

1. Q. When should an examinee obtain their UUID and will it soon be required on NYSED documents?

- A. Self-registration went into effect in NYS in the beginning of 2019. **All** first time TASC Test™ takers must self-register by setting up a DRC account and obtaining a UUID. Therefore, once registered for an account, all current TASC Test™ examinees should possess a UUID. The UUID ties together all testing records for examinees and having the UUID on all forms ensures that test results are associated with the correct person.

All forms and processes are moving to require a UUID. There is no definitive timeline on when a UUID will be required for those who tested before the self-registration went into effect, but best practice would entail having the examinee create the UUID as soon as possible and including it on all forms.

In closing, use of the UUID is mandatory for anyone who possesses a UUID, and a UUID should be obtained for any former test taker who wishes to retest.

2. Q. If a registrant has a name change and has not yet earned a diploma, can we change the name with DRC only, or should we also notify SED?

- A. If an examinee has a name change prior to earning a diploma, for a reason such as marriage, divorce, or voluntary name change, the name may be changed with both NYSED and DRC. NYSED will change the name when the signature card is received. A note should be made in test session information, including a copy of the new name and ID, if applicable. NYSED will always use the examinee's official name, as indicated on the examinee's signature form. If the examinee's name needs to be corrected due to an error, you should notify both DRC and NYSED.

3. Q. Should Test Centers send email questions to individual HSE staff or should all email questions go directly to the HSE email box set up specifically for Test Center questions?

- A. All questions should be sent via email to HSETC@NYSED.GOV and will be forwarded to the appropriate HSE staff member, as needed. Always include the name and three-digit code of the Test Center in the subject line of the email.

4. Q. Are the Spanish versions of the test auto-shipped or are they a short order?

Please see slide 12 of the January HSE webinar ppt

- A. Spanish testing NOT available January 18 - February 17, 2020. On February 12-14, 2020, the paper-based versions of PQR - in Spanish – will be delivered but there is NO TASC™ testing February 15th – 17th due to DRC converting the Spanish version to PQR. The Spanish version of PQR will be available for testing on February 18, 2020.

Spanish versions of the TASC Test™ will be auto-shipped based on last year's testing numbers.

5. Q. How can we alleviate no shows?

- A. Your test center should disseminate a clear policy - in writing - that no-shows will have to wait 60 days prior to registering again for TASC subtests. While Test Centers may over schedule examinees to fill testing rooms, this practice is risky, and no-shows will still need to be cancelled out of the scheduling system.

No shows are a known statewide issue. If your test center has any ideas about how to deal with this problem, please share them via hsetc@nysed.gov.

6. Q. For every test does an examinee under 19 have to submit a new age eligibility attachment?

- A. If you have the age eligibility form on file, you can re-use the form for future testing session, except if the examinee is enrolled in an AHSEP program (eligibility code 3) at the time of testing and is no longer enrolled at the time of a future testing session. If you do not have the age eligibility form on file, for example, if an individual tested at another Test Center, then the examinee would need to submit a new form. All questions on age eligibility can be directed to HSETC@nysed.gov, as needed, for clarification.

7. Q. Is there a way to turn the confirmation emails off from the NYSED site? Examinees were showing up hours earlier than test start times - due to the emails - because they didn't want to be late (despite emails and reminders directly from the test center conveying a later arrival).

- A. The automatic emails are sent from DRC. NYSED is not involved in scheduling examinees and does not send automatic emails. For clarification on DRC emails, please contact the DRC Help Desk.

8. Q. If an inmate testing at a correctional facility must be removed from the room for court or otherwise is not allowed to attend a scheduled paper-based test session - but could be available the next day - does that test need to be rescheduled through the Portal or can it be given the next day (as long as it's within the 8-day window)? If it needs to be rescheduled, do you need to wait 60 days?

- A. If an inmate can be available to sit for the exam - within the 8-day testing session - there is no need to reschedule the paper-based test. If a sudden change in a test session such as described above does occur, the Coordinator or Examiner should communicate with DRC and NYSED by submitting an irregularity report.

See slide 7 of the January HSE webinar ppt.

New information on [irregularity reports and invalidation scores](#) can be found at the HSE website.

9. Q. Is there a location on the HSE website where information can be found on whether an Examiner has been approved?

A. Currently, there is no way to check using the website. The HSE Office is in the process of a database rebuild, where coordinators will be able to log in and see staff status. If all steps of the coordinator process are not completed, NYSED will reach out to the Test Center coordinator.

10. Q. Will we be using the short order form to order the accommodated versions of the TASC such as audio CDs?

A. Yes, this form will be available beginning January 21, 2020.

11. Q. Do test centers need to send Age Eligibility forms with their attendance sheets and signature cards to NYSED?

A. No. Test Centers should hold their Age Eligibility forms for one year. NYSED uses the attendance sheet that is submitted to verify age eligibility. Please be sure to indicate the correct eligibility code on the attendance sheet for all examinees under 19.

12. Q. How should I proceed if there is a testing irregularity? Should I hold testing materials from the test session until I hear from NYSED and complete the invalidation process?

