

isee at home

Administration

Guide for Proctors

**If you have any questions,
please contact ISEE Operations:**

 1 (800) 446-0320

 ISEEOperations@erblearn.org

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

Contents and Checklist

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PROCTOR CHECKLIST

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 (see Page 07).

Make sure your computer meets the minimum system requirements for test administration (see Page 09).

On Test Day

Review testing rosters and note any students approved for testing accommodations (see Page 10).

Create test sessions (see Page 13).

Distribute Session Numbers to families (see Page 13).

Review and approve students for testing (see Page 15).

Monitor test sessions until all students have finished testing (see Page 16).

If necessary, log irregularity reports for the test session (see Page 18).

ADDITIONAL INFO

To learn more about at-home testing from ERB, visit www.erblearn.org/educators/at-home-testing-educators.



01. Exam Description

Trusted by over 1,200 independent schools around the world, the ISEE is an important part of well-rounded admissions processes. To help protect the health and wellbeing of ISEE staff, families, and students, as well as offer more testing flexibility, ERB is pleased to offer at-home ISEE testing options. To provide this service, 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.

TEST OVERVIEW

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

- Primary 2, 3, and 4 Levels for students who are candidates for admission to Grades 2-4, respectively.
- The Lower Level is for students who are candidates for admission to Grades 5 and 6.
- The Middle Level is for students who are candidates for admission to Grades 7 and 8.
- The Upper Level is for students who are candidates for admission 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 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 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 are no scheduled breaks as the testing time is one hour or less. The testing time for these levels is slightly less as the essay is not offered.

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
Middle	20 mins	35 mins	5-10 mins	35 mins	40 mins	5-10 mins	30 mins	2 hrs, 40 mins
Upper	20 mins	35 mins	5-10 mins	35 mins	40 mins	5-10 mins	30 mins	2 hrs, 40 mins



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 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 creating 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, 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. Headphones must be wired and plugged into the student's testing device. Bluetooth headphones are not allowed.

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 student's 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 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 or spell check devices (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, iPods, 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).

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.



PERMITTED

STUDENTS ARE PERMITTED TO ACCESS THE FOLLOWING MATERIALS DURING TESTING.

Required for All Students:

- Verification Letter with ISEE ID and last name.
- Approved form of identification.
- Testing Session Number.

Required for Primary 2, 3, or 4 Levels 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.



PROHIBITED

STUDENTS MAY NOT HAVE OTHER PERSONAL ITEMS OF ANY KIND OUT DURING TESTING.

- Books, dictionaries, or thesauruses.
- Calculators or spell check devices (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.



05. Proctor Loss of 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:

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

IF PROCTORS LOSE THEIR INTERNET CONNECTION...

- 1 Try to refresh your page. Sometimes connections drop and come back up quickly, and browsers just need to reset.
- 2 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 "Remote Proctor" 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.

- 3 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.

- 4 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.



06. Testing with Accommodations

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.**

Calculator (Provided by Families)

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 functionality is built into the ISEE At Home testing platform.



07. System Requirements

SYSTEM REQUIREMENTS

Proctors administering the ISEE 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.

Mac:

- Edge (Chromium) available for download from www.microsoft.com/en-us/edge
- Google Chrome available for download at www.google.com/chrome.
- Safari available for download from <https://support.apple.com/downloads/safari>

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.

PC:

- Google Chrome available for download at www.google.com/chrome.
- Edge (Chromium) available for download from www.microsoft.com/en-us/edge

minimum system requirements

The device that proctors use to start and monitor test sessions must meet the following system requirements.

	Mac	PC	iPad and Chromebook
Operating System	Mac OS X 10.11 Mavericks or higher	Windows 7 and higher	Not supported at this time
Internet Browser	Safari / Chrome	Chrome / Edge	N/A
Audio and Video	Microphone and speakers.	Microphone and speakers.	N/A
Power Source	Computers should have a direct connection to a power source throughout testing.	Computers should have a direct connection to a power source throughout testing.	N/A



08. Testing Rosters

Test Date/Time ↑	Access	Type	Grades	Event Code	Walk-In	Standard		Non-Standard		Actions
						Avail	Max	Avail	Max	
11/2/2020 9:30 AM ET	Closed	Online	8	EMOFEMF	No	16	18	0	0	⌵
11/2/2020 9:15 AM ET	Closed	Online	8	SZSQGBVZ	No	18	18			⌵
11/2/2020 12:30 PM ET	Closed	Online	2	DJDDNCF	No	17	13			⌵
11/2/2020 12:35 PM ET	Closed	Online	3	SMSZHF32	No	17	18			⌵
11/2/2020 4:00 PM ET	Closed	Online	4	DMSNFGBB	No	17	13			⌵
11/3/2020 9:00 AM ET	Closed	Online	5,6	ZMF5FCWQ	No	17	13	0	0	⌵
11/3/2020 9:05 AM ET	Closed	Online	5,6	WESDANFM	No	17	13	0	0	⌵

ACCESSING THE ADMISSION REGISTRATION SYSTEM (ARS)

To access a list of your test sessions and your testing rosters, you will use your ERB Single Sign-On (SSO) credentials to log into the Admission Registration System (ARS) website at iseeonline.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 sessions and students testing; a different website is used to actually start and monitor test sessions.

