

GED® Testing Centers: Best Practices for Smooth Testing

2023 GED Testing Service® Conference



Pearson



Presenters

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Today's Learning Objectives

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



Before Test Day



Prior to test day



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

Make sure the correct Tester is scheduled (watch for multiple people with similar names)

Have a seating plan so you can make sure the Tester is seated at the correct computer to test and in the event VUE reaches out to you later on asking where a particular Tester was seated



On Test Day



Pre-Test Best Practices



Run RMA for
Tester roll call



Ensure testing
room is clear of
distractions



Ensure dry erase
boards are clean



Have Candidate
Agreements
ready



Stagger
placement of
Testers



Daily Startup Checklist

- Check your voicemail and email for any instructions or information from Pearson VUE that might affect the day's schedule.
- Log in to the **Connect** portal, and use the **RMA connection log** application to check that RMA is running properly. Run RMA manually, if necessary
- Check **Service Direct** to see if any new cases have been assigned to your test center and review the open cases.
- Familiarize yourself with the day's activities and print the schedule if you choose.
- While reviewing the day's testing schedule, be sure that any accommodations that are required have been prepared.



Check In



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

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



Check for unauthorized items



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



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

Physical Test Monitoring

Test Administrators should be continuously monitoring testing

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

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

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

Managing Testing Issues



What testing issues are there?



Misconduct

- Proxy Testing
- Spy Glasses
- Hidden Notes/Cheating
- Disruptive Testers

Other Issues

- Lockdown (in Corrections)
- Can't test due to unforeseen circumstances or an emergency
- Technical Issues



Candidate Misconduct

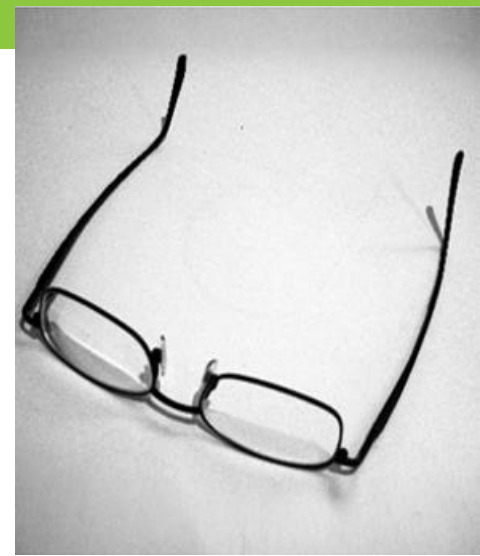
- If you suspect misconduct, ask the Tester to leave the testing room immediately and put the test in unscheduled break mode. **DO NOT** stop the test.
- Inform the Tester that you will be creating a case for conduct review with VUE
- Create a case as soon as possible in **Service Direct**
- After the candidate leaves, resume exam and press **Ctrl+Shift+F12** and select **Abandon Exam** option.

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



Spy Glasses

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



If a Tester is wearing glasses, inform them that you must inspect the glasses

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

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





What to do if spy glasses are identified?

- Ask the Tester to surrender the camera glasses and confiscate them
 - When attempting to confiscate use best judgement for safety
- Take a photo of the spy glasses when possible
- Create a case in **Service Direct** and attach the photo to the case
- If you have any questions contact the Test Center Support Line immediately at **1-833-246-8320**

