Best Practices for Corrections Test Administrators

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July 26, 2019

GED

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Readiness to Test

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When should we test?

TESTING

Completion of coursework may not be enough
- Performance Indicators shouldn't include the test itself
- Many coursework curricula include a readiness test

It's best to use a program-wide threshold
- Keep unnecessary testing to a minimum
- Prevent Testers from becoming discouraged by non-passing scores on the operational exam

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Test Registration

Create an account in **GED Manager**

- Instructions on how to create an account can be found on the **"Home page"** of your GED Manager account

Schedule the test in **Registration Manager**

Pay for exam

- State by state, payment processes can differ – Use the information VUE provided when setting up as a test center

Creating Accounts in GED Manager™

PURPOSE: To provide instructions on creating an account for your Corrections or Youth Challenge students in just a few easy steps.

Before You Proceed

- Check and see if the Tester already has an account in the '**Manage Student**' section of GED Manager™. If so, do not create an account for the Tester.
- Be sure to have the correct demographic information for the account being created, especially SSN as it is difficult to edit this information.
- Decide on the email address you will enter on the Tester's account. In most cases the email address will be an examiner's work email address. You should not be entering a personal email address.

Creating an Account

1. After logging into GED Manager™, click on the '**Manage Student**' tab at the top of the screen and then click on '**Create Student**' (See Figure 1).
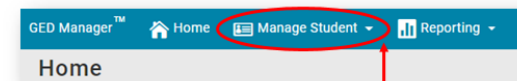
Figure 1: 'Manage Student'

Prior to test day

Reminder . . . . .

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

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On Test Day

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Pre-Test Best Practices

Run RMA for Tester roll call

Ensure testing room is clear

Dry erase boards are cleared

Have Candidate Agreements ready

Stagger placement of Testers

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Daily Startup Checklist

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

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

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

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

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

Check In

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

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

→

Check for unauthorized items

→

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 guideline)

Candidate Search Best Practices

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

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

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

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

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

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

- Additional search requirements might be needed depending on your facility

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Physical Test Monitoring

Test Administrators should closely monitor testing and be watching for possible cheating

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

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

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

Be aware of any other suspicious activity

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Managing Testing Issues

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What testing issues are there?

REMINDER

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

Prison Issues
- Lockdown
- Technical 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. Let the test time out. **DO NOT** stop the test.

- Inform the Tester that you will be creating a case for conduct review with VUE

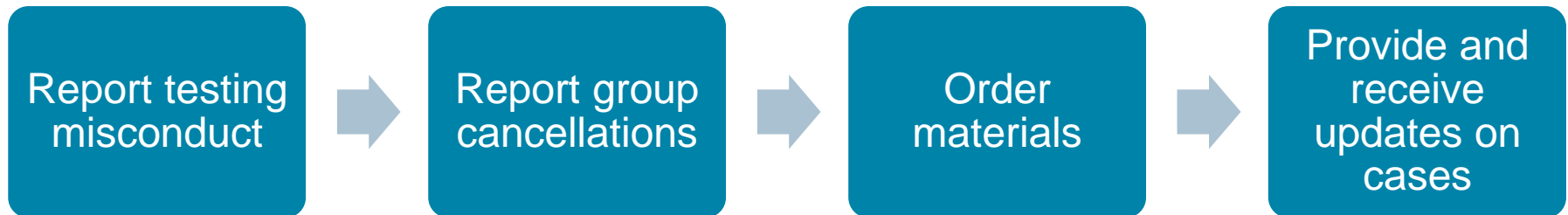- Create a case as soon as possible in **Service Direct**

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

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Spy Glasses

- What to do if a Tester is wearing glasses?

- What do spy glasses look like?

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

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Spy Glasses continued….
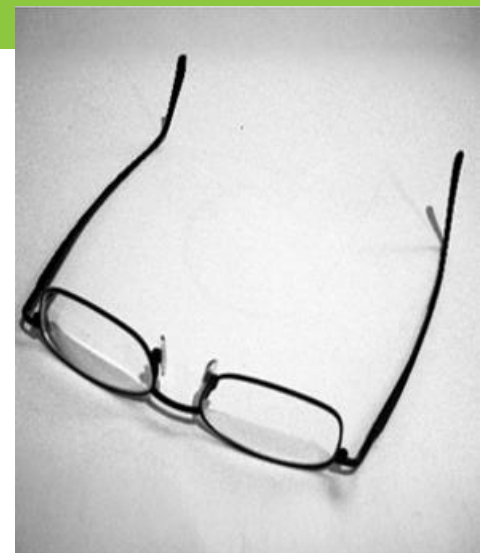
If a Tester is wearing glasses, inform them that you must inspect the glasses

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

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

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TF card

Power on/off button

Comfort
nose pads

Reset

USB Interface

USB

LED indicator

reset

on / off / record

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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 **1-866-389-3665** and choose option **1**

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

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What is Service Direct?

Functions

Report testing misconduct	→	Report group cancellations	→	Order materials	→	Provide and receive updates on cases

Service Direct (Information)

Tutorials

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

ServiceDirect Quick Reference Cards

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

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

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ServiceDirect – Quick Reference Card

Creating Cases

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

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

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

Step 1 – Create Case

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

b) From the upper-right corner of the main home screen, click **Create case**.
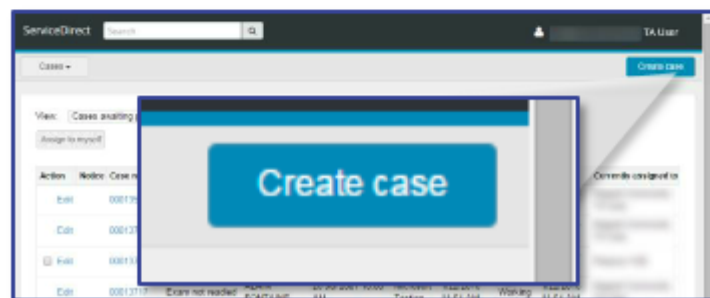
The Case Topic & Type fields are displayed.

Indicates a required field.

Service Direct – How to Create a Case

Step 1 – Create Case

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

b) From the upper-right corner of the main home screen, click **Create case**.
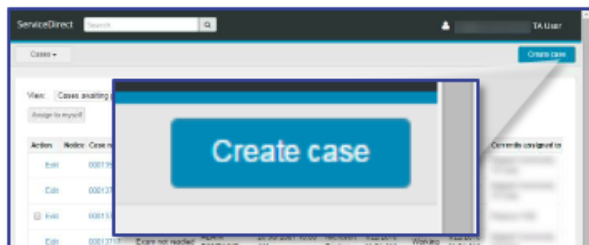
The Case Topic & Type fields are displayed.

Case type

Topic * Select one

Type * Select one

Indicates a required field.

Step 2 – Select Topic & Type

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

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

*denotes mandatory field

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

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

Additional Service Direct functions

Ordering Materials

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

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

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Website Update!

