



Testing Irregularity Report (IRR) Issue Category and Subcategory Information

All submitted Testing Irregularity Report forms need to include an **Issue Category** and **Subcategory** that best reflects the **underlying cause** of the problem. Also provide a detailed account of the issue and its effects in the **Description of Irregularity** field, and include resolution information in the **Action Taken** field. Refer to the table below for examples of issues and prompts for detailed information to include in the IRR form.

Category	Subcategory	Examples	Detailed Information to Include
Environment	Disturbances and Distractions	A commotion inside or outside of the test room affecting the examinees' concentration, which could not be stopped, such as noise from nearby construction or extreme room temperature (hot or cold).	<ul style="list-style-type: none"> ▪ What was the cause of the disturbance or distraction? ▪ How long did the disturbance or distraction last? ▪ Did you call ACT for instructions? What were the instructions you were given? ▪ What measures did you take to minimize or stop the disturbance or distraction? ▪ Was it necessary to move the examinees to another location? Describe how you accomplished the move. <p><u>Online only:</u> Were test sessions paused? <u>Paper only:</u> What was done with test booklets and answer documents?</p>
	Emergency Evacuation	Fire, tornado, etc., resulting in evacuation and/or relocation of examinees during testing.	<ul style="list-style-type: none"> ▪ What was the cause of the emergency evacuation? ▪ How much time had elapsed in the testing administration? ▪ Did you call ACT as soon as you were safe? What were the instructions you were given? ▪ Where were examinees and testing staff taken to be out of harm's way? Was everyone safe and accounted for? <p><u>Online only:</u> Were test sessions paused? <u>Paper only:</u> What was done with test booklets and answer documents?</p>
	Inclement Weather	Bad weather (e.g., snowstorm, tornado, hurricane, etc.) severe enough to either cause the test site to close or testing to be terminated.	<ul style="list-style-type: none"> ▪ What were the weather conditions? ▪ How were examinees impacted? ▪ Did you call ACT for instructions? What were the instructions you were given?
	Power Failure	Test site power failure (e.g., heating or cooling, ventilation, lights).	<ul style="list-style-type: none"> ▪ What type of power failure occurred? ▪ How long did it last? ▪ Did you call ACT for instructions? What were the instructions you were given? ▪ How were examinees impacted? ▪ Was the source of the power failure discovered?

Category	Subcategory	Examples	Detailed Information to Include
Examinee	Behavior	Disruptive, prohibited, or irrational behavior	<ul style="list-style-type: none"> ▪ Explain the specific behavior (e.g., failure to follow directions, giving or receiving assistance [copying answers], or violence). ▪ How were other examinees impacted and how many were involved? ▪ For how long? ▪ Was the behavior severe enough to require the examinee to be dismissed? ▪ Did you call ACT for instructions? What were the instructions you were given? ▪ What measures were taken to resolve the situation? <p>Paper only: Were the answer documents voided? If so, it is important to include the following details:</p> <ul style="list-style-type: none"> ▪ The time of the incident and the name(s) and ID(s) of the examinee(s) ▪ The test room number and the location of the examinee(s) (e.g., seating location(s) or computer workstation number(s)) ▪ The details of what behavior you observed ▪ The statements you and the examinee(s) made ▪ The name(s) of the testing staff who observed or were certain of the irregularity
	Complaint	Challenge about test items/questions or complaint about testing experience.	<ul style="list-style-type: none"> ▪ What was the examinee's complaint? ▪ Which test item/question is the complaint referencing? ▪ What actions were taken by testing staff to resolve the immediate issue?
	Identification/Late	Improper ID and/or late arrival.	<ul style="list-style-type: none"> ▪ What form of identification was presented? ▪ How late was the examinee? ▪ Was the examinee prohibited from testing?
	Illness	Examinee illness before, during, or after test.	<ul style="list-style-type: none"> ▪ Did the examinee complete the test? ▪ Were other examinees impacted? If so, how? ▪ What happened with the ill examinee?
	Navigation	<u>Online only:</u> Difficulty navigating online test.	<ul style="list-style-type: none"> ▪ What navigation difficulties did the examinee have? ▪ If any error message(s), appeared on the testing workstation, what were they? ▪ Was ACT Customer Care at 800.967.5539 called for technical assistance? If so, did the customer service representative provide you with a case number? Please include the case number.
Proctor/Testing Staff	Behavior	Inappropriate or inattentive behavior	<ul style="list-style-type: none"> ▪ What was the behavior? ▪ How did it impact examinee(s)? ▪ What was done to correct it?

