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September 22, 2014

### **MEMORANDUM**

- TO: Legislative Education Study Committee
- **FR:** Travis Dulany

### **RE:** STAFF REPORT: GENERAL EDUCATIONAL DEVELOPMENT (GED) UPDATE

### **INTRODUCTION**

During community input at the June 2012 meeting of the Legislative Education Study Committee (LESC), the Adult Basic Education Director at New Mexico State University (NMSU)-Grants expressed concerns regarding changes to the GED test that were scheduled to go into effect in 2014, including:

- the apparent "privatization" of the GED;
- mandatory computer-based testing (CBT) at all GED testing centers in New Mexico; and
- the increased cost of the new test.

As a result of this testimony, the committee examined the topic of high school equivalency tests throughout the 2012 interim and endorsed legislation for the 2013 legislative session to remove references to the GED test from statute, replacing the term with the more generic "high school equivalency diploma." Although that 2013 legislation was pocket vetoed, the LESC again endorsed similar legislation for the 2014 legislative session that was successfully enacted.

In order to provide the LESC with background and updates on the topic, this staff report discusses the following:

- 2014 series of the GED;
- memorandum of understanding with GED Testing Service, LLC;
- alternatives to the GED; and
- GED history.

LESC staff have also arranged for presentations from:

- Bertha Jasso, Manager, Adult Basic Education, NMSU-Carlsbad; and
- Dianne Marquez, Dean, Arts and Humanities, New Mexico Junior College.

Finally, this staff report includes the following attachments:

- Attachment 1, Pearson VUE Testing Center, Layout and Environment;
- Attachment 2, Pearson VUE Testing Center, Technical Requirements; and
- Attachment 3, GED Testing Centers.

### 2014 SERIES OF THE GED

The development of the 2014 series of the GED test began in March 2011, when the American Council on Education (ACE) and Pearson PLC issued a press release announcing a joint company – GED Testing Service, LLC. The company, which is based in Washington, DC with additional offices in Minneapolis, Minnesota, is governed by a board of directors composed of four executives from ACE and four executives from Pearson PLC. In this 2011 news release, ACE stated that the GED test, under the newly formed company, would be redesigned to include three primary components:

- 1. a new, more rigorous GED test aligned with Common Core State Standards (CCSS) designed to ensure career- and college-readiness;
- 2. a national test preparation program featuring an expanding array of innovative and personalized learning resources; and,
- 3. a transition network that connects GED test-takers to career and postsecondary educational opportunities.

According to GED Testing Service, LLC, the reasons behind developing a new GED assessment included:

- changes to the educational landscape and workforce that require a new kind of GED test;
- a need to ensure that the GED test credential remains meaningful for adult learners, employers, and postsecondary institutions; and
- the workforce demanding more skill, including familiarity with technology.

According to GED Testing Service, LLC, 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 (see Attachment 1 and Attachment 2); 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.
- College- and Career-readiness:
  - the new GED is said to be aligned with the 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, LLC, are not possible on a paper-based test.
- Cost:
  - ➤ the base price of the new GED test is \$120/test-taker;
  - testing centers are reported to be compensated approximately \$38/test-taker; and
  - in 2012, GED Testing Service, LLC, 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, LLC, 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, LLC, 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 have 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 have 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.

According to the Public Education Department (PED) website:

- there are currently 32 testing centers that administer the GED test in New Mexico (see **Attachment 3**); and
- vouchers worth \$30 are available to students who achieve a certain score on each of the four GED practice tests (note that the cost of the GED practice test is \$6.00 per subject area, or \$24 total).

### MEMORANDUM OF UNDERSTANDING WITH GED TESTING SERVICE

On March 11, 2013, the Secretary-designate of Public Education signed a memorandum of understanding (MOU) with GED Testing Service, LLC, for the administration of the GED test. The MOU specifies August 13, 2012 as the effective date of the agreement, with continuance through December 31, 2013. Further, the MOU automatically renews annually for a term of one year, unless either party – GED Testing Service, LLC or PED – provides 360 days written notice prior to the end of the term.

