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Chapter 1

Communicating with Educational Testing Service

ETS staff is prepared to help you with any questions or problems you may have before, during and after an administration. If you are in need of information that is not available in this manual, the following departments can provide support and resolution to the following issues:

Test Administration Services
- Emergencies prior to and on the test date
- Missing materials from the shipment
- Damaged booklets
- Clarification of test administration procedures
- Problems involving registration for a current test administration
- Problems returning test materials to ETS
- Test center staffing
- Scheduling of test dates at your center, change of address, change of Examiner or Supervisor or any other questions pertaining to your test center
- Uncertainty about which department to contact

Office of Testing Integrity
- All matters involving security of a test and/or test materials (e.g., cartons of test materials have been tampered with, missing test materials, cheating or impersonation)

Customer Service
- Test taker questions or issues
- Test taker reports a flawed test question or that there are no correct answer choices

ETS Disability Services
- Registration problems for a current test administration for test takers receiving accommodations
- Questions regarding accommodations
- Emergencies prior to or on the test date for test takers receiving accommodations
- Clarification of test administration procedures for tests being given with accommodations
Contact Information

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

**Test Administration Services**

Phone: 1-800-257-5123* — U.S.
Monday – Friday
8:00 a.m. – 8:00 p.m. Eastern Time

Email: HiSETTAS@ets.org

Mail: ETS-HISET Test Administration Services
ETS
Mail Stop 34-Q
Ewing, NJ 08618 U.S.

Fax: 1-609-771-7710

*The toll-free number is reserved for the Supervisors and their staff only. **This number should not be shared with test takers.**

**Office of Testing Integrity**

Phone: 1-800-750-6991 — U.S. only
1-609-406-5430 — all other locations
Monday – Friday
8:30 a.m. – 4:30 p.m. Eastern Time
1-800-257-5123 (as well as test day)

Email: TSReturns@ets.org

Fax: 1-609-406-9709

**Customer Service**
*(Test taker inquiries)*

Phone: 1-855-MyHISET
(1-855-694-4738)
Monday – Friday
8:00 a.m. – 8:00 p.m. Eastern Time

_Recorded information is available 24 hours a day if using a touchtone phone._

Fax: 1-609-882-9693

Email: HiSET@ets.org

Website: www.hiset.ets.org

**ETS Disability Services**

Phone: 1-855-802-2748 (toll-free in the United States, American Samoa, Guam, Puerto Rico, U.S. Virgin Islands and Canada)
1-609-359-5615 — all other locations
Monday – Friday
8:30 a.m. – 5:00 p.m. Eastern Time
(as well as test day)

Email: HiSETSSD@ets.org

Mail: ETS Disability Services
PO Box 6054
Princeton, NJ 08541-6054

Courier Service: ETS Disability Services
225 Phillips Blvd.
Ewing, NJ 08628-1426

Fax: 1-609-240-0525
Chapter 2

Staffing the HiSET Program

As developed by Educational Testing Service, the HiSET testing program may consist of the following roles:

- State Administrator
- Chief Examiner
- Test Center Supervisor
- Proctor

HiSET Chief Examiners and Test Center Supervisors will be appointed locally with approval of the State Administrator.

Staff Development

The State Administrator shall:

- Provide training for all newly appointed HiSET Chief Examiners and Test Center Supervisors prior to their first test administrations.
- Provide ongoing staff development as appropriate.

Test Security

The State Administrator shall:

- Inspect each official HiSET testing center before it is established and before approving a change of location.
- Review emergency plans and written receiving plans annually for each official HiSET testing center in the jurisdiction.
- Close official HiSET testing center(s) when a violation of security procedures occurs and whenever circumstances warrant such action.
- Oversee investigations of security violations appropriately, including on-site visits whenever feasible.
- Immediately report any violation of procedures to ETS.

Attendance at National Meetings

State administrators will be invited to the annual HiSET national meeting. Participation is recommended to receive updated program information and collaborate with other HiSET states and preparation providers.
Overall Responsibilities of Chief Examiners and Test Center Supervisors

Chief Examiners and Test Center Supervisors are responsible for the overall quality of the testing program at their HiSET testing center. Their major responsibility is to uphold the integrity of the HiSET program by effectively organizing and overseeing the test administration process.

Responsibilities of Chief Examiner

The Chief Examiner typically:

- Places material orders.
- Signs the test center Memorandum of Understanding (MOU) with ETS.
- Attends and participates in mandated training sessions as required by the state.
- Verifies eligibility of the test takers prior to testing.
- Creates and implements a written receiving plan for secure testing materials and train all HiSET testing center staff members to follow the plan. The plan must include how to receive and store secure materials if the Chief Examiner or Supervisor is not present when materials arrive.
- Inventories and places into secure storage all secure testing materials within one business day of receiving the materials from Educational Testing Service.
- Develops a written, HiSET specific emergency plan (see page 28 of this manual), and trains all staff members to follow the plan.
- Selects, trains, and monitors Proctors.
- Inventories and checks the condition of all secure testing materials immediately upon receiving; prepare a written inventory at the beginning and end of each testing session and on a monthly basis when the tests are not in use.
- Conducts investigations into test compromises and testing irregularities. Follow ETS policies and procedures for reporting these irregularities.

Responsibilities of Supervisors

The Supervisor typically:

- Verifies the identity and eligibility of each HiSET candidate.
- Maintains testing surveillance logs, seating charts, and other documentation as required.
- Maintains the security of all testing materials.
- Prepares a written inventory of all secure testing materials used during each test administration and maintains the inventory documentation in the permanent secure storage area.
- Conducts testing sessions in accordance with Educational Testing Service policies and procedures as set forth in this Program Manual and in any supplemental memoranda from Educational Testing Service.
- Controls testing sessions by following all Educational Testing Service policies and procedures for conducting a testing session under standard conditions or, when appropriate, with accommodations for candidates with disabilities. (See chapter 8 of this manual.)

Throughout the contract year, the Supervisor must:

- Select, train, and monitor Proctors.
- Inventory and check the condition of all secure testing materials when received from Educational Testing Service; prepare a written inventory at the beginning and end of each testing session and on a monthly basis when the tests are not in use.
- Adhere to Educational Testing Service policies regarding preparing and submitting testing materials for scoring.
- Inform the Chief Examiner and/or State Administrator of all disruptions or suspicious events that take place during any testing session promptly and in writing, by using a Supervisor Irregularity Form.
- Conduct investigations into test compromises and testing irregularities. Follow ETS policies and procedures for reporting these irregularities.
- Provide information about accommodations that are available and provide accessible testing with approved accommodations for candidates with disabilities.
- Attend appropriate examiner meetings sponsored by the jurisdiction.
- Cooperate in research and surveys sponsored by Educational Testing Service or by the State Administrator.
- Provide information about HiSET tests to civic groups, adult educators, and high school counselors.
At the end of each calendar year, the Supervisor must:

- Inventory and return all secure testing materials to Educational Testing Service no later than 5 days after the end of the contract year.
- Use that contract year's packing slips to validate all secure materials being returned.
- Notify ETS if the test materials inventory is not complete.

**Chief Examiners and Supervisors**

Chief Examiners and Supervisors shall:

- Comply with all policies and procedures.
- Manage and oversee a high-quality testing program that ensures access for all qualified candidates and ensures the integrity of the HiSET tests and their administration.
- Maintain the overall quality of the testing program.
- Ensure that all staff members under their supervision comply with the policies of the state or jurisdiction in which they operate.
- Respond to the needs of the community and comply with all applicable legal requirements relating to the activities of HiSET testing centers.

**General Qualifications for a Chief Examiner**

ETS recommends HiSET Chief Examiners:

- Hold at least a bachelor's degree from a nationally accredited college or university
- Have three (3) years of experience in teaching, training, counseling, or testing; or college-level coursework

**General Qualifications for Supervisors**

HiSET Supervisors must:

- Have some experience in administering standardized tests.
- Speak English fluently and be at least 18 years of age or older.
- Have the ability to read directions clearly to test takers and to complete forms.
- Possess unquestionable integrity and be able to handle groups of test takers in an effective, efficient and friendly manner.

**Training Requirements for Chief Examiners and Supervisors**

State Administrators are responsible for training Examiners, Supervisors to effectively fulfill their test administration duties as prescribed in this Manual. The State Administrator must ensure that they know the specific test administration procedures, are aware of related test security issues and understand the importance of safeguarding the test materials at all times.

Training programs (face to face initial training, eLearning online training before initial administration and ongoing state required sessions) and requirements may vary by state, but all should include the requirements specified in this Manual.
Responsibilities of HiSET Proctors

Although the duties of each Proctor vary, depending on the type of assistance the Supervisor needs, Proctors generally perform or assist in performing the following functions:

- Arrange testing rooms; answer test takers’ general (procedural) questions; check test takers’ registration confirmation and identification.
- Direct test takers to their specific seats; distribute and collect test books to and from each test taker individually; walk around the room frequently to guard against improper conduct and to ensure that every test taker is working on the appropriate section of the test; check that test takers are gridding their answers properly on their answer sheet and are not making any marks on their test booklet.
- Check restrooms immediately after the test begins, and periodically thereafter, to be sure that the rooms contain no testing aids (for example, books, notes, writing on towels or walls).
- Monitor and account for test materials periodically throughout the testing.
- Clear the memory of each calculator (if applicable) before dismissing the test takers and ensure that no test content is being removed or concealed (e.g., writing on the calculator).
- Advise test takers and test center staff are prohibited at all times from taking photos or recordings of any kind in the test center, including during the administration or breaks.

General Qualifications for HiSET Proctors

HiSET proctors may be professionals or members of the administrative, secretarial or clerical staff. They must:

- Have the ability to interact effectively and courteously with test takers and test center personnel.
- Be able to explicitly follow oral and written instructions.
- Be alert to detect instances of improper conduct or theft of test materials.

Staffing Recommendations for a HiSET Testing Center

Staff Roles

HiSET testing center staffing roles are:

- Chief Examiner
- Test Center Supervisor
- Proctor

Staff members who are hired to operate and maintain a HiSET testing center are crucial to maintaining the integrity of the program. Access to the tests is limited to Chief Examiners and Supervisors, or Proctors under the direct supervision of a Chief Examiner or Supervisor. It is recommended by ETS that any teacher involved in HiSET preparation courses cannot be a Chief Examiner, Supervisor or Proctor.

In some jurisdictions, additional staff members are used to register students and assist with test site/room preparation. Any individuals who will be present in the testing room during testing must meet HiSET requirements and must have been trained as a Proctor. Under no circumstances should Proctors be allowed to handle testing materials without direct supervision of a Chief Examiner or Supervisor.

Appointing Staff Members for a HiSET Testing Center

HiSET testing center staff members are employees of the state or the institution that hires them, not of Educational Testing Service. Their compensation, conduct, and supervision are, therefore, the exclusive responsibility of the hiring agency or institution, except in their role as examiners, when they are bound to comply with all Educational Testing Service policies and procedures. Examiners or Supervisors may be removed from examiner duties by the jurisdiction administrator or by Educational Testing Service.

Requirements for Chief Examiners, Supervisors, and Proctors are state specific. Please contact your State Administrator for specific information.
Staffing Policy Recommendations for Staffing an Official HiSET Testing Center

One Supervisor and one Proctor are recommended at a test administration for 50 or fewer candidates. For each additional 50 candidates, an additional staff person (Supervisor or Proctor) should assist with the test administration.

When determining the number of staff members for a HiSET testing center, the HiSET Administrator should base the decision on the following:

- The Supervisor’s regular availability to administer the HiSET tests.
- The number of candidates regularly tested in a testing session.
- The frequency of an official HiSET testing center’s testing sessions.
- The scheduled work time required for examiners to address HiSET testing program concerns.

Need for Additional Personnel at Specific Testing Sessions

If the HiSET tests are being administered to a candidate who has a disability, the official HiSET testing center staffing plan shall include having an appropriate number of people available to assist. For candidates with medical needs or disabilities, appropriate professionals may be assigned and remain present as necessary.

Procedures for Appointing or Changing Staff Members at an Official HiSET® Testing Center

- If the position of HiSET Chief Examiner or Supervisor is vacant, the HiSET Administrator is responsible for ensuring the security of restricted materials until a new HiSET Chief Examiner or Supervisor has been appointed and trained. In order to appoint a new Supervisor, the Chief Examiner must first notify the prospective Supervisor and instruct him or her to register online with the HiSET program. When the Supervisor has registered online, he or she uses the template provided to notify the State Administrator via e-mail that the registration is complete. The Administrator then approves the registration and assigns the Supervisor to the appropriate HiSET Test Center(s).
- Newly appointed HiSET Chief Examiners and Supervisors are not permitted to conduct any testing until Educational Testing Service has received approval of their appointment and after they have completed training.
Chapter 3

Test Administration and Security Procedures

Introduction

HiSET test takers have access to full instructions in the HiSET Information and Registration Portal and should be aware of any documentation and fees needed on testing day. Before they come to the test center, test takers should know the following:

- What identification they must have.
- That they must correct information in their registration account before coming to the test center. NOTE: Name changes cannot be accepted.
- That they may not bring cell phones, smart phones (e.g., BlackBerry® or iPhone® devices), PDAs and other electronic, recording, listening, scanning or photographic devices or aids to the test center.
- That their scores may be canceled if they cheat or attempt to cheat.

Security of Test Material

The security of test materials is critical. From the moment of delivery to the time the test materials are mailed back to ETS, you are fully responsible for ensuring their protection from loss or unauthorized access. To meet this responsibility, you must ensure that you and/or your Supervisors perform the following five test book counts to prevent test book security problems and, if necessary, to pinpoint when a breach of security may have occurred.

Test Book Accounting

Count the test books:

- Within 24 hours of receipt.
- When distributing materials to the HiSET Proctor on the test date.
- After materials have been distributed to test takers.
- Before test takers are dismissed from the testing room.
- When preparing materials for return to ETS.

You must make certain that no test taker has access to the test(s) before the administration; that every test taker does his or her own work; that no one reproduces, copies, photographs or records any of the examination questions or takes secure test material (or any portion thereof) from the test center. The sharing of test materials with test center staff or other school personnel can result in delays in reporting test scores or in the invalidation of test scores. In addition, test taker responses or essays are confidential and should not be shared. Any breach of security, no matter how minor, must be reported to ETS.
Test Administration and Security Procedures Checklist

Use this checklist to help keep track of the many details involved in a test administration. All items in the list are explained in this Manual. Please follow all administrative and security procedures carefully to help prevent irregularities.

**Storing Test Materials**
- Select a secure place to store test materials.
- Within 24 hours after the shipment arrives, check the contents against the shipment notice; notify ETS immediately if there are any discrepancies.
- Store test materials in a locked storage area.

**Preparations Before the Test**
- Review the Attendance Roster in the HiSET Information and Registration Portal and plan seating arrangements (minimum of four feet between test takers).
- Meet with staff to review security and administration procedures.
- Check adequacy of seating, lighting and ventilation in testing rooms.
- Select your assistants (if applicable).

**On the Day of the Test**
- Count out sufficient test materials for the day and place in a secure area.
- Meet with staff to review procedures for checking ID, checking rosters, assigning seats, etc.
- Meet with staff to review procedures for admitting walk-ins if permitted, and any special arrangements to be provided for test takers with disabilities.

**Admission of Test Takers**
- Check identification of each test taker carefully. Deny admission to anyone who does not meet the ID requirements.
- Complete check in of the test taker in the HiSET Portal and indicate whether the test taker has been “signed in,” is a “No-Show,” or “Could Not Test” (for various reasons).
- Assign each test taker to a room and/or seat.
- Have candidates sign each time they enter and exit the testing room.

