

Learn from the Experts (You!)

Ann Kernan-Roll July 2018



Format of this session:



Learn a little about the changes/updates



We pose a question for discussion



You share the ideas and approaches that you have used.

Where to Begin?



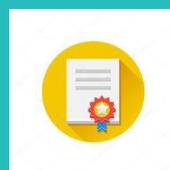
GED.com
Changes



Test Security



GED Prep
Connect



GED
Credentialing

GED.com

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

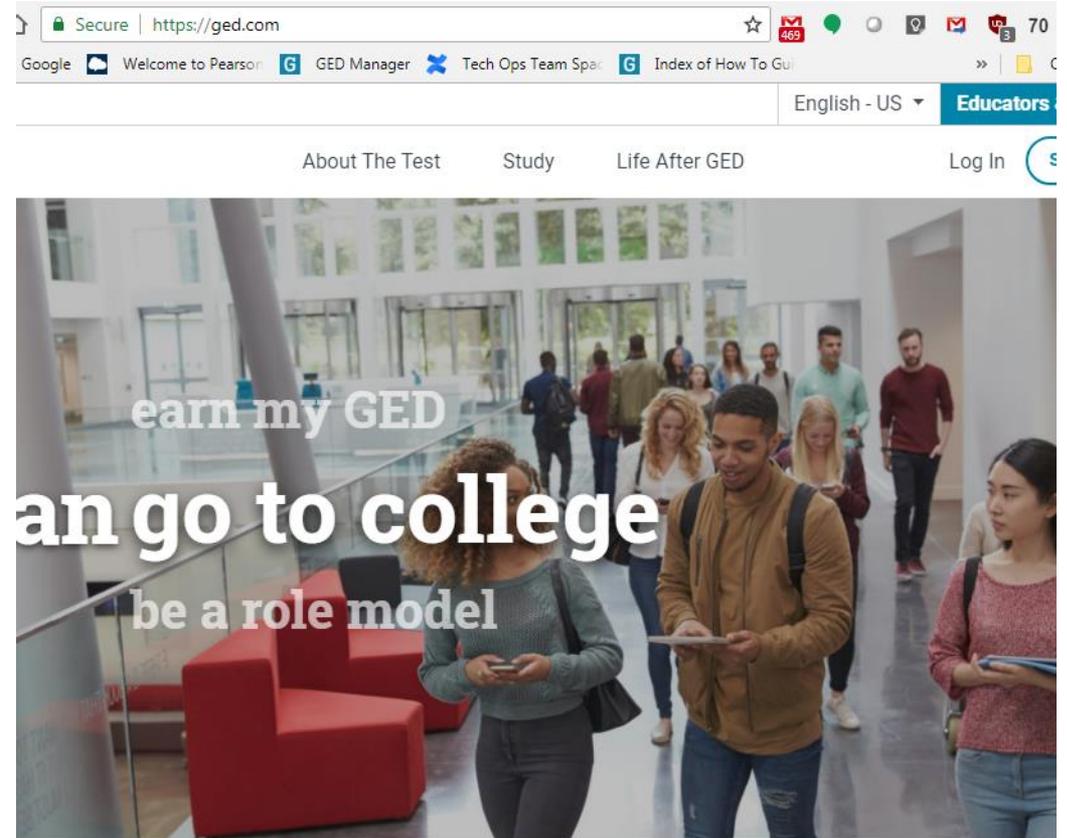
Question: How do we, as program administrators adapt to better serve our increasingly mobile testing population?



Bye-bye GED Testings ervice.com

GOALS:

- Build Tester Confidence
- Simplify Content
- One stop shop



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

**Search Box
Coming Soon!**



FAQ for new site:

How to find the State GED Administrator?

- Under the “Other” category in the FAQs for each state is a question “Who is the GED Administrator in ____?”

Where is Accommodations information?

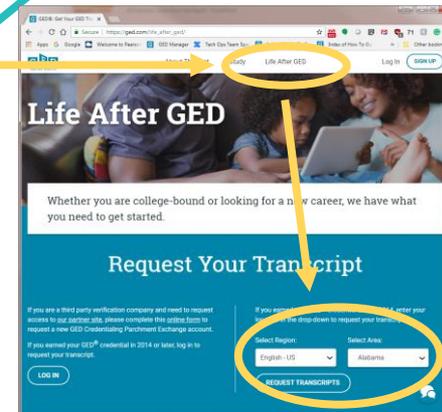
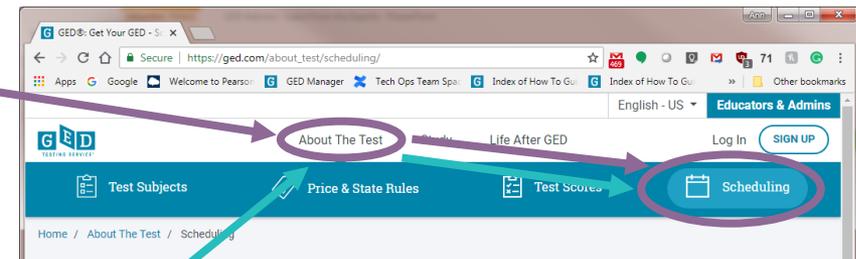
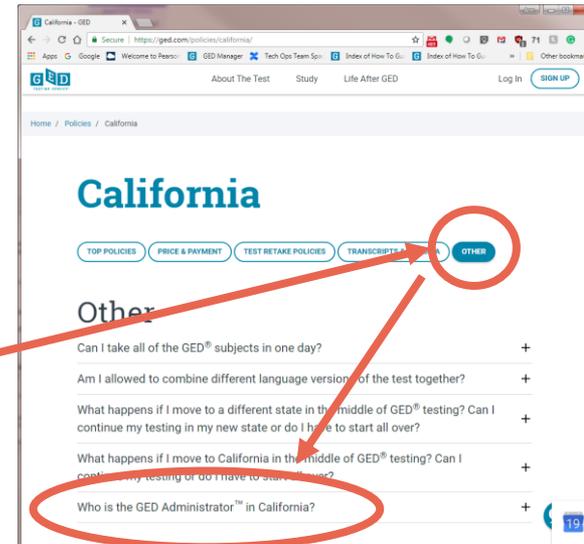
- Accommodations information is presented to testers on the “Scheduling” page under the “About the Test” section
- Accommodations information is presented to the Adult Educator under “Test Administration”

How to order transcripts?

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

Where is the Test Center Search?

- The Test Center Search is on the “Scheduling” page under the “About the Test” section



Tester Quick links:



Request a Transcript
earned *before* 2014

https://ged.com/life_after_ged/



Information about
Accommodations

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



Request a Transcript
earned *after* 2014

[Log into GED.com](#)



Price of the test in
your area

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



What to expect on
Test Day

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



College Ready
Information

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

Hello new GED.com

Rolling out over the next few months is the new GED.com Account Experience.

- Inspiration
- Simplified Interface
- Explicit Direction
- Better Mobile Experience
- Tests reveal higher completion rates

The screenshot shows the new GED.com Account Experience interface. At the top, there is a navigation bar with links for 'Home', 'About the Test', 'Study', and 'More'. A 'SCHEDULE TEST' button is located in the top right corner. Below the navigation bar is a blue header section with the text 'Good Afternoon William' and a quote: 'When people say I can't or I musn't, I always say I can and I will. - Oscar de la Hoya'. Underneath the header is a white navigation bar with icons and labels for 'Language Arts', 'Social Studies', 'Science', and 'Math'. Below this is a purple banner with the text 'Welcome to GED®!' and 'We're here for you every step of the way.' A button labeled 'SEE HOW THE GED WORKS' is positioned in the center of the banner. At the bottom of the page, there are three white boxes with text and right-pointing arrows: 'Free practice questions', 'Find a local class', and 'Study on your own'.

