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## 2024 GED CONFERENCE

# GED® Testing Centers: Best Practices for Smooth Testing

Natalie E. Cummins, Pearson VUE Client Channel Operations Manager

**GED** TESTING SERVICE®

# Presenter

**Natalie E. Cummins**

*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

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

# On Test Day

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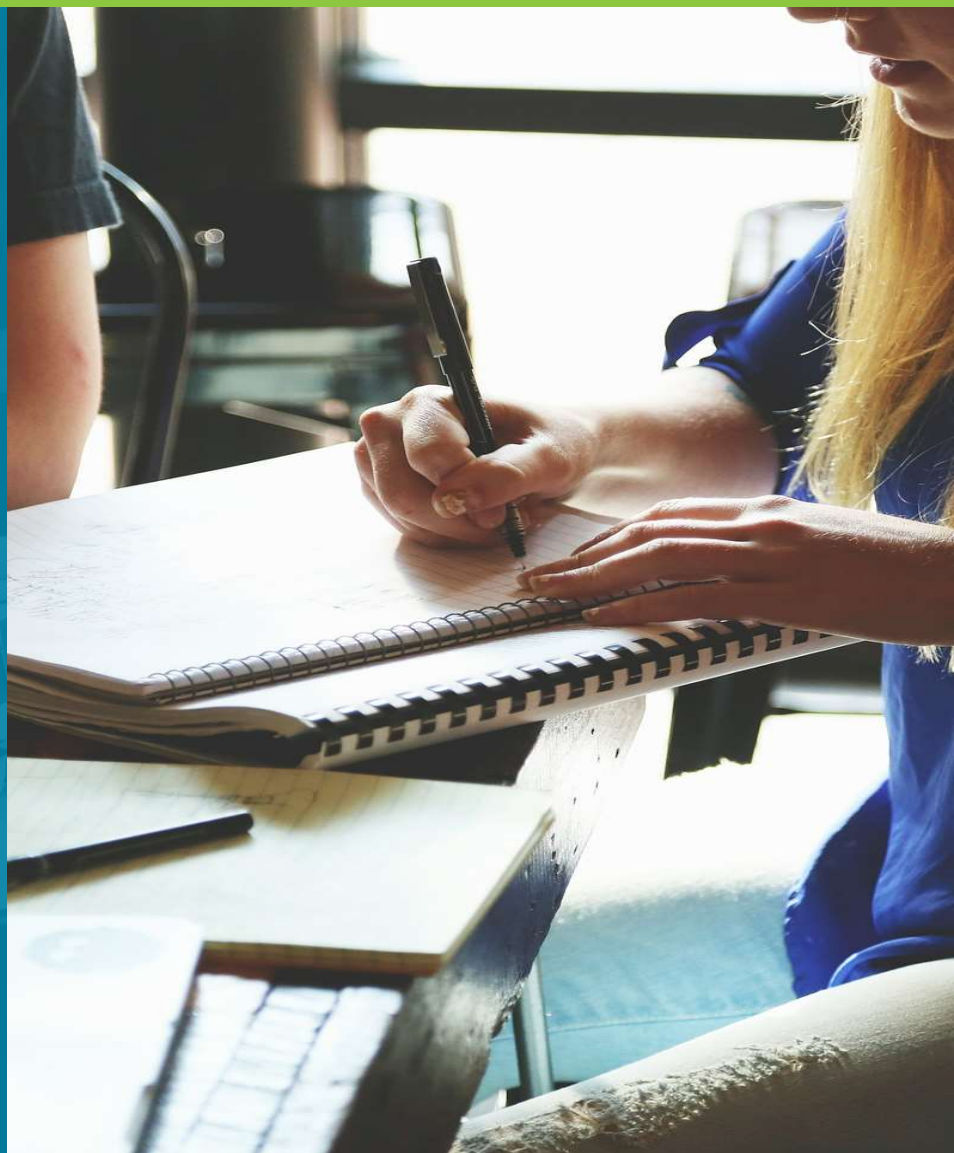
# Pre-Test Best Practices

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

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# 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.
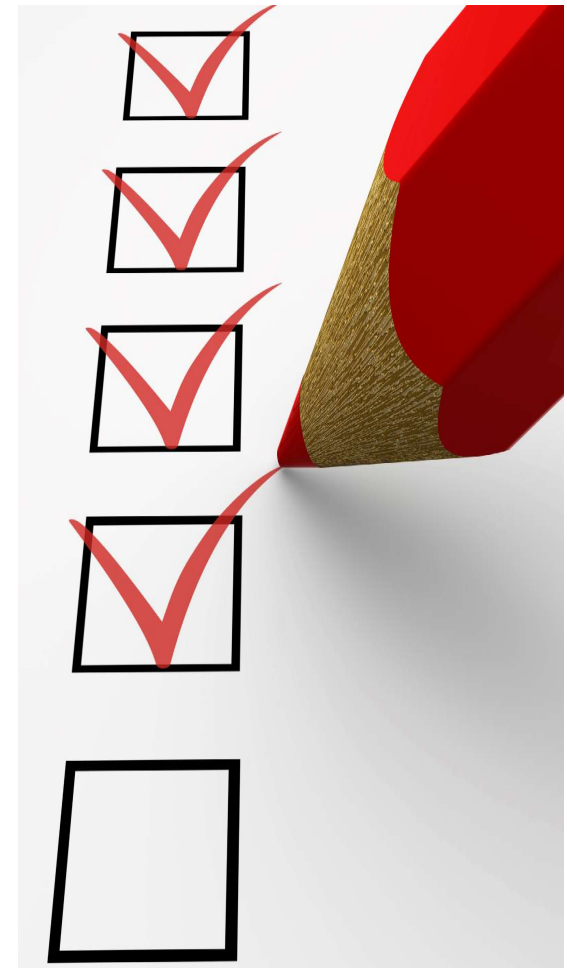
# Check In