**Procedures During the Test**
- Hand a test book and answer sheet (and calculator if applicable) directly to each test taker.
- Place unused test materials in a location not accessible to the test takers at any time.
- Count test takers and then count unused test books. The sum of the two must equal the number of test books you counted out.
- Prepare a seating chart for each room used.
- Ensure test center staff is present in testing room during testing session at all times and walk through the testing room at 10-minute intervals.
- Keep careful track of the timing for the test.
- Begin the test according to the instructions in this Manual.
- Watch test takers closely without disturbing or embarrassing the test takers.
- Allow only one test taker at a time to go to the restroom, preferably with a proctor.
- Never leave the testing room unattended. Ensure that staff are vigilant at all times and do not access personal cell phones or text message during the administration.
- Change the seats of test takers you suspect are cheating. Report the occurrence on the Supervisor’s Irregularity Report.
- Warn test takers that they may be dismissed for using books, dictionaries, any calculator not provided by the test center, electronic, recording, listening or scanning devices or other aids. Report such incidents on the Supervisor’s Irregularity Report.
- Warn any test takers whose behavior is disturbing others that they will be dismissed if the behavior persists. Report the occurrence on the Supervisor’s Irregularity Report.
- Call ETS if a breach of security occurs, no matter how minor, or if there is an emergency.

**At the End of the Test**
- Collect a test book, answer sheet, and calculator (if applicable) from each test taker.
- Account for all test books before dismissing the test takers.
- Place materials out of reach of test takers as they leave the room.
- Dismiss the test takers.

**Procedures after the Test**
- Check the testing room to be certain nothing has been left behind.
- If you did not check the test taker in using the HiSET portal prior to testing, log onto the HiSET portal and indicate for each appointment whether the test taker checked in, was a “No Show,” or was not able to test or complete the testing session for some reason.
- Complete all appropriate reports and forms.
- Evaluate the administration; make any suggestions for improvements on the Supervisor’s Comment Sheet.
- Return all test answer sheets to ETS promptly for scoring.
- Check every book to ensure it is reusable.
Chapter 4

Activities Before Administering Paper-Based HiSET Exams

Overview

Introduction
Before administering a HiSET exam, your activities will focus on selecting and training staff; selecting and preparing facilities; and receiving, gathering and securing test materials.

Preparing Your Staff and Facilities

Training Your Staff
You are responsible for training your staff before an administration of the HiSET exam to effectively fulfill their test administration duties as outlined in this Manual. You must ensure that they know the specific test administration procedures, are aware of related test security issues and understand the importance of safeguarding the test materials at all times.

You should include the following activities in your training program:

• Provide a training session at the beginning of the testing year.
• Have a briefing session on the morning of the test to update staff on any last-minute problems, reassign staff if someone is absent, and so on. Staff members must have access to this Manual throughout testing and must adhere to the procedures and instructions it contains.
• Inform all test center staff that they must refrain from using their personal cell phones or text messaging during the test administration.
• Advise staff that test takers and test center staff are prohibited at all times from taking photos or recordings of any kind in the test center, including during the administration or breaks.
• Provide an ongoing review of test administration procedures throughout the year.
• Undertake immediate remediation of any staff-related problems.

HiSET Supervisors

Duties on Test Day
Supervisors are responsible for the actual test administration in their assigned testing rooms. The “Checklist for HiSET Supervisors” should be made available to them prior to the administration.

Supervisors perform the following duties:

• Review the contents of this Manual prior to the test date and be able to apply the required procedures for managing their testing rooms; arrive at the test center at the specified time to receive materials and their room assignments; verify the count of test materials assigned and record test book serial numbers on the Supervisor’s Report Form.
• Inspect the room for appropriate seating arrangement, lighting and ventilation.
• Admit test takers according to directions; verify identification as required and assign seats; distribute test books to each test taker, individually distribute a calculator to each test taker (if applicable, be sure that the memory has been cleared — see page 25).
• Immediately report any irregularities to the Chief Examiner, document the irregularities on a Supervisor’s Irregularity Report and sign it.
• Collect test books according to instructions; strictly account for all used and unused test books; complete and return all reports and forms to the Chief Examiner.
• Promote good public relations by answering procedural questions and handling complaints or disturbances in a courteous and professional manner.
• Direct and supervise the proctors who assist them.
• Refrain from using their personal cell phones or text messaging during the test administration.
• Advise test takers and test center staff that they are prohibited at all times from taking photos or recordings of any kind in the test center, including during the administration or breaks.

Numbers Needed
The number of proctors you need is determined by the policy set in your state. Following is the recommended number of proctors per test takers.

<table>
<thead>
<tr>
<th>Number of Test Takers Per Room</th>
<th>Number of Proctors Per Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>2–50</td>
<td>1</td>
</tr>
<tr>
<td>51–100</td>
<td>2</td>
</tr>
<tr>
<td>101–150</td>
<td>3</td>
</tr>
<tr>
<td>151–200</td>
<td>4</td>
</tr>
</tbody>
</table>

If more than 200 test takers are in one testing room, it is recommended that there be an additional proctor for every 50 test takers or fraction thereof over 200.

Selecting Test Center Facilities

Introduction
The success of any test administration depends greatly on the suitability of the test site. Test takers will not be able to do their best if they are distracted by such things as noise, poor lighting, inadequate writing surfaces or extreme temperatures. Although some adverse conditions may be beyond the control of the Supervisor, every effort must be made to minimize the possibility of such distractions through careful planning.

Selecting Testing Rooms
When arranging for testing rooms, evaluate the available rooms in terms of the requirements listed in this section for:
• Seating and security.
• Other physical requirements.
• Comfort and environment.

Then make your selection based on overall suitability.

Seating and Security
To ensure a secure testing area, the HiSET program recommends the following.
• The test center is located within a locked, enclosed room, and is supervised when unlocked.
• The door to the testing room is closed to provide a quiet testing environment.
• The testing room is entered directly from the administration/reception area.
• Whatever the room size, the number of test takers that can be tested in a room will depend on the seating plan used. If you find that you must reduce your center’s stated capacity to meet the minimum requirements for spaced seating, please let ETS know at once.
The testing rooms should be arranged so that all test takers face in the same direction, and all the chairs must be placed directly behind those in the preceding row.

Assign a number to each testing room (Room 1, Room 2, etc.). Keep a record of the test takers assigned to each room so it will be possible to know the room in which the test taker tested.

Test takers must be separated on each side, left and right, by a minimum of four feet (about 1.25 meters) measured from center of test book to center of test book.

In an inclined seating arrangement, such as an auditorium or lecture hall, there must also be a four-foot separation at both the front and rear.

You and your staff should have unimpeded access to every test taker to distribute and collect test materials individually and to effectively monitor the test-taking process.

Only one test taker may be seated at a table that measures six feet or less in length. Do not seat test takers so they face each other at opposite sides of the table.

Chairs should always be provided. Stools or benches without backs are not acceptable.

A large, smooth writing surface is very important. Test takers should not have to pick up or shift their test books for lack of space. Therefore, rooms that are equipped with desks or tables are preferred. If tablet-arm chairs are used at your institution, they must have a minimum writing surface of 12 x 15 inches (30 x 38 centimeters). If the facilities do not meet this requirement, please contact ETS at once. In general, lapboards do not provide an acceptable writing surface.

Study carrels, language laboratory booths and tables with partitions or dividers are acceptable only if the following conditions exist:

- The side walls of the carrel or booth are made of an opaque material.
- The front of the carrel or booth is clear from the top to the writing surface.
- Test takers are at least four feet apart, thus limiting use to every other carrel or booth.
- All test takers are seated facing in the same direction.
- If possible, seat left-handed test takers at tables, desks or left-handed tablet-arm chairs. If the use of right-handed tablet-arm chairs cannot be avoided, seat left-handed test takers so there is a vacant writing surface to their left.
- Randomly assign specific seats. This may thwart any prearranged cheating plans. It will also separate friends and associates and prevent them from communicating during the administration.
- Do not, under any circumstances, allow test takers to select their own seats.
- Seating in approximate alphabetical order may help to separate friends and associates, but do not seat test takers with the same last name near each other.

Regular seating patterns that could be anticipated or circumvented by the test takers (e.g., instructing them to sit on alternate sides of the room as they are admitted) are not acceptable.

Test schedule is easily available to candidates on website, voice mail, printed material, or posted at test center.

Test center or test center reception area has a telephone available to facilitate contacting the ETS Office of Testing Integrity.

An area next to the testing room used for candidate registration and for monitoring test center activity is provided.

Test center accommodates reasonable privacy for candidate identification verification and prevents exposure of such information to other candidates.

A sign is posted outside the test center indicating “Testing is in progress. Please be quiet.”

Test center is easy to find and has access to public transportation where available. Sufficient convenient parking on campus is available to accommodate the maximum number of candidates in the test center at any one time; parking is available within reasonable and safe walking distance of the test center.

Adequate handicapped designated parking spaces are available based on the test center size and building requirements.

Curb ramps are a minimum of 36” wide leading from the parking area/street level to the sidewalk leading to the building-entry door.

A sample seating chart and checklist is available in the Appendix of Forms.

Physical Requirements

- Restrooms should be located near testing rooms and should be easy to find. Post directional signs.
- Each testing room should have a clock, preferably at the front of the room, so that test takers can see it without turning their heads. You or a member of your staff must post the time remaining (as specified in the instructions) so that test takers without watches can properly pace themselves.
Activities Before Administering Paper-Based HiSET Exams

- Testing rooms must not contain maps, periodic tables, posters, charts or any other materials that may be related to the subject of the tests.
- If lockers are not available in the testing center, provide a table at the front of the testing room where test takers can place their personal items.

Comfort and Environment
The following are recommendations for creating a comfortable and positive testing environment:

- Testing rooms should not be near noisy areas or activities such as athletic events, band practice, commencement exercises, other test administrations, construction work, heavy traffic, etc.
- Lighting should enable all test takers to read the test questions and mark their answers in the test book in comfort. It should not produce shadows or glare on the writing surfaces.

Materials Provided by ETS

The HiSET Information and Registration Portal
The HiSET Portal is an online system for both HiSET test takers and Test Supervisors. It is separate from the general HiSET public website and is designed to allow test takers and Supervisors to log on and conduct many of the activities related to taking or administering the test.

Test takers will be able to create and manage their HiSET Profile and access their Score Reports in the HiSET Portal. In states that opt to offer test-taker self-service for registration and scheduling, test takers will also be able to make an appointment to take a test at a particular center on a particular day and to pay for the test.

HiSET Supervisors will be able to make appointments for test takers to take the test (unless the state has selected the candidate self-serve model), check test-taker appointments for their center, access and print a roster for their testing sessions, record test-taker attendance, and conduct many other activities to support the work of conducting a successful HiSET testing session.

Attendance Roster
Rosters listing the names of test takers who were registered and assigned to the center are located within the HiSET portal. This information should be used when making final arrangements for testing staff and rooms.

ETS recognizes the rights of individuals to privacy regarding information supplied by them and its attendant responsibility to safeguard such information. The identity of those who participate in a test administration is considered confidential. Attendance Rosters should not be used for any purpose that is not directly connected with the administration.

Calculators
The HiSET assessment is designed so that test takers do not have to use calculators. Test takers can choose to use or not to use a calculator. The calculator must be provided by the testing center. Test takers cannot bring their own calculator into the testing center.
Checklist

You will receive materials and information relating to the administration.

<table>
<thead>
<tr>
<th>Check</th>
<th>Materials Provided by ETS</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔</td>
<td>1. Test books, Answer Sheets, and calculators (if applicable)</td>
</tr>
<tr>
<td></td>
<td>2. Supervisor’s Report Form (SRF)</td>
</tr>
<tr>
<td></td>
<td>3. The Supervisor’s Manual contains the following test administration forms:</td>
</tr>
<tr>
<td></td>
<td>♦ Supervisor’s Irregularity Report (SIR)</td>
</tr>
<tr>
<td></td>
<td>♦ Test Question Ambiguity and Error Form</td>
</tr>
<tr>
<td></td>
<td>♦ Notice of Defective Test Books</td>
</tr>
<tr>
<td></td>
<td>♦ Tips for Preventing Security Breaches</td>
</tr>
<tr>
<td></td>
<td>♦ Duties of HiSET® Proctors</td>
</tr>
<tr>
<td></td>
<td>♦ Checklist for Supervisors</td>
</tr>
<tr>
<td></td>
<td>♦ Seating Chart</td>
</tr>
<tr>
<td></td>
<td>♦ HiSET® Supervisor’s Report</td>
</tr>
<tr>
<td></td>
<td>♦ Supervisor’s Comment Sheet</td>
</tr>
<tr>
<td></td>
<td>4. Return Instructions Sheet</td>
</tr>
<tr>
<td></td>
<td>5. The following return envelopes:</td>
</tr>
<tr>
<td></td>
<td>♦ answer sheet return</td>
</tr>
<tr>
<td></td>
<td>♦ IRR return</td>
</tr>
<tr>
<td></td>
<td>♦ Supervisor’s irregularity report (SIR) return</td>
</tr>
<tr>
<td></td>
<td>6. UPS return envelopes or cartons</td>
</tr>
<tr>
<td></td>
<td>7. UPS return labels</td>
</tr>
</tbody>
</table>

Receiving and Storing Materials

Receiving Test Materials

Alert your receiving office prior to each shipment that you are expecting a shipment to arrive and arrange to have the carton(s) delivered to you upon receipt. If immediate delivery to you is not possible, ask that the shipment be placed in a secure locked area that is restricted to one or two authorized persons. At each institution, authorized persons should be limited in number, and should be those persons whose normal duties require use and/or protection of secure materials. Students and prospective test takers are not considered authorized persons for the handling of, access to, or storage of ETS test materials.
How to Check the Materials

Within 24 hours of receiving the test materials, open each carton and check its contents against the test shipment notice.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | Open the cartons and take out the materials. Check that you have received all materials listed on your shipment notice.  
**NOTE:** Never leave the test materials unattended when outside a locked storage area. |
| 2    | Store the carton(s) in a secure area to which only you and other authorized persons have access. Test materials are considered to be in secure storage when they are **locked** in a container, compartment or area. You must take reasonable care to assure that the location of and access to the storage, and the strength of its locking mechanism, are sufficient to deter access to the test materials by unauthorized persons. |

Delayed Delivery of Materials

If you do not receive your entire shipment of test materials, check your test shipment notice to see how the shipment was sent, and try to trace the missing materials through the local office of the delivery carrier indicated. If you do not receive your shipment by the appropriate date, please contact ETS Test Administration Services so that there is sufficient time to trace the missing shipment or send another.

Materials Provided by the Testing Center

**Checklist**

The following materials are needed for each testing room:

- A **reliable watch** (not a stopwatch or any other mechanical timing device) that can be reset as needed. If more than one testing room is used, each of your HiSET Supervisors must also have a watch. In addition, each Supervisor must have a second timepiece available (such as a proctor’s watch or a wall clock) that can be used as a check against mistiming. Do not use a test-taker’s watch.
- A **large wall clock for each testing room** that is clearly visible to all test takers.
- A **supply of No. 2** or HB pencils with erasers.
- A **pencil sharpener**, if possible.
- **Calculators (if applicable).**
- **Scratch paper** – Test centers must supply scratch paper for candidates who request it. Scratch paper must be colored, but it must be a sufficiently light color that candidates can read their notes. The maximum number of pages that can be given to a candidate at one time is 3. The test center supervisor must destroy the scratch paper when the test administration is over.

Materials the Test Taker Must Bring With Them

**Checklist**

The HiSET website will direct test takers to take the following items to the test center:

- Acceptable and valid ID as required by the state.
- Layered clothing that will allow the test taker to adapt to a range of room temperatures.
- Payment for the test center administration fee (if applicable).

