Ask GED Anything – Test Administration Info

Peter Sprengler

Ann Kernan-Rol

Brian Smith

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Meet the Team!

Peter Sprengler

Program Manager for GED from Pearson VUE

Ann Kernan-Roll

Director of Operations & Technology from GED Testing Service

Brian Smith

Senior State Relationship Manager from GED Testing Service

Ask Pete About Pearson VUE Test Administration

Topics Pete knows well:

- Testing Center Procedures
  - ID Requirements
  - Submitting "Cases" for testing Issues
  - Cancellations & emergency test center closures
- Test Center Onboarding & Set Up
- Customer Service & Support Options
  - Phone lines for testers and test centers
  - How to get support on various testing tools
    - Registration Manager
    - Service Direct
    - Test Center Software

Examples of most frequently asked questions:

- *What does a tester need to bring on test day?*
- *How do I find training for VSS?*
- *How do I get help with this software update?*

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Ask Ann About GED Testing Service Policies and Systems

Topics Ann knows well:

- GED Testing Service Policies
  - Wait periods
  - Testing violations
- GED.com & GED Manager
  - How to use
  - User account requests
- GED Prep Connect
  - How to add a center
  - How to use the tools

Examples of most frequently asked questions:

- *I have a tester about to be released from corrections and he needs to test before the wait period is over*
- *How do I get access to GED Manager?*
- *How do I add my center to GED Prep Connect?*
- *How do I find out if these vouchers have been used?*

Ask Brian About Adult Education practices and forging community partnerships

Topics Brian knows well:

- Test Content
- Professional Development for Adult Educators
  - What resources are available
  - How to get training
- Testing and Education programs in Corrections
  - What works for different populations
- State policies
- Forging relationships with workforce partners
- Leveraging GED Prep Connect

Examples of most frequently asked questions:

- *How do I learn more about the Extended Response for RLA?*
- *Who accepts the GED CR and GED CR+ Credit recommendations?*
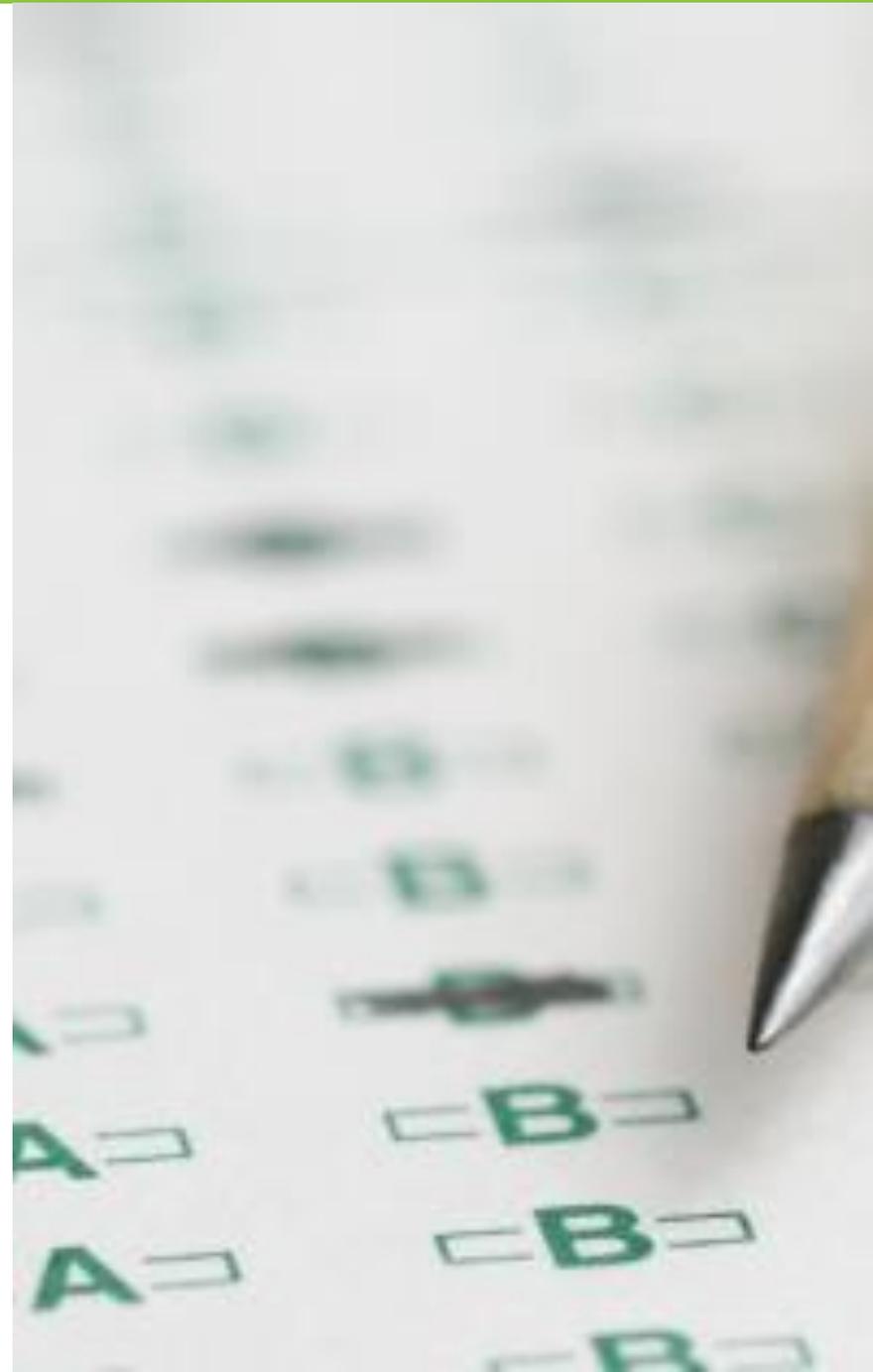- *What is my state doing to support Adult Education?*

