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Introduction

This manual provides Florida specific policies and procedures that work in conjunction with the *GED*[®] *Program Policy Manual – Published by GED Testing Service LLC March 2016*. Links to manuals are found at: <u>http://www.fldoe.org/academics/career-adult-edu/hse/testing-admin.stml</u>. The sections in this Florida manual correspond to the sections in the manual published by GEDTS. Other policies and procedures documents that must be followed in authorized GED[®] testing centers are provided by Pearson VUE at the VSS website, <u>https://vss.pearsonvue.com/</u>:

- Pearson VUE Policies and Procedures Guide
- GED Testing Service[®] (GEDTS[®]) Client Guide
- Florida Jurisdiction Reference Sheet

Note: Documents at the VSS website are updated often. Make sure you are using the most up-to-date document.

General Policies

This section of The *GED® Program Policy Manual* covers general policies including responsibilities and privacy of testers. All testing center staff must be made aware of the policy statements. It is best practice to have staff sign a statement that they have read the policies.

Florida GED[®] Records Website

The Florida Department of Education (FDOE) manages the Florida GED[®] records website: <u>https://app4.fldoe.org/FLHSDRecordsite/Default.aspx</u>. The website only includes data for State of Florida High School Diplomas (high school equivalency (HSE) diplomas) earned in Florida and GED[®] tests taken (or records held) in Florida. The use of the website must comply with the GEDTS[®] privacy policies. All users of the website must sign an access agreement that must be submitted to the FDOE HSE Office (GED[®] Testing). Users must have a signed release from the individual whose records are being accessed, either viewed or downloaded, whether the records are being provided to someone else or not. If signed releases are being kept on file, the release must be renewed yearly.

The access agreement can be downloaded here: <u>http://www.fldoe.org/academics/career-adult-edu/hse/testing-admin.stml</u>.

Note: Make sure to use the most up-to-date access agreement by verifying that the document you have printed is the most up-to-date version.

All requests for individual access to this system must be submitted via email to <u>flgedhelp@fldoe.org</u> by the testing center administrator or the sponsoring agency manager. The subject line for the email should be "Access Agreement". The submission must include the access agreement and a copy of the current form/document used to obtain signed releases from individuals. The user may request a password which must be between 8-15 characters and include at least one number, one uppercase letter, one lowercase letter, and one special character (white space characters are not allowed). The

User ID will be the individual's email address. Access is limited to staff members involved in GED[®] testing at the testing centers. Instructional staff members are not permitted access to this system.

A user must NOT share their user ID and password with other staff members. A request should be made for other GED[®] personnel who require access to the database as part of their job duties and meet the requirements for access. The FDOE HSE office is maintaining a list of all staff members who have been provided access. The testing center administrator/sponsoring agency manager should maintain this information as well. When an individual with access to this system is no longer employed or should no longer have access, notify Diane Vaccari, <u>diane.vaccari@fldoe.org</u>.

The records in the Florida GED[®] records website generally only go back to 1999-2000, although some older records have been added from archived data. Permanent records are available in our archives back to 1945 and are researched when necessary for issuing duplicate diplomas and transcripts. If a testing center needs to research an older GED[®] record, submit the following information to flgedhelp@fldoe.org:

- Testers full name
- Date of birth
- Last four digits of SSN
- Approximate year of testing
- Approximate location of testing

When searching for candidate records by ID number, keep in mind that some candidates do not provide their SSN and are assigned a number by the FDOE HSE Office. For this reason, searches by name should be conducted when the SSN doesn't provide any results.

Important Notes:

- GED[®] records cannot be shared with anyone, including others in your institution or agency, unless you have a signed release on file from the tester to do so.
- GED[®] Records from the Florida GED[®] Records site must not be printed.
- A download is available monthly for testers at the testing center. When using the download to enter HSE diploma and/or GED[®] records into a local data system, a signed release from every individual in the download must be on file
- A list of testing centers is available on the records site.

