

Virginia Board of Education Agenda Item



Agenda Item: D

Date: July 28, 2016

Title	First Review of Revisions to the High School Equivalency (HSE) Examination Guidelines for Virginia		
Presenter	Dr. B. Sue Mansfield, Specialist for High School Equivalency		
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Purpose of Presentation:

Action required by state or federal law or regulation.

Previous Review or Action:

Previous review and action. Specify date and action taken below:

September 10, 2015: Board approved the *High School Equivalency Examination Guidelines for Virginia*.

Action Requested:

Action will be requested at a future meeting. Specify anticipated date below:

September 22, 2016

Alignment with Board of Education Goals: Please indicate (X) all that apply:

	Goal 1: Accountability for Student Learning
X	Goal 2: Rigorous Standards to Promote College and Career Readiness
X	Goal 3: Expanded Opportunities to Learn
	Goal 4: Nurturing Young Learners
	Goal 5: Highly Qualified and Effective Educators
	Goal 6: Sound Policies for Student Success
	Goal 7: Safe and Secure Schools
	Other Priority or Initiative. Specify:

Background Information and Statutory Authority:

Goal 2 and 3: The *High School Equivalency Examination Guidelines for Virginia* (Attachment A) were developed and approved by the Board to ensure that all HSE examinations approved for administration in Virginia would meet rigorous standards to promote College and Career Readiness. Furthermore, HSE examinations meeting the standards set forth in the Guidelines would also expand opportunities for adults to be prepared for employment and postsecondary education and training. Attachment A contains the proposed revisions to the *High School Equivalency Examination Guidelines for Virginia*, which was adopted by the Board on September 10, 2015.

On June 26, 2014, the Office of Adult Education and Literacy (OAEL) informed the Board of Education (Board) of the impending change to the *Code of Virginia* effective July 1, 2014. On that date, HB 1007 (Byron) changed all references in the *Code of Virginia* from “General Educational Development

(GED[®])” to “high school equivalency examination approved by the Board of Education.” The language was changed in recognition of other HSE examination options that are now available.

Two other HSE examination options are currently available in addition to the GED[®] test: (1) the *High School Equivalency Test* (HiSET[®]), from the Educational Testing Service (ETS) and (2) the *Test Assessing Secondary Completion*[™] (TASC), from the Data Recognition Corporation/California Testing Bureau (DRC/CTB). Currently, 25 states have selected the 2014 GED[®] computer-based test as their only approved alternative high school examination, eight states have selected only the HiSET[®], three states have selected only the TASC[™], nine states have selected all three HSE tests, three states use GED[®] and HiSET[®], and two states use GED[®] and TASC[™]. In total, 39 states offer the GED[®] test; 20 states offer the HiSET[®]; and 14 states offer the TASC[™].

On September 18, 2014, the GED[®] testing program was temporarily approved by the Board as the HSE examination to be used in Virginia. The approval was granted to comply with the legislated code changes. At this same meeting, the Board directed the OAEL to conduct a comparative analysis of HSE examination options, as well as survey key stakeholders to determine the credibility and acceptability of all HSE options, in order to make an informed decision about which HSE examination(s) would best meet the needs of Virginia’s adult learners.

The *Code of Virginia* allows the Board to approve an HSE test(s), as well as set the standards for determining which test(s) to approve. It was determined that the best practice to follow was in the development of HSE test guidelines; thus, any test(s) meeting the standards set forth in the *High School Equivalency Examination Guidelines for Virginia* may become an approved HSE test(s) for administration in the Commonwealth of Virginia.

Summary of Important Issues:

Evaluation of High School Equivalency Examinations

The HSE process began in October 2014 and throughout the process many stakeholders have been involved in this transparent, decision-making process. Stakeholders included the Virginia Community College System (VCCS), Office of Workforce Development, State Council for Higher Education for Virginia, the Virginia Association of School Superintendents, Department of Corrections (DOC), local and regional jails, Department of Juvenile Justice, Goodwill Industries, the Virginia Adult Learning Resource Center (VALRC), the Virginia Department of Education (VDOE) staff, Regional Program Managers for adult education, local adult education administrators and instructors, Individual Student Alternative Education Plan (ISAEP) coordinators, and testing administrators/examiners. The timeline included the following actions:

- Following the Request for Information (RFI) and vendor presentations of all three HSE vendors, the HSE Review Committee members completed surveys on the presentations they heard. These results were used by James Madison University (JMU) to write the *Virginia High School Equivalency Exam Review Process Evaluation Report 2015*, along with interviews conducted with representatives from selected states that have adopted one or more of the available HSE examinations, the VALRC staff, the OAEL staff, and the VDOE Chief Academic Officer/Assistant Superintendent for Instruction.
- Upon counsel from representatives with the Attorney General’s office and the Office of Procurement, in lieu of a Request for Proposal (RFP), it was determined that the OAEL would develop HSE examination guidelines to be approved by the Board, followed by the issuance of a Request for Application (RFA). All HSE vendors would have an opportunity to submit an application to become an approved HSE examination in Virginia. It was further understood that a contract with HSE vendors would not be necessary because they are not being hired by VDOE

to offer the examinations. Instead, the vendors are being authorized by VDOE to provide the examinations to eligible individuals.

- Using the JMU *Virginia High School Equivalency Exam Review Process Evaluation Report 2015* as a framework, guidelines were developed containing all of the relevant criteria to be considered when approving an HSE examination(s) for use in Virginia. These guidelines were reviewed, edited, and vetted by an HSE Guidelines Committee.
- The *High School Equivalency Examination Guidelines for Virginia* were presented to the Board for first review on July 23, 2015, and approved at final review on September 10, 2015.
- All vendors submitted an application in response to the RFA. In January 2016, the HSE Evaluation Committee met to discuss applications reviewed. The Evaluation Committee consisted of representatives from the VDOE offices of Adult Secondary and ISAEP, Mathematics and Governor's School, and Test Administration, Scoring, and Reporting; DOC Office of Operations; VCCS Office of Adult Coaching and Transitions with Workforce Development Services; JMU Office of Assessment and Evaluation; and the Office of Regional Adult Education. At the conclusion of this meeting, no HSE examination was approved for use in Virginia. Letters were sent to each vendor asking for a resubmission of specific information which was missing from the original submission or where clarification was needed. The *High School Equivalency Examination Guidelines for Virginia* was included in this correspondence with the guideline(s) for which additional information was needed highlighted and the specific information that was needed typed in red. The resubmissions were due back on April 1, 2016.
- In April 2016, resubmissions were received from all three vendors and reviewed by the HSE Evaluation Committee. At the conclusion of that meeting, the committee's unanimous decision was that the GED[®] test would be the only approved HSE exam for Virginia at this time. This approval is good for a five-year period through June 30, 2021, at which time GEDTS[®] will reapply for approval. The other two vendors will have an opportunity to reapply in October 2016. Letters were sent to all vendors stating the outcome of this evaluation process, indicating the specific reasons for the decision made.
- Having completed the first evaluation cycle, and assuring continual program evaluation and improvement, the HSE Evaluation Committee recommended that some of the wording in the guidelines be revised to clarify for the applicants the documentation needed in vendor applications and for consistency in the document's wording. The intent of the approved guidelines was not changed and no additional criteria were added. The HSE Guidelines and HSE Evaluation Committees met again on June 17, 2016, to review the guidelines and made recommendations to revise the guidelines as found in Attachment A.

Impact on Fiscal and Human Resources:

There will be no impact on fiscal and human resources at this time. The impact will be influenced by the number of HSE examinations that are approved in the future.

Timetable for Further Review/Action:

July 28, 2016: First review of revised *High School Equivalency Examination Guidelines for Virginia*.

September 22, 2016: Final review of revised guidelines.

October 2016: Second application period begins, utilizing newly approved guidelines, with applications due the end of November 2016.

Superintendent's Recommendation:

The Superintendent of Public Instruction recommends that the Board receive for first review the revised *High School Equivalency Examination Guidelines for Virginia*.