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https://ged.com/

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

Resources for all Educators

Test Administration

Testing in Corrections continued….

Corrections Basics ✓

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

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AUTHORIZED TEST CENTER

Student Set Up ⚙

As a Corrections Test Center Administrator, you can:

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

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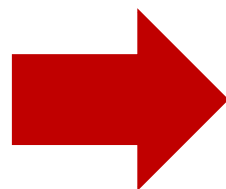
In Session Newsletter

In Session

INSESSION
WITH THE GED® PROGRAM

February 2019

GED® College Ready Graduates Succeeding in the Classroom and Workforce

In a survey of GED College Ready graduates, we found that a majority of students say the GED test program prepared them well for their current college program.

Read More

Interview: Heather Gay, President of the Association of State and Federal Directors of Correctional Education

Heather Gay, shares how her experience as a corrections educator and administrator will shape her new leadership role.

Read More

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# In Session continued….

GED Flash™ February Promo

This month's GED Flash promo is a "sweet deal" for students.

Read More

GED® Program Updates

- **Early Bird Registration for 2019 GED Annual Conference**—Now through March 31st you can take advantage of discounted pricing for our annual conference! Register today and join us July 24-26, 2019 in Downtown Chicago.

- **Test Center Upgrades in 2020**—As technology and security demands increase, it becomes necessary to retire support for older operating systems. Starting **January 14, 2020 the Pearson VUE Test Center software will not work on any Windows 7 operating systems, or any 32 bit operating systems including 32-bit Windows 10 operating systems.** This coincides with Microsoft's plan to discontinue extended support for Windows 7. Please note that this is only for Test Center software. GED.com and GED Ready testing will continue to function through the typical browsers, regardless of what operating system they are installed on.

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In Session continued….
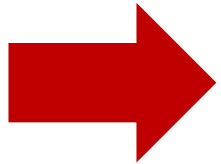
Moving UP! Mathematical Reasoning Webinar Recap

In our latest Tuesdays for Teachers webinar our PD team shared teaching strategies to help students gain core math skills.

Read More

2019 GED Annual Conference
July 24 – 26, 2019
Downtown Chicago

Educator Story

Lou Sager, GED® administrator

Lou Sager, a GED graduate and current GED Administrator, shares how she is now helping students who have stories just like hers.

View Video

Tuesdays for Teachers –Previous Webinars

Reading to Learn: Strategies to Build Reading Skills

Watch Now

Download Presentation

Download Study Guide

Download Vocabulary Strategies

Download High Mileage Word List

Download Reading Rate Sample

Download Certificate

Trick or Treat: Mining GED Ready Score Reports

Watch Now

Download Presentation

Download Workbook

Download Certificate

Changes You've Been Asking For: The RLA Test Screen & Score Reports

Watch Now

Download Presentation

Download Certificate

One Size Fits All - Welcome to GED.com

Watch Now

Download Presentation

Download Workbook
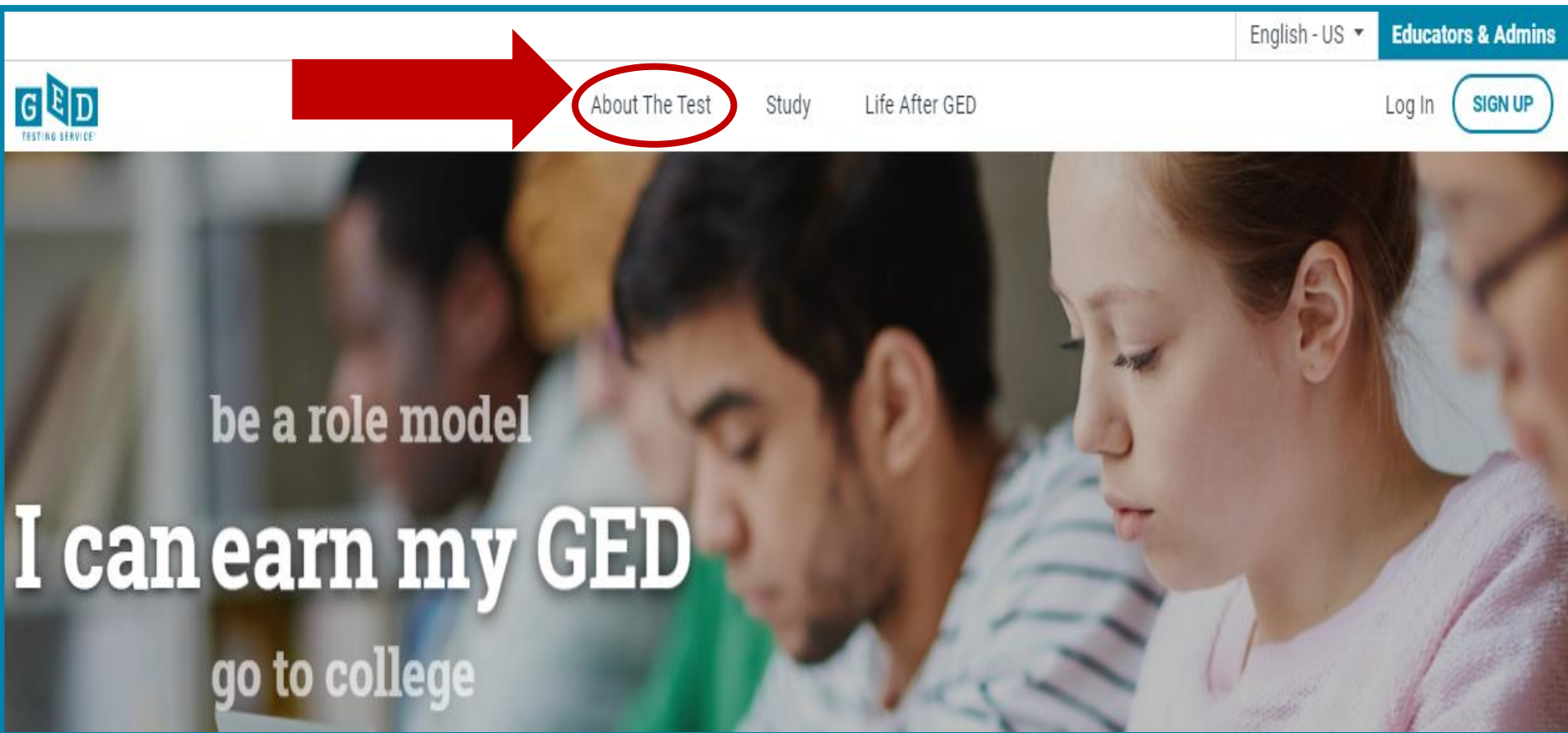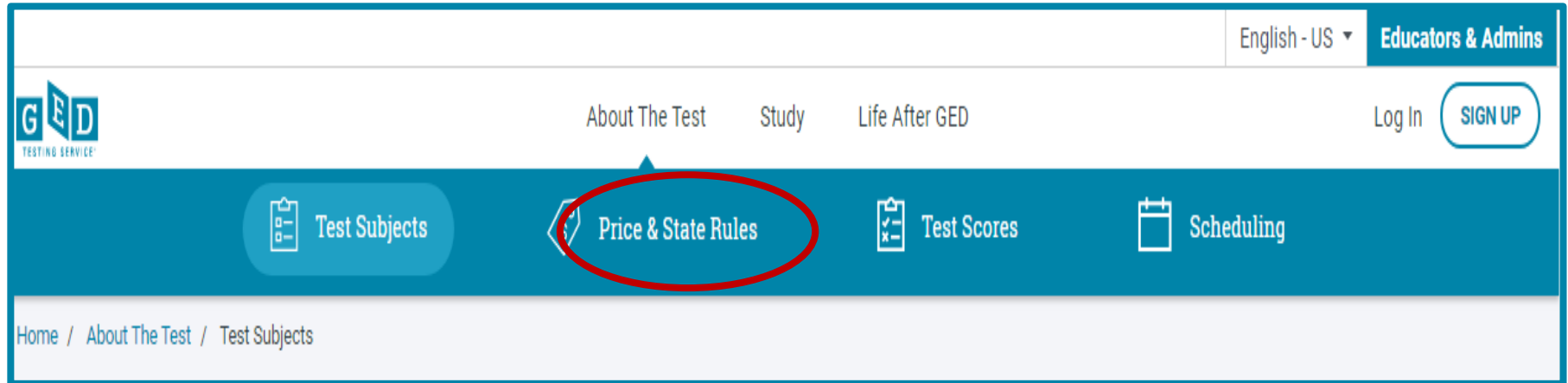
Download Certificate

