

Ask GED Anything – Test Administration Info

Peter Sprengler
Ann Kernan-Rol
Brian Smith

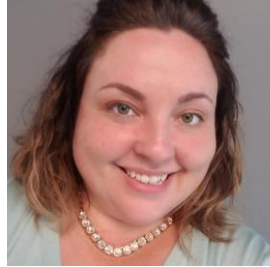


Meet the Team!



Peter Sprengler

Program Manager for
GED from Pearson VUE



Ann Kernan-Roll

Director of Operations &
Technology from GED
Testing Service



Brian Smith

Senior State
Relationship Manager
from GED Testing
Service

Ask Pete About Pearson VUE Test Administration

Topics Pete knows well:

- Testing Center Procedures
 - ID Requirements
 - Submitting “Cases” for testing Issues
 - Cancellations & emergency test center closures
- Test Center Onboarding & Set Up
- Customer Service & Support Options
 - Phone lines for testers and test centers
 - How to get support on various testing tools
 - Registration Manager
 - Service Direct
 - Test Center Software

Examples of most frequently asked questions:

- *What does a tester need to bring on test day?*
- *How do I find training for VSS?*
- *How do I get help with this software update?*

Ask Ann About GED Testing Service Policies and Systems

Topics Ann knows well:

- GED Testing Service Policies
 - Wait periods
 - Testing violations
- GED.com & GED Manager
 - How to use
 - User account requests
- GED Prep Connect
 - How to add a center
 - How to use the tools

Examples of most frequently asked questions:

- *I have a tester about to be released from corrections and he needs to test before the wait period is over*
- *How do I get access to GED Manager?*
- *How do I add my center to GED Prep Connect?*
- *How do I find out if these vouchers have been used?*

Ask Brian About Adult Education practices and forging community partnerships

Topics Brian knows well:

- Test Content
- Professional Development for Adult Educators
 - What resources are available
 - How to get training
- Testing and Education programs in Corrections
 - What works for different populations
- State policies
- Forging relationships with workforce partners
- Leveraging GED Prep Connect

Examples of most frequently asked questions:

- *How do I learn more about the Extended Response for RLA?*
- *Who accepts the GED CR and GED CR+ Credit recommendations?*
- *What is my state doing to support Adult Education?*

Common Resources that might be handy

This slide deck will be shared with all conference participants. No need to memorize it all right now!



Tester Resources

- GED.com links
- Phone Support



Tester Support



Chat Support available
on GED.com
Monday–Friday, 8am –
5 p.m. CT

**Facebook questions
monitored during
business hours*



Phone Support
Monday–Friday, 7:00
a.m.–7:00 p.m. CT

1-877-EXAM-GED
(877-392-6433)



Email support is always
available.

Emails are generally
answered within on
business day

help@ged.com

Tester Quick links:



Request a Transcript
earned *before* 2014

https://ged.com/life_after_ged/



Information about
Accommodations

https://ged.com/about_test/accommodations/



Request a Transcript
earned *after* 2014

[Log into GED.com](#)



Price of the test in
your area

https://ged.com/about_test/price_and_state_rules/



What to expect on
Test Day

<https://ged.com/faqs/expect-test-day/>



College Ready
Information

https://ged.com/educators_admins/program/college_readiness/adoption/

Product Support

Product	Type	Contact
GED Ready	Product troubleshooting	1-877-EXAM-GED (877-392-6433)
	Voucher Issues	pearsonvuevoucherstore@pearson.com
GED Flash – for testers on GED.com	Purchasing Issues	StoreHelp@GEDtestingservice.com
	Product troubleshooting	operations@ged.com
GED Flash for Institutions	Classroom version from Aztec Software	1-800-273-0033 support@aztecsoftware.com
GED Live	From Kaplan	1-800-KAP-TEST
Marketplace	Purchase Issues	StoreHelp@GEDtestingservice.com

Student Call Center FAQs

How do I request a transcript?

- If you graduated after January 1, 2014 log into your GED.com Account. If you graduated before 2014, from the GED.com home page, select "Life After GED". On that page there is a drop down to find the last place you tested and graduated from. This will direct you to find your records.

How do I request accommodations?
What type of accommodation should I apply under?

