

What We'll Cover

- An overview of the *TOEFL iBT*® and *GRE*® General Test at-home solutions, how they compare to regular testing options, and score reporting
- Information on test-taker eligibility and requirements for equipment and test environment
- Details about security measures, including the use of real-time human monitoring and artificial intelligence technology
- Updates on how ETS is supporting test takers during test center closures
- Additional comments from the TOEFL and GRE Programs

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What Is the Same?

- The at home tests are identical in content, format and on-screen experience to those taken at a test center.
- They use the same scoring criteria, scoring process and score scale, so scores can be accepted and used in the same way.
- The at home tests are offered at the same price to test takers as testing in a center.

TOEFL iBT® Test

The *TOEFL iBT*® Special Home Edition will feature the same recent TOEFL Better Test Experience enhancements, including *MyBest*™ scores and faster score turnaround.

GRE® General Test

The *GRE*® General Test at home solution will include the same test-taker friendly features, such as the ability to skip questions within a section, go back and change answers, and use an on-screen calculator.



What Is Different?

The test delivery method.

- Testing will take place through test takers' personal computers at home.
- Test sessions will be monitored through the use of live human proctors and artificial intelligence technology.
- The entire test session will be videotaped.



When Is Testing Available?

- 24 hours a day to accommodate test takers in multiple time zones.
- At home testing begins:
 - March 26 – TOEFL iBT® Special Home Edition
 - March 27 – GRE® General Test
- These at home tests will be available until test centers reopen and the situation returns to normality.



Where is Testing Available?

At this time, testing is available in the following countries:

- United States
- Canada
- Colombia
- France
- Germany
- Italy
- Spain
- Hong Kong (China)
- Macau (China)

ETS is working diligently to expand to other affected areas as capacity becomes available and will share additional details about the rollout plan as we are able.



How and When Will I Receive TOEFL iBT® Special Home Edition Scores?

- Scores will be available in 6-10 days electronically online via the ETS Data Manager and automated server-to-server data feeds.
- Paper score reports are currently not being distributed due to the mandatory closure of ETS facilities due to COVID-19. Score users are encouraged to sign up for ETS® Data Manager at www.ets.org/institution-portal/data-manager. Electronic scores reported to you during the past 2 years will become available the same day.
- Scores will offer all of the same features that have been implemented for the TOEFL iBT test over the last year, including MyBest scores and fast score reporting. Special Home Edition scores will be included in MyBest scores calculations.
- Test taker responses to one of the questions in the Speaking section of the test will continue to be available online.
- There are no changes to the method of scoring or the score scale.



How and When Will I Receive TOEFL iBT® Special Home Edition Scores?

- TOEFL iBT® Special Home Edition score reports will have a test center code of **STNRP**, where “RP” in the code indicates this was a remote proctored test, followed by the test taker’s three-digit International Organization for Standardization (ISO) country code. For example, **STNRPDEU** would indicate the test was taken at home in Germany.
- Methods of score reporting:
 - **EDM Excel and ScoreLink export files** will include the test center ID of STNRP followed by the ISO country code
 - **EDM PDFs** will include the test center ID of STNRP followed by the ISO country code. The test center name will indicate “Special Home Edition”
 - **Paper score reports**, when available, will also include the test center ID of STNRP followed by the ISO country code. The test center name will indicate “Special Home Edition”



How and When Will I Receive GRE® General Test Scores?

- Scores will be available in 10-15 days electronically online via the ETS Data Manager and automated server-to-server data feeds.
- Paper score reports are currently not being distributed due to the mandatory closure of ETS facilities due to COVID-19. Score users are encouraged to sign up for ETS® Data Manager at www.ets.org/institution-portal/data-manager. Electronic scores reported to you during the past 6 years will become available the same day.
- Test takers’ photos and actual Analytical Writing responses will continue to be available through the ETS Data Manager.
- There are no changes to the method of scoring or the score scale.
- The score report does not indicate how the test was delivered. Scores should be treated the same regardless of delivery method.