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Common Resources that might be handy

This slide deck will be shared with all conference participants. No need to memorize it all right now!

Tester Resources

- GED.com links
- Phone Support

Tester Support

Chat Support available on GED.com

Monday–Friday, 8am – 5 p.m. CT

Facebook questions monitored during business hours

Phone Support

Monday–Friday, 7:00 a.m.–7:00 p.m. CT

1-877-EXAM-GED (877-392-6433)

Email support is always available.

Emails are generally answered within on business day

help@ged.com

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/

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Product Support

Product	Type	Contact
GED Ready	Product troubleshooting	1-877-EXAM-GED (877-392-6433)
	Voucher Issues	pearsonvuevoucherstore@pearson.com
GED Flash – for testers on GED.com	Purchasing Issues	StoreHelp@GEDtestingservice.com
	Product troubleshooting	operations@ged.com
GED Flash for Institutions	Classroom version from Aztec Software	1-800-273-0033 support@aztecsoftware.com
GED Live	From Kaplan	1-800-KAP-TEST
Marketplace	Purchase Issues	StoreHelp@GEDtestingservice.com

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Student Call Center FAQs

How do I request a transcript?

- If you graduated after January 1, 2014 log into your GED.com Account. If you graduated before 2014, from the GED.com home page, select "Life After GED". On that page there is a drop down to find the last place you tested and graduated from. This will direct you to find your records.

How do I request accommodations? What type of accommodation should I apply under?

- From the GED.com homepage, select "About the Test" then choose the "Scheduling" page. From that page you can access this link: https://ged.com/about_test/accommodations/ That pages gives you plenty of information on the accommodations process. Testers can create an application for accommodations when creating their GED.com account. Or from the "My profile" menu once their account is created. You can always email accommodations@ged.com for more information.

Do you have any discounts available for people struggling financially?

- The agent at the time will let you know if any discounts are available. Discounts are generally promoted on the GED.com homepage.

Where is my GED Ready voucher code?

- All voucher codes are delivered via email to address associated with your GED.com account.

How do I use my voucher code to start the GED Ready test, the link isn't working?