GED® State Policy Pages

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

Then click on "Price & State Rules"

Then click on "Price & State Rules"

What State Policy Pages look like

Minnesota

TOP POLICIES · PRICE & PAYMENT · TEST RETAKE POLICIES · TRANSCRIPTS & DIPLOMA · OTHER

Top Policies

How old do I need to be to take the test? +

I'm underage. What do I need to do to take the test? +

Do I need to prove I'm a resident of Minnesota to take the test? +

The closest testing center is in a different state. Can I take the test there? +

Do I need to take a GED® class or receive instruction from a local prep center before I can take the test? +
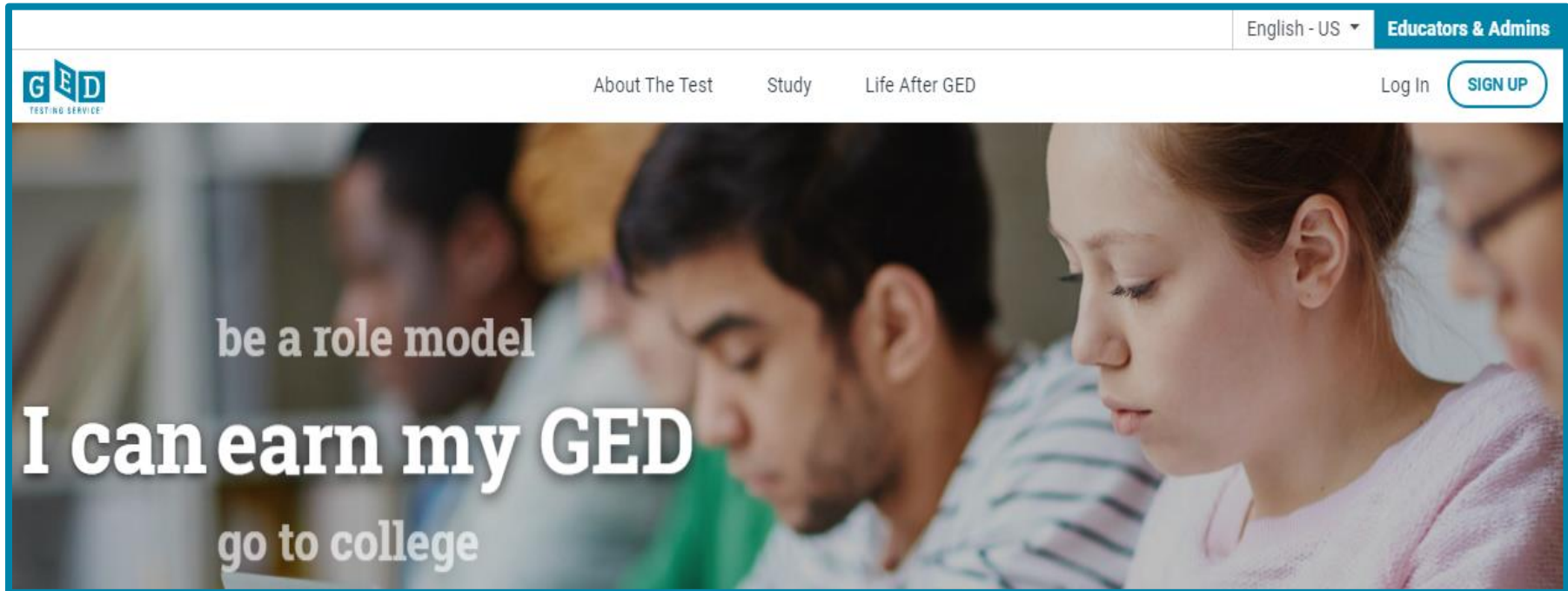
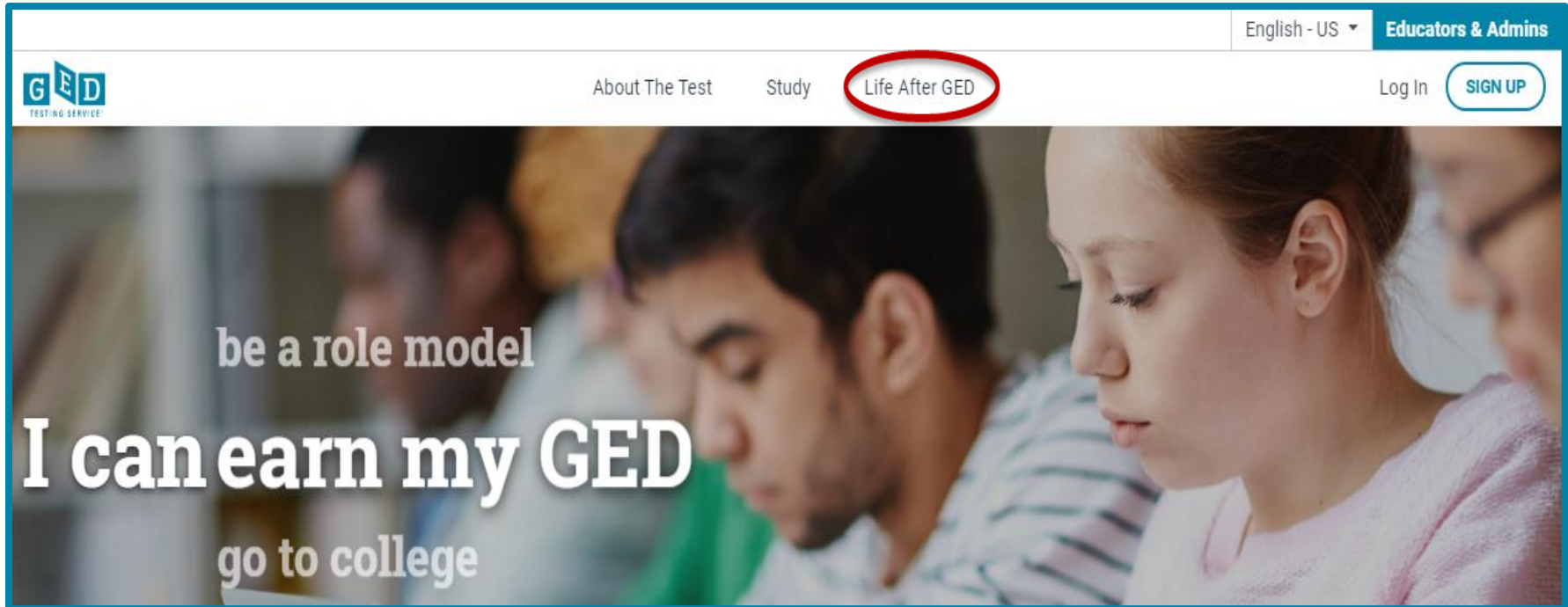Do I have to take the GED Ready® practice test before testing? +

