



Florida GED[®] Testing Office

Monthly Newsletter

MARCH 2014

Florida Department of
Education
325 West Gaines St.
Room 634
Tallahassee, FL 32399

Phone 850-245-0449

800 Line for Florida
Customers
1-877-352-4331

Web Site:

<http://ged.fldoe.org>

Archived copies of newsletters:

[http://ged.fldoe.org
/newsletter.asp](http://ged.fldoe.org/newsletter.asp)

Staff Members:

Tara Goodman, GED
Administrator[™]

Diane Vaccari,
Program Manager

Message from the GED Administrator[™]

Please note the important request for contact information for each testing agency in this newsletter. We are trying to improve the distribution of information to testing centers and we need accurate and complete contact data. As always, if you have any questions on the GED[®] testing, please contact me at Tara.Goodman@fldoe.org.

Tara

Reporting Customer Service Issues with GEDTS call centers

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

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

GED Testing Contact Lists

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

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

Dan Richardson,
Information Specialist
III

Rasheeda Dixon,
Information Specialist
II

Sirisha Byna,
Information Specialist
II

Barbara Bass,
Senior Clerk

GED® and GED Testing Service® are registered trademarks of the American Council on Education (ACE). They may not be used or reproduced without the express written permission of ACE or GED Testing Service. The GED® and GED Testing Service® brands are administered by GED Testing Service LLC under license from the American Council on Education.

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

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

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

If you have any questions about the contact lists that the FDOE GED® Testing Office is compiling, please email

Diane.Vaccari@fldoe.org.

Calculator References

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

Calculator Videos:

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

Calculator Reference Guide:

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

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

Math Poster:

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

Calculator Reference Sheet

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

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

RLA Answer Guidelines for Extended Response

Did you know that GED Testing Service has provided an extended response answer guidelines test modules with extended response questions?

For a direct link to the Extended Response Answer Guidelines for the Reasoning through Language Arts (RLA) test, see the following:

<http://www.gedtestingservice.com/uploads/files/74e3cf83a8cae5b05e5627fd2754e87f.pdf>

A resource guide for the Social Studies extended response is also available here:

<http://www.gedtestingservice.com/uploads/files/cf80b048e2ca7c07e52d8761ce93413a.pdf>

All test resources are available on the following site:

<http://www.gedtestingservice.com/educators/2014testresources>

Preparation Materials in Spanish

Steck Vaughn has published their 2014 GED® Test preparation materials in Spanish and are listed on their website:

<http://www.hmhco.com/shop/education-curriculum/adult-education/ged/shop-now/ged-spanish>

The materials should be available on the GED Marketplace in the future.

2014 Statistics on GED® Testing January - March

Diplomas Issued	912	
Subtests Scored	Mathematical Reasoning	3,808
	Reasoning through Language Arts	3,539
	Science	3,229
	Social Studies	3,394
Individuals tested	4,211	
Completers	2,251	

2013 Statistics on GED® Testing January – December (Statistics include both PBT and CBT)

Diplomas Issued	44,660	
Subtests Scored	Mathematics	70,314
	Reading	54,786
	Science	54,566
	Social Studies	55,255
	Writing	55,413
Individuals tested	61,092	

2013 Statistics on Computer-based Testing (January – December)

Subtests Scored	Mathematics	25,637
	Reading	17,126
	Science	16,681
	Social Studies	16,883
	Writing	16,138
Individuals tested	21,900	

REMI NDERS:

GED.com Registration Error on High School Enrollment Question

Individuals registering for the test are commonly selecting that they are still enrolled in high school when registering to take the test, even though they have dropped out of high school and are enrolled in adult education preparation. If an individual selects “yes” to the question “Are you enrolled in high school,” he/she will receive another question about enrollment in the Option program. Many individuals are selecting “yes” to both of these questions, even though are not enrolled in a K-12 high school. These actions will place them in the exceptions queue for the Exit Options program. Currently, these errors can be cleared in two ways:

1. Candidates may call 877-392-6433 to request that their registration profile is updated to reflect that they are NOT enrolled in high school.
2. Candidates may contact us via flgedhelp@fldoe.org and request that their registration profile is updated.

Performance-based Exit Options Students

For districts with the performance-based Exit Option, individuals participating in this program must receive approval from the district Performance-Based Exit Option program coordinator before being allowed to schedule GED® testing. A list of Exit Options coordinators is available at the following link:

http://www.fldoe.org/family/dropout/xls/dropout_contacts.xls

A form must be completed and submitted to the testing office before individuals in the Exit Options program can be cleared to test. This form will soon be available on the <http://ged.fldoe.org> web site. If you need a copy of this form, please email Diane Vaccari at diane.vaccari@fldoe.org.