USING TESTING ROSTERS

A proctor's testing rosters contain the full list of students registered for a specific test session plus contact information for the family as well as any testing accommodations for which the student is approved.

Proctors should review their testing rosters prior to a scheduled test session to ensure that they are aware of:

- Test session dates and start times.
- Any testing accommodations for which students are approved.
- Families' email addresses.

1 Viewing Rosters

Once logged in to ARS, you will see a list of your test sessions. Use the arrow icons on the right-hand side of the screen to reveal the menu options for the desired test session and select **View Roster**.



08. Testing Rosters

MANAGE ROOMS

ADDRESSES

POTENTIAL APPLICANTS

REPORT LINKS ▾

ORDER QUICK FACTS

ASSESSMENTS

MIST CREDENTIALS

Location: **Chancellor Country Day School** (12/20/20)

ISEE At Home

<https://iseeonline.erblearn.org>

New York, NY 10015

US

TEST ROSTER

[Export ALL to PDF](#)
[Export ALL to Excel](#)

MIDDLE/UPPER (7-12)

Standard Capacity	Non-Standard Capacity	Max Walk-ins	# of Active Registrations
15	0	0	1

[Export to PDF](#)
[Export to Excel](#)

Last	First	Parent/Guardian	Grade	Phone	ISEE ID	Accommodations
Student's Last Name	Student's First Name	family@gmail.com	5	H: 1234567890 W: 1234567890	123456	None

USING TESTING ROSTERS CONTINUED

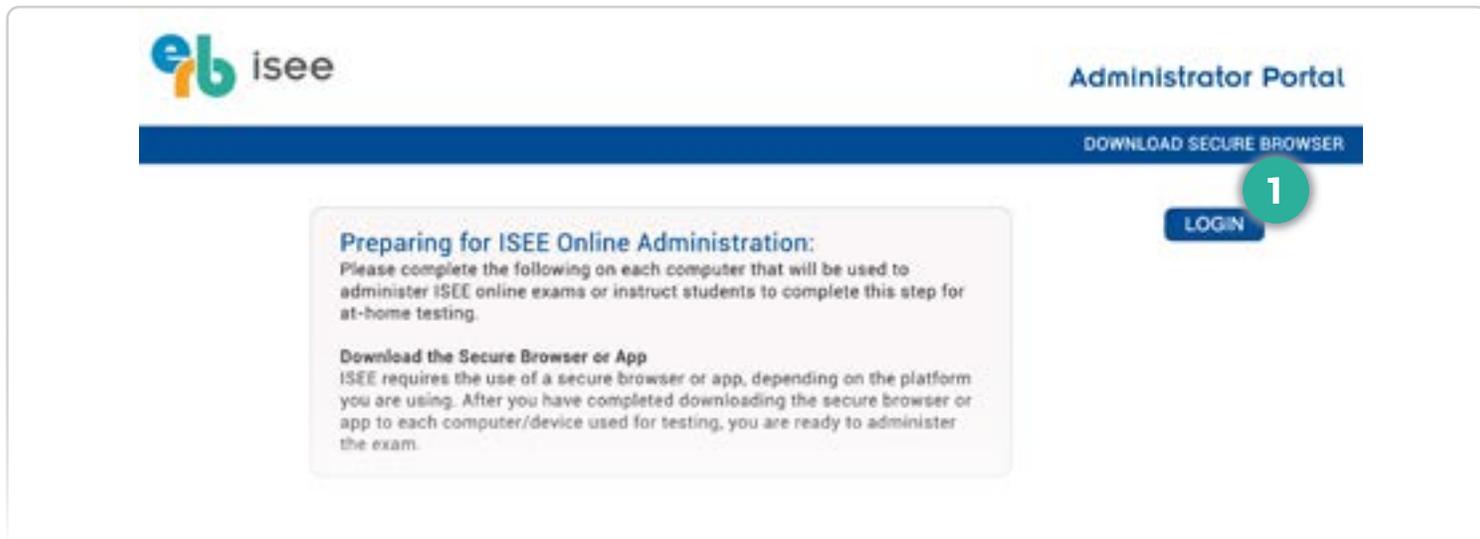
2 Family Email Addresses

On the following screen, you will find the testing roster with additional details about the test session as well as the registered students' names, grades, ISEE IDs, and any approved accommodations. You will need this information available during your test session. We recommend having your testing roster open in a separate browser window during testing 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.

