# ELPAC Security Incidents and Appeals Procedure Guide

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### Acronyms and Initialisms Used in the *Security Incidents and Appeals Procedure Guide*

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Definition</th>
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</thead>
<tbody>
<tr>
<td>ELPAC</td>
<td>English Language Proficiency Assessments for California</td>
</tr>
<tr>
<td>CAASPP</td>
<td>California Assessment for Student Performance and Progress</td>
</tr>
<tr>
<td>CalTAC</td>
<td>California Technical Assistance Center</td>
</tr>
<tr>
<td>CDE</td>
<td>California Department of Education</td>
</tr>
<tr>
<td>DEI</td>
<td>Data Entry Interface</td>
</tr>
<tr>
<td>IEP</td>
<td>individualized education program</td>
</tr>
<tr>
<td>LEA</td>
<td>local educational agency</td>
</tr>
<tr>
<td>SSID</td>
<td>Statewide Student Identifier</td>
</tr>
<tr>
<td>SSR</td>
<td>Student Score Report</td>
</tr>
<tr>
<td>STAIRS</td>
<td>Security and Test Administration Incident Reporting System</td>
</tr>
<tr>
<td>TDS</td>
<td>Test Delivery System</td>
</tr>
<tr>
<td>TOMS</td>
<td>Test Operations Management System</td>
</tr>
</tbody>
</table>
Introduction
Security Incidents and Appeals Procedure Guide

Content

Intended Audience of This Manual

The English Language Proficiency Assessments for California (ELPAC) Security Incidents and Appeals Procedure Guide provides instructions to local educational agency (LEA) ELPAC coordinators and site ELPAC coordinators who will file reports of testing improprieties, irregularities, and breaches that were encountered during the ELPAC test administration.

Document Conventions

Table 1 lists key symbols and typographical conventions used in this manual.

### Table 1. Key Symbols and Document Conventions

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🚨</td>
<td><strong>Warning:</strong> This symbol accompanies important information regarding actions that may cause fatal errors.</td>
</tr>
<tr>
<td>🚨</td>
<td><strong>Alert:</strong> This symbol accompanies important information regarding a task that may cause minor errors.</td>
</tr>
<tr>
<td>📄</td>
<td><strong>Note:</strong> This symbol accompanies additional information that may be of interest.</td>
</tr>
<tr>
<td>📜</td>
<td><strong>Resources:</strong> This symbol accompanies a list of URLs for web pages and web documents that provide additional information.</td>
</tr>
<tr>
<td>[text]</td>
<td>Text in brackets is used to indicate a link, tab, or button that is selectable.</td>
</tr>
</tbody>
</table>
Chapter 1. Test Security Incident Management
Background

Resources In This Section

- ELPAC Security and Test Administration Incident Reporting System (STAIRS)/Appeals Process for Summative Assessments web page—https://www.elpac.org/test-administration/stairs/
- Test Operations Management System (TOMS) website—https://mytoms.ets.org/

LEA ELPAC coordinators and site ELPAC coordinators must ensure that all test security incidents are documented by means of the STAIRS/Appeals process. After the information is submitted, TOMS provides the means to file an Appeal. The submitter receives a confirmation email containing a case number; the LEA ELPAC coordinator is copied if the STAIRS case is submitted by the site ELPAC coordinator. Ensure that communications generated by the email address ca-assessments@ets.org are not automatically sent to a junk mail or spam folder.

Some incidents may require that an Appeal be submitted to reset, restore, reopen, or request a grace period extension for a test. The type of Appeal is determined and submitted when the STAIRS case is submitted.

Some incidents may be nonappealable. These incidents may require that an irregularity notation be posted on the Student Score Report (SSR).

After the user has entered the details of the incident, the system presents the next steps that must be taken in TOMS—by having either the LEA ELPAC coordinator or site ELPAC coordinator fill out an Appeal request; saving the confirmation email for the records; and, in the case of breaches, contacting the CDE by sending an email to elpac@cde.ca.gov (for breaches that are not the result of social media exposure), or contacting the California Technical Assistance Center (CalTAC) by phone at 800-955-2954 (for breaches that are the result of social media exposure). Only LEA ELPAC coordinators may contact CalTAC; site ELPAC coordinators should contact the LEA ELPAC coordinator in the event of a breach.

Note: LEA ELPAC coordinators must contact CalTAC to submit a STAIRS case on behalf of the LEA to restore a test that has been reset in error because of a mistakenly submitted Reset Appeal, or to revoke an irregularity flag posted in error as a result of an Appeal submitted earlier, or for any other testing incident that is not part of the existing list of testing issues available in the STAIRS module in TOMS. The Restore Appeal request, the nonappealable STAIRS submitted for “Irregularity Flag submitted in error,” and “Other Issues” are approved by the CDE.
Types of Incidents to Report

Definitions

Test security incidents, such as improprieties, irregularities, and breaches, are prohibited behaviors because they either give a student an unfair advantage or compromise the secure administration of the assessments. Whether intentional or unintentional, failure by staff or students to comply with security and administration rules constitutes a test security incident.

Table 2 describes the three levels of test security incidents for which a STAIRS case will be filed. Appendix A contains the Test Security and Incident Chart that lists the incident levels and includes examples of issues that are associated with the types.

Table 2. Definitions for Test Security Incidents

<table>
<thead>
<tr>
<th>Type</th>
<th>Definition</th>
</tr>
</thead>
</table>
| Impropriety   | An unusual circumstance that has a low impact on the individual or group of students who are testing and has a low risk of potentially affecting student performance on the test or of impacting test security or test validity. These circumstances can be corrected and contained at the local level.  
**Improprieties** must be escalated **within 24 hours of the incident** in accordance with state policies and procedures, protocols, and guidelines using the ELPAC STAIRS/Appeals process in TOMS. |
| Irregularity  | An unusual circumstance that impacts an individual or group of students who are testing and may potentially affect student performance on the test, or impact test security or test validity. These circumstances can be corrected and contained at the local level or resolved through a STAIRS/Appeal, if needed.  
**Irregularities** must be escalated **within 24 hours of the incident** in accordance with state policies and procedures, protocols, and guidelines using the ELPAC STAIRS/Appeals process in TOMS. |
Table 2 (continuation)

<table>
<thead>
<tr>
<th>Type</th>
<th>Definition</th>
</tr>
</thead>
</table>
| Breach  | An event that poses a threat to the validity of the test. Examples include the release of secure materials or a security or system risk. These circumstances have external implications for ETS and the CDE and may result in a combined decision to remove the test item(s) from the available secure bank. 

**A breach incident must be reported to the LEA ELPAC coordinator immediately.** The LEA ELPAC coordinator must immediately report the breach by contacting either CalTAC at 800-955-2954 if the breach is due to social media exposure on the part of a student or adult, or the CDE by sending an email to elpac@cde.ca.gov for all other breaches. In addition, the coordinator must complete the online STAIRS/Appeals process in TOMS within 24 hours.

**Reporting Timelines and Activities**

**Applicable Tests**

Please note that STAIRS is for the 2019–2020 summative assessments only. Test incident levels can apply to any ELPAC test administered, whether computer-based or paper-pencil tests. However, not all types of issues can be applied to all tests. For example, the incident type “A test examiner or student copied, discussed, retained, or shared secure test materials” is a breach that can occur during any test. However, the incident type “The Summative ELPAC was administered unintentionally instead of the practice test” is a breach associated with only the online assessments.

Use the ELPAC STAIRS/Appeals process to report incidents involving any summative test, including the Summative ELPAC paper-pencil tests.

**Note:** Currently, STAIRS is for the Summative ELPAC only. It is not for the Initial ELPAC. The Initial ELPAC will begin using the STAIRS process at a future time.
Required Action Steps

The Test Security Required Action Steps depict the required actions for each test security incident in a process flow diagram format. The following subsections describe the security incident types and provide a process flow diagram for each.

**Impropriety**

An unusual circumstance that has a low impact on the individual or group of students who are testing and has a low risk of potentially affecting student performance on the test or of impacting test security or test validity. (Example: Disruption of a test session due to a technical difficulty or an act like a fire drill, earthquake, schoolwide power outage, etc., that is beyond human control and to which the 20-minute pause rule does not apply.)

The process flow diagram for improprieties is presented in Figure 1.

*Figure 1. Impropriety process flow diagram*
**Irregularity**

An unusual circumstance that impacts an individual or group of students who are testing and may potentially affect student performance on the test or impact test security or test validity. These circumstances can be contained at the local level. (Example: Disruption during the test session such as a fire drill, or student(s) cheated or provided answers to each other.)

The process flow diagram for irregularities is presented in Figure 2.

---

**Figure 2. Irregularity process flow diagram**
**Breach**

A test administration event that poses a threat to the validity of the test. Breaches require immediate attention and escalation via telephone. If the breach is due to social media exposure on the part of a student or adult, the LEA ELPAC coordinator contacts CalTAC at 800-955-2954; for all other breaches, the LEA ELPAC coordinator must contact the CDE by sending an email to elpac@cde.ca.gov. Following the call, the site ELPAC coordinator or LEA ELPAC coordinator must report the breach using the STAIRS/Appeals process within 24 hours.

Examples may include such situations as exposure of secure materials or a repeatable security or system risk. These circumstances have external implications. (Example: Test administrators modifying student answers or test items shared in social media.) The process flow diagram for breaches is presented in **Figure 3**.

<table>
<thead>
<tr>
<th>Test examiners or staff mitigate the incident as necessary and immediately report the breach to the site ELPAC coordinator, the LEA ELPAC coordinator, or both.</th>
<th>LEA staff investigate the security risk, alert CalTAC for social media breaches and the CDE for all other breaches, and stand ready to receive further guidance on the dispensation of the event.</th>
<th>The LEA ELPAC coordinator immediately calls the CDE to report the breach. Following the call, the site ELPAC coordinator or LEA ELPAC coordinator reports the breach within 24 hours using the online STAIRS/Appeals process in TOMS.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The CDE reviews the STAIRS case and approves the Appeal, if necessary. Some irregularities may be nonappealable but need CDE approval. The coordinator retains the STAIRS response email for the record.</td>
<td>The submitter (and the LEA ELPAC coordinator, if the submitter was a site ELPAC coordinator) receives an email summarizing the submittal.</td>
<td>The coordinator submits an Appeal request, if prompted.</td>
</tr>
</tbody>
</table>

**Figure 3. Breach process flow diagram**
Commonly Reported Security Issues and How to Avoid Them

LEA ELPAC coordinators should work with site ELPAC coordinators and other LEA staff to reduce the chances that student testing will be interrupted or delayed if a testing incident were to occur.

- Verify that student test settings are correct in TOMS and in the Test Administrator Interface. Incorrect settings mean that the student’s testing will be interrupted or delayed while the STAIRS case is submitted and the Reset Appeal is requested.

- Set up an appropriate schedule with testing times that ensure all students can test in a timely manner. LEAs are encouraged to schedule all testing, including makeups, either before or after the spring break, if possible, so the test will not expire during the break. This will avoid the need to submit the STAIRS case and ask for a Re-open Appeal.

- Limit requesting a Restore Appeal only to those cases where a test has been inadvertently or improperly reset.

