

The Future Starts Here



HiSET[®] Program Manual

Effective January 2020

For Paper-delivered and Computer-delivered Administrations

hiset.ets.org

Expanding Opportunities. Changing Lives.
The *HiSET*[®] Exam

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Introduction

What's new?

There are several policy and procedure changes included in this edition of the Program Manual that test center personnel should be aware of.

- Effective January 1, 2020, Windows 7 will no longer be supported. Please review Chapter 6 of this manual and the updated minimum system requirements at https://hiset.ets.org/s/pdf/cdt_system_requirements.pdf.
- The Conflict of Interest policy has been added to page 7.
- Personnel Recommendations have been updated on pages 7 and 12.

Chapter 1

Communicating with ETS

ETS personnel are 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 departments listed below can provide support and resolution for the following issues:

Test Administration Services

- scheduling of test dates at your center, change of address, change of Chief Examiner or Test Administrator or any other questions pertaining to your test center
- emergencies prior to and on the test date
- missing materials from the shipment
- damaged books
- clarification of test administration procedures
- problems involving registration for a current test administration
- problems returning test materials to ETS
- test center personnel
- 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 that 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 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, and test center number and location.

Test Administration Services

Telephone:

1-800-257-5123*, option 3
Monday – Friday
8 a.m. – 11 p.m. Eastern Time
For California test centers,
1-800-257-5123*, option 3,
followed by option 2

Email:

HiSETTAS@ets.org

Website:

<https://hiset.ets.org>

Mail:

ETS
HiSET Test Administrative Services
PO Box 6666
Princeton, NJ 08541-6666

Courier Service:

ETS
HiSET Test Administrative Services
1425 Lower Ferry Road
Mail Stop 34-Q
Ewing, NJ 08618-1426

Fax:

1-609-771-7710

**This toll-free number is reserved for
Test Administrators and Proctors only.*

***This number should not be shared
with test takers.***

Office of Testing Integrity

Telephone:

1-800-750-6991
1-609-406-5430
8:30 a.m. – 4:30 p.m. Eastern Time
Monday – Friday and all test days
1-800-257-5123

Email:

TSReturns@ets.org

Fax:

1-609-406-9709

Customer Service

(Test taker inquiries)

Telephone:

1-855-MyHiSET
(1-855-694-4738)
Monday – Friday
8 a.m. – 11 p.m. Eastern Time

*Recorded information is available
24 hours a day if using a touchtone
telephone.*

Email:

HiSET@ets.org

Website:

<https://hiset.ets.org>

Fax:

1-609-882-9693

ETS Disability Services

Telephone:

1-855-802-2748
1-609-359-5615
Monday – Friday and all test days
8:30 a.m. – 5 p.m. Eastern Time

Email:

HiSETSSD@ets.org

Website:

<https://www.ets.org/disabilities>

Mail:

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

Courier Service:

ETS Disability Services
225 Phillips Blvd.
Ewing, NJ 08618-1426

Fax:

1-609-240-0525

HiSET Technical Support

Telephone:

1-855-857-3540

Email:

HiSETtechsupport@ets.org

Chapter 2

Personnel and Facility Requirements for the *HiSET*[®] Program

The *HiSET*[®] testing program consists of the following roles:

- State Administrator
- Chief Examiner
- Test Administrator
- Proctor

HiSET Chief Examiners, Test Administrators and Proctors are appointed locally with the approval of the State Administrator.

Outreach

The State Administrator shall:

- verify accessibility to HiSET testing for all appropriate populations.
- serve as liaison with adult education instructional programs in order to keep teachers informed of developments in the HiSET testing program.
- cooperate with ETS in marketing and public relations activities wherever possible.
- whenever possible, develop cooperative links with higher education and the workplace to promote accessibility for HiSET test graduates.

Staff Development

The State Administrator shall:

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

Test Security

The State Administrator shall:

- inspect each test center before it is established and before approving a change of location.
- review emergency plans and written receiving plans annually for each official HiSET test center in the jurisdiction.
- close official HiSET test 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 Conference

State Administrators are invited to the HiSET national conference. Participation is recommended to receive updated program information and collaborate with other HiSET states and preparation providers.

Qualifications of the State Administrator

Officers of state, provincial or territorial agencies who are responsible for administering the HiSET Program are required to appoint qualified individuals to administer and oversee all aspects of HiSET testing in their jurisdictions.

State Administrators must meet the requirements set forth by the state or jurisdiction in which they will operate; please contact the Department of Education in your state for state-specific information.

Selection or Replacement of a State Administrator

The State Administrator acts as a jurisdiction's liaison with ETS. The State Director of the participating jurisdictional agency shall formally notify ETS of the appointment and the effective appointment date of the State Administrator at the kick-off meeting once a contract has been awarded.

If there is an instance that requires a temporary or acting State Administrator, the jurisdiction must notify ETS promptly and include the expected length of time of the temporary appointment.

Overall Responsibilities of Chief Examiners and Test Administrators

Chief Examiners and Test Administrators are responsible for the overall quality of the testing program at their HiSET test 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 will:

- place material orders for paper-based test centers.
- sign the test center Memorandum of Understanding (MOU) with ETS.
- attend and participate in mandated training sessions as required by the state.
- verify eligibility of the test takers prior to testing.
- create and implement a written plan for receiving secure testing materials and training all HiSET test center personnel to follow the plan; the plan must include how to receive and store secure materials if the Chief Examiner or Test Administrator is not present when materials arrive.
- inventory and place all testing materials into secure storage within one business day of when the materials are received from ETS.
- develop a written, HiSET-specific emergency plan (see page 40 of this manual), and train all test center personnel to follow the plan.
- select, train and monitor Proctors.
- inventory and check the condition of all secure testing materials immediately upon receipt; 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.
- conduct investigations into test compromises and testing irregularities; follow ETS policies and procedures for reporting these irregularities.

Responsibilities of Test Administrators

Test Administrators typically:

- verify the identity and eligibility of each HiSET test taker.
- maintain testing surveillance logs, seating charts and other documentation as required.
- maintain the security of all testing materials.
- prepare a written inventory of all secure testing materials used during each test administration and maintain the inventory documentation in the permanent secure storage area.
- conduct testing sessions in accordance with ETS policies and procedures as set forth in this Program Manual and in any supplemental memoranda from ETS.
- control testing sessions by following all ETS policies and procedures for conducting a testing session under standard conditions or, when appropriate, with accommodations for test takers with disabilities or health-related needs.

Throughout the contract year, Test Administrators must:

- select, train and monitor Proctors.
- inventory and check the condition of all secure testing materials when received from ETS; 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 ETS 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 Test Administrator Irregularity Form.

- conduct investigations into test compromises and testing irregularities; follow ETS policies and procedures for reporting these irregularities.
- make information about accommodations that are available and provide accessible testing with approved accommodations for test takers with disabilities or health-related needs.
- attend appropriate examiner meetings sponsored by the jurisdiction.
- cooperate in research and surveys sponsored by ETS or by the State Administrator.
- provide information about the HiSET to civic groups, adult educators and high school counselors.

At the end of each calendar year, the Test Administrator must:

- inventory and return all secure testing materials.
- notify ETS if the test materials inventory is not complete.

In addition, the Chief Examiner or Test Administrator may:

- implement local initiatives (e.g., HiSET graduations and HiSET awards ceremonies).
- send clippings of local program press coverage to the State Administrator.

Chief Examiners and Test Administrators

Chief Examiners and Test Administrators shall:

- comply with all policies and procedures.
- manage and oversee a high-quality testing program that verifies access for all qualified test takers and confirm the integrity of the HiSET and its administration.
- maintain the overall quality of the testing program.
- establish that all testing personnel 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 test centers.

General Qualifications for a Chief Examiner

HiSET Chief Examiners should:

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

General Qualifications for Test Administrators

HiSET Test Administrators should:

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

Note: A Test Administrator who operates both a paper-based test center and a computer-based test center must pass both the PBT eLearning and CBT eLearning assessments.

Training Requirements for Chief Examiners and Test Administrators

State Administrators are responsible for training Examiners, Test Administrators and Proctors to effectively fulfill their test administration duties as prescribed in this manual. The State Administrator must verify 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

The duties of each Proctor vary, depending on the type of assistance the Test Administrator needs. Proctors generally perform or assist in performing the following functions:

- Arrange test rooms.
- Check-in 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.
- Answer general (procedural) questions.
- Walk around the room frequently during testing to guard against improper conduct and to establish 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 not marking answers in the test book.
- Check restrooms immediately after the test begins, and periodically thereafter, to be sure that the rooms contain no testing aids (e.g., books, notes, writing on towels or walls).
- Monitor and account for test materials periodically throughout testing.
- Clear the memory of each calculator (if applicable) before dismissing test takers to confirm that no test content is being removed or concealed (e.g., writing on the calculator).
- Verify that no one (including test personnel) is using a cell phone during the test administration.
- Verify that prohibited devices and testing aids are not being used in the test center, during the administration and during any breaks.

General Qualifications for HiSET Proctors

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

- be able 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.
- not be involved in high school equivalency instruction.

Personnel Recommendations for a HiSET Test Center

Personnel Roles

HiSET test center personnel requirements should consist of the following roles:

- Chief Examiner
- Test Administrator
- Proctor

Personnel who are hired to operate and maintain a HiSET test center are crucial to maintaining the integrity of the program. Access to the tests is limited to Chief Examiners and Test Administrators, or to Proctors under the direct supervision of a Chief Examiner or Test Administrator. ETS requires that any teacher involved in HiSET preparation courses cannot be a Chief Examiner, Test Administrator or Proctor.

In some jurisdictions, additional personnel are used to register test takers 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 Test Administrator.

Appointing Personnel for a HiSET Test Center

HiSET test center personnel are employees of the state or the institution that hires them, not of ETS. 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 ETS policies and procedures. Examiners or Test Administrators may be removed from their duties by the State Administrator or by ETS.

Requirements for Chief Examiners, Test Administrators and Proctors are state specific. Please contact your State Administrator for specific information.

Personnel Policy Recommendations for an Official HiSET Test Center

One Test Administrator and one Proctor are recommended at a test administration for 25 or fewer test takers. For each additional 50 test takers, an additional Test Administrator or Proctor should assist with the test administration.

When determining the number of personnel needed for a HiSET test center, the HiSET Examiner should base the decision on the following:

- the Test Administrator's regular availability to administer the HiSET tests
- the number of test takers regularly tested in a testing session
- the frequency of an official HiSET test center's testing sessions
- the scheduled work time required for the Examiner to address HiSET testing program concerns

Need for Additional Personnel at Specific Testing Sessions

If the HiSET is being administered to a test taker who has a disability or health-related need, then the official HiSET test center personnel plan should include having an appropriate number of people available to assist that test taker. Appropriate professionals may be assigned and remain present as necessary. For testing sessions conducted in correctional facilities, prison guards may be present if they meet the eligibility requirements for and have been trained as HiSET Proctors.

Procedures for Appointing or Changing Personnel at an Official HiSET Test Center

- If the position of HiSET Chief Examiner or Test Administrator is vacant, then the HiSET State Administrator is responsible for verifying the security of restricted materials until a new HiSET Chief Examiner or Test Administrator has been appointed and trained. In order to appoint a new Test Administrator, the Chief Examiner must first notify the prospective Test Administrator and instruct him or her to register online with the HiSET Program. When the Test Administrator has registered online, he or she uses the template provided to notify the State Administrator via email that the registration is complete. The State Administrator then approves the registration and assigns the Test Administrator to the appropriate HiSET test center(s).
- Newly appointed HiSET Chief Examiners and Test Administrators are not permitted to conduct any testing both until ETS has received approval of their appointment and after they have completed training.

Conflict of Interest and Confidentiality Restrictions

To avoid a conflict of interest or the appearance of any impropriety, and to maintain the security and confidentiality of all tests, TCAs and proctors must **not**:

- Be involved, as an instructor or student, in any course, workshop or tutoring activity, whether public or private, whether on a paid or volunteer basis, which involves preparing test takers for test questions similar in content to those in the tests being administered at the test center; or any other test preparation or coaching activity whose purpose is to address content of secure ETS tests.
- Administer, or provide access to, any ETS test to a member of his or her household or any immediate family member, or any third party known to them who has not followed standard ETS test registration procedures.
- Handle secure test materials for administration of an ETS test to a household or immediate family member or any third party known to them, such as a fellow TCA or proctor, who would obtain advantage or benefit as a result of administration or handling of materials.
- Administer or provide access to any test to a TCA or proctor.
- Tamper with or manipulate test center equipment or software in any manner for purposes other than administering tests as prescribed.
- Disclose examination content that he/she may be exposed to during the performance and normal course of his/her duties as a TCA or proctor or other member of the support staff, by any of the following or similar means: copying, photographing, scanning, screen printing, digital transfer, transfer by handwritten notes, audio or video recording, any electronic means or technology or relay by word of mouth.

If there are any questions about the conflict of interest policy, the TCA or proctor should contact the ETS Office of Testing Integrity (OTI) by phone at 1-609-406-5430 (U.S.) or by email at TSReturns@ets.org.

Chapter 3

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 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 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 with limited access.
- 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.			
Test center staff use secure check-in procedures. Before test takers test, staff <u>must</u> check their identification and obtain their signatures on a sign-in sheet/roster.			
HiSET scratch paper is distributed to every test taker. Staff <u>must</u> verify that the scratch paper is returned in its entirety upon completion of testing.			

SECURITY	YES	NO	COMMENTS
A safe area is provided in which test takers can store their personal belongings, including purses, books, backpacks and electronic devices such as cell phones, Bluetooth®-enabled headsets/earbuds, iPods®, calculators, BlackBerry® devices and wearable technology. These items should never be allowed in the testing room. Visually inspect test takers for attached electronic devices. All cell phones must be turned off.			
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. Note: 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.			
COMMUNICATIONS	YES	NO	COMMENTS
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.			
TEST CENTER'S OFFICE	YES	NO	COMMENTS
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.			
SIGNAGE	YES	NO	COMMENTS
Recommendation: A sign is posted outside the test center indicating "Testing is in progress. Please be quiet."			
TEST CENTER STAFF MEMBERS	YES	NO	COMMENTS
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.			
PARKING	YES	NO	COMMENTS
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.			

Chapter 4

Activities Before and During HiSET Administrations

Overview

Introduction

Before administering the HiSET, your activities will focus on selecting and training personnel; selecting and preparing facilities; and receiving, gathering and securing test materials.

Preparing Test Center Personnel

Training Your Personnel

You are responsible for training your test center personnel before an administration of the HiSET to effectively fulfill their test administration duties as outlined in this manual. You must establish 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.

Your training program should:

- provide a training session at the beginning of the testing year.
- have a briefing session on the morning of the test to update personnel on any last-minute problems, reassign personnel if someone is absent, and so on. Test center personnel must have access to this manual before, during and after the test administration and must adhere to the procedures and instructions it contains.
- inform all test center personnel that they must refrain from using their personal cell phones and from text messaging during the test administration.
- advise personnel 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.
- perform *immediate remediation* of any staff-related problems.
- inform and ensure that test center personnel is aware and adheres to the Conflict of Interest Policy

Personnel Duties on Test Day

Test Administrators are responsible for the actual test administration in their assigned testing rooms. **A checklist for HiSET Test Administrators should be made available prior to the administration.**

Test Administrators 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 Test Administrator'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.
- Immediately report any irregularities to the Chief Examiner, document the irregularities on a Supervisor's Irregularity Report for paper-based testing or file a Center Problem Report for computer-based testing.
- 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

In addition to the Test Administrators, the number of Proctors you need is determined by the policy set in your state. Following is the suggested number of Proctors per test takers. The recommendations are the same for computer-based testing as well.

Recommended Test Taker/Proctor Ratios	
Number of Test Takers Per Room	Number of Proctors Per Room
1–25	1
26–74	2
75 or more	1 additional proctor for each additional 50 test takers.

Selecting Test Center Facilities

Introduction

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

Requirements for Test Centers

- Test center is easy to find and has access to public transportation where available. Sufficient convenient parking 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.
- Adequate designated handicapped parking spaces are available based on the test center size and building requirements.

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
- Physical Requirements
- Comfort and Environment

Then make the selection based on overall suitability.

Seating and Security

To establish 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 test center is not used for general purposes when testing occurs.
- 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.

- 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.
- 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 of the individual rows.
- Personnel 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.
- 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 center or test center reception area has a telephone available to facilitate contacting the ETS Office of Testing Integrity.
- Test center accommodates reasonable privacy for test taker identification verification and prevents exposure of such information to other test takers.
- A sign is posted outside the test center indicating “Testing is in progress. Please be quiet.”
- For paper-based tests, 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 the test center, 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.
- For paper-based tests, 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.

A sample seating chart and checklist is available on page 28.

Physical Requirements

- Restrooms should be located near testing rooms and should be easy to find. Post directional signs where appropriate.
- **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. For computer-based tests, the amount of testing time remaining is displayed on the test taker’s workstation.
- 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 test center, provide a table at the front of the testing room where test takers can place their personal items. Be sure that all cell phones and electronic devices have been turned off.

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 or computer screens.

Materials Provided by ETS

The HiSET Information and Registration Portal

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

Test takers are 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 are also able to make an appointment to take a test at a particular center on a particular day and to pay for the test.

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

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 test center personnel and testing rooms.

ETS recognizes the rights of individuals to privacy regarding information supplied by them and ETS's 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. If the roster is printed, it must be destroyed using a **secure** method following the testing.

Registering Test Takers

Setting up a HiSET account is the first step in registering and scheduling a HiSET. In some states test takers can do this independently at <https://ereg-ext.ets.org/ereg/csr/home>. Test center personnel may need to assist test takers depending on circumstances. After the account is set up, test takers can schedule and pay for their tests.

See the steps below for assisting test takers with registering and scheduling for the HiSET.

Registering – Step 1: Personal Information

Name

Birth Date

- The name and birth date must be exactly as they appear on the identification documentation that test takers will take to the test center. If test takers have multiple first or last names on their ID, then they must enter all of those names. Do not add accents.

Gender

Social Security Number

- Social Security numbers are not required by the HiSET Program, but may be required by some states (if the test taker has one).
- Check the state requirements page on the HiSET website to confirm the Social Security number and age requirements.

Email

- If test takers do not have an email address, the HiSET Program has created instructions on the informational website to guide them through setting up a free email account.

Home Address

Telephone Number

Additional Information

- Preferred language for taking the test, primary language for speaking, adult education program information

Background Information

Step 2: Check Information Before Continuing

Step 3: Enter a User Name and Password

- User name should be between 6 and 16 characters and should include only letters and numbers.
- This will be the user name and password that test takers will use for all HiSET activities online. INSTRUCT TEST TAKERS TO KEEP THEIR USER NAME AND PASSWORD.

Step 4: Read and Agree to ETS Privacy Security Policy

Step 5: Review All Information and Make Changes if Needed

Submit

Confirmation email will be sent to the test taker.

- Instruct test takers to add @ets.org to their address or safe sender list to receive emails from ETS, such as appointment information and order confirmations.

Materials Provided by the Test 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 the HiSET Test Administrators must also have a watch. In addition, each Test Administrator 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. (This requirement does not apply to computer-based tests.)
- 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)**. The HiSET Mathematics Test is calculator neutral. A calculator is not required, but if a test taker requests a calculator, the test center is required to provide access to either a basic 4-function or scientific calculator. Please refer to the state-specific policies for the state you are testing. Test takers cannot bring their own calculators.
- **Scratch paper** – Test centers must supply scratch paper for test takers who request it. Scratch paper must be colored, but it must be a sufficiently light color that test takers can read their notes. Provide each test taker with exactly three sheets of scratch paper. The Test Administrator must collect all three sheets of scratch paper in its entirety and destroy the scratch paper when the test administration is over. **Exception:** The only time scratch paper should be saved is when it is evidence associated with a Center Problem Report. In that case, test center personnel should retain the scratch paper in case it is required for a security investigation.

Materials the Test Taker Must Bring With Them

Checklist

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

- Acceptable and valid ID as required by the state.
- Payment (if applicable).

Test takers cannot take any other materials into the testing room, including any kind of phone, wearable technology, PDAs and other electronic, recording, listening, scanning or photographic devices, personal calculators, food, beverages, books and papers. Test takers may not access their cell phone during the test or during breaks to check messages, make a call or to check the time or for any other reason. (See "Misconduct" on page 17).

Test Center Regulations

Prohibited Items

Test takers who arrive at the test center with testing aids should be told that they may not bring them into the test 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 test (see "Test Taker Behavior and Misconduct" on page 70). 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. Test takers with accommodations may be allowed certain items that are listed here, such as highlighter pens or rulers. The use of any of the following items in the test center is strictly prohibited.

- any phones, 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
- earbuds or headphones
- watch alarms (including those with flashing lights or alarm sounds)
- watch calculators and smart watches
- rulers
- dictionaries (including electronic)
- translators
- papers of any kind

To establish a quiet testing environment, 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 (any phones, wearable technology, 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, earbuds, headphones, watch alarms (including those with flashing lights or alarm sounds), calculators other than those distributed by the test center, watch calculators, stop watches, smart 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 beverage into the testing room
- leaving the test center vicinity during the test session. At no time may a test taker leave the building during the test or during break.
- 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; this includes during breaks.

Weapons Policy

ETS policy prohibits test takers from possessing weapons of any kind in a test center. This aligns with the policy that prohibits personal items in the testing room. However, for **state-owned test centers only**, in U.S. states where firearms are allowed under a “right to carry” law, state law supersedes ETS policy. This policy applies to test takers, visitors and test administration personnel. Law enforcement personnel acting in an official capacity, not as a test taker, may carry weapons.

A kirpan (short steel religious sword), an article of faith, meeting the following requirements is allowed.

- The kirpan should not exceed 7 inches in total length, including the sheath. If upon inspection, the kirpan exceeds 7 inches, the TCA may prohibit it from the testing center.
- The kirpan should be worn on a gatra (cloth strap) that keeps the kirpan tightly secured next to the body and makes it difficult to remove.
- The kirpan should be worn on a gatra underneath clothing so that it is not readily visible.

