Learn from the Experts (You!)

Ann Kernan-Roll July 2018



Format of this session:



Learn a little about the changes/updates



We pose a question for discussion



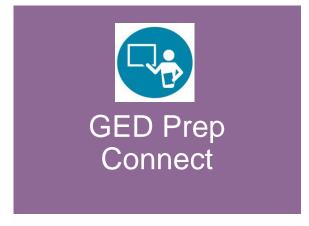
You share the ideas and approaches that you have used.



Where to Begin?











GED.com

- Bye-bye gedtestingservice.com
- Hello new GED.com
- Rolling out the new ged.com account experience

Question: How do we, as program administrators adapt to better serve our increasingly mobile testing population?

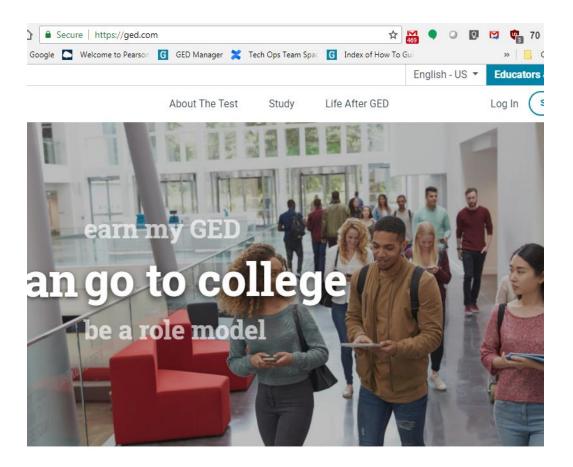




Bye-bye GEDTestings ervice.com

GOALS:

- Build Tester Confidence
- Simplify Content
- One stop shop



Welcome to the home of the official GED[®] test. Find everything you need to earn your high school equivalency diploma right here.

Search Box Coming Soon!



FAQ for new site:

How to find the State GED Administrator?

•Under the "Other" category in the FAQs for each state is a question "Who is the GED Administrator in ?"

Where is Accommodations information?

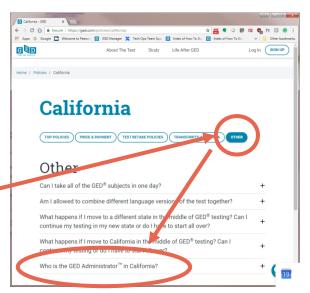
- Accommodations information is presented to testers on the "Scheduling" page under the "About the Test" section
- •Accommodations information is presented to the Adult Educator under "Test Administration"

How to order transcripts?

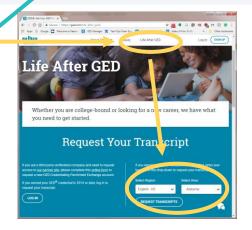
- •Testers after Jan. 1, 2014 should log into the account
- •Testers **prior to 2014** can search their state under "Life after GED"

Where is the Test Center Search?

•The Test Center Search is on the "Scheduling" page under the "About the Test" section









Tester Quick links:





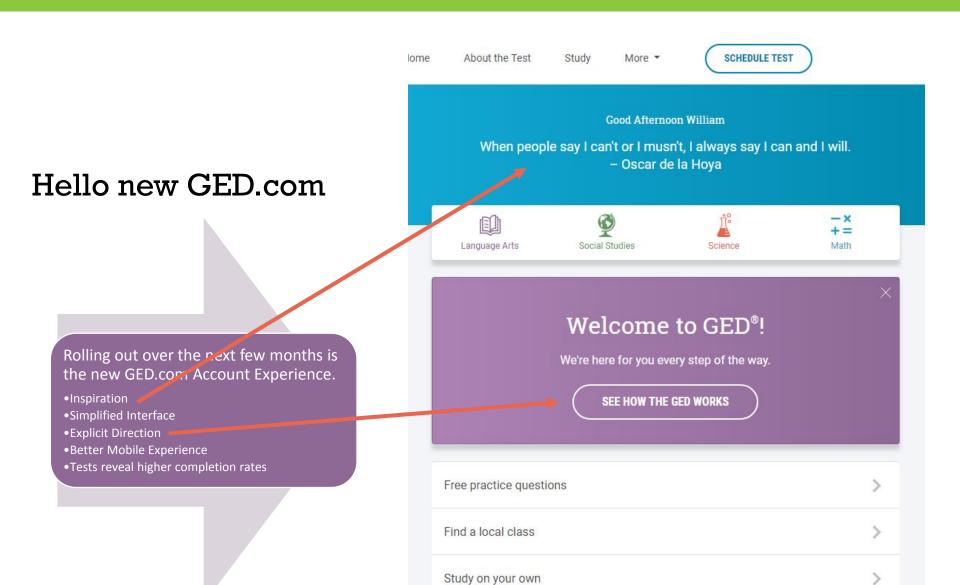














Student Tested Content

How the GED® Works There are 4 tests One test for each subject. You can take them one at a time, or multiple tests on the same day. Take them in any order you want. Cost of tests Prices and rules vary by state. Be sure to check your specific states rules and pricing.