- From the GED.com homepage, select "About the Test" then choose the "Scheduling" page. From that page you can access this link: https://ged.com/about_test/accommodations/. That page gives you plenty of information on the accommodations process. Testers can create an application for accommodations when creating their GED.com account. Or from the "My profile" menu once their account is created. You can always email accommodations@ged.com for more information.

Do you have any discounts available for people struggling financially?

- The agent at the time will let you know if any discounts are available. Discounts are generally promoted on the GED.com homepage.

Where is my GED Ready voucher code?

- All voucher codes are delivered via email to address associated with your GED.com account.

How do I use my voucher code to start the GED Ready test, the link isn't working?

- You can start the GED Ready purchase experience by logging into your GED.com account and selecting "Study" from the menu across the top. On the Study page is an option for "Practice" this will send you to a page where you can access free practice questions and initiate a purchase of the GED Ready test. Follow the steps through check out and apply the voucher code at the time of purchase.

Student Call Center FAQs, cnt'd

How do I recover my test scores while I was incarcerated?

- A tester released from corrections must call the call center and answer a few questions in order to be matched to the testing account. Once the account is identified, the tester will need a valid email address to use as the username for the account going forward. A thorough “How to” guide is available here: https://ged.com/wp-content/uploads/corrections_access_scores_after_release.pdf

How do we verify a student's GED?

- All verifications can be found by searching the state from which the credential was issued here: https://ged.com/life_after_ged/

How is the test scored? How soon will I get me test scores?

- The test is scored electronically and results are often available within the hour of completing testing. A random selection of tests are also selected for additional review. This does not indicate that there is anything wrong with the test. We use this process to ensure that testing and scoring continues to be accurate. Most scores are available within 24 hours of testing, and even the tests sent for review are returned within 3 days.

What is an “eligibility” alert, and how do I remove it?

- This only applies to testers outside the United States. It means that we need to ask some additional questions to ensure the tester is qualified to test.

Tester Center Resources

- Phone Support Options
- How to Access Training for Service Direct



Test Center Support

Test centers should call **1-866-389-3665** to receive the support they need. Use the following directory to determine which support service will meet your needs.

*Please note: this support line is for GED® test centers only - **do not give this number to your students.***

Customer Service Issues: *Press 1*

- 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.

Channel (Test Center) Quality: *Press 2*

- Responsible for making sure test centers are working well and meet requirements. Administers candidate surveys and test administrator training and certification program. Informs test centers about policy requirements and quality tips.

Technical Support: *Press 3*

- Provides technical support to test centers. Assists with setting up Pearson VUE Testing System software and technical issues related to downloading, launching and delivering tests.

Channel Quality FAQs

1. How do we receive a refund for an exam that was not taken?

- Answer: The site will need to create a candidate case in Service Direct documenting the reason that the exam was not taken. This will be assigned to the PC team for review and resolution.

2. How do I get access to GED Manager?

- Answer: Please refer to the Educators and Admins link on GED.com.

3. Why am I receiving a missing results escalation case?

- Answer: We have not received the results of the candidates exam which may be due to the RMA not completing the cycle which requires you to run the RMA to return the results. You may also have a no show candidate and that will require you to run the RMA the day following the candidates exam to be able to return the no show result.

4. Which Pearson certification exam do I need to take?

- Answer: If your site collects biometrics, you will need to take and pass the PVTC_A - 03 Standard Certification for PVTC. If your site is a DOC and you will not collect biometrics, you will need to take and pass the PVTC_B - 04 Special Certification for PVTC

Channel Quality FAQs, cont'd

5. Can I proctor at other facilities?

- Answer: Yes. If the other facilities capture biometrics, you will need to take and pass the PVTC_A - 03 Standard Certification for PVTC before you can have an account added and proctor at the other facilities. If the other facility is also a DOC, you will only need an account created in Site Manager for that site as your current certification (PVTC_B - 04 Special Certification for PVTC) will apply for that site.

6. How can I get an invoice and who can add to my line of credit?

- Answer: Please contact Pearson VUE Finance at pvamericasfinance@pearson.com

7. Do I have to re-certify every year and if so when is the deadline?

- Answer: Yes, recertification is required each year and the deadline is 10/31.

VSS – Test Center Tech Support FAQs

I have four hours available, why can't I schedule this candidates exam.

