# California Department of Education Summer Convening: GEDTesting Service™ Notetaking Guide

California Department of Education | August 2023

## Welcome

### Agenda

In this session, we will

* explore the growth and successes of the past year;
* **not** go into detail about the resources, materials, and professional development;
* discuss how we can partner to work smarter, not harder; and
* answer your questions.

## What the California GED Data Tells Us

Since our last summer convening:

* Steady, monthly additions of testing centers to the more than 220 active GED Testing Centers in California
* 15 percent increase in the number of GED Test Takers
* More than 300 educators access GED Manager via “Prep Connect” with new requests weekly
* California has increased access to the GED Test and student outcomes are higher than the national outcomes

For the 2022–23 fiscal year, there were 17,491 test takers:

* 10,681 completers
* 8,184 passers
* 77 percent pass rate

Testing locations made up 80 percent of the testing; 20 percent of tests administered were online proctored tests.

There is a 15 percent increase in the number of GED Test takers from the previous year and a 20 percent increase in the number of completers and passers from the previous year. California’s passing rate of 77 percent is higher than the national passing rate of 75 percent.

## Resources: Where to Find Them and How to Use Them

### 2023 Annual GED Conference PDF Sessions

* Administrators (7)
* General (13)
* GED Examiners (5)
* Corrections Education (5)
* Adult Educators (14)
* Diversity, Equity, and Inclusion (3)

[Insert notes here.]

### Your One-Stop Source for Resources

The GED website: [https://www.ged.com](https://www.ged.com/)

#### Educators and Administrators

* GED Manager
* GEDPrep Connect™
* GED Analytics™
* Assessment Guide for Educators (A.G.E.)
* Appendices for Glossary and Test Topics
* Educator Handbook
* Tuesdays for Teachers

#### Students

* Computer-based Tutorial
* Calculator Tutorial
* Study Guides
* GED Works TM
* GED+TM
* Score Report

[Insert notes here.]

## Innovations and Updates

### New to Adult Education and GED Testing?

#### GED Reference Guide

This GED Welcome Reference Guide assists in navigating and understanding the GED Testing Service system. This is a good starting point to learn how to better serve the administration team as well as the students.

Direct questions to the State Relationship Manager (SRM) or the operations team (TechOps).

GED Welcome Reference Guide flyer is available at   
<https://ged.com/wp-content/uploads/GED_Welcome_Reference_Guide_v1.pdf>.

### GED Mobile App

#### Guiding principles

* An easy-to-access resource that can make a difference
* Provide simplicity
* Forge relationships

[Insert notes here.]

## WithYouWithMe: A Learning Preference Assessment

#### GED Partners with WithYouWithMe

* A new initiative aimed at improving student learning outcomes
* GED Learning Preference Assessment has launched and is available and free at <https://ged.com/>
* Provides insights—directly to the learner and available to educators—about their unique learning styles
* Tuesdays for Teachers will engage in strategies for educators based on student learning preferences

#### Always Learning: Ongoing Research with Our Partners

* Looking to improve the student's experience by listening to concerns voiced from the field
* Make informed changes to the GED test and preparation materials based on research with educators and students
* Examples:
  + Extended Response portion of the RLA GED test
  + Score Reports
* Multiple research projects in place at any given time that you may join

## Price Change and Retake Policy Effective July 1, 2023

#### In-Person Testing

California charges $41 per subject for the GED test at a Test Center.

One discounted retake of $15 per subject area; however, two discounted retakes will be allowed through June 30, 2024

#### Online Proctored Testing

California charges $41 per subject for the GED test via Online.

No discounted retake for the online test

[Insert notes here.]

## Multi-Factor Authentication (MFA) to Access GED Manager

* As of July 25, MFA is needed to log on to GED Manager.
* To gain access to GED Manager, users will be prompted for their username and password, and an authentication response from their MFA device (email or mobile phone).
* Remember this device feature will work when the user has checked the box and submits with a valid code. MFA is then bypassed for 90-days for subsequent logons.
* If you want your authentication code sent to your phone, be prepared by adding your mobile phone number to your profile.
* Improve Adult Education programs’ access and management of student information.

[Insert notes here.]

## GED Direct™—The Enhanced GED Manager Tool

In 2021, this tool

* allowed educators to purchase GED Ready® tests and assign them directly to students;
* accepted credit card only; and
* had the ability to share GED Ready tests between users.

As of June 23, 2022, this tool

* allows educators to purchase;
  + GED Ready;
  + GED Tests-in person; and
  + GED Tests-online.
* allows purchase with check, purchase order, or voucher; and
* provides pricing specific to jurisdiction.

[Insert notes here.]

## GED Direct vs GED Marketplace—Purchasing GED Tests/GED Ready Practice Tests Benefits

### GED Direct

Use GED Direct to purchase GED tests and GED Ready practice tests if you

* have GED Manager access;
* want to manage and track usage of learner tests;
* have a credit card or credit terms with Pearson; and
* may also use a purchase order and a check.

The benefits of **GED Direct** includes

* tests do not expire;
* the ability of monitor usage; and
* no voucher codes to manage roles.

### GED Marketplace

Use GED Marketplace if you

* do not have GED Manager access;
* do not need to manage and track usage of learner tests;
* have a credit card or credit terms with Pearson; and
* may also use a purchase order and a check.

The benefits of **GED Marketplace**:

* Anyone can place an order on GED Marketplace.
* You have 18 months to use vouchers before they expire.

[Insert notes here.]

## Guide to Ordering: GED Direct and GED Marketplace

Prep Products page identifies publishers who sell GED Ready vouchers.

GED Purchasing Bulk Orders for GED Test and GED Ready Document: <https://ged.com/wp-content/uploads/GED-Purchasing-Bulk-Orders_6.21_Final.pdf>

Note that if they do not have access to GED Manager and want to buy in bulk, they can go to one of our publishers for a discount.

[Insert notes here.]

## When You Need Assistance…Customer Service for All

### Only for GED Testing Centers

#### GED Support Line

Phone: 888-344-7924

Pearson VUE VSS Technical Support Portal web page: [https://www.pearsonhelp.com](https://www.pearsonhelp.com/)

All-in-One Service

* Quality
* Technology
* Customer Support

**Please do not give this number to students.**

### For Students and Candidates

#### GED Support Line

Phone: (877) 392-6433

Email: [help@ged.com](mailto:help@ged.com)

The phone number also appears on the GED contact web page at <https://ged.com/contact_us/> and on the home page of GED Manager.

[Insert notes here.]

### Contact Us

Debi Faucette

Email: [Debi.Faucette@ged.com](mailto:Debi.Faucette@ged.com)  
Phone: 202-302-6658

Lisa.Pool-Osorio

Email: [Lisa.Pool-Osorio@GED.com](mailto:Lisa.Pool-Osorio@GED.com)   
Phone: 818.517.8606

Let’s stay connected!

Communicate with GED Testing Service

**Thank You!**