

# **HiSET PBT**

Iowa Official Practice Test Training  
Module

# Introduction

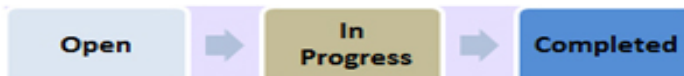
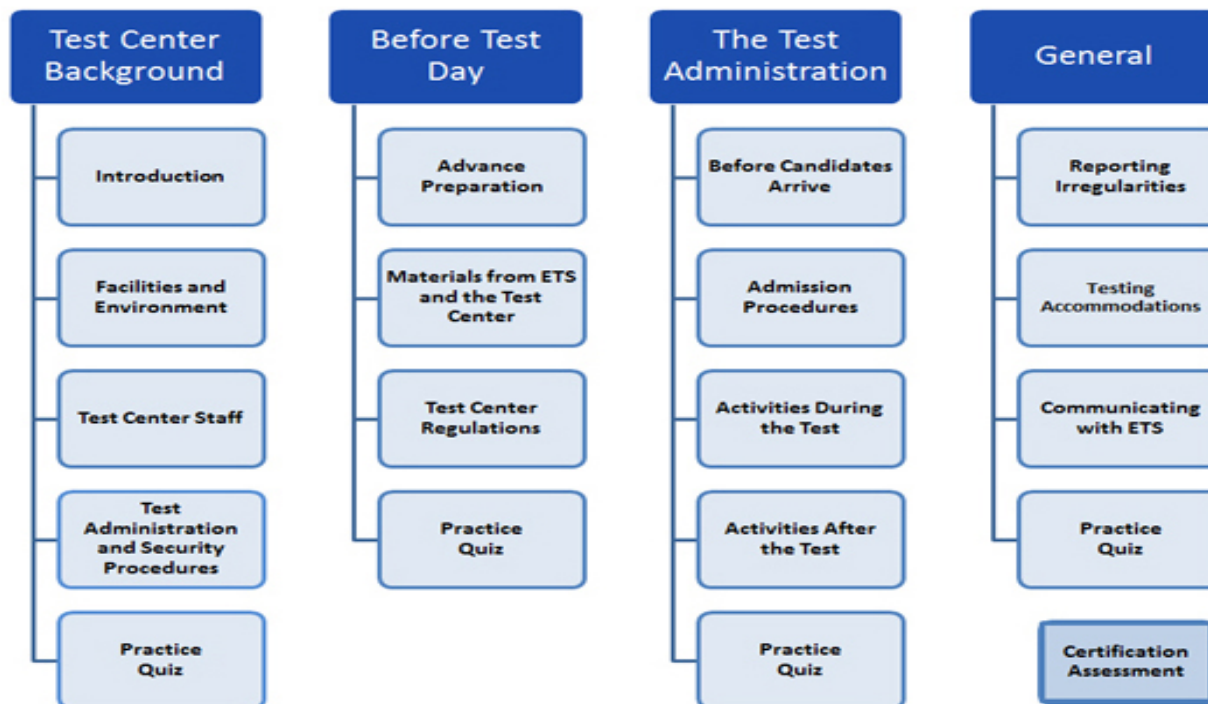
This training module has been adapted from the live version of ETS' HiSET PBT elearning module.

- Functions found in the elearning module, including forward and back arrows, hyperlinks, and tabs to additional materials do not function in this module.
- Where applicable and available, those materials have been inserted into this presentation.



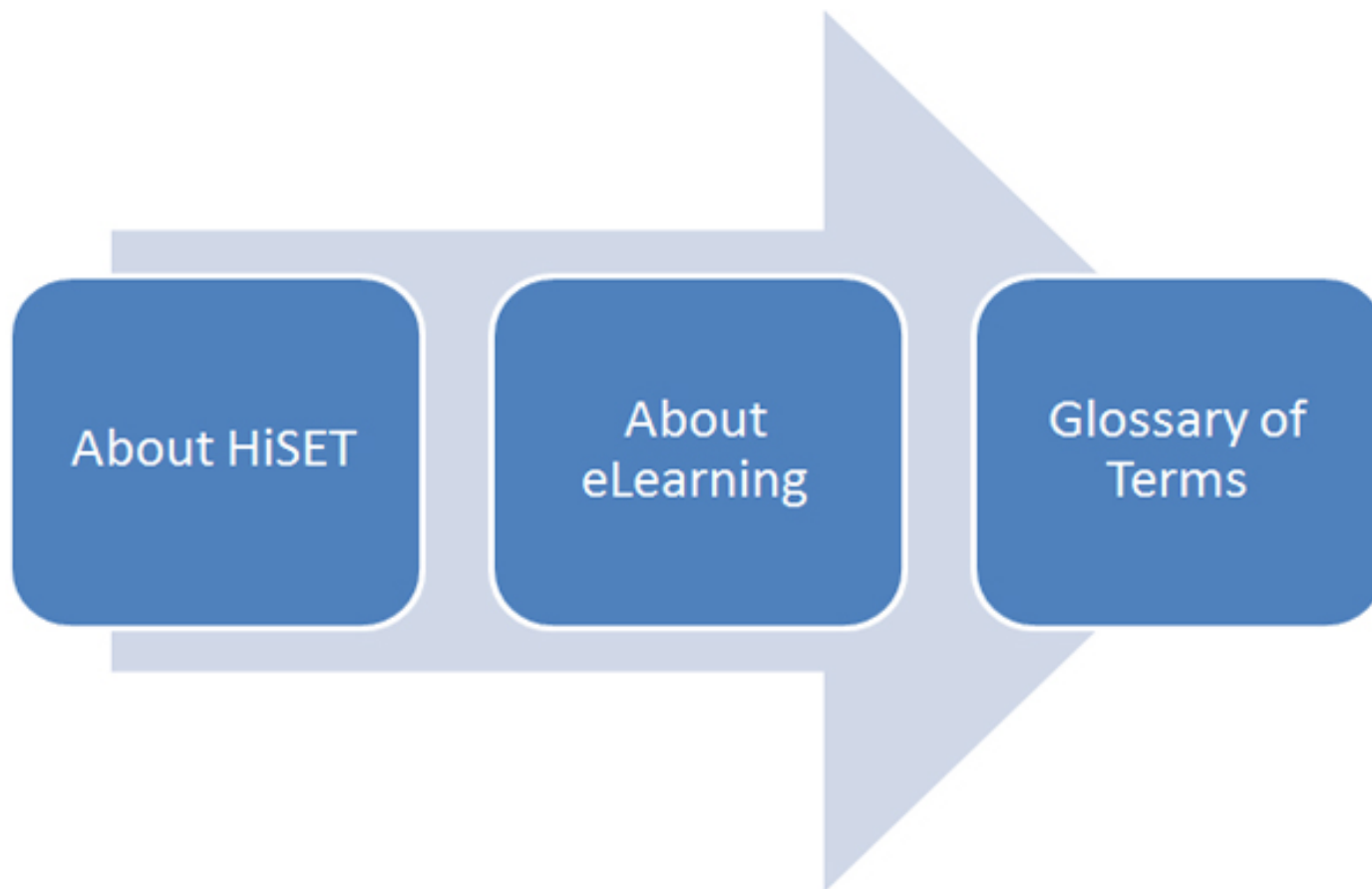
## Test Center Administrator eLearning Modules and Status

The eLearning training consists of the following modules. The legend below shows the color-coded status that tracks your progress through each step. Click on the module to start, or continue, your eLearning. There is a practice quiz at the end of each section to help you review the information you have studied. You must complete the Certification Test to be authorized to deliver HiSET Paper Based exams.





Click on each section of the diagram below to move through the related information.





## About HiSET – The ETS High School Equivalency Test

International Testing Service (ETS) and Iowa Testing Programs (ITP), two highly respected nonprofit assessment organizations, are proud to introduce the new ETS High School Equivalency Test (HiSET™), a national testing program. The HiSET™ program provides an accessible, affordable alternative high school equivalency test for students, educators, test takers and test center administrators.

### About ETS

ETS advances quality and equity in education for people worldwide by creating assessments based on rigorous research. ETS serves individuals, educational institutions and government agencies by providing customized solutions for teacher certification, English language learning, and elementary, secondary and post-secondary education, as well as conducting education research, analysis and policy studies. Founded as a nonprofit in 1947, ETS develops, administers and scores more than 50 million tests annually — including the TOEFL® and TOEIC® tests, the GRE® General and Subject tests, the National Assessment of Educational Progress (NAEP), and the College Board® Advanced Placement Program® (AP®) exams — in more than 180 countries, at over 9,000 test centers worldwide.

### About ITP

ITP is a nonprofit research, development and outreach unit in the College of Education at the University of Iowa. Its mission is to pursue:

- research that improves the practice of educational measurement
- design and development of assessments for a variety of purposes and audiences including educators, federal, state, and local governments and academic institutions
- outreach that delivers assessment results and supports use of assessment information by local, state, national and international audiences



## About the eLearning

eLearning provides you with a comprehensive set of materials relating to the administration of the paper-based HiSET tests, a series of quizzes to assist you in the learning process and a final assessment. The materials are presented to match the processes you will follow to administer a test. You are guided through the eLearning and can also select sections to review. At any time you can click on the Help icon to see how to navigate the eLearning.

The eLearning is broken down into a series of modules which typically each take about 10 minutes to go through. Some of the modules include demonstrations of the online systems you will be using as part of an administration, and some of these modules are a little longer than 10 minutes in total.

The first page of the eLearning provides you with a color-coded status of where you are in the process. Each module will be indicated as:

### Open

You have not yet started looking at the eLearning for this module

### In Progress

You have started, but not yet completed, the eLearning for this module

### Completed

You have completed the eLearning for this module



## Glossary

The following is a glossary of terms used within eLearning.

Term	Descriptions
ADA	Americans with Disabilities Act. ADA is used in the testing system to refer to testing accommodations for test takers with disabilities.
Candidate	Test taker, examinee
CBT	Computer-based test.
PBT	Paper-based test. This includes any test that is ordinarily given on paper rather than on computer; or paper-based testing may be offered as an accommodation for a computer-based test.
SIR	The Supervisor's Irregularity Report form is used to report any incidents or irregularities during an administration.
SRF	The Supervisor's Report Form is used to tally used and unused materials for processing.
TCA	Test Center Administrator (HiSET Chief Examiner and/or Test Center Supervisor)



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## roduction

Success of any test administration depends greatly on the suitability of the test site.

Test takers will not be able to do their best if they are distracted by such things as noise, poor lighting, inadequate writing surfaces or extreme temperatures. Although some adverse conditions may be beyond the control of the Supervisor, every effort must be made to minimize the possibility of such distractions through careful planning.

## Selecting Testing Rooms

When arranging for testing rooms, evaluate the available rooms in terms of the requirements for:

- Seating and security
- Other physical requirements
- Comfort and environment

Make your selection based on overall suitability.





## Seating and Security

### Seating Chart and Checklist

To ensure a secure testing area, the HiSET program recommends the following:

Whatever the room size, the number of test takers that can be tested in a room will depend on the seating plan used. If you find that you must reduce your center's stated capacity to meet the minimum requirements for spaced seating, please let ETS know at once.

The testing rooms must be arranged so that all test takers face in the same direction, and all the chairs must be placed directly behind those in the preceding row.

Assign a number to each testing room (Room 1, Room 2, etc.). Keep a record of the test takers assigned to each room so it will be possible to know the room in which the test taker tested.

Test takers must be separated on each side, left and right, by a minimum of four feet (about 1.25 meters) measured from center of test book to center of test book.

In an inclined seating arrangement, such as an auditorium or lecture hall, there must also be a four-foot separation at both the front and rear.

You and your staff should have unimpeded access to every test taker to distribute and collect test materials individually and to effectively monitor the test-taking process.

