

What's New GED Annual Conference 2019

Vicki Greene



Format of this session:



Learn a little about the changes/updates



Ask questions along the way



You share the ideas and approaches that you have used or suggestions for improvements

Where to Begin?



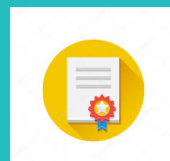
GED.com
Changes



Test Security



GED Manager



Duplicate
Accounts

What's New? GED.com



Edit Profile Updates

The screenshot shows the GED Testing Service website. At the top, there is a navigation bar with links: Home, About the Test, Study, Test Tips, Where to Test, My Scores, College & Careers, and a SCHEDULE TEST button. On the right, there are icons for Chat and Profile. A large red arrow points down to the Profile icon. The Profile dropdown menu is open, showing the user's name 'New GP-guy', ID 'st1-st1-20190613-2018-0497', and a red arrow pointing to the 'Edit Profile' link. Other menu items include Alerts, Messages (3), Appointments, Order Status, and Log Out. A red banner at the top left contains a warning icon and the text: 'This is a global message so all users including candidate should see this one.' The main content area has a blue header with the text 'Good Morning New' and a quote: 'Nothing is an obstacle unless you say it is. - Wally Amos'. Below this is a row of subject icons: Language Arts, Social Studies, Science, and Math. A central white box with a thumbs-up icon and the text 'Time to schedule!' is displayed. At the bottom, a message states: 'Your GED Ready Practice Test score shows you are likely to pass the Science test!'. The Windows taskbar is visible at the bottom of the screen.

■ ■ ■

6

Edit Profile Updates continued....



Contact Preferences

Please provide your phone number in case we need to reach you.

Email

newGPGuy@gmail.com

Make sure to use this email when you log-in to MyGED.

Type	Phone Number
Mobile ▾	612-555-1212

Type	Alternate Phone Number
Other ▾	

Check yes below to receive the following:

- ☐ Yes! Email me exclusive offers, news, and updates from GED Testing Service
- ☒ Yes! Email me instructions, tips and study material recommendations to help me understand my next steps.
- ☐ Yes! Text me news and discounts from MyGED® to the mobile number provided.

I understand that I am not required to provide my consent to receive text messaging as a condition of purchasing the GED® test or for processing my request for other products and services. I acknowledge and agree to receive the text messages checked above from GED® on a recurring basis, sent using an automatic telephone dialing system from GED®. Message and data rates may apply. Text HELP to 69433 for help. Text STOP to 69433 to opt-out. I understand that I may be sent a message confirming the cancellation. I understand that my information will be used as described here and in the GED® Terms and Conditions.

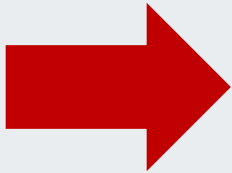
Back

Continue

[FAQs](#) [Contact](#) [Order Status](#) [Español](#) [Accessibility](#) [Terms](#) [Privacy & Cookies](#)



Guided Path Feature



Welcome to GED!


We're excited you chose to get your high school diploma and all the opportunities that come with it! We're here to help you every step of the way. First, let's set some goals.

GET STARTED →

Shown after the
Accommodations page
during Account Setup





Guided Path Feature continued....





Pick your first test subject.


Most people find it easier to focus on one subject at a time, and start with their best subject.

 Language Arts

 Social Studies


 Science

 Math




Choosing a subject helps us personalize your experience, but you can [skip this question.](#)

Guided Path Feature continued....




Now, set a goal to stay on track. When do you want to take your test?


You can earn your GED faster than you think!



ASAP
I know my stuff and am ready to schedule the test now.

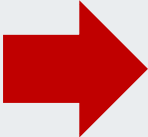


In three weeks
I just need to brush up on key concepts.



In six weeks
I need to start with the basics and learn most key concepts.

[< BACK](#)





Setting a goal date helps us personalize your experience, but you can skip this question.

ASAP and In three weeks options take them directly to scheduling (skips the Activity page)

In six weeks will put them on the Activity page and one of their Next Steps will be to schedule their test.


Guided Path Feature continued....


[Home](#)[About the Test](#)[Study](#)[Test Tips](#)[Where to Test](#)[My Scores](#)[College & Careers](#)[SCHEDULE TEST](#)[Chat](#)[Profile](#)


 This is a global message so all users including candidate should see this one.