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

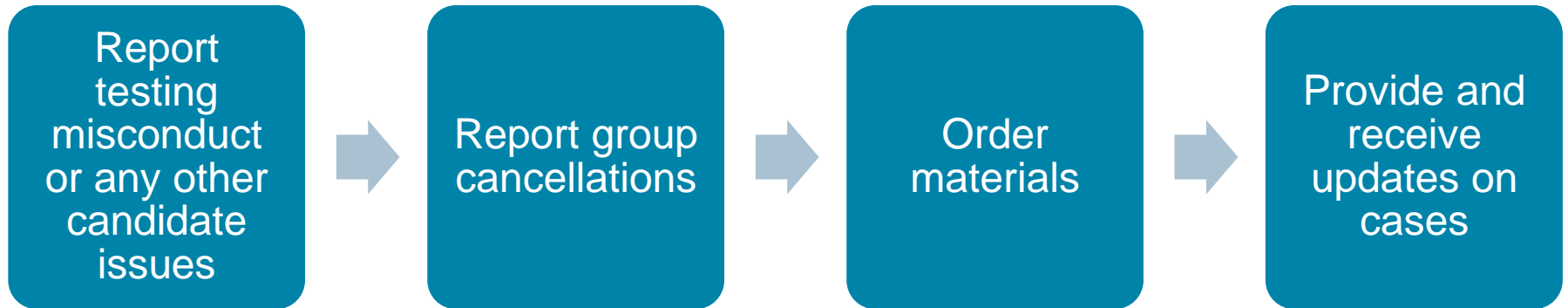


Service Direct



What is Service Direct?

Functions



Service Direct (Resources)

ServiceDirect Training Module

- ServiceDirect for Test Center Employees

ServiceDirect Quick Reference Cards

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

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

ServiceDirect-Creating Cases

Quick Reference Card

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

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

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

Step 1- Create a Case

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



The Case Topic and Type fields are displayed.

A screenshot of the 'Case type' form in the ServiceDirect application. The form is titled 'Case type' and contains two dropdown menus: 'Topic *' and 'Type *', both with 'Select one' as the placeholder text. Below the dropdowns are two buttons: 'Cancel' and 'Submit'. The asterisk next to the field names indicates they are required.

** Indicates a required field.*

Step 2- Select Topic and Type

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

A partial screenshot of the 'Case type' form, focusing on the 'Topic *' dropdown menu. The dropdown is open, showing a list of options, though the specific options are not clearly legible.

Additional Service Direct functions

Ordering Materials

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

Suggesting changes to documentation or needing clarification

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



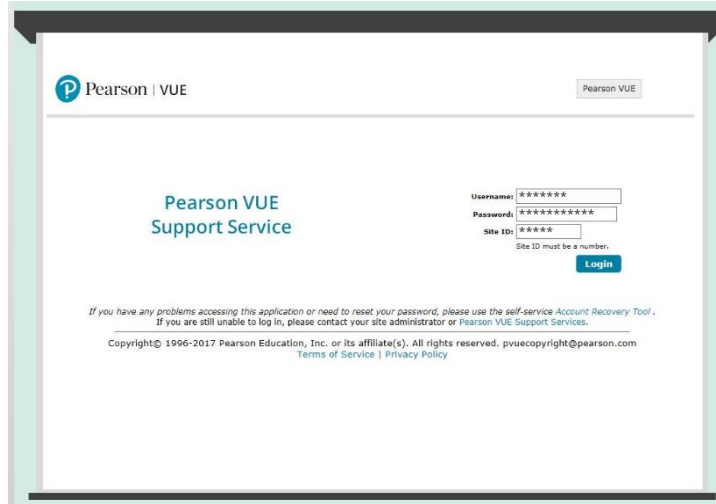
GED Test Center Support Line



GED Support Line – Where to Find Matrix

Step 1: Log Into VSS


- Navigate to the VSS website:
<https://vss.pearsonvue.com>.
- On the VSS website sign-in page, type your username, password, and site ID, and click Login.



The screenshot shows the Pearson VUE Support Service login page. At the top left is the Pearson | VUE logo. In the center, it says "Pearson VUE Support Service". To the right, there are three input fields: "Username: *****", "Password: *****", and "Site ID: *****". Below the Site ID field is a small note: "Site ID must be a number." and a blue "Login" button. At the bottom, there is a small disclaimer: "If you have any problems accessing this application or need to reset your password, please use the self-service Account Recovery Tool. If you are still unable to log in, please contact your site administrator or Pearson VUE Support Services." and copyright information: "Copyright © 1996-2017 Pearson Education, Inc. or its affiliate(s). All rights reserved. pvuecopyright@pearson.com Terms of Service | Privacy Policy".