You will also find the parent or guardians' email addresses and phone numbers. You will use these email addresses to send families their Session Numbers prior to testing. For more information about distributing Session Numbers, please refer to the **Proctor Steps on Test Day** section of this guide.



09. Proctor Steps on Test Day



1 ACCESSING THE PORTAL

ISEE At Home is proctored through a secure website 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 this website, the Administrator Portal, to start and monitor testing.

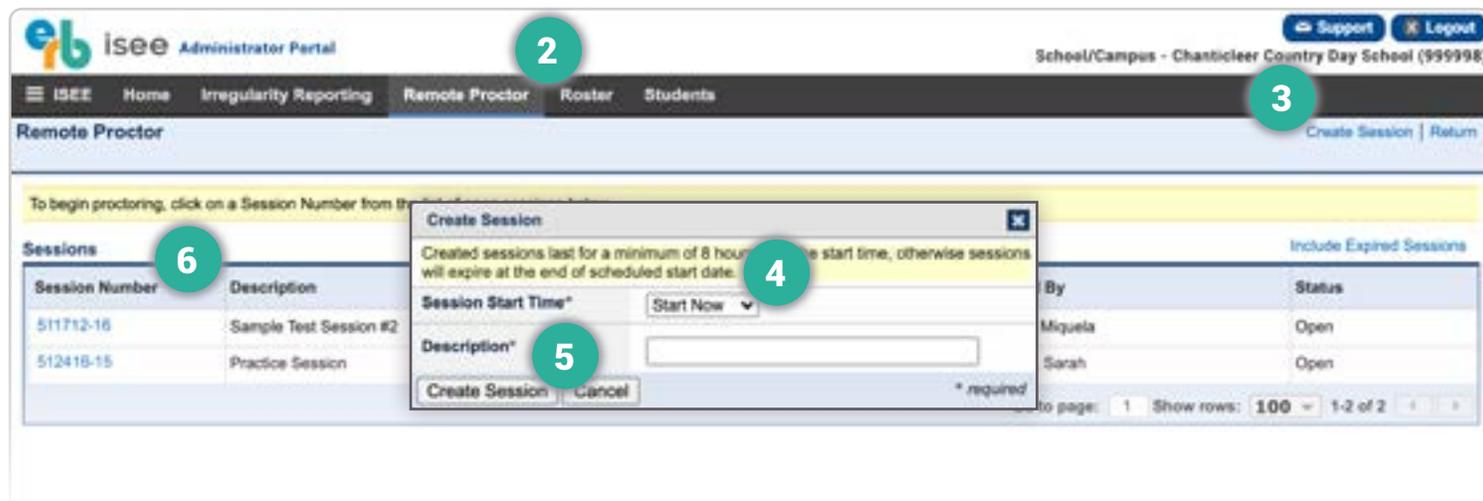
Log into this portal at iseeathome.erblearn.org using your ERB Single Sign-On (SSO) credentials. If you do not have an ERB username and password, please reach out to your school's ISEE Test Supervisor or call the ISEE Operations Office at 1 (800) 446-0320. Once logged in, proctors can:

- Create and 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.



09. Proctor Steps on Test Day



The screenshot shows the ISEE Administrator Portal interface. The top navigation bar includes 'ISEE', 'Home', 'Irregularity Reporting', 'Remote Proctor' (highlighted with a green circle 2), 'Roster', and 'Students'. The 'Remote Proctor' page title is visible. In the top right corner, there are 'Support' and 'Logout' links, and a 'Create Session | Return' link (highlighted with a green circle 3). The main content area has a yellow banner with the instruction: 'To begin proctoring, click on a Session Number from the Sessions table below.' Below this is a 'Sessions' table with columns 'Session Number' and 'Description'. Two sessions are listed: '511712-16 Sample Test Session #2' and '512418-15 Practice Session'. A 'Create Session' modal is open over the table. The modal contains a warning: 'Created sessions last for a minimum of 8 hours after the start time, otherwise sessions will expire at the end of scheduled start date.' It has a 'Session Start Time*' dropdown menu set to 'Start Now' (highlighted with a green circle 4) and a 'Description*' text box (highlighted with a green circle 5). At the bottom of the modal are 'Create Session' and 'Cancel' buttons. A green circle 6 highlights the 'Sessions' table header.

2 CLICK REMOTE PROCTOR

Once logged in to the Administrator Portal, click **Remote Proctor** from the top navigation bar.

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 ISEE At Home.

3 CREATE SESSIONS

It is the proctor's responsibility to create the test session for each test they are monitoring. Sessions should be created no less than two hours before a test is scheduled to begin. To create a new session, click the **Create Session** link in the upper right-hand corner of the Remote Proctor screen.

