LEGISLATIVE EDUCATION STUDY COMMITTEE
BILL ANALYSIS

Bill Number: HB 130   **51st Legislature, 2nd Session, 2014**

Tracking Number: .195763.2

Short Title: Services to Students Seeking GEDs

Sponsor(s): Representatives Nora Espinoza and Bob Wooley, and Senator Cliff R. Pirtle

Analyst: Travis Dulany   **Date: February 4, 2014**

Bill Summary:

HB 130 makes an appropriation to Eastern New Mexico University (ENMU) for the increased costs of providing services to students seeking General Educational Development (GED) certificates. The appropriation may be expended on computer hardware and software, computer training for students, staff professional development, and other costs associated with the new requirements for GED certification.

Fiscal Impact:

$100,000 is appropriated from the General Fund to the Board of Regents of ENMU for expenditure in FY 15. Any unexpended or unencumbered balance remaining at the end of FY 15 shall revert to the General Fund.

Fiscal Issues:

Unlike prior versions, the 2014 series of the GED test is administered on computers only, which requires certain upgrades at testing facilities statewide. HB 130 provides funding for the ENMU-Roswell and ENMU-Ruidoso campuses to administer the test. The Higher Education Department (HED) reports that the ENMU campuses served 1,829 adult education students during FY 13, with 2,703 single GED tests taken.[1]

According to HED, currently 26 adult education programs, including ENMU-Roswell and ENMU-Ruidoso, are funded through HED's Adult Basic Education Division; however, expenditures for test administration, either those charged to the test-taker or incurred by a testing center, are not allowable under that funding.

Substantive Issues:

Because the previous version of the GED test was offered in a pencil-and-paper format, GED testing centers may be required to procure and/or repurpose computers in order to administer the test (Attachment 1), resulting in additional costs and alterations to facilities (Attachment 2). Specifically, testing centers must become Pearson VUE certified in order to offer the test. According to correspondence from a Public Education Department (PED) official to adult education administrators dated January 17, 2014, there are currently 15 testing centers that

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[1] HED reports that 2,703 single tests out of a battery of five were taken. This may include retakes of a single section of the five-part test.

administer the computer-based 2014 series of the GED test – both ENMU campuses among them – with an additional 20 testing centers with targeted opening dates in February; one testing center has a targeted opening date in April. This compares to the roster of 29 testing centers listed on the PED website that administered the previous version of the GED test. In a bill analysis for a related bill, HED reports that "some New Mexico GED testing centers have decided not to administer the 2014 GED test largely due to the cost of technology necessary for Pearson VUE testing center certification."

GED Testing Service previously reported that test-takers will need to know "basic" computer, keyboarding, and typing skills and have familiarity with computer software tasks such as scrolling, using graphic user interfaces, and exhibiting windows. Therefore, additional training and education may be required for some adult learners in order to take the GED test.

Related legislation (SB 44) aims to remove references to the GED from statute, thus allowing the state to recognize an alternative to the GED. At least two companies – Educational Testing Service (ETS) and CTB/McGraw-Hill – have announced high school equivalency tests similar to the GED in the last year. These tests are offered in both computer-based and pencil-and-paper formats, meaning that testing centers may not be required to undergo the technology and facility updates required for the GED test; however, it is unclear if or when PED will adopt one or both of the alternatives. Further, PED may also decide to continue to recognize the GED in addition to the tests offered by ETS and CTB/McGraw-Hill. The department has indicated that, contingent on the enactment of the related bill (SB 44), it will initiate a request for proposals process in the future, though specific dates have not been announced.

Background:

According to GED Testing Service:

- the GED test was first developed in 1942 and was primarily administered to US Armed Service Members whose military service interrupted their ability to complete high school;
- the original series of the GED tests reflected the needs of the industrial era;
- at the time in which the test was developed, 37 percent of the test-takers indicated plans to seek additional education at the postsecondary level;
- the original series English test focused on correctness and effectiveness of expression, while the other portions – social studies, science, and literature – relied on the interpretation of reading material;
- the test was revised in 1978, and the changes were characterized by a:

  - shift in emphasis from science and social studies reading materials to a separate reading test; and
  - transition away from a recall of facts toward application of conceptual knowledge and evaluation of presented information;

- the third series of the GED test, released in 1988, was based on the following recommendations from a panel of professionals and experts:

  - the addition of a direct writing sample;
  - increased emphasis on critical thinking and problem-solving skills;
  - increased reflection on the diverse roles adults play in society;

- ➢ greater emphasis on understanding the sources of societal change; and
- ➢ an increase in contextual settings relevant to adults; and

- • in the 1988 series, the reason candidates took the test shifted, with over 65 percent saying they were taking the test in order to enroll in a postsecondary institution; and
- • the fourth series, released in 2002, which was based on content standards at the national and jurisdictional level, expired December 31, 2013.