- Limit requesting a Grace Period Extension Appeal to situations where a technical issue beyond the control of the test examiner has occurred that resulted in the expiration of the 20-minute pause rule for the Reading or Listening domains. A grace period extension will only be granted for the Reading and Listening domains for online tests in cases where there was a disruption 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. A grace period extension cannot be granted for situations where the pause rule expired due to student breaks, such as recess- or lunch-related issues that lasted for more than 20 minutes.

- LEAs are encouraged to ensure that the correct test form is selected in the Data Entry Interface while entering the student test scores for the Speaking domain.
Chapter 2. The STAIRS/Appeals Process
About the STAIRS/Appeals Process

Resources in This Section

- ELPAC STAIRS/Appeals Process for Summative Assessments web page—[https://www.elpac.org/test-administration/stairs/](https://www.elpac.org/test-administration/stairs/)

Notes:

- The ELPAC STAIRS/Appeals process in TOMS must be used to report testing incidents that occur during the administration of the Summative ELPAC for both online and paper-pencil tests.

- Incidents that occur during the administration of the initial assessments are handled at the local level and should **not** be reported using the STAIRS/Appeals process.

- Grade, alternate assessment, domain exemption, individualized education program (IEP), and primary disability fields are locked on the first testing event for the student between ELPAC or California Assessment of Student Performance and Progress (CAASPP) assessments, whichever is first. Please contact CalTAC by phone at 800-955-2954 to unlock all the fields for the domain(s) tested on paper by the student. If the student tested in all domain(s) or content area(s) in ELPAC and CAASPP assessments, LEA needs to submit STAIRS incidents for all the testing opportunities.

- STAIRS testing incidents like “Restore from Reset,” “Irregularity Flag submitted in error,” and “Other Issues” require the LEA ELPAC coordinator to contact CalTAC by phone at 800-955-2954 or email to caltac@ets.org requesting to submit a STAIRS case for these testing incidents on behalf of the LEA.

**Alert:** In the event of a breach involving the Summative ELPAC, the breach incident must be reported to the LEA ELPAC coordinator immediately. The LEA ELPAC coordinator must **immediately** report the breach to CalTAC—by calling 800-955-2954—if the breach is due to social media exposure on the part of a student or adult, or to the California Department of Education (CDE) by sending an email to elpac@cde.ca.gov for all other breaches. In addition, the coordinator must complete and submit an ELPAC STAIRS/Appeals request in TOMS within **24 hours** (instructions on the STAIRS Process for Summative Assessments web page).
Purpose

LEA and site ELPAC coordinators must use the online ELPAC STAIRS/Appeals process in TOMS to report a test security incident or other testing issue that interferes with the administration and completion of the summative assessments, and then submit an Appeal to reset, restore, reopen, or to receive a grace period extension for a domain. The STAIRS/Appeals process is the means by which LEA ELPAC coordinators and site ELPAC coordinators report and resolve Summative ELPAC testing incidents. Coordinators report by means of the ELPAC STAIRS/Appeals process. Sometimes the issue is resolved by an Appeal to reset, restore, reopen, or grant a grace period extension to a student's test domain. Refer to appendix C for a flowchart that maps the STAIRS process.

The CDE will review the submitted STAIRS case to determine whether the testing issue requires additional action by the LEA.

Use

**Caution:** Coordinators cannot file an Appeal without first submitting an ELPAC STAIRS/Appeals request online.

The online ELPAC STAIRS/Appeals submission screen, which is available to coordinators through TOMS, must be used to provide the required information to the CDE or CalTAC when an incident is confirmed. The screen includes the opportunity to manually enter or securely upload a spreadsheet containing the Statewide Student Identifiers (SSIDs) of the students involved in the irregularity. **Do not include student names, only SSID numbers.**

The LEA ELPAC coordinator or site ELPAC coordinator submitting the STAIRS case will receive an email (the LEA ELPAC coordinator will receive a copy) that includes details about the submittal.

Coordinator Procedures

**Site ELPAC Coordinator Responsibilities**

- Receives notification of an incident
- Reviews the information provided and verifies that an incident has occurred
- Contacts the LEA ELPAC coordinator and provides all pertinent information or fills out and submits the online ELPAC STAIRS/Appeals case, if this is the procedure established for the LEA, if the incident has not been reported by the site ELPAC coordinator, and if the incident is not a breach
LEA ELPAC Coordinator Responsibilities

- Receives notification of an incident from the site ELPAC coordinator
- Reviews the information and verifies that the occurrence is a reportable incident
- In the case of a breach, immediately notifies CalTAC (by phone) for social media breaches and the CDE (by email) for all other breaches
- Reports the incident using the STAIRS/Appeals process
- Responds to and assists the CDE and test security personnel as requested
- Keeps any documentation associated with the incident for one year

When Not to Report in STAIRS

There is no need to report an incident using the ELPAC STAIRS/Appeals screen under the following circumstances:

- If student logon information is lost or misplaced, do not report; this is a breach of a student’s personally identifiable information that should be addressed at the local level.
- With the exception of Speaking and Writing domains, the system ensures students answer all questions and prevents submission of the test for that domain with unanswered questions. Therefore, a report is not needed if the coordinator thinks that a question was not answered—this scenario has been thoroughly tested and no evidence has ever been found that this happens.
- If during a testing session, a student used an electronic device after testing was completed, do not report. However, if the student was actively engaged in a testing session or the student completed testing but the LEA can verify that the device was being used to help other students that were engaged in the testing session, then report.
Submit the Information Requested on the STAIRS/Appeals Screen

Additional Resources in This Section:

- ELPAC Security and Test Administration Incident Reporting System (STAIRS)/Appeals Process for Summative Assessments web page—https://www.elpac.org/test-administration/stairs/
- ELPAC Forms web page—https://www.elpac.org/test-administration/forms/

Required Information

The STAIRS/Appeals process in TOMS requires the following information from coordinators:

- Date of the incident
- School name
- Grade affected
- Test name and domain (for example, Summative ELPAC and Listening or Summative ELPAC and Reading)
- Test Delivery Mode (for example, whether the Summative ELPAC for the Reading domain was an online or a paper-pencil test)
- The type of testing issue; incident types are listed in appendix D, which includes the details required by the STAIRS case
- Total number of students involved in this incident
SSID(s) for the involved student(s)

- The spreadsheet template into which the SSIDs are to be entered can be downloaded from the [New STAIRS] action tab—accessible from the [STAIRS] navigation tab in TOMS—after data has been entered in the first few screens. The “Prepare File for Upload” section of the New STAIRS screen—Student Information progress step, contains a [DOWNLOAD TEMPLATE] button. There is also a link on the ELPAC STAIRS/Appeals web page.
- Coordinators will be prompted during the STAIRS/Appeals process when SSIDs must be entered or uploaded.
- Not all incident reports require that coordinators upload SSIDs, such as a report of the exposure of secure materials when an adult is the source of the breach.
- If filing an Appeal, coordinators will also be required to submit SSIDs.

A brief description of the incident is required (The description should contain additional information about the case and not just restate the testing issue selected on the previous screen[s].)

If the incident type involved SSIDs that were used incorrectly during testing, SSID swap information is needed.

Cautions When Using the STAIRS/Appeals Process

Note the following about using the STAIRS/Appeals process to report testing incidents:

- Coordinators can only identify one domain per submittal. Coordinators must file a separate incident report using the STAIRS/Appeals process for each domain. Incidents cannot be combined.
- Coordinators can only identify one grade level per submittal. Coordinators must file a separate STAIRS/Appeals incident report for each grade, even if there were multiple grades associated with an incident.
- Mandatory fields are marked with an asterisk (*).
- Coordinators must select the [SUBMIT] button to finish the process. If an Appeal can be filed, it can be selected by checking a box before selecting this button.
- Check with the email administrator that the email address ca-assessments@ets.org is whitelisted and that emails can be received from this address. STAIRS email confirmations should be received within two hours of submittal.
- Refer to appendix B of the CAASPP and ELPAC Technical Specifications and Configuration Guide for Online Testing for a complete list of URLs that should be whitelisted by the network’s firewalls.
Steps for Submitting an Incident

**Note:** Coordinators should select the Completion Status Report from the [Reports] navigation tab in TOMS to run a report of student testing status(es). This will help ensure the right incident type is submitted and the appropriate Appeal is requested. The report is available in TOMS at both the LEA and site level.

Access the STAIRS/Appeals Screen in TOMS.

1. Use an internet browser to go to the ELPAC website and select the [Test Operations Management System (TOMS)] button, shown in Figure 4, to access the TOMS Logon screen to open TOMS.

   ![Figure 4. Buttons on ELPAC.org](image)

2. After TOMS has opened, select the [STAIRS] navigation tab—indicated in Figure 5—in the top navigation bar to open the NEW STAIRS screen. Follow the online prompts to complete the steps required to submit the STAIRS/Appeals request.
Notes:

- All fields on the New STAIRS screen are required.
- To save the STAIRS/Appeals data without submitting it, select the [SAVE AS DRAFT] button. Once the [SAVE AS DRAFT] button is selected, the user is directed to the [Search STAIRS] action tab. Drafts can be searched using the drop-down list in the STAIRS Status box provided on the Search STAIRS page.
- The [Notifications] tab of the MyTOMS at a Glance page displays notifications regarding any STAIRS cases in Draft status. Coordinators can view draft STAIRS cases on the [Search STAIRS] action tab by selecting Draft in the STAIRS Status drop-down.
- LEA ELPAC coordinators can view STAIRS messages in the To-Do List column of the MyTOMS at a Glance page, such as notices about STAIRS cases(s) in Draft status, and receive notifications when nearing the close of the LEA’s testing window.
- Coordinators should ensure that all STAIRS cases in Draft status are submitted before the testing window ends for the Summative ELPAC.
Figure 5 shows the STAIRS/Appeals screen.

**Figure 5. Step 1 on the STAIRS screen**

**Step 1. Select background information.**

1. Select the [School] link on the New STAIRS screen and type at least five characters of the school name (including spaces) or the county-district-school code for the school in the search field.

2. Enter a date in the *Date of Testing Incident* field by either typing the date in the field using the MM/DD/YYYY format or by selecting the [View Calendar] calendar icon and then selecting a date.
3. Select a grade in the Grade Affected drop-down list. Options are kindergarten through grade twelve for all domains for the Summative ELPAC (both online and paper-based) except for the Writing domain for kindergarten through grade two, which will remain as a paper-based test.

**Note:** Submit a separate STAIRS report for each grade affected by an incident.

4. Select an assessment from the Test Name, Type/Domain, and Test Delivery Mode drop-down lists; the lists populate only with those assessments available at the grade level selected. Possible options are as follows:

- Summative ELPAC—Listening—Online
- Summative ELPAC—Listening—Paper-Pencil
- Summative ELPAC—Reading—Online
- Summative ELPAC—Reading—Paper-Pencil
- Summative ELPAC—Speaking—Online
- Summative ELPAC—Speaking—Paper-Pencil
- Summative ELPAC—Writing—Paper-Pencil

5. Select [NEXT] to continue or [CLEAR] to clear all data from this page.
Step 2. Select a testing issue.

6. Select the radio button in the “STAIRS ID” section that is associated with the test issue being reported. The [NEXT] button that is used to move to the next page will be enabled only after a testing issue is selected. This is shown in Figure 6.