4 Start Time and Description

Select either “**Start Now**” or “**Future Date**” for the Session Start Time field. The start time should be no less than 20 minutes prior to the scheduled exam time as families are instructed to begin logging in 15 minutes early. To confirm your test dates and start times, please refer to the **Testing Rosters** section of this guide. You will also enter a brief description for your session.

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

5 Confirm Session

Click the “**Create Session**” button to save the session.

6 DISTRIBUTE SESSION NUMBERS

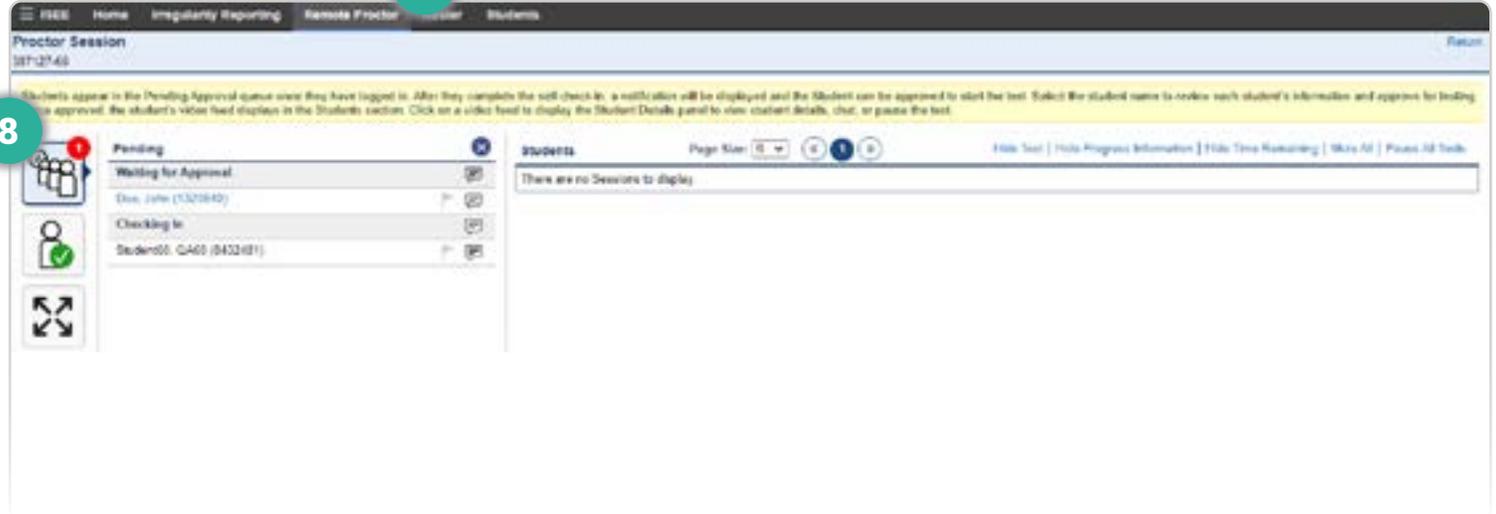
Session Numbers are listed on the left-hand side of the Remote Proctor screen after each session is created. You must email these Session Numbers to families in order for them to access the test for which they registered. Session Numbers must be emailed to families **no more than one day and no less than two hours prior to the scheduled exam time**. Proctors must be careful to only distribute the Session Number to families that registered for that specific test session.

Family email addresses are listed in your testing rosters. When looking up email addresses, be sure you are viewing the testing roster that corresponds to the correct test session. Please refer to the **Testing Rosters** section of this guide for more information about accessing testing rosters.



09. Proctor Steps on Test Day

7



7 OPEN SESSION

About 20 minutes prior to the scheduled start time, go to the Remote Proctor screen and click the Session Number link to open the desired session.

8 PENDING STUDENTS

Families will begin checking in to the test session about 15 minutes prior to the scheduled start time. They will enter the Session Number you emailed them, then the testing app will guide them through a variety of additional steps to complete the check-in process. These steps include taking a picture of the student and taking pictures of the student's identification.

As students complete this process, they will appear in the Pending Approval section of your screen; a red icon will indicate when students are ready for review. You must review and approve each student in the Pending Approval section individually before they can start their test.

We recommend having your testing roster open in a separate browser window so that you can quickly confirm student details during the check-in process.

For more information about using rosters, please refer to the [Testing Rosters](#) section of this guide.

ACCEPTED FORMS OF STUDENT ID

Only the forms of student identification listed below are accepted. Photo IDs are preferred; however, other forms of identification will be accepted if students do not have photo IDs.