According to GED Testing Service, the following changes to the GED test took effect in the 2014 series:

- • *Computer-based Testing*:

  - ➢ the new GED is available only on computers;
  - ➢ an internet connection is not necessary at the time the person is taking the test; however, an internet connection will be required in order for the test to be graded;
  - ➢ once the student has completed the test (and an internet connection has been established), the tests are encrypted for security and submitted for scoring;
  - ➢ testing centers need to become "Pearson VUE Authorized Test Centers" in order to offer the computer-based test (further discussed below); and
  - ➢ test-takers will need to know "basic" computer, keyboarding, and typing skills and have a familiarity with computer software tasks such as scrolling, using graphic user interfaces, and exhibiting windows.

- • *Content Areas*:

  - ➢ the new GED is said to be aligned with the Common Core State Standards (CCSS), as well as other college- and career-readiness standards of states that have not adopted CCSS (such as Texas and Virginia);
  - ➢ the test is intended to provide "an indicator of readiness to enter workforce training programs or postsecondary education," and "actionable information about a candidate's academic strengths and weaknesses";
  - ➢ the test is said to be evidence-based, norm-referenced, designed to measure deep understanding of core skills needed for a variety of pathways, and based on "empirical" performance of a nationally representative sample of graduating high school seniors; and
  - ➢ the new question types on the 2014 GED test are intended to measure critical cognitive skills, that, according to GED Testing Service, are not possible on a paper-based test.

- • *Cost*:

  - ➢ the base price of the new GED test is $120/test-taker; and
  - ➢ in 2012, GED Testing Service representatives informed LESC staff that states and testing centers may either add additional administrative fees on top of the $120/test-taker base price or subsidize it through state funds.

- *Registration*:

  ➢ test-takers register for the new GED test through GED Testing Service, either online or by a toll-free telephone number; and
  ➢ because the registration will be via internet or telephone, a credit, debit, or prepaid card is necessary to sign up for the new GED test.

Notwithstanding the positive changes that GED Testing Service reported, adult educators and other stakeholders expressed concerns with the new GED test to the LESC throughout the 2012 and 2013 interims, noting the:

- **increased cost:** for some testing centers, the cost of the GED increased from $35 to $120 for the entire battery of tests;
- **ability to bypass adult education centers:** with the ability to sign up for the GED through a website, some adult education administrators reported that students may be able to sign up, pay for, and take the new GED test without first receiving preparation from an adult education center, which may lead to greater failure rates; and
- **requirements to take the test on a computer:** although they reported that they recognize the importance of learning to use technology, several adult educators testified to the LESC that only providing the GED test in a computer-based format will have a negative impact on some test-takers, especially elderly adult learners whose circumstances prevented them from accessing computers for much of their lives.

Committee Referrals:

HEC/HAFC

Related Bills:

HB 281 *Adult Basic Education Programs*
SB 44 *Use of "High School Equivalency Credential"*

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PVTC Technical Requirements

About the Installation Scenarios

This document describes the minimum hardware requirements to install the Pearson VUE Testing System (VTS) software in a Pearson VUE Authorized Test Center. The VTS software may be installed in one of two configurations: **Workgroup scenario** or **Server scenario**. Whichever scenario is installed, the hardware and software must meet Pearson VUE's minimum requirements as shown in the System Requirements on page 5.

> **Note**
>
> If you are installing on **Windows XP** and you need more than 8 exam delivery workstations, you must use **Windows Server 2003** or **Windows Server 2008**. If you are installing on **Windows 7**, up to 15 exam delivery workstations may be configured, otherwise you must use **Windows Server 2008** or **Windows Server 2003**.

The following items are strictly prohibited:

- Windows Vista
- Windows 8
- Mac operating system
- Mac hardware running any operating system
- Virtual environments in any form
- Laptops as exam delivery workstations or as servers

The Windows user must have **local administrative rights** over any workstation at the time the VUE Testing System platform is being **installed**. Local administrative rights are also needed when **updating** the VTS software on any workstation. It is recommended that any user account that interacts with the VTS software on the Administration workstation have full administrative rights due to the random nature of when updates may occur.

Delivery Machines Only: The Delivery Manager application requires the user to have **local administrative rights** in order to **launch** the application.

