Corrections GED Manager™ Training

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Welcome

Training for

Corrections access to GED Manager™

Eunice, 2012 graduate

Objectives

To review:

- **GED Manager™-** which provides a streamlined way to view test-taker activity and history, demographic information, status, scores, exceptions management, and more.
- **Resources that are available for you –** which includes who to contact sheets and step-by-step "How to Guides"

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GED Manager™ Overview

GED Manager™ is a web-based program management tool built for GED Administrators™ and Educators

It provides an efficient and streamlined way to:

- Create Corrections accounts on behalf of Testers
- View Tester demographic and score information
- Run Passers Reports
- Release Tester accounts
- Approve exceptions if applicable

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GED Manager™ Benefits

Fast – One-click access to approve exceptions

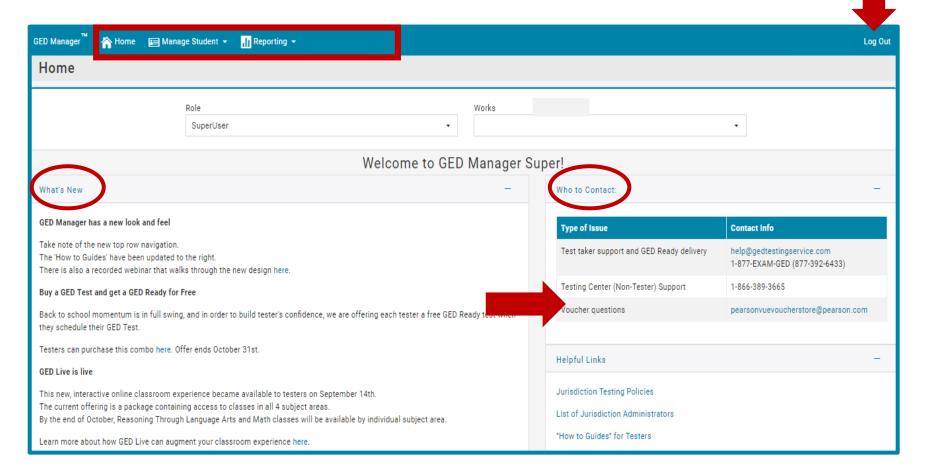**Easy** – Additional search fields so you have more options to find Tester records

Convenient – One central place to see Tester information & manage records

GED Manager™ Walk-Through

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Home Page –You should access GED Manager™ using Chrome or Firefox
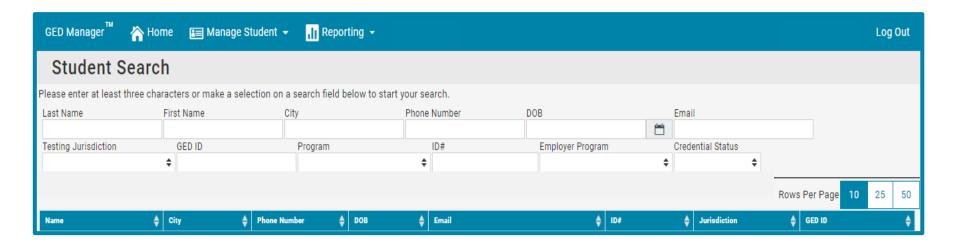
How to look up Tester accounts

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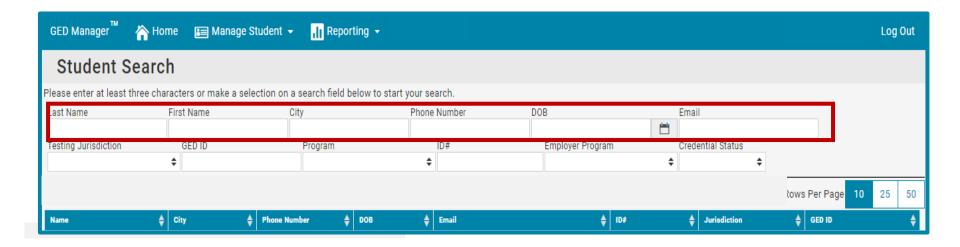# Blue bar will be across the top of each page –Click on "Manage Student" and then "Student Search"
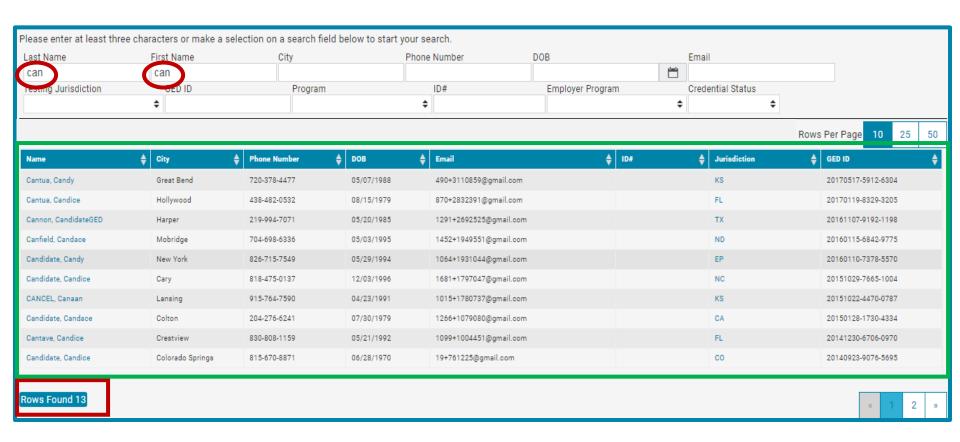
What the "Student Search" screen looks like
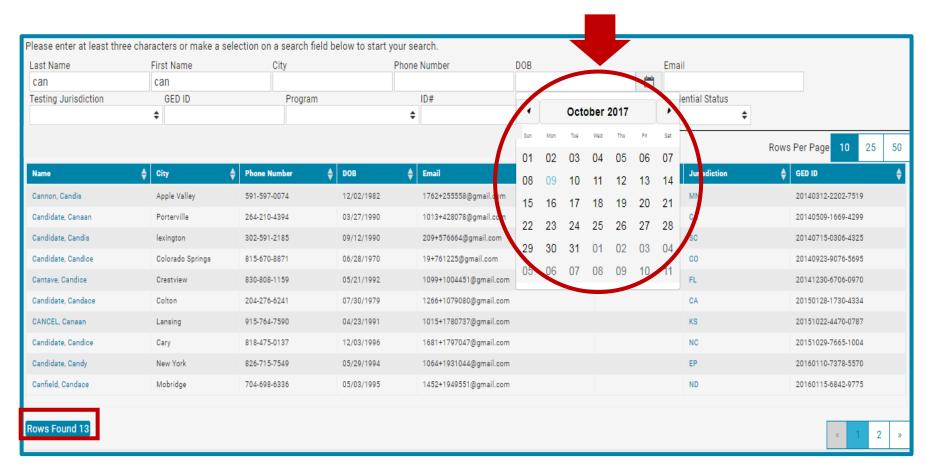
Try not to enter info in each search field

Start by entering the first 3 letters of the Tester's first and last name

Please enter at least three characters or make a selection on a search field below to start your search.