Preferred Forms of Identification

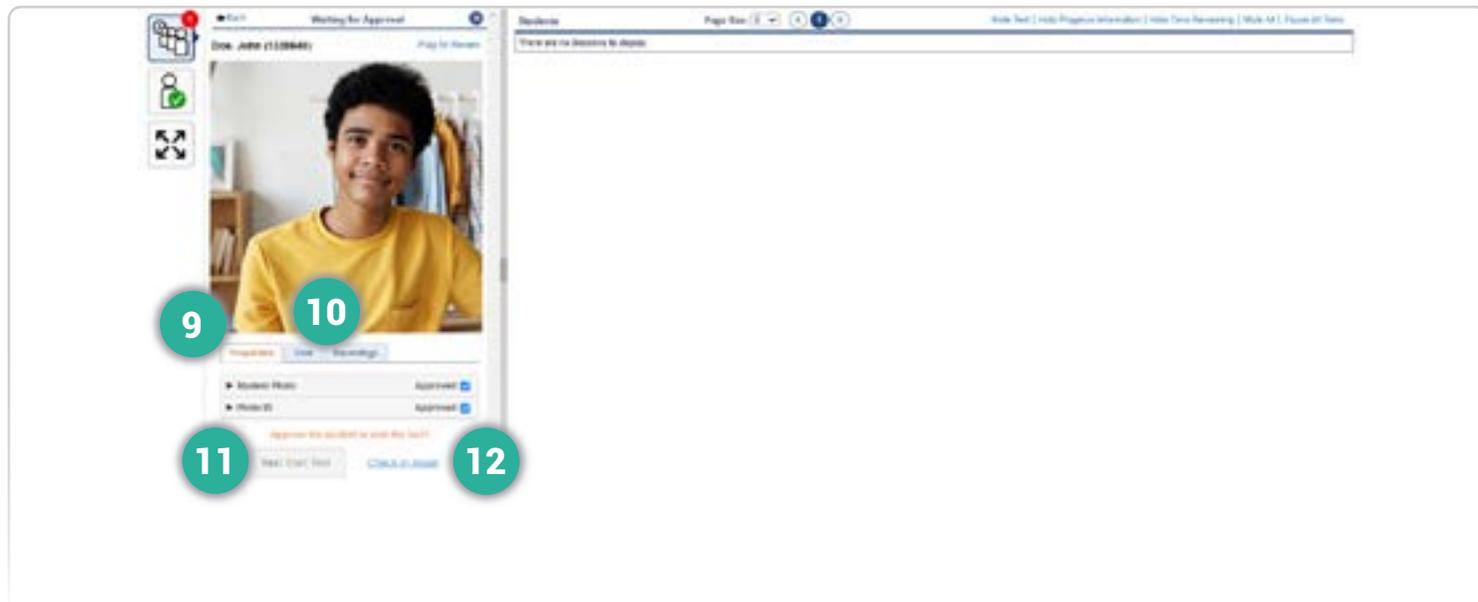
- School ID
- Passport or Green Card
- Driver's license or learner's permit

Other Acceptable Forms of Identification

- Library card
- Birth certificate
- Social security card
- School report card



09. Proctor Steps on Test Day



9 CHECK STUDENTS IN

Click a student's name in the Pending Students section to review their check-in materials. You will repeat the following steps to review each student one at a time.

- If the student's photo matches their image in the video feed, check off the photo as "Approved." If the images do not match or you can't see the student clearly, require the student to check in again. See #12 at right for more information.
- If the student has provided an accepted form of identification (see list on previous page) and the name on their ID matches the name on your testing roster, check off their ID as "Approved." If the names do not match, the ID is not an acceptable form, or the image is blurry or hard to read, require the student to check in again. See #12 at right for more information.

For more information about testing rosters, please refer to the **Testing Rosters** section of this guide.

10 Chat with Student

If needed, click **Chat** to communicate directly with a student and their family during the check-in process.

11 If the student is approved...

Click **"Yes! Start Test"** to begin the student's test.

