erb | isee

isee at home
Family Guide

If you have any questions, please contact ISEE Operations:

📱 1 (800) 446-0320

✉️ ISEEOperations@erblearn.org

Available 9:00am - 5:00pm EST, Monday-Friday.

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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 contact ISEE Operations for assistance.

1 (800) 446-0320
ISEEOperations@erblearn.org
9:00am - 5:00pm EST, Monday-Friday

01. Introduction and Checklist

Accepted by over 1,200 independent schools around the world, the ISEE is a trusted admissions assessment and an important part of well-rounded admissions processes. To help protect the health and wellbeing of school staff, families, and students ERB is pleased to offer at-home testing options for ISEE. This guide includes all of the information you'll need to support a safe, secure, and fair exam for your student.

REGISTRATION

Families have several ISEE At Home options to choose from to help ensure that every student can find a test date and time that works for them. No matter how students take the ISEE, the test is the same. For more information on the at-home ISEE testing options available to families, please visit **www.erblearn.org/families/isee-at-home.**

ACCOMMODATIONS

For more information about accommodations for at-home ISEE testing, please visit **https://www.erblearn.org/families/isee-accommodations/.**

Before Test Day

Register for the ISEE at least 1-2 weeks before your desired test date.

Review testing guidelines and ensure that you have all required materials ready for test day.

Download all required testing apps (see Page 7).

Conduct a Practice Session.

Review check-in procedures and ensure that you are familiar with this process prior to test day.

Review testing procedures and ensure that you and your student are comfortable with these procedures prior to test day.

On Test Day

Help your student check-in to the test. See list of required materials on Page 5.

Once your student is checked in, leave the immediate testing area.

When the test is over, reenter the testing area to help you student with the post-test procedures.

After the Test

Families will receive an email (about 24–48 hours after the test) when ISEE scores have posted to their online account at **iseeonline.erblearn.org**.

02. Exam Description

LEVEL	SECTION 1	SECTION 2	SECTION 3	TOTAL
Primary 2	7 mins	20 mins	26 mins	**53 mins**
Primary 3	28 mins	26 mins		**54 mins**
Primary 4	30 mins	30 mins		**1 hr**

LEVEL	SECTION 1	SECTION 2	BREAK	SECTION 3	SECTION 4	BREAK	SECTION 5	TOTAL
Lower	20 mins	35 mins	5-10 mins	25 mins	30 mins	5-10 mins	30 mins	**2 hrs, 20 mins + breaks**
Middle	20 mins	35 mins	5-10 mins	35 mins	40 mins	5-10 mins	30 mins	**2 hrs, 40 mins + breaks**
Upper	20 mins	35 mins	5-10 mins	35 mins	40 mins	5-10 mins	30 mins	**2 hrs, 40 mins + breaks**

OVERVIEW

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.

For more information about what the ISEE measures and how to prepare, go to **www.erblearn.org/families/isee-by-erb**.

TEST TIMING

The table provided shows the number of sections, standard timing, and breaks for each level of the ISEE. It is important to note that the ISEE At Home application will not allow students to progress out of a test section until the standard time for that section has expired. Students must stay in their seats until the standard time has expired within each test section. ERB recommends that students use any extra time to review their answers.

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** (listed above) has expired. No action is required from proctors for this to happen.

On the ISEE At Home version of the Primary 2, 3, and 4 Levels, there are no scheduled breaks as the testing time is one hour or less. The testing time for the Primary 2, 3, and 4 levels is slightly less as the essay is not offered on the ISEE At Home version of these levels.

BREAKS

During breaks, students are encouraged to relax, walk around the room, and eat a snack for five to ten minutes. When students are ready to resume testing, they initiate testing themselves. If students wish to leave the room during a break, they should raise their hand or use the chat function to ask permission. Students are allowed to leave the room during scheduled breaks. If a student leaves the testing room without first checking, they will receive a warning. If this occurs a second time, their test may be canceled.

Students may leave the testing room for an unscheduled break, but need to ask permission by physically raising their hand, sending a chat to their proctor, or clicking the "raise hand" feature in the testing platform and waiting for approval. Students who leave during the timed portions of the exam are NOT allowed extra testing time.

03. Guidelines for Testing

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

Required for All Students:
- Your Verification Letter with ISEE ID and last name.
- Valid student identification.
- Your Session ID Number.

Required for ISEE Primary 2, 3, or 4 Only :
- 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.

⊘ 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, iPods, 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.

GENERAL GUIDELINES

The validity of the ISEE depends on uniform, fair administration procedures for all students and on maintenance of test security. In cases where there is clear evidence of communication with others during the test, use of prohibited materials or objects (including cell phones, unless this is used as a second device for a video feed), testing irregularities, or disruptive behavior of any kind, a student's ISEE scores will be invalidated. Students taking the ISEE At Home will need to follow the below guidelines.

Do not bring any personal items or materials to the test besides your **verification letter** and **identification**, which are required to check in for at-home exams.

* For students taking the ISEE Primary 2, 3, and 4, audio recordings of instructions are automatically played as students navigate to each instruction page. For this reason, students taking the Primary levels must do so using headphones.

