



HiSET[®]

Session Management

Test Center Scheduling

SEPTEMBER / OCTOBER 2022



Hello, and Welcome to the HiSet training for Session Management.

To view the Speaker Notes and follow along reading with the audio portion during this presentation, click on the NOTE PAPER icon, which is located to the left of the audio speaker volume button, on the menu bar on the lower right-hand side of the viewing screen.

This training should take approximately 15 to 20 minutes to complete, including a brief 5-question Knowledge Check at the conclusion.

Let's get started!

Please click the **Play** or **Forward** button to advance the slide to the next page.

Session Management – What is it?



The Session Management PSI dedicated team of staff managing site scheduling and capacity needs

This team will:

- Work behind the scenes on behalf of the Test Centers
- Collect and manage session details in the system to ensure Test Takers have the most accurate exam availability



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What is Session Management.

The Session Management team is dedicated to managing site scheduling and capacity needs.

This team will work on behalf of the test center, and among other things, their primary responsibility is collecting and managing all of the test centers session details to ensure that Test Takers see the most accurate exam availability.

Those session details include open hours of operations, closures, holidays, special sessions, etc., for all of the HiSet testing centers.

Session Management



Completing the **PSI HiSET Test Center Hours of Operation** form allows the Session Management team to provide:

- ✓ Ease of scheduling for Test Center Associates
- ✓ Accurate testing session hours correctly listed
- ✓ Track sessions for each Testing Site
- ✓ Up-to-Date information about site closures



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Test Center Hours of Operation.

All test centers will complete the PSI – HiSet Test Center Hours of Operation.

This very important form allows Session Management Team to provide ease of scheduling for Test Center Associates, to maintain accurate testing session hours to be correctly listed in the system, to have the ability to track of test sessions for each Testing site, and also to provide up-to-date information about site closures.

Hours of Operation



Completing the Daily Hours of Operation

- ✓ Complete the **Test Center - Hours of Operation** section for days and hours the Testing Center will be open for testing, with a TCA (test proctor) available to administer tests

TEST CENTER - HOURS OF OPERATION

30-day advance notice is preferred for any reduction or change to this schedule. Please indicate below the days and hours the Testing Center will be open for testing with a test proctor available to administer tests.

If your site only operates specific days or times throughout the month, please bypass this section and enter the specific dates/times in the Additional Notes section.

Indicate only hours of operation during which you will have access to the testing center and/or computer-based testing.

If your test center also offers the paper-based test, with additional hours of operation than the computer-based test, please indicate those additional hours of operation in the Additional Notes section.

If your test center offers the paper-based test only, please indicate those hours of operation in the Paper-Based Test section.

Open Hours of Operation (when closed leave blank)

	Morning Open Time	Morning Close Time	Afternoon Open Time	Afternoon Close Time	Evening Open Time	Evening Close Time	Number of seats
Sunday							
Monday							
Tuesday							
Wednesday							

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Completing the Daily Hours of Operation.

PSI prefers a 30-day notice if the hours of operation are going to permanently change from their current hours. Complete this section of the form with the testing center's regular hours of operation.

Complete this section for regular weekly hours of operation if they are the same for both computer-based testing and paper-based testing at the same time.

For each day of the week the test center is open to administer tests, enter the morning opening and closing time, the afternoon opening and closing time, the evening opening and closing time, and the number of seats available for that day.

If the site is not open on a day of the week or during a specific time, please leave that field blank.

If the test center only offers paper-based testing, or if the paper-based testing schedule is different from the computer-based testing schedule, that will be noted in the next step.

Test Center Hours of Operation



Click here to launch the form:

[Test Center Scheduling - Hours of Operation Form](#)

PSI HIGET - Test Center Hours of Operation

Thank you for completing and submitting the PSI HIGET Test Center - Hours of Operation form!

This form is used to collect test session details from our partner network, to help ensure schedules are accurately loaded into the system, to support Test Taker appointments.

Site Name *

Please enter your site name

Previous HIGET Site ID *

Please enter previous ETS ID/ID no.

Test Delivery Method *

Preferred effective date *

Number of testing seats *

TEST CENTER - HOURS OF OPERATION

Use the following section to provide any reduction in hours or change to this schedule. Please indicate below the days and hours the Test Center will be open for testing with a test proctor available to administer tests.