Go to **https://ged.com/**

Click on the "Life After GED"

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

Requesting Transcripts continued....

Alaska Department of Labor and Workforce Development
DIVISION OF EMPLOYMENT AND TRAINING SERVICES

Search

○ **DOLWD**   ● **State of Alaska**

HOME   EMPLOYER   JOB SEEKER/WORKER   GRANTS   TRAINING/EDUCATION   UNEMPLOYMENT   STAFF

DOLWD / Division of Employment and Training Services / General Educational Development (GED) Testing Program

General Educational Development (GED) Testing Program

The GED test was originally developed by the United States War Department in the 1940s. In 1966, the GED testing program was moved to the State Department of Education and on July 1, 1999, the administration of the program transferred to the State Department of Labor and Workforce Development in response to the passage of the Workforce Investment Act of 1998. The statutory authority for the GED testing program is found at Alaska State Statutes 44.31.020.

Beginning in January, 2014, all GED tests are computer-based and are given in Pearson VUE testing centers. People wishing to take the GED tests should register at https://ged.com/. At the bottom of the home page at https://ged.com/ under the category of "Take Action" is a link which will allow for locating Alaskan test centers.

LINKS

ADULT BASIC EDUCATION (ABE)

GENERAL EDUCATIONAL DEVELOPMENT (GED) TESTING PROGRAM

GED REQUIREMENTS

GED TRANSCRIPT REQUEST (PDF)

ABE DIRECTORY (PDF)

ABE CONTACT INFORMATION

Alaska State GED Administrator:

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

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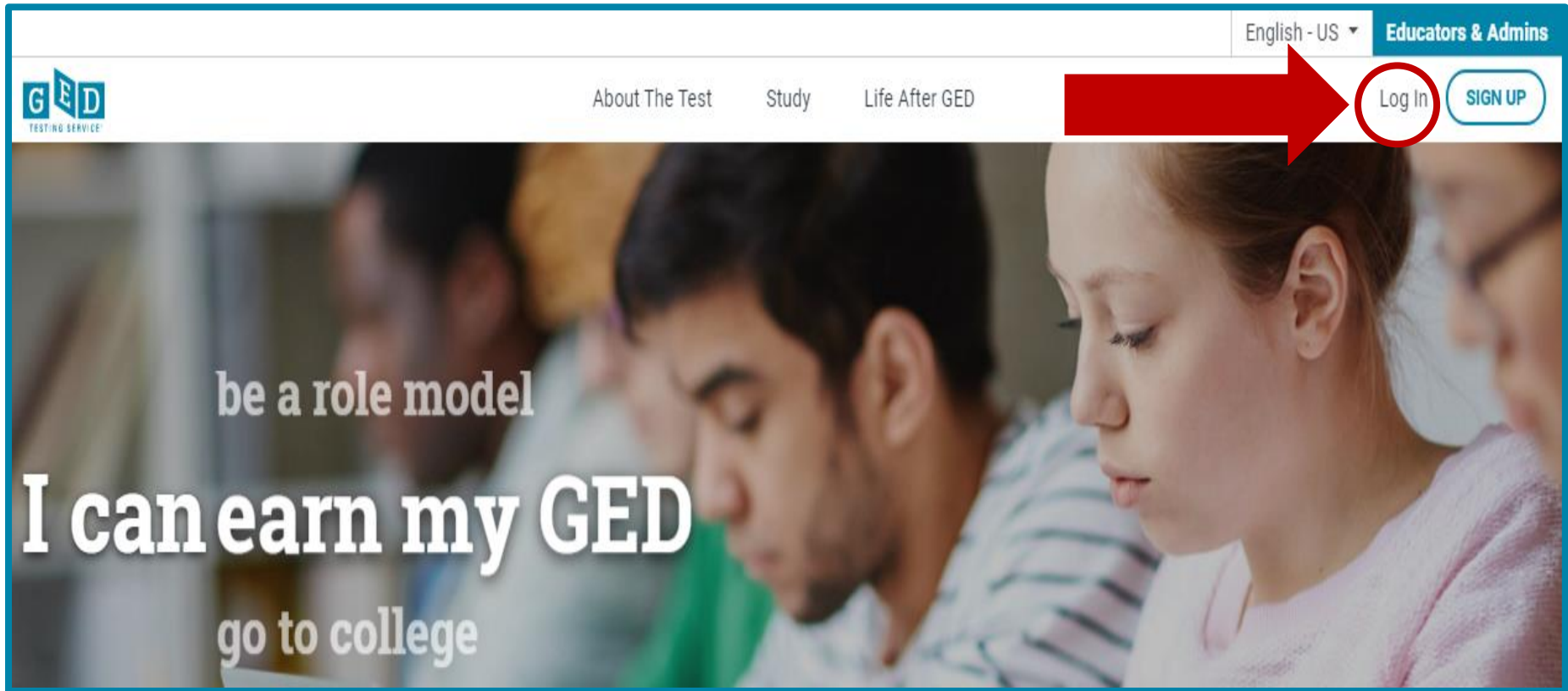# Go to **https://ged.com** and log into their account by clicking the "Log in" button

Need to look for instructions on the dashboard of their account or in the "MyScores" section

Requesting Transcripts continued…..