![Figure 6. Step 2 on the STAIRS screen](image-url)
7. When a testing issue is selected, a list of radio buttons with follow-up questions related to the testing issue appears; this is shown in Figure 7. Select one of these options from each group of buttons. Selections are required. A full list of incident types and options can be found in appendix D.

Figure 7. Step 2 with additional options on the STAIRS screen

8. Select the [NEXT] button to continue to step 3, the [PREVIOUS] button to clear the information from the page and return to the previous section of the screen, or the [CLEAR] button to clear all data from this section.
Step 3. Enter information about the affected student(s).

9. Enter the number of students affected in the *Total number of students involved* field. This is indicated in Figure 8.

Figure 8. Step 3 on the STAIRS screen
10. Enter the SSID for each student involved in the incident. Select either the Screen Input or the Upload option to provide the details using the drop-down list under [SSID(s)].

a. The Screen Input option is only available for incidents involving 10 or fewer students. Enter the number of students involved and enter the SSID(s) in the field(s) provided. The correct number of onscreen fields appears only if the number of students entered in the Total number of students involved field is 10 or fewer.
   
i. Select [NEXT] to validate the SSIDs entered and continue.
   
ii. If the SSID numbers are not associated with the user’s LEA or school, an error message, such as “This SSID is invalid,” will appear. Enter a valid SSID and select [NEXT] to continue.
   
iii. To enable the [NEXT] button, provide a brief description of the testing incident and any remediation efforts made in the Further Description of Testing Issue field. Do not include staff or student names. The description should contain additional information about the case and not just restate the testing issue selected on the previous screen(s).

b. Use the upload option to enter any number of SSIDs. However, when the number of affected students is 11 or more, the only way to enter the SSIDs is to use the template.
   
i. Enter a numeric value between 1 and 500 in the Total Number of Students Involved field.
   
ii. To enable the [NEXT] button, use the Further Description of Testing Issue field to provide a brief description of the testing incident and any remediation efforts. Do not include staff or student names. The description should contain additional information about the case and not just restate the testing issue selected on the previous screen(s).
   
iii. Select the [DOWNLOAD TEMPLATE] button to download the Excel template. Save the template locally.
   
iv. Enter the student SSIDs in the Excel file using the specifications included in the template’s [File Specification] tab.
   
v. Save the file as an .xlsx file using the File > Save As option in Excel.
   
vi. To upload and validate the file, select the [Browse] (Internet Explorer or Firefox) or [Choose File] (Chrome) button in the “Prepare a File” section.
   
vi. After the file has been uploaded, select the [NEXT] button to validate the file. If there are errors in the file, a message box describing the error will appear. Select [CLOSE], fix the errors, and upload again.

11. Select the [NEXT] button to continue to step 4, the Confirm Details page; or use the [PREVIOUS] button to return to the previous page or the [CLEAR] button to clear all data from this page.

12. Review the information displayed in the “STAIRS Submission Information” section of the New STAIRS screen; this is displayed in Figure 9.

![Figure 9. STAIRS Submission Information screen](image)

13. To change the phone number associated with this submission, use the Phone Number field. Doing so does not affect the phone number associated with the organization in TOMS.
14. Use the [PREVIOUS] button to correct information about the submission or the [NEXT] button to continue to step 5.

**Step 5. File an Appeal (If Prompted)**

*Note:* A STAIRS case may not be eligible for an Appeal because an incorrect incident type was selected—for example, it is not possible to reopen an assessment that has yet to expire and is in the Paused status. To ensure that the correct incident type is submitted and the case is eligible for the appropriate Appeal, select the Completion Status Report from the [Reports] navigation tab in TOMS to run a report of student testing status(es). The report can be downloaded at both the LEA and the school level.

TOMS will immediately prompt the filing of an Appeal, if appropriate. If that is not the required action, the next step is step 6.

15. Check the box in the Select column to submit the Appeal (Figure 10).

![Figure 10. Select a case for appeal](image-url)
16. Enter comments in the text field. The maximum number of characters allowed is 1,000.

**Step 6. Submit the STAIRS Case**

17. Select the [SUBMIT] button.

18. Select the [YES, SUBMIT] button on the confirmation message to make the final submission. To review the STAIRS case before making the final submission, select the [CANCEL] button on the confirmation message.

19. Coordinators will receive an email from ca-assessments@ets.org that summarizes the submittal.
Search Incidents and Check Statuses

The search function can be used to check a STAIRS case, which could be in any of the following statuses:

- Draft
- Pending CDE Approval
- Pending CalTAC Approval
- Partial CDE Approval
- Partial CalTAC Approval
- Completed

Coordinators can find students through the Search for Incidents screen, where it is possible to view and edit the STAIRS and appeals information, as well as to communicate with the CDE or CalTAC about the case using the Note function.

1. Select the [STAIRS] navigation tab on the top navigation bar (Figure 11).

![Figure 11. Search for Incidents screen](image)

2. Select the [Search STAIRS] action tab on the navigation bar in the [STAIRS] navigation tab (Figure 11).
3. Enter details about the student in the search fields in the “Search for Incidents” section (shown in Figure 11). Enter information for one or more of the fields described in Table 3. If the user enters information only in the Organization field, the search will return a list of all students in the organization for whom a STAIRS case has been started or submitted.

Table 3. **Search for Incidents** Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Organization</strong></td>
<td>• To pull up all students in an associated organization, do not specify any search criteria.</td>
</tr>
<tr>
<td></td>
<td>• To view students from a particular school, type at least five characters of the school’s name (including spaces) or the County-District-School code to get selectable values.</td>
</tr>
<tr>
<td><strong>SSID</strong></td>
<td>Enter a single SSID.</td>
</tr>
<tr>
<td><strong>STAIRS ID</strong></td>
<td>Enter the STAIRS case number.</td>
</tr>
<tr>
<td><strong>Grade</strong></td>
<td>Enter the grade for all students for whom a STAIRS case has been started or submitted.</td>
</tr>
<tr>
<td><strong>Test Name and Type</strong></td>
<td>Select a test type from the drop-down list. If no grade is selected, all tests are listed. If a grade is selected, only those assessments available in that grade are listed.</td>
</tr>
<tr>
<td><strong>STAIRS Status</strong></td>
<td>Select a STAIRS status from the drop-down list. Statuses are as follows:</td>
</tr>
<tr>
<td></td>
<td>• Draft</td>
</tr>
<tr>
<td></td>
<td>• Pending CDE Approval (Refers to when the CDE has yet to approve or reject at least one SSID associated with a STAIRS case)</td>
</tr>
<tr>
<td></td>
<td>• Pending CalTAC Approval (Refers to when CalTAC has yet to approve, reject, or withdraw at least one SSID associated with a STAIRS case)</td>
</tr>
<tr>
<td></td>
<td>• Partial CDE Approval (Refers to cases in which the CDE has approved or rejected some, but not all, of the Appeals within a STAIRS case)</td>
</tr>
<tr>
<td></td>
<td>• Partial CalTAC Approval (Refers to cases in which CalTAC has approved, rejected, or withdrawn some, but not all, of the Appeals within a STAIRS case)</td>
</tr>
<tr>
<td></td>
<td>• Completed (Refers to cases where all Appeals for all the SSIDs included in a STAIRS case were processed by CalTAC or the CDE, or the STAIRS case required no Appeals)</td>
</tr>
</tbody>
</table>
The STAIRS/Appeals Process | Test Security and Incident Chart

Table 3 (continuation)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submitted Date Range</td>
<td>View all STAIRS cases with all statuses for a desired duration during the test administration year. These STAIRS cases can be viewed by providing a date range using the Submitted Date (From) and Submitted Date (To) boxes.</td>
</tr>
<tr>
<td>Testing Issue</td>
<td>Select a testing issue. These are the issues that are listed on the Step 2 screen (Figure 6 and Figure 7) and listed in appendix D.</td>
</tr>
<tr>
<td>Appeal Type</td>
<td>Select from the drop-down list to view all STAIRS cases submitted for that Appeal. This will be explained further in chapter 3.</td>
</tr>
</tbody>
</table>

4. Select the [SEARCH] button—indicated in Figure 11—to conclude the search or the [CLEAR] button to clear all information from the screen’s fields.
View a STAIRS Case

The search will yield a list of entries that meet the criteria entered, as shown in Figure 12.

![STAIRS search results](image-url)
Select a [View] magnifying glass [Q] icon in the Actions column shown in Figure 12 to access the STAIRS Summary screen for a STAIRS case (Figure 13).

Figure 13. STAIRS Summary screen
Withdraw a Case

If the STAIRS case is still pending approval from CalTAC or the CDE, it is possible to withdraw (cancel) the case.

Take the following steps to withdraw a STAIRS case:

1. Search for a STAIRS case.
2. Select a [View] magnifying glass [Q] icon in the Actions column shown in Figure 12 to access the STAIRS Summary screen.
3. If the case is pending approval, there is an additional table at the bottom of the screen, the STAIRS Details table, shown in Figure 14.

Figure 14. STAIRS Summary with the [WITHDRAW] button
This table has the following columns:

- Statewide Student Identifier
- Test Name
- Status
- Test ID
- Result ID
- Total Response
- Grade
- Test Type/Domain
- Test State
- Test Start Date
- Session ID

4. If a selective or partial withdrawal is needed, select the checkbox of the respective SSID(s) in the STAIRS Details table.

5. Select the [WITHDRAW] button to withdraw this submission or the [CLOSE] button to return to the Search for Incidents screen.

Selecting [WITHDRAW]:

- Confirms that those SSID(s) will not be part of the STAIRS case submitted and any Appeal associated with those SSID(s) and resulting from the submitted STAIRS case will not be processed.
- Results in the user receiving an email confirming the withdrawal.

6. To resubmit the case once it has been withdrawn, coordinators must enter the details of the incident.
Communicate with the CDE About a Case

Coordinators can communicate with the CDE about a STAIRS case involving any kind of Appeal using the Notes feature, which permits secure communication with the CDE about a STAIRS case.

**Note:** CalTAC, and the CDE have access to read these communications.

Take the following steps to submit a Note or to read notes and responses associated with a STAIRS case:

1. Search and open a case, following the steps in the [Search Students and Check Statuses](#) section.
2. Select the [Notes] tab, indicated in Figure 15. A numeric value in parentheses indicates the total number of comments added in the [Comments](#) field.
3. Enter the comments or questions in the [Comments](#) text field.
4. Select the [ADD NOTES](#) button to post the comment or question, thereby submitting it to the CDE or CalTAC; or select [CLEAR](#) to delete all the text that was entered.

Coordinators will be notified via email when there is a reply to the comment.
This page is left blank intentionally.
Chapter 3. Appeals
About the Appeals Process

Resources in This Section

- ELPAC Security and Test Administration Incident Reporting System (STAIRS)/Appeals Process for Summative Assessments web page—https://www.elpac.org/test-administration/stairs/
- ELPAC Student Accessibility Resources web page—https://elpac.org/test-administration/accessibility-resources/

Appeals are filed by the LEA ELPAC coordinator or the site ELPAC coordinator if directed to during the STAIRS/Appeals process in TOMS.

For security incidents that result in the need to have an irregularity notation posted on the SSR for exposing secure materials (if the student is the source of breach), because student(s) cheated or accessed unauthorized devices, or because student(s) disrupted an ongoing testing session; to remove an irregularity flag submitted in error or to grant a grace period extension; or to address an issue that is not listed in the existing STAIRS testing incidents in TOMS, the request must be approved by the CDE.