Only one test taker may be seated at a table that measures six feet or less in length. Do not seat test takers so they face each other at opposite sides of the table.

Chairs should always be provided. Stools or benches without backs are not acceptable.

A large, smooth writing surface is very important. Test takers should not have to pick up or shift their test books for lack of space. Therefore, rooms that are equipped with desks or tables are preferred.

If tablet-arm chairs are used at your institution, they must have a minimum writing surface of 12 x 15 inches (30 x 38 centimeters). If the facilities do not meet this requirement, please contact ETS at once.

In general, lapboards do not provide an acceptable writing surface.



## Seating and Security, continued

- You and your staff should have unimpeded access to every test taker to distribute and collect test materials individually and to effectively monitor the test-taking process.
- Only one test taker may be seated at a table that measures six feet or less in length. Do not seat test takers so they face each other at opposite sides of the table.
- Chairs should always be provided. Stools or benches without backs are not acceptable.
- A large, smooth writing surface is very important. Test takers should not have to pick up or shift their test books for lack of space. Therefore, rooms that are equipped with desks or tables are preferred.

If tablet-arm chairs are used at your institution, they must have a minimum writing surface of 12 x 15 inches (30 x 38 centimeters). If the facilities do not meet this requirement, please contact ETS at once.

In general, lapboards do not provide an acceptable writing surface.

- Study carrels, language laboratory booths and tables with partitions or dividers are acceptable only if the following conditions exist:
  - The side walls of the carrel or booth are made of an opaque material.
  - The front of the carrel or booth is clear from the top to the writing surface.
  - Test takers are at least four feet apart, thus limiting use to every other carrel or booth.
  - All test takers are seated facing in the same direction.
  - If possible, seat left-handed test takers at tables, desks or left-handed tablet-arm chairs. If the use of right-handed tablet-arm chairs cannot be avoided, seat left-handed test takers so there is a vacant writing surface to their left.
  - Randomly assign specific seats. This may thwart any prearranged cheating plans. It will also separate friends and associates and prevent them from communicating during the administration.
  - Do not, under any circumstances, allow test takers to select their own seats.
  - Seating in approximate alphabetical order may help to separate friends and associates, but do not seat test takers with the same last name near each other.
  - Regular seating patterns that could be anticipated or circumvented by the test takers (e.g., instructing them to sit on alternate sides of the room as they are admitted) are not acceptable.



## Physical Requirements

To ensure a secure testing area, the HiSET program recommends the following:

- Rest rooms should be located near testing rooms and should be easy to find. Post directional signs.
- Each testing room should have a clock, preferably at the front of the room, so that test takers can see it without turning their heads.
  - You or a member of your staff must post the time remaining (as specified in the instructions) so that test takers without watches can properly pace themselves.
- Testing rooms must not contain maps, periodic tables, posters, charts or any other materials that may be related to the subject of the tests.

**Lockers are not available in the testing center, provide a table at the front of the testing room where test takers can place their personal items.**

## Comfort and Environment

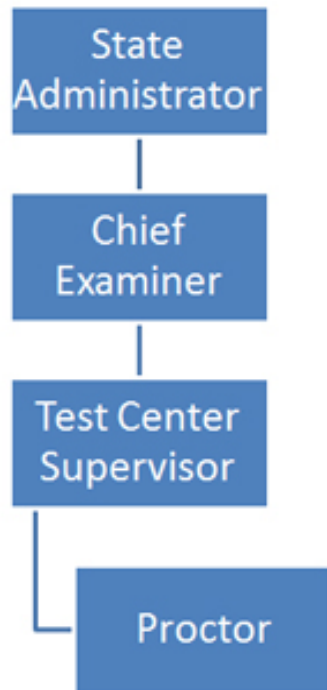
The following are recommendations for creating a comfortable and positive testing environment:

- Testing rooms should not be near noisy areas or activities such as athletic events, band practice, commencement exercises, other test administrations, construction work, heavy traffic, etc.
- Lighting should enable all test takers to read the test questions and mark their answers in the test book in comfort. It should not produce shadows or glare on the writing surfaces.



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Developed by Educational Testing Service, the HiSET testing program will consist of the following roles:



HiSET State Administrators will be designated by the State Administrator from each respective jurisdiction. HiSET Chief Examiners, Test Center Supervisors, and Proctors will be appointed locally with approval of the State Administrator.



## Overall Responsibilities of Chief Examiners

Chief Examiners and Test Center Supervisors are responsible for the overall quality of the testing program at their testing center. Their major responsibility is to uphold the integrity of the HiSET program by effectively organizing and overseeing the test administration process.

Chief Examiner typically:

- Places material orders.

- Signs the test center MOU with ETS.

- Attends and participates in mandated training sessions as required by the state.

- Verifies eligibility of the test takers prior to testing.

- Creates and implements a written receiving plan for secure paper-based testing materials and trains all HiSET testing center staff members to follow the plan. The plan must include how to receive and store secure materials if the Chief Examiner or Supervisor is not present when materials arrive.

- Inventories and places into secure storage all secure testing materials within one business day of when the materials are received from Educational Testing Service.

- Develops a written, HiSET-specific emergency plan, and trains all staff members to follow the plan. Emergency evacuation is discussed in the **Reporting Irregularities** section of eLearning.

- Selects, trains, and monitors Proctors.

- Inventories and checks the condition of all secure paper-based testing materials immediately upon receipt; prepares a written inventory at the beginning and end of each testing session and on a monthly basis when the tests are not in use.

- Conducts investigations into test compromises and testing irregularities. Follows ETS policies and procedures for reporting these irregularities.



## Overall Responsibilities of Chief Examiners *(continued)*

**Chief Examiners and Supervisors** – Chief Examiners and Supervisors shall:

- Comply with all policies and procedures.
- Manage and oversee a high-quality testing program that ensures access for all qualified candidates and ensures the integrity of the HiSET tests and their administration.
- Maintain the overall quality of the testing program.
- Ensure that all staff members under their supervision comply with the policies of the state or jurisdiction in which they operate.
- Respond to the needs of the community and comply with all applicable legal requirements relating to the activities of HiSET testing centers.

**General Qualifications for a Chief Examiner** – HiSET Chief Examiners must:

- Hold at least a bachelor's degree from a nationally accredited college or university.
- Have three (3) years of experience in teaching, training, counseling, or testing; or college-level coursework.
- Pass the HiSET PBT eLearning assessment.

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



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## **Overall Responsibilities of Chief Examiners** *(continued)*

### **Training Requirements for Chief Examiners and Supervisors**

State Administrators are responsible for training Examiners, Supervisors and Proctors to effectively fulfill their test administration duties. The State Administrator must ensure that they know the specific test administration procedures, are aware of related test security issues and understand the importance of safeguarding the test materials at all times.

Training programs (face to face initial training, eLearning online training before initial administration and ongoing state required sessions) and requirements may vary by state.



## Responsibilities of Supervisors

Supervisor typically:

- Verifies the identity and eligibility of each HiSET candidate.
- Maintains testing surveillance logs, seating charts, and other documentation as required.
- Maintains the security of all testing materials.
- Prepares a written inventory of all secure paper-based testing materials used during each test administration and maintains the inventory documentation in the permanent secure storage area.
- Conducts testing sessions in accordance with Educational Testing Service policies and procedures as set forth in the Program Manual and in any supplemental memoranda from Educational Testing Service.
- Controls testing sessions by following all Educational Testing Service policies and procedures for conducting a testing session under standard conditions or, when appropriate, with accommodations for candidates with disabilities.





## Responsibilities of Supervisors *(continued)*

Throughout the contract year, the Supervisor must:

- Select, train, and monitor Proctors.
- Inventory and check the condition of all secure testing materials when received from Educational Testing Service; prepare a written inventory at the beginning and end of each testing session and on a monthly basis when the tests are not in use.
- Adhere to Educational Testing Service policies regarding preparing and submitting testing materials for scoring.
- Inform the Chief Examiner and/or State Administrator of all disruptions or suspicious events that take place during any testing session promptly and in writing, by using a Supervisor Irregularity Form.
- Conduct investigations into test compromises and testing irregularities. Follow ETS policies and procedures for reporting these irregularities.
- Make information available to candidates about accommodations that are available and provide accessible testing with approved accommodations for candidates with disabilities.
- Attend appropriate examiner meetings sponsored by the jurisdiction.
- Cooperate in research and surveys sponsored by Educational Testing Service or by the State Administrator.
- Provide information about HiSET tests to civic groups, adult educators, and high school counselors.



## **Responsibilities of Supervisors** *(continued)*

At the end of each calendar year, the Supervisor must:

- Inventory and return all secure testing materials to Educational Testing Service no later than 30 days after the end of the contract year.
- Use that contract year's packing slips to validate all secure materials being returned.
- Notify ETS if the test materials inventory is not complete.

## **Chief Examiners and Supervisors** – Chief Examiners and Supervisors shall:

- Comply with all policies and procedures.
- Manage and oversee a high-quality testing program that ensures access for all qualified candidates and ensures the integrity of the HiSET tests and their administration.
- Maintain the overall quality of the testing program.
- Ensure that all staff members under their supervision comply with the policies of the state or jurisdiction in which they operate.
- Respond to the needs of the community and comply with all applicable legal requirements relating to the activities of HiSET testing centers.



### General Qualifications for Supervisors - HiSET Supervisors must:

- Have some experience in administering standardized tests.
- Speak English fluently and be at least 18 years of age or older.
- Have the ability to read directions clearly to test takers and to complete forms.
- Possess unquestionable integrity and be able to handle groups of test takers in an effective, efficient and friendly manner.
- Pass the HiSET PBT eLearning assessment.

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

### Training Requirements for Chief Examiners and Supervisors

State Administrators are responsible for training Examiners, Supervisors and Proctors to effectively fulfill their test administration duties. The State Administrator must ensure that they know the specific test administration procedures, are aware of related test security issues and understand the importance of safeguarding the test materials at all times.

Training programs (face to face initial training, eLearning online training before initial administration and ongoing state required sessions) and requirements may vary by state.



## Responsibilities of HiSET Proctors

Though the duties of each Proctor vary, depending on the type of assistance the Supervisor needs, Proctors generally perform or assist in performing the following functions:

Arrange testing rooms; answer test takers' general (procedural) questions; check test takers' registration confirmation and identification.

Direct test takers to their specific seats, and walk around the room frequently to guard against improper conduct and to ensure that every test taker is working on the appropriate section of the test.

If administering paper-based tests, distribute and collect test books to and from each test taker individually, check that test takers are gridding their answers properly on their answer sheet and are not making any marks on their test booklet, and monitor and account for test materials periodically throughout the testing.

Check rest rooms immediately after the test begins, and periodically thereafter, to be sure that the rooms contain no testing aids (for example, books, notes, writing on towels or walls).

Clear the memory of each calculator (if applicable) before dismissing the test takers and ensure that no test content is being removed or concealed (e.g., writing on the calculator)

Inform all test center staff that they must refrain from using their personal cell phones or text messaging during the test administration.

Advise staff that test takers and test center staff are prohibited at all times from taking photos or recordings of any kind in the test center, including during the administration and breaks.

## General Qualifications for HiSET Proctors

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

Have the ability to interact effectively and courteously with test takers and test center personnel.

Be able to explicitly follow oral and written instructions.



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## Staffing Recommendations for a HiSET Testing Center

### Staff Roles

ETS testing center staffing requirements shall consist of the following roles:

- Chief Examiner
- Test Center Supervisor
- Proctor

Staff members who are hired to operate and maintain a HiSET testing center are crucial to maintaining the integrity of the program. Access to the tests is limited to Chief Examiners and Supervisors, or Proctors under the direct supervision of a Chief Examiner or Supervisor.