Test takers cannot take any other materials into the testing room, including: cell phones, smartphones (e.g., BlackBerry® or iPhone® devices), PDAs and other electronic, recording, listening, scanning or photographic devices, personal calculators, food, drinks, books and papers. Test takers may not access their cell phone during the test or during breaks to check messages or to check the time. (See “Misconduct” on page pages 30–31).
Chapter 5

Activities on an Administration Day for Paper-Based Administrations

Overview

Introduction

This Manual provides information surrounding the HiSET program, how to efficiently host a test administration of the HiSET exam, accommodations for individuals with disabilities, and test security.

Test Day Preparation

Preparing the Test Center, Staff and Materials

Staff Reporting

All staff members, including supervisors and proctors, must report to the test center 30 minutes prior to test-taker reporting time.

Change of Reporting Address or Site

If a last-minute change in reporting site becomes necessary:

- Post signs at the original location.
- Note the reason for the change of location on the Supervisor’s Irregularity Report.

Test-taker Reporting and Check-in Area

To ensure that the admission process goes smoothly, it is important that you plan in advance how and where you will have the test takers check in.

If you are using a central reporting site for test-taker check-in, please make certain that there is enough space for the test takers to line up. If more than one check-in table is used, each staff member checking in test takers should have a copy of the Attendance Roster. Each Supervisor is responsible for checking test-takers’ admission documents and identification at the testing room, even if check in is handled at a central reporting site.

Accounting for Test Materials on Test Day

Before distributing materials, the Supervisor must complete the following steps to account for test materials:

- **Confirm Test Center Number:** Your test center number appears on the test shipment notice below the test center address as the last five digits of the ID Number. Before the administration begins, post this number, as well as the test center name and location, at the front of each testing room.
- **Distribute Attendance Roster:** Give each staff member who will be checking in test takers a copy of the Attendance Roster, which can be printed from the HiSET Portal.
- Ensure that the necessary materials are distributed and signs are posted for the reporting and check-in process.
- **Confirm Form Availability:** Review test forms assigned to each candidate and confirm that all forms are available for administration. If forms are not available, you must call Test Administration Services to get a different test form assignment for that candidate.
### Distributing Test Materials to Supervisors

Use the following procedures to distribute materials to each of the associate supervisors on test day:

<table>
<thead>
<tr>
<th>Step</th>
<th>Chief Examiner or Supervisor’s Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Count out the appropriate quantity of test books for each scheduled test taker.</td>
</tr>
<tr>
<td>2</td>
<td>If applicable, record the quantities and the quantities of calculators given to each associate on the Seating Charts.</td>
</tr>
<tr>
<td>3</td>
<td>Distribute the form, test books (and calculators if applicable) to the Supervisor or proctor.</td>
</tr>
<tr>
<td>4</td>
<td>If you have extra materials that are not distributed to Supervisors, place those materials back in a carton, reseal the carton and return it to secure storage.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step</th>
<th>Supervisor’s Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Place the test books where test takers will not have access to them as they enter the testing room. Never leave test books unattended while they are out of locked storage.</td>
</tr>
</tbody>
</table>

### Creating a Positive Testing Environment

**Guidelines**

Creating a positive environment as part of the examination process is important to the success of the program. The following suggestions may help.

- Greet test takers courteously to ease their anxiety. Your cordial words and behavior (and those of your staff) will show test takers that they are welcomed and will make the testing experience less threatening.
- If there is an unexpected problem (such as locked doors, a last-minute test site change or extreme room temperatures), acknowledge it and let the test takers know that you are trying to correct the situation as quickly and effectively as possible. If you share information in an empathetic way, you can alleviate tension and help to create a positive testing environment.
- Inform test takers about the location of fire exits, restrooms and smoking areas, and give them information about breaks, smoking regulations and cell phone restrictions.
- Inform test takers that they will not be able to use the restrooms during the test.
- Tolerate some nervous noise before the test starts. Most people under stress tend to relieve their tensions through talk and movement.
- Be patient, prompt, courteous and sensitive in responding to questions. Most questions are sincere and well meant. Try to respond to questions in the order in which test takers raise their hands. As long as test takers confine their queries to the testing procedures, do your best to answer.
- Treat all test takers equally. Knowing that test takers can be affected by the psychological atmosphere of the testing center, you will want to make certain that none of your procedures — or the manner in which instructions are given — make members of minority groups feel different from other test takers.
- Allow sufficient time for all test takers to enter the required preliminary information on their answer sheets. Some test takers may not be familiar with standardized tests and may require special attention.
- When test takers have finished, dismiss them in a friendly manner.
Test Center Regulations

Conduct and Prohibitions

Testing Aids
Test takers who arrive at the test center with testing aids should be told that they may not bring them into the testing center. You and your staff members should not accept the responsibility of holding or safeguarding test-takers' personal possessions. Anyone found using testing aids during the administration should be warned and, if the action continues, should be dismissed from the examination (see “Dismissal for Misconduct” on page 32). While taking a test, test takers should have nothing on their desks except their test books, calculators provided at the test center, pencils, erasers and photo identification. The use of any of the following items in the testing center is strictly prohibited.

- Cell phones, Smartphones (e.g., BlackBerry®, i-Phone®), PDAs and other electronic, recording, listening, scanning and photographic devices
- Calculators that have been brought in by the test taker
- Books, pamphlets or notes
- Highlighter pens
- Mechanical pencils or pens
- Mechanical erasers
- Stereos or radios with headphones
- Watch alarms (including those with flashing lights or alarm sounds)
- Watch calculators
- Rulers
- Dictionaries (including electronic)
- Translators
- Papers of any kind

To ensure a quiet testing environment, you must instruct test takers who have alarm watches to deactivate them before the test session begins.

Misconduct
All of the following behaviors by test takers are considered to be misconduct:

- Attempting to take the test for someone else or having someone else take the test for the test taker.
- Failing to provide acceptable identification.
- Obtaining improper access to the test, a part of the test or information about the test.
- Having any prohibited device in their possession in the test center (cell phones, smartphones [e.g., BlackBerry® or i-Phone® devices], PDAs and other electronic, recording, listening and photographic devices).
- Using any aids in connection with the test, such as: mechanical pencils, mechanical erasers, pens, pagers, beepers, books, pamphlets, notes, unauthorized scratch paper, highlighter pens, stereos or radios with headphones, watch alarms (including those with flashing lights or alarm sounds), calculators other than those distributed by the test center, watch calculators, stop watches, dictionaries, translators, compasses, protractors and any handheld electronic, recording, listening or photographic devices.
- Creating a disturbance. Disruptive behavior in any form will not be tolerated; the HiSET Chief Examiner and or Test Center Supervisor has sole discretion in determining what constitutes disruptive behavior.
- Attempting to give or receive assistance. Communication in any form is not permitted during the test administration. Discussion or sharing of test content during the test administration, during breaks, or after the test is prohibited.
- Removing or attempting to remove test content from the test center, reproducing and/or disclosing test content by any means (hard copy, verbally, electronically), to any person or entity.
- Tampering with a computer during a computer-based test administration.
- Bringing a weapon or firearm into the test center.
- Bringing food or drink into the testing room.
- Leaving the test center vicinity during the test session.
- Leaving the testing room without permission. Test takers are not permitted to go outside the test center building unless it is to use the restroom during the test administration, including breaks.
• Referring to, looking through, or working on any test, or test section, when not authorized to do so, or working after time has been called.
• Failing to follow any of the test administration regulations contained in the Bulletin, or given by the test administrator/supervisor.
• Procedures for handling instances of misconduct are given in “Dismissal for Misconduct.”

**Tips for Preventing Security Breaches**

**Test Materials**
- Store test materials in a locked storage area.
- Never leave test materials unattended.
- Ensure that at least one testing staff member is present in the testing room at all times.
- Remain alert and attentive during all phases of the test administration. While in the testing rooms, you and your staff must not read, eat, drink, engage in conversation, talk on cell phones, text message, correct papers or perform any other activity that is not directly related to the administration.
- Distribute and collect test books individually.
- Ensure that no test taker leaves the room with test materials.
- Ensure that no test taker copies, removes or photographs any portion of the test materials.
- Ensure that no test taker uses a cell phone or any electronic, recording or listening device during the test session OR during breaks. Be conscientious of test takers using the restroom to access cell phones or other electronic devices.
- Ensure that no test taker attempts to remove test content via the calculator (e.g., writing on the calculator).

**Impersonation**
- Check test-takers’ identification thoroughly at the time they enter assigned testing rooms.

**Copying**
- Never allow test takers to select their own seats.
- Randomly assign test takers to specific seats in each testing room.
- Seat test takers a minimum of four feet apart.
- Seat all test takers facing the same direction.
- Observe test takers as they mark their answers on their answer sheet throughout the testing session to be sure they are marking their answers properly.

**Unauthorized Visitors and Requests for Media Coverage**

**Controlling Access**
Visitors must not be admitted to the testing room.

**Handling Requests from the News Media**
Testing is a subject of general interest, and test administrations frequently attract the attention of the media. Under no circumstance should reporters or photographers be admitted to a testing room or have access to test takers until testing is complete. Test takers or staff members may be interviewed (with their consent, of course) after the administration and away from the test site.

Please inform the ETS Marketing and Public Affairs Division’s Media Relations Office of any request from the media for information about or coverage of a testing program by calling ETS at 1-609-233-0090. A media relations specialist will contact the inquirer to explain ETS policy and make recommendations for sharing information. This approach will ensure that complete and accurate information is provided and that responses to specific requests or questions can be made in the context of the testing program and related ETS activities.
Test Center Observers

Purpose of Observations
Test center observations by state officials are scheduled for the purpose of evaluating test administration procedures and facilities to ensure that they meet the standards set for all test centers. Observations also afford an opportunity for test center staff to raise questions, seek advice or make comments and allow the observers to offer suggestions about modifying test center procedures to help alleviate problems that may have occurred.

What Happens During an Observation
A test center observer carrying state-issued identification and a letter of authorization from the State Administrator, and perhaps photographic equipment, may visit your center during the week preceding the test date and/or on the day of an administration. The observer will want to monitor as many aspects of the test administration as possible, particularly test security arrangements and procedures, conditions relating to the testing environment, and any evidence of the impact of recent changes in program policies, procedures or requirements. Photographs should not be taken during the actual test administration.

Checking for ETS Authorization
An observation will either be announced (you will receive a letter advising you of the visit) or unannounced. In either case, always ask to see the observer’s identification and letter of authorization.

Test-Taker Complaints

How ETS Handles Test-Taker Complaints
Test takers are encouraged to write to ETS within 10 business days if they have concerns or complaints about any aspect of the testing program in which they participated, including the conditions under which a test was taken. When ETS receives a letter of complaint, we may send a copy of the letter, with the identity of the writer deleted, to the Supervisor of the test center involved. For complaints that could have been avoided, the Supervisor is expected to take steps to correct or avoid the situation at future administrations.

Preventing Complaints
You can prevent many complaints by careful planning and preparation, training of test center staff, and being consistent in implementing the procedures outlined in this Manual.

Most complaints concern physical conditions at centers, such as overcrowding, inadequate writing surfaces, inadequate lighting and extreme room temperatures.

Through careful attention to detail, many other complaints can be avoided. Test takers complain about apparent mistimings, distracting noises, smoking regulations, no visible clocks, cheating and test center staff who are rude, disorganized or distracting and who do not pay attention to their duties during the administration.

If, before testing begins, you are aware of a potential noise problem (bands playing, banging heating systems, cheering at a sports event, scheduled maintenance or repair work, etc.), move the administration to another building or to another room if possible. Any change in test site made in advance of the test date must be reported to ETS immediately. Any change in test site made on the day of the test is to be reported on the Supervisor’s Irregularity Report, and a sign should be posted directing test takers to the new location. In other situations, wherever practical, ask people outside the testing room to leave the area or to talk more quietly.
Handling of Complaints at the Test Center

If a test taker complains about any aspect of the administration, use the following procedures:

- Instruct the test taker to write to ETS within three days of the test date.
  
  ETS-HISET® Test Administration Services
  Mail Stop 34-Q
  Princeton, NJ 08541-6000
  or
  Fax: 1-609-771-7710
  or
  Email: HiSET@ETS.org

- Report the complaint on the Supervisor’s Irregularity Report (even if you were able to alleviate the problem). This report is for test center staff use only.

Other Regulations and Guidelines

Score Cancellation Policy

ETS is obligated to report scores that accurately reflect the performance of the test taker. For this reason, ETS maintains test administration and test security standards designed to ensure that all test takers are given the same opportunity to demonstrate their abilities and to prevent some test takers from gaining an unfair advantage over others because of testing irregularities or improper conduct. ETS reserves the right to cancel any test score if the test taker engages in improper conduct. ETS also has the right to question any test score when validity is in doubt, because the score may have been obtained unfairly.

Admission Procedures

Identification Requirements (ID)

Introduction

Staff alertness and careful checking of the test-takers’ identification documents should help to prevent an individual from succeeding with an attempt to test for someone else. You and your staff must ask for identification from every test taker. When identification documents and valid identification are presented, they must be examined carefully by the staff member responsible for admitting the test takers. If a test taker cannot meet the specified ID requirements or has questions about ID, they must contact the ETS Office of Testing Integrity. For assistance on the actual test administration day, call Test Administration Services.

ID Document Requirements

With few exceptions, ID documents must meet all of the following requirements. Each ID document must:

- be an original document; photocopied documents are not acceptable.
- bear the test taker’s full name.
- meet state ID requirements for the state in which testing is occurring.

Primary ID Requirements

The following ID documents are acceptable for admission to a test center within a test-taker’s country of citizenship:

- Passport
- Government-issued driver’s license or temporary license
- State or Province ID card (including those issued by the motor vehicle agencies)
- National ID card
- Military ID card
Supplemental ID Documents
A test taker should provide a supplemental ID if the test administrator questions the primary ID document and/or if the primary ID document is otherwise acceptable but does not bear the test-taker’s full name, photograph or signature.

- Supplemental ID documents may not be used to resolve last name discrepancies. The last name on a test-taker’s primary ID must match (excluding hyphens, accents and spaces) the name on his or her registration confirmation.
- The following ID documents are generally acceptable as supplemental ID:
  - Government-issued ID card (including, but not limited to, those listed under Primary ID Documents earlier in this section).
  - Student ID card.

Unacceptable ID Documents
The following documents are not acceptable as primary or supplemental ID under any circumstances:

- Any document that is photocopied
- International driver’s license
- Draft classification card
- International student ID
- Credit/debit card of any kind
- Notary-prepared letter or document
- Birth certificate
- Social Security card

Driver’s License Renewals
If a test-taker’s driver’s license has expired but he or she presents it along with his or her original Department of Public Safety renewal certificate, these two documents together are acceptable if the names on both documents match exactly. If the test taker is issued a temporary paper license in lieu of a renewal certificate, that is acceptable only if it is accompanied by a supplemental ID.

If the test taker is in the U.S. military, and the expiration of his or her driver’s license has been extended or deferred by the issuing state, the license can be used as supplemental ID along with the test-taker’s U.S. Military ID. Depending on the state, the extension or deferral may consist of either a sticker affixed to the license, the designation “military” printed in place of an expiration date, or a separate document carried with the license, usually with a notation that the driver’s license is valid until a specific time period after discharge from service.

If you have concerns when admitting a test taker in this situation, enter the information on the Supervisor’s Irregularity Report describing the form(s) of ID presented.

Questions About ID Documents
For general questions about acceptable ID, call HiSET® Services at 1-866-473-4373 (United States, U.S. Territories and Canada), or check the HiSET website for state eligibility requirements at: www.hiset.org.