Enter site info regarding specific days or times throughout the month, please include this section and enter the specific dates/times in the Additional Hours section.

Enter the hours of operation for each day of the week for the entire test center based upon completion of this form.

Enter the hours of operation for each day of the week for the entire test center based upon completion of this form. Please enter the hours of operation for the entire test center based upon completion of this form.

Enter the hours of operation for each day of the week for the entire test center based upon completion of this form.

Days/Hours of Operation (when closed leave blank)

	Morning Open Time	Morning Close Time	Afternoon Open Time	Afternoon Close Time	Evening Open Time	Evening Close Time	Number of seats
Sunday							

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The Test Center Hours of Operation form.

This is the form to be used to complete your testing site's open hours of operation, days it is closed, any special days open or closed, to help ensure all schedules are accurately loaded into the system, to support Test Taker appointments.

The process is pretty straight forward, the form provides instructions for completion, and should take less than 10 minutes to complete. This training will walk through each step of the process.

To launch the Test Center Hours of Operation form, click on the link (or the picture shown); the form will open in new web browser page.

Test Center Hours of Operation



Step 1: Complete the required fields:

- Site Name
- Previous HiSET Site ID
- Preferred Effective Date
- Test Delivery Method
- Number of Testing Seats

PSI HiSET - Test Center Hours of Operation

Thank You for completing and submitting the PSI HiSET Test Center - Hours of Operation form!

This form is used to collect test session details from our partner network, to help ensure schedules are accurately loaded into the system, to support Test Taker appointments.

Site Name *

Please enter your site name

Previous HiSET Site ID *

Please enter previous ETS STN n.

Preferred effective date *

Number of

Test Delivery Method * ⓘ

- Computer Based Only
- Paper Based Only
- Computer and Paper Based

Any field that has a **Red asterisk (*)** is required.

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Test Center Hours of Operation form.

Once the form has opened in your browser, let's complete Step 1.

Please provide your site name. Enter the Previous HiSet site ID used by ETS.

Next, select the Test Delivery Method. Click on the small drop-down arrow to select the Test Delivery Method, then click on whether it is: Computer-based testing only, Paper Based Testing, or if your site offers both Computer and Paper-based testing.

Next, select the Preferred effective date. This is the date the hours of operation for your site become effective; and finish up with providing the full Number of testing seats available at the testing site.

Of note: any field on this form that contains a red asterisk, is a required field, and must be completed.

These entries complete the first section of the form. The next section of the form will provide all the open hours of operation for the site.

Hours of Operation



Step 2: Complete the Daily Hours of Operation

Complete this section for all test center open hours

- Morning Opening/Closing Time
- Afternoon Opening/Closing Time

▪ Ever Daily hours of operations

▪ Num

	Morning Open Time	Morning Close Time	Afternoon Open Time	Afternoon Close Time	Evening Open Time	Evening Close Time	Number of seats
Sunday							
Monday	7:00	12:00	1:00	4:00	6:00	9:00	4
Tuesday	7:00	12:00	1:00	4:00	6:00	9:00	6
Wednesday	7:00	12:00	1:00	4:00	6:00	9:00	6
Thursday	7:00	12:00	1:00	4:00			4
Friday	7:00	11:00	12:30	3:00			3
Saturday							

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Complete step 2. Testing center hours of operation. PSI would like a 30-day notice if your hours of operation are going to permanently change from their current hours.

Complete this section if your test center has regular weekly hours of operation and offers only computer-based testing or both computer and paper-based testing at the same time.

For each day of the week that your test center operates, please enter: the morning opening and closing time, afternoon opening and closing time, evening opening and closing time, and the number of seats available for that day.

If your site is not open on a day of the week or during a specific time, please leave that field blank.

If your center only offers paper-based testing, or the paper-based testing schedule is different from the computer-based testing schedule, please continue to the next section.

Emergency Schedule Changes



If urgent or emergency schedule changes are required, contact Site Administration for assistance in updating schedules (and initiating Test Taker notifications - if necessary)



siteadmin@psionline.com

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Urgent or Emergency Schedule Changes.

There may be situations that arise from time to time, such as the TCA out of office due to illness, power outages, or severe or inclement weather), that may lead to an unexpected test center closure. This could be a day or several days!