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)
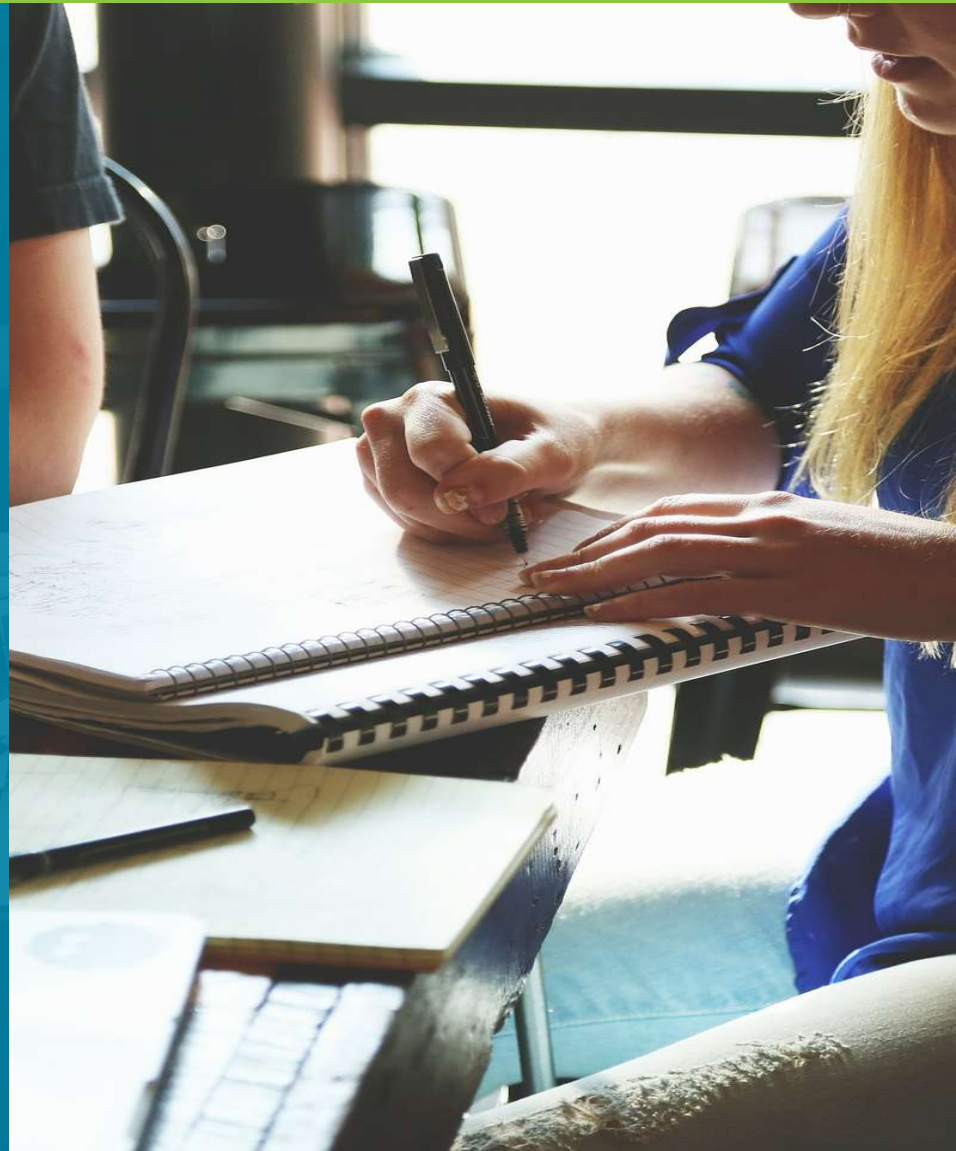
# Physical Test Monitoring