You must be at least 17 years old, not enrolled in K-12 public or private school, and lack basic academic skills in reading, writing, speaking and/or mathematics in order to be eligible for ABE services.

Local contact information related to ABE services can be found on the Minnesota Literacy Council website.

Age Waiver Form and Instructions - 6/6/18
Form to request an age waiver for individuals taking the General Educational Development (GED) tests.

GED Records Request Form - 7/18/17
Complete this form and return to the Minnesota Department of Education to request official GED records.

Frequently Asked Questions About GED - 3/23/17

Requesting Transcripts continued…..

DEPARTMENT OF EDUCATION
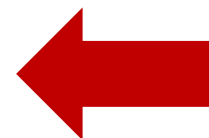
General Educational Development (GED) Records Request

To obtain GED records earned in Minnesota please supply the information required below. There is no charge for the service at this time. Requests for records are mailed out within two working days of receipt of the written request and take three days to arrive in the mail. GED records will not be faxed or emailed.

NOTE: Only one duplicate diploma is allowed for each Minnesota graduate per lifetime.

PLEASE TYPE OR PRINT LEGIBLY

Name: _____

Name at the time of testing (if different): _____

Date of Birth: _____ Last four digits of your Social Security Number: _____

Approximate month and year tested: _____

Where tested (center / city name): _____

Contact numbers (in case we have questions about your request/records):

Home: _____ Cell: _____ Work: _____

What information are you requesting: _____Duplicate diploma _____ Official Transcript/scores earned

Reminders & Recent Updates

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Windows Reminders
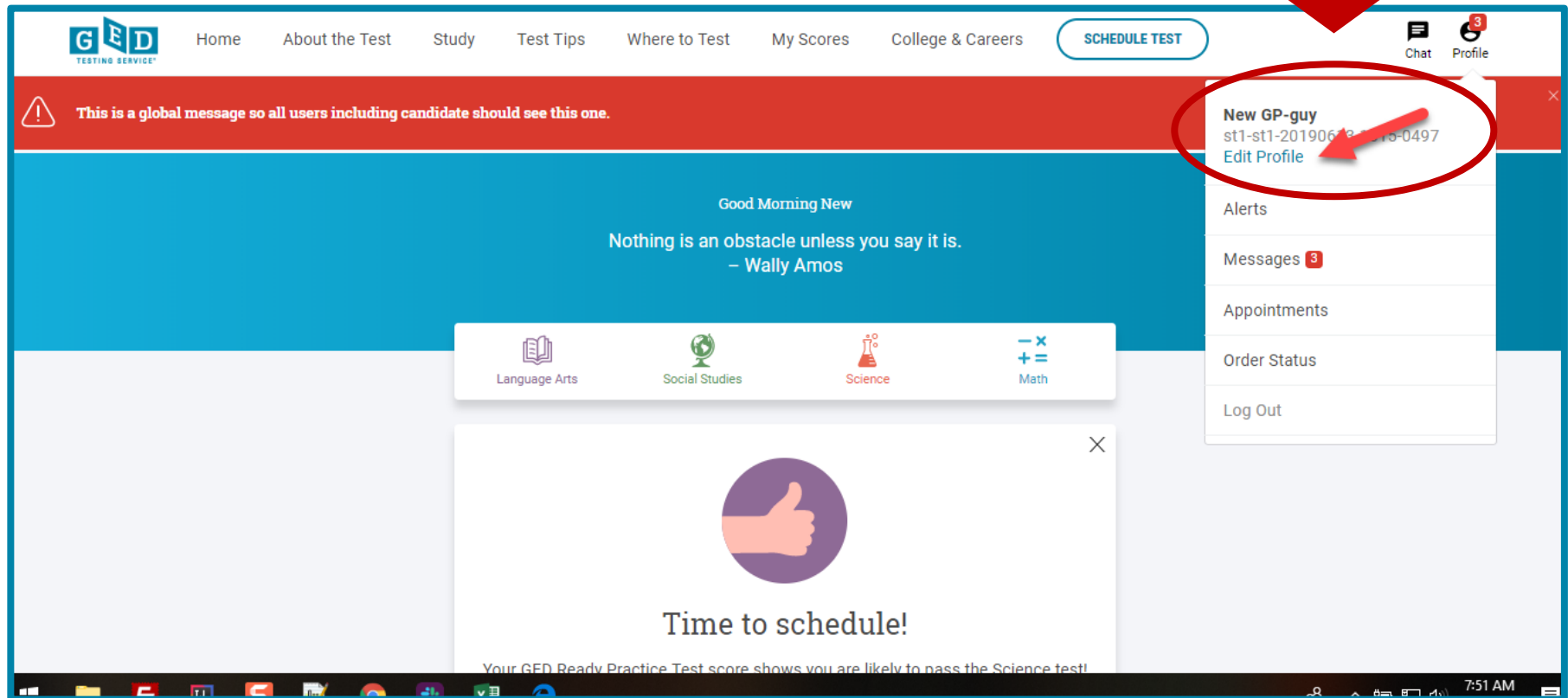
Microsoft's support for the Windows 7 operating systems ends **January 14, 2020**.   Microsoft will no longer provide security patches or fixes for Windows 7 after that time.

Pearson VUE is also planning end of support for the
Pearson VUE applications on Windows 7, therefore, Pearson VUE will discontinue support for the VUE applications on the Windows 7 operating system **January 2021**.

Pearson VUE strongly recommends that you move to Windows 10 (64-bit) sometime before **January 2021** to avoid a situation where you need service or support that is no longer available.

If you have any questions about these requirements or the process for updating, please contact **Pearson VUE's VSS Support team at 1-866-389-3665**. You will need to select option **3**.

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Edit Profile Updates

Edit Profile Updates continued...

Profile

Password
Change your password.

CHANGE PASSWORD

Personal Information

Name :	New GP-guy
Date of Birth :	01/01/1980
Testing Jurisdiction :	Minnesota
Address :	
123 Main St	
Minneapolis MN 55401 USA	
Social Security Number (SSN) :	#####1122

EDIT PERSONAL INFORMATION

Contact Preferences

Email :	newGPguy@gmail.com
Phone Number :	612-555-1212
Alternate Phone Number :	
Email me offers, news, and updates :	No
Email me instructions, tips, and study recommendations :	Yes
Text me news and discounts :	No

EDIT CONTACT PREFERENCES

Employment Information

Current Employer :   I am not currently employed

EDIT EMPLOYMENT INFORMATION

GED Test Prep Center

You have not selected a Test Prep Center.

EDIT PREP CENTER SELECTION

Testing Accommodations

Accommodations Requested :   No

REQUEST ACCOMMODATIONS

53

Edit Profile Updates continued….