Adult Education Centers - Obtaining Signed Releases from Testers

Since testers have more flexibility when scheduling their tests, adult education students may choose to take their GED[®] tests at locations other than their adult education center. If adult education staff needs access to a tester's results, the tester needs to sign a written consent that the GED[®] records can be released to them. Best practice would be to have adult education students complete a signed release of GED[®] test scores to staff at the adult education center when they register for adult education, and not

at the time of GED[®] testing. The release must be renewed yearly and specify the release of HSE diploma/GED[®] records.

A special form releasing scores to the adult education center can be used after test administration for the following purposes:

- Graduation ceremony invitation
- GED[®] preparation opportunities
- Accountability and performance reporting

The form is called *Authorization for Release of GED® Test Records*. The form is customizable to include the name and logo of the adult education and/or testing center. The form can be obtained by emailing <u>Diane.Vaccari@fldoe.org</u>.

GED Manager[™] Adult Education Center Access

Individuals can designate up to three adult education centers to which they give permission to share their GED[®] testing information during the registration process or by editing their current profile at MyGED[™]. Once they give permission to share results with a particular center, staff with access to GED Manager[™] Adult Education access will be able to view the individuals' results.

There is one adult education program listing per district or college that offers adult education. Each adult education program is allowed to submit requests for staff access equal to the number of adult education centers it services plus one additional request. For example, if Alachua County Public Schools Adult Education/GED has three (3) different physical locations offering adult education, they could submit up to four (4) total requests. Requests must come from the Adult Education Director and should be submitted via email. In order for the request to be processed, signed access agreements must be submitted via email to <u>Diane.Vaccari@fldoe.org</u>. The Adult Education Access Agreement is available from <u>Diane.Vaccari@fldoe.org</u>.

Requesting a Data Match to Adult Education Students

Instructions and requirements for requesting data matches can be obtained by contacting Joan Roddenberry at the FDOE– <u>Joan.Roddenberry@fldoe.org</u>.

Website References

Any institution that uses the GED[®] trademark in documentation and/or on websites must make sure to follow the *Guidelines for Proper Referential Use of the GED*[®] *Trademark by Third Parties* <u>http://www.gedtestingservice.com/uploads/files/bef242c53333174386ef75310538f498.pdf</u>

Jurisdiction Structure

This section of The *GED® Program Policy Manual* covers the role of the state and the state's GED Administrator[™] (currently Tara Goodman) in administering the GED® program, including administration and outreach. Test pricing and testing center information is also provided.

Websites

In addition to these manuals, the Florida Department of Education's website for the GED[®] tests has information that both you and your clients will find helpful: <u>https://ged.fldoe.org/</u>. The content on the website includes:

- Important Notices on Testing
- Testing Center Information
- Transcripts/Diplomas and Verifications
- Information for Underage Test Takers and Performance-Based Exit Options Diploma Participants
- Accommodations for Test-takers with Disabilities
- GED Testing Service[®]
- Testing Center Manual/Forms
- Monthly Newsletters
- Computer-based Testing (CBT) Implementation Resources

Communication

If you have to communicate with GEDTS[®], Pearson VUE, Parchment, or FDOE, observe the following guidelines:

- If you send an email, remember to provide your testing center number.
- If you have submitted a help ticket, provide the ticket number in any future correspondence concerning the ticket.
- If you speak with individuals on the phone, note the name of the individual, the phone number, date, and time of the call along with the details discussed.

When you are having difficulty with something and need further assistance from someone and you can provide complete information, it will help to process or research your requests more efficiently.

FDOE HSE (GED® Testing) Office Contact Information

Mailing Address: HSE/GED® Testing Office Florida Department of Education 325 West Gaines Street, Room 634 Tallahassee, FL 32399-0400 Phone: 850-245-0449 – press 0 to speak with staff or ask for someone in particular Fax: 850-245-0990

Type of Question	FLGED Contact 1	FLGED Contact 2
Accommodations	Diane Vaccari	Tara Goodman
Underage Exceptions	Dan Richardson	Diane Vaccari
Options Program Exceptions	Dan Richardson	Diane Vaccari
GEDTS [®] /FDOE Policies and Procedures	Diane Vaccari	Tara Goodman
Florida GED [®] Records Website	Diane Vaccari	Tara Goodman
GED [®] Testing Contact Lists	Diane Vaccari	Tara Goodman

Email convention: first.last@fldoe.org for example Diane Vaccari's email is diane.vaccari@fldoe.org

GED® Testing Center Support Line and Assistance Reference Sheet are found in the Appendix.

