AP Chinese and Japanese Exams on CD

Introduction:
Since much of the preparation for and administration of the AP Chinese Language and Culture and AP Japanese Language and Culture Exams on CD differ significantly from those of paper-based AP Exams, this section will be the primary source of information for you and your proctors. However, the information regarding exam security, testing incidents, and ordering, receiving, and returning exam materials remains consistent with other AP Exam policies. You will need to refer to these sections as required. This section will help you:

- understand policies and procedures specific to Exams on CD
- track the dates, deadlines, and key tasks necessary to administer the exams
- select and prepare testing sites
- select and train proctors
- prepare students
- administer Exams on CD, including exams for students with College Board–approved testing accommodations
- report incidents
- return student exam responses
- return exam materials

Alternate procedures are provided in this section, where applicable, in the event that problems arise during the setup process or during the exam. Troubleshooting tips are available at the back of this section to help you resolve technical problems. Finally, you can always call Technical Support at 609 734-1794 (8 a.m.–8 p.m. ET, Mon.–Fri.) or e-mail APiBTTech@ets.org.

Hardware/Software and Technical Configuration Requirements

Each of your testing computers must meet minimum hardware and software requirements in order to administer AP Chinese and Japanese Exams. If you haven’t already done so, check your testing computers against these requirements. E-mail APiBTTech@ets.org if you have any questions about meeting these requirements.

<table>
<thead>
<tr>
<th></th>
<th>Operating System Supported (must be U.S. English version)</th>
<th>Minimum RAM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Microsoft® Windows® 2000 Professional (SP4)</td>
<td>256 MB</td>
</tr>
<tr>
<td></td>
<td>Microsoft Windows XP Professional or Home Edition</td>
<td>512 MB (recommended)</td>
</tr>
<tr>
<td></td>
<td>Microsoft Windows Vista Home Basic</td>
<td>512 MB</td>
</tr>
<tr>
<td></td>
<td>Microsoft Windows Vista Home Premium/Business/Ultimate</td>
<td>1 GB</td>
</tr>
</tbody>
</table>

**Note:** The Apple Mac® and iMac computer systems are not supported for 2009. Variations in Input Method Editor (IME) features between Windows and Mac have been found to create significant differences in the testing experience that would compromise the validity of the exam if offered on both platforms. The College Board will continue analysis to determine if supporting the Mac operating system is feasible for future administrations.

<table>
<thead>
<tr>
<th></th>
<th>Minimum Processor: Pentium IV 1GHz</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Free Disk Space: 500MB</td>
</tr>
<tr>
<td>3</td>
<td>Video Card: Must support a resolution of 1024 x 768 with at least 32-bit color depth.</td>
</tr>
<tr>
<td>4</td>
<td>Monitor:</td>
</tr>
<tr>
<td></td>
<td>CRT</td>
</tr>
<tr>
<td></td>
<td>LCD</td>
</tr>
<tr>
<td>5</td>
<td>CD-ROM Drive: Autorun function enabled</td>
</tr>
<tr>
<td>6</td>
<td>USB Port: (1.1 or 2.0) to copy exam results to USB drive provided by AP Program</td>
</tr>
<tr>
<td>7</td>
<td>Sound Card: 44.1 KHz (or better) sample rate</td>
</tr>
<tr>
<td>8</td>
<td>Headset requirements: Schools must use either Koss SB/45 headsets or Califone 3066AV headsets for each student testing. Headsets may be ordered from these Web sites: <a href="http://www.koss.com">www.koss.com</a> <a href="http://www.califone.com/earphones/3066AV.php">www.califone.com/earphones/3066AV.php</a></td>
</tr>
</tbody>
</table>
10 Internet Connectivity: Internet connectivity is not required on testing computers for the exam delivery. However, if Internet connectivity is available, it will facilitate returning exam responses for scoring.

11 The following Input Method Editors (IMEs) are required:

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Input Language</th>
<th>Keyboard Layout/IME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows XP</td>
<td>Chinese (PRC)</td>
<td>Microsoft Pinyin IME 2003 or Pinyin IME 3.0</td>
</tr>
<tr>
<td></td>
<td>Chinese (Taiwan)</td>
<td>Microsoft New Phonetic IME 2002a or 2003</td>
</tr>
<tr>
<td></td>
<td>Japanese</td>
<td>Microsoft IME Standard 2002 version 8.1 with Microsoft IME Natural Input 2002 version 8.1</td>
</tr>
<tr>
<td>Windows 2000</td>
<td>Chinese (PRC)</td>
<td>Microsoft Pinyin IME 2003 or Pinyin IME 3.0</td>
</tr>
<tr>
<td></td>
<td>Chinese (Taiwan)</td>
<td>Microsoft New Phonetic IME 2002a or 2003</td>
</tr>
<tr>
<td>Windows Vista</td>
<td>Chinese (PRC)</td>
<td>Microsoft Pinyin IME 10.0</td>
</tr>
<tr>
<td></td>
<td>Chinese (Taiwan)</td>
<td>Microsoft New Phonetic IME 10.0</td>
</tr>
<tr>
<td></td>
<td>Japanese</td>
<td>Microsoft IME 10.0</td>
</tr>
</tbody>
</table>

Note: If East Asian languages are not already installed on Windows XP or Windows 2000 Professional systems, then the IME installation will require the Windows installation CDs.

12 Technical Configuration Requirements

Schools should review the following guidelines to help prepare testing computers for AP Chinese and Japanese exam delivery. Implementation of some computer configurations may require assistance from technical staff at your school.

1. Administrator Rights: A Windows user account with local administrator rights is required to install and operate AP Chinese and Japanese testing software on each computer. Users running Windows Vista must ensure that the User Account Control (accessible at Control Panel → User Accounts → Turn User Account Control ON or OFF) is turned OFF during CD installation.