12 If the student is not approved...

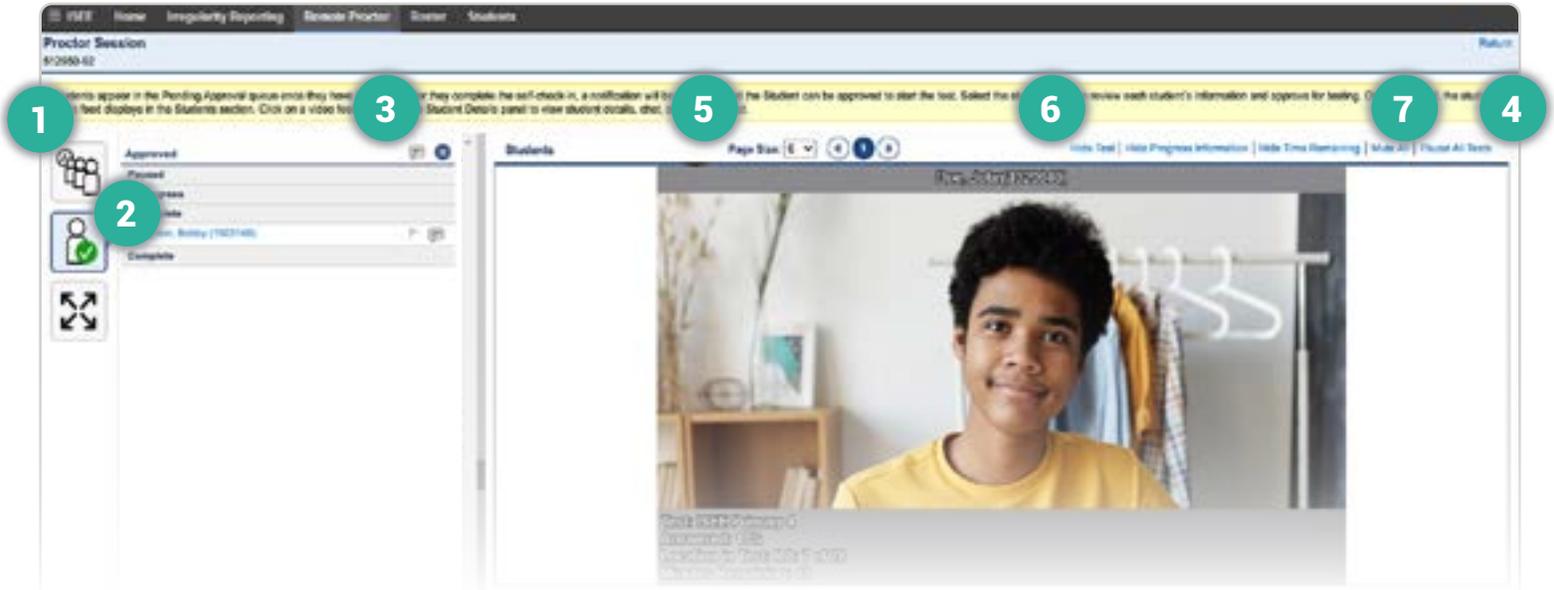
If you cannot validate the student's photo or ID for any reason, click **"Check-in Again."** This will send the student back through the check-in process. Communicate with the family via chat to explain why the student could not be approved and how to correct the student's validation issues. The family may need to:

- Retake their student's photo so that it is more clear or so that the student's face is visible.
- Retake their student's identification photos so that the ID is more clear and can be easily read by the proctor.
- Provide an alternative form of identification that is on the list of acceptable IDs.
- Provide an alternative form of acceptable identification on which the student's name matches the name that appears on the family's ISEE Verification Letter and the proctor's roster.

If the family cannot correct the validation issue(s), inform them via chat that their student will not be able to test and they will need to reschedule.



10. Monitoring Students During Testing



1 PENDING STUDENTS

If a student loses their internet connection during the test, or has to log back into the test for another reason, they will redo the check-in process and reappear in the Pending Students section. Proctors should monitor this section throughout the exam—a red icon will appear to indicate when a student requires re-approval. Proctors should validate these students for testing following the same procedures as the initial check-in process.

2 APPROVED STUDENTS

This section will list all students that the proctor has approved for testing.

3 Group Chat

In the approved students section, proctors can click the **Speech Bubble Icon** at the top of the student list (in line with “Approved”) to send a group chat message to all approved students in the session. Once all students in a session are checked in, 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.

4 PAUSE ALL TESTS

Use this link to pause all student tests.

DISPLAY CONTROLS

5 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.

6 Hide/Show Test Information

Use these links to hide or show the test information displayed on each student's video feed. Note that students' progress status only updates once they click to the next screen. If a student's progress appears to have stalled, there may no be an issue; they may simply be considering a question or taking a short break.

