



GED® Testing Centers: Best Practices for Smooth Testing

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Presenter

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*Client Channel Operations
Manager*

Pearson VUE



Today's Learning Objectives

- Helpful test day reminders
- Managing testing issues
- Service Direct
- GED® Test Center Support Line
- Navigating the various Guides and Support Materials
- Other helpful tips
- Working with your GED Administrator™
- Questions and Discussion

Before Test Day



Prior to test day

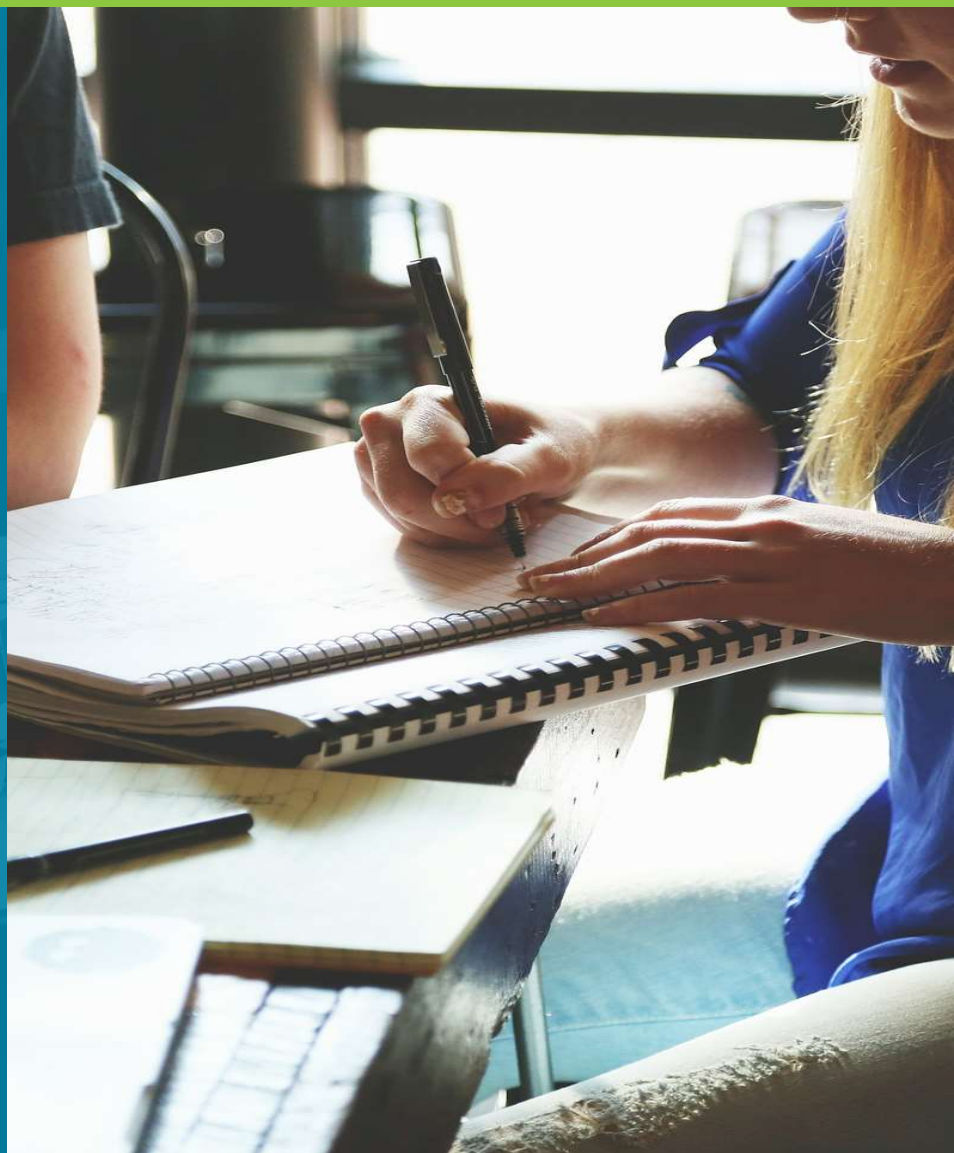


Ensure that the name and the date of birth is correct on the Tester's account to avoid receiving incorrect information on credentials

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 and in the event VUE reaches out to you later on asking where a particular Tester was seated

On Test Day



Pre-Test Best Practices



Run RMA for Tester roll call



Ensure testing room is clear of distractions



Ensure dry erase boards are clean



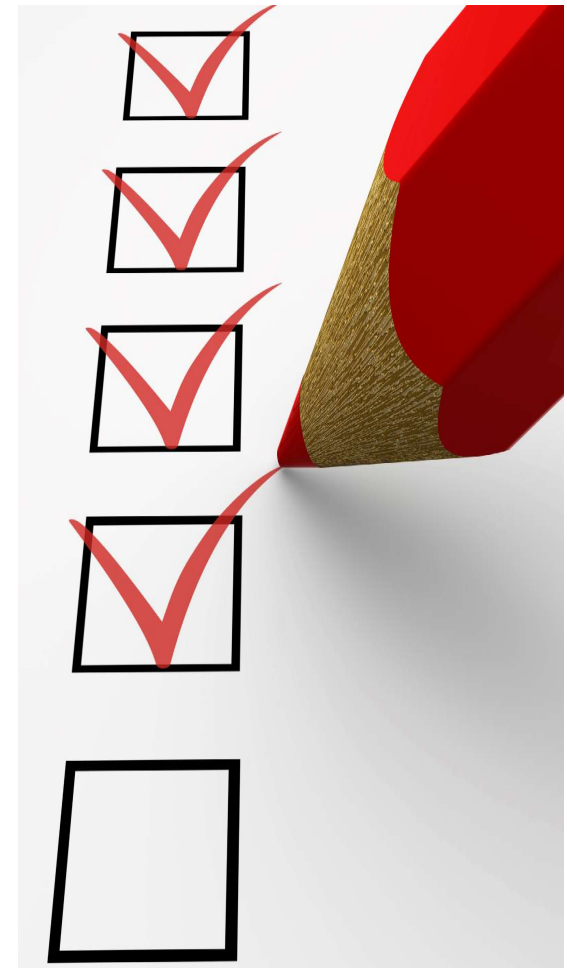
Have Candidate Agreements ready



Stagger placement of Testers

Daily Startup Checklist

- Check your voicemail and email for any instructions or information from Pearson VUE that might affect the day's schedule.
- Log in to the **Connect** portal, and use the **RMA connection log** application to 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



Have your seating plan available so the correct Tester is seated at the correct computer



For every 15 Testers an additional test administrator is needed (Pearson VUE requirement)