2. IME Configurations: IME configurations are specific to a Windows user account. To ensure that IME configuration settings are preserved in the system, you must use the same Windows user account for running both the Setup and Exam CDs.

3. Desktop Security Configurations: Disable any desktop security software/hardware configurations such as Centurion Guard, Deep Freeze, Drive Shield, Clean Slate, Fortress, ProtectON, etc., that are designed to erase a software installation after a system reboot or at a scheduled time. Failing to disable such security configurations may result in the loss of student exam responses.

4. Windows Power Options: Configure workstation Power Options so that the hard disk stays ON and the systems will not go into standby mode.

5. Desktop Screen Savers: Workstation desktop screensavers should be disabled to ensure that they do not become active during the exams and cause an interruption.

6. Dual Monitors: Because the normal desktop and taskbar cannot be suppressed on both monitors, dual monitors are not supported.

7. Widescreen Monitors: To ensure that exam material is displayed legibly without any distortion, configure any widescreen monitors to display with an aspect ratio of 4:3.

8. Microsoft Windows Updates (Automatic Updates): Configure these updates so the computer does not automatically reboot during the exam delivery, even if updates are applied.

9. Applications: For security reasons the following applications, if running on the testing workstations, will not allow the exam to launch: MSN Messenger, Deep Freeze, Drive Shield, Clean Slate, Fortress, SnagIT, and Windows Help Center.

Microsoft IMEs

Microsoft Input Method Editors (IMEs), which are part of the Windows operating system, are required for administration of the AP Chinese Language and Culture and AP Japanese Language and Culture Exams. The necessary IMEs (see Hardware/Software and Technical Configuration Requirements) will need to be enabled on all workstations that will be used to administer the exam. If this has not already been done, when you run the Setup CD that you receive to install exam software, the Setup CD will guide you through the process. (If East Asian languages are not already installed on a Windows XP or Windows 2000 Professional workstation, then you will need to use the Windows installation CDs in conjunction with the Setup CD. Check with your Information Technology staff to prepare for this.) Students must be prepared to type their responses in the exam using this software. Reference guides, keyboard maps, or other typing instructions are not permitted during the exam.
Ordering Exams

You can order AP Chinese and Japanese Exams online at the same time and at the same Web site that you order all other AP Exams: www.collegeboard.com/school. Once you order the exams, you will receive a separate shipment of AP Chinese and Japanese Setup CDs in advance of the administration. Setup CDs are required for preparing testing computers to deliver the exams. The earlier the exams are ordered, the sooner you will be able to ready your computers for testing, and provide an opportunity for your students to practice with the sample exam questions. To ensure that you receive the Setup CDs by April 3, it is strongly recommended that you place your exam order by March 11. If you plan to order these exams for students with disabilities, please call the SSD office immediately to advise of ANY students taking Chinese or Japanese with accommodations.

Setup CD Shipment
The Setup CD shipment contains one AP Chinese and Japanese Setup CD for each exam ordered online. You will use the AP Chinese and Japanese Setup CD to:

1. install the software required for each computer to deliver the exams
2. confirm that required IMEs are enabled and configured properly
3. check that the headset and microphone function properly
4. check that monitors can be set to the correct resolution
5. allow students to practice with sample exam questions
6. install screen magnification software for students who have been approved for this accommodation

Exam Shipment
The AP Chinese and Japanese Exam CDs will be shipped separately from your order of paper-based exam shipments in April 2009. In addition to one Exam CD for each exam ordered, you’ll receive:

1. Two USB Drives: USB drives (also known as flash or jump drives) are data storage devices that plug into USB (universal serial bus) ports found on most computers. If you are unable to return student responses via the Internet, you will use one of the supplied USB drives to collect student responses from individual testing computers for subsequent return for scoring. Use only the USB drives provided by the College Board for this purpose. Remove the shrinkwrap from the USB drives ONLY if you need them. Returning sealed, unused USB drives will provide confirmation upon return that your students’ responses have been uploaded via the Internet, and it will facilitate processing of your shipment.
2. AP Chinese and Japanese Student Response Return Envelope: The envelope should be used to return all USB drives, used and unused.
3. Return Shipping Materials, if you ordered AP Chinese and Japanese Exams only.

After receiving the Exam CD shipment, follow the instructions in this manual for checking the exam shipment (page 28) and storing exam materials securely before the administration (page 30).

Headsets
Schools must use either Koss SB/45 headsets or Califone 3066AV headsets for each student testing. Using an unapproved headset may jeopardize the quality of the students’ exam responses. Headsets may be ordered directly from the manufacturers at the following Web sites, or check the Web for availability from other retail sources.
http://www.koss.com
http://www.califone.com/headphones/3066AV.php

Preparing Computers to Administer the Exams
The only advance preparation required to administer AP Chinese and Japanese Exams is to run the Setup CD at least once prior to exam day, on each computer that will be used for testing. You will need local administrator rights to install the software contained on the Setup CD. You should also confirm that the Windows operating system installation CDs are available for all of the testing computers, as they may be needed to install support for East Asian languages. Confirm that each workstation’s CD-ROM drive and power switch are physically accessible.

Depending on the number of students testing and your school’s resources, you may choose to run the Setup CD yourself, request the services of your school or district IT technician, or have the students run the Setup CD during a combined installation/practice session. If you plan to have students run the Setup CDs in one session, followed by a practice session, please keep in mind the following:

1. Be sure to have the computers logged on to the same Windows user account with administrator rights that was used during setup to ensure that the IME configuration works properly before the students access them. Some schools have found it useful to establish a dedicated user account expressly for exam setup and administration.
2. Follow the instructions for the initial Setup CD installation (pages 55–57), with all students performing the same tasks on the same screens at the same time. This will minimize errors and confusion.
3. The computers will have to restart during the setup process. Students will have to log in again after the restart, which will require the user name and password with administrator rights a second time.
4. It is critical to enter the correct six-digit school code during the initial Setup CD installation to ensure accurate processing of your students’ responses. Use the code for the school ordering and administering the exams, even if you have students from other schools testing at your site.
Passwords and Administrator Override

AP Coordinators and proctors will be required to enter the administrator password to access the Administrator Utilities functions on the Setup and Exam CDs (see below), to enable computer delivered testing accommodations, or to interrupt an exam. Do not share this password with students.