Procedures for Unacceptable ID or No ID
Do not admit test takers who fail to produce acceptable identification.

Individuals who persist and who may unnecessarily delay the beginning of the testing may, at the Supervisor’s discretion, be admitted to the testing room. If you must admit someone without acceptable and valid identification who threatens physical harm or disruption of the test administration, you must advise the individual that a report will be written and sent to ETS which will describe the particular situation involved. On the Supervisor’s Irregularity Report, check the box for ID, write the test-taker’s name and appointment confirmation number, and indicate in detail the circumstances leading to your decision to admit. ETS will not score the answers on the answer sheet, and the individual will not be eligible for a refund or test date.

Head Coverings and Headgear
Head coverings (headgear) claimed to be worn for religious or medical purposes are permitted. Typical head coverings may include hats, turbans, scarves and yarmulkes. If you see a test taker either remove or put anything into the head covering during the test, request the item. If the test taker refuses, contact ETS to see if the test taker is allowed to continue his or her test. This constitutes test-taker misconduct and must be reported on the Supervisor’s Irregularity Report as a breach in the test security.
Admitting Registered Test Takers

Procedures for Registered Test Takers

Each Supervisor is responsible for checking test-takers’ admission documents and identification at the door to the testing room. If there is any question about a test-taker’s admission document or identification, the Supervisor should refer the test taker to the Chief Examiner or ETS for a decision.

Use the following steps to check in registered test takers.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | Ask the test taker to present the following items:  
♦ valid and acceptable identification with the test-taker’s name as shown in the registration confirmation. |
| 2    | Log onto the HiSET® Portal to confirm the test-taker’s appointment in order to be certain that it is for:  
♦ the correct test,  
♦ your test center, and  
♦ this test date |
| 3    | Indicate in the Portal that the test taker has checked in. |
| 4    | Inspect the test-taker’s identification. The name must exactly match the roster. The photograph must look like the test taker. (See also “identification Requirements” on page 21.)  
If the test taker cannot present the required ID, explain that you cannot admit a test taker without proper ID and dismiss the individual. |
| 5    | Randomly assign the test taker to a specific seat in the testing room. Do not permit test takers to select their own seats. (See also “Guidelines for Assigning Seats” in the next section.) |

Seating Test Takers and Closing the Testing Room

Guidelines for Assigning Seats

When you assign seats to test takers as they enter the testing room, please observe the following general rules:

- Under no circumstances are test takers to select their own seats. To prevent any prearranged cheating plans that may have been made by test takers, assign test takers to seats at random as they enter the testing room. This procedure should separate friends or associates and prevent them from communicating for any purpose during the administration.
- Seating the test takers in approximate alphabetical order is another method that may be used to separate friends or associates. If you use this procedure, make certain that test takers with the same last name are not seated near each other.
- Regular seating patterns that could be anticipated or circumvented by the test takers (such as being instructed to sit on alternate sides of the room as they are admitted) are not acceptable. (Refer to “Seating and Security” requirements beginning on page 11 for suggested seating plans.)
- You and your assistants must have unimpeded access to every test taker and must be able to monitor all test takers from any location in the testing room.
Activities During the Test

Timing the Test

Importance of Accurate Timing
The accurate timing of a test is of critical importance. Errors in timing often necessitate a makeup test administration, which causes inconvenience for test takers and generates additional expense. Specific timing instructions in this Manual must be followed precisely.

Any timing irregularity and the resultant action taken (if any), whether for an individual or a group, must be explained on the Supervisor’s Irregularity Report.

Resetting Your Watch
The timing instructions in this manual are based on arbitrary and controlled starting times. Regardless of the actual time, test administrators must reset their watches to conform to the instructions given in this manual.

Absence of Test Takers from the Testing Room

Unscheduled Breaks
If a test taker must leave the testing room during the actual testing time to go to the restroom, the test taker must receive permission to do so from a member of the testing staff. The test taker will forfeit that testing time, and all security policies remain in effect. Test takers cannot have personal items, such as cell phones, during the break, and they must be checked back in to the testing session when they return. Use the following procedures if you approve a test taker to leave the room in the event of an emergency:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Collect the test book, answer sheet and ID documents as the test taker leaves the room.</td>
</tr>
<tr>
<td>2</td>
<td>When the test taker returns, check the identification, and hand back the test book, answer sheet and ID.</td>
</tr>
</tbody>
</table>

Accounting for Materials During the Administration

Introduction
The cost of a lost or stolen test book goes far beyond the thousands of dollars required to develop and produce a new edition of a test. Such a loss has an impact on the integrity of the test, the validity of the test scores, and the confidentiality of test materials.

The security and confidentiality of all test materials is a primary responsibility of each Test Center Supervisor from the moment of receipt until the materials are returned. It is imperative that you immediately report any discrepancies in test book accounting (identified after test book receipts have been verified) to the ETS Office of Testing Integrity, and document these discrepancies on the Supervisor’s Irregularity Report.

As noted earlier, appropriate test book accounting involves specific checkpoints during the time the test books are in your possession. These checks are necessary to prevent test book security problems and, if necessary, to pinpoint if and when a breach of security may have occurred. Test books must never be left unattended, and they must never be within easy access of the test takers before they are distributed or after they are collected. Review the test book accounting procedures with every member of your testing staff and make certain that everyone understands what is required and how to implement the procedures.
Completing Seating Charts
As part of the process of accounting for test materials, you must prepare a seating chart for each testing room. This chart should show the general floor plan, the location of each test taker in the room, and each test ID. A seating chart form is provided in the Appendix of Forms as an example. The form can be photocopied for additional testing rooms. Return the completed seating charts to ETS in the envelope provided with the answer sheets.

Distributing Test Materials in Serial Number Order
Before distributing test materials to test takers, place the materials where test takers do not have access to them as they enter the testing room.

Follow the directions in this Manual for distributing the test books, answer sheets and calculators. The test books are to be handed to each test taker, one at a time. Be sure that no one receives more than one test book.

Also be sure to distribute the correct answer sheet to each test taker, based on the test he/she is registered for. There are 3 different answer sheets for HiSET—one for Mathematics, one for Language Arts–Writing, and one that can be used for any one of the other three subjects: Science, Social Studies, or Language Arts–Reading.

Collecting Materials and Dismissing Test Takers

Introduction
Before any test taker is dismissed from the testing room, test books (used and unused) should be counted, and the count should be checked against the count taken after the test materials were distributed to test takers.

At the End of the Test
Collecting test books, answer sheets and checking ID: Collect test books and answer sheets from each test taker individually. This will ensure that you have all test books and answer sheets and should make it easier to account for the materials at the end of the administration. Test takers are to have their identification on their desks so you can match the names on the answer sheets to the names on the identification.

Check each test booklet to ensure that it is reusable. Put aside any damaged booklets—those with stray marks or marked answer—and return them to ETS via a SIR return envelope (see Returning Test Materials for specific instructions).

Clearing memory on calculators: If calculators have been provided to the test takers and used during the administration, clear the memory on each test-taker’s calculator by pressing the “Memory” button once and then the “On” button once (see sample buttons below). Check each calculator to ensure that no test content is being removed or concealed (e.g., writing on the calculator).

Protecting test materials and dismissing test takers: When you are sure you have accounted for all of the test materials, place them where they will not be accessible to the test takers as they leave the testing room. (Do not leave test books near the exits test takers will use.) Then dismiss the group. Protect all test materials as the test takers leave the room. No one is permitted to examine any of the test materials after they have been returned to you. Before you leave the testing room, make certain that you have all test materials in your possession and that nothing has been left behind.

Finalizing test-taker information in the HiSET Portal: Log back in to the Portal to confirm that the test-taker information is correct for the session that just ended:

• Whether the test taker checked in, was a “No-Show” or was unable to test or complete testing for some reason.
• Confirm the subject name and the form (A, B, or C) of the test taken, the language (English or Spanish) and the delivery mode (paper or computer).
Irregularities and Exceptional Situations

Reporting Irregularities

Introduction
No manual can deal with all situations that might arise during testing. From time to time, questions or emergencies may occur that are not adequately addressed in this Manual. ETS relies on you, as the person responsible for all aspects of the administration, to handle any emergency or exceptional situations at your test center. ETS will support your actions if they are consistent with established ETS policies and procedures. There may be times, however, when you will have to go beyond established policies and procedures to deal with particular problems. ETS will support your decisions if, in light of the circumstances, your actions are reasonable, sound, and designed to assure score validity and a satisfactory testing environment.

The information below provides procedures for documenting testing irregularities and responding to situations that could potentially arise during the course of the test administration.

The guidelines in “Handling Specific Irregularities” beginning on page 27 are provided as a general framework to facilitate your handling of nonroutine or emergency situations. ETS staff members are available during business hours and on all test dates to offer advice and assistance. Please do not hesitate to call (see “Communicating with ETS” on page 1).

Importance of Reporting Irregularities
It is extremely important that you use the Supervisor’s Irregularity Report to report information to ETS concerning any possible security breaches, misconduct, and other incidents at the test center. Facts that may seem of little consequence at the time may later assume considerable significance when ETS staff must decide whether further action is justified.
ETS thoroughly reviews all Supervisor’s Irregularity Reports and takes appropriate action. In certain cases, because of confidentiality or privacy factors, it may not be possible for ETS to report back to Supervisors regarding actions taken.

Information to Include on Report
All reports should be complete, explicit, and include a detailed description of the following:

- Overview of the incident or irregularity.
- Identification and appointment number of the individuals involved, including the names and telephone numbers of all test center personnel who might provide relevant information about any tests that might be affected.
- The length of time each incident was observed.
- Details regarding what happened.
- When it happened.
- What action was taken.

A report filed by a Supervisor should be signed by the Chief Examiner and countersigned by the Supervisor, who should add any additional information that might also be useful to ETS for resolution of the problem. The report should be completed by test center staff only.
Handling Specific Irregularities

Introduction

Procedures for handling specific irregularities are grouped under four categories:

- Test material flaws
- Group irregularities
- Individual irregularities
- Security and conduct irregularities

<table>
<thead>
<tr>
<th>Irregularity</th>
<th>Action</th>
<th>Reporting the Irregularity/Returning Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Defective Test Materials</strong></td>
<td>If discovered BEFORE testing begins:</td>
<td>Print “Defective Material” on the defective test book covers and attach the test book to the Supervisor’s Irregularity Report Form. If answers were recorded in the defective book, attach the defective test book to the replacement test book and send to ETS with the Supervisor’s Irregularity Report Form. Provide full information on the Supervisor’s Irregularity Report, including:</td>
</tr>
<tr>
<td></td>
<td>• Collect the defective test materials.</td>
<td>• Report the nature and location of the defect.</td>
</tr>
<tr>
<td></td>
<td>• Give the test taker a new, unused test book, if available.</td>
<td>• Provide page numbers if possible.</td>
</tr>
<tr>
<td></td>
<td>If discovered AFTER testing has begun:</td>
<td>• Provide test-taker’s name and appointment confirmation number appointment confirmation number.</td>
</tr>
<tr>
<td></td>
<td>• Collect the defective test book.</td>
<td>• Report if the test taker was able to complete the test or if he or she was dismissed.</td>
</tr>
<tr>
<td></td>
<td>• Give the test taker a new, test book, if available, with the same test form code.</td>
<td>Complete the Notice of Defective Test Books. Include this form on top of the used test books.</td>
</tr>
<tr>
<td></td>
<td>The test taker should continue with the new test book. The test taker will need to complete the information on the back cover of the new test book between sections. No information should be collected in the test books.</td>
<td></td>
</tr>
<tr>
<td><strong>Test Question Ambiguities and Errors</strong></td>
<td>Report any typographical errors or possible ambiguities.</td>
<td>Document the error or ambiguity, providing detailed information on the Test Question Ambiguity and Error form.</td>
</tr>
</tbody>
</table>
## Group Irregularities

The following irregularities may affect all or most of the test takers in a testing room or at a testing site.

<table>
<thead>
<tr>
<th>Irregularity</th>
<th>Action</th>
<th>Reporting the Irregularity/Returning Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mistimings</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>For an UNDERTIMING:</strong></td>
<td>Report the mistiming on the Supervisor’s Irregularity Report and include the following information:</td>
</tr>
<tr>
<td></td>
<td>• Whenever possible, correct an undertiming before test takers are dismissed.</td>
<td>• Whether it was an undertiming or an overtiming.</td>
</tr>
<tr>
<td></td>
<td><strong>For an OVERTIMING:</strong></td>
<td>• The amount of time involved.</td>
</tr>
<tr>
<td></td>
<td>• No adjustment can be made in the case of an overtiming.</td>
<td>• In the case of an undertiming, how it was corrected.</td>
</tr>
<tr>
<td>Emergencies</td>
<td>• Decide whether you must cancel the administration or can find an alternate location.</td>
<td>Report the emergency on the Supervisor’s Irregularity Report. Provide full details including the action taken.</td>
</tr>
<tr>
<td>Storms, floods, power failures or other disruptions beyond your control</td>
<td>• If you decide not to test, call ETS immediately for instructions.</td>
<td></td>
</tr>
<tr>
<td>Emergencies</td>
<td>• If test takers have arrived before you make the decision to cancel: Contact ETS.</td>
<td></td>
</tr>
<tr>
<td>Emergency evacuation</td>
<td>Your primary concern should be the safety of test takers and your staff. When an emergency occurs, you should immediately:</td>
<td>Report the emergency on the Supervisor’s Irregularity Report. Provide full details of the emergency and action taken.</td>
</tr>
<tr>
<td></td>
<td>• Note the time of the incident and, if time permits, collect the test books.</td>
<td>If testing is able to resume, note the time the emergency occurred and timing stopped. Include the stop and restart time on the Supervisor’s Irregularity Report.</td>
</tr>
<tr>
<td></td>
<td>• If test takers and staff are not in physical danger, secure the testing materials, lock the testing room and evacuate test takers and staff. Evacuate the test takers and staff.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Gather test takers in a designated safe area. Test takers should be monitored and should not discuss the exam.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• If testing is able to resume, redistribute the test materials and check ID for all test takers before restarting the exam.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Subtract the amount of testing time that elapsed from the total testing time to determine the amount of remaining testing time. Inform the test takers how much time remains, reset your clock, and instruct test takers to resume working.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Call ETS as soon as possible.</td>
<td></td>
</tr>
</tbody>
</table>

*Activities on an Administration Day*
**Group Irregularities, continued**

The following irregularities may affect all or most of the test takers in a testing room or at a testing site.

<table>
<thead>
<tr>
<th>Irregularity</th>
<th>Action</th>
<th>Reporting the Irregularity/Returning Materials</th>
</tr>
</thead>
</table>
| Disturbances | If possible, reduce or eliminate the source of the disturbance (loud noise, excessive heat/cold, etc.) or move test takers. | Report details of the situation on the Supervisor’s Irregularity Report, including:  
• Nature of the disturbance.  
• If testing was stopped and the amount of time elapsed.  
• If there were any test-taker complaints.  
• Number of test takers affected.  
• Names and appointment confirmation numbers of test takers affected. |

| Disturbances | • Ask test takers to close the test books until the situation is resolved.  
• Remedy the situation in the most practical way.  
• Keep test takers calm to the extent possible.  
• If moving to another testing room is necessary, collect and later redistribute test materials.  
• Record any time loss and subsequent adjustments in testing time. | Report details of the situation on the Supervisor’s Irregularity Report, including:  
• Time loss and subsequent adjustments.  
• Complaints from other test takers, including their name(s) and appointment confirmation number(s). |

<table>
<thead>
<tr>
<th>Individual Irregularities</th>
<th>The following irregularities are usually limited to one or a few test takers in a testing room or site.</th>
</tr>
</thead>
</table>
| Misplaced answers | If a test taker has mistakenly marked answers in the test book instead of on the answer sheet:  
• Instruct the test taker to mark answers correctly from that point forward.  
• Assure the test taker that you will notify ETS and that every effort will be made to give proper credit.  
• Attach the test book and answer sheet to the SIR and forward to ETS. | Report details of the situation on the Supervisor’s Irregularity Report. Attach the test book to the Supervisor’s Irregularity Report and return both via the SIR return envelope. |
## Security and Conduct Irregularities

The following irregularities involve test security incidents and possible test-taker misconduct.