Cell Phone Policy

The “2014 GED® Program Policy Manual” contains the following information regarding cell phones:

“Any Test-taker caught with a cell phone or smart phone in a testing center while testing will be escorted to the lockers where the Test-taker will be communicated that the Test-taker needs to leave the testing center and reschedule the test. The Test-taker will not be able to continue testing on that day. The Test-taker will not be refunded the testing fees and will need to re issue payment at the next appointment time.”

Note about scheduling of Discounted Retakes

Please be aware that the discount for retake on the 2nd and 3rd test attempt is applied when the candidate schedules **for one test at a time**. Candidates should be advised to schedule their retakes in single, not multiple appointment blocks, because the scheduling system is not able to apply the discount if more than one test is selected. Or you may advise candidates that it would be best to contact to the call center (877-392-6433) to schedule the discounted retakes.

GED Manager and Corrections

Individuals testing at correctional testing sites must be registered for the test through GED Manager. Testing centers operated in correctional facilities **must** have access to GED Manager to register and schedule the candidates. Currently, access to GED Manager is limited to correctional testing facilities as GED Testing Service continues development of the system.

If you are opening or have recently opened a correctional testing site and need access to GED Manager for your correctional testing facility, we need the following information for each staff member needing access in order to register and schedule candidates:

- First Name
- Last Name
- Title
- Organization
- Pearson VUE Site ID
- Work Email Address*
- Phone number

*NOTE: Your account will be linked to this email address. If you have created a fictitious student account in www.ged.com then it will cause a conflict with your GED manager account; the same address cannot be used for both. The email address on the fictitious account will need to be changed.

Please email these requests to both diane.vaccari@fldoe.org and tara.goodman@fldoe.org. It will take GED Testing Service 3 to 5 days to process the request once we have submitted it.

Changes to Credentialing – Original and Duplicates

Effective January 1, 2014, Florida is transitioning its credentialing process from the issuance of paper transcripts and diplomas to a paperless web-based credentialing system. As with any new process, there will be changes and questions.

For diplomas earned on or after January 1, 2014:

Original credentials will be sent via email to the candidate, usually the same day. The email will include information on how to order hardcopies. There is no charge for first issuance of original credentials, including the electronic transcript/diploma and paper version of the diploma. Electronic diplomas/transcripts can be forwarded via email to potential post-secondary schools and employers. As long as there is an internet connection each time the electronic credential is opened, it is verified on Parchment's server with the blue ribbon security feature.

Duplicate credential requests can be made by logging in to the candidate's myGED™ at <http://ged.com>. Use the login at the top right of the page. Select the My Scores tab and click the Order Duplicates button on the Scores page.

For diplomas earned prior to January 1, 2014:

Until January 31, 2014, candidates will request duplicate credentials from the Florida Department of Education using the instructions found on the website: <http://ged.fldoe.org>. Requests postmarked after January 31, 2014, will be returned to the sender.

Effective February 1, 2014, candidates will request credentials from GED Credentialing™, at:
https://exchange.parchment.com/send/adds/index.php?main_page=login&s_id=rpDK8WYImkQgcPlw.

Verifications:

Also, beginning February 1, 2014, all diploma verifications will be handled through the duplicate diploma and/or transcript request process.

If you have any questions about the credentialing process, there is a Frequently Asked Questions document posted here:
https://ged.fldoe.org/pdf/GEDCred_FAQ.pdf.

Resources to help test takers with www.ged.com

GED Testing Service has several resources available for test takers available on the following web site:

<http://www.gedtestingservice.com/educators/2014ready>

This site has the following materials:

- Flyers
- Web graphics
- Math posters
- Web text
- Student guides

Please note the following specific test takers guides for individuals who need assistance with registering and scheduling the 2014 GED® Test:

Guide on how to sign up:

<http://www.gedtestingservice.com/uploads/files/2418e015760d104184f0d212c8e1eca6.pdf>

Guide on how to schedule:

<http://www.gedtestingservice.com/uploads/files/2418e015760d104184f0d212c8e1eca6.pdf>

Guide on how to clear alerts:

<http://www.gedtestingservice.com/uploads/files/add54280e4430ad2cb536330843ca77a.pdf>

Guide on how to access scores once you have tested:

<http://www.gedtestingservice.com/uploads/files/07aa9adc732c8b29b42b83550471ccfb.pdf>

GED Testing Service and Social Media

GED Testing Service® has several venues for release information through social media. See below for links to their various social media sites:

Official GED® Testing Facebook page:

<http://www.facebook.com/GEDTesting>

GED Testing Service® YouTube channel:

<http://www.youtube.com/user/GEDTestingService>

GED Testing Service® Twitter: <http://twitter.com/#!/gedtesting>