- You can start the GED Ready purchase experience by logging into your GED.com account and selecting "Study" from the menu across the top. On the Study page is an option for "Practice" this will send you to a page where you can access free practice questions and initiate a purchase of the GED Ready test. Follow the steps through check out and apply the voucher code at the time of purchase

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Student Call Center FAQs, cnt'd

How do I recover my test scores while I was incarcerated?	• A tester released from corrections must call the call center and answer a few questions in order to be matched to the testing account. Once the account is identified, the tester will need a valid email address to use as the username for the account going forward. A thorough "How to" guide is available here: https://ged.com/wp-content/uploads/corrections_access_scores_after_release.pdf
How do we verify a student's GED?	• All verifications can be found by searching the state from which the credential was issued here: https://ged.com/life_after_ged/
How is the test scored? How soon will I get me test scores?	• The test is scored electronically and results are often available within the hour of completing testing. A random selection of tests are also selected for additional review. This does not indicate that there is anything wrong with the test. We use this process to ensure that testing and scoring continues to be accurate. Most scores are available within 24 hours or testing, and even the tests sent for review are returned within 3 days.
What is an "eligibility" alert, and how do I remove it?	• This only applies to testers outside the United States. It means that we need to ask some additional questions to ensure the tester is qualified to test.

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Tester Center Resources

- Phone Support Options
- How to Access Training for Service Direct

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Test Center Support

Test centers should call **1-866-389-3665** to receive the support they need. Use the following directory to determine which support service will meet your needs.

*Please note: this support line is for GED® test centers only - **do not give this number to your students**.*

Customer Service Issues: *Press 1*	• 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.
Channel (Test Center) Quality: *Press 2*	• Responsible for making sure test centers are working well and meet requirements. Administers candidate surveys and test administrator training and certification program. Informs test centers about policy requirements and quality tips.
Technical Support: *Press 3*	• Provides technical support to test centers. Assists with setting up Pearson VUE Testing System software and technical issues related to downloading, launching and delivering tests.

Channel Quality FAQs

1. How do we receive a refund for an exam that was not taken?

- Answer: The site will need to create a candidate case in Service Direct documenting the reason that the exam was not taken. This will be assigned to the PC team for review and resolution.

2. How do I get access to GED Manager?

- Answer: Please refer to the Educators and Admins link on GED.com.

3. Why am I receiving a missing results escalation case?

- Answer: We have not received the results of the candidates exam which may be due to the RMA not completing the cycle which requires you to run the RMA to return the results. You may also have a no show candidate and that will require you to run the RMA the day following the candidates exam to be able to return the no show result.

4. Which Pearson certification exam do I need to take?

- Answer: If your site collects biometrics, you will need to take and pass the PVTC_A - 03 Standard Certification for PVTC. If your site is a DOC and you will not collect biometrics, you will need to take and pass the PVTC_B - 04 Special Certification for PVTC

Channel Quality FAQs, cont'd

5. Can I proctor at other facilities?

- Answer: Yes. If the other facilities capture biometrics, you will need to take and pass the PVTC_A - 03 Standard Certification for PVTC before you can have an account added and proctor at the other facilities. If the other facility is also a DOC, you will only need an account created in Site Manager for that site as your current certification (PVTC_B - 04 Special Certification for PVTC) will apply for that site.

6. How can I get an invoice and who can add to my line of credit?

- Answer: Please contact Pearson VUE Finance at pvamericasfinance@pearson.com

7. Do I have to re-certify every year and if so when is the deadline?

- Answer: Yes, recertification is required each year and the deadline is 10/31.

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VSS – Test Center Tech Support FAQs

I have four hours available, why can't I schedule this candidates exam.

- The candidate may be scheduling the two or three exams which will not complete within the four hour window. If it is one minute over the four hours, you will not be able to schedule the exam at your test center.

My account is locked.

- Go to Connect.pearsonvue.com and reset your password using the link.

I get a 403 going to Site Manager.

- Please use Connect to access Site Manager.

I need GED Manager contact information.

- Operations@GED.com

I can't see any GED exams to schedule.

