How to Handle Special Circumstances That Corrections Test Administrators Face

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GED

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Readiness to Test

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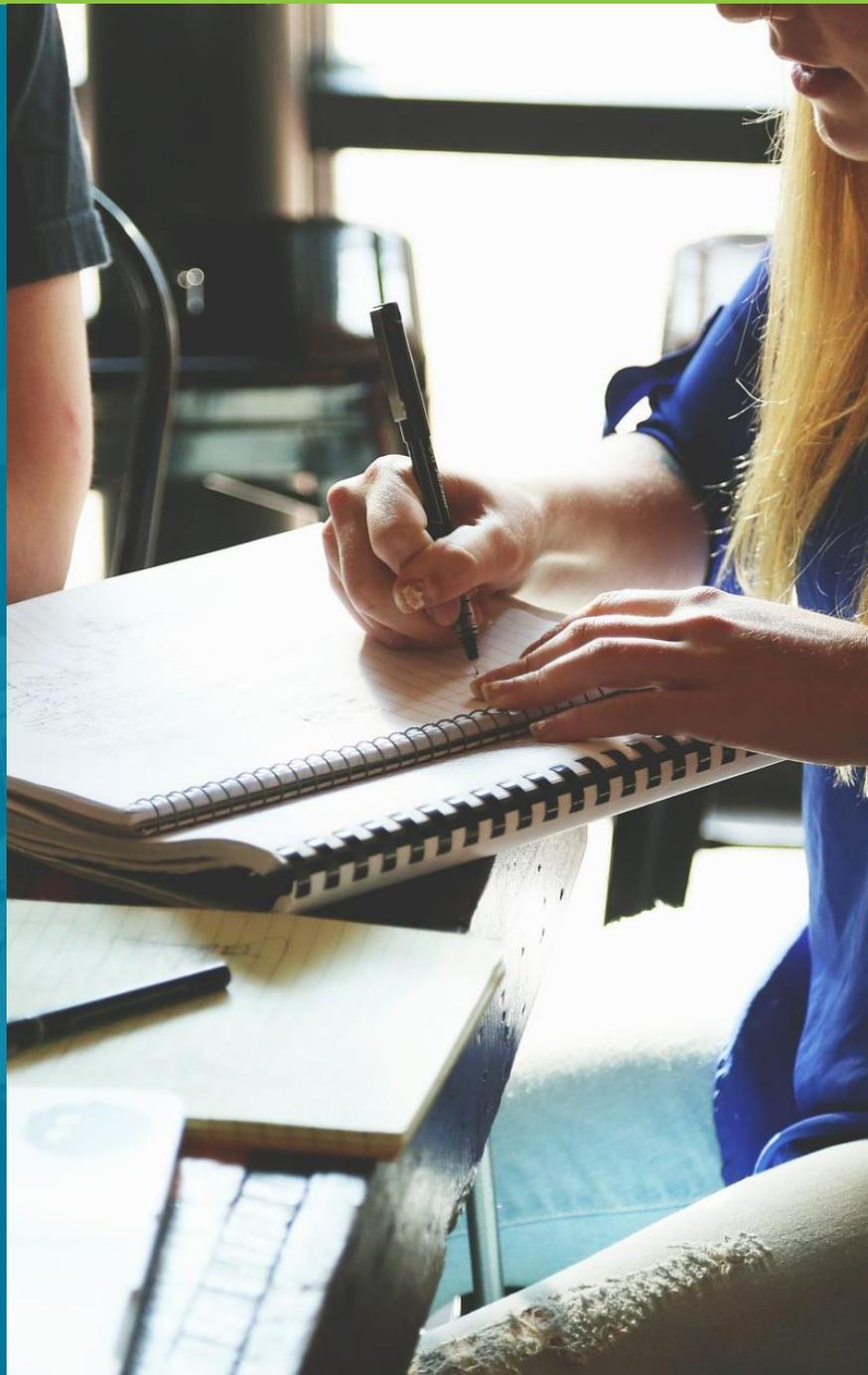
When should we test?

- 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

Test Registration

1. 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

2. Schedule the test in **Registration Manager**
   - The How to Guide will be available on the GED website soon

3. 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).
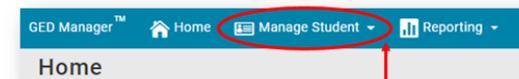
Figure 1: 'Manage Student'

Prior to test day

- 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

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 10 Testers an additional test administrator is needed

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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

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

Managing Testing Issues

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What testing issues are there?