It is recommended by ETS that any teacher involved in HiSET preparation courses cannot be a Chief Examiner, Supervisor or Proctor.

In some jurisdictions, additional staff members are used to register students and assist with test site/room preparation. Any individuals who will be present in the testing room during testing must meet HiSET requirements and must have been trained as a Proctor. Under no circumstances should Proctors be allowed to handle testing materials without direct supervision of a Chief Examiner or Supervisor.

### Appointing Staff Members for a HiSET Testing Center

ETS testing center staff members are employees of the state or the institution that hires them, not of Educational Testing Service. Their compensation, conduct, and supervision are, therefore, the exclusive responsibility of the hiring agency or institution, except in their role as examiners, when they are bound to comply with all Educational Testing Service policies and procedures.

Chief Examiners or Supervisors may be removed from examiner duties by the jurisdiction administrator or by Educational Testing Service.

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



## Staffing Policy Recommendations for Staffing an Official HiSET Testing Center

One Supervisor and one Proctor are recommended at a test administration for 50 or fewer candidates. For each additional 50 candidates, an additional staff person (Supervisor or Proctor) should assist with the test administration.

When determining the number of staff members for a HiSET testing center, the HiSET Administrator should base the decision on the following:

- The Supervisor's regular availability to administer the HiSET tests.
- The number of candidates regularly tested in a testing session.
- The frequency of an official HiSET testing center's testing sessions.
- The scheduled work time required for examiners to address HiSET testing program concerns.

### Staffing for Additional Personnel at Specific Testing Sessions

If the HiSET tests are being administered to a candidate who has a disability, the official HiSET testing center staffing plan shall include having an appropriate number of people available to assist.

For testing sessions conducted in correctional facilities, prison guards may be present if they meet the eligibility requirements for HiSET Proctors and have been trained.

For candidates with medical needs or disabilities, appropriate professionals may be assigned and remain present as necessary.



## Procedures for Appointing or Changing Staff Members at an Official HiSET Testing Center

- If the position of HiSET Chief Examiner or Supervisor is vacant, the HiSET Administrator is responsible for ensuring the security of restricted materials until a new HiSET Chief Examiner or Supervisor has been appointed and trained.

In order to appoint a new Supervisor, the Chief Examiner must first notify the prospective Supervisor and instruct them to register online with the HiSET program. When the Supervisor has registered online, he or she uses the template provided to notify the State Administrator via e-mail that their registration is complete.

The Administrator then approves the registration and assigns the Supervisor to the appropriate HiSET Test Center(s).

- Newly appointed HiSET Chief Examiners and Supervisors are not permitted to conduct any testing until Educational Testing Service has received approval of their appointment and after they have completed training.



## roduction

Test takers have access to full instructions in the HiSET Information and Registration Portal and should be prepared to bring any documentation and fees needed on testing day.

When they come to the test center, test takers should know the following:

- What identification they must have.

- That they must correct information in their registration account before coming to the test center. NOTE: Name changes cannot be accepted.

- That they may not bring cell phones, smart phones (e.g., BlackBerry® or iPhone® devices), PDAs and other electronic, recording, listening or photographic devices or aids to the test center.

- That their scores may be canceled if they cheat or attempt to cheat.





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## Security of Test Material

The security of test materials is critical. From the moment of delivery to the time the test materials are mailed to ETS, you are fully responsible for ensuring their protection from loss or unauthorized access.

To meet this responsibility, you must ensure that you and/or your Supervisors perform the following five test book accounting steps to prevent test book security problems and, if necessary, to pinpoint when a breach of security may have occurred.

### Book Accounting

Account for the test books:

- 1. Immediately upon receipt.
- 2. When distributing materials to the HiSET Proctor on the test date.
- 3. After materials have been distributed to test takers.
- 4. Before test takers are dismissed from the testing room.
- 5. When preparing materials for return to ETS.

You must make certain that no test taker has access to the test(s) before the administration; that every test taker does his or her own work; that no one reproduces, copies, photographs or records any of the examination questions or takes secure test material (or any portion thereof) from the test center.

Sharing of test materials with test center staff or other school personnel can result in delays in reporting



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To ensure a secure testing area, the HiSET program recommends the following:

Regardless of the room size, the number of test takers that can be tested in a room will depend on the seating plan used. If you find that you must reduce your room's stated capacity to meet the minimum requirements for spaced seating, please let ETS know at once.

Testing rooms must be arranged so that all test takers face in the same direction, and all the chairs must be placed directly behind those in the preceding room.

Assign a number to each testing room (Room 1, Room 2, etc.). Keep a record of the test takers assigned to each room so it will be possible to know the room in which each test taker tested.

Test takers must be separated on each side, left and right, by a minimum of four feet (about 1.25 meters)

measured from center of test book to center of test book.

In an inclined seating arrangement, such as an auditorium or lecture hall, there must also be a four-foot separation at both the front and rear.



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and your staff should have unimpeded access to every test taker to distribute and collect test materials individually and to effectively monitor the test-taking process.

One test taker may be seated at a table that measures six feet or less in length. Do not seat test takers so they face each other at opposite sides of the table.

Chairs should always be provided. Stools or benches without backs are not acceptable.

A large, smooth writing surface is very important. Test takers should not have to pick up or shift their test books for lack of space. Therefore, rooms that are equipped with desks or tables are preferred.

If fold-down chairs are used at your institution, they must have a minimum writing surface of 12 x 15 inches (30 x 38 centimeters). If the chairs do not meet this requirement, please contact ETS at once.

In general, lapboards do not provide an acceptable writing surface.



Any carrels, language laboratory booths and tables with partitions or dividers are acceptable only if the following conditions exist:

The side walls of the carrel or booth are made of an opaque material.

The front of the carrel or booth is clear from the top to the writing surface.

Test takers are at least four feet apart, thus limiting use to every other carrel or booth.

All test takers are seated facing in the same direction.



If possible, seat left-handed test takers at tables, desks or left-handed tablet-arm chairs. If the use of right-handed tablet-arm chairs cannot be avoided, seat left-handed test takers so there is a vacant writing surface to their left.

Randomly assign specific seats. This may thwart any prearranged cheating plans. It will also separate friends and associates and prevent them from communicating during the administration.

Do not, under any circumstances, allow test takers to select their own seats.

Seating in approximate alphabetical order may help to separate friends and associates, but do not seat test takers with the same last name near each other.

Regular seating patterns that could be anticipated or circumvented by the test takers (e.g., instructing them to sit on alternate sides of the room as they are admitted) are not acceptable.



## Tips for Preventing Security Breaches

### Test Materials

- Store test materials in a locked storage area.
- Never leave test materials unattended.
- Ensure that at least one testing staff member is present in the testing room at all times.
- Remain alert and attentive during all phases of the test administration. While in the testing rooms, you and your staff must not read, eat, drink, engage in conversation, talk on cell phones, text message, correct papers or perform any other activity that is not directly related to the administration.
- Distribute and collect test books individually.
- Ensure that no test taker leaves the room with test materials.
- Ensure that no test taker copies, removes or photographs any portion of the test materials.
- Ensure that no test taker uses a cell phone or any electronic, recording or listening device during the test session OR during breaks. Be conscientious of test takers using the rest room to access cell phones or other electronic devices.
- Ensure that no test taker attempts to remove test content via the calculator (e.g., writing on the calculator).

### Personation

- Check test takers' identification thoroughly at the time they enter assigned testing rooms.
- Limit the number of test takers permitted to leave the testing room at any one time.
- Recheck test takers' identification documents whenever they return to the testing room.

### Seating

- Never allow test takers to select their own seats.
- Randomly assign test takers to specific seats in each testing room.
- Seat test takers a minimum of four feet apart.
- Seat all test takers facing the same direction.
- Observe test takers as they mark their answers on their answer sheet throughout the testing session to be sure they are marking their answers properly.



Which of the following are requirements for a valid seat arrangement?

You should have access to each test taker.

Test takers must be separated on each side, left and right, by a minimum of four feet (about 1.25 meters) measured from center of test book to center of test book.

Chairs should always be provided. Stools and benches without backs are not acceptable.

Testing rooms must not contain maps, periodic tables, posters, charts or any other materials that may be related to the subject of the tests.

All of the above



What is the minimum distance apart that you should seat examinees ?

Two feet

Three feet

Four feet

Five feet

Six feet





What is the minimum age for a HiSET Supervisor?

17

18

19

20

21



**Which of the following is NOT a duty of a Proctor?**

**Answer Test Taker's procedural questions.**

**Prepare the testing rooms prior to a testing session.**

**Monitor the testing room to make sure test takers are gridding their answers properly on their answer sheets and are not making any marks on their testing booklets.**

**Inventory all secure testing materials when the shipment is received from Educational Testing Service.**



## Introduction

When you are administering a HiSET exam, your activities will focus on selecting and training staff; selecting and preparing facilities; and receiving, gathering and securing test materials.

### Training Your Staff

You are responsible for training your staff before an administration of the HiSET exam to effectively fulfill their administration duties as outlined in this Manual.

You must ensure that they know the specific test administration procedures, are aware of related test security issues and understand the importance of safeguarding the test materials at all times.

Your training should include the following activities in your training program:

- Provide a training session at the beginning of the testing year.
- Have a briefing session on the morning of the test to update staff on any last-minute problems, reassign staff if someone is absent, and so on. Staff members must have access to this Manual throughout testing and must adhere to the procedures and instructions it contains.
- Inform all test center staff that they must refrain from using their personal cell phones or text messaging during the test administration.
- Advise staff that test takers and test center staff are prohibited at all times from taking photos or recordings of any kind in the test center, including during the administration or breaks.
- Provide an ongoing review of test administration procedures throughout the year.
- Undertake *immediate remediation* of any staff-related problems.



## HiSET Supervisors - Duties on Test Day

Checklist for HiSET Supervisors

Supervisors are responsible for the actual test administration in their assigned testing rooms. The **Checklist for HiSET Supervisors** should be made available to them prior to the administration.

Supervisors perform the following duties:

- Review the contents of this Manual prior to the test date and be able to apply the required procedures for managing their testing rooms; arrive at the test center at the specified time to receive materials and their room assignments; verify the count of test materials assigned and record test book serial numbers on the **Supervisor's Report Form**.
- Inspect the room for appropriate seating arrangement, lighting and ventilation.
- Admit test takers according to directions; verify identification as required and assign seats; distribute test books to each test taker individually distribute a calculator to each test taker (if applicable).
- Immediately report any irregularities to the Chief Examiner, document the irregularities on a **Supervisor's Irregularity Report** and sign it.
- Collect test books according to instructions; strictly account for all used and unused test books; complete and return all reports and forms to the Chief Examiner.
- Promote good public relations by answering procedural questions and handling complaints or disturbances in a courteous and professional manner.
- Direct and supervise the proctors who assist them.
- Refrain from using their personal cell phones or text messaging during the test administration.
- Advise test takers that they are prohibited at all times from taking photos or recordings of any kind in the test center, including during the administration or breaks.



*View HiSET's program manual for paper based testing, Chapter 3, at the link below.*

[http://www.hiset.ets.org/s/pdf/pdt\\_program\\_manual.pdf](http://www.hiset.ets.org/s/pdf/pdt_program_manual.pdf)



## Numbers of Staff Needed

The number of proctors you need is determined by the policy set in your state. Following is the recommended number of proctors per test takers.

Recommended Test Taker/Proctor Ratios	
Number of Test Takers Per Room	Number of Proctors Per Room
2-50	1
51-100	2
101-150	3
151-200	4
If more than 200 test takers are in one testing room, it is recommended that there be an additional proctor for every 50 test takers or fraction thereof over 200.	



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## Materials Provided by ETS

### The HiSET Information and Registration Portal

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

Test takers will be able to create and manage their HiSET Profile and access their Score Reports in the HiSET Portal. In states that opt to offer test taker self-service for registration and scheduling, test takers will also be able to make an appointment to take a test at a particular center on a particular day and to pay for the test.