- The candidate profile is not complete.

Why can't the candidate copy/paste in an exam.

- A Tester can copy/paste from their work to their work in the same question.
- The tester cannot copy from the question to the answer.
- And a tester cannot copy from one question to another either.
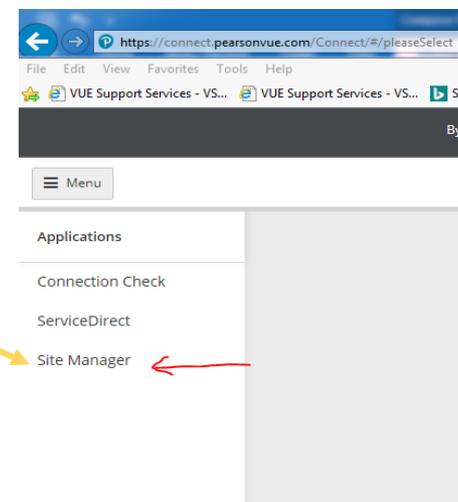
How to Access Service Direct Training (Test Administrators Only)

1. Log into VSS

2. Click on Downloads button

3. Click on ServiceDirect folder

4. Scroll down to locate the Quick Reference Cards, Tutorials (1-7) as well as TA FAQs
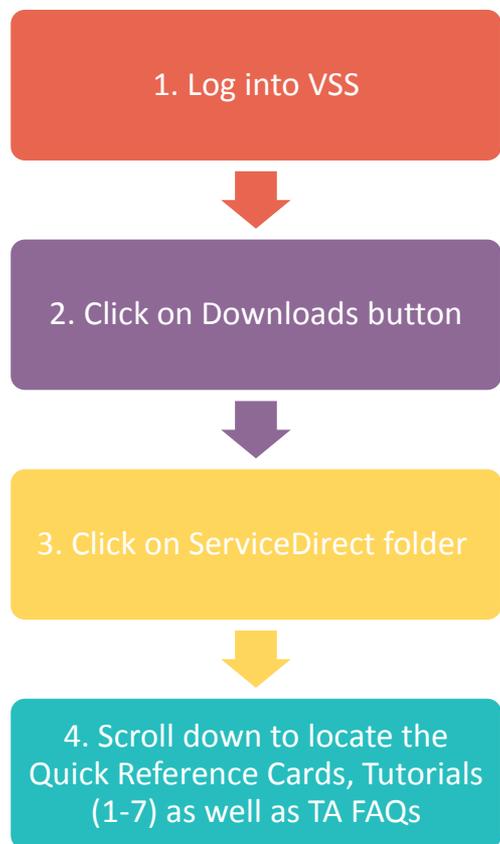
How to access Service Direct Training continued……

Quick Reference Cards

FAQ's

Tutorials

QRC - Accessing ServiceDirect	2.0		Quick Reference Guid	Acrobat PDF	English
QRC - Accessing ServiceDirect Training	2.0		Quick Reference Guid	Acrobat PDF	English
QRC - Adding Attachments	2.0		Quick Reference Guid	Acrobat PDF	English
QRC - Case Notices	2.0		Quick Reference Guid	Acrobat PDF	English
QRC - Configuring Your Browser	2.0		Quick Reference Guid	Acrobat PDF	English
QRC - Creating Cases	2.0		Quick Reference Guid	Acrobat PDF	English
QRC - Edit Profile Settings	2.0		Quick Reference Guid	Acrobat PDF	English
QRC - Logging Out	2.0		Quick Reference Guid	Acrobat PDF	English
QRC - Navigating ServiceDirect	2.0		Quick Reference Guid	Acrobat PDF	English
QRC - Search Basics	2.0		Quick Reference Guid	Acrobat PDF	English
QRC - Taking Ownership	2.0		Quick Reference Guid	Acrobat PDF	English
QRC - Training Tracker	2.0		Quick Reference Guid	Acrobat PDF	English
QRC - Updating Cases	2.0		Quick Reference Guid	Acrobat PDF	English
QRC - Using Knowledge	2.0		Quick Reference Guid	Acrobat PDF	English
QRC - Working with Views	2.0		Quick Reference Guid	Acrobat PDF	English
ServiceDirect Coming Soon to PVTCs and Selects	2.0		Training Documents	MP4 Image	English
TA FAQs about ServiceDirect	02-08-2017	US Letter	Quick Reference Guid	Acrobat PDF	English
TA FAQs about ServiceDirect - Arabic	08-12-2016	A4		Acrobat PDF	Arabic
TA FAQs about ServiceDirect - Japanese	10-17-2016	A4		Acrobat PDF	Japanese
TA FAQs about ServiceDirect - Korean	11-18-2016	A4		Acrobat PDF	Korean
TA FAQs about ServiceDirect - Simplified Chinese	11-16-2016	A4		Acrobat PDF	Chinese (
Test Center Skills and Knowledge Check	3.5	Zip File	Training Module Player	Compressed File	English
Tutorial 1 Accessing ServiceDirect	2.0		Training Documents	MP4 Image	English
Tutorial 2 Navigating ServiceDirect	2.1		Training Documents	MP4 Image	English
Tutorial 3 Configuring Your Browser	2.0		Training Documents	MP4 Image	English