<table>
<thead>
<tr>
<th>Irregularity</th>
<th>Action</th>
<th>Reporting the Irregularity/Returning Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Loss or theft of test books</strong>&lt;br&gt;<strong>Before the test</strong></td>
<td>When carton(s) of test materials arrive from ETS and are opened and checked, if any materials are missing or if you detect any evidence of tampering with the carton(s), call ETS immediately. On the day of the test, if any materials are missing or there is evidence of tampering when you reopen and recheck the carton(s) of materials, call ETS immediately for instructions.</td>
<td>Provide a detailed explanation on the Supervisor’s Irregularity Report.</td>
</tr>
<tr>
<td><strong>Loss or theft of test books</strong>&lt;br&gt;<strong>During the test</strong></td>
<td>After distributing test books, you must account for them. If you find a discrepancy in the test book count, contact ETS. At any time, if a test taker leaves the testing room with a test book or any part of a test book, notify ETS as soon as possible.</td>
<td>Provide a detailed explanation on the Supervisor’s Irregularity Report, including the test-taker’s name and appointment confirmation number.</td>
</tr>
<tr>
<td><strong>Misconduct</strong>&lt;br&gt;<strong>Disruptive behavior</strong></td>
<td>If a test-taker’s behavior is disruptive, warn the test taker that he/she will be dismissed if the behavior continues. You may wish to isolate the offender in a way least disturbing to others. If, after receiving a warning from you or a staff member, a test-taker’s disruptive behavior continues, dismissal is warranted. See “Dismissal for Misconduct” (on page 32).</td>
<td>Provide a detailed explanation on the Supervisor’s Irregularity Report, including the test-taker’s name and appointment confirmation number.</td>
</tr>
<tr>
<td><strong>Misconduct</strong>&lt;br&gt;<strong>Testing aids</strong></td>
<td>The use of the following is strictly prohibited: • telephones or cell phone • smartphones (e.g., BlackBerry® or iPhone® devices), PDAs and other electronic, listening, recording or photographic devices • books • pamphlets • highlighter pens • stereos or radios with headphones • watch alarms (including those with flashing lights or alarm sounds) • personal digital/electronic recording or photographic devices • calculators other than those distributed by test center staff • dictionaries, including electronic translators Anyone found using aids during testing should be warned and, if action continues, should be dismissed from the test. See “Dismissal for Misconduct” (on page 32).</td>
<td>Provide detailed information regarding the incident and the action taken by you or your staff on the Supervisor’s Irregularity Report, including the test-taker’s name and appointment confirmation number. Attach the test-taker’s test book and answer sheet to the Supervisor’s Irregularity Report.</td>
</tr>
</tbody>
</table>
### Security and Conduct Irregularities, continued

The following irregularities involve test security incidents and possible test taker misconduct.

<table>
<thead>
<tr>
<th>Irregularity</th>
<th>Action</th>
<th>Reporting the Irregularity/Returning Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Misconduct</strong></td>
<td>Change seating and take no further action until you are sure that information has been shared. Have an assistant witness any suspected misconduct. If the situation persists after a warning from you or a staff member, dismissal is warranted. See “Dismissal for Misconduct” (on page 32).</td>
<td>On the Supervisor’s Irregularity Report, provide names and appointment confirmation numbers for all test takers suspected of giving or receiving information (identify givers and receivers of information). Provide a sketch of the seating plan on a separate piece of paper. If test takers’ seats are changed, please indicate on the seating chart both the original and new seat locations. Attach the test books for all involved to the Supervisor’s Irregularity Report.</td>
</tr>
<tr>
<td><strong>Giving or receiving information of any kind</strong></td>
<td>Under no circumstances may two or more test takers leave the testing room at the same time. If a test taker receives permission to leave the testing room to use the restroom, collect the test book, answer sheet and ID document(s) as the test taker leaves the room, and hand them back when he/she returns. Check the test-taker’s ID before returning materials. <strong>Use of telephones or cell phones is not permitted during breaks and is grounds for dismissal.</strong></td>
<td>There is no need to report approved breaks; however, unapproved excessive or extended breaks must be reported on the Supervisor’s Irregularity Report.</td>
</tr>
</tbody>
</table>

**Restroom Use**

Under no circumstances may two or more test takers leave the testing room at the same time.

If a test taker receives permission to leave the testing room to use the restroom, collect the test book, answer sheet and ID document(s) as the test taker leaves the room, and hand them back when he/she returns. Check the test-taker’s ID before returning materials.

**Use of telephones or cell phones is not permitted during breaks and is grounds for dismissal.**
### Dismissal for Misconduct

Both order and security must be maintained at the test center; therefore, you have the authority to dismiss any test taker for misconduct. In certain cases, however, you may be reluctant to do so for fear of embarrassment, disturbance to other test takers, or physical reprisal. Dismiss when warranted, but use your judgment in handling each situation.

For a list of specific behaviors considered to be misconduct, see pages 18–19.

If a test taker is observed engaging in any behaviors considered to be misconduct, use the following procedure:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Note the time of your initial observation</td>
</tr>
<tr>
<td>2</td>
<td>Approach the test taker and request that the behavior be corrected. Warn the test taker that he/she will be dismissed if the behavior persists. Note the time the verbal warning was given. You will need to record this information on the Supervisor’s Irregularity Report. If you suspect that two or more test takers are sharing information, change their seats.</td>
</tr>
<tr>
<td>3</td>
<td>Try to prevent other test takers from being affected or involved. You may wish to isolate the offender in a way least disturbing to others.</td>
</tr>
<tr>
<td>4</td>
<td>Continue to monitor the test-taker’s behavior. Have an assistant witness any suspected misconduct.</td>
</tr>
</tbody>
</table>
| 5    | If the test taker continues the misconduct after receiving the warning:  
  - Check the test-taker’s identification and record the identifying information on the Supervisor’s Irregularity Report.  
  - Collect the test-taker’s test materials  
  - Dismiss the test taker from the testing room.  
  - Advise the test taker that failure to adhere to the test procedures after receiving a warning has made your actions necessary and that you are required to report the matter to ETS. |
Chapter 6
Administering HiSET Paper-Based Exams

The scripts for administering the paper-based HiSET exam are provided below. Please see Appendix on page 48, and give each PBT test taker a copy of these instructions prior to testing. They may take this with them to their seat, as it has instructions for filling in their answer sheet. A copy is below for your reference.

**Introductory Script for All HiSET Tests**

```
Hello and welcome to the HiSET administration.

ETS is obligated to report scores that accurately reflect your performance. For this reason, ETS maintains test administration and test security standards. Misconduct on your part will result in your dismissal from the test, forfeiture of your test fees and the cancellation of your scores by ETS. Examples of misconduct are: possession of or use of a telephone, cell phone, smartphone (e.g., BlackBerry® or iPhone® devices), PDA or other electronic, listening, recording or photographic device, giving or receiving assistance of any kind, taking excessive breaks, leaving the testing room without permission, leaving the test center during the test administration, disturbing other test takers or behaving inappropriately, communicating about the test with any person other than the test center supervisor and/or staff, removing a page or any part of a page from the test book, attempting to take the test for someone else, and using any unauthorized aids such as books, papers, pamphlets, personal calculators, dictionaries or highlighter pens. No eating or drinking is permitted during the test administration.

All of your belongings should be put away, except for your identification and your pencils and eraser.

The official time will be kept according to the proctor’s watch and the start and stop times for each subject will be posted. You may use only a No. 2 or HB pencil to mark your answers on the answer sheet. **Do not write in the test book or make any stray marks on it.** You will be writing only on your answer sheet or on scratch paper if you need it. If you are in need of scratch paper, please let me know and I will provide this to you. If you do not have a No. 2 pencil, please notify the proctor and they will give you one. . . .

Fill in the circles on your answer sheet completely, and do not make any stray marks when marking your answers. If you erase, do so carefully and thoroughly. You will not be allowed to clean up your answer sheet after time has been called.

When the time is called for a section, you **must** stop marking that section of your answer sheet and put your pencil down.
```
Now take out your answer sheet and turn your test book over. Please check to see that it is the correct answer sheet for the test you are taking. Then fill in the information on the front. For box #6, you can find your test book serial number on the top right corner of your test booklet. For box #7, you can find your test code on the back cover of your test booklet. Do not open your test book.

Now complete page 2. Be sure to select the test you are taking, fill in the test form number (which can be found on the back cover of your test booklet), complete the certification statement in the bottom left-hand corner of your answer sheet and sign your full name. If you have any questions, notify the proctor.

If, at any time during the test, you believe you have a defective test book, raise your hand.

- Collect a test book and answer sheet from each test taker. Look at the test-taker’s identification to verify the test-taker’s identity.
- Check the ID against the signature on the answer sheet. Also verify that the first six letters of the last name gridded on the answer sheet match the printed letters.
- Clear the memory on each test-taker’s calculator by pressing the “Memory” button once and then the “On” button once. Check each calculator to ensure that no test content is being removed or concealed (e.g., writing on the calculator).

The test taker may not leave the testing room until you are sure that you have collected his/her test book and answer sheet.
Activities After the Test

Overview

Introduction
Following the administration of the test, you will need to complete all the necessary forms and package the materials for return to ETS. Be sure to follow the instructions printed on the Return Instructions sheet included in your shipment for returning test materials. You will also be able to find this information within the HiSET Portal.

Returning Test Materials

Introduction
To avoid delays or errors in returning test materials, please adhere strictly to the following instructions and those provided with your shipment.

It is advisable that all used answer sheets as well as the following forms, be returned immediately to ETS. Missing or late returns result in costly follow-up investigations and may delay score reporting. Follow the directions below for separating materials and completing forms. All the materials MUST be mailed together.

Answer Sheets and Forms

The following materials must be returned according to the instructions printed on the Return Instructions sheet included in your shipment.

Answer Sheets

- **Handle Answer Sheets carefully.** Keep them flat. Edges must not be damaged. Paper clips, rubber bands or staples must not be used.
- **Labeling:** As prompted on the labels provided, please indicate your center number and number of each piece in sequence, for example: “1 of 2,” “2 of 2.” Affix one return label to each box or envelope in your shipment.
- If it is necessary to use more than one envelope or box, number them consecutively (“1 of 3,” “2 of 3,” etc.).

Attendance Roster

Log onto the HiSET portal and update the test taker information, including the names of any test takers who were not listed on your roster but were permitted to test at your center.

Seating Chart

Return completed Seating Chart(s) in the envelope provided by ETS.

Supervisor’s Report Form

On the Supervisor’s Report Form section, write and grid the number of used Answer Sheets.

Supervisor’s Irregularity Report Form

Complete and return only if irregularities occurred. If there were irregularities in the administration, ensure that all Supervisor’s Irregularity Reports contain thorough information relating to the incident.

Test Question Ambiguity and Error Form

Complete and return only if concerns regarding test question ambiguity or errors occur.
Test Books and Forms

Used and Unused Test Books
Unless a test book is damaged, test books will be returned to ETS only at the end of the year when new test forms will be available for the following year. At that time, please return all used and unused test books, including those that were compromised in an administration and labeled “Unusable.” Labeling: As prompted on the labels provided, please indicate your center number and number of each piece in sequence, for example: “1 of 2,” “2 of 2.” Affix one return label to each box or envelope in your shipment.

Damaged Test Books
After each test administration, test books need to be checked to ensure that they are reusable. Damaged test books must be returned to ETS via a SIR return envelope.
Assisting Test Takers with Accommodation Requests

General Information

ETS is committed to serving test takers with disabilities or health-related needs by providing services and reasonable accommodations that are appropriate given the purpose of the test.

Individuals with Disabilities

It is ETS policy to notify test center supervisors when persons with disabilities are scheduled to be tested. If a test taker who requires extra testing time, assistance in entering the answers on the answer sheet, or other accommodations reports to your center unexpectedly, advise the test taker to contact ETS so that appropriate arrangements can be made for a future test date. However, if someone requires only minor accommodations (for example, to be seated near a window for natural light or additional space to accommodate a wheelchair), please attempt to make the necessary accommodations. Please note any minor accommodations provided on the HiSET Supervisor’s Irregularity Report.

Medical aids may be necessary to enable the test taker to ambulate (cane, crutches, wheelchair, walker, prosthetic limb, service animal) or communicate (hearing aid, vocal cord amplifier) or may be required for health reasons (insulin pump, inhaler, heart rate monitor). These examples are not an exhaustive list. There are many types of aids that a test taker may be required to use. A test taker must be admitted, with or without approved accommodations, if he or she is required to use a medical aid.

Test takers who wear an insulin pump do not need to be approved for accommodations. We do, however, suggest that the test taker be scheduled into a separate room if his or her pump is especially noisy (so as not to disturb the other test takers). A separate room would require an accommodations approval.

NOTE: Test takers who request 14 point font, large-print test books and sheets do not need to be approved for accommodations.

Requesting Accommodations

All test takers requesting any accommodations must register by mail through ETS Disability Services using the Testing Accommodations Request Form, and have their accommodations approved before their test can be scheduled. A test with accommodations cannot be scheduled until the accommodations are approved. Online registration is not available for test takers who are requesting accommodations because of the need for ETS Disability Services review.

See “How A Test Taker Requests Accommodations” on the following pages for specific steps in the application process.

If a test taker has a health-related need that requires them to bring equipment, beverages or snacks into the testing room, or to take extra or extended breaks, you must follow the accommodations request procedures. See “Health-Related Needs and Minor Accommodations” on page 39.

All questions related to accommodations decisions should be directed to ETS Disability Services. See contact information below.

CUSTOMER SERVICE

ETS Disability Services
Monday – Friday
8:30 a.m. – 5:00 p.m. Eastern Time (New York)

Phone: 1-855-802-2748 (toll-free in the United States, American Samoa, Guam, Puerto Rico, U.S. Virgin Islands and Canada)
1-609-359-5615 (all other locations)

Fax: 1-609-240-0525

Email: HiSETSSD@ets.org

Mail: ETS Disability Services
PO Box 6054
Princeton, NJ 08541-6054

Courier Service: ETS Disability Services
225 Phillips Boulevard
Ewing, NJ 08628-1426
HOW A TEST TAKER REQUESTS ACCOMMODATIONS

If ETS has approved accommodations for you within the last two years and your documentation is still current, and if you are requesting the same accommodations that ETS approved before, please see “Using Previously Approved Accommodations” on page 40. If you have never requested accommodations before or if you need to request accommodations that are different from those for which ETS has previously approved the request must be reviewed and approved by ETS Disability Services before your test can be scheduled. To request accommodations, you must follow the steps below.

STEP 1
Look at the list of available accommodations under “Step 1: Common Testing Accommodations” on this page of this document and determine the accommodations you need.

STEP 2
Check the HiSET website to get information about which format of the test is offered in your area so you can determine what format of the test you will be taking: paper-based (PBT) or computer-based (CBT). See “Step 2: Determine Test Format” on page 39.

STEP 3
Complete the Testing Accommodations Request Form from this Manual. For instructions, see “Step 3: Testing Accommodations Request Form” on page 39.