A. A test center coordinator/examiner should submit an irregularity report to DRC, and a copy to NYSED, if an irregularity has occurred. This process should be done immediately to avoid delays in scoring (if the test does not need to be invalidated), however test Centers should not invalidate answer sheets without prior approval. Test session materials should be held until a resolution has been reached by NYSED and DRC.

New information on [irregularity reports and invalidation scores](#) can be found at the HSE website.

See slide 7 of the January HSE webinar ppt.

13. Q. Reimbursed sites are only allowed four (4) small group testing sessions per year of less than 10 examinees. If we have additional small group testing, can we give the test but not bill NYSED?

A. Yes, the test can be given and not reimbursed, or reimbursed at the standard rate of \$25.00 per examinee.

14. Q. Do we have to wait until we receive our PQR materials to return MNO?

- A. No. Once you are done testing on MNO, you may return your materials at any time. February 21st, 2020 is the deadline for returning test materials, but best practice is to return MNO as soon as your test center has completed MNO testing.

15. Q. Does “email address” on the new signature card form refer to the test center’s email or the examinee’s email.

- A. The examinee’s email should be listed on the signature form.

16. Q. How will examinees find the digital signature card on the day of testing?

- A. The new [fillable signature forms](#) are now available on the HSE website.

The new signature forms replace the signature cards that were previously mailed to test centers. The fillable signature forms should be printed, and made available for the examinees to sign, before the testing session. The test center may opt to complete the top of the form in advance or have the examinees complete the entire form on the first day of testing. Regardless of whether the first part of the form is pre-filled - or examinees completes the entire form – all examinees must always complete the second section and provide signatures on the first and last day of testing.

17. Q. Will signature forms be available in Spanish?

- A. While a signature forms are not currently available in Spanish, the HSE Office is developing a Spanish signature form and will be posting it on the website soon.

18. Q. Should accommodations letters be sent to NYSED with testing materials?

- A. No. Accommodations letters are available in the DRC portal and are not required to be sent. If you are a reimbursed site, you should send accommodations letters with your standard voucher seeking payment, as is the typical process.

19. Q. What is a ‘multiple session’ accommodation?

- A. A multiple session accommodation refers to approved accommodations, for an examinee, encompassing testing accommodations provided during the eight-day testing session, not only within a single subtest administration.

20. Q. Do candidates need to take all five subtests if they have grandfathered GED® scores?

- A. No. Examinees should take only the subtests they need. Passing grandfathered GED® exam scores from 2002-2014 (2003-2014 for Spanish) can automatically be credited for passing subtests. However, if an examinee has all passing scores on GED® exams - but did not achieve the minimum score of 2250 - they must take and pass one TASC subtest of their choice. Examinees are responsible for knowing which subtests they need to take. Examinees may contact the HSE Office

at hse@nysed.gov or during weekday call center hours from 10 am -12noon at 518-474-5906.

21.Q. In juvenile justice facilities, staff often have many overlapping roles. An examinee may take a Regents exam while incarcerated, leave, then return and enter a TASC preparation program. I am the person writing and providing R transcripts and administering the TASC. Is this a conflict, and if so, should I sign over administrative rights to my local school district?

A. It is very important that individuals who administer the TASC do not simultaneously serve as instructors in a TASC preparation program. However, it appears from your question that you are not providing the preparation directly, but rather administering the Regents and the TASC exams, only. If this is the situation, there does not appear to be a conflict.

22.Q. How are applicants notified if their R application (Regents-HSE Exam pathway) resulted in any Regents credit?

A. When the HSE Office receives the completed R Application, along with an official transcript from the school district, any Regents credit reported by the school district will be applied to the applicant's HSE transcript. The HSE transcript will be mailed to the applicant but cannot be sent by email. If the transcript received from the school district conveys that the applicant did not possess any Regents credit, a letter conveying such is sent directly to the applicant as well.

B. Q. Will examinees who are institutionalized/incarcerated receive a diploma along with the test center, or just the test center?

A. The education supervisor whose name is listed on the test center documentation submitted to the HSE Office will be sent the diplomas awarded. If you have questions as to where or to whom an incarcerated examinee's documents are being mailed, please contact hsetc@nysed.gov. Always include the test center name and three-digit code in the subject line. All examinees are issued only one copy of their testing record without completing a duplicate request form (H Application).

C. Q. Will NYSED provided supplies, such as colored lined paper, graph paper, etc., be auto shipped or do test centers need to order them from NYSED?

A. Non-secure testing supplies will not be automatically shipped to your test center but must be ordered from NYSED. When test centers run low on supplies, they should complete the supply order form and submit it to NYSED. The [supply form](#) can be found at the HSE website.

D. If we do not receive enough test and answer books from the auto-ship from DRC, will we be able to have an expedited order filled for our testing?

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A. DRC's materials order sheet will be released soon after your PQR delivery is shipped. If you need more materials from DRC, you can short order them. For further assistance, please contact: TASC Test Helpdesk:
tasctesthelpdesk@datarecognitioncorp.com

E. Q. There is a sign in sheet template for exam days on the NYSED website. Do I have to use NYSED's sign in sheets, or can I make my own?

A. Test centers may use the posted sign-in sheet or make their own sign in sheets.