PLANNING & DEVELOPMENT DEPARTMENT

High School Equivalency Office

Attachment B

STANDARD OPERATING PROCEDURES

Guam Community College

Planning & Development Office
High School Equivalency Program
STANDARD OPERATING PROCEDURE (SOP)

Introduction: The High School Equivalency (HSE) Program "is based on a foundational core of academic skills and content knowledge that must be acquired in order for an adult to be successfully prepared to enter a job, a training program, or an entry-level, credit-bearing postsecondary course. While the emphasis on particular skills may differ from job to job and course to course, mastery of a core set of essential skills is required for either "GED® or HiSET®". In order to participate in the HSE program, candidates must take the Comprehensive Adult Student Assessment Systems (CASAS) appraisal at Adult Education Office and score at least 236 in the reading and math modules prior to taking HSE battery exam.

Purpose/Scope: To acquire a High School Equivalency (HSE) Diploma

Responsibility: HSE Office is responsible for administering the HSE battery test/exam.

A. **Prior to GED® or HiSET® Online Testing:**
The following procedure shall be adhered to in guiding prospective GED® or HiSET® candidates:
1. Advice candidates they are required to take the CASAS appraisals for reading and math modules.
2. Advise candidates a score of 236 or more in the CASAS reading **and** math appraisal modules is required before taking the GED® or HiSET® test/battery exam.
3. [new] Scores below 236 may be approved to proceed to create an online account on a case by case basis.
    - Verify test history in TOPs Enterprise (TE)
    - Significant change in CASAS test score is an indicator for approving candidates to create their HSE online account.
    - Insure candidates provide current mailing address, telephone numbers, last four digits of social security number, and date of birth, verify and update in TE.
    - Send approval via email to candidates and Test Examiner.

Created: February 2014
Revised: March 9, 2018

4. If candidate has not taken CASAS appraisal, refer candidates to the Adult Education Office located on the 2nd floor of the GCC Foundation Building to schedule the CASAS appraisal.
5. Adult Education Office hours is M-F, 8:00am-5:00pm. Contact numbers are:

   Program Coordinator I, Jaclyn Quan, 735-6008
   Administrative Assistant, Eleanor Damian, 735-6009
   Office Aide, Sheena Camacho, 735-6010
   Program Coordinator II, Darwin Joker, 735-6013
   Reception Desk, 735-6016

6. After meeting the required scores, Adult Education will provide candidates with a copy of the procedure on how to create a GED® or HiSET® online account.
7. Direct candidates to go online to register, build/create an account and schedule the GED® or HiSET® test/battery exam. Instruct candidates to build/create their account from **Guam Community College Foundation Building** as the testing site location. The websites to build/create a HSE (GED® or HiSET®) account follows:

   GED® www.ged.com

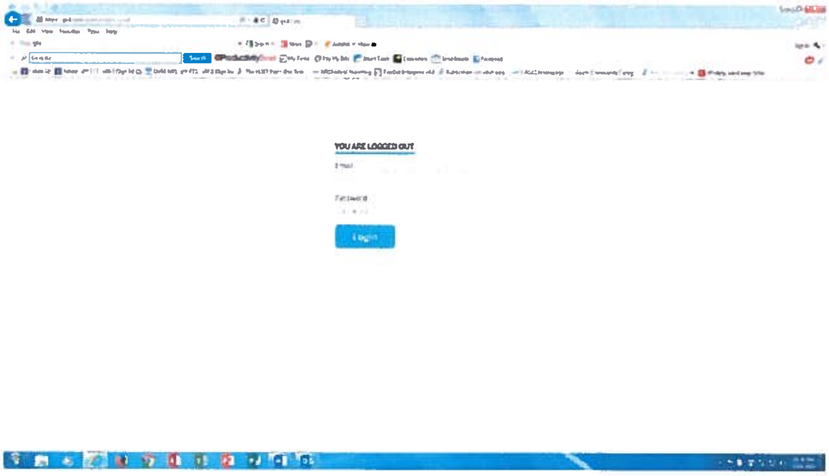
   HiSET® http://hiset.ets.org/take/schedule

8. Inform candidates that HiSET® and GED® have online sample tests, tutorials, and/or videos to help prepare them for the tests. (These can be found in the website listed above as resources.)

B. Creating a GED® Account:

1. Candidates will create his or her account by entering basic demographic information (Name, address, date of birth, etc.).
2. Instruct candidates to build/create their online account using their name based the same way as it appears on their ID (i.e., legal name as shown on their driver's license, passport or Guam ID).

3. Following creation of the account, candidates will complete their registration by answering a series of questions as required by GED® Testing Service and the jurisdiction they are testing under. For Guam, the testing center ID number must be **75648**.
4. After account is created, a message is prompted for candidate to call the HSE office at 735-5625 or 735-5517 to approve their qualification for testing.
5. Test Examiner will login to the GED® Manager portal (https://ged.com/gedmanagerLogin) to approve candidates for testing. Test Examiner's email address and password is required to access GED® Manager portal. Below is a screen shot sample of the log in page.



6. After Test Examiner approves the candidate, an email will be sent to the candidate with the following message:

   You have been approved to proceed with your quest for a HSE diploma. Go back to the site where you created your account and schedule your test, one at a time. Please use the following when scheduling your test.

   THIS IS VERY IMPORTANT!
   There are two sites to select from. When you schedule or reschedule for the GED® online test, you **must** select/pick

Guam Community College Foundation Building as your testing site (ID 75648). **Do not** select/pick just Guam Community College. We have two sites and the Foundation Building is dedicated/reserved for the HSE (GED® or HiSET®) test/battery exam. If you created/built your account in error, go back to the website and change to **Guam Community College Foundation Building**.

The schedule to select from is as follows:

Wednesdays and Fridays only	9 am to 12 pm
Tuesdays and Thursdays only	2 pm to 5 pm

Online payment is required with the use of a credit card account to secure testing dates and times. If you do not have a credit card, please contact the HSE office (M-F, 8:00am-5:00pm and located on the 2nd floor of the Student Services and Administration Building 2000, Room 2209) for instructions on how to purchase vouchers.

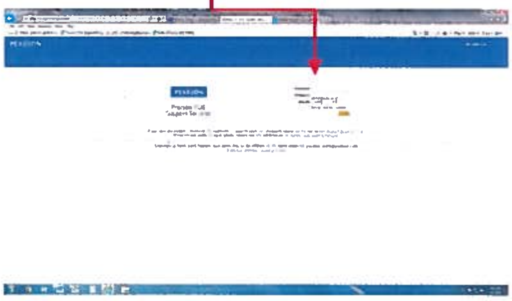
7. Advice candidates that there are four (4) test content areas: 1) GED® Math 2) GED® Reasoning 3) GED® Science and 4) GED® Social Studies for a total of $125.00 or $31.25 each.
8. Advice candidates of the retake fee of $31.25 for each retake unless the total battery exam fee of $125.00 was paid, two retakes at a discounted rate of $11.25 each. The third retake is $31.25.

C. Prior to Proctoring GED® Test:

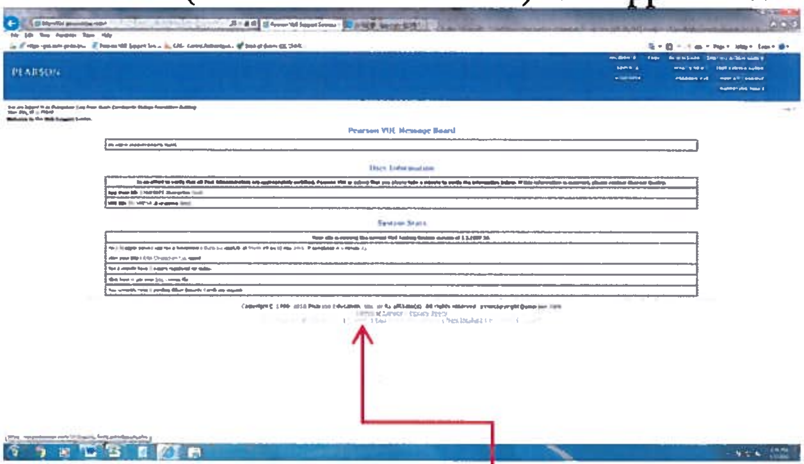
On a daily basis, Test Examiner will check PearsonVue website https://vss.pearsonvue.com (from any PC) for candidates scheduled to take the test following the steps below.

1. From any website browser (Internet Explorer, Mozilla Firefox, or Chrome), type the web address https://vss.pearsonvue.com and press enter. A new window will appear such as the sample below. Complete

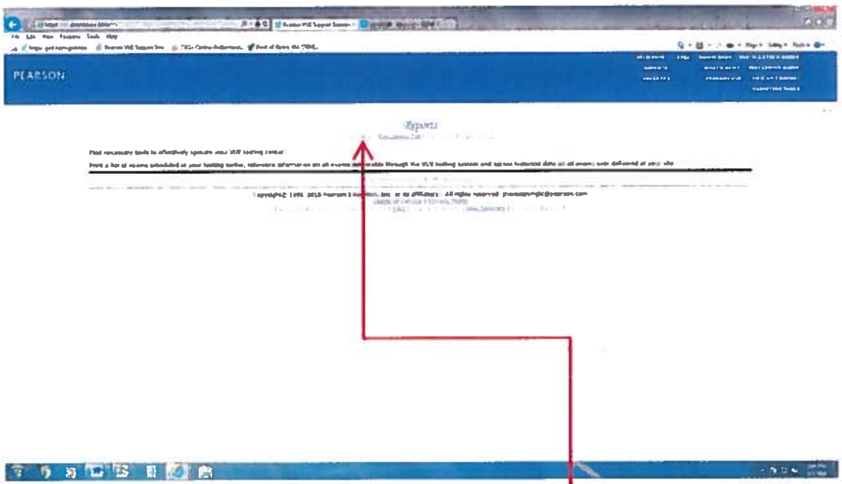
log in requirement (User name, password and Site ID). Ensure the site ID is **75648** as it is the dedicated site ID specifically for GED® online at the Guam Community College Foundation Building, then click login.



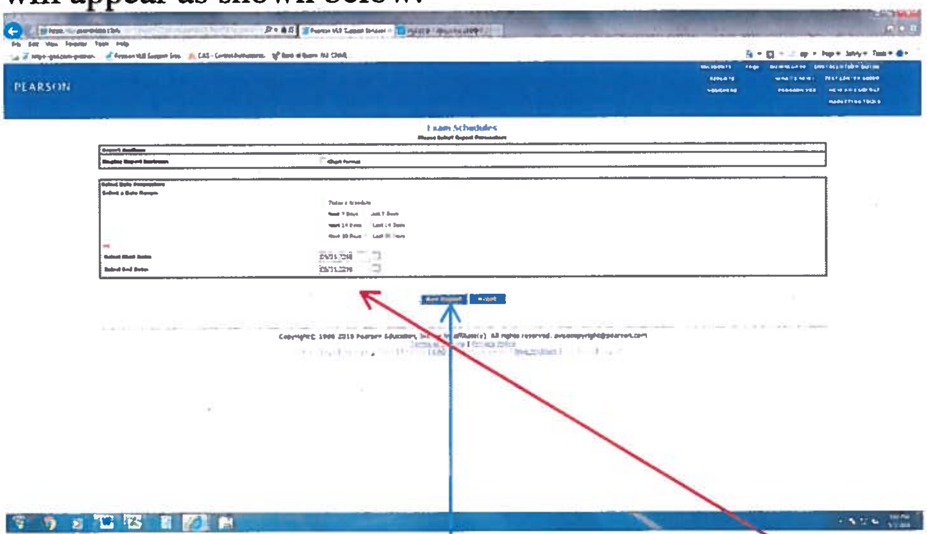
2. A new screen (such as the one below) will appear after logging in.



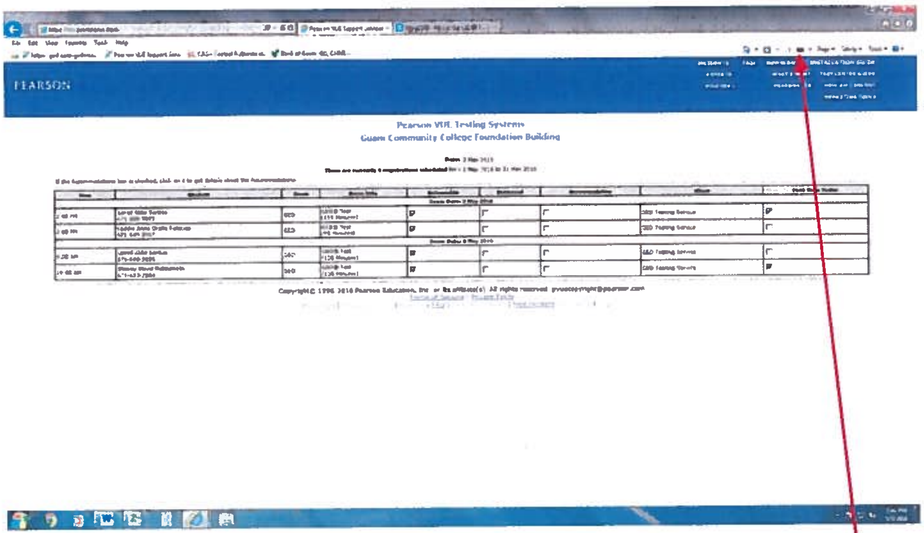
From the screen above, click "reports" on the bottom of the page and a new screen appears such as the one below.



From the screen shot above, click "exam schedule". Another screen will appear as shown below.

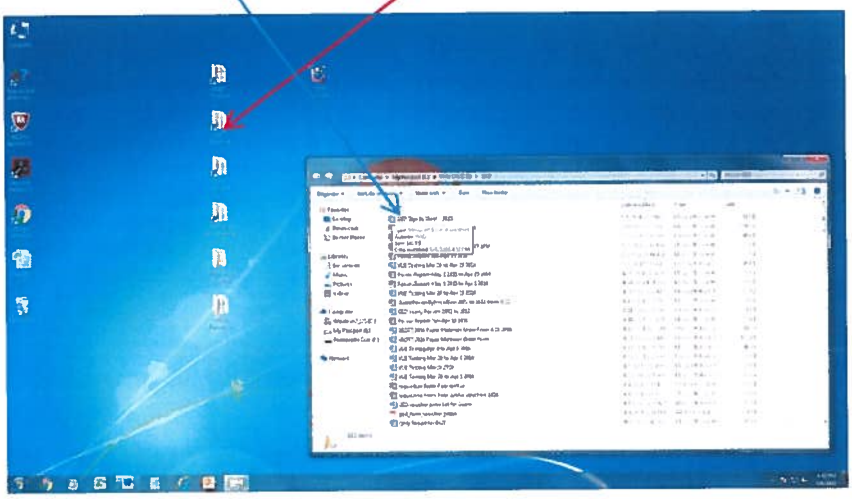


From the screen shot above, run the report based on the date range. Below is a sample of candidates scheduled to test on May 1~31, 2018 as it is the date range selected above.

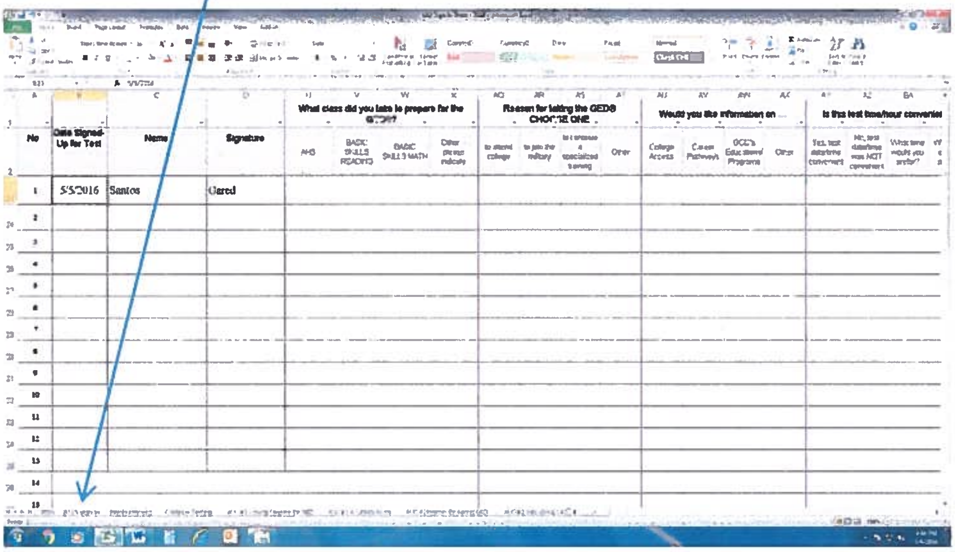


Click the printer icon on the top right of the window to print the report and use the information to populate the electronic (Excel) sign in sheet by following the steps below.

3. Go to Proctor's (Van) desktop and open GED Shortcut Folder, select the "GED Sign In Sheet – 2015" and populate the list (from the website print-report) with candidate's name, date of birth, SSN, test date, time under subject, etc.



4. From the electronic (Excel spreadsheet) GED Sign In Sheet – 2015, click on the 2015 sign in tab on the bottom of the spreadsheet and populate the sign in data for candidates testing for each specific day. Print the document and place in green folder.



5. Place the sign-in sheet in the green folder (located on Test Examiner~Van's desk) and bring folder and keys (found in the two drawer file cabinet next to Test Examiner's desk) to the Foundation lab. Candidates **must** sign in on this Excel spreadsheet and complete columns. Don't forget to have candidates indicate the specific certificate and/or degree program of interest in the postsecondary program (Ex. Accounting, CJ, etc.).

D. Proctoring GED® Test:

The following procedure shall be adhered to for conducting the GED® Computer Based Test (CBT) at the Foundation Building:

1. Use **PC STN#21** dedicated for PearsonVue (and HiSET®) Administration Server located at the Foundation Building, Room 6215 (Observation Room).

2. On the Admin Server, turn the monitor on by pushing the button on the bottom right corner of the monitor. When on, a green light will appear.
   - Click/Select **Proctor** icon on the desktop to access PearsonVue (GED®)
   - Enter password; which is: **** (lower case)
   - From the desktop, double click on the **Remote Maintenance Agent** (RMA) icon to RUN before testing. **NOTE:** It is essential to **run** RMA before the first candidate begins testing and after all the candidates have completed testing for the day.
   - Click "**Yes**" to allow the system to automatically update the program.
   - After RMA is complete, look for candidate in the Adult Education lobby/waiting area.
   - Ask candidate to present one form of identification. Primary ID must have the candidate's photo with signature. Scrutinize the ID to insure it is current and photo matches candidate. Acceptable IDs include a valid driver's license, passport, and/or military ID.
   - **CONFIRM DATE OF BIRTH**
   - Confirm that the date of birth (DOB) on the student's identification (ID) exactly matches the student's DOB shown in the admission steps. Students can only test if the DOB on the student's ID matches the DOB in the system.
   - **IF THERE IS NO MATCH**
   - If the DOB on a student's ID does not match, students are allowed to leave the test center in order to update their DOB in their GED account. While away, they can contact the call center for assistance but should return within 30 minutes of their appointment time. Test administrators may also assist students by calling the GED Test Center Support Line to help make the DOB update.
   - **Note:** Changes of more than one character in the DOB will likely require documented proof, which may require more than 30 minutes to submit.
   - **YOUR OPTIONS**
   - If the student states that it may take longer than 30 minutes, it is up to the discretion of the test administrator to allow or not allow the student to take the test that day. Also, test center staff are not obligated to make the call to the GED Test Center Support line on behalf of the student. DOB changes are the responsibility of the student.

   - Provide candidate a key to a storage locker located in Closet room at Adult Education lobby/waiting area. The sets of storage locker keys are secured in the Teacher's desk in the Observation Room 6215.

- Lead candidate to the Closet Room (where storage lockers are located) and secure **all** personal items in a locker. Personal items (with exception of ID) are **prohibited** in the Testing Lab.
- Ask candidate to follow you and direct them to sit in the waiting area in CASAS testing lab, Room 6215a until RMA has run its course to completion.

3. After RMA is complete, double click on **Admissions Manager** icon on Administration Server **PC STN#21** and follow the steps below.

Log in

a) Log in by typing user name (**ecruz or pjohns**) and password. A new screen will appear showing candidates scheduled to test for the day. If there is more than one person scheduled to test for the specific day, click on the candidate's name; one candidate at a time. Note, from time to time, the system will be on sleep mode, if this is the case, simply log in again.
b) Click on the date of the testing.
c) Click on candidate's name.
d) Call candidate to you to sign the PearsonVue (***located in the desk (last) drawer in the observation room***) Log Sheet and Excel sign-in sheet. Use one PearsonVue Log Sheet per test date [notification from PearsonVue 6/30/2016].
e) After candidate signs all required documents, ask candidate to sit comfortably in front of the PearsonVue issued Logitech camera and signature pad.
f) From the Administration Server **PC STN#21, the system should still have the Admissions Manager active. If not, simply enter user name and password.**
g) Ensure the candidate's name is listed on the active Admissions Manager portal click on candidate's name and click "admit"

(on the bottom right of the screen) on candidate's name and then …

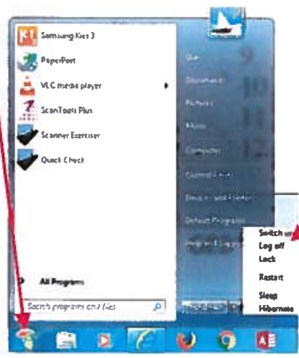
- Carry out the 10 procedural steps e.g., capture signature, photo, etc. (read each step) then click next. The system will automatically place a check mark on each of the steps when clicking next on the bottom right of the screen.
- Candidate must read and sign regulation form. Regulation form is found in the locked teacher's desk (last) drawer located in the observation lab.

h) Give candidate three erasable boards and pen. Make sure candidate signs/initials the PearsonVue Log Sheet when receiving and returning the three erasable boards and pen.

i) The Admissions Manager procedure is complete and ready for candidate to begin testing. Go to the workstation in testing lab/Room 6216.

4. **CBT Workstation: PC in the Testing Lab** (Room 6216)
   a) Escort candidate to one of the **PVT** assigned workstation with three erasable boards and a pen.
   b) Provide candidate with one PearsonVue approved calculator if needed. Calculators are stored (last drawer) in the Teacher's desk located in the HSE testing lab (Room 6216).
   c) Turn on the PC (make sure to use the PC assigned specifically for PVT for GED® and CAS for HiSET®).
   d) After the PC boots, from the desktop click/select "Proctor" icon, enter the password: (****) to access PearsonVue CBT test. A new screen will appear.
   e) Test Examiner will double click (select) "**Delivery Manager**" icon from the desktop and enter/type user name and password (same information used to log on to administration station)
   f) Click on candidate's name.
   g) Press start and PC is ready for candidate to begin testing.
   h) Ask candidate to have a seat adjust the chair if needed for comfort. Remind candidate of allowable breaks. Normally, if the test is 2-hours in length, request for a break is prompted by the system.
5. Follow the same (a-h) steps/procedures for the next candidate.

6. After testing is complete, the program/system will automatically print a "***Thank you for taking the GED® test!***" notice. Candidate will notify Test Examiner and Test Examiner will return to HSE test center lab, log in (using same user name and password used in the Admin Station) to "Delivery Manager" and click "exit" on the Test Candidate's Workstation ~ turn off the PC workstation.
7. Candidate will return calculator, erasable boards and pen. Place items in proper secured location.
8. Candidate will sign the PearsonVue log sheet with his/her signature and time of exit.
9. Give candidate print out "next step" after testing for guidance on where to review his/her test results.
10. Advise candidate the process for ordering HSE diploma and transcript. Payment must be made before Diploma is ordered from Jostens. Remind candidate of Cashier's availability (e.g., Mon-Fri 8:00am-4:00pm).
11. Lead candidate to the storage cabinet to retrieve his/her personal items and return storage cabinet key.
12. Test Examiner secures storage cabinet key in Teacher's desk located in Observation Room.
13. Repeat steps 1 ~ 12 above for each candidate.
14. After the last candidate completed his/her test, **Test Examiner will run RMA on Admin. Server**.
15. System log off is ready after RMA is complete.
16. **Left Click on the start button (bottom left of the window), click "Log Off",** turn the monitor off. **NEVER!!!** Shut down the system. Refer to screen shot below.



17. Prepare for next day testing by securing all testing material.

Exam	Exam Length	Fee
GED® Math	120 minutes	$31.95 (subject to change)
GED® Reasoning	155 minutes	$31.95 (subject to change)
GED® Science	95 minutes	$31.95 (subject to change)
GED® Social Studies	75 minutes	$31.95 (subject to change)

Access Site Manager through the Connect website

You should now be accessing Site Manager through the Connect website (https://connect.pearsonvue.com) instead of through the URL or shortcut that you once used. If you continue to use the old method to access Site Manager, you will not be able to open Site Manager when your current security certificate expires.

You do not need a security certificate to access Site Manager through Connect, so please do not request new certificates any longer.

If you have the permission to use Site Manager, it will appear as on option in the **Applications** menu in Connect.

Follow these steps to access Site Manager in Connect:

1. Navigate to the Connect website: https://connect.pearsonvue.com
2. Type your username, password, and site ID into the appropriate fields, and click **Log in**.
3. Select **Site Manager** from the **Applications** menu.
4. Click **Open application** to open Site Manager.

Note: The permission **"May use Site Manager application"** must be assigned to your account in order for you to use Site Manager. If you do not have this permission, Site Manager will not appear as an option in the Connect **Applications** menu. If you need to add the permission to your account, see *Setting up test center personnel* and *About permissions* in chapter 4 of the policies and procedures guide for more information.

For more information, see *Opening and closing Site Manager in Connect* in chapter 4 of the policies and procedures guide.

Reminder: setting up test center hours via Site Manager for holidays

We would like to remind you to create closed rules within Site Manager for days when your test center will be closed, such as during national holidays. Adding closed rules early will reduce the number of last-minute reschedules and potential candidate concerns. For example, if you do not establish closed rules during these times, candidates may schedule appointments and later arrive to find that your test center is closed.

There are two types of availability rules:
1. Open rules define days and hours that your center is specifically open.
2. Closed rules define days and hours that your center is specifically closed, such as during holidays or in emergencies.

For more information on how to create open or closed rules, see the following sections within chapter 4 of the policies and procedures guide. You will find instructions for accessing the policies and procedures guide at the end of this communication.

Specifying when your center is open and closed in the Hours tab
About open and closed rules
Creating or editing an open or closed rule
Deleting an open or closed rule

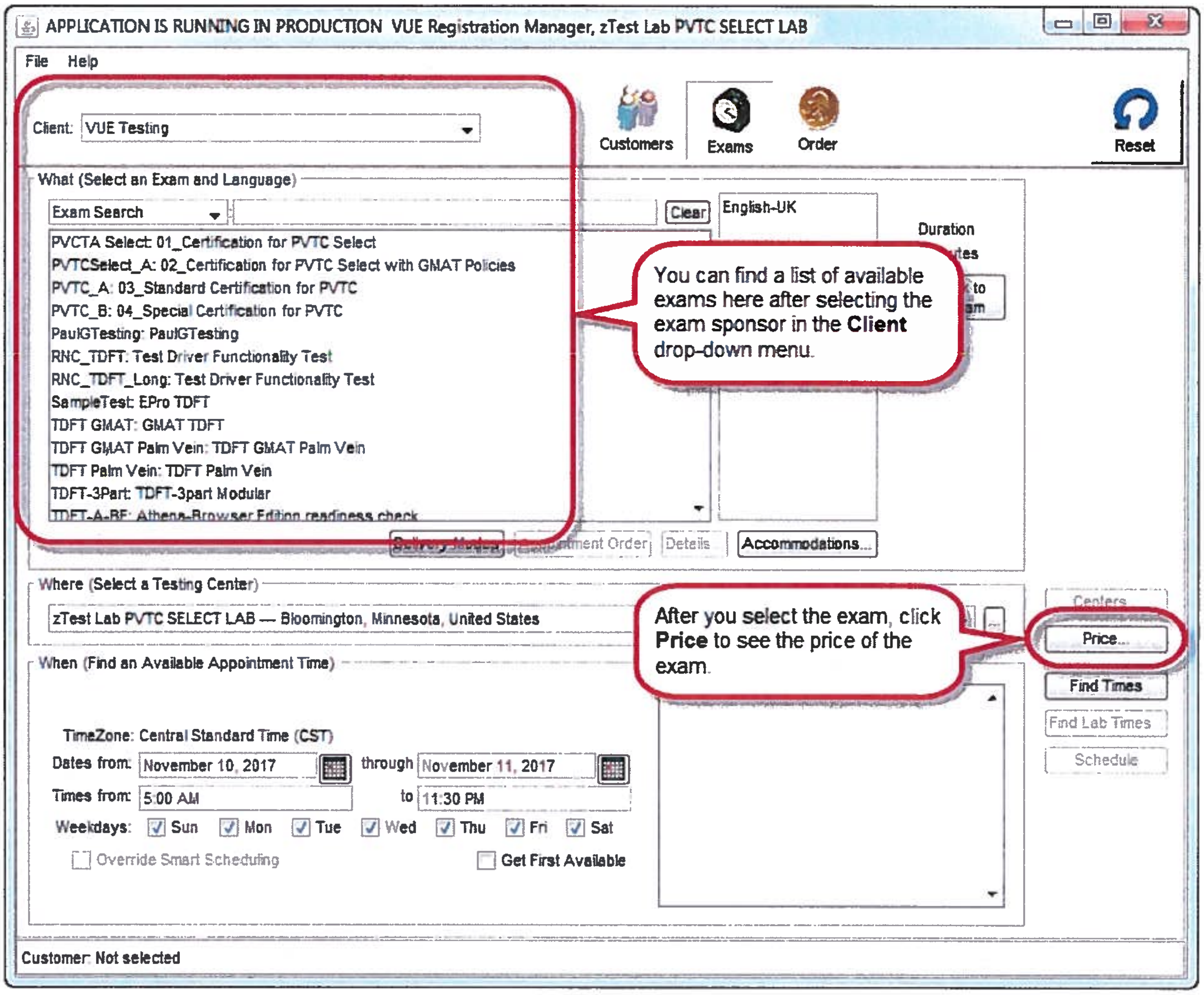
Updates to the policies and procedures guide

How to find exam lists and prices

On the VSS website, you can access the Reports page, which lets you run reports to get various types of information. The **Exam Sponsor Info** report was one of those reports that you could access. It provided information on the exams offered by exam sponsors and prices of the exams.

However, the report is no longer available. It was removed because it was not maintained regularly. Thus, the information in it was inaccurate and outdated. Pearson VUE is working on a new and better solution for test centers to get this information. In the meantime, you can go to Registration Manager to find exam lists and prices.

After you log in to Registration Manager and select the exam sponsor, go to the Exams screen. A full list of exams that the exam sponsor offers displays on the screen. To see the specific price for an exam, select the exam and then click **Price**. The following image shows you where the exams list and **Price** button are located.



Please note that chapter 12 was updated. The information about the **Exam Sponsor Info** report was removed from the chapter.

HTML tab in the Edit Directions screen of Site Manager

Chapter 4 was updated with information about using the **Visual** and **HTML** tabs in Site Manager. Both tabs are on the **Edit Directions** screen of Site Manager. For more information, see the following sections in chapter 4:

Entering directions to the test center
Working with the Visual and HTML tabs
Entering address and directions in another language

How to access the policies and procedures guide

Follow these steps to access the **online version** of the guide:

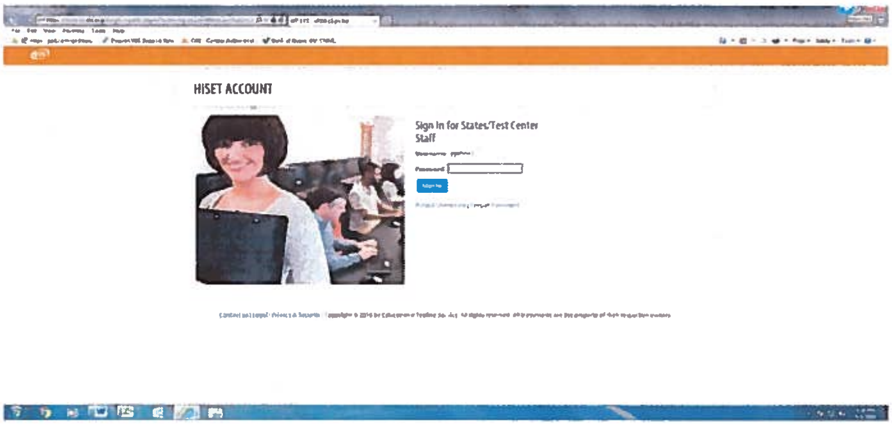
1. Login to the VSS website using your username and password for the Pearson VUE applications.
   https://vss.pearsonvue.com/
2. Click **Test Center Guide** at the top of the screen.
3. Select the left image on the screen to access the guide.

If necessary, you can obtain **PDF versions** of the guide by following these steps:

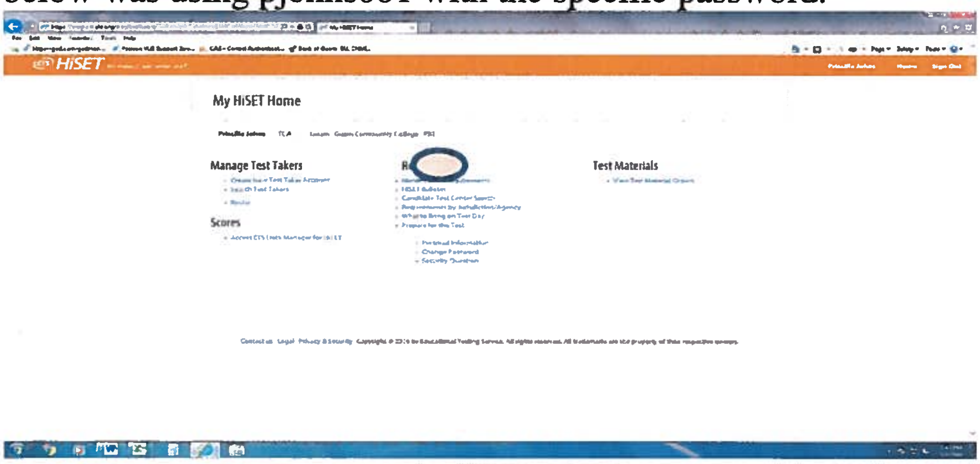
1. Login to the VSS website using your username and password for the Pearson VUE applications.
   https://vss.pearsonvue.com/
2. Click **Downloads** at the top of the screen.
3. Select **Policies and Procedures Guides** in the list of categories.