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

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# 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
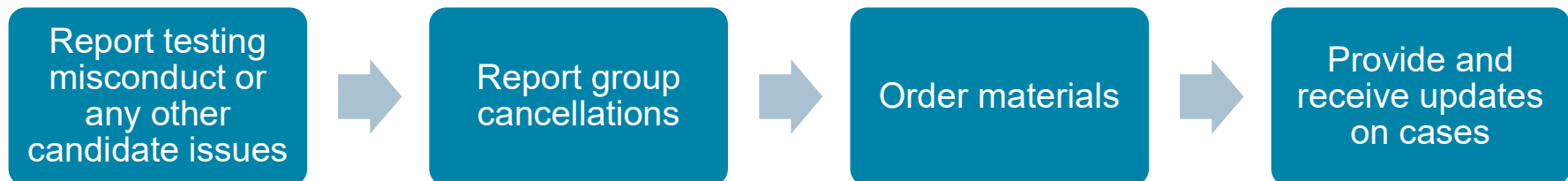  - Tester's reaction and discussion between TA and Tester including Tester comments

# 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 |

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Power on/off button

TF card

Reset

USB Interface

Comfort nose pads

LED indicator

USB

reset

on / off / record

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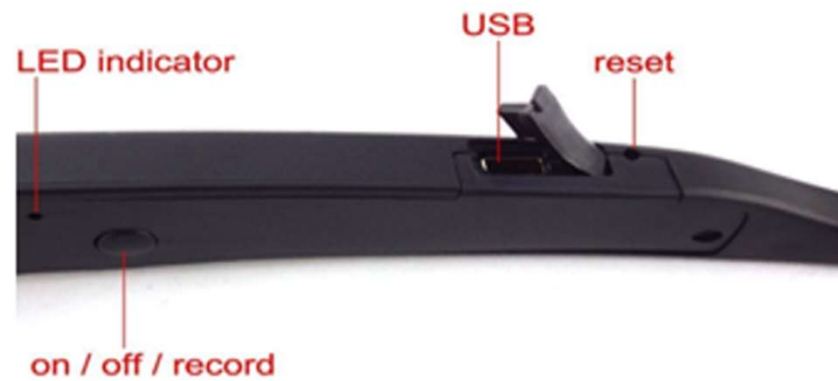
# What to do if spy glasses are identified?

- 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

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# Service Direct

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# What is Service Direct?

**Functions**

| Report testing misconduct or any other candidate issues | → | Report group cancellations | → | Order materials | → | Provide and receive updates on cases |

# Service Direct (Resources)

**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

**ServiceDirect Training Module**

- ServiceDirect for Test Center Employees

- 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

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# 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.

* Indicates a required field.

## Step 2- Select Topic and Type

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

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# 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

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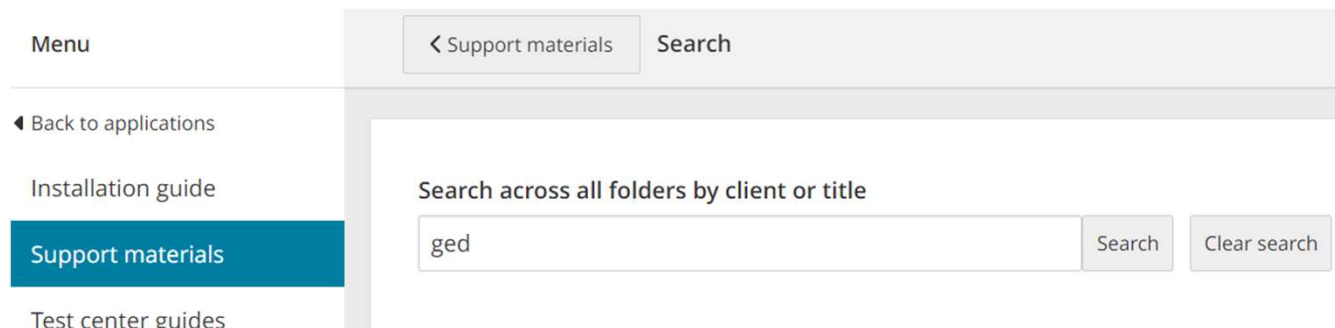
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# GED Support Line – Where to Find Matrix

### Step 1:  Log Into Connect

a) Click on Resources
b) Search for "GED"

# GED Support Line – Where to Find Matrix

## Step 2: Select Matrix

Scroll down to "GED Support Contacts" and select.

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

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

| For test administrators | Contact |
|---|---|
| **VUE Support Services (VSS) technical support:**<br>• Downloading, launching, or delivering exams<br>• Installing Pearson VUE hardware and software<br>• Running the Remote Maintenance Agent (RMA)<br>• Logging into or obtaining a verification code for Connect<br>• Locating missing results<br>• Obtaining authentication codes for exams | Website: www.PearsonHelp.com<br>Phone: 1-888-344-7924 (option 1)<br>**Note:** Do not provide this contact information to candidates. |

GED Testing Service Support Contacts      Version 1.0      Page 1 of 2

| | |
|---|---|
| **Candidate Services (Program Coordinators):**<br>• Answering questions about non-technical candidate issues (e.g., clarifying policies and handling candidate misconduct)<br>• Assisting with test center schedule issues (e.g., the candidate is not appearing on the schedule)<br>• Explaining ID requirements and providing approval for ID exceptions<br>• Scheduling same-day or future appointments | Phone: 1-888-344-7924 (option 2)<br>**Note:** Do not provide this contact information to candidates. |
| **GED Manager Support:**<br>• Assistance with test administrator login information<br>• Assistance with candidate profiles in GED Manager | Email: operations@ged.com<br>**Note:** Do not provide this contact information to candidates. |