Category	Subcategory	Examples	Detailed Information to Include
Proctor/Testing Staff (continued)	Compliance	Misinterpreting testing administration policy	<ul style="list-style-type: none"> ▪ Which policy was misinterpreted? ▪ How did it impact examinee(s)? ▪ What was done to correct it?
	Error	<p><u>Online only:</u> Authorizing incorrect test</p> <p><u>Paper only:</u> Mistiming (i.e., any deviation from timing the tests exactly)</p>	<ul style="list-style-type: none"> ▪ What was the error? ▪ How did it impact examinee(s)? ▪ What was done to correct it? <p><u>Paper only:</u> There are very specific guidelines in the administration manual on how to handle mistiming irregularities. Describe which type your site experienced and how it was handled.</p>
Technical (Online only)	ACT Network Failure	<p><u>Online only:</u> There were long delays between the presentation of test items/questions. Or examinees were automatically paused and unable to proceed through the test. ACT corporate network outage; system delivering tests was down.</p>	<ul style="list-style-type: none"> ▪ How long were the delays? ▪ What was done to resolve the issue? ▪ What type of technical failure occurred at your test site? How long did it last? ▪ How were test sessions affected? ▪ Were the examinees able to test? ▪ What error messages, if any, were on the workstations? ▪ Was ACT Customer Care at 800.967.5539 called for technical assistance? If so, did the customer service representative provide you with a case number? Please include the case number. ▪ Was the problem resolved? If so, how was it resolved and how quickly?
	Site Network or Workstation Failure	<p><u>Online only:</u> Incompatible browser. Loss of Internet service provider's (ISP) connection, loss of local area network (LAN) connection, or testing workstation froze or crashed or had (an) error(s).</p>	<ul style="list-style-type: none"> ▪ Were the TAO System Check and Validation Check done before examinee(s) arrived? ▪ What type of technical failure occurred at your test site? How long did it last? ▪ How were test sessions affected? ▪ Were the examinees able to test? ▪ What error messages, if any, were on the workstations? ▪ Was ACT Customer Care at 800.967.5539 called for technical assistance? If so, did the customer service representative provide you with a case number? Please include the case number. ▪ Was the problem resolved? If so, how was it resolved and how quickly?
Test Materials (Paper only)	Defective Printed Materials	<p><u>Paper only:</u> Defective answer document or test booklet</p>	<ul style="list-style-type: none"> ▪ What type of defect was found with the test materials? ▪ Did you have sufficient quantities of the same type of test materials to replace the defective ones or did you need to call ACT for further directions? ▪ Did you mark "Defective Material Void" on the defective test materials?

Category	Subcategory	Examples	Detailed Information to Include
			<ul style="list-style-type: none"> Explain the circumstances and what you did to correct them.
Test Materials (Paper only, continued)	Defective Audio or Visual Materials	<u>Paper only</u> : Defective DVDs or another form of pre-recorded audio	<ul style="list-style-type: none"> What type of defect was found with the test materials? What were the circumstances? What was done about it?
	Missing or Stolen Test Materials	<u>Paper only</u> : Not able to locate secure test materials	<ul style="list-style-type: none"> Did you call ACT for instructions? What were the instructions you were given?
Other			

After submission of each Testing Irregularity Report form, you will be sent an email with the details of what you reported.

Thank you for filing the Testing Irregularity Report in a timely manner.