Therefore, if urgent or emergency schedule changes are required, please contact Site Administration for assistance in updating schedules, and to get assistance initiating Test Taker notifications for cancellations or closures, if necessary.

Contact site administration at: siteadmin@psionline.com.

Hours of Operation



Step 3: Complete Paper Based Schedule (If Applicable)

Complete this section for Paper Based Test (if applicable or different from the computer-based testing schedule)

- Morning Opening/Closing Time
- Afternoon Opening/Closing Time
- Eve Open Hours of Operation (when closed leave blank)

	Morning Open Time	Morning Close Time	Afternoon Open Time	Afternoon Close Time	Evening Open Time	Evening Close Time	Number of seats
▪ Nun Sunday							
Monday	700	1100			500	900	
Tuesday			1200	500			
Wednesday							
Thursday	900	1200	130				
Friday							
Saturday							

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Complete step 3.
The Paper-based Schedule.

Complete this section only if Paper-based testing schedules are **different** from the computer-based testing schedule.

For each day of the week your test center is open, please enter the morning opening and closing times, afternoon opening and closing times, evening opening and closing times, and the number of seats available for that day.

If the site is not open on a day of the week or during a specific time. Please leave that field blank.

Test Center Hours of Operation



Step 4: Specific Hours or Additional Notes

Complete this section if test center:

- does not offer regular hours, but specific dates/times
- has specific dates/times and a note of explanation is needed
- needs to add any notes

For Example:

- Only open 2nd Wednesday of the month
- Closed for the week of finals 12/5 – 12/9

Specific Hours / Additional Notes

List specific dates/times for limited hours of operation, or additional notes

(Example: Paper Tests available only the 2nd Wednesday of each month, 8am - 4pm CST)

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Step 4. Specific Hours or Additional Notes section.

Complete this section if the test center does not offer regular weekly hours of operation, or the Test Center has specific dates they are open or closed and a brief note of explanation may be needed, or if there are any additional notes to share.

An example is listed in the form.

For example: “test center is only open every 2nd Wednesday of the month, from 9:00 AM to 4:00 PM.

Or the Test Center is closed for the week of finals December 5th through the 9th, 2022.

Hours of Operation



Step 5: Complete the Hours of Operation for Holidays

Complete this section if the test center holiday hours of operation

- Add Opening/Closing Time
- Number of Testing Seats
- **Leave blank if the site is closed**

Holidays			
Open Hours of Operation (Shown are standard U.S. Holidays - If closed, leave blank)			
	Open Time	Close Time	Number of seats
New Year's - 1/1/2022	<input type="text"/>	<input type="text"/>	<input type="text"/>
MLK Day - 1/17/2022	<input type="text"/>	<input type="text"/>	<input type="text"/>
President's Day - 2/21/2022	<input type="text"/>	<input type="text"/>	<input type="text"/>
Easter - 4/17/2022	<input type="text"/>	<input type="text"/>	<input type="text"/>
Memorial Day - 5/30/2022	<input type="text"/>	<input type="text"/>	<input type="text"/>
Independence Day - 7/4/2022	<input type="text"/>	<input type="text"/>	<input type="text"/>
Juneteenth Day - 7/19/2022	<input type="text"/>	<input type="text"/>	<input type="text"/>
Labor Day - 9/5/2022	<input type="text"/>	<input type="text"/>	<input type="text"/>
Veteran's Day - 11/11/2022	<input type="text"/>	<input type="text"/>	<input type="text"/>
Thanksgiving & Day After - 11/24-25/2022	<input type="text"/>	<input type="text"/>	<input type="text"/>
Christmas Eve - 12/24/2022	<input type="text"/>	<input type="text"/>	<input type="text"/>
Christmas - 12/25/2022	<input type="text"/>	<input type="text"/>	<input type="text"/>
New Year's Eve - 12/31/2022	<input type="text"/>	<input type="text"/>	<input type="text"/>

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Step 5. Complete the Hours of Operation for Holidays.

In this section, all standard U.S. Holidays are listed for calendar year 2022.

Please complete this section if the test center has holiday hours in which they are open.

If the site is open on these holidays, include the Daily Open and Closing times, and the number of testing seats available.

If the site is closed on these holidays, leave the lines completely blank, no entry is needed.