<u>HiSET® Testing Process</u>:

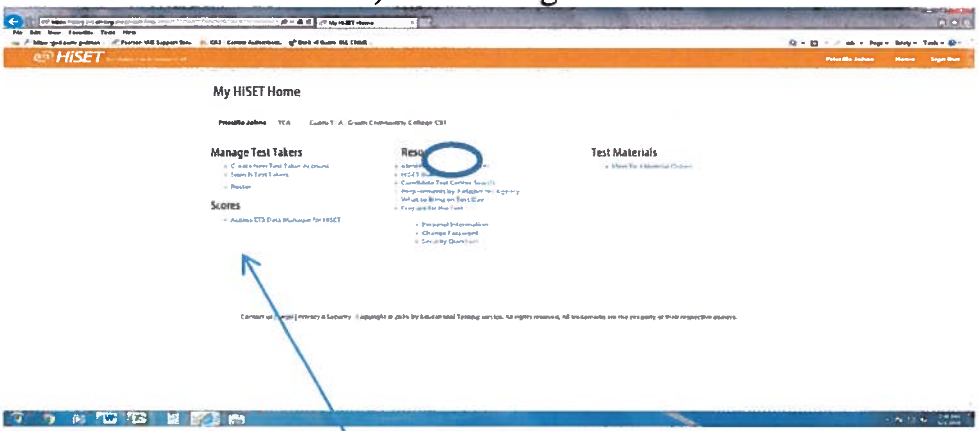
1. Candidates create an account by logging in to: http://hiset.ets.org/take/schedule
2. Test Examiner will log in to the HiSET portal to check for testing schedule from the Proctor's PC. https://ereg-ext.ets.org/ereg/csr/home The window below will appear for proctor to log on to determine who is scheduled to test either for PBT or CBT test.



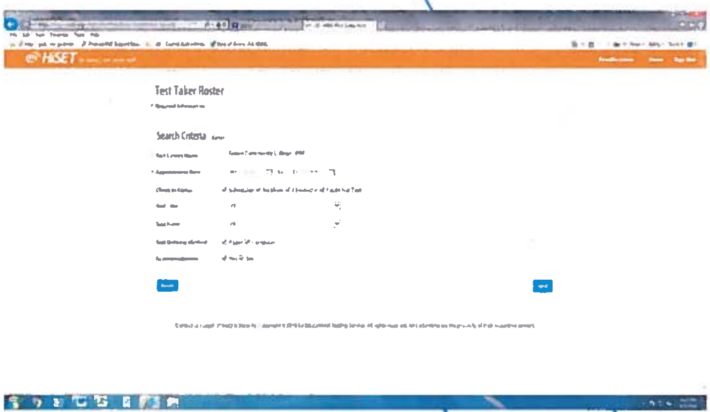
Check using both user names and passwords assigned specifically for ETS/HiSET® (ex. pjohns001 for PBT ~ password is different for PBT vs. CBT and pjohns002 for CBT). After logging on a new window (screen shot ~the home portal) will appear as the sample below. Screen below was using pjohns001 with the specific password.



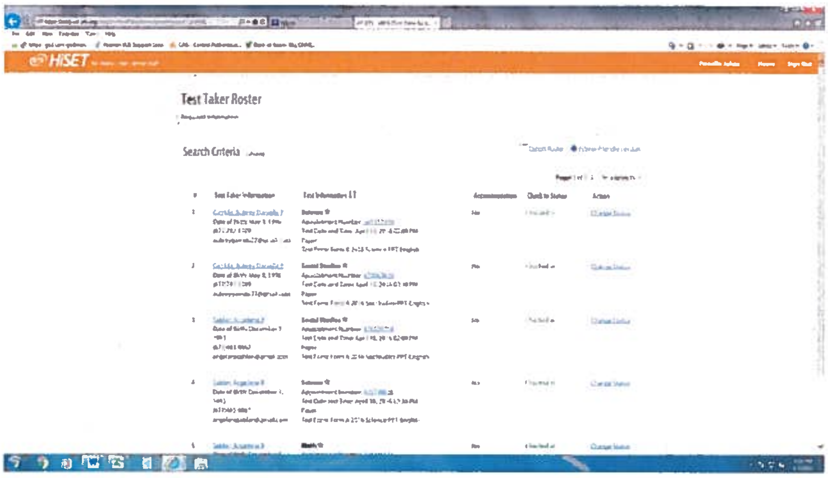
Using pjohns002 and specific password the sample screen shot below (notice the difference between screen above and the one below as one has PBT and below has CBT) is the assigned user name for CBT online test.



3. On the home portal select **"Roster"** and a new screen (below) will appear.



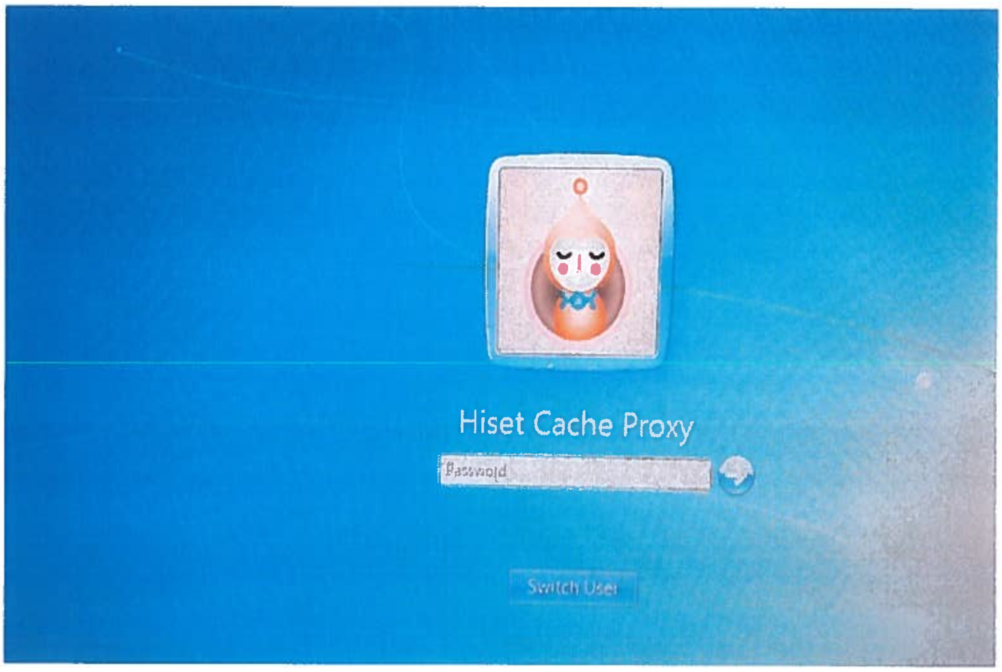
4. Insert date range from the screen above for a list of candidates scheduled to test for the month covering April 11~ May 3, 2018. Make sure there is a check on the "Test Delivery Method (paper and computer) as well as "Accommodations (yes and no)". Then click "next" at the bottom right of the window. A new screen will appear listing candidates scheduled for testing for the period.



5. Print roster (from the sample screen above).
6. Go to Proctor's (Van) PC and click on the HiSET® shortcut folder on the desktop. Search for the file name HiSET Sign In Sheet 2015 (Excel file on desktop) and populate/update file with candidates scheduled for the exam on a particular day from the HiSET Test Taker Roster (sample shown above). Then click on the 2015 sign in tab and populate with candidates scheduled for testing on the specific date.
7. Print the electronic (Excel) sign in sheet and place in the green folder (HiSET Sign-in) located on Proctor's (Van) desk and bring folder and keys (found in the file cabinet next to Test Examiner's desk) to the Foundation lab. Candidates **must** sign in on this Excel spreadsheet and complete columns. Don't forget to have candidates indicate the specific certificate and/or degree program of interest in the postsecondary program (Ex. Accounting, CJ, etc.).

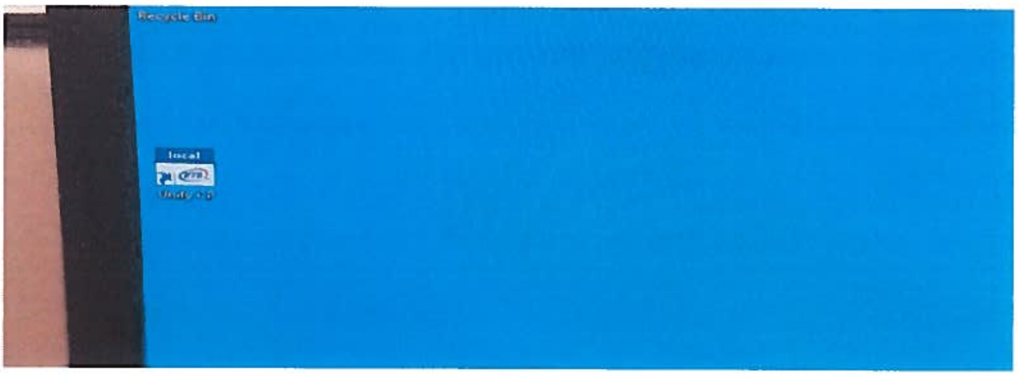
Steps 8~9 below are ONLY for CBT testing.

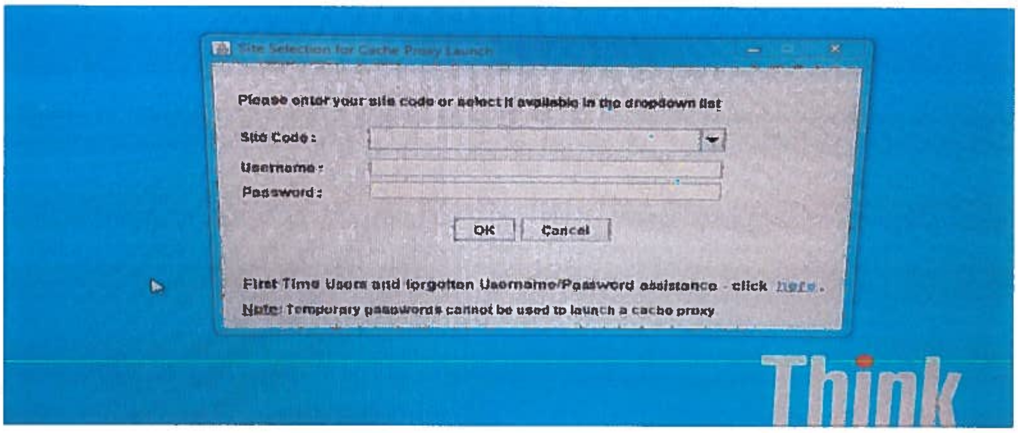
8. In Room 6216: (FOR HiSET® CBT TESTING ONLY)
9. Turn on Cache Server SVR PC Station (note: PC is labeled as Cache SVR). The screen below is a sample of the screen after turning the Cache Server on.



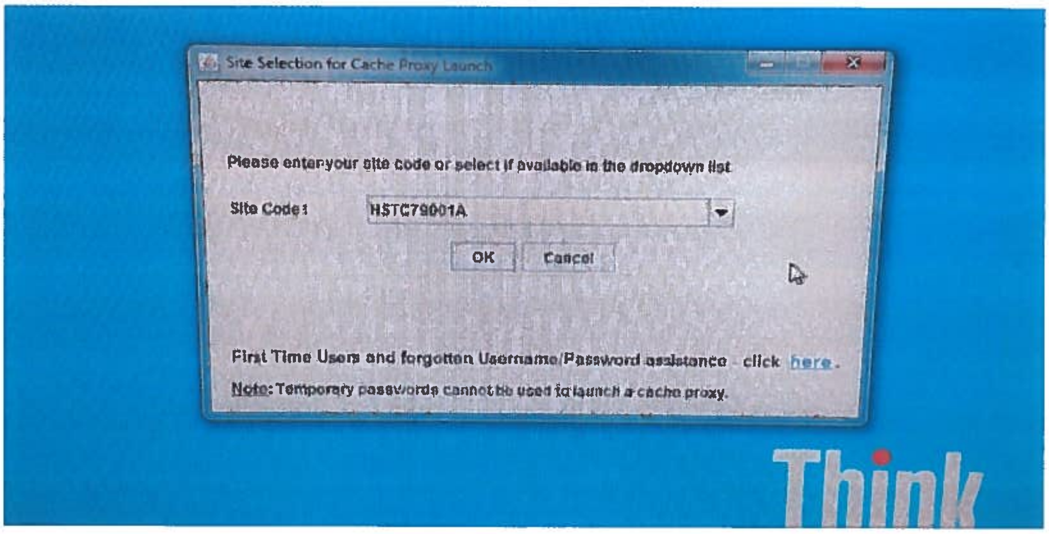
Enter hiset2016 as the password (on the screen above) to access Cache Proxy Server.

A new screen will appear as the sample below. From the desktop, double click on the Unify CP icon (refer to screen shot below). A new screen will appear as in the following sample.





Click on the drop arrow and to select Site Code (**HSTC79000A**). A new screen such as the one below will appear. Click OK and the next screen to enter username and password will appear.



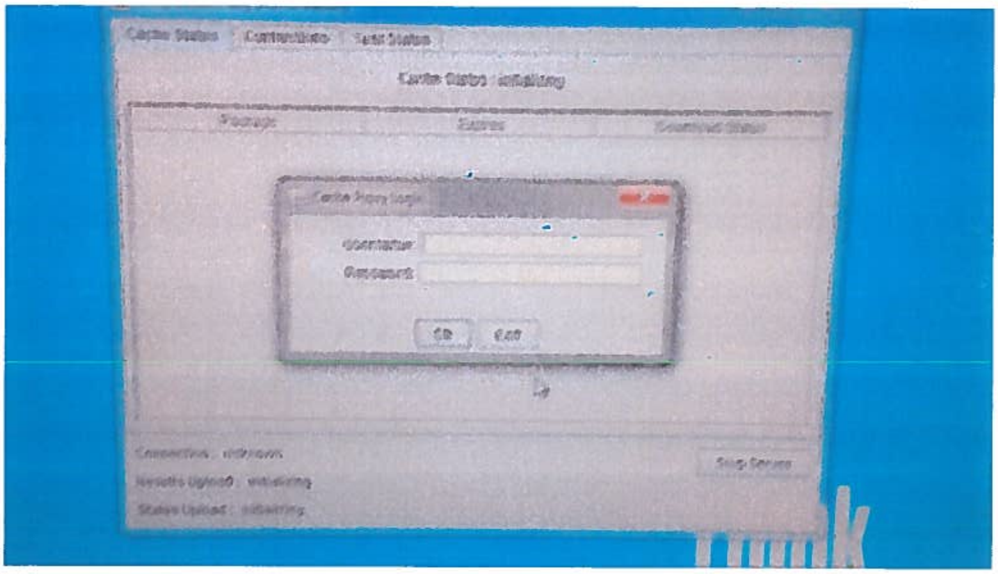


Figure 1

Enter Username and Password as shown in the screen below.

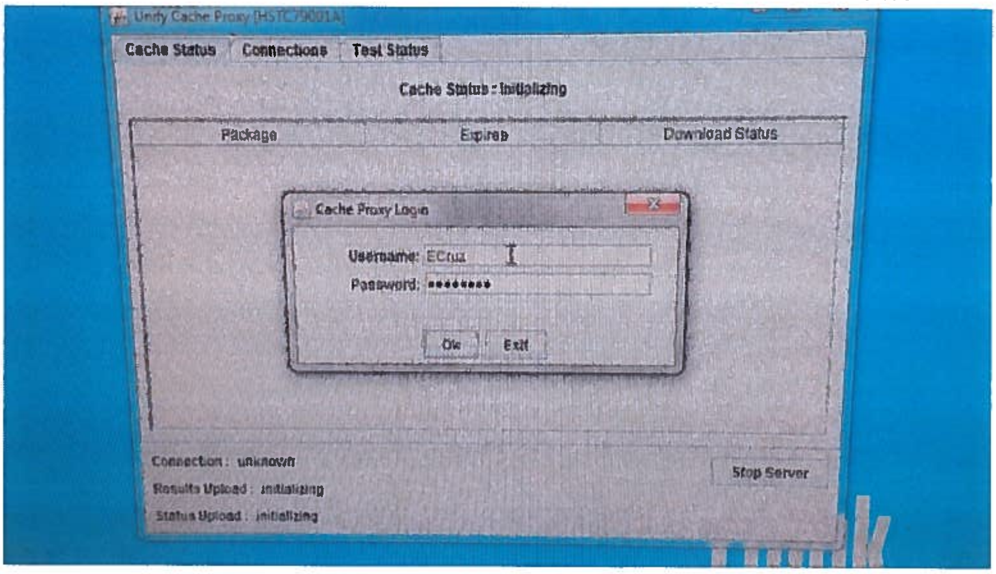
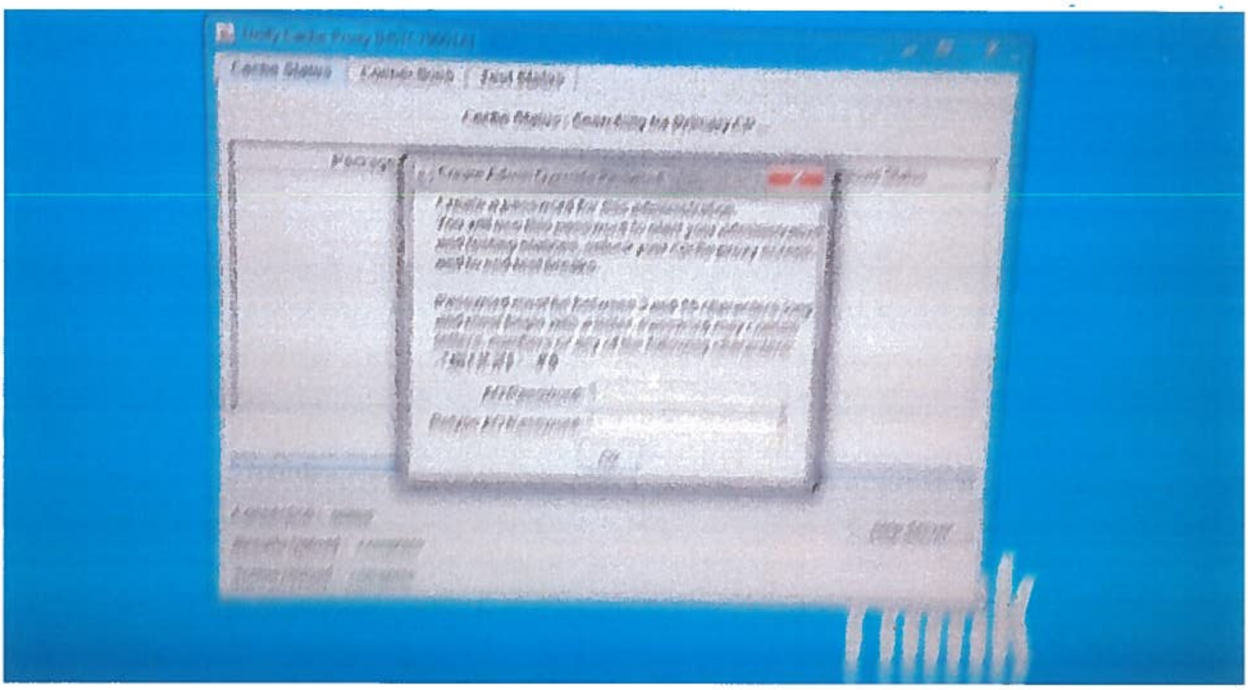


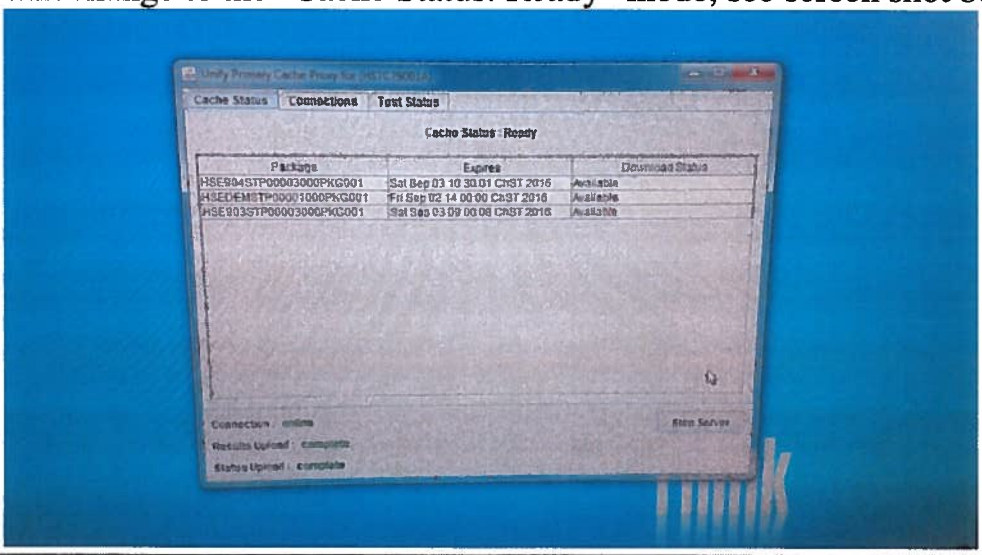
Figure 2

Above screens figure 1 and 2 will appear.

Run the cache station. It will require an Admin Override (AO) password (which was created already) every time cache is run.

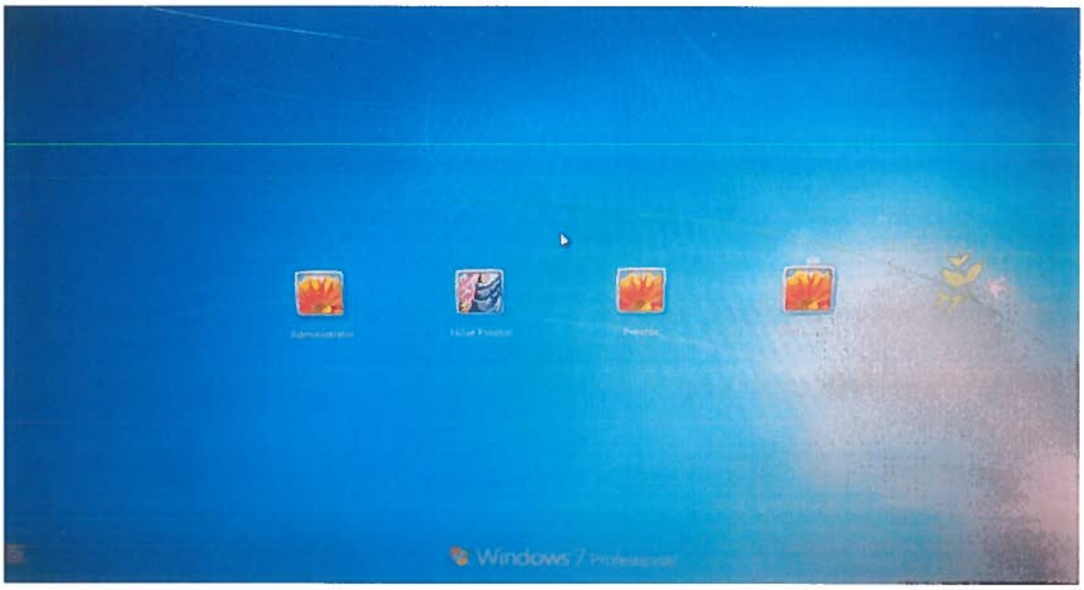


When the Unify Cache Proxy has completed all the tasks required of it, it will change to the "Cache Status: Ready" mode, see screen shot below.

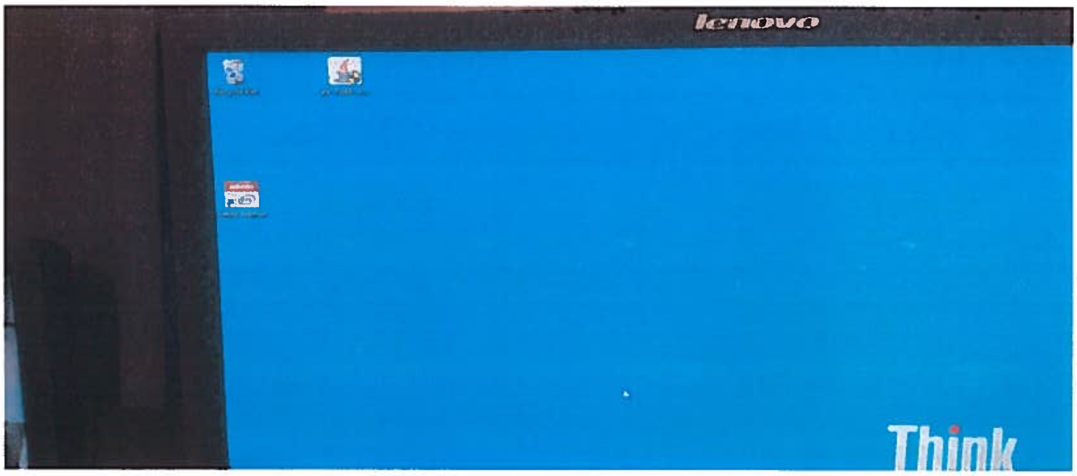


After Cache Station had completely downloaded the test, go to Admin Station located in the Observation Room.

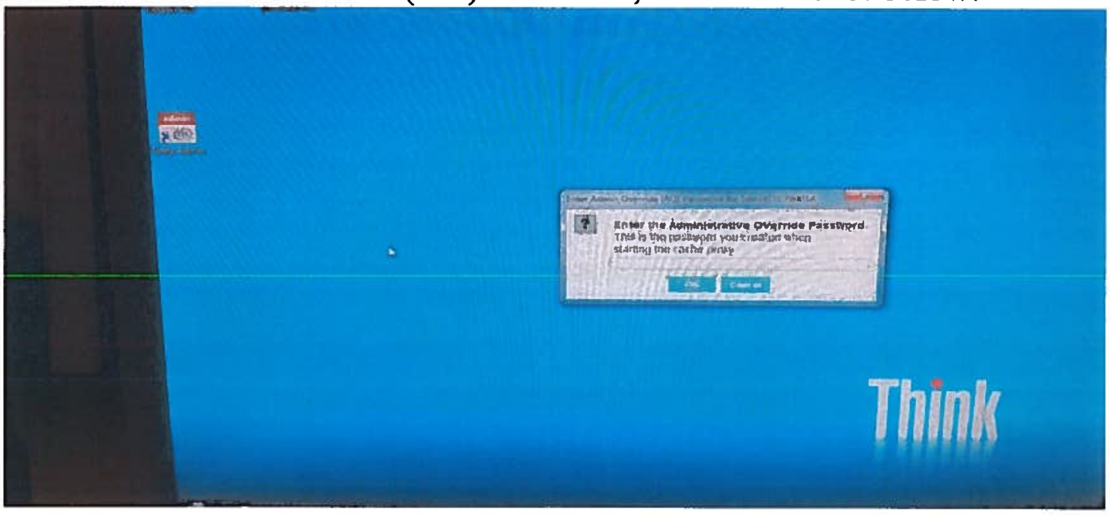
Double click HiSET Proctor icon, see screen shot below.



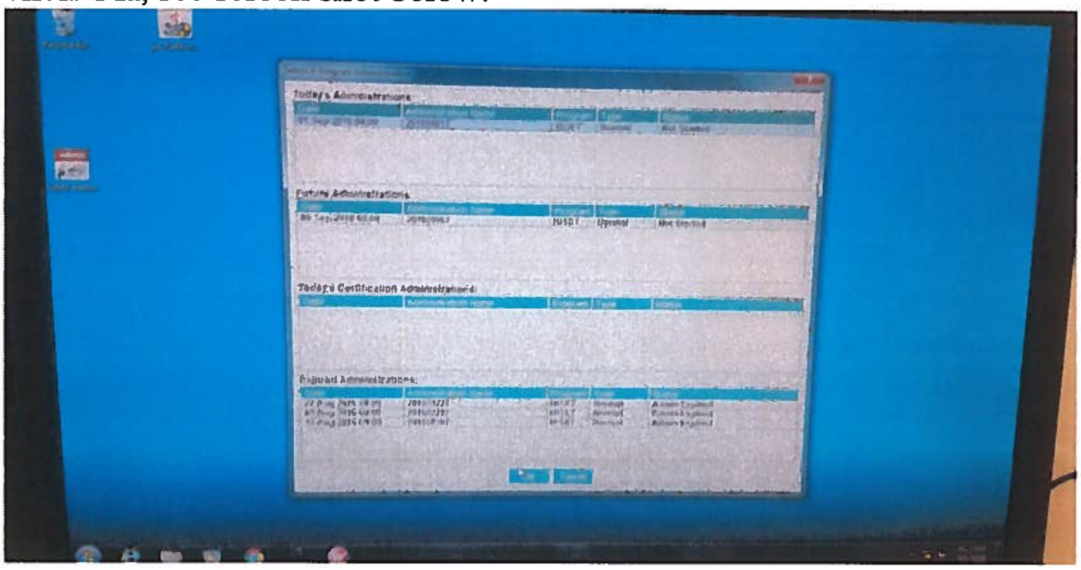
From the desktop, click on the Unify Admin and click run.



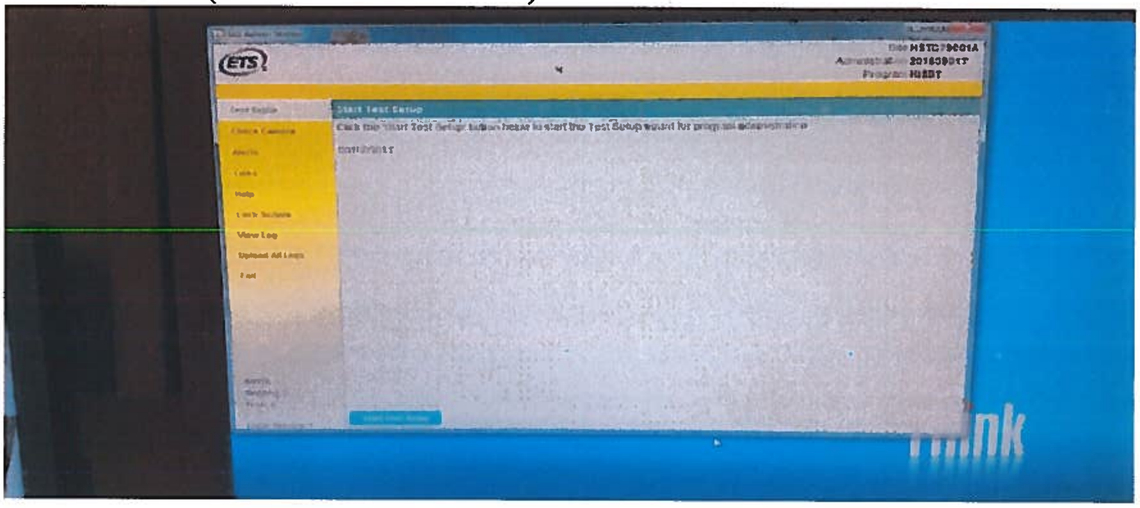
Enter the Admin Override (AO) Password, see screen shot below.



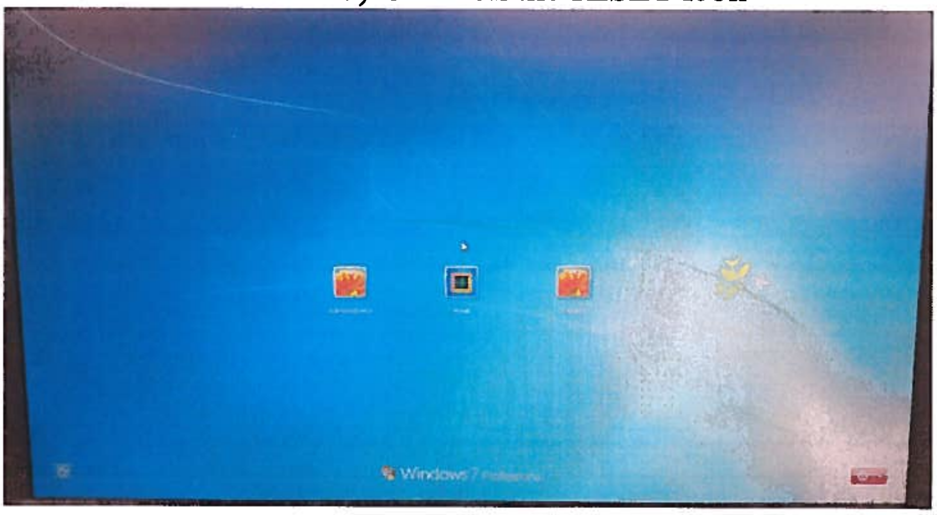
The next screen will appear, click on Today's Administrations and then click OK, see screen shot below.