VERIFICATION LETTER

Students will need to enter their ISEE ID and Last Name as it appears in their Verification Letter to check-in to their exam (more on this in the *What to Do on Test Day* section). Verification Letters confirm each student's test date, time, and location, and are emailed to the parent/guardian who registered their student for the exam once registration is complete. The Verification Letter is also available in your online account and may be printed out.

If you are unable to locate your Verification Letter or there is incorrect information on your letter, please call the ISEE Operations Office at 1 (800) 446-0320 or 1 (919) 956-8524.

03. Guidelines for Testing

STUDENT IDENTIFICATION

Students will also be prompted to verify their identities by taking a picture of the front and back of an approved form of ID (forms of identification with a photo are recommended). Proctors will, in turn, review and approve these images.

PREFERRED forms of student identification (with photo) include:	OTHER approved forms of student identification include:
• School ID • Passport or Green Card • Driver's license or learner's permit	• Library card • Birth certificate • Social security card • School report card

If a student's identity is in question before, during, or after the exam, ERB will not release test scores and reserves the right to investigate the matter at the expense of the family. In addition, ERB may, at its discretion, disclose the results of any such investigation to the schools to which the test results were to be sent and to all appropriate government regulators.

SESSION ID NUMBER

On or before test day (no less than two hours before your exam), you will receive an email at the email address you provided during registration with your Session Number. You will need this Session Number to check into the test.

Please be on the lookout for this email with your Session Number. The email will be sent from a member of the ISEE testing staff, and the sender's address may not be familiar to you. You may need to check your SPAM folder to find the email.

School-Administered Sessions

If you registered for a school-administered exam, the email will likely come from an email address that is associated with your application school. **If it is less than one hour before your exam is scheduled to begin, you have checked your SPAM folder, and still do not see this email, please contact the school administering your exam for assistance.**

ERB-Administered Sessions

If you registered for an ERB-administered exam, the sender's email address could vary. If it is less than one hour before your exam is scheduled to begin, you have checked your SPAM folder, and you still have not received this email please contact ISEE Operations at 1 (800) 446-0320 or ISEEOperations@erblearn.org.

GETTING MENTALLY PREPARED

The ISEE measures what students know and are able to do. It is a reflection of their academic preparation in school, as well as their learning outside of the classroom. Frantic, last-minute "cramming" for the test is not helpful. Better forms of preparation include:

• Familiarizing oneself with test sections, number of questions, timing, and question formats

• Taking a practice test or answering sample questions

• Practicing academic areas that may be a particular weakness

• Getting a good night of sleep and eating a healthy breakfast on test day

On test day, students should read or, for Primary Level testers, listen very carefully to the test instructions. They should keep in mind that no one is expected to answer every question correctly, and students' test performance is compared only to the performance of students at their grade level.

For more assistance with ISEE preparation, please visit **www.erblearn.org/families/isee-preparation**.

04. Testing Device Setup

The Secure Browser is a locked down version of an internet browser that does not allow access to any other applications. If you are installing the Secure Browser for all users, drag the Secure Browser to your applications folder. If you are not logged in as an administrator, you will need to authenticate using an administrator's username and password. You may need to get this information from your Macintosh computer administrator.

1. Click the "Download" button.
2. Your web browser will download the file to the default location (usually the desktop).
3. If your computer does not automatically unzip the file, double click the downloaded file to decompress the Secure Browser.
4. You may launch the file from the de...

DOWNLOAD

Prior to Test Day

Practice Check-In Process
Test your audio, video, and internet connection, and practice the check-in process to prepare for test da...

Start a Practice Session

1 DOWNLOAD TESTING APP

PC and Mac Computers
Download the testing app from **iseedownload.erblearn.org**. You will use this app to access the exam.

iPads and Chromebooks
At this time, testing is not supported on these devices.

2 CONDUCT A PRACTICE SESSION

Conduct a practice session **at least three days before your scheduled test event**. To do so, open the testing app you downloaded and click **Start a Practice Session**. This will confirm that your video, audio, microphone, and internet connection meet the minimum requirements for testing.

ABOUT THE TESTING APP

ISEE At Home is delivered through a secure application developed for ERB by Internet Testing Systems (ITS), the company that also delivers and reports scores for ERB's Comprehensive Testing Program (CTP). This application is a "locked-down" version of an internet browser that prohibits access to other apps during testing.

TROUBLESHOOTING

If your device doesn't have a functioning webcam, microphone, or speakers...

If your primary testing device (computer, laptop, etc.) does not have functioning audio and video, you may utilize a secondary mobile device to provide your audio and video feed during testing. For this option, you will need to download an additional app onto your secondary mobile device. See the **Special Instructions for Devices Without Webcams** section of this guide on Page 17 for further instructions.

Primary Levels 2, 3, and 4 may use wired headphones; bluetooth headphones cannot be used during testing.

04. Testing Device Setup

TROUBLESHOOTING CONTINUED

If your internet connection is too slow...