- The candidate may be scheduling the two or three exams which will not complete within the four hour window. If it is one minute over the four hours, you will not be able to schedule the exam at your test center.

My account is locked.

- Go to [Connect.pearsonvue.com](https://connect.pearsonvue.com) and reset your password using the link.

I get a 403 going to Site Manager.

- Please use Connect to access Site Manager.

I need GED Manager contact information.

- Operations@GED.com

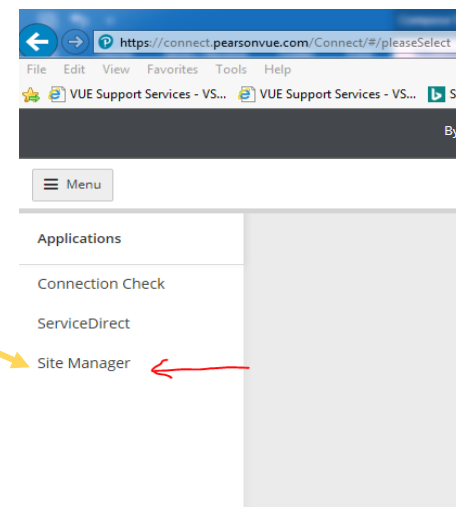
I can't see any GED exams to schedule.

- The candidate profile is not complete.

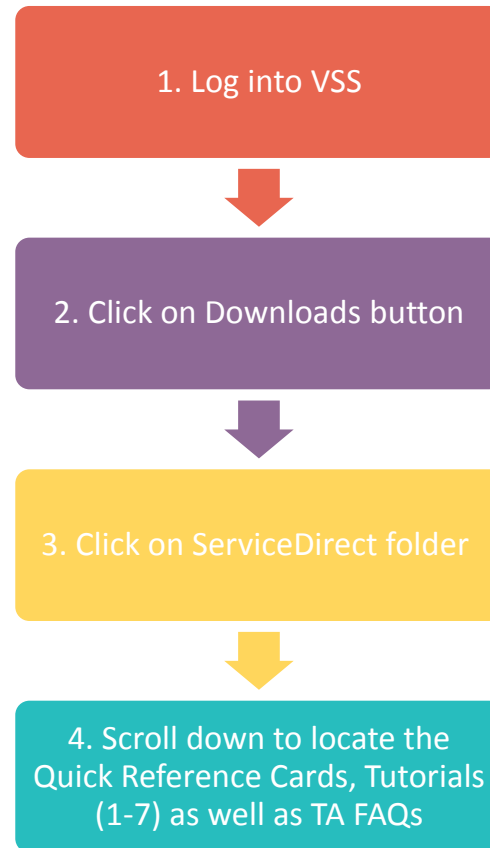
Why can't the candidate copy/paste in an exam.

- A Tester can copy/paste from their work to their work in the same question.
- The tester cannot copy from the question to the answer.
- And a tester cannot copy from one question to another either.

A screenshot of the PearsonVue login page. It features a 'Login' section with three input fields: 'Username *' (containing 'wrons'), 'Password *' (masked with dots), and 'Site ID *'. Below these fields is a link that reads 'I forgot my password or username' and a blue 'Log in' button. A red arrow points from the 'My account is locked.' FAQ item to this link.



How to Access Service Direct Training (Test Administrators Only)



How to access Service Direct Training continued.....