Last Name	First Name	City	Phone Number	DOB	Email
can	can				

Testing Jurisdiction	GED ID	Program	ID#	Employer Program	Credential Status

Rows Per Page 10 25 50

Name	City	Phone Number	DOB	Email	ID#	Jurisdiction	GED ID
Cantua, Candy	Great Bend	720-378-4477	05/07/1988	490+3110859@gmail.com		KS	20170517-5912-6304
Cantua, Candice	Hollywood	438-482-0532	08/15/1979	870+2832391@gmail.com		FL	20170119-8329-3205
Cannon, CandidateGED	Harper	219-994-7071	05/20/1985	1291+2692525@gmail.com		TX	20161107-9192-1198
Canfield, Candace	Mobridge	704-698-6336	05/03/1995	1452+1949551@gmail.com		ND	20160115-6842-9775
Candidate, Candy	New York	826-715-7549	05/29/1994	1064+1931044@gmail.com		EP	20160110-7378-5570
Candidate, Candice	Cary	818-475-0137	12/03/1996	1681+1797047@gmail.com		NC	20151029-7665-1004
CANCEL, Canaan	Lansing	915-764-7590	04/23/1991	1015+1780737@gmail.com		KS	20151022-4470-0787
Candidate, Candace	Colton	204-276-6241	07/30/1979	1266+1079080@gmail.com		CA	20150128-1730-4334
Cantave, Candice	Crestview	830-808-1159	05/21/1992	1099+1004451@gmail.com		FL	20141230-6706-0970
Candidate, Candice	Colorado Springs	815-670-8871	06/28/1970	19+761225@gmail.com		CO	20140923-9076-5695

Rows Found 13

« 1 2 »

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IF this produces a lot of results enter the Tester's DOB to narrow the results
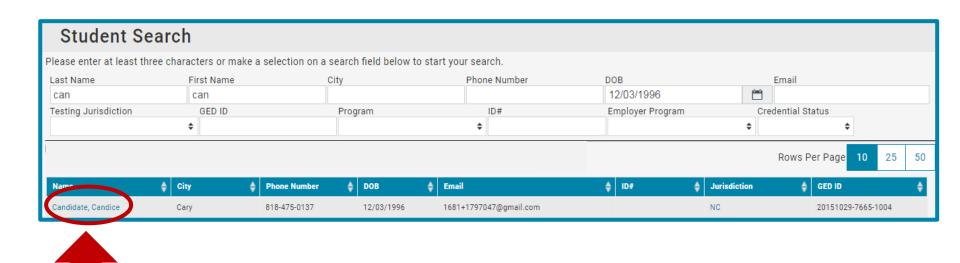
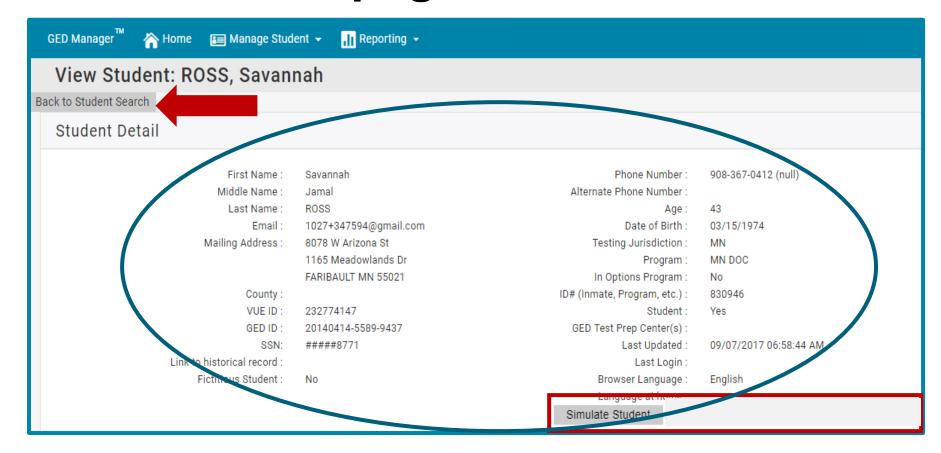# Name and DOB info has been entered

Results will show below the blue bar

Student Search

Please enter at least three characters or make a selection on a search field below to start your search.

Last Name	First Name	City	Phone Number	DOB		Email
can	can			12/03/1996	📅	

Testing Jurisdiction	GED ID	Program	ID#	Employer Program	Credential Status
▲▼		▲▼		▲▼	▲▼

Rows Per Page **10** 25 50

Name	City	Phone Number	DOB	Email	ID#	Jurisdiction	GED ID
Candidate, Candice	Cary	818-475-0137	12/03/1996	1681+1797047@gmail.com		NC	20151029-7665-1004

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Click on Tester's name to view account details

Student Search

Please enter at least three characters or make a selection on a search field below to start your search.

Last Name	First Name	City	Phone Number	DOB	Email
can	can			12/03/1996	

Testing Jurisdiction	GED ID	Program	ID#	Employer Program	Credential Status

Rows Per Page **10** 25 50

Name	City	Phone Number	DOB	Email	ID#	Jurisdiction	GED ID
Candidate, Candice	Cary	818-475-0137	12/03/1996	1681+1797047@gmail.com		NC	20151029-7665-1004

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Student Detail page

Tester's status and all GED Ready® and GED® test scores will be listed

Results

Credentialed : No
Credential Date :
Highest Total Score : 0

Hide GED Ready

Test Date	Test Center	Subject	Form	Score	Status	Language	Issues	Actions
11/03/2016	-	GED Ready® Social Studies	SS_RD	126	Not Likely to Pass	ENU		
06/20/2014	70410 - GED Test W-DOC Fixed-Henn Cty Adult Corr Fac-Mens2	GED Math		143	Below Passing	ENU		
06/06/2014	70410 - GED Test W-DOC Fixed-Henn Cty Adult Corr Fac-Mens2	GED Math		148	Pass	ENU		
05/30/2014	70410 - GED Test W-DOC Fixed-Henn Cty Adult Corr Fac-Mens2	GED Math		142	Below Passing	ENU		
05/23/2014	-	GED Ready® Math	MA_RB	151	Likely to Pass	ENU		
05/21/2014	-	GED Ready® Math	MA_RA	127	Not Likely to Pass	ENU		
05/02/2014	70410 - GED Test W-DOC Fixed-Henn Cty Adult Corr Fac-Mens2	GED Reasoning		153	Pass	ENU		
04/25/2014	70410 - GED Test W-DOC Fixed-Henn Cty Adult Corr Fac-Mens2	GED Reasoning		149	Pass	ENU		
04/23/2014	-	GED Ready® Reasoning	LA_RA	153	Likely to Pass	ENU		