Simple Overview of **GFD Process** to build tester confidence and make them aware of their options

SCHEDULE TEST About the Test More ▼ demystifies the experience Free Practice Ouestions Answer sample questions in each subject to get an idea of the skills you'll be tested on. Subjects Prep BOOKS, Guides, and eLearning Available in Spanish 10 Questions Language Arts Materials How to Write a Great GED® Extended Response Extended Response (Essay) Guidelines Extended Response (Essay) Sample Science Math Materials Math Formula Sheet Practice with the Calculator Tutorial Calculator Reference Sheet Play All: How to Write a great GED extended Video 1 of 8: Overview of the GED Extended **p** 🥝 GED Video 2 of 8: How to Determine Which Position **GED** Study Guide is Best Supported LANGUAGE ARTS Video 3 of 8: How to Write a Well-Supporter What you need to know about the GED° Language Arts Test

> You should be familiar with reading and writing concepts, along with grammar. However, the language arts test is not a memorization test! You don't need to memorize giant

ical thinking skills in reading and writing).

You don't need to know everything in this guide!

an idea of what's going to be on the test.

way to help you determine if you're ready.

What you'll be tested on

to read and understand test passages (literary and informational excerpts),

strate that you can write clearly, and draw conclusions (which is using your

The test also covers grammar. This study guide and the example questions in it will help you get

If you want to see how close you are to passing, the GED Ready® official practice test is a great

The GED test will measure your strength in the skills below. Click on a skill to learn more about it

A step by step Study Guide that demonstrates the concepts needed rather than using educator jargon

Better exposure to free resources

Quick exposure to

test content





How do we, as program administrators adapt to better serve our increasingly mobile testing population?







GED Test Security

- What we do to ensure test Security
- What you can do to ensure Testing Security

Question: What have been the most effective approaches for building secure testing practices within your jurisdiction?



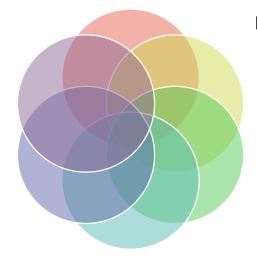


Data Monitoring

Sampling of Test Center check-ins

Deep Web Scanning

Financial fraud monitoring



Monitor individuals for unusual score gains

Monitor for trends in Test Center errors

> Monitor Test Centers for unusual score patterns



NEW: Deep Web Monitoring

Active Scanning of any "GED" activity

- Known baseline of active domains discussing GED Activity
- New domains are investigated

Review Social Media

- Social Media posts are monitored for discussion of fraud, cheating, etc.
- 6ix9ine did not take the real GED test live!

Evaluate products and services for sale

- Anonymously purchase materials
- Evaluate the materials for test content



Misconduct Impact & Outcomes

Determine if the Test Center has any impacts

- If Test Administrator involvement cannot be eliminated, the test center is likely to close
- Policy or procedure enhancements that might benefit

Determine which exams and Testers will be revoked as a final recommendation

- Revoked tests?
- Credential Revoked?
- Typical 6 month schedule ban?

Review the determination with the Jurisdiction for concurrence

• We value a unified front on response.



Communications Outline



Communication with the Jurisdiction

- Present a summary of the issue and the opening of an investigation
- Updates about the status of the investigation
- •Information or assistance needed from the Jurisdiction on the investigation
- Final disposition on the tests, testers and credentials that were impacted.
- •A summary on the final outcome of the investigation
- Determination on the status of any suspicious test center or test administrator. This may include conditions for continued testing, or final closure of a test center

Communication with the Tester

- A note about investigation is added to any accounts with suspended results, or schedule blocks.
- •Contact any testers with questions about the investigation.
- •Contact any testers who might offer information about the investigation.
- \bullet Final status of the investigation is communicated with students

Communication with outside Investigators

- •Information varies by investigative party Law enforcement, Test Center Investigators, Test Center Legal Representatives
- •Summary of the issue and the opening of an investigation
- For Test Center Investigators, minimal information is given about testers, or test administrators under investigation



Be Pro-Active with the Field

GED Education

- Monthly Test Administrator tips/Reminders from GED
- Spyglass identification training and examples
- Mark Cases as "Candidate Misconduct" to prevent scores from processing
- Corrections Security best practices training

Admin Education

- Request security training slides from GED
- Distribute the corrections best practices training
- Remind Educators and Test Administrators that this is a community responsibility
 - Discussing test content or "debriefing" after a test is not appropriate
 - Report any suspicions or concerns
 - Make the extra effort to sweep testing rooms
 - Be diligent about keeping cell phones out of testing rooms





What have been the most effective approaches for building secure testing practices within your jurisdiction?