Physical Test Monitoring

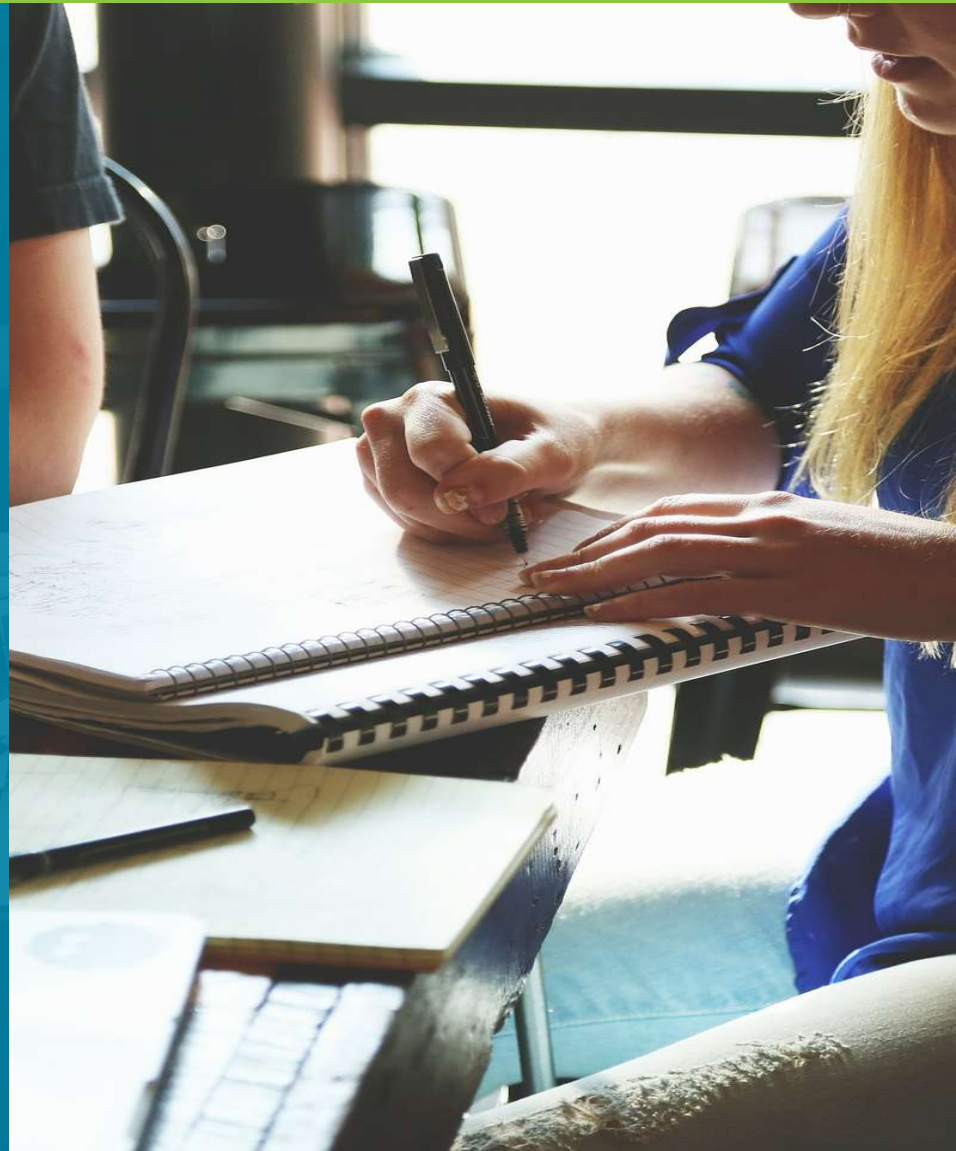
Test Administrators should be continuously monitoring testing

If something goes wrong with the exam while the candidate is testing, contact VSS immediately

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

Be aware of any cheating or other suspicious activity (Candidate misconduct)

Managing Testing Issues



Candidate Misconduct

- If you suspect misconduct, ask the Tester to leave the testing room immediately and put the test in unscheduled break mode. **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**
- After the candidate leaves, resume exam and press **Ctrl+Shift+F12** and select **Abandon Exam** option.

- 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

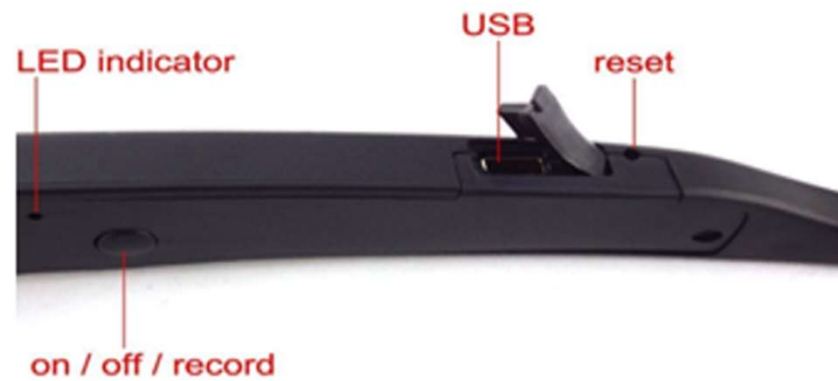
- What do spy glasses look like?
- What to do if a Tester is wearing glasses?



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



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 **1-888-344-7924**

- 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

Service Direct

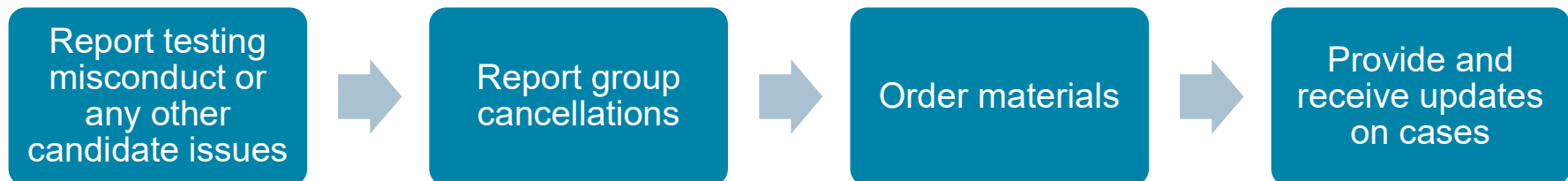


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What is Service Direct?

Functions



Service Direct (Resources)

ServiceDirect Training Module

- ServiceDirect for Test Center Employees

ServiceDirect Quick Reference Cards

- QRC – Accessing ServiceDirect
- QRC – Add a Comment
- QRC – Case Notices
- QRC – Configuring Your Browser
- QRC – Creating Cases
- QRC – Edit Profile Settings
- QRC – Logging Out
- QRC – Navigating ServiceDirect
- QRC – Navigating ServiceDirect Lightning for Test Administrators
- QRC – Search Basics
- QRC – Taking Ownership
- QRC – Training Tracker
- QRC – Updating Cases
- QRC – Using Knowledge
- QRC – Viewing and Working Tasks
- QRC – Working with Views

- Leverage the tutorials by periodically reviewing the videos and the quick reference cards – In **Connect**, click on **Resources** and then **Support materials** and then **ServiceDirect**
- If you've not used **ServiceDirect** much, refer to these tools before using different functions

ServiceDirect-Creating Cases

Quick Reference Card

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

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

In this Reference, you will learn how to create and submit cases.

Step 1- Create a Case

1. Log in to **Connect** and open **ServiceDirect**.
2. From the upper-right corner of the main home screen, click **Create Case**.



The Case Topic and Type fields are displayed.

A screenshot of the 'Case type' form. It features two dropdown menus: 'Topic *' and 'Type *', both with 'Select one' as the placeholder text. Below the dropdowns are 'Cancel' and 'Submit' buttons. The form is titled 'Case type' at the top.

* Indicates a required field.

Step 2- Select Topic and Type

1. Select 'Topic' option that matches your request, situation or incident.

A partial screenshot of the 'Case type' form, showing the 'Topic *' dropdown menu. The rest of the form is cut off.

Additional Service Direct functions

Ordering Materials

- Items like erasable noteboards and GED Exhibits need to be requested via a case
- Create a case and select the options:
- **Topic: Test Center Request**
- **Type: 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
- **Topic: Test Center Request**
- **Type: Test center documentation inquiry**
- Note the error or discrepancy, outdated information, or policy/procedure that needs clarification
- Suggestions for improving information always helpful

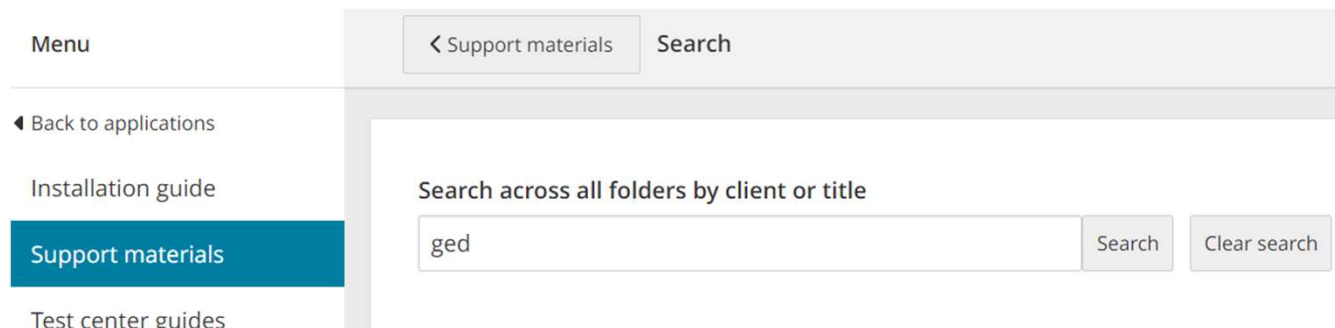
GED Test Center Support Line



GED Support Line – Where to Find Matrix

Step 1: Log Into Connect

- a) Click on Resources
- b) Search for “GED”

