



PSI HiSET Options Group Webinar

Agenda



1. Welcome Options Groups
2. Meet the PSI HiSET Team
3. Schedule of Activities



4. Test Center Support Roles and Responsibilities
5. Accommodations
6. Voucher Details



7. Custom Reporting
8. Discussion and Demo of PSI TCA Portal
9. Discussion and Demo of MyHiSET Test Taker Portal
10. Questions and Answers

Welcome Options Group

This presentation was developed for the Options Group and any other group that may use the TCA Portal.



PSI HiSET Team



Heather Richards

Vice President,
Client Success



Tanya Haug

Senior Director,
Client Relations



Adam Springwater

Senior Client Relationship Manager,
Client Relations



Adriana Wells

Senior Director,
Product Operations Management



Jo Anne Wingate

Vice President,
Client Services



Roger Creek

Manager,
Client Services



Jenny Dejmal Schmidt

Senior Client Services Specialist,
Client Services



Neal Baer

Senior Director,
Channel Operations



Chris Maddox

Senior Manager,
Test Taker Services

Schedule of Activities

List of important dates and information.

- **Launch Day – September 23, 2022**
 - Launch new HiSET Website
 - PSI Opens HiSET Scheduling
 - PSI Online Voucher Orders
 - Access/Credentials sent for Salesforce Community,
 - Access/Credentials sent for PSI's GPS Self-Serve Reporting Portal
 - Access/Credentials sent for PSI's TCA Portal
- **No Testing Period – September 24 through October 2, 2022**
 - Last day of HiSET testing through ETS on September 23, 2022
 - No testing from September 24-October 2, 2022
- **PSI Testing Launches – October 3, 2022**
 - First day of HiSET testing on PSI Systems

Training Dates and Details

List of upcoming training dates and details regarding TCA Portal, GPS Portal, PBT, and CBT.

Upcoming Training Dates - Week of September 19, 2022

- TCA Portal, GPS Portal, PBT, and CBT
 - Tuesday, September 20, 2022: 12:00-2:00 PM EST
 - Wednesday, September 21, 2022: 12:00-2:00 PM EST
 - Thursday, September 22, 2022: 12:00-2:00 PM EST
- Paper Based Test (PBT) Only
 - Wednesday, September 21, 2022: 3:00-4:00 PM EST
 - Thursday, September 22, 2022: 3:00-4:00 PM EST

Support Roles and Responsibilities

PSI Contacts are available to assist with questions, problems, and/or concerns.



HiSET Support for Options Staff

Options groups include those who:

- Register test takers using an Associate role in the TCA Portal (to be demonstrated later in the Webinar). Within the TCA Portal you will:
 - Manage HiSET testing for groups of test takers utilizing unique credentials and passwords assigned by PSI
 - Create and update test taker profiles
 - Access individual profiles, including scores/reports, accommodations, testing appointment history, etc.
- Assist test takers with registration and booking either by:
 - The on-line My HiSET Portal; or
 - Through PSI's Test Taker Services Team

HiSET Support for Test Centers

If you are a test center who supports Options Programs, PSI will support the HiSET test centers through:

- Channel Management and Site Administration
- Help Desk
- Session Management

Please visit <https://hiset.org/hiset-test-center-information/> for newly released info for test centers.



Channel Management & Site Administration Teams

Operational support is provided by Channel Management & Site Administration teams.

Site Administration provides test day support for operational needs, including:

- General test center questions
- TCA password reset
- Requests for Paper Based Testing materials
- Any questions on policy or procedure

For support call or contact 800-367-1565 ext.6775 or siteadmin@psionline.com



Test Center Help Desk

Beginning September 23, 2022, PSI will provide a dedicated technical team to support the test center network:

- 24x7 operations, 365 days a year
- Supported by Tier 1 & Tier 2 agent resources
- Staffed to support peak hours of testing operations

When would a site contact for support?

Usually when technical issues arise, i.e., system outage, lockdown browser support, etc.

- ✓ Contact via 1-800-367-1565 ext. 7193
- ✓ Help Desk Agents will track and log all support needs via Zendesk for ticket resolution status, and support trends



Test Center Support Summary

	Channel & Site Management	Help Desk	Session Management	Test Center Recruitment & Onboarding
Reason for Support	<p>Questions on policies and procedures</p> <p>Reporting incidents that occurred during testing</p> <p>Adding new Test Center Administrators</p>	<p>Technical support assistance such as lockdown browser, assistance with exam launch, etc.</p>	<p>Support entering site operating hours</p> <p>Assist with monitoring capacity needs</p>	<p>Establishing new test center arrangements</p> <p>Strategic program growth</p>
When Would You Contact	<p>Test day</p> <p>Whenever questions arise</p>	<p>Test day</p> <p>Anytime technical support is required</p>	<p>Prior to test day</p> <p>Quarterly intervals to provide schedule updates</p>	<p>When interested in establishing a new test center</p> <p>When new opportunities arise</p>
Contact Details	<p>Channel Management resource map to be provided to sites upon PSI onboarding</p> <p>Siteadmin@psionline.com</p> <p>1-800-367-1565 ext 6775</p>	<p>1-800-367-1565 ext 7193</p>	<p>Channel Management resource map to be provided to sites upon PSI onboarding</p> <p>Siteadmin@psionline.com</p> <p>1-800-367-1565 ext 6775</p>	<p>rando@psionline.com</p> <p>https://www.psionline.com/test-delivery/apply-now/</p>