GED Credentialing

- Introduction of College Ready + Credit on Transcripts
- USPS Tracking on deliveries
- Enhanced TPO Ordering site
- Mulit-test Credentialing Options

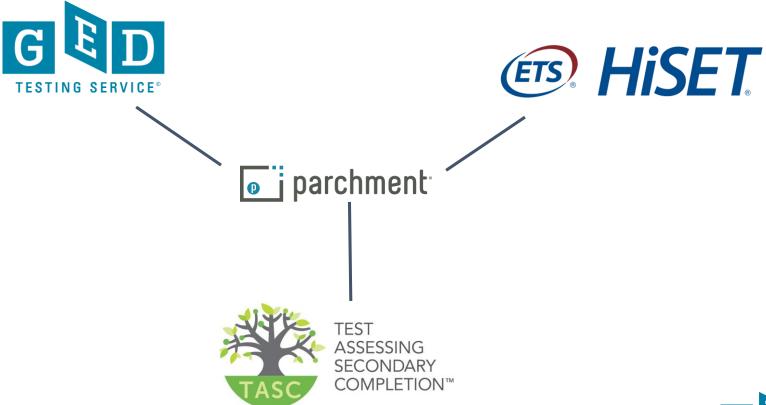
Question: What do you see in the future for pathways to High School Equivalency? How should we consider adapting to the changing needs around us?





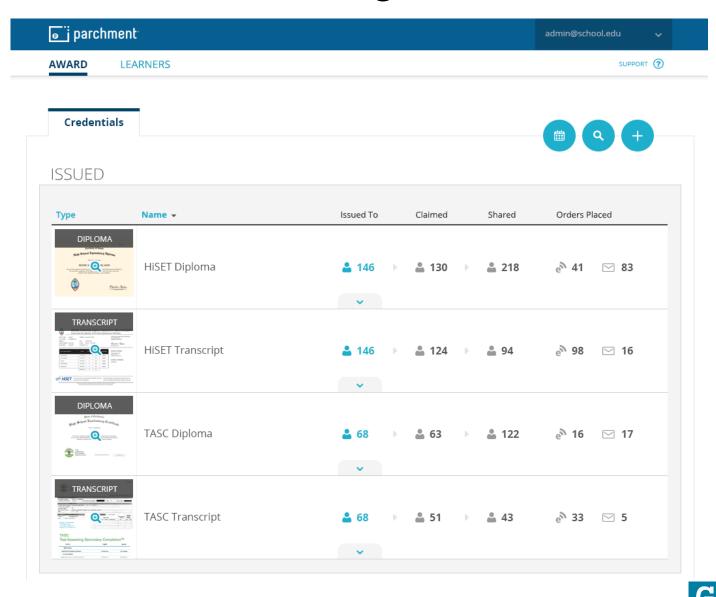
Multi-test Credentialing

- Electronic and Printed transcripts and certificates for both new and historical passers.
- Currently operating in California for GED and HiSET