The next screen shot appears. Before you "Start Test Setup", go to the workstations (at least three of them)



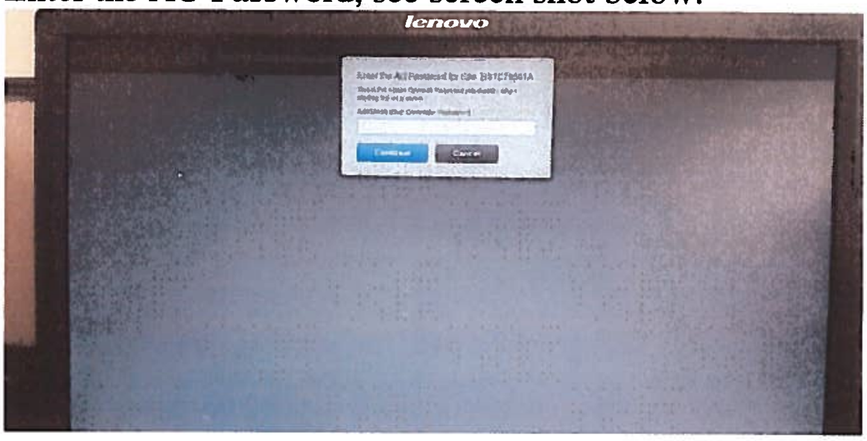
The following screen will appear when you turn on the workstations. (PC must be labeled as CAS) Click on the HiSET icon



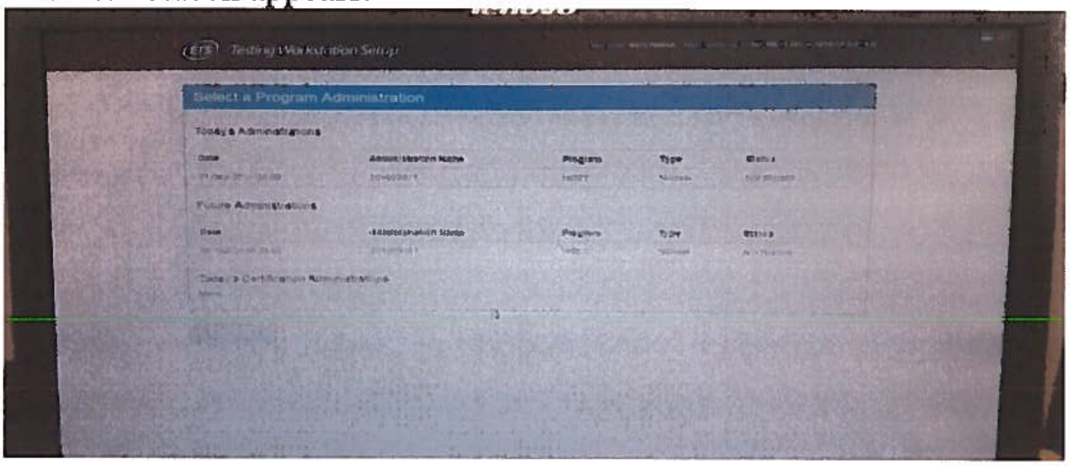
Enter the password: hiset2016

After entering the password, the desktop screen appears, see screen shot below. Click on the Unify Wks icon.

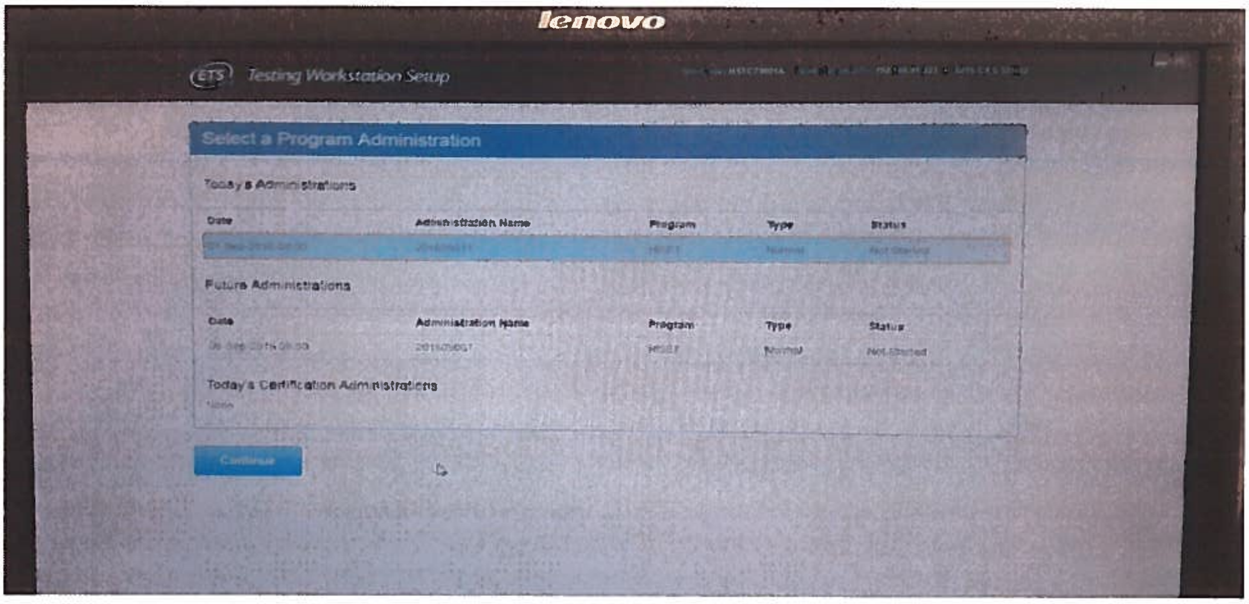
Enter the AO Password, see screen shot below.



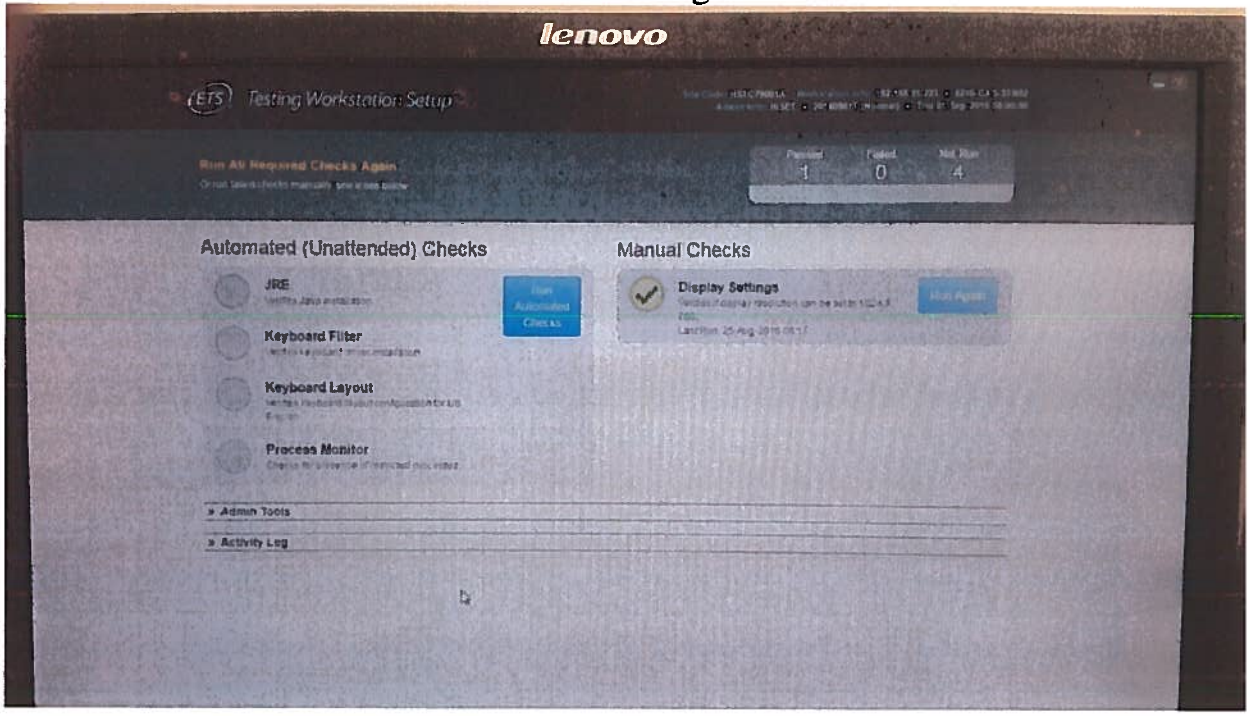
The next screen appears:



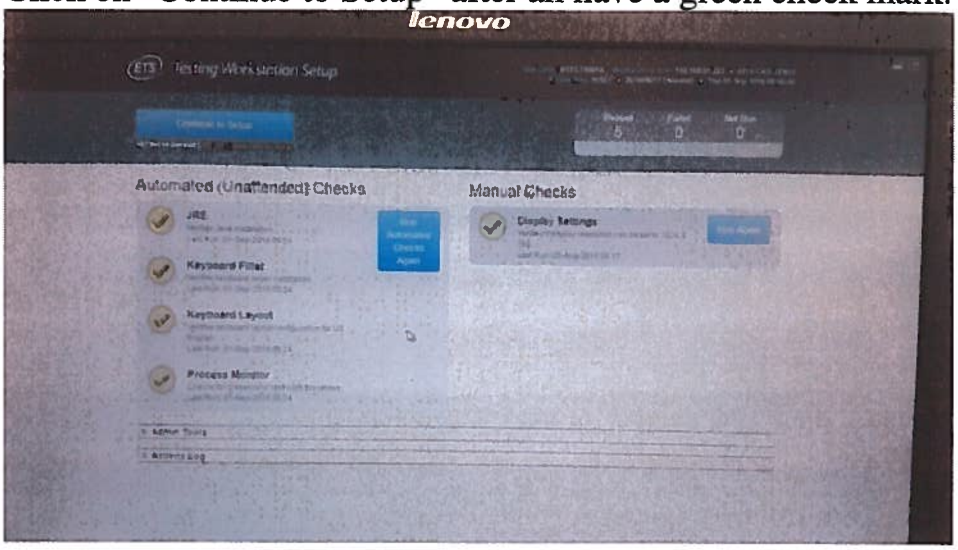
Select test date and then click continue.

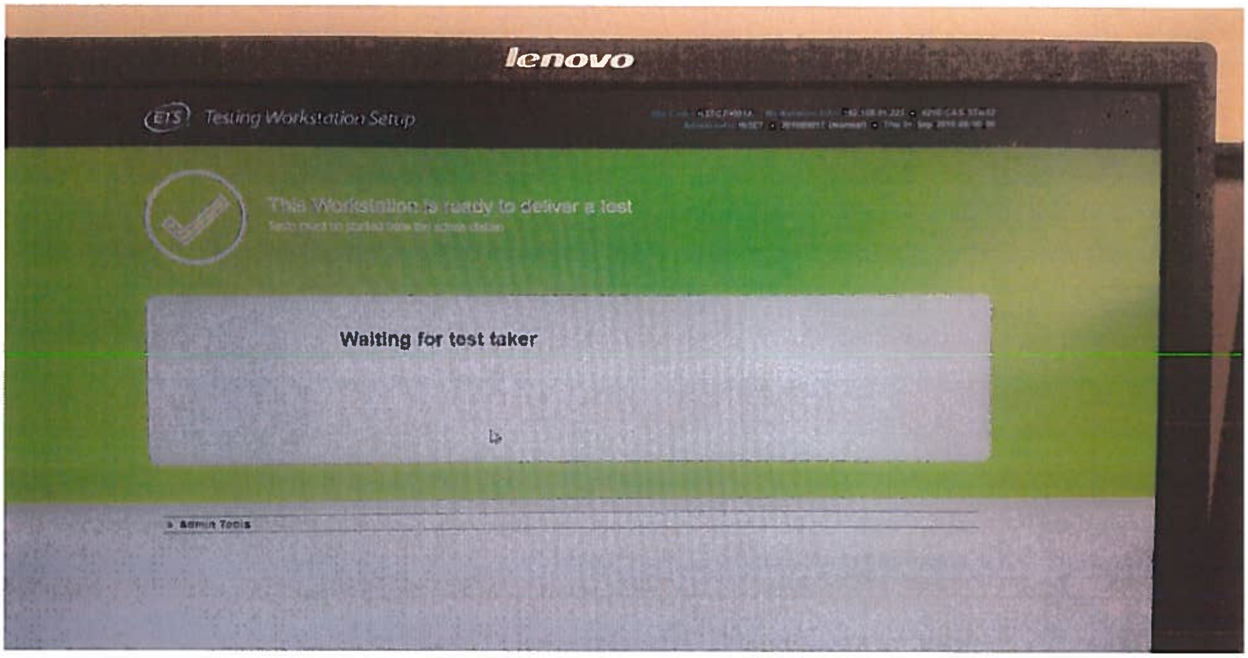


Click on “Run Automated Checks” & “Run Again”



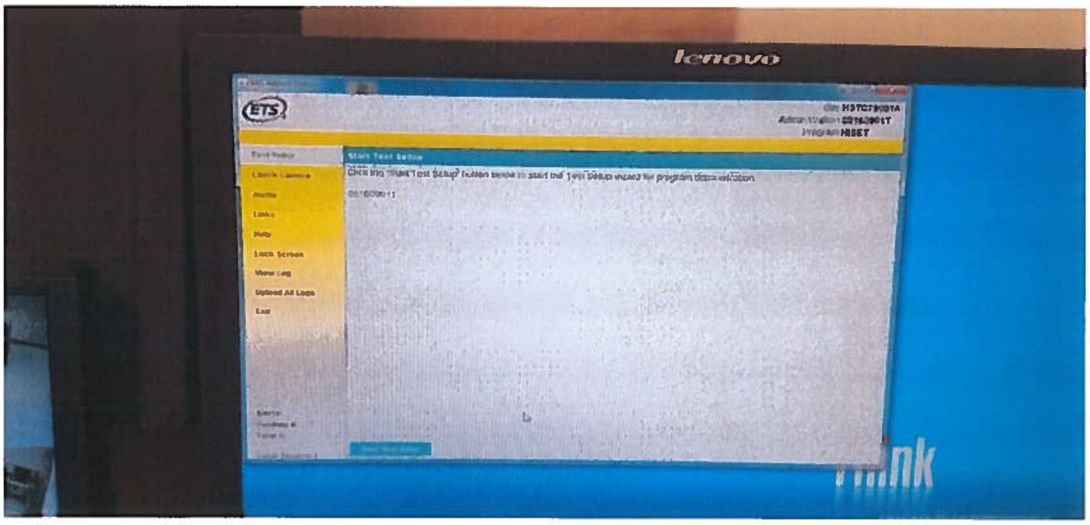
Click on “Continue to Setup” after all have a green check mark.



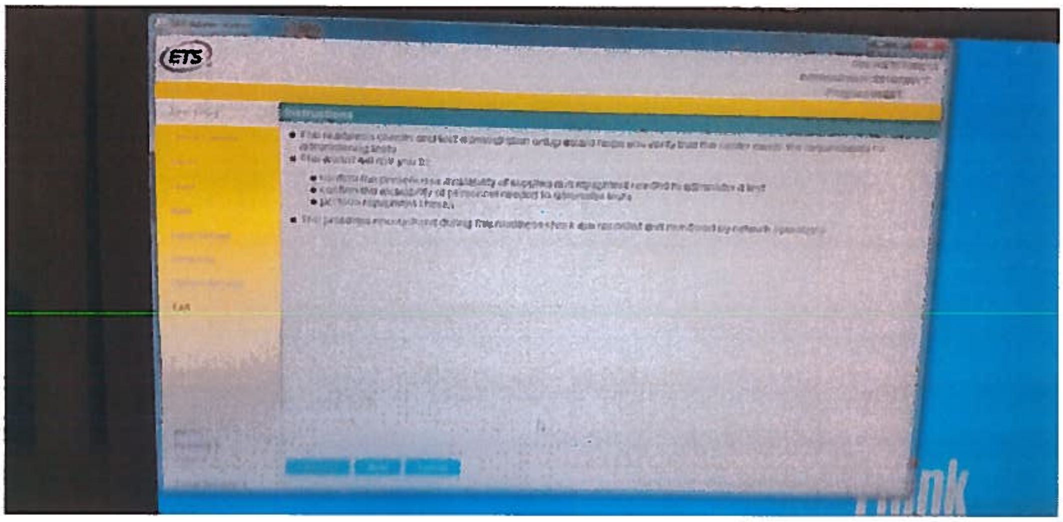


Do this on at least three workstations.

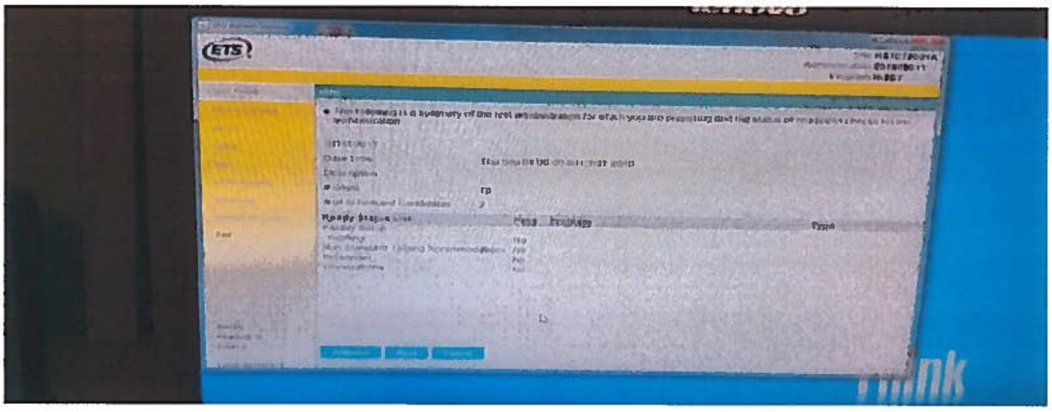
Now go to the Admin Station and click on the "Start Test Setup", see screen shot below.

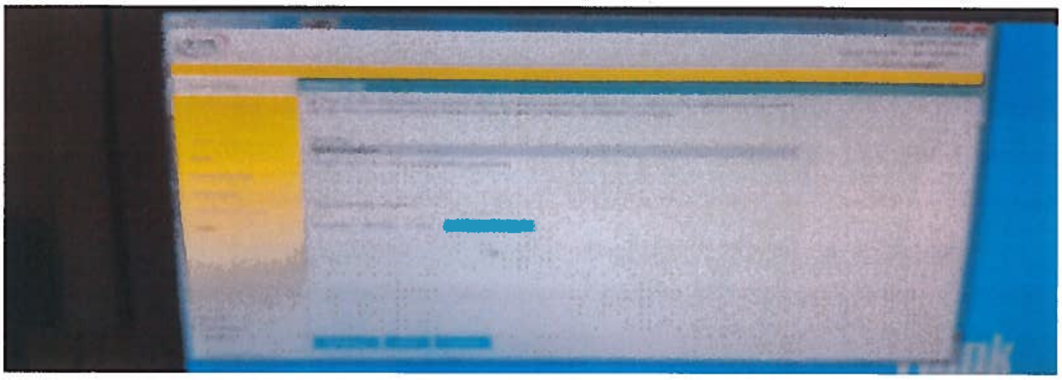


Click "Next" on screen shot below.

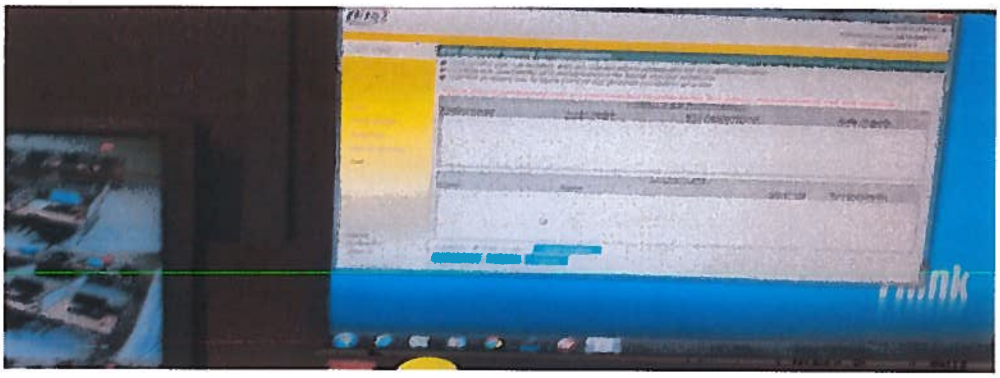


Click "Next" on screen shot below.

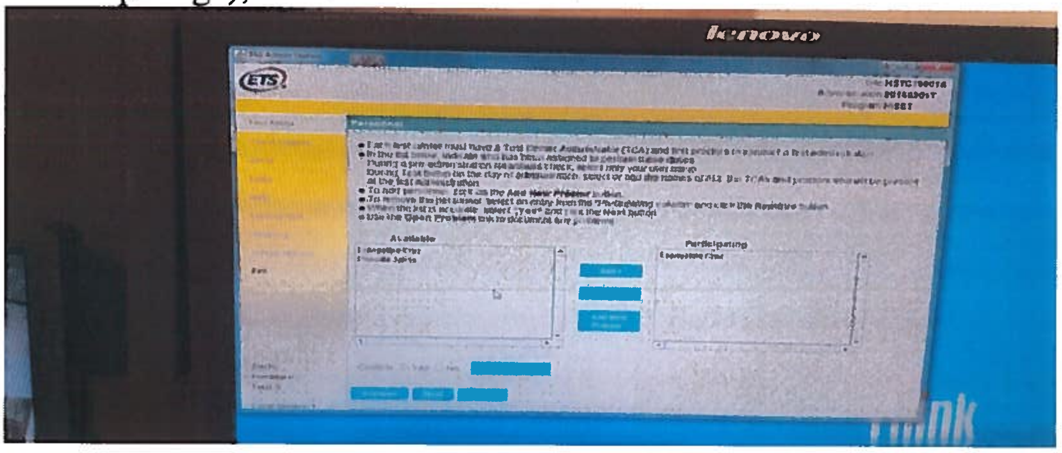




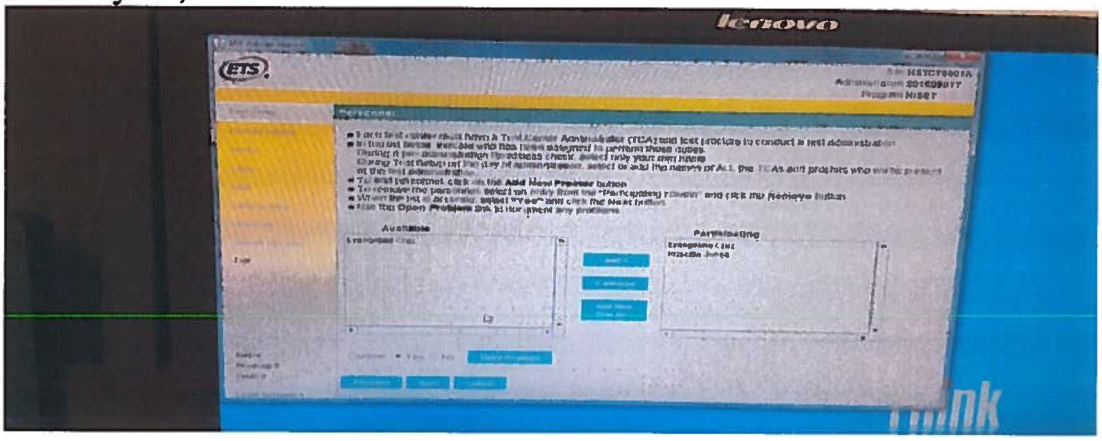
Accommodations – confirm – click next



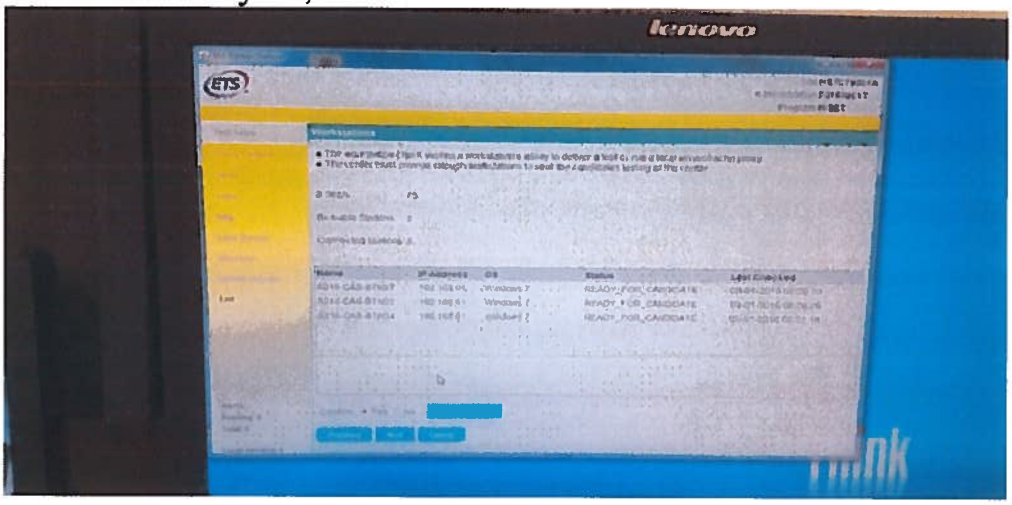
Click on "Priscilla Johns" (if her name is not on the list of available proctors, then add her name and phone number on the right side "Participating"), click "Add"



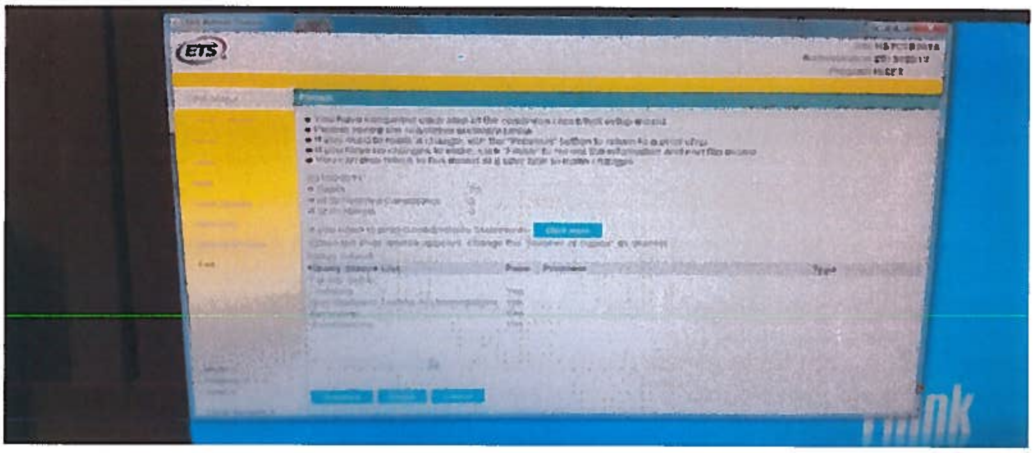
Click "yes", click "Next"



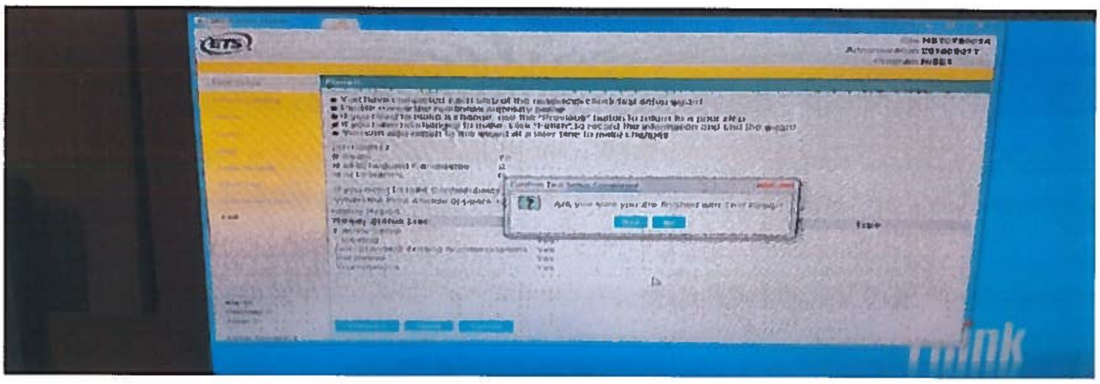
Confirm click "yes", click "Next"

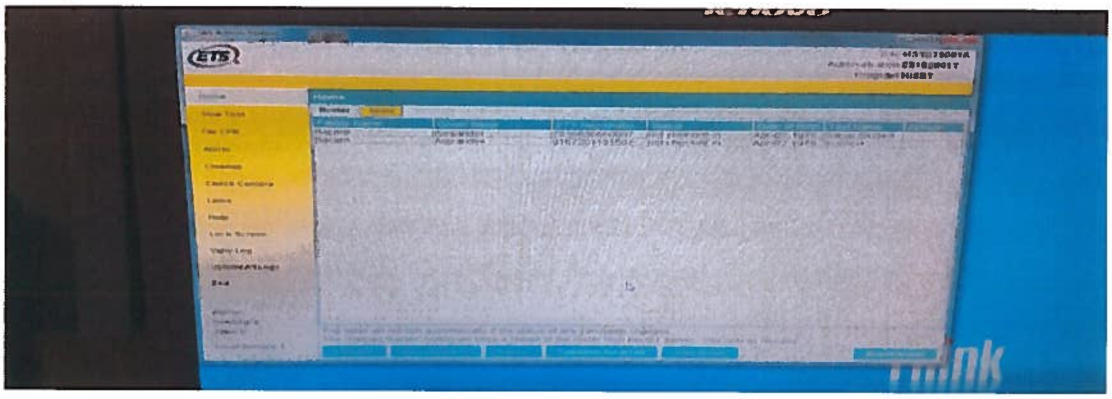


Click "Finish"

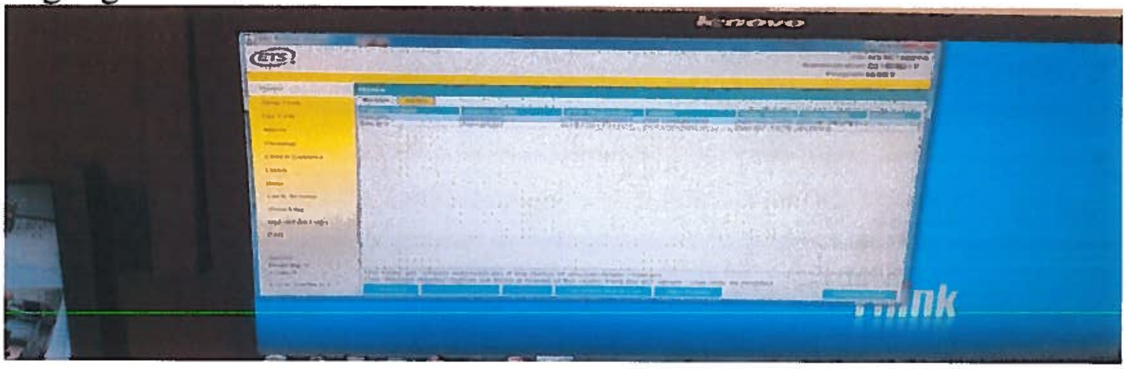


Click "Yes"

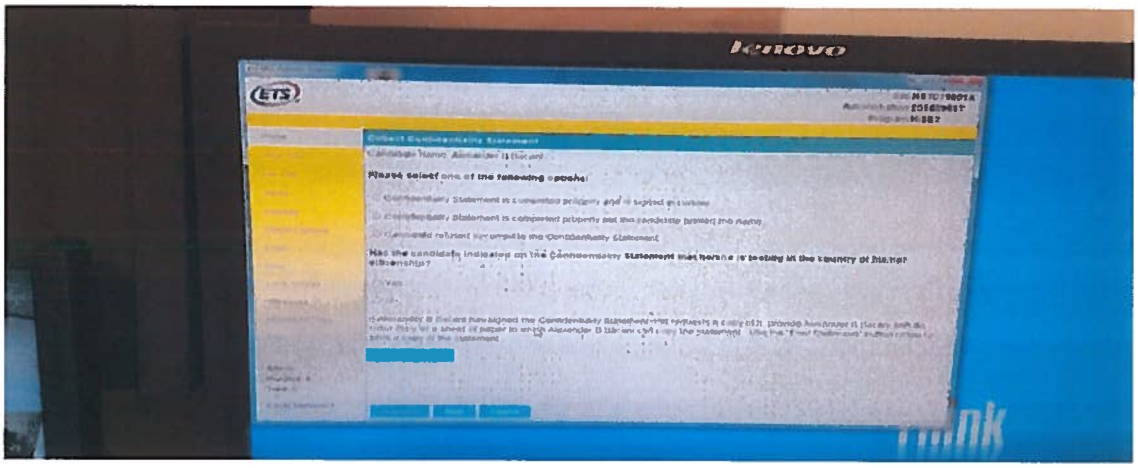




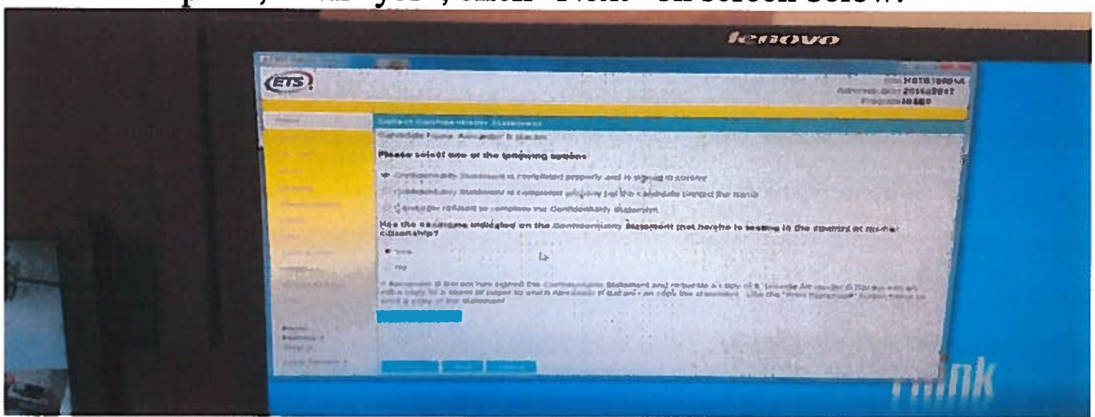
Highlight candidates name and then click “check in”



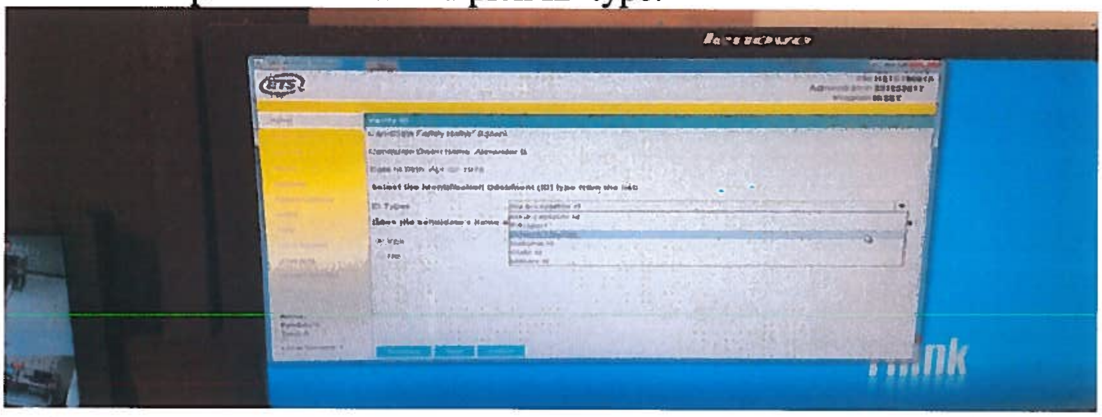
Click “Next”



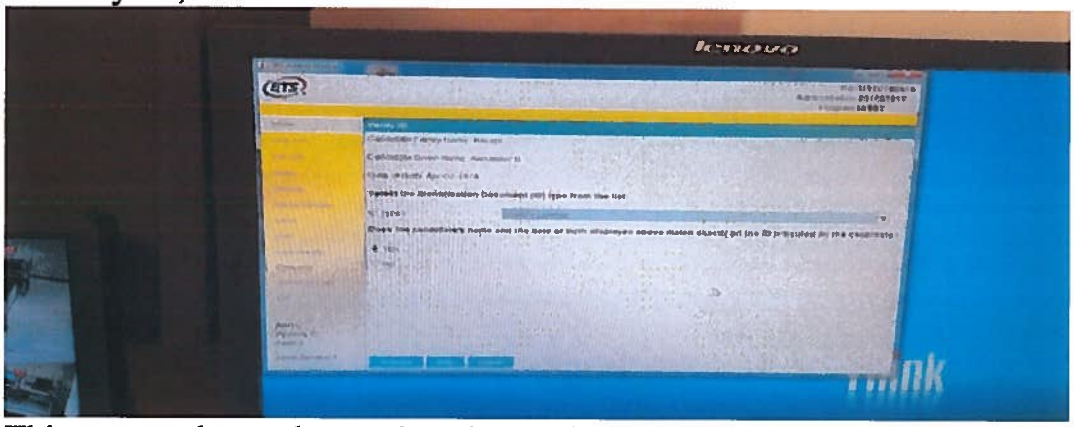
Click first option, click “yes”, click “Next” on screen below.