For at home testing to be successful, families should have an internet connection speed of 0.5 mbps or greater. To increase signal strength, students should position their device close to their wifi router or use an Ethernet cable to connect to it directly. For the best experience, families should make sure there is no additional load on their internet connection from other household members using the internet for things like streaming videos, music, or games.

minimum system requirements

	Mac	PC
Operating System	Mac OS X 10.11 Mavericks or higher	Windows 7 and higher
Audio and Video	Webcam, microphone, and speakers.	Webcam, microphone, and speakers.
Internet	0.5 mbps or greater	0.5 mbps or greater
Screen Resolution	1024 x 768 minimum	1024 x 768 minimum
Power Source	Direct connection to a power source throughout testing. If a secondary device for audio and video is required it must be fully charged and plugged into a power source throughout testing.	Direct connection to a power source throughout testing. If a secondary device for audio and video is required it must be fully charged and plugged into a power source throughout testing.

05. Test Day
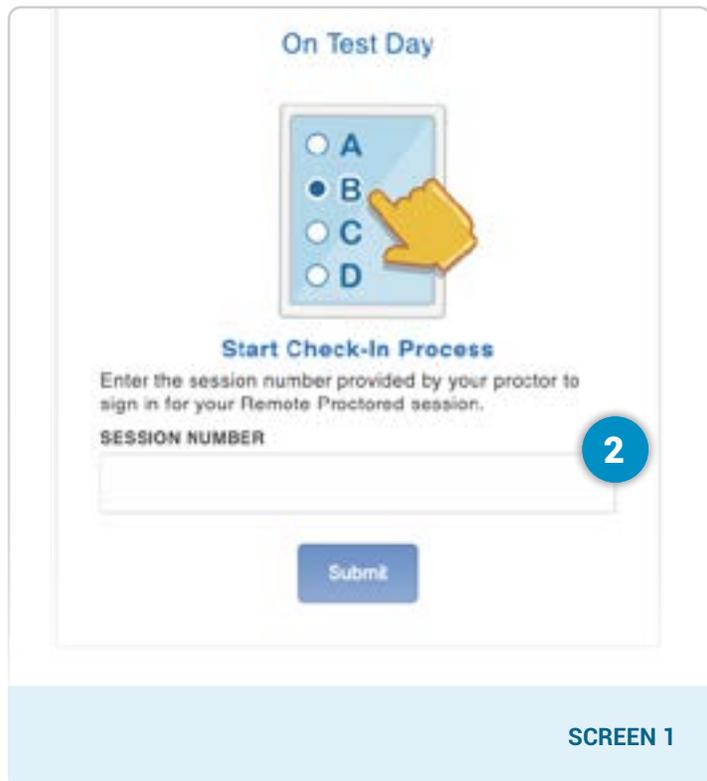
On Test Day

○ A
● B
○ C
○ D

Start Check-In Process

Enter the session number provided by your proctor to sign in for your Remote Proctored session.

SESSION NUMBER

2

Submit

SCREEN 1
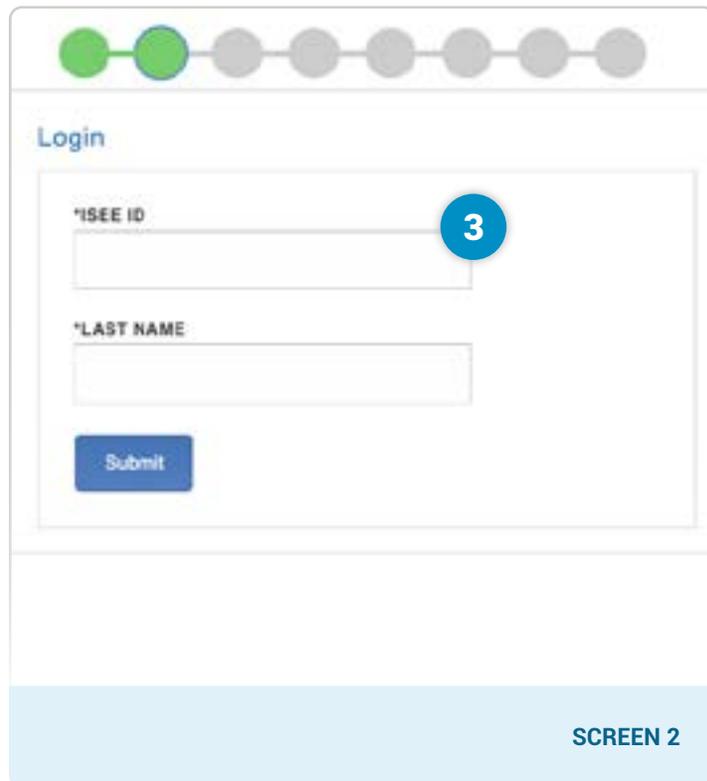
Login

*ISEE ID

3

*LAST NAME

Submit

SCREEN 2

CHECK-IN PROCESS

Parents and guardians are encouraged to help students log-in to the ISEE At Home testing platform and check in. Below are the steps to follow:

1 **Open the Testing App**

Open the testing app. Once open, your student will see the screen above.

If you have not yet downloaded the testing app you will need to do so at this time. Please reference the instructions in the **Testing Device Setup** section of this guide for instructions on how to download the app.

2 **Enter Your Session Number**

To begin the check-in process, enter the Session Number that arrived via email from your test proctor and click **Submit**. This Session Number can only be used on the day your student is registered to test. We recommend that you begin the check-in process no earlier than 15 minutes prior to your scheduled test start time.

For more information about Session Numbers, please refer to the **Guidelines for Testing** section of this guide.