What Are the Eligibility Requirements?

- ✓ The test taker is registering to take the test at home in one of the following locations at this time: the United States, Canada, Colombia, France, Germany, Italy, Spain, Hong Kong (China) and Macau (China).
- ✓ Computer equipment meets the requirements for the test — the test taker is instructed to use a link we provide to check prior to registration.
- ✓ The test room meets ETS's requirements for an acceptable testing environment.



What Are the Equipment Requirements?

Computer

- Must be a desktop or laptop computer, not a tablet or mobile device
- Cannot be a Mac® computer or use an iOS® operating system
- Must use Windows® operating system, versions 10, 8 or 7

Microphone

- Must use an internal or external microphone that is not part of a headset to communicate with the proctor

Speaker

- Must use an internal or external speaker to hear the proctor
- Headsets or wireless earphones are not allowed

Camera

- Can be a built-in camera in the computer or a separate webcam
- Camera must be able to be moved to show the proctor a 360-degree view of the room, including your tabletop surface, before the test



What Are the Test Environment Requirements?

Privacy

- Test taker must be alone in a room with no one else entering during the test.
- Testing in a public space such as a park, internet cafe or restaurant is not allowed.

Tabletop and Seating

- Computer and keyboard must be on a desk or other tabletop surface.
- Tabletop and surrounding area must be clear of all items not approved for use during the test.
- Test taker must sit in a standard chair; sitting or lying on a bed, couch or overstuffed chair is not permitted.
- Food and drink are not permitted during the test.



What Are the Test Environment Requirements?

Clothing and Appearance

- Ears must remain visible, not covered by hair, a hat or other items.
- Test takers must be dressed appropriately, as they will be monitored via video and their photos will be shared with score recipients.
- Watches, jewelry, tie clips, cuff links, hair clips, headbands, sunglasses and other accessories are not permitted.

Note-Taking Materials

- Test takers **may not** take notes on regular paper, for security purposes, but can use one of the following:
 - ✓ White board with erasable marker
 - ✓ Blank paper inside of a transparent sheet protector and erasable marker
- All notes must be erased in view of the proctor at the end of the test.



Test Security

What Security Safeguards Are In Place?

ETS is taking every precaution to ensure that test delivery and administration meet our high standards. We are employing multiple best-in-class security measures that use both real-time human monitoring and artificial intelligence technology:

- **Human proctors** will ensure constant vigilance, including confirming the test taker's identity and scanning their home environment before testing begins, flagging any suspicious activity and intervening if necessary.
- **Artificial Intelligence technology** — such as facial recognition, gaze tracking and video recording of the entire session — will guard against malicious activity.



How Does Real-Time Human Proctoring Work?

- Live, human proctoring is delivered by ProctorU®:
 - 10+ years of experience delivering innovative solutions to over 1,000 organizations, including universities, colleges, and public and private enterprise.
 - Their data from over 5 million test-takers, including for large-scale, high stakes tests, has given them unique insight into when and how examinees attempt to violate security standards.
- ProctorU employs and trains all proctors in identifying attempts to gain unfair advantage. Their vigilance is complemented by artificial intelligence measures for added security.



How Does the Proctor Verify a Test Taker's ID?

- Before the test begins, photos are taken of the test taker and their ID document.
- The proctor verifies the identification document is current, valid and acceptable, and then uses facial recognition to compare the ID document with the person sitting at the computer.
- Artificial intelligence technology is used to verify the test taker matches the identification document multiple times throughout the test, including after the 10-minute break.



How Is the Home Environment Checked?

- Test takers are informed before registering that they must have a room that provides an acceptable environment for the test, including having a built-in camera or a separate webcam that can be moved to show the proctor a 360-degree view of the room, including the tabletop surface. These requirements were shared on slides 14-16 of this presentation deck.
- Before the test begins, the test taker must use their webcam to show the room and testing space for visual 360 inspection.