> **Note**
>
> Microsoft announced **support for Windows XP ends April 8, 2014**. After this date Microsoft will no longer publish security patches for this platform. In order to safeguard the security of our VUE Testing System platform, Pearson VUE must also phase out support for Windows XP. After April 8, 2014, Pearson VUE will only provide support on a 'best effort' basis through the end of 2014.
>
> *All Exam Delivery, Administration and Proctor workstations must be running on Windows 7 no later than December 31, 2014.*
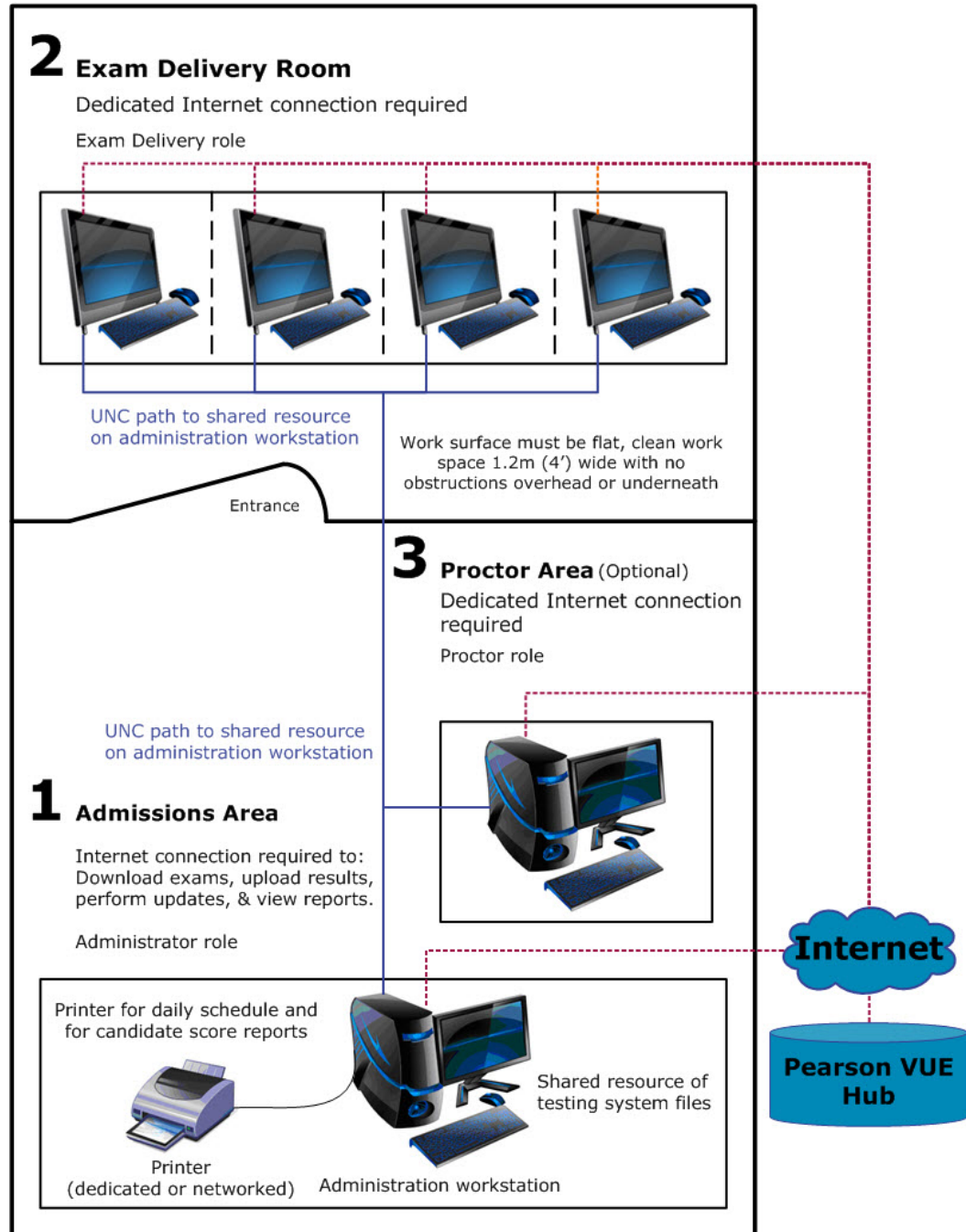
Workgroup scenario installation

In a Workgroup scenario installation, exam Delivery workstations are connected through a local area network (LAN) or workgroup to the Administration workstation which provides shared file storage. This is illustrated below.

Pearson VUE Authorized Center

Workgroup Scenario
Multiple computers workgroup/network

2 Exam Delivery Room

Dedicated Internet connection required

Exam Delivery role

UNC path to shared resource on administration workstation

Work surface must be flat, clean work space 1.2m (4') wide with no obstructions overhead or underneath

Entrance

3 Proctor Area (Optional)

Dedicated Internet connection required

Proctor role

UNC path to shared resource on administration workstation

1 Admissions Area

Internet connection required to: Download exams, upload results, perform updates, & view reports.