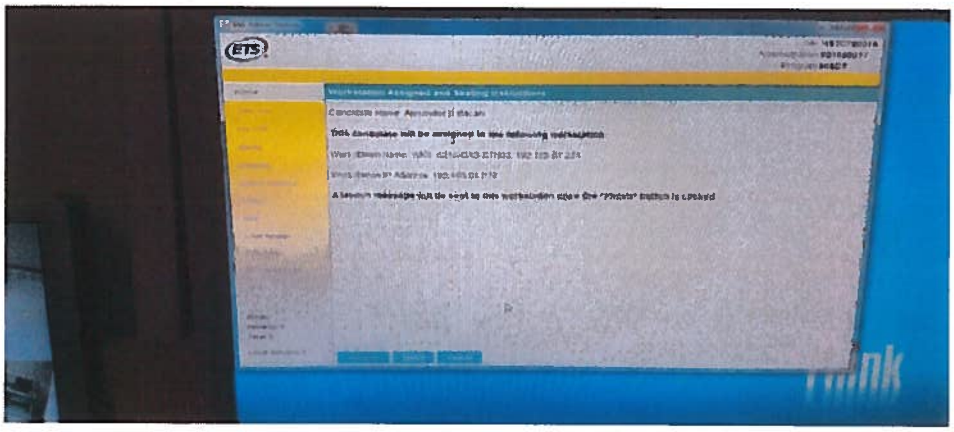
Click on drop down arrow and pick ID type.



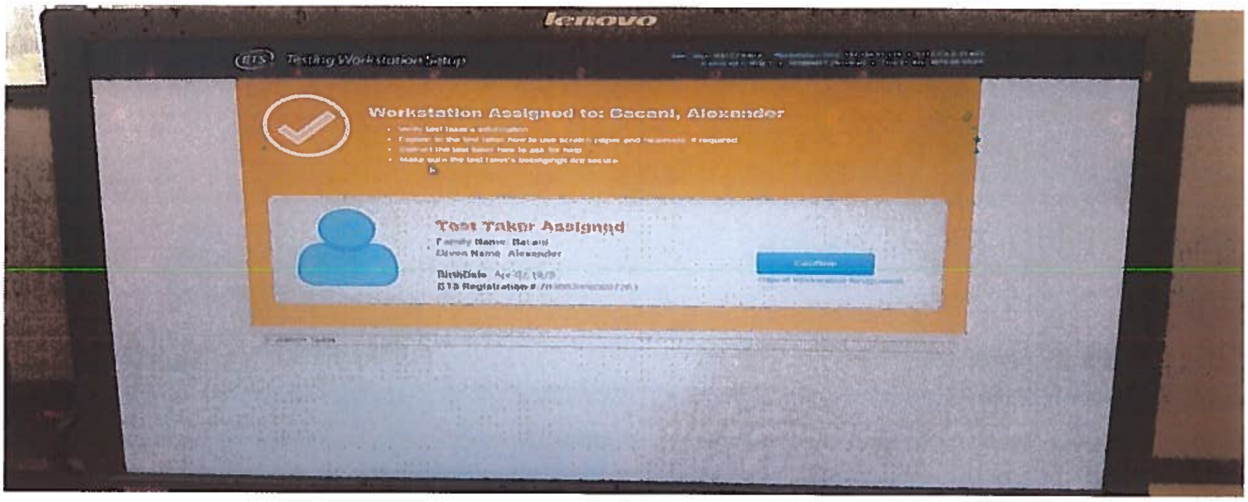
Click "yes", click "Next"



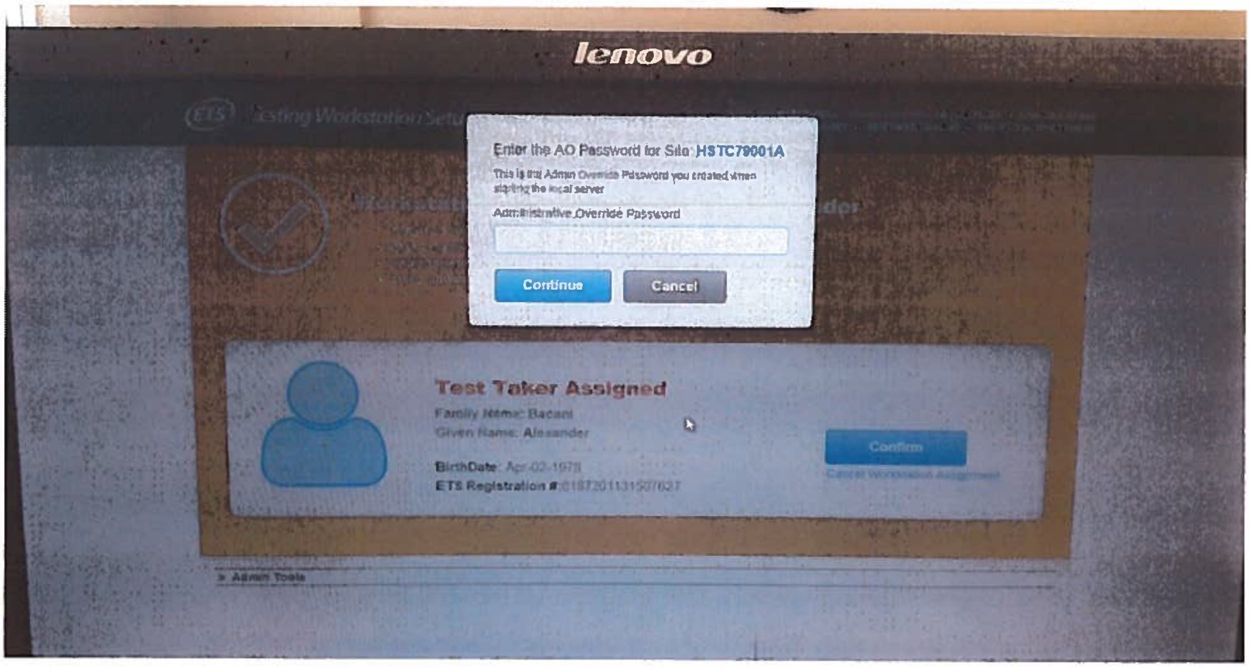
This screen shows the workstation assigned to the candidate "WKS 6216-CAS-STN03", A launch message will be sent to this workstation once the Finish" button is clicked.



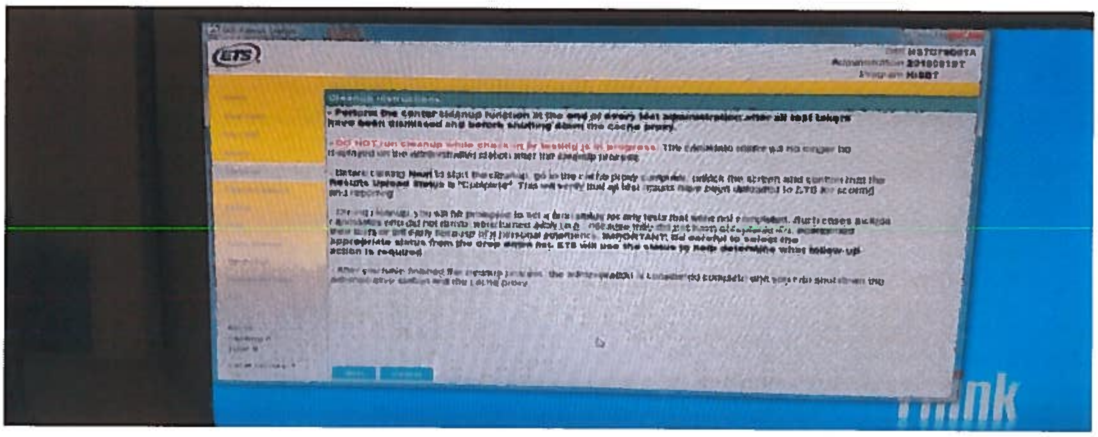
Now go to the workstation to check in the candidate. Click on Confirm.



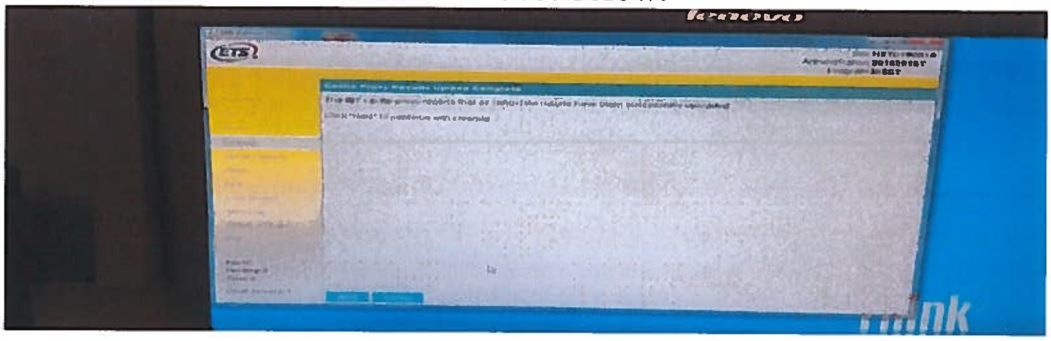
Enter AO Password



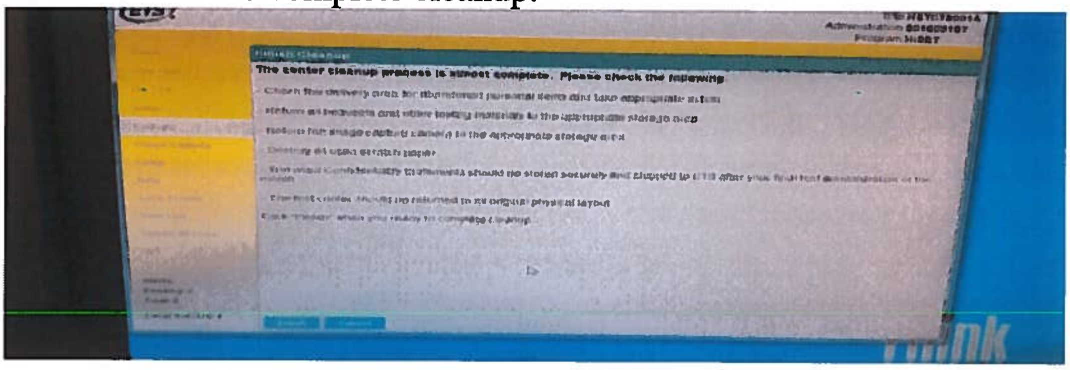
After exam is complete, click on "cleanup" on the Admin Station, see screen shot below, click "Next"



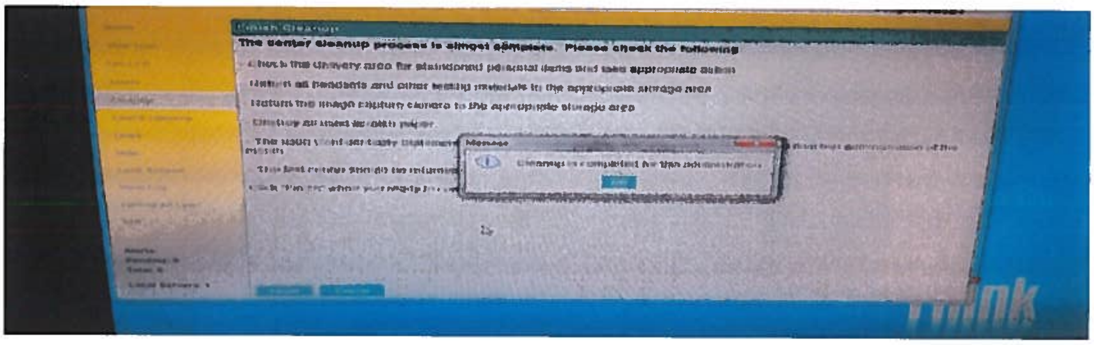
Click "Next" as shown in screen shot below.



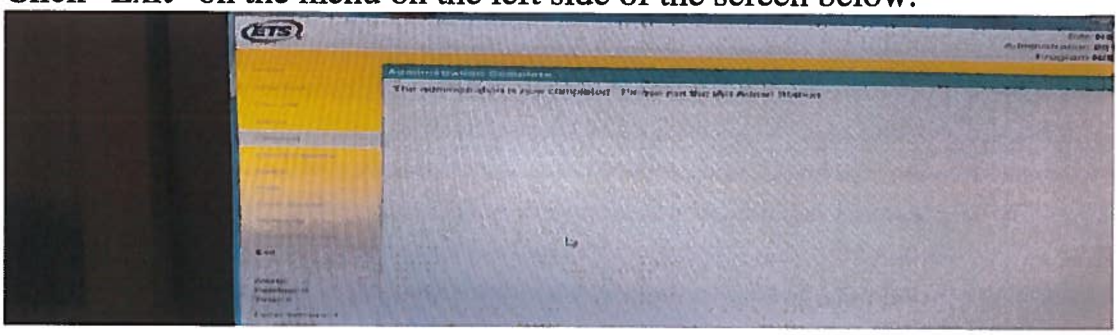
Click “Finish” to complete cleanup.



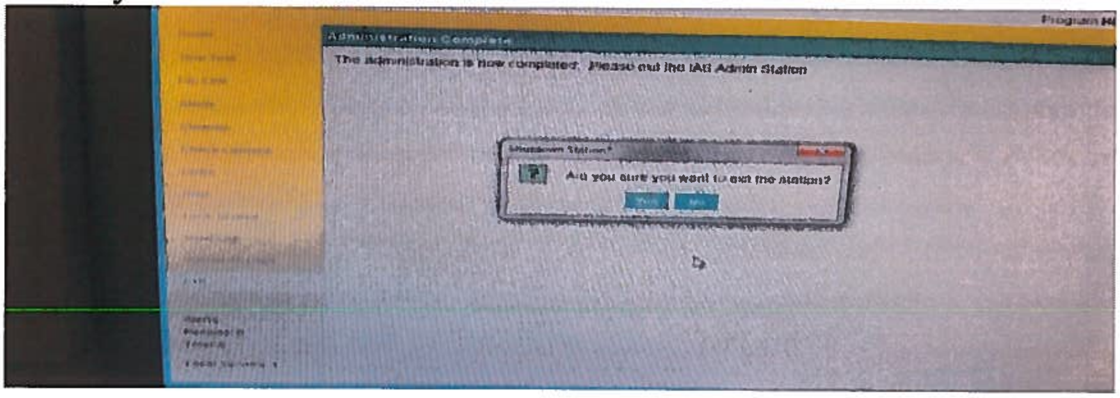
Click “Ok”



Click “Exit” on the menu on the left side of the screen below.

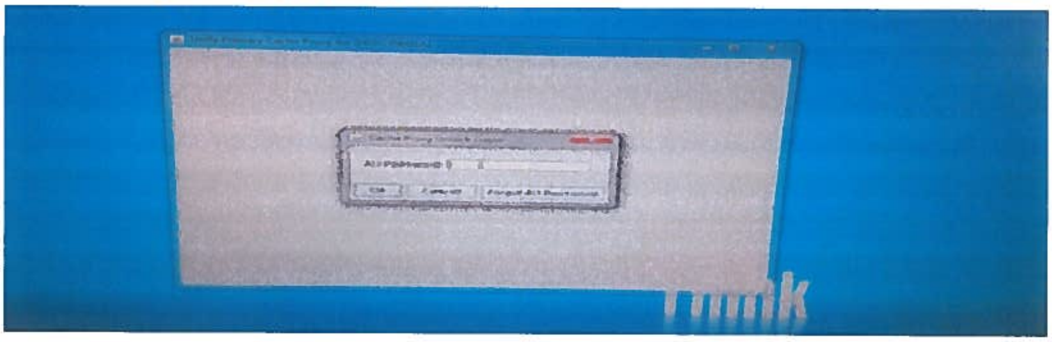


Click “yes”

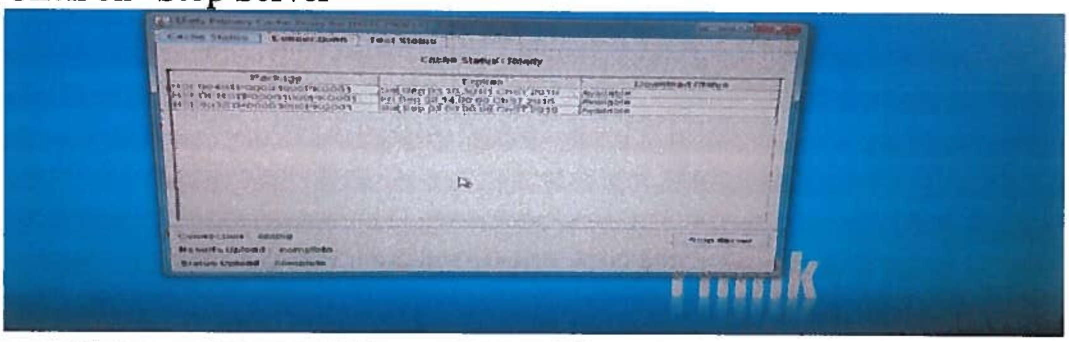


After you close the Admin Station, go to the Cache Station and shutdown.

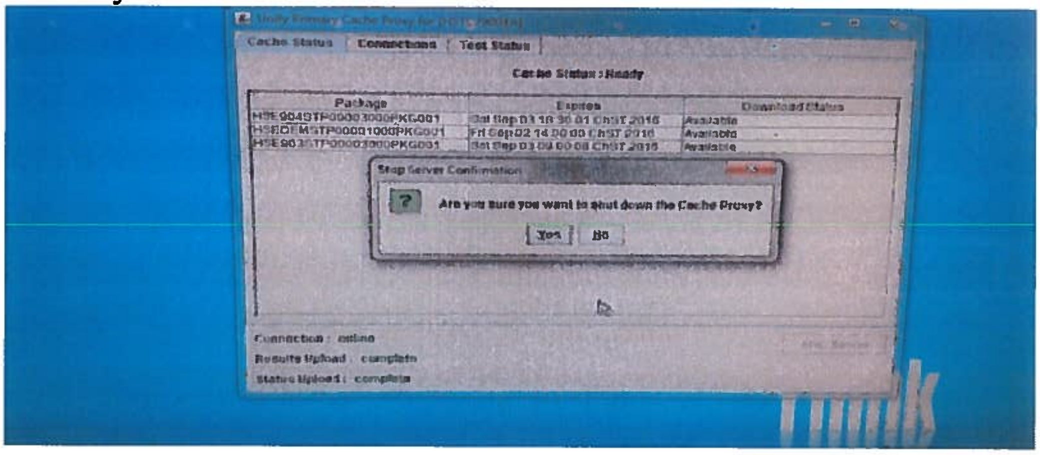
Enter AO Password in screen below.



Click on “Stop Server”



Click "yes"



Click "Yes" then shut down the Cache Station. Done for the day!

Testing Site Numbers are:

Paper Based Testing (PBT)	=	HSTP79000A (all CAPS)
Computer Based Testing (CBT)	=	HSTC79000A (all CAPS)

Creating a HiSET® Account for candidates:

Candidates log on to: http://hiset.ets.org/take/schedule
Create their account and schedule their exams.

Exam	Exam Length
Language Arts – Reading	65 minutes
Language Arts – Writing Part 1 Part 2	 75 minutes 45 minutes
Mathematics	90 minutes
Science	80 minutes
Social Studies	70 minutes

HiSET® Preparation for testing for paper and pencil:
Log in to: http://hiset.ets.org/tc_staff/
Sign in for STATES/Test Center Staff
Username:
Password:

1. Click on Roster
2. Appointment Date: 10/30/2018 to 10/30/2018 (sample)
3. NEXT
4. Printer friendly version
5. Print and insert on the left side of green folder "HiSET® Sign In"

At the desktop, click "HiSET® Folder"

1. Open "HiSET® Sign in Sheet – 2015"
2. Put date and candidate's name on second tab worksheet
3. Print second tab worksheet and put on right side of green folder "HiSET® Sign In"

At testing Room 6216:

1. Get test booklets and answer sheets in Room 6207
2. Ask for photo id
3. Have candidate sign in on log sheet in green folder
4. Give candidate:
   a) "Administering HiSET Paper-Based Exams" found on page 48 of HiSET Program Manual, if printing, print page 51 only
   b) One scratch paper
   c) One answer sheet
   d) One test booklet
   e) Formula Sheet (if taking Math)
   f) One calculator (if taking Math)
   g) No. 2 Pencil
   h) One pen (if taking Writing test)
      (All the forms are in folders on bottom drawer of teacher's desk)
   i) Read aloud "Administering HiSET Paper-Based Exams
   j) Make sure all areas in answer sheets are filled out properly
   k) Time each test.

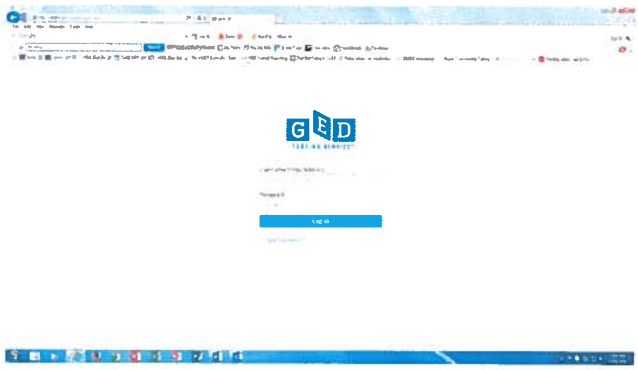
5. Collect answer sheets, test booklets, scratch papers, formula sheets, calculators, pens and pencils

In the office, prepare to send answer sheets to ETS, via DHL

a) Fill out Supervisor's Report Form (SRF)
b) Test Center Name: Guam Community College
c) Test Center Number: HSTP79000A
d) Testing Date:
e) Total Used Answer Sheets Returned
f) Test Center Supervisor's Signature and date
g) White envelope: Test Center Number, Test Center Name, Test Date, check appropriate box [Science, Math, Writing (Writing answer sheets must be returned in a separate envelope; do not mix them with any other subject answer sheets.)]
h) Number of envelopes 1 of 1 or 1 of 2, 2 of 2 (etc.)
i) Put white envelope in DHL express envelope
j) Fill out DHL Shipment Waybill:
    - X Receiver Payer Account No.: 965 914 257
    - From: Contact name: Evangeline Cruz
    - Company name: Guam Community College
    - Address: 1 Sesame Street, Mangilao GU 96913
    - Postcode/Zip Code (required) 96913
    - Phone: (671) 735-5625
    - To: Company name: Inbound Processing Center
    - Delivery address: 200 Ludlow Drive, Ewing, NJ 08638
    - Postcode/Zip Code (required) 08638
    - Country: U.S.
    - Contact person: Tanya Haug
    - Phone: (210) 382-7178
    - #5. Documents
    - Signature and date
    - Call DHL (646-1765) to pick up envelope

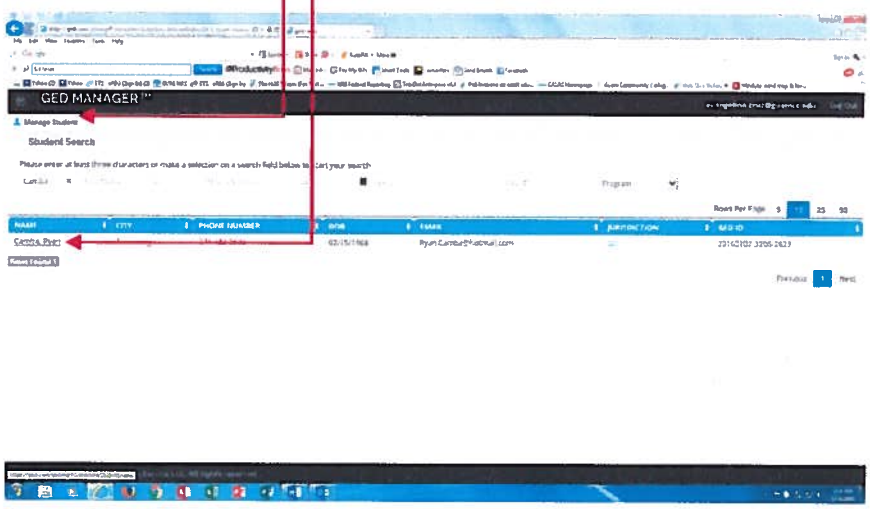
Printing Transcripts for GED® 2014 Series

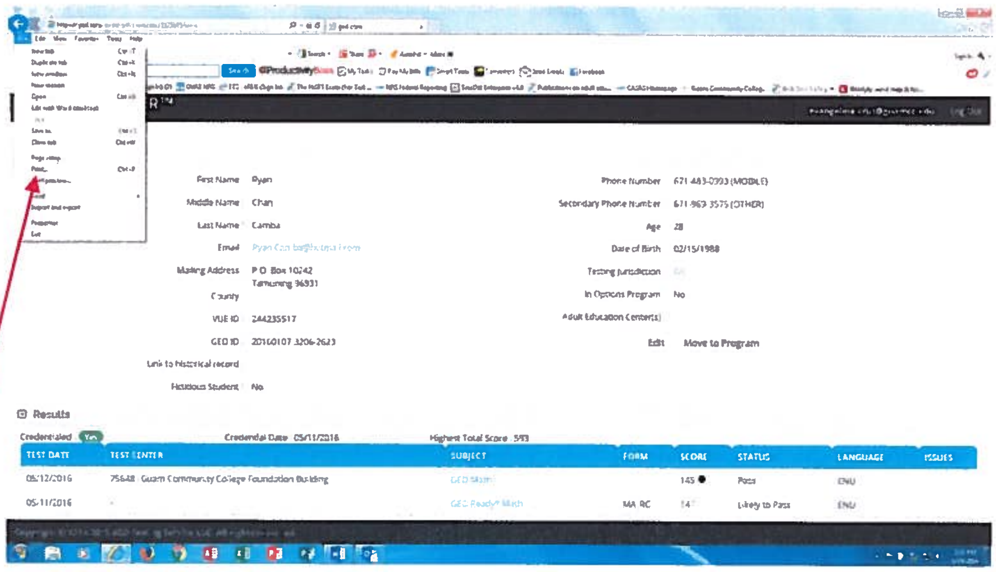
1. At the website for ged.com: https://ged.com/gedmanagerLogin (sample screen shot below)



2. Enter Test Examiner/Proctor's email address and password. New window such as the sample below will appear. Ensure Manage Student is available on the drop down list to access.

3. To search for candidate's scores, enter student's name in the required fields then click on student's name to show details.





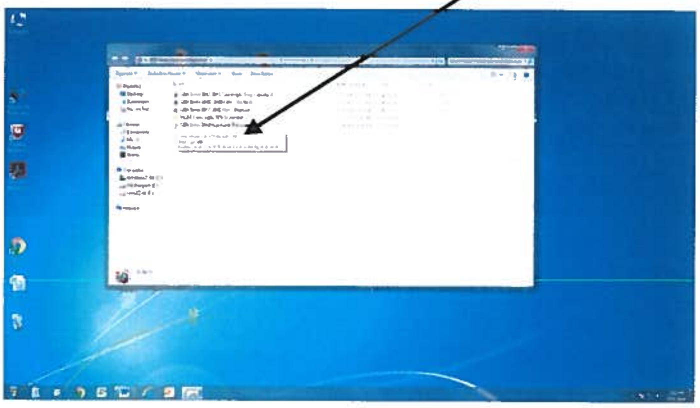
4. Print "Candidate Detail"

5. Repeat steps 3-4 above to search and print each candidate's test score/transcript detail.

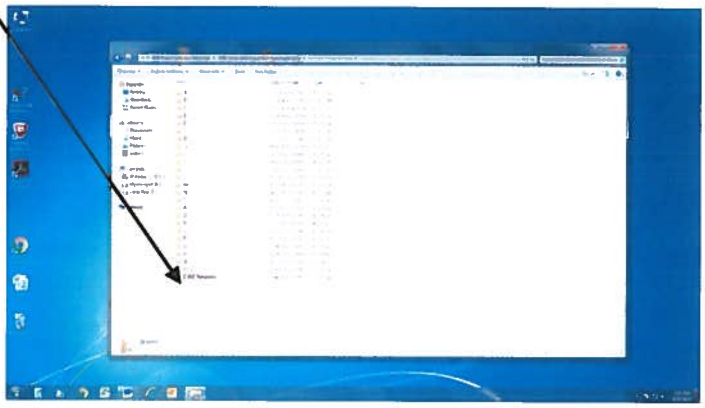
6. Data extracted from the "Candidate Detail" complete/fill in the transcript MS Word file template found in files/folders stored on Test Examiner's desktop.

7. On Test Examiner's desktop open "GED Transcripts and Diplomas" folder.

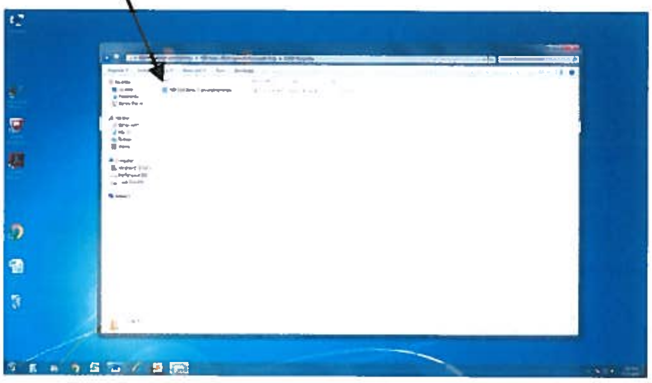
8. Click on "GED Series 2014 to present Transcripts Only" folder



Click on "Z.GED Templates"



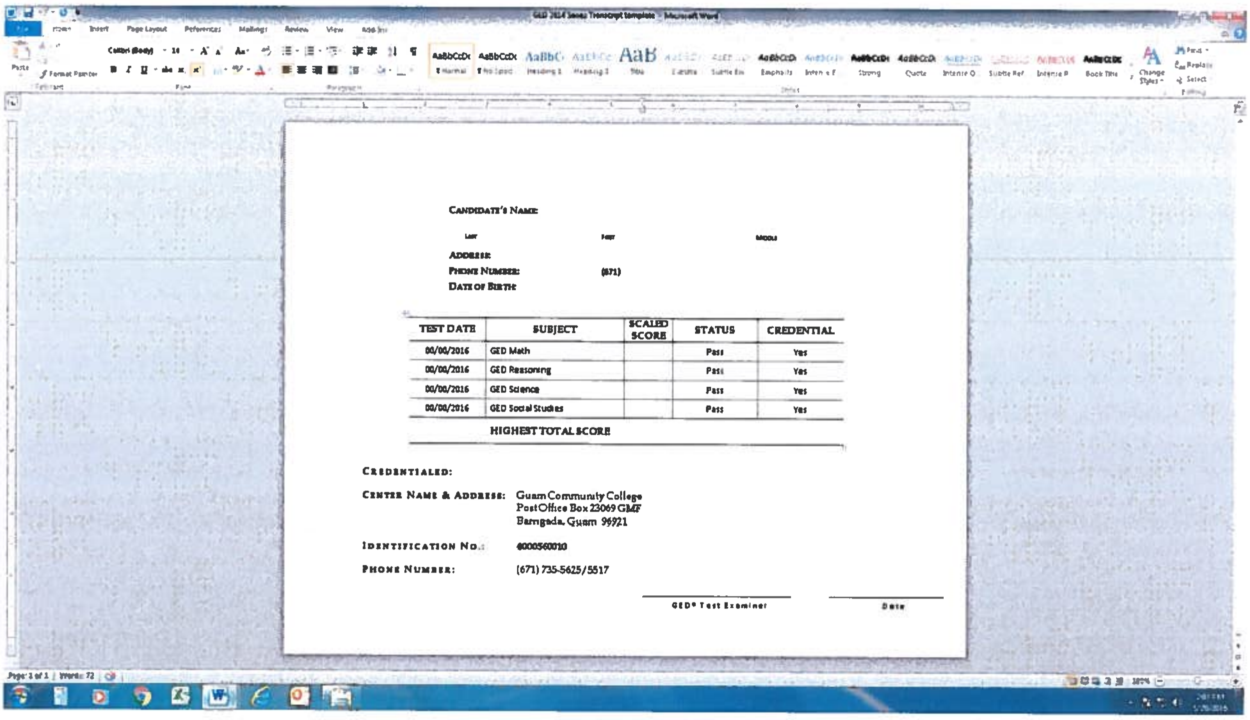
Click on "GED 2014 Series Transcript template" to open the MS Word file/template.



