

Dear Colleague,

Today we reached the midway point of the two-week primary administration. We couldn't be more proud of the hundreds of thousands of students who showed up for the opportunity to claim the college credit they worked for all year, despite widespread school closures.

Students have taken nearly 2.2 million AP® Exams, across 15 courses. After the first week of testing, our data show the vast majority of students successfully completed their exams.

However, some students have encountered challenges submitting their responses, and we've been listening closely to each student, parent, or educator who reports a problem. Beginning Monday, May 18, we're changing processes to address some of these concerns.

To help support your students during testing, please share the information below with them.

## Submitting Exam Responses

We share the deep disappointment of students who were unable to submit responses.

- Beginning Monday, May 18, and continuing through the makeup window, there will be a backup email submission process for browser-based exams.
- This option will only be available for students who were not able to submit in the standard process—and they must then email their responses immediately following their exam.
- These students will see instructions about how to email their response on the page that says, "We Did Not Receive Your Response." The email address that appears on this page will be unique to each student.
- Any student testing between May 18–22 who can't successfully upload their response through the exam platform or send it to us by email, will need to request a makeup exam.
- To protect the security and validity of exams, we're unable to accept submissions from students who tested May 11–15. However, these students can feel confident that the email option will be in place for them during the makeup exams.
- Email submissions will not be available for the World Language exams.

## Setting Up Your Students for Success

Given the wide variety of devices, browsers, and connectivity solutions students have access to, we're unable to prevent every possible local error from occurring during the exam. In advance of the administration, we created a [testing guide](#), [Exam demo](#), and [test day checklist](#) to help students avoid potential issues. It's important that students review this information and know to:

- Locate their e-ticket, which is emailed two days before each exam
- Use a recommended browser, update it to the latest version, and disable plugins
- Keep an eye on the time and begin their submission at the 5-minute mark

Additional tips to help your students succeed are available [here](#).

Students taking World Language and Culture exams, which begin on Monday, May 18, must:

- Download the free AP World Languages Exam App (WLEA)
- Set their device to “Do Not Disturb”
- Check to ensure they have enough storage on their device

World Language students should also watch the [exam walk-through video](#), and [check our website](#) for more guidance.

Thank you for all you continue to do to support your students during this challenging time.

With gratitude,

Advanced Placement Program