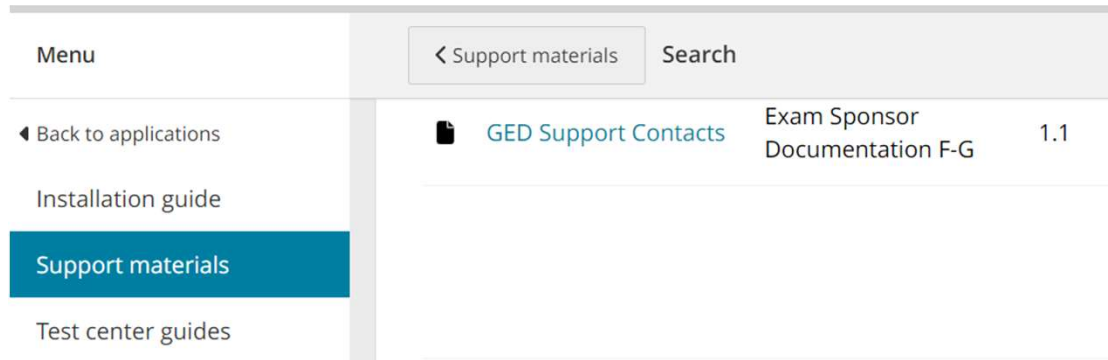


The screenshot shows the 'Connect' application interface. On the left is a 'Menu' with the following items: 'Back to applications', 'Installation guide', 'Support materials' (highlighted in blue), and 'Test center guides'. On the right, there is a search bar with the text 'Search across all folders by client or title'. The search bar contains the text 'ged'. To the right of the search bar are two buttons: 'Search' and 'Clear search'. Above the search bar, there is a breadcrumb trail showing '< Support materials' and a 'Search' label.

GED Support Line – Where to Find Matrix

Step 2: Select Matrix

Scroll down to “GED Support Contacts” and select.



GED Testing Service® Support Contacts

For GED® Testing Centers in the United States, Canada, and their respective territories

The following tables identify who to contact for information or help with GED® tests.

For candidates	Contact
If candidates at your test center need assistance, direct them to Pearson VUE Customer Service. Do not provide any other contact information to candidates. Pearson VUE Customer Service: <ul style="list-style-type: none">Scheduling, rescheduling, or canceling examsAnswering candidate questions about exams	Phone: 1-877-392-6433 Email: help@ged.com
For test administrators	Contact
VUE Support Services (VSS) technical support: <ul style="list-style-type: none">Downloading, launching, or delivering examsInstalling Pearson VUE hardware and softwareRunning the Remote Maintenance Agent (RMA)Logging into or obtaining a verification code for ConnectLocating missing results	Website: www.PearsonHelp.com Phone: 1-888-344-7924 (option 1) Note: Do not provide this contact information to candidates.

GED Support Line – All-in-One (Quality, Tech, and Customer Support) 888-344-7924

This support line is for GED® testing centers only – please do not give this number to your students.

For test administrators	Contact
VUE Support Services (VSS) technical support: <ul style="list-style-type: none">• Downloading, launching, or delivering exams• Installing Pearson VUE hardware and software• Running the Remote Maintenance Agent (RMA)• Logging into or obtaining a verification code for Connect• Locating missing results• Obtaining authentication codes for exams	Website: www.PearsonHelp.com Phone: 1-888-344-7924 (option 1) Note: Do not provide this contact information to candidates.

Candidate Services (Program Coordinators): <ul style="list-style-type: none">• Answering questions about non-technical candidate issues (e.g., clarifying policies and handling candidate misconduct)• Assisting with test center schedule issues (e.g., the candidate is not appearing on the schedule)• Explaining ID requirements and providing approval for ID exceptions• Scheduling same-day or future appointments	Phone: 1-888-344-7924 (option 2) Note: Do not provide this contact information to candidates.
GED Manager Support: <ul style="list-style-type: none">• Assistance with test administrator login information• Assistance with candidate profiles in GED Manager	Email: operations@ged.com Note: Do not provide this contact information to candidates.

GED Support Line – Customer Service For Students/Candidates – 877-392-6433 or [Contact Us - GED](#)

For candidates	Contact
<p>If candidates at your test center need assistance, direct them to Pearson VUE Customer Service. Do not provide any other contact information to candidates.</p> <p>Pearson VUE Customer Service:</p> <ul style="list-style-type: none">• Scheduling, rescheduling, or canceling exams• Answering candidate questions about exams	<p>Phone: 1-877-392-6433</p> <p>Contact Us - GED</p>

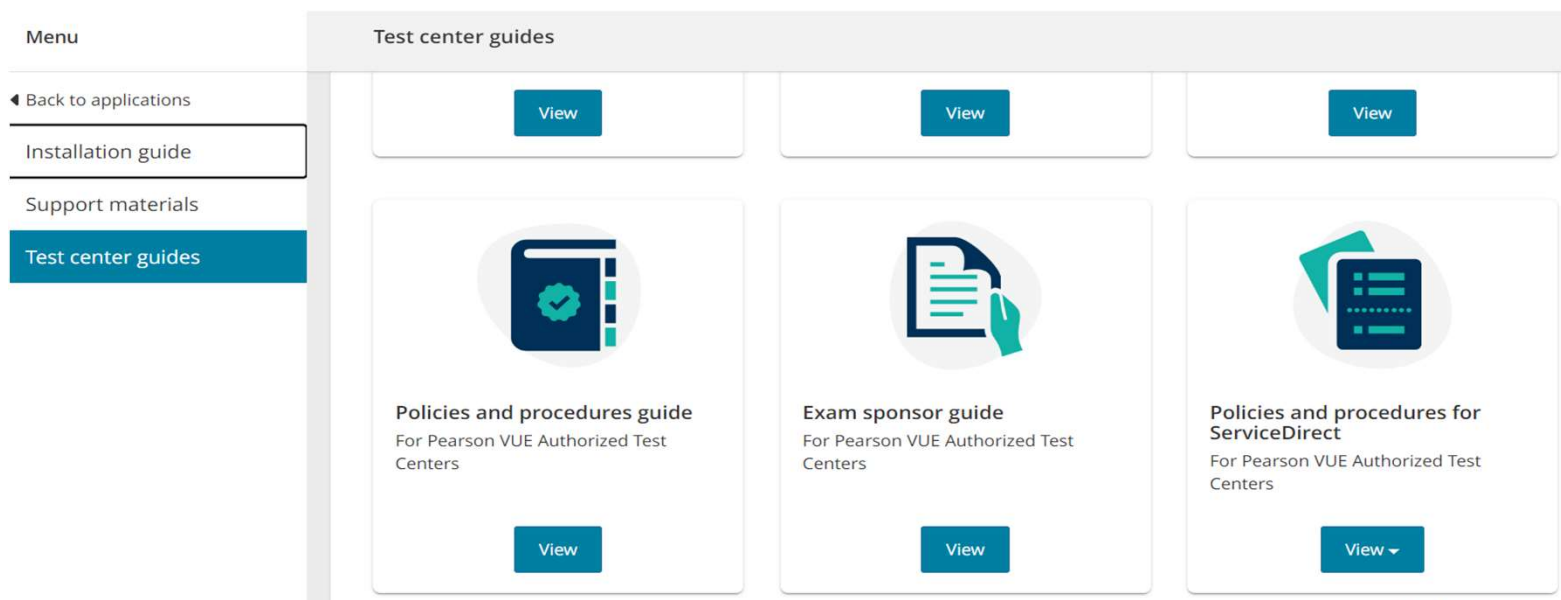
Navigating the Policies and Procedures Guide