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

| 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.**<br><br>**Pearson VUE Customer Service:**<br>• Scheduling, rescheduling, or canceling exams<br>• Answering candidate questions about exams | Phone: 1-877-392-6433<br><br>[Contact Us - GED](#) |

# Navigating the Policies and Procedures Guide

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# How to Locate the PVTC Policies and Procedures Guide

**Log Into Connect**

a) Click on Resources
b) Click Test Center Guides
c) Select the Policies and Procedures Guide for Pearson VUE Authorized Test Centers
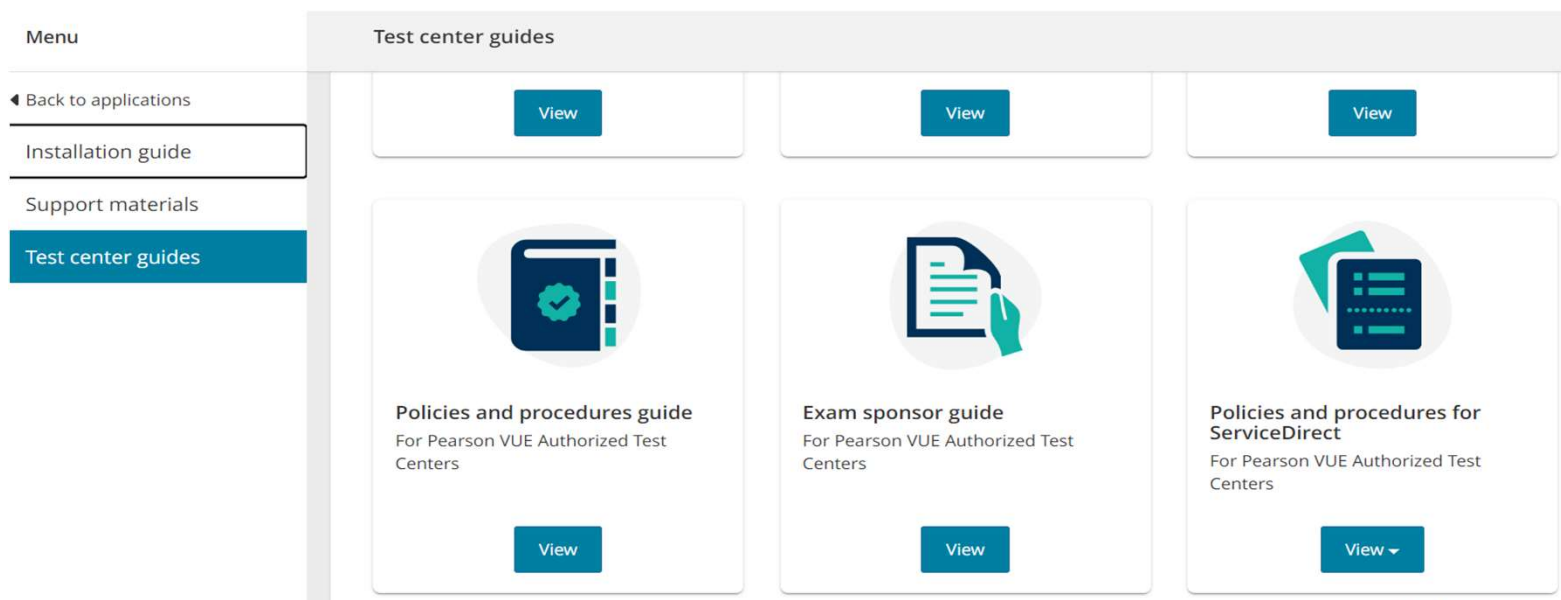
# Policies and Procedures Guide – Table of Contents

