



New York State  
EDUCATION DEPARTMENT

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Knowledge > Skill > Opportunity

NYSED and GED Testing Service: Question and Answer Session  
Administering the GED® Test in NYS

January 25, 2022

NYSED HSE Office: <http://www.acces.nysed.gov/hse/high-school-equivalency-hse>

GEDTS: <http://www.ged.com>

Please continue to review the power point presentations and documents posted on the NYSED HSE Office Announcements page, the HSE Office website (under HSE Exam) and the GED website. See above. Many of the questions submitted are addressed in the ppts. Thank you.

Introductory comments and overview of today's session.

Additionally, there will be information sessions over the next few weeks for:

NYSED Test centers - Accommodations; NYSED HSE Coordinator and Examiner (Annual Renewal Training); and any other issues and questions that still need clarification

NYSED AEPP funded preparation programs - Informational sessions will be provided through the RAENs in coordination with GEDTS

NYSED - Moving toward goal of enhanced CBT for NYS GED Test Centers

Posted on 1/19/22: [Expanded High School Equivalency Testing Options to Be Available in 2022 and Beyond](#)

Review of the roles and titles of test center staff – Addressed in ppt presentations.

See HSE Website: HSE Test Center Coordinators and Examiners at <http://www.acces.nysed.gov/hse/hse-test-center-coordinators-and-examiners>

# How to Become a GED Test Center: High Level Overview

- Test center initiates process by completing a brief online application found here – “Fill out an Application”: <https://bit.ly/3qq4dkh>
- Review & sign test center agreement and submit required photos
- Install Pearson VUE testing software
- Test administrators/examiners take Pearson VUE Proctor Certification Exam.
- Test Center is activated for testing

# Security Kit

- Security kit – all test centers must purchase a security kit which consists of 2 digital cameras and digital signature pad.
  - Security kits can be purchased via Pearson VUE or elsewhere as long as test center purchases specific model of camera/pad. Model #s available in Technology Requirements document.
  - Cost of security kit is \$450 if purchased via Pearson VUE (one time cost).

# How Centers Will Set Their GED Test Schedule

- Test centers will use the Pearson VUE system called Site Manager to set their available testing days/hours
- Students scheduling their GED tests at [ged.com](http://ged.com) will see each center's schedule and can choose accordingly
- Pearson VUE test software handles the scheduling logistics, e.g. a student scheduling a 2 hour math test won't be able to schedule the test starting at 3pm if the test center closes at 4 pm or if a student is allowed extra time based on an accommodation this is all handled by the scheduling system.

# Scheduling Flow

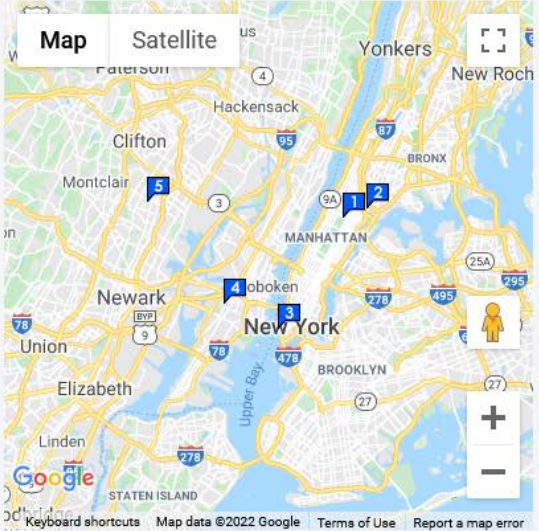
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|                                     | Test Center  | Distance  |
|-------------------------------------|--|---|
| <input checked="" type="checkbox"/> | <b>AVNA Learning Center- NYC Uptown</b><br>179 E116th Street Suite LL-01<br>New York, New York 10029<br>United States<br><a href="#">Test Center Information</a> | 2.5 <a href="#">mi</a><br><a href="#">Show km</a> |
| <input type="checkbox"/>            | <b>Casefile &amp; Co Attorneys LLC</b><br>625B East 137th Street<br>Bronx, New York 10454<br>United States<br><a href="#">Test Center Information</a>            | 3.8 <a href="#">mi</a>                            |
| <input type="checkbox"/>            | <b>AVNA Learning Center-NYC</b><br>139 Fulton St.<br>Unit 605<br>New York, New York 10038<br>United States<br><a href="#">Test Center Information</a>            | 4.8 <a href="#">mi</a>                            |