How to Locate the PVTC Policies and Procedures Guide

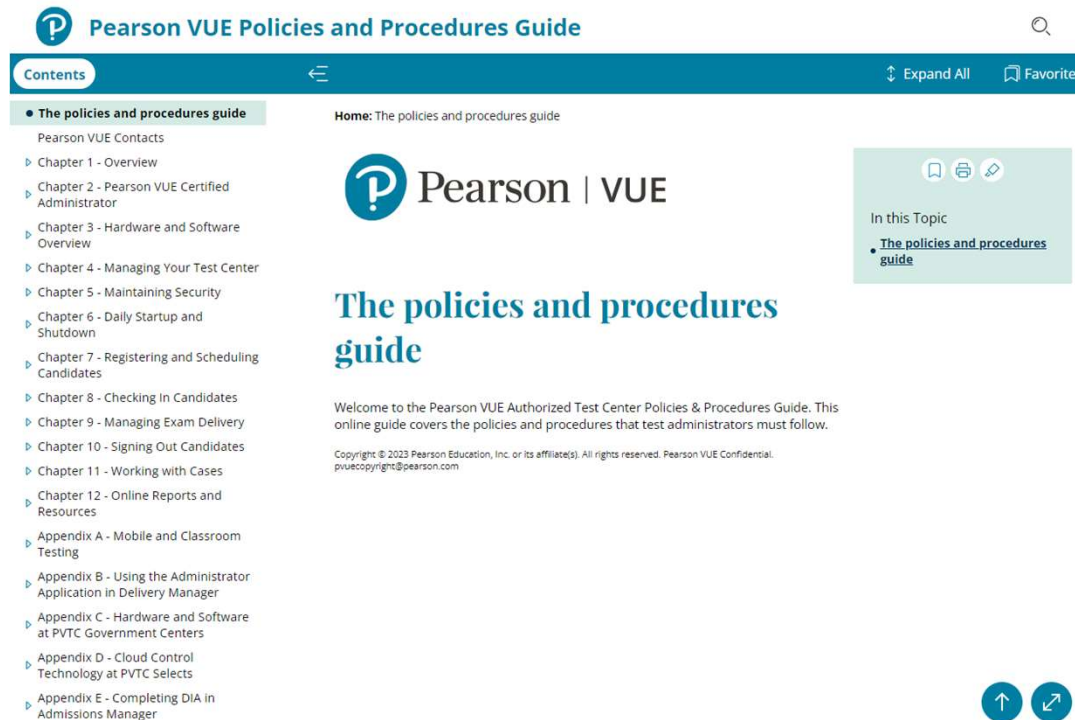
**Log Into
Connect**

- Click on Resources
- Click Test Center Guides
- Select the Policies and Procedures Guide for Pearson VUE Authorized Test Centers



Policies and Procedures Guide – Table of Contents

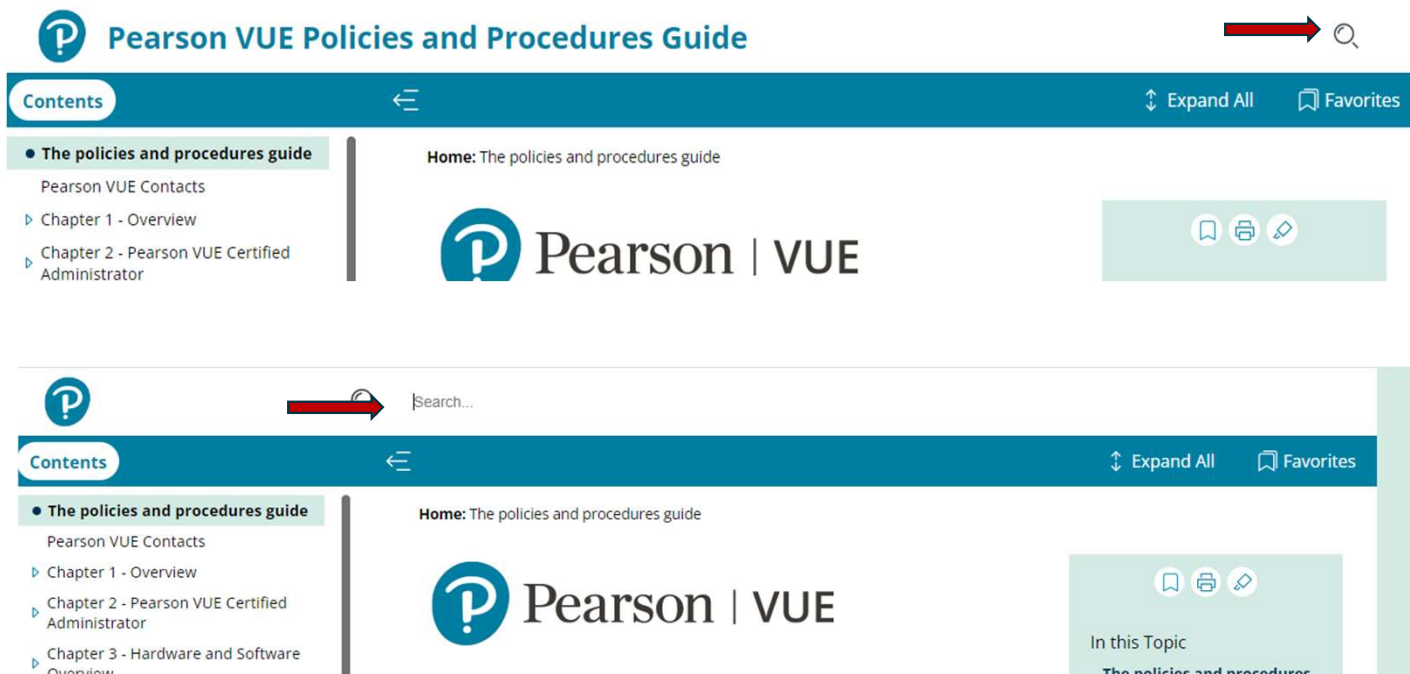
The table of contents lists each chapter or section within the guide. After you select a chapter or section in the table of contents, the content appears in the viewing window.



Tip: Click the ▶ icons located to the left of each chapter or section name to expand or collapse the sections.

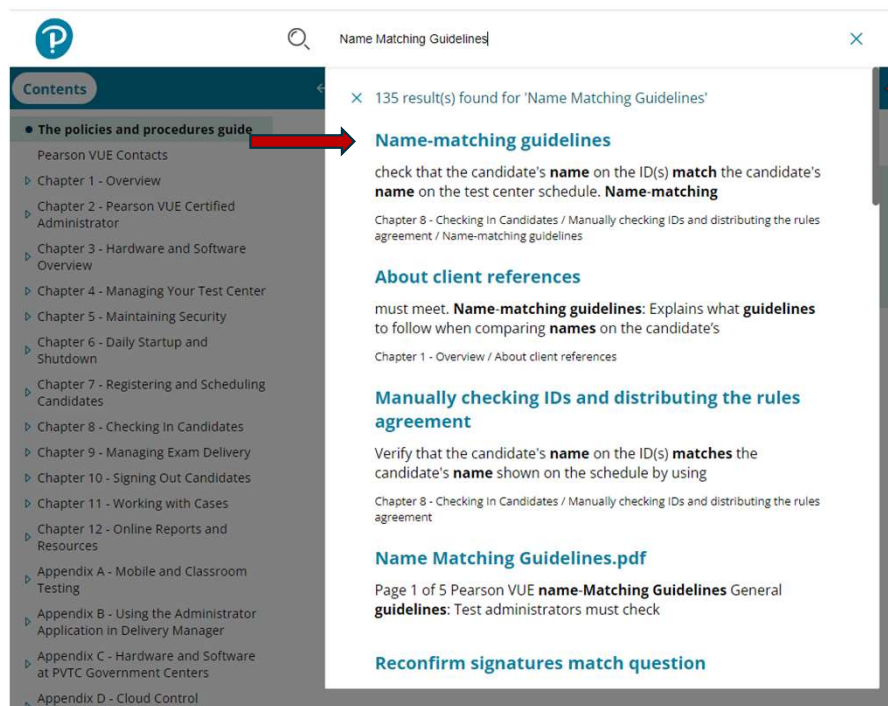
Policies and Procedures Guide – Search Pane

The search pane allows you to search for specific words and phrases within the guide. It also shows the results from the search.



