

# HiSET Best Practices

ROUND TABLE

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# Today's Discussion Topics:

## **Where can we go for HiSET Guidance?**

HiSET.org will set you free!

Maine specific rules and policies

## **What other resources are there?**

Schoolology HiSET – Theresa

## **Session Self-serve – Theresa**

## **Accommodations – Theresa and Kelley**

# HiSET Overview

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- ▶ State issued – Maine High School Equivalency Diploma
  - ▶ Used to be GED, but in 2014 switched to HiSET
  - ▶ No cost to test for Maine residents
- ▶ Mission driven, Community based, Professional, and Consistent
  - ▶ High Stakes testing- the Maine way

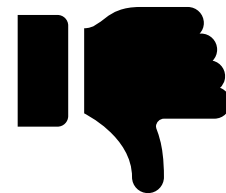
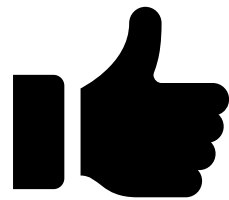
## The Goal is...

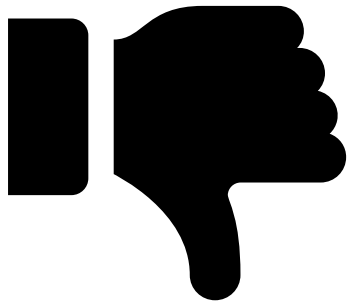
To create a consistent test experience for the tester throughout the state.  
To provide a secure test experience for the tester throughout the state.



## True or False:

16 year olds are able to official HiSET tests in Maine if they have a signed and approved “immediate need “ waiver.

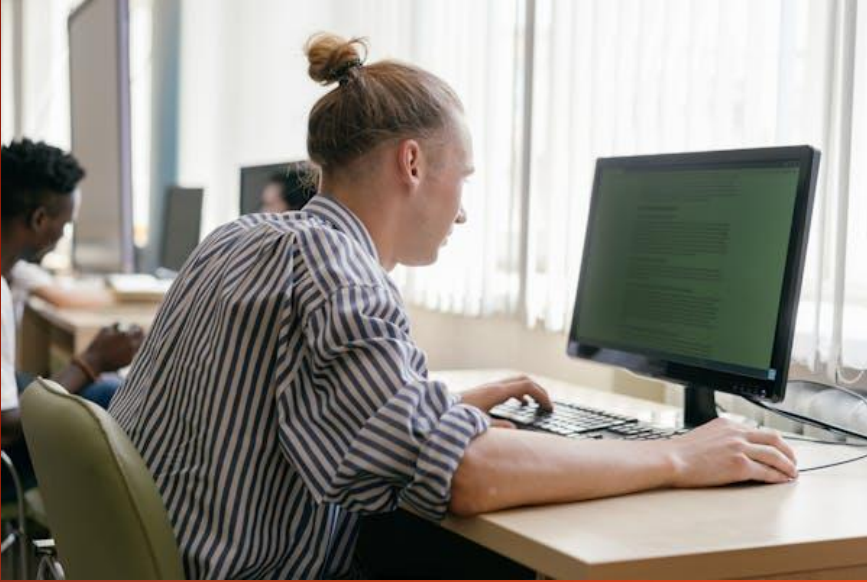




**Title 20-A: EDUCATION**  
**Part 1: GENERAL PROVISIONS**  
**Chapter 3: DEPARTMENT OF EDUCATION**  
**Subchapter 2: COMMISSIONER**

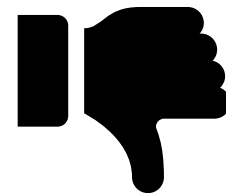
**§257. High school equivalency diplomas**

1. **Issuance of diploma.** The commissioner shall issue a high school equivalency diploma to a person who:
  - A. Is at least 17 years of age and:



## True or False:

To document test readiness, a HiSET pretest should be taken and passed before an official HiSET test is administered.