Step 2: Go to Downloads

- Click on the Exam Sponsor Documentation A-Z
- Select GED Test Services and click on Filter



The screenshot shows the Pearson VUE Downloads page. At the top is a navigation bar with the Pearson | VUE logo and several menu items: "What's New?", "Test Center Guide", "Incidents", "FAQs", "Downloads" (highlighted with a red box), and "Installation Guide". Below the navigation bar are two main sections: "Exam Sponsor Documentation A-M" and "Exam Sponsor Documentation N-Z", each with a folder icon. Below these is a "File Download Utility" section with three dropdown menus: "Client: GED Testing Service", "Language: Choose a Language", and "Document Type: Choose a Document Type". There is also a "File Format: Choose a File Format" dropdown and a "Filter" button. At the bottom, there is a breadcrumb trail: "Downloads Home / Exam Sponsor Documentation A-M".

GED Support Line – Where to Find Matrix

Step 3: Select Matrix

- a) In the list, find GED-Only Site Support Line Matrix
- b) Open and Print document

Get External Link	 GED Testing Service Score Report Example (Mathematics)
Get External Link	 GED Testing Service Score Report Example (Science)
Get External Link	 GED Testing Service Score Report Example (Social Studies)
Get External Link	 GED-Only Site Support Line Matrix
Get External Link	 Jurisdiction Reference Sheet (GED) - Alabama
Get External Link	 Jurisdiction Reference Sheet (GED) - Alaska



GED Testing Service® Support Contacts

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

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

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

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

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

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

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

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



GED Support Line – Customer Service For Students/Candidates

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

Navigating the Policy and Procedures Guide



How to Locate Policy and Procedures Guide

Step 1: Log Into Connect

- a) Navigate to Connect: <https://connect.pearsonvue.com>
- b) Sign-in page, type your username, password, and site ID, and click Login.

Step 2: Resources/Test Center Guides

- a) Click on Resources
- b) Click Test Center Guides

Policy and Procedures Guide – Table of Contents

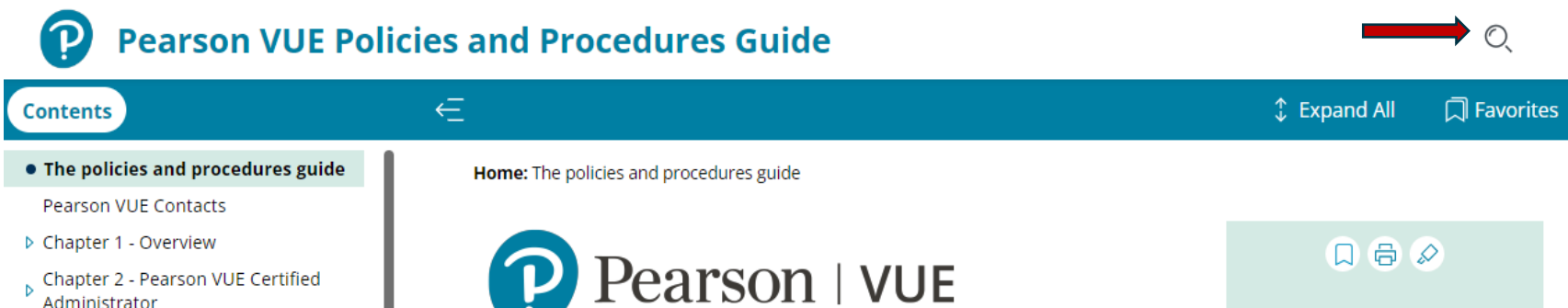
The table of contents lists each chapter or section within the guide. After you select a chapter or section in the table of contents, the content appears in the viewing window.