On September 10, 2014, in response to an LESC staff request regarding the MOU, PED stated the following:

"Currently, the Memorandum of Understanding with the General Education Development (GED) Testing Service is active with PED and automatically renews unless either party requests termination. A Request for Application (RFA) is in its approval phase to solicit responses for PED approval for High School Equivalency (HSE) assessments that are aligned to the Common Core State Standards (CCSS). A term contract(s) is anticipated to begin upon execution of the contract, January 1, 2015, and be effective for three years thereafter. The RFA is anticipated to be released on or about September 26, 2014."

### ALTERNATIVES TO THE GED

At least two companies – Educational Testing Service (ETS) and CTB/McGraw-Hill – have announced similar high school equivalency tests in recent years, as noted during the LESC meeting in July 2013 in which LESC staff and representatives from the following entities presented:

- the Higher Education Department (HED);
- PED;
- NMSU-Grants Adult Basic Education program;
- GED Testing Service, LLC;
- ETS; and
- CTB/McGraw-Hill Education.

At the meeting, ETS discussed plans to release the High School Equivalency Test, or HiSET, in January 2014. The test, ETS representatives testified, is offered in a computer-based and penciland-paper format and costs \$50 per test-taker, which includes the ability to retake the test twice within 12 months at no additional cost. However, it is important to note that despite this testimony, in states that have begun to use the HiSET this year, the cost varies from state to state. For example, students in Massachusetts are required to pay a \$100 fee for the initial battery of HiSET tests, along with a fee of \$9.00 per retest.

ETS representatives also testified that the HiSET will include the following subject areas, similar to those on the GED:

- language arts reading;
- language arts writing;
- mathematics;
- science; and
- social studies.

ETS also reports that these subject areas will be aligned with the CCSS.

Furthermore CTB/McGraw-Hill announced plans to release the Test Assessing Secondary Completion (TASC) in January 2014. The TASC is reported to be aligned with the CCSS, and includes:

- multiple-choice items, at least in the first two to three years after which the company reports that it will offer "enhanced items";
- an extended writing prompt for writing assessments;
- gridded-response items in mathematics; and
- stimulus-based science and social studies multiple choice questions.

CTB/McGraw-Hill representatives reported that the TASC will have comparable pricing to the HiSET at \$52 for the battery of tests and no cost to retake the test; however, also like the HiSET, the cost of the TASC varies from state to state.

In addition, HED staff announced their intent to issue a request for information (RFI) in order to learn about additional options for adult learners to demonstrate high school equivalency. The RFI was issued on July 29, 2013 with a deadline to transmit responses by August 23, 2013; all three companies that presented during the July 2013 LESC meeting – GED Testing Service, LLC, ETS, and CTB/McGraw-Hill – responded to the RFI.

### **GED HISTORY**

According to GED Testing Service, LLC:

- 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.

ALWAYS LEARNING

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.

> 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:

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

- 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."
- 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.





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

### 1. Clear glass viewing window or wall

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

### 2. Live feed video surveillance system

 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

• 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.



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.



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

ALWAYS LEARNING

# **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 <u>System</u> <u>Requirements</u> on page 5.



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.

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.

Note

As of January 1, 2014, new test centers are NOT ALLOWED to install on Windows XP operating systems.

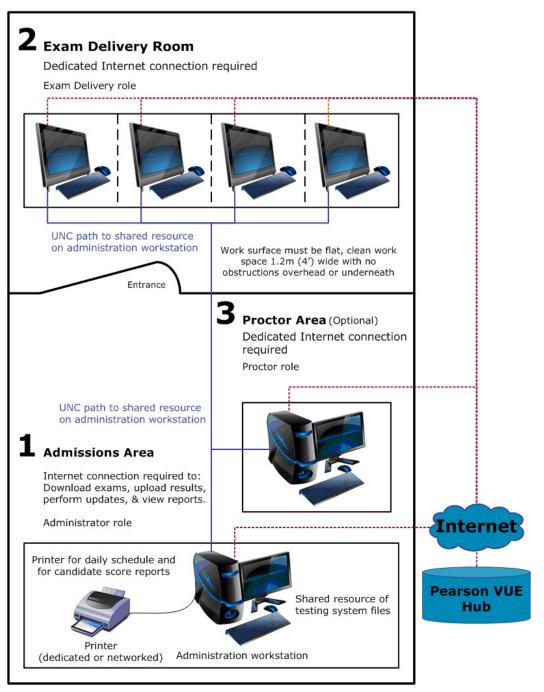
All Exam Delivery, Administration and Proctor workstations must be running on Windows 7 no later than December 31, 2014.

