# Contents

## TABLE OF CONTENTS

01. Exam Description ........................................ pg. 04
02. Proctor Guidelines for Test Administration .............. pg. 05
03. Data Security and Confidentiality ........................ pg. 06
04. Student Testing Materials ................................ pg. 07
05. Troubleshooting ........................................... pg. 08
06. Testing with Accommodations ............................. pg. 09
07. System Requirements ..................................... pg. 11
08. Testing Rosters ............................................ pg. 12
09. Proctor Steps on Test Day ................................. pg. 14
10. Monitoring Students During Testing ...................... pg. 21
11. How to Log Irregularity Reports (Flagging Exams) .... pg. 25
12. When to Log Irregularity Reports and Terminate Exams .... pg. 27
13. Proctor Honoraria ......................................... pg. 28

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**WE’RE HERE TO HELP!**

If you have any questions about ISEE at Home before, during, or after testing, don’t hesitate to visit our website or contact ISEE Operations for help.

[www.erblearn.org/educators/isee-at-home](http://www.erblearn.org/educators/isee-at-home)

**1 (800) 446-0320**

ISEEOperations@erblearn.org

9:00am - 5:00pm EST, Monday-Friday
Trusted by over 1,200 independent schools around the world, the ISEE is an important part of well-rounded admissions processes. We depend on you, exam proctors, and recognize your service by providing an honorarium. With that in mind, thank you very much for supporting students taking the Independent School Entrance Exam. By following the instructions in this manual, you can help ensure that ISEE administrations are safe, secure, and fair for all applicants.

If your school has never administered ISEE Online, please contact ISEE Operations at 1 (800) 446-0320.

BEST PRACTICES

To ensure a smooth and stable testing experience, you may need to remind families about these testing best practices:

- A few days before a scheduled test date, families should make sure to carefully read the ISEE At-Home Family Guide and conduct the readiness check on the device the student will be taking the ISEE At-Home exam. For more information, families can visit www.erblearn.org/remote-testing/isee.

- We recommend that one student per household takes the ISEE At-Home during a testing session to ensure the strongest bandwidth.

- We recommend that students do not use a work, company, or school device as these often have firewall restrictions that may impede ISEE At-Home testing.

- Keep student devices plugged into a power source at all times during testing.

- If a student gets disconnected during the exam, please enter the appropriate command below to exit the secure browser testing application. Then, log back into the exam by reopening the testing application on the student’s device.
  - Windows: Ctrl + Shift + Q
  - Mac: Option + Command + ESC
  - iPad: Home button
  - Chromebook: Shift + Search + ESC

- Families should make sure the parent’s iseeonline.erblearn.org account has a mobile phone listed so the proctor can reach them by text or phone call if needed.

- ERB is not responsible if the student’s home internet connection is interrupted during testing.

Before Test Day

Read this guide completely to ensure you are comfortable with all testing guidelines and recommendations especially those required to log in to the various proctor websites, complete the family check-in process, and monitor a test session.

Designate a "back-up" proctor should you lose your internet connection during a test session.

Make sure your computer meets the minimum system requirements for test administration.

On Test Day

Review testing rosters and note any students approved for testing accommodations.

Access list of test sessions and confirm that all necessary test sessions are created.

Create any necessary test sessions and distribute those newly created Session Numbers to families.

Review and approve students for testing.

Monitor test sessions until all students have finished testing.

If necessary, log irregularity reports for the test session.
ISEE Online At-Home Administration Guide for Proctors

01. Exam Description

The ISEE is an admission test for students applying to independent schools. It has the following levels:

- ISEE Primary 2, 3, and 4 for students applying to Grades 2-4.
- Lower Level for students applying to Grades 5 and 6.
- Middle Level for students applying to Grades 7 and 8.
- Upper Level for students applying to Grades 9 through 12.

TEST TIMING

The testing platform keeps time and notifies students of breaks. Proctors are not responsible for these tasks. For reference, the table below shows the standard timing for each section. The test will not allow students to progress out of a section until all the standard time for that section has elapsed. However, students who were approved for an extended time testing accommodation do not have to wait for the full extended time to elapse before moving on to the next section. They can move ahead to the next section once the standard timing has expired.

BREAKS

During scheduled breaks, students are encouraged to relax, walk around the room, and eat a snack. When students are ready to resume testing, they initiate testing themselves. Students are allowed to leave the room during breaks but they are instructed to ask permission (by chat or raising their hand) before doing so. If a student leaves the testing room without permission, the proctor should pause the student’s test and remind the student of this requirement when they return.

If a student asks to leave the testing room for an unscheduled break, the proctor should use their discretion in giving permission to do so. Students who leave during the timed portions of the exam are not allowed extra testing time.

*On the Primary 2, 3, and 4 Levels, there is one optional 5-10 minute break for students.*

ESSAY SECTION

For applicants to Grades 5-12, students will automatically type the essay. Spell check is an embedded feature for the essay section. There is no essay portion for applicants to Grades 2-4.