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Google

Keyboard shortcuts Map data ©2022 Google Terms of Use Report a map error

NEXT

# Scheduling Flow

The screenshot displays a scheduling interface with a sidebar on the left containing navigation icons: a double arrow, a person icon, a home icon, and a refresh icon. The main content area is divided into three sections:

- Helpful hints:** A box containing two bullet points: "When you select your appointment time, double-check the time format and time zone to avoid confusion, as some exams support delivery nearly 24 hours a day. For example, depending on the time format you prefer, note whether you have chosen an early morning (01:00 AM) or midday (13:00 or 1:00 PM) appointment." and "Time format and time zone display use default settings but can be adjusted to your personal preference."
- AVNA Learning Center- NYC Uptown:** A box containing the address "179 E116th Street Suite LL-01, New York, New York 10029, United States" and a link labeled "Change Test Centers".
- Select Date:** A calendar for January 2022. The date 28 is selected. Below the calendar is the instruction: "Select a date from the calendar. Only available dates can be selected."

# Scheduling Flow

The interface features a sidebar on the left with four navigation icons: a double right arrow, a person icon, a house icon, and a double arrow icon. The main area is a large light blue rectangle. To the right of this rectangle is a scheduling grid with two columns: 'Morning' and 'Afternoon'. Each column contains ten time slots, each represented by a teal rounded rectangle with white text. The time slots in the Morning column range from 09:15 AM to 11:30 AM in 15-minute increments. The time slots in the Afternoon column range from 12:00 PM to 02:15 PM in 15-minute increments.

| Morning  | Afternoon |
|----------|-----------|
| 09:15 AM | 12:00 PM  |
| 09:30 AM | 12:15 PM  |
| 09:45 AM | 12:30 PM  |
| 10:00 AM | 12:45 PM  |
| 10:15 AM | 01:00 PM  |
| 10:30 AM | 01:15 PM  |
| 10:45 AM | 01:30 PM  |
| 11:00 AM | 01:45 PM  |
| 11:15 AM | 02:00 PM  |
| 11:30 AM | 02:15 PM  |



# Accommodations

The screenshot shows the MyGED user interface. At the top, there is a navigation bar with the GED Testing Service logo, links for Home, Study, My Scores, and More, and a prominent SCHEDULE TEST button. The user is identified as Brian, with a greeting "Good Afternoon Brian". Below this, there are subject icons for Language Arts, Social Studies, and Science. A "My Goals" section shows a question mark icon, "Subject: Not Set", and "Test Goal Date: Not Set". A "Next Steps" section lists three tasks: "Set your goals", "Prepare for your test", and "Schedule test". On the right, a "Notifications" panel is open, displaying a message about testing accommodations. A red arrow points to the link "Request a testing accommodation" within this notification. The notification text reads: "Do you need modified testing (accommodations) for your test? We provide modified testing under certain circumstances like for those with documented learning disabilities or impaired vision. To qualify, you will need to provide supporting documentation. Request a testing accommodation". Below this is a section for "New York GED® Test Information" with a welcome message and a link to the GED® Test Tutorial.

GED TESTING SERVICE

Home Study My Scores More **SCHEDULE TEST** Notifications Profile

Good Afternoon Brian

Improving your life can be a slow process. But quitting doesn't speed

Language Arts Social Studies Science Math

**My Goals**

? Subject: Not Set Edit Test Goal Date: Not Set Edit

**Next Steps:**

- 1 Set your goals >
- 2 Prepare for your test >
- 3 Schedule test >

**Notifications**

Do you need modified testing (accommodations) for your test?

We provide modified testing under certain circumstances like for those with documented learning disabilities or impaired vision. To qualify, you will need to provide supporting documentation.

[Request a testing accommodation >](#)

**New York GED® Test Information**

Did you know each location has their own set of rules? Review New York's test rules so you'll know what to expect.

Welcome!