Administrator role

Printer for daily schedule and for candidate score reports

Shared resource of testing system files

Internet

Pearson VUE Hub

Printer (dedicated or networked)

Administration workstation

Limitations of the Workgroup installation scenario

In a Workgroup scenario installation, the number of exam delivery workstations allowed is limited based on the operating system running the Administration workstation. If the Administration workstation is running **Windows XP**, up to **8** exam delivery workstations are allowed. However, if the Administration workstation is running **Windows 7**, then up to **15** exam Delivery workstations are allowed.

Exam Delivery Workstation Restrictions by Operating System			
Operating System	Windows XP	Windows 7	Windows Server 2003 / 2008
Delivery Workstations	Up to 8*	Up to 15	15+

*The Windows XP Administration workstation can handle a max of **10 concurrent connections**. A printer uses one connection. If a Proctor workstation is also configured, it will use a connection. This reduces the max number of exam Delivery workstations to 7. One is left out as a safety mechanism to protect the stability of exam deliveries in progress.

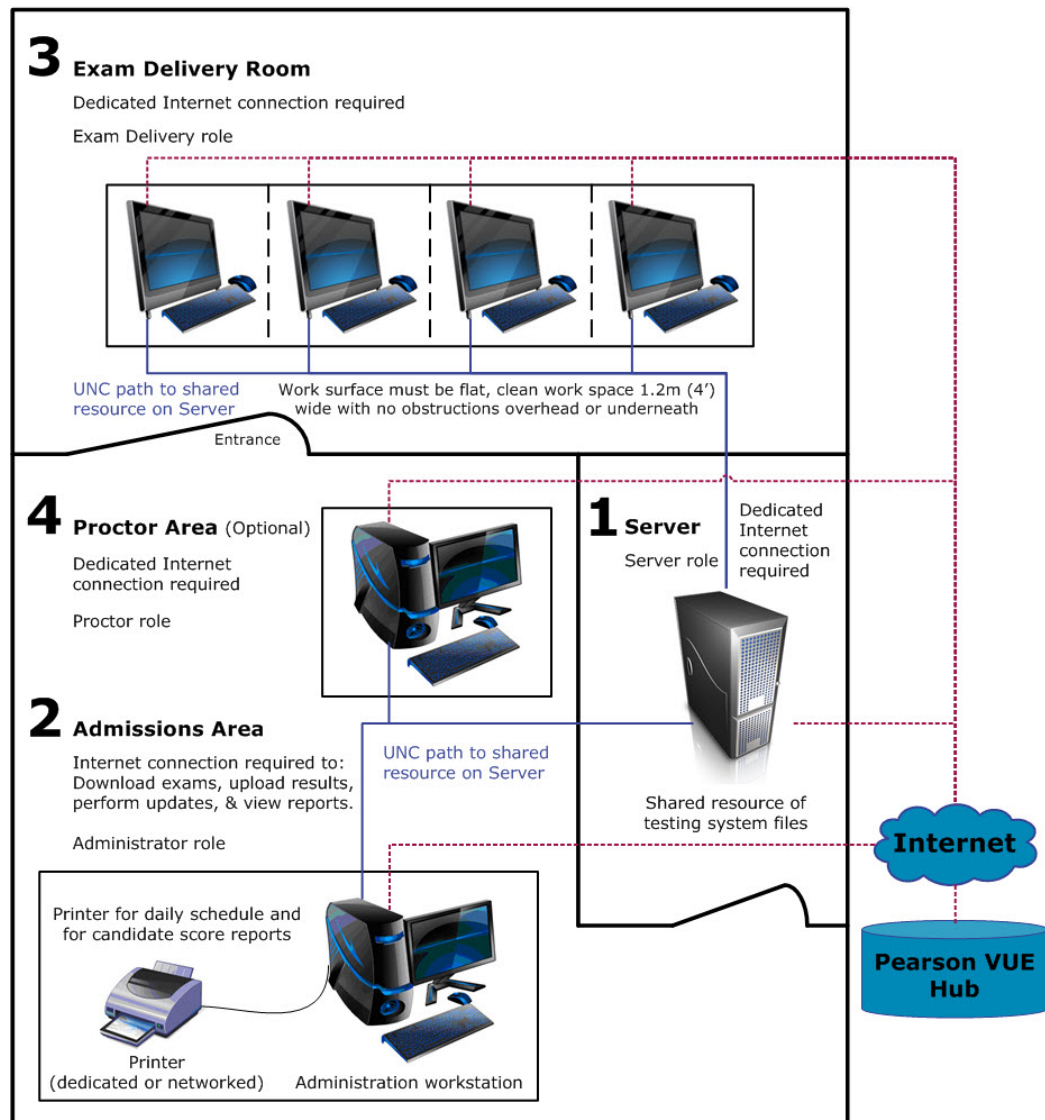# Server Scenario Installation

In a Server scenario installation, all exam delivery workstations are connected through a LAN, and a file server provides shared file storage. This is illustrated below. (Server scenario refers to a setup type and is not related to an Operating System.)

