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

California Department of Education | August 2024

## HiSET Equivalency

### Practice Test Updates

A new half-length free practice test is ready and on the HiSET.org website (FPT8).

One full-length paid practice test and one full-length official practice test will also be available (tentative late summer or early fall).

Currently, HiSET.org has links to

* free downloadable practice tests;
* paid practice tests through our digital store; and
* official practice tests through our digital store (printed) or online (Essential Education).

Computer-based practice tests are available in the test taker’s myHiSET account.

Insert notes here.

### Test Center Updates—Address and Contacts

Address and secondary contact updates have been requested.

* Message sent July 9 titled “2025 Paper-Based Test Shipping Survey Time Sensitive Information” with response requested by August 16​
* Two separate surveys included in the message

Insert notes here.

### Test Center Updates—Test Center Support Form

Some areas of need have been renamed for clarity to be routed to the most appropriate team for resolution.​

* “Contact My Regional Site Supervisor” will be removed. ​
* Selecting the category the most closely fits the area of need is recommended.​
* A common request is GPS password resets. ​
* As a best practice, please log on at least every two weeks to avoid the account being locked.​
* If the password has expired, call Technical Support at 1-844-562-0512 for immediate assistance.

Insert notes here.

### Test Center Updates—Age Waivers Self-Serve

On May 13, all test centers received an email with instructions on how to request access to apply age waivers and a process document demonstrating the steps to take in the admin portal.​

The candidate must meet one of the following requirements to be eligible for Equivalency:​

* Eighteen years of age or older​
* Not currently enrolled in high school​
* Seventeen years of age and confined to a state or county hospital or institution​
* Seventeen years of age and enrolled in a dropout recovery program

Insert notes here.

### Test Center Updates—Secure Browser Updates

An updated secure browser, the PSI Bridge Secure Browser, will be available for installation later this summer.​

* The new browser features enhanced technology that will check once daily for software updates to make sure the most updated browser is installed for use.​
* The browser also has a new password.​

This browser replaces the Secure Exam Browser currently being used to administer exams.​

Once the new browser is distributed, sites will be given 60 days to install the browser on all workstations before the old browser is retired from use.

Insert notes here.

### Accommodations Typical Documentation

Test takers must submit proper documentation.

Verification from the medical authority or learning institution that rendered the diagnosis must be submitted to PSI on letterhead or stationery of the authority or specialist and include all the following:

* Test taker’s name
* Description of disability and limitations related to testing
* Recommended accommodation/modification
* Name, title, and telephone number of the medical authority or specialist
* Original signature of the medical authority or specialist

In some cases, a letter from an adult educator working closely with the test taker will be considered.

Failure to submit required documentation will delay the approval process.

Insert notes here.

### Accommodations—Components of an Educator Letter

* Submit on official letterhead
* Include title and experience
* “I serve as a lead instructor at the adult education center and am also an educational consultant”…” I have worked with a wide range of students ages ten to seventy with varying goals and learning patterns”…“frequently with students challenged by ADD, ADHD, dyslexia, anxiety and other challenges”
* Indicate accommodation requested
* “application for extended time should receive full and unequivocal support”…“please grant student time-and-a-half or double-time for his HiSET subtests”
* Include any additional information ​
* “is a highly analytical and detailed thinker who tends to overthink while preparing due to lack of confidence”…“experiencing extreme test anxiety and makes it difficult to focus”…“with extra time student could pass his HiSET sub-tests”…“has completed several official practice tests and receives strong scores but often fails to answer all his questions”…“can be corrected if he is granted additional time”
* Provide full contact information

Insert notes here.

### Accommodations—Approvals

Once documentation has been received and reviewed, the test taker will receive an email notification.​

* Approval emails include instructions to contact our accommodations team for scheduling.
* If not initially approved, the email will outline the additional information needed to approve the request.
* Accommodations approvals (or requests for more information) will go directly to the email specified in the request form.

Insert notes here.

### Accommodations—Scheduling

PSI Exam Accommodations staff will coordinate directly with the preferred test center and the test taker/advocate to schedule the exam(s).​

* Test takers should not self-schedule exams unless advised by the Exam Accommodations team.​
* Test takers can reply directly back to the email for assistance or contact the accommodations team via phone at 1-800-367-1565 ext. 6750.​
* Notes are added to the test taker’s file during scheduling indicating their approved accommodations.​
* Once the test taker is scheduled, the test center will be notified via an email memo of the candidate’s scheduled date, time, and approved accommodations.

Insert notes here.

### Obtaining Credentials from Parchment

Test taker will receive an email from Parchment ([congratulations@parchment.com](mailto:congratulations@parchment.com)) with a green click bar labeled “Access your Credentials.”​

* Test taker must log on or create their account to move forward.​
* The email address on the myHiSET account is used for this communication.

When the test taker selects the dashboard to view their electronic documents, this automatically triggers the print order for documents.

* There is no need to place an order for the complimentary copy.​
* Selecting the order button will request that the test taker pays for an additional copy.​
* Frequently asked questions (FAQs) in the body of the Parchment email indicate that “your first order of an official printed credential is automatically sent to the mailing address you provided with your testing registration.” ​
* Timeline for delivery, also in the FAQ in the body of the email, indicates up to two weeks for mailed delivery.

Insert notes here.

### Parchment Resources to Help Test Takers

[Parchment videos are available on Vimeo](https://vimeo.com/showcase/10386237), including the following titles:

* Creating a Parchment Account ​
* You Passed your HiSET Exam, Now What? ​
* Download a Parchment Credential ​
* Ordering a Transcript ​
* Add and Edit Learner Emails ​
* Learner Support at Parchment

Insert notes here.