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### standard timing and breaks

<table>
<thead>
<tr>
<th>LEVEL</th>
<th>SECTION 1</th>
<th>SECTION 2</th>
<th>BREAK*</th>
<th>SECTION 3</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary 2</td>
<td>7 mins</td>
<td>20 mins</td>
<td>5-10 mins</td>
<td>26 mins</td>
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<tr>
<td>Primary 3</td>
<td>28 mins</td>
<td>26 mins</td>
<td>5-10 mins</td>
<td>54 mins</td>
<td></td>
</tr>
<tr>
<td>Primary 4</td>
<td>30 mins</td>
<td>30 mins</td>
<td>5-10 mins</td>
<td>1 hr</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LEVEL</th>
<th>SECTION 1</th>
<th>SECTION 2</th>
<th>BREAK</th>
<th>SECTION 3</th>
<th>SECTION 4</th>
<th>BREAK</th>
<th>SECTION 5</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lower</td>
<td>20 mins</td>
<td>35 mins</td>
<td>5-10 mins</td>
<td>25 mins</td>
<td>30 mins</td>
<td>5-10 mins</td>
<td>30 mins</td>
<td>2 hrs, 20 mins</td>
</tr>
<tr>
<td>Middle</td>
<td>20 mins</td>
<td>35 mins</td>
<td>5-10 mins</td>
<td>35 mins</td>
<td>40 mins</td>
<td>5-10 mins</td>
<td>30 mins</td>
<td>2 hrs, 40 mins</td>
</tr>
<tr>
<td>Upper</td>
<td>20 mins</td>
<td>35 mins</td>
<td>5-10 mins</td>
<td>35 mins</td>
<td>40 mins</td>
<td>5-10 mins</td>
<td>30 mins</td>
<td>2 hrs, 40 mins</td>
</tr>
</tbody>
</table>

*Primary Level student breaks are optional.*
02. Proctor Guidelines for Test Administration

THE PROCTOR’S ROLE IN ADMINISTRATION

The validity of the ISEE depends on uniform, fair administration procedures for all students and on maintenance of test security. Proctors play a crucial role in both aspects of testing. With the ISEE Online At-Home, much of the standardization is maintained by the testing platform, but there is one unpredictable factor: the student’s home environment. It is important that proctors are prepared to support students with what can go wrong at home so that they can protect the integrity of the test and give students the best chance of success. The instructions in this manual must be followed precisely to ensure that:

- Students are given a reasonable opportunity to perform their best.
- Testing proceeds smoothly, with minimal confusion or disruption.

PROCTOR GUIDELINES

1. When administering the ISEE, do not converse with other individuals around you, work on the computer, or do other activities that may distract from proctoring students taking the exam.

Proctors are to remain focused on accessing a test session, checking in students, and monitoring the students taking the exam. Proctors must also be aware of students who are requesting support via video by physically raising their hand, speaking out loud, using the chat function, or clicking the digital “raise hand” feature. Although students cannot hear proctors (except during the check-in process if the proctor calls them), proctors can see and hear students, and communicate with them via the chat feature. See the Monitoring Students During Testing section of this guide for more information about these features.

2. Unlike other ISEE formats, proctors do not read testing instructions to the students taking the ISEE At Home. Instead, students read these instructions silently to themselves. For students taking a Primary 2, 3, or 4 Level test, audio recordings of instructions are automatically played as they navigate to each instruction screen. For this reason, students taking these levels must do so using headphones or speakers. Headphones must be wired and plugged into the student’s testing device. Students formally approved for the “Reader” (Audio) accommodation are also required to use headphones or speakers. Bluetooth headphones are not allowed. Headphones or speakers are optional for students taking the Lower, Middle, or Upper Level.

3. The test automatically keeps track of section timing for students. At all times, students can see how much time is left in the current section. They receive notifications when there are 10 minutes left in a section. Standard time must elapse in each section before students can proceed to the next section or break. Students who finish a section early should check their work and make any necessary adjustments, or sit patiently until time expires.

Students who were approved for an Extended or Double Time testing accommodation do not have to wait for the full extended time to elapse before moving on to the next section. They can move ahead to the next section once the standard timing has expired. No action is required from proctors for this to happen.

4. Schools and other proctors that administer the ISEE remotely make an agreement with ERB to maintain test security. An excerpt from that agreement is included in this guide. Although test content is not visible to proctors, it is important to note that all forms of the ISEE are copyrighted and all content contained within the test is secure. Proctors should be watching students closely to ensure they are not taking pictures or videos of copyrighted material appearing on screen.
03. Data Security and Confidentiality

Proctor Responsibilities to Ensure Security and Confidentiality (Excerpt from ISEE Test Security Agreement)

- Take all necessary precautions to safeguard online test materials by limiting access to persons within the school with a legitimate interest in the test’s administration and security.

- Maintain a list of names of all persons who have access to online test materials and confirm no persons having access are participating in ISEE preparation courses inside or outside the school.

- Keep all online test materials (e.g., usernames, passwords, test forms, test questions) secure.

- Prohibit students or staff from retaining test materials, including by taking screenshots, pictures, or other renderings.

- Develop, distribute, and enforce disciplinary procedures for violations of test security by staff.

- Report any deviations from approved secure test procedures to ERB immediately.

Proctors also agree to the ISEE terms and conditions around maintaining data security and confidentiality of student video, available at www.erblearn.org/educators/erb-admissions/isee-test-security-and-privacy-agreement.
04. Student Testing Materials

PERMITTED MATERIALS
Before testing begins, students may access their identification materials required for check-in. Once check-in is complete, these items should be put aside. During testing, a student may use a pencil or pen and scratch paper. Primary Level students are required to use wired headphones or speakers during testing; bluetooth headphones are not permitted.

PROHIBITED MATERIALS
Proctors should be aware that all other materials not specifically listed as permissible are prohibited during testing. Prohibited materials include:

- Books, dictionaries, or thesauruses.
- Calculators (unless approved in advance by ERB as a testing accommodation), compasses, or rulers.

Please review your testing rosters ahead of each administration and note which students have approved accommodations. For more information on reviewing testing rosters, please refer to the Testing Rosters section of this guide.