On the template fill in the following items:

1. Last Name, First Name, Middle Name or Initial
2. Mailing Address
3. Phone Numbers
4. Date of Birth
5. Test dates, subject, scaled score, status
6. Highest Total Score
7. Credentialed – type date of the last test passed

Below is a sample of the **2014 Series** GED® Official Transcript Template



CANDIDATE'S NAME:

ADDRESS:

PHONE NUMBER: (671)

DATE OF BIRTH:

TEST DATE	SUBJECT	SCALED SCORE	STATUS	CREDENTIAL
00/00/2016	GED Math		Pass	Yes
00/00/2016	GED Reasoning		Pass	Yes
00/00/2016	GED Science		Pass	Yes
00/00/2016	GED Social Studies		Pass	Yes
	HIGHEST TOTAL SCORE			

CREDENTIALED:

CENTER NAME & ADDRESS: Guam Community College
Post Office Box 23069 GMF
Barrigada, Guam 96921

IDENTIFICATION NO.: 4000560010

PHONE NUMBER: (671) 735-5625/5517

GED® Test Examiner

Date

Print to HP Color LaserJet Pro M452 PCL6
Printer Properties:

Source is: Manual Feed in Tray 1

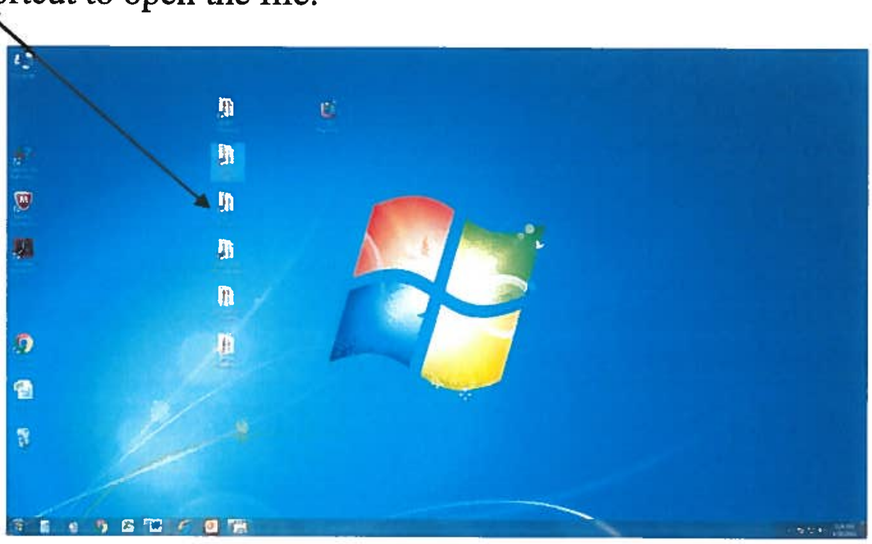
Finishing Tab: Landscape then "Ok"

Print

Feed a blank transcript sheet (GED® TRANSCRIPT) face down, top of transcript to your left in to Tray 1.(blank transcripts for 2014 are found in the file cabinet in a folder labeled "Blank Transcripts 2014", see pages 59 & 60)

Sign, seal and make a copy for candidate's files.

Update the electronic Sign in Sheet stored on Test Examiner's PC to include the receipt number and date when the transcript was processed. Click on GED Shortcut to open the file.



Prepare a charge slip for candidate and attach with "Application for HSE Diploma"

On charge slip, write candidate's full name and banner number (when available) or social security number, mark HSE Official (1) Diploma/ (1) Transcript (5 business days).

VERY IMPORTANT!!

It is essential to record if payment is made by personal check as processing transcripts and/or diplomas MUST be held for 10 business days after the check is deposited to GCC bank account to insure check is cleared.

Quantity 2, Amount $30, Total $30

Issued by and Date

Candidate will return with the receipt (from Cashier) and Application for Diploma filled out by cashier saying they do not have an outstanding obligation to the College.

Issue transcript and tell them that the diploma will be ordered by the Office of Admissions.

Printing Transcripts for HiSET®

Log in to HiSET® Portal

http://hiset.ets.org/tc_staff

Sign in for States/Test Center Staff

Username:

Password:

Click "Sign In"

Manage Test Takers

- Click "Search Test Takers"
- Search Criteria enter test taker's last name (example: Acosta)
- Click "Search" at the bottom
- Click on test taker's name
- Click on "View Scores"
- Click on "View Test Taker's Comprehensive Score Report"
- Click on "Click here for your score report"
- Print "Comprehensive Score Report"
- Select Printer: HP Color LaserJet Pro M452 PCL6
- Landscape
- Insert special paper for HiSET® transcript that when copied shows "UNAUTHORIZED COPY" for security purposes, blue side faced down
- Print
- On the score report type examiner's name, college & address, center ID number (see sample on Page 61)

Printing Transcripts for 2002 – 2013

Click on Folders:
"GED Series 2002-2013 Transcripts Only"

Click on Year (example: 2013)
Click on Jan-Dec 2013

- Edit
- Find
- Search by Last Name
- Print
- Select Printer (HP Color LaserJet Pro M452 PCL6)
- Printer Properties
- Source
- Manual Feed in Tray 1
- Ok
- Page to Print (e.g., Page 125/current page) is very important or you will be printing all 500 transcripts instead of just that particular candidate's transcript.
- Get blank transcript in file cabinet in folder labeled "Blank Transcripts 2002-2013" (see sample on page 58)
- Insert transcript in Tray 1, face down, top on left side, feed Tray 1
- Sign, date, and seal, make a copy for individual file folder

Preparing Transcript for GED® Series 1957 – 2001 Files

Click on Folders:

"GED Series 1957 – 2001 Files"

Click on folder of last name letter

- Last name and last four digits of social security number (e.g., Mafnas 1405)
- Print
- Page to Print (Page 1 only)
- Copy information on transcript to a blank transcript on the typewriter (transcripts found in folder labeled "Old Transcripts Blank" folder in file cabinet, see sample on Page 62)

Sign, date, and seal, make a copy for individual file folder

Process for providing a Voucher for testing online (GED®):

1. Complete our charge slip.
2. Send the candidate to the cashier with charge slip and DPHSS Referral (one copy for the cashier and one for the candidate.
3. Candidate provides us with the document from cashier.
4. Write the voucher number on the DPHSS referral form. If candidate's account is free and clear of all fees, provide Cheryl San Nicolas a copy of DPHSS referral for billing purposes. Make sure we have a copy for our files.
5. Provide voucher numbers to the candidate.

Ordering Diplomas: (Diplomas are now ordered by the Office of Admissions)

1. Have candidate fill out Application for HSE Diploma
2. Prepare a charge slip to go with the Application for HSE Diploma to send to the cashier
3. Make a copy of the receipt and attach to Application for HSE Diploma
4. A list of applicants is sent on the first of each month to the Office of Admissions for ordering.
5. When the original diploma is ready, make a photocopy and scan for the candidate's electronic files. Electronic (scanned) files are maintained on Proctor's desktop. Place original in accordion file or in the box labeled by year and paid. Call graduate and advise diploma is ready for pick up or further instructions.

Process for other individuals picking up GED® or HiSET® documents for a candidate

The authorization letter must include ALL of the following information and/or document.

1. Date of the authorization letter;
2. Full name as it appears on a valid form of identification card such as a driver's license;
3. A copy of your valid identification card (e.g., driver's license) enlarged to at least 50%;
4. The authorized representative's full name as it appears on his/her valid form of identification card such as a driver's license;
5. Authorized representative must present identification card or driver's license when picking up the document;
6. Description of the document to be picked up (e.g., HiSET® or GED® transcript, diploma, etc.);
7. Signature, address, telephone number, date of birth, and last 4 digits of graduate's social security number.

We reserve the right to decline the release of the HiSET® or GED® document, to the authorized representative, should any item (#1-#7) be omitted in the authorization letter.

From the Registrar:

> ONLY AN UNOFFICIAL TRANSCRIPT CAN BE SENT VIA FAX OR E-MAIL. A PHOTOCOPY OR A SCANNED IMAGE OF AN OFFICIAL TRANSCRIPT IS NOT FAXED OR E-MAILED.

Check PearsonVue and HiSET® websites for exam schedules daily

GED® https://vss.pearsonvue.com
HiSET® https://ereg-ext.ets.org/ereg/csr/home

Conduct testing at Room 6216, Foundation Building
Prepare transcript application
Encourage candidates to attend graduation

<u>The HiSET® paper-based and computer based billing :</u>

Your Shopping Cart

Test Registration and Services

- HiSET Policies: Click Here for Reschedule policies and Cancellation policies

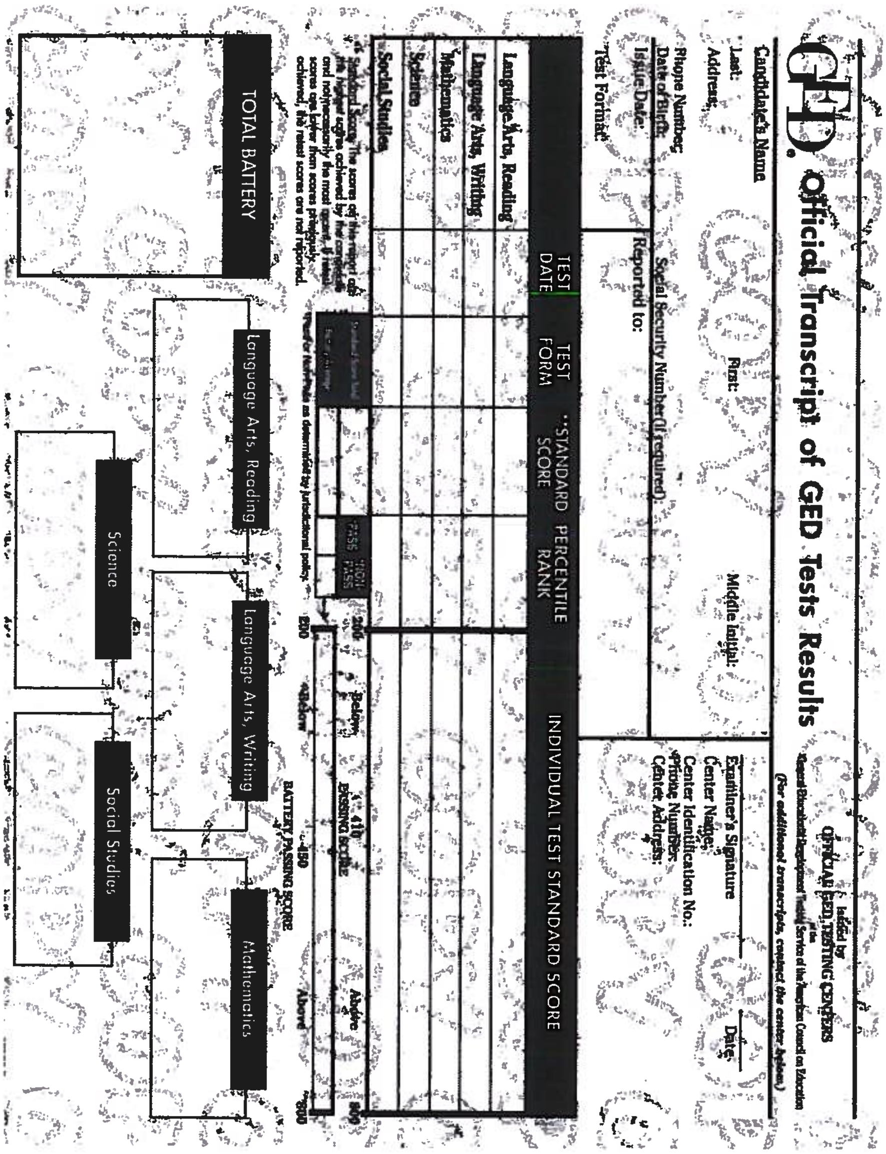
Testing Program	Product	Product Information	Actions	Price
HiSET	TEST	**Reading - Language Arts (Paper, English)** Test Date/Time: Monday October 3, 2016 - 2:00 PM Test Center: Guam Community College - PBT (HSTP79000A)	View/Edit Test Registration Remove	$10.00
		Test Center Fee		$5.00
	Guam State fee			$10.00
		Subtotal:		**$25.00**

Final amount will be calculated on the next page

<u>Make note, the check goes to Cashier when we receive GCC's fees</u>

<u>Inquiry:</u> All inquiries regarding this SOP should be directed to the Assistant Director, Planning and Development Office, Guam Community College.

Below is a sample of the **2002 Series** GED® Official Transcript



Below is a sample of the **2014 Series** GED® Official Transcript


GED TESTING SERVICE®

OFFICIAL GED® TRANSCRIPT

Issued under the auspices of GED Testing Service as of

2014 SERIES GED® OFFICIAL TRANSCRIPT TEMPLATE:

CANDIDATE'S NAME:

LAST FIRST MIDDLE

ADDRESS:

PHONE NUMBER: **(671)**

DATE OF BIRTH:

TEST DATE	SUBJECT	SCALED SCORE	STATUS	CREDENTIALED
00/00/2018	GED Math		Pass	Yes
00/00/2018	GED Reasoning		Pass	Yes
00/00/2018	GED Science		Pass	Yes
00/00/2018	GED Social Studies		Pass	Yes
	HIGHEST TOTAL SCORE			

CREDENTIAL DATE:

CENTER NAME & ADDRESS: Guam Community College
Post Office Box 23069 GMF Barrigada, Guam 96921

IDENTIFICATION NO.: 4000560010
PHONE NUMBER: (671) 735-5625/5517

GED® Test Examiner Date

Below is a sample of the HiSET® Transcript

ETS HiSET **Comprehensive Score Report**
High School Equivalency Test

Name: [redacted]
ETS ID:
Date of Birth:

Report Date: December 07, 2015

Your HiSET™ Status

Have you taken all five of the HiSET™ individual subtests?	Yes
Did you meet all three of the HiSET scoring criteria?	
• Scored at least 8 out of 20 on all HiSET subtests?	Yes
• Scored at least 2 out of 6 on the Essay?	Yes
• Achieved a Total Scaled Score on all HiSET subtests of at least 45?	Yes

Evangeline P. Cruz 12-9-15
Evangeline P. Cruz

Guam Community College
P.O. BOX 23069
GMF, GU 96921

Did you pass the HiSET exam? ** Yes

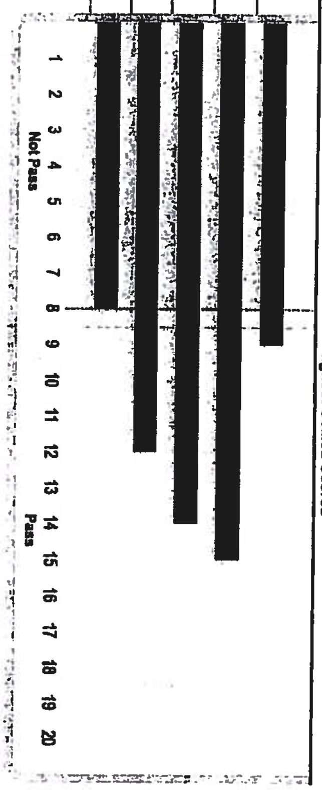
**Please check with your state for their passing requirements to receive a diploma or certificate, as they may differ from the national HiSET passing indicator on the score report.

TESTING CENTER ID:
HSTP79000A

(671) 735-5625

Your HiSET Summary

Subtests	Your Highest Scaled Score	Test Date
Mathematics	9	November 30, 2015
Science	15	November 13, 2015
Social Studies	14	November 13, 2015
Language Arts - Reading	12	November 12, 2015
Language Arts - Writing	8	November 16, 2015
Total Scaled Score	58	



551

Below is a sample of the 1957 - 2001 GED® Series Transcript (1988 Series)

Official Report of Test Results

TESTS OF GENERAL EDUCATIONAL DEVELOPMENT

ged SM

issued by

OFFICIAL GED CENTERS

of the

GENERAL EDUCATIONAL DEVELOPMENT TESTING SERVICE
OF THE AMERICAN COUNCIL ON EDUCATION

Name of Examinee: ____________________

Last First Middle

Address: Reported To:

Phone Number:

Date of Birth ________ Test Format ________ Date Reported ________

Social Security Number

	Test Date	Form	Standard Score	Percentile Rank for U.S.
Test 1: Writing Skills Test				
Test 2: Social Studies Test				
Test 3: Science Test				
Test 4: Interpreting Literature and the Arts				
Test 5: Mathematics Test				

Total ______ Passed*

Standard Score Average ______ Failed*

(Copies of this report can be obtained from the center listed below.)

The scores on this report are the *highest* scores achieved by the examinee and not necessarily the most recent. If retest scores are lower than scores previously achieved, the retest scores are not reported.

Signature of Chief Examiner: ____________________

Name of Center: ____________________

Phone Number: ____________________

Address of Center: ____________________

Center Identification Number (if required)

____________________ Date: ____________________

*Pass or Fail as determined by state policy

GEDTS FORM 30/200M/4205/1/89
Revised 12/89

Return of Secure GED® Testing Materials to GED Testing Service

The GED Chief Examiner must inventory all secure testing materials for (Year) (essentially, test batteries/booklets) and return them to GED Testing Service within 30 days after the expiration of the (Year) contract year. Non-secure materials do not need to be returned (blank answer sheets, blank demographic forms, calculators, Policies and Procedures Manuals, Administrator and Examiner Manuals). Those can be kept for use in the following years.

Below are instructions to assist you with this process.

Overview

- Return all test batteries (regular, large print, audio, braille)
- Keep topic packets if you have them – you will use them again in (Year)
- Keep all unused answer sheets
- Keep calculators (if you have them)
- Keep all unused demographic forms

Detailed Instructions

To ensure the security of the GED® test, the GED Chief Examiner shall follow these steps:

1) Thoroughly inspect all materials before packing to ensure that all materials are included. Pack tests in order by battery serial number and group them by test form.
   a) Material Picking Plan/packing slip and Inventory Return Sheet of returned materials should be enclosed with each shipment. If you do not have a pick plan/packing slip, please use the attached (Year) Return Form to catalog the items you are returning.
   b) Forward a copy of the Material Picking Plan and Inventory Return Sheet, or (Year) Return Form indicating the date and method of shipment with tracking numbers, to the GED Administrator. A copy must be maintained in the GED® testing center's files.

2) Test batteries must be packaged as follows:
   a) Together by test form (e.g., English print IA).
   b) In sequential serial number order:
      i) With all six test booklets that have the same serial number packed together in the same battery envelope.
      ii) Audiocassette tapes must be returned with the assigned large print books. They will have the same serial number.
      iii) Braille books must be returned with the assigned standard print books. They will have the same serial number.

3) Essay Topic Cards:
    a) Please keep your topic packets. It is not necessary that you return them. You may use them in (Year).

4) Secure testing materials must be packaged and returned with packing slips or (Year) Paper Testing Materials Return form. GED® testing centers will not receive new orders of materials in a white security box, which they usually use to return materials in. Sturdy cardboard boxes can be used and obtained locally. The commonly used shipping services have them available. Tamper-evident security tags are not required.

5) GED® testing centers must use a shipping service that provides package tracking. If such service is unavailable, then ship the materials by U.S. Postal Service (USPS), postage prepaid and return receipt requested. All shipping charges on materials returned to GED Testing Service must be paid for by the individual GED® testing center. Write on the return label the total number of boxes in the shipment. For example, if a GED® testing center is returning three boxes, the first box should be labeled "1 of 3," the second, "2 of 3," an the last, "3 of 3."

6) Secure test materials, with tracking, must be shipped to:

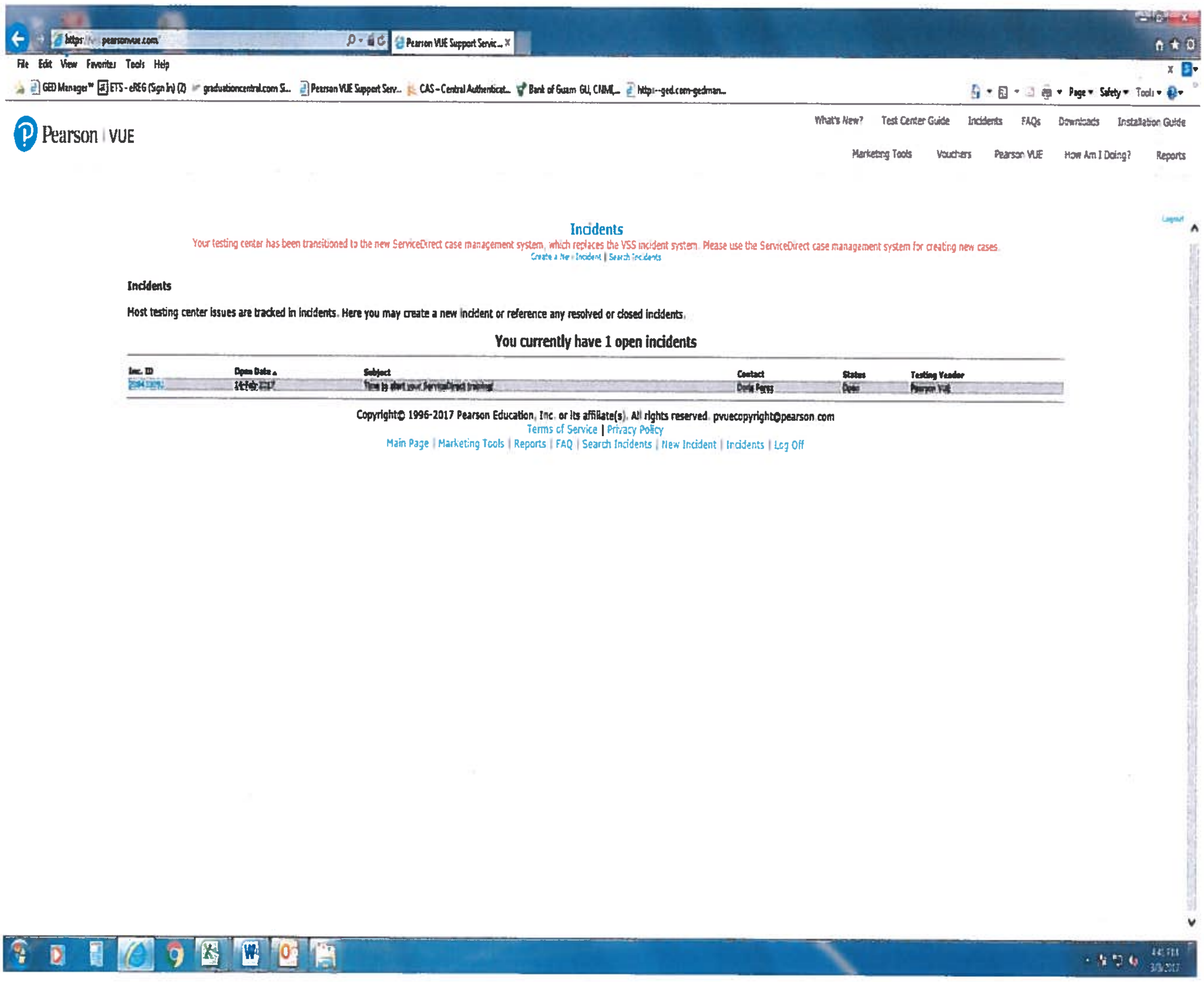
    GEDTS Distribution Center
    9050 Junction Drive
    Annapolis Junction, MD 20701

7) All materials should be returned not later than January 31, (Year).

For additional questions, consult your GED Administrator or

GEDTSProgramSupport@gedtestingservice.com

Procedures to follow for ServiceDirect to report cases for PearsonVue Testing:



ServiceDirect – Quick Reference Card

Accessing ServiceDirect

ServiceDirect is accessed via 'Connect', a Pearson VUE web-based portal.

Logging in to Connect for the first time requires a two-step verification process to be completed. This adds an extra layer of security, ensuring that only authorised users are able to access the system.

In this Quick Card, you will learn how to log in to Connect, complete the verification process, and open ServiceDirect.

Step 1 – Logging in to Connect

1. Access the **Connect** log in page.

   https://connect.pearsonvue.com

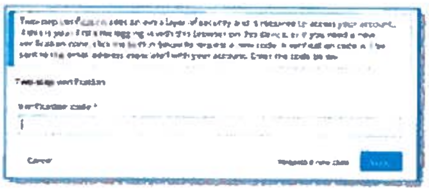
2. Consent use of cookies by clicking **I understand** at the top of the page.

3. Input your username, password and Site ID.

   These are the same username/password set up in Site Manager that you use to access Registration Mgr, Delivery Mgr, etc.

4. Click **Log In**.

   The 'Two-step Verification' screen is displayed.



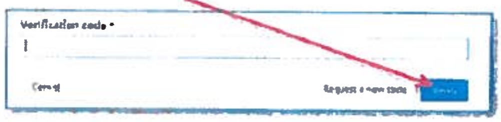
Step 2 – Completing Verification

1. Click **Request a new code.**

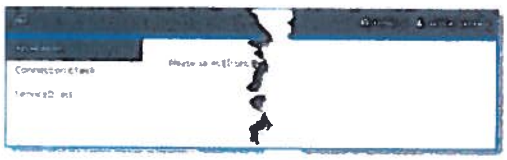
   An E-mail will be sent to you within 5 minutes which includes your Verification Code.

   Please ensure you have a valid email address and have access to that email in order to retrieve your verification code and proceed.

2. Enter Verification Code in space provided and click **Verify**.



   The Connect home page is displayed.



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Step 3 - Opening ServiceDirect

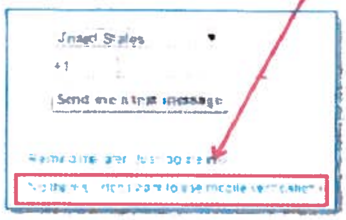
1. From the Connect Applications sidebar menu, select **ServiceDirect**.

2. If sidebar menu not visible, click **Sidebar** icon to open.

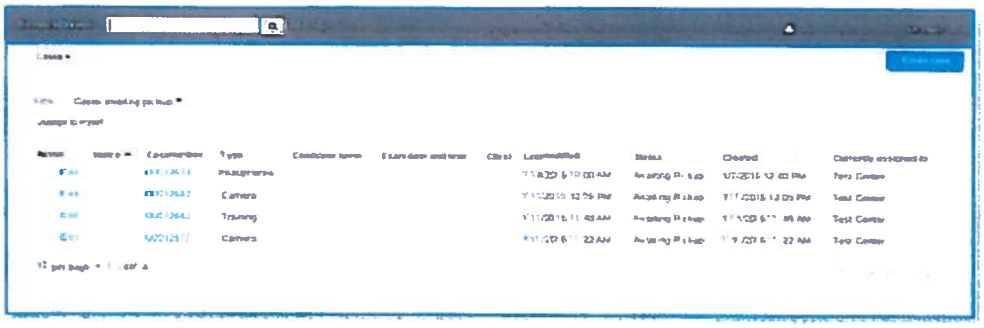
3. Click **Open Application** to start ServiceDirect.

ServiceDirect will open within a new tab on the browser.

4. If presented with a mobile verification window, click on the option to **Decline Mobile Verification.**



You are now logged into ServiceDirect.



NOTE

You will be required to complete this process again if you attempt to log on to Connect using a different browser or from a different workstation other than the one used to complete the verification steps in this quick card. This will also need to be completed if you clear your cache.

ServiceDirect – Quick Reference Card
Accessing ServiceDirect Training

To help get you started with using ServiceDirect, a series of training articles are available for you to work through in the knowledge base.

These articles will guide you through the various functions of ServiceDirect and how you will use it as a test center administrator to manage your cases.

In this Quick Card, you will learn how to access and locate the available training.

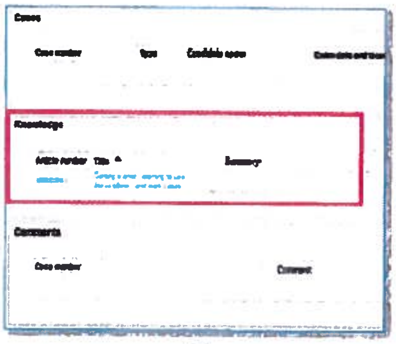
Accessing ServiceDirect Training

1. Log in to **Connect** and open **ServiceDirect.**
2. Locate the **Search** field in the main tool bar.

3. Type *getting started* into the search field and click the **magnifying icon** or hit **Enter.**

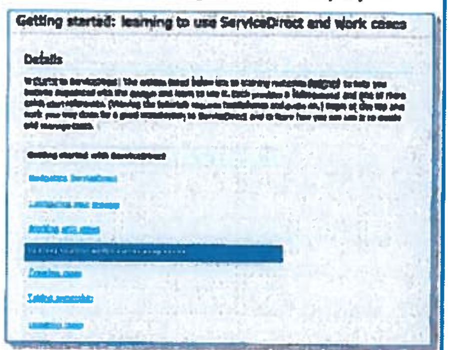
   You will be taken to the Search results screen.

4. Scroll to Knowledge section.



5. Locate and click article titled *"Getting started: learning to use ServiceDirect and work cases".*

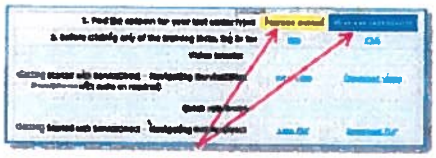
The main training article is displayed.



6. Click each article in turn to access and review the relevant training content.

   Articles will open in a new tab on your browser.

   Each article contains a link to a video tutorial and also links to quick references that you can use to follow along with the tutorial.



Ensure you click the links relevant to your type of test center.

Remember

It is important you <u>do not</u> submit any actual cases until you have completed the training and before the date you have been advised to start using ServiceDirect.

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ServiceDirect – Quick Reference Card

Adding Attachments

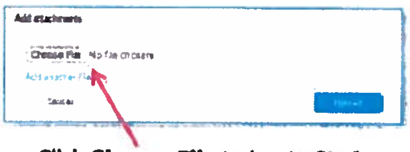
There may be instances when creating a case that you need to add an attachment(s) to the case (for example a Site Visitor Form). The attachment can be added at case creation or after case creation. If a case requires an attachment, this will be shown as a mandatory field during case validation.

In this Quick Card, you will learn how to add an attachment.

Adding Attachments

1. Log in to **Connect** & open **ServiceDirect.**
2. From the upper-right corner of the main home screen, click **Create case.**
3. Navigate to Add attachments field, click **Add Attachment.**

The Add attachments modal opens



4. Click **Choose File** to locate file from your computer.
5. Locate file on computer & double-click to select.

   The filename is displayed.

6. Click **Upload.**

   File is attached to case.

7. Click **File name** to view.

Note

*As you create a case, any attachments added are limited to **5Mb** size. If your file is bigger than this, the attachment should be added once the case has been created. Files at this point can be added up to **25Mb** in total.*

*To add additional files, simply click **Add another File** as shown below.*

Adding Multiple Attachments

1. Click **Add another file.**
2. Follow steps 4-7 as shown above.

ServiceDirect – Quick Reference Card

Case Notices

Case notices are requests for additional information on an open case or for some form of urgent action to be taken by the test center that will help resolve and close that case.

This could require you to update a case by adding comments, adding an attachment, or even both. It could require you to take urgent action when something has happened, such as when results are missing due to a technical issue.

As you will not receive any email notifications of these notices, knowing how to identify and update cases with notices on them will ultimately help bring that case to a quicker resolution.

In this Quick Card, you will learn how to identify notices on a case.

Case Notices

Case notices will appear in the following forms:		
New Comment	**Description**	**Action**
	This notice indicates that a new comment has been added to the case.	*Enter case and review case comments. Update case with requested information by adding comment and/or attachments where appropriate.*
Action Required	**Description**	**Action**
!	*This notice indicates that there is some urgent action required to be taken with the case.*	*Pickup and take ownership of case. Review case details and update required fields or add additional comments. Submit where requested.*

Case notices will appear within the **Notice** column of any case view:

Action	Notice	Case number	Type		Currently assigned to
		00002[illegible]	Call Center	9 AM	Pearson VUE
Edit		00044700	Administrator error	AM	IR Testing
Edit		00057018	Problem with testing environment	00 PM	IR Testing

10 per page ▾ 1 - 3 of 3 ‹ First ‹ 1 › Last ›

Cases with notices on them will automatically be pushed to the top of the case view list, allowing you to identify these cases and work or update as required.

Cases with notices on them should be picked up, reviewed and actioned before anything else.

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ServiceDirect – Quick Reference Card

Accessing ServiceDirect Training

To help get you started with using ServiceDirect, a series of training articles are available for you to work through in the knowledge base.

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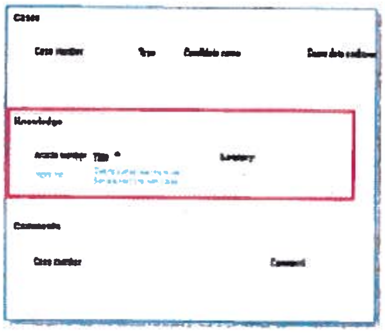
2. Locate the **Search** field in the main tool bar.

3. Type *getting started* into the search field and click the **magnifying icon** or hit **Enter**.

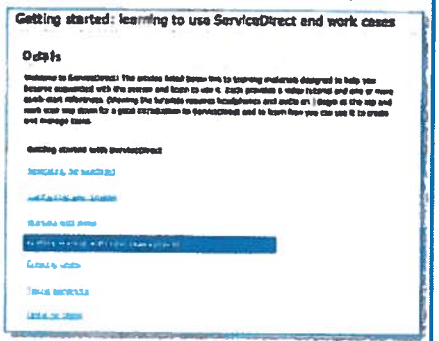
   You will be taken to the Search results screen.

4. Scroll to Knowledge section.



5. Locate and click article titled *"Getting started: learning to use ServiceDirect and work cases"*.

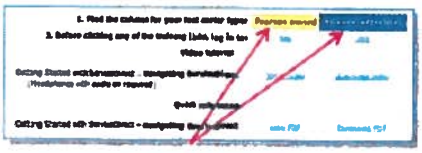
The main training article is displayed.



6. Click each article in turn to access and review the relevant training content.

   Articles will open in a new tab on your browser.