If a test taker attempts to bring a concealed handgun into a test center:

- Ask the test taker to store the gun in a locker or another locked place (e.g., the test taker’s vehicle) if a locker is not available.
- If the test taker refuses, allow him/her to bring the concealed gun into the test center. Do not engage in a confrontation. **Filing a CPR** is required.

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 their test. This constitutes test taker misconduct and must be reported on the Supervisor’s Irregularity Report as a breach in test security.

Scratch Paper Policy

Test centers must supply scratch paper for test takers who request it. It is recommended that you provide scratch paper to all test takers so that there will be no question as to which test takers should have scratch paper to be collected at the end of the test session.

Scratch paper must be a color other than white, but it must be a sufficiently light color so that test takers can read their notes. Only one color of scratch paper should be used on a test day. Different colors should be used on subsequent test days.

Provide each test taker with exactly three sheets of scratch paper. If a test taker asks for more scratch paper, collect the three used sheets before giving the test taker any more sheets. If any section of a page is torn, request that the test taker return the torn section. Establishing that each test taker has exactly three sheets of scratch paper at all times eliminates any question as to how many sheets each test taker should return at the end of the test session.

All scratch paper must be collected before a test taker leaves the test center. Used scratch paper must be destroyed at the test center, either by shredding with a shredding machine or by tearing into very tiny pieces.

Exception: The only time scratch paper should be conserved is when it is evidence associated with a Center Problem Report. In that case, test center staff should retain the scratch paper in case it is required for a security investigation.

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 verify 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 or ETS are scheduled for the purpose of evaluating test administration procedures and facilities to confirm 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 government-issued identification and a letter of authorization from ETS, 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 call or 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 Test Administrator of the test center involved. For complaints that could have been avoided, the Test Administrator 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 ten days of the test date.

ETS-HiSET Test Administration Services
225 Phillips Blvd.
Mail Stop 34-Q
Ewing, NJ 08618-1426
or
Fax: 1-609-771-7710
or
Email: HiSETTAS@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.

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 verify 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 taker's 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 examples of acceptable documents for admission to a test center within a test taker's country of citizenship and must be verified according to the requirements of the state where the test taker has scheduled their exam:

- 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
- U.S. Passport Card accompanied by a supplemental ID

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. **Each HiSET state also has specific state-based ID requirements; please refer to the HiSET Portal when checking the test taker in to confirm ID requirements are met.**

- 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
- any document that is not recognized by a government agency
- any ID document presented on a phone or other electronic device

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 in most states 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. If possible, submit a photocopy of the ID with the SIR.

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 <https://hiset.ets.org/requirements>.

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 Test Administrator'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 a future test date.

Checking in Test Takers

- 1. Have the Test Taker Store Personal Items:** Inform arriving test takers that cell phones and other prohibited items cannot be taken into the testing room. All phones are to be turned off. See the "Prohibited Items" list on page 16. Direct test takers to the lockers or other safe place that your center provides for storage.
- 2. Have the Test Taker Sign-In:** The Sign-In/Sign-Out sheet must be used by test takers to sign in as they arrive for their appointments. Be sure to compare the signatures on the test takers' IDs to the signatures they provide on the sheet. See Appendix E for a sample sign-in sheet that can be photocopied for use at each test administration.
- 3. Select the Test Taker from the Roster (for Computer-Based Testing Only):** At the administration station, click **Home** from the menu column on the left-hand side of the screen, and click the **Roster** tab. Then click **Check-in**.
- 4. Check the Test Taker's Identification and Eligibility:**
 - Check the identification and eligibility against the information in the HiSET Portal. Eligibility requirements vary by state and are the responsibility of the test center staff to verify prior to administering testing.
 - Ask for ID from every test taker. Each test taker must present one form of primary ID.
See "Identification Requirements" on page 20 for information about acceptable and unacceptable IDs.
Test taker ID requirements can vary by state.
 - Check that the ID contains all the following items:
 - The test taker's name as given when the appointment was made
 - A recent, recognizable photograph of the test taker
 - The test taker's signature
 - Check that the name on the identification exactly matches the name on the roster at the admin station.
If the name does not match, see the **Check-in Issues** section of **Handling Irregularities**, and file a Center Problem Report (CPR). There are some limited errors that can be accepted and corrected, including mailing address, phone number, e-mail address, preferred testing language and background information questions.
 - Check that the photo looks like the person presenting it.

- f. Compare the name and date of birth on the ID to the information on the check-in screen.

If corrections to the spelling of the name or the date of birth are needed to make the registration match the ID, file a CPR. There are some limited errors which can be accepted and corrected. Please review **Test Taker Record Edits** for details.

Check that the name and signature on the ID match those on the Sign-In/Sign-Out sheet.

If you are uncertain that the ID matches the person presenting it, ask to see a second form of ID.

Do not admit any test taker who cannot produce the required ID. If you must turn away a test taker for unacceptable ID, file a CPR.

- g. If, to avoid a serious disturbance, you must admit a test taker without acceptable ID, file a CPR, and inform the test taker that his/her scores will not be reported and will be canceled.

5. Workstation Assignment (for Computer-Based Testing Only): The administration station will display the name of the testing station assigned to the test taker. The system assigns workstations randomly. A test center personnel member should escort the test taker to the assigned workstation and continue with the procedures on page 62 for **Starting a Test Session**.

Chapter 5

HiSET Paper-Based Administration Guide

Overview

Introduction

This chapter provides information on how to efficiently administer the paper-based HiSET. It covers test day preparation, activities during and after the tests, test security and accommodations for individuals with disabilities and health-related needs.

Checklist for Paper-Based Administrations

You will receive materials and information relating to the administration.

Check ✓	Materials Provided by ETS
	1. Test books and answer sheets
	2. Supervisor's Report Form (SRF)
	3. Supervisor's Irregularity Report (SIR)
	4. Return envelope for completed answer sheets and SRF
	5. Return envelope for completed SIR
	6. Return Instructions
	7. UPS Return Pouch

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 test center, 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.

Step	Action
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 verify 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.

Test Day Preparation

Preparing the Test Center, Personnel and Materials

Test Center Personnel Reporting Time

All test center personnel, including Test Administrators 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 confirm 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 individual checking in test takers should have a copy of the Attendance Roster. **Each Test Administrator is responsible for checking test takers' admission and identification documents at the testing room, even if check in is handled at a central reporting location.**

Accounting for Test Materials on Test Day

Before distributing materials, the Test Administrator 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 individual who will be checking in test takers a copy of the Attendance Roster, which can be printed from the HiSET Portal.
- **Verify Materials are Distributed and Signs are Posted:** Make sure all necessary materials and signs are posted and available for the reporting and check-in process.
- **Confirm Form Availability:** Review test forms assigned to each test taker and confirm that all forms are available for administration. If forms are not available, you must call ETS Test Administration Services to get a different test form assignment for that test taker.

Distributing Test Materials to Test Administrators

Use the following procedures to distribute materials to each of the Test Administrators on test day:

Step	Chief Examiner or Test Administrator's Action
1	Count out the appropriate quantity of test books for each scheduled test taker.
2	If applicable, record the test book quantities and the quantities of calculators given to each Proctor on the Seating Charts.
3	Distribute the form, test books and calculators, if applicable, to the Test Administrator or Proctor.
4	If you have extra materials that are not distributed to Test Administrators, place those materials back in a carton, reseal the carton and return it to secure storage.

Step	Test Administrator's Action
1	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.

Admitting Registered Test Takers

Procedures for Registered Test Takers

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

Use the following steps to check in registered test takers.

Step	Test Administrator's Action
1	Ask the test taker to present the following items: <ul style="list-style-type: none">◆ acceptable identification document(s) with the test taker's name as shown on their registration confirmation.
2	Log onto the HiSET Portal (https://ereg-ext.ets.org/ereg/csr/home) to confirm the test taker's appointment in order to be certain that it is for: <ul style="list-style-type: none">◆ the correct test,◆ your test center, and◆ the test date
3	Change test taker status from scheduled to check in the Portal.
4	Inspect the test taker's identification document(s). The name on the ID must exactly match the roster. The photograph must look like the test taker. (See also "Identification Requirements" on page 20.) If the test taker cannot present the required ID document(s), 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 12 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. 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.

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 the Test Administrator or a Proctor. Timing for the test will not stop and the test taker will forfeit that time. All security policies remain in effect. Test takers cannot access personal items, such as cell phones or notes, 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:

Step	Action
1	Collect the test book, answer sheet and ID documents as the test taker leaves the room.
2	When the test taker returns, check the identification and hand back the test book, answer sheet and ID documents.

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 Administrator 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 personnel and make certain that everyone understands what is required and how to implement the procedures.

Completing Seating Charts

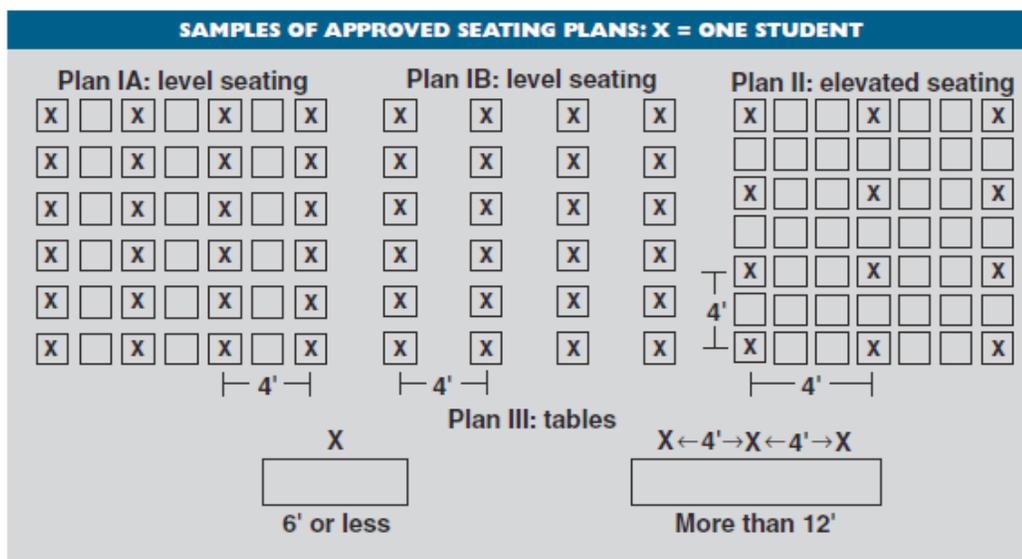
As part of the process of accounting for test materials, you must prepare a seating chart for each testing room. This chart should show the general floor plan, the location of each test taker in the room and each test ID. A sample seating chart is provided on the next page. The form can be photocopied for additional testing rooms.

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. The seating plan below is a sample seating chart to use as a guide for setting up your administration.

Seating 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 test taker by a minimum of five feet on the right, left, front and back (measure from the center of test book).
- Confirm unimpeded access to every test taker by staff.
- Seat only one test taker at a table measuring six feet in length or less.
- Seat test takers 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).
- Study carrels, language laboratory booths and tables with partitions or dividers are acceptable. Please see pages 12–13 for details.



Distributing Test Materials

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. **Test books must match what was assigned by the HiSET Portal.**

Also be sure to distribute the correct answer sheet to each test taker, based on the test he/she is registered for. There are three (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. **The answer sheet must match the test subject that is being given.**

Scripts for Administering HiSET Paper-Based Tests

The scripts for administering the paper-based HiSET are provided below. The boxed areas indicate content that should be read aloud to test takers, pausing where four dots appear to allow time for the procedure to be carried out. Directions are also provided for test takers in the test books. Test takers can follow along in their test books as well.

Introductory Script for All HiSET Administrations

When everyone has been admitted and seated and you are ready to begin, say:

Good morning, and welcome to the *HiSET* administration.

Testing will begin in a few minutes. I am required to read these instructions exactly as written, and I cannot deviate from them. Please pay close attention to the instructions as I read them.

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 any phone, personal digital assistant [PDA] or any other electronic, listening, recording, scanning or photographic devices, 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 Administrator and/or Proctor, removing a page or any part of a page from the test book, attempting to take the test for someone else, not returning scratch paper in its entirety at the end of testing, 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 documents and your pencils and eraser.

The official time will be kept according to my watch. 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 need scratch paper, please let me know and I will provide this to you. If you do not have a No. 2 pencil, please raise your hand and a Proctor will give you one. . . . [If any test takers do not have pencils, give them pencils from your supply.]

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.

Then say:

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

Then do the following and say:

I will now count and distribute the test books and answer sheets. Do not open your test book or answer sheet until I instruct you to do so. If you need scratch paper, raise your hand and I or one of the Proctors will give it to you.

Count and record the number of test takers for each subject test and take from your supply only that number of test books. To facilitate counting test materials, follow a prearranged plan of distribution and collection. Each test taker should be handed a test book individually, and the test book should be placed on the test taker's desk or work area with the cover facing down. Make certain no one opens a test book until you give the signal to do so. Check that the number of test books distributed plus the number of unused books equals the number of books you originally counted. This is critical; any discrepancy must be resolved. (See "Accounting for Materials During the Administration," page 27).

Take from your supply the correct number of answer sheets for the test being administered. Confirm that each test taker receives the appropriate answer sheet for the test he/she has registered for (Science, Social Studies or Reading).

While you are carrying out these activities, you and/or the Proctors should check to be certain the test books remain closed.

Finally, if scratch paper is to be provided, distribute HiSET scratch paper to the test taker(s) who request it.

Then say:

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. You can leave box #6 blank. For box #7, you can find your test code on the back cover of your test book. Do not open your test book. . . .

Now complete page 2. Fill in the test form number (which can be found on the back cover of your test book), read the certification statement in the bottom left-hand corner of your answer sheet and sign your full name. . . . If you have any questions, raise your hand. . . .

When you are sure everyone has completed the identifying information on the answer sheet, say:

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

Do you have any questions now? . . . Open your test book and read the instructions.

Script for Administering the HiSET Mathematics Test

Answer any questions. Check the time, and say:

You are taking the HiSET Mathematics test. The test book contains a total of 55 multiple-choice questions. You will have 90 minutes for this test. Wait for my signal to begin work.

Set your watch to almost the nearest half hour (e.g., 1:29). When it reads exactly the half hour (e.g., 1:30), say:

Open to the first page. Read the directions and begin your work.

You and/or the Proctors should walk about during the test, watching test takers carefully to see that all are working on the correct section.

— — — — — **At 85 minutes** — — — — —

There are five minutes remaining for the Mathematics test.

— — — — — **At 90 minutes** — — — — —

Please stop work on Mathematics and put your pencil down.

Close your test book and keep it closed on your desk.

In approximately one week, ETS will post a score report for you under your profile on the HiSET Portal.

Then say:

Check your answer sheet to see that you have signed your full name in the box provided. Now take out your identification and have it ready for inspection when your test book is collected. . . . Since we must verify that we have a test book and answer sheet from each of you, we ask your cooperation for a short time until all materials have been collected and counted.

Remain in your seats, and if you talk, please do so quietly.

- Collect a test book and answer sheet from each test taker. Make sure there are no answer sheets left inside any of the test books.
- 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 confirm 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. After everything has been collected and checked, say:

The test administration is now over. Gather your belongings and exit the building quietly, as students in the other rooms may still be testing. Thank you for your cooperation.

- Check the testing room to make sure nothing has been left behind. Fill out the section of the Supervisor's Report Form and return it with the answer sheets. Turn to page 36 for activities after the test. Note any irregularities on the Supervisor's Irregularity Report.
- Log onto the HiSET Portal (<https://ereg-ext.ets.org/ereg/csr/home>) 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.
- Check each used test book to make sure it is clean and reusable — that no answers, stray marks, tears, smudges, etc., are visible. If a test book has been compromised in any way, print "Unusable" on the test book cover and return with a completed Supervisor's Irregularity Report.

Script for Administering the Science, Social Studies and Reading HiSET Tests

Test	Questions	Time
Science	60	80 minutes
Social Studies	60	70 minutes
Reading–English	50	65 minutes
Reading–Spanish	50	80 minutes

Answer any questions. Check the time and say:

You are taking the (science/social studies/reading) test. The test book contains a total of ____ multiple-choice questions. You will have ____ minutes for this test. Wait for my signal to begin work. . . . Open the first page. Read the directions and begin your work.

You and/or the Proctors should walk about during the test, watching test takers carefully to see that all are working on the correct section.

— — — — — **At 75/65/60/75 minutes** — — — — —

There are five minutes remaining for the science/social studies/reading test.

— — — — — **At 80/70/65/80 minutes** — — — — —

Please stop work on the science/social studies/reading test and put your pencil down. Close your test book and keep it closed on your desk. In approximately one week, ETS will post a score report for you under your profile on the HiSET Portal.

Then say:

Check your answer sheet to see that you have signed your full name in the box provided. Now take out your identification and have it ready for inspection when your test book is collected. . . . Since we must verify that we have a test book and answer sheet from each of you, we ask your cooperation for a short time until all materials have been collected and counted.

Remain in your seats, and if you talk, please do so quietly.

- Collect a test book and answer sheet from each test taker. Make sure there are no answer sheets left inside any of the test books.
- 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.

The test administration is now over. Gather your belongings and exit the building quietly, as students in the other rooms may still be testing. Thank you for your cooperation.

- Check the testing room to make sure nothing has been left behind. Fill out the section of the Associate Test Administrator’s Report and return it with the answer sheets. Note any irregularities on the Supervisor’s Irregularity Report.

- 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.
- Check each used test book to make sure it is clean and reusable — that no answers, stray marks, tears, smudges, etc., are visible. If a test book has been compromised in any way, print “Unusable” on the test book cover and put it aside until test books are returned at the end of the year.

Instructions for Administering the HiSET Writing Test

Answer any questions. Check the time, and say:

You are taking the HiSET Writing Test. The test book contains 60 multiple-choice questions, and 1 essay question. You will have a total of 120 minutes for this test. Wait for my signal to begin work.

Set your watch to almost the nearest half hour (e.g., 1:29). When it reads exactly the half hour (e.g., 1:30), say:

Please open your books and begin testing. Read the directions for each section carefully. For the essay question, write your response in pencil using the lined space on your answer sheet.

— — — — — At 110 minutes — — — — —

There are ten minutes remaining for the Writing test.

— — — — — At 115 minutes — — — — —

There are five minutes remaining for the Writing test.

— — — — — At 120 minutes — — — — —

Please stop work and put your pencil down. Close your test book and keep it closed on your desk.

In approximately one week, ETS will post a score report for you under your profile on the HiSET Portal.

Then say:

Check your answer sheet to see that you have signed your full name in the box provided. Now take out your identification and have it ready for inspection when your test book is collected. . . . Since we must verify that we have a test book and answer sheet from each of you, we ask your cooperation for a short time until all materials have been collected and counted.

Remain in your seats, and if you talk, please do so quietly.

- Collect a test book and answer sheet from each test taker. Make sure there are no answer sheets left inside any of the test books.
- 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.

- The test taker may not leave the testing room until you are sure that you have collected his/her test book and answer sheet. After everything has been collected and checked, say:

The test administration is now over. Gather your belongings and exit the building quietly, as students in the other rooms may still be testing. Thank you for your cooperation.

- Check the testing room to make sure nothing has been left behind. Fill out the section of the Test Administrator’s Report Form and return it with the answer sheets. Note any irregularities on the Supervisor’s Irregularity Report.
- 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.
- Check each used test book to make sure it is clean and reusable — that no answers, stray marks, tears, smudges, etc., are visible. If a test book has been compromised in any way, print “Unusable” on the test book cover and put it aside until test books are returned at the end of the year.

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 confirm 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 book to verify that it is reusable. Put aside any damaged books — those with stray marks or marked answers — and return them to ETS via a SIR return envelope (see “Returning Test Materials” below 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 confirm 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.

- **Verify 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 of the test taken, the language (English or Spanish) and the delivery mode (paper).

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 on the next page 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.).

Test Administrator's Report Form

On the Test Administrator'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, verify 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."

Damaged Test Books

After each test administration, test books need to be checked to confirm that they are reusable. Damaged test books must be returned to ETS via a SIR return envelope. Keep records of any test book that is returned to ETS during the testing year.

Irregularities and Exceptional Situations for Paper-Based Administrations

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 establish 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 39 are provided as a general framework to facilitate your handling of nonroutine or emergency situations. ETS staff 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 Test Administrators regarding actions taken.

Information to Include on Report

All reports should be complete and 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 Test Administrator should be signed by the Chief Examiner and countersigned by the Test Administrator, 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 personnel 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

Test Material Flaws

The following irregularities involve potential errors in printing and assembly of test books and problems with individual test questions, such as typographical errors and ambiguities.

