# The HiSET Program California Department of Education HSE Convening Notetaking Guide

California Department of Education | August 2023

## The HiSET Exam in California

High school equivalency (HSE) exams are an alternative pathway used to earn the equivalent of a US high school diploma.

* The HiSET exam launched in 2014.
* The US Department of Education has approved both the HiSET exam and GED® test for HSE.

States and jurisdictions adopt one or both HSE exams:

* Passers earn a state-issued HSE credential.
* Test takers’ ages range from sixteen to ninety years old and older.
* Candidates may be out-of-school youth or adults, enrolled in at-risk programs, incarcerated or in the general public, and many need testing accommodations.

[Insert notes here.]

## California HiSET Options

The HiSET test offers the following test options:

* Paper- or computer-based testing
* Online/remote-proctored, computer-based testing
* English and/or Spanish testing
* Exam accommodations

[Insert notes here.]

## Supporting HSE Candidates

The HiSET offers the following benefits:

* Affordable test with two free retakes
* A familiar multiple-choice, single-response test question format
* Easy and quick accommodated testing application process

[Insert notes here.]

## The HiSET Exam

Table 1: The HiSET Exam details

| The HiSET Exam | Reading | Writing | Mathematics | Science | Social Studies |
| --- | --- | --- | --- | --- | --- |
| Number of Questions | 50 questions | 61 questions | 55 questions | 60 questions | 60 questions |
| Type of Questions | All Multiple Choice | Multiple Choice (60), Essay (1) | All Multiple Choice | All Multiple Choice | All Multiple Choice |
| Duration of Test | 65 minutes for English,  80 minutes for Spanish | 120 minutes | 90 minutes | 80 minutes | 70 minutes |

Total test time is just over seven hours.

## HiSET Scores

Each subtest is scored on a 20-point scale:

* HSE Passing Scores
* Score at least 8 out of 20 on each subtest
* Writing subtest essay must earn at least 2
* Two parts to the Writing subtest—Multiple Choice Questions   
  (14 possible points) and Essay (6 possible points)
* Achieve a total score of at least 45
* Test takers must score higher than the minimum passing on at least one subtest
* College and Career Readiness Scores
* Test takers scoring at 15 and above
* Writing subtest essay must earn at least 4

[Insert notes here.]

## The HiSET Exam Accommodations

* Apply for accommodation through the HiSET website.
* Previously-approved accommodations will be honored.
* Most accommodations must be scheduled through the Exam Accommodations team.

For more information about accommodations:

#### HiSET accommodations

HiSET ADA Accommodations Policy and Process web page:   
<https://hiset.org/hiset-test-accommodations/>

#### PSI® exam accommodations

Phone: 800-367-1565 ext. 6750  
Email: [eaalerts@psionline.com](mailto:eaalerts@psionline.com)

[Insert notes here.]

## The HiSET Exam and PSI Services

* The HiSET exam is part of the PSI Services family.
* California State licensing exams
* Acupuncture, chiropractic examiners, dental, optometry, pharmacy, psychology, vocational nurses, and psychiatric technicians
* Architects
* Automotive repair
* Barbers and cosmetology
* Cemetery and funeral services
* Contractors: 47 areas such as electricians, elevators, and plumbers
* Household goods and services (movers)
* Insurance
* Labor standards enforcement
* Private detective, security, and investigative services
* Court reporters, hearing aid distributers, landscaping, pest control, and more
* National certifications for more than 60 boards, registries, and associations
* Medical, dental, health, engineer, construction, and other professionals
* Federal agencies
* Federal Aviation Administration
* Information technology certifications such as Microsoft exams
* More than 1,400 existing PSI Test Center network
* PSI Exams Online website: <https://candidate.psiexams.com/>

[Insert notes here.]

## HiSET Social Media

We help promote adult education programs, HSE graduates, and HSE events through our social media.

#### HiSET Facebook

Account Name: HiSETexam

Web page: <https://www.facebook.com/HiSETexam>

#### HiSET Twitter

Account Name: @HiSETexam

Web page: <https://twitter.com/HiSETexam>

## HiSET Adult Education Manager

HiSET Adult Education Manager: Tess Yurik

Email: [Tess.Yurik@psionline.com](mailto:Tess.Yurik@psionline.com)

[Insert notes here.]

## Updated Resources

* HiSET website
* HiSET Test Taker Bulletin
* HiSET Program Manual for Test Centers
* New resources (to be posted)
* New practice tests coming

[Insert notes here.]

## Custom Support for Remote Proctored Exams

* Check-in support to be allowed starting soon
* For online proctored HiSET exams, another adult or assistant allowed to help test takers through the check in process
* HiSET dedicated proctors
* Specialized technical support for remote-proctored test takers

[Insert notes here.]

## Test Center Session Self-Management

* Rollout of Test Center Session Self-Management will begin in September.
* This will allow test centers to manage and create their own sessions in our system.
* Training will be required for approved users.
* Test centers must respond to the email requesting sites to submit a primary site user(s).

[Insert notes here.]

## Paper-Based Test Processing

Any missing or incorrect information on the answer sheets will delay processing and scores. For more information, please refer to the HiSET Paper Based Testing: Assigning Test Forms web page at   
<https://hiset.org/s/pdf/HiSET-Assigning-PBT-Forms.pdf>.

[Insert notes here.]

## 2024 HiSET Price Increase

* Starting in January 2024, the fees for computer-based subtests will be the same as paper-based subtests.
* All other fees and retake policies will stay the same.
* 2024 HiSET paper- and computer-based subtests require $17 initial test fee.
* One-time State Admin fee requires $20.
* California Test Center fees vary.
* Test center or remote proctor fee still applies, when using retake credits.

## HiSET Support

* HiSET Test Takers
* Test Taker Services for test taker inquiries
* Exam Accommodations for accommodations requests and scheduling
* Test Centers
* Regional Site Supervisor(s) via online form
* Help Desk for test administration technical issues
* Channel and Site Admin for day-to-day support
* Session Management for support with the session set up

### Contact Us

#### Test Taker Services

Phone: 1-855-MyHiSET

Email: [HiSETsupport@psionline.com](mailto: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](eaalerts@psionline.com%20)

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](mailto:opshelpdeskus@psionline.com)

#### Channel Management and Site Administration

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

Site Administration Email: [siteadmin@psionline.com](siteadmin@psionline.com%20)

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

**Thank You!**