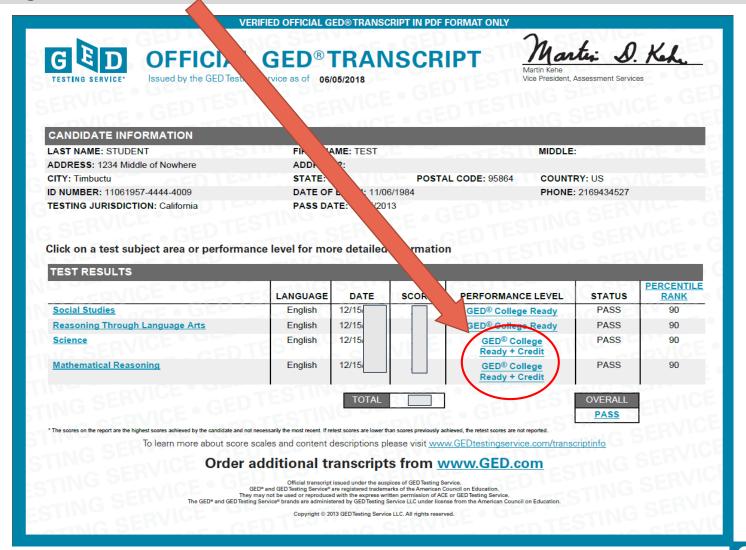


Digital Credential Management

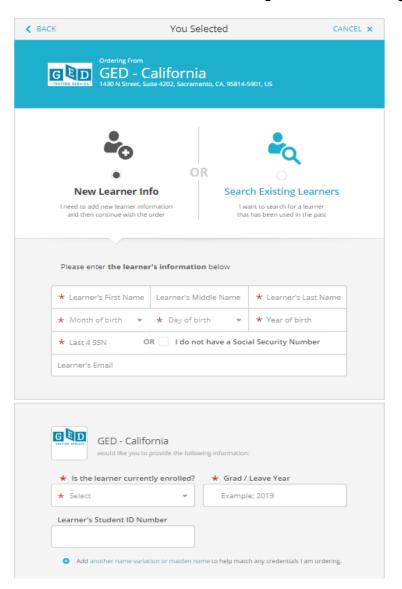


College Ready + Credit

Coming this Summer



Receive / Third Party Ordering (TPO) Enhancements



Ordering on behalf of a test taker has never been easier!

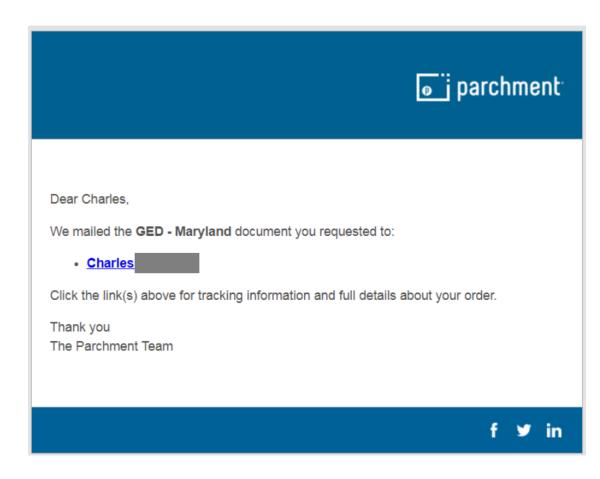
- Majority of Admissions offices have Parchment Receive and prefer to receive electronically.
- Cleaner user experience for those ordering via Parchment Receive
- New option of Third Party Ordering for organizations that request just a few records per year.
- More at <u>parchment.com/GED</u>



USPS Domestic Tracking

Tracking now available for <u>all</u> domestic shipping

- Used to be with Expedited Shipping via FedEx only
- Now also available for USPS Standard (Domestic)
- Tracking link emailed once order has been processed.





Wish all your records were digitized?

- Add-on services are now available to digitize legacy student data from paper documents
- These services can be contracted for separately from GED Credentialing or Parchment credentialing services and all data can be returned to the jurisdictions





Scan & Index

Digitizing legacy student data from paper documents.



Process:

- Prep the physical documents
- Scan them using Optical Character Recognition (OCR)
- Index up to 7 points of data off the files:
 - 1. First Name
 - 2. Middle Name
 - 3. Last Name
 - 4. Date Of Birth
 - 5. Student Id
 - 6. Last 4 SSN
 - 7. Credential Year
 - **Any of those that we do not have data for will be indexed with "NULL"
- Parchment sends the digital records back to record owners or can utilize them for order processing.





What do you see in the future for pathways to High School Equivalency? How should we consider adapting to the changing needs around us?