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An example of an account where the Tester has credentialed

Credentialed : Yes
Credential Date : 12/03/2015
Highest Total Score : 623

Hide GED Ready

Test Date	Test Center	Subject	Form	Score	Status	Language	Issues	Actions
12/03/2015	68721 - DOC MN MCF - Rush City	GED Math		161 ★	Pass	ENU		
12/02/2015	-	GED Ready® Math	MA_RB	162	Likely to Pass	ENU		
10/28/2015	-	GED Ready® Math	MA_RA	140	Too Close to Call	ENU		
10/22/2015	68721 - DOC MN MCF - Rush City	GED Science		156 ★	Pass	ENU		
10/21/2015	-	GED Ready® Science	SC_RB	159	Likely to Pass	ENU		
10/14/2015	-	GED Ready® Science	SC_RA	148	Likely to Pass	ENU		
10/08/2015	68721 - DOC MN MCF - Rush City	GED Social Studies		151 ★	Pass	ENU		
10/07/2015	-	GED Ready® Social Studies	SS_RB	152	Likely to Pass	ENU		
09/22/2015	-	GED Ready® Social Studies	SS_RA	151	Likely to Pass	ENU		
09/17/2015	68721 - DOC MN MCF - Rush City	GED Reasoning		155 ★	Pass	ENU		
09/15/2015	-	GED Ready® Reasoning	LA_RA	162	Likely to Pass	ENU		

★=Highest Score on Transcript

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Click on "Back to Student Search" to get back to Student Search screen

How to Create a Tester's account

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Steps to create a corrections account and schedule the GED® test
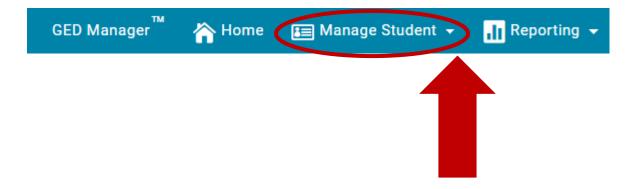
Login to GED Manager™

Select "Create Student"

Complete both parts of creating the account

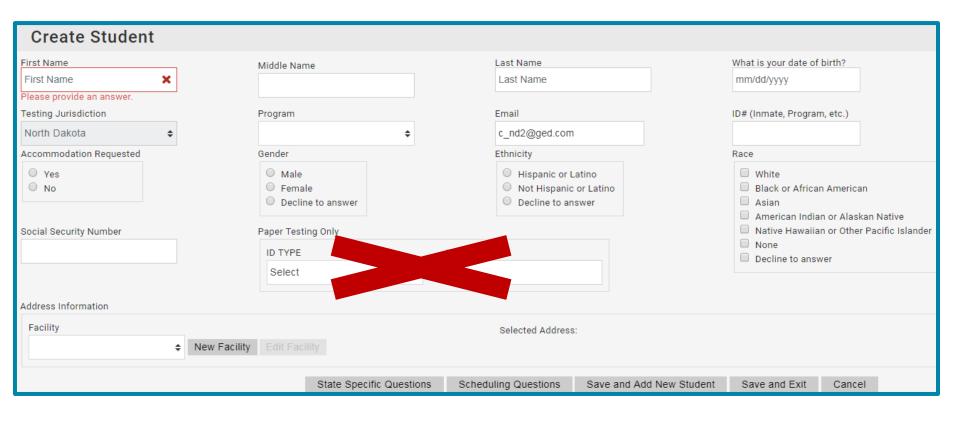Login to VUE Registration Manager and schedule test

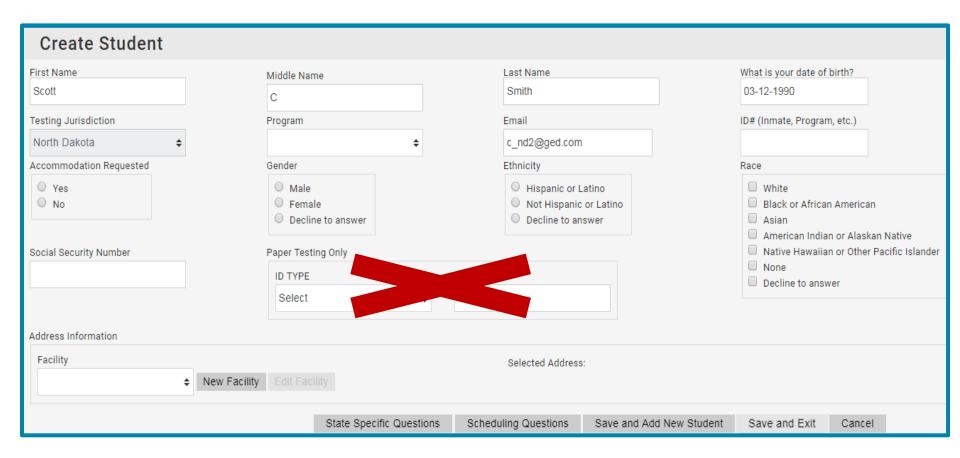# Click on the drop down arrow to the right of "Manage Student" and then click on "Create Student"
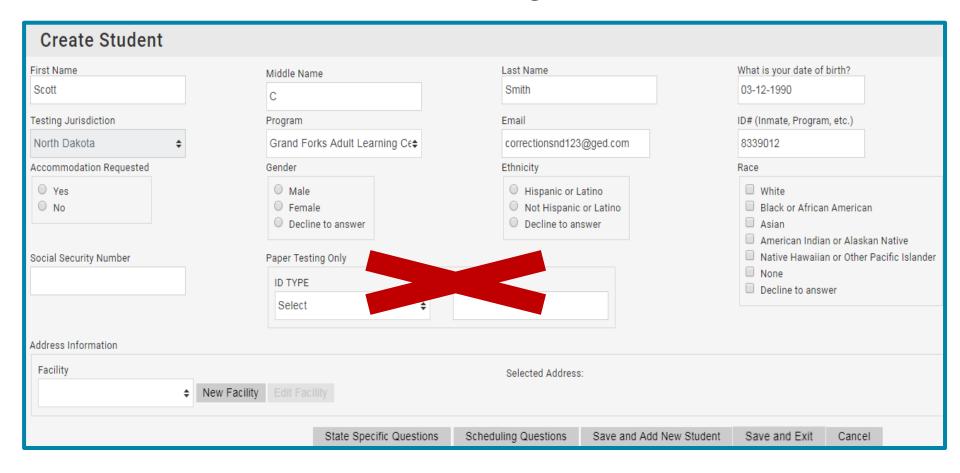
There are 2 parts to creating a Tester's account
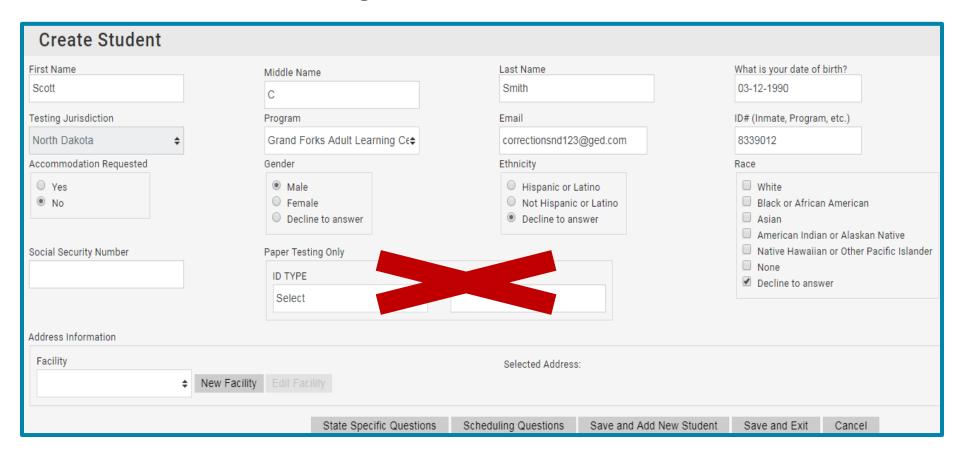
Create Student