Good Morning New

When people say I can't or I musn't, I always say I can and I will.
– Oscar de la Hoya


 Language Arts


 Social Studies

 Science

 Math

My Goals

 **First Subject:**
Science [Edit](#)

 **Test Goal Date:**
July 25 [Edit](#)

Next Steps:

- 1 Prepare for your Science test ›
- 2 Schedule test by July 15 ›
- 3 See test tips ›
- 4 Continue studying up to your test date.

Next Steps will guide student with what they need to do as they persist through to passing a test , and will continue for all subjects.

Next steps will change based on their activity.

Guided Path Feature continued....

Next Steps:

- 1 Prepare for your Science test ›
- 2 Schedule test by July 15 ›
- 3 See test tips ›
- 4 Continue studying up to your test date.

LIMITED TIME OFFER

\$10 off each test!

Get \$10 off the price of your first GED test in each subject while funding lasts. [View terms and conditions](#)

Promo Code: **MNGED10** (use during checkout)

[SCHEDULE TEST](#)

Double up: get 60 days of GED Flash for the price of 30!

Now through June 14, you'll get a FREE extra month so you have more time to practice for that next GED test.

[GET GED FLASH](#)

Welcome to GED®!

We're here for you every step of the way.

[SEE HOW THE GED WORKS](#)

Free practice questions >

Find a local class >

Next Steps will guide student with what they need to do as they persist through to passing a test , and will continue for all subjects.

Next steps will change based on their activity.

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

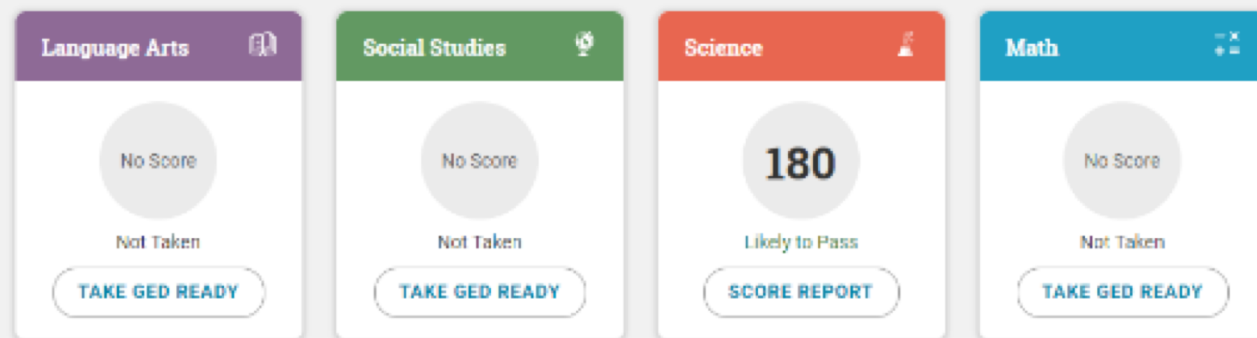
TAKE GED READY

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.



[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

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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.](#)

What's New? GED Manager



4. Voucher Search Field

GED Manager™ Home Manage Student Reporting Admin marlita.johnson@ged.com Default Account Log Out

Student Test Activity Report

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

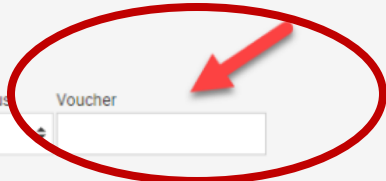
GED Prep Connect Enrollment Status Testing Activity Date Range: Exam Subject Jurisdiction

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

Test Event Number Test Medium Test Missing

Print Score Reports (1000 rows max) Export (1000 rows max) Rows Per Page 10 25 50

Name	Email	Testing Activity	Date	Test	Subject	Score	Credentialed	Test Missing	GED® Test Prep Center	GEDWorks	Vouchers
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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 only 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	<p>In Test Center Registration Manager, select the History tab, then find the appointment under 'Exam Registrations, Active'</p> <p>To reschedule the exam</p> <ol style="list-style-type: none">1. Click Reschedule...2. If <i>Policy Violated</i> and/or <i>Are you sure?</i> pop-ups are displayed, click Yes3. Select the new appointment date and time, click Schedule, then click Save <p>To cancel the exam</p> <ol style="list-style-type: none">1. Click Cancel Item...2. If <i>Policy Violated</i> and/or <i>Are you sure?</i> pop-ups are displayed, click Yes3. If canceling, click Next and then click Save

