



PSI HiSET Restricted Facilities Webinar

Agenda



1. Welcome Restricted Facilities
2. Meet the PSI HiSET Team
3. Test Center Support Roles and Responsibilities



4. Accommodations Policy and Procedure
5. Discussion and Demo of PSI TCA Portal



6. Custom Reporting
7. Q&A



Welcome Restricted Facilities

This presentation was developed for State Administrators, Chief Examiners, and Test Administrators supporting HiSET at restricted facilities. We will be scheduling a separate Options Workshop. More details to follow.

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

Test Center Support Roles and Responsibilities

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



HiSET Support

PSI has an existing test center network consisting of 1400+ PSI owned and operated and third-party test centers supporting test delivery for hundreds of credentialing clients.

Operationally PSI supports test centers through:

- Channel Management and Site Administration
- Help Desk
- Test Center Recruitment and OnBoarding
- Session Management

Channel Management & Site Administration Teams

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

Channel Management offers geographic support and relationship management provided by:

- 2 Regional Operations Managers
- 9 Regional Site Supervisors

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 OnBoarding

- Dedicated team that supports test center development opportunities
- Ensures sites meet test center requirements, supports contracting, and assist with site setup and TCA training
- Supports sites throughout process by answering questions and providing guidance through onboarding
- Sites can review technical & facility requirements, and apply via:
<https://www.psonline.com/test-delivery/apply-now/>

Test Center Help Desk

PSI has a dedicated technical team in place to support the test center network consisting of:

- 24x7 operations, 365 days a year available immediately upon launch
- 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 Scheduling

Session Management

PSI's Session Management team supports site schedule maintenance, and capacity management

- Responsible for entering site's operating hours & preferred daily test sessions
- Test taker scheduling will be determined by site-submitted Declaration of Hours
- Scheduling changes should be reported to sessionmanagement@psionline.com

Support Summary

	Channel & Site Administration	Global Help Desk	Session Management	Test Center Recruitment & OnBoarding
Reason for Support	<ul style="list-style-type: none"> - Questions on policy & procedures - Reporting incidents that occur during testing - Adding new Test Center Administrators 	<ul style="list-style-type: none"> - Technical support assistance, i.e. lockdown browser, assistance with exam launch 	<ul style="list-style-type: none"> - Support entering site operating hours - Assist with monitoring capacity needs 	<ul style="list-style-type: none"> - Establishing new test center arrangements - Strategic program growth
When would you contact	<ul style="list-style-type: none"> - Test day - Whenever questions arise 	<ul style="list-style-type: none"> - Test day - Anytime technical support is required 	<ul style="list-style-type: none"> - Prior to test day - Quarterly intervals to provide schedule updates 	<ul style="list-style-type: none"> - When interested in establishing new test center - When new opportunities arise
Contact details	<ul style="list-style-type: none"> - Channel Management resource map to be provided to sites upon PSI onboarding - siteadmin@psionline.com, 800-367-1565 ext. 6775 	<ul style="list-style-type: none"> - 800-367-1565 ext. 7193 	<ul style="list-style-type: none"> - Channel Management resource map to be provided to sites upon PSI onboarding - siteadmin@psionline.com, 800-367-1565 ext. 6775 	<ul style="list-style-type: none"> - rando@psionline.com - https://www.pسیونline.com/test-delivery/apply-now/

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 Program Roles

Your roles in the HiSET testing program will continue to consist of the following:

- State Administrator
- Chief Examiners
- Test Administrators
- Proctors
- Associates

Associate Role Notes

- 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 as this 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

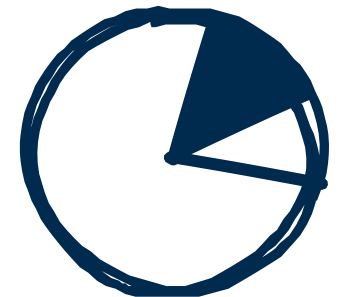
TCA Portal Demo



Custom Reporting

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

- 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



HiSET Restricted Facilities

Q & A