STEP 4
Submit completed forms, all appropriate documentation and the proper registration fee for the test you are taking. Delays in processing the request will be incurred if the request does not include all forms, documentation and the appropriate test fee. See “Step 4: submitting Your Request to ETS” on page 40.

STEP 1: COMMON TESTING ACCOMMODATIONS

If you would like to request accommodations other than those listed below, you must describe them in Part II of the Testing Accommodations Request Form on page 44.

Extended Testing Time (all tests are timed)
- 25 percent (time and one-quarter)
- 50 percent (time and one-half)
- 100 percent (double time; documentation required)

Extra Breaks — breaks are not included in testing time (can be used for medication, snacks, trips to the restroom, etc.)

Accommodations for Computer-based Tests (CBT) only
- Screen magnification
- Selectable background and foreground colors

Assistance
- Reader
- Scribe

Assistance for Spoken Directions Only
- Oral interpreter
- Sign language interpreter
- Printed copy of spoken directions (for PBT tests only)

Alternate Test Formats
- Braille
- Large-print test book
- Large-print answer sheet
- Recorded audio (audiocassette)
HEALTH-RELATED NEEDS AND MINOR ACCOMMODATIONS

“Health-related needs" refers to any of a variety of medical conditions that impact a major life activity, such as those affecting digestion, immune function, respiration, circulation, endocrine functions, etc. Documented health needs include conditions such as diabetes, epilepsy and chronic pain. Some of these documented health needs require only minor accommodations. Minor accommodations include, but are not limited to, special lighting, an adjustable table or chair; extra breaks for medication or snacks; or a separate room if food, beverages or glucose testing materials are necessary during the test session.

If you require minor accommodations, you must submit:

- The HiSET registration form (see “Step 3: Testing Accommodations Request Form” on this page).
- Part I and Part II of the Testing Accommodations Request Form (see “Step 4: Submitting Your Request to ETS” on page 40).
- Part III of the Testing Accommodations Request Form. Disability Documentation Form (see pages 45-47).
- A letter of support from a medical doctor or other qualified professional stating the nature of the condition and the reason for the minor accommodations requested. (A note on a prescription pad is not acceptable).
- The proper registration fee for the test you are taking.

Some medical aids do not require approval for accommodations. These aids include, but are not limited to, those that are necessary for you to ambulate (cane, crutches, wheelchair, walker, prosthetic limb, service animal) or communicate (hearing aid, voice amplifier) or those that are otherwise required for health reasons (heart rate monitor). If you require these types of medical aids, you do not need to request accommodations. If you wear an insulin pump, you do not need to request accommodations unless your pump is especially noisy. If the pump is noisy and likely to disturb other test takers, requesting accommodations is a good idea so you can be scheduled in a separate room.

STEP 2: DETERMINE TEST FORMAT

Check the HiSET website to get information about which format of the test is offered in your area so you can determine what format of the test you will be taking (PBT or CBT).

HiSET Website: http://HiSET.ets.org/

STEP 3: TESTING ACCOMMODATIONS REQUEST FORM

Part I — Applicant Information (pages 42–43)

Complete this section and sign the Applicant’s Verification Statement, even if you are registering for accommodations identical to those that have been approved for you by ETS within the last two years.

Part II — Accommodations Requested (page 44)

Complete this section, even if you are registering for accommodations that are identical to those that have been approved for you by ETS within the last two years. If you are requesting accommodations other than those listed in Part II, you must describe them under “Other Accommodations.”

Part III — Disability Documentation

You must submit disability documentation if:

- You are not submitting a Certification of Eligibility: Accommodations History.
- You are requesting accommodations other than 50 percent (time and one-half ) and/or extra breaks.
- You were diagnosed with a disability within the past twelve months.
- You indicate in Part I of the Testing Accommodations Request Form that you have a physical disability or a psychiatric condition, or you check “Other” under “Nature of your disability.”
- You are requesting accommodations that are different from those that have been approved by ETS for you within the last two years.
- You have not previously used the accommodations you are now requesting.
If you are blind or have low vision, you do NOT need to submit documentation if you are submitting a Certification of Eligibility: Accommodations History and you are requesting only accommodations from the list below.

- Screen magnification
- Selectable background and foreground colors
- Braille
- Large print (test book and/or answer sheet)
- Recorded audio
- Reader
- Scribe
- Braille slate and stylus
- Perkins brailler
- 50 percent extended time (time and one-half)

If you are blind, a request for 100 percent extended time (double time) does not require documentation if you are submitting a Certification of Eligibility: Accommodations History and you are requesting Braille, a reader or recorded audio.

If you are deaf or hard-of-hearing, you do NOT need to submit documentation if you are submitting a Certification of Eligibility: Accommodations History and you are requesting only accommodations from the list below.

- 50 percent extended testing time (time and one-half)
- Extra break(s)
- Printed copy of spoken directions
- Sign language interpreter (for spoken directions only)
- Oral interpreter (for spoken directions only)

DO NOT send documentation if you are not required to do so. If documentation is not needed, submitting it will delay the review process. An Individualized Education Program (IEP) or 504 Plan alone may not be used.

**STEP 4: SUBMITTING YOUR REQUEST TO ETS**

An incomplete application will cause a delay in processing your request. Be sure to include:

- All completed forms (HiSET® registration form and Testing Accommodations Request Form)
- Disability documentation
- Proper test fee

Send completed requests to:

**Mail:** ETS Disability Services  
PO Box 6054  
Princeton, NJ 08541-6054

**Courier Service:** ETS Disability Services  
225 Phillips Boulevard  
Ewing, NJ 08628-1426

**USING PREVIOUSLY APPROVED ACCOMMODATIONS**

If your request for accommodations has been approved by ETS within the last two years, and your documentation is still current, you may request the same accommodations as were requested for other HiSET® testing sessions during the 2014–15 testing year.

To register for another HiSET, submit:

- **Part I and Part II of the Testing Accommodations Request Form** (see “Step 3: Testing Accommodations Request Form” on page 39); be sure to indicate the previous test name and test date.
- **Part III of the Testing Accommodations Request Form. Disability Documentation Form** (see pages 45–47).
- The appropriate fee
Assisting Test Takers with Accommodation Requests

HOW TO REGISTER ONCE YOUR REQUEST IS APPROVED
ETS will send you an authorization letter confirming the accommodations that have been approved for you.

- Paper-based Testing (PBT)
- When you receive your authorization letter, you will need to contact ETS to make an appointment for a test session. The authorization letter will identify the testing location and test administrator. If the testing center cannot accommodate your request on the scheduled testing date, you will be contacted by the test administrator to arrange an alternate test date.

Alternate-Format
A representative from ETS Disability Services will contact you to confirm the accommodations approved for you and to schedule your test.

DEADLINE FOR ACCOMMODATIONS REQUESTS
Your request for accommodations should be submitted as early as possible, especially if you are requesting an alternate test format. Documentation review takes approximately six weeks once your request and complete paperwork have been received. If additional documentation must be submitted, it can be another six weeks from the time the new documentation is received until the review is complete. ETS is committed to producing alternate test formats as quickly as possible; however, production times may vary.

Check the HiSET website for test center hours so you can plan accordingly.

REQUESTS TO CHANGE OR CANCEL YOUR TEST
For program policies regarding requests to change or cancel tests, please refer to the HiSET website. Rescheduling is permitted within the same testing year.

Contact ETS Disability Services. See page 2 for contact information.

TEST PREPARATION
For information about test preparation, go to the HiSET website and follow the “Prepare for the Test” link. If you need preparation materials in an alternate format, please contact ETS Disability Services. See page 2 for contact information.

Test takers are advised to consult ETS’s “Tips for Test Takers with Disabilities,” which is available online at www.ets.org/disabilities/tips.

SCORING AND REPORTING
Test takers who are blind can contact ETS Disability Services by phone for their test scores. See page 2 for contact information.

In most cases, score reports contain no indication of whether a test was taken with accommodations. Score reports do not indicate the nature of the disability or the accommodations given. Score recipients also are reminded that test scores should be considered only one part of an applicant’s record.
HiSET TESTING ACCOMMODATIONS REQUEST FORM

Part I — Applicant Information

Instructions: Complete this entire form. Be sure to sign the Applicant’s Verification Statement on the next page.

Applicant’s Name (please print—leave one blank box between names).

<table>
<thead>
<tr>
<th>Last</th>
<th>First</th>
<th>M.I.</th>
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<tbody>
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</tbody>
</table>

Street Address

City | State | ZIP Code

Gender | Date of Birth | Social Security Number

<table>
<thead>
<tr>
<th>Male</th>
<th>Female</th>
<th>Month</th>
<th>Day</th>
<th>Year</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

Day Phone Number | Evening Phone Number

Fax Number | Email Address

I would prefer that ETS communicate with me via: □ Email □ Mail

Test(s) I am applying for: □ All 5 tests □ Reading □ Language Arts □ Math □ Science □ Social Studies

I would like to test in (check one): □ English □ Spanish

Nature of your disability (check all that apply):

□ ADD/ADHD □ Deaf □ ASD
□ Learning Disability □ Hard of Hearing □ TPI
□ Blindness □ Psychiatric/Psychological (describe): __________________________
□ Low Vision □ Intellectual Disability (formerly known as cognitive impairment and MR)
□ Physical disability (describe): __________________________________________
□ Other (e.g., health-related): ____________________________________________

When was your disability first diagnosed? _____ / _____ Date of professional’s most recent evaluation: _____ / _____

Month Year | Month Year

Did you receive accommodations while in high school? □ Yes If yes, list below □ No

________________________________________________________________________

How do you compensate for your disability? (e.g., technology, medication). ________________________________

(continued on next page)
HiSET TESTING ACCOMMODATIONS REQUEST FORM
Part I — Applicant Information (continued)

Applicant’s Name: ___________________________________________ (please print) Last   First    M.I.

Verification Statement to Be Signed by Applicant

I confirm that the information on this application is true. I agree to provide ETS with any additional information to evaluate my request for accommodations. I also give permission to my evaluator to release to ETS a copy of any information required to determine the need for the accommodation(s) I have requested. If I am requesting the use of an assistive device, I am familiar with its use.

I understand that all information necessary to process this application must be available to ETS at least 45 days in advance of the test date to provide time to evaluate and process my request for accommodations. I agree that ETS has the right to make the final decision as to whether any requested accommodation is needed and appropriate.

I acknowledge that any submitted information may also be used for research purposes, and that in no case will I be identified by name in research studies, and that the information will be protected by the terms of ETS’s Confidentiality of Data Policy.

I also understand that ETS has the right to withhold or cancel my scores if it is later determined that, in ETS’s judgment, any information on this application form or the supporting documentation is questionable, inaccurate or used to obtain accommodations that are not necessary.

______________________________________________________________
Signature of Applicant Date

If you are under 18 years of age, signature of parent or guardian is required.

______________________________________________________________
Parent or Guardian’s Name (please print)

______________________________________________________________
Signature of Parent or Guardian Date
HiSET TESTING ACCOMMODATIONS REQUEST FORM
Part II — Testing Accommodations Requested

Applicant’s Name:  ____________________________________________________________
(please print)  Last  First  M.I.

REQUESTED ACCOMMODATIONS (Check all that apply)

Accommodations for Computer-delivered Tests
☐ Screen magnification
☐ Selectable background and foreground colors

Accommodations for Paper-delivered Tests
☐ Large print test book (larger than 14 point)
☐ Large print answer sheet (larger than 14 point)

Alternate Test Formats
☐ Braille
☐ Recorded audio with tactile figure supplement*
☐ Recorded audio with large-print figure supplement*
☐ Recorded audio

Assistance
☐ Scribe
☐ Braille slate and stylus (for note taking only)*
☐ Perkins brailler (for note taking only)*
☐ Sign language interpreter (for spoken directions only)**
☐ Oral interpreter (for spoken directions only)**
☐ Printed copy of spoken directions (for paper-based tests only)

Extended Testing Time (NOTE: All tests are timed.)
☐ 25 percent (time and one-quarter)  50 percent (time and one-half)  100 percent (double time)

Extra Breaks
☐ Yes

Other Accommodations Requested (describe). (For example, separate room, food or drink for medical purposes)

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

* Only applicants who are blind or have low vision
** Only applicants who are deaf or hard-of-hearing

If you received approval for the same accommodations from GED Testing Service within the last year, please submit a copy of that approval letter with this request.
**HiSET TESTING ACCOMMODATIONS REQUEST FORM**  
**Part III — Documentation Requirements**

**Instructions for Part III:** The test taker and/or his or her advocate should complete Part III. Please submit the primary documentation and any additional documents you wish to include for each of your diagnosed disabilities. Check each document that is being submitted.

To view full documentation requirements, visit [www.ets.org/disabilities](http://www.ets.org/disabilities).

### ADD/ADHD:

**Primary Documentation – Current within 3 years**  
Submit one

- [ ] Psychological report
- [ ] Psycho-educational report
- [ ] Neuropsychological report

**Additional Documentation**

- [ ] Most recent IEP
- [ ] Most recent 504 plan
- [ ] Psychological, psycho-educational or neuropsychological report (over 3 years)
- [ ] Report from psychiatrist
- [ ] Letter from rehab counselor or case manager
- [ ] Your personal statement
- [ ] Other

### Autism Spectrum Disorder:

**Primary Documentation – Current within 5 years**  
Submit one

- [ ] Psychological report
- [ ] Psycho-educational report
- [ ] Neuropsychological report

**Additional Documentation**

- [ ] Most recent IEP
- [ ] Most recent 504 plan
- [ ] Psychological, psycho-educational or neuropsychological report (over 5 years)
- [ ] Report from other professional (psychiatrist, speech/language therapist, occupational therapist, developmental pediatrician, or neurologist)
- [ ] Letter from rehab counselor or case manager
- [ ] Your personal statement
- [ ] Other

### Blind or Low Vision:

**Primary Documentation – Current within 2 years**  
Submit both

- [ ] Report from eye-care professional
- [ ] Your personal statement

**Additional Documentation**

- [ ] Most recent IEP
- [ ] Most recent 504 plan
- [ ] Letter from rehab counselor or case manager
- [ ] Other

(continued on next page)
HiSET TESTING ACCOMMODATIONS REQUEST FORM
Part III — Documentation Requirements (continued)

<table>
<thead>
<tr>
<th>Deaf or Hard of Hearing:</th>
<th>Additional Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Documentation – Current within 2 years Submit both</td>
<td></td>
</tr>
<tr>
<td>□ Audiogram or audiometric report</td>
<td>□ Most recent IEP</td>
</tr>
<tr>
<td>□ Your personal statement</td>
<td>□ Most recent 504 plan</td>
</tr>
<tr>
<td>□ Most recent IEP</td>
<td>□ Letter from rehab counselor or case manager</td>
</tr>
<tr>
<td>□ Most recent 504 plan</td>
<td>□ Other</td>
</tr>
<tr>
<td>□ Psychological, psycho-educational or neuropsychological report</td>
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</tbody>
</table>

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<thead>
<tr>
<th>Intellectual Disability:</th>
<th>Additional Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Documentation – Current within 5 years Submit one</td>
<td></td>
</tr>
<tr>
<td>□ Psychological report</td>
<td>□ Most recent IEP</td>
</tr>
<tr>
<td>□ Psycho-educational report</td>
<td>□ Most recent 504 plan</td>
</tr>
<tr>
<td>□ Neuropsychological report</td>
<td>□ Psychological, psycho-educational or neuropsychological report (over 5 years)</td>
</tr>
<tr>
<td>□ Letter from rehab counselor or case manager</td>
<td>□ Letter from rehab counselor or case manager</td>
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<tr>
<td>□ Your personal statement</td>
<td>□ Your personal statement</td>
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<tr>
<td>□ Other</td>
<td>□ Other</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Learning Disability:</th>
<th>Additional Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Documentation – Current within 5 years Submit one</td>
<td></td>
</tr>
<tr>
<td>□ Psychological report</td>
<td>□ Most recent IEP</td>
</tr>
<tr>
<td>□ Psycho-educational report</td>
<td>□ Most recent 504 plan</td>
</tr>
<tr>
<td>□ Neuropsychological report</td>
<td>□ Psychological, psycho-educational or neuropsychological report (over 5 years)</td>
</tr>
<tr>
<td>□ Letter from rehab counselor or case manager</td>
<td>□ Letter from rehab counselor or case manager</td>
</tr>
<tr>
<td>□ Your personal statement</td>
<td>□ Your personal statement</td>
</tr>
<tr>
<td>□ Other</td>
<td>□ Other</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Physical Disability or Health-Related Need:</th>
<th>Additional Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Documentation – Current within 6 months Submit both</td>
<td></td>
</tr>
<tr>
<td>□ Letter from medical doctor</td>
<td>□ Most recent IEP</td>
</tr>
<tr>
<td>□ Your personal statement</td>
<td>□ Most recent 504 plan</td>
</tr>
<tr>
<td>□ Letter from rehab counselor or case manager</td>
<td>□ Letter from rehab counselor or case manager</td>
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<tr>
<td>□ Other</td>
<td>□ Other</td>
</tr>
</tbody>
</table>

(continued on next page)
## Psychiatric or Psychological Disability:

**Primary Documentation – Current within 6 months**
Submit one

- [ ] Psychological report
- [ ] Report from psychiatrist

**Additional Documentation**

- [ ] Most recent IEP
- [ ] Most recent 504 plan
- [ ] Letter from rehab counselor or case manager
- [ ] Your personal statement
- [ ] Other__________________________

## Traumatic Brain Injury:

**Primary Documentation – Current within 6 months**
Submit one

- [ ] Neuropsychological report

**Additional Documentation**

- [ ] Most recent IEP
- [ ] Most recent 504 plan
- [ ] Letter from medical doctor or neurologist
- [ ] Letter from rehab counselor or case manager
- [ ] Your personal statement
- [ ] Other__________________________

---

*Keep a copy of this completed form for your records.*
Appendix of Forms

Administering HiSET Paper-Based Exams

Hello and welcome to the HiSET administration.