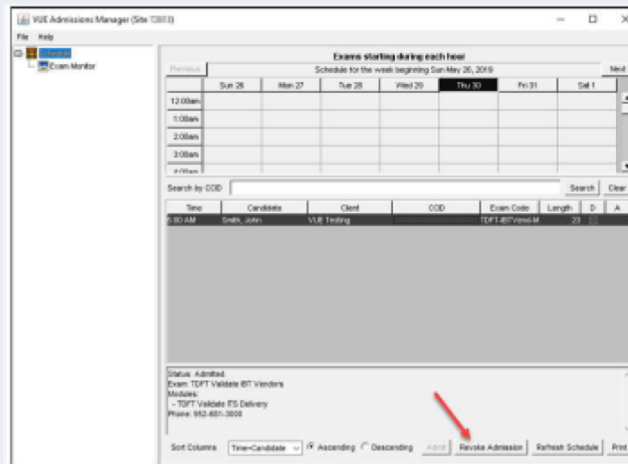
Rescheduling/Canceling GED exams in DOCs and FBOPs continued....

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**

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

Scenario 3

Candidate
Admitted

Yes

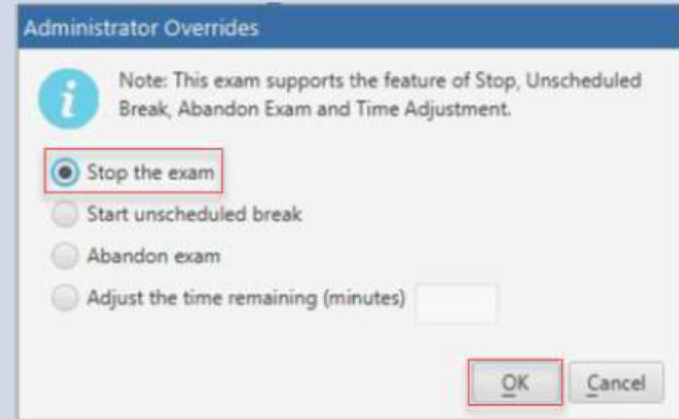
Exam
Started

Yes

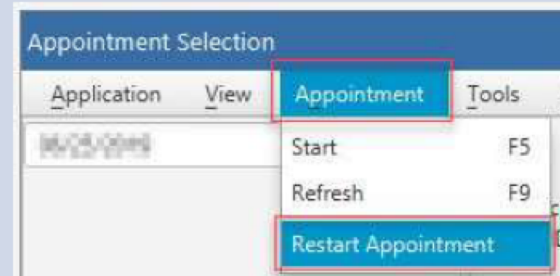
Action

In Delivery Manager, stop and restart the exam.

1. Ctrl+Shift+F12, select **Stop the exam**, and click OK



2. Under **Appointment**, select **Restart Appointment**, and click **Yes** to the 'Warning' pop-up



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.