**HiSET**<sup>®</sup>

For Test Takers

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About

Requirements

Schedule

## HiSET State Requirements

### Maine HiSET<sup>®</sup> Requirements

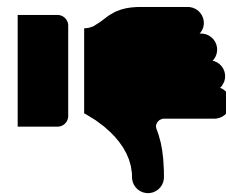
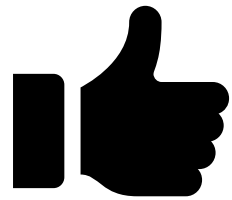


**Practice Test:** You must first take and pass the Official HiSET Practice Test at a local adult education test center or provide similar evidence (to the satisfaction of the local Maine test center) of preparation for testing. Local test centers may impose additional requirements concerning age waivers, initial testing, and retesting through local school board policies. Check with your **test center** for details.



## True or False:

A high school equivalency teacher can administer/proctor an official HiSET test as long as they have not worked directly with the tester.

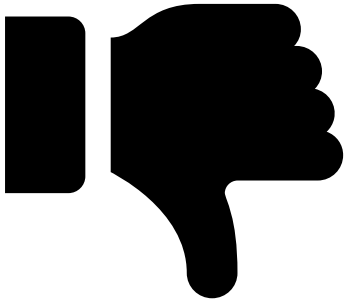




## General Qualifications for a Chief Examiner

### HiSET Chief Examiners should:

- hold at least a bachelor's degree from a nationally accredited college or university.
- have at least three (3) years of experience in teaching, training, counselling or testing; or college-level coursework in those fields.
- not be involved in high school equivalency instruction.



## General Qualifications for Test Administrators

### HiSET Test Administrators should:

- have some experience in administering standardized tests.
- speak English fluently.
- be at least 18 years of age or older.
- have the ability to complete forms and to read directions clearly to test takers.
- possess unquestionable integrity and be able to handle groups of test takers in an effective, efficient and friendly manner.
- not be involved in high school equivalency instruction.

# Schoology – HiSET Group

- ▶ Adult Education Director contacts Amy Poland [Amy.Poland@Maine.gov](mailto:Amy.Poland@Maine.gov) to request your Schoology account.
- ▶ When receive Schoology account, request to join the HiSET group.  
Access code: **58MQ-44KB-CKGNS**
- ▶ Locate the Resources folder in the HiSET group and open the folder titled “Need to add new staff to the HiSET PSI System START HERE!”
- ▶ Open the document titled “First Steps to get started administering psi HiSET exams”



## Support Contacts

To expedite your request, please make sure that you have, or include, your name, title, and test center number and location.

### Test Administration Support

#### Test Center Help Desk

*This toll-free number and email address are reserved for Test Administrators and Proctors only.  
This contact info should not be shared with test takers.*

**Telephone:**

1-844-562-0512

Available 24x7, 365 days a year

**Email:**

[opsupport@psionline.com](mailto:opsupport@psionline.com)\*

*\*For immediate assistance contact the Help Desk via the toll-free phone number above. Emails sent to this address will be answered within 24 hours.*

#### Channel Management and Site Administration

**Telephone:**

1-800-367-1565 ext. 6775

Monday – Friday 6:30 am – 5:00 pm CT

Saturday 8:00 am – 4:30 pm CT

**Email:**

[siteadmin@psionline.com](mailto:siteadmin@psionline.com)

#### Test Session Management

**Email:**

[sessionmanagement@psionline.com](mailto:sessionmanagement@psionline.com)

#### Test Center Recruitment and OnBoarding

**Website:**

<https://www.psonline.com/test-delivery/apply-now/>

### Test Taker Services

#### Customer Service

**Telephone:**

1-855-MyHiSET (1-855-694-4738)

Monday – Friday 6:30 am – 5:00 pm CT

Saturday and Sunday 8:00 am – 4:30 pm CT

**Email:**

[HiSETsupport@psionline.com](mailto:HiSETsupport@psionline.com)