Student Tested Content

How the GED® Works

There are 4 tests

One test for each subject. You can take them one at a time, or multiple tests on the same day. Take them in any order you want.



Cost of tests

Prices and rules vary by state. Be sure to check your specific states rules and pricing.



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

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

The screenshot shows the GED website interface. At the top, there are navigation links for 'About the Test', 'Study', and 'More', along with a 'SCHEDULE TEST' button. The main heading is 'Free Practice Questions' with a subtext: 'Answer sample questions in each subject to get an idea of the skills you'll be tested on.' Below this, there's a 'Subjects' section with 'Language Arts' (10 Questions) and 'Science' (10 Questions). To the right, there are links for 'Prep books, Guides, and eLearning' and 'Available in Spanish'. A 'More Free Resources' section lists 'Language Arts Materials' (Extended Response, Guidelines, Sample), 'Math Materials' (Math Formula Sheet, Calculator Tutorial, Reference Sheet), and a video player for 'How to Write a Great GED® Extended Response'. The video player shows a video titled 'Overview of the GED Extended Response Part 1'. Below the video, there are links to 'Play All', 'Video 1 of 8: Overview of the GED Extended Response', 'Video 2 of 8: How to Determine Which Position is Best Supported', and 'Video 3 of 8: How to Write a Well-Supported'. At the bottom, there's a 'GED Study Guide LANGUAGE ARTS' section with a list of 'What you need to know about the GED® Language Arts Test' and 'What you'll be tested on'.

Quick exposure to test content demystifies the experience

Better exposure to free resources



“

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

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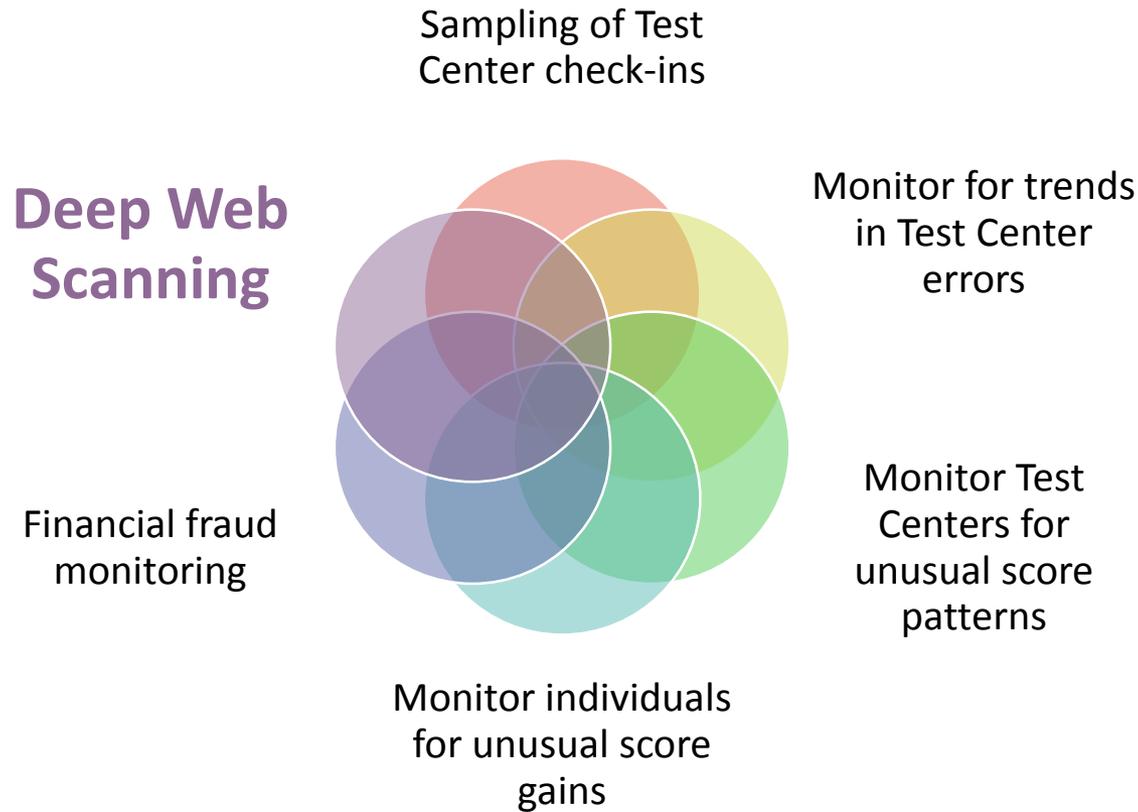
GED Test Security

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

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



Data Monitoring



NEW: Deep Web Monitoring

Active Scanning of any “GED” activity

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

Review Social Media

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

Evaluate products and services for sale

- Anonymously purchase materials
- Evaluate the materials for test content

Misconduct Impact & Outcomes

Determine if the Test Center has any impacts

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

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

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

Review the determination with the Jurisdiction for concurrence

- We value a unified front on response.

Communications Outline



Communication with the Jurisdiction

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

Communication with the Tester

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

Communication with outside Investigators

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

Be Pro-Active with the Field

GED Education

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

Admin Education

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



“

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

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GED Credentialing

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

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



Multi-test Credentialing

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



TEST
ASSESSING
SECONDARY
COMPLETION™



Digital Credential Management

Credentials



ISSUED

Type	Name ▾	Issued To	Claimed	Shared	Orders Placed
	HISET Diploma	 146	 130	 218	 41  83
	HISET Transcript	 146	 124	 94	 98  16
	TASC Diploma	 68	 63	 122	 16  17
	TASC Transcript	 68	 51	 43	 33  5

College Ready + Credit

Coming this Summer

VERIFIED OFFICIAL GED® TRANSCRIPT IN PDF FORMAT ONLY

GED TESTING SERVICE OFFICIAL GED® TRANSCRIPT
Issued by the GED Testing Service as of 06/05/2018

Martin D. Kehe
Martin Kehe
Vice President, Assessment Services

CANDIDATE INFORMATION

LAST NAME: STUDENT	FIRST NAME: TEST	MIDDLE:
ADDRESS: 1234 Middle of Nowhere	ADDRESS 2:	
CITY: Timbuctu	STATE:	POSTAL CODE: 95864 COUNTRY: US
ID NUMBER: 11061957-4444-4009	DATE OF BIRTH: 11/06/1984	PHONE: 2169434527
TESTING JURISDICTION: California	PASS DATE: 06/05/2013	

Click on a test subject area or performance level for more detailed information

TEST RESULTS

	LANGUAGE	DATE	SCORE	PERFORMANCE LEVEL	STATUS	PERCENTILE RANK
Social Studies	English	12/15/12	150	GED® College Ready	PASS	90
Reasoning Through Language Arts	English	12/15/12	150	GED® College Ready	PASS	90
Science	English	12/15/12	150	GED® College Ready + Credit	PASS	90
Mathematical Reasoning	English	12/15/12	150	GED® College Ready + Credit	PASS	90

TOTAL: 150

OVERALL: **PASS**

* The scores on the report are the highest scores achieved by the candidate and not necessarily the most recent. If retest scores are lower than scores previously achieved, the retest scores are not reported.