- Cell phones, smart watches, electronic games, or any other similar electronic device (unless the family is using a second device to provide the student’s video feed or approved to use due to a medical diagnosis).

If a family’s primary testing device does not have a working webcam, microphone, or speakers the family may be using a secondary mobile device to provide these. Use of a mobile device during testing for this purpose is approved.

- Any other materials which may provide assistance to students answering test questions.

WHAT TO BRING
PLEASE BE SURE TO HAVE ALL REQUIRED MATERIALS READILY AVAILABLE FOR TESTING.

Required for All Students:
- Verification Letter with ISEE ID, Session Number, and last name.
- Approved form of student identification.

Required for Primary 2, 3, 4, and Any Students Approved for the “Reader” (Audio) or “Speech to Text for Essay” Accommodation:
- Speakers or headphones that are wired and plugged into the student’s testing device. Bluetooth headphones are not permitted.

Optional:
- Up to four (4) pieces of blank scratch paper.
- Two pens (erasable pens are permitted) and/or two pencils.
- Headphones (must be wired) or speakers are optional for students taking the Lower, Middle or Upper Level.

WHAT NOT TO BRING
STUDENTS MAY NOT HAVE PERSONAL ITEMS OF ANY KIND OUT DURING TESTING.

- Books, dictionaries, or thesauruses.
- Calculators (unless approved in advance by ERB as a testing accommodation), compasses, or rulers.
- Cell phones (unless approved to use due to a medical diagnosis), bluetooth headphones, smart watches, electronic games, or any other similar electronic device (unless a second device is needed for a video feed).
- Other materials that may provide assistance to students answering test questions.
05. Troubleshooting

IF PROCTORS LOSE THEIR INTERNET CONNECTION...

If a proctor loses their connection to the administration portal, they should follow the following steps. Note that, even if a proctor drops out of a test session, students’ tests will continue undisturbed and their video feeds will continue to be recorded. Because students cannot see the proctors, they will not know that the proctor has left the session unless they try to chat with the proctor and do not receive a response. Proctors should always have a back-up plan that includes:

1. A fellow proctor or other colleague that can act as a “back-up” proctor. This person should have access to your Session Number(s), testing rosters, and can step in to administer the exam as-needed.

2. A back-up Internet connection, such as a hot spot using a mobile device. See Steps 3 and 4 for more details.

Try to refresh your page. Sometimes connections drop and come back up quickly, and browsers just need to reset.

Limit other Internet usage on your network. The connection may have dropped due to bandwidth limitations resulting from other Internet use on your network. If you are accessing the Internet on other devices, or have others around you using the same network, try to stop these activities for the duration of the test to free up bandwidth.

If your connection is restored...

Log back into the portal and resume proctoring the exam by simply clicking on the appropriate Session Number in the Administer At Home section of the Administrator Portal. Then flag each student’s video feed and file an irregularity report indicating the approximate time and duration of your lost connection. ERB will then review the test and determine whether to cancel scores.

If Steps 1 and 2 do not resolve the connection issue, proctors should immediately attempt to use their back-up Internet connection by creating a hot-spot using their mobile device. Proctors should make sure that they know how to create a hot-spot prior to testing.

3. If the hot-spot doesn’t work, proctors should reach out to their back-up proctor(s) and ask them to take over monitoring the test. The back-up proctor should have access to both your testing roster and the Session Number so that they are not only able to access the testing portal, but are aware of which students have approved accommodations.

If a back-up is unavailable, proctors should log into the testing portal when their Internet connection is restored and file an irregularity report, noting at what point their Internet connection was lost and that they were not able to rejoin the session. ERB will then review the administration and determine whether to cancel students’ tests.

IF STUDENTS LOSE THEIR INTERNET CONNECTION...

Should a student lose their Internet connection during testing and be disconnected from the test, families are instructed to wait a moment and log back in once their connection is restored. If the student’s connection does not come back, the following may help restore the connection:

- Turning the device’s WiFi off for a moment, and then back on.
- Enter the appropriate command below to exit the secure browser testing application. Then, log back into the exam by reopening the testing application on the device.
  
  Windows: Ctrl + Shift + Q  
  Mac: Option + Command + ESC  
  iPad: Home button  
  Chromebook: Shift + Search + ESC

- Restarting the device.
- Resetting the modem/router (unplug for 10 seconds, then plug back in).

IF A STUDENT’S VIDEO FEED IS UPSIDE DOWN AND THEY ARE TESTING ON AN IPAD...

If student is testing on an iPad, the “Rotation Lock” setting must be “Off” in order to display the correct camera view to the Proctor. On most iPads, the parent or student should swipe down from the top-right corner of their screen to open Control Center. Then tap the Rotation Lock button to make sure it’s off.
ERB makes every effort to provide reasonable testing accommodations for eligible students taking the ISEE. Students requesting accommodations will apply online in advance of testing and submit the required paperwork to ERB for review and approval. An administration with accommodations must be completed in one sitting.

Students that are approved for testing with accommodations are noted on your testing roster, but are not noted in the testing portal itself. Please review your testing rosters ahead of each administration and note which students have approved accommodations. For more information about reviewing testing roster please refer to the Testing Rosters section of this guide.

**AVAILABLE ACCOMMODATIONS**

**Extended Time (1.5x)**

Students that qualify for “Extended Time” receive 50% more time for each test section (i.e., time and a half). For example, a 30-minute test section would be extended to 45 minutes for a student approved for Extended Time.

**Double Time (2x)**

Students that qualify for “Double Time” receive 100% more time for each test section (i.e., double time). For example, a 30-minute test section would be extended to 60 minutes for a student approved for Double Time.