The screenshot shows the Pearson VUE Policies and Procedures Guide interface. At the top, there is a navigation bar with the Pearson logo, the title "Pearson VUE Policies and Procedures Guide", a search icon, and buttons for "Expand All" and "Favorites". Below the navigation bar is a table of contents on the left side, listing various chapters and sections, each with a right-pointing triangle icon. The main content area displays the title "The policies and procedures guide" and a welcome message. A small inset box on the right side of the main content area lists "In this Topic" with a link to "The policies and procedures guide". At the bottom of the main content area, there are two circular icons: one with an upward arrow and one with a rightward arrow.

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

Policy and Procedures Guide – Search Pane

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



Pearson VUE Policies and Procedures Guide

Contents ← ↕ Expand All 🔖 Favorites

- **The policies and procedures guide**
 - Pearson VUE Contacts
 - ▶ Chapter 1 - Overview
 - ▶ Chapter 2 - Pearson VUE Certified Administrator

Home: The policies and procedures guide

Pearson | VUE

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Pearson VUE Policies and Procedures Guide

Search...

Contents ← ↕ Expand All 🔖 Favorites

- **The policies and procedures guide**
 - Pearson VUE Contacts
 - ▶ Chapter 1 - Overview
 - ▶ Chapter 2 - Pearson VUE Certified Administrator
 - ▶ Chapter 3 - Hardware and Software Overview

Home: The policies and procedures guide

Pearson | VUE

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In this Topic

The policies and procedures

Policy and Procedures Guide – Search Pane

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

The screenshot shows a search interface with a search bar at the top containing the text "Name Matching Guidelines". Below the search bar, a notification indicates "135 result(s) found for 'Name Matching Guidelines'". The search results are displayed in a list format. The first result is "Name-matching guidelines", which includes a brief description: "check that the candidate's **name** on the ID(s) **match** the candidate's **name** on the test center schedule. **Name-matching**". Below this, there are sections for "About client references" and "Manually checking IDs and distributing the rules agreement". The second result is "Name Matching Guidelines.pdf", with a description: "Page 1 of 5 Pearson VUE **name-Matching Guidelines** General **guidelines**: Test administrators must check". The third result is "Reconfirm signatures match question". On the left side of the search pane, there is a "Contents" sidebar with a list of chapters and sections. A red arrow points from the "Contents" sidebar to the "Name-matching guidelines" result. Another red arrow points to the scroll bar on the right side of the search results pane.

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

Policy and Procedures Guide – Search Pane

The section will display in the viewing pane.

The screenshot shows the Pearson VUE Policies and Procedures Guide interface. The top navigation bar includes the Pearson logo, the title "Pearson VUE Policies and Procedures Guide", a search icon, and buttons for "Expand All" and "Favorites". A "Contents" sidebar on the left lists various sections, with "Chapter 8 - Checking In Candidates" expanded. A red arrow points from the "Name-matching guidelines" item in the sidebar to the corresponding section in the main viewing pane. The main pane displays the "Name-matching guidelines" section, which includes a heading, a paragraph of text, and a tip box. The tip box contains a pencil icon and text: "If a candidate claims to have changed his or her name recently but the change is not reflected in Admissions Manager, look up the candidate's record in Registration Manager to see if the name has been changed there. For more information about how to locate a candidate's record in Registration Manager, see [Locating a candidate record](#). If the name matches in Registration Manager, continue admitting the candidate." Below the tip box is a copyright notice: "Copyright © 2023 Pearson Education, Inc. or its affiliates. All rights reserved. Pearson VUE Confidential. pvuecopyright@pearson.com". At the bottom right of the viewing pane are two circular icons: an upward arrow and a refresh icon.