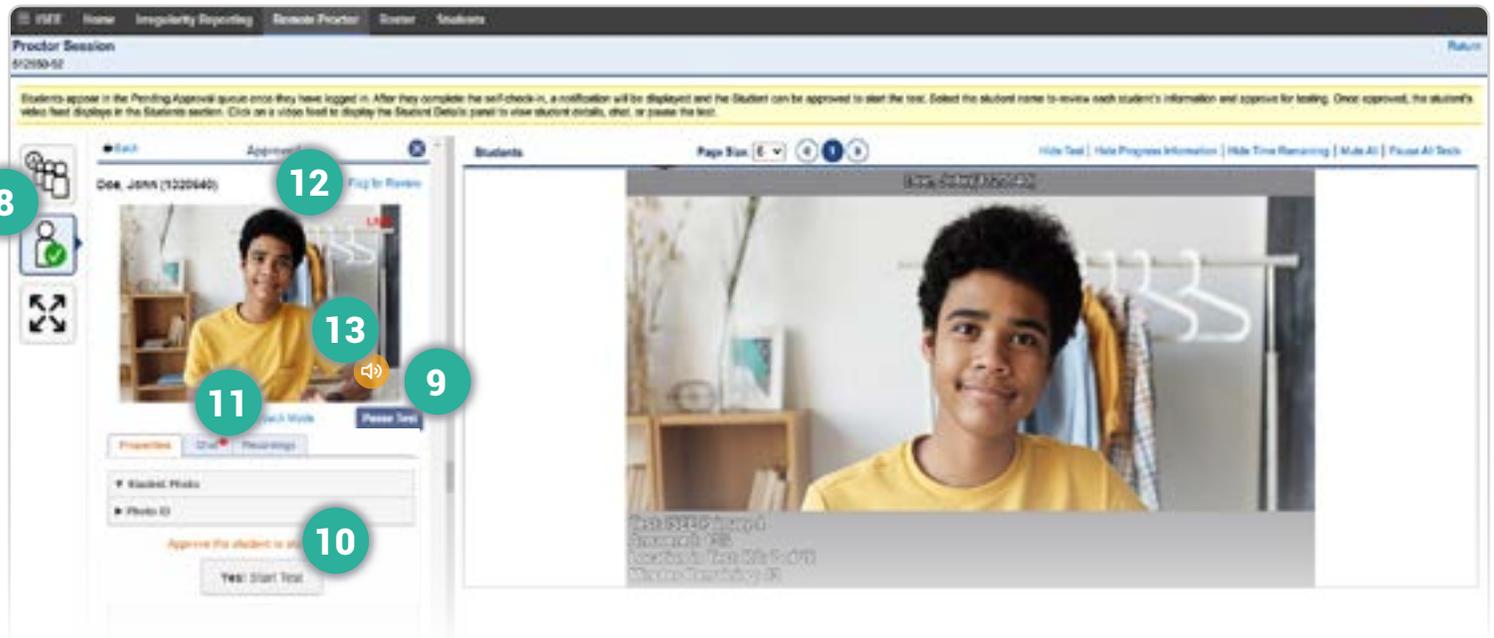
7 Mute/Unmute All Students

Use this link to **Mute** or **Unmute** all student audio.

Remember, proctors can see and hear students while their video feeds are active, but students cannot hear or see the proctor or other students.



10. Monitoring Students During Testing



8 INDIVIDUAL STUDENT CONTROLS

In the approved students section, click an individual student's name to view their information. When proctors encounter unusual or prohibited behaviors during testing, they can use the features described below to pause a student's test, communicate with the student about how to correct the situation, flag the student's video for review, and finally, resume or cancel the student's test. For more information about how to respond to unusual testing situations, please refer to the **When to File Irregularity Reports** section of this guide.

9 Pause/Cancel Test

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.

To cancel a student's exam, simply leave their test paused and the testing app will automatically cancel the exam.

10 Resume Test

Click the **Yes! Start Test** button to resume a student's test.

11 Chat with Student

Proctors can chat back and forth with students using this **Chat** tab or the **Chat Icons** next to a student's name in the Approved Students section. A red icon will appear when a student has used the "raise hand" feature to request proctor assistance.

12 Flag a Student's Test

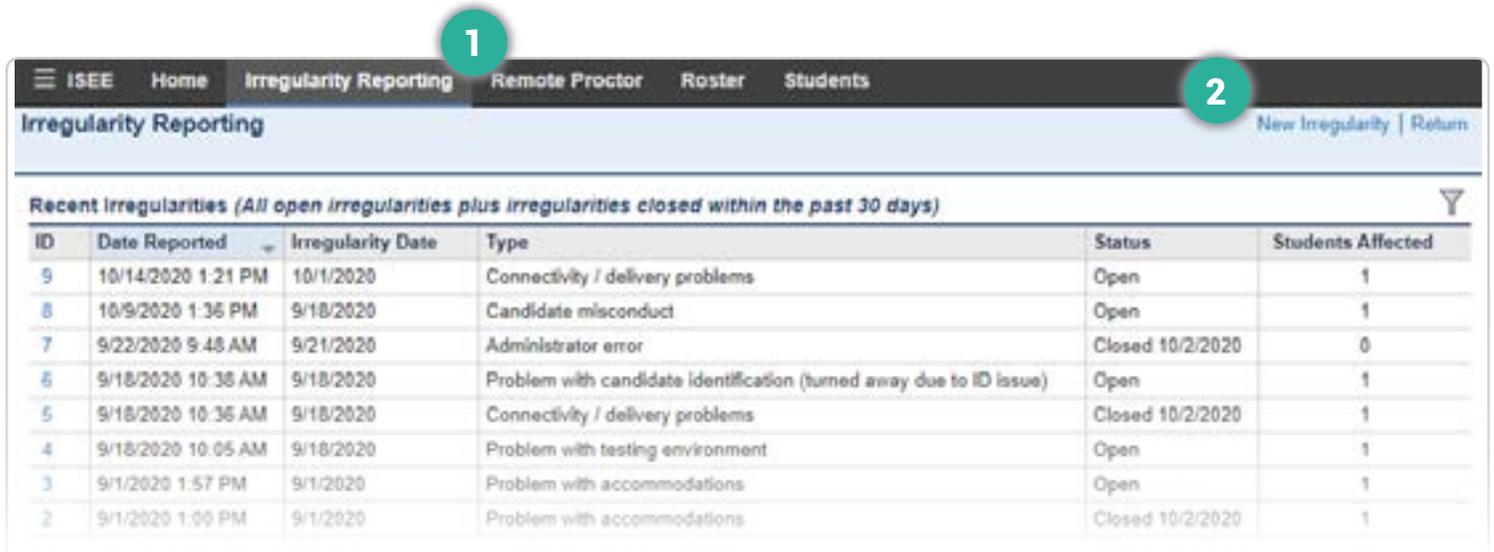
If a proctor notices suspicious or prohibited behavior during testing, they should flag the student's video and file an irregularity report. ERB staff will then review the tester's video; nothing else is needed from the proctor.