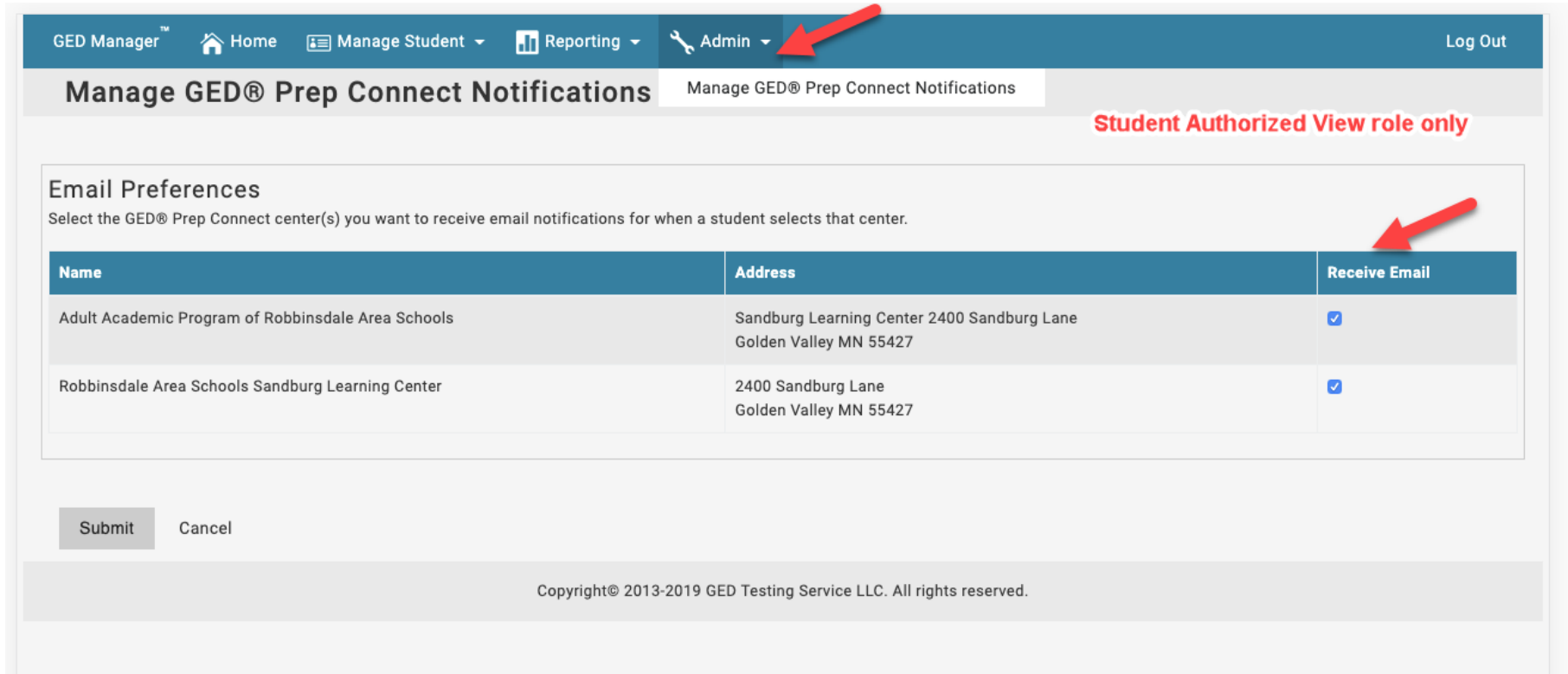
Challenge Key :

Authorization :

OK Cancel

Coming in August - Prep Connect update:

Ability to opt into email notifications when students select your prep center



GED Manager™ Home Manage Student Reporting Admin Log Out

Manage GED® Prep Connect Notifications

Manage GED® Prep Connect Notifications

Student Authorized View role only

Email Preferences

Select the GED® Prep Connect center(s) you want to receive email notifications for when a student selects that center.

Name	Address	Receive Email
Adult Academic Program of Robbinsdale Area Schools	Sandburg Learning Center 2400 Sandburg Lane Golden Valley MN 55427	<input checked="" type="checkbox"/>
Robbinsdale Area Schools Sandburg Learning Center	2400 Sandburg Lane Golden Valley MN 55427	<input checked="" type="checkbox"/>

Submit Cancel

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What's New? Duplicate Accounts



Coming up: Duplicate Accounts Solution(s)

Two main reasons why students create duplicate accounts:



Students forget they have an account or forget their login information



Students are purposefully creating duplicate accounts to bypass retake rules or other requirements

Coming up: Duplicate Accounts Solutions

Solutions for Account Recovery

1. Enhance the flow and messaging when a student tries to sign up with an existing email, and get them to Password Reset quickly
2. Add a “Welcome Back” message on the login page if the system recognizes the machine (similar to Facebook/Google)
3. Add a “Forgot Account” or “Recover your email” flow (similar to bank and other sites) to recover their account