How Is ETS Guarding Against Cheating?

- Human proctoring takes place in real time, not after the test, and wrongdoing can be detected by the proctor during the test session.
- This real-time human vigilance is combined with artificial intelligence technology to detect attempts to steal test content or cheat.
- Examples of test taker activities that AI will flag as possible cheating incidents include attempts to open a new browser, run unpermitted software and use unpermitted objects such as a cell phone.
- Notes can only be taken on white board with erasable marker or paper with a transparent sheet protector and erasable marker, then, must be erased in view of the proctor before the test session ends.
- The proctor can cancel the test immediately if there is any attempt to cheat.



Additional Support from ETS

How Else Is ETS Supporting Test Takers?

- Ensuring capacity is available, including working with:
 - ✓ ProctorU to ensure capacity so we can extend, in time, the ability to test from home to other locations
 - ✓ Local partners to ensure test center capacity is available once test centers can reopen
- Waiving the reschedule fee, not only for test takers whose tests were canceled, but also those who expressed concern about going to a test center
- Providing free TOEFL and GRE test preparation resources
- Communicating frequently through the ETS website, official TOEFL and GRE Facebook accounts and other social communities.



How Else Is ETS Supporting Test Takers?

- Updating test center procedures:
 - ✓ All testing that takes place in test centers follows prevention steps to reduce the risk of spreading the virus, including frequent cleaning of high-touch surfaces and providing disposable wipes so that test takers can also wipe down their testing areas.
 - ✓ Test takers are permitted to bring and wear their own surgical masks at the test center. They must remove them temporarily to have their photo taken and to enable the test center to verify their identity during check-in and upon returning from breaks. Those taking the *TOEFL iBT*® Special Home Edition must remove their masks during the Speaking section.



TOEFL iBT® Special Home Edition

Helping applicants and institutions at a time of need

In addition to offering the *TOEFL iBT*® Special Home Edition, a convenient, flexible and safe option for testing while test centers are closed, the TOEFL Program has also supported test takers and institutions by offering:

- Free practice tests.
- *MyBest*™ scores, which can help test takers show their best performance and can enable institutions to widen their pool of qualified applicants.

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No need to compromise your high standards for English-language testing

- *TOEFL iBT*® Special Home Edition is the only academic English test with 100% real-time human proctoring from beginning to end to prevent the stealing of content.
- 100% academic content to measure English skills the way they are actually used in the classroom.
- Accuracy, validity and reliability you already know and trust, delivered with rigorous security at home.
- Admitting students based on scores from unproven, nonsecure, low-quality home tests may pose risks to your institution's quality and reputation.



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The GRE® General Test

An Essential Part of a Fair and Holistic Admissions Process



The GRE General Test is the most objective lens through which all graduate applicants can be compared, regardless of background

- Provides three valid measures of critical thinking skills that indicate graduate readiness — Verbal Reasoning, Quantitative Reasoning and Analytical Writing.
- The fairest way to consider all applicants, when used as part of a holistic admissions process.
- Of all of the components of a graduate application, only the GRE test has checks and balances to ensure it is as fair and unbiased as possible:
 - ✓ Training staff on the ETS Standards for Quality and Fairness
 - ✓ Forming diverse teams to review test questions
 - ✓ Removing questions that seem to disadvantage any one group
- Without GRE® scores, students who attended lesser-known institutions are less able to demonstrate their academic capabilities.



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For More Information About the At Home Tests and Coronavirus-Related Support

TOEFL iBT® Test

Institution-Facing Resources

www.ets.org/toefl/cv-update

TOEFLnews@ets.org

+1-609-683-2008

Test Taker Resources

www.ets.org/s/cv/important-update/

www.ets.org/toefl/special-home-edition

GRE® General Test

Institution-Facing Resources

www.ets.org/gre/cv-update

GREtests@ets.org

+1-609-683-2002

Test Taker Resources

www.ets.org/s/cv/important-update

www.ets.org/s/cv/gre/at-home

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