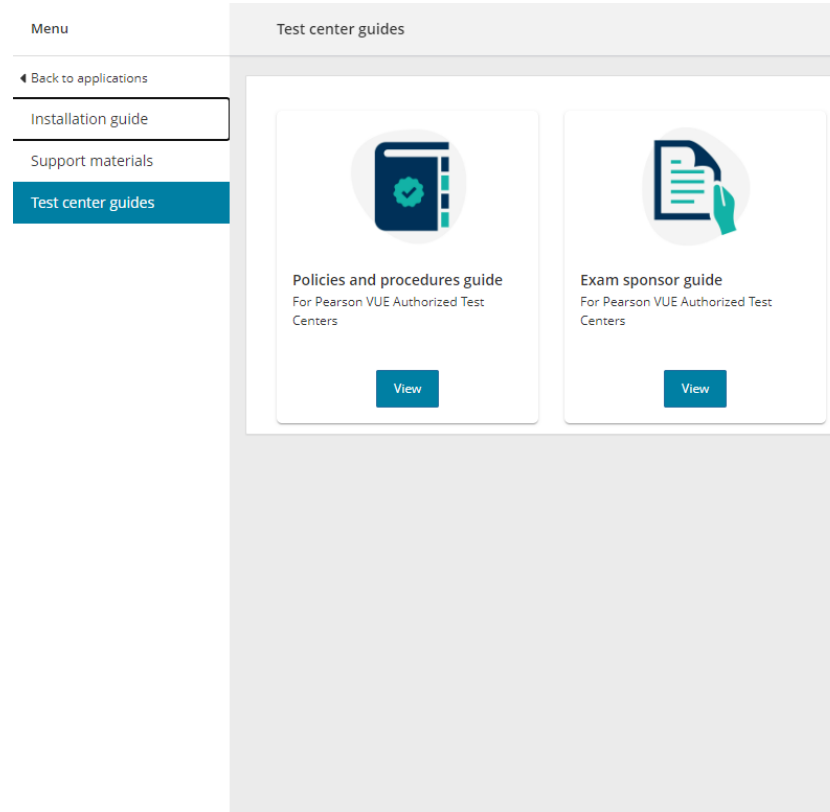
Tip: The Chapter and section will be displayed above the section

GED Sponsor Guide vs. Policy and Procedures Guide



When to use Exam Sponsor Guide

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



GED Sponsor Guide (Client Reference)

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



GED Testing Service® Client Reference

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

FRONT DESK ADMINISTRATION

1.1 RULES DOCUMENT

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

1.2 IDENTIFICATION

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

Identification Requirements

Primary required; do not seat candidates for an exam unless they provide one form of valid ID.

Before you turn away a candidate because of an identification issue, call the test center support line to contact a program coordinator or Candidate Services.

- U.S. and Canada: Call 1-888-344-7924 (option 2) to contact a program coordinator.
- Asia Pacific (APAC) Region: Call +85-2-3077-4923 to contact Candidate Services.

GED Sponsor Guide (Client Reference)

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

PROCTORING

2.1 ITEMS ALLOWED IN THE TESTING ROOM

Personal Items	Pearson VUE standard policy																			
Noteboard/Booklet	Provide a booklet and pen. If your site does not have booklets, provide three noteboards instead. (Please note that booklets are spiral bound.) Note: If you experience problems cleaning erasable booklets or noteboards, try using another cleaner. Simple Green All Purpose Industrial Cleaner & Degreaser is effective.																			
Calculators	<p><u>GED Calculator Policy</u></p> <p>All GED tests have an onscreen TI-30XS calculator. Depending on the exam and the test center location, specific calculator models are sometimes permitted. In these situations, the candidate can bring a personal calculator or request a test center calculator (if the exact model is available).</p> <p>Refer to the table below to determine if a calculator is permitted for the candidate's exam:</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #003366; color: white;"> <th>Exam</th> <th>Test center location</th> <th>Permitted personal calculator</th> <th>Permitted test center calculator (upon request)</th> <th>Calculator built into exam</th> </tr> </thead> <tbody> <tr> <td>2002 Series</td> <td>Canada and its territories</td> <td> <ul style="list-style-type: none"> Casio fx-260 TI-30XS </td> <td> <ul style="list-style-type: none"> Casio fx-260 TI-30XS </td> <td>TI-30XS</td> </tr> <tr> <td rowspan="2">2014 Series</td> <td>U.S. and its territories</td> <td>TI-30XS</td> <td>TI-30XS</td> <td>TI-30XS</td> </tr> <tr> <td>International (any country outside the U.S.)</td> <td>Not permitted</td> <td>Not permitted</td> <td></td> </tr> </tbody> </table> <p>After you have identified which calculator is permitted, see the additional details below.</p> <p>2002 Series (Canada)</p> <p>The Casio fx-260 and TI-30XS models are the only approved handheld calculators.</p> <ul style="list-style-type: none"> Candidates must bring a handheld Casio fx-260 or TI-30XS; request 	Exam	Test center location	Permitted personal calculator	Permitted test center calculator (upon request)	Calculator built into exam	2002 Series	Canada and its territories	<ul style="list-style-type: none"> Casio fx-260 TI-30XS 	<ul style="list-style-type: none"> Casio fx-260 TI-30XS 	TI-30XS	2014 Series	U.S. and its territories	TI-30XS	TI-30XS	TI-30XS	International (any country outside the U.S.)	Not permitted	Not permitted	
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2014 Series	U.S. and its territories	TI-30XS	TI-30XS	TI-30XS																
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In this Topic

