



INDIANA
WORKFORCE
DEVELOPMENT
AND ITS **WorkOne** CENTERS

FORMAL COMMUNICATION

TO: Indiana's Adult Education Consortium Partners;
Indiana's High School Equivalency Testing Centers

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**TECHNICAL ASSISTANCE BULLETIN
TAB 2014-02
Requirements for High School Equivalency Testing Center
Monitoring and Incident Reporting**

Purpose

To provide guidelines for the monitoring of High School Equivalency (HSE) testing centers and requirements for incident reporting.

Content

The Indiana Department of Workforce Development (DWD) is responsible for ensuring the compliance of HSE testing centers with all policies and rules set forth by DWD and the test publisher, CTB/McGraw-Hill. This document provides guidelines for the monitoring of HSE testing centers, required incident reporting, and any associated consequences.

Site Monitoring

DWD staff will monitor testing programs on an ongoing basis using a risk analysis tool to ensure that sites are in full compliance with all DWD and CTB/McGraw-Hill policies. Sites considered at higher risk for compliance or security issues will be monitored more frequently.

Risks include:

- Testing centers that are new within 12 months
- Testing centers that are on a Corrective Action Plan
- Testing centers with four (4) or more addendum sites
- Sites that have been reported to DWD for violation of policy or a test security compromise incident
- Sites that have not had a monitoring visit within the last 36 months

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Sites with minor violations will be placed on Corrective Action Plans (CAP). Sites with major violations will be suspended or closed as DWD deems appropriate and necessary.

Minor violations include but are not limited to:

- Inadequate or inappropriate testing space;
- Failure to use the registration system; or
- Administering a test form other than that which is indicated in the registration system.

Major violations include but are not limited to:

- Not securely storing test materials;
- Discussing test content with any individuals not directly involved with the administration of the test; or
- Violating the stipulations or expectations outlined in a CAP.

Incidents

The high school equivalency assessment is a high-stakes assessment used to make employment and postsecondary admissions decisions, so the utmost care must be taken to ensure that the information contained in the test is not released in any way that might provide an unfair advantage to an individual. In order to protect the integrity of the assessment, DWD requires that any incident that may affect it be reported. There are two classifications of incidents: Test Interruptions and Test Security Compromises.

Test Interruptions:

Test Interruptions include any incident that occurs **during** a testing period and disrupts testing. If the incident occurs before or after testing, an Incident Report is not necessary.

Test Interruptions include but are not limited to:

- Medical emergencies during test administration;
- An examinee copying the answers of another examinee;
- Severe weather, power outage, or other uncontrollable situation that stops testing; or
- Disruptive examinee behavior.

When a test interruption occurs, the following steps must be taken:

- The Test Coordinator must fill out the incident report found on page 63 of the Test Coordinator's Manual and email it to the DWD Assessment Manager or the DWD High School Equivalency Specialist.
- DWD will provide directions and resolution as necessary.

If a test interruption is reported by an individual outside the testing site (i.e. a test taker or an instructor), then the testing site will be immediately suspended while the incident is investigated.

Test interruptions may result in the invalidation of student scores and/or a delay in the release of scores and/or a formal investigation.

Test Security Compromise:

A test security compromise occurs any time there is an apparent or suspected compromise in the security of the HSE test. A test security compromise includes situations such as:

- Inability to locate a testing booklet or other secure materials;
- An examinee leaving the testing room with a test booklet or notes about questions on the test booklet;
- A teacher involved in the preparation of examinees being given access to specific test information such as test questions or test booklets; or
- A student arrives at the testing center with a “cheat sheet” that appears to have the answers to a test or tests.

When a test security compromise is reported or suspected, the following steps must be taken:

- An individual must contact the DWD Assessment Manager and CTB/McGraw-Hill as soon as a test compromise is known or suspected.
 - All available information regarding the test compromise must be communicated in writing including associated communications, serial numbers of tests, and a detailed description of what occurred.
- Testing at the main site and all addendum sites will be suspended while DWD conducts its investigation.
- The investigation will include a site monitoring visit by a minimum of two (2) DWD staff.
 - DWD staff will interview the test coordinator and any other relevant parties (test examiner, instructor, student, etc.) as appropriate.
- Following the visit, DWD will have 48 hours to complete a formal incident report and communicate any decisions.

Test security compromises may result in the suspension and/or permanent closure of a test center and/or DWD refusal to allow the current Test Coordinator or Examiners to handle HSE tests in the future and/or the imposition of various costs on the applicable jurisdiction to compensate for the harm caused by the test security compromise. A test security compromise at an addendum site may close the addendum site as well as have an impact on the main testing site and any other addendum sites associated with it.

Appeals

If a site disagrees with a suspension or closure, then the site will have the ability to appeal the decision. The site will remain closed until a final decision is made.

Steps to appeal the decision:

- A formal appeal must be made in writing within 10 days of receiving notice of DWD’s decision. The written appeal must provide evidence relative to DWD’s determination.
- The appeal will be provided to CTB/McGraw-Hill to provide input.
- The appeal, CTB/McGrawHill’s input, and the DWD staff recommendation will be presented to the Commissioner of DWD or a designee.
- The decision of the Commissioner or designee will be considered final.

Any questions regarding the content of this Technical Assistance Bulletin should be directed to:

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