- Setup CD password: setup
- Exam CD password: E-mailed to Coordinators when AP Chinese or Japanese Exam orders are processed, shipped, and received.

The Administrator Override (CTRL+SHIFT+? followed by the administrator password) is used to stop or pause the exam and the sample exam. Note that the Administrator Override cannot be used in the audio portions of the exams. If you must stop the exam during the listening or speaking tasks, eject the CD.

Setup CD Instructions

The procedures for preparing your computers for testing, are outlined below. Installation and verification (pages 55–57) should be completed before exam day on each computer that will be used for testing. Launching a sample exam (pages 57–59) can provide additional assurance that the computer is ready to deliver the exam/s, but is not a required technical preparation step. A sample exam can be launched immediately after setup, or any time after.

Note: After the initial setup, if the Setup CD is run again on your computers, you will bypass the installation screens and go straight to step 9.

Installation and Verification

1. Close all applications before beginning installation. Place the CD into the CD drive of the computer. The CD should run automatically. A pop-up window with a dark blue background will appear. This may take a few moments.

   - Type Y for Yes and press ENTER.
     - If the software does not run automatically, refer to troubleshooting tip 1 on page 66.

2. The screen will indicate that the AP Exam software files are being copied. When the installation is complete, you will see a full-screen display with a light blue background.

3. You will be asked to enter your six-digit school code. It is critical to enter the correct code for your school. If another school is ordering your exams, the code you enter should be that of the school ordering the exams. The information will be used to ensure that your students' responses are correctly stored and processed.
   - Type [your 6-digit school code]. Click OK.
     - If you make a mistake during installation and need to change the school code, you may do so later, using the "Administrator Utilities" described above.

4. The screen will indicate that the AP Exam software will automatically return responses for scoring over the Internet.
   - Click OK.

5. You will be asked if this computer will be used by a student who has been approved by the AP Program for the screen magnification testing accommodation, which requires an additional software installation.
   - Click Yes if you wish to skip installation of the screen magnification software at this time and continue setup with step 6.
   - Click No ONLY if you have a student approved to test with this accommodation, you have designated this computer for the student, and you would like to install the screen magnification software at this time. In this case, the software installation will begin.
     - Note: You will also have the option to install this software later, if it is required. If you choose to install the screen magnification software after setup has completed, click on the Administrator Utilities button, enter the administrator password ("setup"), and click on the Install ZoomText option.

6. The screen will display a message indicating that the IME (Input Method Editor) configuration will begin.
   - Click OK.

Administrator Utilities

The Administrator Utilities screen provides functions, such as exiting the CD, that may be needed during setup or on exam day. AP Coordinators, proctors, and school IT technicians can access these functions by clicking the Administrator Utilities button at the bottom of each installation and student information registration screen, and entering the administrator password. You may need to access the Administrator Utilities to:

- install ZoomText screen magnification software
- copy results from the computer to a USB drive for recovering an interrupted exam
- copy results from a USB drive to a computer for recovering an interrupted exam
- copy results to a USB drive for return to AP Services
- change school code, Internet usage, and automatic/manual IME settings
- exit the Setup or Exam CD
7. IME installation begins. This process varies depending on the Windows version on your computer, as well as any previously installed language support.

Various Windows dialogs may appear, but they will not require any input from you unless you need to install East Asian languages support (see below.)

- **Windows 2000 and Windows XP Users:**
  If East Asian languages support is not installed on the computer, you have two options.
  
  **Option 1:** If you already have Windows installation files on the computer’s hard drive, use the “Browse” button to navigate to the correct directory (usually C:\i386), and click OK. Installation will proceed and the Windows operating system CD is not required.
  
  **Option 2:** You will use the Windows CD for installation. Insert the Windows CD and click OK to continue. You may need to provide the correct path to the installation files (usually D:\i386). East Asian languages will be installed from the Windows CD.

  If you used the Windows CD, you will now see the following dialog:

  ![IME configuration error message](image)

  Reinsert the Setup CD and click OK to continue.

  - If any Windows dialogs remain on the screen for more than two minutes, refer to troubleshooting tip 4 on page 67.
  
    If the IME configuration fails, an error message will display. Refer to troubleshooting tip 10 on page 70.

7. After IME installation and configuration, a pop-up message will appear indicating that the computer must be restarted to complete the setup.

  • **Click OK.**

  You will need to log in to Windows with the same user name and password with administrator rights to continue the installation process.

  **Note:** Setup will not start automatically after the computer restarts. After the restart, eject the CD tray and then close it in order to continue the setup process.

  - If your CD drive is not enabled for Autorun, perform the same steps you followed to run the CD in step 1.

9. After the Setup CD is reinserted, a pop-up window with a dark blue background will appear. This may take a few moments. Messages will appear as the CD verifies your installation. No interaction is required.

10. You will again be presented with the IME configuration pop-up message.

    • **Click OK.**

11. The IME configuration process will now proceed. As in step 7, some Windows dialogs may appear, but no interaction is required. If the configuration is successful, you will proceed to the next step.

    - If any Windows dialogs remain on the screen for more than two minutes, refer to troubleshooting tip 4 on page 67.
    
    - If you had a prior technical issue during installation, you may need to follow an alternate path as described in the solution under troubleshooting tip 10 on page 70.

12. You will now be prompted to run some “interactive checks” (i.e., input from you is required) to verify the audio and video settings of the computer.

    • **Click OK.**

13. There are three screens comprising the interactive checks. Click the Run Test button to start the verification test on each screen.

