

**To:** Indiana's Workforce System

**From:** Indiana Department of Workforce Development (DWD)

**Date:** October 15, 2024

**Subject:** DWD Policy 2016-02, Change 1  
Requirements for High School Equivalency Testing Center Monitoring and Incident Reporting

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## Purpose

This policy provides guidelines for monitoring High School Equivalency (HSE) test centers and requirements for incident reporting.

## Change 1 Summary

**Attachment A: Sample HSE Site Monitoring Template** has been updated to include the following:

- Completed exit interviews;
- Acceptable forms of identification; and
- Proof of Indiana residency.

## Rescission

DWD Policy 2016-02: Requirements for High School Equivalency Testing Center Monitoring and Incident Reporting

## References

- IC 22-4.1-18
- PSI<sup>1</sup>

## Definitions

**Test Centers** – Organizations that have signed agreements with DWD, PSI, and/or GED Testing Service to administer HSE testing; this includes addendum sites.

**Addendum Sites** – Test center sites outside the main testing center location. While these facilities may be owned/operated by different entities for HSE testing purposes, these organizations fall under the authority of the test center.

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<sup>1</sup> PSI is the HiSET® vendor, <https://www.psiexams.com/>.

## Content

The Indiana Department of Workforce Development (DWD) oversees monitoring and compliance of HSE testing centers throughout the state to ensure compliance with HSE policies and rules. Test publishers, PSI and GED Testing Service LLC, provide examinations for the Indiana High School Equivalency Diploma Program (IC 22-4.1-18). This document provides required guidelines for monitoring test centers and incident reporting.

### *Site Monitoring*

DWD staff will monitor test centers on an ongoing basis to ensure compliance with DWD, PSI, and GED Testing Service policies. Test coordinators at HSE test centers are required to annually self-monitor all locations, including addendum sites, using the approved monitoring template, between July 1 and June 30. An actual test registration and test session for each location must be monitored by test coordinators. Test coordinators are required to submit a completed monitoring template no later than 30 days after each site visit. Monitoring templates must be submitted to DWD via [AdultEd@dwd.in.gov](mailto:AdultEd@dwd.in.gov).

In addition, test centers will be visited by DWD a minimum of once every three years for compliance. Generally, sites will be informed of these visits in advance; however, DWD reserves the right to make an unscheduled monitoring visit. Site visits include reviewing all aspects of HSE test administration and will include:

- Observations of all testing rooms and technology;
- A review of the administration process, including scheduling and registration forms, and;
- Interviews with site test coordinator(s) and examiner(s) and any other staff who perform HSE-related functions.

Test centers with violations may be suspended or closed. Suspended test centers will be placed on Corrective Action Plans (CAP). Violations include but are not limited to:

- Inadequate or inappropriate testing space;
- Failure to use the registration system;
- Failure to follow test administration procedure outlined in the HiSET® or GED® Administration Manual;
- Administering a test form other than that which is indicated in the registration system;
- Not securely storing test materials;
- Discussing test content with any individuals not directly involved with the administration of the test; or
- Violating the stipulations or expectations outlined in a CAP.

### *Incidents*

The high school equivalency test is a high-stakes assessment used to make employment and postsecondary admissions decisions. The utmost care must be taken to ensure that the information contained on the test is not released in any way that might provide an unfair advantage to an individual. To protect the integrity of the test, DWD requires that any incident that may affect test security be reported. There are two classifications of incidents: test interruptions and test security compromises.

### ***Test Interruptions***

Test interruptions include any incident that occurs during a testing period that disrupts testing. The testing session will not resume if secure testing conditions cannot be maintained during the interruption or upon resumption of testing. Interruptions before and after testing must be documented in an email by the test coordinator and sent as soon as possible to DWD Adult Education at [AdultEd@dwd.in.gov](mailto:AdultEd@dwd.in.gov).

Test interruptions include but are not limited to:

- Medical emergencies during test administration;
- An examinee copying answers of another examinee;
- Severe weather, power outage, or other uncontrollable situations that stop testing; or
- Disruptive examinee behavior.

When a test interruption occurs, the following steps must be taken as quickly as possible:

- The test coordinator must fill out the incident report found in the HiSET® or GED® test administration manual and email it to DWD Adult Education at [AdultEd@dwd.in.gov](mailto:AdultEd@dwd.in.gov).
- DWD will provide directions and resolution as necessary.

If a test interruption is reported by an individual outside the test center (i.e., a test taker or an instructor), the test center will then be immediately suspended on receipt of the report while the incident is investigated. Test interruptions may result in the invalidation of student test scores and/or a delay in the release of test scores and/or a formal investigation.

### ***Test Security Compromise***

A test security compromise occurs any time there is an apparent or suspected compromise in the security of the HSE test. A test security compromise includes situations such as:

- Inability to locate a testing booklet or other secure materials;
- An examinee using a cell phone or other electronic device, not related to an approved accommodation, for any reason during the test;
- An examinee leaving the testing room with a test booklet or notes about questions on the test booklet;
- A staff member involved in the instructional preparation of examinees who is provided any test information such as test questions or test booklets; or
- A student arrives at the testing center with a “cheat sheet” that appears to have information and/or answers that would assist an examinee with a test or tests.

When a test security compromise is reported or suspected, the following steps must be taken immediately:

- Test center staff must contact the DWD State HSE Coordinator (if staff are unsure of who this is, they should contact [AdultEd@dwd.in.gov](mailto:AdultEd@dwd.in.gov) for more information) as soon as a test compromise is known or suspected.