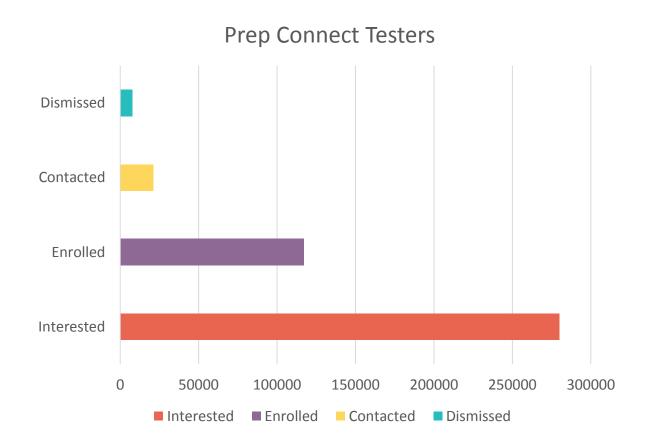
GED Prep Connect

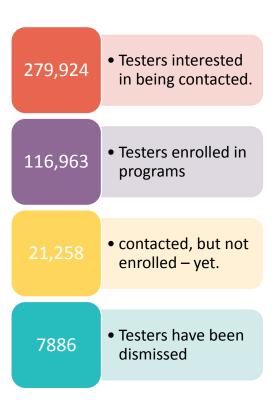
- GED Prep Connect applications process
- How to use Prep Connect
- How Admins can help
- Questions: What challenges do you face in your jurisdiction with getting testers connected with Adult Ed? How do you see your role contributing in 2019?





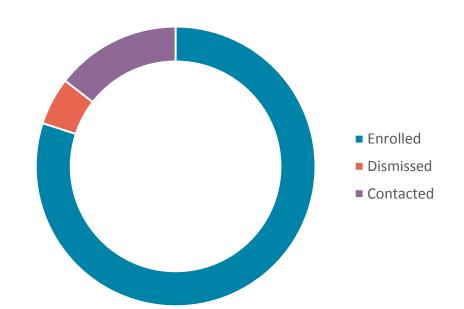
Prep Connect by the numbers







Prep Connect Impact on Adult Ed



80% Enrolled

5.5% Dismissed

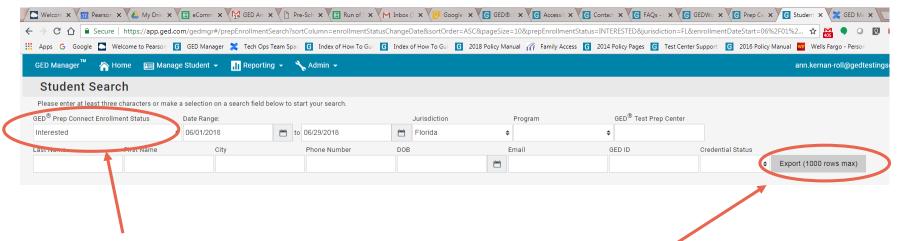
14.5% Contacted

Conversion of Contacted Testers to Enrolled Students

If this pattern holds, there are **223,939** Adult Ed students sitting GED.com waiting for us



GED Admin Encouragement!



- Actively distribute reports of testers awaiting outreach
 - Remind the prep centers that these are testers in need
 - Emphasize that these testers WANT outreach
- Remind Prep Centers of the benefits
 - Tools for monitoring and managing tester activity
 - Bulk Score Report printing
 - Graduation Lists from the Passer's Report



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 their GED.com profile page

From their score report



How a Prep Center is Added/Updated

Submit a form

Jurisdiction Review

Approved

Added to GED.com

Prep Center
Request form
Click Here!



Prep Connect Best Practices

Actively manage Enrollment

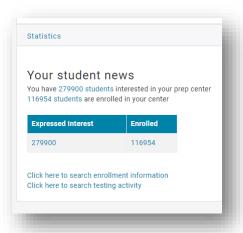
- Testers are expecting Prep Centers to Reach out
- Long waiting periods can feel like rejection
- Transition testers into your active ranks
- Dismiss the testers who are uninterested to make it clear who needs outreach

Check Tester Activity Reports

- Some students may be pressing on without you!
- Encourage those who are successful and be there for those who may have been a little overzealous

Bulk Print Score Reports

- Encourage testers with the personalized study recommendations available from the score report.
- Plan classroom activities based on common gaps

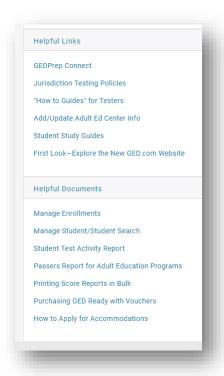




Training for Prep Connect

Training Information available in GED Manager

- Guide for Managing Tester Enrollment here:
 https://ged.com/wp-content/uploads/prep_connect_guide.pdf
- Passers Report Guide: https://ged.com/wp-content/uploads/passers report guide.pdf
- Student Activity Report: https://ged.com/wp-content/uploads/test activity report guide.pdf
- Printing Score Reports in BULK: https://ged.com/wp-content/uploads/printing-bulk-score-reports.pdf

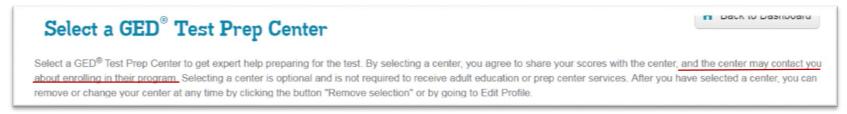




Prep Connect Frequently Asked Questions

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.