Policies and Procedures Guide – Search Pane

Type in the word or phase of the policy you are looking for in the Search box. For example: "Name Matching Guidelines". Click the link "Name Matching Guidelines" in the search pane and ...



Tip: You can use the Scroll bar to see all the results returned from the search

Policies and Procedures Guide – Search Pane

... the section will display in the viewing pane.

The screenshot displays the Pearson VUE Policies and Procedures Guide interface. At the top, there is a search bar and navigation links for 'Expand All' and 'Favorites'. The left sidebar contains a 'Contents' menu with a tree view of the guide's sections. The main content area shows the selected section, 'Name-matching guidelines', which includes a 'Home' breadcrumb, a description of the guidelines, and a tip about handling name changes. A red arrow points to the 'Name-matching guidelines' link in the sidebar, indicating that this section is displayed in the viewing pane.

Contents

- The policies and procedures guide
- Pearson VUE Contacts
- Chapter 1 - Overview
- Chapter 2 - Pearson VUE Certified Administrator
- Chapter 3 - Hardware and Software Overview
- Chapter 4 - Managing Your Test Center
- Chapter 5 - Maintaining Security
- Chapter 6 - Daily Startup and Shutdown
- Chapter 7 - Registering and Scheduling Candidates
- Chapter 8 - Checking In Candidates
 - Candidate check-in overview
 - Opening Admissions Manager
 - Handling candidates with face masks
 - Greeting candidates and verifying appointment details
 - Admission process overview
 - Manually checking IDs and distributing the rules agreement
 - Acceptable forms of ID
 - Procedure for handling IDs from sanctioned countries
 - Checking local language IDs in Admissions Manager
 - Name-matching guidelines**

Home: Chapter 8 - Checking In Candidates
/ Manually checking IDs and distributing the rules agreement
/ Name-matching guidelines

Name-matching guidelines

You must check that the candidate's name on the ID(s) match the candidate's name on the test center schedule. Name-matching rules vary across exam sponsors. Check the exam sponsor's client reference to see if the exam sponsor has unique name-matching guidelines. Otherwise, use the standard [Name-Matching Guidelines](#) located in the Resources application in the Connect portal.

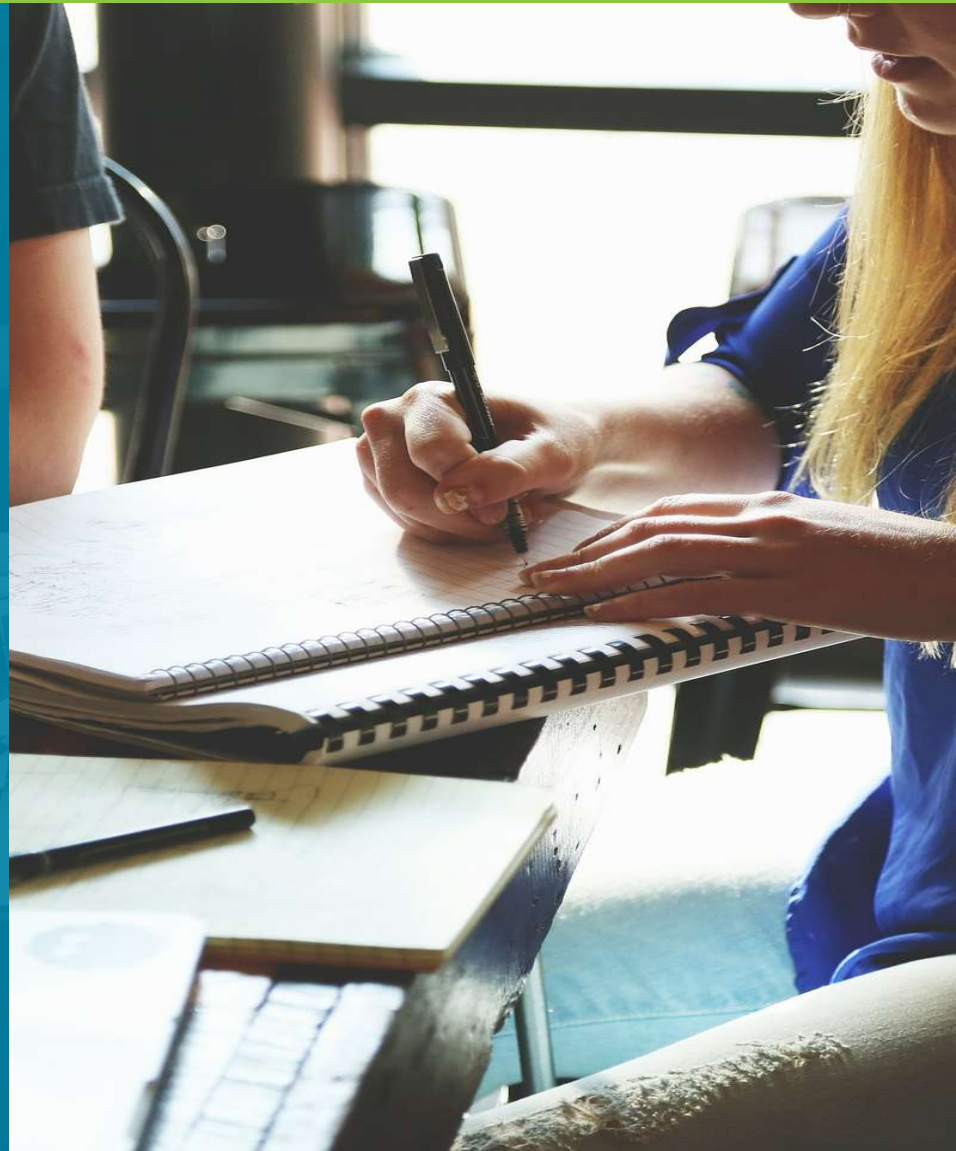
Names often do not match because a candidate has recently been married, divorced, or received a legal name change. Typically for the candidate to be admitted, the candidate must present a marriage license, divorce decree, or legal name change documentation (court order) to supplement the identification. However, some exam sponsors do not allow supplements to the identification, so always refer to the exam sponsor's client reference.

Tip: If a candidate claims to have changed his or her name recently but the change is not reflected in Admissions Manager, look up the candidate's record in Registration Manager to see if the name has been changed there. For more information about how to locate a candidate's record in Registration Manager, see [Locating a candidate record](#). If the name matches in Registration Manager, continue admitting the candidate.