In the event of restoring a test that was inadvertently or inappropriately reset because a reset was wrongly requested in a test Appeal request, the LEA ELPAC coordinator must contact CalTAC to submit a STAIRS case on behalf of the LEA. A Restore Appeal must be approved by the CDE.

In the event of an audio stimulus that cannot be replayed for a student who has not been assigned the pause or replay audio embedded designated support and the test has proceeded to the next item level or has been submitted, the LEA must submit a Reset Appeal. If the LEA wants to replay the audio stimulus only for the specific question and is aware of the exact question number, the LEA should contact CalTAC by phone at 800-955-2954 or email at caltac@ets.org within one business day to submit a STAIRS case for “Other Issues.” This is applicable for Listening and Speaking domains only.

In most instances, an Appeal must be submitted to address a test security breach or irregularity. In some cases, an Appeal must be submitted to address incidents that are not security related, such as reopening an assessment for a student who becomes ill and is unable to resume testing until after the student’s summative test has expired or for a student who accidentally submitted a test prior to completion.
Cautions About Filing an Appeal

Note the following about when to file the Appeal:

- When requesting that a student’s test be reopened, submit the request through the *New STAIRS Submit* screen and submit the subsequent Appeal with sufficient time for the student to complete testing since the test will be available for no more than 20 calendar days.

- Any Appeal for the Summative ELPAC that results in a student’s continued testing must be filed with sufficient time for the student to complete testing before the end of the testing window.

- LEA coordinators are notified if any STAIRS case is in Draft status. The message will appear in the [Notifications] tab on the LEA’s home page in TOMS.

- LEA ELPAC coordinators can also read a message in the To-Do List when a STAIRS case is in Draft status.

- The messages in the To-Do List and in the [Notifications] tab also remind the LEA about the submission of STAIRS cases in Draft status before the testing window ends.

When to File an Appeal

**Warnings:**

- An Appeal must be filed before the end of the testing window. Once the testing window closes, students cannot resume testing.

- The Appeal may delay the student’s receipt of an SSR that is accurate and final.

LEA ELPAC coordinators or site ELPAC coordinators should take the following steps to file an Appeal:

1. Document and submit an irregularity or test security incident for the Summative ELPAC using the STAIRS/Appeals process in TOMS. Users will be prompted for information.

2. If the case is eligible for an Appeal, the system will prompt the user to file an Appeal. If the case is not eligible for an Appeal, the system will notify the user. For guidance on timing the filing of an Appeal, refer to the subsection **Cautions When Using the STAIRS/Appeals Process**.

3. The Appeal will be processed within four business days of its receipt; coordinators will receive a notification from TOMS when a decision has been made.
Postdecision Actions

If the Appeal is denied for an administrative reason—for example, because the wrong type of Appeal was filed (e.g., to reset instead of reopen)—the coordinator may refile. If the Appeal is approved, note the following about the actions that can be taken:

- If the case required a Re-open Appeal, the student(s) may resume testing. Expired tests will resume at the last unanswered item on the test (if the student went back to review prior items, for example). A Re-open Appeal will not allow the audio stimulus to be replayed because the test proceeded to the next item level and the student has not been assigned the pause or replay audio embedded designated support.

- If the case required a Reset Appeal, the test has been removed from the system and the student(s) will start a new test from the beginning. Please ensure that the test assignment and test settings are accurate before allowing the student(s) to start a new test. A Reset Appeal may require an irregularity notation to be posted on the SSR.

- If the case did not require an Appeal for a domain exemption or incorrect alternate assessment, where the student received a domain exemption or an alternate assessment that was not prescribed by the student’s IEP or Section 504 plan, the LEA coordinator, after submitting the STAIRS incident in TOMS, must update the student’s test assignment options appropriately in TOMS.

- If the case did not require an Appeal for an incorrect SSID used where the student has completed the test, and the LEA wants to associate the assessment results with the correct SSID of the student, the LEA ELPAC coordinator must contact CalTAC within one business day of the incident—by phone at 800-955-2954 or email at caltac@ets.org—to confirm details of the incorrect SSID, correct SSID, result ID, and test status information associated with this incident. The approval email received for submitting this STAIRS request also instructs the LEA that further action is needed.

- If the case required a Restore Appeal, because a test was inadvertently or inappropriately reset as result of a Reset Appeal submitted earlier, the previous test will be restored. The test will resume at the last unanswered item.

- A Grace Period Extension Appeal for a paused test will not allow the test questions that include an audio stimulus to be replayed for a student who has not been assigned the pause or replay audio embedded designated support and had navigated away from the audio stimulus at the time the test was paused.

Reasons for Rejection

An Appeal request may be denied if it does not fit the requirements of the types of appeals (Reset, Re-open, Restore, or Grace Period Extension) described in this manual.
Online System Appeals Types

The online appeals types described in this subsection are as follows:

- **Reset**
- **Re-open**
- **Restore**
- **Grace Period Extension**

**Reset**

**Description**

Resetting a student’s summative test removes that test from the system and enables the student to start a new test from the beginning.

**Conditions for Use**

CalTAC may provide approval to reset a domain if a designated support or accommodation needs to be changed because it was incorrectly set. A few of the designated supports or accommodations applicable for the Summative ELPAC include:

- Mouse pointer
- Braille (braille is a language setting)
- Pause or replay audio (applicable for Listening and Speaking domains)
- Turn off any universal tool(s)
- Color contrast
- Text-to-speech as an accommodation (not applicable for the Reading domain)
- Streamline, masking, and audio transcript (includes braille transcript)

Details of all designated supports and accommodations can be verified from the ELPAC Accessibility Resources web page.

Additionally, a Reset includes the following scenarios:

1. A student did not receive a designated support or accommodation as prescribed by the student’s IEP or Section 504 plan.
2. A student without an IEP or Section 504 plan received an incorrectly designated support that needs to be changed or deleted. **Note:** An irregularity notation is posted on the SSR if the following test completion threshold is true for the domain that has been selected for the STAIRS case:
   - The student has completed **six** or fewer questions in the Listening domain.
   - The student has completed **three** or fewer questions in the Speaking domain.
   - The student has completed **six** or fewer questions in the Reading domain.
   - The student has completed **two** or fewer questions in the Writing domain.
3. The student did not receive a domain exemption or an alternate assessment as prescribed by the student’s IEP or Section 504 plan. This is applicable for online tests only.

4. The Summative ELPAC is administered unintentionally instead of the practice test. **Note:** An irregularity notation shall be posted on the SSR, if the following test completion threshold is true for the domain that has been selected for the STAIRS case:
   - The student has completed **six** or fewer questions in the Listening domain.
   - The student has completed **three** or fewer questions in the Speaking domain.
   - The student has completed **six** or fewer questions in the Reading domain.
   - The student has completed **two** or fewer questions in the Writing domain.

5. An incorrect SSID is used and the assessment is not completed by the student. **Note:** An irregularity notation shall be posted on the SSR.

6. An incorrect SSID is used and the assessment is completed by the student. However, the LEA wants the test to be reset and the student to take a new test. **Note:** An irregularity notation shall be posted on the SSR.

7. There is a data entry issue and the student’s assessment must be reset in the Data Entry Interface (DEI). All of the student’s responses must be reentered.

8. A student was administered an assessment for the wrong assessed grade level and outside the prescribed grade span.

9. A student has not been assigned the pause or replay audio embedded designated support and the test had proceeded to the next item level or had been submitted. The LEA cannot confirm the exact item number of the audio stimulus that can be replayed by submitting a STAIRS case.

**Re-Open**

**Description**

Reopening a Summative ELPAC test allows a student to access a test that has already been submitted or has expired.

If an **expired** test is reopened, the test will resume at the last unanswered item on the assessment.

If a **submitted** test is reopened, the test will reopen at the last page of the test. The student cannot review items, without first submitting a Grace Period Extension Appeal.

**Note:** A Grace Period Extension Appeal can only be requested for a Reading or Listening domain that is in a “paused” state and only if the test expired due to a disruption or a technical issue beyond the control of the test examiner.
Conditions for Use

1. CalTAC may reopen a Reading or Listening domain only if a student is unable to complete the test before it expires (45 calendar days) due to an unanticipated excused absence or unanticipated school closure, or if the test was accidentally submitted.

2. CalTAC may reopen a Speaking or Writing domain only if a student is unable to complete the test before it expires (20 calendar days) due to an unanticipated excused absence or unanticipated school closure, or if the test was accidentally submitted.

3. There is a data entry issue with only selected responses that need to be updated.

Restore

Description
Restoring a Summative ELPAC test returns a test from the Reset status to its prior status. This action can only be performed on tests that have been mistakenly reset through a Reset Appeal request.

Conditions for Use
Requests to restore a test if a test was inadvertently or inappropriately reset because an LEA wrongly requested a Reset Appeal must be made by submitting a report using the STAIRS/Appeals process. To file a Restore Appeal, the LEA ELPAC coordinator must contact CalTAC to submit a STAIRS case on behalf of the LEA.

Grace Period Extension

A grace period extension only applies to the Reading and Listening domains. There are no pause rules for the Speaking and Writing domains.

Description
A Grace Period Extension Appeal for a Summative ELPAC test allows the student to review previously answered questions upon logging back on to the test after the expiration of the pause rule. It applies to the Reading and Listening domains. Note that for the Speaking and Writing domains, having the test administrator open a new testing session may be all that is needed to continue testing. The Writing and Speaking domains are available for 20 days from the day the test was paused, while the Reading and Listening domains are available for 45 days from the day the test was paused.

Conditions for Use
Grace period extensions are for situations where the 20-minute pause rule expired due to circumstances beyond the control of the test examiner. The CDE may grant a grace period extension for the Reading or Listening domains only in cases where there was a disruption to a test session, such as a technical difficulty, fire drill, schoolwide power outage, earthquake, or other act beyond the control of the test examiner.
Nonappealable STAIRS Incidents with an Irregularity Notation that Require Manual Approval.

Description
Certain STAIRS incidents for Summative ELPAC tests do not result in an Appeal; however, these STAIRS incidents may need an irregularity notation to be posted on the SSR. The student(s) will be included in the calculation of the school’s participation rate and the irregularity will not affect the student’s score.

Conditions for Use
CalTAC may approve a STAIRS case that does not need an Appeal but would result in an irregularity notation to be posted on the SSR if:

1. A designated support for a student without an IEP or Section 504 plan was set incorrectly and needs to be changed or deleted. The irregularity notation is posted if the following test completion threshold has been exceeded for the domain that is selected for the STAIRS case:
   - The student has completed more than six questions in the Listening domain.
   - The student has completed more than three questions in the Speaking domain.
   - The student has completed more than six questions in the Reading domain.
   - The student has completed more than two questions in the Writing domain.

2. The test examiner or teacher coached or provided some assistance to students that may affect their responses.

3. The test examiner provided students with nonallowable materials or devices or nonprescribed accommodation during test administration.

4. A test examiner or coordinator modified student responses at any time.

5. Administrative errors occurred, such as related instructional materials left on the walls in the testing room; failure to ensure administration and supervision of the assessment(s) by qualified, trained personnel; incorrect instructions given and not corrected prior to testing; or a test examiner or coordinator sharing a username or password.