# 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



### 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

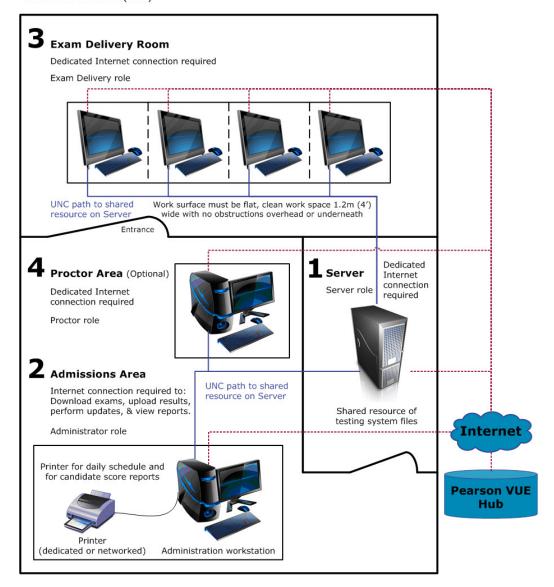
In a Server scenario installation, all exam delivery workstations are connected through a LAN, and a file server provides shared file storage. This is illustrated below. (Server scenario refers to a setup type and is not related to an Operating System.)



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)



# System Requirements

Effective **October 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 pa	ass Genuine Windows Validation.	
Processor	Windows compatible Intel or AMD dual or	Intel: Core 2 Duo series or newer	
110003301	multi-core processor	AMD: Athlon X2 series or newer	
RAM	2GB of RAM	4GB of RAM or more	
	<b>10GB</b> free disk space in NTFS format	50GB free disk space in NTFS format	
Hard Drive	<b>Note:</b> A few specific exams may require as much as <b>150GB</b> ; this is very rare and Pearson VUE will work with you in these cases.		
	Video Adapter must support DirectX 9c	Video Adapter support for DirectX 10 or	
Graphics	or newer.	newer.	
Adapter	<b>128MB</b> of Video RAM.	512MB dedicated Video RAM or more.	
	e connected via <b>DVI</b> , <b>DisplayPort</b> , or		
Display	17" monitor or larger		
Mouse & Keyboard	<ul><li>English QWERTY Keyboard</li><li>2 Button Wheel Mouse</li></ul>		
USB Ports	<ul> <li>4 available USB 2.0 ports for:</li> <li>English QWERTY Keyboard</li> <li>2 Button Wheel Mouse</li> <li>Signature Pad admissions equipment</li> <li>Camera admissions equipment</li> </ul>	<ul> <li>6 available USB 2.0 ports for:</li> <li>English QWERTY Keyboard</li> <li>2 Button Wheel Mouse</li> <li>Signature Pad admissions equipment</li> <li>Camera admissions equipment</li> <li>2 spare ports</li> </ul>	
Network Connection	<b>100-Mbps</b> Full Duplex WIRED connection to the network switch.	<b>1-Gbps</b> Full Duplex WIRED connection to the network switch.	
	<b>Strongly Recommended:</b> 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	As of VTS version 1308 and higher, Internet Explorer 8, 9, & 10 are supported. As of VTS version 1305 and lower, Internet Explorer 7 & 8 is supported.		
Printer	600 DPI Laser Printer with Postscript driver	support	
Additional Software	As of <b>VTS version 1308</b> and higher, <b>.NET 4.0</b> is installed with the VTS software. Windows <b>XP SP3</b> : Microsoft <b>.NET</b> Framework <b>2.0 SP2</b> must be installed. All workstations must have <b>Anti-Virus software</b> installed with a current update.		
	Windows 7 allows for up to 15 simultaneous exam deliveries.		
Additional Notes	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 <b>install</b> the VUE Testing System Platform must have <b>Administrative rights</b> in order to properly install and update the software.		