   Each article contains a link to a video tutorial and also links to quick references that you can use to follow along with the tutorial.



Ensure you click the links relevant to your type of test center.

Remember

It is important you <u>do not</u> submit any actual cases until you have completed the training and before the date you have been advised to start using ServiceDirect.

PEARSON

ServiceDirect – Quick Reference Card
Configuring Internet Explorer to allow pop-ups

Due to security requirements, ServiceDirect will start to time out and potentially log you out after a set period of inactivity.

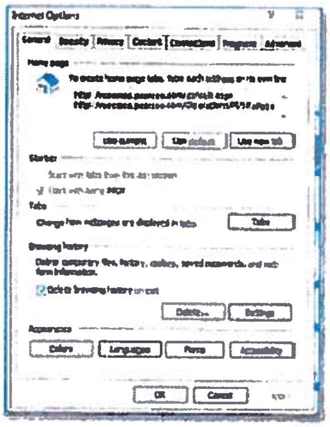
In order for ServiceDirect to alert you that it is about to log out, you will need to configure your browser to allow pop-up windows. This will give you the opportunity to continue working within ServiceDirect before it automatically logs you out.

In this Quick Card, you will learn how to configure Internet Explorer to allow pop-ups.

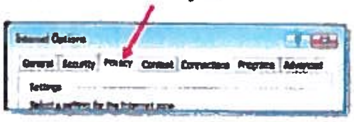
Configuring Internet Explorer to allow pop-ups

1. Click on the **Gear icon** in the upper-right corner of the browser.

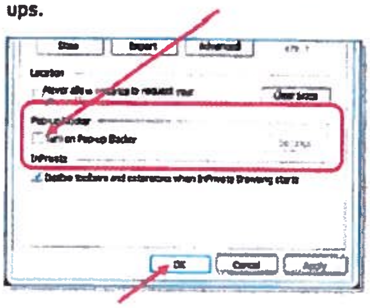
2. Select **Internet Options** from the drop-down menu.
3. The Internet Options applet will appear.



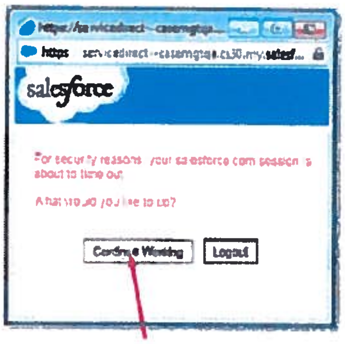
4. Click on the **Privacy** tab.



5. Verify that the check box in the **Pop-up Blocker** section is unchecked to allow pop-ups.



6. Click the **OK** button to complete the change.
7. Now that you've allowed pop-ups, ServiceDirect will prompt you with the following pop up before timing your session out.



8. Click **Continue Working** to stay logged into ServiceDirect.

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ServiceDirect – Quick Reference Card

Creating Cases

Cases are created for individual support requests, situations, or incidents. As a case is created, it's assigned a unique identifier for tracking and managing the related work or for reporting its status.

Knowing how to create & submit cases will help you manage simple support requests, such as ordering supplies, as well critical incidents.

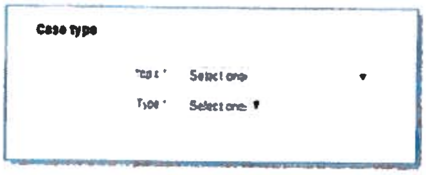
In this Quick Card, you will learn how to create & submit cases.

Step 1 – Create Case

a) Log in to **Connect** & open **ServiceDirect**.

b) From the upper-right corner of the main home screen, click **Create case**.

The Case Topic & Type fields are displayed.



** Indicates a required field.*

Step 2 – Select Topic & Type

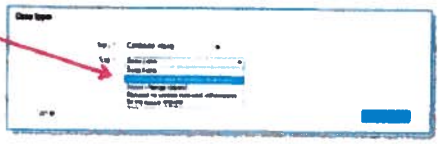
a) Select **Topic** option that matches your request, situation or incident.

ServiceDirect will 'auto filter' the type field based on your selection.

**denotes mandatory field*

b) Select **Type** option that matches your request, situation or incident.

For more info on this, see the 'Topic & Types Quick Reference Card'.



Step 3 – Check Knowledge

Knowledge will present any articles that match the case ***Type*** *being created.*

Checking knowledge will help determine next steps, provide guidance on case creation, advice to candidates, etc.

PEARSON

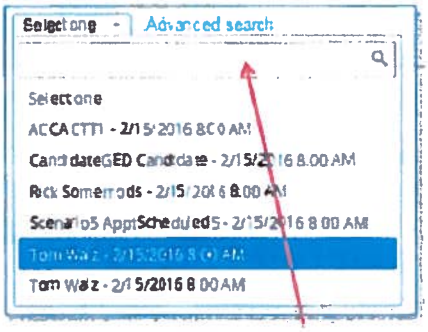
Step 4 – Capture Candidate

For cases that require candidate information to be captured, ServiceDirect will automatically present this step.

a) From Candidate names field, click **Select one** to open roster menu.

This displays the first 200 candidates who are testing that day.

b) Select **candidate*** from list displayed.

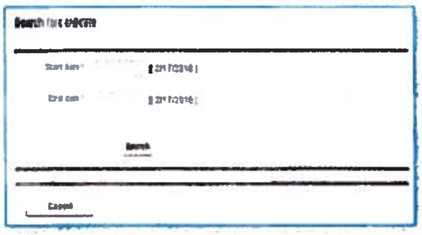


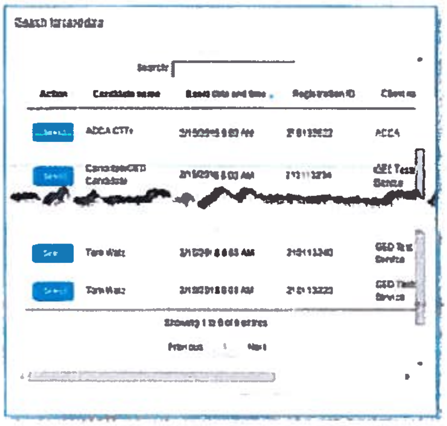
*To quickly locate a candidate, type candidate name into the **search** field and, as you type, ServiceDirect will present any matches to you.*

c) Use **Advanced search** to locate candidates not on the displayed roster or from a different day.

The 'Search for candidate window' opens.

d) Input **Start** & **End date** and click **Search**.

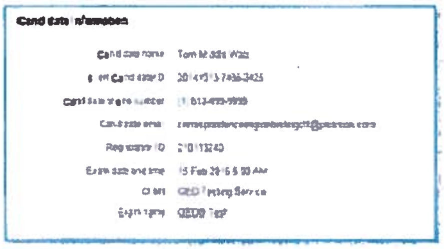




e) Locate candidate and click **Select**.

The candidate details are displayed.

f) Review candidate information, ensuring correct candidate has been selected before proceeding.



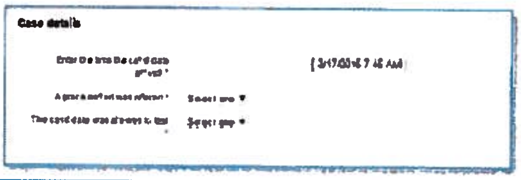
Note

*If you try and select a candidate from the roster that belongs to an 'excluded' client (i.e. one that is not having cases created within ServiceDirect), you will receive an error message notifying you of this.

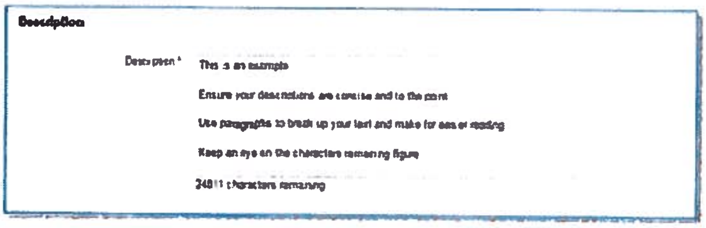
Step 5 – Select Case Details

For cases that require additional case details to be captured, ServiceDirect will automatically present these. The content will differ depending on the case Topic & Type chosen.

a) Complete any case details as required



Step 6 – Enter Description



Step 7 – Add Attachment

Attachments (if required) can be added as you create a case or added afterwards.

For additional information about attachments, see the 'Adding Attachments Quick Reference Card'.

Step 8 – Submit

Now that the case has been completed, it's time to submit. Based on the Topic & Type selected, cases will auto route to the relevant team within Pearson VUE for resolution or will auto close.

Click Submit to generate a case reference number and auto route case to relevant Pearson VUE team or to auto close.

Note

Cases that remain open once they have been **submitted** will appear in the **Open Cases** view allowing them to be tracked.

ALWAYS LEARNING PEARSON

ServiceDirect – Quick Reference Card

Edit Profile Settings

As ServiceDirect is a global tool, you are able to configure the format of dates and times shown within ServiceDirect based upon your selected region.

In this Quick Card, you will learn how to edit your profile settings.

Editing profile settings

1. From the ServiceDirect home screen, click on **User Profile** in the top right corner.

2. Click **Edit profile settings.**

The edit profile settings screen appears.

3. From the **Select your regional settings** menu, select the most appropriate region.

4. Click **Save.**

You are returned to the main screen.

5. Refresh page by clicking **F5** to view changes.

Note

It is important that you refresh the page in order to see the new date and times appear.

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ServiceDirect – Quick Reference Card

Logging Out

Once you have finished using ServiceDirect, it's important that you log out correctly. Logging out correctly will prevent any issues with the verification process occurring.

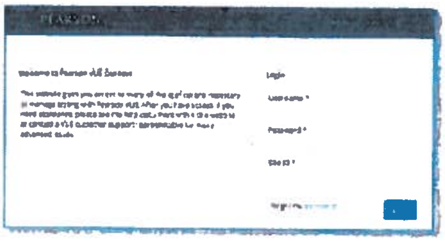
In this Quick Card, you will learn how to log out of ServiceDirect and also Connect.

Logging out of ServiceDirect.

1. From the ServiceDirect home screen, click on **User Profile** in the top right corner.
2. Click **Logout**.
3. The log out confirmation screen appears.
4. Close the browser.

Logging out of Connect.

1. From the Connect home screen, click on **User Profile** in the top right corner.
2. Click **Log Out**.
3. The Connect log in screen appears.
4. Close the browser.



Note

*You are recommended to always end your session by clicking the **Log Out** link, located in top right corner of both ServiceDirect & Connect.*

Simply clicking Close (X) on the browser, without first logging out, might leave your connection to the application open, allowing unauthorized people to access the system.

ALWAYS LEARNING PEARSON

ServiceDirect – Quick Reference Card

Search Basics

As a ServiceDirect user, you will often want to search for a case or for information contained within the system. The Search function is a powerful tool giving you multiple ways of locating information.

Being able to quickly locate what you are looking for will help you work effectively and efficiently within the application.

In this Quick Card, you will learn the basics of using Search.

Using Search

1. Locate the Search field in the main tool bar.

2. Input search criteria.
3. Click **Magnifying** icon or **Enter**.

   Search Results screen will display, with search results used more frequently at the top of the page.

4. Click **Quick Home Link** to return to main cases screen.

Search Criteria

You can search across ServiceDirect using information contained within any of the fields listed below:

Case Number	**Candidate**	**Client**
Case Topic	**Case Type**	**Case Description**
Case Status	**Case Comments**	**Knowledge Base**

Tips & Tricks

- Your search term must have two or more characters. For example, a search for "b" won't return any results.
- Search is not case-sensitive. For example, a search for "california" finds the same items as a search for "California."
- Find case numbers by entering part or all of a number. You don't need to enter the leading zeros. For example, to find case 00002765, enter 2765.
- Use operators such as AND, OR, and AND NOT to refine your search (operators are case sensitive.)
- Use wildcards (*) to search for partially matching terms.

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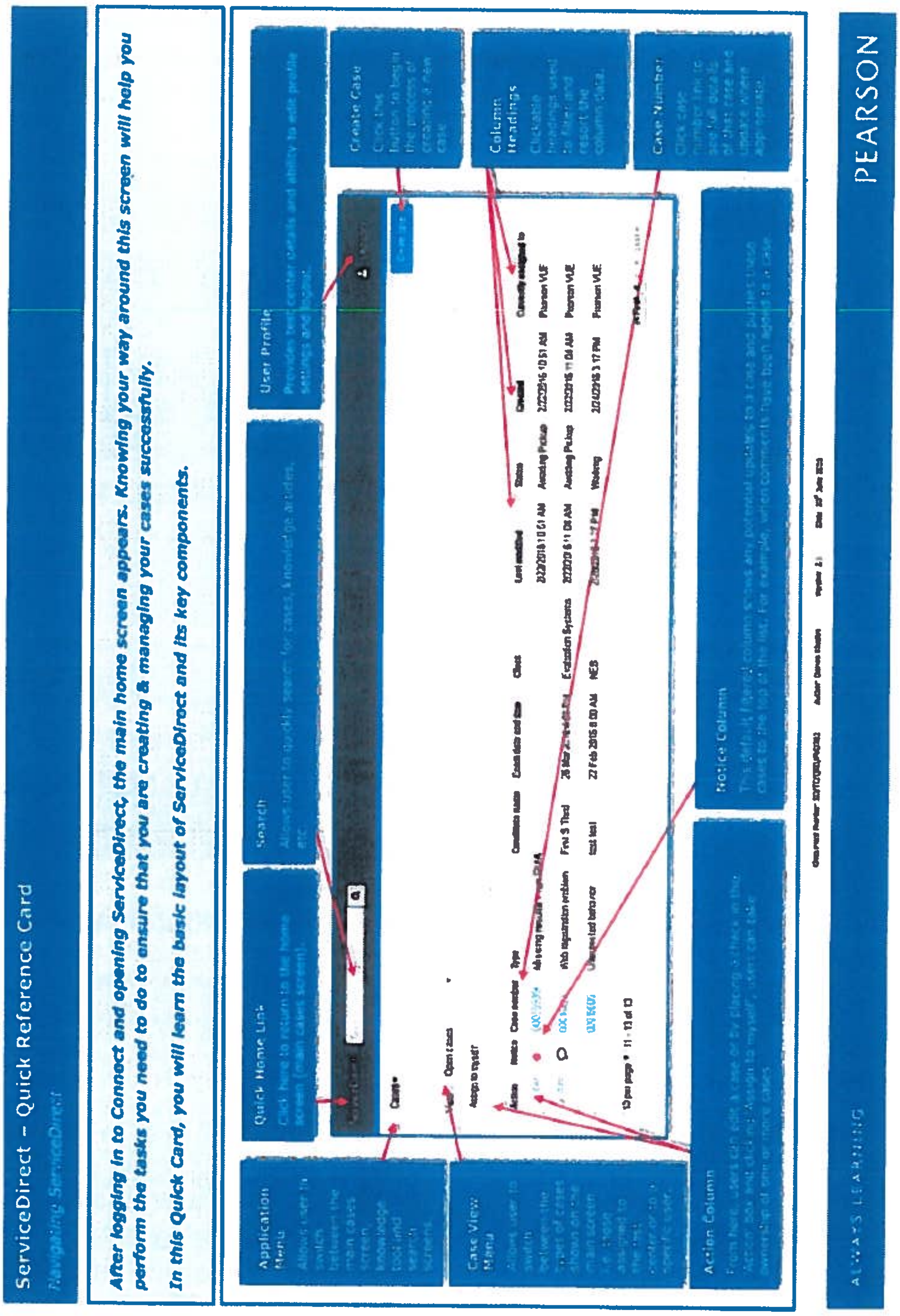


ServiceDirect – Quick Reference Card
Navigating ServiceDirect
After logging in to Connect and opening ServiceDirect, the main home screen appears. Knowing your way around this screen will help you perform the tasks you need to do to ensure that you are creating & managing your cases successfully.
In this Quick Card, you will learn the basic layout of ServiceDirect and its key components.
Application Menu
Case View Menu
Action Column
Quick Home Link
Search
User Profile
Create Case
Column Headings
Case Number
Notice Column
PEARSON
ALWAYS LEARNING

ServiceDirect – Quick Reference Card

Taking Ownership of Cases

There will be instances when specific cases are assigned to your test center requiring some form of action to take place. These cases might come from VSS Helpdesk, Accommodations, Fulfillment, etc.

Cases assigned to your test center will initially appear in the 'Cases Awaiting Pickup' view and require someone to take ownership of that case and work it.

Taking ownership of cases in a timely manner is an important element of successful test administration. Taking ownership also helps identify who is currently working specific cases.

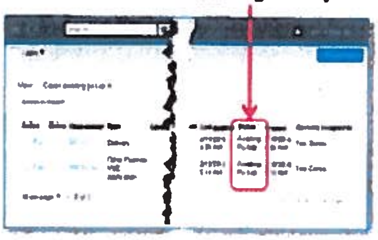
In this Quick Card, you will learn how to take ownership of cases assigned to your test center and work them.

Picking up & taking ownership of a single Case

1. Log in to **Connect** & open **ServiceDirect.**
2. Navigate to the main home screen.
3. From the View menu, select **Cases Awaiting Pickup.**

Cases assigned to your test center are displayed.

*Note 'Status' shows **Awaiting Pickup.***



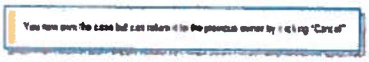
4. Click **Case number** to access and review case information.

The Case Information screen is displayed.

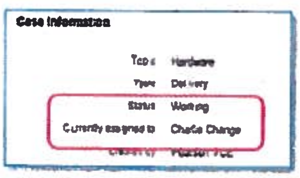
*Note how 'Status' still shows **Awaiting Pickup** and 'Currently assigned to' shows **Test Center.***

5. Review case and click **Edit** in upper right corner to take ownership.

Case ownership confirmation appears at top of case.



Note how 'Status' & 'Currently assigned to' are updated to reflect ownership.



6. Work case as appropriate, completing additional fields as prompted.
7. Click **Submit.**

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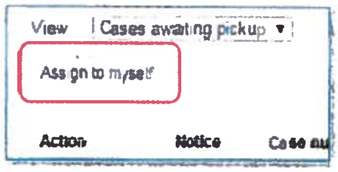
Picking up & taking ownership of multiple Cases

There may be instances where multiple cases are awaiting to be picked up and you want to bulk assign these to yourself for working on.

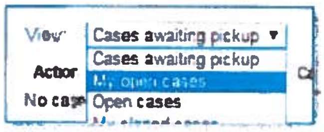
1. Navigate to the **Cases awaiting pickup** view.

2. Locate cases you wish to assign to yourself.
3. Select cases to assign by checking the **Action** box.

4. Click **Assign to myself**.



5. From View list, select **My open cases**.



6. Work cases as appropriate.
7. Click **Submit** when done.

Note

After working and submitting a case, the case will either auto route to the relevant internal Pearson VUE team for resolution or will auto close.

You can monitor any cases that have been routed to an internal Pearson VUE team by selecting the **Open Cases** view.

Cases will remain in this view until they are closed, where they will then appear in the **Closed Cases** view.

It's important to monitor these open cases for any updates that have been made and require attention.

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ServiceDirect – Quick Reference Card

ServiceDirect Training Tracker

As you work through the ServiceDirect training, use this handout to help you keep track of which tutorials you have watched and which quick reference documents you have reviewed.

Number	Name	Tutorial or Quick Reference Card	Title	Reviewed
1	Navigating ServiceDirect	Tutorial	*Navigating ServiceDirect*	
		Quick Reference Card	*Search Basics*	
		Quick Reference Card	*Using Knowledge**	
		Quick Reference Card	*Edit Profile Settings*	
		Quick Reference Card	*Logging Out*	
2	Configuring your browser	Tutorial	*Configuring your browser*	
		Quick Reference Card	*Configuring IE to allow pop-ups*	
3	Working with Views	Tutorial	*Working with Views*	
		Quick Reference Card	*Working with Views*	
4	Creating Cases	Tutorial	*Creating Cases*	
		Quick Reference Card	*Using Knowledge**	
		Quick Reference Card	*Adding Attachments**	
5	Taking Ownership	Tutorial	*Taking Ownership*	
		Quick Reference Card	*Taking Ownership*	
6	Case Notices and Updating Cases	Tutorial	*Case Notices and Updating Cases*	
		Quick Reference Card	*Case Notices*	
		Quick Reference Card	*Updating Cases*	
		Quick Reference Card	*Adding Attachments**	

**indicates a quick reference card that is referenced in more than one tutorial.*

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ServiceDirect – Quick Reference Card

Updating Cases

Once a case has been submitted, a request may be made by an internal Pearson VUE team for additional action to be taken or for additional information to be provided that will help resolve that case.

In this instance, comments can be added to an open case by any user without having to edit or take ownership of that case.

Knowing how to update a case by adding comments will ultimately help bring that case to a quick resolution.

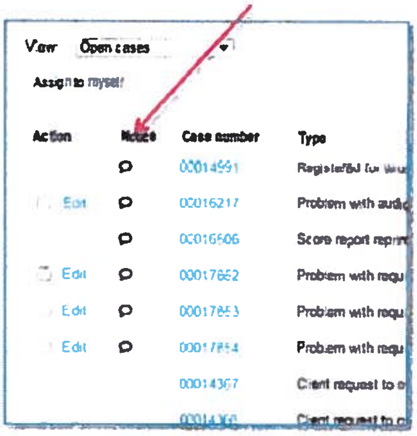
In this Quick Card, you will learn how to update a case by adding comments.

Updating Cases with Comments

1. Log in to **Connect** & open **ServiceDirect**.
2. Pickup any cases that appear in the 'Cases Awaiting Pickup' view as appropriate.
3. From the View menu, select **Open Cases**.

   All open cases associated with your test center are displayed.

   *Any cases with new comments on them will appear at the top of the list with a speech bubble in the **Notice** column.*



4. Click into **Case number**.

   The Case screen is displayed.

5. Scroll to **Comments** field and review previous comments.
6. On the right of the Comments field, click **Add Comment**.

   The 'Add comment' box opens.

7. Input comment.

   You have a maximum of 2000 characters.

   The most recent comment is displayed for your reference.

8. Click **Submit** to save comment to case.
9. *The 'Added Comment' notification appears*

10. Return to home screen and from View menu, re-select **Open Cases**.

    Note how the speech bubble has now been removed from the Notice column, indicating the case no longer has an open comment on it.

11. Repeat steps 4 – 10 until updates have been made to relevant cases.

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ServiceDirect – Quick Reference Card

Using Knowledge

To help you in your role as a test administrator, ServiceDirect has a powerful knowledge base built into it, giving you access to a host of useful information in the form of 'articles'.

These articles include information about solving problems and creating cases, as well as linking to policy & procedure information and other documents used in administering testing.

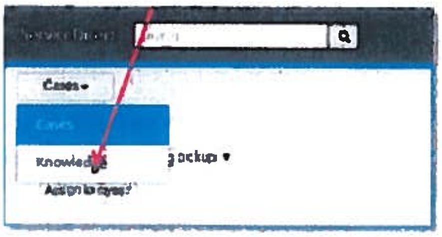
Knowledge will also be available to you as cases are created, automatically presenting you with any relevant articles that match the Type of case being created.

Knowing your way around knowledge will ensure you are able to easily find access and get the right information you need at the right time.

In this Quick Card, you will learn how to use Knowledge.

Accessing Knowledge - via Main Console Application Menu

1. Log in to **ServiceDirect.**
2. From the home screen application menu, click **Knowledge.**



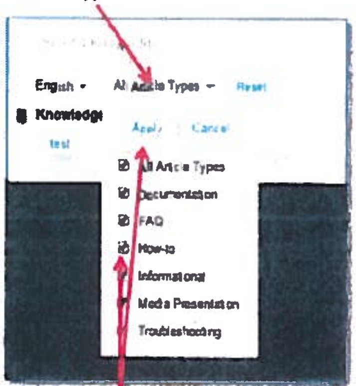
The Knowledge window is displayed.

3. Search for an article by typing in the **Search Knowledge** field.

*Knowledge uses a **type-ahead** function that will begin to search for any article with your search criteria in the **title**. Articles that match your criteria will automatically appear under the search box. Simply select the one you wish to open.*

*If none are presented, click **Enter** to perform a wider search in the body of the articles.*

4. Click an article to open it.
5. (Optional) use filter to locate a specific article type.



6. Place a check in the relevant article type you wish to filter and click **Apply.**
7. To return to the main home screen, select **Cases** from menu or click the ServiceDirect **Quick Home Link.**

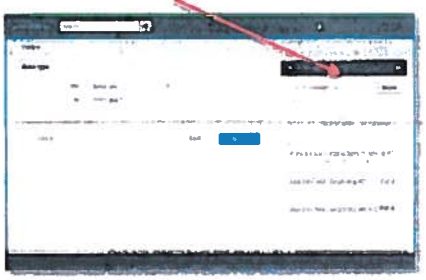
ALWAYS LEARNING PEARSON

Accessing Knowledge - via Case Creation

1. From the home screen, click **Create case**.

The Create Case screen is displayed.

The Knowledge pane appears.



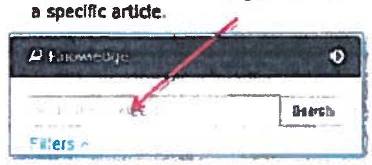
2. To hide Knowledge, click the **arrow**.

Image below shows ServiceDirect with the Knowledge pane hidden.

3. To show Knowledge, click this **icon**.

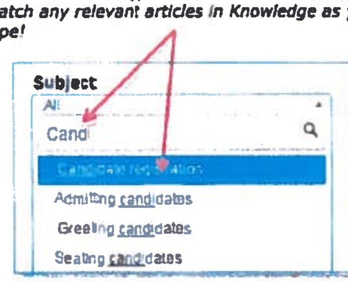
Knowledge can be used in a variety of ways to help with creating a case (or to determine if a case actually needs to be created in the first place!).

1. Use the **Search Knowledge** field to locate a specific article.



2. Use the **Filters** to help locate an article on a specific Subject.

Each filter has a 'type-ahead' function that will match any relevant articles in Knowledge as you type!



3. As you create a case, Knowledge will automatically present any relevant articles that match the **Type** of case being created.

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Knowledge Base Article Types

The table below provides a quick overview of each of the different article types contained within Knowledge along with a brief description.

Article Type	Description and example
FAQ	One of more sets of frequently asked question and their answers.
How-to	Specific steps for performing a task or tasks, plus any prerequisite information.
Documentation	Offers links to useful user documentation or other documents rather than providing information in the article itself.
Media Presentation	Presents or provides access to training videos or similar media presentations.
Troubleshooting	Describes a specific error or issue and its resolution, sometimes more than one.
Informational	Provides information about a concept or specific content other than instruction or troubleshooting steps.

IMPORTANT NOTE

Many articles contained in the knowledge base contain links to other resources, for example the Policies and Procedures Guide, so it's important that you are logged into these other tools (i.e. VSS) to allow knowledge to access them efficiently for you.

PEARSON

ServiceDirect – Quick Reference Card

Working with Views

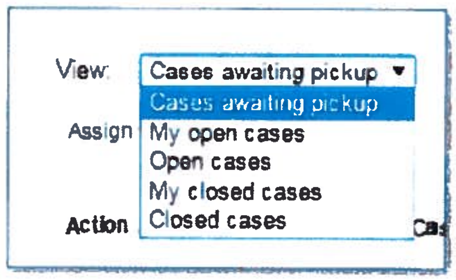
To help manage your test center cases, ServiceDirect has a series of 'Views' accessible from the main home screen. Depending on which is selected, these 'Views' will automatically filter your test center cases based on their status and who owns them.

There are 5 case views and knowing the function of each will help you manage your test center cases quickly & efficiently.

In this Quick Card, you will learn about these views.

Selecting your View

1. Log in to **Connect** and open **ServiceDirect.**
2. Once logged-in, the Cases View will default to **Cases awaiting pickup**.
3. To change your view, choose the appropriate view from the menu *(as shown opposite).*
4. ServiceDirect will automatically load your chosen view.



The Case Views

View	Description	Case Status
Cases Awaiting Pickup	*Any cases that have been assigned to your test center and are waiting for someone to 'pick them up' and work will appear in this view.*	**Awaiting Pickup**
My Open Cases	*This view shows the cases that you currently own and are working on.*	**Working**
Open Cases	*This view shows all the open cases at your test center irrespective of who is working on them.* *You will also see any open cases created at your test center that have been assigned to an internal Pearson VUE team for resolution, allowing you to track their status.*	**Working** or **Awaiting Pickup**
My Closed Cases	*This view shows any cases that after you submitted them, went straight to closed.*	**Closed**
Closed Cases	*This view shows any recently closed cases that relate to your test center*	**Closed**

Document Number: [illegible] Author: [illegible] Version: [illegible] Date: [illegible]

PEARSON

International Jurisdiction Reference Sheet Version 2.0 November 2017

GED Testing Service (www.GEDtestingservice.com and www.GEDtest.org) provides opportunities to transform lives, support families, and build stronger communities. GED Testing Service offers any adult who wants it the opportunity to earn a high school equivalency credential, be prepared for a better job, support his or her family, and realize his or her dreams for a better life.

This Jurisdiction Reference Sheet contains *specific* test information and policies for the GED® tests that are delivered by computer internationally (outside of United States & Canada).

In addition to this document, please make sure to refer to the GED Testing Service Client Reference for all exam information and policies. **The GED Testing Service Client Reference contains the *standard* exam information and policies that apply.**
Price $60.00 per module

Identification Requirements

Students testing internationally are required to provide one valid form of ID. The ID must be government-issued and non-expired. It must also include the student's name, date of birth, signature, and photograph. ***An address is not required on the ID.***

Do not seat a student for the test unless he or she provides a valid form of ID. Contact the call center before turning a student away. Create a case for any ID issues regardless of whether the student was seated or not.

Secondary ID to meet Signature Requirement
If the primary ID does not contain a signature, the student may provide a secondary ID that has a signature, such as a bank card or credit card.

EMEA Approved IDs

- Passport
- Driver's license
- The National Identification Card
- European Identity Card issued by an EU or Schengen Zone country testing anywhere within the EU or Schengen Zone would be accepted
- Anyone else testing outside their country of citizenship would have to have their passport as this would be the only ID accepted at the center.

APAC Approved IDs
Refer to the GED Testing Service Client Reference for a list of acceptable primary IDs. Students can provide more than one form of identification to meet the requirements. Again, the student's address is not required on the ID.

Other Requirements

Students must be at least 16 years old in order to test.
Test administrators **DO NOT** need to verify that the student meets the minimum age requirement because all age exceptions will be approved by the jurisdiction prior to the student scheduling the exam. **However, test administrators must verify the student's date of birth on the ID against the date of birth in the admission steps.** Refer to the GED Testing Service Client Reference for more information.

Residency Requirement
There is no residency policy in order to take the test outside of the U.S. and Canada.
Retake Policy There is no waiting period between first three attempts of a subject area. The waiting period is 60
days between the fourth and subsequent attempts.

Other Information
Students testing internationally are allowed to combine their 2002 Test Series scores taken with Prometric to test scores taken with Pearson VUE/GEDTS.

Contacting Jurisdiction
If a student has registration and scheduling questions or requests for transcripts or credential fulfillment, inform the student to contact the call center. Refer to the GED Testing Service Client Reference for the phone number.

GED TESTING SERVICE

How to Create a GED® Account

PURPOSE: To provide instructions on how Testers can create an account.

1. Go to GED.com and then to the "**New to GED®? Create an account**" box (1.1). Enter your email address twice and create a password for your GED® account. Then, click on "**Create an account**" (See Figure 1 for 1.2).

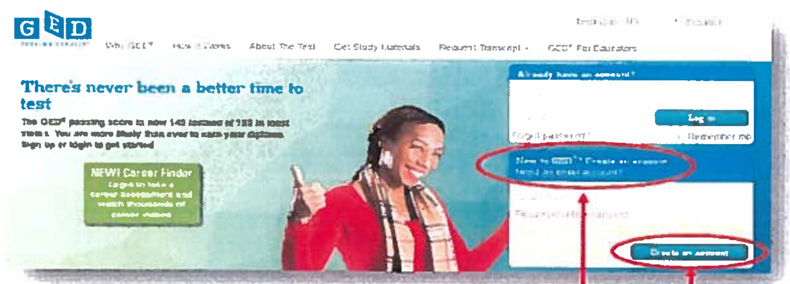


Figure 1.1: "New to GED? Create an account"

Figure 1.2: "Create an account"

Figure 1: GED.com

2. Once you have clicked "**Create an account**" (1.2), the "**Ready To Test**" screen will appear (See Figure 2). Enter your **Name** as it appears on your government issued id. Then, enter your **Date of Birth** and **Mailing Address**.

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GED TESTING SERVICE

How to Create a GED® Account

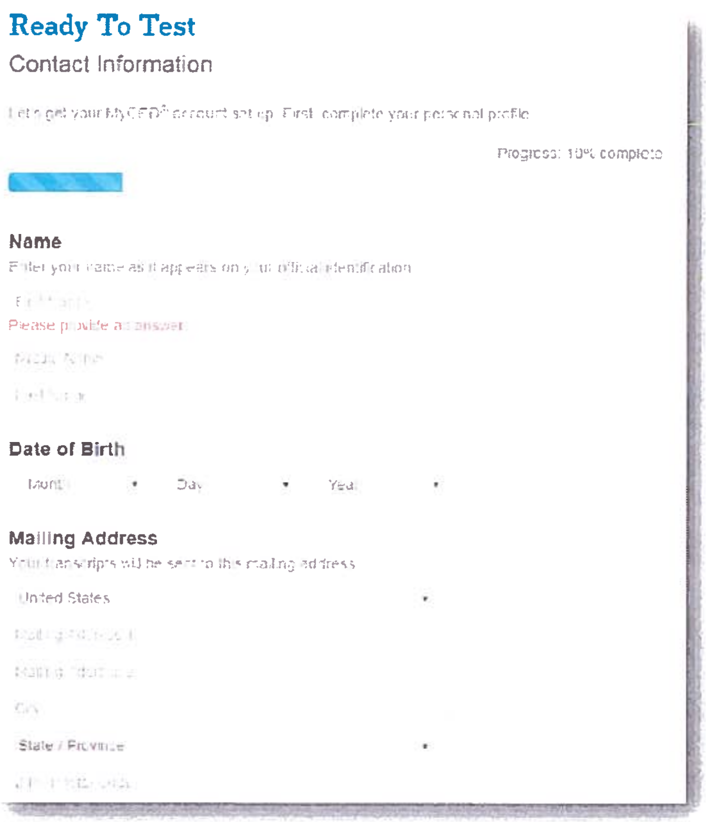

Figure 2: The "**Ready To Test**" Screen

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GED TESTING SERVICE

How to Create a GED® Account

3. Next, read the GED Testing Service Privacy Policy and click to accept the terms (3.1). Then click "**Continue**" (3.2).

