



Florida GED[®] Testing Office

Monthly Newsletter

MAY 2014

Message from the GED Administrator[™]

The Department of Education has concluded the competitive procurement process for a high school equivalency examination. GED Testing Service was selected as the vendor to provide the 2014 GED[®] Test for the State of Florida High School Diploma. As always, if you have any questions, please contact me at Tara.Goodman@fldoe.org.

Tara

Florida GED[®] Records Website

The Florida GED[®] Records Website includes GED[®] test records from 1999 to the present year. Older records are not found in the database but are held in our archives. If you are trying to look up a record prior to 1999, you will need to contact the GED[®] testing office at 850-245-0449 or FLGEDHelp@fldoe.org. The office can assist you by looking for the record in archives. You must minimally provide the full name of the tester at the time of testing, date of birth, and last four digits of the social security number.

Also, it should be noted that for 2014 test passers that you might see the diploma number missing. Diploma numbers are only imported once per week from GED[®] Credentialing/Parchment. If a tester has passed, it will show a diploma earned date, but the diploma number would be added later.

Retake Waiting Period

Students can test three times on the same subject without waiting. After the third attempt, there is a 60-day waiting period before another attempt can be scheduled on the sub-test. We have received several inquiries as to whether the 60-day waiting period can be waived. The waiting period cannot be waived; it is required to limit test item exposure and to protect the validity of the exam.

Florida Department of
Education
325 West Gaines St.
Room 634
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)

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Administrator[™]

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GED Testing Contact Lists

GED Testing Service[®] now uses Pearson VUE as the technology provider for the computer-based GED[®] tests. With this change, there is no longer a required Chief Examiner or Examiners at each of the testing centers to use as main contacts for GED[®] testing; therefore, the contact structure to be used by the Florida Department of Education (FDOE) GED[®] Testing Office has changed.

Diane Vaccari sent out emails to individuals at all school districts, all agencies with open GED[®] testing centers, and all agencies that had PBT GED[®] testing centers, including those that have yet to open a CBT GED[®] testing site. In most cases only one person was from each agency was emailed a request to provide contact information for GED[®] Testing.

Even if a school district is not sponsoring a GED[®] testing center, they are being asked to supply the following contacts related to GED[®] testing:

- General District Contact
- Underage Testing Contact
- Exit Option Coordinator – only for participating districts
- Contact for disabled students for Accommodations Assistance

Agencies with GED[®] testing centers are being asked to provide additional contacts.

If you have any questions about the contact lists that the FDOE GED[®] Testing Office is compiling, please email Diane.Vaccari@fldoe.org.

2014 Statistics on GED[®] Testing January - April

Diplomas Issued	1426	
Subtests Scored	Mathematical Reasoning	5,518
	Reasoning through Language Arts	5,177
	Science	4,719
	Social Studies	4,995
Individuals tested	6,039	
Completers	3,283	

REMINDERS:

Reporting Customer Service Issues with GEDTS call centers

If you are experiencing any issues with any GEDTS call centers, including exceptionally long wait times to speak with someone, please send the following specific information to diane.vaccari@fldoe.org:

- Testing Center number (PVTIC ID)
- Phone number called
- Date of the Call
- Time of the Call
- Incident description
- Name of person you spoke with

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 and request that their registration profile is updated.

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/dropoutp/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.

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.”

Note about scheduling of Discounted Retakes

Please be aware that the discount for retake on the 2nd and 3rd 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.

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 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 and tara.goodman@fldoe.org. It will take GED Testing Service 3 to 5 days to process the request once we have submitted it.

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.

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.

Resources to help test takers with 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>

Calculator References

Here are the current resources available for the TI-30XS calculator used for the 2014 GED® Test:

Calculator Videos:

<http://www.gedtestingservice.com/testers/calculator>

Calculator Reference Guide:

<http://www.gedtestingservice.com/uploads/files/a65a291f236e4a4e6f0ba63ce1ae885f.pdf>

Did you know that you can order calculator reference guides free of charge from GED Testing Service? The following professionally printed resources are available:

Math Poster:

<http://www.gedtestingservice.com/uploads/files/3fd9475e25b36d78af7305296c23d581.pdf>

Calculator Reference Sheet

<http://www.gedtestingservice.com/uploads/files/a65a291f236e4a4e6f0ba63ce1ae885f.pdf>

You may email communications@gedtestingservice.com to order these materials.

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>