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GED Prep Classroom Resources

- How testers add a Prep Center to share their scores

- How to add your center to GED.com

- RLA Extended Response Resources

How can testers add a Prep Center?

New GED Testers can Search for prep centers here:

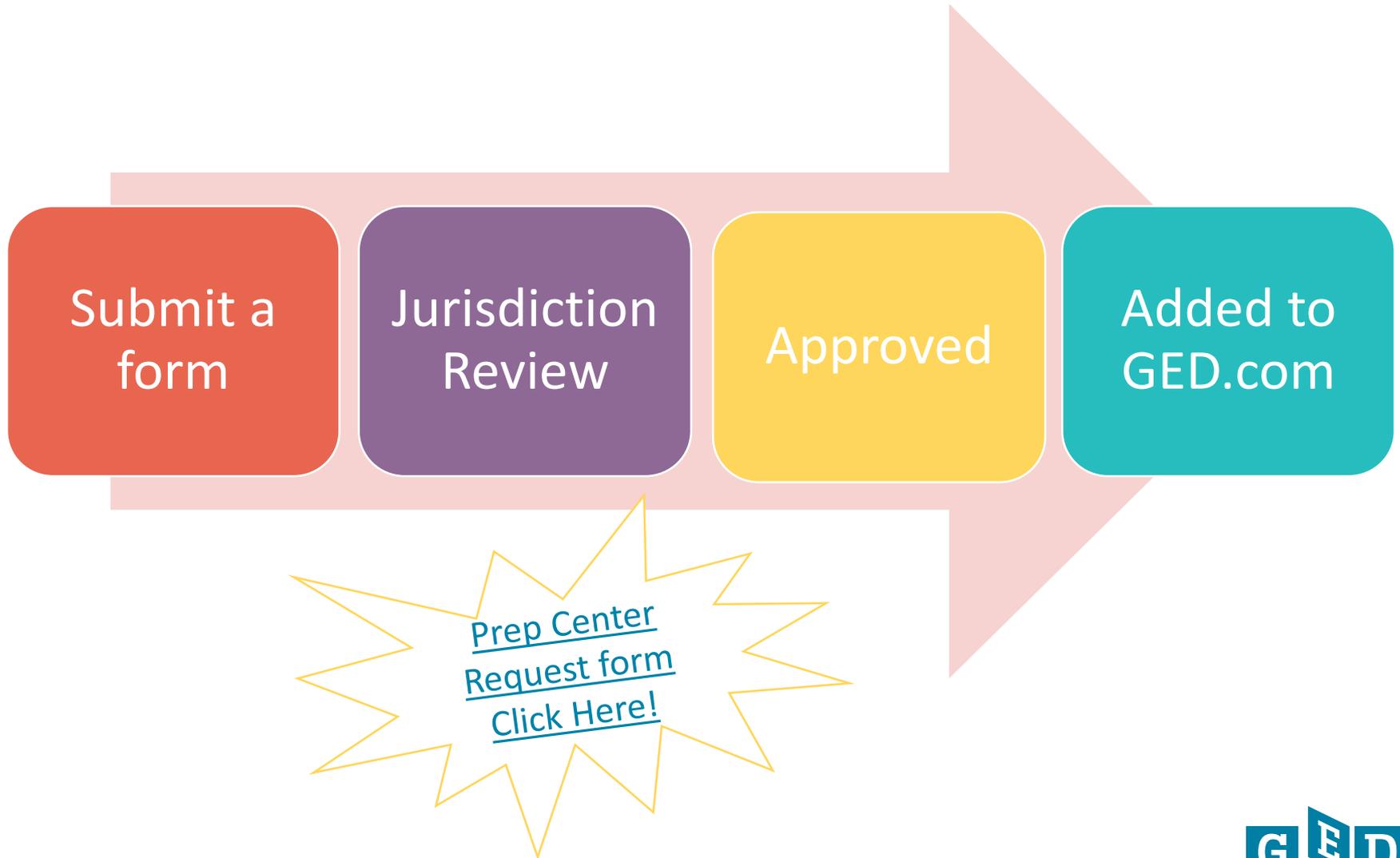https://ged.com/study/ged_classes/

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

At the time of creating their account on GED.com

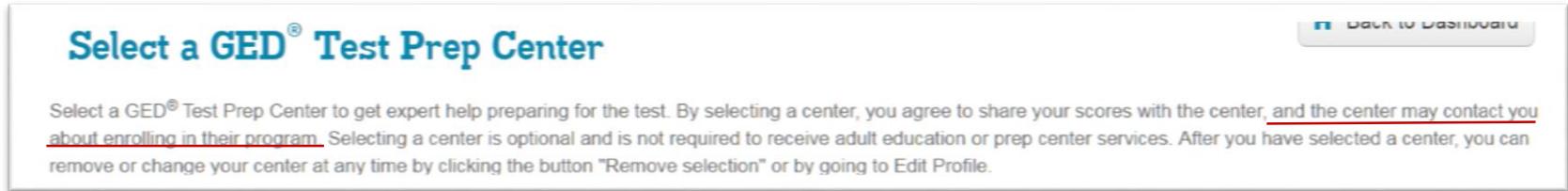From the scores page

From their GED.com profile page

From their score report

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How a Prep Center is Added/Updated

Submit a form → Jurisdiction Review → Approved → Added to GED.com

Prep Center Request form Click Here!

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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:

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

Extended Response Resources

This information is found here: https://ged.com/educators_admins/teaching/classroom_materials/

Extended Response Tools and Practice -	English	Extended Response Quick Tips
		Extended Response Scoring Tools
		Extended Response Classroom Practice
		Extended Response Classroom Poster
	Spanish	Extended Response Quick Tips - Spanish
		Extended Response Scoring Tools - Spanish
		Extended Response Classroom Practice - Spanish
		Explanation of AE Symbol Tool For Spanish Writing
Extended Response Scoring Tools	https://ged.com/educators_admins/teaching/classroom_materials/er_scoring_tools/	Resource Guides for Adult Educators
		Scoring Tool for the GED Ready practice test
		GED Ready Practice Test ER, short answer prompts
		Available in English and Spanish
Extended Response Videos	How to write a great GED extended response – 8 Videos: https://www.youtube.com/playlist?list=PLIqX0SRtnkrsO774aPZzEi1YhcmkM5ktH	Determine Which Position is best Supported
		Write a Well-Supported Argument
		Make a Plan and Write an Introduction
		Write the Body and Conclusion
		Write a Fully Supported Response
		Check and Revise Your Response
		How your Response is Scored

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GED Manager™ Resource

- How to request Access

Request Access to GED Manager

Access to GED Manager™ requires permission from your State Administrator.

There are different types of GED Manager™ access depending on your role, which state you are located in, and whether or not you work at a Correctional facility.

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/