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



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## Materials Provided by ETS (continued)

### Attendance Roster

[Attendance Roster](#)

Attendance rosters listing the names of test takers who were registered and assigned to the center are located within the PBT portal. This information should be used when making final arrangements for testing staff and rooms.

ETS recognizes the rights of individuals to privacy regarding information supplied by them and its attendant responsibility to safeguard such information. The identity of those who participate in a test administration is considered confidential. Attendance Rosters should not be used for any purpose that is not directly connected with the administration. If the roster is printed, it must be destroyed following the testing session.

### Calculators

The HiSET assessment is designed so that test-takers do not have to use calculators. Some states, however, may choose to provide calculators to those test-takers who wish to use them.





**Materials Provided by ETS** (continued)

**Checklist of Materials that will be Received from ETS**

Check ✓	Materials Provided by ETS
	1. Test books, Answer Sheets, and calculators (if applicable)
	2. Supervisor's Report Form (SRF)
	3. Supervisor's Manual The Supervisor's Manual contains the following test administration forms : <ul style="list-style-type: none"> <li>◆ Supervisor's Irregularity Report (SIR)</li> <li>◆ Test Question Ambiguity and Error Form</li> <li>◆ Notice of Defective Test Books</li> <li>◆ Tips for Preventing Security Breaches</li> <li>◆ Duties of HiSET Proctors</li> <li>◆ Checklist for Supervisors</li> <li>◆ Seating Chart</li> <li>◆ HiSET Supervisor's Report</li> <li>◆ Supervisor's Comment Sheet</li> </ul>
	4. Test Security Poster
	5. Return Instructions Sheet
	6. The following return envelopes: <ul style="list-style-type: none"> <li>◆ answer sheet return</li> <li>◆ IRR return</li> <li>◆ Supervisor's irregularity report (SIR) return</li> </ul>
	7. UPS return envelopes or cartons
	8. UPS return labels



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Next Button

## Receiving and Storing Materials

Notify your receiving office prior to each shipment that you are expecting a shipment to arrive and arrange to have the carton(s) delivered to you upon receipt.

If immediate delivery to you is not possible, ask that the shipment be placed in a secure locked area that is restricted to one or two authorized persons.

At each institution, authorized persons should be limited in number, and should be those persons whose normal duties require use and/or protection of secure materials.

Students and prospective test takers are not considered authorized persons for the handling of, access to, or storage of ETS test materials.



## Receiving and Storing Materials (continued)

### How to Check the Materials

Step	Action
	<p>Open the cartons and take out the materials. Check that you have received all materials listed on your <b><u>shipment notice</u></b>.</p> <p><b>Note:</b> Never leave the test materials unattended when outside a locked storage area.</p>
	<p>Store the carton(s) in a secure area to which only you and other authorized persons have access. Test materials are considered to be in secure storage when they are locked in a container, compartment or area.</p> <p>You must take reasonable care to assure that the location of and access to the storage, and the strength of its locking mechanism, are sufficient to deter access to the test materials by unauthorized persons.</p>

### Delayed Delivery of Materials

If you do not receive your entire shipment of test materials, check your test **shipment notice** to see how the shipment was sent, and try to trace the missing materials through the local office of the delivery carrier designated.

If you do not receive your shipment by the appropriate date, please contact ETS Test Administration Services so there is sufficient time to trace the missing shipment or send another.



## Materials Provided by the Testing Center

### Checklist

The following materials are needed for each testing room:

- **A reliable watch** (not a stopwatch or any other mechanical timing device) that can be reset as needed.

If more than one testing room is used, each of your HiSET Supervisors must also have a watch. In addition, each Supervisor must have a second timepiece available (such as a proctor's watch or a wall clock) that can be used as a check against mistiming. Do not use a test-taker's watch.

- **A large wall clock** for each testing room that is clearly visible to all test takers.

- A supply of No. 2 or HB pencils with erasers.

- **A pencil sharpener**, if possible.

- **Calculators** (if applicable)

- **Scratch paper** – Test centers must supply scratch paper for candidates who request it. Scratch paper must be colored but it must be a sufficiently light color that candidates can read their notes.

The maximum number of pages that can be given to a candidate at one time is 3. The test center supervisor must destroy the scratch paper when the test administration is over.

Please review the [\*\*Scratch Paper Policy\*\*](#).



## Materials the Test Taker Must Bring With Them

### Checklist

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

- Acceptable and valid ID as required by the state.
- Layered clothing that will allow the test taker to adapt to a range of room temperatures.
- Payment for the test center administration fee (if applicable).

Test takers cannot take any other materials into the testing room, including: cell phones, smartphones (e.g., BlackBerry or iPhone® devices), PDAs and other electronic, recording, listening or photographic devices, personal amplifiers, food, drinks, books and papers.

Test takers may not access their cell phone during the test or during breaks to check messages or to check the time. (See **Misconduct**).



## Test Center Regulations

There are a number of test center regulations that you need to be aware of on test day and that should be integrated into your test day procedures.

Please click through each of the following to review the related information.

Conduct and Prohibitions

Test Center Observers

Tips for Preventing  
Security Breaches

Test Taker Complaints

Unauthorized Visitors and  
Requests for Media Coverage

Other Regulations and Guidelines



## Conduct and Prohibitions

### Testing Aids

Test takers who arrive at the test center with testing aids should be told that they may not bring them into the test center. However, if test takers do not have access to a safe place to leave such items (e.g., a car or locker), they may, at your discretion, place them in their pockets or handbags or under their chairs.

You and your staff members should not accept the responsibility of holding or safeguarding test takers' personal possessions. Anyone found using testing aids during the administration should be warned and, if the action continues, should be dismissed from the examination. Please review **Dismissal for Misconduct**.

When taking a test, test takers should have nothing on their desks except their test books, calculators provided by the test center, pencils, erasers and photo identification. The use of any of the following items in the testing center is strictly prohibited.

Please review the list of **Prohibited Items**.



## Tips for Preventing Security Breaches

### Test Materials

- Store test materials in a locked storage area.
- Never leave test materials unattended.
- Ensure that at least one testing staff member is present in the testing room at all times.
- Remain alert and attentive during all phases of the test administration. While in the testing rooms, you and your staff must not read, eat, drink, engage in conversation, talk on cell phones, text message, correct papers or perform any other activity that is not directly related to the administration.
- Distribute and collect test books individually.
- Ensure that no test taker leaves the room with test materials.
- Ensure that no test taker copies, removes or photographs any portion of the test materials.
- Ensure that no test taker uses a cell phone or any electronic, recording or listening device during the test session OR during breaks. Be conscientious of test takers using the rest room to access cell phones or other electronic devices.
- Ensure that no test taker attempts to remove test content via the calculator (e.g., writing on the calculator).

### Personation

- Check test takers' identification thoroughly at the time they enter assigned testing rooms.
- Limit the number of test takers permitted to leave the testing room at any one time.
- Recheck test takers' identification documents whenever they return to the testing room.

### Seating

- Never allow test takers to select their own seats.
- Randomly assign test takers to specific seats in each testing room.
- Seat test takers a minimum of four feet apart.
- Seat all test takers facing the same direction.
- Observe test takers as they mark their answers on their answer sheet throughout the testing session to be sure they are marking their answers properly.






## Authorized Visitors and Requests for Media Coverage

### Controlling Access

Visitors are not permitted in the testing room.

### Handling Requests from the News Media

Testing is a subject of general interest, and test administrations frequently attract the attention of the media. Under no circumstance should reporters or photographers be admitted to a testing room or have access to test takers until testing is complete. Test takers or staff members may be interviewed (with their consent, of course) after the administration and away from the test site.

Please inform the ETS Marketing and Public Affairs Division's Media Relations Office of any request from the media for information about or coverage of a testing program by calling ETS at 1-609-233-0090 . A media relations specialist will contact the inquirer to explain ETS policy and make recommendations for sharing information.

This approach will ensure that complete and accurate information is provided and that responses to specific requests or questions can be made in the context of the testing program and related ETS activities.



## Test Center Observers

### Purpose of Observations

Test center observations by state officials are scheduled for the purpose of evaluating test administration procedures and facilities to ensure that they meet the standards set for all test centers. Observations also afford an opportunity for test center staff to raise questions, seek advice or make comments and allow the observers to offer suggestions about modifying test center procedures to help alleviate problems that may have occurred.

### What Happens During an Observation

A test center observer carrying state-issued identification and a letter of authorization from the State Administrator, and perhaps photographic equipment, may visit your center during the week preceding the test date and/or on the day of an administration. The observer will want to monitor as many aspects of the test administration as possible, particularly test security arrangements and procedures, conditions relating to the testing environment, and any evidence of the impact of recent changes in program policies, procedures or requirements.

Photographs should not be taken during the actual test administration.

### Looking for ETS Authorization

An observation will either be announced (you will receive a letter advising you of the visit) or unannounced. In either case, always ask to see the observer's identification and letter of authorization.



## Test-Taker Complaints

### How ETS Handles Test-Taker Complaints

Test takers are encouraged to write to ETS within 10 business days if they have concerns or complaints about any aspect of the testing program in which they participated, including the conditions under which a test was taken. When ETS receives a letter of complaint, we may send a copy of the letter, with the identity of the writer deleted, to the Supervisor of the test center involved. For complaints that could have been avoided, the Supervisor is expected to take steps to correct or avoid the situation at future administrations.

### Preventing Complaints

You can prevent many complaints by careful planning and preparation, training of test center staff, and being consistent in implementing the procedures outlined.

Most complaints concern physical conditions at centers, such as overcrowding, inadequate writing surfaces, inadequate lighting and extreme room temperatures.

Through careful attention to detail, many other complaints can be avoided. Test takers complain about apparent mis-timings, distracting noises, smoking regulations, no visible clocks, cheating and test center staff who are rude, disorganized or distracting and who do not pay attention to their duties during the administration.

If, before testing begins, you are aware of a potential noise problem (bands playing, banging heating systems, cheering at a sports event, scheduled maintenance or repair work, etc.), move the administration to another building or to another room if possible.

Any change in test site made in advance of the test date must be reported to ETS immediately. Changes of test site made on the day of the test are to be reported on the Supervisor's Impropriety




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### Handling of Complaints at the Test Center

If a test taker complains about any aspect of the administration, use the following procedures:

- Instruct the test taker to write to ETS within ten business days of the test date.

ETS-HISET Test Administration Services  
Mail Stop 34-Q  
Princeton, NJ 08541-6000 or  
Fax: 1-609-771-7710  or  
Email: [HiSETTAS@ets.org](mailto:HiSETTAS@ets.org)

- Report the complaint on the Supervisor's Irregularity Report (even if you were able to alleviate the problem). This report is for test center staff use only.



## Other Regulations and Guidelines

### Score Cancellation Policy

ETS is obligated to report scores that accurately reflect the performance of the test taker. For this reason, ETS maintains test administration and test security standards designed to ensure that all test takers are given the same opportunity to demonstrate their abilities and to prevent some test takers from gaining an unfair advantage over others because of testing irregularities or improper conduct.

ETS reserves the right to cancel any test score if the test taker engages in improper conduct. ETS also has the right to question any test score when validity is in doubt, because the score may have been obtained unfairly.



Which of the following activities by test center personnel is NOT allowed in the testing room during a test session?

Counting the test books

Sending and receiving text messages.

Walking through the testing room during the test.

Answering test takers' procedural questions.



Does the Shipping Notice include the serial numbers for all shipped test books?

- a. Yes
- b. No



When does the Supervisor count materials?