Welcome to MyGED®! To get started view the [GED® Test Tutorial](#) and learn about the calculator for use on the GED® test

# Accommodations

- GED.com will take students through the process to request a testing accommodation including uploading necessary paperwork
- Students will be notified of a decision within 30 days of them submitting their application/documentation
- Our Accommodations Information page  
[https://ged.com/about\\_test/accommodations/](https://ged.com/about_test/accommodations/)
- We plan to host an All About GED Testing Accommodations webinar in the next month or so.

# GED Customer Support for Students

[https://ged.com/contact\\_us/](https://ged.com/contact_us/)

- Chat support (recommended)
- Phone support
- Email

The screenshot displays the GED Testing Service website. At the top, there is a navigation bar with the GED logo on the left and links for 'About The Test', 'Study', 'Grads and Transcripts', and 'Blog' in the center. On the right side of the navigation bar, there are 'Log In' and 'SIGN UP' buttons. The main content area is divided into two columns. The left column is titled 'Chat' and contains the following text: 'For fastest response, chat with our team by clicking the blue icon in the bottom right corner of your screen.' Below this, it lists the hours: 'Monday – Friday, 8am – 5pm CT in the U.S and Canada' and 'Monday – Friday, 2pm – 11pm GMT and 1am – 1pm GMT in Other Countries'. A note states: 'Note: do not include social security numbers and/or credit card information when chatting with our Live Chat agents. You cannot schedule, reschedule, or cancel your appointment by live chat.' The right column is titled 'Common Questions' and includes three sections: 'How do I order my GED diploma and/or transcript?' with sub-sections for 'Diploma/Certificate' and 'Transcript'; 'Where are my test scores?' with a note about the 'My Scores' page; and 'I need help rescheduling or canceling my exam?' with a bulleted list of instructions. A blue chat icon is visible in the bottom right corner of the screenshot.

**Chat**

For fastest response, chat with our team by clicking the blue icon in the bottom right corner of your screen.

Hours:  
Monday – Friday, 8am – 5pm CT in the **U.S and Canada**  
Monday – Friday, 2pm – 11pm GMT and 1am – 1pm GMT in **Other Countries**

**Note:** do not include social security numbers and/or credit card information when chatting with our Live Chat agents. You cannot schedule, reschedule, or cancel your appointment by live chat.

**Common Questions**

**How do I order my GED diploma and/or transcript?**

Diploma/Certificate - Official document issued by your state upon completion of the GED High School Equivalency requirements

Transcript - Official record of scores received for each GED test subject

Visit our [Grads and Transcripts page](#) and follow the directions based on the date and location you achieved your GED high school equivalency.

**Where are my test scores?**

Your scores can be found on the ['My Scores' page](#) after logging in. Scores may take up to 3 business days to process and post to accounts.

**I need help rescheduling or canceling my exam?**

- Rescheduling your appointment can be easily managed prior to your test appointment. Take action by going to your ['Appointments' page](#).
- For problems with rescheduling or cancelling your exam please call GED Testing Service. Explain your situation and an agent will be happy to assist

# First Steps After Reviewing Webinars

- If you are a **test center**, your first step is to apply to become an authorized Pearson VUE test center per the link shared previously and on GED.com
- If you are a **correctional facility**, your first step is to contact [operations@ged.com](mailto:operations@ged.com) so we can start the onboarding process.
- If you are an **educator**, your first step is to get familiar with the resources available to you on [https://ged.com/educators\\_admins/program/](https://ged.com/educators_admins/program/)

# Additional Questions for NYSED

*Q. Can we administer both CBT and PBT?*

A. All public test centers are encouraged to move forward with the process of becoming a GED computer-based test center. As PBT will be approved on a limited basis, test centers can administer the exam to more examinees by offering both. All test centers that are approved for both will go through different approval and training processes and each will be given a unique test center name and number to identify itself in the GED and NYSED HSE systems.

*Q. Is PBT the only option for incarcerated moving forward?*

A. If incarcerated settings have the permissions and capabilities to offer CBT they are encouraged to move forward with that process. Please email [HSETC@nysed.gov](mailto:HSETC@nysed.gov) if you have questions about this process.