GED® Testing Contact Lists

GEDTS[®] uses Pearson VUE as its technology provider for the computer-based GED[®] tests. With this change, there is no longer a Chief Examiner at each of the testing centers; therefore, the following contact lists are being used by the FDOE HSE Office:

- Sponsoring Agency Manager and/or District Contact one per school district/college/other agency
- Testing Center Manager one per Pearson VUE® GED® Testing Center
- Individuals with Corrections GED[®] Manager Access
- Individuals with Adult Educator GED[®] Manager Access
- Underage Testing Contact at least one per school district
- Underage Testing Signature Designees only if desired, one or more per school district
- Exit Option Coordinator at least one per school district participating in the Performance Based Exit Option Program
- Accommodations Contact preferably at least one per school district/college/other agency
- Supplemental Contact only if desired, one or more per school district/college/other agency (this is for occasional general announcements)

Complete explanation of each of the lists is found in GED® Testing Contacts in the Appendix.

To change contact information on file, notify the FDOE HSE office.

Conference Calls/Webinars

Conference calls or Webinars will be scheduled with appropriate contacts as needed. Announcement of the event will be sent via email to those individuals invited to attend.

Annual FDOE GED® Testing Professional Meeting

The FDOE will hold an annual meeting of GED[®] testing professionals to review current procedures. Attendance at the meeting is encouraged, but not required. It will be held in conjunction with the annual ACE conference. Announcement of the meeting will be sent via email to those individuals invited to attend.

Test Pricing

The price of the GED[®] test is set in <u>State Board of Education Rule 6A-6.0201</u> - State of Florida High School Diplomas. The price for one content area is \$32. The price for all four content areas is \$128. Discounts are provided for the 2nd and 3rd retakes on each content area (see below for more information).

Discounted Retake Pricing

If a candidate does not achieve the minimum score on a test module, discounts are applied for retakes under certain conditions. Detailed information concerning the discounted retake program is found at: http://www.gedtestingservice.com/educators/2014retakeprogram.

In Florida, the retake price for one content area is \$12 (\$32 full fee minus \$20 GEDTS[®] discount). The rest of the fee goes to the state (\$2 to cover administrative costs) and the testing center (testing compensation fee of \$5/hour as contracted with GEDTS[®]/Pearson VUE). The state administration fee and testing center fees are not waived.

Testers can only schedule one discounted retake at a time and retakes must occur within 12 months of the initial attempt.

Candidate Payment options

Payment options, including the use of vouchers, are explained on this website: <u>http://www.gedtestingservice.com/educators/payments</u>.

Note that there are separate vouchers for first-time testers at the full price (\$32) and for re-testers at discounted retake price (\$12). If a re-tester eligible for the discounted price uses a full price voucher, no refund will be made.

Candidate Policies

This section of The *GED® Program Policy Manual* covers candidate eligibility, registration, and scheduling, GED® test specifics, criteria used for credentialing, threat assessment, and accommodations.

Eligibility

Florida follows the eligibility guidelines outlined by GEDTS[®]. For clarification purposes here are some specific eligibility situations:

- Florida's Special High School Diploma is not a standard high school diploma. Candidates holding a special diploma can take the GED[®] tests.
- Private high school diplomas may or may not be accredited. Usually a college will tell a candidate that the private school diploma is not acceptable for admission and suggest they take the GED[®] tests to earn a diploma. In this case, you can make the assumption that the private school is unaccredited and allow the candidate to take the GED[®] tests. There is a listing of private schools with self-reported accreditation here:

https://www.floridaschoolchoice.org/information/PrivateSchoolDirectory/.