- Misconduct
  - Cheating
  - Spy Glasses
  - Hidden Notes
  - Disruptive Testers
- Prison Issues
  - Lockdown
  - 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. 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

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

LED indicator

USB

reset

on / off / record

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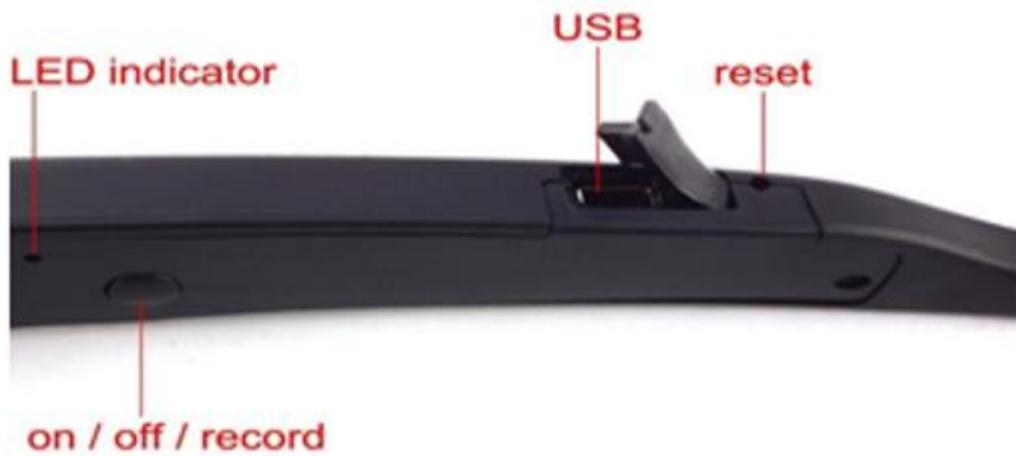
What to do if spy glasses are identified?

- Ask the Tester to surrender the camera glasses and confiscate them
  - When attempting to confiscate use best judgement for safety
- Take a photo of the spy glasses when possible
- Create a case in **Service Direct** and attach the photo to the case
- If you have any questions contact the Test Center Support Line immediately at **1-866-389-3665** 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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Service Direct

What is Service Direct?

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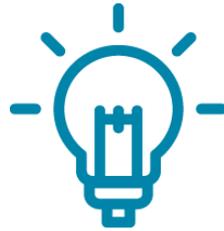
- Report testing misconduct
- Report group cancellations
- Order materials
- Provide and receive updates on cases

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 Notes 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**

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**.
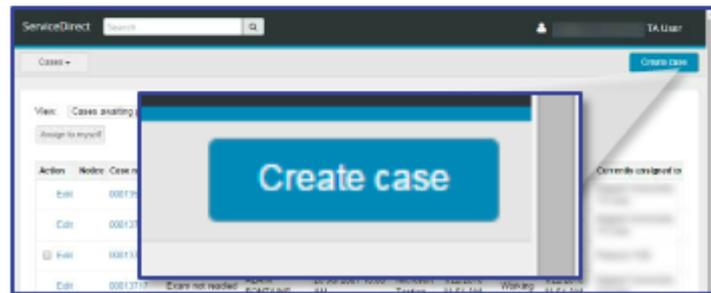
The Case Topic & Type fields are displayed.

* 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**.
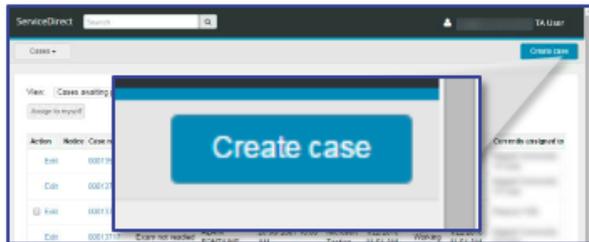
The Case Topic & Type fields are displayed.

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

Website Update!

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Program Overview

Test Administration

GED Program Overview ⌄

Teaching the GED® Test ⌄

State Policies

Test Administration ›

Become a Test Center

Managing Your Test Center

Administration Policies

Testing in Corrections

Test Center Support Lines

Test Accommodations

GED Manager

Top Resources

Become a Test Center

Turn your adult education or community center into an official GED® testing location in your area.

Managing Your Test Center

Need how-to guides to help with test administration and program support? We've got what you need right here.

Testing in Corrections

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

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™.
- Complete all necessary demographic information
- View testers' score reports
- Manage state-defined testing eligibility approvals in GED Manager™ (If your state office manages the exceptions queue in your state, they will be responsible for approving exceptions)
- Help students request test accommodations before scheduling

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Policy and Procedures Guides

Requesting Transcripts

Requesting Transcripts continued…

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 between 5pm and midnight.
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.