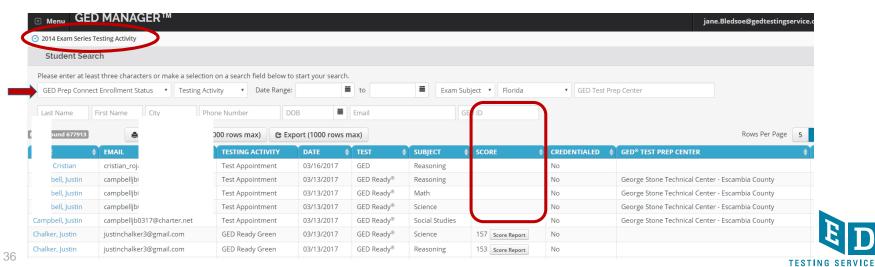
Q.I have students on my Enrolled list that I didn't update to Enrolled. How did they get there?

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

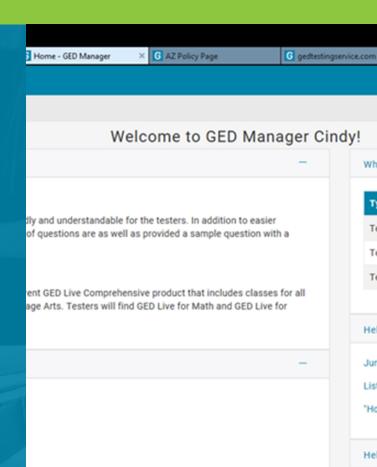
- Q. What if a student has graduated or moved? How do I dismiss them?
- A. You can dismiss the student using the reason codes provided (Unable to Contact, Not Interested, No Show, Dropped Out), and if none of these apply to the student's situation, add notes to explain why the student was dismissed.
- 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 score information



Handy Reference Material

These are the latest updates with GED Analytics and the most commonly requested information for GED Manager





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 To

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

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GED Analytics

- What is new?
- Training & Support





What is new in GED Analytics?

Removed Inactive Accounts

- We now remove/archive records with no activity for 2 years.
- Users may have noticed a drop in dashboard counts due to this

Test Administrator data updated

 Updates to Test Administrator information are now being transferred from the VUE systems to GED Analytics

Corrections Program Filtering

 Reports can now be generated to see how your DOC programs/facilities are performing

2014 Paper Test data is now in Analytics

All forms of GED testing are showing up in Analytics



Support for GED Analytics

Email operations@ged.com

- New ideas for GED Analytics
- Quick Questions
- Request help to build a complicated report
- Obtain training for yourself or your team
- Obtain "How to Guides" for new users



GED Manager

- Requesting Access for GED Manager
- What are the permissions/roles?





Request Access to GED Manager

Access to GED Manager™ requires permission from the Jurisdiction Administrator.

 Some states use "Entity Agreements" for certain roles.
 This transfers data responsibilities to the entity. Permissions guidelines can be established with Tech Ops to streamline requests and approvals.

• Eg. Test Centers always get "Test Center User" role with "Manage Exceptions" Permission

GED Manager Access Request
Guide: https://ged.com/wp-content/uploads/ged_manager_access_gui_de.pdf

GED Manager Access Request Form:

https://ged.com/educators_admins/test_a dmin/ged_manager/ged_manager_request form/



Role vs. Permission





Current Roles

Student-Authorized View/Prep Connect

- This GED Manager User is associated with one or more adult education program and can see ONLY the data in their adult ed program(s).
- Testers must OPT IN to the adult education program before these users can see that tester's score information, score report, and test history.
- Cannot simulate testers or edit records

GED Analytics-Only

- Only authorized to access GED Analytics
- The data available in GED Analytics is determined by their permission

Corrections

- This GED Manager User is associated with one or more corrections program and Can ONLY view testers in their own corrections program(s).
- Functions include creating testers in GED Manager and simulating testers.
- Examples include State Prison Admin, Prison Examiner.

Authorizations Staff

- This role is designed for users who only approve testers in the Test Exceptions Queue (Age Alerts, Options Program, Official Practice Tests, etc.)
- •These users can only access the test exceptions queue and approve the testers in those queues.

Test Center User

- •The testers that this user has access to is limited only to testers who have tested in their test center and passed the complete GED® Test series.
- Run the Passer Reports.
- This user cannot view historical records or tester demographic information.