The CDE may approve a STAIRS case that does not need an Appeal but would result in an irregularity notation on the SSR if:

1. Secure test materials were exposed by a student when the student took test materials home or an administrator allowed students to take home printed test items, reading passages, writing prompts, or scratch paper that was used during the test, or the administrator failed to otherwise securely store test materials.

2. A student copied, discussed, or otherwise retained test items, stimuli, reading passages, writing prompts, or answers for any reason. Note: This does not include student logon information.

3. A student retained scratch paper and had it during the same test in a subsequent testing session.
4. A student cheated or accessed unauthorized devices such as a cell phone, tablet, or smartwatch during testing. Student(s) cheated or provided answers to each other, including passing notes, giving help to other students during testing.

5. A student accessed the internet or any unauthorized software or applications during the student’s testing event.

6. A student disrupted the test session by making distracting gestures or talking during the test session.

7. The description of the testing incident is not included in either of the testing incidents available in the STAIRS/Appeals process in TOMS, and the STAIRS case that the LEA wants to submit requires an irregularity notation to be posted on the SSR.

Nonappealable STAIRS Incidents with No Irregularity Notation but Requiring Manual Approval.

Description

Certain STAIRS cases for Summative ELPAC tests do not result in an Appeal; however, these STAIRS incidents require that a manual approval be granted by the CDE or CalTAC.

Conditions for Use:

CalTAC approval is needed when a STAIRS case is submitted for the following testing incidents that require no Appeal:

1. A student received a domain exemption or an alternate assessment that was not prescribed by the student’s IEP or Section 504 plan. This is applicable for online tests only.

2. A student registered for paper-pencil tests either did not receive a domain exemption or an alternate assessment or received an incorrect domain exemption or alternate assessment as prescribed by the student’s IEP or Section 504 plan.

3. Someone other than the student had access to the test (unless identified as an allowable accommodation in the student’s IEP).

4. A nonappealable STAIRS case that does not need an irregularity notation to be posted on the SSR may require approval from the CDE when:
   - The description of the testing incident is not included in either of the testing incidents available in the STAIRS/Appeals process in TOMS, and the STAIRS case that the LEA wants to submit does not require an irregularity notation be posted on the SSR.
   - An Appeal submitted earlier had an incorrect irregularity flag that needs to be revoked.
Checking Appeals Information

Appeals statuses can be checked in the STAIRS module in TOMS. Appeals associated with a student can also be viewed in that student’s Student Profile, in the [Score Status] tab.

View an Appeals Status in STAIRS

**Search**

Coordinators can access a student’s Appeal status within the STAIRS module in TOMS to review the Appeal within the context of a STAIRS case.

1. Log on to TOMS.
2. Select the [STAIRS] navigation tab in the navigation bar as shown in Figure 16.
3. Select the [Search Appeals] action tab as shown in Figure 16.

![Figure 16. Search for Appeals screen](image)
4. Enter details about the student in the search fields in the “Search for Appeals” section (shown in Figure 16). Enter information for one or more of the fields described in Table 4. If the coordinator entered information only in the Organization field, the search will return a list of all students in the organization for whom a STAIRS case has been started or submitted.

**Table 4. Search for Appeals Fields**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Organization** | • To pull up all students in an associated organization, do not specify any search criteria.  
                      • To view students from a particular school, type at least five characters of the school’s name (including spaces) or County-District-School (CDS) code to get selectable values. |
| **SSID**       | Enter a single SSID.                                                        |
| **Appeal ID**  | Enter the Appeal ID generated when the Appeal request was submitted at the end of the STAIRS/Appeals process. |
| **Appeal Type**| Select an Appeal type. Options are as follows:  
                      • Invalidate (Not applicable for ELPAC tests)  
                      • Reset  
                      • Re-open  
                      • Restore  
                      • Grace Period Extension  
                      • No Appeal (Refers to STAIRS cases that resulted in no Appeal) |
Table 4 (continuation)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appeal Status</td>
<td>Select an Appeal status from the drop-down list. Statuses are as follows:</td>
</tr>
<tr>
<td></td>
<td>• Approved—Appeals for SSIDs included in the STAIRS case are either auto-approved by the Test Delivery System (TDS) or have been approved by CalTAC or the CDE.</td>
</tr>
<tr>
<td></td>
<td>• Pending—Appeals for SSIDs included in the STAIRS case have been approved and are awaiting processing by the TDS.</td>
</tr>
<tr>
<td></td>
<td>• Pending Approval—Appeals for SSID(s) included in the STAIRS case are awaiting approval from the CDE or CalTAC.</td>
</tr>
<tr>
<td></td>
<td>• Rejected—Appeals for SSIDs included in the STAIRS case were rejected by the CDE or CalTAC.</td>
</tr>
<tr>
<td></td>
<td>• Rejected by System—Appeals for SSIDs included in the STAIRS case were rejected by the TDS.</td>
</tr>
<tr>
<td></td>
<td>• Swap Approved—The assessment results for SSIDs included in the STAIRS case have been associated with the correct SSIDs.</td>
</tr>
<tr>
<td></td>
<td>• Withdrawn—Appeals for SSID(s) included in the STAIRS case were withdrawn by the user.</td>
</tr>
<tr>
<td>STAIRS ID</td>
<td>Enter a STAIRS case number associated with this Appeal.</td>
</tr>
</tbody>
</table>

5. Select the [SEARCH] button—indicated in Figure 16—to conclude the search or the [CLEAR] button to clear all information from the screen.
**View**

A list containing any students who meet the criteria entered appears.

1. Select a [View] magnifying glass icon in the Actions column shown in Figure 17 to open an Appeals summary for that student.

![Figure 17. Appeals search results](image)

2. After the Appeals summary has been reviewed, use the [GO TO STAIRS SUMMARY] button to review the associated STAIRS case.
View Most Recent Appeals in the TOMS [Score Status] Tab

To review the Appeal within the context of the other details about the student’s ELPAC results, coordinators can access a student’s Appeal status in the [Score Status] tab of the Student Profile.

1. Log on to TOMS.
2. Select the [Students] navigation tab in the navigation bar (or, if the “Students” section is already active, select the [SEARCH] button). Figure 18 indicates the location of these buttons.

3. Enter details about the student in the search fields in the Search for Students screen (shown in Figure 18); or
   Select the associated school or LEA from the Organization drop-down list.
   a. To pull up all students in an associated organization, do not specify any search criteria.
   b. To view students from a particular school, type at least five characters of the school’s name (including spaces) or CDS code to get selectable values.
4. Select the [SEARCH] button.
5. Select a [View] magnifying glass icon in the Actions column shown in Figure 19 to access the Student Profile screen. The Student Profile opens with the [Demographics] tab selected.

![Image of ELPAC screen showing search results](image)

Figure 19. Student search results
6. Select the [Score Status] tab (Figure 20).

![Figure 20. [Score Status] tab on the Student Profile screen](image)

7. To review any processed Appeals for the student, scroll to the “Most Recent Appeals” section at the bottom of the screen (Figure 21).

![Figure 21. “Most Recent Appeals” section of the Student Profile screen](image)
8. Columns in this section of the Student Profile are listed and described in Table 5:

**Table 5. Columns in the “Most Recent Appeals” Section of the Student Profile Screen**

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test</td>
<td>Test name that is being appealed</td>
</tr>
<tr>
<td>Date</td>
<td>Date the Appeal was approved</td>
</tr>
<tr>
<td>Type</td>
<td>Type of Appeal: Reset, Restore, Re-open, or Grace Period Extension</td>
</tr>
<tr>
<td>Reason</td>
<td>Descriptive text for why an Appeal was created</td>
</tr>
<tr>
<td>STAIRS ID</td>
<td>STAIRS case number associated with this Appeal</td>
</tr>
</tbody>
</table>
How to Look Up Student Information in the Completion Status System

Additional Resources in This Section:

Use the Plan and Manage Testing tool in the Completion Status module to validate student testing activity prior to filing an Appeal. Detailed instructions about generating these reports can be found in the *Guide to CAASPP and ELPAC Completion Status and Roster Management*. 
Appendices
Appendix A. Test Security and Incident Chart

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

<table>
<thead>
<tr>
<th>Level of Severity and Potential Effect on Test Security</th>
<th>Types of Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LOW—Impropriety</strong></td>
<td>Disruptions to a test session such as a fire drill, schoolwide power outage, earthquake, or other acts outside the administrator’s or examiner’s control</td>
</tr>
<tr>
<td><strong>LOW—Impropriety</strong></td>
<td>Testing events that are not covered by STAIRS incidents existing in TOMS, and do not require an irregularity notation on the SSR</td>
</tr>
<tr>
<td><strong>LOW—Impropriety</strong></td>
<td>Student(s) making distracting gestures or sounds or talking during the test session that creates a disruption in the test session for other students</td>
</tr>
<tr>
<td><strong>MEDIUM—Irregularity</strong></td>
<td>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</td>
</tr>
<tr>
<td><strong>MEDIUM—Irregularity</strong></td>
<td>Student(s) accessing the internet or any unauthorized software or applications <strong>during</strong> a testing event</td>
</tr>
<tr>
<td><strong>MEDIUM—Irregularity</strong></td>
<td>Student(s) accessing or using unauthorized electronic equipment (e.g., cell phones, PDAs, iPods, or electronic translators) <strong>during</strong> testing</td>
</tr>
<tr>
<td><strong>MEDIUM—Irregularity</strong></td>
<td>Administrator, examiner, or coordinator leaving related instructional materials on the walls in the testing room</td>
</tr>
<tr>
<td><strong>MEDIUM—Irregularity</strong></td>
<td>Administrator, examiner, or coordinator failing to ensure administration and supervision of ELPAC by qualified, trained personnel</td>
</tr>
<tr>
<td><strong>MEDIUM—Irregularity</strong></td>
<td>Administrator or examiner giving incorrect instructions that are not corrected prior to testing</td>
</tr>
<tr>
<td><strong>MEDIUM—Irregularity</strong></td>
<td>Administrator, examiner, or coordinator giving out a personal username or password (via email or otherwise), including to other authorized users</td>
</tr>
<tr>
<td><strong>MEDIUM—Irregularity</strong></td>
<td>Administrator or examiner allowing students to continue testing beyond the close of the testing window (paper-pencil only)</td>
</tr>
<tr>
<td><strong>MEDIUM—Irregularity</strong></td>
<td>Administrator or examiner providing a student access to another student’s work or responses (unintentional access granted)</td>
</tr>
</tbody>
</table>
### Test Security and Incident Chart (continuation one)