3 **Enter Your Student's ISEE ID and Last Name**

On the following screen, enter your student's ISEE ID and Last Name as it appears on the Verification Letter you received after registration. If needed, you can obtain a copy of your Verification Letter by logging in to your parent account at **iseeonline.erblearn.org.**

05. Test Day
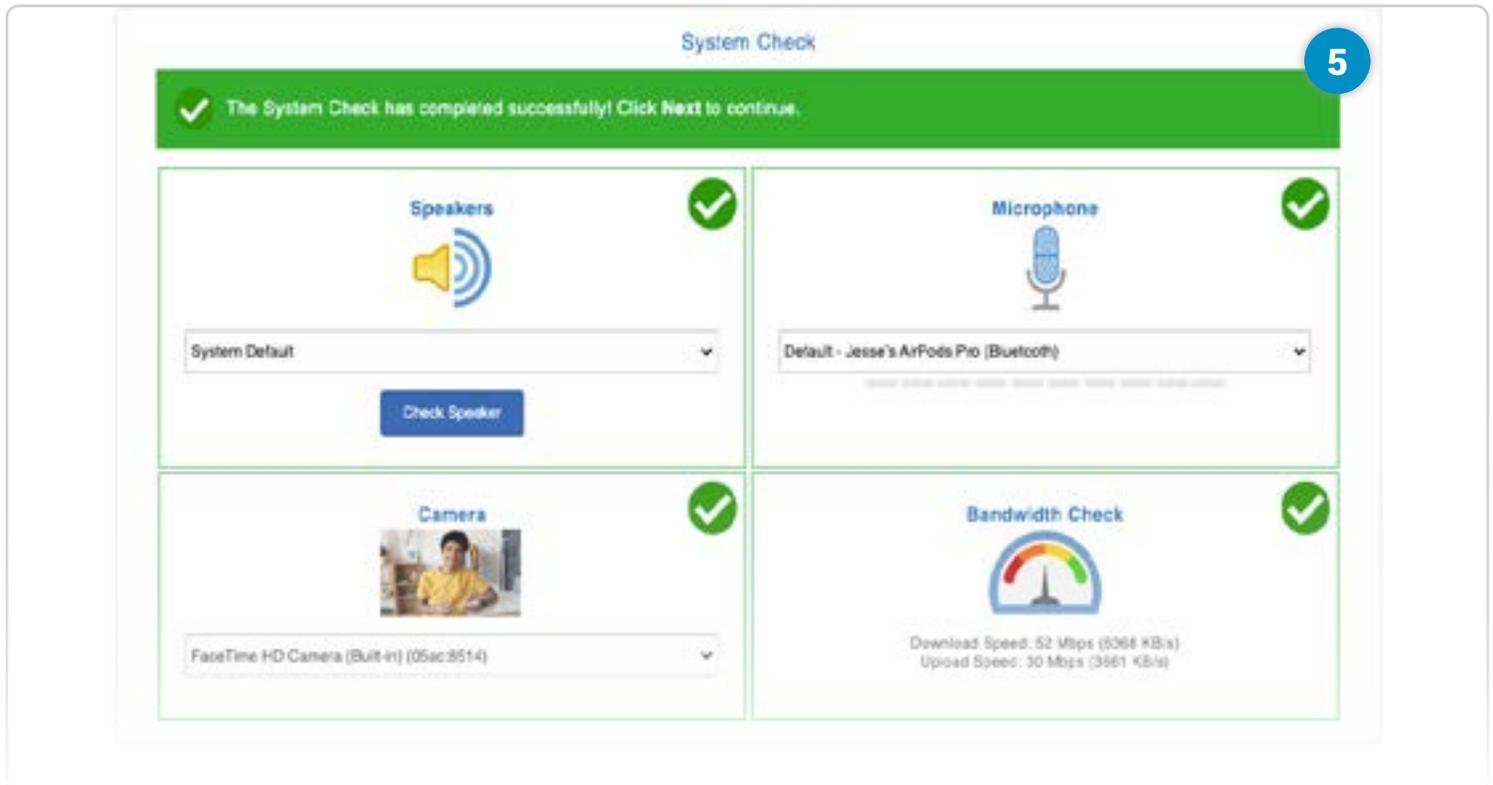
4 Agree to the Consent Form (Not Pictured)

This form stipulates that you agree to not copy, distribute, or discuss the content of the ISEE outside of the testing. As part of this consent, you are also agreeing to have your test recorded. All recordings are destroyed within 48 hours of testing unless flagged by a proctor. Recordings of flagged tests are preserved for 30 days.

Only limited testing staff have access to student testing recordings, and all proctors are trained, carefully vetted educators. No one without proper clearance has access to student videos.

5 Complete the System Check

The system check will test your student's audio, video, and internet connection. If the system detects more than one camera or audio device, your student will be required to select the correct one from a drop-down menu. Ensure that the correct camera is selected and that their image appears in the video area. If an incorrect camera is selected, the system check will pass but the image will be black.

To proceed through the system check you may need to press various buttons to initiate the check of each component. Please follow all instructions on-screen.