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.
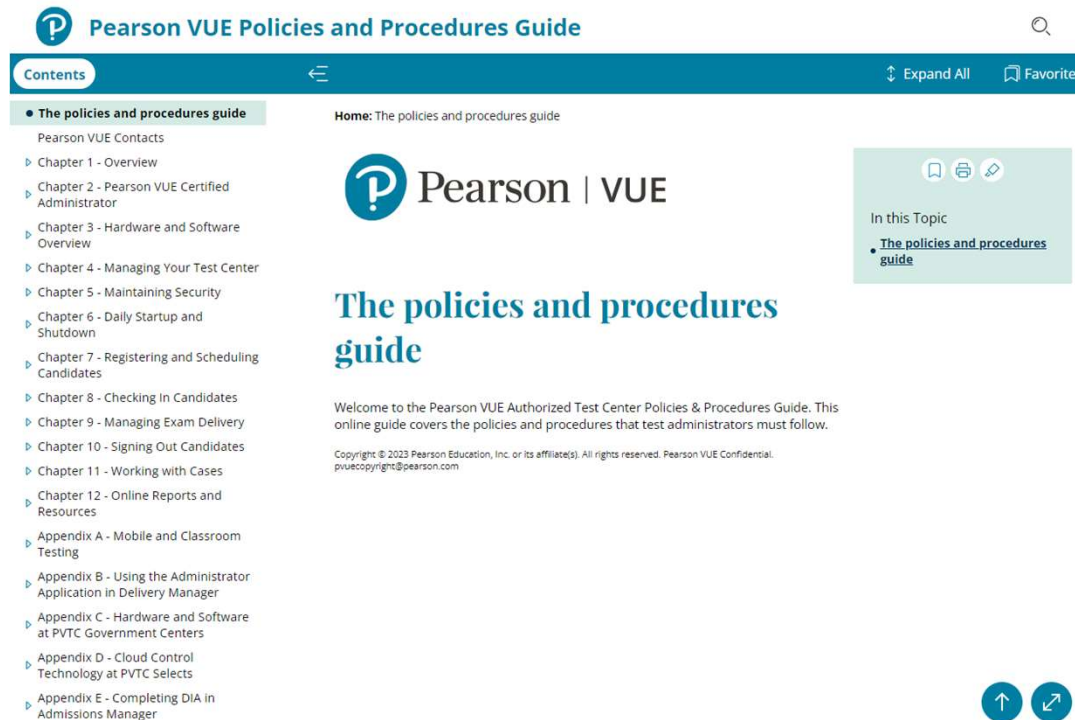


**Tip:** Click the ▷ icons located to the left of each chapter or section name to expand or collapse the sections.

# 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.
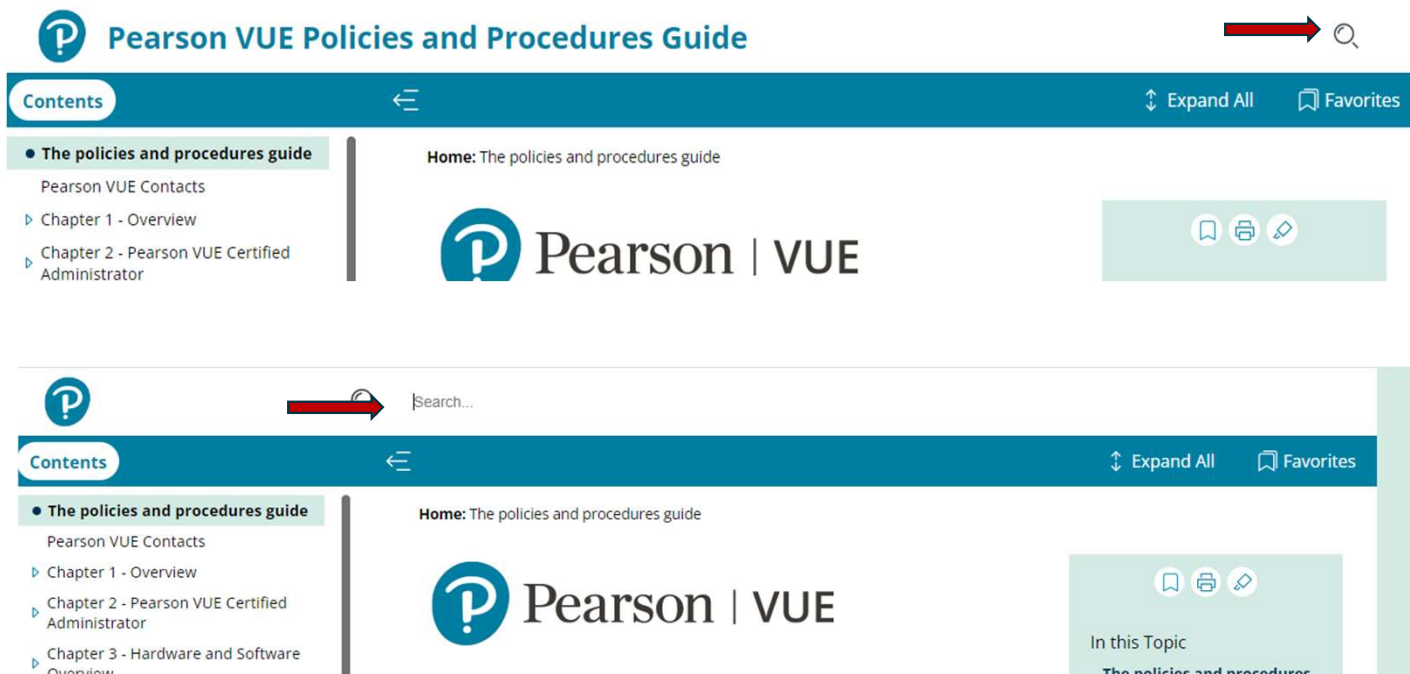
# Policies and Procedures Guide – Search Pane