    Results of the test will appear in the “Test Results” panel. If the result indicates that the test passed, click the Next Test button to proceed to the next screen.
Here is Screen 1 of the interactive checks: Verify Java Web Start, Java Runtime Environment, and Input Locale

- Click Run Test.

Blue text will appear in the “Test Results” panel indicating the components that were verified, followed by “Test PASSED.”
- If a verification test fails, text will display (in red type) in the “Test Results” panel, describing the failure. You may attempt to correct the issue and try again, or contact Technical Support.
- Click Next Test to continue.
- If the test for screen 1 fails due to an “unwanted process” error, refer to troubleshooting tip 5 on page 67.

- Click Run Test.

The screen will flash and you will see a white screen with the outline of a red box. If the display is correct, click OK.
- Click OK.

Interactive Check Screen 2 will reappear, and blue text should appear in the results panel indicating that a driver was successfully loaded, followed by “Test PASSED.”
- Click Next Test to continue.
- If the white display does not appear satisfactory, select Fail and adjust the display. Consult your monitor’s user guide to adjust the horizontal or vertical settings.
- If the text on the white screen appears upside down, follow troubleshooting tip 5 on page 68.
- If you clicked OK on the white screen, but the test failed, contact Technical Support.

15. Interactive Check, Screen 3—Audio Recording and Playback.

This test consists of three activities: calibrating the microphone, recording a speech sample, and playing back that sample. You will hear some audio instructions, and see pop-up direction screens during these activities.
- Click Run Test.

Microphone calibration: You need to speak clearly into the microphone and continue speaking until the next message appears.
- Click OK to begin microphone calibration.

After successful microphone calibration, click OK.

You will be prompted to record a speech sample. The Playback Check pop-up window will appear.
- Click OK to play back the speech sample.

As you proceed through the steps, messages will appear in the “Test Results” panel, followed by a final “Test PASSED” message.
- Click Finish to proceed. This concludes the installation and setup.
- If the microphone calibration is unsuccessful, or if the recorded speech sample is not audible and clear, refer to troubleshooting tip 7 on page 68.
- If you clicked OK on the white screen, but the test failed, contact Technical Support.

16. You may now access the sample Student Information registration screens. The registration screens on the Setup CD are for practice only—registration information entered on the Setup CD will NOT be saved.
- If you wish to launch a sample exam now, go to step 5 of Launching a Sample Exam (page 58) and follow all remaining steps.
- If you do NOT wish to launch a sample exam now, click the Administrator Utilities button, enter the administrator password (“setup”), and select the Exit CD option.

Launching a sample exam on the testing computer is the best way to verify that setup was successful. As an alternative, you can exit the CD, eject it, and reinsert it. Then follow steps 1–4 below to verify setup.
- If any of the interactive checks failed, you will not be able to proceed to the Student Information registration screens. You must make any necessary changes and then reinsert the CD to run the interactive checks again.

Launching a Sample Exam

1. After initial setup, you may use the sample exam on the Setup CD to help your students to prepare for the exam. After the Setup CD is inserted, a screen with a dark blue background will appear. This may take a few moments. Messages will appear as the CD verifies your installation. No interaction is required.

2. You will again be presented with the IME configuration pop-up message.
- Click OK.
3. The IME pop-up message will disappear, and the IME configuration process will proceed. As in Step 7 of initial setup, some Windows dialogs may appear, but no interaction is required. Once the configuration is successful, you will proceed to the next step below.

   - If any Windows dialogs remain on the screen for more than two minutes, refer to troubleshooting tip 4 on page 67. If you had a prior technical issue during installation, you may need to follow an alternate path as described in the solution under troubleshooting tip 10 on page 70.

4. You will now be asked whether you wish to run interactive checks again.

   • Click No to proceed.

   - Note: On the actual Exam CDs, this screen will not appear. Instead, students will see the first Student Information registration screen, shown in the next step.

5. You will now see the first of a series of sample Student Information registration screens. If you wish to familiarize yourself with these screens prior to the exam administration, uncheck the “skip registration screens” checkbox before clicking Next.

   Important: The registration screens on the Setup CD are for practice only—registration information entered on the setup CD will NOT be saved.

6. After completing the last Student Information screen, you will see the following confirmation screen:

   • Click Continue to proceed.

   - If registration screens were skipped, then this screen will show only the AP number and student name fields.

7. Chinese Exam Launch: After the confirmation screen, students taking the Chinese exam will see a screen titled “Typing Options for the Writing Part of the Exam.” On exam day, students who intend to use the Pinyin input method in the Writing part will use the IME toolbar on this screen to indicate whether they want to type responses in simplified characters or in traditional characters (see “Output Options for Typing Chinese Text” on page 59.) Note that this screen is intended to practice the Pinyin IME option only.

Select either Chinese or Japanese from the “Select a Sample Exam” dropdown menu. (This choice will not be available on Exam CDs, as those CDs deliver only one exam.)

   • Click Next.

   - On the Setup CD, an AP number is pre-filled for practice exams. This number is not the official AP number students will use on exam day. On an Exam CD, the student will provide the assigned AP number.

   - Select the “Check here if you require testing accommodations” checkbox if you wish to view the options for computer-delivered accommodations. Note: Any selections you make will not be saved. You will enable appropriate accommodations on exam day.
• Students should follow the onscreen directions and then click Continue to proceed.

8. This is the final screen on the Setup CD that you will see before the sample exam begins:

• Click Begin Exam to proceed to the sample exam.

Preparing Students for the Exam Using the Setup CD

Schools are encouraged to provide students with the opportunity to practice with the sample exam on the Setup CD before the exam administration. In particular, students must be prepared to type their responses in the exam. Reference guides, keyboard maps, or other typing instructions are not permitted during the exam. Each sample exam takes about two hours to complete.

