# The HiSET Program California Department of Education High School Equivalency and Proficiency Programs Summer Convenings Resource Guide

California Department of Education | August 2025

## Updates

### Updates for Equivalency and Proficiency

* Test takers have three attempts per subtest every six months.
	+ January 1 through June 30: three attempts
	+ July 1 through December 31: three attempts
* The forms year is now officially July 1 through June 30.
* The official Practice Test 12 for Spanish will be available by the end of this year.
	+ The English versions were released last summer.

### Paper-Based Test Updates

* All paper-based test initial shipments were sent to arrive around the first week in June.
* Reminder: Only sites with actual paper test takers in 2024 were automatically sent material.
* If your site needs additional materials or needs paper-based materials, please visit the [HiSET Resources for Test Centers web page](https://hiset.org/resource-library/test-center/?jsf=epro-loop-builder:resources&tax=resource-topic:61) to order.

### Statistical Report Updates

There are two statistical reports that will be produced this year:

* This will be the last year for the calendar year report, January 2024 to December 2024.
	+ Will be available shortly
* Moving forward, the statistical report will be produced on the academic year, July 1 to June 30.
	+ Targeted availability in November

[HiSET Resources for Research web page](https://hiset.org/resource-library/research/)

### HiSET Website Updates

* [HiSET website](https://hiset.org/) has been refreshed and updated
* Material organized for fewer clicks to the myHiSET account
	+ Multiple locations to access including a **myHiSET Login** button in the upper navigation bar
	+ Step-by-step instructions on account creation available as well as access to a short video
* Resources are organized by user: Test Taker, Test Center, Educator, Recruiter, Advocate, and Research
	+ [HiSET Resource Library web page](https://hiset.org/resource-library/)

### HiSET Community Advisory Board

Purpose: To bring together various stakeholders to support the resources, programs, and services available to HiSET test takers and educators playing a key role in

* identifying evolving needs of adult learners, educators, and their local communities; and
* shaping the development and improvement of HiSET resources.

Vision: To create a future where the HiSET program empowers adult learners to achieve their educational goals through accessible, effective and continuously improved resources and services, supported by a collaborative community of educators, stakeholders and advocates.

### HiSET Community Manager

We are thrilled to have Marquetta Vital join us as the HiSET community manager!

In addition to her work with the Community Advisory Board she is currently

* welcoming new adult educators to HiSET while updating information for those currently in our community;
* developing webinar programs, both on-demand and custom content for our HiSET community; and
* developing our HiSET Opportunity Network, partners, and resources for what comes next.

Marquetta can be reached at: hisetadulteducation@psionline.com

### Social Media Updates

We have expanded our social media to now include the following:

* [HiSET LinkedIn web page](https://www.linkedin.com/company/hiset/posts?lipi=urn%3Ali%3Apage%3Ad_flagship3_company_posts%3Bd3feTrQxTEuTfAgz4mRcPA%3D%3D)
* [HiSET YouTube web page](https://www.youtube.com/%40hisetexam)

While maintaining our presence on the following:

* [HiSET Instagram web page](https://www.instagram.com/hisetexam/)
* [HiSET Facebook web page](https://www.facebook.com/HiSETexam)
* [HiSET X web page](https://x.com/HiSETexam)

We have recently added a [2025 HiSET Digital Yearbook web page](https://hello.psiexams.com/hiset-2025-yearbook) that test takers, educators, and administrators can participate in.

## Test Taker Registration Reminders

* The name entered on the myHiSET account is the name that will appear of all documents.
	+ Examples:
		- The name “mickey mouse” will appear as entered in all lower case.
		- Mickee Mouse will appear as entered even if it is misspelled as Mickee (instead of Mickey).
		- “MICKEY MOUSE” will appear as entered in all upper case.
	+ If the credential is printed in all lower case, and the test taker wants it to appear as Mickey Mouse, the test taker will need to pay for a new document after the name has been corrected with HiSET.
	+ Parchment is unable to make this correction without HiSET correcting the name and resending the data.
* Apartment numbers are required for delivery.
	+ If a test taker does not enter an apartment number in the address field of their myHiSET account and the document is not able to be delivered, the test taker must pay for a new document after the address has been updated by HiSET and resent to Parchment.
* If documents are sent to the adult education program, the site name may be entered on Line 2 of the address field rather than Line 1.
	+ Using Line 1 will cause the record to fail Parchment address validation causing delay.
* Incorrect country codes will cause the test taker record to be rejected with Parchment for upload.
	+ Example: Selecting Italy instead of United States when setting up the test taker profile

## Test Security Refresher

* Active proctoring is required for all testing environments.
	+ Proctors must be visible.
	+ For 25 test takers or fewer, at least two staff are recommended.
		- More may be required based on accommodations scheduled during a testing session.
	+ Example: 25 test takers with a private room accommodation will require three staff members.