- Candidates holding foreign secondary school diplomas are eligible to take the GED[®] tests.
- Candidates are not required to have a SSN to register to test.
- Candidates are not required to be Florida residents or have a Florida-issued ID to test in Florida.
- Prior to testing, candidates under the age of 18 must meet the underage requirements set by the school board in which the candidate resides or attends school. See <u>Florida Statute</u> <u>1003.435</u>.
- Some school districts in Florida operate a GED[®] Option[™] Program called the Performance-Based Exit Option Model in accordance with <u>State Board of Education Rule 6A-6.0212</u> which allows candidates currently enrolled in high school to take the GED[®] tests.

Verification of Identity

Florida does not require a candidate be a resident of Florida to take the GED[®] tests in Florida; however, the candidate must present a valid acceptable photo ID as required by GEDTS[®]/Pearson VUE when they present for testing.

As described on the Florida Jurisdiction Reference Sheet, Alternate ID can be used by testers with significant barriers to getting a government-issued ID who will be testing at a public Official GED Testing Center[™]. The testing center should be informed several days prior to the testing date that an alternate ID ("face sheet") will be used to allow for verification of the documents, if necessary. The tester must present at each time of testing a "face sheet" or other form of ID from the government agency in which they are in the custody of along with the Alternate ID Requirements for GED testers signed form. The form is available from the jurisdiction office by emailing <u>Diane.Vaccari@fldoe.org</u>.

Registration and Scheduling

Registration and scheduling can be done online at <u>https://ged.com</u> (MyGED[™]) or by calling 877-392-6433. Registration involves completing the contact and demographics information. Scheduling involves choosing a date, time, and location for testing and paying for the test. GEDTS[®] has provided an FAQ page to help with registration and scheduling:

http://www.gedtestingservice.com/testers/mygedfaqs

The Registration process could put a candidate into an exception queue:

- Accommodation Exception Candidate indicates a request for accommodations due to a disability (See Section 5. Accommodated Testing of Test-takers with Disabilities)
- Age Exception Candidate is 16 or 17 years old based on the date of birth provided (See Age Exceptions later in this section)
- Options Exception (See Options Exceptions later in this section)

The exception alert(s) would need to be cleared prior to the candidate being allowed to schedule.

When working with individuals registering and scheduling, make sure that only one account is created per individual. If an individual does create multiple accounts and needs to have accounts merged, the individual will need to call (877) 392-6433. The call center will coordinate the merge and make sure the individual has not violated any testing rules.

Note: Exceptions alerts do not prohibit a candidate from taking the GED[®] Ready tests which are accessed using the Study tab in MyGED[™].

Rescheduling and cancellation

Rescheduling and cancellation policies are covered in the *The GED® Program Policy Manual*.

Retesting

Florida follows the GEDTS[®] policy on retesting which allows testers to take a content area three times with no wait time between testing. For attempts after the third testing attempt each re-test attempt will be preceded by a 60-day waiting period.

Florida does allow for a Retest-Wait Period Waiver in accordance with GEDTS[®] policy, but requires a minimum wait period of 30-days from the next to last test administration to guarantee 30 days between forms.

Rescoring

Individuals can request a rescore of the essays and short answer items on the Reasoning through Language Arts, Social Studies, and Science tests by calling (877) 392-6433. Rescore cost is \$50 per content area which will be refunded only if the score changes.

Age Exceptions

As specified in Florida Statute <u>1003.435-</u> High school equivalency diploma program:

(4) A candidate for a high school equivalency diploma shall be at least 18 years of age on the date of the examination, except that in extraordinary circumstances, as provided for in rules of the district school board of the district in which the candidate resides or attends school, a candidate may take the examination after reaching the age of 16.

Therefore, the district school board must approve testers ages 16 and 17 based on the local criteria for underage testing.

Each local school district should review and revise the local policies that are currently in place to make sure they are consistent with the 2014 GED[®] test. In particular, if one of your requirements included minimum scores on the Official Practice Test (OPT) or the Test of Adult Basic Education (TABE), you should revisit your requirements. The official practice test for the 2014 GED[®] test is called the GED[®] Ready test. The predictive score ranges presented to candidates who take the GED[®] Ready test for GED[®] test prediction purposes are explained at http://www.gedtestingservice.com/educators/scorereport and ranges are explain in detail at http://www.gedtestingservice.com/educators/pld.