VIRGINIA DEPARTMENT OF EDUCATION
Office of Adult Education and Literacy

HIGH SCHOOL EQUIVALENCY EXAMINATION GUIDELINES FOR VIRGINIA

The Virginia Department of Education (VDOE) will ~~utilize~~ use these guidelines to review all applications received from any High School Equivalency (HSE) examination provider. All vendors seeking approval for the use of a ~~n high school equivalency (HSE)~~ examination in Virginia shall meet all of the following guidelines. The ~~Virginia Department of Education- VDOE~~ shall be the agency to determine whether an HSE examination provider is approved. If an HSE examination is approved for use in Virginia, the approval will remain in effect for five years. Those vendors whose examination is not approved may reapply during an open application period set by the ~~Virginia Department of Education (VDOE)~~.

Quality of the HSE Test:	
Alignment	The vendor must provide evidence from a third party evaluator to show that the HSE examination is fully aligned to the <i>College & Career Readiness Standards (CCRS) for Adult Education</i> and substantially aligned to the Virginia Standards of Learning (SOL) <u>for high school English, Grade 8 Mathematics, Algebra I, and Geometry.</u>
Rigor	<p>1) The vendor must provide evidence that its HSE examination meets or exceeds the most recent content and technical standards established by the 2014 edition of the <i>Standards for Education and Psychological Testing (SEPT)</i>, a product of the American Educational Research Association, the American Psychological Association (APA), and the National Council on Measurement in Education (NCME).</p> <p><u>2)</u> The vendor must ensure <u>provide evidence</u> that 80 percent of the HSE examination includes items using Depth of Knowledge Levels 2 and 3.</p> <p><u>2)3)</u> <u>The vendor will provide evidence that the HSE examination will measure test-takers' skills in interpreting, analyzing, reasoning, and problem solving, as appropriate for the subject and standard. (moved from Test Forms; Sections guidelines, number 2)</u></p>
Test Development: Initial & Future	<p>1) The vendor must provide evidence that the HSE examination's vendor's design process for development of the HSE examination must be <u>is</u> based on the SEPT in developing test items as is necessary for demonstrating high school equivalent knowledge and skills.</p> <p>2) The vendor will <u>describe the plan for</u> reviewing and updateing its question pool annually.</p>
Reliability	<p>1) The vendor will provide results of reliability studies to show the consistency and stability of the HSE examination.</p> <p>2) The vendor will describe the psychometrics used to determine reliability.</p> <p>3) The vendor will present a <u>describe the</u> plan for maintaining and measuring reliability over time.</p>

Validity	<ol style="list-style-type: none"> 1) The vendor will provide results of validity studies to show that the HSE examination measures what it intends to measure. 2) The vendor will describe the psychometrics used to determine validity. 3) The vendor will present a <u>describe the</u> plan for maintaining and measuring validity over time.
Norming of Tests	<ol style="list-style-type: none"> 1) The vendor must provide evidence that it has <u>have</u> completed a norming <u>study</u> of its HSE examination with graduating high school seniors within the last two years of test development. 2) The vendor will provide evidence demonstrate that the norming study <u>was</u> conducted <u>in accordance with</u> met the SEPT. 3) The vendor will describe its plan for future norming studies, for both new test items and for overall HSE examination norming, to ensure that the set passing-cut scores on the HSE examination remain consistent with high school completion requirements.
<u>Passing-Cut</u> Scores	<p>The vendor will provide evidence that it has <u>identifyied</u> a minimum of two cut scores: one for high school equivalency and another for college and career readiness.</p>
Test forms; Sections	<ol style="list-style-type: none"> 1) The vendor will <u>describe the process for</u> providing provide a minimum of three <u>English language</u> HSE examination forms in <u>English per each</u> year. 2) The HSE examination will measure test-takers' skills in interpreting, analyzing, reasoning, and problem-solving, as appropriate for the subject and standard. (moved to "Rigor" guideline, number 3) 3)2) The vendor will provide evidence that the HSE examination <u>contains subtests will measure skills</u> in the areas of writing, reading, math, science, and social studies.
Test Security	<ol style="list-style-type: none"> 1) The vendor must provide evidence of shall employ well-defined, clear, and transparent security measures to that ensure the security, <u>and</u> integrity, and accessibility of its HSE examination, taking into consideration local testing centers' capabilities. 1)2) The CBT HSE examination must be secure on the Internet and be accessible by testing administrators only. (moved from Test Delivery guideline, number 3) 2)3) The vendor must provide evidence of procedures guidelines for testing centers to follow when <u>security incidences test irregularities</u> occur during testing <u>administration</u>. 3)4) The vendor must provide evidence of procedures for addressing the VDOE with the protocol regarding a national, state, or local breaches in security with the HSE examination and the actions the vendor will take. 4)5) The vendor will must provide evidence of procedures for informing specify the manner in which the VDOE and local testing centers will be informed of any problem concerning test security, including the its resolution <u>process. to the problem.</u>