Sample Exam Information

Practice sessions with students should be held in the school’s computer lab, in a group setting. Please note that:

• The sample exam is not a full-length exam, but does include questions that represent the various parts of the complete exam and function in exactly the same way as the questions students will see on exam day.

• All directions screens in the sample exam are taken from the full-length exam so that students can see exactly what the full-length exam will include. Consequently, some details, such as references to the number of questions and approximate administration time, will not match the sample exam.

• The sample exam includes a Section Exit button which is provided to enable skipping ahead to practice different parts of the exam or to exit the CD during the sample exam. The Section Exit button will not appear in the regular exams.

• An administrator can interrupt a sample exam using the administrator override.

Sample Student Information

Registration Screens

Sample student information registration screens follow the AP Exam software installation screens and may be used to help familiarize students with what they’ll see on exam day. The registration screens on the Setup CD are for practice only—registration information entered on the Setup CD will NOT BE saved. Students may also elect to skip the sample student information screens and launch the sample Chinese or Japanese exam.

AP Chinese Language and Culture Exam: Options for Chinese Text

Students have some choices for reading and writing in Chinese. The options students select have no effect on their grades. This information is clearly described in the exam directions; students should be encouraged to read this information carefully. The options students have are briefly outlined here:

Display Options for Reading Chinese Text (students can change during exam):

Throughout the exam, whenever Chinese text is displayed for students to read (i.e., each stimulus in the Reading part and one stimulus in the Writing part), they can use a button to toggle between displaying the text in traditional or simplified characters.

Input Options for Typing Chinese Text (students can change during exam):

In the Writing part of the exam, students will be able to choose between two input methods for typing their responses in Chinese. When students reach the Writing part of the exam, they will be able to choose the desired input method by selecting Pinyin or Bopomofo from a drop-down list.

Output Options for Typing Chinese Text (students must select prior to beginning exam):

If students intend to use the Pinyin input method in the Writing part, they need to decide at that time whether they want to type responses in simplified characters or in traditional characters. On the screen titled “Typing Options for the Writing Part of the Exam”, they can locate the IME toolbar on this screen and use the button labeled 简 (or 繁) to select either simplified (简) or traditional (繁) characters. They will not be able to change this setting after leaving the screen.

Accommodations For Students With Disabilities

Refer to page 72 regarding eligibility for accommodations on AP Exams. Because the AP Chinese and Japanese Exams are delivered and timed at the computer, and include Chinese and Japanese characters, the AP Program must be advised well in advance if a student plans to take either of these exams with any accommodations. Please contact SSD as soon as possible if a student who is approved for accommodations is considering taking the AP Chinese or AP Japanese Exams. Early notification will ensure that appropriate accommodations will be available for your students.
Computer Delivered Testing Accommodations

When SSD has received notification that a student requires testing accommodations on the AP Chinese or Japanese exams, you will be provided with the SSD Guidelines document instructing you how to enable the following computer delivered testing accommodations using the Setup CD and the Exam CD:

- Additional Break
- Adjustable Colors
- Extended Time
- Screen Magnification

Note: The screen magnification software must be installed on the computer before testing. During the Setup CD installation process, you should designate a computer for the student testing with this accommodation.

Exam Day Activities

Review the sections on Preparing Proctors (pages 31–40), and Preparing Testing Rooms for the Exam (pages 32–33) in addition to the following information specific to AP Chinese and Japanese exams.

Testing Environment

Most AP Chinese and Japanese Exams will be conducted in a computer lab. In addition to the guidelines for preparing testing rooms, the following apply specifically for these AP Exams on CD:

- Lighting must enable all students to read the computer screen in comfort. It should not produce shadows or glare on computer screens or writing surfaces.
- In testing rooms where computer tables are at a 90-degree angle, students must not be seated next to each other in the connecting corner. The five-foot (1.5 meter) minimum distance between testing computers must be maintained.
- At each workstation, position the computer monitor, keyboard, and mouse for ease of use without strain. Workstations should be positioned to prevent students from easily viewing the computer screens of nearby stations.
- Workstations must have a minimum writing surface of 12” x 15”.

Administering the Exam

Proctors should review all the material in this manual as well as the exam-specific information in the appropriate AP Examination Instructions book prior to exam day.

- All computers should be logged in with the same Windows user name and password with local Administrator rights that was used for setup.
- If you have any external USB storage devices (such as backup hard drives) connected to testing computers, you must disconnect these devices prior to the start of the exam.
- Photocopy scratch paper on colored paper using the template on page 126, and have available at least three sheets of scratch paper and a pencil for each student.
- Assign computers to the students as they enter the testing room.
- You must use the AP Examination Instructions book to read the instructions at the exam administration. You should also have this manual available in the testing room at the start of the exam.
- Begin the exam at the designated time.

Breaks

There is a scheduled 10-minute break after the completion of the multiple-choice section. Students may reach the break screen at different times. Students should sit quietly and must not leave the testing computer until the proctor tells them to begin the break. All students will begin the break at the same time. The screens are automatically locked during the scheduled break. After the scheduled break, students should verify that the identification information on the screen is correct and wait for instructions to resume the exam.

Students may leave the room briefly during actual testing time (an unscheduled break) to go to the restroom (see page 99). Proctors should use the Administrator Override function to enable the unscheduled break (see Passwords and Administrator Override, page 55.) Remind students that they will not be allowed extra testing time for such an absence. During unscheduled breaks, the time on the computer clock continues to run. Important: Do not permit students to take unscheduled breaks while audio material is playing or when exam directions screens are displayed. (See the SSD Guidelines document regarding approved extra and extended breaks for students with disabilities.)

Handling Questions and Problems

Proctors should assist students who have questions or problems during the exam. Remind students that they may be able to obtain computer-delivered assistance by clicking Help at the top of the screen during the exam. Proctors should do their best to answer questions about exam procedures and directions for using the computer, but they must not answer questions about exam content.
Testing Incidents
Refer to the table on pages 102–107 for the appropriate action to take for each type of testing incident. To file an Incident Report, follow the instructions on page 101.