- Green Range Likely to Pass: 145-200
- Yellow Range Too Close To Call: 134-144
- Red Range Not Likely To Pass: 100-133

If your requirements included minimum scores on the GED[®] Ready based on requirements prior to March 23, 2016, when the new cut scores went into effect, you should also revisit your requirements.

The 2002 GED[®] Official Practice Test (OPT) is not a good predictor for the 2014 GED[®] test since it was designed for the 2002 GED[®] Test.

Currently, TABE scores are not correlated to predict 2014 GED[®] test scores.¹ According to the CTB/McGraw Hill Education website:

CTB is also in the process of studying the relationship between TABE 9&10 and the 2014 GED Test and will release additional information as it becomes available.

If not already completed, school districts should review and revise their GED[®] underage testing requirements for the 2014 GED[®] test. Keep in mind that the rules for underage testers vary widely from district to district. Some allow any 16 or 17 year old to test with the only requirement being that the tester must be withdrawn from school. Others require additional requirements including, but not limited to, certain scores on a predictor test, time spent in adult education, etc.

¹ CTB/McGraw Hill Education website, accessed August 19, 2014, <u>https://www.ctb.com/ctb.com/control/faqAnswerAction?faqId=15034.0&supportCenterId=13725&p=support</u>

When a candidate registers for the test and date of birth makes them 16 or 17 years of age, they are automatically put in the age exception queue. Once in the age exception queue, candidates receive an Age Alert which explains to the candidate what they need to do in order to clear the alert. See Screen Shot 1.

Individuals must receive approval from the superintendent (or designee) in the school district in which they live or go to school prior to being allowed to schedule the GED[®] test. Staff in the FDOE HSE office will clear the exception once school district approval has been received. Allow up to three business days for the alert to be cleared.

Note: If a waiver is received for a candidate not yet registered, no alert has been created and the candidate cannot be cleared. The waiver is held and checked daily against new registrations. Once registered, the alert will be cleared. Again, allow up to three business days for the alert to be cleared.

Underage waivers can be received only from school district personnel:

- Via Email <u>GEDagewaiver@fldoe.org</u> or <u>flgedhelp@fldoe.org</u>
- Via Fax or (850) 245-0990

A list of individuals who can assist candidates locally with the underage exceptions process is found here: <u>http://data.fldoe.org/workforce/contacts/default.cfm?action=showList&ListID=65</u>

Underage waiver form is found here: http://www.fldoe.org/academics/career-adult-edu/hse/underage-testing-info.stml.

The superintendent can designate someone to sign underage waivers on his/her behalf by submitting a letter of designation to the FDOE HSE office at <u>GEDagewaiver@fldoe.org</u>. If the designation letter specifies a time limit, the letter will need to be updated when the letter expires. If the designee leaves the school district or the superintendent chooses to no longer designate that person, notify the FDOE HSE office at <u>GEDagewaiver@fldoe.org</u>.

Note: If a candidate has a cleared underage exception and has an open option exception, he will not be cleared to test. If the option exception was generated because the individual inadvertently thought they were in the options program, and they subsequently update their profile to say they are not in the options program, it will reset the underage exception to open. There is no way for FLDOE HSE staff to know it has been reset, so the individual or local testing staff will need to notify <u>GEDagewaiver@fldoe.org</u> to have the age exception cleared again.



Options Exceptions

Florida participates in the GED Options[®] program. The GED Options[®] program, also called the Performance-based Exit Option program or Exit Option program, is outlined in Florida State Board Rule:

<u>6A-6.0212</u> Performance-Based Exit Option Model and State of Florida High School Performance-Based Diploma.

The Performance-Based Exit Option Program is administered by the FDOE Dropout Prevention office (Director-Lynn Turner, <u>lynn.turner@fldoe.org</u>, (850) 245-9954, <u>http://www.fldoe.org/schools/family-community/activities-programs/dropout-prevention</u>).

According to GEDTS[®] policy, GED[®] testers cannot be enrolled in high school unless they are participating in the GED Options[®] Program.

When candidates register they are asked if they are enrolled in high school. If they answer yes, they are asked if they are enrolled in the GED Options[®] program. If they answer yes, they are put in the Options exception queue. If they answer no, they are not allowed to register. See Screen Shot 2.