<p>Official Practice Tests (OPT)</p>	<ol style="list-style-type: none"> 1) The vendor must provide evidence of A a minimum of three <u>English language</u> Official Practice Test (OPT) forms. in English must be available. 2) The vendor must provide evidence that the OPTs must be <u>are</u> aligned to the operational HSE examination and be predictive of how a test taker will perform a test takers <u>an examinee's performance</u> on the actual <u>operational</u> HSE examination. 3) The vendor must provide evidence of a diagnostic report from the OPTs must provide a diagnostic report to that <u>assists</u> the test taker <u>examinee</u> in preparing for the HSE examination.
<p>Credibility/Recognition of Test Name</p>	<ol style="list-style-type: none"> 1) The vendor will provide<u>must provide</u> evidence that the HSE examination is nationally portable and broadly accepted by employers and postsecondary institutions. 2) The vendor must describe <u>will provide a the</u> plan to increase the HSE examination's name recognition to all stakeholders.
<p>Test Delivery: Computer-Based Testing (CBT) and Paper-Based Testing (PBT)</p>	<ol style="list-style-type: none"> 1) The vendor must provide evidence that the HSE examination can be administered as delivered either by computer-based testing (CBT) or paper-based testing (PBT). 2) The vendor must provide <u>evidence that</u> a downloadable CBT option to Internet access is available for use by <u>correctionsal facilities</u>. 3) The CBT HSE examination must be secure on the Internet and be accessed by testing administrators only. (moved to Test Security guideline, number 2) 4) 3) The vendor must <u>provide evidence that it is</u> be equipped with the connectivity and computing capacity to handle a high volume of HSE examination data. 5) 4) The vendor must provide evidence that its PBT must <u>meets</u> the same standards as the CBT in alignment, rigor, reliability, and validity. 6) 5) The vendor must <u>provide evidence of how it will securely</u> ship the PBT examination and related materials to <u>and from</u> the test sites designated by the VDOE. 7) 6) The vendor will <u>must</u> provide guidelines to that will ensure a secure method for of scoring <u>the</u> PBT. 8) 7) The vendor will provide to the testing centers and the VDOE a list of all costs for administering and scoring the CBT and PBT. (moved to Cost guideline, number 2)
<p>Accessibility of the HSE Test:</p>	
<p>Registration process</p>	<ol style="list-style-type: none"> 1) The vendor must describe the process for registration <u>for CBT and PBT, including procedures for examinees needing accommodations and those in correctional facilities.</u> process should be seamless and easy to follow. 2) The vendor must confirm that the examinee is able to complete the entire R registration <u>process should be completed</u> online, with the test taker's <u>examinee's</u> chosen testing date and time confirmed during the <u>online</u> registration process.