Coming up: Duplicate Accounts Solutions

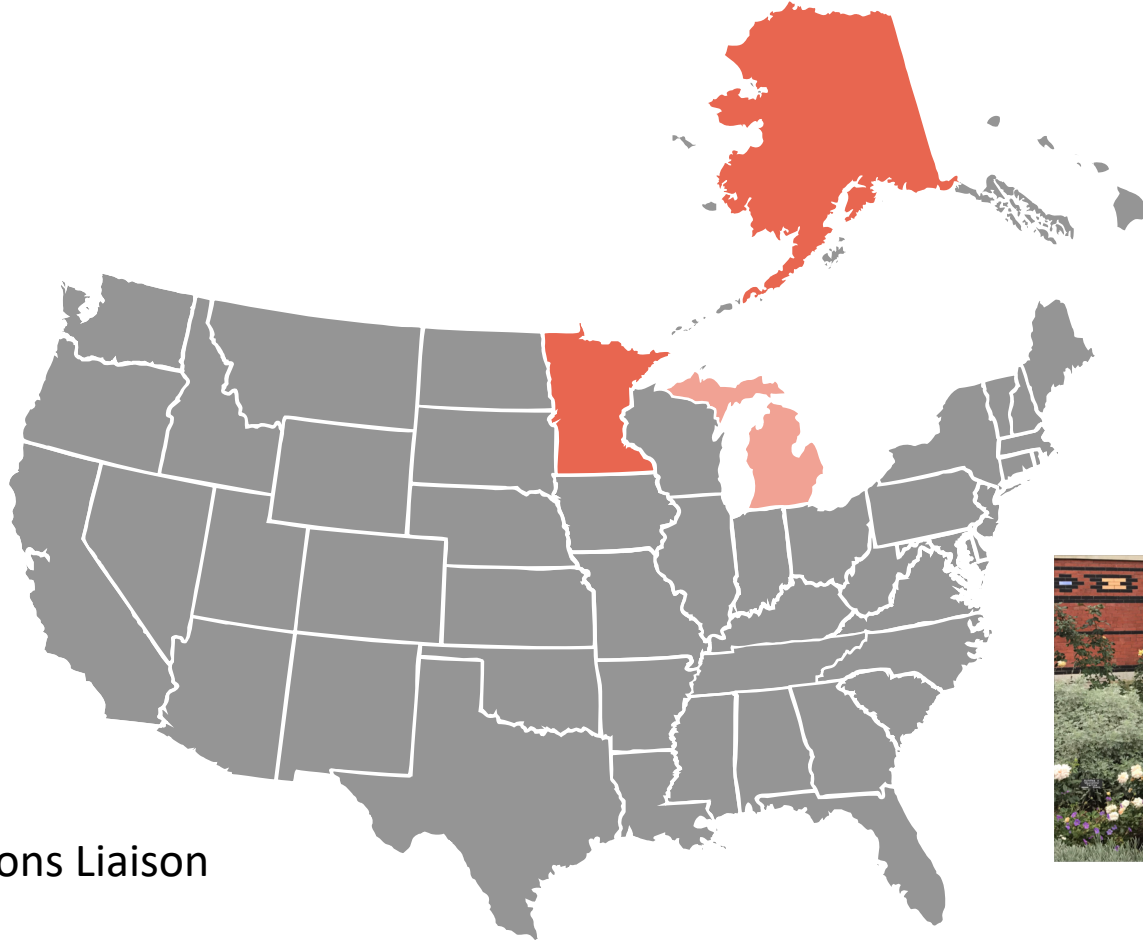
Solution(s) for malicious account creations

1. Implement duplicate account matching that stops students with multiple matching accounts to schedule a test until their accounts are reviewed/approved to continue
 - this happens during the scheduling flow, students with matching account criteria are put in an exception queue for review
2. Add “Recover your duplicate account” self service student flow to allow students to merge their own accounts in a secure way that continues to meet state rules