Once in the Options exception queue, candidates receive an Option Program Alert. See Screen Shot 1.

Individuals who are in the Exit Option program must receive approval from their district's coordinator prior to being allowed to schedule the GED[®] test. Staff in the FDOE HSE office will clear the exception once school district approval has been received.

Note: If school district approval is received for a candidate not yet registered, no alert has been created and the candidate cannot be cleared. The school district approval is held and checked daily against new registrations. Once registered, the alert will be cleared. Again, allow up to three business days for the alert to be cleared.

The list of Options Coordinators and exit option approval form are posted at http://www.fldoe.org/academics/career-adult-edu/hse/perf-based-exit-option.stml:

• Options Coordinators list is managed by the Drop-out Prevention office, <u>Tameka.Thomas@fldoe.org</u> or 850-245-0845, if a district needs to update it.

Exit Options Approval Forms can only be received from school district personnel:

- Via Email <u>GEDExitoption@fldoe.org</u> or <u>flgedhelp@fldoe.org</u>
- Via Fax (850) 245-0990

Screen Shot 2

C MyGED - Same I	usted test, brand new experience - Win	dows Internet Explorer				
🖉 🌍 🗣 🖪 https://ged.com/candidate/129407#accountSetup2					. م	
	varites Taols Help					
x Convert • 🗖	Select					
× Google		Search	- Kine More -		🔔 🔮 Diane Vaccari + 🔧 •	
🚖 Pavorites 🛛 🏫 🙋	Florida Issues Tracker 🙋 GEDAPP 🔃 Login Pa	rchment Exchange 😰 Pearson VUE - Test C	ienter 🚺 2014 GED@ Test FA	IQS 😰 GED Manager 😰 FAX 🖕 GEDTS - Candidate	Login Page 🙋 GED test 🖄 WFSU	
🚟 👻 🏀 https://ged./	com/gedmanage G MyGED** - Same trusted	× ×		🙆 • 🖾 - 🖾 🖷		
	Next, let's confirm you meet th	e local requirements for testing.			-	
		Program	SEN complete			
		Progress	65% complete			
	Where do you plan to t	take the GED® test?				
		military, please choose DANTES	from the list.			
	Florida					
	nonus 🔛	Don't see the location you we	anted?			
	Are you currently enro This does not include your pre					
	Yes	udiduori cidases.				
	O No					
	en and a second and the second					
	Are you in the Florida	Options Program?				
	Yes					
	O No					
		Back	Contin	1100		
	About the Test	Take Action	Help	Terms		
	What is the GED [®] test	Locate a prep center	FAQs	Terms & Conditions	Terms & Conditions	
	Reasoning through Language	Locate a test center	Contact Us	Privacy & Cookies Policy		
	Arts Mathematical Reasoning	Schedule a test Request a transcript				
	Science	Shop at GED Marketplace™		😜 Internet	C	
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Florida GED[®] Credentials

The GED[®] tests are used to award the State of Florida High School Diploma, the state's high school equivalency diploma in accordance with <u>Florida Statute 1003.435</u>, <u>State Board of Education Rule 6A-6.0201</u>, and <u>State Board of Education Rule 6A-6.0212</u>.

Florida Statute 1003.435 – High School Equivalency Diploma Program:

- Authorizes the State Board of Education to establish standards to administer and award high school equivalency diploma examinations
- Sets age restriction
- Establishes status which allows admission into state universities or community colleges

<u>State Board of Education Rule 6A-6.0201</u> - State of Florida High School Diplomas:

- Establishes passing requirements on GED[®] tests
- Sets state policies and procedures for approval of testing centers
- Establishes pricing for services

<u>State Board of Education Rule 6A-6.0212</u> - Performance-Based Exit Option Model and State of Florida High School Performance-Based Diploma:

- Establishes district requirements for participation in the "GED® Exit Option" program
- Establishes student eligibility and completion requirements

Distribution of Initial Diplomas and Transcripts

Once a GED[®] tester passes all four subject area of the test, the individual will receive two separate emails, one for the free diploma and one for transcript, providing links to the free electronic transcript and diploma in secure PDF format. The download links are only active for a limited time, approximately 60 days, and can only be downloaded one time. Detailed instructions for accessing the electronic transcript and diploma are found in the Appendix.