To learn more about score scales and content descriptions please visit www.GEDtesting.com/transcriptinfo

Order additional transcripts from www.GED.com

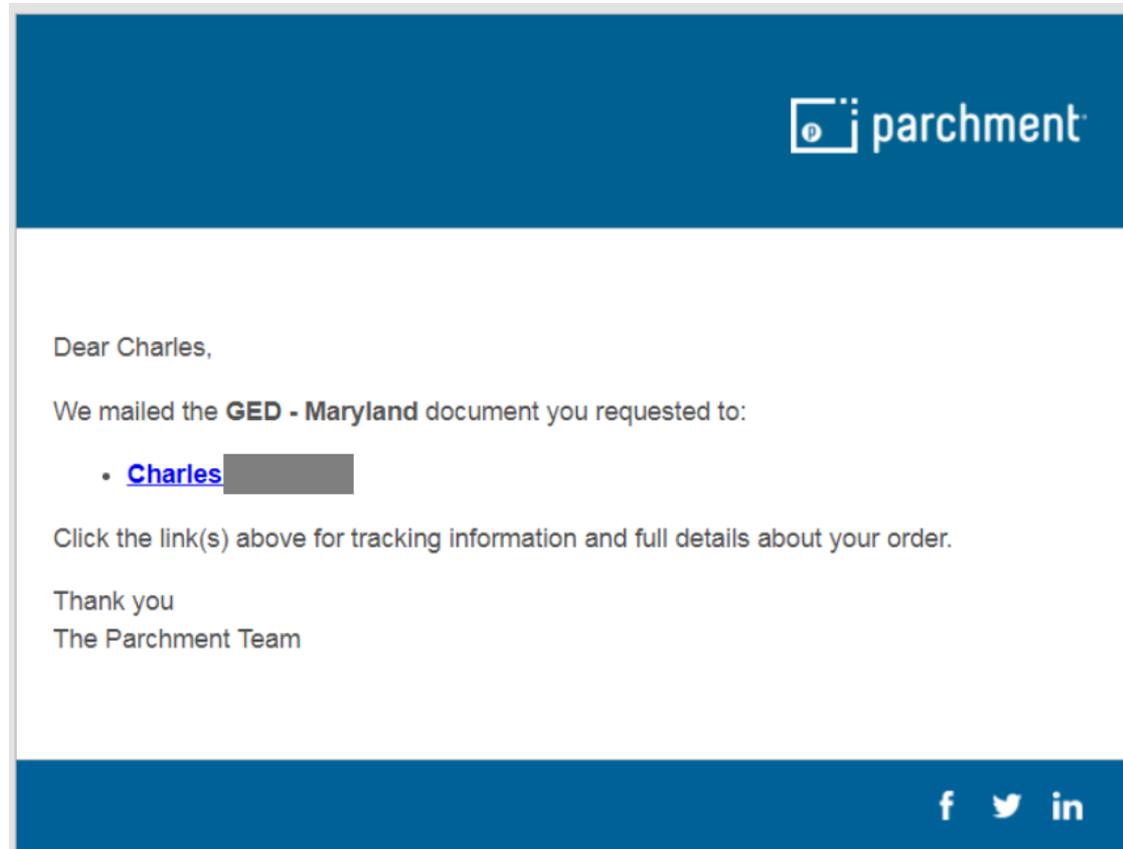
Official transcript issued under the auspices of GED Testing Service.
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USPS Domestic Tracking

Tracking now available for all domestic shipping

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



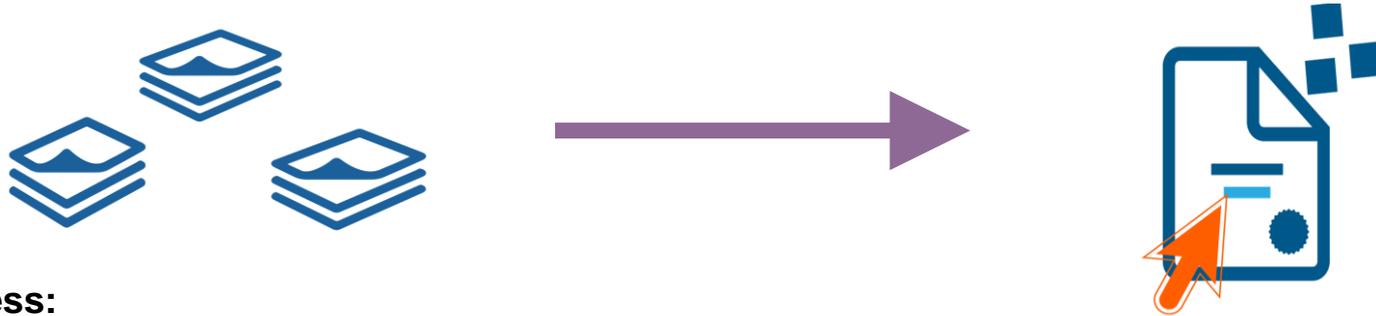
Wish all your records were digitized?

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



Scan & Index

Digitizing legacy student data from paper documents.



Process:

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



“

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

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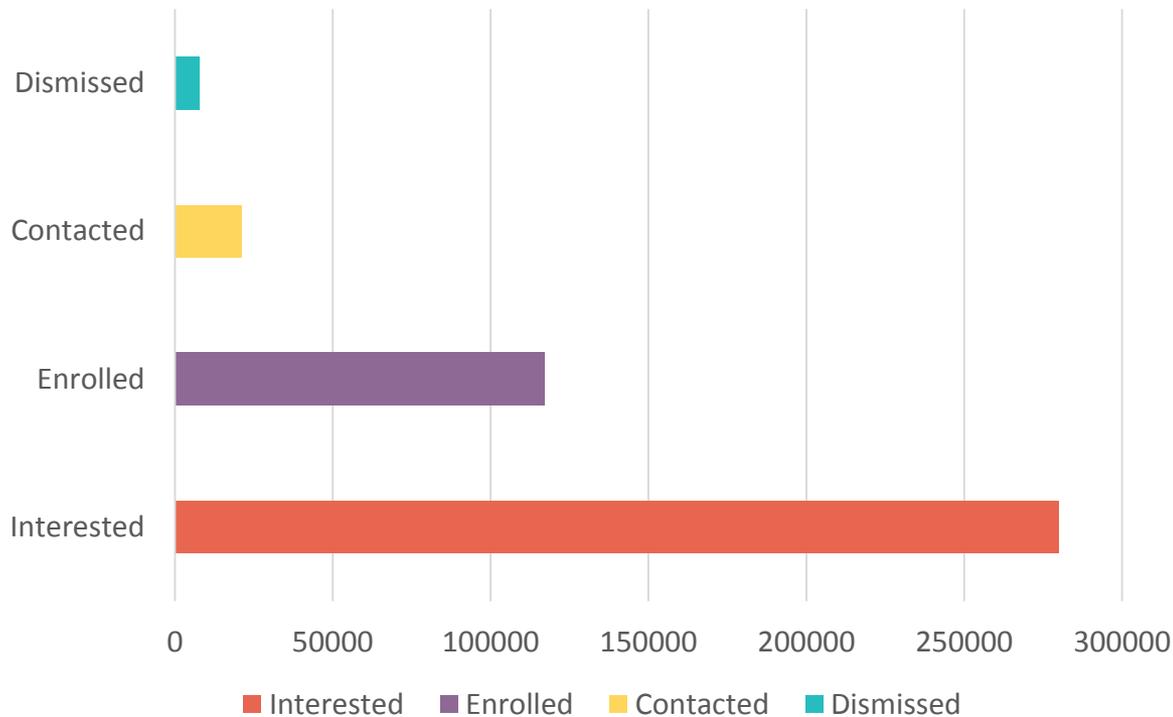
GED Prep Connect

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



Prep Connect by the numbers

Prep Connect Testers



279,924

- Testers interested in being contacted.