<table>
<thead>
<tr>
<th>Level of Severity and Potential Effect on Test Security</th>
<th>Types of Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEDIUM—Irregularity</td>
<td>Student not receiving a designated support or accommodation as required by IEP or Section 504 plan</td>
</tr>
<tr>
<td>MEDIUM—Irregularity</td>
<td>Student <strong>without IEP or Section 504 plan</strong> did not get a designated support or received an incorrect designated support</td>
</tr>
<tr>
<td>MEDIUM—Irregularity</td>
<td>Test examiner, teacher, or coordinator providing any other type of assistance to students that may affect the 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 the answer, or requiring students to show work.)</td>
</tr>
<tr>
<td>MEDIUM—Irregularity</td>
<td>Test examiner providing students with nonallowable materials or devices during test administration or allowing inappropriate designated supports or accommodations during test administration (e.g., use of cellphone or an iPad)</td>
</tr>
<tr>
<td>MEDIUM—Irregularity</td>
<td>Test examiner 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</td>
</tr>
<tr>
<td>MEDIUM—Irregularity</td>
<td>Test examiner allowing inappropriate accommodations (which are not in the student's IEP or Section 504 plan) during test administration</td>
</tr>
<tr>
<td>MEDIUM—Irregularity</td>
<td>Test examiner or teacher 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 examiners or other staff using student information to log on or allowing a student to log on using another student’s information.)</td>
</tr>
<tr>
<td>MEDIUM—Irregularity</td>
<td>Test examiner providing a student access to another student’s work or responses (intentional access granted)</td>
</tr>
<tr>
<td>MEDIUM—Irregularity</td>
<td>Test examiner or coordinators submitting an incident in STAIRS that results in an incorrect irregularity notation on the SSR</td>
</tr>
</tbody>
</table>
### Test Security and Incident Chart (continuation two)

<table>
<thead>
<tr>
<th>Level of Severity and Potential Effect on Test Security</th>
<th>Types of Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>HIGH—Breach</td>
<td>Test examiner, teacher, or coordinator modifying student responses or records at any time</td>
</tr>
<tr>
<td>HIGH—Breach</td>
<td>Live student interface or Test Administrator Interface being used for practice instead of the practice tests</td>
</tr>
<tr>
<td>HIGH—Breach</td>
<td>Adult or student posting items or test materials on social media (Twitter, Facebook, etc.)</td>
</tr>
<tr>
<td>HIGH—Breach</td>
<td>Test examiner, or teacher 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</td>
</tr>
<tr>
<td>HIGH—Breach</td>
<td>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.)</td>
</tr>
<tr>
<td>HIGH—Breach</td>
<td>Secure test materials being shared with the media (such as the writing prompts, test items, or reading passages), or allowing the media to observe a secure test administration</td>
</tr>
<tr>
<td>HIGH—Breach</td>
<td>Adult or student improperly removing secure testing materials such as test items, stimuli, reading passages, writing prompts, or scratch paper from the testing environment</td>
</tr>
<tr>
<td>HIGH—Breach</td>
<td>Student retaining scratch paper used in a test and having it during subsequent testing</td>
</tr>
</tbody>
</table>
Appendix B. Incident Types, Descriptions, and Actions in the ELPAC STAIRS/Appeals Process

Breaches

**Exposing Secure Materials—Retaining or Sharing (Student)**

**Issue Description:** Student retaining or sharing secure summative testing materials

**Action:**
1. Contact the CDE by sending an email to elpac@cde.ca.gov immediately to report the issue.
2. Submit an incident report using the STAIRS/Appeals process that requires CDE approval. An irregularity notation will be included on the SSR if a student is the source of the breach.

**Exposing Secure Materials—Social Media (Adult)**

**Issue Description:** Adult posting items or secure summative testing materials on social media such as Facebook, Twitter, or Instagram

**Action:**
1. Contact CalTAC at 800-955-2954 immediately to report the issue.
2. Submit the incident using the STAIRS/Appeals process.

**Exposing Secure Materials—Social Media (Student)**

**Issue Description:** Student posting items or secure summative testing materials on social media such as Facebook, Twitter, or Instagram

**Action:**
1. Contact CalTAC at 800-955-2954 immediately to report the issue.
2. Submit the incident using the STAIRS/Appeals process.

**Accidental Summative Access**

**Issue Description:** Unintentional administering of the Summative ELPAC for practice instead of the practice test.

**Action:**
1. Report the incident using the STAIRS/Appeals process in TOMS. Submit a Reset Appeal request for the student(s) if the test completion threshold for the domain selected for the STAIRS case is true for that domain. The test completion thresholds relating to the domains are as follows:
   - The student has completed six or fewer questions in the Listening domain.
   - The student has completed three or fewer questions in the Speaking domain.
Appendices | Incident Types, Descriptions, and Actions in the ELPAC STAIRS/Appeals Process

- The student has completed six or fewer questions in the Reading domain.
- The student has completed two or fewer questions in the Writing domain.

Note: An irregularity notation will be included on the SSR.

2. Submit an incident report for the domain involved using the STAIRS/Appeals process if the above condition is not true for that domain. This would result in a nonappealable STAIRS incident.

Irregularities

Accessibility Issue—Incorrect Resource or Accommodation Setting

Issue Description: Student given an incorrect setting of a designated support or accommodation required by the student’s IEP or Section 504 plan

Action: Report the incident using the STAIRS/Appeals process in TOMS and submit a Reset Appeal request.

Accessibility Issue—Incorrect Designated Support

Issue Description: Student without an IEP or Section 504 plan given an incorrect designated support

Action:
1. Report the incident using the STAIRS/Appeals process in TOMS.
2. Submit a Reset Appeal request for the student(s) if the test completion threshold for the domain selected for the STAIRS case holds true. The test completion thresholds subject to the respective domains are as follows:
   - The student has completed no more than six questions in the Listening domain.
   - The student has completed no more than three questions in the Speaking domain.
   - The student has completed no more than six questions in the Reading domain.
   - The student has completed no more than two questions in the Writing domain.

Note: An irregularity notation will be included on the SSR.

3. If the above-mentioned conditions do not apply for the domain involved, the incident reported in STAIRS is nonappealable. An irregularity notation will be included on the SSR.
Disruption or Technical Issues

**Issue Description:** Having technical issues or school emergencies

**Note:** If the test is still in a Paused status, having the test examiner open a new testing session may be all that is needed for students to continue testing.

**Action:**
1. Report the incident using the STAIRS/Appeals process; if the incident involves either the Reading or Listening domain, submit a Grace Period Extension Appeal.
2. Report the incident using the STAIRS/Appeals process in TOMS; if the incident involves either the Speaking or Writing domains, the incident reported in STAIRS is nonappealable.

Incorrect SSID Used—No Switch

**Issue Description:** Student(s) taking test associated with a different student’s SSID

**Action:**
1. If the student(s) have finished testing and the LEA wants to allow the student(s) to start a new test, report the incident and submit a Reset Appeal request using the STAIRS/Appeals process in TOMS.
   
   or
2. If the student(s) have not finished testing, report the incident and submit a Reset Appeal request using the STAIRS/Appeals process in TOMS.

**Note:** An irregularity notation will be included on the SSR.

Incorrect SSID Used—Switch

**Issue Description:** Student taking test(s) associated with a different student’s SSID, and vice versa

**Action:**
1. The students have finished testing, but the LEA does not want to allow the students to start a new test. Instead, the LEA wants to associate the assessment results with the SSID of the correct student. This option should be selected only if the LEA knows both the incorrect SSIDs and the correct SSIDs.
2. Report the incident using the STAIRS/Appeals process in TOMS.
3. Submit a nonappealable STAIRS case. This is autoapproved.
4. Retain the approval email sent by ca-assessments@ets.org. The approval email determines that the incident is approved for further processing.
5. The LEA must call CalTAC to complete the manual process within one business day.

6. The LEA ELPAC coordinators must contact CalTAC by phone at 800-955-2954 or email at caltac@ets.org and confirm details of the incorrect SSID, correct SSID, result ID, and test status information associated with this incident. This must be done within one business day to report the issue.

**Student(s) Cheating or Provided Answers**

**Issue Description:** Student(s) cheated or provided answers to each other, including passing notes, giving help to other students during testing.

**Note:** If a student used an electronic device after testing is completed during a session, it is not necessary to report this as an irregularity. However, if the student was actively engaged in a testing session or the student completed testing but the LEA can verify that the device was being used to help other students who were engaged in a test session, then an irregularity notation will be included on the SSR.

**Action:** Report the incident using the STAIRS/Appeals process in TOMS. An irregularity notation will be included on the SSR.

**Student(s) Accessing Internet or Unauthorized Devices or Software Applications**

**Issue Description:** Student(s) accessed either the internet or any unauthorized software applications, or used unauthorized electronic equipment (e.g., a cell phone, tablet, or smartwatch), during the testing event

**Action:** Report the incident using the STAIRS/Appeals process in TOMS.

**Note:** An irregularity notation will be included on the SSR.

**Validity Issue—Adult Interference**

**Issue Description:** Test examiner or teacher coached or provided answers to students, modified student responses, or allowed unauthorized access to student tests

**Action:** Report the incident using the STAIRS/Appeals process in TOMS. An irregularity notation will be included on the SSR.

**Validity Issue—Inappropriate Designated Support or Accommodation**

**Issue Description:** Test examiner providing students with nonallowable materials or devices or nonprescribed accommodation during test administration

**Action:** Report the incident using the STAIRS/Appeals process in TOMS.

**Note:** An irregularity notation will be included on the SSR.
Irregularity Flag Submitted in Error—Incorrect Notification of Irregularity Flag on Student Score Report

**Issue Description:** An Appeal submitted earlier with an incorrect irregularity flag to be posted on the SSR needs to be revoked

**Action:** LEA ELPAC coordinator must contact CalTAC at 800-955-2954 or email at caltac@ets.org requesting to submit the STAIRS case for this testing incident in TOMS on behalf of the LEA.

Other Issues—Issues Not covered in the Existing Testing Incidents

**Issue Description:** The testing issue that needs to be reported is not included in the existing list of testing incidents in STAIRS, and requires an irregularity flag to be posted on the SSR.

**Action:** LEA ELPAC coordinator must contact CalTAC at 800-955-2954 or email at caltac@ets.org requesting to submit the STAIRS case for this testing incident in TOMS on behalf of the LEA.

Improprieties

**Administration Error**

**Issue Description:** One of the following conditions:

- Inappropriate or incomplete test preparation
- Leaving related instructional materials on the walls in the testing room
- Failing to ensure administration and supervision of online tests
- Giving incorrect instructions that are not corrected prior to testing
- Sharing username or password (via email or otherwise) with other authorized users
- Allowing students to continue testing beyond the close of a paper-pencil testing window

**Action:** Report the incident using the STAIRS/Appeals process in TOMS.

**Note:** An irregularity notation will be included on the SSR.

**Student Disruption**

**Issue Description:** Student(s) made distracting gestures or sounds or talked during the test session, creating a disruption in the test session for other students

**Action:** Report the incident using the STAIRS/Appeals process in TOMS.

**Note:** An irregularity notation will be included on the SSR.
Appendices | Incident Types, Descriptions, and Actions in the ELPAC STAIRS/Appeals Process

Data Entry Interface Error

**Issue Description:** Adult error while entering student responses from a paper-pencil test or transferring answers from the student score sheet into the DEI (For online tests, this is applicable for the Speaking domain for all grades. For paper-pencil tests, this is applicable for all domains for grades three through twelve.)

**Action:** Report the incident using the STAIRS/Appeals process in TOMS. Submit a Reset Appeal request to enable reentering of all student responses or a Re-open Appeal to correct errors made when entering selected student responses that have already been submitted.

Restoration of Test Access—Expired Test

**Issue Description:** Expiring or accidentally submitting a domain prior to completion

**Action:** Report the incident using the STAIRS/Appeals process in TOMS, and submit a Re-open Appeal request.

**Note:** Speaking and Writing domains are available to the student for 20 days from the day of reopen. Listening and Reading domains are available to the student for 45 days from the day of reopen.