*Q. Are we only allowed to use the testing locations previously approved for testing by NYSED?*

A. Yes. The process for approving new testing space remains the same. Currently approved test centers should contact [HSETC@nysed.gov](mailto:HSETC@nysed.gov) when you are ready to convey to NYSED that a RAEN's site visit is needed. As the focus of GEDTS is on the onboarding of existing test centers, no new test centers will be approved for the next several months.

*Q. How long will it take for a student to receive their diploma after taking the exam?*

A. Official diplomas are mailed to examinees 8-10 weeks from the time of testing.

# Additional Questions for NYSED

*Q. How will test preparation programs be able to reserve test seats for their participants before it is open to the public?*

A. While also meeting requirements for publicly posted availability, test centers are encouraged to work with their affiliated HSE preparation programs to coordinate their exam availability. Test Centers can create new testing availability at any time, this can be timed to align with HSE student readiness.

*Q. Will NYSED be providing specific trainings for test examiners and administrators as they have in the past?*

A. The HSE Office will be holding additional training sessions and Q&A sessions over the next several months, as test centers continue to have questions about the transition to GED. Please continue to monitor the HSE announcements page.

*Q. I have a student whose class doesn't graduate until June 2021. Can I send the Age Eligibility Form in now?*

A. Age Eligibility forms should not be completed until the candidate is eligible to test, per the requirements outlined on the age eligibility form. Please view posted ppt presentations which explain age eligibility. A chart is posted on the HSE website which delineates regulations regarding age eligibility: <http://www.acces.nysed.gov/hse/taking-hsetasc-tests>. Please note that students must be age eligible, based on criteria referenced, when the application is submitted.

*Q. I understand that transcripts will no longer be automatically sent when an examinee takes a subject test. Test taker can check their scores in their GED account. Transcripts will be sent when diplomas are awarded. Will an examinee still receive a transcript for the Application R (NYSED Regents-HSE Pathway to an HSE diploma), if they still need to pass additional GED subject test?*

A. Yes, official transcripts will continue to be mailed if a test taker submitted an Application R and also earned subtest credit through a GED subject test. Any questions about R applications, or the digital submission process of R applications, can be sent to [HSERAPP@nysed.gov](mailto:HSERAPP@nysed.gov).

# Additional Questions for NYSED

*Q. How is the no show policy enforced? What happens if an examinee had an emergency?*

A. No show students – Students who schedule a GED subject test and cannot take it, must cancel through their online account, up until midnight for a test scheduled the next day. Instructions for doing this are outlined when an examinee registers. “No shows” will need to wait 60 days before retesting. Emergencies that occur the day of the test will be resolved, based on supporting documentation. Examinees should reach out to GED customer service if such an emergency occurs.

*Q. Can examinees use their own calculators?*

A. If students would prefer to use a handheld calculator, instead of the on-screen calculator, they may use the TI-30XS calculator. This is the same calculator that was used previously for the TASC exam.

*Q. Do passing TASC subtest scores expire?*

A. Grandfathering of TASC and GED scores – Please visit: <http://www.acces.nysed.gov/hse/early-access-unofficial-scores>. No changes are anticipated.

*Q. When will the reimbursement rate change for test centers which receive reimbursement for administering HSE exams?*

A. Reimbursement for Administering Exam – Please review ppt on Reimbursement for 2022 and visit HSE website for posted, required forms. Reimbursed sites can use their reimbursement funds towards the purchase of the \$450 camera security package. The Reimbursement RFP for 2023 is currently being developed.

*Q. How do we enforce COVID restrictions?*

It is important that all state and local COVID precautions be followed. Examinees receive a COVID statement when scheduling their exam, advising them to contact the test center directly to confirm all COVID related policies are followed. Test Centers have the option of sending out communications to those examinees that schedule an exam with their test center, as may have been done in the past.

*Q. What forms do test center staff have to send to NYSED after the test?*

A. Several updated forms are found on <http://www.acces.nysed.gov/hse/test-center-forms>. The HSE staff will provide instructions on the website, and address in future information sessions. Please continue to use the links for all forms and applications, as forms may be updated. Signature cards are no longer necessary for CBT testing.