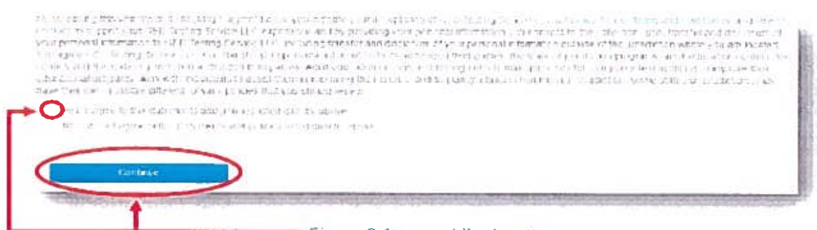

Figure 3.1: accept the terms

Figure 3.2: "**Continue**"

Figure 3: Testing Service Privacy

NOTE: If you don't click on yes you cannot proceed further.

4. Enter your "**Primary Phone**" number. You can enter a "**Secondary Phone**" (4.1) number too. After entering your phone number, you must click on the arrow besides "**Type**" (4.2) and then specify whether or not the number entered is a mobile number (See Figure 4).

GED TESTING SERVICE

How to Create a GED® Account

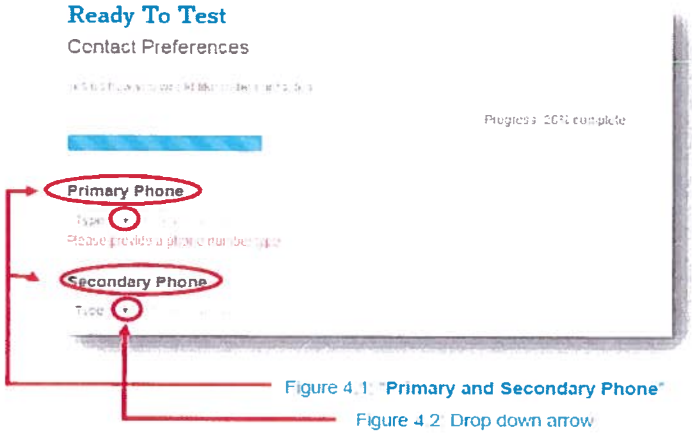

Figure 4.1: "**Primary and Secondary Phone**"

Figure 4.2: Drop down arrow

Figure 4: "**Ready To Test**"

5. If you would like to opt in to receiving emails and texts regarding GED® news and offers, click on the box(es) to confirm your approval. Then, click on "**Continue**" to proceed to the next page. You can click on "**Back**" if you would like to edit any of the information you entered on the previous page (See Figure 5).

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GED TESTING SERVICE

How to Create a GED® Account

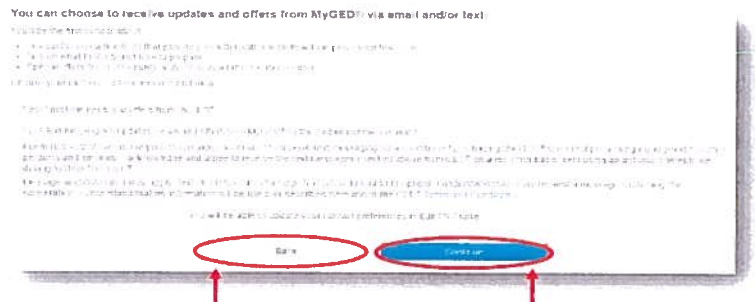

Figure 5: "**Continue**" or "**Back**"

6. On this screen take a look at the companies listed. If you work for any of these companies, click on the company's name and then on the "**Continue**" button. If you don't work for any of these companies click on "**I am not currently employed**" or "**I work for another company**". These options are listed on the dropdown list when clicking "**Select One**" (6.1). Next, click on the "**Continue**" (6.2) button (See Figure 6).

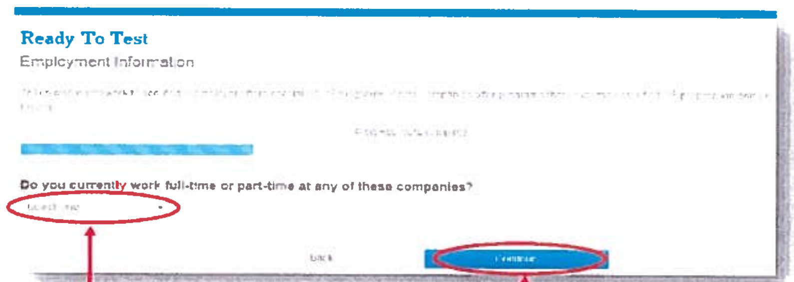

Figure 6.1: "**Select One**"

6.2: "**Continue**"

Figure 6: "**Employment Information**"

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GED TESTING SERVICE

How to Create a GED® Account

7. On this screen the state you entered when entering your address will be listed. If this is the state you want to test in, leave as is. If you would like to test in another state, click on the state you would like to test in. Next, answer the "**Are you currently enrolled in high school**" (7.1) question and then click the "**Continue**" (7.2) button (See Figure 7).

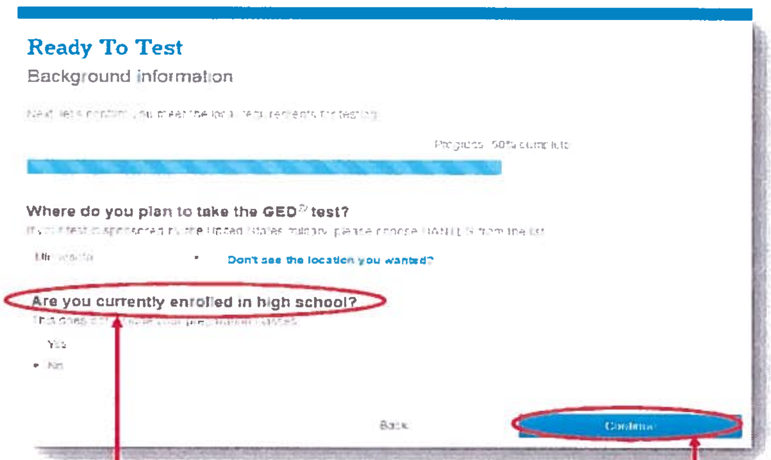

Figure 7.1: "**Are you currently enrolled in high school?**"

Figure 7.2: "**Continue**"

Figure 7: The "**Background information**" Screen

8. Students with documented disabilities can test with accommodations. If you would like to do so click "**Yes**". If not, click "**No**" and then click on the "**Continue**" button (See Figure 8).

GED TESTING SERVICE

How to Create a GED® Account

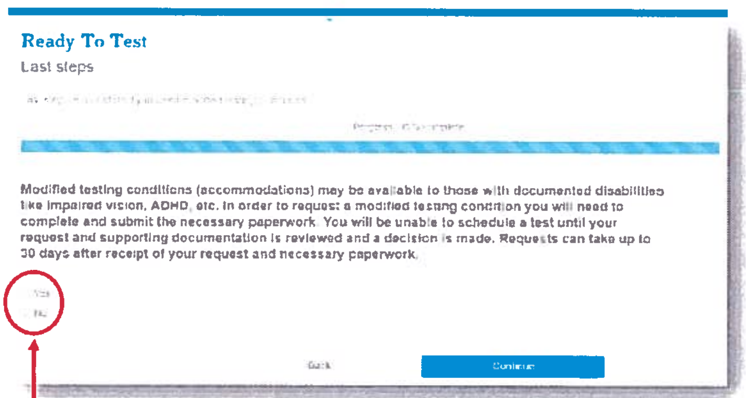

Figure 8. Accommodations

9. If you say no to the accommodations question it will take you to the GED® Dashboard –your home screen. At this point you can begin scheduling by clicking on "**Schedule Test**" (9.1) (See Figure 9).

Figure 9.1: "**Schedule Test**"

Figure 9: GED® Dashboard

10. If you say yes to the accommodations question you won't be able to schedule tests right away as you will have to submit documentation and wait on the Accommodations team to review your request.

IMPORTANT: If you have any questions about scheduling tests, please contact our Customer Support Center at **1- 877-392-6433, Monday through Friday, 7:00 a.m. to 7:00 p.m., CST.**

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GED TESTING SERVICE

Manage Student tab

PURPOSE: To provide direction on how to look up individual students in GED Manager™.

NOTE: The Manage Student function in GED Manager™ allows you to view student detail. This includes a student's demographic information, score results, authorizations and accommodations status.

How to use the Manage Student tab

1. After logging into GED Manager™, click on the **'Manage Student'** tab at the top of the screen and then click on **'Student Search'** (See Figure 1).

C:\Users\uwynvma\Downloads\Manage_Home.png

2. The next screen you see will look like this. There are several ways to look up a student's account. You can search by **'Last Name'**, **'First Name'**, **'City'**, **'Phone Number'**, **'Date of Birth'**, **'Email'** address or **'GED ID'** number (See Figure 2). But, you should avoid entering information in too many fields. If you have the Student's **'GED ID'** number it is best to only enter this 16 digit number (including the 2 dashes) as this number is a unique number and will only pull up 1 account. If you don't know the **"GED" ID** number try entering the first three letters of the Student's first and last name. If this produces a lot of results then enter another piece of information like DOB to help narrow the results.

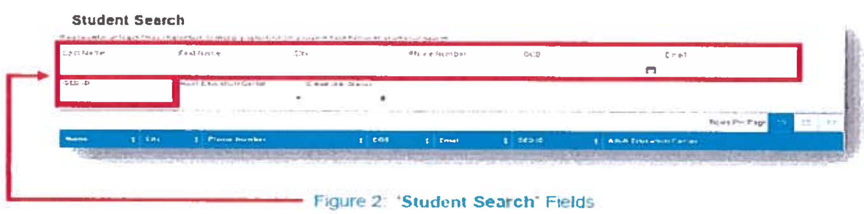

Figure 2: **'Student Search'** Fields

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GED TESTING SERVICE

Manage Student tab

NOTE: As you start entering information in each of these search fields GED Manager will automatically start generating a list of students that meet the criteria you are entering.

3. If there are accounts that match what you have entered you will notice that the '**Rows Found**' section will change from 0 to however many accounts match the information you have entered (See Figure 3). Furthermore, matching accounts will be listed below the blue bar. To view a Student's account click on their name.

Figure 3: '**Rows Found**'

4. On the '**Student Detail**' (4.1) page, the sections are broken down into: Student Detail, Results, Authorizations, and Accommodations. This information is view-only. Below the Student's demographic information you will notice a '**Results**' (4.2) section. This section will list their GED test scores as well as their GED Ready test scores. To view the enhanced score reports of any of their tests click on the score which appears in a green color (See Figure 4).

NOTE: You can quickly find out if the Student has credentialed or not by looking above the blue bar. It will tell you whether or not the Student has credentialed and if they have the date they credentialed will be listed as well as their highest total score.

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GED TESTING SERVICE

Manage Student tab

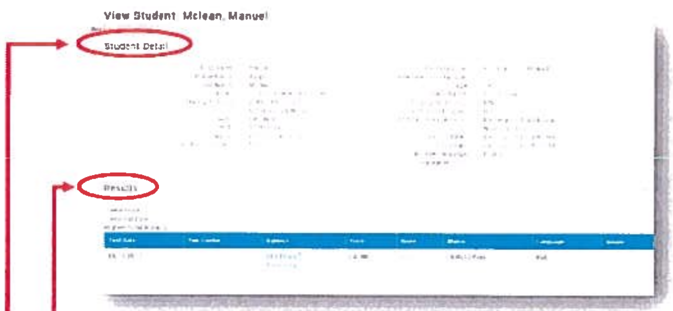

Figure 4.1: 'Student Detail'
Figure 4.2: 'Results'
Figure 4: Student Detail Page

5. If you do click on any of the Student's scores, you will see the enhanced score report for the test you selected. At the top of the page you have the ability to select the language you would like to view the score report in ('**English**' or '**Spanish**' (5.1)) and the print button is located at the top of the page as well (See Figure 5).

Figure 5.1: '**English**' or '**Spanish**'
Figure 5: '**Print Score Report**'

IMPORTANT: Additional Questions

If you have any questions about the "Manage Student" tab in GED Manager please email help@gedtestingservice.com

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GED TESTING SERVICE

Passers Report for Test Centers

PURPOSE: To provide direction on how to view reports that list Testers who have credentialed within a specific time period.

Retrieving Passers Report

1. After logging into GED Manager™, click on the '**Reporting**' (1.1) tab at the top of the screen and then click on '**Passers Report**' (See Figure 1).

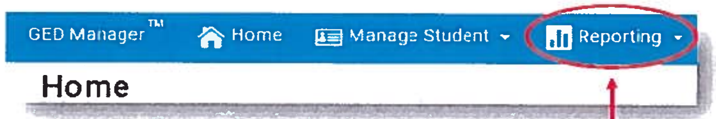

Figure 1: GED Manager™
Figure 1.1: "**Reporting**"

2. Next, the "**Passers Report/Passer Search**" (2.1) screen will appear (See Figure 2).

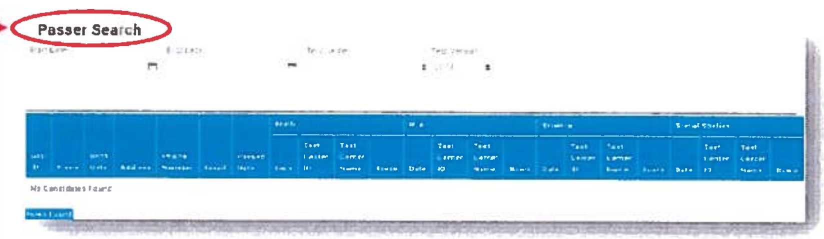

Figure 2: Passers Report Screen
Figure 2.1: "**Passer Search**"

3. Enter the "**Start Date**" (3.1) and "**End Date**" (3.2) by entering the date or clicking on the small calendar icon (See Figure 3).

Passers Report for Test Centers

Figure 3. Passers Report Screen

3.1 "Start date"
3.2 "End date"

IMPORTANT **The end date must be at least the day before the date you are trying to generate the report. Data is added nightly, so there is a 24 hour delay.**

Keep in mind you can generate a report to list Testers who have credentialed within a given year, month, week or over the course of a few days.

4. Next, select your "**Test Center**" (See Figure 4.1 of 4).

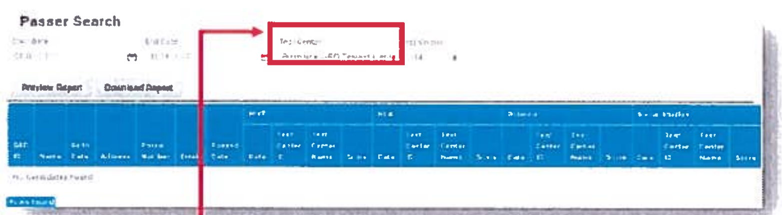

Figure 4. Passers Report Screen

4.1. "**Test Center**"

5. Click on "**Preview Report**" (5.1) to view the report on your browser (See Figure 5).

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Passers Report for Test Centers

IMPORTANT: All Testers who earned their credential within the period of time you selected will be listed. You will notice that besides their name you will see:

- GED® ID number
- DOB
- Credential date
- Total score and test scores included in the credential
- Percentile rank
- Date they achieved the highest score in each subject.

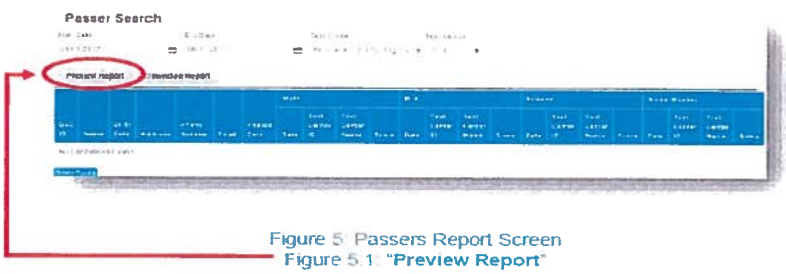

Figure 5: Passers Report Screen
Figure 5.1: **"Preview Report"**

6. Click on **"Download Report"** (6.1) to download and save the csv file of the report (See Figure 6).

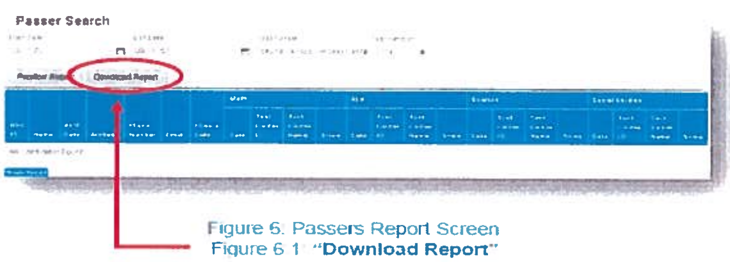

Figure 6. Passers Report Screen
Figure 6.1: **"Download Report"**

IMPORTANT: Additional Questions.
If you have any questions about Passers Reports please email help@gedtestingservice.com

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GED TESTING SERVICE

Passers Report for Corrections

PURPOSE: To provide direction on how to view reports that list Testers who have credentialed within a specific time period.

Retrieving Passers Report

1. After logging into GED Manager™, click on the small button with the arrow that is in the top left hand corner of the screen (to the left of the words **"GED Manager™"**). Click on "**Passers Report**" (1.1) (See Figure 1).

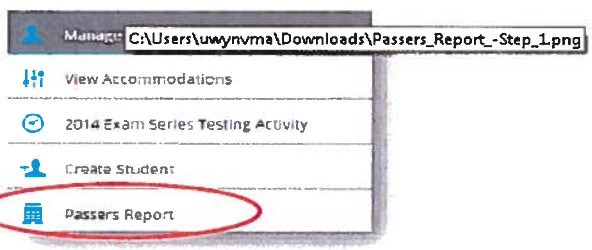

Figure 1.1: "**Passers Report**"
Figure 1. GED Manager Options

2. Next, the "**Passers Report/Passer Search**" screen will appear (See Figure 2).

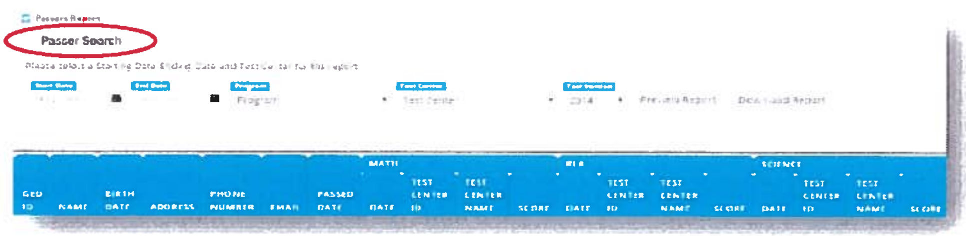

Figure 2.1: "**Passer Search**"
Figure 2. Passers Report Screen

3. Enter the "**Start Date**" (3.1) and "**End Date**" (3.2) by entering the date or clicking on the small calendar icon (See Figure 3).

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GED TESTING SERVICE

Passers Report for Corrections

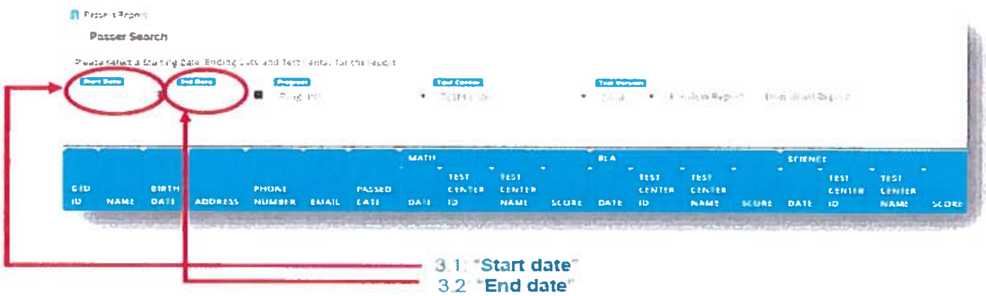

Figure 3: Passers Report Screen

IMPORTANT: **The end date must be at least the day before the date you are trying to generate the report. Data is added nightly, so there is a 24 hour delay.**

Keep in mind you can generate a report to list Testers who have credentialed within a given year, month, week or over the course of a few days.

4. Next, select your "**Program**" (4.1), "**Test Center**" (4.2), and "**Test Version**" (4.3) by clicking on the drop down arrows. (See Figure 4)

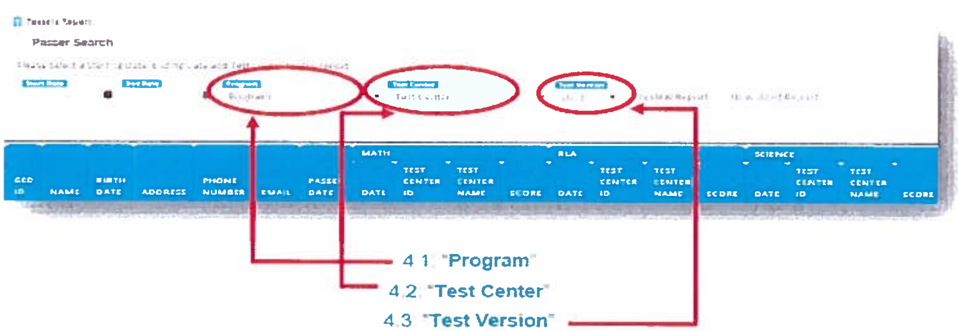

Figure 4: Passers Report Screen

5. Click on "**Preview Report**" (5.1) to view the report on your browser (See Figure 5).

GED TESTING SERVICE

Passers Report for Corrections

IMPORTANT: All Testers who earned their credential within the period of time you selected will be listed. You will notice that besides their name you will see:

- GED® ID number
- DOB
- Credential date
- Total score and test scores included in the credential
- Percentile rank
- Date they achieved the highest score in each subject.

Figure 5.1: **"Preview Report"**
Figure 5: Passers Report Screen

6. Click on **"Download Report"** (6.1) to download and save the csv file of the report (See Figure 6).

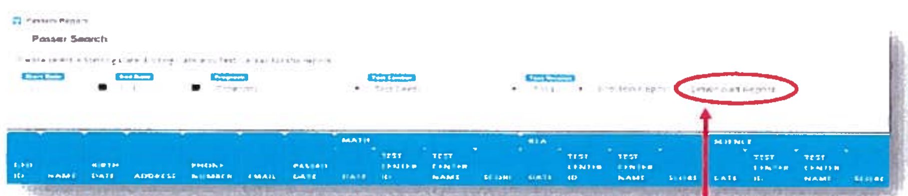

Figure 6.1: **"Download Report"**
Figure 6: Passers Report Screen

IMPORTANT: Additional Questions.
If you have any questions about Passers Reports email our Operations Team at *operations@gedtestingservice.com*

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GED TESTING SERVICE

Batch Cover Sheets

PURPOSE: To provide direction on completing the *Batch Cover Sheet*

IMPORTANT: **Complete After Testing**

Do not complete Batch Cover Sheets before Testers test. This sheet should be completed after the testing session as sometimes Testers who are scheduled to test do not take as many tests as they were going to in a testing session due to unforeseen circumstances.

- Test batches mailed in without a Batch Cover Sheet will not be scored until we are able to verify the Test Center ID Number with the Test Center Examiner.
- Remember to print your Batch Cover Sheet double-sided in landscape orientation (**portrait-oriented sheets will be rejected**).
- There is a Form Fill-In version that you can print and write in the information, or you can use Adobe Reader to type in the information. The two different versions are attached to this document.
- When utilizing the Excel or Word version of the Batch Cover Sheet, please use a 16-point font.
- If you are going to print the required information, please ensure that it is neat and legible.
- Complete the sheet in black or dark blue ink.
- Keep a copy of the completed Batch Cover sheet for your records.

NOTE: You **MUST** use the GEDTS Batch Cover Sheet that was provided to paper test sites in 2015.

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GED TESTING SERVICE

Batch Cover Sheets

Steps to Complete the Form

1. Fill in all of the Testing Center information (See Figure 1).

Figure 1: Test Center information

NOTE: The **"Center ID"** number is your 10 digit Test Center ID and must be included on the Batch Cover Sheet.

2. Fill in the Examinee's demographic and testing information. Please note that "**Format Code**" is the language the Tester tested in. (See Figure 2).

Examinee's Name (Last, First)	D.O.B.	ID Number	Topic	Test Form Code of Each Test Taken: Writing	Science	SS	Reading	Math	Format Code	Demos	
Smith, John	1/1/58	000-00-0000	M	ID	ID	ID	ID	ID	EP	✔	1
											2

Figure 2. Examinee's information

NOTE: If you are including a demographic form for any students, please indicate this on the Batch Cover Sheet by checking the box in the "**Demos**" column.

3. Fill in the total number of tests included in the batch according to the four categories listed below (See Figure 3).

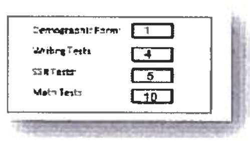

Figure 3. Total number of tests

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GED TESTING SERVICE

Batch Cover Sheets

TIP: Be sure to double check that all information entered on this sheet for each student is correct, especially the "**Topic**," the "**Test Form**," and "**Format Code**" (language). Otherwise, this will result in processing delays.

Batch Cover Sheet Checklist

- Are the Test Center Identifier fields completed? This includes:
  - Center ID
  - Center Name
  - Jurisdiction
  - Center phone number
  - Examiner name
  - Examiner Email
- Is each Tester who tested in this session listed on the Batch Cover Sheet?
- Is each field for each Tester completely filled out?
- Is the test form for each test taken listed?
- For each demographic form submitted, is the demographic field checked?
- Has it been printed 2-sided?
- Has it been printed in landscape orientation?
- Do you have a copy of the batch cover sheet for you records?

IMPORTANT: If you have any questions about Batch Cover Sheets, please email our Operations Team at *operations@gedtestingservice.com*

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GED TESTING SERVICE®

GED® Testing Center Support Line

Please use the following directory to determine which support service you should contact. This support line is for GED® testing centers only – please do not give this number to your students. Students should call 1-877-EXAM-GED (392-6433) to receive the support they need.

Call 1-866-389-3665

For assistance on	Contact
Customer service issues such as: • General GED® student support • Creating a student profile in GED Manager™ • Scheduling students for same day or future appointments • Assistance with GED Manager™ • Date of birth (DOB) changes • Non-technical questions regarding checking candidates in, including ID requirements or determining if a candidate should be turned away • When a student arrives at your testing center but is not on your schedule	**Press 1 for Customer Service** Provides help with answering student questions, registering a student, or scheduling a student's test. Assists testing centers with non-technical student questions about scheduling or checking-in students on test day.
Testing center quality issues such as: • Managing and activating your test center. • Closing a testing center temporarily due to weather or other reasons • General, non-student related testing center policies and procedures • Locating client reference materials, rules agreements or other documents on the VUE Support System (VSS) website • Using Site Manager, including how to update personnel and updating hours of operation • Test Administration certification and recertification • Moving a testing center to a new location • Closing a testing center permanently	**Press 2 for Channel (Testing Center) Quality** Responsible for making sure testing centers are working well and meet requirements. Administers candidate surveys and test administrator training and certification program. Informs testing centers about policy requirements and quality tips.
Technical support issues such as: • Assistance with software installation and set up for a new testing center • Resetting your passwords or unlocking your account (Note: Password resets can be done by selecting *Login Help* or *Account Recovery Tool* within the program you are using) • Launching or delivering GED® tests • Launching or delivering GED Ready™ • Running an express RMA • Obtaining a new security certificate • Obtaining a challenge key	**Press 3 for Technical Support** Provides technical support to testing centers. Assists with setting-up Pearson VUE Testing System software and technical issues related to downloading, launching and delivering tests.

When Test Centers should contact operations@gedtestingservice.com?

Please use this document to understand the different ways in which **operations@gedtestingservice.com** can be of assistance to test centers. This email address is for testing centers only – please do not give this email address to students.

For assistance on	Contact
Customer service issues for test centers such as: • **GED Manager™** *Merging accounts *Password reset * Updating Name, DOB, Address and SSN *Assistance with using the database * Activating and Deactivating access ***Note:*** requests cannot be fulfilled unless approved by your GED® Administrator • **Scores** *Trouble viewing Tester's current account or recent scores *Missing scores *Transferring previous test scores taken at a Correctional facility to a different Correctional facility *Transferring previous test scores taken at a public site to a Correctional facility • **GED Credentialing™** *Registering and logging in *How Testers place an order *Where is my order?/Problems with an order *Payments • **PBT -Transitional Waiver Program** *Returning secure GED® Testing Materials *Placing PBT orders and tracking PBT orders *Billing inquiries • **Training requests** *GED Manager™	operations@gedtestingservice.com

Who GED® Administrators should contact for assistance?

Please use this document to understand the different ways in which **operations@gedtestingservice.com** can be of assistance to GED® Administrators and their team. This email address is for GED® Administrators and their team only – please do not give this email address to students. Students should call 1-877-EXAM-GED (392-6433) to receive the support they need. **Also, PLEASE DO NOT send emails to gedtsprogramsupport@gedtestingservice.com as this email box is no longer active**

For assistance on	Contact
Customer service issues for GED® Administrators and their teams regarding: • **GED Manager™** *Merging accounts *Password reset * Updating Name, DOB, Address and SSN *Assistance with using the database * Activating and Deactivating access *Adding or deleting prep centers and ABE centers to/from GED Manager™ • **Scores** *Trouble viewing Tester's current account or recent scores *Missing scores *Transferring previous test scores taken at a Correctional facility to a different Correctional facility *Transferring previous test scores taken at a public site to a Correctional facility *Adding Student's previous scores to their current account	operations@gedtestingservice.com

• **Training requests** *GED Manager™ • **GED Credentialing™** *Registering and logging in *How Testers place an order *Where is my order?/Problems with an order *Payments *Escalations • **PBT -Transitional Waiver Program** *Returning secure GED® Testing Materials *Placing PBT orders and tracking PBT orders *Billing inquiries • **Reports** *SFTP xml questions	
Voucher information such as: • How to order vouchers • Voucher prices • Order forms	pearsonvuevoucherstore@pearson.com
Legal info and processes such as: • Acceptance of Terms and Conditions • Privacy and cookies policy • MOU and Contract questions • Returning signed MOUs and Contracts	contracts@gedtestingservice.com
GED Works™ questions such as : • How to get started? • Price per employee? • Tracking employee engagement and performance • Study materials and testing • Student test pass guarantee	http://www.gedtestingservice.com/gedworks/

GED® Tester Support

Please use the following guidelines for support services available to US test takers.

For assistance on	Contact
Customer service issues such as: • Scheduling, rescheduling and canceling tests • Testing Requirements/Policies • Sharing scores with your Adult Ed Center • Update on Incident Reports • Diploma and Transcript Inquiries • Information on current promotions • Scheduling a test with approved accommodations • Updating your answer with regards to testing with Accommodations • Updating Name, DOB, mailing address, phone number or email address • Having trouble signing into your account/Password reset • Subscribing or unsubscribing from GED emails and texts	**1-877-EXAM-GED (877-392-6433)** *Spanish speaking agents available*
General GED® student support such as: • Creating a student account • How to obtain Diploma and/or Transcripts • Where to send age requirement documentation? • 60-Day Waiver requests • Demographic update requests –Name and DOB • Having trouble signing into your account/Password reset • Subscribing or unsubscribing from GED® emails and texts	help@gedtestingservice.com

Creating an account and general information regarding: • Test Scheduling/Payment • Test Content • Study materials • Requesting a Transcript • FAQs • Promotions	https://ged.com/ **(Official GED® Website)**
For information regarding testing policies in each state:	www.gedtestingservice.com/testers/2014policypages
GED® Credentialing Transcript and Diploma questions such as: • How to order? • Where is my order? • Registering and logging in • Problems with your GED® order • Payments and refunds • Third parties (institutions, companies etc.)	gedsupport.parchment.com
Testing Accommodations Information: • What accommodations are right for you? • How to schedule an accommodated exam? • How to obtain the forms? • Questions about supporting documentation • Additional resources • Appealing a decision	Accommodations@GEDtestingservice.com
General Testing and GED® Support Chat: • GED Ready™ questions/troubleshooting • General GED® Testing Inquiries • *NOTE: Rescheduling, cancelling and refunds not available over chat*	**Live Chat** –to speak with a chat agent you must click on the Live chat link in the bottom right hand corner of your GED® account

Pearson VUE

Test Administrator FAQs about ServiceDirect

In this document

About ServiceDirect

What is ServiceDirect?

ServiceDirect is the new Pearson VUE system for tracking incidents and managing support for test delivery. It is a customized, cloud-based application hosted by the premier customer relationship management platform, Salesforce.com. ServiceDirect will replace all incident functions previously provided on the VUE Support Services (VSS) website. Because ServiceDirect will be used to track candidate support actions as well as true testing incidents, we have adopted the more generic Salesforce term *cases* instead of *incidents* to refer to its individual support records.

What benefits does ServiceDirect offer my test center?

- **Its user-friendly, intuitive interface makes reporting issues easier than in VSS.**
- **It has an integrated knowledge base to help you find the information you need without having to call for support.**
- **Its carefully refined choices help you accurately describe issues at the time they occur—without having to type long text descriptions. This also results in better reporting for testing programs and fewer follow-up calls later with additional questions for you.**

When will I start using ServiceDirect?

About 100 pilot sites around the world began using the new system in June 2016. The plan is to make it available to other test centers worldwide over several weeks beginning in September, with user access provided through the Connect portal.

Why are *incidents* now called *cases*?

ServiceDirect is built on the Salesforce.com platform, which uses the term *cases* to apply to many different types of events. *Case* is a standard term in customer service across industries. Also, ServiceDirect will be used to track candidate support actions as well as true testing incidents, so we have adopted the more general term *cases* to refer to its individual support records.