Irregularity	Action	Reporting the Irregularity/Returning Materials
Defective Test Materials	<p>If discovered BEFORE testing begins:</p> <ul style="list-style-type: none"> • Collect the defective test materials. • Give the test taker a new, unused test book, if available. <p>If discovered AFTER testing has begun:</p> <ul style="list-style-type: none"> • Collect the defective test book. • Give the test taker a new test book, if available, with the same test form code. 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. 	<p>Print “Defective Material” on the defective test book covers and attach the test book to the Supervisor’s Irregularity Report. 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.</p> <p>Provide full information on the Supervisor’s Irregularity Report.</p> <ul style="list-style-type: none"> • Report the nature and location of the defect. • Provide page numbers if possible. • Provide test taker’s name and appointment confirmation number. • Report if the test taker was able to complete the test or if he or she was dismissed.
Test Question Ambiguities and Errors	<p>Report any typographical errors or possible ambiguities.</p>	<p>Document the error or ambiguity, providing detailed information. Do not take screen shots or photographs of any test materials. Provide documentation to ETS.</p>

Group Irregularities

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

Irregularity	Action	Reporting the Irregularity/Returning Materials
Mistimings	<p>For an UNDERTIMING:</p> <ul style="list-style-type: none"> Whenever possible, correct an undertiming before test takers are dismissed. <p>For an OVERTIMING:</p> <ul style="list-style-type: none"> No adjustment can be made in the case of an overtiming. 	<p>Report the mistiming on the Supervisor's Irregularity Report and include the following information:</p> <ul style="list-style-type: none"> Whether it was an undertiming or an overtiming. The amount of time involved. In the case of an undertiming, how it was corrected. The number of test takers affected. Names and appointment confirmation number of the test takers affected. Attach the test books of all affected test takers to the Supervisor's Irregularity Report.
<p>Emergencies <i>Storms, floods, power failures or other disruptions beyond your control</i></p>	<ul style="list-style-type: none"> Decide whether you must cancel the administration or if you can find an alternate location. If you decide not to test, call ETS immediately for instructions. If test takers have arrived before you make the decision to cancel: Contact ETS. 	<p>Report the emergency on the Supervisor's Irregularity Report. Provide full details, including the action taken.</p>
<p>Emergencies <i>Emergency evacuation</i></p>	<p>Your primary concern should be the safety of test takers and test center personnel. When an emergency occurs, you should immediately:</p> <ul style="list-style-type: none"> Note the time of the incident and, if time permits, collect the test books. If test takers and test center personnel are not in physical danger, secure the testing materials, lock the testing room and evacuate test takers and personnel. Gather test takers in a designated safe area. Test takers should be monitored and should not discuss the test. If testing is able to resume, redistribute the test materials and check ID for all test takers before restarting the test. 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. Call ETS as soon as possible. 	<p>Report the emergency on the Supervisor's Irregularity Report. Provide full details of the emergency and action taken.</p> <p>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.</p>

Group Irregularities, *continued*

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

Irregularity	Action	Reporting the Irregularity/Returning Materials
Disturbances <i>Disturbances in testing room</i>	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: <ul style="list-style-type: none"> • 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 <i>Disturbances due to illness or medical emergency</i>	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Time loss and subsequent adjustments. • Complaints from other test takers, including their name(s) and appointment confirmation number(s).

Individual Irregularities

The following irregularities are usually limited to one or a few test takers in a testing room or site.

Misplaced Answers	If a test taker has mistakenly marked answers in the test book instead of on the answer sheet: <ul style="list-style-type: none"> • Instruct the test taker to mark answers correctly from that point forward. • Inform 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. Attach the test book and test to the SIR and return all in the SIR return envelope.
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Security and Conduct Irregularities

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

Irregularity	Action	Reporting the Irregularity/Returning Materials
<p>Loss or Theft of Test Books <i>Before the test</i></p>	<p>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.</p> <p>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 TAS immediately for instructions.</p>	<p>Provide a detailed explanation on the Supervisor's Irregularity Report.</p>
<p>Loss or Theft of Test Books <i>During the test</i></p>	<p>After distributing test books, you must account for them. If you find a discrepancy in the test book count, contact ETS.</p> <p>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.</p>	<p>Provide a detailed explanation on the Supervisor's Irregularity Report, including the test taker's name and appointment confirmation number.</p>
<p>Misconduct <i>Disruptive behavior</i></p>	<p>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.</p> <p>If, after receiving a warning from you or a test center personnel member, a test taker's disruptive behavior continues, dismissal is warranted. See "Dismissal for Misconduct" (on page 44).</p>	<p>Provide a detailed explanation on the Supervisor's Irregularity Report, including the test taker's name and appointment confirmation number, and if any other test takers were affected.</p>
<p>Misconduct <i>Testing aids</i></p>	<p>The use of the following is strictly prohibited:</p> <ul style="list-style-type: none"> • any phones, smart watches, PDAs and other electronic, listening, recording or photographic devices • books • pamphlets • highlighter pens • earbuds or headphones • watch alarms (including those with flashing lights or alarm sounds) • calculators other than those distributed by test center personnel • dictionaries, including electronic translators <p>Anyone found using aids during testing should be warned and, if action continues, should be dismissed from the test.</p> <p>See "Dismissal for Misconduct" (on page 44).</p>	<p>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.</p> <p>Attach the test taker's test book and answer sheet to the Supervisor's Irregularity Report.</p>

Security and Conduct Irregularities, *continued*

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

Irregularity	Action	Reporting the Irregularity/Returning Materials
Misconduct <i>Giving or receiving information of any kind</i>	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 44).	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). Indicate when a verbal warning was given to the test taker. 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.
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.	There is no need to report approved breaks; however, unapproved excessive or extended breaks must be reported on the Supervisor's Irregularity Report.

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 page 17.

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

Step	Action
1	Note the time of your initial observation.
2	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.
3	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.
4	Continue to monitor the test taker's behavior. Have an assistant witness any suspected misconduct.
5	If the test taker continues the misconduct after receiving the warning: <ul style="list-style-type: none">• 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.

Assisting Test Takers with Accommodation Requests for Paper-Based Administrations

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 Administrators 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 answer sheets do not need to be approved for accommodations.

Requesting Accommodations

All test takers requesting any accommodations must have their accommodations approved through ETS Disability Services before their test can be scheduled. Most accommodations require the test to be scheduled by contacting ETS Disability Services; however, if the test taker is approved for any of the following accommodations, they may schedule their test through their HiSET account.

- Extended time
- Extra breaks
- Screen magnification
- Selectable foreground and background colors

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 47.

All questions related to accommodations decisions should be directed to ETS Disability Services. Contact information is provided below.

ETS DISABILITY SERVICES

Telephone: 1-855-802-2748 (United States, U.S. Territories, and Canada) 1-609-359-5615 (all other locations)

Monday – Friday, 8:30 a.m. – 5 p.m. Eastern Time

Fax:

1-609-240-0525

Attn: HiSET – Disability Services

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 08618-1426

HOW A TEST TAKER REQUESTS ACCOMMODATIONS

If ETS has approved accommodations for a test taker within the last two years, and if his or her documentation is still current, and if he or she is requesting the same accommodations that ETS approved before, then the test taker must follow the steps listed in “Using Previously Approved Accommodations” on page 48. If the test taker has never requested accommodations before or if he or she needs 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 the test taker’s test can be scheduled. To request accommodations, a test taker must follow the steps below.

STEP 1

Look at the list of available accommodations under “Step 1: Common Testing Accommodations” detailed below and determine the accommodations needed.

STEP 2

Check the HiSET website to get information about which format of the test is offered in the test taker’s area so the test taker can determine what format of the test he or she will be taking: paper-based (PBT) or computer-based (CBT).

STEP 3

Complete the Testing Accommodations Request Form. The form can be found in the HiSET Test Taker Bulletin or at <http://hiset.ets.org/requirements/disabilities/request/>.

STEP 4

Submit the completed forms and all appropriate documentation. If the request includes incomplete forms and/or missing documentation, delays in processing will be incurred.

STEP 1: COMMON TESTING ACCOMMODATIONS

If the test taker would like to request accommodations other than those listed below, then he or she must describe them in Part II of the Testing Accommodations Request Form.

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 CBTs Only

- Screen magnification
- Selectable background and foreground colors
- Screen reader (i.e., JAWS)
- Refreshable braille

Assistance

- Reader
- Scribe

Assistance for Spoken Directions Only

- Oral interpreter
- Sign language interpreter
- Printed copy of spoken directions (for PBTs 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 a test taker requires minor accommodations, then he or she 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 48).
- Part III of the Testing Accommodations Request Form: Disability Documentation Form.
- the proper registration fee for the test he or she is taking.
- 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.) For more information and details on the letter of support for minor accommodations, please visit the ETS Disabilities Service web page at www.ets.org/disabilities/documentation/.

Some medical aids do not require approval for accommodations. These aids include, but are not limited to, those that are necessary for test takers 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 test takers require these types of medical aids, then they do not need to request accommodations. If a test taker wears an insulin pump, then he or she does not need to request accommodations unless his/her pump is especially noisy. If the pump is noisy and likely to disturb other test takers, requesting accommodations is a good idea so that test takers 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 the area so the test taker can determine what format of the test he/she will be taking (PBT or CBT).

STEP 3: TESTING ACCOMMODATIONS REQUEST FORM

Part I — Applicant Information

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

Part II — Testing Accommodations Requested

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

Part III — Disability Documentation

Test takers must submit disability documentation if:

- they are not submitting a Certification of Eligibility: Accommodations History.
- they are requesting accommodations other than 50 percent (time and one-half) and/or extra breaks.
- they were diagnosed with a disability within the past twelve months.
- they indicate in Part I of the *Testing Accommodations Request Form* that they have a physical disability or a psychiatric condition, or they check “Other” under “Nature of your disability.”
- they are requesting accommodations that are different from those that have been approved by ETS for test takers within the last two years.
- they have not previously used the accommodations they are now requesting.

If the test taker is blind or has low vision, he or she does NOT need to submit documentation if submitting a Certification of Eligibility: Accommodations History and 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 the test taker is blind, a request for 100 percent extended time (double time) does not require documentation if the test taker is submitting a Certification of Eligibility: Accommodations History and he/she is requesting Braille, a reader or recorded audio.

If the test taker is deaf or hard-of-hearing, he or she does NOT need to submit documentation if submitting a Certification of Eligibility: Accommodations History and 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)

Test takers SHOULD NOT send documentation if they 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 THE REQUEST TO ETS

An incomplete application will cause a delay in processing the test taker's request. Be sure to include:

- all completed forms (HiSET registration form and *Testing Accommodations Request Form*).
- disability documentation.

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 08618-1426

Email: disability.reg@ets.org

USING PREVIOUSLY APPROVED ACCOMMODATIONS

If a test taker's request for accommodations has been approved by ETS within the last two years, and his or her documentation is still current, then he/she may request the same accommodations as requested for other HiSET testing sessions during the current 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 47); be sure to indicate the previous test name and test date.
- **Part III of the Testing Accommodations Request Form: Disability Documentation Form**

HOW TO REGISTER ONCE THE REQUEST IS APPROVED

ETS will send an authorization letter confirming the accommodations that have been approved.

- Paper-based Testing (PBT)
- When test takers receive the authorization letter, they should contact ETS to make an appointment for a test session.
- Test takers may pay by phone at time of scheduling. If it is preferred to pay online, test takers may do so once the accommodation has been approved.
- If the test taker is approved for certain accommodations, they can schedule through their HiSET account. Accommodations that allow online scheduling include:
 - Extended time
 - Extra breaks
 - Screen magnification
 - Selectable foreground and background colors

Alternate Format

A representative from ETS Disability Services will contact the test taker to confirm the accommodations approved for that test taker and to schedule his or her test.

DEADLINE FOR ACCOMMODATIONS REQUESTS

A test taker's request for accommodations should be submitted as early as possible, especially if he or she is requesting an alternate test format. Documentation review takes approximately six weeks once the test taker's 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 to plan accordingly.

REQUESTS TO CHANGE OR CANCEL A 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.

To request a change or cancellation, test takers should contact ETS Disability Services. See page 2 for contact information.

TEST PREPARATION

For information about test preparation, test takers should visit the HiSET website and follow the "Prepare for the Test" link. If they need preparation materials in an alternate format, then they should 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 telephone for their test scores. See page 2 for contact information.

Score recipients also are reminded that any previous test scores should be considered only one part of an applicant's record.

Chapter 6

HiSET Computer-Based Administration Guide

Facility Requirements

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 test center personnel, every effort must be made to minimize the possibility of such distractions through careful planning.

As a Test Administrator, your role in establishing optimal testing conditions is of the utmost importance to the HiSET Program and the test takers. Test centers are required to provide a distraction-free, secure testing environment with continuous test taker surveillance. A well-organized, quiet and friendly testing environment helps test takers do their best. By providing a secure testing environment for test takers, you can be confident that your test center upholds the highest testing standards.

Physical Requirements

- Arrange testing workstations to prevent the test takers from easily viewing the computer screens of nearby stations.
- If there are no partitions between testing workstations to restrict visibility, then there must be a separation distance of **at least 5.0 feet (1.5 meters)** from the center of one computer monitor screen to the center of the screen of any adjacent computer.
- In testing rooms where computer tables are at a 90-degree angle, do not seat test takers next to each other in the connecting corner. The 5.0-foot (1.5 meter) minimum distance must be maintained.

Environment Requirements

- Internet connectivity must be established and maintained to allow for the delivery of tests.
Note: Tests that have been launched can continue even if Internet connectivity is interrupted. The test results will accumulate on the cache proxy and will be uploaded to ETS when connectivity is re-established.
- A telephone with access to an outside line must be available to staff at all times for use in calling for support, reporting irregularities or tending to other emergencies.
- The check-in area should be located near the entrance to the testing room, in an area separate from other activities. A table, desk or counter is recommended for use during check in. If the check-in area is within the testing room, the staff must use best efforts to verify that the check-in process does not disturb test takers whose testing is in progress.

Comfort Requirements

- Use lighting that enables all test takers to read their computer screen in comfort. There should be no shadows or glare on computer screens or writing surfaces.
- At each testing workstation, position the computer monitor, keyboard and mouse properly for ease of use without strain.

Activities Before, During and After a Computer-Based Test

Introduction

This section describes the procedures necessary to prepare a test center for its first administration of the computer-based HiSET. It will help you:

- complete the online training and assessment.
- receive access to the test administration system.
- install the necessary software and configure the computers.
- perform a trial run to verify that the test center is ready to administer HiSET computer-based tests.

After completing the procedures in this chapter, the test center will be ready to begin scheduling and administering HiSET computer-based tests. Contact HiSET Technical Support at 1-855-857-3540 if you experience any issues before, during or after a computer-based test.

Staff Authorization and Access to the Testing System

See Chapter 2 for more information about the roles and responsibilities, and about the training and authorization process, for computer-based test center staff.

	Action	Explanation
1	ETS enters the user's name, email address and test center number into the eLearning system. Note: The staff members who will be entered into eLearning are those who will serve in the roles of Chief Examiner and Test Center Supervisor.	This creates an eLearning account for the user.
2	The eLearning system sends an email to the user with his or her eLearning login credentials and the eLearning website address. (These credentials provide access only to the eLearning site, not to any other system.)	The user can now log in to eLearning. The user will be able to access the PBT eLearning, the CBT eLearning, or both, based on the test center numbers with which the user is associated.
3	The user reviews the eLearning training modules and completes the assessment.	The eLearning displays a "Congratulations" message when a passing result is achieved. A user who does not achieve a passing result should review the training modules and take the assessment again.
4	Within a few days after passing the eLearning assessment, each user receives his or her personal login credentials for the HiSET systems and instructions for activating the new account.	The user will receive three separate emails – the first with his or her username ; the second with a temporary password ; and the third with a PIN and instructions for activating the new account.
5	The user logs in and resets his or her password according to the instructions received by email.	This step is required because temporary passwords cannot be used to log in to the test administration system or the HiSET Portal. The user now has valid login credentials to start the computer-based testing system and access the HiSET Portal. The same login credentials are used for both purposes.

The HiSET Information and Registration Portal

The HiSET Portal is an online system for both HiSET test takers and Test administrators. It is separate from the general HiSET public website and is designed to allow test takers and Test Administrators 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 test taker 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.

Installing and Configuring the Hardware and Software

Introduction

The computer-based HiSETs are administered with the ETS Unify test administration system software.

Test center staff must establish that the required computer hardware and software are installed and that the hardware, software and local area network are configured as required.

IMPORTANT: *Prior to working with HiSET Technical Support to set up your test center for the first time, it is important to verify that the test center meets the system and technical configuration requirements referenced below. **Please share the system and technical configuration requirements with your site's local technician** and obtain his or her assistance, if necessary, to verify your configurations and settings and install the required software.*

System and Technical Configuration Requirements

Visit the HiSET website at <https://hiset.ets.org/tcs-ae/resources/printable/> for information about system requirements and technical configuration, including computer hardware specifications, supported operating systems, and connectivity requirements.

Computer Configuration Options

Each test administration requires a **local server/cache proxy** application to be launched first because the cache proxy serves as the communication center. In addition, an **administrative station** application must be launched in order to perform check in and accomplish other administrative functions. The cache proxy and administrative station applications are usually hosted on two different computers but may be hosted on the same computer at a test administration with only one test taker.

In addition, one **testing workstation** computer is required for each test taker. Therefore, a test center requires at least as many testing workstations as test takers to be tested concurrently.

At larger test centers, it may be necessary to host the cache proxy application on more than one computer, depending on the number of test takers to be tested concurrently and the technical specifications of the cache proxy computer(s). Guidelines for the maximum number of testing workstations per cache proxy computer have been established to confirm that the cache proxy computer(s) will have sufficient computing power to provide the test information efficiently to all the testing workstations.

Review the following configuration options and select the one most suitable for your site. Descriptions and diagrams of each configuration are provided later in this section.

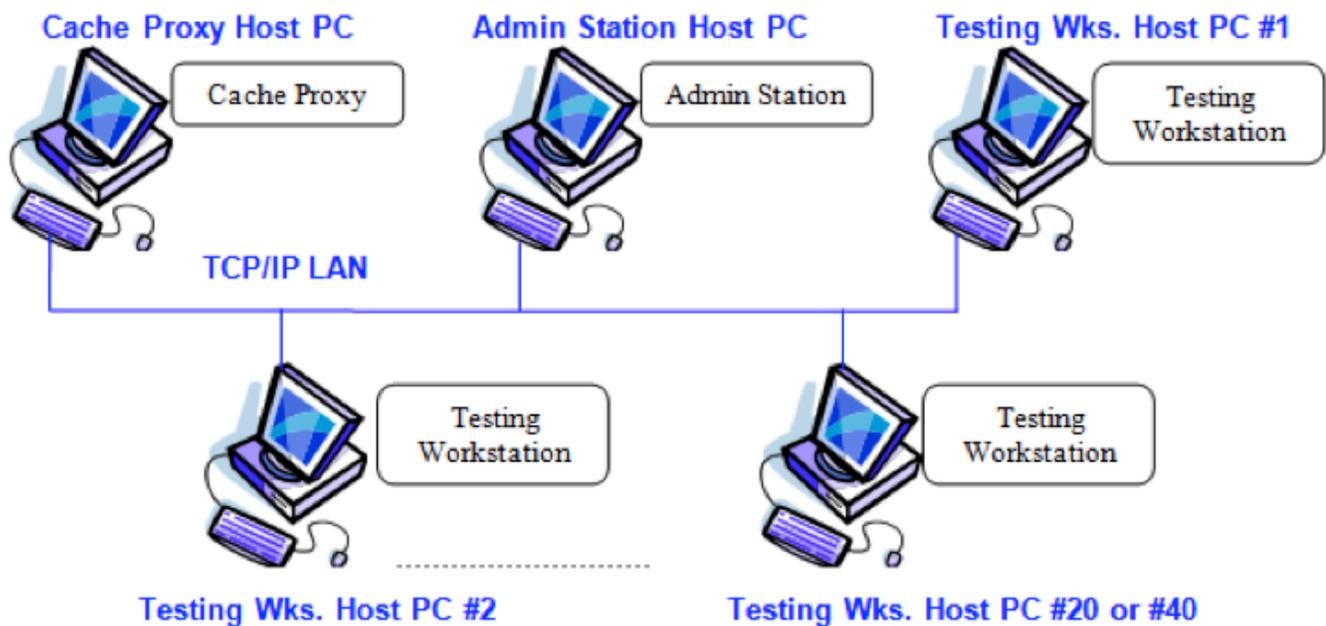
Number of Test Takers to Be Tested Concurrently	Suitable Configuration
Up to 40 (with a local server/cache proxy computer)	Standard configuration
More than 40 (with a local server/cache proxy computer)	Multiple cache proxy configuration

In all configurations, the cache proxy computer(s) must be dedicated to HiSET testing during a HiSET test administration. Using a cache proxy computer for other work while the HiSET is being administered will adversely affect the test delivery performance and could cause total interruption if the cache proxy computer is inadvertently rebooted.

Standard Configuration

The standard computer configuration for an iBT test center requires a **minimum of three computers**:

- **Local Server/Cache Proxy:** For storing test delivery information and HiSET test packages as well as temporary storage of test taker results
- **Administrative Station:** For test taker check in and other administrative tasks
- **Testing Workstations (one per test taker):** For delivering tests

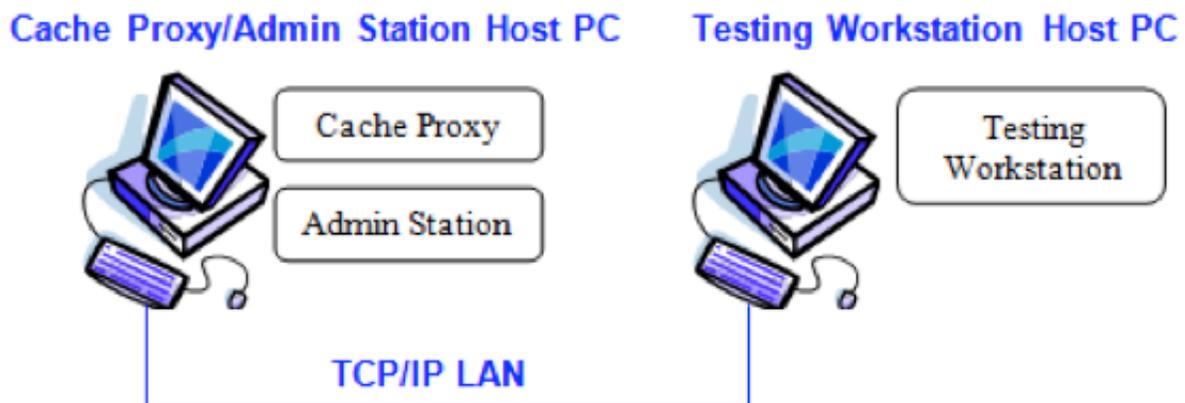


Note: A cache proxy computer can support up to 40 concurrent test takers. Refer to the hardware/software requirements document on the HiSET website at <https://hiset.ets.org/tcs-ae/resources/faq/>.