### Incident Type Descriptions—Basic

#### Basic Incidents

* Test taker arrives late for admission and is not permitted to take the exam
* Test taker unable to test due to unacceptable identification
* Loud noise (does not affect exams)
* Test taker becomes ill during the exam
* Emergency closing of the test center
* Test taker complains about the testing process

*For all incidents, basic and security, submit both a test center report form and an incident report*

### Incident Type Descriptions—Security

#### Test Security Incidents

* Removal of test questions from the room
* Use of prohibited aids
* Impersonating another test taker
* Tampering with test equipment
* Theft of test equipment or materials
* Cheating by any method
* Use of any electronic devices
* Test taker creating a disturbance
* Test taker having to be escorted from the facility

### Live Online Proctoring Considerations

While many test takers benefit from this mode of testing, avoid recommending this option if

* the test taker has read aloud accommodations—this may only be provided at a test center in a private room setting;
* the test taker may require additional support during the testing process;
* the test taker is uncomfortable with direct 1:1 monitoring by a human proctor during the testing session;
* the test taker does not have a private space for testing; or
* the test taker may not meet the minimum requirements for hardware or internet connectivity.

### Minimum Computer Requirements

Meeting the minimum computer requirements to take a live online proctored exam is critical. If these are not met, the test taker will be unable to test.

* Minimum requirements:
	+ A personal computer using Windows 10 or higher or an Apple computer using macOS 12 or higher
	+ A microphone connected to or built into the computer
	+ Speakers connected to or built into the computer
		- Connected headset or earbuds are prohibited
	+ A video camera connected to or built into the computer
	+ Internet connection speed of 3 Mbps and higher
	+ Administrative access to the device

### Environmental Requirements

Environmental requirements must also be met:

* Testing space must be free from clutter, including walls.
	+ If testing in an educational space, posters must be removed.
* Space must be private, free of interruptions.
	+ Using a room with a door that can be closed is recommended.
* Space must be as quiet as possible, limiting any background noise or audible distractions.

Proctors will end the test immediately as a security violation if another person is observed during the test session without exception.

### Facial Visibility During Testing

The test taker must remain visible during the entire testing session, in addition to a live proctor. A software feature will attempt to detect the test taker’s face throughout the session.

There are times the system will not recognize the test taker while in front of the web camera. This might happen due to

* + poor lighting (too light or too dark);
	+ a poor camera angle (not facing directly forward);
	+ large or reflective eyeglasses; or
	+ long hair covering the test taker’s eyes.

The first time facial visibility is obscured, the live proctor will give a warning. Future instances will be considered a security violation resulting in termination of the exam.

### Test Termination for Major Violations

Live proctors observing major violations will terminate the exam. These violations include the following:

* Covering the camera
* Explicit behavior
* Leaving the room
* Someone else appeared on camera
* Observed use of reference material
* Taking a picture or video of the screen
* Talking or reading out loud
* Using a mobile device

### Test Warnings for Minor Violations

Live proctors observing minor violations will issue one warning before terminating the exam. These violations include the following:

* Explicit language
* Violation of visibility requirement
	+ Looking somewhere else or out of camera view
* Reading questions out loud
* Someone else appeared on camera
* Talking out loud

### Live Online Proctoring Language Supports

California has been piloting language supports for live online proctoring since May 1, allowing test takers to communicate and receive communication via chat with PSI proctors and support in their preferred language. Languages available include the following:

* Arabic
* German
* English
* Spanish
* Spanish (Latin America)
* Spanish (Mexico)
* French
* French (Canada)
* Indonesian
* Italian
* Japanese
* Korean
* Portuguese (Brazil)
* Simplified Chinese
* Traditional Chinese

### Additional Information for Language Supports

* Test content remains available in English and Spanish only.
* Translation is provided by Amazon Web Services.
* Once the test taker selects the language and moves to the next screen, the language cannot be changed.
* If a test taker selects French and types in Spanish, the translation feature will not work.
* Check-in screens, warning screens, and verification screens will display in the selected language.
* Language supports are limited to written interactions; no spoken language support is available.

## Proficiency Updates—Fee Update

* On July 1, the following Proficiency fees updated:
	+ State administration fee to $34
	+ Test fee to $110
* Superintendents may designate another staff member to receive the quarterly roster for Proficiency passers.

## Contact Us

##### Test Taker Services

Phone: 1-855-MyHiSET

Email: HiSETsupport@psionline.com

Hours: Monday through Friday from 8:30 a.m. to 7 p.m. Pacific Time (PT)

Saturday and Sunday from 10 a.m. to 6:30 p.m. PT

##### PSI Exam Accommodations

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

Email: eaalerts@psionline.com

Hours: Monday through Friday from 8 a.m. to 5 p.m. Central Time (CT)

##### Test Center Help Desk for Test Administrators and Proctors only

Phone: 1-844-562-0512

Email: opshelpdeskus@psionline.com

##### Channel Management and Site Administration

Phone: 1-800-367-1565 ext. 6775

Site Administration email: siteadmin@psionline.com

Test Session Management email: sessionmanagement@psionline.com

Hours: Monday through Friday from 6:30 a.m. to 5 p.m. CT

Saturday from 8 a.m. to 4:30 p.m. CT