05. Test Day
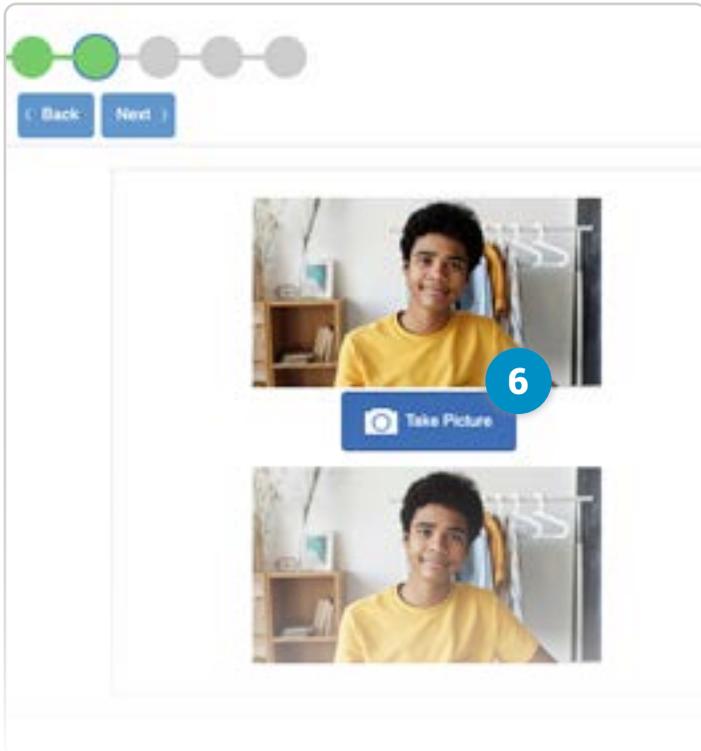
6 Take a Photo of the Student

In this step, your student will be prompted to take a photo of themself using the guide on the screen and the **Take Photo** button. Please make sure to check that the image clearly shows your student's face and is not blurry. If the proctor deems the photo to be unacceptable, your student will be required to redo all of the check-in steps.
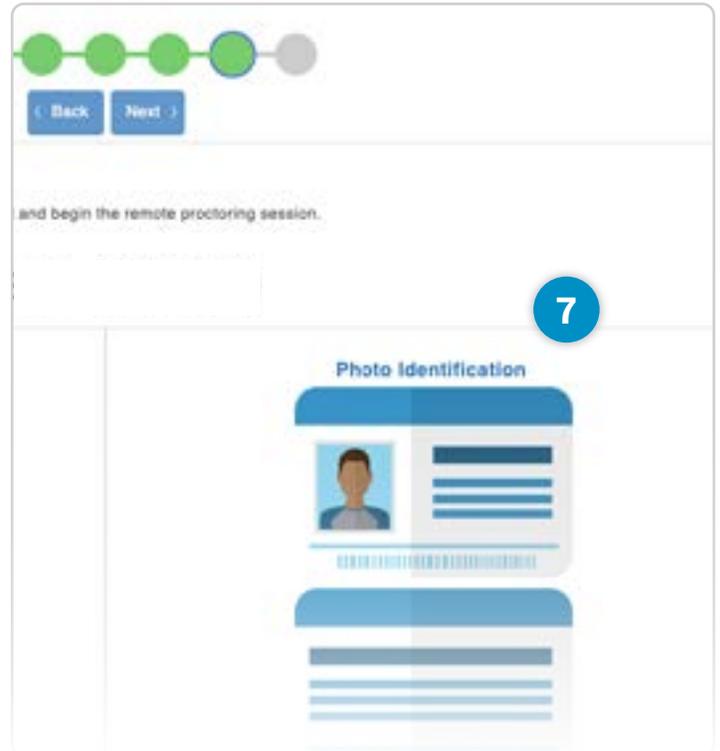
7 Take a Photo of the Student's Identification

In this step, you will take a photo of both the front and back of your student's ID. Please position your student's ID carefully using the guides on-screen and the **Take Photo** buttons.

If the proctor deems the photo of the ID to be unacceptable, the student must restart the check in process. If you wish to retake the photo, you can do so (without restarting) as part of the check-in process.