Limited Configuration

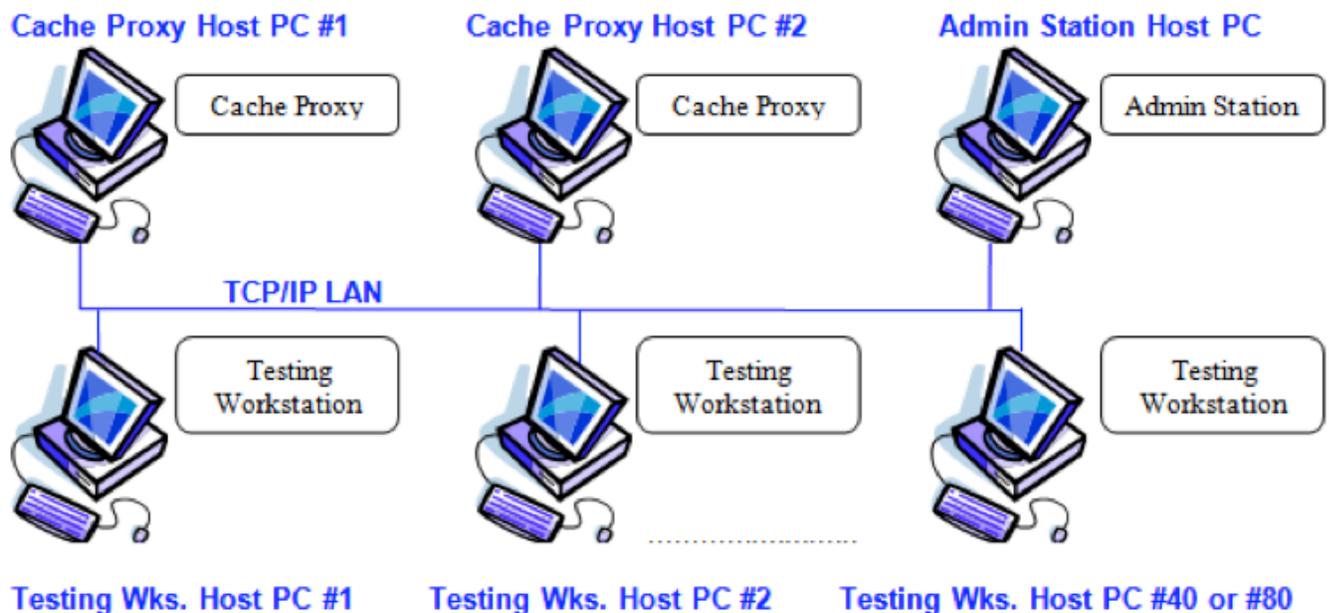
When using only one testing workstation, the local server and administrative station applications can run on the same computer, and therefore require only **two computers**. There is a **limit of one testing workstation** when using this configuration. Therefore, you cannot use this configuration if you plan to test more than one test taker at a time. If you start the local server and administrative station on the same computer, the following warning will be displayed to remind you that only one testing workstation is allowed.

Warning: The iBT Local Server and the iBT Administrative Application are running on the same computer. Only ONE Testing Workstation is allowed with this arrangement.



Multiple Cache Proxy Configuration

This configuration features running the cache proxy application on more than one computer to support a larger number of concurrent test takers than that supported by the standard configuration. The cache proxy that is launched first becomes the primary, and the second cache proxy assumes the role of secondary. The admin station and testing workstations are launched on different computers, as shown below:



Multiple Local Server (Cache Proxy) Configurations: All local servers (cache proxies) and testing workstations that are launched using the same test center ID code and that are residing on the same subnet must be in the same physical location because they are part of one test delivery system.

Installing Required Software

The software listed in the following table must be installed on the test center computers in order for them to be capable of administering the computer-delivered tests:

Cache Proxy	Administrative Station	Testing Workstations
<ul style="list-style-type: none">Unify Local ServerMicrosoft .NET Framework 4.5 or higher	<ul style="list-style-type: none">Unify AdminMicrosoft .NET Framework 4.5 or higher	<ul style="list-style-type: none">Unify WorkstationMicrosoft .NET Framework 4.5 or higherZoomText Software (not used or standard testing)

Caution! The software listed above MUST NOT be deleted from the computers' hard disks. Consult your local site technician to ensure that the computers are not configured to erase/delete the hard disk contents during a restart or on a periodic basis.

Before installing the test administration software, two checks must be run to verify connectivity and ensure that required software is installed:

- **Microsoft .NET version check:** On each computer, go to the Microsoft .NET Installer panel on the ETS test center setup page (<http://ibtprod.ets.org/ibt/unifyinfo.jsp>) and click **Check your installed version here**. You will be prompted to save the file netversion.exe. Save the file, and then run it. A message will indicate the installed .NET version number and whether it passed or failed. If the .NET version failed, you can install .NET 4.6.1 by clicking the Download button in the Microsoft .NET Installer panel. You will be prompted to save the file netframework.exe. Save the file, and then run it to install the Microsoft .NET software.
- **Verification Tool:** On the cache proxy computer only, click the **Verification Tool** button at the top of the ETS test center setup page (<http://ibtprod.ets.org/ibt/unifyinfo.jsp>). You will be prompted to save a verification tool installer file. Save the file. Then run it "as administrator" to install the verification tool software. After successful installation, the standalone verification tool welcome page will be displayed. For purposes of installation readiness, it is not necessary to proceed beyond viewing that screen.

To download and install the test administration software, click the appropriate download links on the ETS test center setup website (<http://ibtprod.ets.org/ibt/unifyinfo.jsp>). **Note:** A Windows account with Administrator privileges is required to install the software.

Shortcuts will be created automatically on your computer desktops when you install the Unify test delivery system applications (Unify Local Server, Unify Admin, and Unify Workstation). **The shortcuts must be used to start the applications.**

The **ZoomText** software is required for screen magnification and modifiable colors, which are available as testing accommodations for test takers with disabilities. It is not used for standard testing. The ZoomText software must be installed separately by clicking the appropriate **Download** link on the ETS test center setup website. This website provides the required version; do not install the ZoomText software from any other website. **Note:** The ZoomText software requires a graphics card with support for DirectX 11 or above and 1 GB dedicated video memory.

Performing a "Round Trip" Trial Run to Verify Test Center Capability

After installing the required software, a test center must perform a Round Trip, which is a trial run to verify that the center is capable of administering the computer-based HiSET. The process includes the following steps:

- Use the self-service round trip scheduling tool to schedule a HiSET round trip appointment for the date when you plan to run the Round Trip.
- Run the Round Trip. During this process you will check in a sample test taker and launch a demo test on at least one testing workstation. Successful completion of a Round Trip validates that the required software is installed and operational on the cache proxy and administrative station as well as the testing station used, and validates communication across all systems within the test center and to ETS.
- Set up all the other testing workstations during the Round Trip and use the Quick Launch process to run a demo test on each of them to validate their ability to deliver a test.
- Contact HiSET Technical Support to report that the Round Trip and demo exams were delivered. HiSET Technical Support will verify that they were completed successfully.

For Round Trip and Quick Launch procedures, see Appendix A.

Important: A test center cannot be activated for HiSET test administration dates until a Round Trip has been completed successfully.

Advance Preparation for a Scheduled Test Administration

Run a Readiness Check and Preload the Cache Proxy

The testing system provides the ability to perform a computer-based Readiness Check prior to an upcoming administration.

The purposes of a Readiness Check are:

- to preload the cache proxy computer with the files that will be required on test day.
- to confirm the technical capability of all testing workstations.
- to confirm the availability of materials and personnel for the upcoming administration.

The Readiness Check will become available four days before each upcoming administration. If needed or desired, a Readiness Check can be run multiple times on the same day or on different days prior to the administration.

Centers whose test administrations are always **four or fewer days apart** do not need to run readiness checks because test day setup and delivery downloads files to the cache proxy for the next four days' administrations.

If you have multiple test administrations scheduled in an upcoming four-day period, you will see all the administrations listed under **Future Administrations** when you start your admin station, and you can **select any one** of them to run a Readiness Check. Running a single Readiness Check (for any one of the dates) will download the files to the cache proxy for all the next four days' administrations.

For procedures for running a Readiness Check, see Appendix B.

Why is Preloading the Cache Proxy Important?

The cache proxy is the computer that will provide test content to the test delivery workstations. The files downloaded during the Readiness Check will remain on the cache proxy computer even when you turn it off, so your cache proxy will be ready to go on test day.

Preloading shortens your test day start-up time and reduces the risk of encountering delays when downloading files on test day. If a technical problem prevents you from connecting to ETS on test day, and your center has been enabled to use "disconnected mode" as a recovery method, you will be able to switch to disconnected mode only if you have preloaded your cache proxy computer(s).

Review Your Roster

Log in to the HiSET Portal to verify the number of registered test takers and to view your test taker roster prior to test day.

On the day of the test, your roster will be displayed on the admin station.

Activities on an Administration Day

Test Day Preparation

Before Test Takers Arrive

On test day, before test takers arrive, test center staff must perform procedures for opening the test center and preparing the facilities and computers. No test takers should be checked in until the following preparations have been completed.

- **Directional Signs:** When possible (and as appropriate for the facility), provide signs to direct test takers to the check-in location.
- **Testing Room Setup:** Make any necessary adjustments to the configuration of the testing room (e.g., setting up partitions, removing maps and charts). Also take into account the physical, environmental and comfort requirements described in Chapter 4.
- **Computer Setup:** Start the cache proxy computer, the administrative (admin) station computer, and the testing workstations.
 - At the cache proxy, you will create an Administration Override (AO) password for this administration and wait until the cache proxy arrives at the Ready state.
 - At the admin station, you will enter the AO password to enable the admin station to connect to the cache proxy.
 - At the testing workstations, you will run the verification tests.
 - For procedures, see “Test Setup” below.
- Bring the following materials to the testing room:
 - Sign-In/Sign-Out sheet
 - Scratch paper
 - Pencils

Test Setup

Before You Begin:

- Log in to Windows with a user account that has Administrator privileges.
- Verify that all the following settings are correct for your location and are identical on all test center computers (cache proxy, admin station and testing stations):
 - Date
 - Time, including a.m./p.m. setting
 - Time zone
 - Daylight Saving Time – If your time zone observes daylight saving time, make sure the **Automatically adjust clock for Daylight Saving Time** check box is selected on the **Time Zone Settings** dialog box.

Procedures

1. Start the Cache Proxy:

Note: The procedures for starting the cache proxy are the same whether you are starting it for a Round Trip demo exam or a regular administration.

- a. **On the cache proxy computer, click the Unify CP desktop shortcut.**

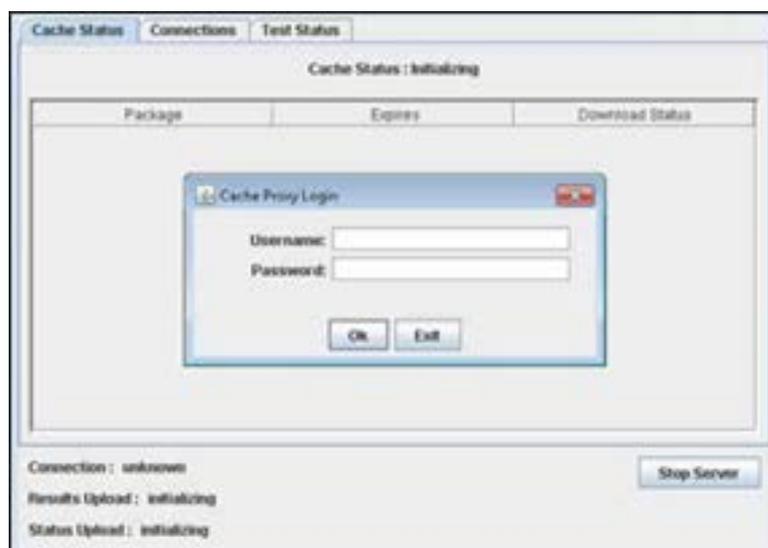


- b. **Cache Proxy Login screen:** On the Site Selection for Cache Proxy Launch screen, enter your site code and your personal username and password for the testing system.

Note: Only a certified TCA can start the cache proxy. Temporary passwords cannot be used.



On the **Cache Proxy Login** screen, enter your username and password again.



- c. **Create Admin Override (AO) Password screen:** Create a password of your own choosing for the current administration. Retype the password for verification. Then click **OK**.

AO password rules:

- Must be between 3 and 16 characters long
- Must begin with a letter
- May contain letters, numbers or any of the following characters: . ! @ () { } [] - _ # \$

The AO password created in this step will be required for the following activities during the test administration. **The TCA who creates the AO password should share it with the other TCAs and proctors so that they can perform these functions:**

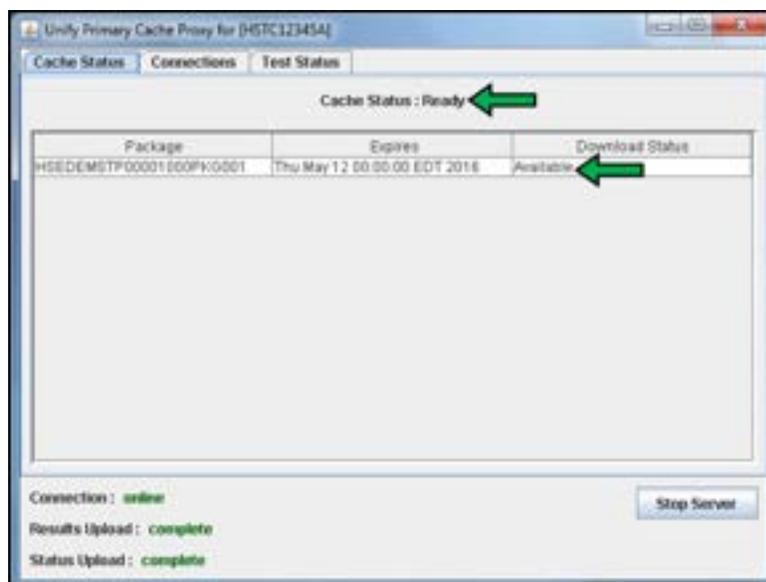
- starting the admin station and testing workstations
- launching a test at a testing workstation
- unlocking the cache proxy screen

Note: If the AO password is forgotten, the particular TCA who created it will be able to retrieve it at the cache proxy and will be required to enter his/her login credentials to do so.

- d. **Cache Proxy screen:** Wait while the test packages are downloaded to the cache proxy.

The **Cache Status** tab displays a table with the download status of each test package. There is a progress bar at the bottom of the table.

When all downloading has been completed, the Download Status column will display **Available** for all packages, and **Cache Status: Ready** will be displayed above the table.



To Unlock the Cache Proxy Screen: After several minutes, the cache proxy screen will display a message that it is locked. Click anywhere on the screen and follow the prompt to enter the AO password to unlock the screen.

If you have forgotten the AO password, click the Forgot AO Password button and enter your username and password. The AO password will be displayed. The particular test administrator who created the AO password must perform this step.

Multiple Cache Proxies: The number of test takers that a cache proxy computer can handle depends on the computer's technical specifications and the number of concurrent test takers. You will not need more than one cache proxy computer unless you are testing more than 20 test takers at a time. Refer to <https://hiset.ets.org/tcs-ae/resources/printable/> for the latest HiSET system requirements and tips for configuring your system. To prepare an additional cache proxy computer, perform the same steps (shown above) on the additional cache proxy computer. When starting a secondary cache proxy, you will not be prompted to enter an AO password. The secondary cache proxy will synchronize its AO password with the primary cache proxy.

2. Start the administrative station:

- a. On the administrative station computer, click the Unify Admin desktop shortcut.



- b. **Searching for a Local Server:** Wait a moment while the launcher application searches for the cache proxy (local server). If only a single cache proxy is running, it will be located and connected automatically. If multiple cache proxies are running, you will be prompted to select the cache proxy you wish to connect to.

If no primary cache proxy is found, the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server.

If more than one primary cache proxy is found, the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it and click the Connect Using Selected Server button.

- c. **Enter Administrative Override (AO) Password:** Enter the AO password that you created when starting the cache proxy.

- d. **Select a Program Administration:** Under **Today's Administrations**, locate the appropriate administration and click to highlight it. Click **OK**.

Note: Under **Today's Administrations**, there will be an administration name ending with an **M, N, P, or T**. Click on the row containing the **M, N, P, or T** administration to highlight it. (Ignore any other administrations that may be listed.)

On a test day, select from **Today's Administrations**. DO NOT select from Future Administrations.

Select A Program Administration

Today's Administrations:

Date	Administration Name	Program	Type	Status
06-Jan-2014 13:00	20140106M	HiSET	Normal	Not Started

Depending on the registration model and time zone for your center, there will be an **M, N, P or T** admin.

Future Administrations:

Date	Administration Name	Program	Type	Status
07-Jan-2014 11:00	20140107B	HiSET	Normal	Not Started
07-Jan-2014 12:30	20140107C	HiSET	Normal	Not Started
07-Jan-2014 15:30	20140107E	HiSET	Normal	Not Started
08-Jan-2014 11:00	20140108B	HiSET	Normal	Not Started
08-Jan-2014 12:30	20140108C	HiSET	Normal	Not Started
09-Jan-2014 11:00	20140109B	HiSET	Normal	Not Started

Today's Certification Administrations:

Date	Administration Name	Program	Type	Status
06-Jan-2014 07:00	CERT20140106	HiSET	Certification	Not Started

Expired Administrations:

Date	Administration Name	Program	Type	Status
02-Jan-2014 13:00	20140102M	HiSET	Normal	Admin Expired

OK
Cancel

Tip: If you receive an error message that "There are no program administrations for site code ...," verify that the date, time (including a.m./p.m.), time zone and daylight saving check box are set correctly and are identical on all computers (cache proxy, administrative station and testing stations).

- e. **Start Test Setup:** Click the **Start Test Setup** button.
- f. **Instructions:** Click **Next** to continue.
- g. **Info (Summary of Checks):** Click **Next** to continue.
- h. **Resource Availability:** If a resource screen is provided, confirm whether the specified resource is available and click **Next** to continue.
- i. **Seating:** Select **Yes**, and click **Next**.
- j. **Nonstandard Testing Accommodations:** Under Confirm, select **Yes**. Then click **Next**.

Note: If any test takers are registered to test with accommodations for a disability, the top panel on this screen will display a list of the test takers.

The bottom panel will display a list of the accommodations required by these test takers and the number of test takers who require each accommodation.

If no test takers are registered with accommodations, a message will state that fact, and both information panels will be blank.

- k. Personnel:** Confirm that ALL the test center staff who are present at this test administration are added to the **Participating** list.

Click the individual's name in the **Available** list, and click the **Add** button to move it to the **Participating** list.

To add a new individual, click the **Add New Proctor** button, and you will be prompted to add the individual's first name, last name and telephone number. **Note:** This action only adds the individual for this particular administration. During test setup, the **Personnel** screen will require you to assign staff as follows:

- **Two** individuals (1 TCA and 1 proctor or additional TCA) for **1–25 test takers**
- **Three** individuals (1 TCA and 2 proctors or additional TCAs) for **26–74 test takers**

If the Personnel screen requires you to assign an additional individual but no additional staff are present or available, click the **Add a Proctor** button, type the word **None** in all three fields, and click **Add**.

When all the personnel at today's administration are displayed in the **Participating** list, select **Yes** to confirm. Then click **Next**.

- l. Workstation Check:** This screen will display a list of the workstations that are ready to deliver a test. Initially, the list will be empty because you have not yet started any workstations.

- m. Leave the Administration Station Running:** Go to each testing workstation, and follow the procedures in step 3 to start the workstations.

3. Start the workstations and run the verification tool tests:

- a. On the workstation computer, click the Unify WKS desktop shortcut.**



- b. Searching for a Local Server:** Wait a moment while the launcher application searches for the cache proxy (local server). If only a single cache proxy is running, it will be located and connected automatically. If multiple cache proxies are running, you will be prompted to select the cache proxy you wish to connect to.

- c. Enter Administrative Override (AO) Password:** Enter the AO password that you created when starting the cache proxy.

- d. Select a Program Administration:** Under **Today's Administrations**, select the same administration that you selected at the administrative station, and click to highlight it. Then click **OK**.

- e. Workstation Screen (Displays the Verification Tool Test Results):** Click the **Run All Required Checks** button.

Follow the on-screen instructions to run each of the verification tests. The upper right-hand area of the screen shows the number of checks passed, failed, and not run.

A circle to the left of each check name provides visual confirmation of the check's status:

- Gray circle = Needs to be run
- Green with a checkmark = Passed
- Red with an exclamation point = Failed

After all checks have been passed, click the **Continue to Setup** button. The following message will appear on the screen: **This workstation is ready to deliver a test. Waiting for test taker.**

Note: If you need to close a workstation that is in the ready state, click **Admin Tools** on the screen. Then click **Shutdown Workstation** from the Admin Tools drop down menu. You will be prompted to enter the AO password and confirm that you want to shut down the application.

- f. Perform steps 3a–3d at the other testing workstations.**

4. Return to the administrative station:

- a. Each testing workstation that has been started will appear in the list of available workstations. The list shows only the testing workstations; it does not include the cache proxy.
- b. Select **Yes** to confirm, and click **Next**.
- c. The Finish window will open. Click the **Finish** button. The test taker roster will appear. Your center is now ready to begin the check-in process.

Starting a Test Session

Procedure

Before starting the test, you must perform the check-in procedures shown on page 21 in “Checking in Test Takers.”