116,963

- Testers enrolled in programs

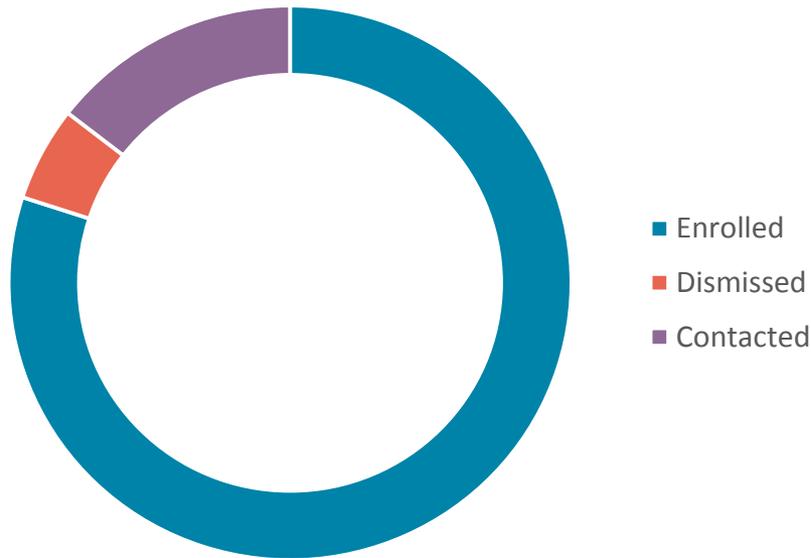
21,258

- contacted, but not enrolled – yet.

7886

- Testers have been dismissed

Prep Connect Impact on Adult Ed



80% Enrolled

5.5% Dismissed

14.5% Contacted

**Conversion of
Contacted Testers
to Enrolled
Students**

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

GED Admin Encouragement!

GED Manager™ Home Manage Student Reporting Admin ann.kernan-roll@gedtestings

Student Search

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

GED® Prep Connect Enrollment Status: Interested

Date Range: 06/01/2018 to 06/29/2018

Jurisdiction: Florida

Program: [Empty]

GED® Test Prep Center: [Empty]

Last Name	First Name	City	Phone Number	DOB	Email	GED ID	Credential Status

Export (1000 rows max)

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

How can Testers add a Prep Center?

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

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

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

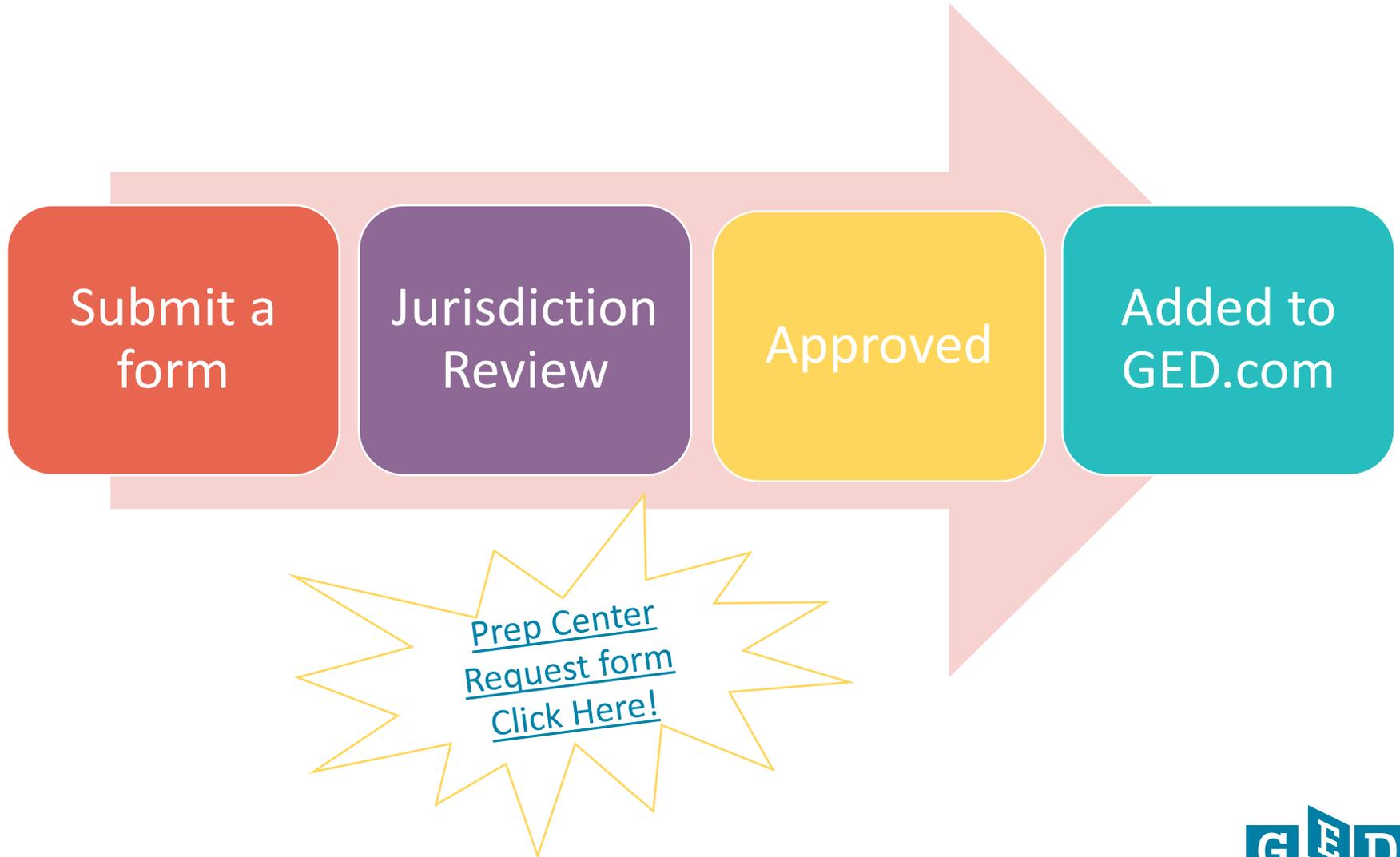
At the time
of creating
their account
on GED.com

From the
scores page

From their
GED.com
profile page

From their
score report

How a Prep Center is Added/Updated



Prep Connect Best Practices

Actively manage Enrollment

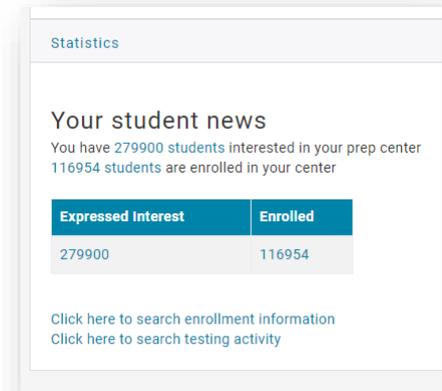
- Testers are expecting Prep Centers to Reach out
- Long waiting periods can feel like rejection
- Transition testers into your active ranks
- Dismiss the testers who are uninterested to make it clear who needs outreach

Check Tester Activity Reports

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

Bulk Print Score Reports

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



Statistics

Your student news
You have 279900 students interested in your prep center
116954 students are enrolled in your center

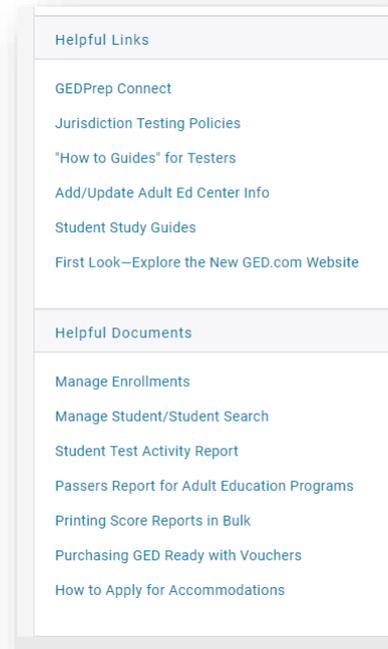
Expressed Interest	Enrolled
279900	116954

[Click here to search enrollment information](#)
[Click here to search testing activity](#)