Jurisdiction

- This role has many of the same roles as the Jurisdiction Administrator role, including:
- viewing accommodations
- manage exceptions
- search students
- access passer reports
- edit certain demographic information.
- Unlike the Jurisdiction Administrator, this role can not do the following:
- No ability to edit site access permissions
- Cannot see the GED® Manager users.

Jurisdiction View Only

- This role has read only access to tester data including test scores.
- This user can print the score report
- Cannot edit demographic information.



Custom Permissions

Corrections View Candidates

- Allows users to view all candidates across the entire state -Read only.
- Users with this permission cannot edit testers outside their defined program.
- This permission may be needed for users to move testers not currently in a program into their own program.

Manage Exceptions

- Grants the user access to the "Manage Authorization Page"
- Approve or deny Exceptions (Age Alerts, Options Program, Official Practice Tests, etc.)

Manage Prep Connection Enrollment

- Permission that allows users to move testers in adult education programs from Interested, Enrolled, Dismissed statuses for the adult education program they've selected.
- •This is automatically included with the "Student-Authorized View/Prep Connect" role. As a permission, it can be added to other roles, such as "Authorizations Staff"

GED Analytics Levels

- •Levels of data Access
- **GED Analytics** Fully configurable down to student-level information
- GED Analytics LITE –
 Can see aggregate
 information, but
 unable to parse
 information down to
 individual student
 level (NO PII)
- Dashboard
 Summaries built in for quick performance information
- Customized Reports can be generated

Paper Testing

- Only available to jurisdictions with paper testing
- Allow user to create a paper testing event and order paper tests.
- Able to print score reports.
- Training and Certification Required.

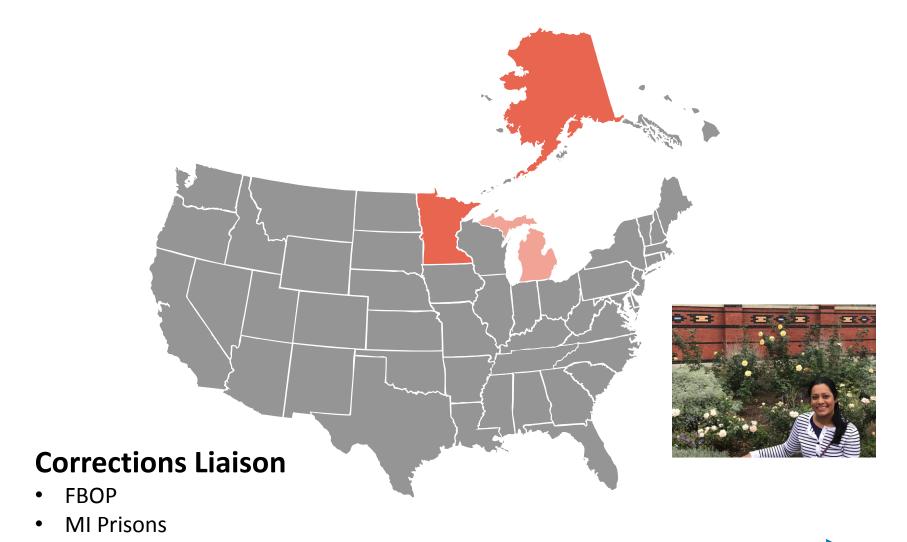


GED Testing Service Support Partners

The entire team at GED wants to thank our GED Admin partners – and their dedicated staff!