Quick Reference
Cards

FAQ's

Tutorials

	QRC - Accessing ServiceDirect	2.0	Quick Reference Guid	Acrobat PDF	English	
	QRC - Accessing ServiceDirect Training	2.0	Quick Reference Guid	Acrobat PDF	English	
	QRC - Adding Attachments	2.0	Quick Reference Guid	Acrobat PDF	English	
	QRC - Case Notices	2.0	Quick Reference Guid	Acrobat PDF	English	
	QRC - Configuring Your Browser	2.0	Quick Reference Guid	Acrobat PDF	English	
	QRC - Creating Cases	2.0	Quick Reference Guid	Acrobat PDF	English	
	QRC - Edit Profile Settings	2.0	Quick Reference Guid	Acrobat PDF	English	
	QRC - Logging Out	2.0	Quick Reference Guid	Acrobat PDF	English	
	QRC - Navigating ServiceDirect	2.0	Quick Reference Guid	Acrobat PDF	English	
	QRC - Search Basics	2.0	Quick Reference Guid	Acrobat PDF	English	
	QRC - Taking Ownership	2.0	Quick Reference Guid	Acrobat PDF	English	
	QRC - Training Tracker	2.0	Quick Reference Guid	Acrobat PDF	English	
	QRC - Updating Cases	2.0	Quick Reference Guid	Acrobat PDF	English	
	QRC - Using Knowledge	2.0	Quick Reference Guid	Acrobat PDF	English	
	QRC - Working with Views	2.0	Quick Reference Guid	Acrobat PDF	English	
	ServiceDirect Coming Soon to PVTs and Selects	2.0	Training Documents	MP4 Image	English	
	TA FAQs about ServiceDirect	02-08-2017	US Letter	Quick Reference Guid	Acrobat PDF	English
	TA FAQs about ServiceDirect - Arabic	08-12-2016	A4	Acrobat PDF	Arabic	
	TA FAQs about ServiceDirect - Japanese	10-17-2016	A4	Acrobat PDF	Japanese	
	TA FAQs about ServiceDirect - Korean	11-18-2016	A4	Acrobat PDF	Korean	
	TA FAQs about ServiceDirect - Simplified Chinese	11-16-2016	A4	Acrobat PDF	Chinese	
	Test Center Skills and Knowledge Check	3.5	Zip File	Training Module Player	Compressed File	English
	Tutorial 1 Accessing ServiceDirect	2.0	Training Documents	MP4 Image	English	
	Tutorial 2 Navigating ServiceDirect	2.1	Training Documents	MP4 Image	English	
	Tutorial 3 Configuring Your Browser	2.0	Training Documents	MP4 Image	English	

GED Prep Classroom Resources

- How testers add a Prep Center to share their scores
- How to add your center to GED.com
- RLA Extended Response Resources



How can testers add a Prep Center?

All the ways that testers can select a center to share their scores:

**New GED Testers
can Search for prep
centers here:**

https://ged.com/study/ged_classes/

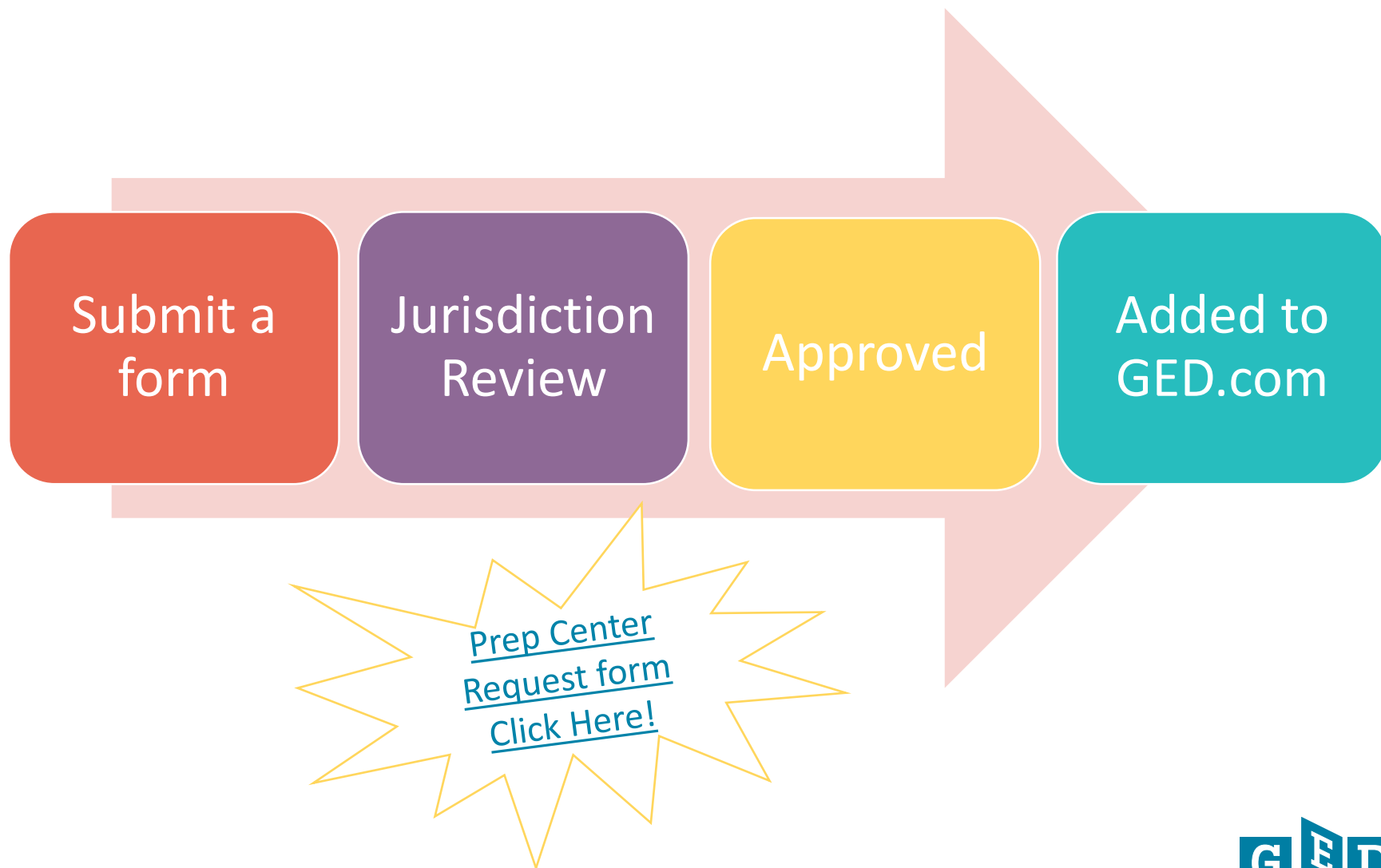
At the time
of creating
their account
on GED.com