Training for Prep Connect

Training Information available in GED Manager

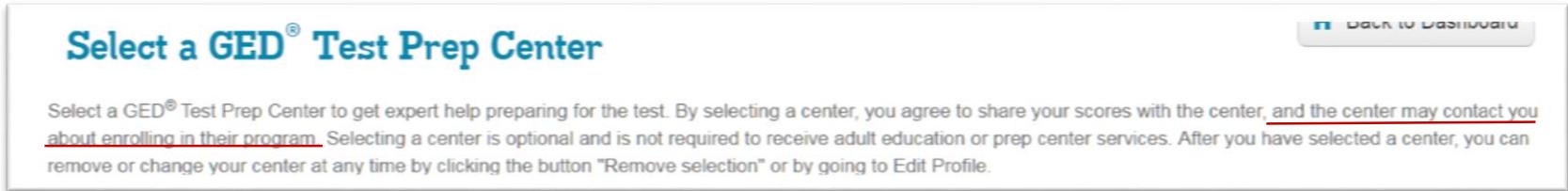
- Guide for Managing Tester Enrollment here : https://ged.com/wp-content/uploads/prep_connect_guide.pdf
- Passers Report Guide: https://ged.com/wp-content/uploads/passers_report_guide.pdf
- Student Activity Report: https://ged.com/wp-content/uploads/test_activity_report_guide.pdf
- Printing Score Reports in BULK: https://ged.com/wp-content/uploads/printing_bulk_score_reports.pdf



Prep Connect Frequently Asked Questions

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

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



The screenshot shows a web interface with the heading "Select a GED® Test Prep Center" in blue. In the top right corner, there is a "Back to Dashboard" button. Below the heading, there is a paragraph of text: "Select a GED® Test Prep Center to get expert help preparing for the test. By selecting a center, you agree to share your scores with the center, and the center may contact you about enrolling in their program. Selecting a center is optional and is not required to receive adult education or prep center services. After you have selected a center, you can remove or change your center at any time by clicking the button "Remove selection" or by going to Edit Profile."

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

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

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

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

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

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

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

Prep Connect Frequently Asked Questions

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

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

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

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

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

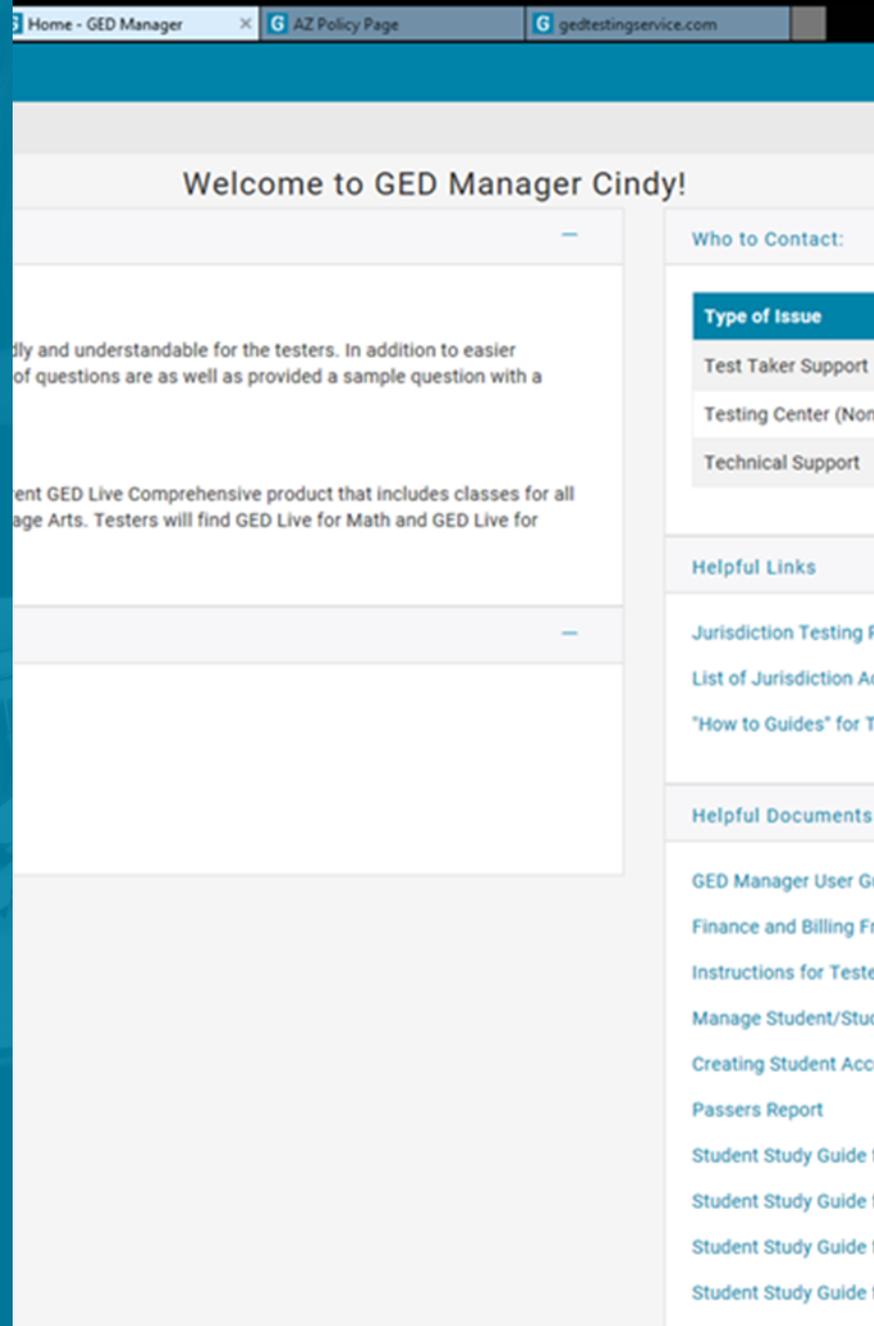
A. In GED Manager, you can see recent scores on the "2014 Exam Series Testing Activity" page. You can sort by student name, status (interested, enrolled, etc.), and date to find new score information

The screenshot shows the GED Manager interface. The top navigation bar includes a 'Menu' button and the text 'GED MANAGER™'. A red circle highlights the '2014 Exam Series Testing Activity' link in the navigation menu. Below the menu is a 'Student Search' section with a search bar and several filters: 'GED Prep Connect Enrollment Status', 'Testing Activity', 'Date Range', 'Exam Subject', 'Florida', and 'GED Test Prep Center'. A red arrow points to the 'Testing Activity' dropdown. Below the search bar is a table of student testing activities. A red box highlights the 'SCORE' column in the table. The table has columns for 'EMAIL', 'TESTING ACTIVITY', 'DATE', 'TEST', 'SUBJECT', 'SCORE', 'CREDENTIALIED', and 'GED® TEST PREP CENTER'. The 'SCORE' column contains numerical values and a 'Score Report' link. The 'CREDENTIALIED' column contains 'No'. The 'GED® TEST PREP CENTER' column contains 'George Stone Technical Center - Escambia County'.