1. After check in, a test center staff member should escort the test taker to the assigned workstation. Ask the test taker to wait while you prepare the workstation.
 - You **MUST** verify that the information on the testing workstation matches the test taker. Compare the name and date of birth on the screen to the test taker’s ID. If the information is correct, click **Confirm**.
 - If the test taker’s name, date of birth or test name is not correct or does not match the test taker about to be seated at the workstation, do not allow the test taker to be seated. Return with the test taker to the administration station to resolve the problem.
2. You will be prompted to enter the administrative override (AO) password for this administration (which was created during Test Setup).
3. The **Candidate Information** screen will appear. It is the first screen that the test taker should see. Allow the test taker to be seated.
4. After the test taker is seated, inform him/her of the following:
 - The test taker’s ID should be kept face-up on the workstation desktop.
 - The test taker should review and verify the information on the screen. The test will start when the test taker clicks **Continue**.

Activities During the Test

Monitoring the Testing Room and Handling Irregularities

- At least one test center staff member must be in the testing room at all times while testing is in progress.
- Walk through the testing room at frequent intervals, observe test taker behavior, watch for any unauthorized materials and watch for test takers who are raising their hands for assistance.
- Keep conversations in the testing room to an absolute minimum.
- If a test taker requests more scratch paper during the test, collect the used packet in its entirety before providing a new one.
- Do not move a test taker to a different workstation once the test has started, unless technical problems prevent him/her from completing the test at the original workstation.
- 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.

Alerts at the Admin Station

Alerts regarding changes in status and any system errors are sent to the admin station.

To view the alerts, click **Alerts** from the menu on the left-hand side of the admin station screen. A drop-down list at the top of the screen allows you to filter the alerts by status.

To accept an alert, click the row to highlight it, and click the **Accept Alerts** button. Then click **Home** from the menu on the left-hand side to return to the roster.

Stopping a Test Session (Administrative Override)

If there is an emergency reason for stopping a test (e.g., fire drill), the testing staff can stop the test by using a combination of keys:

Press the **CTRL+SHIFT+?** keys simultaneously on your keyboard. Enter the AO password at the prompt. You will be presented with three options:

- **Display Examinee Information**
- **Initiate an Unscheduled Break**
- **Stop the Current Testing Session** – Select this option and click **OK**. A message will ask **Are you sure you want to stop the test?** Select **Yes**.

To restart a test, follow the procedures in “Restarting an Interrupted Test Session” in the next section.

Restarting an Interrupted Test Session

If a test taker’s test session is interrupted, for example, by a power failure, it is possible to restart the test from where the test taker left off. The test will resume from the point at which it was interrupted. If the cache proxy and the admin station have shut down (as in the case of a general power failure), you will need to restart them before restarting the testing workstations.

Important: If you encounter a problem with the cache proxy computer while testing is in progress, DO NOT switch the cache proxy application from one computer to another because test results reside on the cache proxy where the test started. Contact HiSET Technical Support for assistance.

1. From the **Roster** tab of the **Home** screen at the admin station, click the row with the correct test taker whose status indicates that a restart is available.
2. Select a workstation, either the current workstation (if it is functional) or another available workstation.
3. Enter an explanation of why you need to restart the test.
4. At the testing workstation, restart the test by following the procedures in “Starting a Test Session” on page 62.

Test Completion

Use the following steps to end the test session and dismiss the test taker:

1. Verify that the workstation displays a test completed message. There will also be an alert at the admin station when a test is completed.
2. Collect the scratch paper and confirm that all sheets were returned.
3. Ask the test taker to sign out.
4. Remind test takers to retrieve any personal belongings.

Post-Administration Activities

After all test takers have completed testing:

- Confirm that the **Results Upload Status** is **Complete** on the cache proxy and that all test results have been uploaded to ETS. This will establish that all test results have been uploaded to ETS for scoring and reporting and prevent instances of missing test results. The tests cannot be scored until the results are uploaded to the ETS servers. For procedures, see “Before Running Cleanup” below.
- Perform the Cleanup function at the admin station. During Cleanup, you will be asked to set a completion status for any test takers who did not complete testing, such as those who did not show up, were turned away, abandoned their tests or were unable to start or finish because of a technical issue or a test center environment problem. For procedures, see “Run Cleanup at the Admin Station” on page 64.

Before Running Cleanup

1. If the cache proxy screen is locked, click anywhere on the screen and follow the prompt to enter the AO password to unlock the screen.

Note: If you have forgotten the AO password, click the **Forgot AO Password** button and enter your username and password. The AO password will be displayed. The particular user who created the AO password must perform this step.

2. Check the **Results Upload Status** indicator located in the bottom left corner of the cache proxy screen as shown in the example below.

Note: If your center is using multiple cache proxy computers, check the results upload status on all of them.

- If the **Results Upload Status** is **Complete**, all test results have been uploaded to ETS. You are ready to perform the Cleanup function.
- If the **Results Upload Status** is Pending, test results stored on the cache proxy computer are still waiting to be uploaded to ETS. You must take one of the following actions:
 - o Leave the cache proxy running until the **Results Upload Status** becomes Complete. (This is the preferred option.)
 - OR
 - o Shut down the cache proxy, verify that the results data on the cache proxy are not deleted and remember to start the cache proxy again as soon as possible to enable the results to be uploaded.
- **Note:** DO NOT disassemble or reconfigure the cache proxy computers prior to the **Results Upload Status** becoming **Complete**.
- **Important:** Automatic uploading of test results cannot occur if the **Connection Status** is **Offline**, which will happen if Internet connectivity has stopped working at your site. In that case, try to restart the cache proxy.

Run Cleanup at the Admin Station

1. At the admin station, after all test takers have finished testing, click **Cleanup** from the menu on the left-hand side of the screen.
2. On the **Cleanup Instructions** screen, click **Next**.
3. A Candidate List screen will display any test takers who did not complete testing. You will be asked to set a completion status for each of them after you click **Next**. Click **Next**.
4. A Candidate Verification screen will be displayed for each test taker whose completion status needs to be set.
 - Select the appropriate status from the New Status drop-down list.
 - Select a Code from the drop-down list and enter a Problem Description.

Important: Be careful to select the appropriate status. HiSET Program staff will use the status to help determine what follow-up action, if any, is required.

 - Select **No Show** for test takers who did not arrive at the test center and for those who arrived but had to be turned away because they did not meet the admission requirements (e.g., unacceptable ID).
 - Select **Bypassed Appointment** if a test taker arrived but was unable to start the test because of a technical problem or other test center issue.
5. On the **Cache Proxy Results Upload Complete** screen, click **Next**.
6. Click **Finish**.
7. The message **Cleanup is completed for this administration** will be displayed. Click **OK**.
8. **Shut down the cache proxy application. This step is important to prevent unauthorized use of the testing system.**

Document Handling

Sign-In/Sign-Out sheets: Retain used Sign-In/Sign-Out sheets for 18 months or according to the record retention requirements specified by your HiSET State Administrator. Then destroy them by shredding. DO NOT send them to ETS. For additional information, see Appendix E.

Scratch paper: All scratch paper must be collected before a test taker leaves the test center. Used scratch paper must be destroyed at the test center, either by shredding with a shredding machine or by tearing into very tiny pieces. For additional information, see "Scratch Paper Policy" on page 18.

Reporting Irregularities

Basic Information About Center Problem Reports (CPRs)

- ETS relies on the Chief Examiner or Administrator to be responsible for all aspects of test administration and to handle any emergency or exceptional situations at the test center.

- The Chief Examiner or Administrator should report incidents as soon as practical after they occur. If necessary, a Proctor should be asked to monitor the testing room while the Chief Examiner or Administrator handles test center situations and completes a CPR.
- CPRs should be clear, objective and professional. They should focus on facts and details and avoid opinions and speculation.
- ETS will support a Chief Examiner's or Administrator's actions if they are consistent with established ETS policies and procedures. The actions must be reasonable, sound and designed to confirm test validity, a satisfactory testing environment and test security.
- Some irregularities may not involve test takers, but should still be reported in a CPR.

Importance of CPRs

- CPRs are a critical source of information. They provide a written record of security incidents, technical problems, misconduct and other out-of-the-ordinary situations.
- Irregularity reports are admissible evidence in a court of law.
- Facts that seem of little consequence at the time may later assume considerable significance when ETS must decide if further action is required.

Filing a CPR

- At your Administrative workstation during an iBT administration, click File CPR from the menu on the left side of the screen. The CPR screen will open.
- Select the most appropriate CPR Category and Code for the issue you are reporting.
- Complete the **Description** and **Action** fields. Avoid entering minimal descriptions (such as "Improper ID" or "Problem") because that will require additional research and delay the resolution process at ETS.
- In certain situations, the system will automatically initiate a CPR and you will need to enter the details. For example, if you need to Reset Check-in for a test taker, enter a brief explanation of why the reset was necessary.

General Rules for High-Quality CPRs

- Be complete. CPRs should describe who, what, where, when, why and how. They do not have to be long, but you should provide the details as specifically as possible while the incident is fresh in your mind.
- Be professional. CPRs should focus on facts and details and avoid opinions and speculation.
- Resolve relevant questions. If a CPR includes the necessary details, ETS will not need to follow up with the test center for more information or clarification. It is important to state the outcome of the incident in the CPR (e.g., whether the test taker completed the test, whether the test taker was turned away, whether a prohibited item was retrieved and reviewed for test content or confiscated). For incidents involving prohibited items or misconduct, details provided in CPRs can help ETS evaluate whether a particular incident was a relatively minor infraction or a serious breach of test security (e.g., whether a piece of paper was "only a candy wrapper" or contained test-related notes).

What to Include in a CPR

- Complete the **Description** and **Action** fields. Avoid entering minimal descriptions (such as "Improper ID" or "Problem") because that will require additional research and delay the resolution process at ETS.
- State the length of any delay or interruption that the test taker encountered.
- Describe what happened in detail. Remember that each CPR should tell a complete story of the incident.
- Document all actions taken so that others reading the report can determine exactly what occurred. The report should include:
 - What took place: Describe the situation and problem as completely as possible.
 - Note:** Do not state or describe the content of any test item when completing a CPR. This will result in a compromise of security of the test question.
 - When it happened: If possible, give exact time of day and time showing on computer screen if it is relevant to the irregularity.
 - Where it happened: Check-in area, hallway, testing room, etc.
 - Relevant personnel: Include the names and telephone numbers of all personnel who might provide relevant information regarding who witnessed the incident. (This would apply to misconduct cases, injury to a test taker or other any unusual incident at the test center.)
 - Test takers that were affected. If several test takers are affected by the same incident, the system enables you to include all their names on one CPR.

- Describe the resolution:
 - The amount of time it took to resolve the problem.
 - Details of all actions taken and by whom (e.g., the Test Administrator).
 - Did the test taker complete the test?
- Include answers to the following questions for the issues listed below:
 - Technical Issues:
 - Did the problem occur before the test taker started the test or during a particular section of the test?
 - What was the length of time of any delay or interruption?
 - What actions were taken to try to resolve the problem? Was the problem resolved?
 - Did the affected test takers successfully complete their tests?
 - After 30 minutes, if the problem was not resolved, did the Test Administrator offer the test taker the opportunity to be scheduled for a make-up test? Did the test taker accept the offer?
 - System-initiated CPRs:
 - If you encounter a situation that causes several system-initiated CPRs of the same type (for example, Reset Check-in), and you do not have time to type a complete explanation in each CPR, please file one CPR at the end of the administration to summarize the situation and the outcome for the affected test takers.
 - Unacceptable ID:
 - What type of ID document(s) did the test taker present (for example, passport, driver's license, etc.)?
 - Why (specifically) was the ID unacceptable?
 - Was the test taker turned away?
 - Test Taker Misconduct:
 - If a test taker was observed using any prohibited material or device, describe the item in detail. How and where was the test taker using the item? Did the test center staff confiscate the item?
 - Did any test site staff witness the misconduct incident? If so, who?
 - What action was taken by the test center staff? Was a warning given to the test taker?
 - Was the test taker dismissed from the test session, or did he or she complete the test?
- All CPRs: Did you contact HiSET Technical Support or HiSET Test Administration Services for assistance?

How to Act on Irregularities

Dismiss the test taker from the test center and file a detailed CPR if a test taker attempts to:

- Remove test questions from the room.
 - Use prohibited aids.
 - Impersonate a scheduled test taker.
 - Tamper with the testing equipment.
 - Give or receive assistance from another test taker.
 - Cheat in any way.
 - Create a disturbance after a warning.
 - **Important:** If a test taker threatens test center staff with bodily harm, call the local police and/or building security.
- Note:** The Chief Examiner or Supervisor does not need to call HiSET Test Administration Services before dismissing the test taker.

Other situations that require a CPR:

- Test taker arrives at the test center but is not admitted for any reason.
- Test taker is turned away because of unacceptable ID.
- Any event that prevents a test taker from completing a test that has been started.
- Any event that significantly disturbs the testing environment (e.g., loud noise, failure of heating/cooling system, disruptive test taker).
- Any event that interrupts testing even if testing is successfully resumed (e.g., power outage, environmental problems).
- Test taker takes repeated unscheduled breaks.
- Test taker leaves the testing room without permission or because of illness.
- Test taker creates a disturbance of any kind.
- Test taker complains about any aspect of the testing process.
- Emergency closing of the test center.
- Equipment or test material theft or vandalism.

Facility, Environment and Computer Problems

Situation	Procedure in the Testing Room	CPR/Other Action
Noise Problems	If a disruption occurs inside the testing room, or noise from outside the test center affects test takers, try to end the noise or disruption if possible.	File a CPR. Describe the situation and the length of the disruption.
Power Outages	<p>When an electrical power outage occurs at the test center and power is immediately restored, the Chief Examiner or Test Administrator will have to use the Restart function at the admin station to restart each test taker's test.</p> <p>If the power is not immediately restored, power off each testing station and other equipment until the power is again available.</p> <p>Ask test takers to wait at least 30 minutes for the power to be restored. After that time, give them the choice to either:</p> <ul style="list-style-type: none"> • Wait in the center to resume the test. • Choose to be rescheduled to a makeup test. <p>While waiting, test takers must remain in the testing room and must have no access to cell phones or other prohibited devices.</p>	File a CPR. Describe the situation and actions taken, identify the affected test takers, and state whether they were able to complete testing.
Weather Problems and Personal Emergencies	<ul style="list-style-type: none"> • If your test center is open for business, test takers are expected to keep their scheduled appointments. If they cannot get to your open test center for any reason (this includes inclement weather, natural disaster, illness, personal emergency, etc.), advise them to contact HiSET Customer Service. • To avoid unrealistic expectations, do not speculate to test takers about what outcome to anticipate. • If your center is able to remain open despite severe weather or other unusual conditions, file a CPR describing the situation. • If your center will be closed because of inclement weather, natural disaster or other reason, notify HiSET Test Administration Services as soon as possible about the closure. 	Contact HiSET Test Administration Services. If possible, file a CPR.
Test Center Emergencies	<p>Emergencies include storms, floods, fires, fire drills or other unusual activities that disrupt test administration and are beyond the control of test center staff. In an emergency, the primary concern should be the safety of everyone present.</p> <ul style="list-style-type: none"> • If necessary, evacuate everyone immediately. • If there is sufficient time, power off the test takers' testing stations. • Lock the testing room door after everyone has exited. <p>If the computers were powered off, and it is possible to return to the testing room in a reasonable amount of time (as in the case of a fire drill), follow procedures to restart each computer and allow test takers to continue testing.</p> <p>If the computers were NOT powered off, and it is not possible to return to the testing room in a reasonable amount of time, the testing session must be terminated because the computer will have continued to count down during the time test takers were away.</p>	File a CPR. Describe the situation and actions taken, identify the affected test takers, and state whether they were able to complete testing.

Situation	Procedure in the Testing Room	CPR/Other Action
<p>Emergencies <i>Emergency evacuation</i></p>	<p>Your primary concern should be the safety of everyone present. When an emergency occurs, you should immediately:</p> <ul style="list-style-type: none"> • If time permits, note the time of the incident and turn off the testing workstations. • If test takers and staff are not in physical danger, lock the testing room and evacuate test takers and staff. • Gather test takers in a designated safe area. Test takers should be monitored and should not discuss the test. • If you powered off the computers and it is possible to return to the testing room in a reasonable amount of time, follow procedures to restart each computer and allow test takers to continue testing. • If you did not power off the computers (and testing time continued to count down) and/or it is not possible to return to the testing room in a reasonable amount of time, you will have to terminate testing. 	<p>Report the emergency in a CPR, if possible, or contact HiSET Test Administration Services to report the emergency. Provide full details of the emergency and action taken.</p> <p>If testing is able to resume, indicate in your CPR whether the test takers completed their tests.</p>
<p>Hardware or Software Problems</p>	<p>If software or hardware problems cause a delay in starting or an interruption during a test, contact HiSET Technical Support within 10 minutes of the scheduled start time or the time the interruption occurred. Even if it appears to be a local problem and local personnel are working on it, you still must contact HiSET Technical Support promptly.</p> <p>Confirm that the affected test takers remain sequestered inside the building while they wait for the problem to be resolved. Sequestering the test takers is required for test security purposes, and it means that you must take all the following actions:</p> <ul style="list-style-type: none"> • Inform the test takers that they are not allowed to leave the test center or to use cell phones or other communication devices during the waiting period. • Supervise the test takers to verify that they remain in the test center building and have no access to telephones, electronic devices, or outside communication while waiting for the problem to be resolved. • When you file your CPR about the situation, include a description of where the test takers were located during the waiting period and how they were supervised. <p>Offer the test takers the opportunity to reschedule after having waited 30 minutes past the scheduled start time for the problem to be resolved.</p> <p>At 30 minutes past the scheduled start time, if the problem is still being worked on and the test takers wish to continue waiting, and the test center’s schedule will still allow time for them to complete the test, they may continue to wait for the problem to be resolved. The test center should already be in contact with HiSET Technical Support. Inform affected test takers that you have reported the problem. They will be contacted about rescheduling, if necessary.</p>	<p>Contact HiSET Technical Support. (1-855-857-3540)</p> <p>File a CPR. Describe the situation and actions taken, identify the affected test takers, and state whether they were able to complete testing.</p>
<p>Cache Proxy Computer Failure During the Test</p>	<p>If you encounter a problem with the cache proxy computer while testing is in progress, DO NOT switch the cache proxy application from one computer to another. Contact HiSET Technical Support for assistance.</p>	<p>Contact HiSET Technical Support. (1-855-857-3540)</p> <p>File a CPR.</p>

Check-in Issues

Situation	Procedure in the Testing Room	CPR/Other Action
Unacceptable ID	<p>Do not admit the test taker. In your CPR, state what type of ID the test taker presented and why it was unacceptable. State whether the test taker was turned away.</p> <p>Note: If, to avoid a serious disturbance, you must admit a test taker without acceptable ID, file a CPR and inform the test taker that his/her scores will not be reported and will be canceled.</p>	File a CPR.
Test Taker Is Checked in Under the Wrong Registration	<p>Test takers may have similar names. Be careful to select the correct record when selecting a test taker from the check-in roster.</p> <p>If you accidentally check in a test taker under another test taker's registration, you can reset the check in and start over, as long as you detect the mismatch BEFORE the test taker starts the test.</p> <ul style="list-style-type: none"> At the admin station, use the Reset Check-in function to reset the test taker's registration that was used in error. Then select the correct test taker record from the roster and proceed to check in the test taker. <p>If the test taker has already started the test when the mismatch is detected, DO NOT allow the test taker to complete the test. Both test takers (the one who started the test under the wrong registration record and the test taker whose record was used in error) will need to be rescheduled to another test administration.</p>	File a CPR.

Possible Test Question Ambiguities or Errors

Situation	Procedure in the Testing Room	CPR/Other Action
Test Takers Report Possible Typographical Errors, Ambiguities in Test Questions, Multiple Correct Responses, etc.	Inform test takers that you will file a report about their concerns.	File a CPR. State only the test section number and name and the item number. Do not copy the exact text of any test question. This is important in maintaining test security.