- a. Upon delivery, and when returning them
- b. Upon delivery, when distributing them, and when collecting them
- c. Upon delivery, and in case of discrepancies





Test materials must be locked in a secure locked area that is restricted to one or two authorized persons

- a. True
- b. False



**Which of the following are prohibited in the testing room?**

- a. Cell phones**
- b. Personal electronic recording, listening and photographic devices**
- c. Watch alarms**
- d. Dictionaries**
- e. Calculators brought in by test takers**
- f. All of the above are prohibited**



## Preparing the Test Center, Staff and Materials

### Staff Reporting

All staff members, including supervisors and proctors, must report to the test center 30 minutes prior to test-taker reporting time.

### Change of Reporting Address or Site

If a last-minute change in reporting site becomes necessary:

- Post signs at the original location.
- Note the reason for the change of location on the **Supervisor's Irregularity Report**.

### Test-taker Reporting and Check-in Area

To ensure that the admission process goes smoothly, it is important that you plan in advance how and where you will have the test takers check in.

If you are using a central reporting site for test taker check-in, please make certain that there is enough space for the test takers to line up.

If more than one check-in table is used, each staff member checking in test takers should have a copy of the Attendance Roster.

Each Supervisor is responsible for checking test takers' admission documents and identification at the testing room, even if check-in is handled at a central reporting site.



## Preparing the Test Center, Staff and Materials (continued)

### Accounting for Test Materials on Test Day

Before distributing materials, the Supervisor must complete the following steps to account for test materials:

- **Confirm Test Center Number:** Your test center number appears on the test shipment notice below the test center address as the last five digits of the ID Number.

Before the administration begins, post this number, as well as the test center name and location, at the front of each testing room.

- **Distribute Attendance Roster:** Give each staff member who will be checking in test takers a copy of the Attendance Roster, which can be printed from the HiSET Portal.
- Ensure that the necessary materials are distributed and signs are posted for the reporting and check-in process.
- **Confirm Form Availability:** Review test forms assigned to each candidate and confirm that all forms are available for administration. If forms are not available, you must call Test Administration Services to get a different test form assignment for that candidate.



## Preparing the Test Center, Staff and Materials (continued)

### Distributing Test Materials to Supervisors

Step	Chief Examiner or Supervisor's Action
	Count out the appropriate quantity of test books for each scheduled test taker.
	If applicable, record the quantities and the quantities of calculators given to each associate on the Seating Charts.
	Distribute the form, test books (and calculators if applicable) to the Supervisor or proctor.
	If you have extra materials that are not distributed to Supervisors, place those materials back in a carton, reseal the carton and return it to secure storage.

Step	Supervisor's Action
	Place the test books where test takers will not have access to them as they enter the testing room. Never leave test books unattended while they are out of locked storage.



## Creating a Positive Testing Environment

Creating a positive environment as part of the examination process is important to the success of the program. The following suggestions may help.

Greet test takers courteously to ease their anxiety. Your cordial words and behavior (and those of your staff) will show test takers that they are welcomed and will make the testing experience less threatening.

If there is an unexpected problem (such as locked doors, a last-minute test site change or extreme room temperatures), acknowledge it and let the test takers know that you are trying to correct the situation as quickly and effectively as possible.

If you share information in an empathetic way, you can alleviate tension and help to create a positive testing environment.

Inform test takers about the location of fire exits, rest rooms and smoking areas, and give them information about breaks, smoking regulations and cell phone restrictions.

Inform test takers that they will not be able to use the restrooms during the test.

Tolerate some nervous noise before the test starts. Most people under stress tend to relieve their tensions through talk and movement.

Be patient, prompt, courteous and sensitive in responding to questions.

Most questions are sincere and well meant.

Try to respond to questions in the order in which test takers raise their hands. As long as test takers confine their queries to the testing procedures, do your best to answer.

Treat all test takers equally. Knowing that test takers can be affected by the psychological atmosphere of the testing center, you will want to make certain that none of your procedures — or the manner in which instructions are given — make members of minority groups feel different from other test takers.

Allow sufficient time for all test takers to enter the required preliminary information on their answer sheets. Some test takers may not be familiar with standardized tests and may require special attention.



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Staff is prepared to help you with any questions or problems you may have before, during and after an administration. If you are in need of information that is not available in the relevant manual(s), the following departments can provide support and resolution.

Click on each area below to review the subject areas that are supported by each department.

**Identification Requirements**

**Admitting Registered Test Takers**

**Seating Test Takers and Closing the Testing Room**



## Introduction

Alertness and careful checking of the test takers' identification documents should help to prevent an individual from succeeding with an attempt to test for someone else.

Your staff must ask for identification from every test taker.

When identification documents and valid identification are presented, they must be examined carefully by the member responsible for admitting the test takers. If a test taker cannot meet the specified ID requirements or has questions about ID, they must contact the ETS Office of Testing Integrity.

For assistance on the actual test administration day, call Test Administration Services.

## Document Requirements

Please review each of the sections below for specific information relating to test taker identification.

- [Primary ID Requirements](#)
- [Supplemental ID Documents](#)
- [Unacceptable ID Documents](#)
- [Driver's License Renewals](#)
- [Procedures for Unacceptable ID or No ID](#)
- [Head Coverings and Headgear](#)





## Primary ID Requirements

The following ID documents are acceptable for admission to a test center within a test taker's country of citizenship:

- ▶ Passport
- ▶ Government-issued driver's license or temporary license
- ▶ State or Province ID card (including those issued by the motor vehicle agencies)
- ▶ National ID card
- ▶ Military ID card



## Supplemental ID Documents

Test taker should provide a supplemental ID if the test administrator questions the primary ID document and/or if the primary ID document is otherwise acceptable but does not bear the test taker's full name, photograph or signature.

- Supplemental ID documents may not be used to resolve last name discrepancies. The last name on a test taker's primary ID must match (excluding hyphens, accents and spaces) the name on his or her registration confirmation.

The following ID documents are generally acceptable as supplemental ID:

- Government-issued ID card (including, but not limited to, those listed under **Primary ID Documents** earlier in this section).
- Student ID card.



## **Acceptable ID Documents**

The following documents are not acceptable as primary or supplemental ID under any circumstances:

- Any document that is photocopied
- International driver's license
- Draft classification card
- International student ID
- Credit/debit card of any kind
- Notary-prepared letter or document
- Birth certificate
- Social Security card



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## Driver's License Renewals

If a test taker's driver's license has expired but he or she presents it along with his or her original Department of Transportation Safety renewal certificate, these two documents together are acceptable if the names on both documents match exactly.

If a test taker is issued a temporary paper license in lieu of a renewal certificate, that is acceptable only if it is accompanied by a supplemental ID.

If a test taker is in the U.S. military, and the expiration of his or her driver's license has been extended or deferred by the issuing state, the license can be used as supplemental ID along with the test taker's U.S. military ID. Depending on the state, the extension or deferral may consist of either a sticker affixed to the license, the designation "military" printed in place of an expiration date, or a separate document carried with the license, usually with a notation that the driver's license is valid until a specific time period after discharge from service.

If you have concerns when admitting a test taker in this situation, enter the information on the Supervisor's Regularity Report describing the form(s) of ID presented.



## Procedures for Unacceptable ID or No ID

Do not admit test takers who fail to produce acceptable identification.

Individuals who persist and who may unnecessarily delay the beginning of the testing may, at the Supervisor's discretion, be admitted to the testing room.

You must admit someone without acceptable and valid identification who threatens physical harm or disruption of the test administration, you must advise the individual that a report will be written and sent to ETS which will describe the particular situation involved.

- On the Supervisor's Irregularity Report, check the box for ID, write the test taker's name and appointment confirmation number and indicate in detail the circumstances leading to your decision to admit.
- ETS will not score the answers on the answer sheet, and the individual will not be eligible for a refund or test date transfer. If there are any questions about this regulation, tell these individuals to call the Office of Testing Integrity.



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## Head Coverings and Headgear

Head coverings (headgear) claimed to be worn for religious or medical purposes are permitted. Typical head coverings may include hats, turbans, scarves and yarmulkes.

If you see a test taker either remove or put anything into the head covering during the test, request the item.

If the test taker refuses, contact ETS to see if the test taker is allowed to continue his or her test.

Failure to remove the head covering constitutes test taker misconduct and must be reported on the Supervisor's Irregularity Report as a breach of test security.



## Procedures for Registered Test Takers

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

Follow the following steps to check in registered test takers.

Step	Action
	<p>Ask the test taker to present the following items:</p> <ul style="list-style-type: none"> <li>• valid and acceptable identification with the test taker's name as shown in the registration confirmation (see a sample <a href="#">registration confirmation</a>).</li> </ul>
	<p>Log onto the HiSET Portal to confirm the test-taker's appointment in order to be certain that it is for:</p> <ul style="list-style-type: none"> <li>• the correct test,</li> <li>• your test center, and</li> <li>• this test date</li> </ul> <p>In addition, check the eligibility against the information in the HiSET Portal. Eligibility requirements vary by state and are the responsibility of the test center staff to verify prior to administering testing.</p>
	<p>Indicate in the Portal that the test-taker has checked in.</p>
	<p>Inspect the test-taker's identification. The name must exactly match the roster. The photograph must look like the test-taker. (See <a href="#">Identification Requirements</a>)</p> <p>If the test-taker cannot present the required ID, explain that you cannot admit a test-taker without proper ID and dismiss the individual.</p>
	<p>Randomly assign the test-taker to a specific seat in the testing room. Do not permit test-takers to select their own seats. (See the next section on <a href="#">Seating Test Takers</a>.)</p>



## Seating Test Takers and Closing the Testing Room

### Guidelines for Assigning Seats

When you assign seats to test takers as they enter the testing room, please observe the following general rules:

Under no circumstances are test takers to select their own seats.

To prevent any prearranged cheating plans that may have been made by test takers, assign test takers to seats at random as they enter the testing room. This procedure should separate friends or associates and prevent them from communicating for any purpose during the administration.

Seating the test takers in approximate alphabetical order is another method that may be used to separate friends or associates. If you use this procedure, make certain that test takers with the same last name are not seated near each other.

Regular seating patterns that could be anticipated or circumvented by the test takers (such as being instructed to sit on alternate sides of the room as they are admitted) are not acceptable. (Refer to **Seating Chart and Checklist** for suggested seating plans.)

You and your assistants must have unimpeded access to every test taker and must be able to monitor all test takers from any location in the testing room.





## Activities During the Test

This section of eLearning covers the following areas:

- Timing the Test
- Absence of Test Takers from the Testing Room
- Accounting for Materials During the Administration
- Collecting Materials and Dismissing Test Takers

Refer to the ***HiSET Paper-based Testing Program Manual*** for scripts for administering the paper-based HiSET tests. The scripts provide instructions that must be read aloud to test takers. The scripts are not included in the eLearning.



## ing the Test

### Importance of Accurate Timing

The accurate timing of a test is of critical importance. Errors in timing often necessitate a makeup test administration, which causes inconvenience for test takers and generates additional expense. Specific timing instructions in this Manual must be followed precisely.

Any timing irregularity and the resultant action taken (if any), whether for an individual or a group, must be explained on the Supervisor's Irregularity Report.

### Setting Your Watch

The timing instructions in this manual are based on arbitrary and controlled starting times. Regardless of the actual time, test administrators must reset their watches to conform to the instructions given in this manual.



## Absence of Test Takers from the Testing Room

### Scheduled Breaks

In the case of an emergency may a test taker leave the testing room during the actual testing time to go to the rest room, and only if the test taker receives permission to do so from a member of the testing staff.

Test takers are not permitted to take excessive or extended breaks during the test session. Remind test takers they will not be allowed extra testing time for such an absence and are not permitted to access their cell phones or other electronic, recording, listening or photographic devices.

If a test taker is found with a cell phone, report the details on the Supervisor's Irregularity Report.