Paper Based Testing

- Any Paper Based Inventory you currently have for 2022 will be used until the end of the current year
- 2023 Inventory will be sent with PSI Branding beginning in November of 2022 and instructions for return of the 2022 materials will be included
- Instructions for ordering ancillary material will be provided on September 23rd
- As is with ETS, you will be provided with ongoing supplies of booklets and answer sheets as well as return packaging at no cost

HiSET Associate Role

*The **Associate** role was designed to allow coordinators and managers in some specialized programs, such as Options, Correctional education, and Job Corps, to manage HiSET testing for groups of test takers from a single profile.*

An Associate can:

- Create test taker profiles
- Look up individual profiles including scores/reports, accommodations, testing appointment history, etc.

Those with current Associate roles will retain that role under the PSI system.

Associates Registering a Test Taker

- Some HiSET candidates do not receive log in credentials for their accounts, since they are managed by the designated Associate
- All **contact information** including address, phone number and email address should be the agency's contact information and not the candidate's personal contact information
- Account-related **emails** are sent to the HiSET Associate for that test taker, using a general email address, not a personal email address
- Collect personal contact information from the test taker at the time of intake, or when they start HiSET testing. NOTE: it will be necessary to change the candidate profile when they exit your program or facility.



Accommodations Policy and Procedure

PSI's Exam Accommodations Team is committed to serving test takers with disabilities or health related needs by providing services and reasonable accommodations in accordance with the Americans with Disabilities Act (ADA) of 1990.

- Some test takers with disabilities or who would otherwise have difficulty taking the test may utilize a variety of accommodations without prior approval.
- All other requests for accommodations must be requested and approved in accordance with PSI's policies and procedures
- A My HiSET account is required before accommodations can be approved.
- Test takers granted accommodation in accordance with the ADA must work with PSI's Exam Accommodations team to schedule their test.
- Accommodations must be made online via: [Submit a request – PSI Candidate Experience \(zendesk.com\)](#)

PSI Exam Accommodations

Telephone: 1-800-367-1565 ext. 6750

Monday – Friday 8:00 am – 5:00 pm Central Standard Time

Email: eaalerts@psionline.com

Voucher Purchase Process

- A link to an online ZenDesk form with dropdowns of your state's unique voucher options will be provided. Purchasers will select the voucher type(s) and number for purchase.
- An invoice will be sent to the voucher purchaser including instructions for payment via check, ACH, credit, or debit card.
- Upon payment the voucher order will be sent to our voucher fulfillment team for processing.

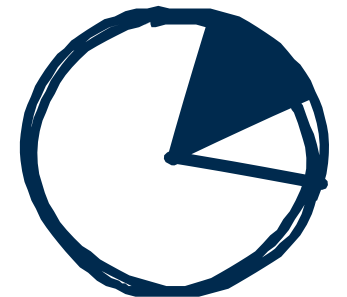
Please allow 5 business days from receipt of payment for vouchers to be processed and delivered to the voucher purchaser via email.



Custom Reporting

Custom reports from PSI will be available upon commencement of testing and will include the following:

- Demographic Data (gender, age, ethnicity, race)
- Employment Status
- Grade Last Completed
- HSE Preparation and Type
- Reason for taking the HiSET
- Repeater Status
- Number of Attempts
- Test Languages
- Test Delivery Mode
- College and Career Readiness Indicator
- State, Agency, Test Center
- Subtest Name
- Date
- Numerical Score
- Mean Score
- Highest and Lowest Observed Scores
- Average Performance Range
- Number Pass
- Percent Pass
- Percent College Ready



TCA Portal Demo





PSI My HiSET Test Taker Portal

My HiSET Test Taker Portal

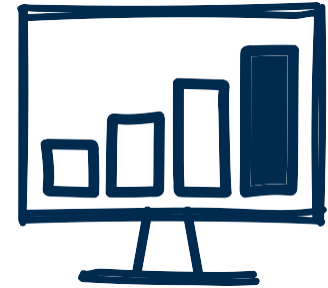
PSI's Test Taker Portal provides a self-service option for HiSET Test Takers' convenience.

In My HiSET, Test Takers can:

- Register
- Review testing options
- Schedule

Additional resources in the My HiSET portal include:

- Details and information on state eligibility requirements
- Lists and details of tests offered
- PSI testing FAQ and test instructions



HiSET Options Group

Q & A