Test Taker Behavior and Misconduct

Situation	Procedure in the Testing Room	CPR/Other Action
<p>Disruptive Behavior and Misconduct</p>	<p>Because Chief Examiners and Test Administrators must maintain order as well as security at the test center, they have authority to dismiss a test taker for disruptive behavior or other misconduct. If a test taker's behavior during testing disturbs others, and the Chief Examiner or Test Administrator believes the disruption may prevent others from doing their best work, the Chief Examiner or Test Administrator will do the following:</p> <ul style="list-style-type: none"> • Warn the test taker that he or she will be dismissed if the disruptive behavior persists. Do not engage in a confrontation. • If the test taker continues to be disruptive, you may dismiss the individual from the testing room. • Dismissal is also warranted if, after receiving a warning from test administration staff, a test taker continues to engage in any other type of misconduct. • In certain cases you may be reluctant to dismiss a test taker for fear of embarrassment, disturbance to other test takers or physical reprisal. You should dismiss test takers when warranted, but use your best judgment in handling each situation. • When dismissing a test taker, advise the person that failure to adhere to testing regulations after receiving a warning made the dismissal action necessary and that a report will be filed. • If, in the judgment of the Chief Examiner or Test Administrator, attempting to remove a test taker would create a disturbance to other test takers or result in a potentially threatening situation, the test taker should be permitted to complete testing. • If the individual causes a serious disturbance and will not leave the test center, you should call the police or other local authorities. Retain any materials related to the events because ETS may request them. 	<p>File a CPR. Provide detailed information regarding the incident and the action taken by you or your staff on the CPR, including the test taker's name and appointment confirmation number.</p>
<p>Misconduct <i>Testing aids</i></p>	<p>Use of the following items is strictly prohibited:</p> <ul style="list-style-type: none"> • any phones, smart watches, PDAs and other electronic, listening, recording, scanning or photographic devices • books, pamphlets, notes of any kind • highlighter pens • stereos or radios with headphones • watch alarms (including those with flashing lights or alarm sounds) • calculators other than those distributed by test center staff • dictionaries, including electronic translators <p>Anyone found using aids during testing should be warned and, if action continues, should be dismissed from the test.</p> <p>Exception: If you observe that a test taker inside the testing room is using a telephone, personal digital assistant, or other prohibited electronic device, do not give a warning. See "Using a Prohibited Item in the Testing Room" on page 71.</p>	<p>Provide detailed information regarding the incident and the action taken by you or your staff on the CPR, including the test taker's name and appointment confirmation number.</p>

Situation	Procedure in the Testing Room	CPR/Other Action
<p>Using a Prohibited Item in the Testing Room</p>	<ul style="list-style-type: none"> • If possible, have another staff member observe the event. • Obtain the item and ask the test taker to step into the Test Administrator area (if he/she is in the testing room). Inform the test taker that he or she has violated test center rules and you will be filing a report. • Check the item to see if it contains test information. • If the item contains test information, or if the item is a phone or other electronic or photographic device, terminate the test with an administrative override by pressing the administrative override key sequence (CTRL+Shift+?), entering the AO password, and selecting End the Current Testing Session. • File a detailed CPR including the make/model of any electronic equipment used (if applicable). Return the item after inspection. <p>Note: Take the above actions when the violation is first observed; do not give a warning or wait for a second violation to occur. You can turn off the testing station so that test time stops while you handle the situation.</p> <p>For additional details about prohibited items, see “Prohibited Items” on page 16.</p>	<p>File a detailed CPR including the make and model of any electronic equipment used (if applicable).</p> <p>If an electronic device was involved:</p> <ul style="list-style-type: none"> • Record the manufacturer and model of the device in a CPR. • If possible, take a digital photograph of the material found on the device if it appears to be test content. In your CPR, state that you have the photo available. • If possible, delete all exam data stored on the device. Only return the device to the test taker after the exam has been terminated. <p>If the prohibited item is in the form of written material (e.g., notes):</p> <ul style="list-style-type: none"> • Do not return the items to the test taker. Retain them until requested for a security investigation. • If possible, take a digital photograph of the material if it appears to include test content.
<p>Using a Prohibited Item Outside of the Testing Room During a Break</p>	<ol style="list-style-type: none"> 1. Warn the test taker that the activity is not allowed and that he or she will be dismissed if it continues. 2. If the test taker violates the regulation again after the warning: <ol style="list-style-type: none"> a. Dismiss the test taker. Inform him or her that repeated violation of test center regulations after receiving a warning has made dismissal necessary and that a report will be filed. b. Terminate the test with an administrative override by pressing the administrative override key sequence (CTRL+Shift+?), entering the AO password, and selecting End the Current Testing Session. 	<p>File a CPR.</p>
<p>Misconduct <i>Giving or receiving information of any kind</i></p>	<p>Warn the test taker that he or she will be dismissed if the disruptive behavior persists. Have another staff member witness any suspected misconduct.</p> <p>If the situation persists after a warning from you or a staff member, dismissal is warranted. See “Disruptive Behavior and Misconduct” on page 70.</p>	<p>On the CPR, provide names and appointment confirmation numbers for all test takers suspected of giving or receiving information (identify givers and receivers of information).</p>

Situation	Procedure in the Testing Room	CPR/Other Action
Restroom Use	<p>Test takers are not permitted to take breaks during the test session. In the case of an emergency a test taker may leave the testing room to go to the restroom. Remind test takers that they will not be allowed extra testing time for such an absence. Ensure that test materials are secured and not permitted to leave the testing room.</p> <p>Possession of, or use of, any phone is not permitted during such an absence and is grounds for dismissal and score cancellation.</p>	<p>There is no need to report approved breaks; however, unapproved, excessive or extended breaks must be reported on the CPR.</p>
Test Taker Takes Numerous or Excessively Long Unscheduled Breaks	<p>Attempt to determine the reason for the numerous or excessively long breaks. Allow the test taker to continue testing.</p>	<p>File a CPR.</p>
Unscheduled Departure from the Test Site	<p>If a test taker leaves the test center before completing the test, the Test Administrator should terminate the test:</p> <ol style="list-style-type: none"> 1. Press the administrative override key sequence (CTRL+Shift+?). 2. When the Enter Administrator Password window appears, type your administrator password. (This is the administrative password that you created during the test setup process.) 3. A drop-down list of options will appear. Select the option to end the test. <p>Note: The administrative override key sequence will not work when a listening item is being played or when a direction screen is displayed. You will need to wait for the recording to end or navigate past the direction screen before terminating the test.</p>	<p>File a CPR.</p>
Medical Emergency or Illness	<p>If a test taker becomes ill and must leave the room temporarily, handle the situation the same as for an unscheduled break. Note the time the test taker left and returned on the CPR.</p> <p>If a test taker must withdraw permanently from testing because of illness, follow instructions described in "Unscheduled Departure from the Test Site." File a CPR.</p> <p>In case of serious illness or medical emergency:</p> <ul style="list-style-type: none"> • Call a local emergency medical number. • Render whatever aid possible and make the person comfortable until help arrives. 	<p>If other test takers are disturbed by the test taker's illness and have lost testing time, file a CPR indicating all test takers affected.</p>

Administrations with Testing Accommodations

Installing and Configuring Software for Screen Magnification and Selectable Background and Foreground Colors

Requirements

When a test taker has been authorized for the **screen magnification** and/or **modifiable colors (color switching)** accommodations, **the ZoomText software must be installed** on the designated testing workstation from the ETS website listed below.

The installation should be performed before test day. You must have administrative privileges to perform the installation. Rebooting the computer is also required. Use the following installation procedures:

1. At the designated testing workstation, go to the Unify Test Center setup website:
<http://ibtprod.ets.org/ibt/unifyinfo.jsp>
2. Click the **Download** link for the **ZoomText** software and save the file to the computer's desktop. Then right click on the file and select **Run as administrator** to install the software.
Important: This link provides the required version; do not install the ZoomText software from any other website.
Note: Administrator privileges are required to install the software.
3. Verify the installation as follows:
 - a. Go back to the ETS workstation setup website: **<http://ibtprod.ets.org/ibt/unifyinfo.jsp>**.
 - b. Click the **Verification Tool** link at the top of the page. Download and install the software if it is not already installed on this computer.
 - c. Start the verification tool application from the desktop shortcut. Enter your site code and email address, check the **Support** check box, and click **Accept & Continue**.
 - d. On the verification tool test screen, click the Run button for the iBT1 Screen Magnification check, and check the test results.

NOTE: Screen magnification and selectable background and foreground colors are the only software-based accommodations that require advance installation. Other accommodations, such as extended time and additional rest breaks, do not require advance installation by the TCA.

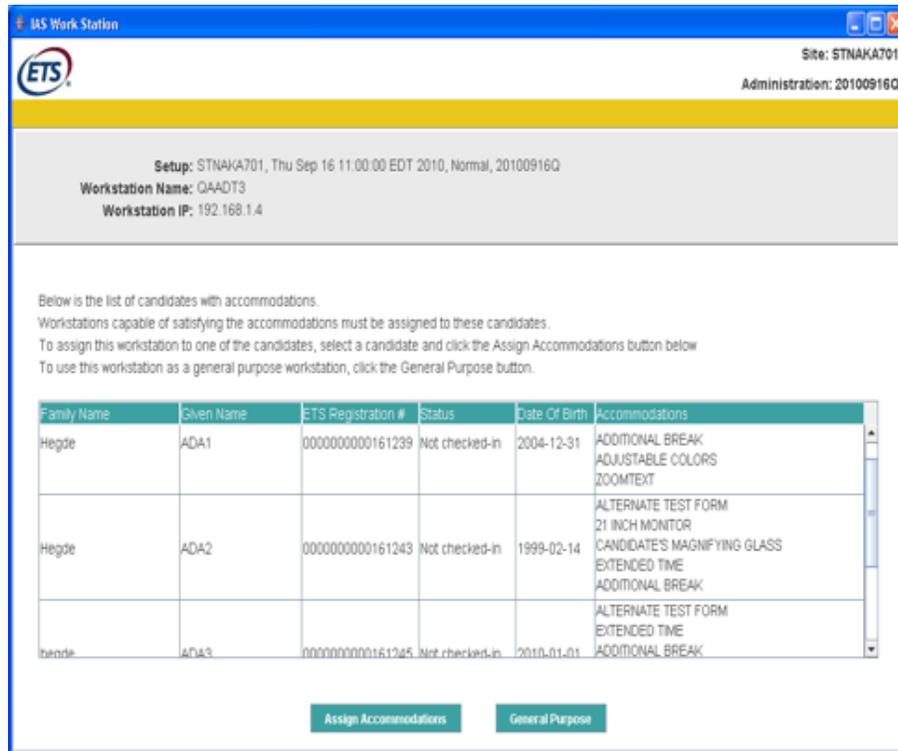
Installation Procedures

1. At the designated testing workstation, go to the Unify Test Center setup website:
<http://ibtprod.ets.org/ibt/unifyinfo.jsp>
2. Click the **Download** link for the **ZoomText** software and save the file to the computer's desktop. Then right click on the file and select **Run as administrator** to install the software.
Important: This link provides the required version; do not install the ZoomText software from any other website.
3. Verify the installation as follows:
 - a. Go back to the ETS workstation setup website: **<http://ibtprod.ets.org/ibt/unifyinfo.jsp>**.
 - b. Click the **Verification Tool** link at the top of the page. Download and install the software if it is not already installed on this computer.
 - c. Start the verification tool application from the desktop shortcut. Enter your site code and email address, check the **Support** check box, and click **Accept & Continue**.
 - d. On the verification tool test screen, click the Run button for the iBT1 Screen Magnification check, and check the test results.

Test Day Start-up and Check in for Tests with Accommodations

Important: On test day, you must start the designated accommodations testing station(s) before you check in the test taker(s).

- 1. Cache proxy and administrative station:** Follow standard start-up procedures.
- 2. Testing workstations:** On a test day when one or more test takers are registered to test with accommodations, each workstation that you start will display a list of those test takers and will require you to choose whether to set up this testing station for accommodations delivery:



The screenshot shows the ETS Work Station interface. At the top, it displays the ETS logo and site information: Site: STNAKA701, Administration: 20100916Q. Below this, it shows the workstation setup: Setup: STNAKA701, Thu Sep 16 11:00:00 EDT 2010, Normal, 20100916Q. The workstation name is QAAAT3 and the workstation IP is 192.168.1.4.

Below the setup information, there is a section titled "Below is the list of candidates with accommodations." It includes instructions: "Workstations capable of satisfying the accommodations must be assigned to these candidates. To assign this workstation to one of the candidates, select a candidate and click the Assign Accommodations button below. To use this workstation as a general purpose workstation, click the General Purpose button."

Family Name	Given Name	ETS Registration #	Status	Date Of Birth	Accommodations
Hegde	ADA1	000000000161239	Not checked-in	2004-12-31	ADDITIONAL BREAK ADJUSTABLE COLORS ZOOMTEXT
Hegde	ADA2	000000000161243	Not checked-in	1999-02-14	ALTERNATE TEST FORM 21 INCH MONITOR CANDIDATE'S MAGNIFYING GLASS EXTENDED TIME ADDITIONAL BREAK
hinde	ADA3	000000000161245	Not checked-in	2010-01-01	ALTERNATE TEST FORM EXTENDED TIME ADDITIONAL BREAK

At the bottom of the interface, there are two buttons: "Assign Accommodations" and "General Purpose".

- To set up this testing workstation for accommodations delivery, select a test taker from the list, and click the **Assign Accommodations** button. (To set up for non-accommodations delivery, click the General Purpose button.)
After a test taker has been selected and assigned, that test taker will not appear on the list when you start the next testing workstation.
 - On the verification tool screen, run the Screen Magnification manual check in addition to the required checks.
 - When setup has been completed, the workstation screen will display the identifying information for the test taker to whom you have assigned this testing station.
- 3. At the administrative station, check in the test taker with testing accommodations.**

Screen Magnification Operating Procedures

Step	Procedure
	<p>If a test taker has been authorized for screen magnification and/or selectable background and foreground colors, there will be an Adjust Display button at the top of the testing station screen beginning with the first screen of the test package.</p>
<p>1</p>	<p>To begin using magnification, the test taker clicks the Adjust Display button and a menu box appears.</p> <p>Important: It may be necessary to help the test taker locate the Adjust Display button for the first time if he/she is unable to locate it before the display has been adjusted.</p>
<p>2</p>	<p>The Magnification menu presents two drop-down lists from which the test taker selects the type and power of magnification.</p> <ul style="list-style-type: none"> • Three types of magnification are available: <ul style="list-style-type: none"> ◆ Full – The full screen is magnified, allowing the test taker to view the maximum possible magnified area; the image scrolls automatically when the cursor approaches the edge. ◆ Overlay – Displays a magnified view in a box docked in the lower right-hand quarter of the screen; moving the mouse moves the screen image within the overlay. ◆ Lens – The cursor is inside a square magnified area can be moved in front of the screen like a magnifying glass; only the material directly beneath the lens is magnified. • The magnification level can be adjusted up to 36x. Levels include: <ul style="list-style-type: none"> ◆ 1x to 8x in steps of 1 ◆ 10x to 16x in steps of 2 ◆ 20x to 36x in steps of 4 ◆ Fractional powers of 1.2, 1.5, 1.7 and 2.5
<p>3</p>	<p>After selecting the desired type and level of magnification, the test taker can close the Magnification menu by clicking the Adjust Display button again. The test taker may use the Adjust Display button to toggle the menu off and on as needed during the test.</p>
<p>Note: Because of the magnification, not all the screen content will be visible at one time in Full and Overlay modes. The test taker will need to use the mouse to move the screen image to locate the testing tools buttons.</p>	

Selectable Background and Foreground Colors Operating Procedures

Step	Procedure
	If a test taker has been authorized for selectable background and foreground colors and/or screen magnification, there will be an Adjust Display button at the top of the testing station screen beginning with the first screen of the test package.
1	To begin adjusting background and foreground colors, the test taker clicks the Adjust Display button and a menu box appears.
2	<p>The Color Scheme menu presents a drop-down list with the following 12 options:</p> <ul style="list-style-type: none"> • Black letters on white paper (default) • Yellow letters on black paper • White letters on black paper • Black letters on pink paper • Pink letters on black paper • Black letters on yellow paper • Black letters on light blue paper • Dark blue letters on white paper • Dark blue letters on yellow paper • Light blue letters on black paper • White letters on dark blue paper • Yellow letters on dark blue paper
3	After selecting the desired color scheme, the test taker can close the menu by clicking the Adjust Display button again. The test taker may use the Adjust Display button to toggle the menu off and on as needed during the test.

Additional Breaks Procedures

Step	Procedure
	If a test taker has been authorized to take breaks, there will be a Break button at the top of the testing station screen beginning with the first screen of the test package.
1	To begin a break, the test taker clicks the Break button located at the top of the screen. A break instructions screen instructs the test taker to select from the option buttons listed in the following steps.
1a	Remain in the Room – Initiates a break and presents an instruction screen that will remain on the screen throughout the break. The test time stops counting down. An End the Break button for the test taker’s use appears at the top of the screen.
1b	Leave the Room – Initiates a break and presents an instruction screen that will remain on the screen throughout the break. The test time stops counting down.
1c	Cancel the Break – Returns to the test without initiating a break.
2	To end a break: the options are as follows.
2a	If the test taker started the break by selecting Remain in the Room , he/she can end the break at any time by clicking the End the Break button.

Step	Procedure
<p>2b</p>	<p>If the test taker started the break by selecting Leave the Room, you must end the break as follows:</p> <ol style="list-style-type: none"> 1. Press the administrator’s key sequence: CTRL-SHIFT-? The Enter Administrator Password box pops up. 2. Enter the administrative password that you created during Test Setup, and click OK. 3. Select the Stop the Break option, and click OK. The test taker confirmation screen appears. 4. Wait at the testing station to ensure that the test taker confirms the information and clicks the Information is Correct button to continue the test.
<p>Note: An alert will be sent to the administrative station each time a break is initiated or ended.</p>	

Irregularities and Exceptional Situations

Problem	What to Do
<p>A problem occurs that makes it necessary to restart an accommodations test on a different testing station.</p>	<p>Standard procedures for restarting a test on a different testing station will not work for tests with testing accommodations. Use the following procedures:</p> <ol style="list-style-type: none"> 1. Contact HiSET Technical Support at 1-855-857-3540. 2. Describe the nature of the problem and the fact that the test is being delivered with testing accommodations.

Appendix A

Demo Tests – Round Trip and Quick Launch

General Information about Round Trip Demo Tests

The Round Trip is a trial run of the whole process from the time a test registration order has been placed through test delivery.

When to run a Round Trip:

- **To prepare a new test center:** When a test center is being prepared to administer iBT tests for the first time, successful completion of a Round Trip is required before the center can be opted-in to any iBT test administrations.
- **To verify functionality after upgrades or other changes:** A Round Trip may be needed to confirm functionality after computers have been replaced or other technical changes have occurred.
- **To confirm that problems have been fixed:** A Round Trip may be needed as a follow-up when technical problems have occurred and have been resolved.
- **To train staff:** A Round Trip can be used to help train new test center personnel.

A Round Trip accomplishes the following goals:

- Validates communication across all systems within the test center and with ETS.
- Validates that the iBT software is installed and operational on the cache proxy, administration station and testing workstation.
- Enables test center personnel to become familiar with the software and practice the test administration activities.

During a Round Trip, you will:

- Start the cache proxy, the administrative station, and at least one testing workstation.
- Check in a Round Trip appointment.
- Launch the demo exam, which is a short demonstration exam that simulates a test taker's testing experience.

A Round Trip appointment must be scheduled in the system in order for a Round Trip test to be run. There are two ways to schedule a Round Trip:

- Schedule your own Round Trip by following the procedures in Self-Service Round Trip Scheduling on the following pages.
- Contact HiSET Technical Support in advance. Technical Support will schedule the necessary Round Trip appointment.

A Round Trip can be launched at any time on its scheduled date.

General Information about Quick Launch Demo Tests

The term "Quick Launch demo exam" refers to running a demo exam on a testing workstation without the need to check in a Round Trip registration. A Quick Launch is quicker than a Round Trip because no check in is required.

The purpose of a Quick Launch demo test is to verify a testing workstation's capability to deliver an iBT test. A Quick Launch is started by clicking the **Launch Demo Test** button that is displayed on the screen when a workstation is at the "ready to deliver a test" status.

If you have only one Round Trip appointment scheduled, but you need to verify that all your workstations are capable of delivering a test, you should launch the Round Trip appointment on one workstation and run a Quick Launch demo test on all the other workstations.

This is accomplished by starting all your workstations (during the setup process for the Round Trip) and bringing them to the **ready to deliver a test** status. On the workstations that will not be used to launch the Round Trip, click the **Launch Demo Test** button on the screen to start the Quick Launch demo test.

You can also run Quick Launch demo tests on your workstations during the Readiness Check process that becomes available one to four days prior to a scheduled test administration.

Before You Begin Using the HiSET CBT Software

The following requirements and tips will help you get started and avoid common problems and errors.

- Only authorized users will be able to start the cache proxy.
- **Windows Administrator privileges are required:** To install and operate the software on each computer, the user must log in to Windows with a user account that has Administrator privileges.
- **Set User Account Control to NEVER NOTIFY (in Windows 8.1)**
- **Time and date settings must be correct and identical on all computers:** Verify that all the following settings are correct for your location and are identical on all test center computers (cache proxy, admin station and testing stations):
 - Date
 - Time, including a.m./p.m. setting
 - Time zone
 - Daylight Saving Time – If your time zone observes daylight saving time, make sure the “Automatically adjust clock for Daylight Saving Time” check box is selected on the Time Zone Settings dialog box.
- **Start the cache proxy computer first:** The cache proxy must be started first because it serves as the communication center. Then start the administrative station and testing stations. The detailed steps are reviewed on the following pages.
- **Once the desktop shortcuts have been created, use them:** to launch the cache proxy, admin station and testing workstations.
- **IAS desktop shortcuts are related to the user account:** The desktop shortcuts are created only for the Windows user who was logged in at the time the software was set up. Therefore, it is critical to log in with the same Windows user account on test admin day that was used during setup. If a different Windows account is used, the shortcuts will not appear on the desktop.
- If your center is unable to access the Internet on test day, you will be prompted to enter your Disconnected Password when starting the cache proxy. In that situation, you will need to contact HiSET Technical Support to obtain a disconnected mode password for that day.

Note: Disconnected mode is available at test centers that have been enabled in advance by ETS to administer tests in disconnected mode as a recovery method.
- If your Internet service is working on test day, but ETS is inaccessible and ETS has enabled your test center in advance to use disconnected mode, your Disconnected Password will be provided automatically and authenticated silently on the cache proxy. In that situation, you will not need to contact technical support to obtain the password.
- A test center will be able to switch to disconnected mode only if the user preloaded the test packages onto the cache proxy computer(s) prior to test day (see the eLearning section on **Advance Preparation**).
- **Multiple cache proxies:** If your center has more than 25 test takers, a message will indicate that you have the option to start an additional cache proxy. The number of test takers that a cache proxy computer can handle depends on the computer’s technical specifications.

How to Schedule a Round Trip

1. Go to the Unify **Workstation Setup** website at <http://ibtprod.ets.org/ibt/unifyinfo.jsp> and click the Round Trip Tool button at the top of the page:



2. Log in with your site code and the same TCA credentials that you use to launch a cache proxy.

3. Select the necessary information on the scheduling screen:
 - The **Program Name** drop down list displays the program names for which the TCA is certified.
 - **Admin Date** list offers the current date only.
 - The **Number of appointments** list allows you to select 1, 2, 5 or 10 appointments. Schedule at least one appointment; there is no harm in scheduling more.
4. After completing the above fields, click the **Submit Round Trip** button to create the appointments. An acknowledgement message will pop up to confirm the number of round trip appointments and their scheduled date.

On the date when it scheduled to be run, the round trip administration will be listed under Today's Certification Administrations on the program selection screen when you start the administrative station. A round trip can be launched at any time on its scheduled date.