	<p>3) There must be a registration process in place for test takers receiving testing accommodations. (combined into number 1 of this section)</p> <p>4) 3) The vendor must provide confirm that customer service support to answer any questions during the registration process <u>is provided, both</u> through phone and online options.</p>
Test Centers	<p>1) The vendor must approve confirm that its HSE examination may be administered at any test center currently approved by VDOE for HSE examinations. administer</p> <p>2) <u>The vendor must confirm its understanding that Only those</u> testing centers <u>must be</u> approved by VDOE shall to administer an approved HSE examination.</p>
Cost	<p><u>1) The vendor will identify must provide an explanation and justification of its a</u> cost structure, <u>including the with</u> pricing of services and <u>justifications for the costs to the test taker examinee,</u> testing center, and the VDOE.</p> <p>4) 2) The vendor will provide to the testing centers and the VDOE a list of all costs for administering and scoring the CBT and PBT. (moved from Test Delivery, number 7)</p>
Testing	<p>1) The vendor must <u>confirm that examinees are allowed test takers the flexibility</u> to take individual subtests without taking the complete HSE examination battery.</p> <p>2) The vendor will provide a process to address any and all testing irregularities. (already addressed under Test Security guideline, number 3)</p> <p>3) 2) The vendor must provide evidence of the have a process in place to authenticate the test taker's examinee's identity and eligibility to test.</p> <p>4) 3) The vendor must describe the have a process in place to ensure that anyone enrolled in public education will not be eligible to take the HSE examination until the student meets VDOE's eligibility requirements <u>are met. and is permitted to test by VDOE.</u></p>
Cancellations/No Shows	<p>1) The vendor must <u>provide evidence of have</u> a clear policy on <u>testing cancellations, allowing for cancellations to occur within with a minimum of 24 hours to cancel, of scheduled testing time,</u> without penalty.</p> <p>2) The vendor will must provide <u>evidence of</u> guidelines as to what would constitute an "exceptions" if someone is a "no show" to the testing center and the process to follow to reschedule at no additional cost.</p>
Retakes	<p><u>The vendor must provide evidence of a A</u> clear policy must be in place regarding for when an test taker examinee can may retake the HSE examination (e.g., the number of times a person may retake the examination in one year; wait time between retakes; costs of retakes).</p>

<p>Accommodations</p>	<p>1)—The vendor must <u>provide evidence that it</u> offers <u>alternative</u> forms of delivery for the HSE examination that accommodate individual test takers who have those diagnosed <u>with</u> physical, mental, sensory, or cognitive disabilities. in order to allow the test taker to participate on an equal basis with non-disabled peers.</p> <p>2)1)The <u>vendor must confirm that the</u> available accommodations must be are in compliance with the Americans with Disabilities Act of 1990, as amended.</p> <p>3)2)The vendor shall provide must describe the <u>an easily accessible,</u> step-by-step process to request accommodations for <u>test takers examinees</u> who <u>are eligible for testing would benefit from receiving accommodations. to test.</u></p> <p>4)3)The vendor will bear must confirm sole responsibility for <u>reviewing and</u> approving <u>test takers' examinees'</u> requests for accommodations lies with the vendor.</p> <p>5)4)The vendor shall ensure must confirm that the validity of all allowable accommodations is supported and documented.</p> <p>6)5)The vendor must <u>describe the process</u> for <u>determining and providing appropriate work with VDOE to develop provisions for the use of</u> assistive technology <u>for eligible examinees.</u></p> <p>7)6)The vendor must confirm that the Dd determination of accommodations approval must should be a timely process, completed in 30 days or less.</p> <p>8)7)The vendor must confirm that it provides <u>Aan</u> appeals process must also be identified and available to those who have been denied accommodations.</p>
<p>Scoring of Tests/Access to Scores</p>	<p>1) The vendor must provide a description of how scoring will occur; examinations must be scored electronically for both CBT and PBT, utilizing human scorers as needed.</p> <p>2) <u>The vendor must confirm that examinees</u> Test takers should will have direct, online access to their examination scores within 24 hours of completion for CBT and no more than <u>within</u> four days after the vendor's receipt of answer sheets for PBT.</p> <p>3) The vendor must <u>provide evidence of</u> have processes and procedures in place for quality control and quality assurance to verify scoring results.</p> <p>4) The vendor will must provide <u>evidence of</u> a score report that reflects the academic strengths of the graduate and a diagnostic report for the test taker examinee who <u>will</u> need to retake the test.</p> <p>5) The <u>vendor must confirm that</u> VDOE will have electronic access to all test takers' examinees' scores in the state.</p>
<p>Suitability for Correctional Institutions, and City and Regional Jails</p>	<p>1) The <u>vendor must provide evidence that the</u> delivery of the HSE examination must be is compatible with the administrative needs of city and regional jails, the Virginia Department of Corrections, and the Virginia Department of Juvenile Justice.</p> <p>2) <u>The vendor must describe</u> There must be an alternative registration process in place for <u>city and regional jails, the Virginia</u></p>