GED Testing Service Support Partners

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

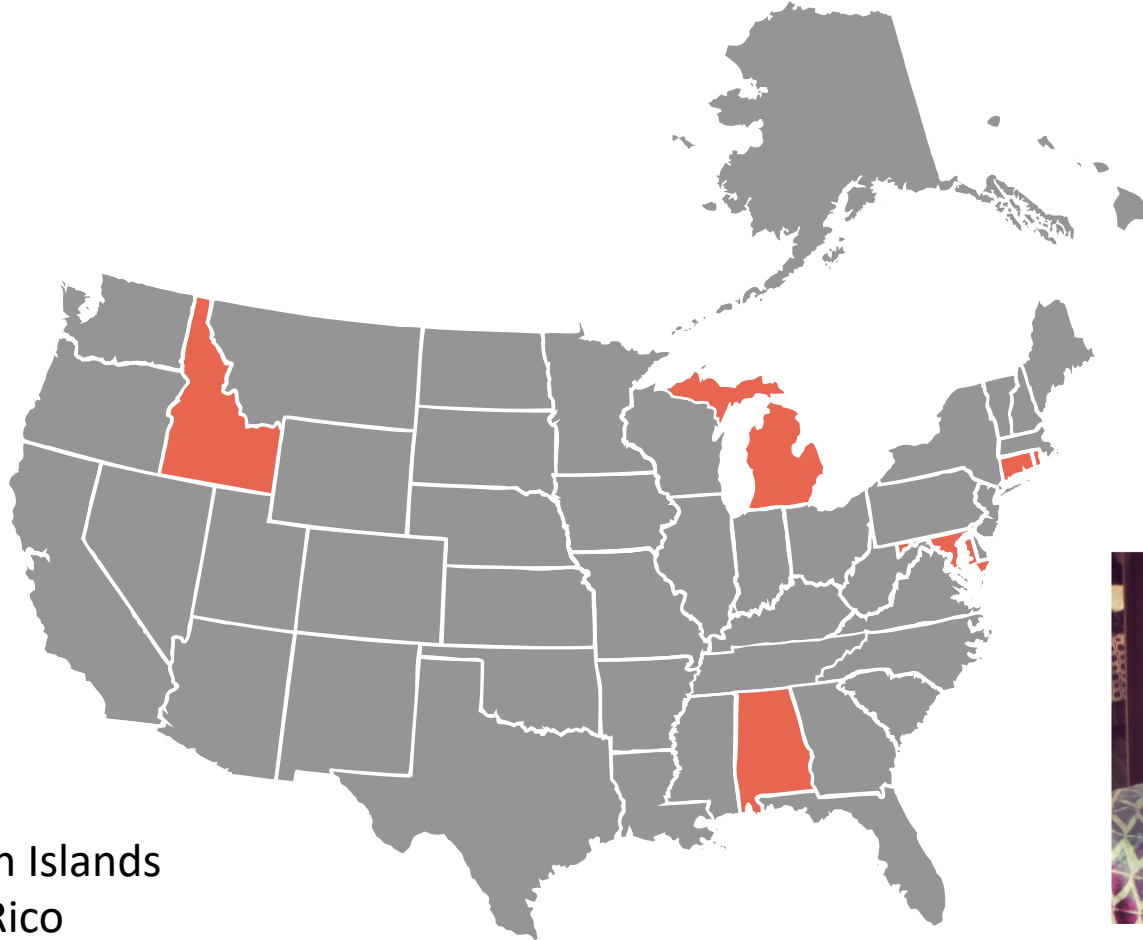
Mellissa Hultstrand



- + Corrections Liaison
- + FBOP