If the cache proxy application is already running when you schedule a round trip, you may need to restart the cache proxy to make the round trip available.

Running Round Trip and Quick Launch Demo Tests

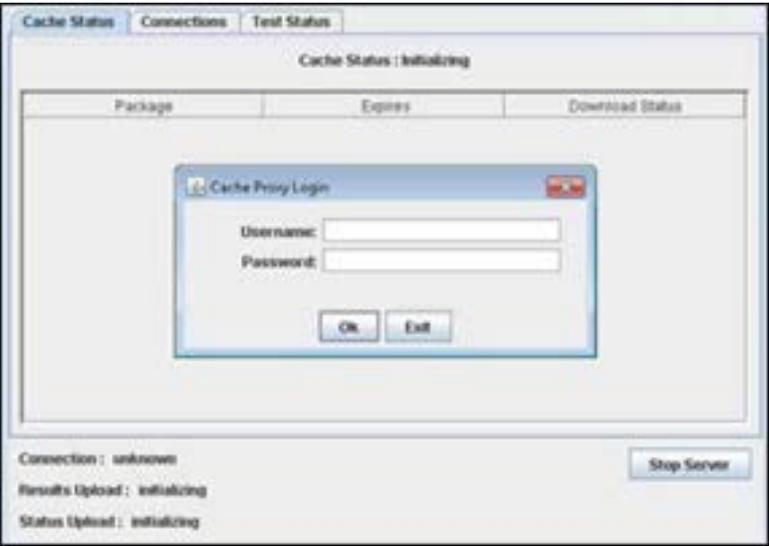
The following steps are needed to carry out a Round Trip and Quick Launch demo tests:

- Start the Cache Proxy.
- Start the Admin Station.
- Start the Testing Workstations.
- Finish the Round Trip setup at the Admin Station.
- Check In the Round Trip Registration at the Admin Station.
- Start the Round Trip Demo Exam at a Workstation.
- Run Quick Launch Demo Exams on All Other Workstations.

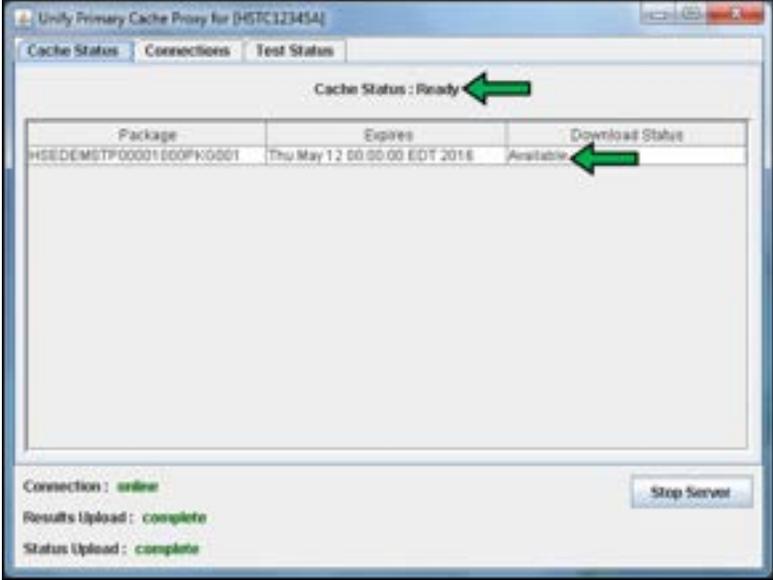
Details of the above steps are provided on the following pages.

Start the Cache Proxy		
Step	Screen	Action
1	Cache Proxy Computer Desktop	On the cache proxy computer, click the Unify CP desktop shortcut. 

Start the Cache Proxy

Step	Screen	Action
2	Cache Proxy Login	<p>Cache Proxy Login screen: On the Site Selection for Cache Proxy Launch screen, enter your site code and your personal username and password for the testing system.</p> <p>Note: Only a certified TCA can start the cache proxy. Temporary passwords cannot be used.</p>  <p>On the Cache Proxy Login screen, enter your username and password again.</p> 

Start the Cache Proxy

Step	Screen	Action
3	Create Admin Override (AO) Password	<p>Create a password of your own choosing for the current administration. Retype the password for verification. Then click OK.</p> <p>AO password rules:</p> <ul style="list-style-type: none"> • Must be between 3 and 16 characters long • Must begin with a letter • May contain letters, numbers or any of the following characters: . ! @ () { } [] - _ # \$ <p>The AO password created in this step will be required for the following activities during the test administration. The TCA who creates the AO password should share it with the other TCAs and proctors so that they can perform these functions:</p> <ul style="list-style-type: none"> • starting the administrative station and testing workstations • launching a test at a testing workstation • unlocking the cache proxy screen <p>Note: If the AO password is forgotten, the particular TCA who created it will be able to retrieve it at the cache proxy and will be required to enter his/her login credentials to do so.</p>
4	Cache Proxy	<p>Wait while the test packages are downloaded to the cache proxy.</p> <p>The Cache Status tab displays a table with the download status of each test package. There is a progress bar at the bottom of the table.</p> <p>When all downloading has been completed, the Download Status column will display Available for all packages, and Cache Status: Ready will be displayed above the table.</p>  <p>To Unlock the Cache Proxy Screen: After several minutes, the cache proxy screen will display a message that it is locked. Click anywhere on the screen and follow the prompt to enter the AO password to unlock the screen.</p> <p>If you have forgotten the AO password, click the Forgot AO Password button and enter your username and password. The AO password will be displayed. The particular test administrator who created the AO password must perform this step.</p>
5	Continue with "Start the Administrative Station" in the next table.	

Start the Administrative Station

Step	Screen	Action
1	Administrative Station Desktop	<p>On the administrative station computer, click the Unify Admin desktop shortcut.</p>  <p>The icon is a square with a white background. At the top, the word 'admin' is written in a white box on a brown background. Below that is the ETS logo, which consists of the letters 'ETS' in a blue circle. At the bottom, the words 'Unify Admin' are written in blue text.</p>
2	Searching for a Local Server	<p>Wait a moment while the launcher application searches for the cache proxy (local server). If only a single cache proxy is running, it will be located and connected automatically. If multiple cache proxies are running, you will be prompted to select the cache proxy you wish to connect to.</p> <p>If no primary cache proxy is found, the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server.</p> <p>If more than one primary cache proxy is found, the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it and click the Connect Using Selected Server button.</p>
3	Enter Administrative Override (AO) Password	Enter the AO password that you created when starting the cache proxy.
4	Select a Program Administration	Under Today's Certification Administrations , locate the appropriate administration and click to highlight it. Click OK .
5	Start Readiness Check	Click the Start Test Setup button.
6	Instructions	To continue, click Next .
7	Info (Summary of Checks)	To continue, click Next .
8	Resource Availability	If a resource screen is provided, confirm whether the specified resource is available and click Next to continue.
9	Seating	Select Yes , and click Next .
10	Nonstandard Testing Accommodations	Under Confirm, select Yes . Then click Next .
11	Personnel	<p>During a Round Trip, select only your own name from the Available list, and click the Add button to move it to the Participating list.</p> <p>Select Yes to confirm. Then click Next.</p>
12	Workstation Check	Initially, the list will be empty because you have not yet started any workstations.
13		<p>Leave the admin station running.</p> <p>Go to each testing workstation, and follow the procedures in the next table to start the workstations.</p>

Start the Testing Workstations

Step	Screen	Action
1	Testing Workstation Desktop	On the workstation computer, click the Unify WKS desktop shortcut. 
2	Searching for a Local Server	Wait a moment while the launcher application searches for the cache proxy (local server). If only a single cache proxy is running, it will be located and connected automatically. If multiple cache proxies are running, you will be prompted to select the cache proxy you wish to connect to.
3	Enter Administrative Override (AO) Password	Enter the AO password that you created when starting the cache proxy.
4	Select a Program Administration	Under Today's Certification Administrations , select the same administration that you selected at the administrative station, and click to highlight it. Then Click OK .
5	Workstation Screen (Displays the Verification Tool Test Results)	Click the Run All Required Checks button. Follow the on-screen instructions to run each of the verification tests. The upper right-hand area of the screen shows the number of checks passed, failed, and not run. A circle to the left of each check name provides visual confirmation of the check's status: <ul style="list-style-type: none"> • Gray circle = Needs to be run • Green with a checkmark = Passed • Red with an exclamation point = Failed After all checks have been passed, click the Continue to Setup button. The following message will appear on the screen: This workstation is ready to deliver a test. Waiting for test taker.
6	Perform Steps 1–5 at the other testing workstations. Then return to the administrative station and continue with the steps in the next table.	

Return to the Admin Station to Finish the Readiness Check

Step	Screen	Action
1	Workstation Check	Each testing workstation that has been started will appear in the list of available workstations. The list shows only the testing workstations; it does not include the cache proxy. Select Yes to confirm, and click Next . Note: If there are fewer connected workstations than there are test takers, a message will appear.
2	Finish	Click the Finish button.
3	Your test center is now ready to check in the Round Trip appointment and launch the test. Follow the steps in the next section: Check in the Round Trip Registration.	

Check in the Round Trip Registration at the Admin Station		
Step	Screen	Action
1	Roster	Locate the listing for the appointment to be checked in, and click to highlight the row. Then click the Check-in button in the bottom left of the screen.
2	Verify ID	Respond to the questions on the screen. Then click Next .
3	Workstation Assigned	Note the assigned workstation. Then click the Finish button.
4	Go to the assigned workstation and follow the procedures in the next table to launch the demo exam.	

Start the Round Trip Demo Exam at a Workstation		
Step	Screen	Action
1	The Assigned Workstation Will Display the Information for the Round Trip Appointment	Click Confirm .
2	Enter Administrative Override Password	Enter the AO password that was created when starting the cache proxy.
3	Candidate Information	Click Continue , and the Round Trip demo test will begin.
4	Complete or quit the demo test as needed. Note: There is no Cleanup process for a Round Trip.	

Run Quick Launch Demo Exams on All Other Workstations	
If a Round Trip test appointment was launched on only one workstation, and you also need to test the preparation and functionality of all the remaining workstations, this can be accomplished by running a Quick Launch demo test on each of the workstations.	
Step	Action
1	Prepare the workstation for a Quick Launch demo exam by bringing it to the ready to deliver a test screen . Refer to Round Trip: Start the Testing Workstations for the procedures.
2	Click Admin Tools to display the tools list, and then click Launch Demo Test .
3	Complete the demo exam.

Appendix B

Performing a Readiness Check and Preloading a Cache Proxy

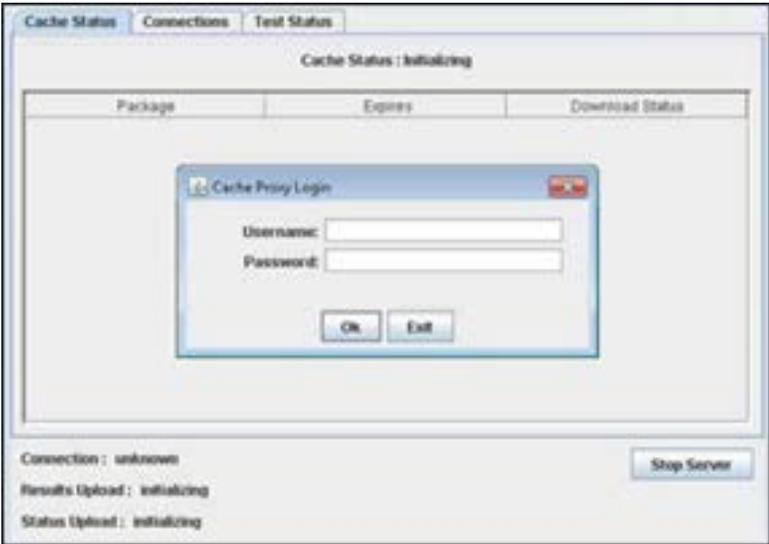
The following steps are needed to carry out a Readiness Check:

- Start the Cache Proxy.
- Start the Admin Station.
- Start the Testing Workstations.
- Finish the Readiness Check at the Admin Station.

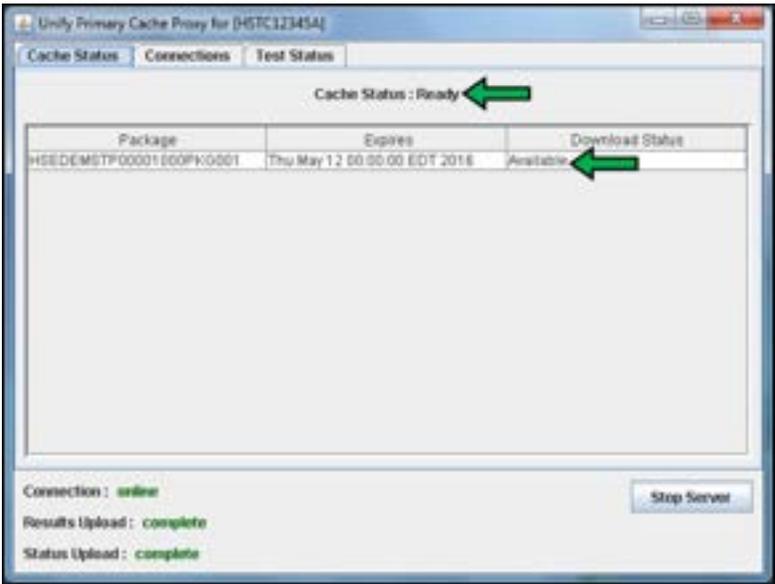
Details of the above steps are described below.

Start the Cache Proxy		
Step	Screen	Action
1	Cache Proxy Computer Desktop	On the cache proxy computer, click the Unify CP desktop shortcut. 

Start the Cache Proxy

Step	Screen	Action
2	Cache Proxy Login	<p>Cache Proxy Login screen: On the Site Selection for Cache Proxy Launch screen, enter your site code and your personal username and password for the testing system.</p> <p>Note: Only a certified TCA can start the cache proxy. Temporary passwords cannot be used.</p>  <p>On the Cache Proxy Login screen, enter your username and password again.</p> 

Start the Cache Proxy

Step	Screen	Action
3	Create Admin Override (AO) Password	<p>Create a password of your own choosing for the current administration. Retype the password for verification. Then click OK.</p> <p>AO password rules:</p> <ul style="list-style-type: none"> • Must be between 3 and 16 characters long • Must begin with a letter • May contain letters, numbers or any of the following characters: . ! @ () { } [] - _ # \$ <p>The AO password created in this step will be required for the following activities during the test administration. The TCA who creates the AO password should share it with the other TCAs and proctors so that they can perform these functions:</p> <ul style="list-style-type: none"> • starting the administrative station and testing workstations • launching a test at a testing workstation • unlocking the cache proxy screen <p>Note: If the AO password is forgotten, the particular TCA who created it will be able to retrieve it at the cache proxy and will be required to enter his/her login credentials to do so.</p>
4	Cache Proxy	<p>Wait while the test packages are downloaded to the cache proxy.</p> <p>The Cache Status tab displays a table with the download status of each test package. There is a progress bar at the bottom of the table.</p> <p>When all downloading has been completed, the Download Status column will display Available for all packages, and Cache Status: Ready will be displayed above the table.</p>  <p>To Unlock the Cache Proxy Screen: After several minutes, the cache proxy screen will display a message that it is locked. Click anywhere on the screen and follow the prompt to enter the AO password to unlock the screen.</p> <p>If you have forgotten the AO password, click the Forgot AO Password button and enter your username and password. The AO password will be displayed. The particular test administrator who created the AO password must perform this step.</p>
5	Continue with "Start the Administrative Station" in the next table.	

Start the Administrative Station

Step	Screen	Action
1	Administrative Station Desktop	<p>On the administrative station computer, click the Unify Admin desktop shortcut.</p>  <p>The icon is a square with a white background. At the top, it says 'admin' in a red box. Below that is the ETS logo (a blue circle with 'ETS' inside). At the bottom, it says 'Unify Admin' in blue text.</p>
2	Searching for a Local Server	<p>Wait a moment while the launcher application searches for the cache proxy (local server). If only a single cache proxy is running, it will be located and connected automatically. If multiple cache proxies are running, you will be prompted to select the cache proxy you wish to connect to.</p> <p>If no primary cache proxy is found, the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server.</p> <p>If more than one primary cache proxy is found, the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it and click the Connect Using Selected Server button.</p>
3	Enter Administrative Override (AO) Password	Enter the AO password that you created when starting the cache proxy.
4	Select a Program Administration	<p>Under Future Administrations, locate the appropriate administration and click to highlight it. Click OK.</p> <p>Note: Selecting a future administration that is from one to four days away will initiate the Readiness Check for that administration. On the day of the test, the administration will be listed under Today's Administrations.</p>
5	Start Readiness Check	Click the Start Readiness Check button.
6	Instructions	To continue, click Next .
7	Info (Summary of Checks)	To continue, click Next .
8	Resource Availability	If a resource screen is provided, confirm whether the specified resource is available and click Next to continue.
9	Seating	Select Yes , and click Next .
10	Nonstandard Testing Accommodations	Under Confirm, select Yes . Then click Next .
11	Personnel	<p>During a Readiness Check, select only your own name from the Available list, and click the Add button to move it to the Participating list.</p> <p>Select Yes to confirm. Then click Next.</p>
12	Workstation Check	Initially, the list will be empty because you have not yet started any workstations.
13		<p>Leave the admin station running.</p> <p>Go to each testing workstation, and follow the procedures in the next table to start the workstations.</p>

Start the Testing Workstations

Step	Screen	Action
1	Testing Workstation Desktop	On the workstation computer, click the Unify WKS desktop shortcut. 
2	Searching for a Local Server	Wait a moment while the launcher application searches for the cache proxy (local server). If only a single cache proxy is running, it will be located and connected automatically. If multiple cache proxies are running, you will be prompted to select the cache proxy you wish to connect to.
3	Enter Administrative Override (AO) Password	Enter the AO password that you created when starting the cache proxy.
4	Select a Program Administration	Under Future Administrations , select the same administration that you selected at the administrative station, and click to highlight it. Then Click OK .
5	Workstation Screen (Displays the Verification Tool Test Results)	Click the Run All Required Checks button. Follow the on-screen instructions to run each of the verification tests. The upper right-hand area of the screen shows the number of checks passed, failed, and not run. A circle to the left of each check name provides visual confirmation of the check's status: <ul style="list-style-type: none"> • Gray circle = Needs to be run • Green with a checkmark = Passed • Red with an exclamation point = Failed After all checks have been passed, click the Continue to Setup button. The following message will appear on the screen: This workstation is ready to deliver a test. Waiting for test taker.
6		Perform Steps 1–5 at the other testing workstations. Then return to the administrative station and continue with the steps in the next table.
7		If you have been requested by HiSET Technical Support to run Quick Launch demo tests on your workstations, or if you wish to verify a workstation's functionality, click Admin Tools to display the tools list, and then click Launch Demo Test .

Return to the Admin Station to Finish the Readiness Check

Step	Screen	Action
1	Workstation Check	Each testing workstation that has been started will appear in the list of available workstations. The list shows only the testing workstations; it does not include the cache proxy. Select Yes to confirm, and click Next .
2	Finish	Click the Finish button. You have completed the Readiness Check.

If you plan to use a second admin station on test day (for example, to enable test taker check in to be performed at two stations simultaneously), you should verify the second admin station's functionality prior to the test date as follows:

1. Finish the Readiness Check on the first admin station.
2. Go to the second admin station, start the Readiness Check and continue only until you have completed the Info step.
3. Exit the Readiness Check. It is not necessary to finish the Readiness Check on the second admin station.

Appendix C

Tips for HiSET Computer-Based Administrations

Position the Administration Station and Cache Proxy Computers Near the Testing Workstations for Efficiency

Situation: To operate the test center efficiently, test center staff need easy access to all components of the testing system: cache proxy (local server), admin station and testing workstations. Positioning the components in separate rooms can impede communication between staff and make it more difficult to monitor the testing room.

Procedures: The administrative station should be located near the testing workstations, preferably inside the testing room near the entrance or just outside the entrance. This allows for good flow when staff are checking in test takers at the admin station and escorting them to their assigned testing stations. It is acceptable for the cache proxy to be located in another room, but it should be nearby so the Test Administrator can access it easily.

Determining Whether a Second Cache Proxy Is Needed

Situation: If more than 40 test takers are registered for a test administration, a message will indicate that you have the option to start an additional cache proxy. The number of test takers that a cache proxy computer can handle depends on the computer's technical specifications.

Procedures: Refer to the guidelines below to determine whether to start an additional cache proxy.

Specifications for Local Server/Cache Proxy Computers:

High-end CP for up to 40 test takers:

- Minimum Processor: Intel Core 2 Quad with minimum 2.4GHz
- Minimum Installed Memory: 4GB or higher (must be at least the minimum Microsoft recommendation for the specific Operating System)
- Minimum Free Memory: 2GB
- Minimum Free Disk Space: 4GB

To prepare an additional cache proxy computer, perform the same steps as for the first cache proxy computer. When starting a secondary cache proxy, you will not be prompted to enter an AO password. The secondary cache proxy will synchronize its AO password with the primary cache proxy.

How to Select a Program Administration on Test Day

Situation: When starting your HiSET CBT admin station on a test day, the **Select a Program Administration** screen will prompt you to select a program administration.

Procedures: Use the following procedures and guidelines.

1. Go to the **Today's Administrations** section at the top of the screen.
Note: DO NOT look in the Future Administrations section.
2. Under **Today's Administrations**, there will be an administration name ending with an **M, N, P,** or **T**. Click on the row containing the **M, N, P,** or **T** administration to highlight it. (Ignore any other administrations that may be listed.)
3. **Note:** The **M, N, P,** or **T** file is the "master" administration containing all the scheduled test taker registrations for the test date. The registration method and time zone for your center determines which file type you will see. Centers with the test-taker self-serve registration method will have an **M, N,** or **P** administration, while centers where registrations must be made via the test center administrator will have a **T** administration.
4. Click **OK** at the bottom of the screen.