Hours of Operation



Step 6: Additional Days (optional)

Complete this section for any additional days outside of the standard holidays listed, if the test center will be open

- Enter the Specific Date
- Add Opening/Closing Time
- Number of Testing Seats

Additional Days - List Here (if needed)

	Date	Open Time	Close Time	Number of seats
Additional Day	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Additional Day	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Additional Day	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Additional Day	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Additional Day	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

***Note: Leave this section blank if testing center does not have any additional holidays or special days (specific Saturday or Sunday) they are open*

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The last section for Additional Days is completely optional.

Step 6. Complete this section only if the test center has Holiday hours or any specific special days (like a specific Saturday or Sunday) with hours or of operation, that are outside of the standard listed Holidays.

Enter the Date the Test Center will be open. Update the Opening and closing time, and the number of testing seats.

Leave this section blank, if the test center does not have any additional holidays or special days, that they are open.

Hours of Operation



Submit the form!

Once all Test Center hours of operation have been entered, please remember to **Submit** the form

Christmas Day - 12/25/2022				
New Year's Eve - 12/31/2022				
Additional Days - List Here (if needed)				
	Date	Open Time	Close Time	Number of seats
Additional Day				
Additional Day				
Additional Day				
Additional Day				
Additional Day				



The last step is to Submit the Form!

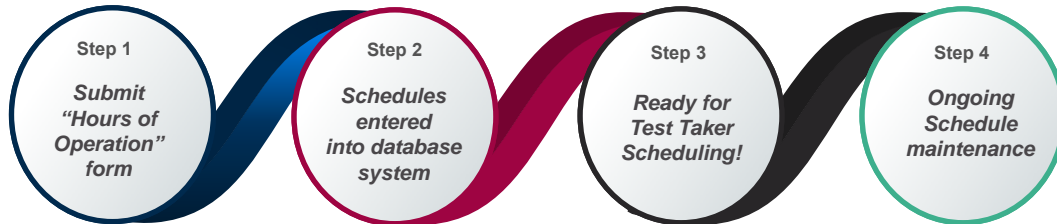
Once all Test Center hours of operation have been entered, please remember to **Submit** the form, by clicking the **Submit button** at the bottom of the page.

The form is automatically submitted to the Session Management team, that will work to get all the Hours Operation entered into the system.

Session Management



Process Flow for Session Management



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Just as an FYI, shown here is the process flow for Session Management.

Step 1. Test centers will submit the Hours of Operation form to PSI.

Step 2. Session management will enter the center hours of operation into the database system which will allow for proper scheduling.

Step 3. Test Taker scheduling is ready to go!

Step 4. Ongoing schedule maintenance is performed, and urgent schedule changes are made when needed. Schedules are reviewed and updated every six months, unless the test center needs to permanently update its hours of operations prior to the 6-month review.

Session Management



TCA Scheduling

- Open scheduling for the sites is ready to go!

Click Here: [Test Center Scheduling - Hours of Operation Form](#)

- TCAs will be able to view site availability through TCA portal
- Open availability represents seats that have not been scheduled yet

Coming Up!

- TCA Portal training module and a step-by-step video of Test Taker registration in the TCA Portal



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Session Management.

Scheduling is ready to go for TCA test centers. The TCA will be able to view site availability through the TCA Portal. The open availability seat number represents the seats that have not been scheduled yet.

More training on the TCA Portal is coming up in one the next training modules. Also, there will be a step by step video of the Test Taker registration process in the TCA Portal!

It is our hope that these training modules are beneficial to the learning process.

We are here to support you and provide the tools and information needed to be successful in your role!

PSI Excellence

Attentive Knowledgeable
Supportive RESPONSIVE Kind
Accommodating Patient problem solver
Considerate Prudent
Understanding Helpful Professional



COMPANY CONFIDENTIAL 16

PSI Excellence.

Let your professionalism shine through, utilizing these skills, attributes and behaviors associated with the PSI culture of operational excellence.

What you do is vitally important, and we appreciate all you do to provide an outstanding Test Taker exam experience!

This concludes the training for Session Management module.

Please continue to the next page, to complete a brief Knowledge Check Assessment.

Passing score is 80%. If a passing score is not reached, please retake the knowledge check again; or feel free to review the training presentation again and then retake the knowledge check assessment.



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TRAINING IS COMPLETE. THANK YOU!