Students who finish a section before Extended or Double Time has expired can move ahead to the next section as long as the standard timing has expired. No action is required from proctors for this to happen—the testing app will simply let students submit their responses for the section and move on once standard time has expired. Please refer to the Exam Description section of this guide for standard section timings.

### EXTENDED TIME LOWER, MIDDLE, AND UPPER LEVELS

<table>
<thead>
<tr>
<th>Test Section</th>
<th>Extended Time (Min)</th>
<th>Double Time (Min)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verbal Reasoning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All Levels</td>
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<td>40</td>
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<tr>
<td>Quantitative Reasoning</td>
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</tr>
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<td>All Levels</td>
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<td>70</td>
</tr>
<tr>
<td>Reading Comprehension</td>
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<td></td>
</tr>
<tr>
<td>Lower</td>
<td>37.5</td>
<td>50</td>
</tr>
<tr>
<td>Middle/Upper</td>
<td>52.5</td>
<td>70</td>
</tr>
<tr>
<td>Mathematics Achievement</td>
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<td></td>
</tr>
<tr>
<td>Lower</td>
<td>45</td>
<td>60</td>
</tr>
<tr>
<td>Middle/Upper</td>
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<td>80</td>
</tr>
<tr>
<td>Essay</td>
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<td></td>
</tr>
<tr>
<td>All Levels</td>
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<td>60</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Total Time</th>
<th>Extended Time</th>
<th>Double Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lower</td>
<td>3 hrs, 30 mins</td>
<td>4 hrs, 40 mins</td>
</tr>
<tr>
<td>Middle /Upper</td>
<td>4 hrs</td>
<td>5 hrs, 20 mins</td>
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</table>

### EXTENDED TIME PRIMARY LEVELS

<table>
<thead>
<tr>
<th>Test Section</th>
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<th>Double Time (Min)</th>
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<tr>
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<tr>
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<tr>
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<tr>
<td>Mathematics</td>
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<td></td>
</tr>
<tr>
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<td>52</td>
</tr>
<tr>
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<td>52</td>
</tr>
<tr>
<td>Primary 4</td>
<td>45</td>
<td>60</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Time</th>
<th>Extended Time</th>
<th>Double Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary 2</td>
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<td>1 hr, 46 mins</td>
</tr>
<tr>
<td>Primary 3</td>
<td>1 hr, 21 mins</td>
<td>1 hr, 48 mins</td>
</tr>
<tr>
<td>Primary 4</td>
<td>1 hr, 30 mins</td>
<td>2 hrs</td>
</tr>
</tbody>
</table>

Untimed testing is not available.
06. Testing with Accommodations

Calculator (Provided by Family)
For students approved by ERB for a calculator accommodation prior to testing, only four-function (not scientific) calculators are allowed and devices must be provided by families. These calculators may also contain square root, percent, MRC (memory recall), M- (memory minus), and M+ (memory plus) buttons. ERB does not provide calculators for testing.

Spell Check
Spell check is an embedded feature for the essay section.

Reader (Audio)
For students approved for “Reader”, the text (directions, questions, and answer choices) may be read aloud (audio) by the student clicking the green “play” button next to the text they would like read aloud. To pause or stop the text from being read aloud, the student will click the button again. The read aloud of the text will resume once the “play” button is clicked on again. To replay the content, the student may click the “play” button once the content has been read through. Students testing with “Reader” for the ISEE Online will automatically have Double Time (2x) built into each section of the exam. Speakers or headphones that are wired and plugged into the student’s testing device are required for this accommodation. Bluetooth headphones are not permitted.

Speech to Text for Essay (for Applicants to Grades 5-12)
For students approved for “Speech to Text for Essay”, students will click the “microphone icon” on the exam toolbar to dictate their essay. To stop dictating, students will unclick the “microphone icon”.

“Speech to Text for Essay” is not available on Chromebooks at this time.

Graphic Organizer (Provided by Family)
These are individual page(s) of paper containing only a pre-printed template that provides space to plan an essay response or math calculation. This may include section titles, but cannot include sentence starters or example equations.

Math Reference Sheet (Provided by Family)
This page has a variety of formats, but often includes basic conversions and standard math formulas.

Access to Medical Supplies/Snack/Drink at all Times During Testing
Most commonly for diabetics, the student has what they need to monitor blood sugar levels at their assigned seat rather than being limited to scheduled breaks. In some cases, the student may use an app on a cell phone or tablet to monitor blood sugar.

Graph/Lined Paper (Provided by Family)
These are individual page(s) of paper containing only the pre-printed lines.
# 07. System Requirements

## SYSTEM REQUIREMENTS

Proctors administering the ISEE Online At-Home can do so from their home or, if the proctor is a staff member at an ERB Member School, from their school. Proctors must make sure that the device they plan to use to manage test sessions meets the minimum system requirements outlined below.

### Internet Browser Requirements

Proctors must use one of the supported Internet browsers listed below to create and monitor test sessions. If you do not already have a supported browser installed on your computer, use the link provided to download one.

- **Browsers for Macs**
  - Edge (Chromium); [microsoft.com/en-us/edge](microsoft.com/en-us/edge)
  - Google Chrome; [google.com/chrome](google.com/chrome)
  - Safari; [support.apple.com/downloads/safari](support.apple.com/downloads/safari)

- **Browsers for PCs**
  - Google Chrome; [google.com/chrome](google.com/chrome)
  - Edge (Chromium); [microsoft.com/en-us/edge](microsoft.com/en-us/edge)

### Internet Connection Recommendations

Proctors should position their device close to their wifi router or use an Ethernet cable to connect to the router directly. For the best experience, make sure there is no additional load on your internet connection from other individuals using the internet network for high-bandwidth activities like streaming videos, music, or games.