EMAIL	TESTING ACTIVITY	DATE	TEST	SUBJECT	SCORE	CREDENTIALIED	GED® TEST PREP CENTER
Cristian, cristian_roj	Test Appointment	03/16/2017	GED	Reasoning		No	
bell, Justin, campbelljbi	Test Appointment	03/13/2017	GED Ready®	Reasoning		No	George Stone Technical Center - Escambia County
bell, Justin, campbelljbi	Test Appointment	03/13/2017	GED Ready®	Math		No	George Stone Technical Center - Escambia County
bell, Justin, campbelljbi	Test Appointment	03/13/2017	GED Ready®	Science		No	George Stone Technical Center - Escambia County
Campbell, Justin, campbellj0317@charter.net	Test Appointment	03/13/2017	GED Ready®	Social Studies		No	George Stone Technical Center - Escambia County
Chalker, Justin, justinchalker3@gmail.com	GED Ready Green	03/13/2017	GED Ready®	Science	157	No	
Chalker, Justin, justinchalker3@gmail.com	GED Ready Green	03/13/2017	GED Ready®	Reasoning	153	No	

Handy Reference Material

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



The screenshot shows a web browser with three tabs: 'Home - GED Manager', 'AZ Policy Page', and 'gedtesting.com'. The main content area displays a welcome message: 'Welcome to GED Manager Cindy!'. Below this, there are several sections: 'Who to Contact:', 'Type of Issue' (with sub-items: Test Taker Support, Testing Center (Non-), and Technical Support), 'Helpful Links' (with sub-items: Jurisdiction Testing P, List of Jurisdiction Ad, and "How to Guides" for T), and 'Helpful Documents' (with sub-items: GED Manager User Gu, Finance and Billing Fr, Instructions for Teste, Manage Student/Stud, Creating Student Acco, Passers Report, Student Study Guide f, Student Study Guide f, Student Study Guide f, and Student Study Guide f).

GED Analytics

- What is new?
- Training & Support



What is new in GED Analytics?

Removed Inactive Accounts

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

Test Administrator data updated

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

Corrections Program Filtering

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

2014 Paper Test data is now in Analytics

- All forms of GED testing are showing up in Analytics

Support for GED Analytics

Email operations@ged.com

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

GED Manager

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



Request Access to GED Manager

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

- Some states use “Entity Agreements” for certain roles. This transfers data responsibilities to the entity.

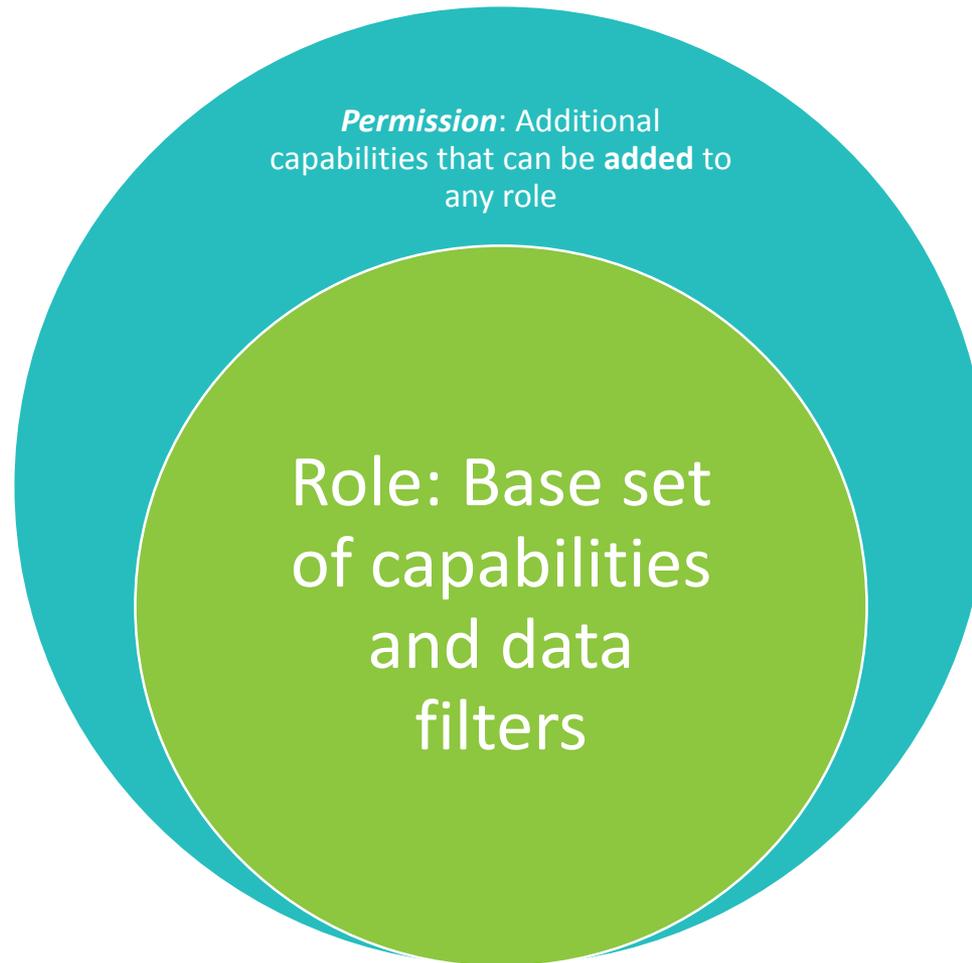
Permissions guidelines can be established with Tech Ops to streamline requests and approvals.

- Eg. *Test Centers* always get “*Test Center User*” role with “*Manage Exceptions*” Permission

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

GED Manager Access Request
Form:
https://ged.com/educators_admins/test_admin/ged_manager/ged_manager_request_form/

Role vs. Permission



Current Roles

Student-Authorized View/Prep Connect

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

GED Analytics-Only

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

Corrections

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

Authorizations Staff

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

Test Center User

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

Jurisdiction

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

Jurisdiction View Only

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

Custom Permissions

Corrections View Candidates

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

Manage Exceptions

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

Manage Prep Connect Enrollment

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

GED Analytics Levels

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

Paper Testing

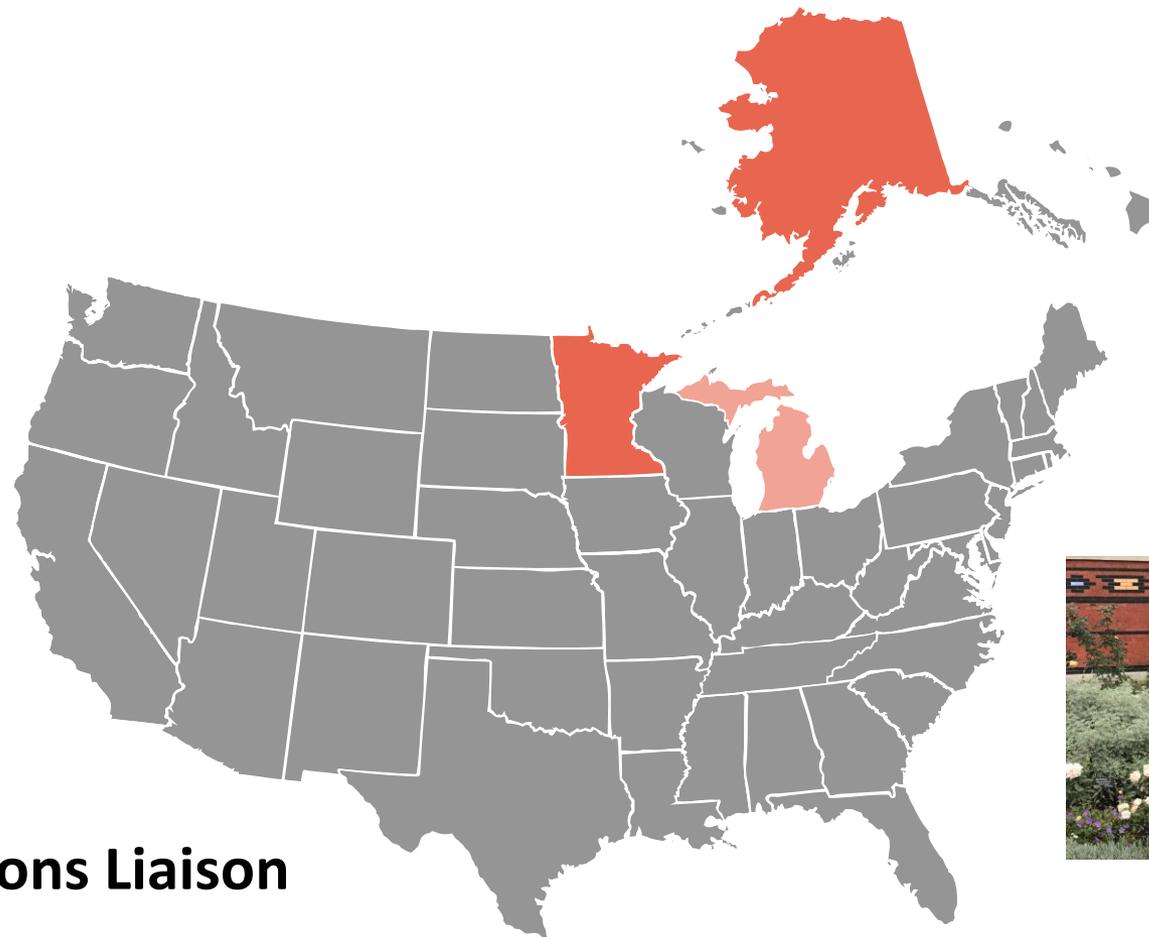
- Only available to jurisdictions with paper testing
- Allow user to create a paper testing event and order paper tests.
- Able to print score reports.
- **Training and Certification Required.**