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 …
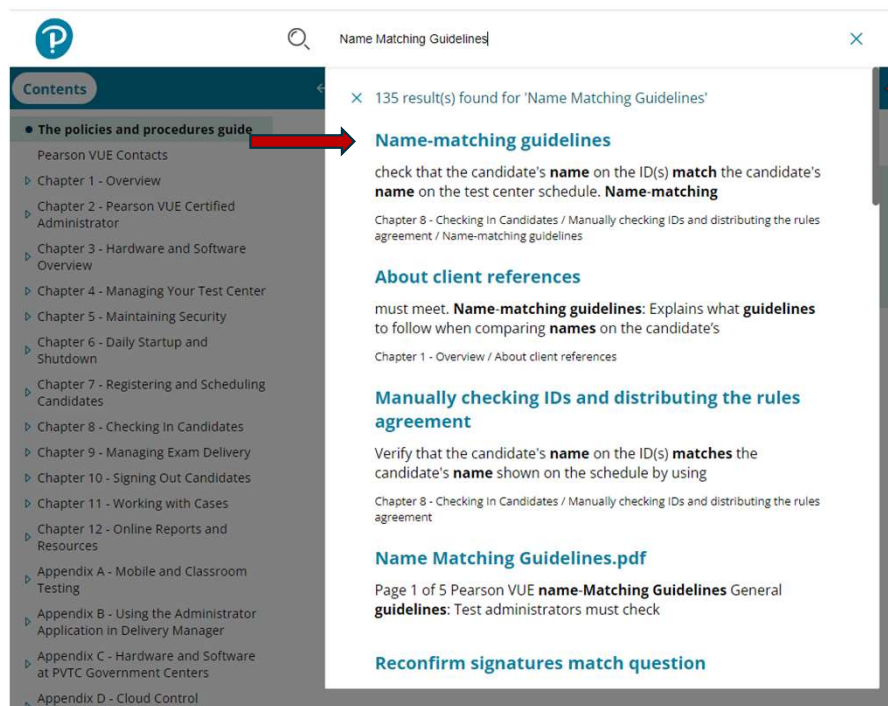


**Tip: You can use the Scroll bar to see all the results returned from the search**

# Policies and Procedures Guide – Search Pane

… the section will display in the viewing pane.



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

# GED Sponsor Guide vs. Policies and Procedures Guide

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# 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).
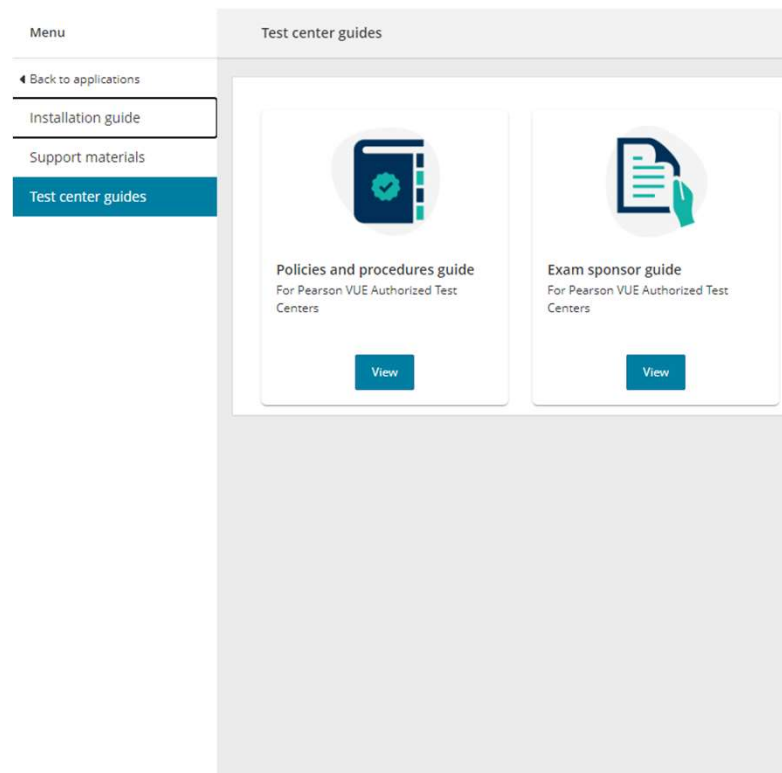
# GED Sponsor Guide (Client Reference)

Sponsor Guides are separated into three sections:
- Front Desk Administration
- Proctoring
- Supplemental Information

# GED Sponsor Guide (Client Reference)

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

# Jurisdiction Reference Sheet

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

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**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