	<p><u>Department of Corrections (DOC), and the Virginia Department of Juvenile Justice (DJJ) as their examinees test takers in correctional institutions because test takers cannot self-register.</u></p> <p>3) <u>The PBT must be available to city and regional jails that do not have the capacity for computer-based testing. (this has already been addressed under Test Delivery guideline, number 1)</u></p>
<p>Administration of the HSE Test:</p>	
<p>Technology</p>	<p>1) The vendor will provide a complete description of technology required to provide CBT <u>at local testing centers, in accordance with the criteria contained herein.</u></p> <p>2) <u>CBT requirements must be compatible for use in a correctional setting. (already addressed in Test Delivery guideline, number 2 and Suitability for Correctional Institutions, number 1)</u></p>
<p>Data Management</p>	<p><u>1) The vendor confirms that Aall data, current and historical, is the intellectual property of VDOE. The vendor must maintain all Personally Identifiable Information (PII) in accordance with FERPA, state privacy laws and current Virginia Information Security Standards (SEC 501). (moved to number 2 in this section)</u></p> <p><u>1)2)The vendor must provide evidence of how it will maintain all personally identifiable information (PII) in accordance with FERPA, state privacy laws, and current Virginia Information Security Standards (SEC 501).</u></p> <p><u>3) The vendor will must provide evidence of access to a data management system that produces analysis of scores, and statistical and demographic reports, and any other customized, generated reports required by the VDOE.</u></p> <p><u>2)4)The vendor must confirm that the data management system is available to the VDOE at all times, except for necessary maintenance. All regular system maintenance must be confined to non-business hours (7 p.m. to 6 a.m.).</u></p> <p><u>3)5)The vendor shall provide- must describe the technical assistance available in- with the use of the data management system. -and work in consultation with the VDOE to provide additional required reports.</u></p> <p><u>4)6)The vendor shall set will describe the levels of access to the data management system in accordance with VDOE regulations.</u></p> <p><u>5)7)The vendor shall- must describe how it will update and backup files in the database on a daily basis.</u></p> <p><u>6)8)The vendor must describe a plan for how it will maintain all necessary configurations and data for file restorations. In the event files are lost, or if for any reason data files must be restored, the vendor must notify VDOE and restore the system to full operating capacity in a timely manner.</u></p> <p><u>7)9)The data management system must be available to the VDOE at all times, except for necessary maintenance. All regular system maintenance must be confined to non-business hours (7 p.m. to</u></p>

<p>Training: Teachers, Staff, Administrators</p>	<p>6 a.m.) (moved to number 4 in this section)</p> <ol style="list-style-type: none"> 1) The vendor must <u>describe the plan to</u> provide professional development, as it relates to testing, to the state at all levels —, including teachers, examiners, local program administrators, and state staff. 2) The vendor must <u>confirm that it will</u> provide relevant training materials to the VDOE for review and approval before issuance. The VDOE reserves the right to edit and revise the materials as deemed necessary. 3) <u>The vendor will assure that all Ttraining materials provided to the local state-supported adult education programs 's test site staff must be provided at no additional charge to the state or localities.</u> 4) <u>The vendor must provide describe</u> the specific minimum qualifications for testing <u>center</u> personnel. 4)5) <u>The vendor must describe the process to certify testing center personnel.</u> 6) <u>The vendor must provide will make testing administration guidelines — available, either in print or electronically, to each certified testing site, updating the guidelines as needed.</u> 5)7) <u>The vendor must describe how it will make the test administration guidelines available to each certified testing site. (moved from number 6 in this section)</u> 6)8) <u>The vendor must certify testing administrators. (moved to number 5 in this section)</u>
<p>Transcripts/Certificates</p>	<ol style="list-style-type: none"> 1) The <u>vendor must confirm that the</u> credentialing service used by the vendor must be is able to maintain all current and historical records for VDOE. 2) The <u>vendor must confirm that the</u> credentialing service used by the vendor will return, in a format that is agreeable to VDOE, all current and historical data to VDOE, if there is a cancellation or termination of services. 3) The <u>vendor must confirm that the</u> credentialing service used by the vendor must maintains all Personally Identifiable Information (PII) in accordance with FERPA, state privacy laws, and current Virginia Information Security Standards (SEC 501) and sign a Restricted Use Data Agreement (RUDA). 4) The vendor must provide <u>confirm that the contract with the credentialing service identifies</u> how all data <u>will be provided</u> to the credentialing service in a mutually approved format and in a timely manner. 5) <u>The vendor must confirm that Ttranscripts and certificates, both electronic and paper copies, will be given to all first- time passers free of charge.</u> 6) The <u>vendor must describe any fees that the</u> credentialing service may charge a nominal fee— those graduates who need— to provide a copyies of either their transcripts or certificates. 7) <u>The vendor must confirm that the credentialing service will provide</u>