GED Testing Service Support Partners

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



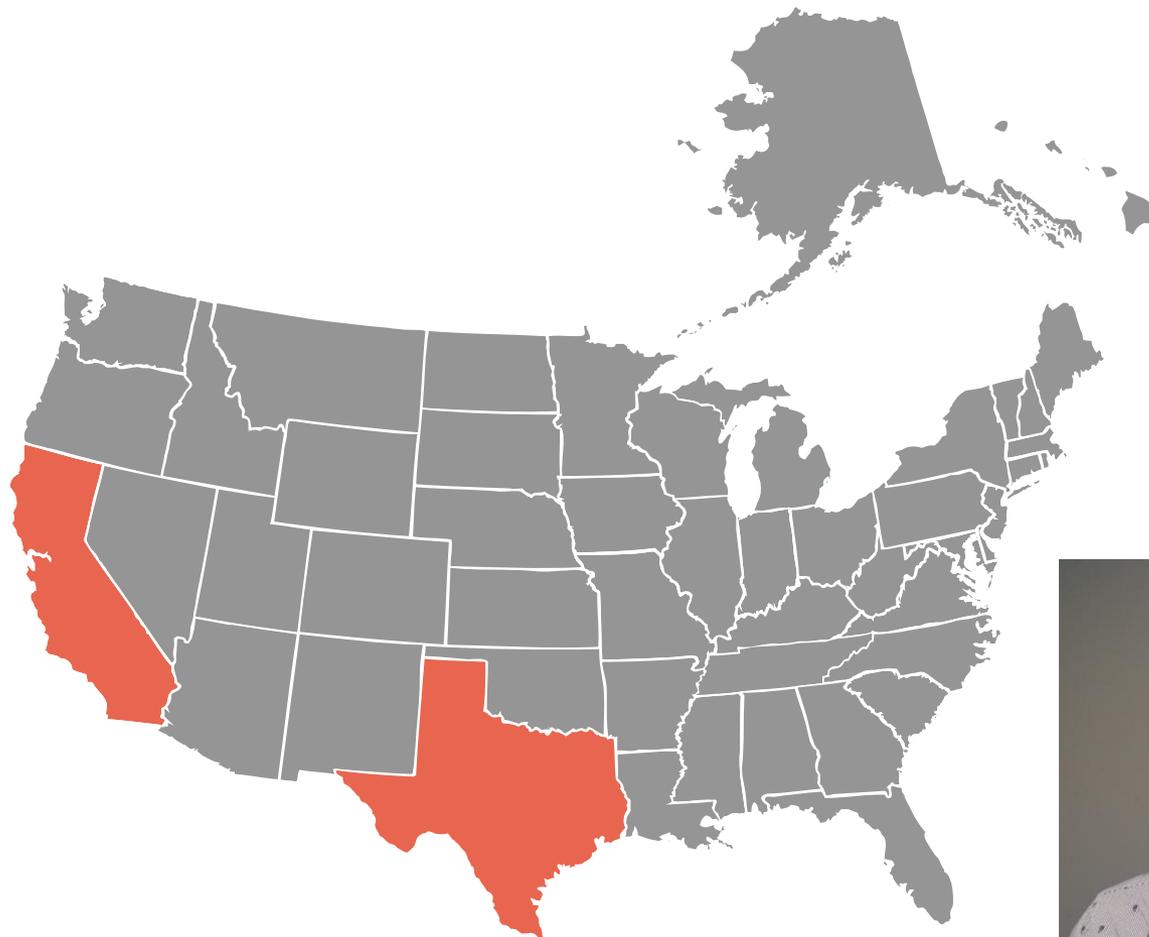
Mellissa Hultstrand



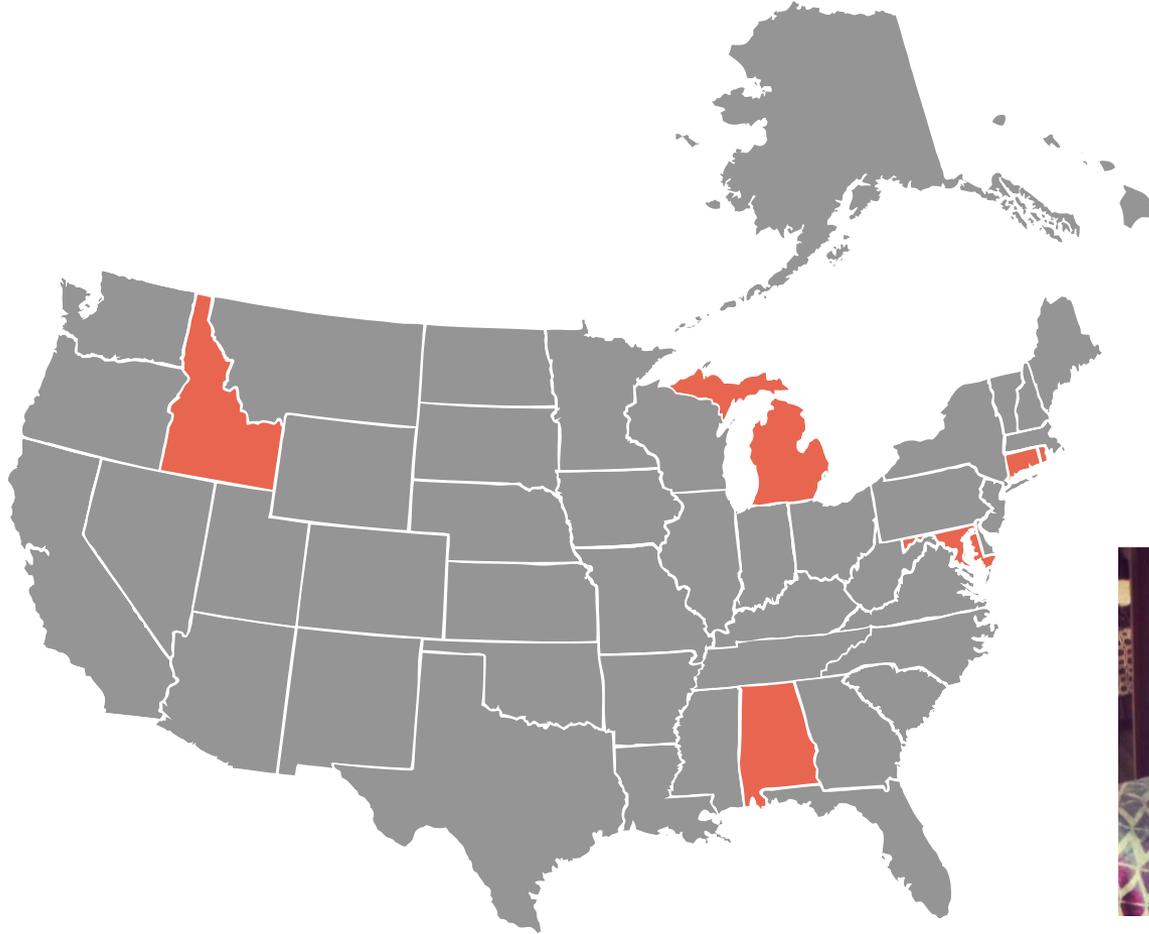