Follow the following procedures for unscheduled breaks:

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



## Accounting for Materials During the Administration

### Introduction

The cost of a lost or stolen test book goes far beyond the thousands of dollars required to develop and produce a new edition of a test. Such a loss has an impact on the integrity of the test, the validity of the test scores, and the confidentiality of test materials.

The security and confidentiality of all test materials is a primary responsibility of each Test Center Supervisor from the moment of receipt until the materials are returned.

It is imperative that you immediately report any discrepancies in test book accounting (identified after test book receipts have been verified) to the ETS Office of Testing Integrity, and document these discrepancies on the Supervisor's Irregularity Report.

As noted earlier, appropriate test book accounting involves specific checkpoints during the time the test books are in your possession. These checks are necessary to prevent test book security problems and, if necessary, to pinpoint if and when a breach of security may have occurred.

Test books must never be left unattended, and they must never be within easy access of the test takers before they are distributed or after they are collected.

Review the test book accounting procedures with every member of your testing staff and make certain that everyone understands what is required and how to implement the procedures.

### Completing Seating Charts (see a sample [Seating Chart](#))

As part of the process of accounting for test materials, you must prepare a seating chart for each testing room. This chart should show the general floor plan, the location of each test taker in the



### **Distributing Test Materials in Serial Number Order**

Before distributing test materials to test takers, place the materials where test takers do not have access to them as they enter the testing room.

Follow the directions for distributing the test books, answer sheets and calculators. The test books are to be handed to each test taker, one at a time. Be sure that no one receives more than one test book.

Test takers should be told not to make any marks on the test books.

Also be sure to distribute the correct answer sheet to each test taker, based on the test he or she is registered for.

There are 3 different answer sheets for HiSET – one for Mathematics, one for Language Arts – Writing, and one that can be used for any one of the other three subjects: Science, Social Studies, or Language Arts – Reading.



## Collecting Materials and Dismissing Test Takers

### Introduction

Before any test taker is dismissed from the testing room, test books (used and unused) should be counted, and the count should be checked against the count taken after the test materials were distributed to test takers.

### The End of the Test

**Collecting test books, answer sheets and checking ID:** Collect test books and answer sheets from each test taker individually. This will ensure that you have all test books and answer sheets and should make it easier to account for the materials at the end of the administration. Test takers are to have their identification on their desks so you can match the names on the answer sheets to the names on the identification.

**Collecting scratch paper:** Collect the scratch paper from each test taker individually. Verify that all sheets of scratch paper are returned and are intact.

**Check each test booklet to ensure that is reusable. Put aside any damaged booklets – those with stray marks or marked answer – and return them to ETS via a SIR return envelope** (see **Returning Test Materials** for specific instructions).

**Clearing memory on calculators:** If calculators have been provided to the test takers and used during the administration clear the memory on each test taker's calculator by pressing the **Memory** button once and then the **On** button once (see sample buttons below). Check each calculator to ensure that no test content is being removed or concealed (e.g., writing on the calculator).





## Collecting Materials and Dismissing Test Takers

**Protecting test materials and dismissing test takers:** When you are sure you have accounted for all of the test materials, place them where they will not be accessible to the test takers as they leave the testing room. (Do not leave test books near the exits test takers will use.) Then dismiss the group.

Protect all test materials as the test takers leave the room. No one is permitted to examine any of the test materials after they have been returned to you.

Before you leave the testing room, make certain that you have all test materials in your possession and that nothing has been left behind.

**Finalizing test taker information in the HiSET Portal:** Log back in to the Portal to confirm that the test taker information is correct for the session that just ended:

- Whether the test taker checked in, was a **No-Show** or was unable to test or complete testing for some reason.
- Confirm the subject name and the form (A, B, or C) of the test taken, the language (English or Spanish) and the delivery mode (paper or computer).



## Activities After the Test

Following the administration of the test, you will need to complete all the necessary forms and package the materials for return to ETS. Be sure to follow the instructions printed on the **Return Instructions** sheet included in your shipment for returning test materials. You will also be able to find this information within the HiSET Portal.

### Returning Test Materials

To avoid delays or errors in returning test materials, please adhere strictly to the following instructions and those included with your shipment.

**It is advisable that all used answer sheets as well as the following forms, be returned immediately to**

Returning or late returns result in costly follow-up investigations and may delay score reporting. Follow the instructions below for separating materials and completing forms. All the materials **MUST** be mailed together.





## Answer Sheets and Forms

The following materials must be returned according to the instructions printed on the [Return Instructions](#) sheet included in your shipment.

### Answer Sheets

- **Handle Answer Sheets carefully.** Keep them flat. Edges must not be damaged. Paper clips, rubber bands or staples must not be used.
  - **Labeling:** As prompted on the labels provided, please indicate your center number and number of each piece in sequence, for example: "1 of 2," "2 of 2." (See a [Sample Return Label](#).)
- Affix one return label to each box or envelope in your shipment.
- If it is necessary to use more than one envelope or box, number them consecutively ("1 of 3," "2 of 3," etc.).

### Attendance Roster

Log onto the HIS<sup>TM</sup> portal and update the test taker information, including the names of any test takers who were not listed on your roster but were permitted to test at your center.

**Answer Sheets and Forms****Seating Chart**

Return completed Seating Chart(s) in the envelope provided by ETS. (See a sample [Seating Chart](#).)

**Supervisor's Report Form**

On the Supervisor's Report Form section, write and grid the number of used Answer Sheets.

**Supervisor's Irregularity Report Form**

Complete and return only if irregularities occurred. If there were irregularities in the administration, ensure that all Supervisor's Irregularity Reports contain thorough information relating to the incident.

**Question Ambiguity and Error Form**

Complete and return only if concerns regarding test question ambiguity or errors occur.



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## Test Books and Forms

### Used and Unused Test Books

Unless a test book is damaged, test books will be returned to ETS only at the end of the year when new test forms will be available for the following year.

At that time, please return all used and unused test books, including those that were compromised in an administration and labeled "Unusable."

**Labeling:** As prompted on the labels provided, please indicate your center number and number of each piece in sequence, for example: "1 of 2," "2 of 2."

Affix one return label to each box or envelope in your shipment.

### Damaged Test Books

After each test administration, test books need to be checked to ensure that they are reusable. Damaged test books must be returned to ETS via a SIR return envelope.



Which of the following is NOT an acceptable primary ID?

- a. A signed Social Security Card
- b. A state ID card
- c. A passport



Which of the following statements true?

- a. Test takers should not be allowed to select seats.
- b. Test takers should be seated alphabetically by name.
- c. Test takers should not be given preassigned seats.



Is it required to have a seating chart for each testing room?

- a. Yes
- b. No



Test takers should be encouraged to write their names on their test books.

- a. True
- b. False



Which of the following statements is true?

- a. Test takers can help distribute test materials.
- b. Test takers must ask permission to take test books out of the testing room.
- c. Test Supervisors must distribute and collect test books in serial number order.





Which of the following actions should not be done at the end of a testing session?

- a. Collect all answer sheets and test books.
- b. Write a Supervisor's Irregularity Report if there were any irregularities with the materials.
- c. Collect the scratch paper and destroy it.
- d. Collect the used test books and destroy them by shredding.



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## Reporting Irregularities

### Introduction

From time to time, questions or emergencies may occur that are not adequately addressed in this eLearning or the HiSET PBT Program Manual. ETS relies on you, as the person responsible for all aspects of the administration, to handle any emergency or exceptional situations at your test center.

ETS will support your actions if they are consistent with established ETS policies and procedures. There may be times, however, when you will have to go beyond established policies and procedures to deal with particular problems.

ETS will support your decisions if, in light of the circumstances, your actions are reasonable, sound, and designed to assure score validity and a satisfactory testing environment.

The information in this section provides procedures for documenting testing irregularities and responding to situations that could potentially arise during the course of the test administration.

The guidelines in **Handling Specific Irregularities**, later in this section, are provided as a general framework to facilitate your handling of non-routine or emergency situations. ETS staff members are available during business hours and on all test dates to offer advice and assistance. Please do not hesitate to call (see the eLearning section on **Communicating with ETS** for contact information.).



## Reporting Irregularities (continued)

### Importance of Reporting Irregularities

It is extremely important that you use the Supervisor's Irregularity Report (see a [sample](#)) to report information to ETS concerning any possible security breaches, misconduct, and other incidents at the test center. Facts that may seem of little consequence at the time may later assume considerable significance when ETS staff must decide whether further action is justified.

ETS thoroughly reviews all Supervisor's Irregularity Reports and takes appropriate action. In certain cases, because of confidentiality or privacy factors, it may not be possible for ETS to report back to Supervisors regarding actions taken.

### Information to Include on Report

All reports should be complete, explicit, and include a detailed description of the following:

- Overview of the incident or irregularity.
- Identification and appointment number of the individuals involved, including the names and telephone numbers of all test center personnel who might provide relevant information about any tests that might be affected.
- The length of time each incident was observed.
- Details regarding what happened.
- When it happened.
- What action was taken.

A report filed by a Supervisor should be signed by the Chief Examiner and countersigned by the Supervisor, who should add any additional information that might also be useful to ETS for resolution of the problem. The report should be completed by test center staff only.

(See a sample [Supervisor's Irregularity Report](#).)



## Defective Test Materials

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

Irregularity	Action	Reporting the Irregularity/Returning Materials
<p><b>Defective Test Materials</b></p>	<p><b>If discovered BEFORE testing begins:</b></p> <ul style="list-style-type: none"> <li>• Collect the defective test materials.</li> <li>• Give the test taker a new, unused test book, if available.</li> </ul> <p><b>If discovered AFTER testing has begun:</b></p> <ul style="list-style-type: none"> <li>• Collect the defective test book.</li> <li>• Give the test taker a new test book, if available, with the same test form code.</li> </ul> <p>The test taker should continue with the new test book.</p> <p>The test taker will need to complete the information on the back cover of the new test book between sections. No information should be collected on the test books.</p>	<p>Print <b>Defective Material</b> on the defective test book covers and attach the test book to the Supervisor's Irregularity Report Form.</p> <p>If answers were recorded in the defective book, attach the defective test book to the replacement test book and send to ETS with the Supervisor's Irregularity Report Form.</p> <p>Provide full information on the Supervisor's Irregularity Report, including:</p> <ul style="list-style-type: none"> <li>• Report the nature and location of the defect.</li> <li>• Provide page numbers if possible.</li> <li>• Provide test taker's name and appointment confirmation number.</li> </ul>



## Defective Test Materials

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

Irregularity	Action	Reporting the Irregularity/Returning Materials
<p><b>Defective Test Materials</b></p>	<p><b>If discovered BEFORE testing begins:</b></p> <ul style="list-style-type: none"> <li>• Collect the defective test materials.</li> <li>• Give the test taker a new, unused test book, if available.</li> </ul> <p><b>If discovered AFTER testing has begun:</b></p> <ul style="list-style-type: none"> <li>• Collect the defective test book.</li> <li>• Give the test taker a new test book, if available, with the same test form code.</li> </ul> <p>The test taker should continue with the new test book.</p> <p>The test taker will need to complete the information on the back cover of the new test book between sections. No information should be collected on the test books.</p>	<p>Print <b>Defective Material</b> on the defective test book covers and attach the test book to the Supervisor's Irregularity Report Form.</p> <p>If answers were recorded in the defective book, attach the defective test book to the replacement test book and send to ETS with the Supervisor's Irregularity Report Form.</p> <p>Provide full information on the Supervisor's Irregularity Report, including:</p> <ul style="list-style-type: none"> <li>• Report the nature and location of the defect.</li> <li>• Provide page numbers if possible.</li> <li>• Provide test taker's name and appointment confirmation number.</li> <li>• Report if the test taker was able to complete the test or if he or she was dismissed.</li> </ul> <p>Complete the Notice of</p>



## Test Material Flaws

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

Irregularity	Action	Reporting the Irregularity/Returning Materials
<b>Test Question Ambiguities and Errors</b>	Report any typographical errors or possible ambiguities.	Document the error or ambiguity, providing detailed information on the Test Question Ambiguity and Error form.



