



Dear Parent or Guardian,

From all of us at the Enrollment Management Association (EMA), we hope this email finds you and your family well.

We want to inform you that your November 7 administration of the SSAT at Home has been canceled. We apologize for the inconvenience this has caused you and your student.

Please reschedule your student's administration of the SSAT at Home by visiting your [online account](#). Dates are now available starting December 5, 2020. We hope to add more dates before December 5, including weekday options. We will contact you as soon as they become available. You may also opt to have your student take the computer-based SSAT at a Prometric test center or through a limited number of paper-based testing locations where COVID restrictions allow. To learn about these options, email us at info@ssat.org for more information.

To reschedule your SSAT at Home:

- Log into your account at portal.ssat.org
- Click "SSAT Testing" and go to "My Tests"
- Go to your SSAT at Home test and click the button to "Schedule My Test Date"

To request a Prometric test, please email info@ssat.org.

To request a refund instead, please complete [this form](#).

In earlier administrations of the SSAT at Home, some students experienced technical issues that impacted the testing experience. We are working to resolve those issues, but do not want to offer the SSAT at Home until the testing experience meets our standards.

When we launched the SSAT at Home, our goal was to provide an additional option for students unable to take paper-based tests due to the pandemic impacting our country. We understood the challenges in converting the SSAT from a paper-based to an online assessment in a short period of time. However, we are confident that we will continually refine the test to provide the high-quality experience our test takers deserve.

If you have questions about the possibility of rescheduling, we're here to help — just contact us at info@ssat.org or call us at 609-683-4440 Monday-Friday 9 a.m.–5 p.m. ET.

Thank you for your understanding.

Sincerely,
Thomas D. Gera
Director of Testing Services, EMA

You are receiving this email because you signed up with ssat.org to register for the SSAT.

The Enrollment Management Association
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