School Administered ISEE at Home

Webinar Question and Answer Log

1. **How can families sign up for the *ISEE At Home?***

   Families register for the *ISEE At Home* like any other ISEE test by visiting **iseeonline.erblearn.org** and simply selecting an at-home testing option when prompted. For the *School Administered ISEE At Home*, families will register with an event code provided to them by an application school for the purposes of testing directly with that school.

2. **Are test events linked to specific proctors, or can schools create test events and then assign them to any staff member serving as a proctor for ISEE exams?**

   Test events are not specific to any particular proctor. Any proctor with access to the ISEE Administration Portal (**iseeathome.erblearn.org**) can launch test sessions.

3. **Is there training material on identifying irregularities for the proctors?**

   Yes, this information is covered in the *ISEE At Home Administration Manual* available on our website here: **www.erblearn.org/families/isee-at-home/school-administered**.

4. **Is there an opportunity for school proctors to practice administration before an actual test event?**

   There is not currently a way for proctors to launch practice sessions in the testing platform. This is a feature we are looking at adding in the near future, however.

5. **Can international students applying to U.S.-based schools take the *School Administered ISEE At Home?***

   Yes! The *School Administered ISEE at Home* is available anywhere in the world.

6. **What is the website where proctors log in to create tests and launch test sessions?**

The URL for proctors is **iseeathome.erblearn.org**

7. **How far in advance should we advise families to check in for at-home exams? For instance, when should families begin logging in for a 10am exam?**

   We advise having families begin their exam check-in process, including the required system check, 15 minutes prior to exam time. This means proctors should launch test sessions at least 15 minutes before scheduled start times. This will give proctors enough time to check each student in and begin testing on time. If everyone is checked in prior to the scheduled exam time, students can begin testing early. So, for a 10am exam, families should check in around 9:45am.

8. **Who should families reach out to for technical support during the test?**

   Parents and proctors should call the ISEE Operations office, which is open Monday-Friday from 9am-5pm ET, and the first Saturday of every month. Schools should similarly contact ISEE Operations if they run into issues during or leading up to a test administration. The ISEE Operations Office can be reached at 1 (800) 446-0320 or **iseeoperations@erblearn.org.**

9. **Will proctors have or be able to see the testing instructions displayed to students to clarify any questions test takers may have as they move through the exam?**

   The full set of ISEE Online testing instructions (relevant to all ISEE Online exams, including At Home) that appears on students' screens can be found in the *ISEE Online Test Administrator's Manuals* available in the Help and Resources section of Member Profile at **memberprofile.erblearn.org.** Proctors will not otherwise be able to see the content on students' screens during testing.

10. **What is the recommended student-proctor ratio for the *School Administered ISEE At Home?***

    ISEE At Home exams should be capped at eight students per administration to limit demands on proctors and preserve system bandwidth.

11. How can proctors best communicate with younger students (e.g., grades 2-4) who might have trouble using the chat function in the testing portal?

Although students cannot see or hear proctors, proctors can both see and hear testers. So for students that have any trouble with the chat, they can simply speak to the proctor out loud. Proctors will only be able to respond via chat, however. Proctors should inform students of this at the beginning of their tests (particularly for those younger students).

12. Is the ISEE at Home different from the ISEE Online?

The only difference between the *ISEE At Home* and *ISEE Online* is that there is no essay for students testing at the primary level for *ISEE At Home*. Otherwise, the exam does not change regardless of how (or where) students test. *ISEE At Home* is just a version of the *ISEE Online*.

13. Can schools use multiple remote administration options? For instance, offer School Administered administrations for some students, and accept scores from students that test another way?

Yes! Students can direct their ISEE scores to schools regardless of how they test. The School Administered option is available to give schools maximal flexibility to ensure your applicants have access to – and a smooth experience taking – admissions exams. If you are not able to test every applicant directly, they are welcome to take the ISEE another way and direct their scores to your school.

14. If there are multiple students taking the test, can proctors communicate with all of them at once, or only chat with students individually?

There is a group chat function for proctors to communicate with all students being tested.

15. How can proctors tell if students are using prohibited devices (or engaging in other prohibited activity)?

Proctors are instructed to look for irregular behavior patterns, as prohibited devices will not always be directly visible on screen. A student taking the exam properly should primarily be

looking at their computer screens, although they may of course look up or down occasionally during thought.

