

## HiSET® Test Administration and Security Procedures

### Security of Test Materials and Equipment

The security of test materials is critical. From the moment test center staff complete all the appropriate steps to establish a HiSET® test center, from test administration and up to the return of test materials to ETS, test center staff are fully responsible for confirming the protection of the tests from loss or unauthorized access and for preventing a test taker from having either an unfair advantage or disadvantage. The following procedures must be strictly followed:

- Make certain no test taker has access to the tests before the test.
- Confirm that every test taker does his or her own work.
- Verify that no one inspects, views or reads questions at any time except for test takers when they are taking the test.
- **Note:** Test center staff may inspect the content of tests when it is necessary to investigate a test taker's report of a specific problem. Test center staff may read individual test questions *only if a test taker reports flawed questions*.
- Based on the ID shown by the test takers, verify that all test takers are authorized to test and that the person taking the test is the person authorized to take it.
- Provide Test Administrators with a space from which to clearly view all test takers in the testing room at all times.
- Restrict access to administrative workstation functionalities to authorized test center staff only, and preserve the confidentiality of the information displayed.
- Notify ETS as soon as possible upon discovery of any potential compromise of test data or materials before, during or after the testing process. See Chapter 1 of the *Program Manual* for more information.
- Report any and all unusual testing circumstances by completing a Center Problem Report (CPR).
- ETS will provide each individual Chief Examiner and/or Test Administrator with his/her own personal login credentials. Personal passwords should never be shared. It is extremely important to protect the integrity and confidentiality of all passwords. A security breach may result in a compromise of the HiSET test and of test taker data.
- Secure all computers being used for HiSET testing. When test center staff are not present, the testing room must be locked. If your test center uses laptop PCs, then the laptops must be locked in a secure location when not in use.
- Paper-based testing materials must be secured in a locked room.
- Any security breach must be reported to the ETS Office of Testing Integrity within 24 hours of the occurrence.

## Test Center Security Compliance Checklist

SECURITY	YES	NO	COMMENTS
Passwords are secured and/or locked up and not posted in testing area, reception area or offices.			
Testing room is locked and secured when testing is not occurring.			
Laptop computers are secured with locks at all times or locked in secure storage when not in use.			
Test center staff understand and follow guidelines and practices in the <i>HiSET Program Manual</i> .			
Access to the testing room key is limited to authorized staff.			
<b>Test center staff use secure check-in procedures.</b> Before test takers test, staff <u>must</u> check their identification and obtain their signatures on a sign-in sheet/roster.			
<b>HiSET scratch paper is distributed to every test taker.</b> Staff <u>must</u> verify that the scratch paper is returned upon completion of testing.			
<b>A safe area is provided in which test takers can store their personal belongings</b> , including purses, books, backpacks and electronic devices such as cell phones, Bluetooth®-enabled headsets/earbuds, smartphones, calculators and tablets. These items should never be allowed in the testing room. Visually inspect test takers for attached electronic devices.			
Provide a secure, locked storage area for testing materials.			
Recommendation: Test Center has a test center staffing succession plan.			
Recommendation: Test Administrators regularly change their individual software passwords (recommend every 30 days).			
Recommendation: Criminal background checks are part of hiring practices for test center staff.			
VIEWING/PROCTORING	YES	NO	COMMENTS
HiSET administrations are monitored at all times by a Test Administrator or Proctor.			
A test center staff member is present in the testing room during testing sessions at all times. Testing staff walk through the testing room at 10-minute intervals.			
Each workstation is completely visible to a test center staff member and within hearing distance of the test center staff. Testing staff can access the workstations within 10 seconds of an issue.			

TESTING ACCOMMODATIONS	YES	NO	COMMENTS
A private testing room is available. <b>Note:</b> This is optional. The intent is to provide a location for testing accommodations when a private session is required for a test taker with a disability. This reduces the potential need to “close” the main testing room to accommodate test takers with disabilities.			
The facility meets both the local code for access by the disabled and the Americans with Disabilities Act of 1990 as amended.			
One adjustable-height workstation is available.			
Minimum width of an accessible pathway is 36 inches except at doors.			
FACILITY	YES	NO	COMMENTS
Testing room is located within a locked, enclosed room, and is supervised when unlocked.			
Provide a secure and safe testing area.			
Provide comfortable seating and room temperature for test takers during testing.			
The door to the testing room is closed to provide a quiet testing environment.			
Testing room is entered directly from the administration/ reception area.			
FURNITURE	YES	NO	COMMENTS
Desks are not placed at right angles to each other; test takers do not have a view of any screen other than their own.			
If there are no partitions between computer testing stations to restrict visibility, then there must be a separation distance of 5 feet (1.5 meters) from the center of one computer monitor screen to the center of the screen of any adjacent computer. For paper-based administrations, the separation distance should be measured from the center of the test.			
A clock is visible to test takers in the testing room.			
LIGHTING	YES	NO	COMMENTS
Lighting is provided that enables test takers to read their computer screen or test book and answer sheet in comfort, without shadows or glare on the computer screen or writing surfaces.			

<b>COMMUNICATIONS</b>	<b>YES</b>	<b>NO</b>	<b>COMMENTS</b>
Test schedule is easily available to test takers on the website, through voice mail, on printed material, or through a posting at the test center.			
Test center or test center reception area has a telephone available to facilitate contacting ETS Technical Support or the ETS Office of Testing Integrity.			
<b>TEST CENTER'S OFFICE</b>	<b>YES</b>	<b>NO</b>	<b>COMMENTS</b>
An area next to the testing room used for test taker registration and for monitoring test center activity is provided.			
Test center accommodates reasonable privacy for test taker identification verification and prevents exposure of such information to other test takers.			
<b>SIGNAGE</b>	<b>YES</b>	<b>NO</b>	<b>COMMENTS</b>
Recommendation: A sign is posted outside the test center indicating "Testing is in progress. Please be quiet."			
<b>TEST CENTER STAFF MEMBERS</b>	<b>YES</b>	<b>NO</b>	<b>COMMENTS</b>
Staff must treat test takers in a professional and courteous manner.			
Staff must read and are very familiar with the <i>HiSET Program Manual</i> .			
Staff must have been assigned unique user accounts to access the HiSET software.			
Staff must notify ETS when personnel changes occur and provide complete contact information, including email addresses and telephone numbers.			
Chief Examiners and Test Administrators have completed the online HiSET eLearning training.			
<b>PARKING</b>	<b>YES</b>	<b>NO</b>	<b>COMMENTS</b>
Recommendation: Sufficient convenient parking on campus is available to accommodate the maximum number of test takers in the test center at any one time; parking is available within reasonable and safe walking distance of the test center.			
Required: Adequate handicapped designated parking spaces are available based on the test center size and building requirements.			