05. Test Day
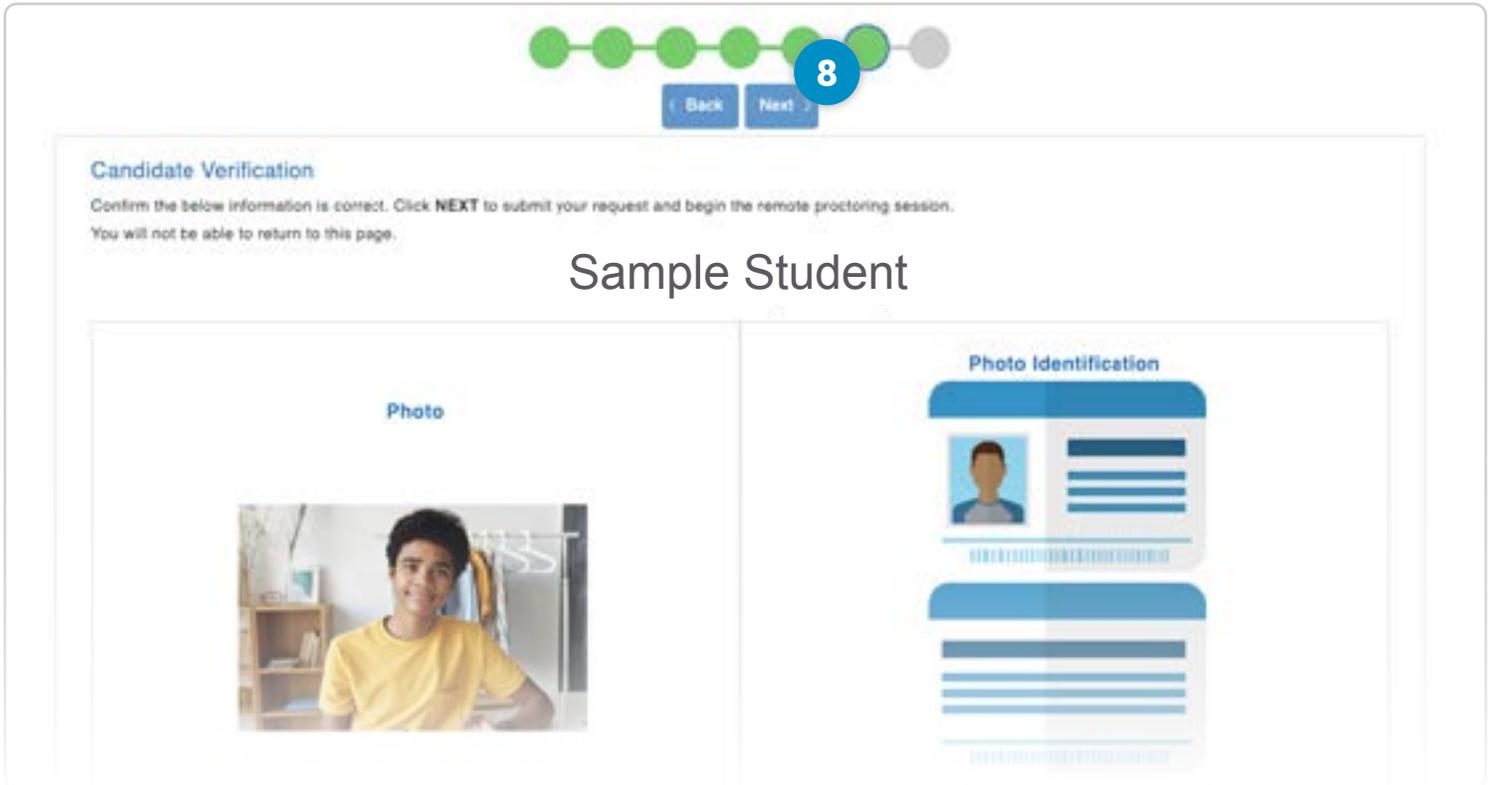
8 Verify Your Information

You will have a chance to review your student's information and that their images are clear and acceptable. If all of the information is correct, click **Next** at the top of the screen.

9 Wait for Protocol Approval

The proctor will now review and validate your student's information and photos. Once the proctor approves your student, they will enter the testing environment and start their ISEE At Home test. At this time, parents and guardians should leave the testing area.