Restore a Test that Was Reset in Error

**Issue Description:** Resetting a student’s summative test(s) inadvertently or inappropriately because of an LEA wrongly requesting a Reset in a test appeal request

**Action:** The student's result ID must be available when making this request.

Administration Incidents—Unanticipated Expiration

**Issue Description:** Student not completing the test before it expires due to an unanticipated excused absence or unanticipated school closure

**Action:** Report the incident using the STAIRS/Appeals process in TOMS, and submit a Re-open Appeal request.

**Note:** Speaking and Writing domains are available to the student for 20 days from the day of reopen. Listening and Reading domains are available to the student for 45 days from the day of reopen.

Administration Incidents—Lost Logon Information

**Issue Description:** Having lost or missing student logon information

**Action:** No action is required.
Other Issues—Miscellaneous

**Issue Description:** Testing incidents that are not covered by the existing testing event scenarios in STAIRS and that need to be reported (The testing incident does not require an irregularity notation to be posted on the SSR.)

**Action:** LEA ELPAC coordinator must contact CalTAC at 800-955-2954 or email at caltac@ets.org requesting to submit the STAIRS case for this testing incident in TOMS on behalf of the LEA.
Appendix C. STAIRS/Appeals Process Flowchart

Summative ELPAC Security or Administration Incident Occurs

The LEA ELPAC coordinator takes corrective action and reports the incident using the online STAIRS/Appeals process in TOMS.

Is further action required?

Yes

Is the incident a breach of test security?

Yes

LEA staff alerts CalTAC by phone for social media breaches and the CDE by email for all other breaches

No

Is the student the source of the breach?

Yes

No

Coordinator files the Appeal as a step during the STAIRS/Appeals process in TOMS.

The LEA ELPAC coordinator retains the STAIRS response email for LEA’s records or takes further action if required.
Appendix D. Incident Types and Questions on the TOMS STAIRS/Appeals Screen

In this appendix, the sentences in bold appear in the STAIRS interface in TOMS, and those with asterisks indicate required fields.

**Accessibility Issue**

A designated support or accommodation was set incorrectly and needs to be changed.

Please provide the indicated information and select the description that best applies to the kind of accessibility issue that occurred.*

- A designated support or accommodation required by the student’s IEP or Section 504 plan was set incorrectly and needs to be changed.
- A designated support for a student without an IEP or Section 504 plan was set incorrectly and needs to be changed.

If in the Listening domain:

The student has completed no more than 6 questions in the Listening domain.
- Yes
- No

If in the Speaking domain:

The student has completed no more than 3 questions in the Speaking domain.
- Yes
- No

If in the Reading domain:

The student has completed no more than 6 questions in the Reading domain.
- Yes
- No

If in the Writing domain:

The student has completed no more than 2 questions in the Writing domain.
- Yes
- No

Provide a brief description that supports the testing issue reason selected.
Domain Exemptions or Incorrect Alternate Assessment

A domain exemption was set incorrectly and needs to be changed or an alternate assessment was set incorrectly and needs to be changed.

Please provide the indicated information and select the description that best applies to the kind of domain exemption issue that occurred.

- The student did not receive a domain exemption as prescribed by the student’s IEP or Section 504 plan.
- The student received a domain exemption that was not prescribed by the student’s IEP or Section 504 plan.
- The student did not receive an alternate assessment as prescribed by the student’s IEP or Section 504 plan.
- The student received an alternate assessment that was not prescribed by the student’s IEP or Section 504 plan.

Provide a brief description that supports the testing issue reason selected.

Accidental Summative Access

The Summative ELPAC was administered unintentionally instead of the practice test.

Please select the description that best applies to the condition(s) of the accidental summative access that occurred.

If in the Listening domain:

- The student has completed 6 or fewer questions in the Listening domain.
- The student has completed more than 6 questions in the Listening domain.

If in the Speaking domain:

- The student has completed 3 or fewer questions in the Speaking domain.
- The student has completed more than 3 questions in the Speaking domain.

If in the Reading domain:

- The student has completed 6 or fewer questions in the Reading domain.
- The student has completed more than 6 questions in the Reading domain.

If in the Writing domain:

- The student has completed 2 or fewer questions in the Writing domain.
- The student has completed more than 2 questions in the Writing domain.

Provide a brief description that supports the testing issue reason selected.
Administration Error

Related instructional materials were left on the walls, an assessment was administered by an unqualified test administrator, incorrect instructions were given, or the test administrator’s username and password were shared.

Please select the description that best describes the kind of administration error that occurred.*

- 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.
- Incorrect instructions were given that were not corrected prior to testing.
- A test administrator, test examiner, or coordinator’s username or password was shared (via email or otherwise), including to other authorized users.

Provide a brief description that supports the testing issue reason selected.

Administered Incorrect Assessment

A student was administered an assessment for the wrong assessed grade level and outside the prescribed grade span.

Provide a brief description that supports the testing issue reason selected.

Disruption or Technical Issues

There was a disruption 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 or test examiner.

If in the Listening or Reading domain:

The disruption or technical issue resulted in the expiration of the 20-minute pause rule. (True/False).

- TRUE
- FALSE

Note: Speaking and Writing domains do not have pause rules. If the test is still in a Paused status, having the test examiner open a new testing session may be all that is needed for students to continue testing.

Provide a brief description that supports the testing issue reason selected.
Expired or Accidentally Submitted Test

A student or test examiner accidentally submitted the domain prior to completion or started a test and was unable to complete the test before it expired.

Please provide the indicated information and select the description that best applies to the kind of test expiration issue or accidental submittal that occurred.*

- A student did not complete a test before it expired.
- A student or test examiner accidentally submitted a domain prior to completion.

Provide a brief description that supports the testing issue reason selected.

Exposing Secure Materials

A test examiner or student copied, discussed, retained, or shared secure test materials.

The source of the breach was a(n):*

- Student
- Adult

Please select the description that best applies to the kind of exposure of secure materials issue that occurred.*

Adult:

- An adult posted items or test materials on social media (e.g., Twitter, Facebook, Instagram, etc.).
- An adult took test materials home or an administrator printed test items, reading passages, writing prompts, or scratch paper that was used during the test or an administrator failed to otherwise securely store test materials. An adult copied, discussed, or otherwise retained test items, stimuli, reading passages, writing prompts, or answers for any reason. Note: This does not include student logon information.
- An adult shared secure test materials (such as the writing prompts, test items, or reading passages) with the media or allowed the media to observe a secure test administration.
Student:

○ A student posted items or test materials on social media (e.g., Twitter, Facebook, Instagram, etc.).

○ A student took test materials home or an administrator allowed students to take home printed test items, reading passages, writing prompts, or scratch paper that was used during the test, or the administrator failed to otherwise securely store test materials. A student copied, discussed, or otherwise retained test items, stimuli, reading passages, writing prompts, or answers for any reason. **Note:** This does not include student logon information.

○ A student retained scratch paper and had it during the same test in a subsequent testing session.

**Provide a brief description that supports the testing issue reason selected.**

**Incorrect SSID**

Student(s) accidentally took a test associated with a different student’s SSID.

**Please select one of the following test statuses for the student(s) who unintentionally used another student’s(s’) SSID.**

○ Test not completed
○ Test completed

**Completed tests can either be reset to allow the student to start a new test from the beginning or the assessment results can be associated with the SSID of the correct student. Which option would you like?**

○ Reset the test and allow the student(s) to start a new test

○ Associate the assessment results with the SSID of the student(s). **Note:** Only select this option if you know the incorrect SSID(s) and the correct SSID(s).

**Note:** The LEA will receive an approval email. Retain the approval email sent by ca-assessments@ets.org. The approval email indicates that the incident is approved for further processing, and the LEA must call CalTAC to complete the manual process. The LEA ELPAC coordinator must contact CalTAC by phone at 800-955-2954 or email at caltac@ets.org and confirm details of the incorrect SSID, correct SSID, result ID, and test status information associated with this incident. This must be done within **one business day** to report the issue.

**Provide a brief description that supports the testing issue reason selected.**
Student Cheating or Accessing Unauthorized Devices

A student cheated or accessed unauthorized electronic devices such as a cell phone during testing.

Please select the description that best applies to the kind of student cheating or accessing of unauthorized devices that occurred.*

Note: If a student used an electronic device after the testing session was completed, it is not necessary to report this as an irregularity. However, if the student was actively engaged in a testing session or the student completed testing but the LEA can verify that the device was being used to help other students who were engaged in a testing session, then an irregularity notation will be included on the SSR.*

- Student(s) cheated or provided answers to each other, including passing notes or giving help to other students during testing.
- Student(s) accessed or used unauthorized electronic equipment (e.g., cell phone, tablet, or smartwatch) during the testing event.
- Student(s) accessed the internet or any unauthorized software or applications during the student’s(s’) testing event.

Provide a brief description that supports the testing issue reason selected.

Student Disruption

Student(s) made distracting gestures or sounds or talked during the test session, creating a disruption for other students.

Provide a brief description that supports the testing issue reason selected.

Validity Issue

A test examiner coached or provided answers, modified student responses, or allowed unauthorized access to student tests.

Please select the description that best applies to the kind of validity issue that occurred.*

- A test examiner or teacher provided coaching or any other type of assistance to students that may have affected the responses.
- A test examiner provided students with nonallowable materials or devices or nonprescribed accommodation during test administration.
- Someone other than the student had access to the test (unless identified as an allowable accommodation in the student’s IEP).
- A test examiner or coordinator modified student responses or records at any time.

Provide a brief description that supports the testing issue reason selected.
Appendices | How to Look Up Student Information in the Completion Status System

**Restore from Reset**

A test was reset in error because of a mistakenly submitted Reset Appeal and needs to be restored.

Provide a brief description that supports the testing issue reason selected.

**Data Entry Issue**

An error was made entering information into the DEI (by the test examiner) or the TDS, by the test examiner in the student interface.

Please select the description that best applies to the condition(s) associated with the data entry issue.*

- The student’s assessment must be reopened in the DEI or the TDS. Selected item responses can be updated. However, if an item response was entered inadvertently, then a Reset Appeal should be requested instead.
- The student’s assessment must be reset in the DEI. All of the student’s responses must be reentered.

Provide a brief description that supports the testing issue reason selected.

**Irregularity Flag Submitted in Error**

There was an Appeal submitted earlier with an incorrect irregularity flag that needs to be revoked.

Provide a brief description that supports the testing issue reason selected.

**Other Issues**

Testing issues occurred that are not listed above.

Does this testing issue need an irregularity flag?

- Yes
- No

Provide a brief description that supports the testing issue reason selected.
## Appendix E. STAIRS Applicable Testing Incidents

### Accessibility Issue—All Domains Online (Except K–2 Writing)

(RESET or No Appeal)

- A designated support or accommodation required by the student’s IEP or Section 504 plan was set incorrectly and needs to be changed.
- A designated support for a student without an IEP or Section 504 plan was set incorrectly and needs to be changed. The testing event will result in a Reset Appeal if the student has completed no more than six questions in the Listening or Reading domains or three questions in the Speaking domain or two questions in the Writing domain. **Note:** (An irregularity notation will be included on the SSR.)