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# Support Materials

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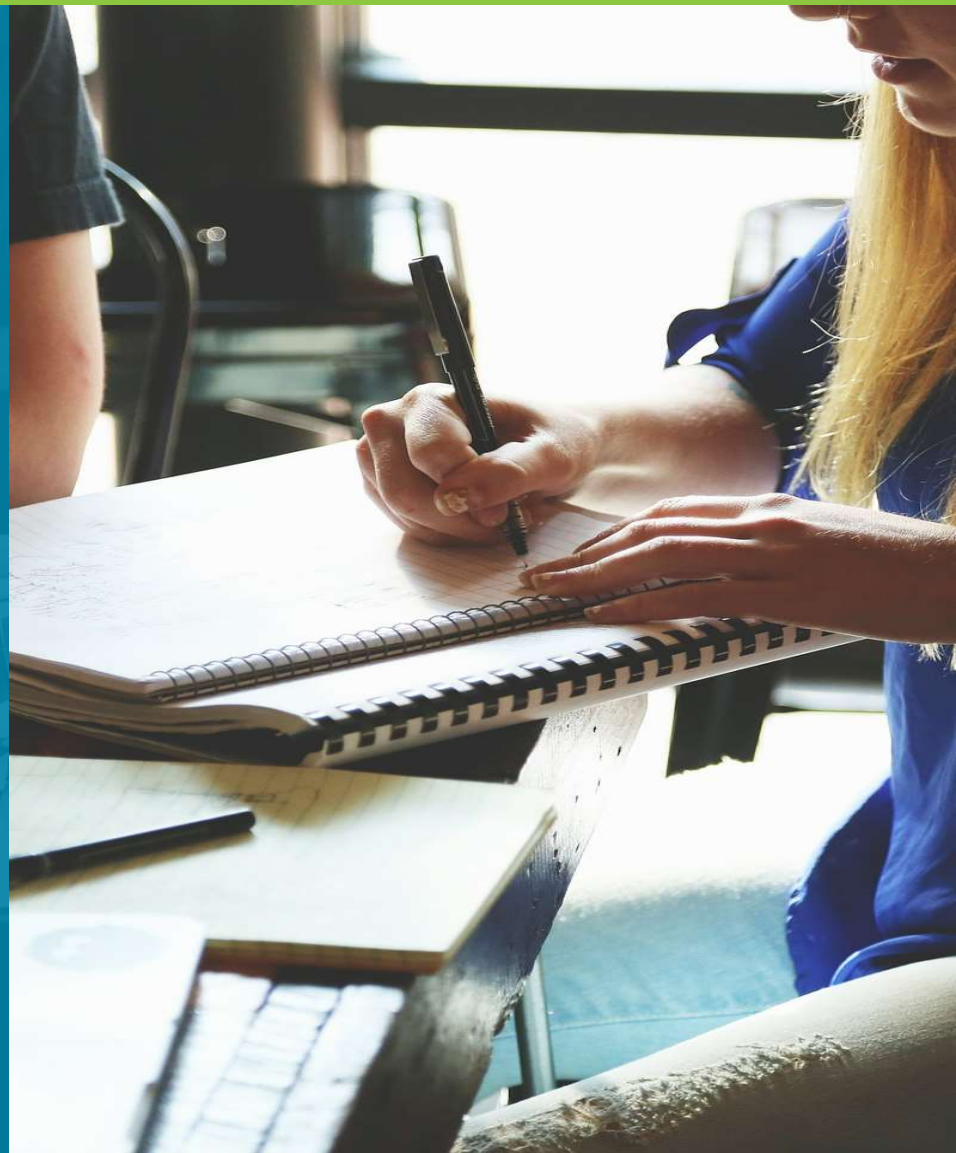
# When to Use Support Materials

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.
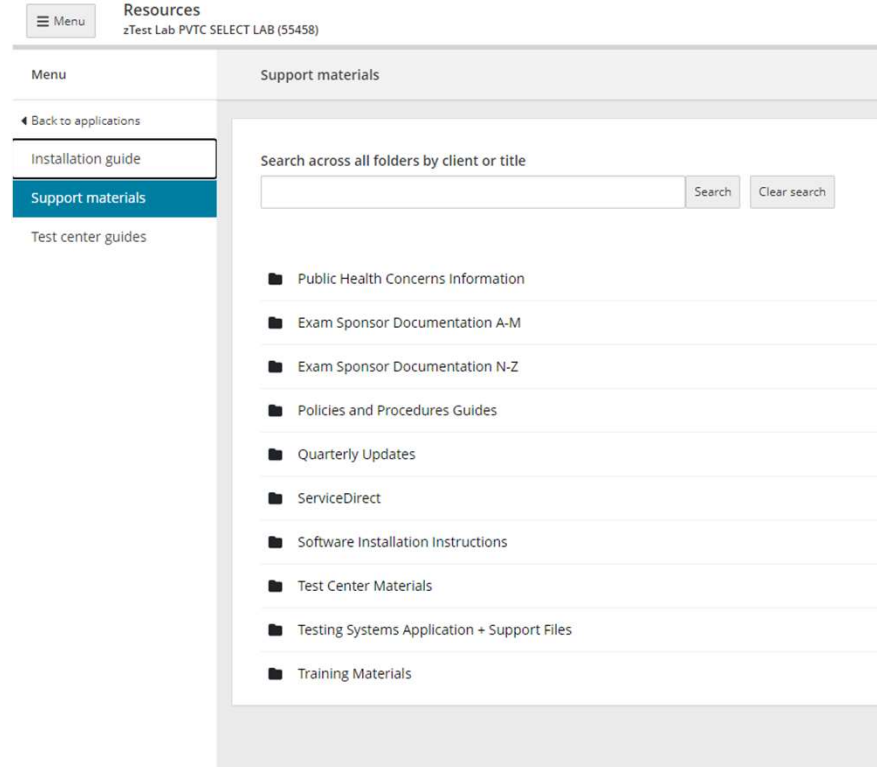
# Folders in Support Materials

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?