If students are regularly (or for prolonged periods) looking up/down/side-to-side, or otherwise engaging in behavior that worries proctors, proctors should pause that student's test, chat with the student, and request that they stop before unpausing their test. If the concerning behavior continues, the proctor should pause their test, leave it paused, flag their video and file an irregularity report. For a more complete protocol regarding prohibited activity, please consult the proctor *ISEE At Home Administration Guide for Proctors*.

16. For Primary-level testers the administration guide says that wired headphones are required. Does that mean IF headphones are used? Or are computer speakers allowed?

For Primary-level testers, wired headphones *are required*, as each test section's instructions are recorded and played aloud to students. Headphones are required (versus using their computer speakers) so that the audio is not distracting for proctors, who can see and hear everything happening in a student's testing area.

17. Are all test events recorded?

All at-home tests are recorded. If test events are not flagged by the proctor, the video files and photos of student IDs are deleted after 48 hours. Videos and photos from flagged tests are held for 30 days to allow time for review by ERB staff, and are then deleted.

18. Can schools obtain recordings of student exams?

No, for privacy reasons videos are not shared outside of ERB testing staff and videos are not reviewed unless flagged by a proctor.

19. Can students take breaks whenever they'd like?

No; just like on-campus tests, scheduled breaks are built into the exam protocol at the

Lower, Middle, and Upper levels. Students cannot take breaks whenever they'd like. Primary-level exams do not have breaks due to the shorter duration of those exams and to avoid disrupting students' concentration. During scheduled breaks, students may move around and even leave the room if desired, they should simply let the proctor know.

If students need a break during one of the test sections, they are of course welcome to take a moment to rest, but the section timing cannot be paused. However, students should not move around or leave the testing area without proctors' explicit permission during test sections.

20. Because students are checked in one at a time, could students within the same administration conceivably start and finish the exam at different times?

Yes, but this doesn't place extra burden on proctors. Once students are checked in, the testing platform manages their timing within and between test sections. So proctors do not have to manually monitor each student's unique timing; only their behavior.

Because the check-in process is fairly simple, students that are on time for the exam should not have significant differences between start/end times.

21. If a student has already registered for an in-person exam, can they easily switch to an at home exam?

If a student is registered for an on-campus exam, ERB's ISEE Operations Office can switch them to an at-home exam using the event code provided to the family by their application school. If students are registered for the *ISEE At Home via Prometric*, however, they would need to cancel their Prometric registration and register for a new exam using an event code from an application school. Depending on when the student cancels their Prometric exam, there may be fees assessed.

22. How do proctors manage students testing with accommodations remotely?

Due to the remote nature of the *ISEE At Home*, limited accommodations are available for this testing option. Please visit **http://www.erblearn.org/educators/erb-admissions/isee-**

at-home-school-administered for more information.

Students with approved accommodations will be marked on proctors' testing rosters, so they will be aware of who has permission to be using external devices (e.g., calculators or spell checkers), who has extra time, etc. All devices are provided by families and any extra time is handled automatically by the testing platform.

23. How are accommodations requested for *ISEE At Home* exams?

Accommodations are requested by families in the same way as for any ISEE test. Please visit **www.erblearn.org/families/isee-accommodations** for more information.

24. Can a Middle-level test be administered at the same time as the Upper-level test?

Yes. Middle and Upper-level exams can be grouped together. However, different Primary and Lower-level exams cannot be mixed or combined with other tests.

25. Do students hear what proctors hear?

Students cannot see or hear other testers, nor can they see or hear the proctor. The student receives all communication from their proctor via the testing platform's chat function.

26. If we change from on-campus paper tests to at-home or on-campus online tests, will the fee waivers we have received for distribution to families still be valid?

Yes! As the fee for *School Administered ISEE At Home* exams is the same as on-campus testing ($140), the same fee waivers can be used for both testing options.

Schools that are registered as active ISEE Test Sites can request fee waivers via a form on our website at **www.erblearn.org/fee-waiver-request.**

27. Where can we find out what devices are supported for *School Administered ISEE At Home* testing?

Supported devices are covered in the *ISEE At Home Administration Guide* available on our website at **www.erblearn.org/families/isee-at-home/school-administered**.