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## Minimum System Requirements for Proctors

<table>
<thead>
<tr>
<th>Mac</th>
<th>PC</th>
<th>iPad</th>
<th>Chromebook</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating System/Hardware</strong></td>
<td><strong>Software</strong></td>
<td><strong>Internet</strong></td>
<td><strong>Audio and Video</strong></td>
</tr>
<tr>
<td>• Mac OS Sierra 10.13 and higher</td>
<td>• Google Chrome*, Safari 12+, or Microsoft Edge (Chromium)*</td>
<td>• 0.5 mbps or greater</td>
<td>• Headphones and/or speakers</td>
</tr>
<tr>
<td>• Windows 10 and higher</td>
<td>• Google Chrome* or Microsoft Edge (Chromium)*</td>
<td>• 0.5 mbps or greater</td>
<td></td>
</tr>
<tr>
<td>• iOS 14 and higher</td>
<td>• Safari 12+</td>
<td>• 0.5 mbps or greater</td>
<td>• Headphones and/or speakers</td>
</tr>
<tr>
<td>• iPad 5th generation or newer, iPad Air 2 or newer, iPad Pro</td>
<td></td>
<td>• 0.5 mbps or greater</td>
<td></td>
</tr>
<tr>
<td>• The latest stable Chrome OS release</td>
<td></td>
<td>• 0.5 mbps or greater</td>
<td>• Headphones and/or speakers</td>
</tr>
</tbody>
</table>

*Edge and Chrome support is limited to the current version plus one previous version due to forced automatic updates.*
08. Testing Rosters

ACCESSING THE ADMISSION REGISTRATION SYSTEM (ARS)

To access a list of your test events and your testing rosters, you will use your ERB Single Sign-On (SSO) credentials to log into the Admission Registration System (ARS) website at iseonline.erblearn.org. If you do not have an ERB username and password, please reach out to your school’s ISEE Test Supervisor or call the ISEE Operations Office at 1 (800) 446-0320.

You will only use this website to view a list of your test events and students testing; a different website is used to actually start and monitor test sessions.

VIEWING TESTING ROSTERS

A proctor’s testing rosters contain test event details, the full list of students registered for a specific test event, contact information for the family, and any testing accommodations for which a student is approved.

Proctors should review their testing rosters prior to a scheduled test event to confirm:

• Test event dates, start times, and any available session numbers.
• Any testing accommodations for which students are approved.
• Families’ email addresses and phone numbers as needed.

Once logged in to ARS, you will see a list of your test events. Use the options icon with the three dots to reveal the menu for the desired test event and select View Roster.

When administering a test, we recommend having the Test Roster open in a separate browser window so that you can quickly confirm student information during the student check-in process. For more information about the check-in process, please refer to the Proctor Steps on Test Day section of this guide.
08. Testing Rosters

2 Session Numbers

If a Session Number is Listed...

On the Test Roster screen, you will find the event summary with additional details about the test event. If a Session Number is listed in the event summary, then a Test Session has already been created for this test event and families have already received their Session Numbers. You do not need to email Session Numbers to families if the Session Number is already listed in the event summary.

If a Session Number is Not Listed...

If a Session Number is not listed in the event summary, then you will need to generate a Session Number yourself and distribute it to families via email. Session Numbers are generated when you create a Test Session at iseathome.erblearn.org.

For more information about creating Test Sessions and distributing Session Numbers, refer to the Proctor Steps on Test Day.

3 Test Rosters and Family Contact Information

The test roster displays each registered student's name, grade, ISEE ID, and any approved accommodations. You should review this student information prior to test day.

The test roster also includes contact information for each student's parent or guardian. If necessary, you will use these parent/guardian email addresses to email families their Session Numbers prior to testing. For more information about creating and distributing Session Numbers, refer to the Proctor Steps on Test Day.

When administering a test, we recommend having the Test Roster open in a separate browser window so that you can quickly confirm student information.
09. Proctor Steps on Test Day

1 ACCESSING THE PORTAL

ISEE Online At-Home is delivered through a secure, online system developed for ERB by Internet Testing Systems (ITS), the company that also delivers and reports scores for ERB’s Comprehensive Testing Program (CTP). Proctors use ERB’s Administrator Portal to start and monitor testing.

Log into this portal at iseepathome.erbearn.org using your ERB Single Sign-On (SSO) credentials. If you do not have an ERB username and password, please reach out to your school’s ISEE Test Supervisor or contact ISEE Operations. Once logged in, proctors can:

• Monitor test sessions.
• View student accounts.
• Submit irregularity reports.

IMPORTANT Be sure to access the portal using one of the approved browsers listed in the System Requirements section of this guide.
2 CONFIRMING TEST SESSIONS

About one to two days before a test event, you’ll need to confirm whether or not a test session has been created and Session Numbers have been distributed to families. Once logged in to the Administrator Portal, click Administer At Home from the top navigation bar. This will display your open test sessions. It is the proctor’s responsibility to confirm that a session has been created for each test they are monitoring.

If you are a staff member at an ERB Member School that utilizes other ERB assessments you may have access to these other assessments within the portal. Click the “hamburger” menu in the upper left-hand corner and select ISEE to access the ISEE Administrator Portal.

Review you list of session dates and times to see if the desired session has already been created. If your test session is already created, you can proceed to the directions for Opening Test Sessions. Families should already have their Session Number in their ISEE Verification Letter or in their online account.