First Name	Middle Name	Last Name	What is your date of birth?
First Name ✖		Last Name	mm/dd/yyyy
Please provide an answer.			

Testing Jurisdiction
North Dakota ▲▼

Program

Email
c_nd2@ged.com

ID# (Inmate, Program, etc.)

Accommodation Requested
- ○ Yes
- ○ No

Gender
- ○ Male
- ○ Female
- ○ Decline to answer

Ethnicity
- ○ Hispanic or Latino
- ○ Not Hispanic or Latino
- ○ Decline to answer

Race
- ☐ White
- ☐ Black or African American
- ☐ Asian
- ☐ American Indian or Alaskan Native
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ None
- ☐ Decline to answer

Social Security Number

Paper Testing Only

ID TYPE
Select

Address Information

Facility ▲▼   New Facility   Edit Facility

Selected Address:

State Specific Questions | Scheduling Questions | Save and Add New Student | Save and Exit | Cancel

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Part 1 -Enter Tester's Name and DOB

Create Student

First Name
Scott

Middle Name
C

Last Name
Smith

What is your date of birth?
03-12-1990

Testing Jurisdiction
North Dakota

Program

Email
c_nd2@ged.com

ID# (Inmate, Program, etc.)

Accommodation Requested
- ○ Yes
- ○ No

Gender
- ○ Male
- ○ Female
- ○ Decline to answer

Ethnicity
- ○ Hispanic or Latino
- ○ Not Hispanic or Latino
- ○ Decline to answer

Race
- ☐ White
- ☐ Black or African American
- ☐ Asian
- ☐ American Indian or Alaskan Native
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ None
- ☐ Decline to answer

Social Security Number

Paper Testing Only

ID TYPE

Select

Address Information

Facility

New Facility   Edit Facility

Selected Address:

State Specific Questions | Scheduling Questions | Save and Add New Student | Save and Exit | Cancel

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The "Testing Jurisdiction", "Program" and "Email" fields will already be filled in.

You can click on "Decline to Answer" in the Gender, Ethnicity and Race fields

NEVER enter any info in the "Paper Testing Only" categories

Click on "New Facility" –NOTE: *You will <u>only</u> have to do this once*

Part 2 –Click on State Specific questions

Part 2 –Click on Scheduling questions

Create Student

First Name	**Middle Name**	**Last Name**	**What is your date of birth?**
Scott	C	Smith	03-12-1990
Testing Jurisdiction	**Program**	**Email**	**ID# (Inmate, Program, etc.)**
North Dakota ⬍	Grand Forks Adult Learning Ce⬍	correctionsnd123@ged.com	8339012

Accommodation Requested
- ○ Yes
- ◉ No

Gender
- ◉ Male
- ○ Female
- ○ Decline to answer

Ethnicity
- ○ Hispanic or Latino
- ○ Not Hispanic or Latino
- ◉ Decline to answer

Race
- ☐ White
- ☐ Black or African American
- ☐ Asian
- ☐ American Indian or Alaskan Native
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ None
- ☑ Decline to answer

Social Security Number

Paper Testing Only

ID TYPE	ID VALUE
Select ⬍	

Address Information

Facility

⬍ [New Facility] [Edit Facility]

Selected Address:

[State Specific Questions] [Scheduling Questions] [Save and Add New Student] [Save and Exit] [Cancel]

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All questions need to be answered in order to schedule a test in Registration Manager

Schedule GED® Test

What is the highest grade you completed in school?

"Completed" means you successfully attended the full school year and went on to the next grade; all options include home-schooling.

11th grade ▼

What year did you complete your highest grade in school?

2005 ▼

Please indicate the reason you did not complete school.

Personal (e.g., cared for a family member, I had to get a job, etc.)

What is your current work status?

Not employed - not looking for work ▼

What was your total personal income over the past twelve months?

OK   Cancel

Click on "Save and Add New Student", "Save and Exit" or "Cancel"

How to run Passers Reports

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Click on the arrow to the right of the "Reporting" tab and then click on "Passers Report"

Passers Report Screen

Passer Search

Start Date	End Date	Jurisdiction	Program	Test Center
		California ⇕	CA State Department of Co ⇕	DOC CA Chuckawalla Adult ⇕

GED Test Prep Center: ⇕ Test Version: 2014 ⇕

Preview Report   Download Report

		Birth	Addres	Phone Numbe		Passed	Math				RLA				Science				Social Studies			
GED ID	Name	Date	s	r	Email	Date	Date	Test Center ID	Test Center Name	Score	Date	Test Center ID	Test Center Name	Score	Date	Test Center ID	Test Center Name	Score	Date	Test Center ID	Test Center Name	Score
No Candidates Found																						

Enter Start and End Date and select Program/Test Center- End date can not be the date you are trying to run the report

Passer Search

Start Date	End Date	Jurisdiction	Program	Test Center	GED Test Prep Center
01/01/2017	10/01/2017	California	CA State Department of Co	DOC CA Chuckawalla Adult	