From the
scores page

From their
GED.com
profile page

From their
score report

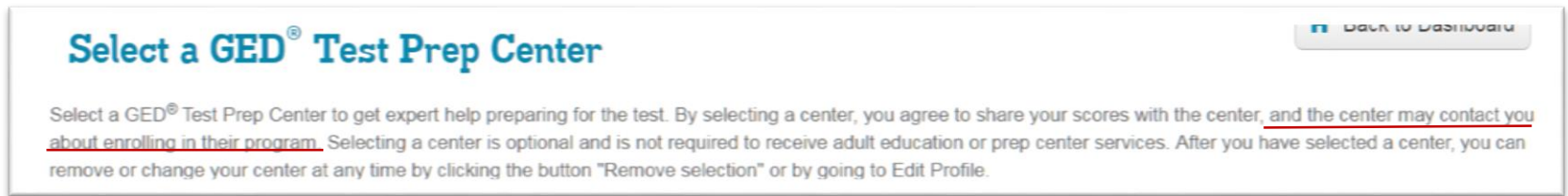
How a Prep Center is Added/Updated



Prep Connect Frequently Asked Questions

Q. Are Interested Students expecting our program to contact them?

A. When a student selects your program, they see the following message:



Although not promised, a student may have an expectation that you will contact him/her. He is also given contact information for your program if he chooses to reach out to you on his own.

Q. Is it mandatory to update status on GED Manager™ for Interested Students?

A. No. It is not mandatory; however, updating status may make your job easier in managing the students that you want to reach out to

Q. When should I move a student to Enrolled status?

A. It's up to you when you move a student to Enrolled status. But most programs would do this when the student starts showing up to class. This allows you to manage the students that are actually working with you separate from those that are not.

Q. I have students on my Enrolled list that I didn't update to Enrolled. How did they get there?

A. When we implemented GEDPrep Connect in October 2016, some students in some states had already elected to Share Scores with a program prior to this time. We automatically updated their status to "Enrolled." If you need to update status for these students, because they never showed up in class, you can do that in GED Manager on the Manage GED Prep Connect Enrollment Page; use the drop down to search for Enrolled, and Edit the status on the students that are not currently Enrolled to Dismissed

Prep Connect Frequently Asked Questions

Q. What if a student has graduated or moved? How do I dismiss them?

A. You can dismiss the student using the reason codes provided (Unable to Contact, Not Interested, No Show, Dropped Out), and if none of these apply to the student's situation, add notes to explain why the student was dismissed.