	<p>Electronic copies of transcripts or and certificates shall be received within 48 hours of request. Paper copies of transcripts or and certificates shall be received within five business days of request.</p> <p>8) The vendor must provide a resolution process to address the concerns of <u>a graduate who has requested a transcript or certificate and no records are found by the credentialing service.</u> a resolution process must be in place to address this concern.</p> <p>9) The vendor must confirm that <u>No</u> changes or modifications can be made to the official state certificate without VDOE’s permission.</p>
Classroom preparation materials	<p>1) The vendor shall provide information on the examination’s content, format, and scoring process to VDOE.</p> <p>2) The vendor shall <u>must describe</u> recommended study materials to prepare students to take the HSE examination.</p>
Collection of Testing Fees	<p>1) The vendor will collect all testing fees <u>must provide a process of how testing fees will be collected</u> during the registration process.</p> <p>2) The vendor <u>must describe its monthly reconciliation procedures with testing centers for the disbursements of testing center fees.</u> will reconcile with testing centers monthly for testing center fees to be dispersed.</p> <p>3) The vendor shall provide <u>must describe the process to allow state-supported adult education programs</u> -the opportunity to purchase testing vouchers. for the local adult education programs.</p>
Vendor Quality	
Vendor Experience with Large-scale Assessment	<p>The vendor must <u>provide evidence that it has</u> have a minimum of three years' proven experience of successfully providing services for large-scale (e.g. <u>statewide</u> or national), high-stakes testing programs. A "high-stakes" testing program is one which uses assessment results for high-stake decisions, such as federal and state educational accountability purposes, student graduation requirements, or qualification for entry into college. or to take college entrance exams.</p>
Technical Assistance <u>For Testing Center Personnel</u>	<p>1) The vendor must provide <u>a technical assistance plan that includes</u> 24-hour technical assistance <u>support</u> to testing centers, or identify designated personnel to be available during testing center operating hours, and <u>a dedicated, toll-free, non-automated telephone number that testing centers can use to report technical problems during testing and expect to receive an immediate response. (incorporated number 2 below into number 1)</u></p> <p>2) The vendor will provide a dedicated, toll-free telephone number that testing centers can use to report technical problems during testing and expect to receive an immediate response (within 30 minutes). (incorporated into number 1 of this section)</p> <p>3) The vendor will also provide a toll-free telephone number and online access for the test takers to use for support, with an expected response by the next business day after initial contact. (moved to Customer Service guideline, number 1)</p>

<p>Customer Service <u>for Examinees</u></p>	<ol style="list-style-type: none"> 1) The vendor will have <u>must provide</u> a comprehensive customer service plan <u>for examinees, including a toll-free telephone number and online support, with an expectation that a response would be received within one business day following initial contact.</u> 2) The vendor <u>must provide procedures for state personnel to identify and communicate concerns of testing centers and examinees.</u> will identify at the state level the process that needs to be followed for any areas of concern, for both testing centers and test takers. 3) The vendor will provide the name <u>name(s)</u> and telephone number <u>number(s)</u> of the person(s) assigned to the resolution of specific issues (e.g., technology, registration, scoring, general issues, etc.). 4) The vendor will immediately resolve all testing centers' complaints and issues through a variety of options (telephone calls, e-mail, fax); test takers' complaints and issues will be resolved by the next business day after initial contact. (first part of this guideline was incorporated into Technical Assistance guideline; the second part was incorporated into number 1 of this section)
<p>Compliance</p>	<ol style="list-style-type: none"> 1) The approved HSE vendor(s) will comply with all of the criteria listed within these guidelines. 2) If an <u>HSE</u> vendor, once approved, does not comply, the VDOE has the right to remove approval of the vendor from the <u>approved list list of vendors approved</u> to administer an HSE examination in the Commonwealth of Virginia.