Test Version
2014

Preview Report   Download Report

GED ID	Name	Birth Date	Address	Phone Number	Email	Passed Date	Math				RLA				Science				Social Studies			
							Date	Test Center ID	Test Center Name	Score	Date	Test Center ID	Test Center Name	Score	Date	Test Center ID	Test Center Name	Score	Date	Test Center ID	Test Center Name	Score
No Candidates Found																						

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When you click on "Preview Report" the number of Testers who earned their GED within the selected time period will be listed as well some information for each Tester

Passer Search

Start Date	End Date	Jurisdiction	Program	Test Center
01/01/2017	10/01/2017	California	CA State Department of Co	DOC CA Chuckawalla Adult

GED Test Prep Center	Test Version
	2014

Preview Report   Download Report

							Math			RLA			Science			Social Studies		
GED ID	Name	Birth Date	Address	Phone Number	Email	Passed Date	Date	Test Center ID	Test Center Name	Score	Date	Test Center ID	Test Center Name	Score	Date	Test Center ID	Test Center Name	Score	Date	Test Center ID	Test Center Name	Score
201608 26-7028-3579	Menon, Quentin	1984-06-29	7689 NE Cape Horn Rd Apt.	330-746-8800	1155+2 513701 @gmail .com	2017-05-17	2017-05-17	68537	DOC CA Chucka walla Adult School	151	2016-09-19	68537	DOC CA Chucka walla Adult School	150	2017-05-16	68537	DOC CA Chucka walla Adult School	151	2017-05-16	68537	DOC CA Chucka walla Adult School	153

Rows Found 19

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You can download the report and save as an Excel spreadsheet

How to Release a Tester from your Program

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How to Release a Tester's account from corrections

- If you know a Tester is going to be released and they know what email address they are going to use, follow these steps
  - Locate the Tester's account in **GED Manager**. Once in their account, select the **"Release from Program"** button

How to Release a Tester's account from corrections continued....

Edit Student Program Information: Richardson, Candice

Back to View Student

Student Detail

Releasing from this program will affect your ability to manage this student's account. Please enter a new email address to continue.

First Name: Candice
Middle Name: Jhony
Last Name: Richardson

Date of Birth: 03/01/1970
Testing Jurisdiction: Minnesota

Contact email: abcd123@gmail.com

Save / Return   Cancel / Return   Scheduling Questions

- Enter a valid email address for the Tester, then click **"Save/Return"**
- Instruct the Tester to go to **GED.com** and click on **"Log In"** in the top right corner of the screen. They will need to enter their email address and select **"Forgot Password"**
- They will then receive an email to set their password

How Testers who credentialed **PRIOR** to Jan. 1, 2014 can obtain their credentialing documents

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Go to https://ged.com/ & click on the "Grads and Transcripts"

Select "Region" & "Area" and click "Request Transcripts" button

Requesting Transcripts

How Testers who credentialed **AFTER** to Jan. 1, 2014 can obtain their credentialing documents

Go to https://ged.com and log into their account by clicking the "Log in" button

OR go to "Grads and Transcripts" section and click on this button

Click on the "Scores and Transcripts" button on the Dashboard

Or, go to the "MyScores" section and click on "Order Duplicates" button

How you can edit a Tester's address and/or phone number

Find the Tester's account in the "Student Search" section and then click on the "Simulate Student" button. Next, click on "Edit Profile" in the top right of your screen

Click on "Edit Personal Information" to edit their address

Personal Information

Name : CandidateGED CandidateGED
Date of Birth : 03/03/1994
Testing Jurisdiction : Minnesota
Address :
123 Any Which Way
Jonestown MN 55372 USA
Social Security Number (SSN) :

EDIT PERSONAL INFORMATION

Contact Preferences

Email : candidateGED@candidateGEDdb.com
Phone Number : 555-444-5555
Alternate Phone Number :
Email me offers, news, and updates : No
Email me instructions, tips, and study recommendations : No
Text me news and discounts : No

EDIT CONTACT PREFERENCES

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After editing the information you must click the "save" button

Mailing Address
This will help us find your closest testing center.

Country

United States ⌄

Mailing Address 1

123 Any Which Way

Mailing Address 2 *(optional)*

City

Jonestown

State / Province

Minnesota ⌄

ZIP / Postal Code

55372

"Edit Contact Preferences" is where you need to go to in order to edit their phone number(s). You must click the "save" button afterwards

Contact Preferences

Email : candidateGED@candidateGEDdb.com
Phone Number : 555-444-5555
Alternate Phone Number :
Email me offers, news, and updates : No
Email me instructions, tips, and study recommendations : No
Text me news and discounts : No

EDIT CONTACT PREFERENCES

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How you can go about getting the Tester's name and/or DOB edited

Name Change UPDATE!

Effective June 1st, 2018 GED®Testing Service no longer supports name changes due to Marriage/Divorce for Testers who have already credentialed

We will continue to support name changes under the following circumstance with formal documentation

- Required court-ordered such as witness protection and gender changes
- Provide the ability to correct their names in cases of typos
- We will also help inmate graduates make use of credentials obtained while incarcerated under an alias. This process, however, requires approval from the state GED Administrator™

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What you can do to ensure accounts are accurate

Carefully enter Tester's demographic information when creating accounts and double check the information you entered (especially Name, DOB and last four of ssn) **BEFORE** the Tester begins testing.

EMAIL help@ged.com to get name and/or dob updated (**EVEN IF TESTER HAS CREDENTIALED**) but note this can take up to 5 business days and is not something that can be done over the phone

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Resources

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Who to contact sheet for Test Administrators
https://ged.com/educators_admins/test_admin/support/

Call 1-833-246-8320 for Tech Support Only	
For assistance on	**Contact**
Technical support issues such as: • Service Direct questions and support • Resetting your passwords or unlocking your account (Note: Password resets can be done by selecting *Login Help* or *Account Recovery Tool* within the program you are using) • Launching or delivering GED® tests or GED® Ready Tests with Delivery Manager • Running an express RMA • Obtaining a new security certificate • Obtaining a challenge key	Provides technical support to testing centers. Assists with setting-up Pearson VUE Testing System software and technical issues related to downloading, launching and delivering tests.