Note

You must use a **Server scenario** if you have a **Windows 7 Administration workstation** and need more than **15 exam delivery workstations** or if you have a **Windows XP Administration workstation** and need more than **8 exam delivery workstations**. Windows XP allows no more than 10 concurrent connections. Windows 7 performance drops significantly if you use more than 15 concurrent connections.

Pearson VUE Authorized Center

Server Scenario
Multiple computers
local area network (LAN)

3 Exam Delivery Room

Dedicated Internet connection required

Exam Delivery role

UNC path to shared resource on Server

Work surface must be flat, clean work space 1.2m (4') wide with no obstructions overhead or underneath

Entrance

4 Proctor Area (Optional)

Dedicated Internet connection required

Proctor role

1 Server

Server role

Dedicated Internet connection required

Shared resource of testing system files

2 Admissions Area

Internet connection required to: Download exams, upload results, perform updates, & view reports.

Administrator role

UNC path to shared resource on Server

Printer for daily schedule and for candidate score reports

Printer (dedicated or networked)

Administration workstation

Internet

Pearson VUE Hub

System Requirements

Effective **June 1, 2013**, the following pages list the minimum system requirements for installing and running the Pearson VUE Testing System, and for operating as a test center. **Pearson recommends purchasing equipment that meets or exceeds the Recommended Specifications.** The minimum requirements will change periodically based on the needs of our exam sponsors.

Software licenses

Test centers are required to have appropriate software licenses for all operating systems and application software installed on all workstation equipment used for exam administration and delivery.

Network Configuration

It is **strongly recommended** that all machines with VTS Software installed remain in the same Domain or Workgroup, VLAN, and SubNet. Networks configurations that do not follow this guideline may experience decreased exam delivery performance. You may be asked to make changes to your network configuration to comply with this guideline as part of problem resolution.

Internet Bandwidth

Some exam deliveries will require an internet connection. For Internet Based Tests (IBT) a base connection speed of 256kbps up/down is required. An additional 25kbps down and 10kbps up are required for each simultaneous exam delivery beyond the first.

Pearson VUE specific hardware

Some exams may require the use of test center admissions equipment. Please consult with your Pearson VUE representative to determine if these components are required for your test center. If required, these components may be purchased from Pearson VUE.

Requirement	Administration Workstation
Web Camera	Logitech HD Webcam C615
Signature Device	Interlink Electronics ePad Signature Pad – Model VP9801

Pearson VUE strongly recommends purchasing 2 Web Cameras. If the first camera breaks down you will not be able to deliver any more exams until a replacement is in place.

Administration and Proctor workstation

	Minimum Required	Recommended Specifications
Operating System	**Windows 7** Professional or Enterprise (32-bit or 64-bit), **Windows XP** Professional **SP3** 32-bit	**Windows 7** Professional or Enterprise 64-bit
	Note: Windows Operating Systems must pass Genuine Windows Validation.	
Processor	Windows compatible Intel or AMD dual or multi-core processor	*Intel:* Core 2 Duo series or newer *AMD:* Athlon X2 series or newer
RAM	**2GB** of RAM	**4GB** of RAM or more
Hard Drive	**10GB** free disk space in NTFS format	**50GB** free disk space in NTFS format
	Note: A few specific exams may require as much as **150GB**; this is very rare and Pearson VUE will work with you in these cases.	
Graphics Adapter	Video Adapter must support **DirectX 9c** or newer. **128MB** of Video RAM.	Video Adapter support for **DirectX 10** or newer. **512MB** dedicated Video RAM or more.
	All newer computers and monitors should be connected via **DVI**, **DisplayPort**, or **HDMI**.	
Display	17″ monitor or larger	
Mouse & Keyboard	• English QWERTY Keyboard • 2 Button Wheel Mouse	
USB Ports	4 available USB 2.0 ports for: • English QWERTY Keyboard • 2 Button Wheel Mouse • Signature Pad admissions equipment • Camera admissions equipment	6 available USB 2.0 ports for: • English QWERTY Keyboard • 2 Button Wheel Mouse • Signature Pad admissions equipment • Camera admissions equipment • 2 spare ports
Network Connection	**100-Mbps** Full Duplex WIRED connection to the network switch.	**1-Gbps** Full Duplex WIRED connection to the network switch.
	Strongly Recommended: All machines with VTS Software installed should remain in the same Domain or Workgroup, VLAN, and SubNet.	
Internet Connection	Broadband (DSL, cable or LAN/WAN). **256kbps** down/up or better.	Broadband (DSL, Cable or LAN/WAN). **1-Mbps** down/up or better.
Internet Browser	**Internet Explorer 7.0** or **8.0**. **Note:** Internet Explorer 9.0 is not supported at this time.	
Printer	600 DPI Laser Printer with Postscript driver support	
Additional Software	Windows **XP SP3**: Microsoft **.NET** Framework **2.0 SP2** installed. All workstations must have **Anti-Virus software** installed with a current update.	
Additional Notes	**Windows 7** allows for up to **15** simultaneous exam deliveries. **Windows XP** allows for up to **8** simultaneous exam deliveries. Candidates must not have free access to the Administration or Proctor machines at any time. The Windows account used to **install** the VUE Testing System Platform must have **Administrative rights** in order to properly install and update the software.	