## Group Irregularities

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

Irregularity	Action	Reporting the Irregularity/Returning Materials
Mistimings	<p><b>For an UNDERTIMING:</b></p> <ul style="list-style-type: none"> <li>Whenever possible, correct an undertiming before test takers are dismissed.</li> </ul> <p><b>For an OVERTIMING:</b></p> <ul style="list-style-type: none"> <li>No adjustment can be made in the case of an overtiming</li> </ul>	<p>Report the mistiming on the Supervisor's Irregularity Report and include the following information:</p> <ul style="list-style-type: none"> <li>Whether it was an undertiming or an over- timing.</li> <li>The amount of time involved.</li> <li>In the case of an undertiming, how it was corrected.</li> <li>The number of test takers affected.</li> <li>Names and appointment confirmation number of the test takers affected.</li> </ul>



## Group Irregularities

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

Irregularity	Action	Reporting the Irregularity/Returning Materials
<p><b>Emergencies</b></p> <p><i>Storms, floods, power failures or other disruptions beyond your control</i></p>	<ul style="list-style-type: none"> <li>Decide whether you must cancel the administration or can find an alternate location.</li> <li>If you decide not to test, call ETS immediately for instructions.</li> <li>If test takers have arrived before you make the decision to cancel: Contact ETS.</li> </ul>	<p>Report the emergency on the Supervisor's Irregularity Report. Provide full details including the action taken.</p>
<p><b>Emergencies</b></p> <p><i>Emergency evacuation</i></p>	<p>Your primary concern should be the safety of test takers and your staff. When an emergency occurs, you should immediately:</p> <ul style="list-style-type: none"> <li>Note the time of the incident and, if time permits, collect the test books.</li> <li>If test takers and staff are not in physical danger, secure the testing materials, lock the testing room and evacuate test takers and staff. Evacuate the test takers and staff.</li> <li>Gather test takers in a designated safe area. Test takers should be monitored and should not discuss the exam.</li> <li>If testing is able to resume, redistribute the test materials and check ID for all test takers before restarting the exam.</li> <li>Subtract the amount of testing time that elapsed from the total testing time to determine the amount of remaining testing time. Inform the test takers how much time remains, reset your clock, and instruct</li> </ul>	<p>Report the emergency on the Supervisor's Irregularity Report.</p> <p>Provide full details of the emergency and action taken.</p> <p>If testing is able to resume, note the time the emergency occurred and timing stopped.</p> <p>Include the stop and restart time on the Supervisor's Irregularity Report.</p>





## Group Irregularities

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

Irregularity	Action	Reporting the Irregularity/Returning Materials
<p><b>Disturbances</b></p> <p><i>Disturbances in testing room</i></p>	<p>If possible, reduce or eliminate the source of the disturbance (loud noise, excessive heat/cold, etc.) or move test takers.</p>	<p>Report details of the situation on the Supervisor's Irregularity Report, including:</p> <ul style="list-style-type: none"> <li>• Nature of the disturbance.</li> <li>• If testing was stopped and the amount of time elapsed.</li> <li>• If there were any test taker complaints.</li> <li>• Number of test takers affected.</li> <li>• Names and appointment confirmation numbers of test takers affected.</li> </ul>
<p><b>Disturbances</b></p> <p><i>Disturbances due to illness or medical emergency</i></p>	<ul style="list-style-type: none"> <li>• Ask test takers to close the test books until the situation is resolved.</li> <li>• Remedy the situation in the most practical way.</li> <li>• Keep test takers calm to the extent possible.</li> <li>• If moving to another testing room is necessary, collect and later redistribute test materials.</li> <li>• Record any time loss and subsequent adjustments in testing time.</li> </ul>	<p>Report details of the situation on the Supervisor's Irregularity Report, including:</p> <ul style="list-style-type: none"> <li>• Time loss and subsequent adjustments.</li> <li>• Complaints from other test takers, including their name(s) and appointment confirmation number(s).</li> </ul>



## Individual Irregularities

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

Irregularity	Action	Reporting the Irregularity/Returning Materials
<p><b>Misplaced Answers</b></p>	<p>If a test taker has mistakenly marked answers in the test book instead of on the answer sheet:</p> <ul style="list-style-type: none"> <li>• Instruct the test taker to mark answers correctly from that point forward.</li> <li>• Assure the test taker that you will notify ETS and that every effort will be made to give proper credit.</li> <li>• Attach the test book and answer sheet to the SIR and forward to ETS.</li> </ul>	<p>Report details of the situation on the Supervisor's Irregularity Report.</p> <p>Attach the test book to the Supervisor's Irregularity Report and return both via the SIR return envelope.</p>



## Security and Conduct Irregularities

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

Irregularity	Action	Reporting the Irregularity/Returning Materials
<p><b>Loss or theft of test books</b></p> <p><i>Before the test</i></p>	<p>When carton(s) of test materials arrive from ETS and are opened and checked, if any materials are missing or if you detect any evidence of tampering with the carton(s), call ETS immediately.</p> <p>On the day of the test, if any materials are missing or there is evidence of tampering when you reopen and recheck the carton(s) of materials, call ETS immediately for instructions.</p>	<p>Provide a detailed explanation on the Supervisor's Irregularity Report.</p>
<p><b>Loss or theft of test books</b></p> <p><i>During the test</i></p>	<p>After distributing test books, you must account for them. If you find a discrepancy in the test book count, contact ETS.</p> <p>At any time, if a test taker leaves the testing room with a test book or any part of a test book, notify ETS as soon as possible.</p>	<p>Provide a detailed explanation on the Supervisor's Irregularity Report, including the test taker's name and appointment confirmation number.</p>



## Security and Conduct Irregularities

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

Irregularity	Action	Reporting the Irregularity/Returning Materials
<p><b>Misconduct</b></p> <p><i>Disruptive behavior</i></p>	<p>If a test taker's behavior is disruptive, warn the test taker that he/she will be dismissed if the behavior continues. You may wish to isolate the offender in a way least disturbing to others.</p> <p>If, after receiving a warning from you or a staff member, a test taker's disruptive behavior continues, dismissal is warranted. See <b>Dismissal for Misconduct</b>.</p>	<p>Provide a detailed explanation on the Supervisor's Irregularity Report, including the test taker's name and appointment confirmation number.</p>
<p><b>Misconduct</b></p> <p><i>Testing aids</i></p>	<p>The use of the following is strictly prohibited:</p> <ul style="list-style-type: none"> <li>• telephones or cell phone</li> <li>• smartphones (e.g., BlackBerry® or iPhone® devices), PDAs and other electronic, listening, recording or photographic devices</li> <li>• books</li> <li>• pamphlets</li> <li>• highlighter pens</li> <li>• stereos or radios with headphones</li> <li>• watch alarms (including those with flashing lights or alarm sounds)</li> <li>• personal digital/electronic recording or photographic devices</li> <li>• calculators other than those distributed by test center staff</li> <li>• dictionaries, including electronic translators</li> </ul> <p>Anyone found using aids during testing should be warned and, if action continues, should be dismissed from the test.</p> <p>See <b>Dismissal for Misconduct</b>.</p>	<p>Provide detailed information regarding the incident and the action taken by you or your staff on the Supervisor's Irregularity Report, including the test taker's name and appointment confirmation number.</p> <p>Attach the test taker's test book and answer sheet to the Supervisor's Irregularity Report.</p>



## Security and Conduct Irregularities

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

Irregularity	Action	Reporting the Irregularity/Returning Materials
<p><b>Misconduct</b></p> <p><i>Giving or receiving information of any kind</i></p>	<p>See <b><u>Dismissal for Misconduct.</u></b></p> <p>Change seating and take no further action until you are sure that information has been shared. Have an assistant witness any suspected misconduct.</p> <p>If the situation persists after a warning from you or a staff member, dismissal is warranted.</p> <p>See <b><u>Dismissal for Misconduct.</u></b></p>	<p>On the Supervisor's Irregularity Report, provide names and appointment confirmation numbers for all test takers suspected of giving or receiving information (identify givers and receivers of information).</p> <p>Provide a sketch of the seating plan on a separate piece of paper.</p> <p>If test takers' seats are changed, please indicate on the seating chart both the original and new seat locations.</p> <p>Attach the test books for all involved to the Supervisor's Irregularity Report.</p>



## Security and Conduct Irregularities

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

Irregularity	Action	Reporting the Irregularity/Returning Materials
<p><b>Rest Room Use</b></p>	<p>Only in the case of an emergency may a test taker leave the testing room during the actual testing time to go to the rest room, and only if the test taker receives permission to do so from a member of the testing staff.</p> <p>If a test taker receives permission to leave the testing room to use the rest room, collect the test book, answer sheet and ID document(s) as the test taker leaves the room, and hand them back when he/she returns. Check the test taker's ID before returning materials.</p> <p>Test takers are not permitted to take excessive or extended unscheduled breaks during the test session. Remind test takers that they will not be allowed extra testing time for such an absence.</p> <p><b>Use of telephones or cell phones is not permitted during breaks and is grounds for dismissal.</b></p>	<p>There is no need to report approved breaks; however, unapproved excessive or extended breaks must be reported on the Supervisor's Irregularity Report.</p>



## Dismissal for Misconduct

Order and security must be maintained at the test center; therefore, you have the authority to dismiss any test taker for misconduct. In certain cases, however, you may be reluctant to do so for fear of embarrassment, disturbance to other test takers, or physical reprisal. Dismiss when warranted, but use your judgment in handling the situation.

Please review the list of specific behaviors considered to be **misconduct**.

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

Step	Action
1	Note the time of your initial observation
2	Approach the test-taker and request that the behavior be corrected. Warn the test-taker that he/she will be dismissed if the behavior persists. Note the time the verbal warning was given. You will need to record this information on the Supervisor's Irregularity Report. If you suspect that two or more test-takers are sharing information, change their seats.
3	Try to prevent other test-takers from being affected or involved. You may wish to isolate the offender in a way least disturbing to others.
4	Continue to monitor the test taker's behavior. Have an assistant witness any suspected misconduct.
5	If the test-taker continues the misconduct after receiving the warning: <ul style="list-style-type: none"> <li>• Check the test taker's identification and record the identifying information on the supervisor's Irregularity Report.</li> <li>• Collect the test taker's test materials</li> <li>• Dismiss the test taker from the testing room.</li> <li>• Advise the test taker that failure to adhere to the test procedures after receiving a warning has made your actions necessary and that you are required to report the</li> </ul>



## Testing Accommodations for Test Takers with Disabilities or Health-Related Needs

### General Information

ETS is committed to serving test takers with disabilities or health-related needs by providing services and reasonable accommodations that are appropriate given the purpose of the test.

It is ETS policy to notify test center supervisors in advance whenever there is a need to administer a test with testing accommodations.

### Requesting Accommodations

All test takers requesting accommodations must register by mail through HiSET Disability Services using the Testing Accommodations Request Form and have their accommodations approved before their test can be scheduled. Information about how to apply for testing accommodations is available on the HiSET website or by contacting HiSET Disability Services (see [Communicating with ETS](#)).

A test with accommodations cannot be scheduled until the accommodations are approved.

Online registration is not available for test takers who are requesting accommodations because of the need for ETS Disability Services review.





## Testing Accommodations for Test Takers with Disabilities or Health-Related Needs (continued)

### Handling Unexpected Requests for Accommodations

If a test taker reports to your center unexpectedly and requests accommodations that vary significantly from standard testing conditions (for example, extra testing time, assistance in entering the answers on the answer sheet), advise the test taker to contact HiSET Disability Services so that appropriate arrangements can be made on a future test date.