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

Jurisdiction Reference Sheet

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



New York Jurisdiction Reference Sheet GED Testing Service

This GED Testing Service® Jurisdiction Reference Sheet contains **specific** exam information and policies that apply only to the computer-based GED® tests delivered in New York. Refer to the GED Testing Service® Client Reference for standard exam information and policies that apply to all jurisdictions unless otherwise stated below.

Items:

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

Support Materials



When to Use Support Materials

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

The screenshot shows a web application interface for 'Support materials'. At the top, there is a 'Menu' button and the text 'Resources zTest Lab PVTC SELECT LAB (55458)'. Below this is a navigation sidebar with a 'Menu' header, a 'Back to applications' link, and a list of items: 'Installation guide', 'Support materials' (highlighted in blue), and 'Test center guides'. The main content area is titled 'Support materials' and features a search bar with the text 'Search across all folders by client or title'. Below the search bar are several folder icons with labels: 'Public Health Concerns Information', 'Exam Sponsor Documentation A-M', 'Exam Sponsor Documentation N-Z', 'Policies and Procedures Guides', 'Quarterly Updates', 'ServiceDirect', 'Software Installation Instructions', 'Test Center Materials', 'Testing Systems Application + Support Files', and 'Training Materials'.

Files and Materials in Support Materials

The three folders you will use the most are: ServiceDirect, Test Center Materials and Training Materials

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

Did you know?



Name Changes



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

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

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

What you can do to ensure accounts are accurate



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

How to get accounts merged

If you realize that a Tester has more than 1 GED account, please reach out to help@ged.com and request for the accounts to be merged

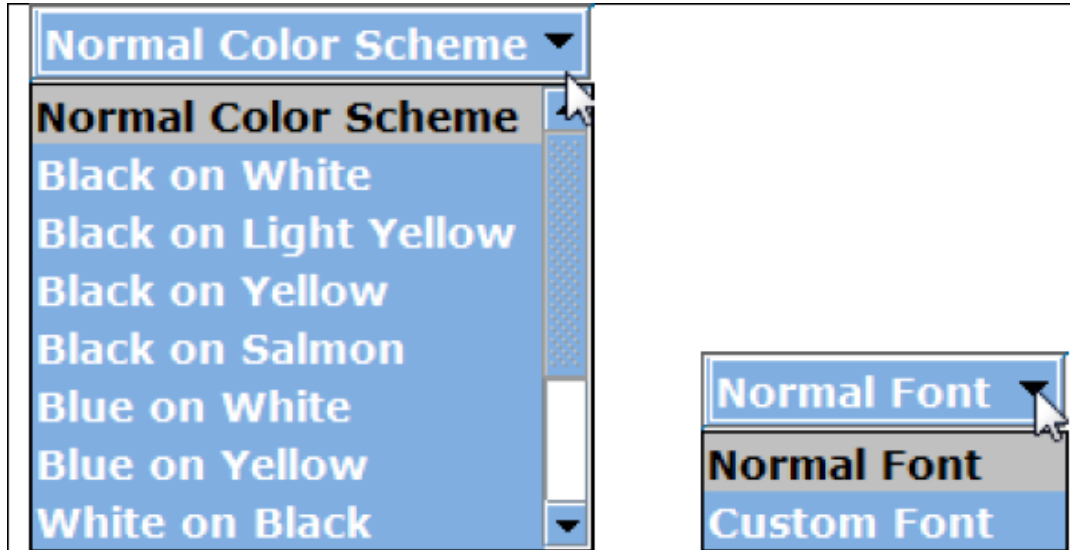
In your email, please state the GED ID numbers of the accounts (you might not know this information)