Resuming or Terminating an Interrupted Exam
An exam may be interrupted by the proctor using the Administrator Override or by a system problem detected by the software (rare). Proctor intervention may be needed if a student is feeling ill, or if the student does not hear the audio playback, for instance, due to a faulty headset.

An interrupted exam can be resumed on the same computer it was started on, or on another computer. If the exam cannot be resumed and the exam session is terminated, the incomplete exam responses must still be returned, either via Internet or USB drive.

Resuming an Interrupted Exam
1. If the exam is interrupted for any reason, the following pop-up message will appear.

   • Click Yes to resume the exam.

2. The status message will appear as follows, with the “Exit CD” and “Copy to USB” buttons available:

To resume the exam on the same computer, click on Exit CD.
Eject the CD and reinsert it. Ensure that the student enters his or her name and AP number correctly on the first Student Information screen and the exam will continue at, or very close to, the point it was interrupted.

To resume the exam on a different computer (due to a suspected hardware problem).
• Click on Copy to USB to restart the exam on a different computer.
Follow the instructions on page 64 for copying the exam results from the computer to a USB drive, and then follow the steps below to copy the exam results from the USB drive to a second computer, where the exam can be continued.

3. Copying Exam Responses from a USB drive to a Computer
Continue with the following steps ONLY if you need to resume an interrupted exam on a different computer, and you have already saved the student's exam responses from the first computer on a USB drive.
First, insert the CD on the target computer.
• When the first Student Information screen appears, click the Administrator Utilities button and enter the administrator password.
On the Administrator Utilities screen, click on the icon shown below:

4. The following screen will appear. The area labeled “USB Drive List” will show the drive letter associated with any USB drive plugged into the computer. If there is no USB drive recognized, the message “(Please insert a USB flash drive)” will appear.

Insert a USB drive and wait a few moments for its drive letter to appear on the screen.
5. Now click on the USB drive letter in order to display the list of exams contained on the selected USB drive, as shown below.

```
USB Drive List

EXAM LIST

Exam List:
13687501--TESTTAKER, JANE

Copy from USB
```

Under “Exam List”, click on the exam you wish to copy to the computer, and then click Copy from USB to start the copy.

6. The pop-up confirmation screen will appear:

```
Please confirm

The exam for 13687501--TESTTAKER, JANE will be copied from USB.
Click "OK" to proceed, or "Cancel" to cancel.

OK Cancel
```

- Click OK to proceed with the copy.

7. The following pop-up message will appear, confirming that the copy has been completed.

```
Information

The exam for 13687501--TESTTAKER, JANE has been copied to this computer.

OK
```

- Click OK to return to the “Copy from USB” screen.
- Click Exit Administrator Utilities to return to the first Student Information screen. Ensure that the student enters his or her name and AP number correctly on the first Student Information screen and the exam will continue at, or very close to, the point it was interrupted.

**Terminating an Interrupted Exam**

1. If the exam is interrupted for any reason, the following pop-up message will appear.

```
AP Number: 13687501
Name: STUDENT, JANE

Options:
- Exit CD -- Use when exam and results upload are both complete.
- Halt Upload
- Copy to USB

Exam Status: Exam interrupted

Exam Status: Exam delivery was interrupted!

Results Upload Status: Results have been uploaded via the Internet.
You may now exit the CD.

Exit CD Halt Upload Copy to USB
```

- Click No to terminate the exam session and upload the results.
  - If a technical problem prevents a restart, contact Technical Support. In the event the exam cannot be restarted, file an Incident Report and contact AP Services to order an exam for late testing.

2. If the Internet is available, the following message will appear once the upload is complete.

```
Exam Status: The exam has encountered an error and is not restorable. Please contact Technical Support for assistance.

Results Upload Status: Results upload was unsuccessful. Please copy results to a USB drive.

Exit CD Halt Upload Copy to USB
```

- Click Exit CD.
  - If the Internet is NOT available, the Results Upload Status will read: “Results upload was unsuccessful. Please copy results to a USB drive.”
  - Click Copy to USB and follow steps 2 through 5 on page 64 for copying exam results to a USB drive.
    - If the results upload is still in progress, the following message may appear, and the “Halt Upload” button will be available:

```
Exam Status: The exam has completed successfully.
Results Upload Status: Results upload was unsuccessful. Please copy results to a USB drive.

Exit CD Halt Upload Copy to USB
```

This message will automatically change once the upload completes. If the upload takes more than a few minutes to complete, depending on your Internet connectivity, you may wish to halt the upload. You will then be required to copy these exam results to the USB drive provided by the AP Program. Follow the instructions beginning on page 64.
Completing the Exam and Dismissing Students

As each student completes the exam, proctors should collect the scratch paper and check each computer to ensure that the exam has been completed. The final screen on the computer (see following screen) will let the proctor know if the exam responses are being uploaded automatically via the Internet.

Alternatively, the proctor must copy the responses using the USB drive included in the Exam CD shipment. (See Return Exam Results below.) All students must be dismissed from the testing room at the same time. No one may leave early except in cases of illness or misconduct. If a student finishes before the end of the testing time, he or she must sit quietly until all students have finished and everyone is dismissed. The proctor should remind students to retrieve their personal belongings.

Used scratch paper should be destroyed immediately after the exam, unless it will be submitted as part of an Incident Report (IR). Used scratch paper associated with an IR should be sent to the AP Program in the Incident Report return envelope, along with the original copy of the IR. Keep a copy of the Incident Report for your records.

Post-Exam Activities

Return Exam Results

If the testing computer is connected to the Internet, the exam responses will automatically upload to the AP Program during the exam. At the end of the exam administration, a screen will advise the proctor regarding the status of the upload to the Internet. If the Internet cannot be used to collect student responses, a screen will prompt the proctor to copy the exam responses onto the USB drive provided in the Exam CD shipment.