*This email address and phone number are intended for test taker inquiries.*

#### PSI Exam Accommodations

**Telephone:**

1-800-367-1565 ext. 6750

Monday – Friday 8:00 am – 5:00 pm CT

**Email:**

[eaalerts@psionline.com](mailto:eaalerts@psionline.com)

# PSI Test Center Support Form

- ▶ Most issues can be handled by filling out this form:  
<https://psihiset.zendesk.com/hc/en-us/requests/new>
- ▶ Creating a login will allow you to keep a record of your requests
- ▶ If you have an immediate concern, please contact PSI's Global Test Center Help Desk at 844-562-0512.

# TCA & GPS Portal Logins and Passwords

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The GPS portal locks after 30 days of inactivity and the TCA portal after 60 days of inactivity.

**TCA portal** - if the user is locked due to inactivity the forgot password option will not resolve the issue, only HiSET staff is able to remove the block. The user will need to submit the request "TCA Client Portal Access Issues" in the "Choose your area of need" drop down menu of the Test Center Support Form.

**GPS portal** - when the form is submitted with the area of need as "Locked out - GPS Proctoring" they will receive an automated response to call the Help Desk and the ticket will close without any additional review by the HiSET team.

HiSET suggests if the user is locked out of the GPS portal only the first step should be to contact the helpdesk. If they are locked out of both TCA and GPS portals, they can include both requests on the ticket with the area of need as "TCA Client Portal Access Issues" and the HiSET team can resolve both.

For immediate login assistance related to PSI's TCA Portal (used for sites that register test takers) or for assistance with PSI's Test Delivery Platform (GPS), please contact PSI's Global Test Center Help Desk at 844-562-0512.

## Remember:

The GPS portal locks after 30 days of inactivity, the TCA portal after 60 days. *SO- Log in regularly to avoid getting locked out!*

# Session Self Serve

- ▶ Establish your test center's available testing timeslots
- ▶ Once the user completes the training video, they need to provide a copy of the completion certificate to Kelley and Theresa
- ▶ HiSET will add the access to the user's GPS account via an Administration tab

## **6 – GPS Session Management – Session Self Serve**

In depth tutorial on how do set up sessions as a self-serve option. State approval may be required for this functionality in some states.

Access video: [Link](#)

Accompanying PDF: [HiSET – Session Self Serve GPS Training PDF](#) (1MB)

## Accommodations Question



**How many of you have assisted a test taker with applying for accommodations?**

# Accommodations Best Practices

- ▶ Always review the most recent Accommodations information at: <https://hiset.org/hiset-test-accommodations/>
- ▶ DO NOT RECOMMEND using the published Accommodations email address! If you have questions regarding a test taker's accommodations or need to schedule a test, please call the Accommodations Help Desk at 800-367-1565 x6750.
- ▶ To apply for accommodations - use the Accommodations Request form located on hiset.org: [https://psi-cdexp.zendesk.com/hc/en-us/requests/new?ticket\\_form\\_id=360000150872](https://psi-cdexp.zendesk.com/hc/en-us/requests/new?ticket_form_id=360000150872)
- ▶ To schedule a test taker for an exam with accommodations - call 800-367-1565 x6750. You will need the test taker's ID number, their Accommodations approval ticket number (sent to the email address that requested the accommodation), and the test center CBT or PBT site number to assist the agent with scheduling the exam.
- ▶ If an extended test session needs to be created, you can save time by creating that yourself (Session Self Serve) before placing the call to the Accommodations Help Desk.





Additional Questions?

*Thank you!*

**Please contact us:**

- ▶ Kelley Heath – [kelley.heath@maine.gov](mailto:kelley.heath@maine.gov)
- ▶ Theresa Boynton – [tboynton@msad15.org](mailto:tboynton@msad15.org)

