

# At Home Testing Solutions — Your Questions Answered

TOEFL Global Client Relations

# What We'll Cover

- An overview of the *TOEFL iBT*® Special Home Edition, how it compares to the regular testing option, 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

# Overview of the *TOEFL iBT*® Special Home Edition

*TOEFL iBT*® Special Home Edition

# Why Offer a TOEFL At-Home Test?

*The TOEFL iBT®* Special Home Edition is a convenient, flexible and safe option for testing while test centers are closed.

We understand many campuses and students are impacted by the current COVID-19 pandemic, and we are committed to supporting test takers and institutions. We hope being able to access our test virtually will help minimize disruptions and allow applicants and institutions to continue with their time-sensitive applications and plans.

# 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 support security.

- 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.

# What is the *TOEFL iBT*® Special Home Edition?

The same research-based, valid and reliable *TOEFL iBT*® test you know and trust, delivered a different way while test centres are closed due to the coronavirus

## *TOEFL iBT*® Test

Measures a test taker's ability to combine listening, reading, speaking and writing skills, using integrated test questions and 100% academic content to measure English skills the way they are actually used in the classroom.

# What Is the Same?

- The *TOEFL iBT*® Special Home Edition is identical in content, length, format and on-screen experience to that taken at a test center.
- It uses the same scoring criteria, scoring process and score scale, so scores can be accepted and used in the same way.
- The at-home version is offered at the same price to test takers as testing in a center
- The *TOEFL iBT*® Special Home Edition will feature the same recent *TOEFL*® Better Test Experience enhancements, including *MyBest*™ scores.
  - *MyBest*™ scores allows you to see your applicants' best performance in each section across multiple test dates (*in addition to traditional scores from a single test date*) and can thus enable you to widen your pool of qualified applicants if you choose.

# 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 began March 26 for the *TOEFL iBT*® Special Home Edition
- This at-home test will be available until test centers reopen and the situation returns to normality

# Test Taker Eligibility and Requirements



# What Are the Eligibility Requirements?

- ✓ The test taker is registering to take the test at home in one of the locations where the computer-delivered tests are normally available, with the exception of Mainland China and Iran.
- ✓ 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
- Must use Windows® operating system, versions 10, 8 or 7
- Can use a Mac® computer with Windows installed
- Must use Chrome or Firefox browser

## 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, clips, combs, 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
  - ✓ Paper with transparent sheet protector and erasable marker
- All notes must be erased in view of the proctor at the end of the test.

# What Accommodations Are Available?

ETS is committed to serving test takers with disabilities and health-related needs by providing services and reasonable accommodations that are appropriate given the purpose of the test.

These accommodations can be requested in the test taker's ETS account:

- Extended time
- Extra breaks
- Screen magnification
- Selectable colors

Other accommodations can be requested through ETS Disability Services.



# 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:

- **Live 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 testing, 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.

<https://www.proctoru.com/>

# 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 15-16 of this presentation.
- Before the test begins, the test taker must use their webcam to show the room and testing space for visual 360-degree inspection.

*TOEFL iBT*® Special Home Edition

# When Academic English Matters Better Test, Stronger Applicants

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