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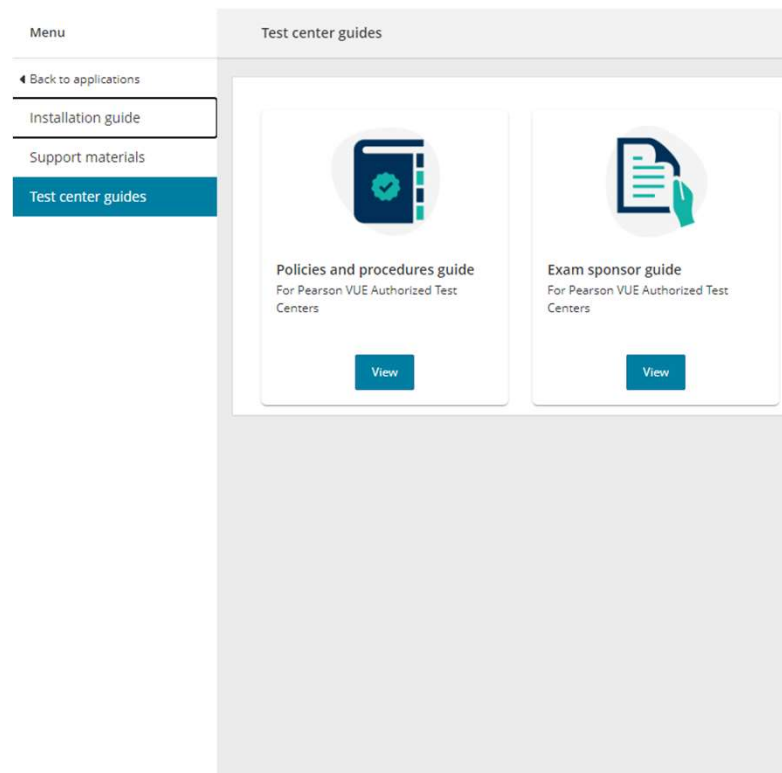
Tip: The Chapter and section will be displayed above the section.

GED Sponsor Guide vs. Policies and Procedures Guide



When to use Exam Sponsor Guide

If the Exam Sponsor (GED) has a different policy than the standard policy, it will be documented in the Exam Sponsor Guide. Exam Sponsor Guides also have information about the exam(s).



GED Sponsor Guide (Client Reference)

Sponsor Guides are separated into three sections:

- Front Desk Administration
- Proctoring
- Supplemental Information



GED Testing Service® Client Reference

This GED Testing Service® Client Reference provides the standard policy and exam information for all jurisdictions unless stated otherwise in the jurisdiction reference sheet. Each jurisdiction has a separate jurisdiction reference sheet that contains specific policies and exam information that applies only for the jurisdiction. Please make sure to also refer to the jurisdiction reference sheet for jurisdiction-specific policies.

FRONT DESK ADMINISTRATION

1.1 RULES DOCUMENT

- U.S./Territories Jurisdictions: GED® Test Candidate Rules Agreement and NDA
- Canada/International Jurisdictions: GED® Test Candidate Rules Agreement and NDA – Canada and International

1.2 IDENTIFICATION

Note: The identification requirements for GED vary by country and jurisdiction. For full details, be sure to review the applicable jurisdiction reference sheet for each candidate in addition to the GED Testing Service Client Reference.

Identification Requirements	<p>Primary required; do not seat candidates for an exam unless they provide one form of valid ID.</p> <p>Before you turn away a candidate because of an identification issue, call the test center support line to contact a program coordinator or Candidate Services.</p> <ul style="list-style-type: none">• U.S. and Canada: Call 1-888-344-7924 (option 2) to contact a program coordinator.• Asia Pacific (APAC) Region: Call +85-2-3077-4923 to contact Candidate Services.
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GED Sponsor Guide (Client Reference)

You can navigate to a different section by either using the scrollbar or clicking on a topic or subtopic.

PROCTORING

2.1 ITEMS ALLOWED IN THE TESTING ROOM

Personal Items	Pearson VUE standard policy																				
Noteboard/Booklet	Provide a booklet and pen. If your site does not have booklets, provide three noteboards instead. (Please note that booklets are spiral bound.) Note: If you experience problems cleaning erasable booklets or noteboards, try using another cleaner. Simple Green All Purpose Industrial Cleaner & Degreaser is effective.																				
Calculators	GED Calculator Policy All GED tests have an onscreen TI-30XS calculator. Depending on the exam and the test center location, specific calculator models are sometimes permitted. In these situations, the candidate can bring a personal calculator or request a test center calculator (if the exact model is available). Refer to the table below to determine if a calculator is permitted for the candidate's exam: <table><thead><tr><th>Exam</th><th>Test center location</th><th>Permitted personal calculator</th><th>Permitted test center calculator (upon request)</th><th>Calculator built into exam</th></tr></thead><tbody><tr><td>2002 Series</td><td>Canada and its territories</td><td><ul style="list-style-type: none">Casio fx-260TI-30XS</td><td><ul style="list-style-type: none">Casio fx-260TI-30XS</td><td>TI-30XS</td></tr><tr><td>2014 Series</td><td>U.S. and its territories</td><td>TI-30XS</td><td>TI-30XS</td><td>TI-30XS</td></tr><tr><td></td><td>International (any country outside the U.S.)</td><td>Not permitted</td><td>Not permitted</td><td></td></tr></tbody></table> <p>After you have identified which calculator is permitted, see the additional details below:</p> <p>2002 Series (Canada) The Casio fx-260 and TI-30XS models are the only approved handheld calculators.</p> <ul style="list-style-type: none">Candidates must bring a handheld Casio fx-260 or TI-30XS; request	Exam	Test center location	Permitted personal calculator	Permitted test center calculator (upon request)	Calculator built into exam	2002 Series	Canada and its territories	<ul style="list-style-type: none">Casio fx-260TI-30XS	<ul style="list-style-type: none">Casio fx-260TI-30XS	TI-30XS	2014 Series	U.S. and its territories	TI-30XS	TI-30XS	TI-30XS		International (any country outside the U.S.)	Not permitted	Not permitted	
Exam	Test center location	Permitted personal calculator	Permitted test center calculator (upon request)	Calculator built into exam																	
2002 Series	Canada and its territories	<ul style="list-style-type: none">Casio fx-260TI-30XS	<ul style="list-style-type: none">Casio fx-260TI-30XS	TI-30XS																	
2014 Series	U.S. and its territories	TI-30XS	TI-30XS	TI-30XS																	
	International (any country outside the U.S.)	Not permitted	Not permitted																		

In this Topic

FRONT DESK
ADMINISTRATION
RULES DOCUMENT
IDENTIFICATION
CHECKING DATE OF BIRTH
AND AGE
NAME-MATCHING
GUIDELINES
DEMOGRAPHIC CHANGES
ADMISSIONS DATA
ADMISSIONS DATA
WAIVERS
DOCUMENTS REQUIRED TO
TEST (FOR U.S. AND
CANADA SITES ONLY)
LATE ARRIVALS
• PROCTORING
ITEMS ALLOWED IN THE
TESTING ROOM
BREAKS
EXAM EVENTS/RESULTS
CANDIDATE MISCONDUCT

Jurisdiction Reference Sheet

Each testing jurisdiction has a reference sheet that will have additional guidance.



California Jurisdiction Reference Sheet for 2014 Exams

GED Testing Service

GED Testing Service (GED.com) provides opportunities to transform lives, support families, and build stronger communities. GED Testing Service offers any adult who wants it the opportunity to earn a high school equivalency credential, be prepared for a better job, support his or her family, and realize his or her dreams for a better life.

This Jurisdiction Reference Sheet contains *specific* test information and policies for the GED® test delivered by computer in the state of California.