However, if someone requires only minor accommodations (for example, to be seated near a window for natural light or additional space to accommodate a wheelchair), please attempt to make the necessary accommodations.

Please note any minor accommodations provided on the HiSET Supervisor's Irregularity Report.

Medical aids may be necessary to enable a test taker to ambulate (cane, crutches, wheelchair, walker, prosthetic limb, service animal) or communicate (hearing aid, vocal cord amplifier) or may be required for health conditions (insulin pump, inhaler, heart rate monitor). These examples are not an exhaustive list. There are many types of aids that a test taker may be required to use.

A test taker must be admitted, with or without approved accommodations, if he or she is required to use a medical aid.

Test takers who wear an insulin pump do not need to be approved for accommodations. We do, however, request that the test taker be scheduled into a separate room if his or her pump is especially noisy (so as not to disturb the other test takers). A separate room would require an accommodations approval.

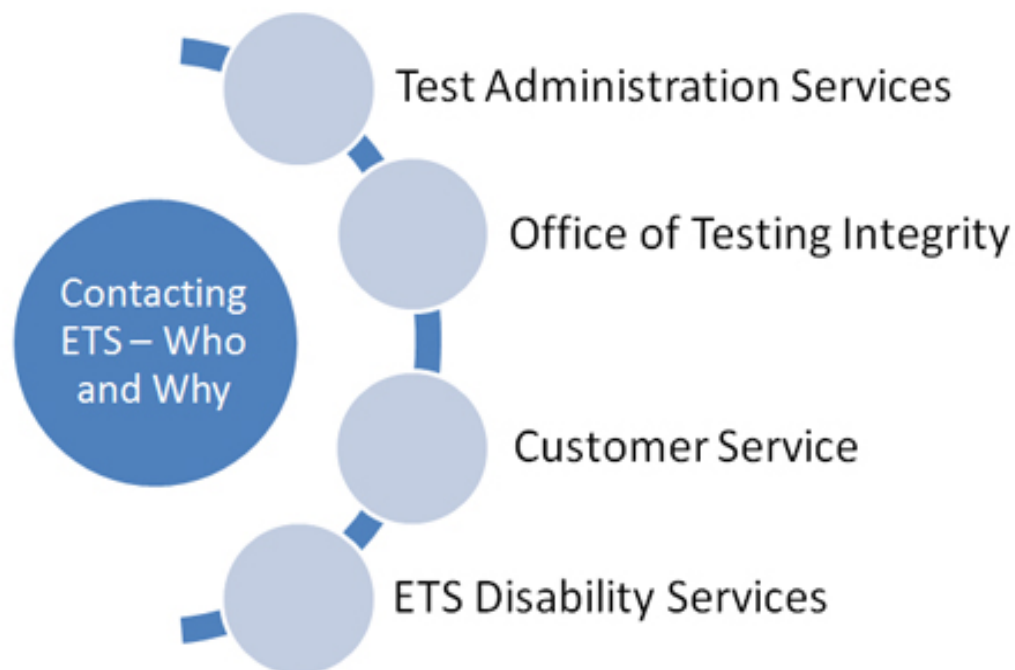
Note: Test takers who request 14 pt-point font large-print test books and sheets do not need to be approved for accommodations.



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ETS staff is prepared to help you with any questions or problems you may have before, during and after an administration. If you are in need of information that is not available in the relevant manual(s), the following departments can provide support and resolution.

Click on each area below to review the subject areas that are supported by each department.





## Test Administration Services

Contact Test Administration Services for support and resolution of the following issues:

- Emergencies prior to and on the test date
- Missing materials from the shipment
- Damaged booklets
- Clarification of test administration procedures
- Problems involving registration for a current test administration
- Problems returning test materials to ETS
- Test center staffing
- Scheduling of test dates at your center, change of address, change of Examiner or Supervisor or any other questions pertaining to your test center
- Uncertainty about which department to contact

### Phone:

1-800-257-5123\* — U.S. (except AK, HI, NJ)  
 1-609-921-9000 — all other locations  
 (collect calls will be accepted)

Monday – Friday  
 8:30 a.m. – 4:30 p.m. Eastern Time

**Email:** [HiSETTAS@ets.org](mailto:HiSETTAS@ets.org) (for supervisor use only)

**Website:** [HiSET.ets.org](http://HiSET.ets.org)

### Mail:

ETS-HiSET Test Administration Services  
 ETS  
 Mail Stop 34-Q  
 Ewing, NJ 08618 U.S.

**Fax:** 1-609-771-7710

*\*The toll-free number is reserved for the Supervisors and their staff only. **This number should not be shared with test takers.***





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## Office of Testing Integrity

Contact the Office of Testing Integrity for support and resolution of the following issues:


- All matters involving security of a test and/or test materials (e.g., cartons of test materials have been tampered with, missing test materials, cheating or impersonation)

### Phone:

1-800-353-8570  — U.S. only  
1-609-406-5430  — all other locations  
(collect calls will be accepted)

Monday – Friday  
8:30 a.m. – 4:30 p.m. Eastern Time

**Email:** [TSReturns@ets.org](mailto:TSReturns@ets.org)

**Fax:** 1-609-406-9709 





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## Customer Service (Test taker inquiries)

Contact Customer Service for support and resolution of the following issues:

- Test taker questions or issues
- Test taker reports a flawed test question or that there are no correct answer choices.

### Phone:


1-855-MyHiSET   
(1-855-694-4738 )

Monday – Friday  
8 a.m. – 8 p.m. Eastern Time

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

**Email:** [HiSETTAS@ets.org](mailto:HiSETTAS@ets.org)

**Website:** [HiSET.ets.org](http://HiSET.ets.org)

**Fax:** 1-609-882-9693 




## HiSET Disability Services

Contact HiSET Disability Services for support and resolution of the following issues:

- Registration problems for a current test administration for test takers receiving accommodations
- Questions regarding accommodations
- Emergencies prior to or on the test date for test takers receiving accommodations
- Clarification of test administration procedures for tests being given with accommodations

### Phone:

1-855-802-2748  (toll-free in the United States, American Samoa, Guam, Puerto Rico, U.S. Virgin Islands and Canada)

1-609-359-5615  (all other locations)

Monday – Friday  
8:30 a.m. – 5 p.m. Eastern Time (New York)


**Email:** [HiSetSSD@ets.org](mailto:HiSetSSD@ets.org)

### Mail:

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

### Courier Service:

ETS HiSET Disability Services  
225 Phillips Boulevard  
Ewing, NJ 08628-1426

**Fax:** 1-609-240-0525 



**When reporting a testing irregularity, what should you do?**

- a. Write a detailed email message supplying all details**
- b. Fill out a Supervisor's Irregularity Report and call TAS if required.**
- c. Always call Test Administration Services.**



**What information is needed on the SIR?**

- a. Contact information of the person reporting the irregularity.**
- b. Complete and detailed information about the issue or incident.**
- c. Both a and b.**





**Which of the following should NOT be included in the Supervisor's Irregularity Report?**

- a. The time the incident occurred.**
- b. Where the incident occurred.**
- c. Details of any action taken.**
- d. A copy of a test question.**



**Which of the following actions should be taken by a test taker with a disability who wishes to register for a HiSET exam with testing accommodations?**

- a. Register online via the HiSET portal and select the necessary accommodations.**
- b. Call Test Administration Services.**
- c. Contact HiSET Disability Services using the Testing Accommodations Request form to have their accommodations approved before their test can be scheduled.**
- d. Email the Office of Testing Integrity.**



**Who should you call if there are missing test books?**

- a. Test Administration Services**
- b. UPS**
- c. Office to Testing Integrity**
- d. Customer Service**



Who should you call if there is a change in location or address for the test center?

- a. Office of Testing Integrity
- b. Customer Service
- c. Disability Services
- d. Test Administration Services



Who should you call if there is a change in location or address for the test center?

- a. Office of Testing Integrity
- b. Customer Service
- c. Disability Services
- d. Test Administration Services





Who should you call if there are missing test books?

a. Test Administration Services

b. UPS

c. Office of Testing Services

d. Customer Service



est materials must be stored in a secure locked area that is restricted to one or two  
authorized persons

. True

. False





Test takers should be instructed to write their names on their test books

a. True

b. False



When does the Supervisor count materials?

- a. Upon delivery, and when returning
- b. Upon delivery, upon distributing and when collecting them
- c. Upon delivery, and in case of discrepancies



Who should you call if there is a change in location or address for the test center?

- a. Office of Testing Integrity
- b. Customer Service
- c. Disability Services
- d. Test Administration Services



Which of the following statements is true?

- a. Test takers should not be allowed to select seats.
- b. Test takers should be seated alphabetically by name.
- c. Test takers should not be given presassigned seats.



Which of the following are prohibited in the testing room?

- a. Cell phones
- b. Personal electronic recording, listening and photographic devices
- c. Watch alarms
- d. Dictionaries
- e. Calculators brought in by test takers
- f. All of the above are prohibited.



Which form is used to report irregularities and unusual incidents?

- a. Supervisor's Report form
- b. Supervisor's Comment Sheet
- c. Supervisor's Irregularity Report
- d. Attendance Roster



What is the minimum age for a HiSET Supervisor?

- a. 17
- b. 18
- c. 19
- d. 20
- e. 21



Are test takers allowed to remove test materials from the testing room?

- a. They can remove their answer sheets only.
- b. If they ask, and the materials are available, they may have a copy of unused test books.
- c. Test materials- used or unused- may NEVER be removed from the testing room by test takers.
- d. They may take their used scratch paper with them when they leave the testing room.





Which of the following is NOT a duty of a Proctor?

- a. Answer test takers' procedural questions.
- b. Prepare the testing rooms prior to a testing session.
- c. Monitor the testing room to ensure that test takers are gridding their answer sheets properly on their answer sheet and are not making any marks on their test books.
- d. Inventory all secure testing material when the shipment is received from Educational Testing Service.



Which of the following activities by test center personnel is NOT allowed in the testing room during a test session?

- a. Counting the test books.
- b. Sending and receiving text messages.
- c. Walking through the testing room during the test.
- d. Answering test takers' procedural questions.



Test takers should be allowed to select their own seats.

- a. True
- b. False



What is the minimum distance apart that you should seat examinees?

- a. Two feet
- b. Three feet
- c. Four feet
- d. Five feet
- e. Six feet



Is it required to have a seating chart for each testing session?

a. Yes

b. No



When reporting a testing irregularity, what should you do?

- a. Write a detail email message supplying all details.
- b. Fill out a Supervisor's Irregularity Report and call TAS if required.
- c. Always call Test Administration Services.



- Which of the following are requirements for a valid seating arrangement?
- a. You should have access to each test taker.
  - b. Test takers must be separated on each side, left and right, by a minimum of four feet (about 1.25 meters) measured from center of test book to center of test book.
  - c. Chairs should always be provided. Stools or benches without backs are not acceptable.
  - d. Testing rooms must not contain maps, periodic tables, posters, charts or any other materials that may be related to the subject of the tests.
  - e. All of the above.



What information is needed on the SIR?

- a. Contact information of the person reporting the irregularity.
- b. Complete and detailed information about the issue or incident.
- c. Both a and b.





Which of the following actions should NOT be done at the end of a testing session?

- a. Collect all answer sheets and test books.
- b. Write a Supervisor's Irregularity Report if there were any irregularities with the materials.
- c. Collect the scratch paper and destroy it.
- d. Collect the used test books and destroy them by shredding.



Which of the following statements true?

- a. Test takers can help distribute the test books.
- b. Test takers must ask permission to take test books out of the testing room.
- c. Supervisors must distribute and collect test books in serial number order.