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Who to contact sheet for Test Administrators
https://ged.com/educators_admins/test_admin/support/

Call 1-866-389-3665 for Customer Service & Channel Quality	
For assistance on	**Contact**
Customer service issues such as: • Assistance with GED Manager™ • Assistance with Registration Manager Software • Creating or merging a student profile in GED Manager™ • Scheduling students for same day or future appointments • Date of birth (DOB) changes • Non-technical questions regarding checking candidates in, including ID requirements or determining if a candidate should be turned away • When a student arrives at your testing center but is not on your schedule • General GED® student support	**Press 1 for Customer Service** Provides help with answering student questions, registering a student, or scheduling a student's test. Assists testing centers with non-technical student questions about scheduling or checking-in students on test day. **help@ged.com**
Non-technical test center operations issues such as: • Closing a testing center temporarily due to weather or other reasons • General, non-student related policies and procedures • Locating client reference materials, rules agreements or other documents on the VUE Support System (VSS) website • Using Site Manager or Administration Manager including how to update personnel and updating hours of operation • Test Administration certification and recertification • Moving a testing center to a new location • Closing a testing center permanently	**Press 2 for Channel Quality (Test Center Operations)** Supports non-technical policies and procedures for administering tests. This includes site hours, site contacts, adding/removing test administrators and the administrator training and certification program.

NOTE: Students should call 1-877-EXAM-GED (392-6433) to receive the support they need

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Go to the official GED® website https://ged.com/ and click on "About the Test"

Then click on "Price & State Rules"

Select "Region" & "Area" & click "View State Rules"

California Policy Page

Service Direct

(this section is only applicable to Test Administrators)

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What is Service Direct?

Functions

- Service Direct is the system for managing incidents and support requests, or **"cases"**.
- Report testing misconduct
- Order materials
- Provide and receive updates on cases

Additional Service Direct functions

Ordering Materials

- Items like erasable noteboards need to be requested via a case
- Create a case and select the options:
  - **Test Center Request**
  - **Test center fulfillment**
- Pens cannot be ordered, but should be superfine tip, black, dry erase whiteboard markers

- Suggesting changes to documentation or needing clarification
  - Create a case with the option
    - **Test Center Request**
    - **Test center documentation inquiry**
  - Note the error or discrepancy, outdated information, or policy/procedure that needs clarification
  - Suggestions for improving information is always helpful

Service Direct Training Tools

7 video tutorials demonstrate the main functions of the new system

- The tutorials are on average **7 to 8 minutes in length**.

There are **15 Quick Reference Cards** and there is one for each of the 7 tutorials.

Service Direct Training Tools

Tutorials

- Tutorial 1 - *Accessing ServiceDirect*
- Tutorial 2 - *Navigating ServiceDirect*
- Tutorial 3 - *Configuring your Browser*
- Tutorial 4 - *Working with Views*
- Tutorial 5 - Creating Cases
- Tutorial 6 - *Taking Ownership*
- Tutorial 7 - *Case Notices and Updating Cases*

ServiceDirect Quick Reference Cards

- **Accessing ServiceDirect** - *Quick Reference Card*
- **Accessing ServiceDirect Training** - *Quick Reference Card*
- **Adding Attachments** - *Quick Reference Card*
- **Case Notices** - *Quick Reference Card*
- **Configuring Your Browser** - *Quick Reference Card*
- **Creating Cases** - *Quick Reference Card*
- **Edit profile settings** - *Quick Reference Card*
- **Logging Out** - *Quick Reference Card*
- **Navigating ServiceDirect** - *Quick Reference Card*
- **Request to Reschedule** - *Quick Reference Card*
- **Search Basics** - *Quick Reference Card*
- **Taking Ownership** - *Quick Reference Card*
- **Updating Cases** - *Quick Reference Card*
- **Using Knowledge** - *Quick Reference Card*
- **Working with Views** - *Quick Reference Card*

- Leverage the tutorials by periodically reviewing the videos and the quick reference cards – In **VSS**, click on **"Downloads"** and then **"Service Direct"**
- If you've not used **Service Direct** much refer to these tools before using different functions
- Additional questions? Call **Test Center Support** at **1-866-389-3665 option 2**

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ServiceDirect – Quick Reference Card

Creating Cases

Cases are created for individual support requests, situations, or incidents. As a case is created, it's assigned a unique identifier for tracking and managing the related work or for reporting its status.

Knowing how to create & submit cases will help you manage simple support requests, such as ordering supplies, as well critical incidents.

In this Quick Card, you will learn how to create & submit cases.

Step 1 – Create Case

a) Log in to **Connect** & open **ServiceDirect**.

b) From the upper-right corner of the main home screen, click **Create case**.

The Case Topic & Type fields are displayed.

* Indicates a required field.

Service Direct –How to Create a Case

Step 1 – Create Case

a) Log in to **Connect** & open **ServiceDirect**.

b) From the upper-right corner of the main home screen, click **Create case**.

The Case Topic & Type fields are displayed.

Case type

Topic *	Select one ▼
Type *	Select one ▼

Indicates a required field.

Step 2 – Select Topic & Type

a) Select **Topic** option that matches your request, situation or incident.

ServiceDirect will 'auto filter' the type field based on your selection.

denotes mandatory field

b) Select **Type** option that matches your request, situation or incident.

For more info on this, see the 'Topic & Types Quick Reference Card'.

Pre Test Day and on Test Day *(this section is only applicable to Test Administrators)*

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Pre-Test Best Practices

Run RMA for Tester roll call

Ensure testing room is clear

Dry erase boards are cleared

Have Candidate Agreements ready

Stagger placement of Testers

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Prior to test day

- Ensure that the name and the date of birth is correct on the Tester's account to avoid receiving incorrect information on credentials

- Make sure the correct Tester is scheduled (watch for multiple people with similar names)

- Have a seating plan so you can make sure the Tester is seated at the correct computer to test

Daily Startup Checklist

- Check your voicemail and email for any instructions or information from Pearson VUE that might affect the day's schedule.

- Access the **VSS** website (http://vss.pearsonvue.com) and check that **RMA** is running properly. Run **RMA** manually, if necessary.

- Check **Service Direct** to see if any new cases have been assigned to your test center, and review the open cases.

- Familiarize yourself with the day's activities and print the schedule if you choose.

- While reviewing the day's testing schedule, be sure that any accommodations that are required have been prepared.

Check In

Confirm the ID matches (when available) with the Tester scheduled and the information in Registration Manager

- Name should be an exact match!!
- As best practice ask Tester to identify their name and DOB verbally

Check for unauthorized items

Candidate Search Best Practices

- Ask the Tester to turn all pockets completely out and show waist/belt area if not visible

- Roll up sleeves if down, roll down sleeves if up

- Hooded? Ask the Tester to lift the hood to see if anything is underneath

- Pull back hair to show ears if hair is in the way to see any devices in ears

- View tattoos to ensure that no answers are hidden in them

- Ask the Tester to pat him/herself down (arms, waistline, and legs) to show there is nothing hidden

- Additional search requirements might be needed depending on your facility

Physical Test Monitoring

Test Administrators should closely monitor testing and be watching for possible cheating (notes on paper; notes written on body parts; and notes concealed within tattoos), as well as communication with other testers, etc.