Q. Where can I indicate that I've called a student 3 times?

A. Use the notes field to enter any pertinent information about your outreach to a student. This will help you remember and others in your program to know the action you have taken with that student

Q. How will I know if my 'interested students' have scores?

A. In GED Manager, you can see recent scores on the "2014 Exam Series Testing Activity" page. You can sort by student name, status (interested, enrolled, etc.) and date to find new scores.

GED MANAGER™

Menu

2014 Exam Series Testing Activity

Student Search

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

GED Prep Connect Enrollment Status Testing Activity Date Range: to Exam Subject Florida GED Test Prep Center

Last Name First Name City Phone Number DOB Email GED ID

Rows Found 677913 Print Score Reports (1000 rows max) Export (1000 rows max) Rows Per Page 5

NAME	EMAIL	TESTING ACTIVITY	DATE	TEST	SUBJECT	SCORE	CREDENTIALED	GED® TEST PREP CENTER
Cristian	cristian_roj	Test Appointment	03/16/2017	GED	Reasoning		No	
bell, Justin	campbelljbi	Test Appointment	03/13/2017	GED Ready®	Reasoning		No	George Stone Technical Center - Escambia County
bell, Justin	campbelljbi	Test Appointment	03/13/2017	GED Ready®	Math		No	George Stone Technical Center - Escambia County
bell, Justin	campbelljbi	Test Appointment	03/13/2017	GED Ready®	Science		No	George Stone Technical Center - Escambia County
bell, Justin	campbelljbi	Test Appointment	03/13/2017	GED Ready®	Social Studies		No	George Stone Technical Center - Escambia County
er, Justin	justinchalk	GED Ready Green	03/13/2017	GED Ready®	Science	157 Score Report	No	
er, Justin	justinchalk	GED Ready Green	03/13/2017	GED Ready®	Reasoning	153 Score Report	No	

Extended Response Resources

This information is found here: https://ged.com/educators_admins/teaching/classroom_materials/

Extended Response Tools and Practice -

English

[Extended Response Quick Tips](#)

[Extended Response Scoring Tools](#)

[Extended Response Classroom Practice](#)

[Extended Response Classroom Poster](#)

Spanish

[Extended Response Quick Tips - Spanish](#)

[Extended Response Scoring Tools - Spanish](#)

[Extended Response Classroom Practice - Spanish](#)

[Explanation of AE Symbol Tool For Spanish Writing](#)

Extended Response Scoring Tools

https://ged.com/educators_admins/teaching/classroom_materials/er_scoring_tools/

Resource Guides for Adult Educators
Scoring Tool for the GED Ready practice test
GED Ready Practice Test ER, short answer prompts
Available in English and Spanish

Extended Response Videos

How to write a great GED extended response – 8 Videos:
<https://www.youtube.com/playlist?list=PLlqX0SRtnkrsO774aPZzEi1YhcmkM5ktH>