On a test day, select from **Today's Administrations**.
DO NOT select from Future Administrations.

Select A Program Administration

Today's Administrations:

Date	Administration Name	Program	Type	Status
06-Jan-2014 13:00	20140106M	HiSET	Normal	Not Started

Depending on the registration model and time zone for your center, there will be an M, N, P or T admin.

Future Administrations:

Date	Administration Name	Program	Type	Status
07-Jan-2014 11:00	20140107B	HiSET	Normal	Not Started
07-Jan-2014 12:30	20140107C	HiSET	Normal	Not Started
07-Jan-2014 15:30	20140107E	HiSET	Normal	Not Started
08-Jan-2014 11:00	20140108B	HiSET	Normal	Not Started
08-Jan-2014 12:30	20140108C	HiSET	Normal	Not Started
09-Jan-2014 11:00	20140109B	HiSET	Normal	Not Started

Today's Certification Administrations:

Date	Administration Name	Program	Type	Status
06-Jan-2014 07:00	CERT20140106	HiSET	Certification	Not Started

Expired Administrations:

Date	Administration Name	Program	Type	Status
02-Jan-2014 13:00	20140102M	HiSET	Normal	Admin Expired

OK Cancel

Once you have started the admin station, the roster will allow you to check in test takers and launch their tests at any time on their scheduled administration date, regardless of their scheduled starting times. This allows flexibility for you to adjust the actual starting times to suit the needs of the test takers and the test center. The scheduled starting time for each registration *will not* be displayed on the admin station roster. To view the scheduled starting times, please log in to the HiSET Portal.

Situation that requires technical support: If there is no **M, N, P** or **T** administration listed under Today's Administrations on a date when the HiSET Portal indicates that test taker registrations exist, please call HiSET Technical Support immediately at **1-855-857-3540** before continuing with your test setup. **Note:** There is one situation when it is normal for the **M, N, P** or **T** administration to be absent: If you start your cache proxy in disconnected mode because of inability to access the Internet on test day, and your cache proxy was preloaded prior to 7 p.m. Eastern Time the prior day, no **M, N, P** or **T** administration will be listed. In this situation, you will only see administrations A through G.

Completing the Personnel Screen During Test Setup

During test setup, the **Personnel** screen will require you to assign staff as follows:

- **Two** individuals (1 TCA and 1 proctor or additional TCA) for **1–25 test takers**
- **Three** individuals (1 TCA and 2 proctors or additional TCAs) for **26–74 test takers**

Procedures: If the Personnel screen requires you to assign an additional individual but no additional staff are present or available, click the **Add a Proctor** button, type the word **None** in all three fields, and click **Add**.

Review the Admin Station Roster to Verify a Test Taker Has Completed All Tests

Situation: Occasionally, a test taker registered to take both the Language Arts–Writing and Language Arts–Reading tests on the same day may be confused whether he or she has completed both tests. For example, the test taker may assume that he/she has completed both tests after taking the Language Arts–Writing test, which is made up of multiple choice questions and an essay.

Procedures: Check the admin station roster to confirm whether the test taker has another test registration available for check-in.

Linked Appointments for Multiple HiSET Tests

If a test taker has appointments for multiple tests on the same administration day, the testing software will automatically link the appointments together and assign all the linked tests to the same workstation.

The workstation will be assigned randomly when the *first* linked test is checked-in. Then the remaining linked appointments will be automatically assigned to that same workstation once the test taker has started the first test.

Prior to launching the test taker's second and subsequent tests, you must start the workstation application again. However, you do not need to check-in the test taker again. Simply launch the next test from the administrative workstation.

Checking-in the First Appointment

1. When a test taker arrives with multiple test appointments on the same administration day, all the appointments will be in the "Not Checked In" status on the administration station roster screen.
2. Check-in the test taker's first appointment according to the standard check-in procedures (the same as for a single appointment).
3. The system will randomly assign the test taker to any available workstation that is ready to deliver a test.
4. The test status will become "In Progress" once the test taker has started the test. Later, it will change to "Completed" when the test taker has finished the test. In the meantime, the statuses of the associated linked appointments will change as follows:
 - **Linked_Pending** – Indicates a test that is linked to another test that is currently "In Progress".
 - **Linked_Startable** – Indicates a linked test that is available to be started or restarted.

Launching the Second and Subsequent Linked Appointments

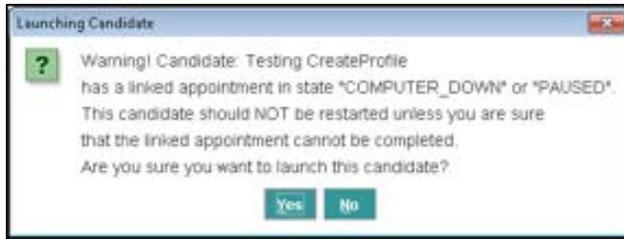
1. Ask the test taker to step away while you prepare the workstation for the next test. This may be a good time for the test taker to take a short break.
2. Restart the workstation application and bring it to the "ready to deliver a test" screen. This is necessary because the workstation application will have shut down automatically after the previous test was completed.
Note: Skip the verification tool tests to save time when restarting the workstation for subsequent tests on the same day. Each workstation needs to pass the verification tool tests only once per day prior to its first test delivery.
3. Once the test taker has returned and you have verified that he or she is seated at the correct, assigned workstation, you are ready to launch the next test. Determine which of the scheduled tests the test taker intends to take next. Then go to the administrative station, select the appointment, and click the **Launch** button.
4. The administrative station will display a **Launch Test** screen with the name of the currently assigned workstation and the options to use that same workstation or select a different available workstation.
"Use the currently assigned workstation" (the default option) should be used unless a technical issue prevents you from using that workstation.
Click the **Launch Test** button to send a launch test message to the workstation. **Note:** If the currently assigned workstation is not ready, a pop-up message will remind you to prepare it.
5. When the **Candidate Information** screen appears on the test taker's workstation, advise him/her to review and verify the information on the screen. The test will start when the test taker clicks **Continue**.

Restarting a Linked Test

A test that has become stopped will typically display an error status (e.g., "Computer down") on the administration station roster. If the test taker has other linked tests that have not yet been started, they will display the status "Linked_Startable".

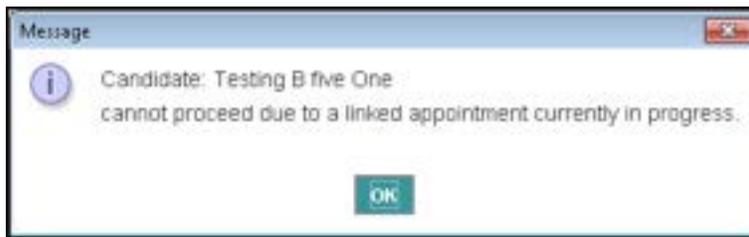
Important: When attempting to restart, be careful to select and launch the stopped test so that the test taker can complete it before starting the next test.

If you attempt to launch a new appointment when an appointment linked to it is already running or awaiting a restart, a pop-up message will ask you to confirm that you really want to start the new test. A sample of the warning message is shown below:



Usually the appropriate response is to click **No** and then select the test that needs to be restarted. However, if the stopped test cannot be completed for any reason, or the test taker has chosen to abandon the test without completing it, you will need to select **Yes** to continue launching the next linked test.

If a linked appointment is "In Progress" and you attempt to restart any associated linked appointments that have statuses of computer down, paused, driver error, or wrong candidate, a pop-up message will state that you cannot proceed because a linked appointment is currently in progress:



If You Need to Assign a Different Workstation When Restarting a Test

If a linked test needs to be restarted but you are unable to use the same workstation (e.g., because the workstation has a technical problem), you can assign the test to another workstation. In this situation, the system will automatically reassign all of the test taker's remaining uncompleted linked appointments to that new workstation.

Linked Appointments for Test Takers with Testing Accommodations

On a test day when one or more test takers are registered to test with accommodations, each workstation that you start will display a list of those test takers and require you to choose whether to set up this testing station for accommodations delivery. That same procedure applies when a test taker has multiple linked appointments with testing accommodations. You will need to repeat the process of assigning the workstation for accommodations when preparing the workstation prior to each of the test taker's linked tests and when restarting any of those tests.

Additional Information about Linked Appointment Statuses and Messages

Additional information and screen shots are presented below regarding status messages for linked tests and message screens that may be displayed.

- **Linked_Pending** indicates a test that is linked to another test that is currently "In Progress". Once the first linked test is started, its status will become "In Progress", and the associated linked tests will become "Linked_Pending". Then "Linked_Pending" will change to "Linked_Startable" once the first test has been completed or becomes stopped for any reason.
- **Linked_Startable** indicates a linked test that is available to be started or restarted. Once a running test reaches the "Completed" status, all the associated linked appointments become "Linked_Startable".
Another way linked appointments can become "Linked_Startable" is when the first test becomes stopped or paused. In that situation, the TCA should restart the stopped test so that the test taker can complete it before starting another test.
- The following screen shot shows an example of launching a "Linked_Startable" test. The test has been selected (highlighted), and the **Launch** button at the bottom of the screen is available (not grayed out):

The screenshot shows the ETS Admin Station interface. At the top, it displays 'ETS Admin Station' and 'ETS' logo. The main content area is titled 'Home' and contains a table with columns: Family Name, Given Name, ETS Registration #, Status, Date of Birth, Test Name, and AZN. The table lists several test appointments, with the one for 'Spanish Science' on 'Dec-12-2000' highlighted in blue. Below the table, there are buttons for 'Launch', 'Candidate Not in List', and 'View Details'. The 'Launch' button is highlighted in green, indicating it is available for use.

Family Name	Given Name	ETS Registration #	Status	Date of Birth	Test Name	AZN
Test	Testhartha	3185135488841154	Linked Startable	Jan-01-1981	Math	
Test	Testhartha	700886249820926	Computer down	Jan-01-1981	Science	Yes
Test	Testhartha	3704445043612795	Launch Failed	Jan-01-1981	Writing	
B Fly One	Testing	1064247761576295	Finished	Jan-01-1999	Spanish Science	
B Fly One	Testing	1541528678311165	Driver Error	Jan-01-1999	Spanish Writing	
B Fly One	Testing	3361761384126504	Computer down	Jan-01-1999	Spanish Social Sta	
Test	Testhartha	2782501408520473	Finished	Jan-01-1981	Reading	Yes
Test	Testhartha	202143300448366	Linked Startable	Jan-01-1981	Social Studies	Yes
CreateProfile	Testing	7521112979543241	Linked Startable	Dec-12-2000	Spanish Science	
CreateProfile	Testing	7195007807121618	Computer down	Dec-12-2000	Spanish Social Sta	
CreateProfile	Testing	2633514299846171	Computer down	Dec-12-2000	Writing	
Account	Test	7395628174010702	Computer down	Apr-07-1999	Reading	
Account	Test	4043900133623653	Linked Startable	Apr-07-1999	Social Studies	
Account	Test	156863004572942	Linked Startable	Apr-07-1999	Science	
Account	Test	3301445158138444	Computer down	Apr-07-1999	Writing	

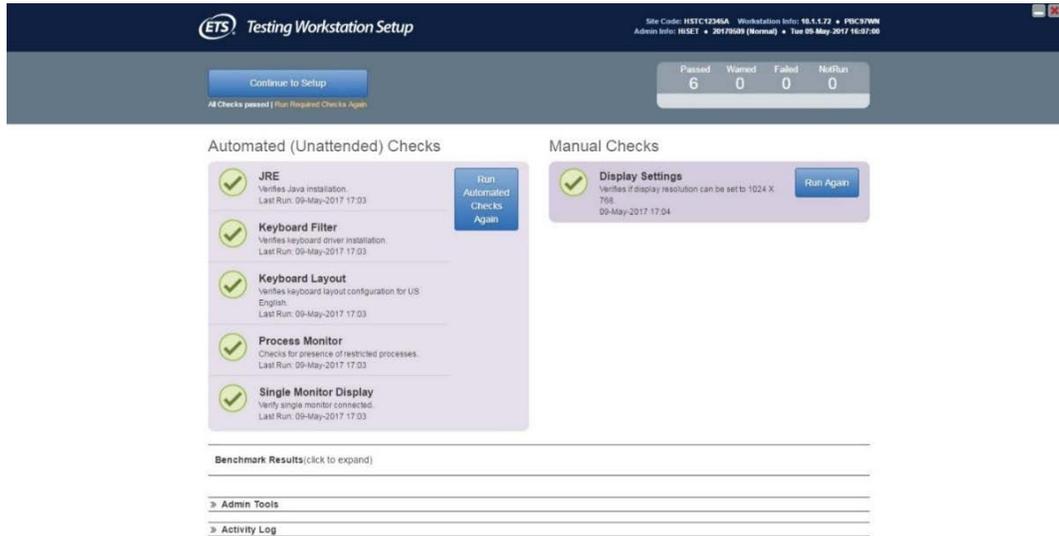
- To avoid errors at centers that use more than one administrative station, a "Candidate Locked" message will pop up if a TCA attempts to check-in an appointment when check-in for an associated linked appointment is already in progress at another administrative station. Following is a sample of a "Candidate Locked" message:

The screenshot shows a 'Candidate Locked' error message dialog box. The message text reads: 'Candidate TestnaTest TestnaTest cannot be modified at this time. Reason: Candidate is locked by station AQM (QA011, 182 165 0 100). Lock Time: Tue Nov 04 14:26:26 EST 2014. Lock Reason: Candidate restart or launch. The candidate cannot be restarted or launched until the lock is released. Please wait upto 4 minutes for the lock to be released.' There is an 'OK' button at the bottom of the dialog box.

To Shorten Setup Time, Skip Verification Tool Tests That Were Passed Earlier in the Day

Situation: When starting the testing workstation application, you are presented with the opportunity to run a series of verification tool tests to confirm the workstation's ability to deliver a HiSET test. **Each workstation needs to pass the verification tool tests only once per day.** Therefore, on a day when you are using the same workstation to administer more than one HiSET test, you should run the verification tool tests before the first HiSET test and then skip the verification tool tests to save time when restarting the workstation for subsequent tests on that same day.

Procedures: When the verification checks screen is displayed, if each check has a passing result, as indicated by a green circle with a check mark, it is not necessary to run the verification tool tests again that day. Click the **Continue to Setup** button at the top of the screen to continue.



Avoid Accidentally Administering a Demo Test to a Test Taker

Situation: The demo test must never be administered to a test taker. The only purpose of the demo test is to enable a Test Administrator to verify the functionality of a workstation, when necessary.

Procedures: Follow these procedures to avoid accidentally administering the demo test to a test taker.

- Be aware that the **Launch Demo Test** button is *not* for launching a test taker's test. It is only for starting a "quick launch" demo test to verify the workstation functionality.
- The **Launch Demo Test** button appears when you click **Admin Tools** to display the tools on a workstation that is at the "ready to deliver a test" status:



Appendix D

Quick Reference Guide for Computer-Based Testing

Activity	Steps	Resources
Initial Setup – Required for Each New Test Center	Confirm that your computer systems meet the minimum system requirements.	<ul style="list-style-type: none"> Minimum system requirements – Visit the HiSET website at https://hiset.ets.org/s/pdf/cdt_system_requirements.pdf
	Review the technical configuration guidelines and computer configuration options.	<ul style="list-style-type: none"> Technical configuration guidelines – Provided by email from HiSET Technical Support Page 52 – “Computer Configuration Options” Page 91 – “Position the Administration Station and Cache Proxy Computers Near the Testing Workstations for Efficiency” Page 91 – “Determining Whether a Second Cache Proxy Is Needed”
	Install and configure the required software. Note: Consult your site’s local technician, if necessary, for assistance with the above steps. If additional assistance is needed, the technician should contact HiSET Technical Support.	<ul style="list-style-type: none"> Page 52 – “Installing and Configuring the Hardware and Software”
	Staff authorization: Test administrators must pass the eLearning assessment in order to be eligible for personal credentials for the HiSET systems.	<ul style="list-style-type: none"> Page 51 – “Staff Authorization and Access to the Testing System”
	Test center authorization: Run a Round Trip and quick launch demo tests to verify test center capability. Note: Successful completion of the demo tests is required before a center can be authorized to administer HiSET tests.	Contact HiSET Technical Support to schedule the necessary round trip appointment <ul style="list-style-type: none"> Page 55 – “Performing a ‘Round Trip’ Trial Run to Verify Test Center Capability” Page 78 – “Appendix A”
Advance Preparation for Scheduled Tests	Run a readiness check and preload the cache proxy one to four days prior to test day. Note: If your test administrations are always four or fewer days apart, you can skip this step.	<ul style="list-style-type: none"> Page 56 – “Run a Readiness Check and Preload the Cache Proxy” Page 86 – “Appendix B”
Test Day Setup – Before Test Takers Arrive	Prepare the computers: <ul style="list-style-type: none"> Start the cache proxy and bring it to the ready state. Start the admin station and create an AO password. Start the testing workstations and run the verification to make them ready to deliver the HiSET. 	<ul style="list-style-type: none"> Page 57 – “Test Setup” Page 91 – “How to Select a Program Administration on Test Day” Page 92 – “Completing the Personnel Screen During Test Setup” Page 96 – “To Shorten Setup Time, Skip Verification Tool Tests That Were Passed Earlier in the Day”
	Prepare the facility and testing room: <ul style="list-style-type: none"> Post directional signs; remove maps and charts from the testing room; set up partitions. Review physical, environment and comfort requirements. Bring to the check-in area: scratch paper, pencils, Sign-In/Sign-Out sheet. 	<ul style="list-style-type: none"> Page 57 – “Before Test Takers Arrive” Page 18 – “Scratch Paper Policy” Page 91 – “Appendix C”

Activity	Steps	Resources
Storage of Test Takers' Personal Items	Except for their ID, test takers cannot take any other materials into the testing room, including cell phones and other devices, personal calculators, food, drinks, books and papers. Test takers may not access their cell phones during the test or during breaks.	<ul style="list-style-type: none"> • Page 16 – “Prohibited Items”
Test Taker Check-in	Have the test taker sign in.	<ul style="list-style-type: none"> • Page 21 – “Checking in Test Takers”
	Check the test taker's ID and eligibility.	
	Provide scratch paper and a pencil.	<ul style="list-style-type: none"> • Page 18 – “Scratch Paper Policy”
	Escort the test taker to the assigned workstation to start the test. Verify that you are seating the test taker at the correct, assigned workstation.	<ul style="list-style-type: none"> • Page 62 – “Starting a Test Session” • Page 96 – “Avoid Accidentally Administering a Demo Test to a Test Taker”
During the Test	Monitor the testing room. Observe test takers' behavior and be alert for misconduct and use of prohibited items. Handle test takers' questions and problems. Replace scratch paper if requested.	<ul style="list-style-type: none"> • Page 62 – “Monitoring the Testing Room and Handling Irregularities”
	Respond to alerts at the admin station.	<ul style="list-style-type: none"> • Page 62 – “Alerts at the Admin Station”
	If necessary due to a problem: <ul style="list-style-type: none"> • Stop a test session via an administrative override. • Restart an interrupted test session. 	<ul style="list-style-type: none"> • Page 63 – “Stopping a Test Session (Administrative Override)” • Page 63 – “Restarting an Interrupted Test Session”
	File CPRs regarding all irregularities.	<ul style="list-style-type: none"> • Page 64 – “Reporting Irregularities”
Test Completion	Collect all scratch paper.	<ul style="list-style-type: none"> • Page 63 – “Test Completion” • Page 92 – “Review the Admin Station Roster to Verify a Test Taker Has Completed All Tests”
	Have the test taker sign out.	
	Check the admin station roster to see if the test taker has another test registration available for check-in.	
Linked Appointments for Multiple Tests	If a test taker has appointments for multiple tests on the same administration day, the testing software will automatically link the appointments together and assign all the linked tests to the same workstation.	<ul style="list-style-type: none"> • Page 93 – “Linked Appointments for Multiple HiSET Tests”
Post-administration Computer Activities	Confirm that the Results Upload Status is Complete on your cache proxy.	<ul style="list-style-type: none"> • Page 63 – “Before Running Cleanup”
	Run Cleanup. Note: During Cleanup, assign the appropriate status to any test takers were unable to start the test because of a technical or test center issue (Bypassed Appointment), or who did not arrive or were turned away (No Show).	<ul style="list-style-type: none"> • Page 64 – “Run Cleanup at the Admin Station”
Document Handling	Store used Sign-In/Sign-Out sheets securely.	<ul style="list-style-type: none"> • Page 64 – “Document Handling”
	Destroy used scratch paper.	
Computer, Test Center and Staff Changes	<p>If computer hardware has been replaced or the operating system has been upgraded, quick launch demo tests will be required on all such computers to confirm functionality.</p> <p>If a staff member changes their name or contact information, notify Test Administration Services about the changes, even if you have already edited the information via the HiSET Portal.</p>	<ul style="list-style-type: none"> • Page 78 – “General Information about Round Trip Demo Tests”

Appendix E

HiSET Sign-In/Sign-Out Sheet

The Sign-In/Sign-Out sheet on the following page should be used by test takers to sign in as they arrive for their appointments. Make photocopies of the blank form as needed. It can also be used as a sample if you need to create a form specific to your administration needs. Be sure to compare the signatures on the test takers' IDs to the signatures they provide on the sheet.

When a test taker completes the test, have him or her sign out on the Sign-In/Sign-Out sheet. Check the identification again and compare the signature on the ID to the signature on the Sign-In/Sign-Out sheet.

For security purposes, it is important to keep a signature or handwriting sample on file for each test taker who has taken the HiSET at your test center. **Retain used Sign-In/Sign-Out sheets for 18 months or according to the record retention requirements specified by your HiSET State Administrator. Then destroy the sheets by shredding. DO NOT send them to ETS.**