Reference

Name Change UPDATE!

- **Effective June 1ˢᵗ 2018** GED Testing Service no longer supports name changes due to Marriage/Divorce for Testers who have already credentialed
- We will continue to support name changes under the following circumstance 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

California Name Changes – Testers with no testing history

- If a **current** California Tester has **no testing history* (has not taken any of the operational tests)** and their name and/or DOB is incorrect please call the Test Center support line and explain that they need their name and/or DOB edited. The name and/or DOB should be updated during your call.

- **Note:** You don't need to submit any id/proof of their name and/or DOB since they have not taken any operational tests yet.

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California Name Changes – Testers who have testing history

- If you realize that **a current CA Tester who has taken at least 1 official GED exam** needs their name and/or DOB updated please contact California Department of Education at the following number: (916)445-9438.

- You will be asked questions and will have to fax documentation in order for this request to be considered.

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.

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....

Edit Student Program Information: Richardson, Candice

Back to View Student

Student Detail

Releasing from this program will affect your ability to manage this student's account. Please enter a new email address to continue.

First Name	Middle Name	Last Name
Candice	Jhony	Richardson

Date of Birth	Testing Jurisdiction
03/01/1970	Minnesota

Contact email
abcd123@gmail.com

Save / Return   Cancel / Return   Scheduling Questions

- 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

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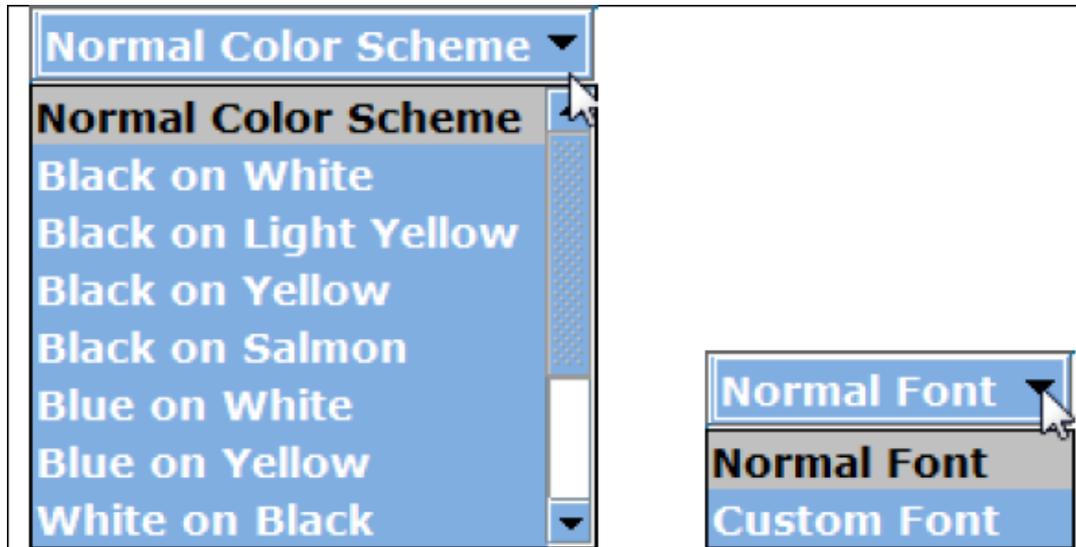
- All GED exams give Testers the option to adjust the font and color scheme appearing onscreen at any time during an exam. You do not need to request font and color adjustments from GEDTS prior to the exam; these are automatically available for all Testers taking the GED® test. Here is an example of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

Who to contact sheet for Test Administrators

GED® Testing Center Support Line

Please use the following directory to determine which support service you should contact. This support line is for GED® testing centers only – please do not give this number to your students. Students should call 1-877-EXAM-GED (392-6433) to receive the support they need.

Call 1-866-389-3665	
For assistance on	**Contact**
Customer service issues such as: • General GED® student support • Creating a student profile in GED Manager™ • Scheduling students for same day or future appointments • Assistance with GED Manager™ • 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	**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.
Testing center quality issues such as: • Managing and activating your test center. • Closing a testing center temporarily due to weather or other reasons • General, non-student related testing center policies and procedures • Locating client reference materials, rules agreements or other documents on the VUE Support System (VSS) website • Using Site 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	**Press 2 for Channel (Testing Center) Quality** Responsible for making sure testing centers are working well and meet requirements. Administers candidate surveys and test administrator training and certification program. Informs testing centers about policy requirements and quality tips.

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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**.