Corrections Liaison

- FBOP
- MI Prisons

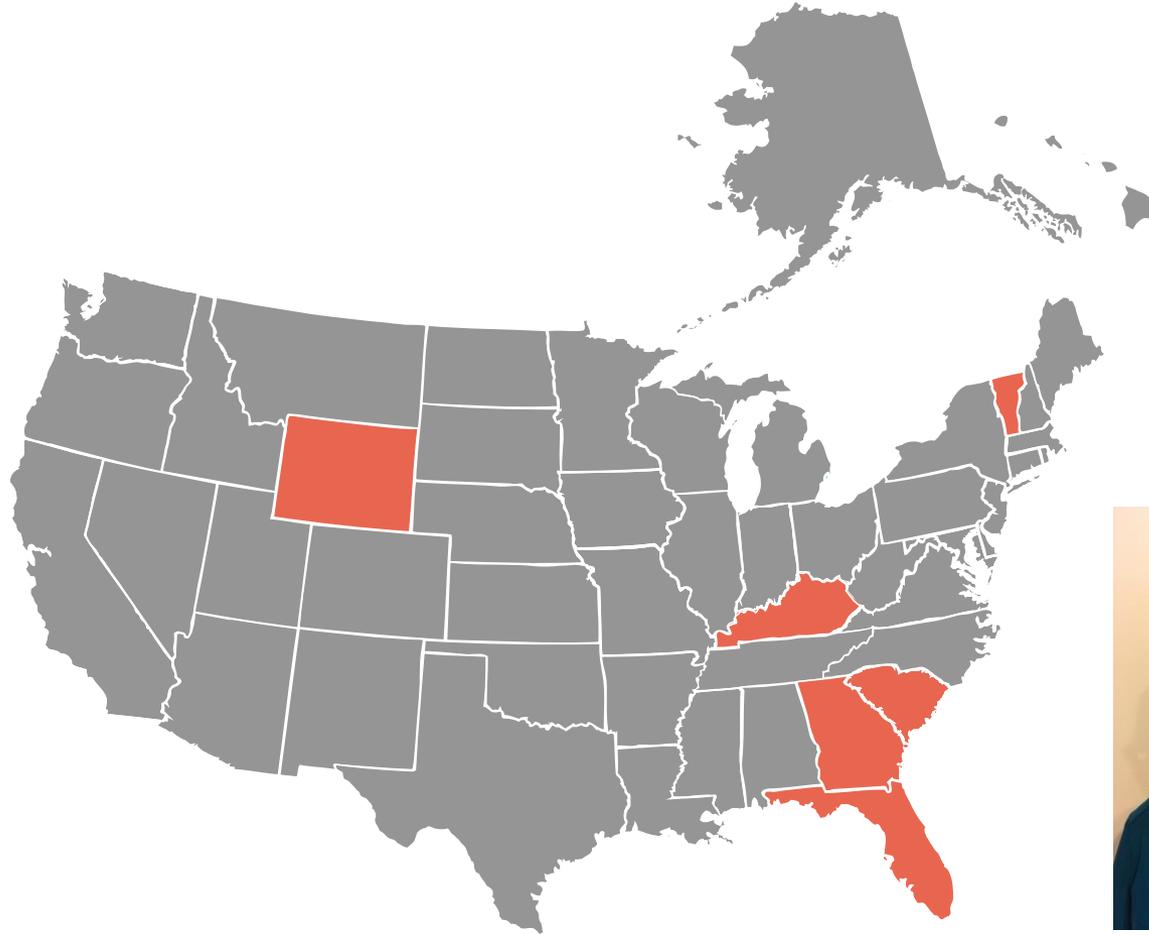
Heath Stevenson



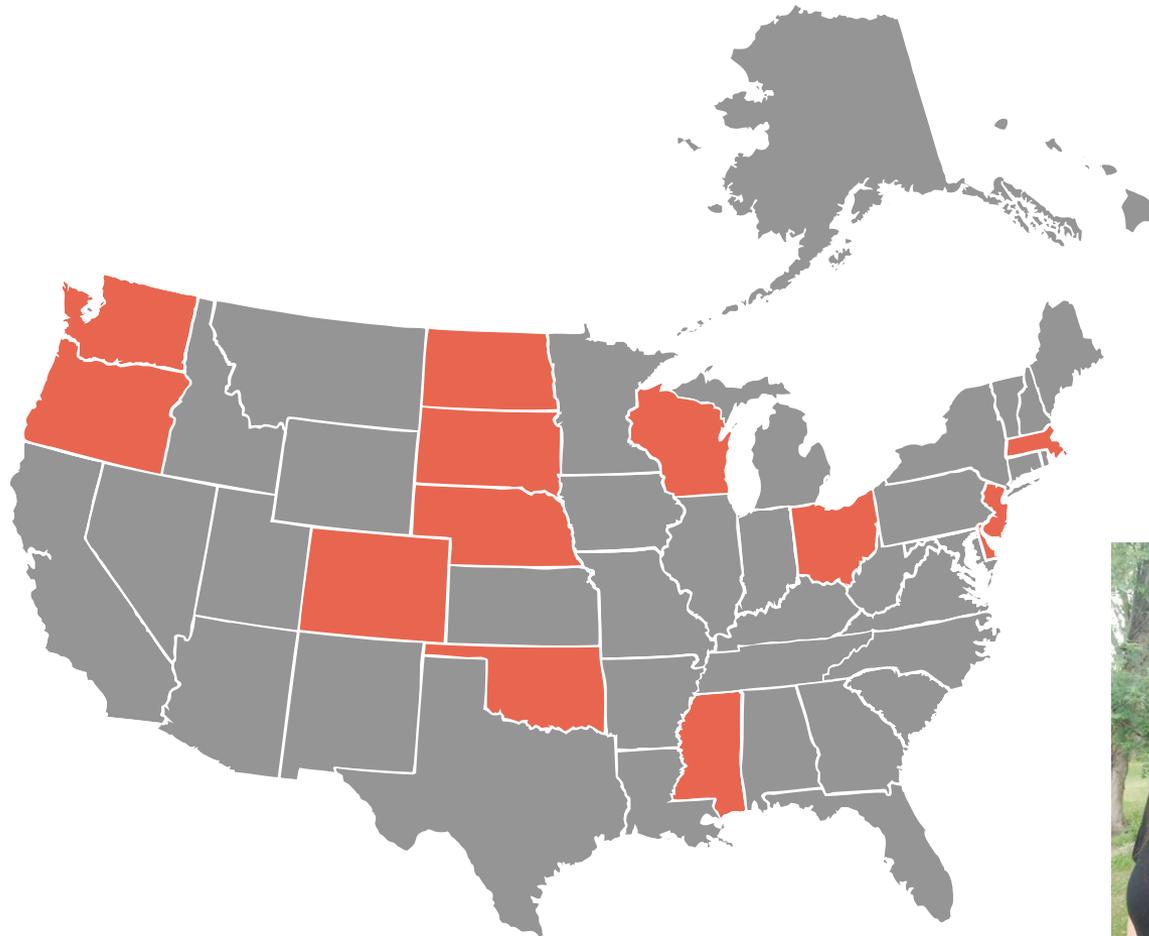
Teko Henry



Azeem Begum



Elizabeth Hang



Kate Stoecker-Straus