28. How do we submit honorarium forms for school staff that proctor the ISEE?

For information on honoraria payments, please visit **www.erblearn.org/payments**. Completed vouchers should be emailed to **ISEEPayment@erblearn.org**.

29. Where can families find the ISEE Secure Browser download?

The secure browser can be downloaded at **iseedownload.erblearn.org**. Links to this download can also be found in the *ISEE At Home Family Guide* (and on our website) here: **www.erblearn.org/families/isee-at-home/school-administered.**

30. At what point in the check-in process should parents leave the testing area, particularly for Primarily-level testers?

Parents should leave the room/testing area once students begin the live exam (after all check in and instruction screens). Parent can be there for the setup and registration. Parents should also return to the testing area when students are ready to submit their exam to signal their consent again to the test security agreement terms. Although parents should leave the room during testing, they should remain within earshot (especially with younger testers) should the student need any technical or emergency assistance.

31. What happens when students complete and submit their exams? Are they removed from the test session?

Yes, once a student has submitted their exam, they are instructed to close the secure browser, and the proctor will be notified that their test was completed.

32. Can multiple proctors use the same log in credentials at the same time?

Any staff member that has credentials for ERB's Admission Registration System can also access the proctor platform and see all of the sessions. Each proctor should use their own login; credentials should not be shared.

If your school needs to add additional staff as users in the ERB system, you can do so in 'Manage Users' or call ISEE Operations for assistance.

33. Can you have multiple people from your school proctoring at the same time on the same date?

Yes, however we recommend setting test administrations up at least a minute apart, e.g., one session at 9:00am, another at 9:01am, etc. This is to prevent confusion for proctors and families and to help everyone track which test session they are in.

34. Are there features in the testing platform, similar to Zoom, where students can add virtual backgrounds, hide their video, etc.?

No, students have no control over their video feeds once they are in the testing platform and cannot add special effects of any kind. If students have their cameras disabled or physically blocked, proctors should pause their test and chat them about fixing their video.

Students can only see their exams on their screens; they cannot see or hear their proctor or other students, nor can they see their own video feed.

35. What happens if a student chooses the wrong camera options during exam check-in? How do you send them back to choose the correct camera?

Proctors have an option to send the student back to "Check in again" if the proctor cannot see the video or there is an issue with students' pictures or IDs. They'd simply need to press that button and can chat the student to let them know why they are being asked to check in again.

36. What are the acceptable forms of identification outside of student IDs, especially for our younger testers?

The *ISEE At Home Family Guide* details the acceptable forms of identification. However, the list is fairly long, including many of the same types of IDs that would be used to check in for an on-campus exam, such as a birth certificate, passport, social security card, library card, etc. Photo IDs are preferred, but not required.

37. Do families signing up for testing through the *School Administered ISEE At Home* option sign up with one specific school?

Yes, the process is the same as registering for an on-campus test event at school, where families are invited to participate, except in this case the "event" is virtual.

38. For Primary 2,3,4-level testers, will schools receive full score reports (as there will be no writing sample)? Or only scale score percentages and stanines?

Schools will receive full score reports. On the backside of the report where the essay normally appears, it will simply say "No essay required."

39. If our staff already knows a tester and can verify it is the correct student, does that student still have to present their identification?

Yes, all students must complete the full check-in process, including taking their photo and submitting photos of their selected form of identification.

40. Are the images of the IDs stored? With an in person test we typically just check and no copies are taken.

Yes, photos of student IDs and videos of all test events are stored for 48 hours and then deleted unless they are flagged, in which case they are stored for a month to allow time for review by ERB staff.

41. Are scores from at-home exams automatically sent to the "host" school?

No, just like any other ISEE test, students must direct their scores to recipient schools in our Admission Registration System.

42. Because running a practice session prior to test day is so critical for families, is there a way to prevent students from checking in for their actual assessment without conducting the practice?

No, there is not a way to prevent students from checking in for their exams, or to verify whether they conducted a practice session as instructed. ERB reminds all test takers about this responsibility, and encourage schools to also remind their applicants to do so prior to test day.

43. Has ERB found that scores from at-home exams vary significantly from tests taken via the typical, in-person modalities?

Albeit with a small early data set, preliminary analysis shows that the scores have been similar and there are not discrepancies between at-home exams and in-person exams.