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

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



Font and Color Contrast Adjustment



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



You do not need to request font and color adjustments from GEDTS prior to the exam; these are automatically available for all Testers taking the GED® test.



Accommodations

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

GED Test On-Screen Computer Guides

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



Screen Color
Combinations Guide

[Download](#)



Change Text Size Guide

[Download](#)



Highlight Text Guide

[Download](#)

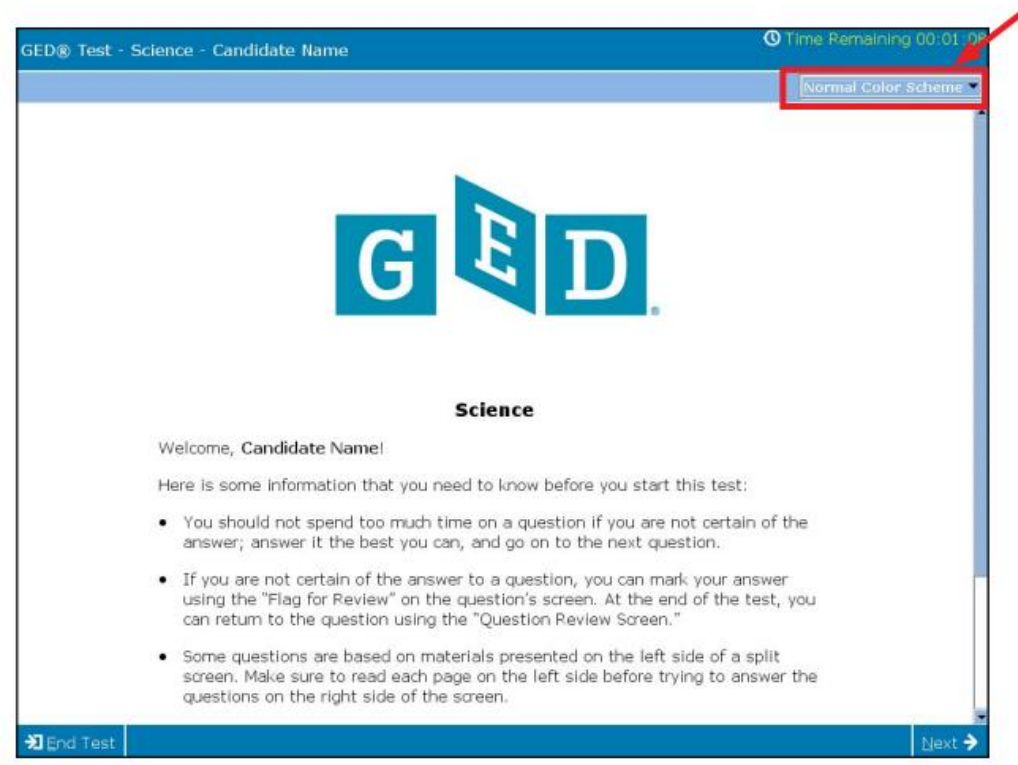
Accommodations

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

On-Screen Color Combinations for the GED® Test

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

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



Standard color combination

Accommodations

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

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

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



Accommodations

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



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



Text size at 150%



Text size at 200%

Working With Your GED Administrator™



How the GED Administrator™ Can Assist

GED Administrators can facilitate updates to State Adult Education websites

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



How the GED Administrator™ Can Assist

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



Thank you!

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