In addition to this document, please make sure to refer to the GED Testing Service Client Reference for all exam information and policies. **The GED Testing Service Client Reference contains the *standard* exam information and policies that apply for all jurisdictions unless stated otherwise in the Jurisdiction Reference Sheet.**

Items:

- Exam Pricing
- Identification
- Age Requirements
- Residency Requirements
- Retake Requirements
- Other Information
- Contacting Jurisdiction

Documentation Flow

PVTC Policy and
Procedures
Manual

GED Client
Reference (aka
Exam Sponsor
Guide)

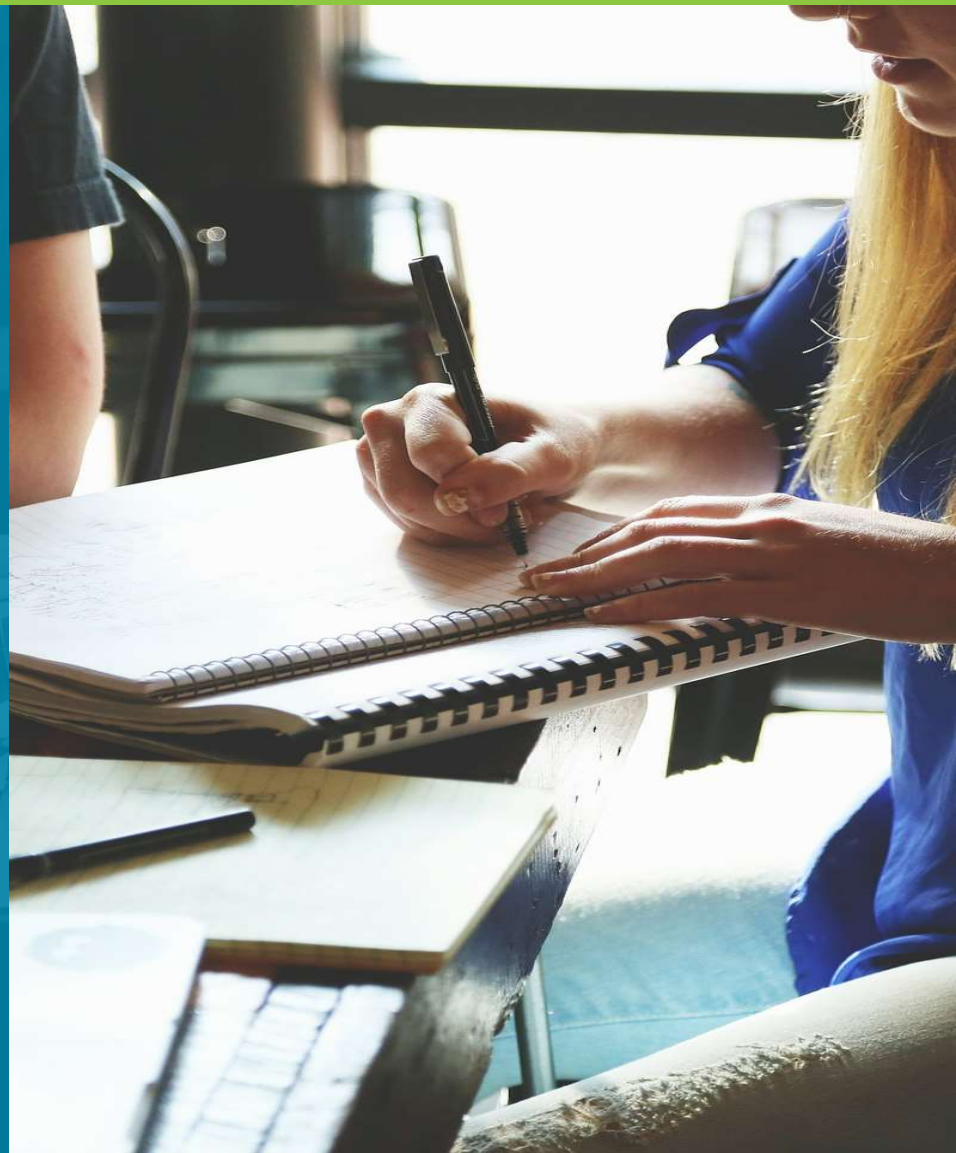
Be sure to
review all this
documentation
at regular
intervals!

Jurisdiction
Reference Sheet

Support Materials

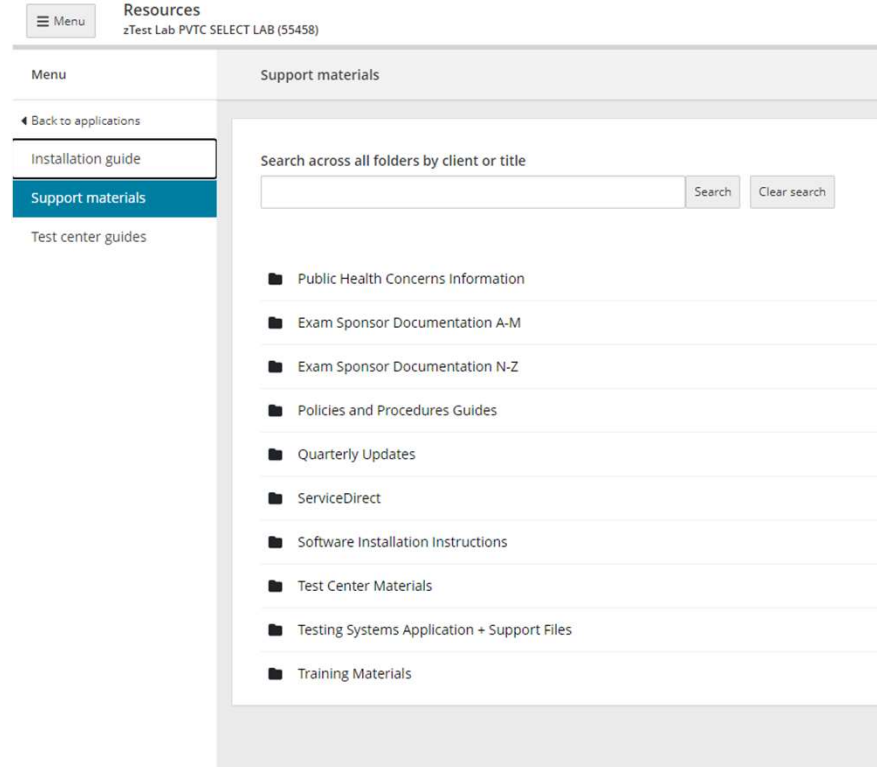


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When to Use Support Materials

Support Materials provides documentation that test administrators need to do their jobs, however it isn't meant to be used to look up a policy or procedure.



Folders in Support Materials

The three folders you will use the most are:

- ServiceDirect
- Test Center Materials
- Training Materials

Category Name	Category Contents
Public Health Concerns Information	Documentation and policy guidelines pertaining to a public health concern (i.e., COVID 19)
Exam Sponsor Documentation	Exam sponsor client references and updates; Certification and employment testing documentation
ServiceDirect	Quick Reference Cards (QRC) related to ServiceDirect topics; ServiceDirect Training Module for TAs
Software Installation Instructions	Installation Guides
Test Center Materials	Backup admissions data sheets, log sheets, checklists, rules agreements and other general materials
Testing Systems Application + Support Files	Pearson VUE Testing Systems Application files and support files
Training Materials	Test center training modules, tutorials and other training documents

Did you know?



Name Changes



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

GEDTS continues to support name changes under the following circumstances with formal documentation

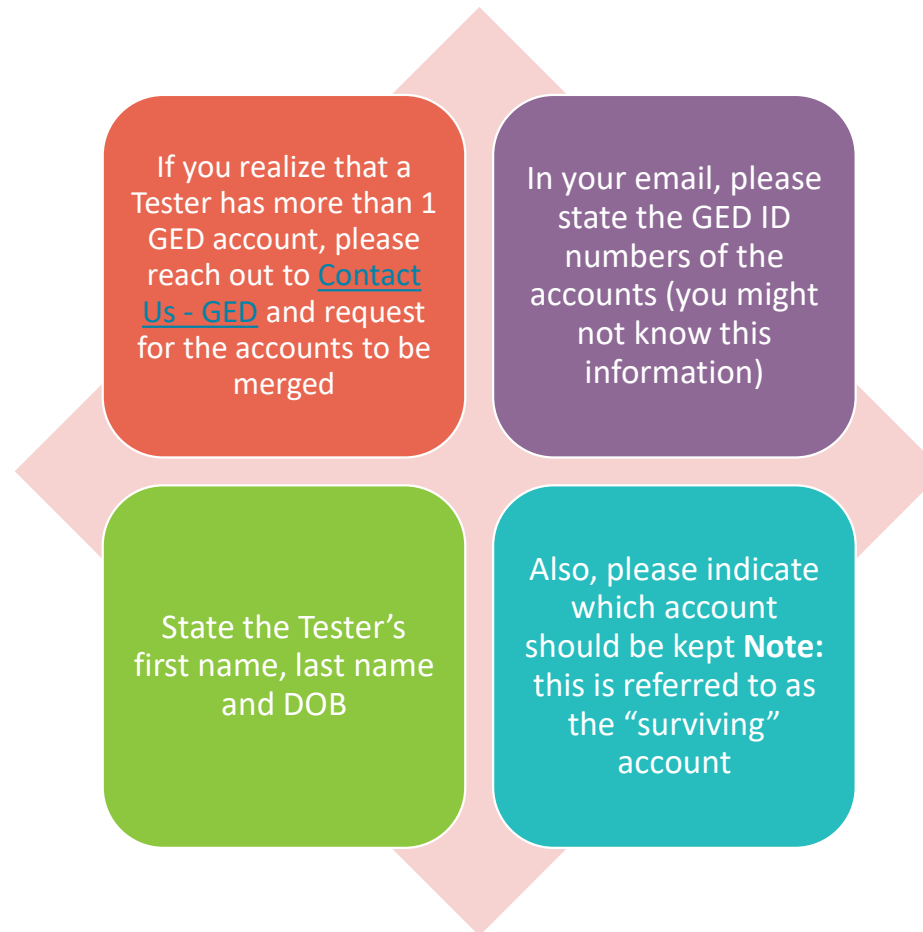
- Required court-ordered such as witness protection and gender changes
- Provide the ability to correct their names in cases of typos
- We will also help inmate graduates make use of credentials obtained while incarcerated under an alias. This process, however, requires approval from the state GED Administrator™