- All available information regarding the test compromise must be communicated in writing including associated communications, serial numbers of tests, and a detailed description of what occurred.
- All testing by the test center will be suspended while DWD conducts its investigation.
- The investigation will include a site monitoring visit by a minimum of two (2) DWD staff.
  - DWD staff will interview the test coordinator and any other relevant parties (test examiner, instructor, student, etc.) as appropriate.
- Following the visit, DWD will complete a formal incident report and communicate any decisions.

Test security compromises may result in one or more of the following: invalidation of the examinees' tests, the suspension and/or permanent closure of the test center, DWD refusing to allow the current test coordinator or examiners to administer HSE tests in the future, and/or the imposition of various costs on the applicable jurisdiction to compensate for the harm caused by the test security compromise.

## Attachments

**Attachment A** – Sample HSE Site Monitoring Template

## Effective Date

Immediately.

## Ending Date

Upon rescission.

## Additional Information

Questions regarding the content of this publication should be directed to [policy@dwd.in.gov](mailto:policy@dwd.in.gov).

## Attachment A

### Sample HSE Site Monitoring Template

**NOTE:** The fillable HSE Site Monitoring Template is available for download through [this link](#).

**Date of site monitoring visit:** Click or tap here to enter text.

**Test center/site address:** Click here to enter text.

**Testing center number (if applicable):** Click here to enter text.

**If an addendum site, check the following box.**

**Test coordinator name:** Click here to enter text.

**Test coordinator phone/email:** Click or tap here to enter text.

**Names & phone number of trained examiners:** Click here to enter text.

**ABE programs partnered with:** Click here to enter text.

#### Type of Testing

For this site, check all that apply.

Testing is available:

During the daytime

In the evening

On weekdays

On the weekend

By drop-in

By appointment

In group sessions

In individual sessions

**Notes:** Click here to enter text.

#### Registration

**Person responsible for registration system data entry:** Click here to enter text.

Check all that apply:

Phone registration is available

In-person registration is available

**Amount charged for test:** \$ Click here to enter text.

**Forms of payment accepted:** Click here to enter text.

**When are fees collected?** Click here to enter text.

**Notes:** Click here to enter text.

#### Testing Room

Check all that apply:

Paper-based testing (PBT)

**Max # of PBT examinees:** Click here to enter text.

Computer-based testing (CBT)

**Max # of CBT examinees:** Click here to enter text.

**Seating style:** Click here to enter text.

**Other uses of testing room:** Click here to enter text.

The following items must be physically checked and verified by the site monitor:

Completed exit interviews	<input type="checkbox"/> Acceptable <input type="checkbox"/> Needs Improvement <input type="checkbox"/> Unacceptable <b>Notes:</b> Click here to enter text.
Acceptable forms of identification	<input type="checkbox"/> Acceptable <input type="checkbox"/> Needs Improvement <input type="checkbox"/> Unacceptable <b>Notes:</b> Click here to enter text.
Proof of Indiana residency	<input type="checkbox"/> Acceptable <input type="checkbox"/> Needs Improvement <input type="checkbox"/> Unacceptable <b>Notes:</b> Click here to enter text.
Tests stored in a secure, locked area with restricted access while not in use	<input type="checkbox"/> Acceptable <input type="checkbox"/> Needs Improvement <input type="checkbox"/> Unacceptable <b>Notes:</b> Click here to enter text.
Identification of examinee is confirmed during registration and the day of the test	<input type="checkbox"/> Acceptable <input type="checkbox"/> Needs Improvement <input type="checkbox"/> Unacceptable <b>Notes:</b> Click here to enter text.
All materials are properly collected as mandated	<input type="checkbox"/> Acceptable <input type="checkbox"/> Needs Improvement <input type="checkbox"/> Unacceptable <b>Notes:</b> Click here to enter text.
Entire testing room can be viewed from any location	<input type="checkbox"/> Acceptable <input type="checkbox"/> Needs Improvement <input type="checkbox"/> Unacceptable <b>Notes:</b> Click here to enter text.
At least five (5) feet or partitions between examinee workstations	<input type="checkbox"/> Acceptable <input type="checkbox"/> Needs Improvement <input type="checkbox"/> Unacceptable <b>Notes:</b> Click here to enter text.
A clock clearly visible from all examinee workstations	<input type="checkbox"/> Acceptable <input type="checkbox"/> Needs Improvement <input type="checkbox"/> Unacceptable <b>Notes:</b> Click here to enter text.
Room free from distractions	<input type="checkbox"/> Acceptable <input type="checkbox"/> Needs Improvement <input type="checkbox"/> Unacceptable <b>Notes:</b> Click here to enter text.
Lighting	<input type="checkbox"/> Acceptable <input type="checkbox"/> Needs Improvement <input type="checkbox"/> Unacceptable <b>Notes:</b> Click here to enter text.
Heat/AC/ventilation	<input type="checkbox"/> Acceptable <input type="checkbox"/> Needs Improvement <input type="checkbox"/> Unacceptable <b>Notes:</b> Click here to enter text.
Access to facilities	<input type="checkbox"/> Acceptable <input type="checkbox"/> Needs Improvement <input type="checkbox"/> Unacceptable <b>Notes:</b> Click here to enter text.
Local policy and emergency plan	<input type="checkbox"/> Acceptable <input type="checkbox"/> Needs Improvement <input type="checkbox"/> Unacceptable <b>Notes:</b> Click here to enter text.
Inventory conducted	<input type="checkbox"/> Acceptable <input type="checkbox"/> Needs Improvement <input type="checkbox"/> Unacceptable <b>Notes:</b> Click here to enter text.
No tests stored at addendum sites	<input type="checkbox"/> Acceptable <input type="checkbox"/> Needs Improvement <input type="checkbox"/> Unacceptable <b>Notes:</b> Click here to enter text.

**Signature of Monitor:** \_\_\_\_\_

**Date:** Click here to enter text.