# Exam Delivery workstation

	Minimum Required	Recommended Specifications		
	Windows 7 Professional or Enterprise (32-bit	Windows 7 Professional or Enterprise		
Operating System	or 64-bit), <b>Windows XP</b> Professional <b>SP3</b> 32-bit	64-bit		
	Note: All Windows Operating Systems must pa	ss Genuine Windows Validation.		
Discourse	Windows compatible Intel or AMD dual or	Intel: Core 2 Duo series or newer		
Processor	multi-core processor	AMD: Athlon X2 series or newer		
RAM	2GB of RAM	4GB of RAM or more		
	Note: 512MB must be available for the softwar	e to function properly.		
	10GB free disk space in NTFS format	50GB free disk space in NTFS format		
Hard Drive	Note: A few specific exams may require as mur Pearson VUE will work with you in these			
	Video Adapter must support DirectX 9c	Video Adapter support for DirectX 10		
	or newer.	or newer.		
Craphico	<b>128MB</b> dedicated Video RAM. All new Delivery workstations must have a Grag	<b>512MB</b> dedicated Video RAM or more.		
Graphics Adapter	(ability to Maintain Aspect Ratio).	Shics Adapter that supports GPU Scaling		
	All new Delivery workstations must have the GPU Scaling feature enabled.			
	All newer computers and monitors should be connected via <b>DVI</b> , <b>DisplayPort</b> , <b>HDMI</b> .			
Display	Required: 17" monitor set at 1024 x 768 resolution in 32-bit color			
Audio	Windows compatible audio playback capability.			
Mouse & Keyboard	<ul> <li>English QWERTY Keyboard</li> <li>2 Button Wheel Mouse</li> </ul>			
	2 available USB 2.0 ports for:	4 available USB 2.0 ports for:		
USB Ports	English QWERTY Keyboard	English QWERTY Keyboard		
	2 Button Wheel Mouse	<ul><li> 2 Button Wheel Mouse</li><li> 2 spare ports</li></ul>		
	100-Mbps Full Duplex WIRED connection to	2 spare ports     1-Gbps Full Duplex WIRED connection		
Network	the network switch.	to the network switch.		
Connection	<b>Strongly Recommended:</b> All machines with VTS Software installed should be in the same Domain or Workgroup, VLAN, and SubNet.			
	• ·			
Internet	Internet bandwidth must support <b>25kbps</b> down / <b>10kbps</b> up per exam delivery	Internet bandwidth support for <b>50kbps</b> down / <b>25kbps</b> up per exam		
Connection	workstation.	delivery workstation.		
Internet	As of VTS version 1308 and higher, Internet	Explorer 8, 9, & 10 are supported.		
Browser	As of VTS version 1305 and lower, Internet	Explorer 7 & 8 is supported.		
Printer	600 DPI Laser Printer with Postscript driver support.			
	As of VTS version 1308 and higher, .NET 4.0 is installed with the VTS software.			
Additional	Windows XP SP3: Microsoft .NET Framework 2.0 SP2 must be installed.			
Software	All workstations must have <b>Anti-Virus software</b> installed with a current update.			
	Note: Windows XP requires Language Packs be			
	The Windows account used to <b>install</b> the VUE Testing System Platform must have			
Additional Notes	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 Note: Windows Operating Systems must p	Windows Server 2008 R2	
Processor Intel: Core 2 Duo CPU series or newer Intel: Core i ser		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	<ul> <li>SATA II Interface Standard or faster Interface Standard.</li> <li><b>50GB</b> available disk space in NTFS format.</li> <li>Note: A few specific exams may require as much as <b>150GB</b>; this is very rare and Pearson VUE will work with you in these cases.</li> </ul>		
Graphics Adapter & Display	Video Adapter must support <b>DirectX 9c</b> or newer. <b>128MB</b> of Video RAM or more. <b>1024 x 768</b> resolution in <b>32-bit color</b> .		
Mouse & Keyboard	<ul> <li>English QWERTY Keyboard</li> <li>2 Button Wheel Mouse</li> </ul>		
	<b>100-Mbps</b> Full Duplex WIRED connection to the network switch.	<b>1-Gbps</b> Full Duplex WIRED connection to the network switch.	
Network	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	As of VTS version 1308 and higher, Internet Explorer 8, 9, & 10 are supported. As of VTS version 1305 and lower, Internet Explorer 7 & 8 is supported.		
Additional Software	Server must have <b>Anti-Virus software</b> installed with a current update. Windows <b>Server 2003</b> and <b>Server 2003 r2</b> : Microsoft <b>.NET</b> Framework <b>2.0 SP2</b> must be installed.		
Additional Notes	The Windows account used to <b>install</b> the VUE Testing System Platform must have <b>Administrative rights</b> in order to install properly. Candidates should never have free access to the Server machine at any time.		