Exam Delivery workstation

	Minimum Required	Recommended Specifications
Operating System	**Windows 7** Professional or Enterprise (32-bit or 64-bit), **Windows XP** Professional **SP3** 32-bit	**Windows 7** Professional or Enterprise 64-bit
	Note: All Windows Operating Systems must pass Genuine Windows Validation.	
Processor	Windows compatible Intel or AMD dual or multi-core processor	*Intel:* Core 2 Duo series or newer *AMD:* Athlon X2 series or newer
RAM	**2GB** of RAM	**4GB** of RAM or more
	Note: 512MB must be available for the software to function properly.	
Hard Drive	**10GB** free disk space in NTFS format	**50GB** free disk space in NTFS format
	Note: A few specific exams may require as much as **150GB**; this is very rare and Pearson VUE will work with you in these cases.	
Graphics Adapter	Video Adapter must support **DirectX 9c** or newer. **128MB** dedicated Video RAM.	Video Adapter support for **DirectX 10** or newer. **512MB** dedicated Video RAM or more.
	All new Delivery workstations must have a Graphics Adapter that supports GPU Scaling (ability to Maintain Aspect Ratio). All new Delivery workstations must have the GPU Scaling feature enabled. All newer computers and monitors should be connected via **DVI**, **DisplayPort**, or **HDMI**.	
Display	**Required:** 17" monitor set at **1024 x 768** resolution in **32-bit color**	
Audio	Windows compatible audio playback capability.	
Mouse & Keyboard	• English QWERTY Keyboard • 2 Button Wheel Mouse	
USB Ports	2 available USB 2.0 ports for: • English QWERTY Keyboard • 2 Button Wheel Mouse	4 available USB 2.0 ports for: • English QWERTY Keyboard • 2 Button Wheel Mouse • 2 spare ports
Network Connection	**100-Mbps** Full Duplex WIRED connection to the network switch.	**1-Gbps** Full Duplex WIRED connection to the network switch.
	Strongly Recommended: All machines with VTS Software installed should be in the same Domain or Workgroup, VLAN, and SubNet.	
Internet Connection	Internet bandwidth must support **25kbps** down / **10kbps** up per exam delivery workstation.	Internet bandwidth support for **50kbps** down / **25kbps** up per exam delivery workstation.
Internet Browser	**Internet Explorer 7.0** or **8.0**. **Note:** Internet Explorer 9.0 is not supported at this time.	
Printer	600 DPI Laser Printer with Postscript driver support.	
Additional Software	Windows **XP SP3**: Microsoft **.NET** Framework **2.0 SP2** installed. All workstations must have **Anti-Virus software** installed with a current update. **Note:** Windows XP requires Language Packs be installed to deliver non-English exams.	
Additional Notes	The Windows account used to **install** the VUE Testing System Platform must have **Administrative rights** in order to install properly. The Windows account profile logged into the **exam delivery workstation** must have **Administrative rights** in order to launch the Delivery Manager software.	

Server: file storage

The file storage server must be accessible to the Administration workstation, Proctor workstation, and all exam Delivery workstations. These requirements apply to Administration workstations with 9 – 15 exam delivery workstations, and to Servers with 15 – 30 exam delivery workstations.