My Scores Redesign

Highest GED Scores

You need to score at least 145 on each subject to pass and scoring higher can have additional benefits. Learn

Language Arts
No Score

Not Taken

SCHEDULE TEST

Social Studies
No Score

Not Taken

SCHEDULE TEST

Science
No Score

Not Taken

SCHEDULE TEST

Math
No Score

Not Taken

SCHEDULE TEST

VIEW ALL TEST SCORES

Most Recent GED Ready Practice Test Scores

After taking your practice test, if you're likely to pass then schedule your test right away. If not, read your score report and see exactly what skills you need to brush up on.

Language Arts
No Score

Not Taken

TAKE GED READY

Social Studies
No Score

Not Taken

TAKE GED READY

Science
180

Likely to Pass

SCORE REPORT

Math
No Score

Not Taken

TAKE GED READY

VIEW ALL GED READY SCORES

My Scores Redesign continued....

Most Recent GED Ready Practice Test Scores

After taking your practice test, if you're likely to pass then schedule your test right away. If not, read your score report and see exactly what skills you need to brush up on.

Language Arts	Social Studies	Science	Math
No Score	No Score	**180**	No Score
Not Taken	Not Taken	Likely to Pass	Not Taken
TAKE GED READY	TAKE GED READY	SCORE REPORT	TAKE GED READY

VIEW ALL GED READY SCORES

FAQ

When will my scores be available?

Scores are typically posted within 24 hours of taking your GED test or GED Ready practice test. However, sometimes it can take up to 2 to 3 business days. You'll receive an email once your scores have been posted to your account.

What if I get 'not likely to pass' on my GED Ready practice test?

Use the score report to understand what areas you need to study to improve your score. If you're working with a prep center, ask your teacher to review your score report with

What do my GED test scores mean?

Scoring 145 - 164 means that you passed the subject. Scoring 165 - 174 means that you are ready to take college-level courses in that subject. Scoring 175 - 200 means that you could qualify for college credit for that subject. Learn more ›

What if I don't pass one or more of the GED test subjects?

If you did not pass one of your GED test subjects, you are given two subsequent retests, with no restrictions between

My Scores Redesign continued….

VIEW ALL GED READY SCORES

FAQ

When will my scores be available?

Scores are typically posted within 24 hours of taking your GED test or GED Ready practice test. However, sometimes it can take up to 2 to 3 business days. You'll receive an email once your scores have been posted to your account.

What if I get 'not likely to pass' on my GED Ready practice test?

Use the score report to understand what areas you need to study to improve your score. If you're working with a prep center, ask your teacher to review your score report with you and develop a plan to improve your score. After studying, make sure you're prepared for the test by taking the GED Ready again.

What do my GED test scores mean?

Scoring 145 - 164 means that you passed the subject. Scoring 165 - 174 means that you are ready to take college-level courses in that subject. Scoring 175 - 200 means that you could qualify for college credit for that subject. Learn more ›

What if I don't pass one or more of the GED test subjects?

If you did not pass one of your GED test subjects, you are given two subsequent retests, with no restrictions between retakes. If you fail the third or any subsequent retest, you must wait 60 days for your next attempt.
Additional state requirements may apply.

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Now, all **DOC & FBOP sites that are GED Only (no other VUE testing clients)** have the ability to cancel/reschedule registrations that are past appointment date/time themselves in RegMan.

They can even cancel the appointment **AFTER** the exam has started.

Quick Reference Card and FAQ sheet can be found in VSS.

Rescheduling/Canceling GED exams in DOCs and FBOPs

Override process for rescheduling/canceling GED exams in DOCs and FBOPs
Quick Reference Card

DOCs and FBOPs that deliver <u>only</u> GED exams can reschedule/cancel exams *after* the appointment start time if the exam cannot be completed due to interruption, lockdown, or site closure.

NOTE: The outlined process needs to be done PRIOR to running the RMA.

	Candidate Admitted	Exam Started	Action
Scenario 1	No	No	In Test Center Registration Manager, select the History tab, then find the appointment under 'Exam Registrations, Active' To reschedule the exam 1. Click **Reschedule...** 2. If *Policy Violated* and/or *Are you sure?* pop-ups are displayed, click **Yes** 3. Select the new appointment date and time, click **Schedule**, then click **Save** To cancel the exam 1. Click **Cancel Item...** 2. If *Policy Violated* and/or *Are you sure?* pop-ups are displayed, click **Yes** 3. If canceling, click **Next** and then click **Save**

Rescheduling/Canceling GED exams in DOCs and FBOPs continued....

Scenario 2	Yes	No	First, in Admissions Manager, revoke the candidate's admission. Select the candidate, click **Revoke Admission**, then click **Revoke** and **Yes** on the pop-up messages

Next, in Test Center Registration Manager, select the History tab, then find the appointment under 'Exam Registrations, Active'

To reschedule the exam
1.   Click **Reschedule...**
2.   If *Policy Violated* and/or *Are you sure?* pop-ups are displayed, click **Yes**
3.   Select the new appointment date and time, click **Schedule**, then click **Save**

To cancel the exam
1.   Click **Cancel Item...**
2.   If *Policy Violated* and/or *Are you sure?* pop-ups are displayed, click **Yes**
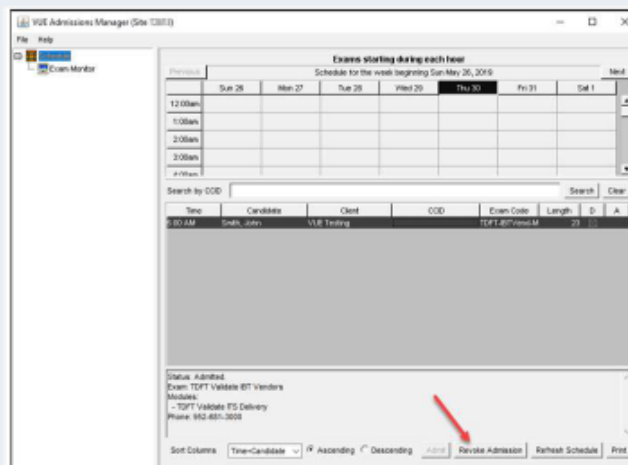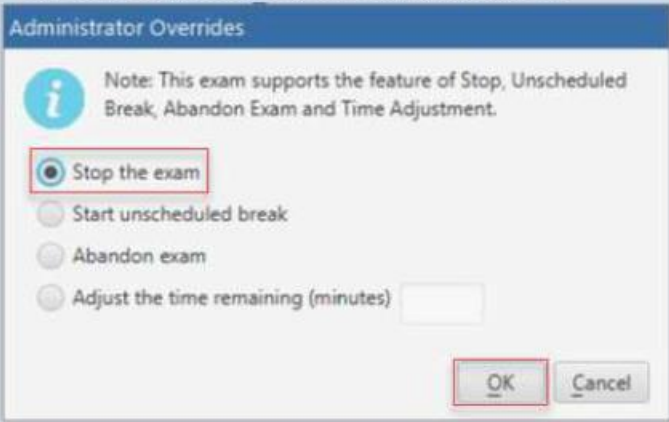3.   If canceling, click **Next** and then click **Save**

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Rescheduling /Canceling GED exams in DOCs and FBOPs continued….