Return Results via the Internet

1. This is the last screen of the exam. It will dismiss automatically; no interaction is required.

2. The following screen will appear when there is a working Internet connection. The “Exam Status” indicates that the exam completed, and the “Results Upload Status” indicates that results have been successfully uploaded.

- Click on Exit CD.

  If the results upload is still in progress, the following message may appear, and the “Halt Upload” button will be available:

This message will automatically change once the upload completes. If the upload takes more than a few minutes to complete, depending on your Internet connectivity, you may wish to halt the upload. However, call Technical Support first; they
Return Results via the USB Drive

1. After the last screen of the exam, if Internet connectivity is not available, the following status message will appear on the status screen:

   • Click on **Copy to USB** to copy the exam results from the computer’s hard drive to a USB drive.

2. This is the first screen in the process for copying exam results from a computer’s hard drive to a USB drive. The area labeled “Exam List” will show the exam results that are on the computer, and available to be copied to a USB drive.
   
   The area labeled “USB Drive List” will show the drive letter associated with any USB drive plugged into the computer. If there is no USB drive recognized, the message “(Please insert a USB flash drive)” will appear.

3. Now click in the Exam List on the exam to be copied, and in the Drive List on the drive letter for your USB drive. Then click **Copy to USB**.

4. The student’s name and the drive letter will appear for confirmation.

   • Click **OK** to proceed with the copy.

5. The following pop-up message will appear confirming that the copy has been completed.

   • Click **OK** to exit the CD.

Insert one of the USB drives you received in your exam shipment and wait a few moments for its drive letter to appear on the screen.

   – If unexpected windows appear after you insert the USB drive, refer to troubleshooting tips 8 and 9 on pages 69–70.
Fee Reduction/Section Designation Form

Coordinators must use a separate form, on page 125 of this book, to:

- indicate which AP Chinese and/or Japanese students are eligible for College Board, federal, and/or state fee reductions.
- assign students to separate class sections, if the school would like to receive separate AP Instructional Planning Reports and student grade rosters for multiple sections.

Place the completed form in the first carton you are returning to the AP Program. Keep a copy for your records.

Cleanup

Schools should leave students' exam responses on their computers' hard drives until at least July 15, 2009. The student responses are encrypted and, therefore, pose no exam security concerns. Postponing cleanup will provide the AP Program with sufficient time to ensure that all student responses from your school have been received and scored. In the event that a student's responses were not received, we will contact you to retrieve the responses from the testing computer's hard drive.

To perform cleanup on each computer:

1) Open Windows Explorer (usually under Start > Programs > Accessories)
2) Click on the C: drive, and navigate to the APExamSoftware directory.
3) Under the APExamSoftware directory, navigate to the ibt subdirectory, and then the bin subdirectory under ibt.
4) Now double-click on the file: uninstall.bat in the bin subdirectory.

This will start the uninstall process. You will be prompted to confirm removal of the software. Type Y for yes, and press ENTER and all AP Exam software and exam responses will be removed from your computer.

Returning Exam Materials

Follow the instructions on pages 109–113 for returning AP Exam materials.
# Troubleshooting Tips

These troubleshooting tips cover issues you may encounter during setup activities performed using the AP Chinese and Japanese Setup CD (tips 2–7), as well as general issues which also apply to exam day activities (tips 1, 8, and 9). Tip 10 addresses failures in IME configuration and describes the procedure for manual IME configuration, which affects both setup and exam day activities.

## 1: CD does not start – Autorun not enabled or working

**Problem:**
If the setup/exam software does not start up automatically after you close the CD drive tray, your computer may not have “autorun” enabled for your CD drive.

**Solution:**
Place the CD into the CD drive and close the CD tray. Follow the steps below to start the setup/exam software:

1. Go to the Windows “START” menu and click on My Computer.
2. Identify the CD drive and double-click to view its contents.
3. Double-click on the START.BAT file in the root directory of the CD.

**Note:** You will need to follow these steps each time you insert the Setup or Exam CD.

**Note:** You should consult your local IT technician about enabling autorun, if possible. You can also refer to the Microsoft knowledgebase article at the following URL: [http://support.microsoft.com/kb/155217](http://support.microsoft.com/kb/155217)

## 2: Setup does not proceed after computer restart

**Problem:**
The setup program does not automatically resume after the computer is restarted during software installation.

**Solution:**
Follow the steps below to continue with the setup:

1. Open the CD tray
2. Ensure that the Setup CD is in the tray
3. Close the CD tray

**Note:** Opening and closing the CD tray is necessary to start the exam software after the computer is rebooted, or any time after the Setup CD is terminated via the “Exit CD” button. If autorun is not enabled for the CD drive, then follow the instructions in tip 1 above.

## 3: Setup fails with a message: keyboard driver installation failed

**Problem:**
The probable cause of keyboard driver installation failure is that the Windows user account used for running the setup program did not have local administrator rights.

**Solution:**
Contact your IT technician and ensure that you are logged on to Windows with a user account that has local administrator rights. Users running Windows Vista must ensure that the User Account Control (accessible at Control Panel > User Accounts > Turn User Account Control ON or OFF) is turned OFF during installation.

If this problem persists, contact Technical Support for assistance.
## 4: Setup program stops during IME configuration

**Problem:**
The automatic IME installation and configuration stops with the Windows IME configuration dialog boxes remaining on the screen for more than two minutes.

**Solution:**
Try pressing the **CTRL** key on the keyboard, or clicking **OK** on any open configuration dialogs.

If this problem occurs each time you insert the Setup CD, contact Technical Support for assistance.

**Note:** If the automatic IME configuration fails, you should see a message. You will then be required to complete IME configuration manually, or reset the installation to attempt automatic configuration again. Contact Technical Support for assistance.