### Domain Exemptions or Incorrect Alternate Assessment—All

(RESET or No Appeal)

- The student did not receive a domain exemption or an alternate assessment as prescribed by the student’s IEP or Section 504 plan.
  
  **Note:** After submitting the STAIRS case, the LEA should make appropriate updates in the student’s test assignments page in TOMS.
- The student received a domain exemption or an alternate assessment that was not prescribed by the student's IEP or Section 504 plan.

### Accidental Summative Access—All Domains Online (Except K–2 Writing)

(RESET or No Appeal)

- The Summative ELPAC was administered unintentionally, instead of the practice test.
- The testing event would result in a Reset Appeal if the student has completed no more than six questions in the Listening or Reading domains or three questions in the Speaking domain or two questions in the Writing domain. **Note:** An irregularity notation will be included on the SSR.

### Administration Error—All

(No Appeal)

- 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.
- Incorrect instructions were given that were not corrected prior to testing.
- A test examiner’s username or password was shared (via email or otherwise), including with other authorized users.

**Note:** This requires an irregularity notation to be included on the SSR.
Disruption or Technical Issue—All  
**GRACE PERIOD EXTENSION or No Appeal**

- There was a disruption to a test session, such as a technical difficulty, fire drill, schoolwide power outage, earthquake, or other act beyond the control of the test examiner. *(Grace Period Extensions can only be submitted for the Reading and Listening domains of online tests.)*

**Note:** If the test is still in a Paused status, having the test examiner open a new testing session may be all that is needed for students to continue testing. Grace Period Extension is not applicable to Speaking and Writing domains online or to all domains for paper-based tests.

Exposing Secure Materials—All

- An adult or student posted items or test materials on social media (e.g., Twitter, Facebook, Instagram, etc.).

- An adult or student took test materials home, or an administrator allowed students to take home printed test items, reading passages, writing prompts, or scratch paper that was used during the test, or failed to otherwise securely store test materials. The adult or the student copied, discussed, or otherwise retained test items, stimuli, reading passages, writing prompts, or answers for any reason. *(An irregularity notation will be included on the SSR if a student is the source of breach.)*

**Note:** This does not include student logon information.

- The student retained scratch paper used in a test and had it during subsequent testing. *(An irregularity notation will be included on the SSR.)*

- An adult shared secure test materials (such as the writing prompts, test items, or reading passages) with the media, or media were allowed to observe a secure test administration.

Incorrect Statewide Student Identifier (SSID)—All  
**RESET or SWAP or No Appeal**

- A test administrator or test examiner accidentally provided a student access to another student’s work or responses (accidental SSID swap).

**Note:** Only completed tests can be associated with different SSIDs. Incomplete tests must be reset through a Reset Appeal request. All reset tests require an irregularity notation to be included on the SSR.

The process for SSID swap for completed online tests requires that after a \textsc{STAIRS/Appeals} request is submitted, the LEA ELPAC coordinator contact CalTAC by phone at 800-955-2954 or email at caltac@ets.org and confirm details of the incorrect SSID, correct SSID, result ID, and test status information associated with this incident to complete the process **within one business day.**
Appendices | STAIRS Applicable Testing Incidents

Cheating or Accessing Unauthorized Devices—All
(No Appeal)

- A student cheated or provided answers to other students, including passing notes, giving help to other students during testing.
- A student accessed or used unauthorized electronic equipment (e.g., cell phone, tablet, or smartwatch) during the student’s individual testing event—includes accessing the internet or any unauthorized software or applications.

**Note:** If during a testing session, a student used an electronic device after testing is completed, it is not necessary to report this as an irregularity. However, if the student was actively engaged in a testing session or the student completed testing but the LEA can verify that the device was being used to help other students who were engaged in a testing session, then an irregularity notation will be included on the SSR.

Student Disruption—All
(No Appeal)

- Student(s) made distracting gestures or sounds or talked during the test session, creating a disruption in the test session for other students.

**Note:** The testing event requires an irregularity notation to be included on the SSR.

Test Expiration or Accidental Submission—All Domains Online
(Except K–2 Writing)
(RE-OPEN)

- A student or a test examiner accidentally submitted the domain prior to completion.
- A student did not complete a test before it expired.

Validity Issue—All
(No Appeal)

- A test examiner or teacher provided coaching or any other type of assistance to students that may have affected the responses.
- A test examiner provided students with nonallowable materials or devices or a nonprescribed accommodation (i.e., not in the student’s IEP or Section 504 plan) during test administration.
- A test examiner or coordinator modified student responses at any time.

**Note:** All the above-mentioned testing incidents under Validity Issue require an irregularity notation to be included on the SSR.
- Someone other than the student had access to the test (unless identified as an allowable accommodation in the student’s IEP).
Administered Incorrect Assessment—All  
(RESET or No Appeal)
• A student was administered an assessment for the wrong assessed grade level and outside the prescribed grade span.

Data Entry Issue—Data Entry Interface (DEI)—Online (Speaking Domain only) and Paper-Based Tests (All Domains for Grades 3–12)  
(RE-OPEN or RESET)
• While entering information from a student’s paper answer booklet or from a student score sheet into the DEI, an error was made and all of the student’s responses must be reentered (Reset).
• While entering information from a student’s paper answer booklet or from a student score sheet into the DEI, an error was made, and selected student responses must be reentered (Re-open).

Restore from Reset—Online Only (All Domains Except K–2 Writing)  
(RESTORE)
A test was reset in error, because of a mistakenly submitted Reset Appeal, and needs to be restored.

Note: LEA ELPAC coordinator must contact CalTAC by phone at 800-955-2954 or email at caltac@ets.org requesting to submit a STAIRS case for this testing incident on behalf of the LEA.

Irregularity Flag Submitted in Error—All  
(No Appeal)
During the existing test administration year there was an Appeal submitted earlier with an incorrect irregularity flag that needs to be revoked.

Note: LEA ELPAC coordinator must contact CalTAC by phone at 800-955-2954 or email at caltac@ets.org requesting to submit a STAIRS case for this testing incident on behalf of the LEA.

Other Issues—All  
(No Appeal)
This includes any testing event that is not listed in the existing STAIRS/Appeals System for Summative ELPAC tests and needs to be reported. The testing event may require an irregularity notation be included on the SSR.

Note: LEA ELPAC coordinator must contact CalTAC by phone at 800-955-2954 or email at caltac@ets.org requesting to submit a STAIRS case for this testing incident on behalf of the LEA.
## Appendix F. Reasons for Appeal Types in the Appeals System

<table>
<thead>
<tr>
<th>Appeal Type</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Re-open Test</strong></td>
<td>A student or test examiner accidentally submitted the domain prior to completion. <strong>Note:</strong> Applicable for all domains online except the kindergarten through grade two for Writing domain.</td>
</tr>
<tr>
<td><strong>Re-open Test</strong></td>
<td>A student started a test for a domain and did not complete the test before it expired. <strong>Note:</strong> Applicable for all domains online except the kindergarten through grade two for Writing domain.</td>
</tr>
<tr>
<td><strong>Re-open Test</strong></td>
<td>While entering information from a student’s paper answer booklet into the DEI, an error was made, and selected student responses must be reentered. <strong>Note:</strong> Applicable for the Speaking domain online for kindergarten through grade twelve and all domains for paper-based tests for grades three through twelve.</td>
</tr>
<tr>
<td><strong>Reset Test</strong></td>
<td>A designated support or accommodation required by the student's IEP or Section 504 plan was set incorrectly and needs to be changed. <strong>Note:</strong> Applicable for all domains online except the kindergarten through grade two for Writing domain. Grade, alternate assessment, domain exemption, IEP, and primary disability fields are locked on the first testing event for the student between ELPAC or CAASPP assessments, whichever is first. Please contact CALTAC by phone at 800-955-2954 to unlock all the fields for the domain(s) tested on paper by the student. If the student tested in all domain(s) or content area(s) in ELPAC and CAASPP assessments, the LEA needs to submit STAIRS cases for all the testing opportunities.</td>
</tr>
</tbody>
</table>
### Reason for Appeal Types table (continuation one)

<table>
<thead>
<tr>
<th>Appeal Type</th>
<th>Reason</th>
</tr>
</thead>
</table>
| Reset Test  | A student without an IEP or Section 504 plan has an incorrect designated support that needs to be changed or deleted. The student has completed no more than six questions in the Listening domain or three questions in the Speaking domain or six questions in the Reading domain or two questions in the Writing domain. This needs an irregularity notation to be included on the SSR.  
**Note:** Applicable for all domains online except the kindergarten through grade two Writing domain.  
Grade, alternate assessment, domain exemption, IEP, and primary disability fields are locked on the first testing event for the student between ELPAC or CAASPP assessments, whichever is first. Please contact CALTAC by phone at 800-955-2954 to unlock all the fields for the domain(s) tested on paper by the student.  
If the student tested in all domain(s) or content area(s) in ELPAC and CAASPP assessments, the LEA needs to submit STAIRS cases for all the testing opportunities. |
| Reset Test  | The student did not receive a domain exemption or alternate assessment as prescribed by the student’s IEP or Section 504 plan.  
**Note:** Applicable for all domains online except the kindergarten through grade two Writing domain.  
Grade, alternate assessment, domain exemption, IEP, and primary disability fields are locked on the first testing event for the student between ELPAC or CAASPP assessments, whichever is first. Please contact CALTAC by phone at 800-955-2954 to unlock all the fields for the domain(s) tested on paper by the student.  
If the student tested in all domain(s) or content area(s) in ELPAC and CAASPP assessments, the LEA needs to submit STAIRS cases for all the testing opportunities. |
| Reset Test  | The Summative ELPAC was administered unintentionally, instead of the practice test. The student has completed no more than six questions in the Listening domain or three questions in the Speaking domain or six questions in the Reading domain or two questions in the Writing domain. This needs an irregularity notation to be included on the SSR.  
**Note:** Applicable for all domains online except the kindergarten through grade two for Writing domain. |
### Reason for Appeal Types table (continuation two)

<table>
<thead>
<tr>
<th>Appeal Type</th>
<th>Reason</th>
</tr>
</thead>
</table>
| **Reset Test** | A student was administered an assessment for the wrong assessed grade level and outside the prescribed grade span.  
**Note:** Applicable for all domains online except the kindergarten through grade two for Writing domain. |
| **Reset Test** | A student accidentally took a test associated with another student’s SSID. This needs an irregularity notation to be included on the SSR.  
**Note:** Applicable for all domains online except the kindergarten through grade two for Writing domain. |
| **Reset Test** | While entering information from a student’s paper answer sheet into the DEI, an error was made and all of the student’s responses must be reentered.  
**Note:** Applicable for the Speaking domain online for kindergarten through grade twelve and all domains for paper-based tests for grades three through twelve. |
| **Restore Test (from Reset)** | A test was reset inappropriately or in error. A Restore Appeal is not applicable for the Writing domain for the kindergarten through grade two paper-pencil test. The LEA ELPAC coordinator must contact CalTAC to submit a Restore Appeal on behalf of the LEA. |
| **Grace Period Extension** | The 20-minute pause rule for the Listening and Reading domains online was exceeded because of disruptions to a test session beyond the control of the test administrator such as a technical difficulty, fire drill, earthquake, or schoolwide power outage. |