3 CREATING TEST SESSIONS

If you do not see your test session listed, you must create one. Sessions should be created 12 - 24 hours before a test is scheduled to begin to allow time for distributing the session number to families. To confirm your test dates and start times, please refer to the Testing Rosters section of this guide.

To create a new session, click the Create Session link in the upper right-hand corner of the Administer at Home screen.
09. Proctor Steps on Test Day

4 Start Time and Description

On the Create Session screen, select the session start time. Select either “Start Now” to create a session that families can immediately check in to or select “Future Date” to choose a future date and time at which families may begin to check in. When scheduling for a future date, make sure to set the session start time to at least 30 minutes earlier than the scheduled exam time. This will allow families time for check in as they are instructed to begin checking in 15 minutes early.

Enter your start time carefully, it cannot be changed once a session is created. If you make a mistake, simply create a new session with the correct start time. Next, enter a brief description for your session.

5 Save Session

Click “Save” to create the session.

6 Distribute Session Numbers

Once a session is created, the Session Number is listed on the left-hand side of the Administer at Home screen. You must email or text these Session Numbers to families in order for them to access the test for which they registered. Session Numbers must be sent to families no more than two days before and no less than two hours before the scheduled exam time. Proctors must be careful to only distribute the Session Number to families that registered for the test for which the session was created.

Family Contact Information

Family contact information is listed on your testing rosters. When looking up contact information, be sure you are viewing the testing roster that corresponds to the correct test session you created. Please refer to the Testing Rosters section of this guide for more information about accessing testing rosters.
09. Proctor Steps on Test Day

7 OPENING TEST SESSIONS

About 20 minutes prior to the scheduled start time, go to the Administer at Home screen and click the Session Number link to open the desired session. Families will begin checking in to the test session about 15 minutes prior to the scheduled start time. They will enter the Session Number, then the testing app will guide them through a variety of system checks—including taking a picture of the student and their identification—to complete the check-in process.

8 UPDATING SESSION NAMES

To change the name of a session, select “Manage Session.” Proctors cannot change the test date or time of a session.

9 USING THE CHECK IN TAB

As students complete the check in process, a red icon will appear on the Check In Tab to indicate that a student is ready for review. Students that are ready for review will appear under the Waiting for Approval section. Students that are still in the process of checking in will appear in the Checking In section. Students who started the check in process but left before ever being approved will appear in the Abandoned Check In section.

10 USING STUDENT DETAILS TAB

Throughout the check in process, proctors can click on a student’s name under the Check In Tab to review details about that student. These student details update in real time so that the proctor can see the student’s location in the check in process, if they had any previous log-in attempts, how long they have been waiting, what platform they are using, and other metrics.

11 MANAGING DEVICE SETTINGS

Your device settings can be adjusted at any time using the Manage Device Settings link at the top of the page.

12 REVIEW STUDENTS’ IDENTITIES

Once a student has completed the check in process and is “Waiting for Approval,” you must confirm the student’s identity by reviewing their photo and identification before you allow them to start their test. To review a student, open the Properties Tab after clicking on a student’s name in the Waiting for Approval section. You will repeat the approval process for each student.
REVIEW STUDENTS’ IDENTITIES CONTINUED

13 Review Photo

In the Properties Tab, review the student’s photo to see if it matches their image in the video feed. Check off the photo as “Reviewed.”

14 Review Identification

In the Properties Tab, review the student’s identification. First, confirm that it is one of the accepted forms of identification listed here. Next, confirm that the name on the ID matches the name on your testing roster. When you’re done, check off the ID as “Reviewed.”

We recommend having your testing roster open in a separate browser window so that you can quickly confirm student names during the review process. For more information about using rosters, please refer to the Testing Rosters section of this guide.

ACCEPTED FORMS OF STUDENT ID

Confirm that the student identification is one of the forms listed below. Photo IDs are preferred but not required.

Preferred Forms of Identification

• School ID
• Passport or Green Card
• Driver’s license or learner’s permit
• State-issued ID

Other Acceptable Forms of Identification

• Library card
• Birth certificate
• Social security card
• School report card
• Department of Defense Dependent ID
• Student Public Transit Bus Pass
09. Proctor Steps on Test Day

REVIEW STUDENTS’ IDENTITIES CONTINUED

15 When to “Approve” a student...

Click Approve to allow a student to start testing. Students can only be approved if they meet all of the following criteria:

- Their photo matches their image in the video feed.
- They provided an acceptable form of ID.
- The name on their ID matches the name on your testing roster.

16 When to have a student “Check In Again”...

If you cannot validate the student’s photo or ID for any reason, click Check In Again. This will send the student back through the check-in process. You should have a student Check In Again for any of the following reasons:

- The student’s photo isn’t clear or their face isn’t visible and you cannot match the photo to their video feed. Families will need to retake their student’s photo.
- The student’s ID isn’t clear and you cannot easily read it to match their name on the ID to the name on your roster. The family will need to retake the photos of their ID or provide an alternative form of acceptable ID that can be read more easily.

- The student provided an unaccepted form of ID. The family will need to provide an alternative form of identification that is on the list of acceptable IDs.
- The name on the student’s ID does not exactly match the name on your testing roster. The family will need to provide an alternative form of acceptable ID with a name that exactly matches that which is on the testing roster.

Communicate with the family via chat or call to explain why the student could not be approved and how to correct the student’s validation issues. If the family cannot correct the validation issue(s), inform them that their student will not be able to test and they will need to reschedule. See the Communicating with Families section for further instructions.