Determine Which Position is best Supported

Write a Well-Supported Argument

Make a Plan and Write an Introduction

Write the Body and Conclusion

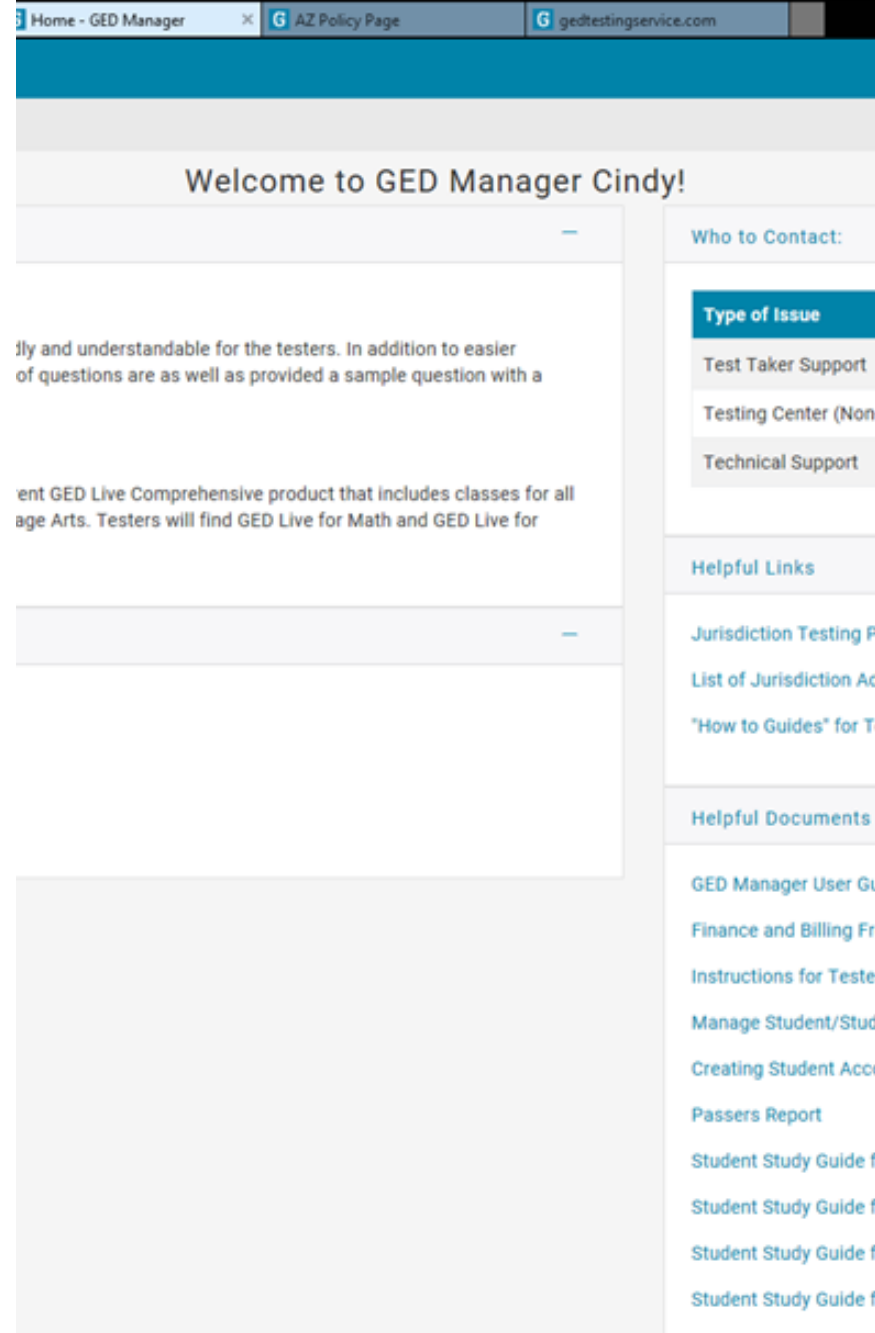
Write a Fully Supported Response

Check and Revise Your Response

How your Response is Scored

GED Manager™ Resource

- How to request Access



The screenshot shows the GED Manager web application interface. At the top, there are three browser tabs: "Home - GED Manager", "G AZ Policy Page", and "G gedtestingservice.com". Below the tabs is a blue header bar. The main content area has a light gray background. On the right side, there is a sidebar with a white background. The sidebar contains the following sections:

- Welcome to GED Manager Cindy!**
- Who to Contact:**
- Type of Issue**
 - Test Taker Support
 - Testing Center (Non-
 - Technical Support
- Helpful Links**
 - Jurisdiction Testing P
 - List of Jurisdiction Ad
 - "How to Guides" for T
- Helpful Documents**
 - GED Manager User Gu
 - Finance and Billing Fr
 - Instructions for Teste
 - Manage Student/Stud
 - Creating Student Acco
 - Passers Report
 - Student Study Guide f
 - Student Study Guide f
 - Student Study Guide f
 - Student Study Guide f

Request Access to GED Manager

Access to GED Manager™ requires permission from your State Administrator.

There are different types of GED Manager™ access depending on your role, which state you are located in, and whether or not you work at a Correctional facility.



GED Manager™ Access Request Guide

https://ged.com/wp-content/uploads/ged_manager_access_guide.pdf



GED Manager™ Access Request Form

https://ged.com/educators_admins/test_admin/ged_manager/ged_manager_request_form/