The electronic credentials are in secure PDF format that can be forwarded to employers/colleges and include Blue Ribbon Security feature which verifies the file each time it is opened as long as an internet connection is present. These electronic documents are very valuable as they can be forwarded to employers/colleges that will accept the credentials that way.

The electronic transcript is called a SMART transcript as it has links embedded explaining the various items displayed on the transcript. It includes a performance level. Performance score ranges for the 2014 GED[®] test:

- Below Passing: 100-144 (transcripts only show passing scores)
- GED[®] Passing Score: 145-164
- GED[®] College Ready: 165-174
- GED[®] College Ready + Credit: 175-200

The State of Florida High School Diploma is a high school equivalency diploma and does not include the additional score performance designations.

Since admissions policies vary widely in post-secondary institutions, candidates should contact the college or university's admissions office for details about the use of these additional performance levels.

SMART Transcript Score Levels are explained here: http://www.gedtestingservice.com/testers/scorelevellink

A free printed diploma can also be ordered using MyGED[™] following the instructions found in the Appendix.

Transcripts and diplomas are issued in English with the test language denoted on the transcript.

Duplicate Diplomas, Transcripts, and Verification Requests

The FDOE is the official source of GED[®] records and HSE credentials. Under no circumstance should any other agency provide verification or copies of GED[®] records. If testers need duplicate copies of their transcript and/or diploma, they must request an official copy from GED Credentialing[™]/Parchment. The process for requesting duplicate credentials is found here: <u>https://ged.fldoe.org</u>. Verifications are no longer provided; those needing verification will need to order a duplicate diploma or transcript. Individuals are able to make credit card payments and can receive electronic credentials the same day if there is an exact record match.

The price of each duplicate transcript/diploma is \$15. Individuals will have the option of a secure PDF document delivered electronically or a paper copy. The electronic documents are in secure PDF format that can be forwarded to employers/colleges and include Blue Ribbon Security feature which verifies the file each time it is opened as long as an internet connection is present. These electronic documents are very valuable as they can be forwarded to employers/colleges that will accept the credentials that way. If someone prints the secure PDF, it will print with a watermark; once printed, it is no longer an official copy. If an individual needs an official printed copy, then a print copy must be ordered and mailed.

Note: Transcripts are only produced for passers. Non-passing scores for 2014 GED[®] test series can be viewed by the tester at <u>https://ged.com</u>. For previous test series, an unofficial non-passing score report can be requested by the tester by emailing <u>FLGEDHelp@fldoe.org</u>. The tester will be required to submit a signed release to obtain the report.

The way an individual orders duplicate credentials is dependent upon when they took the test (from http://www.fldoe.org/academics/career-adult-edu/hse/transcript-diploma-requests.stml):

- For diplomas earned on or after January 1, 2014: Duplicate credential requests can be made by logging in to your <u>myGED[™] account</u>. Use the login at the top right of the page. Select the My Scores tab and click the Order Duplicates button on the Scores page.
- For diplomas earned prior to January 1, 2014: Effective February 1, 2014, you can request your credentials from GED Credentialing[™].

If an individual does not have internet access and/or a credit card, a mail order form can be printed for them:

https://gedsupport.parchment.com/FileManagement/Download/e96e1943595048b7a3ea106d11daa177

<u>GED® Receiver</u> can be used to request and received credentials on behalf of an individual (third party requests require a signed release from the candidate). Instructions for GED® Receiver can be found at the <u>Parchment/GED Testing Service support page</u>.

Diploma verification requests will be handled through the duplicate diploma and/or transcript request process. The document may be delivered electronically or as a paper copy. The electronic documents are in secure PDF format that can be forwarded to employers/colleges and include Blue Ribbon Security feature which verifies the file each time it is opened as long as an internet connection is present.

Parchment can be contacted using their support page at: <u>http://gedsupport.parchment.com/link/portal/30074/30102/Article/14/Click-here-to-reach-our-support-team</u> or via phone at 888-906-4031 Monday – Friday from 8 AM-5 PM MST.