17 When to “Reject” a student...

If the individual checking in should not be allowed to test click Reject. This will remove the individual from the session. You should reject a student for any of the following reasons:

- The person in the photo is obviously a different person than the individual in the video feed.
- The family cannot provide an acceptable form of ID with a name that matches the name on the testing roster.
COMMUNICATING WITH FAMILIES

You can communicate with families throughout the check in process using a couple different methods. The most common reason for contacting families is to explain why a student could not be approved to start testing and how to correct any issues with the student's photo or ID.

**Call Student**

Calls between the proctor and student are available when the student is Waiting for Approval only. To call a student, click on the student’s name in the Check In Tab then click “Call Student” in the upper right-hand corner.

A pop-up will appear allowing you to select a video or audio-only call. Select “None” if you would like to make an audio-only call. When a call is initiated, the proctor’s video feed will show in a smaller video tile, overlaid on top of the candidate video. Chat functionality is still available during the call.

**Chat with Student(s)**

Click the Chat icon next to a student’s name to chat directly with an individual student. Click the chat icon next to a section heading to open a group chat with all the students in that section. You can chat with students at any time during the check in process or during testing.
10. Monitoring Students During Testing

1. Monitoring the Group
   Once a student is approved to start testing, they will move from the Check In Tab to the Monitor Tab. You will use this tab to monitor all students throughout the test. The Monitor Tab will list all students that are currently taking the test organized by their testing status and will display all student video feeds.

2. Page Size and Pagination
   Use these fields to configure the number of students displayed per page. If all students do not fit on one page, proctors should click through all pages to consistently monitor each student.

3. Mute/Unmute All Students
   Use this button to Mute or Unmute all student audio. Remember, proctors can see and hear students while their video feeds are active, but students cannot see or hear the proctor or other students.

4. Pause/Resume All Tests
   If at any time you need to pause the test for all students, use the pause/resume button. Click the pause/resume button again to resume the test for all students.

5. Test Management
   The Test Management button allows you to view test information including Test Description, Test Progress, and Test Time Remaining for students.

6. Chat with All Students
   Click the Chat icon next to a section heading to open a group chat with all the students in that section. Once all students are approved for testing, we recommend that proctors use the group chat to welcome students to the test and remind them that even though they cannot see or hear you, that you are available to help them at any time during testing. A sample group chat welcome message could be:

   “Hi! My name is [insert your name] and I will be your proctor today. You can click the "raise hand" button or chat with me at any time if you have questions or need help. These features are in the top right corner of your test. I can hear you and see you but please use the chat feature to talk to me.”
10. Monitoring Students During Testing

**STUDENT IS DISCONNECTED**  
(Streamlined Check-in to Reconnect)

If a student is disconnected from the test and has already acknowledged the Candidate Consent Page and has already taken their photos, they will not be prompted again for either. Additionally, if a student has previously logged into their session successfully, and is using the same device, they will no longer be prompted to perform the System Check again.

The Proctor does have the ability to request the candidate retake their photos if needed via the “Check-in Again” link.
10. Monitoring Students During Testing

**MONITORING INDIVIDUAL STUDENTS**

In the Monitor Tab, click an individual student’s name to view just that student’s feed and information.

**8 Pause and Resume Tests**

Use the Pause Test button to pause an individual student’s test. In most situations, a student’s test should be paused before the proctor attempts to communicate with the student via chat. This will ensure that the student does not lose any testing time while they are reading and responding to chat messages. Click the Resume Test button in the same location to resume a student’s test that has been paused.

**9 Chat with an Individual Student**

Use the Chat tab while viewing an individual student’s details or click the Chat icon to chat directly with an individual student. The student’s video tile will display an icon when a chat message is received. The student’s video tile will also be outlined in yellow to make the notification more pronounced for the proctor. The chat icon can also be clicked, which will take the proctor directly to the chat box.

**10 Helping Students that “Raise Their Hand”**

Students can request assistance from the proctor by using a “raise hand” feature in their test. When a student “raises their hand,” a red icon will appear next to their name. You should chat with the student as quickly as possible to offer assistance.

**11 Flag a Student’s Test**

If suspicious or prohibited behaviors occur, you should flag the student’s video and file an irregularity report. ERB staff will then review the tester’s video; nothing else is needed from the proctor.

**12 Mute/Unmute Student**

Hover your cursor over a student's video feed to reveal the Audio Icon. Use this icon to mute or unmute individual students. This can be useful in order to listen to just one student’s audio whose behavior may seem erratic or outside of testing protocol.

**13 Refresh Video**

If a student’s video feed is frozen or not appearing, hover over a student’s video feed to reveal the orange Refresh Video Icon. Use this to lower the video quality and refresh the feed.
10. Monitoring Students During Testing

RESPONDING TO UNUSUAL OR PROHIBITED BEHAVIOR

When proctors encounter unusual or prohibited behavior during testing, they should:

- Pause the student’s test.
- Chat with the student about how to correct the situation or behavior.
- Flag the student’s video for review.
- Resume the student’s test.
- If the student repeats the prohibited behavior a second time, follow the steps above once more. If the student repeats the prohibited behavior a third time, pause the student’s test and inform them that they won’t be allowed to continue testing today.
- Click “Terminate” to remove the student from the test session. Once confirmed, the candidate’s stream will be terminated, and the candidate will be completely removed from the session. The candidate can still log in again if needed.
- File an Irregularity Report.

For more information about how to respond to unusual testing situations, please refer to the When to File Irregularity Reports section of this guide.
11. How to Log Irregularity Reports

Any irregularities encountered during testing should be logged by clicking on the Report an Irregularity section. To log an irregularity report, the proctor should:

1. **OPEN IRREGULARITY REPORTING**
   
   Click Report an Irregularity in the main menu at the top of the screen.

