.
There was a failure to ensure administration and supervision of the assessment(s) by qualified, trained personnel or incorrect instructions were given that were not corrected prior to testing.
A test administrator, test examiner, or coordinator shared his or her username/password (via e-mail or otherwise), including to other authorized users.
Disruption or Technical Issue – Not CAA*
There were disruptions to a test session, such as a technical difficulty, fire drill, schoolwide power outage, earthquake, or other act beyond the control of the test administrator.
Exposing Secure Materials – All
An adult or student posted items or test materials on social media (e.g., Twitter, Facebook).
An adult or student copied, discussed, or retained test items or testing materials, including scratch paper.
Secure test materials were shared with the media (such as the writing prompts, test items, or reading passages) or media were allowed to observe a secure test administration.
An adult or student improperly removed secure testing materials from the testing environment.
Incorrect Statewide Student Identifier (SSID) – All
A test administrator or test examiner provided a student access to another student’s work/responses (accidental SSID swap).

Cheating/Accessing Unauthorized Devices – not CAA*
Student(s) cheated or provided answers to each other, including passing notes, giving help to other students during testing, or using hand-held electronic devices to exchange information.
Student(s) accessed or used unauthorized electronic equipment (e.g., cell phones, PDAs, iPods, electronic translators) during the student’s individual testing event. Includes accessing the Internet or any unauthorized software or applications.
Student Disruption – All
Student(s) made distracting gestures/sounds or talked during the test session, creating a disruption in the test session for other students.
Student(s) left the test room without authorization.
Test Expiration – Not CAA*
A student accidentally submitted a test prior to completion or started a test and was unable to complete the test before it expired.
Validity Issue – not CAA Science
A student deliberately did not attempt to respond appropriately to items.
A test administrator, test examiner, or teacher coached a student or provided unfair or inappropriate assistance.
A test administrator or test examiner provided students with nonallowable materials or devices or nonprescribed accommodation (i.e., not in the student’s IEP or Section 504 plan) during test administration.
A test administrator allowed anyone other than the student to log on to the test (unless prescribed as an allowable accommodation in the student’s IEP or the student was taking the CAAs).
A test administrator, test examiner, or coordinator modified student responses or records at any time.
Special Case – All
A student was administered the general assessment instead of the alternate assessment.
A student was administered the alternate assessment instead of the general assessment.

* Mathematics, English Language Arts/Literacy, and Science

Appendix F. Reasons for Appeal Types in the Appeals System

Appeal Type	Reason
Invalidate Test	The student deliberately did not attempt to respond appropriately to items.
	The student cheated or provided answers to another student.
	The student accessed the Internet or used unauthorized electronic equipment.
	A test administrator, test examiner, or teacher coached the student or provided unfair or inappropriate assistance during the test.
	A test administrator or test examiner provided the student with nonallowable materials or devices or a nonprescribed accommodation.
	A test administrator allowed someone other than the student to log on to the test (unless prescribed as an allowable accommodation in the student's individualized education program).
	A test administrator, test examiner, or coordinator modified the student's responses or records at any time.
	A student improperly removed, copied, discussed, or retained test items or testing materials, including scratch paper.
Re-open Test	The summative assessment was unintentionally administered instead of an interim or practice test. (Accidental summative access)
	The student accidentally submitted a test prior to completion or started a test and was unable to complete the test before it expired.
	The test session was disrupted due to a technical difficulty, fire drill, school-wide power outage, earthquake, or other act beyond the control of the test administrator.
	The summative assessment was unintentionally administered instead of an interim or practice test. (Accidental summative access)

Appeal Type	Reason
Reset Test	A student was accidentally administered an incorrect assessment type (e.g., general instead of alternate).
	The test administrator or test examiner provided the student with access to another student’s work/responses. (Accidental Statewide Student Identifier swap)
	A designated support or accommodation required by the student’s individualized education plan or Section 504 plan was set incorrectly and needs to be corrected.
	A designated translation support (stacked or glossary) was set incorrectly and needs to be corrected.
	The summative assessment was unintentionally administered instead of an interim or practice test. (Accidental summative access)
Restore Test (from Reset)	Test reset inappropriately or in error. This type of appeal is requested by contacting the California Technical Assistance Center. Note that it is <i>not</i> possible to restore an invalidated test.
Grace Period Extension	The 20-minute pause rule for the general assessments was exceeded because of disruptions to a test session beyond the control of the test administrator. Note: A grace period extension appeal can only be requested for a test that is in a “paused” state and only if the test expired due to a disruption or a technical issue. If the test is not paused, you must first submit a reopen appeal request.