	Required for 9 to 15 Exam Delivery Seats	Required for up to 30 Exam Delivery Seats
Operating System	**Windows 7 Pro** (32-bit and 64-bit) **Windows Server 2003** (32-bit only) **Windows Server 2008** (32-bit and 64-bit) **Windows Server 2008 R2**	**Windows Server 2008** 64-bit **Windows Server 2008 R2**
	Note: Windows Operating Systems must pass Genuine Windows Validation.	
Processor	*Intel:* Core 2 Duo CPU series or newer *AMD:* Athlon X2 CPU series or newer	*Intel:* Core i series CPU or newer *AMD:* Athlon II series CPU or newer
RAM	**2GB** of RAM or more.	**8GB** of RAM or more.
Hard Drive	SATA II Interface Standard or faster Interface Standard. **50GB** available disk space in NTFS format.	
	Note: A few specific exams may require as much as **150GB**; this is very rare and Pearson VUE will work with you in these cases.	
Graphics Adapter & Display	Video Adapter must support **DirectX 9c** or newer. **128MB** of Video RAM or more. **1024 x 768** resolution in **32-bit color**.	
Mouse & Keyboard	• English QWERTY Keyboard • 2 Button Wheel Mouse	
Network	**100-Mbps** Full Duplex WIRED connection to the network switch.	**1-Gbps** Full Duplex WIRED connection to the network switch.
	Highly recommended that the server be dedicated to exam delivery. Strongly discouraged for the server to provide additional services such as: Domain Controller, DHCP, SQL Server, WINS, etc.	
Power	UPS is recommended.	
Internet Connection	Broadband (DSL, cable or LAN/WAN). **256kbps** down/up or better.	
Internet Browser	**Internet Explorer 7.0** or **8.0**. **Note:** Internet Explorer 9.0 is not supported at this time.	
Additional Software	Server must have **Anti-Virus software** installed with a current update. Windows **Server 2003** and **Server 2003 r2**: Microsoft **.NET** Framework **2.0 SP2** installed.	
Additional Notes	The Windows account used to **install** the VUE Testing System Platform must have **Administrative rights** in order to install properly. Candidates should never have free access to the Server machine at any time.	

Prohibited on all workstations and servers

	Exam Delivery Workstation	Administration Workstation	Server
Portable Computers	**Tablets** and **Smartphones** (e.g., iOS, Android, and Windows 8) are strictly prohibited. **Netbooks** and **Chromebooks** are strictly prohibited. **Note: Laptops** are strictly prohibited as exam delivery workstations or as servers.		
Processor	The **Intel Atom** and **AMD NEO CPU** lines are strictly prohibited. **ARM** based CPUs or other CPUs not found in traditional laptops are strictly prohibited.		
RAM	Less than **2GB** of RAM		
Hard Drive	**FAT32** File System		
Operating System	• **Windows Vista** (all flavors and 32-bit and 64-bit versions) strictly prohibited • **Windows 8** (all flavors and 32-bit and 64-bit versions) strictly prohibited • **Windows XP 64-bit** strictly prohibited • **Windows Server Operating System** strictly prohibited on the Exam Delivery workstations and not supported on Administration workstations • **Virtual environments** are strictly prohibited (e.g., VMWare, Virtual PC, Citrix, Parallels, VirtualBox, etc.) • **Mac OSX** is strictly prohibited • **Mac hardware** running any Operating System is strictly prohibited • **All Linux/Unix** Operating Systems are strictly prohibited		
Graphics Adapter	Any Graphics Adapter that does not support **DirectX 9c** or newer. Any Graphics Adapter that has less than **128MB** of Video RAM.		
Monitor Display	**Monitors smaller than 17"** are strictly prohibited. **Dual monitors** are strictly prohibited. **KVM switches** are strictly prohibited.		
	Touch Screen monitors are strictly prohibited.		
Network	**Wireless Networks** of any kind are strictly prohibited. **IPv6** is not supported at this time. **Novell Netware** is not supported. **Network Hubs** are strictly prohibited.		
Internet Connection	**SSL VPNs** are strictly prohibited. (e.g., Hotspot Shield) **Dial-Up Internet Connections** are strictly prohibited.		
Internet Browser	Only Internet Explorer 7.0 and 8.0 are supported at this time. **Internet Explorer 9.0** and **all other Web browsers** are not supported.		
Additional Notes	It is strictly prohibited to install the VUE Testing System Platform on any computer that does not have Anti-Virus software installed on it.		

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Office Layout and Environment

The following sections provide information on facility and environment requirements that your test center must follow in order to deliver exams through Pearson VUE.

Provide a quiet testing environment

Test centers are required to provide a distraction-free, secure testing environment with continuous candidate surveillance. If your test center is already administering exams, the layout of your office may be sufficient as long as it meets the requirements below. If you are setting up a new test center, the exact layout will vary depending on the physical space available and on the number of candidates that will be accommodated. For more information, or for assistance in planning a new testing area, contact your local Pearson VUE office.