Retesting Graduates with a State of Florida High School Diploma

GEDTS[®] allows retesting even if a candidate has already earned a passing score on a subtest. Additionally, Florida allows for the retesting of graduates holding a State of Florida High School Diploma. A candidate can schedule the test in the usual way; the scheduling process does not prohibit such scheduling and does not warn the candidate when they attempt to schedule a subtest that has already been passed.

When a candidate earns a higher score and wishes to get a transcript reflecting that increase, the candidate will need to order the transcript at <u>https://ged.com</u>. The duplicate fee will be charged for the transcript.

Accommodations

Accommodations requests and approvals are provided by GEDTS[®] as described in are covered in the *The GED*[®] *Program Policy Manual*.

The GEDTS[®] accommodations website - <u>http://www.gedtestingservice.com/testers/computer-</u> accommodations - includes the following:

- Explanation of accommodations
- Instructions for requesting accommodations
- Accommodations request forms, including forms for extension and appeal requests
- Documentation guidelines
- Frequently asked questions
- Lower-cost testing clinics
- Personal items and minor modifications not requiring accommodations approval

Assistance in Making an Accommodations Request

Since the process has the requestor fax the documents directly to GEDTS[®] and has taken out the requirement for both someone locally (Chief Examiner[™]) and at the state level (GED Administrator[™]) to sign the accommodations request forms, FDOE has a list of local GED[®] Testing Accommodation Contacts posted here: <u>http://data.fldoe.org/workforce/contacts/default.cfm?action=showList&ListID=68</u>. It is helpful if a tester who needs accommodations can have someone at the local level help them with the GEDTS[®] accommodations process.

If a local school district/college needs to update the accommodations contacts listing, the information should be emailed to <u>Diane.Vaccari@fldoe.org</u>.

Those needing assistance with the accommodations process can email the GEDTS[®] accommodations staff at <u>accommodations@GEDtestingservice.com</u>. Those needing assistance can also contact the FDOE HSE office at (850) 245-0449 or <u>flgedhelp@fldoe.org</u>.

Scheduling an Accommodated GED[®] Test

Individuals who plan on requesting accommodations (or requesting an extension of previously approved accommodations) need to register at https://ged.com/ indicating a need for accommodated testing during the registration process. An alert will appear on the individual's account until cleared by GEDTS[®] accommodations staff when the individual's accommodations have been approved. Candidates should allow up to 30 days for GEDTS[®] to provide a decision. The decision will be provided via email to the email address provided during registration. If a portion or all of the accommodations requested are approved, the email will include instructions for scheduling an accommodated test. Accommodated GED[®] tests cannot be scheduled at https://ged.com/ or (877) 392-6433. The individual must call the accommodated test. Accommodated test. Accommodated test. Accommodations approvals are valid for one year from the date of approval. If the individual wishes to extend the accommodations approval, an extension request form must be submitted along with any required updated documentation.

How to Clear an Accommodation Alert When an Individual Decides Not to Pursue Accommodations

If during the registration process at <u>https://ged.com/</u> the individual indicates a need for accommodations and decides later not to pursue accommodations, the individual can change their

profile at MyGED[™] or would need to call the call center at (877) 392-6433 and explain that to the customer service representative who can remove the alert. Once that alert is removed and no other alerts exist, the individual would be able to schedule a non-accommodated test.

GEDTS® Plan for Online Submission of Accommodation Requests

GEDTS[®] is currently working on an online submission process for accommodations requests. Once the system is ready, their accommodations website will be updated to include it.

Threat Assessment

This section of The *GED® Program Policy Manual* covers the policies and procedures used to deal with test takers that may be a danger to himself/herself or to others.

Appendix

Email <u>diane.vaccari@fldoe.org</u> if you need these documents.

- GED[®] Testing Center Support Line
- Assistance Reference Sheet
- GED[®] Contacts Descriptions
- 2014 GED[®] Test Passers: How to Access your Electronic Transcript and Diploma
- 2014 GED® Test Passers: How to Request a Test-taker's Printed Diploma