What you can do to ensure accounts are accurate

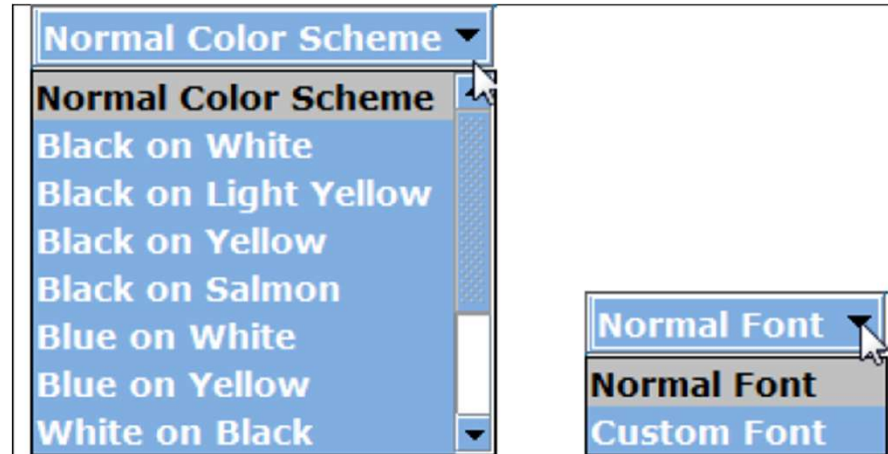


Go to [Contact Us - GED](#) to get name and/or DOB updated (**EVEN IF TESTER HAS CREDENTIALS**)
NOTE: This can take up to 5 business days and is not something that can be done over the phone.

How to get accounts merged



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.

Accommodations **CHECK NEW WEBSITE**

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

GED Test On-Screen Computer Guides

You can change what your test looks like on your computer screen to make it easier to read. Download these guides to learn more about the options available.



Screen Color
Combinations Guide

[Download](#)



Change Text Size Guide

[Download](#)



Highlight Text Guide

[Download](#)

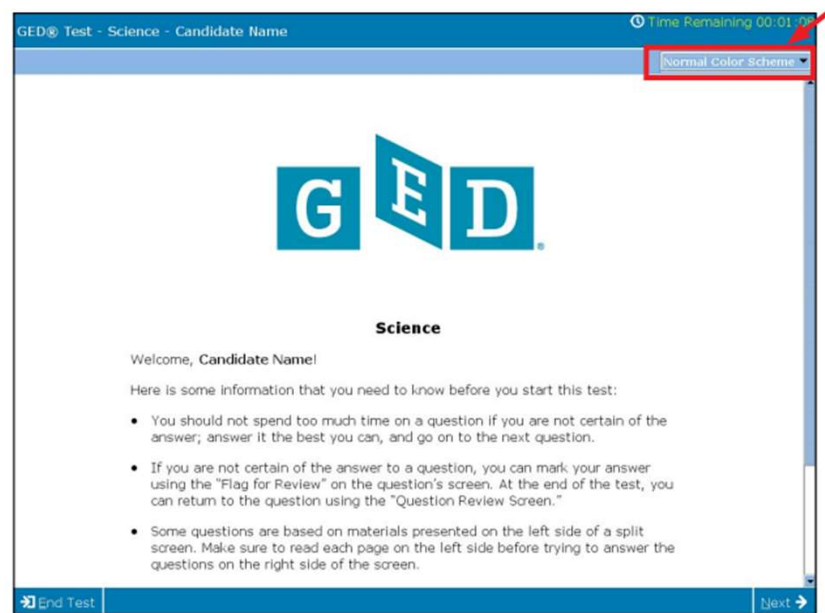
Accommodations

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

On-Screen Color Combinations for the GED® Test

When you take the GED® test, you can change what your test looks like. Choose from 11 different color combinations for your test's text and background colors. Choose the color combination that is easiest for you to read on your computer screen. You can change the colors at any time during the test, and as many times as you want.

Changing the colors of your test is simple. Just choose the colors from the dropdown menu, shown below in the red box.



Standard color combination

Accommodations

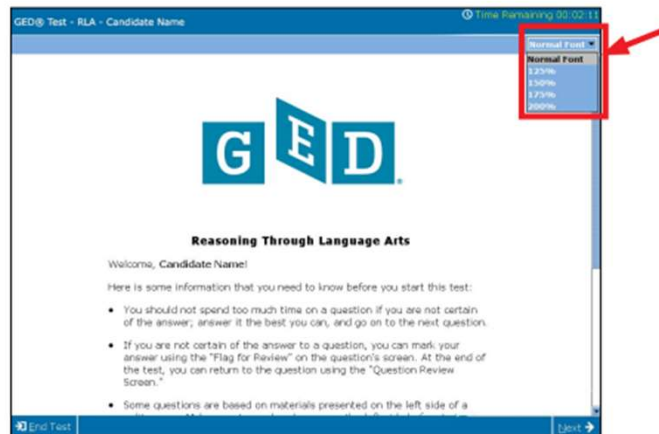
https://ged.com/about_test/accommodations/

Making your GED® test on computer easier to read is simple! Choose from one of the five text sizes available on the test. Text sizes include standard (100%), 125%, 150%, 175%, and 200%. The higher the number you pick, the larger the text will be on your test. Choose the size that is easiest for you to read. You can change the size at any time during the test, and as many times as you want.

Changing the text size on your test is easy. Just choose the text size that is easiest to read from the “Normal Font” dropdown menu, shown below in the red box. Normal Font” dropdown menu, shown below in the red box.

Accommodations

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



Here are a few of the text size options you can choose from to make your test easier to read.



Text size at 150%



Text size at 200%

Working With Your GED Administrator™



How the GED Administrator™ Can Assist

GED Administrators can facilitate updates to State Adult Education websites

- Provide updated information about the tests
 - Links to the test vendor registration page
 - Links to the student navigation videos
- Provide a location map to all testing centers with contact information that includes: location name, address, contact number and/or a link to their website.
- Q&A with most frequently asked questions

How the GED Administrator™ Can Assist

- Connect test centers to the correct individual at GEDTS/Pearson VUE to resolve difficulties
- Provide guidance on state-specific policies and procedures
- Provide testing center-specific and state-specific testing data
- Provide annual state test administrator (TA) trainings and facilitate meetings

Thank you!

Natalie E. Cummins
Client Channel Operations Manager,
Pearson VUE

Natalie.Cummins@pearson.com



Session Survey

Your feedback is important. Please scan the QR code below to rate this session.