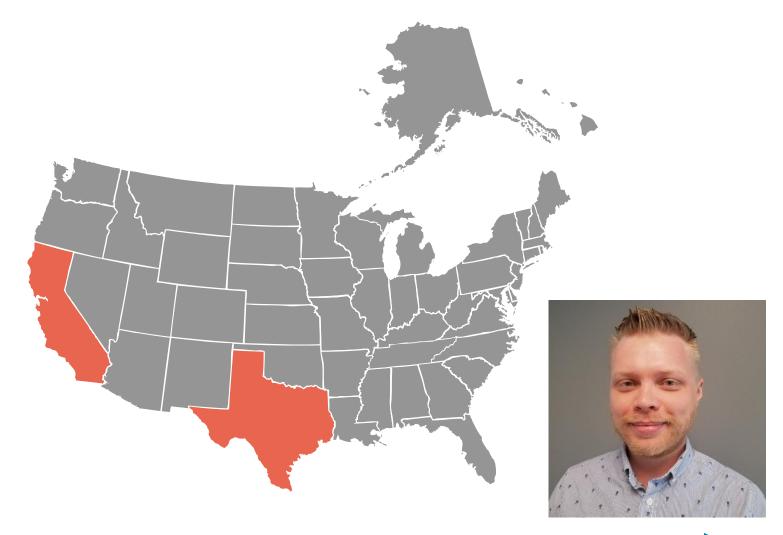


Mellissa Hultstrand



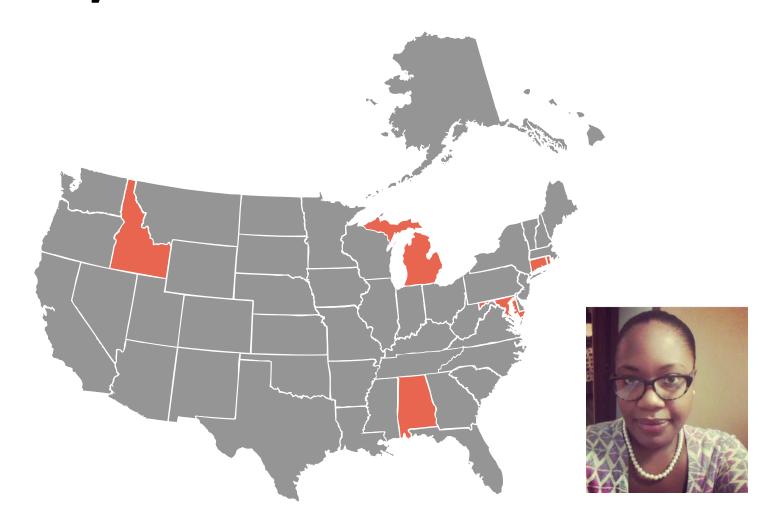


Heath Stevenson



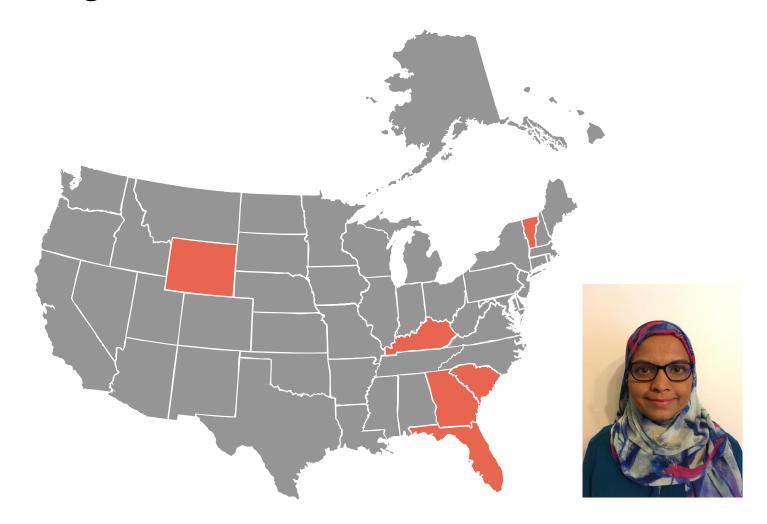


Teko Henry



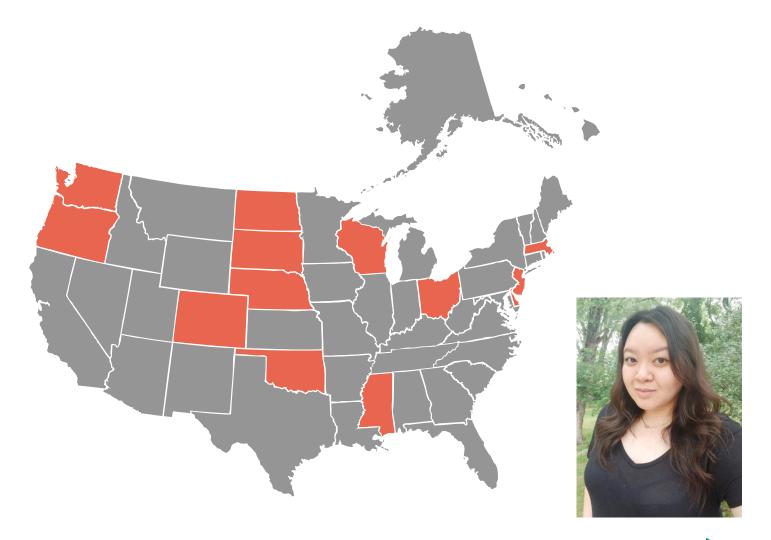


Azeem Begum





Elizabeth Hang





Kate Stoecker-Straus