Will I continue to use VSS?

ServiceDirect will replace *most* functions of VSS Incidents. After the ServiceDirect rollout, test centers should not have to use VSS to submit incidents. Instead, they should use ServiceDirect to submit cases.

Parts of VSS will not be replaced immediately, however, so you will continue to use VSS for these functions:

- Reviewing and commenting on historical incidents
- Downloading documents and training from the **Downloads** area
- Accessing the policies and procedure guide, the client guides, and various marketing materials
- Viewing the site installation guide
- Downloading site certificates

What is Connect?

Connect is the new web portal that provides test center users with access to Pearson VUE applications. Connect allows you to log in with the same user ID and password that you use for other VUE applications, and it is web-based software.

ServiceDirect is one of the first applications to be made available on this new portal. Over the next several years, other applications will be added to Connect—Site Manager, Registration Manager, Admissions Manager, and more.

Why did you develop ServiceDirect?

Our business growth and desire for continued growth demanded action. Our previous solution did not scale well, did not support all our new businesses and products, and could not easily be localized. With potentially 80,000 test administrators around the globe submitting cases, the need for effective and efficient tools for supporting them was clear. It was a significant project with these ambitious goals:

- Make operations support more efficient through
  - Faster resolution of incidents/cases
  - Improved efficiency at test centers
  - Automating processes whenever possible
  - Increasing self service by offering an intuitive interface and a built-in knowledge base

- Improve global support through
  - Localized user interface and knowledge base for test center users, beginning with Japanese, Chinese, Korean, and Arabic
  - Local language email correspondence (Japanese, Chinese, Korean, Arabic, or English) integrated with case management
- Enforce global consistency in operational processes
- Increase consistency across testing programs whenever possible
  - Enhance the customer service experience for clients, candidates, and test center users
  - Standardize data collection for client reporting and operational needs and for managing service levels
  - Improve the overall quality and scalability of support by our global operations teams

Will the system be in multiple languages?

Yes, ServiceDirect will be translated into Japanese, Chinese, Korean, and Arabic so that users in more countries can enter cases in their native language. An enhancement planned for November 2016 will make candidate information entered in those languages available in the system as well. For example, the system should correctly display a candidate's name and address that was entered with Japanese characters.

Many knowledge base articles will also be translated into these languages. Additional languages may be added in the future.

ServiceDirect training

How is training provided?

Seven video tutorials demonstrate the main functions of the new system and provide instructions on using it. During the training, you will also log on to Connect and ServiceDirect for the first time, getting access to the system and a chance to try out the functions live in the new system.

We request that every test administrator at your site complete the ServiceDirect training before we make the new system available for your site. We want everyone to be ready for the transition, ready to accept cases, and ready to submit candidate cases as needed.

Managers should plan under two hours for each test administrator to take the training. Training is modular, so it does not have to be completed in one sitting. Two to three weeks before your transition date, we'll send an email request to start your training, with links for accessing it. Please complete your training as soon as it's available—if you don't complete the training, you may not know how to handle any cases assigned to your test center.

What does the training cover?

The seven tutorials cover these main topics:

1. Accessing ServiceDirect
2. Navigating ServiceDirect
3. Configuring your browser to work well with the program
4. Working with views
5. Creating cases

6. Taking ownership of cases to work on them
7. Case notices and updating cases

After finishing the tutorials, you will complete the *Test Center Skills and Knowledge Check*.

Where is the training?

A link to the first tutorial and instructions for accessing ServiceDirect will be sent in an email message. In ServiceDirect, the knowledge article *Getting started: learning to use ServiceDirect and work cases* lists other articles with direct links to the tutorials and quick references associated with them. PPC users will access their training on Neo. PVTC users will access their training on the VSS Downloads page in the ServiceDirect folder.

After completing all training, take the *Test Center Skill and Knowledge Check*. The knowledge article for the final tutorial provides a link to it.

Do ServiceDirect cases have the same names as the VSS incident topics? If not, how will I learn which case to create?

Many cases have the same or similar names as the VSS topics, but not all of them. For example, the VSS incidents system topic *Request to reschedule exam appointment* is not used in ServiceDirect. Instead, you are asked to create a case using the topic and type that best explains why the appointment must be rescheduled.

The online policies and procedures guides are being updated to reflect the appropriate cases to create, and articles in ServiceDirect knowledge link directly to the updated sections. Check the knowledge article *Case topics and types that sites create* to see if the topic you are looking for is listed. See if the *Changes from VSS incidents and earlier processes* contains the information you seek. Search the knowledge base for the name of the VSS incident report topic you previously used or for the issue that concerns you.

If you cannot find anything that answers which case type to use, please call the Test Center Support line and choose the option for ServiceDirect questions. That helps us become aware of the question so that we can add the information to our knowledge base.

Technical information

What are the technical requirements for Connect and ServiceDirect?

ServiceDirect is a browser application (web-based) and does not have any specific requirements for the computers at your test center. If your admissions and proctor stations can run other Pearson VUE software, they will be able to handle the Connect and ServiceDirect web pages.

What are the network access requirements?

Some test centers have restricted network security and allow access only to certain websites. If that is the case for your test center, ask your IT department to whitelist the following URL for the Connect portal:

https://connect.pearsonvue.com/Connect/

The ServiceDirect application is built on the Salesforce.com cloud platform. It is also important to whitelist the following wildcard URLs:

*.force.com
*.salesforce.com

What browser is needed for Connect and ServiceDirect?

To access ServiceDirect, sites must use Internet Explorer 11 (IE 11) or higher version. This is required because of an industry-wide retirement of the internet security protocol called TLS 1.0, used in versions lower than IE 11. Note that IE 11 is currently the only browser that Pearson VUE supports for many applications, including Connect and ServiceDirect.

On-screen issues that prevent you from using the system correctly may be caused by using an older version of the browser or the browser in compatibility mode. Please ensure that your test center is updated appropriately and that it complies with the Pearson VUE Technical Requirements. (Government test centers, see *Government Center PVTC Technical Requirements* at https://home.pearsonvue.com/Documents/Test-center/pearsonvue_special_technical_reqs.aspx.)

Why do you send a verification code to my email address?

The verification code is emailed to you as part of the initial authentication process; it ensures that you are who you say you are. This code is part of a two-factor authentication process. Two-factor authentication is a common technique used by many websites, such as your bank's website, where sensitive information must be well secured.

The first authentication factor is your username and password. The second is your ability to get the verification code from your email system. Even if someone knew your username and guessed your password, the thief would not be able to access Connect or ServiceDirect without getting the verification code from your email account.

Why didn't I receive my verification code?

The email message containing your verification code should arrive within 5 minutes after you request the code. Occasionally, the email system encounters delays.

If you have not received your verification code after 5 minutes, please check your spam folder. Your email system may have quarantined the message. If it's not in your spam folder and you have not received the verification code, please call the Test Center Support line and choose the option for ServiceDirect questions.

Why doesn't my verification code work?

Each verification code expires within 24 hours of being generated and sent in the email message. Depending on when you requested the code, you may need to request a new one.

I used my verification code successfully. Why can't others use it?

Every user needs his or her own verification code sent by email; authentication is individual by user. The verification code is like a second password. When a new user logs in using the same computer or browser used previously, the Connect login page recognizes that person as a new user because of the new user ID supplied.

Why do I need to accept using cookies?

Browser cookies store the unique user token that is created as part of the two-factor authentication process. Two-factor authentication is a common technique used by many websites, such as banking websites, where sensitive information needs to be well secured.

During the initial authentication process, once a user enters the verification code, Connect creates a unique token for that user and stores it in a browser cookie. If that user logs on to the Connect portal every week, the token is automatically renewed and no further action is required. However, if the user does not log in consistently, the token expires after 90 days and a new verification code will be sent by email.

I successfully used my verification code and logged on a month ago. Why do I require a new verification code now?

If you have not logged on to the system for two weeks, your authorization token stored in the browser cookie will expire in 90 days. However, users who log on regularly will have their verification codes automatically renewed by the website.

Another reason the website may ask you to generate a new verification code could be if you or another person in your test center cleared the cookies in your browser.

When is a new verification authorization code required?

Each user who logs in to ServiceDirect will need to request a verification code. If using a new computer or a new browser, a user must request a new verification code. If a user clears the browser cookies or has not logged in to the system for 90 days, that user will need to request a new verification code.

Why don't the File Attachment and Search fields in ServiceDirect display or work properly?

These field do not work in Internet Explorer compatibility-view mode. Be sure to turn off that mode for this website, as follows:

1. Click the gear ( ) in the upper right corner of Internet Explorer and choose **Compatibility View settings**.
2. In Compatibility View Settings, make sure servicedirect.force.com does not appear in the large **Websites you've added to Compatibility View** box.

Can I use ServiceDirect during a Pearson VUE hub outage?

No. ServiceDirect will not be available during a hub outage because you cannot log in to Connect to access it. If a reportable issue arises during a hub outage, note the situation that occurred and then report the case later when ServiceDirect becomes available again.

Why isn't my file displayed in the case after I attach it?

When you successfully attach a file to a case, ServiceDirect displays a confirmation message at the top of the case and shows the file in the Attachments section. If the attachment was confirmed but the uploaded file is not shown in the Attachments section, refresh the screen to see it.

To allow future attachments to be displayed immediately, make sure Internet protected mode is disabled (not checked) in your browser, as follows:

1. In Internet Explorer 11, click **Tools** ( ) and then **Internet options**.
2. On the **Security** tab, clear the **Enable Protected Mode** check box if it is checked.
3. Click **OK** and restart your browser.

PLANNING & DEVELOPMENT DEPARTMENT

State Agency Office

Attachment C

STANDARD OPERATING PROCEDURES

GUAM COMMUNITY COLLEGE
PLANNING & DEVELOPMENT OFFICE
STATE AGENCY OFFICE
STANDARD OPERATING PROCEDURE (SOP)

Introduction: The State Agency Office (SAO) is responsible for the development, implementation, and monitoring of Guam's state plans for Carl D. Perkins Career and Technical Education Act (CTE/Perkins) and Workforce Development and Opportunity Act, Adult Education and Family Literacy (WIOA, Title II). Accordingly, this document outlines procedures necessary to successfully administer the goals and objectives contained in these state plans.

Purpose/Scope: To develop career and technical skills of secondary and postsecondary students (CTE) and provide services to assist adults in improving their basic skills, completing secondary education, and transitioning to postsecondary education.

Responsibility: SAO is responsible for the development, implementation, and monitoring of (1) CTE activities necessary for successful performance including supervision of activities excluding curriculum development, personnel development, or research activities and (2) WIOA, Title II activities to help adults become literate in English, develop basic skills necessary for employment and postsecondary education, and become full partners in the education of their children.

A. State Plan:

The following procedure shall be to administer Guam's state plans.

1. Development is governed by the United States Department of Education, Office of Career, Technical, and Adult Education. [Public Law 105-220, Carl D. Perkins Career and Technical Education Improvement Act and Public Law 113-128 Workforce Innovation and Opportunity Act]
   a. State Plan: Each state/territory desiring to receive funds shall submit and have an approved plan. .[Sec. 122 and Sec. 224 – Perkins and WIOA, respectively]
   b. Content:
      i. Perkins – Includes a description of CTE activities to be supported: (1) designed to meet or exceed the State adjusted levels of performance; (2) professional development (3) to improve recruitment and retention of CTE teachers, faculty, career guidance etc. and to transition to teaching from business and industry; (4) transition of sub-baccalaureate CTE students to baccalaureate degree programs; (5) to actively involve parents, academic and CTE teachers, administrators, etc. in the planning, development, implementation and evaluation of CTE programs; (6) to allocate funds among CTE education at the secondary or postsecondary level and adult level, or both, and/or among consortia; (7) to improve academic and

technical skills of students, provide strong experience in and understanding of, all aspects of an industry and ensure students are taught to the same challenging academic proficiencies as are taught to all other students; (8) to annually evaluate CTE programs; (9) strategies for special populations; (10) to provide input in determining the State adjusted levels of performance; (11) to assure compliance with requirements of this Act; (12) assure funds are not used to acquire equipment in which such acquisition results in direct financial benefit to any organization representing the interest of the acquiring entity or the employees of the acquiring entity, or any affiliate of such an organization; (13) to report data; (14) to address the needs of students in alternative education programs; (15) to provide technical assistance; (16) to assure CTE relates to State and regional occupational opportunities; (17) to propose joint planning and coordination of programs; (18) to promote preparation for high skill, high wage, or high demand occupations and non-traditional fields; (19) to serve individuals in State correctional institutions; and (20) provide information concerning the provision of services to postsecondary students and school drop outs. . [Sec. 122 (c)]

ii. WIOA, Title II – Each key partner (Guam Department of Labor, Guam Community College, and Guam Department of Integrated Services for Individuals with Disabilities) is responsible for developing a plan respectively. Guam Community College developed a plan for adult education and family literacy services. This plan includes (1) alignment of content standards, (2) local activities (adult education high school diploma; basic skills, English as a Second Language, etc.); (3) program strategies for populations; (4) integration with other adult education training activities; (5) direct and equitable access; (6) corrections education and other education of institutionalized individuals; (7) State leadership; (8) assessing quality evaluation and performance measures; and (9) monitoring evaluation. [Sec. 103]

c. Services and activities are available to qualifying/eligible individuals.

i. Perkins – Qualifying/eligible individuals – individuals enrolled in a eligible institution: public or nonprofit private institution of higher education that offers CTE courses that lead to technical skill proficiency, an industry-recognized credential, a certificate, or a degree; a local educational agency providing education at the postsecondary level; an area career and technical education school providing education at the postsecondary level; an educational service agency or a consortium of 2 or more of the entities described above.[Sec. 3(13)]

ii. WIOA, Title II – Qualifying/eligible individuals – adults who are at least 16 years of age; is beyond the age of compulsory school attendance under the law of the State or outlying area; does not have a secondary school diploma or its recognized equivalent, and is not enrolled in secondary school. [Sec. 211(d)]

d. Revisions.
   i. Perkins – A request that the plan, or State or local adjusted levels of performance be revised may be made. Revisions must be approved by the Secretary [Sec. 113 and Sec. 122]
   ii. WIOA, Title II – Revisions may be requested as it relates to economic conditions and individuals served, state adjusted levels of performance applicable for each of the programs described. [Sec. 116]

2. Implementation.
   a. The SAO publishes the Notice of Availability in the Guam Pacific Daily News or the Guam Daily Post annually. Proposals are evaluated and recommended by the Project Review Panel to the State Director for an award. Several documents, including the evaluation, meeting notes, synopsis of the proposal, and recommendation, are transmitted to the State Director for funding consideration.
   b. Once awarded, the mandatory Post Award Briefing Session conducted by the SAO is attended by the program manager along with his/her appropriate staff, the federal accountant, and procurement manager.
   c. If the proposal is unsuccessful, the program manager has ten business days to request reconsideration.
   d. Program managers implement activities as presented in the approved program agreement.
3. Monitoring.
   a. SAO reviews program managers' Consolidated Monthly Activity Report (CMAR). At a minimum, the program manager provides information on the progress of targeted goals and objectives as outlined in the approved program agreement. A final evaluation is conducted to measure accomplishments (Close Out Report).
   b. SAO staff allows time to meet the program manager at the program site (site visit), during a time observation of some type of program activity can be accomplished, in order to efficiently ask pertinent informed questions and to understand the project activities and planned outcome(s).
   c. The SAO provides a State Monthly Report (SMR) specific to each program agreement. The SMR is primarily based on the program manager's CMAR and includes three sections: Information (hot topics and reports – budget status, purchase orders, encumbrance, data, etc.), Action Items (tasks to accomplish), and Clarification (CMAR needing additional information).

B. Consolidated Annual Report:

The following procedure shall be followed to submit a Consolidated Annual Report to USDE.

1. Close Out Report – The program manager is required to submit a Close Out Report at the end of his/her program period. This report includes three sections: Statement of Work (technical skills, preparation for special populations, non-traditional, use of technology, etc.); Project Outcomes (performance measure); Budget (original versus actual); and Inventory (location, tag number, etc.).
2. TOPSpro Enterprise – Data on individuals participating in adult education is maintained on the TOPSpro Enterprise – a software program that tracks student CASAS assessment and results. CASAS is a competency-based assessment system. "CASAS is a nonprofit organization that provides assessments of basic skills for youth and adults and curricular tools to target instruction. CASAS is used by federal and state government agencies, business and industry, community colleges, education and training providers, correctional facilities, and technical programs."
3. The Banner System – While secondary student data is obtained from the Guam Department of Education, postsecondary student data is maintained on the Operational Data Store's Banner System. The Banner System also contains information on financial aid, finance, human resources, and alumni.
4. Consolidated Annual Report –
   a. Perkins – Report is submitted via the Perkins Web Portal (https://perkins.ed.gov/Account/LogOn) and includes eight sections: Cover Page, Reporting Information, Use of Funds, Technical Skill Attainment, Financial Status Reports, Enrollment Data, Performance Data, and Program Improvement. Please refer to the attached Perkins Web Portal User Guide for Submitting the Consolidated Annual Report (CAR).
   b. WIOA, Title II – This report is submitted electronically at https://wdcrobcolp01.ed.gov/CFAPPS/OVAE/NRS/main.cfm and includes five sections: Statistical, Financial, Documents, Performance and Data Quality Checklist. Please refer to the attached Office of Vocational and Adult Education (OVAE) National Reporting System (NRS) State User Guide, April 11, 2014.

Planning & Development Department

Sustainability Office

Attachment D

Standard Operating Procedures

GUAM COMMUNITY COLLEGE
PLANNING & DEVELOPMENT DEPARTMENT

Sustainability Office
STANDARD OPERATING PROCEDURES (SOP)
Updated as of April 2019

Introduction

What is Sustainability?

sus·tain·a·bil·i·ty

1.) The ability to be maintained at a certain rate or level.

2.) Avoidance of the depletion of natural resources to maintain an ecological balance.

Purpose

To provide guidance, establish policies and procedures, and responsibilities of the Sustainability Office. The Sustainability Office, under the Planning and Development Department, is responsible for all Sustainable Initiatives. We are a resource hub for sustainability awareness, services and collaboration on campus, and we engage the community through a variety of programs, social media, communications, and outreach.

References

Institutional Strategic Master Plan (ISMP); Guam Community College Fact Books as applicable; and other Sustainable Education references as needed or required.

Background

The Guam Community College Sustainability Office was created in the Fall of 2014 and is empowered to develop and promote a culture of sustainability. From support of the administrators, staff, students, and faculty members, we are transformational leaders who encourage and celebrate environmental initiatives to make a difference in our community.

GCC Mission

Guam Community College is a leader in career and technical workforce development, providing the highest quality, student-centered education and job training for Micronesia.

Sustainability Office Mission Statement

The Office of Sustainability's mission is to develop a sustainable campus community through education, sustainable technologies, community involvement, and conservation/protection of our natural resources.

Office Personnel

- Sustainability and Project Coordinator
- Program Coordinator I

Responsibilities and Procedures

Recycling Initiatives

- **Aluminum Bin-** Inspect the main aluminum recycling bin monthly basis. Once the bin has reached maximum capacity and all plastic bags have been removed, you must contact Peggy Denny (I-Recycle Program Administrator) to schedule a pick-up of the bin, her contact number is 483-9415. GCC should expect a check from I-Recycle for the aluminum cans recycled the following month. The I-Recycle Administrator will call the Sustainability Office or the EcoWarriors Student Organization regarding the check. After receipt of the check, it is deposited into the EcoWarriors Fundraising Account. Weight of aluminum is calculated based on the amount of money received from I-Recycle considering the rate for aluminum cans at the time. This information must be recorded in the aluminum recycling database and included in the Board of Trustees (BOT) quarterly report.

  Mixed Paper Recycling- In the beginning of each fiscal year, the Sustainability Office develops an annual calendar detailing targeted buildings for GCC's mixed paper recycling initiative. The schedule includes all buildings on campus in which 2-3 buildings are targeted each month. Two weeks before each scheduled collection period, the Office coordinates efforts with occupants of specified buildings in which POCs and drop off sites are established with clear deadlines and guidelines on how to properly stage collected mixed and shredded paper. The Sustainability Office will process a work order to collect staged mixed paper for proper recycling/disposal. Shredded paper is transported to University of Guam's H[illegible] #2 and Mixed Paper is staged in building E's recycling room and later transported to the appropriate recycling facility in Harmon. However, due to the issues with mixed paper recycling contract with China recycling companies, we encourage everyone on campus to shred paper so that it can be immediately donated to farms and others on island. Weight is determined by weighing each back (or multiple bags) on a manual or digital scale. This data must be recorded under the mixed paper recycling database and on the BOT quarterly report.

- **Green Waste-** Green waste is staged at GCC's campus, on the northeast open area adjacent to building 1000 (Technology Center). During GCC activities/events/clean-ups that involve substantial amounts of green waste, it is essential for the Sustainability Office to direct and communicate with event coordinators regarding the disposal and staging site for all green waste in which they will forward to event participants. The Sustainability Office usually stage a GCC truck near the event site where the community can drop off all their green waste on the truck's bed. After each event, Sustainability Office will submit a work order to transport the collected green waste to the main staging site (adjacent to bldg. 1000). It is the Sustainability Office's responsibility to rent commercial grade mulchers/chippers quarterly (or as needed) to downsize all staged green waste into usable compost, mulch, fertilizer, etc.... for the campus community or other interested persons.

- **Recycling Bin Inspection-** The Sustainability Office on a quarterly basis conducts walk-around inspections to ensure recycling bins are in tack, in place, free of damage, and do not pose a threat to the surrounding community. There are a few "older" recycling "atolls" that may have to be regrouped as, these single bins, are easily separated. It is important to ensure that there are NO STAND-ALONE BINS on campus. It is the Sustainability Office's responsibility to ensure bins are secured immediately prior to Condition of Readiness 2 is announced.

    - **Procurement of more 3-in-1 recycling stations-** GCC has integrated eight 3-in-1 recycling atolls in high traffic areas around our campus. The color-coded and labeled recycling stations have made it convenient for the college to separate recyclables from regular trash. Therefore, it is essential to phase out all "old" recycling atolls and phase in new 3-in-1 recycling stations that are color-coded and nicely labeled.

Clean Our House Day (Plastics #1 and #2)- In the beginning of each fiscal year, the Sustainability Office develops an annual calendar that schedules Clean Our House Day events to take place every three months (quarterly). The Sustainability Office is tasked with coordinating the Clean Our House Day events by soliciting volunteers to assist at the event in which GCC's plastic bottle bin is sorted out and prepared for transport to Pyramid Recycling located in Harmon. Sorting the bin consist of taking out all bagged plastic bottles, ensuring that only #1 and #2 type plastics are bagged and loading all sorted bags on GCC trucks.These events usually take place on a Friday, with transport to pyramid recycling done the following day (Saturday). It must be noted that recycling companies may be opened for a limited time on weekends, therefore, you must plan your trip accordingly. Petty cash is needed to recycle the plastic items ($100 is good enough/ $.52 per kilo). Keep receipts as it contains details of pounds recycled. This will be included in the recycling database and on the BOT quarterly report.

Events / Activities

- **Other GCC events and activities-** It is essential for the Sustainability Office to develop a list of major GCC events and activities throughout the fiscal year (that involves food, drinks and the generation of substantial amounts of waste) and pay close attention to announcements regarding these events that occur either on or off campus. The Sustainability Office will work with and notify event coordinators/organizers of GCC's Sustainability Resolution and provide guidelines for their events; (i.e. no Styrofoam, no single trash bags under tents, use of biodegradable products, proper disposal of recyclables, etc.). In addition, the Sustainability Office will issue a work order to temporarily relocate recycling atolls close to event sites for ease of recycling and notify custodial services to monitor these bins due to increase traffic during these events. Food waste is usually collected at these events by placing cleaned/sanitized buckets (labeled food waste) near recycling atolls. The collected food waste is then given to a pig farmer; buckets must be cleaned and returned no later than three (3) days after the event.

STEEP (Sustainable Technologies Environmental and Education Program)

- The Sustainability Office will conduct at least one STEEP Program - during the summer break or winter break. Due to the short timeframe during the winter break, the Office is focused to offer a Summer STEEP Program to run for 5-6 weeks. Things that need to be done are:
    - Develop and finalize an Agenda/Schedule (updated and uploaded to website);
    - Finalize the budget;
    - Recruit target population (REACH for College, public and private high schools, etc.;
    - Identify and reserve classrooms, MPA, etc.;
    - Identify potential faculty, presenters, volunteers;

- Update and upload the Registration and Waiver form to the Sustainability Office websites;
- Complete and submit CEWD forms with accurate information to CEWD;
- Secure presenters and faculty to teach or lead sections;
- Inventory supplies, materials and test STEM kits and to be used;
- Obtain tools, supplies, and materials ;
- Process contracts (provisions, bus chartering, faculty contracts, open purchase orders (e.g., Home Depot);
- Print forms, enrollment, emergency contact form, sign-in/sign-out sheets ;
- Prepare classrooms and ensure equipment is working;
- Prepare faculty/presenters' instructional handouts;
- Prepare survey forms;
- Prepare certificates for faculty, presenters and volunteers;
- Offer STEEP session;
- Continue to be present throughout session;
- Administer survey;
- Compile and summarize survey results; and
- Submit a close out report.

Earth Month (April)

- The Sustainability Office oversees most of the Earth Month events/activities. The office will prepare and post a list of activities on its website. These activities include, but are not limited, to those listed below.
    - **Lightings Out**: Remind the campus community via MYGCC, social media and mass text regarding the time and date of this activity. It is essential for the Sustainability Office walk around campus to ensure full participation and to take photos.
    - **No Plastic Week Challenge**: Remind campus community a couple of days prior regarding this event via MYGCC, Facebook, and other social media. Work with the Visual Communication instructor (Sean Lizama) and students to conduct "face-to-face interaction" with the campus community who are seen using single use plastic material on campus during this event.
    - **Sustainable Movie Day**- Prepare the 5108-training room and media needed to project movies. Ensure sound and image quality are adequate for viewing (test system). Line-up movies/documentaries in advance. Notify the campus community of this event via MYGCC, Facebook, and other social media and instructors who may offer this opportunity as a service learning experience. Prepare sign-up sheet for participants. Prepare signage for the event (use white board in 5108)
    - **Clean Our House Day**: Remind the community via MYGCC, Facebook, and other social media. Invite on google to see pre-volunteers. Prepare supplies, materials, and equipment needed. Submit a work order for the use and transportation of materials to Harmon the following day.
    - **Rummage Sale:** Post an announcement for donations from the community a week prior to event. Develop guidelines on the donations (process) to ensure quality of

items with “good” resale potential and value. Organize and categorize items by section (e.g. electronics, household, jewelry, kitchen, decoration, collectibles, etc.). Receive donations one-two days prior to the event. Set up the venue (5108) a day prior. Send a reminder on MYGCC of the actual Rummage Sale date and time. Surplus items will be donated to the Salvation Army. Proceeds will be deposited 50% - 50% to the Sustainability Office and EcoWarriors Fundraising account.

- **Farmers Market**: Contact local farmers and secure at least 8-10 farmers to participate. Conduct a pre-registration and identify type of fruits, vegetables, etc. to be sold ensuring a diversity of produce. Prepare live plants for sale with EcoWarriors. Prepare the MPA for the farmers market being creating a layout for the event. Proceeds will be deposited 50% - 50% to the Sustainability Office and EcoWarriors Fundraising account. Ensure announcement to the campus community via myGCC, Facebook, etc.

Energy and Water Databases

- GCC’s energy and water usage database falls under the Sustainability Office. These databases are separate and rely on Guam Power Authority and Guam Water Authority statement (billing) information. Billings are typically 2-3 months “late” (e.g. January’s statement is typically received February or March). The Sustainability Office tracks the pattern in usage and monthly cost through a database that displays kilowatt-hour usage and gallons of water per month. The data is uploaded into these databases is also graphed (Excel) to show a more visual pattern of usage and cost. The database allows GCC to note any discrepancies identified through these billings and resolve these issues with the utility company. The database also identifies potential problems for GCC to inspect energy savings as a result of energy conservation measures integrated into specified buildings.
    - These databases are also utilized to justify utility budgets each year with the legislature.
    - See water and energy databases.

Renewable Energy Databases

GCC has five (5) grid-tied PV/solar systems registered with the system’s online “sunny portal”. The portal maintains information on GCC’s photovoltaic systems (i.e. building name, kilowatt-hour produce, co2 saved, system alerts, etc.). The sunny portal is the gate keeper of all data related to GCC’s renewable energy systems and has the ability to breakdown information daily, weekly, monthly or yearly through its integrated software. The Sustainability Office administrator and an alternate has access to monitor this database. The sunny portal login page can be found on this site https://www.sunnyportal.com/templates/loginwidget.aspx.

- The Sustainability Office maintains an extended Excel database in which data from the online portal is extracted and integrated into the Excel database to report monthly production of kilowatt-hour, cost savings and co2 reduction. This data, extracted from the sunny portal, is the basis for reporting data for these systems (BOT quarterly report). At the same time, the sunny portal allows the Sustainability Office to receive alerts if issues are being experience with any of GCC's PV systems in which immediate action can be taken to resolve the issue. Alerts can be sent to account holder email account. Communication faults shall be handled by MIS, while equipment faults shall be handled by facilities or the contractor should the system still be under warranty.

- Ensure PV systems on newly constructed buildings, such as building 100, are solar grid-tied and registered with the rest of GCC's systems. Contractors are responsible for registering the device for the college.

Solar Street/Parking Lights

- Quarterly inspections of all GCC's solar street/parking lights need to be conducted to ensure lighting throughout the campus. A solar street lighting map containing all the locations of these lighting systems is used for such purpose. Inspections along with the evidence from the updated lighting map will identify the location of an inoperable unit and areas with inadequate lighting to justify the need to repair, replace, or install a unit. Additionally, ensuring that newly integrated lighting systems are performing as expected within the warranty period is also essential in prolonging the life of these technologies and holding manufacturers accountable for their products.

- The Sustainability Office is working to replace a total of 18 inoperable solar led lights located in parking lot "J".

Water Bottle Filling Stations

- Water Bottle Filling Stations (WBFS) are located at four (4) buildings on campus: Student Services and Administration Building (1st floor), Building E (1st floor), Student Center (1st floor), and Allied Health Center (1st floor). Every quarter, water is tested for bacteria and Coliform by UOG's Water and Environmental Research Institute. When samples are taken, WBFSs will be temporarily "out of service" pending results of clean water are received from WERI (usually 2-3 days later). From there, signs can be taken down and systems can be utilized again for drinking. WERI contracts may need to be renewed again as each contract contains testing for only ten (10) samples. Filters also need to be changed on a quarterly basis (ideally before water is tested with WERI).

- At the same time, data is recorded for these systems manually to identify how many 12-ounce bottles have been reduced as a result of the campus community utilizing these WBFS systems. Data must be gathered manually by visiting the site and recording the numbers displayed on the screen of each system, entering that into our WBFS database and comparing those numbers with data from last month. This needs to be done on the 1st of each month. The difference between readings (e.g. last month from this month) would be the number of 12-ounce bottles saved. This is to be repeated every month and recorded on its respective database and included in the BOT quarterly report.

Board of Trustees (BOT) and Annual Reports

- The Sustainability Office provides two reports to the Board of Trustees (and the Institution), a Quarterly Report and an Annual Report. For the Quarterly report, all data collected on all Sustainability Databases (mentioned above) must be compiled and placed in report form to be reviewed by the BOT. See sample BOT report. 1st quarter usually begins from January to March.

- The Annual Report contains all sustainability data and associated analysis (like Quarterly Reports) but for the Academic Year, from Sept to August (12 months). The Annual Report basically contains accumulated data for each specific sustainability area (i.e. recycling, energy, renewable energy, water, water stations, etc.) for the entire academic year. Data for this report must be organized, analyzed, extracted and manually inputted into the Annual Report from the various Sustainability Databases such as from the quarterly report's template. The Annual Report's purpose is to show GCC's progress with efforts related to sustainability; i.e. waste reduction, energy and water consumption reduction, renewable energy production, recycling efforts, etc.... throughout the Academic Year.

Website (Planning and Development)

- The Sustainability Office maintains the Planning and Development's website to include the following webpages; Facilities and Maintenance, CTE, WIAO Adult Ed and the Sustainability Office. Revisions, additions, updates, modifications, needed are brought to the Sustainability Office. The webpages can be accessed through GCC's back page with the appropriate username and password for our specified department (UN: gccstaff70 PW: gcc700). Back page site: http://www.guamcc.edu/admin/SignIn.aspx

Garden Site

- The current garden site has been inactive and cleared primarily because of its distance to the Culinary Arts kitchen making the use and maintenance of the site unrealistic. Therefore, we are proposing for the garden to be located closer to building 400. The office was planning to include this project with the Summer STEEP Program.

Solar Compactors

The Solar Compactors must be tested quarterly for functionality and to ensure the equipment is clean. Solar compactors are located north of building 1000 and being used as a pilot, however, it is proving that a much larger compactor for the purpose of reducing space needed for trash is much more practical. We are proposing that the current solar compactors be used for plastic bottle crushing in order to save space and time related to plastic bottle recycling on campus.

Tree Removals

- The Sustainability Office will coordinate and submit a work order for the removal of coconut trees from the front of the Student Services and Administration Bldg. New tres anos coconut trees will replace old trees.

Institutional Strategic Master Plan

ISMP 2020-2026

- The 2020-2026 ISMP will be finalized by the end of April 2019. The Institution will start implementation of the ISMP by January 2020. The Sustainability Office in the meantime will be tasked in assisting with the creation of a tracking template/document (along with Persons/Committees contact list tasked with tracking certain goals and objectives). The tracking template shall reflect the Fiscal Year cycle in which departments, divisions, committee's, etc. develop specific initiatives/activities that work towards achieving the specific goals and objectives set forth in the final version of the 2020-2026 ISMP. From here, the Sustainability Office will collect semi-annual reports from the various departments, POCs, and/or committees regarding the progress made for specific Goals and Objectives to be recorded by the institution. It is essential that a current contact list be developed after each (fiscal) year. The tracking of the ISMP will continue until the end of the ISMP timeframe in 2026. The tracking document will potentially be used for Accreditation purposes similar to last accreditation.