# Prohibited on all workstations and servers

I.	Exam Delivery Workstation	Administration Workstation	Server	
Portable Computers	<ul> <li>Tablets and Smartphones are strictly prohibited.</li> <li>Devices running iOS, Android, or Windows 8 are strictly prohibited.</li> <li>Netbooks and Chromebooks are strictly prohibited.</li> <li>Note: Laptops are strictly prohibited as exam delivery workstations or as servers.</li> </ul>			
Processor	Devices running Ultra Mobile Processors are strictly prohibited. This includes, but is not limited to Intel Atom, AMD NEO CPU lines, and ARM CPUs.			
RAM	Less than <b>2GB</b> of RAM			
Hard Drive	FAT32 File System			
Operating System	<ul> <li>Windows Vista (all flavors and 32-bit and 64-bit versions) strictly prohibited</li> <li>Windows 8 (all flavors and 32-bit and 64-bit versions) strictly prohibited</li> <li>Windows XP 64-bit strictly prohibited</li> <li>Windows Server Operating System strictly prohibited on the Exam Delivery workstations and not supported on Administration workstations</li> <li>Virtual environments are strictly prohibited (e.g., VMWare, Virtual PC, Citrix, Parallels, VirtualBox, etc.)</li> <li>Mac OSX is strictly prohibited</li> <li>Mac hardware running any Operating System is strictly prohibited</li> <li>All Linux/Unix Operating Systems are strictly prohibited</li> </ul>			
Graphics Adapter	Any Graphics Adapter that does not support <b>DirectX 9c</b> or newer. Any Graphics Adapter that has less than <b>128MB</b> of Video RAM.			
Monitor Display	Monitors smaller than 17" are strictly prohibited. Dual monitors are strictly prohibited. KVM switches are strictly prohibited.			
Network	Touch Screen monitors are strictly prohibited. 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	For VTS version 1305 and lower, Internet Explorer 9 & 10 is not supported. For VTS version 1308 and higher, Internet Explorer 7 and below is not supported. Internet Explorer 11 and all other Web browsers are not supported.			
Additional Notes	It is strictly prohibited to install the VUE Testing Syste that does not have Anti-Virus software installed on it.	m Platform on any co	mputer	

### **ATTACHMENT 3**

# **NM** Public Education Department



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Re-Test Fee-Yes \$10.00

Re-Test Fee-No

Albuquerque

Test Center

#### Albuquerque Job Corps 1500 Indian School Rd. NW Albuquerque, NM 87104 Phone: 505-222-4176 Fax: 505-346-2769

**Brookline College** Site #69708 4201 Central Ave. NW Albuquerque, NM 87105 Phone: 505-833-2272 Cell: 936-668-1270 Fax: 505-833-2087

Carrington College 1001 Menaul Blvd. NE Albuquerque, NM 87107 Phone: 505-254-7777 Fax: 505-353-3958 Website

