

AP Exams 2020 – Update May 18th

Thank you for supporting your students through week one of AP online testing. Overall approximately 99% of students successfully uploaded their responses across all exams. However, some students have run into technical difficulties and this has been stressful. Most of the upload issues are because of outdated browsers, file incompatibilities, and numerous other situations.

To help those students who experience technical issues, we have announced new policy and procedural actions:

- **Back Up for Submitting Exam Responses** - Beginning Monday, May 18 and continuing through the makeup window, there will be a backup email submission process for browser-based exams. This option will only be available for students who were not able to submit in the standard process – and they must then email their responses immediately following their Exam. These students will see instructions about how to email their response on the page that says, “We Did Not Receive Your Response.” The email address that appears will be unique to each student. Any student testing between May 18 – 22 who can’t successfully upload their response through the Exam platform or send it to us by email, will need to request a makeup Exam. To protect the security and validity of Exams, we’re unable to accept submissions from students who tested May 11 – 15. However, these students can feel confident that the email option will be in place for them during the makeup Exams. Email submissions will not be available for the World Language exams.
- If a student has a **technical issue during the makeup exam** or is unable to retest in June, the AP Program will **waive the exam fee** for that student. Fees for these exams will be automatically removed from the invoice sent to schools.

Continue to Remind Students to Follow These Procedures

It is very important that students spend time with the resources below to help ensure a successful exam day experience during week two and during the makeup exam administration.

- All students need to use the **AP Exam Day Demo**. They will be able to practice different ways to submit responses, thus simulating the exam day experience. ***If students cannot connect to this demo then they will not be able to access the real exam on test day.*** While the exam day demo will not catch all the problems, it is essential that students

become familiar with the process before testing.

- All students need to review the **AP troubleshooting Guide**: [AP Exam Troubleshooting](#) This is an essential resource that will provide students with links to current browser updates, file formatting suggestions, and the like. I cannot stress enough the importance of having students use this troubleshooting resource proactively
- *New*. We just posted a tip sheet to help students avoid test day problems. It overlaps a bit with the troubleshooting guide but it is also an invaluable resource that students need to consult proactively before testing: [Tips to avoid test day problems](#)
- As AP Coordinators, please continue to consult the **In-Depth FAQ page** for educators. This is an important resource for answering your questions and it is continually updated as new information and scenarios arise: [In-depth FAQs about the online AP exams](#).
- If students have any issue on exam day that prevents them from testing successfully, they will be directed to an online **AP Makeup Testing Request Form** where they can describe what happened and request an e-ticket for a June makeup exam. The form is accessed at [//cb.org/requestmakeup](https://cb.org/requestmakeup). When filling out the makeup request form, students will need the original exam e-ticket for that exam. They will also need to submit the form within 48 hours of the original exam date. College Board will review the form and send an email approving or denying the request by May 28. If approved, the makeup e-ticket will be sent two days before the makeup test. If the request is not approved, the May exam will be scored. If you are unable to access the site on the first try, please try again at a later time and you will get through. The site experiences the heaviest volume after an exam has ended.