- + MI Prisons



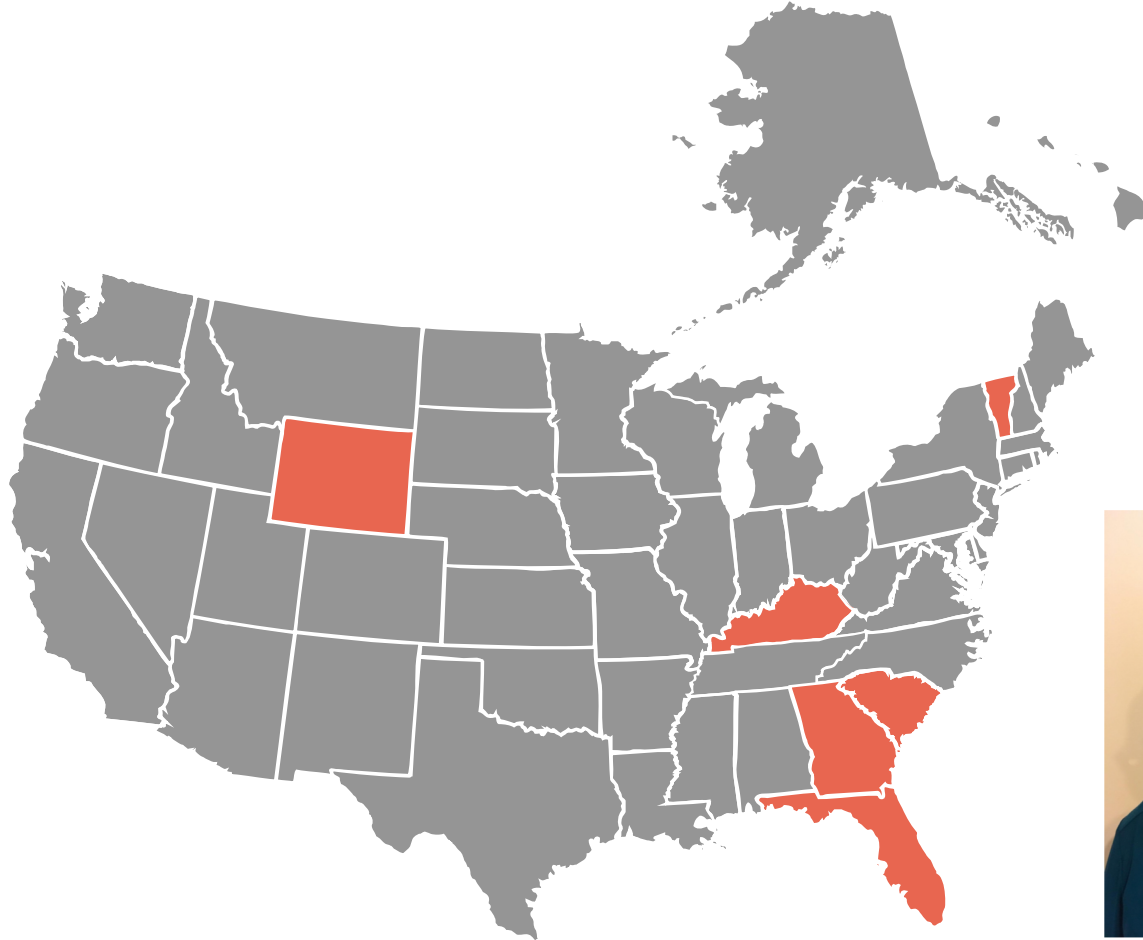
Teko Henry



- + US Virgin Islands
- + Puerto Rico



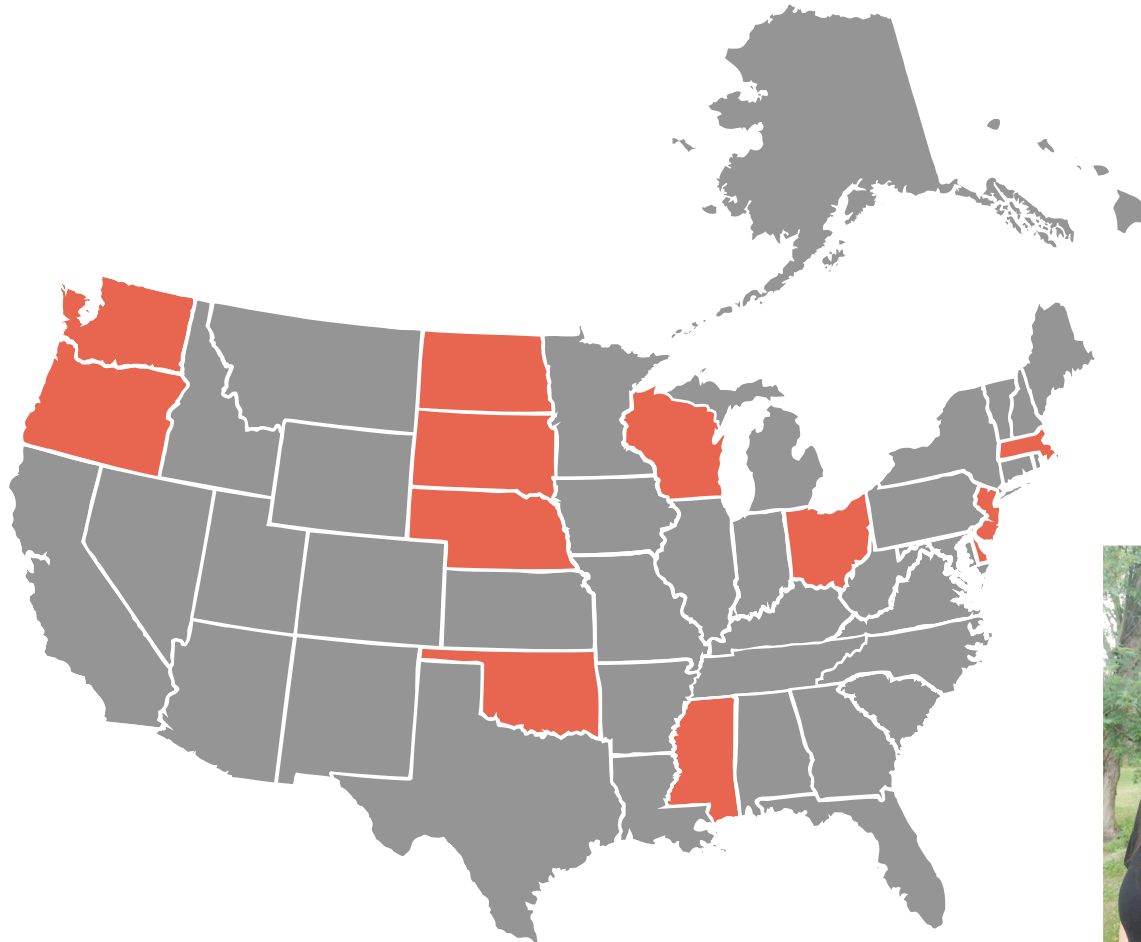
Azeem Begum



- + Guam