13 Mute/Unmute Student

Hover your cursor over a student's video feed to reveal the **Mute/Unmute Icon**. Use this icon to mute 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.



11. How to Log Irregularity Reports



1

2

Irregularity Reporting

Recent Irregularities (All open irregularities plus irregularities closed within the past 30 days)

ID	Date Reported	Irregularity Date	Type	Status	Students Affected
9	10/14/2020 1:21 PM	10/1/2020	Connectivity / delivery problems	Open	1
8	10/9/2020 1:36 PM	9/18/2020	Candidate misconduct	Open	1
7	9/22/2020 9:48 AM	9/21/2020	Administrator error	Closed 10/2/2020	0
6	9/18/2020 10:38 AM	9/18/2020	Problem with candidate identification (turned away due to ID issue)	Open	1
5	9/18/2020 10:36 AM	9/18/2020	Connectivity / delivery problems	Closed 10/2/2020	1
4	9/18/2020 10:05 AM	9/18/2020	Problem with testing environment	Open	1
3	9/1/2020 1:57 PM	9/1/2020	Problem with accommodations	Open	1
2	9/1/2020 1:00 PM	9/1/2020	Problem with accommodations	Closed 10/2/2020	1

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

1 OPEN IRREGULARITY REPORTING

Click **Irregularity Reporting** 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

ISEE Home Irregularity Reporting Remove Proctor Roster Students

New Irregularity Report Save Cancel

ITS Single School

3 Once entered, irregularities cannot be modified or removed, but comments may be added at any time.

General Information

Irregularity Date* 10/15/2020

Time* Between 06:00 AM and 06:00 PM
The list of Student Test Results Affected is based on the date and times selected above. The list below will only capture students who started their test within this range. Tip: make the range wider than needed to ensure that the correct students can be included.

Type* Select One

Contact CTP SSPC

Contact Phone (555) 555-1212

Contact Email ctpsspc@sestsys.com

Irregularity Detail

Student Test Results Affected (0)

<input type="checkbox"/>	First Name	Last Name	Test	Test Started	Test Completed
<input type="checkbox"/>	Allen	Abrams	ISEEL	9/9/2020 9:06:16 AM	9/9/2020 9:34:47 AM
<input type="checkbox"/>	Bert	Bottoms	ISEEM	9/9/2020 9:59:23 AM	9/9/2020 10:13:25 AM
<input type="checkbox"/>	Cindy	Canty	ISEEL	9/9/2020 10:15:26 AM	
<input type="checkbox"/>	Courtney	Covell	ISEEU	9/9/2020 1:23:09 PM	9/9/2020 1:51:48 PM

3 FILL OUT THE REQUIRED FIELDS, AND CLICK SAVE

On the following screen, fill out the required fields and click **Save**. 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. Refer to the **When to Log Irregularity Reports and Cancel Exams** section of this guide for more details.



12. When to Log Irregularity Reports and Cancel 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, err on the side of caution and log the irregularity. ERB staff will review the student's video and make any necessary determinations.

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 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, inform the student that their test is being terminated, and cancel the test by simply leaving the exam paused. In both cases (first warning and test cancellation), 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 their test is being canceled.

In both cases (first warning and test cancellation), 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, the proctor should pause their test, flag their video, inform the student that their test is being terminated, and cancel their test. In both cases (first warning and test cancellation), 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.

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.



12. When to Log Irregularity Reports and Cancel Exams

COMMON REASONS FOR LOGGING AN IRREGULARITY CONTINUED

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, proctors should pause the student's exam, leave it paused, and chat the student that their test is being canceled due to the frozen feed and 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.