2. **CLICK NEW IRREGULARITY**
   
   Click New Irregularity in the upper right-hand corner of the Irregularity Reporting screen.
11. How to Log Irregularity Reports

FILL OUT THE REQUIRED FIELDS, AND CLICK SAVE

On the following screen, fill out the required fields and click Save. Please be sure to assign the irregularity to specific student(s). It is important to note that once an irregularity is created, it cannot be deleted. Proctors may only edit the comment section and add or remove students from the report. Proctors can create irregularity reports both during or after testing, but the irregularity report must be submitted on the date of the exam. Refer to the When to Log Irregularity Reports and Discontinue Exams section of this guide for more details.
12. When to Log Irregularity Reports and Discontinue Exams

From time to time, proctors will encounter unusual testing situations. To preserve consistency in the application of ERB policy, it is important that proctors follow the same procedures in response to these situations. Below are several examples of what can occur and how to respond.

Undoubtedly, there will be other unusual circumstances not listed here that will arise. Proctors can detect these situations and respond to them by paying careful attention to the video feeds for each student, flagging videos for problematic situations, monitoring the pending student notification, and monitoring the chat function. In the event that a proctor is not sure whether a student's behavior requires an irregularity report, air on the side of caution and log the irregularity. ERB staff will review the student's video and make any necessary determinations.

TESTING POLICIES

If a test-taker fails to adhere to the ISEE exam rules and procedures, the test-taker will receive a warning related to that rule or procedure. If the test-taker fails again to adhere to that ISEE exam rule or procedure, or any other ISEE exam rule or procedure, the test-taker will receive a second warning. If a test-taker fails to adhere to any ISEE exam rule or procedure again, marking it the third violation, that test-taker will not be allowed to continue to take the ISEE exam. Their test will either not be scored or the scores will be canceled.

COMMON REASONS FOR LOGGING AN IRREGULARITY

Use of Cell Phones or Other Electronic Device

Students are not permitted to have cell phones or other electronic devices on hand unless they are approved to use due to a medical diagnosis or require a second device to transmit video of their test administration. The use of any other electronic device during the test will invalidate the test. Proctors who encounter this situation should pause the student's test, flag the student's video, send a chat to remind them that cell phones or other electronic devices are prohibited, and log an irregularity report.

If a student is caught a second time using an electronic device, the proctor should pause their test, flag the student's video, and inform the student that they won't be allowed to continue testing today. The proctor should not resume the student's test after the second violation. For both the first and second violation, the proctor should flag the student’s video and fill out an irregularity report. ERB staff will review the flagged video and determine next steps for violations of test security.

Use of Other Prohibited Materials

If a student is seen using any other prohibited materials, the proctor should immediately pause the student’s test, flag their video, and send a chat message to remind the student that such materials are prohibited. If a student is caught a second time, the proctor should pause the test, flag their video, and inform the student that they won’t be allowed to continue testing today. The proctor should not resume the student's test after the second violation. For both the first and second violation, the proctor should flag the student’s video and fill out an irregularity report. ERB staff will review the flagged video and determine next steps for violations of test security.

Disruptive or Uncooperative Students

Students who disrupt testing or are otherwise uncooperative should be warned that their behavior is grounds for dismissal. If their behavior continues after two warnings, the proctor should pause their test, flag their video, and inform the student that they won’t be allowed to continue testing today. The proctor should flag the student's video and fill out an irregularity report.

Student Loss of Internet Connection

If a student loses their internet connection more than once during their test, the proctor should fill out an irregularity report. After a student loses their connection twice, proctors should reach out to the family using their contact information in the session's testing roster and let them know to reschedule. Students that lose connection more than twice are likely to become distracted and frustrated, which can impact their performance on the test.
12. When to Log Irregularity Reports and Discontinue Exams

COMMON REASONS FOR LOGGING AN IRREGULARITY CONTINUED

Proctor Loss of Internet Connection
Once the proctor has regained their internet connection and is able to log back in to the portal, they should flag each student’s video feed (if students are still testing) and file an irregularity report indicating the approximate time and duration of the lost connection. ERB will then review the test and determine whether to cancel scores.

Student Illness
If a student becomes ill during the test, pause their test and fill out an irregularity report. If the student is able to return to the test, unpause the exam and allow them to resume testing. If the student must discontinue testing, remind the student that it is possible to reschedule for another test administration.

Frozen Video Streams
Although unlikely, a proctor may notice that a student’s video feed is frozen. If this occurs and is due to a strain on the proctor’s bandwidth, it can typically be remedied by reducing the number of video feeds that appear per screen (see section on Monitoring Students During Testing). If the frozen video is coming from the student, pause the student’s test, and ask them to ask their parent or guardian to reduce the number of devices in the home using the internet. If the video cannot be unfrozen, the proctor should pause the student’s exam and chat with the student to inform them that they cannot continue testing today due to the frozen feed and that they should reschedule.

Defective Test Question
If a student reports that a test question has no correct answer or more than one correct answer, the proctor should instruct the student to select the answer that seems most nearly correct. Then, the proctor should complete an irregularity report for that student noting the level, section, and question number.

13. Honoraria Payments

Proctors who administer the ISEE are entitled to an honoraria payment for their services. To receive this payment, proctors will need to create a Bill.com account, and are responsible for submitting a payment voucher. Instructions for completing these steps can be found at www.erblearn.org/educators/erb-admissions/payments.