Candidate Admitted	Exam Started	Action
Yes	Yes	In Delivery Manager, stop and restart the exam. 1. Ctrl+Shift+F12, select **Stop the exam**, and click **OK** **Administrator Overrides** Note: This exam supports the feature of Stop, Unscheduled Break, Abandon Exam and Time Adjustment. ● Stop the exam ○ Start unscheduled break ○ Abandon exam ○ Adjust the time remaining (minutes) [ ] OK Cancel 2. Under **Appointment**, select **Restart Appointment**, and click **Yes** to the 'Warning' pop-up **Appointment Selection** Application View Appointment Tools Start F5 Refresh F9 Restart Appointment 3. Contact the Test Center Support Line (1-866-389-3665, option 3), provide the VSS Tech the **Challenge Key** displayed on screen and enter the **Authorization** code provided by VSS Tech **Authorization** The action you are attempting to perform requires an authorization code. Please contact VSS, provide the challenge key to get a valid authorization code. Challenge Key: 038294179216 Authorization: [ ] OK Cancel

(Scenario 3)

FAQs for Rescheduling /Canceling GED exams in DOCs and FBOPs

Override process for rescheduling/canceling GED exams in DOCs and FBOPs
FAQ document

What is this permission and who does it impact?
This permission will be available to any DOC or FBOP that delivers **ONLY** GED exams and provides the ability to reschedule or cancel GED exam registrations AFTER the appointment time has passed.

What if the site does not have the needed permission?
If you receive an escalation about the permission not working, verify that the site meets the below criteria in Site Utilities on the VSS website:

Site Details > VTC Focus = US Correctional **or** US Federal Prison (FBOP)
AND
Client Authorizations = GED Testing Service **and** VUE Testing

How will new Test Administrators (TAs) at DOCs and FBOPs get this permission added?
A script will be ran on a weekly basis to pick up any new sites that meet the above criteria and permission will be applied to any active TA at that site.

Why is Pearson VUE providing this permission to these sites?
The testing environment at these sites is different than other testing sites. The DOC or FBOP may need to cancel a testing session last minute (i.e. lock down). GEDTS has approved allowing these sites to reschedule/cancel exams at any point in the testing process improve the experience for the test taker, the site and Pearson VUE's internal teams.

Can the sites reschedule/cancel no-shows or deliver failed exams?
No, they will only have the ability to reschedule/cancel GED exam registrations in a 'Scheduled' or 'Ready' disposition.

Site should be advised that they need to reschedule/cancel any impacted exams registrations **PRIOR** to running their RMA.

What happens to the payment when the exam registration is cancelled?
Payment will be refunded automatically upon cancelation.

Did you know?

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Name Changes

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

We continue 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™
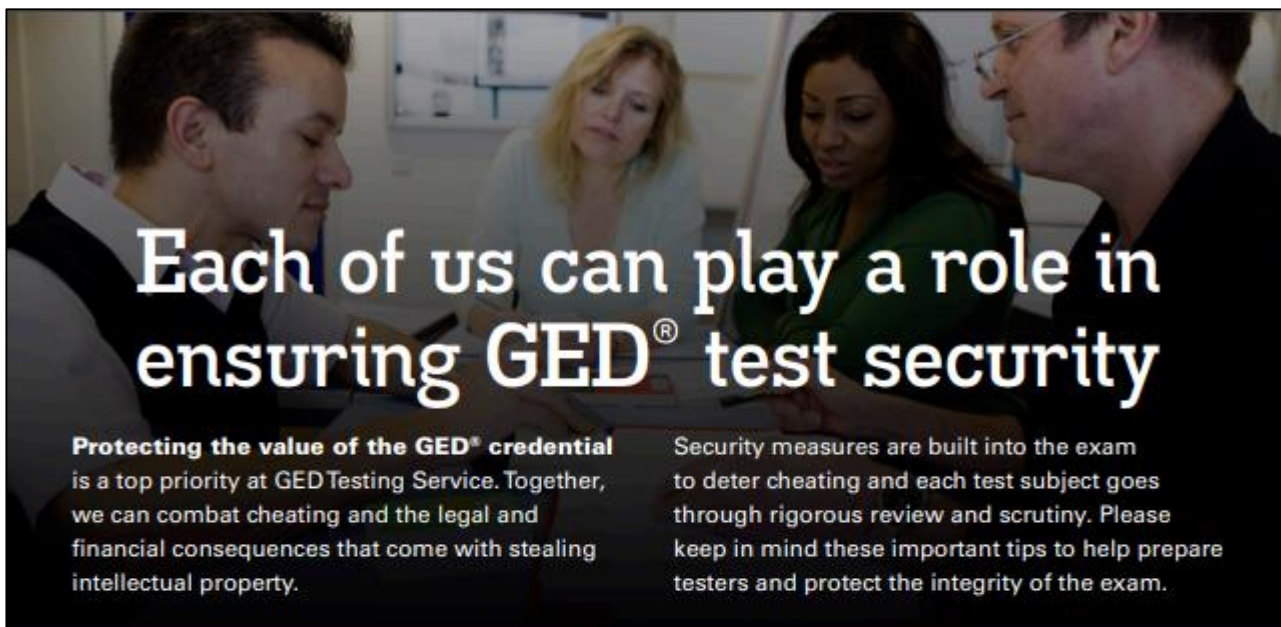
What you can do to ensure accounts are accurate

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

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

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Test Security Flyers!

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

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

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

What Educators Should Know:

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

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

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

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

New Test Security Flyers! continued….