05. Test Day

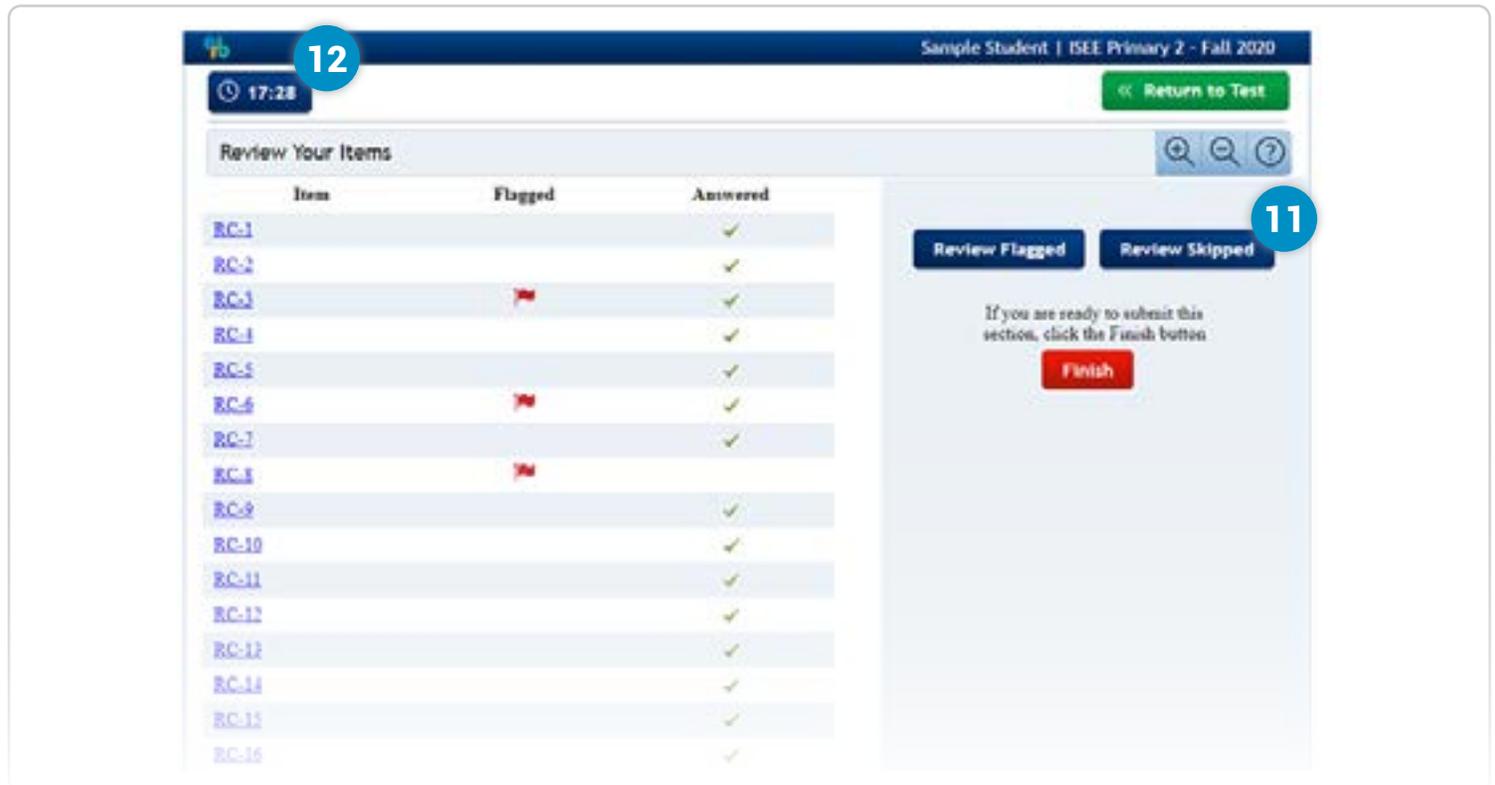## TAKING THE TEST

🔟 Navigating the ISEE At Home Testing App

Once students are checked in, they are given instructions on how to navigate through the test and use the tools available to them. A screenshot of these instructions is provided above. For Primary Level testers, these instructions are broken out over multiple screens.

Throughout the ISEE At Home, students read or listen to the instructions themselves. Recorded instructions are only available for Primary Levels. The proctor does not read testing instructions aloud, nor do proctors prompt students to move through the instructions or sample question pages.

Students will see sample questions before they begin their test. This is helpful for giving students a chance to see the format of each question before they take the actual test.

11 Using Review Screens

At the end of each test section, your student will see a review screen that allows them to review any questions they flagged or skipped during testing. Students can use the links on screen to navigate back to these questions, or click **Finish** to submit their responses.

> The standard time for a section must elapse before your student can complete the section and 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.

12 Timing

The testing app keeps time and notifies students of breaks. At all times, students can see how much time is left in their section, and they will receive a notification when there are 10 minutes left in each test section.

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. For more information about test timing, please see the *Exam Description* section of this guide.

> 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 the proctor for this to happen. Please see the *Exam Description* section of this guide for more details about timing.

05. Test Day

PREPARING FOR WHAT CAN GO WRONG

With the ISEE At Home testing app, much of the standardization is maintained by the app, but there is one unpredictable factor: the student's home environment. It is important that your student is prepared with how to respond to what can go wrong at home.

Loss of Student's Internet Connection

ERB recommends limiting Internet use by other devices or members of your household while your student is testing to preserve bandwidth and to prevent disruptions.

Should your student lose their Internet connection during testing and be disconnected from the testing app, they should wait a moment and log back in once their connection is restored. If able to do so, their test will resume from the point of disruption.

Students will not need to begin their test again, but they will need to repeat the check-in steps. A family member may assist with regaining the Internet connection and logging back into the test, however, they will once again need to leave the testing area once the student is successfully checked-in.

If your student's connection does not come back, the following may help restore the connection:

- Turning your device's WiFi off for a moment, and then back on
- Restarting your device
- Resetting your modem/router (unplug for 10 seconds, then plug back in)

If you are not able to restore your connection or are disconnected more than two times, do not attempt to log back into your test session. Please contact ISEE Operations at 1 (800) 446-0320 to cancel your test and reschedule for another date.

Requesting Help or a Break

Students have multiple ways they can request help or a break:

- Speak out loud
- Click the raise hand icon on the right-side of their screen
- Chat their proctor using the chat icon on the right side of their screen
- Physically raise their hand until spotted by the proctor

ERB recommends using the first three methods, which actively notify the proctor that their attention is requested. If a student raises their hand, they will have to wait until the proctor sees them for assistance.

While the proctor can hear the student, the student cannot hear the proctor, so please inform your student that the proctor will be communicating their response using the testing app's chat feature.

If your student is taking a Primary Level 2, 3, or 4 and is not able to read or type effectively in chat, they may ask for an adult's assistance in communicating with the proctor. At no time should a parent or guardian assist the student in answering any of the test questions.

If Your Student Becomes Ill During Testing

If your student becomes ill during the test, they can ask their proctor to pause their test while they recover. If the student is able to return to the test, they should ask their proctor to unpause their test so they can resume testing. If they must discontinue testing, they should end their test and the family should contact the ISEE Operations Office at 1 (800) 466-0320 to reschedule their test for a later date.