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# 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 CREDENTIALED)** **NOTE: T**his can take up to 5 business days and is not something that can be done over the phone.

# How to get accounts merged

If you realize that a Tester has more than 1 GED account, please reach out to Contact Us - GED and request for the accounts to be merged

In your email, please state the GED ID numbers of the accounts (you might not know this information)

State the Tester's first name, last name and DOB

Also, please indicate which account should be kept **Note:** this is referred to as the "surviving" account

# Font and Color Contrast Adjustment
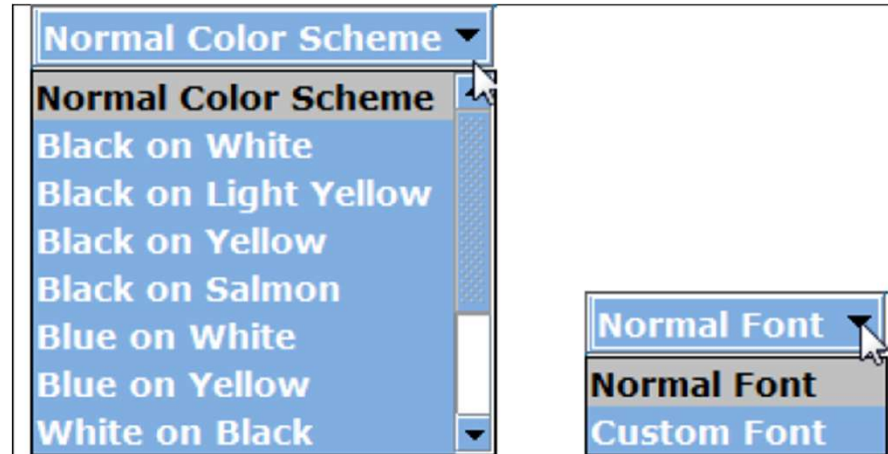


All GED exams give Testers the option to adjust the font and color scheme appearing onscreen at any time during an exam.

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<span style="color:red">CHECK NEW WEBSITE</span>
### 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 | Change Text Size Guide | Highlight Text Guide |
|---|---|---|
| Download | Download | 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.
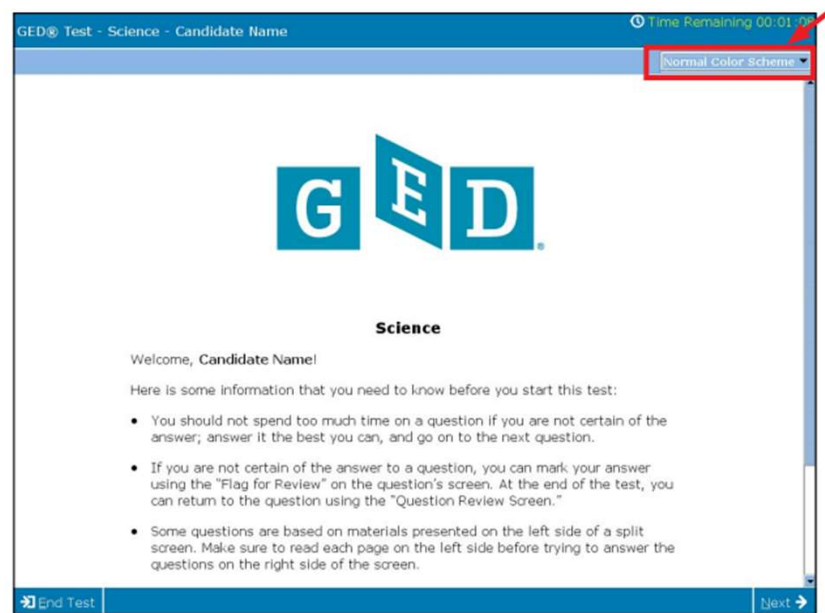


Standard color combination

# 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.

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# Accommodations
**https://ged.com/about_test/accommodations/**
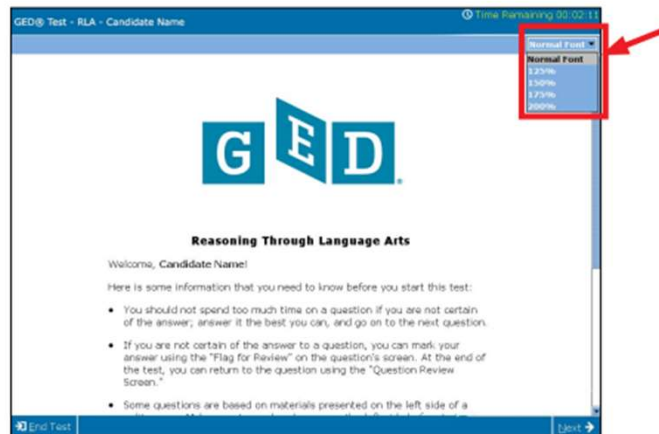


Here are a few of the text size options you can choose from to make your test easier to read.



Text size at 150%



Text size at 200%

# Working With Your GED Administrator™

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# 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!

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Pearson VUE
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# Session Survey

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