



# Florida GED® Testing Office

## Monthly Newsletter

FEBRUARY 2014

### Message from the GED Administrator™

Don't forget that we are having a statewide GED Testing conference call on March 14. If there are particular questions/issues that you would like addressed on the call, please contact me or Diane Vaccari. As always, if you have any questions on the GED® testing, please contact me at [Tara.Goodman@fldoe.org](mailto:Tara.Goodman@fldoe.org).

*Tara*

### **IMPORTANT: Mathematical Reasoning Testing Time Extended**

As of Friday, February 21, 2014, the standard time allowance on the GED® test - Mathematical Reasoning was increased by 25 minutes for a total time of 115 minutes.

- For individuals already scheduled to test, testing centers do not need to re-schedule test-takers. The tests will be automatically updated with the extended time. Testing centers may need to adjust their open hours if they want to allow sufficient time for candidates to schedule all modules in a single day. The complete GED® test battery is now 8.25 hours long.
- Testing centers will continue to be paid per hour, (\$5 per hour in most locations). Test-taker fees will not change. Testing centers will not lose any testing center compensation fees as a result of the extended test time; payments will reflect the new, longer test time.
- Any instructional materials/marketing materials/etc. that reflect the old 90 minute Math exam time should be updated to 115 minutes.
- All test-takers who have already taken the Math test will be eligible for a free retake (this includes individuals who passed the test). Test-takers were notified by email on Monday, February 24, that they are eligible for a free retest and to contact the customer service center at 1-877-EXAM-GED. NOTE: This is a completely free retake; not the discounted

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Education  
325 West Gaines St.  
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Tallahassee, FL 32399

Phone 850-245-0449

800 Line for Florida  
Customers  
1-877-352-4331

#### Web Site:

<http://ged.fldoe.org>

#### Archived copies of newsletters:

[http://ged.fldoe.org/  
newsletter.asp](http://ged.fldoe.org/newsletter.asp)

#### Staff Members:

Tara Goodman, GED  
Administrator™

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Program Manager

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Information Specialist  
III

Rasheeda Dixon,  
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retake offered to individuals who fail the first test.

- Test takers that have taken the GED® Math test multiple times and paid fees for retakes will have those fees refunded.
- Test-takers who already took the Math test three times will not be required to wait 60 days before using their retakes.
- All test-takers who took GED Ready – Mathematical Reasoning before Friday, February 21 and scored in the “Not Likely to Pass” or “Too Close to Call” range will receive a voucher for a free GED Ready™ test. Vouchers will be issued to the person or organization that purchased the original GED Ready™ voucher.

### Note about scheduling of Discounted Retakes

Please be aware that the discount for retake on the 2<sup>nd</sup> and 3<sup>rd</sup> test attempt is applied when the candidate schedules **for one test at a time**. Candidates should be advised to schedule their retakes in single, not multiple appointment blocks, because the scheduling system is not able to apply the discount if more than one test is selected. Or you may advise candidates that it would be best to contact to the call center (877-392-6433) to schedule the discounted retakes.

### Statewide Testing Conference Call: March 14

The testing office is hosting a statewide conference call on the following date/time:

Date: March 14

Time: 11 a.m., Eastern

Conference Line: 1-888-670-3525

Passcode: 6246588702 then #

If you have agenda items that you would like to request for the meeting, please email [tara.goodman@fldoe.org](mailto:tara.goodman@fldoe.org) and [diane.vaccari@fldoe.org](mailto:diane.vaccari@fldoe.org).

### Underage Waiver – Email address for forms

Please make sure that you are using the following email address for the submission of underage approval forms:

[GEDagewaiver@fldoe.org](mailto:GEDagewaiver@fldoe.org)

The approval form may be downloaded here:

<https://ged.fldoe.org/pdf/GEDUnderageTesterForm.pdf>

### GED Manager and Corrections

Individuals testing at correctional testing sites must be registered for

the test through GED Manager. Testing centers operated in correctional facilities **must** have access to GED Manager to register and schedule the candidates. Currently, access to GED Manager is limited to correctional testing facilities as GED Testing Service continues development of the system.

If you are opening or have recently opened a correctional testing site and need access to GED Manager for your correctional testing facility, we need the following information for each staff member needing access in order to register and schedule candidates:

- First Name
- Last Name
- Title
- Organization
- Pearson VUE Site ID
- Work Email Address\*
- Phone number

\*NOTE: Your account will be linked to this email address. If you have created a fictitious student account in [www.ged.com](http://www.ged.com) then it will cause a conflict with your GED manager account; the same address cannot be used for both. The email address on the fictitious account will need to be changed.