06. After the Test

AT THE END OF THE TEST

When the test is complete, students are instructed to ask a parent or guardian to join them in the testing area. Your student will be instructed to destroy and throw away their scratch paper by tearing it up into small pieces or shredding it if you have a shredder at home.

We also remind you and your student that you agreed to follow the test security procedures explained at the start of the exam, that you would not use any prohibited materials to assist with taking the exam, and that you would not share any of the exam questions or answers.

1 **Submitting Your Test**

The final step is to click **Submit**. Test results are usually available within 48 hours in your parent account online at **iseeonline.erblearn.org**.

07. Special Instructions for Devices Without Webcams
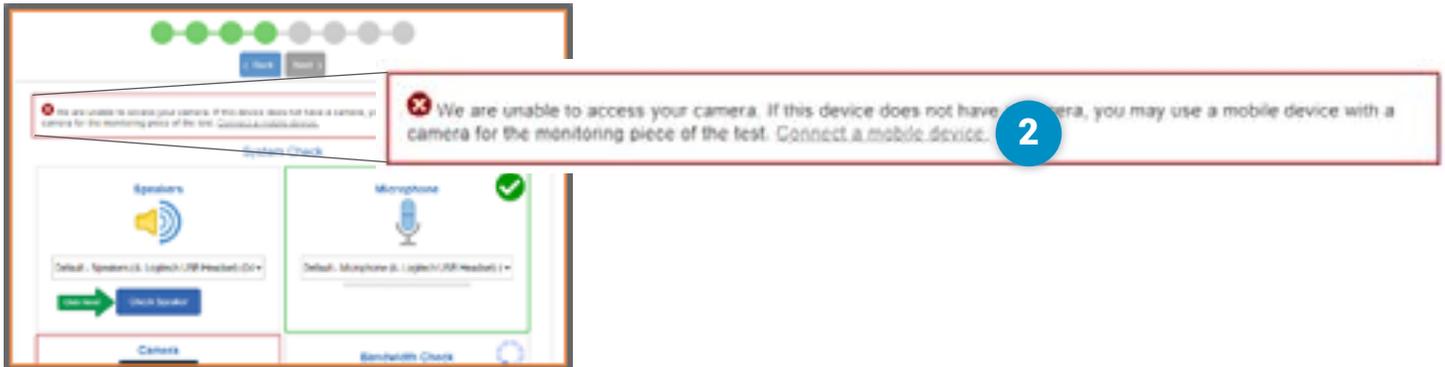
USING REMOTE PROCTOR CONNECT

If the testing app's system check cannot access either your webcam or microphone, you will see the message above. In this scenario, you may utilize a secondary mobile device to provide your audio and video feed during testing. For this option, you will need to download an additional app, called Remote Proctor Connect, onto your secondary mobile device.

1   Download the Remote Proctor Connect App

If you receive the warning message displayed above, download the **Remote Proctor Connect app** from the Apple App Store or Google Play Store onto your secondary mobile device.

> **IMPORTANT** When you install the Remote Proctor Connect app, make sure you allow the application to access your mobile device's camera and microphone.
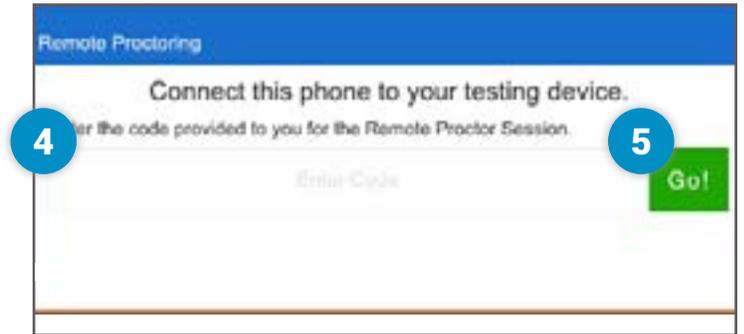
2   Connect a Mobile Device

Once you've downloaded the app, click the "Connect a mobile device" link in the error message at the top of your primary testing device's screen.

3   Launch the App

Open the Remote Proctor Connect app on your mobile device.

07. Special Instructions for Devices Without Webcams

USING REMOTE PROCTOR CONNECT CONTINUED

4 Enter Mobile Session Number

After you click the "Connect mobile device" link on your primary testing device, you should see a Mobile Session Number displayed on the screen. Enter this number into the app on your secondary device to link it to your testing session.

> Note that this is **not** the same as the testing Session Number provided by your testing proctor.

5 Click 'Go!'

Click 'Go!' on your secondary device and wait for the app to check your connection. Once your microphone and camera are set, you may click "Start" to continue through the check-in process to capture your student's photo and student identification in order to be approved for testing.

> After your secondary device is connected, you may need to press various buttons to initiate the check of each additional component as you continue through the system check. Please follow all instructions on-screen.

HELPFUL HINT

Make sure your secondary mobile device is plugged into a power source and is fully charged. If your student is unable to successfully connect their secondary device to their test session, they should contact ISEE Operations to reschedule at **1 (800) 446-0320 or 1 (919) 956-8524, or email iseeoperations@erblearn.org** if the office is closed.