> Note
>
> Testing can be a stressful experience for many candidates. Even minor noises near the exam delivery room can cause a candidate to feel distracted. Throughout this section, you will find various tips to help you create an environment that will minimize noise distractions.
>
> If there is obvious noise, such as building construction, when a candidate is ready to take an exam, ask the candidate whether he or she will be affected by the noise before the exam is started. If the candidate chooses to go ahead and take the exam, complete an Incident Report for documentation purposes. Refer to *"Filing a Report for a Candidate Incident"* in chapter 11.

Facility requirements

The following minimum requirements must be met when setting up a test center:

Test Center building & surrounding area

- Provide adequate parking and/or access to public transportation.

- Provide access to people with disabilities, in compliance with the Americans with Disabilities Act of 1990 (in the United States) or your country-specific requirements.

Candidate check-in and waiting area

- Provide an area separate from the exam delivery room for checking in candidates. There should be a workspace for the test administrator where the computer (must be a desktop workstation) that will serve as your administration workstation is located.

- The ESP Security kit will be connected to this administration workstation that will be used for check in. (If purchasing the ESP security kit through Pearson VUE, you must be an approved site with a Site ID number before making this purchase.)

- There should also be seating for candidates who are waiting.

Lockable storage

- Provide lockers or other suitable storage for personal belongings, such as a lockable file cabinet, closet or backpacks with locks.

- The candidate cannot take items such as pagers, paper, books and briefcases into the exam delivery room. See *"Storing Personal Belongings"* in the policy & procedures guide for details.

- Lockable storage must be outside the exam delivery room.

Exam delivery room area

- Provide an enclosed, professional environment that is clean, comfortable, smoke-free and conducive to testing.

- Place the exam delivery workstations in a permanently enclosed area that is separate from the rest of the office space. It should be in a low-traffic area away from any training rooms in use to avoid the sounds of students talking and moving to and from the classroom. Also, avoid placing the exam delivery room near an area where people gather, such as a student cafeteria or busy corridor.

  Tips:

  o Insulate the exam delivery room to minimize noise. In addition to insulated walls, an insulated ceiling will help minimize noise.

  o Commercially available acoustic privacy systems (or "white noise" generators) use sound-masking technology to effectively mute external noise. These may be helpful in areas where traffic or street noise is sometimes a problem.

- Provide adequate lighting and ventilation, along with comfortable seating and work surfaces. Room lighting should provide sufficient light for keyboard and noteboard while avoiding screen glare.

- In the exam delivery room, remove equipment such as printers, fax machines, copiers or telephones while testing is in progress.

- Minimize noise and distractions during testing.

  Tips:

  o While testing is in progress, place a sign alerting people in your office to be especially quiet near the exam delivery room. For example, you might post a sign that says: **"Quiet! Testing in Progress."**

  o Headphones that cover the entire ear are successful in blocking most sounds. They should not be connected to any device. Some candidates prefer to use earplugs.

Workstation setup

- Place each exam delivery workstation on a clean surface that has no obstructions overhead and underneath. The desk space established for each workstation should measure approximately four feet (1.2 meters) wide. Only one workstation should be placed on each four feet (1.2 meter) of space.

- Separate candidates within the exam delivery room. Separate exam delivery workstations with at least four feet (1.2 meters) of empty space on all sides, or use privacy partitions.

If you are using partitions, please follow these guidelines:

- Though optional at Pearson VUE Authorized Test Centers (PVTCs), if you are using privacy partitions, which will create privacy and also absorb sound between workstations, you are required to have permanent partitions or walls that are at least 1.5m (5′) in height from the ground up and extend outward from the wall at a 90 degree angle. Desktop partitions are acceptable as long as the height measured from the floor is at least 1.5m (5′).

If using partitions, the partitions must allow an unobstructed view of each candidate (including their hands) within the exam delivery room.

3 Candidate proctoring/monitoring options are available

Note Please note you must only meet one of the 3 options below.

1. **Clear glass viewing window or wall**

   o Proctor sits outside the exam delivery room and looks through the window to monitor candidate testing.

2. **Live feed video surveillance system**

   o You must configure camera(s) inside the exam delivery room with a video monitor outside the exam delivery room. The proctor sits outside the exam delivery room and uses the video surveillance equipment to view candidates during testing.

3. **Proctor inside exam delivery room**

   o The test administrator is seated within the exam delivery room. The Proctor cannot have a computer inside the exam delivery room. They may be provided a desk and a chair.

Note Whichever surveillance method is used, it must allow an unobstructed view of each candidate (including their hands) within the exam delivery room. See *"Proctoring an Exam"* in the policy and procedure guide for more information.

Note Multiple proctors are required to monitor exams if more than fifteen candidates are taking an exam at one time (1 proctor per fifteen candidates).