ETS is obligated to report scores that accurately reflect your performance. For this reason, ETS maintains test administration and test security standards. Misconduct on your part will result in your dismissal from the test, forfeiture of your test fees and the cancellation of your scores by ETS. Examples of misconduct are: possession of or use of a telephone, cell phone, smartphone (e.g., BlackBerry® or iPhone® devices), PDA or other electronic, listening, recording or photographic device, giving or receiving assistance of any kind, taking excessive breaks, leaving the testing room without permission, leaving the test center during the test administration, disturbing other test takers or behaving inappropriately, communicating about the test with any person other than the test center supervisor and/or staff, removing a page or any part of a page from the test book, attempting to take the test for someone else, and using any unauthorized aids such as books, papers, pamphlets, personal calculators, dictionaries or highlighter pens. No eating or drinking is permitted during the test administration.

All of your belongings should be put away, except for your identification and your pencils and eraser.

The official time will be kept according to the proctor’s watch and the start and stop times for each subject will be posted. You may use only a No. 2 or HB pencil to mark your answers on the answer sheet. Do not write in the test book or make any stray marks on it. You will be writing only on your answer sheet or on scratch paper if you need it. If you are in need of scratch paper, please let me know and I will provide this to you. If you do not have a No. 2 pencil, please notify the proctor and they will give you one. . . .

Fill in the circles on your answer sheet completely, and do not make any stray marks when marking your answers. If you erase, do so carefully and thoroughly. You will not be allowed to clean up your answer sheet after time has been called.

When the time is called for a section, you must stop marking that section of your answer sheet and put your pencil down.

Now take out your answer sheet and turn your test book over. Please check to see that it is the correct answer sheet for the test you are taking. Then fill in the information on the front. For box #6, you can find your test book serial number on the top right corner of your test booklet. For box #7, you can find your test code on the back cover of your test booklet. Do not open your test book. . . .

Now complete page 2. Be sure to select the test you are taking, fill in the test form number (which can be found on the back cover of your test booklet), complete the certification statement in the bottom left-hand corner of your answer sheet and sign your full name. . . . If you have any questions, notify the proctor. . . .

If, at any time during the test, you believe you have a defective test book, raise your hand.
Seating Requirements

Regardless of the type of testing, standard or nonstandard, you need to apply the same guidelines, listed below, for seating. Use the sample seating plans to help you arrange your room to meet these requirements.

- Create a chart that represents your seating and allows you to record the test-taker’s name in the corresponding seat.
- Use chairs with backs.
- Face seats in the same direction.
- Place chairs directly behind those in the preceding row.
- Separate each student by a minimum of four feet on the right, left, front, and back (measure from the center of desk).
- Ensure unimpeded access to every student by staff.
- Seat only one student at a table measuring six feet in length or less.
- Seat students at least four feet apart and facing the same direction if tables longer than six feet are used.
- Provide a large, smooth writing surface, preferably desks or tables.
- Table-arm chairs must have a minimum writing surface or 12 x 15 inches (30 x 38 centimeters).

### Samples of Approved Seating Plans: X = One Student

<table>
<thead>
<tr>
<th>Plan IA: Level Seating</th>
<th>Plan IB: Level Seating</th>
<th>Plan II: Elevated Seating</th>
</tr>
</thead>
<tbody>
<tr>
<td>X X X X X X</td>
<td>X X X</td>
<td>X X X X X X</td>
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</tbody>
</table>

- 4’

### Plan III: Tables

- 6’ or less
- More than 12’
Monthly Test Booklet Inventory

Test booklets are secure documents. Use this form to account for all test booklets. Record the quantity of the booklets sent and the test booklet security number range of those booklets. When the test booklets are returned, record the quantity and security numbers returned to ensure that all booklets are accounted for.

<table>
<thead>
<tr>
<th>Test Site Name</th>
<th>Check One</th>
<th>Booklets Out</th>
<th>Booklets In</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Quantity</td>
<td>Security Number Range</td>
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</table>

This form may be photocopied.
# SUPERVISOR’S REPORT FORM (SRF)
FOR HiSET™ PROGRAM TEST SUPERVISORS
MUST BE RETURNED WITH USED ANSWER SHEETS

**DO NOT USE INK**

Use only a pencil with soft black lead (No. 2 or HB) to complete this answer sheet. Be sure to fill in completely the circle that corresponds to the proper letter or number. Completely erase any errors or stray marks.

<table>
<thead>
<tr>
<th>1</th>
<th>TEST CENTER/REPORTING LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Center Name</td>
</tr>
<tr>
<td></td>
<td>City</td>
</tr>
<tr>
<td></td>
<td>Country or Territory</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2</th>
<th>TESTING DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>MM/DD/YY</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>3</th>
<th>TEST CENTER NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSTP</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>4</th>
<th>TOTAL USED ANSWER SHEETS RETURNED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fill in the box using leading zeros (e.g., 0133) and fill in the corresponding circles.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5</th>
<th>TEST CENTER SUPERVISOR’S SIGNATURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>The total used answer sheets returned have been hand counted. The information above is accurate to the best of my knowledge.</td>
<td></td>
</tr>
<tr>
<td>SIGNATURE:</td>
<td>DATE:</td>
</tr>
<tr>
<td>Month</td>
<td>Day</td>
</tr>
</tbody>
</table>
1. GENERAL INSTRUCTIONS TO SUPERVISOR:

Refer to the Irregularities Chart in your manual for when to use this form, when to check test taker’s ID and when to call Test Administration Services (TAS). IMPORTANT: Call 800-257-5123 immediately if test materials are missing or damaged. Report each separate irregularity on a separate SIR.

- When entering comments, stay within the margins indicated.
- Complete sections as appropriate to the irregularity type. The staff member reporting the incident must sign the form in section 10.
- Attach (but do NOT staple) any defective materials to the SIR.
- Before returning your form(s), record sequence number(s) at the top of this box on each form to indicate how many reports you are submitting. Return all SIR(s) with used answer sheets immediately after testing ends.

2. Testing Date

2. Testing Date

3. TEST CENTER INFORMATION:

Test Site Name and Address:

Name:______________________________________

Address:____________________________________

City:_______________________________________

State/Province:______________________________

Country or Territory:__________________________

4. TEST BOOK INFORMATION:

Test Subject ___________ Room Number _________

Test Code ___________ Form Code ___________ Test Book Serial Number ______________________

5. GROUP IRREGULARITIES INFORMATION:

- Check the boxes in front of each case that applies.
- Write the names and appointment numbers of involved test takers on the last page of the SIR or print out a copy of the roster, place a check mark by the name of each affected test taker, make a photocopy, and attach it to the SIR.
- To report incorrect/missing materials, indicate details on the SIR. Always call TAS immediately in such situations.
- Use the COMMENTS section on Page 3 to describe the events and actions taken.

Did group complete testing?  Yes  No

Overtiming:

[ ] 1–2 minutes
[ ] 3–4 minutes
[ ] 5–7 minutes
[ ] 8 minutes or more

Round up for overtimings and undertimings. For example, for 2.5 minutes you should fill in the circle for 3–4 minutes.

Undertiming:

[ ] 1–2 minutes
[ ] 3–4 minutes
[ ] 5–7 minutes
[ ] 8 minutes or more

To write the number of test takers who were affected by the group irregularity, use leading zeros, such as 06, 030, etc., and fill in left to right.

Defective materials

[ ] Staff did not give approved accommodations

Disturbance/interruption

[ ] Staff gave incorrect instructions

Incorrect/missing materials

[ ] Staff did not give breaks

Test center environment issue

[ ] Staff did not announce remaining time

Staff behavior was distracting

[ ] Testing started late: Time testing started ______:

Staff distributed incorrect material

[ ] Other: ____________________________________
6. **INDIVIDUAL IRREGULARITIES INFORMATION:** (See Group Irregularities Section if more than one test taker involved)
Check the box in front of each case that applies. Use the COMMENTS section on page 3 to describe all events and actions taken.

### 6a. Test Taker Information:

| Name: __________________________ | 
| Gender: | [ ] Male | [ ] Female |
| Action Taken: | [ ] Warned | [ ] Dismissed | [ ] None |
| Did test taker complete testing? | [ ] Yes | [ ] No |

Print the Appointment Number of the test taker who was affected by the irregularity.

<table>
<thead>
<tr>
<th>Appointment Number</th>
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</table>

### 6b. Issue Information:

**Check-in Issue:**
- [ ] Test taker had questionable/ unacceptable ID
- [ ] Test taker arrived late and was admitted to test
- [ ] Test taker arrived late and was turned away
- [ ] Test taker not on roster
- [ ] Test taker refused to turn off cell phone
- [ ] Test taker refused to comply with requirements for storing cell phone or other personal items
- [ ] Test taker had no paperwork for nonstandard accommodations
- [ ] Test taker was changed from standard to nonstandard room with approved accommodations letter after start of testing
- [ ] Test taker waived nonstandard accommodations

**Defective Materials Issue (Test Book, A/S, Tape, CD):**
- [ ] Smudges/ink blots
- [ ] Holes in pages
- [ ] Torn pages
- [ ] Missing pages
- [ ] Pages repeated
- [ ] Pages stuck together
- [ ] Blank tapes/CDs
- [ ] Skipping tapes/CDs
- [ ] Incorrect directions
- [ ] Duplicate/missing serial numbers
- [ ] Serial number in wrong spot
- [ ] Other: __________________________

**Test Center Staff Issue:**
- [ ] Staff behavior was distracting
- [ ] Staff distributed incorrect material
- [ ] Staff gave incorrect instructions
- [ ] Staff did not give required breaks
- [ ] Staff did not give approved accommodations
- [ ] Staff did not announce remaining time

**Test Center Environment Issue:**
- [ ] Problem with lighting, temperature, noise, etc.

**Test Admin Issue:**
- [ ] Test taker misplaced/misgridded answers
- [ ] Test taker recorded answers in book
- [ ] Test taker needed second answer sheet
- [ ] Test taker became ill
- [ ] Test taker had a CD player or calculator malfunction
- [ ] Test taker impersonated another test taker
- [ ] Test taker worked after time called
  - Minutes: ______
- [ ] Test taker worked on wrong section
  - Minutes: ______
- [ ] Test taker used an unauthorized aid (e.g., dictionary)
- [ ] Test taker left early/ left without permission
- [ ] Test taker gave or received help
  (Provide other test taker’s name in COMMENTS section on Page 3)
- [ ] Test taker obtained improper access to test/ part of test
- [ ] Test taker failed to follow any other test administration regulations
- [ ] Test taker disrupted test, causing testing to start/ end late
  - 1–2 minutes
  - 3–4 minutes
  - 5–7 minutes
  - 8 minutes or more

**Other Issue:**
- [ ] Other: __________________________

7. **TEST QUESTION AMBIGUITY INFORMATION:**
Check the box in front of each case that applies. Use the COMMENTS section on page 3 to describe the test taker’s concerns.

- [ ] No correct answer
- [ ] Multiple correct answers
- [ ] Not enough information to answer question
- [ ] Other: __________________________

Test Taker’s Name: __________________________

Test Taker’s Email Address: __________________________

Test Taker’s Mailing Address: __________________________

Test Book Serial #: __________________________

Test Subject: __________________________

Test Question #: __________________________
8. COMMENTS:

Fully describe the irregularity or test taker’s concern and any action(s) taken.

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

9. TEST CENTER STAFF CONTACT INFORMATION:

Complete the fields below so that we can contact you if we need further information. Contact information should be for the specific person reporting the incident.

Name: ____________________________________________

Email Address: ____________________________

Phone #: ____________________________ Cell Phone #: ____________________________

Staff Member Signature: ____________________________________________

Test Center Supervisor Signature: ____________________________________________
10. **GROUP IRREGULARITY AFFECTED TEST TAKER INFORMATION:**

List the name and appointment number of all test takers affected by a group irregularity. You may also attach a copy (no staples) of the attendance roster with a check mark by the names of all affected test takers. Return this SIR and any attachments with your shipment of used answer sheets and critical reports immediately after the test.

<table>
<thead>
<tr>
<th>TEST TAKER NAME</th>
<th>TEST TAKER REGISTRATION NUMBER</th>
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# Standard Test Material Return Instructions

**FOR: HiSET™ Supervisor**

<table>
<thead>
<tr>
<th>Returning Answer Sheets on TEST DAY</th>
<th>At the End of the Year</th>
<th>How to PACK Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td>to our LUDLOW Facility</td>
<td>Return Test Books</td>
<td>Arrangements for SHIPPING with UPS</td>
</tr>
</tbody>
</table>

99716-99716 • Y913E5 • Printed in U.S.A. 775875
What to Return on Test Day

**Used answer sheets and completed forms** must be returned on test day, immediately after the administration is completed, or scores may be delayed.

1. Pack these materials as shown on page 4.
2. Check to see if you received a return kit with your test materials.
3. Use the following URL ([https://row.ups.com/](https://row.ups.com/)), company code (etsnj), ID (hiset), and PW (hiset), which will take you to the HiSET Return on the web to create and print your return label.
4. Write down your package tracking number.
5. Insert the completed label into the plastic pouch on the return envelope and seal pouch.
6. Ship your package as follows:

**Use one of these preferred methods with United Parcel Service (UPS) as the preferred courier. Any of the methods used below will provide a traceable receipt from origin to destination and chain of custody for the shipment.**

   a. **Regularly Scheduled UPS Pickup** – If you have a regularly scheduled pickup, please hand the shipment to the UPS driver at your earliest opportunity.

   b. **UPS Pickup Request** – Before test day you need to call UPS at 800-PICK-UPS to schedule a pickup on test day or as soon as possible after testing concludes.

   c. **UPS Drop-off** – Drop off your shipment at the UPS location and obtain a traceable receipt for your package.