Please email these requests to both [diane.vaccari@fldoe.org](mailto:diane.vaccari@fldoe.org) and [tara.goodman@fldoe.org](mailto:tara.goodman@fldoe.org). It will take GED Testing Service 3 to 5 days to process the request once we have submitted it.

### **GED.com Registration Error on High School Enrollment Question**

Individuals registering for the test are commonly selecting that they are still enrolled in high school when registering to take the test, even though they have dropped out of high school and are enrolled in adult education preparation. If an individual selects "yes" to the question "Are you enrolled in high school," he/she will receive another question about enrollment in the Option program. Many individuals are selecting "yes" to both of these questions, even though are not enrolled in a K-12 high school. These actions will place them in the exceptions queue for the Exit Options program. Currently, these errors can be cleared in two ways:

1. Candidates may call 877-392-6433 to request that their registration profile is updated to reflect that they are NOT enrolled in high school.
2. Candidates may contact us via [flgedhelp@fldoe.org](mailto:flgedhelp@fldoe.org) and request that their registration profile is updated.

## Updating your local web site information

Please review your public web sites to ensure that current information on the 2014 GED® Test is posted on your site and that outdated information on paper-based testing has been removed. See the following site for resources:

<http://www.gedtestingservice.com/educators/updateyourwebsite>

## New Accommodations Forms

New forms have been released for requesting accommodations on the 2014 GED® Test. Please see the following web site for the new forms:

<http://www.gedtestingservice.com/testers/computer-accommodations>

You may also review the sections of the newly released “2014 GED® Program Policy Manual” (Section 5 and Appendix 1) for more information on accommodations.

## Cell Phone Policy

The “2014 GED® Program Policy Manual” contains the following information regarding cell phones:

*“Any Test-taker caught with a cell phone or smart phone in a testing center while testing will be escorted to the lockers where the Test-taker will be communicated that the Test-taker needs to leave the testing center and reschedule the test. The Test-taker will not be able to continue testing on that day. The Test-taker will not be refunded the testing fees and will need to re issue payment at the next appointment time.”*

## Changes to Credentialing – Original and Duplicates

Effective January 1, 2014, Florida is transitioning its credentialing process from the issuance of paper transcripts and diplomas to a paperless web-based credentialing system. As with any new process, there will be changes and questions.

*For diplomas earned on or after January 1, 2014:*

Original credentials will be sent via email to the candidate, usually the same day. The email will include information on how to order hardcopies. There is no charge for first issuance of original credentials, including the electronic transcript/diploma and paper version of the diploma. Electronic diplomas/transcripts can be forwarded via email to potential post-secondary schools and employers. As long as there is an internet connection each time the

electronic credential is opened, it is verified on Parchment's server with the blue ribbon security feature.

Duplicate credential requests can be made by logging in to the candidate's myGED™ at <http://ged.com>. Use the login at the top right of the page. Select the My Scores tab and click the Order Duplicates button on the Scores page.

*For diplomas earned prior to January 1, 2014:*

Until January 31, 2014, candidates will request duplicate credentials from the Florida Department of Education using the instructions found on the website: <http://ged.fldoe.org>. Requests postmarked after January 31, 2014, will be returned to the sender.

Effective February 1, 2014, candidates will request credentials from GED Credentialing™, at:

[https://exchange.parchment.com/send/adds/index.php?main\\_page=login&s\\_id=rpDK8WYImkQgcPlw](https://exchange.parchment.com/send/adds/index.php?main_page=login&s_id=rpDK8WYImkQgcPlw).

Verifications:

Also, beginning February 1, 2014, all diploma verifications will be handled through the duplicate diploma and/or transcript request process.

If you have any questions about the credentialing process, there is a Frequently Asked Questions document posted here:

[https://ged.fldoe.org/pdf/GEDCred\\_FAQ.pdf](https://ged.fldoe.org/pdf/GEDCred_FAQ.pdf).

### **Florida GED® Records Website**

- Records prior to January 1, 2014, will still be available at <https://ged.fldoe.org/login.asp>, using your existing login credentials. This site is available for use now by current users.
- Records after and including January 1, 2014, are available at <https://app4.fldoe.org/FLHSDRecordSite>. The site still has some bugs that need to be worked out, but it can currently be used to search for candidates by name to view scores on the 2014 test. All users of the current Florida GED® Records Website will be notified via email when the site is fully functional. If you have any suggestions on the functionality of this site, please email your suggestions to Diane Vaccari.
- Eventually all the data will be merged so that all records will be viewable on this site  
<https://app4.fldoe.org/FLHSDRecordSite>.