---

## Interactive Checks Failures

If one or more of the interactive checks have failed, you may exit the CD using the following steps:

1. Click the **Administrator Utilities** button at the bottom of the screen.
2. Type in the Setup CD password (**setup**) and click **OK**.
3. Click the **Exit CD** button on the “Administrator Utilities” screen, and attempt to correct the problem.

---

## 5: Interactive Check Failed: Verify Java Web Start, Java Runtime Environment and Input Locale screen

**Unwanted Process Failure:**
The test fails with the following error message displayed in the Test Results panel:

- **Running test, please wait...**
- **[additional messages...]**
- **Process Monitor failed.**
- **ERROR : fgccsrt.EXE**
- **[additional messages...]**

**Found unwanted process: fgccsrt.EXE**

**Test FAILED**

**Solution:**
Identify the unwanted process listed in the bottom line of the error message (e.g., fgccsrt.EXE in the example above). Disable the process/application specified so that it does not run again even after the computer is restarted. It may require you to disable the process/application services within the Windows Control Panel > Services applet so that it is stopped and it does not start automatically after the computer is restarted.

**Note:** Certain processes like MSN Messenger Service, Centurion Guard, Deep Freeze, Drive Shield, Clean Slate, Fortress, etc., should not be running on the computer during exam delivery. Failing to disable these processes/applications may result in the loss of student exam responses.
6: Interactive Check Failed: Verify Resolution Change and Screen Calibration screen

Problem:
The check fails because the text is displayed upside down on the screen.

Solution:
Disable the "rotation" feature of your video adapter.

Certain video adapters provide the capability to rotate the entire display. This feature is not compatible with the exam software, and should be disabled. To disable this feature, navigate to the Windows Control Panel. Double-click on Display, click on the Settings tab, and then click on the Advanced button. A dialog specific to your video adapter will now be displayed. Look for a configuration setting related to "rotation," and make the appropriate selections to disable it.

Figures 1A and 1B show specific configuration dialogs for a popular Intel video adapter. Click on the Intel Extreme Graphics 2 tab and then click the Graphics Properties button (see Figure 1A) to access the dialog box shown in Figure 1B. Next, click on the Display Settings tab and then uncheck the Enable Rotation checkbox to disable screen rotation.

7: Interactive Check Failed: Verifying Audio Recording and Playback screen

Problem:
The microphone calibration is unsuccessful. This is an indication that the software did not register an adequate level of speech for recording. The following message displays:

Loading driver ...
Driver loaded successfully.
ERROR: Original Exception: Couldn't set the input level before timeout expired. Timeout (millis): 30000 CurrentMicLevel: 100
[additional messages…]

Test FAILED

Solution:
Check the following:

• The headsets are plugged in correctly (microphone to microphone port and headset to headset port)
• The microphone is NOT muted
• The sound device mixer volume level sliders are set midway or higher
• You are speaking loudly enough and directly into the microphone
For Windows 2000/XP users only:

If the steps noted above do not solve the problem, ensure that the default device for Sound Playback and Sound Recording selected in Control Panel > Sound and Audio Devices > Audio Tab (see Figure 2) is the device to which the headset is physically connected.

Example: If the headset is connected to the front panel of the computer, ensure that the default device is the sound card front port. If it is connected to the rear port, then the sound card rear port should be selected as the default device.

Alternatively, open Windows' built-in “Sound Recorder” by navigating to the Accessories > Entertainment > Sound Recorder (see Figure 3).

Make the necessary volume level adjustments using sound mixer (see Figure 4) to ensure that you can record a speech sample and subsequently play back the contents so that they are heard clearly and crisply.

Once you establish that the audio recording/playback is working correctly with Windows Sound Recorder, return to the CD to rerun the audio check. First, select the “Use Windows Settings” checkbox at the bottom of the “Verifying Audio Recording and Playback” panel, and then click Run Test. If you are able to pass this check successfully, leave the “Use Windows Settings” checked on this computer.

Note: If you check Use Windows Settings, you should pay close attention to the sound quality during the recording and playback steps in this interactive check.

If you need further assistance, contact Technical Support.

8: Pop-up window displays when a USB drive is inserted

Problem:
Inserting a USB drive into the USB port pops up a window as shown in Figure 5 or 6.

Solution:
Click on the red X at the top right corner of the pop-up window to dismiss the window and proceed with copying the exam results.
9: USB driver installation

**Problem:**
In rare cases, inserting a USB drive into the USB port will prompt the user to install the drivers. See Figure 7.

**Solution:**
Follow the instructions on the screen to install the USB drivers.
You may also be presented with an additional dialog box (see Figure 8) if the driver files you are installing have not passed Windows Logo testing by Microsoft.
The drivers should be installed to make the USB drive operational.

---

10: Automatic IME configuration is unsuccessful

**Problem:**
The automatic IME configuration encountered an error or requested repeated restarts of the computer during IME configuration.
If you see a warning message after several reboot requests (see Figure 9) or an error message (see Figure 10), contact Technical Support.
Solution:
Certain software installed on your computer may cause the IME procedure to fail, or force multiple reboots of the computer. If this occurs, the exam software will inhibit the automatic IME configuration, and display the pop-up message shown in Figure 11, when you next insert the CD. This message will be followed by a special IME verification screen shown below.

Click the Run Test button, and check the “Test Results” panel for any messages, then click Finish to continue.

If the test passed, you will be able to proceed with the remaining interactive checks as described in the setup instructions. However, you should run a sample exam for each language you will be testing to ensure that the IMEs are properly configured.

If this verification step fails, or you find that the IME does not function correctly in the Writing part of the sample exam, you will need to manually configure this computer’s IME. Contact Technical Support for assistance.

The IME verification screen shown above will be displayed each time an AP Setup CD or Exam CD is inserted in a computer that has been through this procedure.