**Other traceable express courier**

If UPS is not available in your area:

- Do not use first-class mail or any non-traceable method of shipment.
- Ship materials using a traceable method to the address below:

   **Inbound Processing Center**
   **200 Ludlow Drive**
   **Ewing, NJ 08638**

   - Carefully follow the packing and shipping instructions on page 4.

If you cannot create and download a shipping label, ship your materials by traceable courier to the Ewing address above.

Only print and affix one return label per package.

**Do not print return labels until the administration is complete and materials are ready to be shipped. Printing labels in advance can result in incorrect information being provided and problems with tracking.**

If technical difficulties exist when attempting to create or download the label, contact Test Administration Services (TAS) at 1-800-257-5123 for instructions.
Assemble and pack materials 1–6 in the sequence shown.

1. SIR Envelope
   Include only:
   - Supervisor’s Irregularity Reports (SIRs), with related items, if any

2. Supervisor’s Irregularity Report
   Include only:
   - Supervisor’s Irregularity Reports (SIRs), with related items, if any

3. Ancillary items, if any
   See box at lower right for a list of ancillary items that may be associated with a test administration.

4. SRF/AS Envelope
   Include only the materials listed to the right in this envelope.

5. Used answer sheets

6. Test Supervisor’s Report Form

**Ancillary Items**

The following items will occasionally be associated with an administration, and must be placed on top of the used answer sheets:

- Test books with answers marked inside and associated used answer sheets
- Used answer sheets with misplaced marks
- Test books containing answers that must be transcribed (due to insufficient or defective answer sheets)

**Note**

- Use the courier return envelope that came with your test materials.
- Insert printed UPS label into the clear pouch on the return envelope and seal the clear pouch.
- Keep answer sheets flat; do not damage the edges or use rubber bands, tape, or staples. Do not wrap them in anything.
## RETURNING

### Test Books Annually

1. **PACK**
   - Use carton(s) from original test materials shipment.
   - Include only the test books shown below.

   ! Test Books

   - Include **ALL** packed carton(s) together in one return shipment and clearly mark them as a set (e.g., “Carton 1 of 2”).

2. **SEAL**
   - Use supplied tape to seal securely.
   - Remove, cover or cross out the original shipping labels.

   ![Sealing](image)

   - Tape should extend at least 3 inches.

   ! Tape around the perimeter

   - For large, 18-inch cartons, place tape around the perimeter.

3. **LABEL**
   - Download label as instructed on page 2.
   - Tape return label on box. Do not put two return labels on one box, or cover a return label with another label.
   - Write down tracking number for your records.
   - You will receive instructions with a link to download a return label.
   - This label is to be used only for returning materials to be scored. You will receive different labels for the annual return of test books at the end of the year.

   Inbound Processing Center
   200 Ludlow Drive
   Ewing, NJ 08638

   ![Sample Label](image)

   - Affix the label to the box(es).
   - Note this tracking number for your records.

4. **SHIP**
   - Call 1-800-PICK-UPS or visit UPS.com to arrange for pickup during regular school stops or to schedule a special pickup.
   - OR Take the package to any UPS customer center.

   ![Shipping Instructions](image)

! IMPORTANT NOTES:
- For more information about returning test books annually, including what not to return, see HiSET Program Manual.
Alternate Test Form (ATF) Materials

Return Instructions

FOR: HiSET™ Supervisor

<table>
<thead>
<tr>
<th>Returning Scorably Materials on TEST DAY</th>
<th>How to PACK Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td>to our LUDLOW Facility</td>
<td>Arrangements for SHIPPING with UPS</td>
</tr>
</tbody>
</table>
INSTRUCTIONS FOR RETURNING
HiSET ALTERNATE TEST FORM (ATF) MATERIALS

Materials used by an individual examinee who is testing under disability accommodations must be returned in a separate shipment (e.g., one shipment per candidate). All materials used by each individual examinee must be packaged together and shipped using a separate downloadable return label with a unique tracking number for that examinee. Please follow the instructions below to ensure the proper return of ATF materials.

1. **Materials for examinees who have tested with ATF accommodations should be returned in individual shipments — one shipment for each examinee.** Download the return label(s) (as instructed on page 3). It is imperative that ALL materials associated with an individual candidate testing or under special accommodations be packaged together (but separately from the other examinees) and returned via Express courier. Follow the instructions below and included in this document to assemble ATF return shipments properly.

2. ATF materials used by an individual examinee may include the following:
   - Large print, Braille, and other alternate-format test books
   - Large block, Braille, and other alternate-format answer sheets and response documents
   - All standard test materials/response documents used by candidates who have extended time or other accommodations
   - Computer/Braille printouts and computer cassettes/CDs
   - Timing reports and any other test center forms/reports pertaining to ATF administrations.

   **NOTE:** If testing multiple examinees with ATF accommodations at the same time, some forms/reports may be used that will contain information that pertains to more than one examinee in the room. A photocopy of each form containing information pertaining to multiple examinees must be included in each affected examinee’s return shipment.

3. Print out all constructed-response answers that have been produced on a computer or Braille typewriter, and return the printouts, along with the corresponding computer disk and/or Braille output.

4. If an examinee has been approved by ETS to mark his/her answers in a standard test book, complete items 1–7 on page 1, the Test Form and Test Subject (if required), and the certification statement on a standard answer sheet; attach it, along with the test book, to the Supervisor’s Irregularity Report (SIR); and include it in the answer sheet returns envelope.

5. After each examinee tests, insert all of his/her testing materials into the SRF/AS Envelope included with your ATF materials shipment. If the examinee used a Braille or large-format test book, use the original shipping box in which you received the materials for your return shipment. Please do not fold or bend large-format test books.

6. Use the SH (Special Handling) Return Shipping Envelope with yellow label to return materials. If you require additional shipping materials, call the ETS Disability Services office at 1-609-359-5615 (8:30 a.m.–5 p.m. Eastern Standard Time). Do not use any other return label.

7. **RETURN ALL MATERIALS PROMPTLY.** Keep a record of the tracking number on the return label.

---

**Express Shipping Options:**
- Arrange for pickup during regular UPS testing site stops
- Take the package to any UPS Customer Center
- Call 1-800-PICK-UPS (1-800-742-5877) to schedule a pick up
What to Return on Test Day

Used answer sheets and completed forms must be returned on test day, immediately after the administration is completed, or scores may be delayed.

1. Pack these materials as shown on page 4.
2. Check for your return kit received with your test materials.
3. Use the following URL (https://row.ups.com/), company code (etsnj), ID (hiset), and PW (hiset), which will take you to the HiSET Return on the web to create and print your return label.
4. Write down your package tracking number.
5. Insert the completed label into the plastic pouch on the return envelope and seal pouch.
6. Ship your package as follows:

   Use one of these preferred methods with United Parcel Service (UPS) as the preferred courier. Any of the methods used below will provide a traceable receipt from origin to destination and chain of custody for the shipment.

   a. Regularly Scheduled UPS Pickup – If you have a regularly scheduled pickup, please hand the shipment to the UPS driver at your earliest opportunity.

   b. UPS Pickup Request – Before test day, you need to call UPS at 800-PICK-UPS to schedule a pickup on test day or as soon as possible after testing concludes.

   c. UPS Drop-off – Drop off your shipment at the UPS location and obtain a traceable receipt for your package.

Other traceable express courier

If UPS is not available in your area:

   • Do not use first-class mail or any non-traceable method of shipment.

   • Ship materials using a traceable method to the address below:

      Inbound Processing Center
      200 Ludlow Drive
      Ewing, NJ 08638

   • Carefully follow the packing and shipping instructions on page 4.

If you cannot create and download a shipping label, ship your materials by traceable courier to the Ewing address above.

Only print and affix one return label per package.

DO NOT print return labels in advance of shipping.

If technical difficulties exist when attempting to create or download the label, contact Test Administration Services (TAS) at 1-800-257-5123 for instructions.
RETURNING HiSET ALTERNATE TEST FORMS

Answer Documents, Test Books, and Related Materials

THE SPECIAL HANDLING RETURN ENVELOPE MAY BE USED ONLY FOR ATF MATERIAL RETURNS. DO NOT USE FOR ANY OTHER TYPE OF MATERIAL RETURNS.

- Assemble and pack materials in the sequence shown.
- Keep answer sheets flat. Do not damage the edges or use rubber bands, tape, or staples.
- Complete steps 1–3 on the bottom of the return label.

1. All ATF Test Books
   (Used and unused, except for those that contain examinee responses. See #2 above.)

2. SIR Envelope

3. Supervisor’s Irregularity Report

4. Ancillary items, if any
   See box at lower right for a list of ancillary items that may be associated with a test administration.

5. SRF/AS Envelope
   Include materials listed (if any):
   - Supervisor’s Comment Sheet
   - Test Question Ambiguity and Error Form
   - Timing Report
   - Braille/Computer printouts and computer disks/CDs
   - Answer Sheets (standard and ATF types)
   - Test books that include examinee responses
     (mark the covers “answers in book”)

6. Test Supervisor’s Report Form (SRF)

ANCILLARY ITEMS

The following items will occasionally be associated with an administration, and must be placed on top of the used answer sheets:
- Test books with answers marked inside and associated used answer sheets
- Used answer sheets with misplaced marks
- Test books containing answers that must be transcribed (due to insufficient or defective answer sheets)

For questions regarding these instructions, please contact the Disability Services office at 1-609-359-5615.

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Test items copyright © 2001, 2003, 2007 by The University of Iowa. All rights reserved. Used under license from Houghton Mifflin Harcourt.
Envelope for Return of Supervisor’s Report Form (SRF) and Answer Sheets (A/S)

Place the completed Supervisor’s Report Form (SRF) on top of the used answer sheet(s).

Check Appropriate Box

**Note:** You can mix answer sheets from all subject tests except Writing and return them in one envelope.

- ☐ Science, Social Studies, and Reading Answer Sheets
- ☐ Mathematics Answer Sheets/Linkage Documents

**Note:** Writing answer sheets must be returned in a separate envelope; do not mix them with any other subject answer sheets.

- ☐ Writing Answer Sheets

Number of envelopes _____ of _____
Except for instructions regarding which types of materials should be returned in this envelope, all supporting materials/documents must be included in a completed SIR and returned in this envelope. Please refer to your Program Manual.

Completed Supervisor's Irregularity Report (SIR) Return Envelope

Test Date: 
Testing Site Number: 

HiSET
Test Site Supervisor’s Checklist

☐ Please take the time needed to read the Program Manual and view the eLearning module. For any procedural questions you may have, please refer to the “Communicating with Educational Testing Service” section of the Program Manual.

☐ Schedule proctors and verify the adequacy of assigned testing rooms as described in the Program Manual.

☐ Meet with proctors before testing and discuss testing procedures and questions.

☐ Review and distribute the “Test Administration and Security Procedures Checklist” for specific details on how to administer the HiSET (available in the Program Manual).

☐ Check the contents of your test materials shipment immediately upon receipt to ensure proper quantities and to allow time for an extra shipment, if necessary.

☐ Store all materials in a locked, limited-access place until the test day.

☐ On the day of the test, provide the proctor with test materials for each room and scripts for each test.

☐ After testing, collect all materials.
GLOSSARY

ADHD: Attention-deficit hyperactivity disorder, a persistent pattern of inattention and/or hyperactivity that is more frequent and severe than is typically observed in individuals with comparable levels of development.

Alternate format: Type of test format; examples include large print, braille and recorded audio.

CBT: Computer-based test. Also refers to a specific ETS testing platform used for some ETS tests.

Certification of Eligibility: Accommodations History: A verification statement signed by an authorized professional who verifies the applicant's accommodations history and certifies that there is documentation on file that meets the ETS Documentation Criteria.

Computer-voiced with tactile figure supplement: A test taken on computer that provides synthetic speech and keyboard navigation for test takers who are blind or have low vision. A raised-line figure supplement with labeling in braille is provided for graphics. Available only for applicants who are blind or have low vision.

Computer-voiced with large-print figure supplement: A test taken on computer that provides synthetic speech and keyboard navigation for test takers who are legally blind or have low vision. A large-print figure supplement is provided. Available only for applicants who are legally blind or have low vision.

Ergonomic keyboard: A computer keyboard designed to minimize muscle strain and related problems.

Extra breaks: Breaks other than regularly scheduled breaks that are not included in the testing time. Extra breaks can be taken as needed for snacks, beverages, medication, etc.

Extended testing time: Extra time to take the test. The amount of extended testing time is correlated to the test taker’s disability or functional limitations. Fifty percent extended testing time is time and one half; 100 percent extended time is double time (documentation is required for 100 percent extended time or more).

IntelliKeys keyboard: A programmable alternative keyboard that enables users with physical and/or visual disabilities to easily type, enter numbers, navigate on-screen displays and execute menu commands.

Keyboard with touchpad: A standard computer keyboard with a built-in touchpad. The touchpad allows the user the option of either using no external mouse or using a secondary pointing device.

Large-print answer sheet: An answer sheet for multiple-choice questions with large blocks that the test taker can mark with X’s, rather than smaller boxes or ovals that need to be filled in.

LD: Learning disability.

Minor accommodations: Accommodations that do not affect the test delivery or response, such as a footstool, earplugs, a special chair/desk or a cushion.

Oral interpreter: A trained interpreter who silently mouths speech for a deaf or hard-of-hearing test taker who is able to speech read. An oral interpreter may also use facial expressions and gestures and may paraphrase the language used by the speaker. This accommodation is provided for spoken directions only and is available only for applicants who are deaf or hard-of-hearing.

PBT: Paper-based test. This includes any test that is ordinarily given on paper rather than on computer; or paper-based testing may be offered as an accommodation for a computer-based test.

Printed copy of spoken directions: For paper-based tests only. (All directions are provided on screen for computer-based tests.)

Reader: A person who reads the test aloud to the test taker. Typically for an individual with learning disabilities or traumatic brain injury or a test taker who is blind or has low vision. A reader reads the test directions, questions and answer choices to the test taker. A reader does not interpret, reword or explain the test, though the reader may repeat test content at the test taker's request.

Recorded audio with tactile figure supplement: An audio recording of the test accompanied by a raised-line figure supplement to enable a test taker who is blind or has low vision to feel the figures. The figure supplement is labeled in braille.

Recorded audio with large-print figure supplement: An audio recording accompanied by a set of enlarged figures, primarily for test takers with low vision.

Screen magnification: Enlarging the size of everything displayed on the computer screen.
**Scribe**: A person who writes down, or otherwise records, the test-taker's responses. The scribe does not correct spelling, create answers for the test taker or help the test taker identify correct answers. The scribe simply writes the test-taker's answers down on the test or answer sheet or types them into a computer.

**Selectable background and foreground colors**: A feature on computer-based tests that permits the test taker to select the colors of the background and the text to improve contrast and minimize eyestrain.

**Sign language interpreter**: An individual who communicates with the test taker using sign language. Available only for applicants who are deaf or hard-of-hearing for spoken directions only.

**Spell checker**: An ETS-approved spell checker is a simple hand-held device that is sent prior to the test date to test takers who qualify for this accommodation. It is NOT the standard computer-based spell checker included in programs such as Microsoft® Word.

**Trackball**: A pointing device consisting of a ball held by a socket containing sensors to detect a rotation of the ball. The user rolls the ball with the thumb, fingers or palm of the hand to move a pointer or cursor on the screen. Used as an alternative to a mouse.