If you have any questions, email Diane Vaccari at [diane.vaccari@fldoe.org](mailto:diane.vaccari@fldoe.org).

### **REMINDERS:**

#### **PBT Battery Return – Due back by the end of January**

If you have not already done so, please return all testing booklets

immediately. You do not need to return unused answer sheets only testing booklets and secure testing materials. If you have any questions, please contact Diane Vaccari at [diane.vaccari@fldoe.org](mailto:diane.vaccari@fldoe.org).

### **GED AccessPoint – Username and Password**

The GED AccessPoint web address is <https://access.gedtest.org/Art>. The user name for accessing GED AccessPoint is your 10-digit testing center number (ex. 3000120XXX). The password was set locally by you. If you have been locked out of the system or do not remember your password, you may reset the password in the system. If you have questions, please contact Diane Vaccari.

### **User Names and Passwords for Accessing State GED Database: <https://ged.fldoe.org/login.asp>**

All requests for user names and passwords to this system must be submitted by the Chief Examiner only. Access is limited to staff members involved in GED Testing at the testing centers. Instructional staff members are not permitted access to this system.

**The Chief Examiner may NOT share their user name and password with other staff members.** A request should be made for other GED personnel who require access to the database as part of their job duties. The Florida GED Testing Office is maintaining a list of all staff members who have been provided access. The Chief Examiner should maintain this information as well. Please contact Diane Vaccari if you have any questions.

### **Performance-based Exit Options Students**

For districts with the performance-based Exit Option, individuals participating in this program must receive approval from the district Performance-Based Exit Option program coordinator before being allowed to schedule GED® testing. A list of Exit Options coordinators is available at the following link:

[http://www.fldoe.org/family/dropout/xls/dropout\\_contacts.xls](http://www.fldoe.org/family/dropout/xls/dropout_contacts.xls)

A form must be completed and submitted to the testing office before individuals in the Exit Options program can be cleared to test. This form will soon be available on the <http://ged.fldoe.org> web site. If you need a copy of this form, please email Diane Vaccari at [diane.vaccari@fldoe.org](mailto:diane.vaccari@fldoe.org).

### **Resources to help test takers with [www.ged.com](http://www.ged.com)**

GED Testing Service has several resources available for test takers available on the following web site:

<http://www.gedtestingservice.com/educators/2014ready>

This site has the following materials:

- Flyers
- Web graphics
- Math posters
- Web text
- Student guides

Please note the following specific test takers guides for individuals who need assistance with registering and scheduling the 2014 GED® Test:

Guide on how to sign up:

<http://www.gedtestingservice.com/uploads/files/2418e015760d104184f0d212c8e1eca6.pdf>

Guide on how to schedule:

<http://www.gedtestingservice.com/uploads/files/2418e015760d104184f0d212c8e1eca6.pdf>

Guide on how to clear alerts:

<http://www.gedtestingservice.com/uploads/files/add54280e4430ad2cb536330843ca77a.pdf>

Guide on how to access scores once you have tested:

<http://www.gedtestingservice.com/uploads/files/07aa9adc732c8b29b42b83550471ccfb.pdf>

## **GED Testing Service and Social Media**

GED Testing Service® has several venues for release information through social media. See below for links to their various social media sites:

Official GED® Testing Facebook page:

<http://www.facebook.com/GEDTesting>

GED Testing Service® YouTube channel:

<http://www.youtube.com/user/GEDTestingService>

GED Testing Service® Twitter: <http://twitter.com/#!/gedtesting>

## **IMPORTANT NOTICE TO ACTIVE GED® CBT SITES ABOUT STOPPING A TEST**

Please take note that on a few occasions, CBT scores have been invalidated and testers had to take the subtests again at no fault of their own. The invalidations have been due to the test administrator (TA) ending the testing session prior to the tester completing all subtests they had originally scheduled in that particular appointment

(Example: Re-tester had an appointment for two sessions and decided to skip the second test because the scores on the first test were sufficient to pass). Even though the testers had the printed unofficial results, the scores were not transmitted to the center server and the tests had to be rescheduled. Pearson VUE technical support has in both cases given TAs inadequate advice to how to stop the test. **Under no circumstances should the TA stop a test appointment in which a tester has completed only a portion of the subtests scheduled in that appointment. The testing appointment should be allowed to run out and *then* the TA should end the test session.**