If an administrator catches a Tester cheating, remove the Tester from testing and put the test in <u>unscheduled break mode.</u> Then let the time run out.

- Remember to create a case in **Service Direct** as soon as possible as a **"Candidate Error"** type of case
- Code the cases correctly to avoid delays

Circulate through the room every 10-20 minutes during test events.

Be aware of any other suspicious activity.

Managing Testing Issues
(this section is only applicable to Test Administrators)

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What testing issues are there?

Misconduct
- Cheating
- Spy Glasses
- Hidden Notes
- Disruptive Testers

Prison Issues
- Lockdown
- Technical Issues

Candidate Misconduct

- If you suspect misconduct, **ask the Tester to leave the testing room immediately and put the test in unscheduled break mode. Let the test time out. DO NOT stop the test.**

- Inform the Tester that you will be creating a case for conduct review with VUE
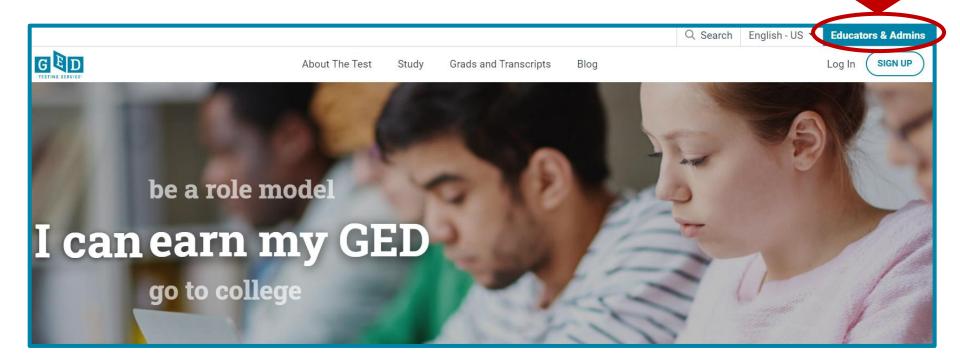
- Create a case as soon as possible in **Service Direct**

- Cases in **Service Direct** should include the following:
  - Detailed description of Tester behavior
  - Location or situation when confronting the Tester
  - Names and roles of all people involved
  - Tester's reaction and discussion between TA and Tester including Tester comments

Spy Glasses *(this section is only applicable to Test Administrators)*

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Spy Glasses

What to do if a Tester is wearing glasses?	→	What do spy glasses look like?	→	What to do if a Tester is wearing spy glasses?

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Spy Glasses continued….

If a Tester is wearing glasses, inform them that you must inspect the glasses

➤

Ask the Tester to remove them and place them with the bridge down and arms unfolded on a hard surface

➤

While inspecting, look for USB ports, covers, hinged compartments, slots for micro SD or TF cards, buttons, lights, and pin holes

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TF card

Power on/off button

Comfort
nose pads

Reset

USB Interface

USB

LED indicator

reset

on / off / record

What to do if spy glasses are identified?

- Ask the Tester to surrender the camera glasses and confiscate them
    - When attempting to confiscate use best judgement for safety
- Take a photo of the spy glasses when possible
- Create a case in **Service Direct** and attach the photo to the case
- If you have any questions contact the Test Center Support Line immediately at **1-866-389-3665** and choose option **1**

- Cases in **Service Direct** should include the following:
    - Detailed description of Tester behavior
    - Location or situation when confronting the Tester
    - Names and roles of all people involved
    - Tester's reaction and discussion between TA and tester including Tester comments

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Website Information

Go to https://ged.com/ and click on Educators and Admins

Program Overview

Resources for all Educators

Downloadable Resources

Downloadable Resources

Practice with the tutorial and try the practice tests to learn about the various question types and become familiar with how the test works.

Download the computer tutorial

Math Practice Test | Spanish Math Practice Test

RLA Practice Test | Spanish RLA Practice Test

Science Practice Test | Spanish Science Practice Test

Social Studies Practice Test | Spanish Social Studies Practice Test

In Session Newsletter

"Tuesdays for Teachers"

- Recorded presentation
- Slideshow document
- Resources – including strategies & classroom activities
- More . . .

Webinars

Stay in the know from GED® experts.

Tuesdays for Teachers Webinar Series

Tuesdays for Teachers is a free professional development webinar series designed for educators. Presented by well-known GED® training experts Bonnie Goonen and Susan Pittman, this webinar series will take a deeper dive into classroom strategies and techniques for the GED® test's four test subjects. Sessions are meant for educators who have already completed foundational-level training, either by attending in-person training or by using self-guided professional development resources.

Registration for each webinar opens approximately two weeks before the webinar date. Attendance is limited and based on a first-come, first-served basis.

Be sure you have the minimum system requirements for *GoToWebinar* so you can participate in the webinar.

https://ged.com/educators_admins/teaching/professional_development/webinars/

Test Administration

Testing in Corrections

Corrections Basics

- Computers are required but you do not need internet access during testing
- The GED Ready® practice test and GED® test software can be downloaded to computers
- Tests can be taken on laptops
- An offline version of the 2014 GED® test tutorial is also available. Learn how to access it.
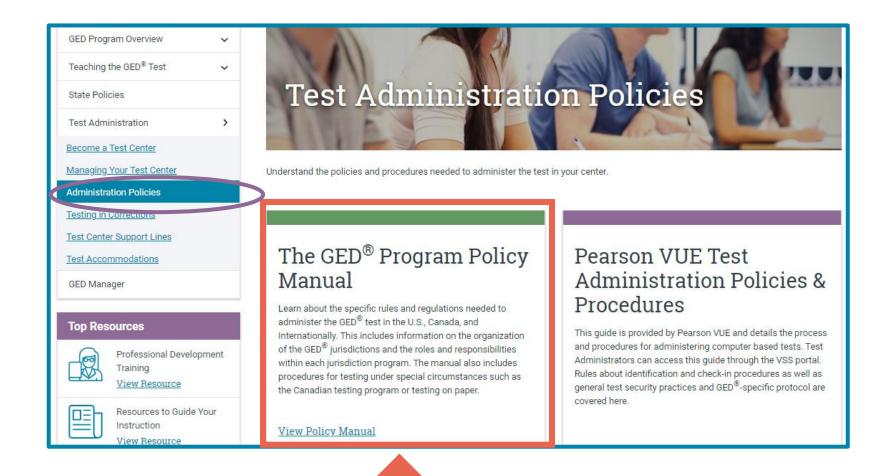- Alternative security protocol is used for identifying testers and monitoring testing