### HiSET Roadshows

Thank you to all who attended our first HiSET Roadshow in Sacramento on June 24.​

* The HiSET Roadshow is a one-day event focused on providing HiSET resources, information and support to adult educators, test centers, HSE advocates and state administration staff.
* Two more roadshow events are planned for 2024 in Raleigh, North Carolina, and Albuquerque, New Mexico.

More information can be found on the [PSI HiSET Roadshow 2024 web page](https://hello.psiexams.com/hiset-roadshows-2024).

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

Follow [HiSET on Facebook](https://www.facebook.com/HiSETexam)

##### HiSET X

Account Name: @HiSETexam

Follow [HiSET on X](https://x.com/HiSETexam" \o "HiSET on X)

##### HiSET Instagram

Account Name: @HiSETexam

Follow [HiSET on Instagram](https://www.instagram.com/hisetexam/)

## HiSET Proficiency

### Proficiency Application Process

Create a California myHiSET Proficiency account on the [PSI myHiSET web page](https://test-takers.psiexams.com/hisetcaproficiency/auth/login).

* If needed, submit a request for Exam Accommodations.
* Submit the HiSET Proficiency Approval Request form, available on our website, with a high school transcript and any additional documentation required.
* Wait for eligibility and accommodations approval (if applicable) before scheduling.
* Eligibility approval timeline is typically between 7 to 10 business days, if all process steps are followed and all necessary documentation is submitted, but approval time fluctuates with volume.

Insert notes here.

### Standard Checklist for Eligibility Approval

Eligibility checklist:

* Test taker name ​
* Test taker birthdate validating age ​
* CDS code or school name to verify CDS code ​
* Enrollment in grade ten for one school year or longer, or enrolled in the second semester of grade ten if applicable
* Non-official transcripts acceptable; grade reports, individualized learning plans or other non-transcript documents not acceptable

If a transcript is not available a test taker may submit a letter from a district administrator (principal, counselor, registrar, etc.) on school letterhead, including contact information and verifying the following:

* Current enrollment and grade level ​
* Age

Insert notes here.

### Private and Homeschool Checklist for Eligibility Approval

Eligibility checklist:

* Test taker name
* Test taker birthdate, validating age
* Private school affidavit
* Current enrollment in grade ten for one school year or longer, or enrolled in the second semester of grade ten if applicable
* Non-official transcripts acceptable; grade reports, individualized learning plans or other non-transcript documents not acceptable

If a transcript is not available a test taker may submit a letter from the administrator listed on the private school affidavit indicating: ​

* Current enrollment and grade level
* Age

Insert notes here.

### Out of State with CA Work Permit Checklist for Eligibility Approval

Eligibility checklist:

* Test taker name
* Test taker birthdate validating age
* Current (non-expired) California work permit
* Enrollment in grade ten for one school year or longer, or enrolled in the second semester of grade ten if applicable​
* Non-official transcripts acceptable; grade reports, individualized learning plans or other non-transcript documents not acceptable

If a transcript is not available a test taker may submit a letter from a district administrator (principal, counselor, registrar, etc.) on school letterhead, including contact information and verifying the following:

* Current enrollment and grade level
* Age

Insert notes here.

### Resources to Prepare for the Exam

The following resources are available at HiSET.org:

* HiSET Test Taker Bulletin
* HiSET Test at a Glance
* Sample Questions
* HiSET Study Companion
* Free Khan Academy Math Tutorial Videos
* Free HiSET Practice Tests (downloadable)
* Free online practice tests within the myHiSET Proficiency account

Insert notes here.

### Testing Experience

Seventy-three percent of all tests taken are tests at home​.

* Must have a stable, consistent internet connection ​
* Double check technical requirements and test at home policies, such as visibility on camera ​
* Confirm the registration is at the correct time (3 p.m. versus 3 a.m.)​

Twenty-six percent of all tests taken are computer-based tests in a test center.

* Less than 1 percent of all tests taken are paper-based tests in a test center
* Double check test center policies and location ​
* Arrive early to complete check-in

Insert notes here.

### Photo Identification Policy

Test takers must be prepared to present one of the following:​

* California Driver’s License or ID Card​
* Passport​
* Consular Identification Card​

School photo ID cards may be deemed acceptable if they contain a clear photo and are associated with a verified image in the school’s student information system (SIS). To this end, test takers must be able to provide a downloadable verification of their transcript via their SIS. This process ensures that the transcript and accompanying information are valid and legitimate.

Insert notes here.

### Transcripts and Certificates

* Test takers have access to their comprehensive score report in their myHiSET account.
* Electronic transcripts and certificates will also be provided to test takers separately from their myHiSET account.
* Physical copies of the transcript and certificate will be mailed to the address on the test taker’s myHiSET account.
* Processing takes up to 14 weeks.
* Districts receive rosters of passing test takers each quarter.
* CDS code data is self-reported.

Insert notes here.

### Tips for Test Takers

* Use all the resources available prior to testing or retesting; this includes teachers or educators within their current institution for help.
* Apply for accommodations at the same time the eligibility application is submitted.
* Avoid risking a poor testing experience or outcome by not applying for accommodations that may be needed, especially for testing at home. ​
* Avoid sending multiple emails and creating multiple support cases for the same inquiry or approval, this often delays response time referencing all open items. ​
* If there is a testing concern or absence, contact test taker services immediately.

Insert notes here.

### 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](mailto: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](mailto:opshelpdeskus@psionline.com)

##### Channel Management and Site Administration

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

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

Test Session Management Email: [sessionmanagement@psionline.com](mailto: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