What Test Administrators Should Know:

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

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

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

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

— Detailed description of tester behavior

— Location or situation when confronting the tester

— Names and roles of all people involved

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

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Hand Scoring of Spanish RLA Tests

ALL of the Spanish RLA ERs are hand-scored

➡️

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

➡️

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

➡️

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

Font and Color Contrast Adjustment

Normal Color Scheme ▼

Normal Color Scheme
Black on White
Black on Light Yellow
Black on Yellow
Black on Salmon
Blue on White
Blue on Yellow
White on Black

Normal Font ▼

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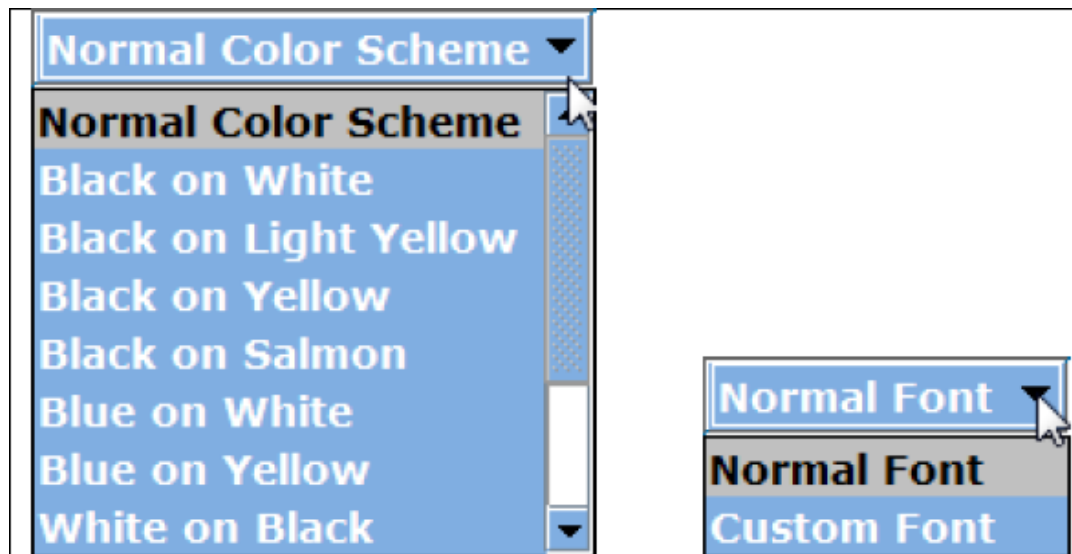
- All GED exams give Testers the option to adjust the font and color scheme appearing onscreen at any time during an exam. You do not need to request font and color adjustments from GEDTS prior to the exam; these are automatically available for all Testers taking the GED® test. Here is an example of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

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Reference

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

GED® Testing Center Support Line

Please use the following directory to see what call center support service you should contact. **This support line is for GED® testing centers only – please do not give this number to your students.**

Call 1-866-389-3665

For assistance on	Contact
Customer service issues such as: • Assistance with GED Manager™ • Assistance with Registration Manager Software • Creating or merging a student profile in GED Manager™ • Scheduling students for same day or future appointments • Date of birth (DOB) changes • Non-technical questions regarding checking candidates in, including ID requirements or determining if a candidate should be turned away • When a student arrives at your testing center but is not on your schedule • General GED® student support	**Press 1 for Customer Service** Provides help with answering student questions, registering a student, or scheduling a student's test. Assists testing centers with non-technical student questions about scheduling or checking-in students on test day. **help@gedtestingservice.com**

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

Non-technical test center operations issues such as:	**Press 2 for Channel Quality (Test Center Operations)**
- Closing a testing center temporarily due to weather or other reasons - General, non-student related policies and procedures - Locating client reference materials, rules agreements or other documents on the VUE Support System (VSS) website - Using Site Manager or Administration Manager including how to update personnel and updating hours of operation - Test Administration certification and recertification - Moving a testing center to a new location - Closing a testing center permanently	Supports non-technical policies and procedures for administering tests. This includes site hours, site contacts, adding/removing test administrators and the administrator training and certification program.
Technical support issues such as:	**Press 3 for VSS Technical Support**
- Service Direct questions and support - Resetting your passwords or unlocking your account (Note: Password resets can be done by selecting *Login Help* or *Account Recovery Tool* within the program you are using) - Launching or delivering GED® tests or GED® Ready Tests with Delivery Manager - Running an express RMA - Obtaining a new security certificate - Obtaining a challenge key	Provides technical support to testing centers. Assists with setting-up Pearson VUE Testing System software and technical issues related to downloading, launching and delivering tests.
NOTE: Students should call 1-877-EXAM-GED (392-6433) to receive the support they need	

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How to check RMA

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

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

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

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

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How to Release a Tester's account from corrections

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

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

- Enter a valid email address for the Tester, then click **"Save/Return"**

- Instruct the Tester to go to **GED.com** and click on **"Log In"** in the top right corner of the screen. They will need to enter their email address and select **"Forgot Password"**

- They will then receive an email to set their password

Editing a User Account in Site Manager

- To edit a user account, you must have the **May create and edit (other) users** permission assigned to your account.

- Only one person at any site has this permission.

- Typically it is given to the Chief Examiner or main technical contact

- It's important to update the Chief Examiner in the system BEFORE they leave.

- Directions can be found in **VSS**

- Follow these steps to edit a user account:
  1. In **Site Manager**, click the **Personnel** category, and then click the **Users** tab. The **Users** tab displays a list of user accounts already defined at your test center.
  2. Select the user from the list. When you select the user, the detailed view pane appears and opens to the **Profile** tab by default.
  3. Select the tab in the detailed view pane with the information that you want to edit, and then click **Edit** in the lower-right corner of the pane.
  4. Edit the necessary information.(A red asterisk is located next to each box that requires information)
  5. Click **Save**. The changes are saved, and the information is updated in the tab.
  6. If you have any questions call VSS at **1-866-389-3665, option 3**.

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Frequently Asked Questions

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1. How do we receive a refund for an exam that was not taken?
   - You would need to create a case in Service Direct documenting the reason the exam was not taken. After review and the resolution is determined, the response will be in the case you created.
2. How do I get access to GED Manager?
   - Requirements and number of GED Manager accounts vary state by state the best place to go for access is https://ged.com/educators_admins/test_admin/ged_manager/
3. Why am I receiving a missing results escalation case?
   - We haven't received the results of the Tester's exam which can be due to the RMA not completing the cycle and will need to be run again. You may also have a no show Tester that requires you to run the RMA the day following the Tester's exam.
4. Which Pearson certification exam do I need to take?
   - As your site is a corrections site and you will not run biometrics, you will need to take and pass the PVTC_B – 04 Special Certification for PVTC
5. Can I proctor at other facilities?
   - Yes. If the other facilities capture biometrics, you will need to take and pass the PVTC_A – 03 Standard Certification for PVTC before your account is added to another facility's .

6. Can I cancel a test within 24 hours of the exam start time?
    - Yes, you can cancel an exam in Registration Manager **before the exam start time** (you should not call the Test Center Support Line). If the exam time has **already passed** you should **not** call the Test Center Support Line, but instead create a case. Select the topic **"Candidate ended their exam early",** then list the reason why the Tester will not be taking the test at the scheduled time. You will need to wait 3 to 5 business days for resolution.
7. Can I use Service Direct during a Pearson VUE hub outage?
    - No, Service Direct will not be available. If issues arise during an outage, note the situation that occurred then create a case when Service Direct is back up. Please note that VUE hub outages are typically once a month on a Saturday evening from 5:00pm - 2:00am central time.
8. Why isn't my file displayed in the case after I attach it?
    - When you successfully attach a file to a case a confirmation message will appear at the top of the case and shows an Attachment section. If it's not appearing, refresh the screen.

Contact Information:

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