PEARSON VUE
AUTHORIZED TEST CENTER

Student Set Up

As a Corrections Test Center Administrator, you can:

- Create and manage accounts for testers in GED Manager™. See info on how to get access to GED Manager™.
- We have assembled a handy list of print-ready guides that provide step-by-step instructions complete with screenshots to help you breeze through administrative matters. Click on the guide you would like to view.
    - Passers Report for Corrections
    - Creating Accounts in GED Manager
    - Manages Students/Student Search
    - Releasing Student from Program
    - Accessing Account after Release
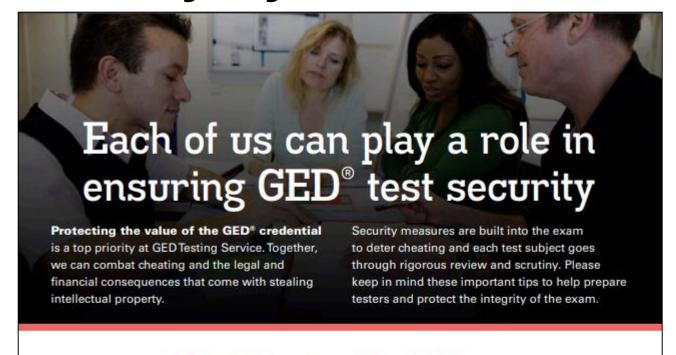   - Test Center Support Line

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Policy and Procedures Guides

Test Security Flyers!

Each of us can play a role in ensuring GED® test security

Protecting the value of the GED® credential is a top priority at GED Testing Service. Together, we can combat cheating and the legal and financial consequences that come with stealing intellectual property.

Security measures are built into the exam to deter cheating and each test subject goes through rigorous review and scrutiny. Please keep in mind these important tips to help prepare testers and protect the integrity of the exam.

What Educators Should Know:

» Debriefing with a tester about test questions is a violation of the agreement with GED®. It's important to be a role model of good behavior. Don't encourage testers to talk about exact test items. It is okay for them to discuss general topics on the test.

» It's important that classroom personnel know that they can't take the GED® test. It's only for those in need of a high school equivalency diploma. Your

» Cell phones are the most common reason that tests are revoked. Please remind testers that phones must be left at home or locked up during testing.

» Impersonation is the most common attempt at cheating. Photo ID is required on the day of the test, and photos are used to compare testers from session to session. Attempted impersonation will result in a lengthy ban from testing.

New Test Security Flyers! continued….

What Test Administrators Should Know:

» Check Service Direct daily for any new cases that may have been assigned to your test center and review the open cases. Sometimes we will reach out to you via a case (in Service Direct) to ask you for assistance with our investigation.

» When checking in testers for GED® testing be sure to check that the first name, last name and date of birth on the ID provided matches what is listed on their account in Registration Manager.

» Be on the lookout for hidden cameras. You can find out more about how to identify spy glasses, camera buttons, etc. by accessing the info sheet in VSS.

» When creating cases in Service Direct it is helpful to include the following information:

— Detailed description of tester behavior

— Location or situation when confronting the tester

— Names and roles of all people involved

— Tester's reaction and discussion between TA and tester including tester comments

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Important Information

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Hand Scoring of Spanish RLA Tests

ALL of the Spanish RLA ERs are hand-scored

So every single response is scored by at least 6 expert scorers (2 per each of the three traits)

Sometimes as many as 9 expert scorers (if there are scoring disagreements among any of the pairs of scorers)

This takes a bit of time, although we still return scores on the Spanish RLA relatively quickly, usually within a couple of days at most

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GED▶PLAY

On-demand video learning

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GED Programs Have Expressed a Need For:

- Engaging distance learning tools
- High quality content to supplement existing instruction
- Ability to track student time on task

AZTEC
SOFTWARE

G E D
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Correctional Programs Have Additional Needs:

- Content that can be served offline
- Instruction for students in restricted areas
- Teacher support given widely varying levels of students

AZTEC SOFTWARE

GED TESTING SERVICE

GED ▶ PLAY

Extensive Content

Hours of video instruction covering all four GED test subjects.

Targeted Lessons

Concepts align directly with the skills being evaluated on the GED test.

Top-Rated Instructors

Pre-recorded videos featuring Kaplan experts.

Easy to Digest

Short lessons focus on one skill at a time.

AZTEC SOFTWARE

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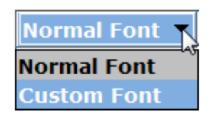
Learn. Practice. Pass.

GED Play can be purchased on its own or alongside GED Flash for Organizations so students can practice concepts as they learn them.

For more information, contact sales@aztecsoftware.com.

Font and Color Contrast Adjustment

- All GED® exams give Testers the option to adjust the font and color scheme appearing onscreen at any time during an exam. You do not need to request font and color adjustments from GEDTS® prior to the exam; these are automatically available for all Testers taking the GED® test. Here is an example of the font and color adjustment menu. The menus that appear at the test center may have different options than those pictured.

How to check RMA

- Each morning, it is important to verify that you have run the RMA from the previous night successfully to ensure that your test center has the latest schedule and exam information. Follow these steps to run the RMA on the Admin machine:

1. Go to **"Start"**
2. Click **"All Programs"** and then **"Vue Applications"**
3. Click **"VUE Support Tools"** and then **"Remote Maintenance Agent"**.
4. A black **"Remote Maintenance Agent"** box will appear on your screen and disappear after a few minutes when the RMA is complete.

- Please note, If the report shows that RMA is not running properly or that no connections have taken place since midnight, ensure that the server is powered on. If the server is powered on, contact VSS immediately.

- If you have a no-show at a DOC site, the RMA must be run the following day to complete the testing cycle and close out Missing Result cases.

Editing a User Account in Site Manager

- To edit a user account, you must have the **May create and edit (other) users** permission assigned to your account.
- Only one person at any site has this permission.
- Typically it is given to the Chief Examiner or main technical contact
- It's important to update the Chief Examiner in the system BEFORE they leave.
- Directions can be found in **VSS**
- Follow these steps to edit a user account:
  1. In **Site Manager**, click the **Personnel** category, and then click the **Users** tab. The **Users** tab displays a list of user accounts already defined at your test center.
  2. Select the user from the list. When you select the user, the detailed view pane appears and opens to the **Profile** tab by default.
  3. Select the tab in the detailed view pane with the information that you want to edit, and then click **Edit** in the lower-right corner of the pane.
  4. Edit the necessary information.(A red asterisk is located next to each box that requires information)
  5. Click **Save**. The changes are saved, and the information is updated in the tab.
  6. If you have any questions call VSS at **1-866-389-3665, option 3**.

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Questions?

Please send an email to help@ged.com

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