- + Bermuda
- + Washington, DC



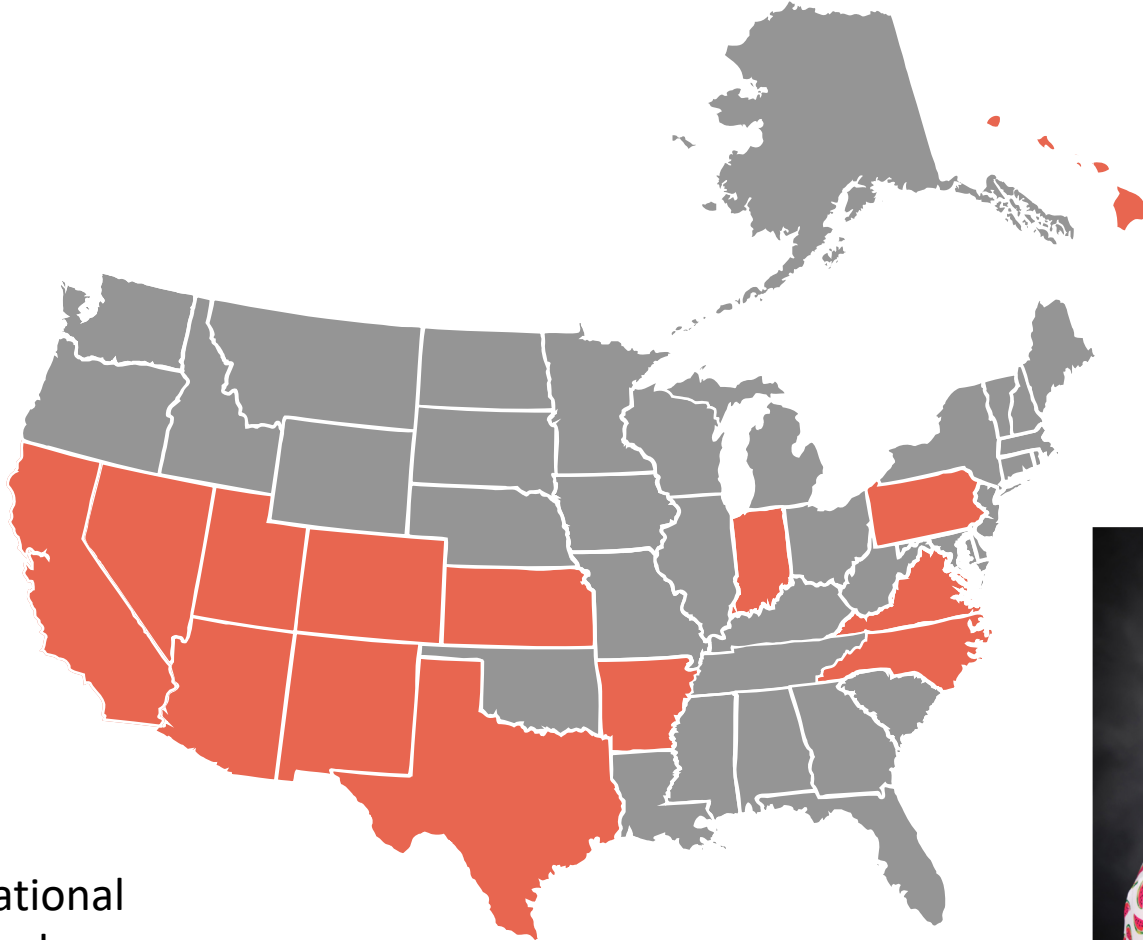
Elizabeth Hang



- + Canada
- + DANTES



Katie Stoecker-Strauss



- + International
- + GEDWorks



Questions?