#### Central New Mexico Community College Two Locations:

900 University Blvd. SE

6306 Central Avenue NW Albuquerque, NM 87105

Phone: 505-352-3459

Fax: 505-352-3486

SSC 204 Assessment Albuquerque, NM 87106

5600 Eagle Rock Ave. NE Albuquerque, NM 87113

Phone: 505-224-5263 Fax: 505-224-5269 GED Exam | GED Preparation

National American University 4775 Indian School Road, NE, Suite 200 Albuquerque, NM 87110 Phone: 505-348-3700

Youth Development, Inc. (YDI) Two Locations: 6301 Central Avenue NW

Albuquerque, NM 87105 Phone: 505-352-3432 Fax: 505-352-3400

#### Alamo

Alamo Navajo GED Testing Center HWY 169 Alamo Navajo Reservation PO Box 5907 Alamo, NM 87825 Phone: 575-854-2609 Fax: 575-854-2545

#### Alamogordo

New Mexico State University—Alamogordo 2400 N Scenic Dr Protech Division Alamogordo, NM 88310 Phone: 575-479-4318 Re-Test Fee-No

Re-Test Fee-Yes \$10.00

Re-Test Fee-No

Re-Test Fee-No

Re-Test Fee-No

#### Carlsbad

New Mexico State University—Carlsbad Re-Test Fee-No 1500 University Dr. Carlsbad, NM 88220 Phone: 575-234-9322 Fax: 575-234-9255 Clovis **Clovis Community College** Re-Test Fee-Yes \$10.00 417 Schepps Blvd Clovis, New Mexico 88101 Phone: 575-769-4125 Fax: 575-769-4194 Website Please be aware that our testing hours are Monday - Friday from 9:15 am to 4:30 pm. These hours will not allow all four modules of the exam to be scheduled in one session. We recommend taking two sessions per appointment. Deming Western New Mexico University—Deming 2300 E. Pine Deming, NM 88030 Phone: 575-546-6556 Re-Test Fee-Yes \$10.00 Fax: 575-546-6552 Website Espanola Northern New Mexico College Re-Test Fee-No 921 N. Paseo de Oñate Española, NM 87532 Phone: 505-747-2154 Farmington San Juan College Re-Test Fee-No 4601 College Blvd Information Technology Center Room 7120D Farmington, NM 87402-4699 Phone: 505-566-3139 Fax: 505-566-3455 Website Gallup University of New Mexico—Gallup North Campus Adult Education Re-Test Fee-No 425 N. 7th Street Gallup, NM 87301 Phone: 505-726-6310 Fax: 505-722-2173 Grants New Mexico State University—Grants 1500 Third Street Re-Test Fee-No Grants, NM 87020 Phone: 505-287-6642 Fax: 505-287-2329 Website Hobbs New Mexico Junior College Re-Test Fee-No 5317 Lovington Highway Hobbs, NM 88240 Phone: 575-492-2592 Fax: 575-492-2594 Website Las Cruces Dona Ana Community College Re-Test Fee-Yes \$10.00 2800 N Sonoma Ranch Blvd Student Resource Building Room 105 Las Cruces, NM 88011 Phone (575) 528-7294 Fax (575) 528-7297 Website Los Lunas University of New Mexico-Valencia Re-Test Fee-Yes \$10.00 280 La Entrada Road Los Lunas, NM 87031 UNM Valencia #69309 Phone: 505-925-8560 Fax: 505-925-8901 Website Moriarty

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Moriarty Community Library Re-Test Fee-No 202 S. Broadway Street P.O. Box 3588 Moriarty, NM 87035 Phone: 505-832-2513 Fax: 505-609-8262 Navajo New Life Learning Center Navajo Route 12 Mill Rd Navajo, NM 87328 Re-Test Fee-No Phone: 505-777-2688 **Rio Rancho Central New Mexico Community College** Re-Test Fee-No 2601 Campus Blvd. NE Rio Rancho, NM 87144 Phone: 505-224-5263 Fax: 505-224-5269 GED Exam | GED Preparation Roswell Eastern New Mexico University—Roswell Re-Test Fee-No 52 University Blvd. Roswell, NM 88203 Phone: 575-624-7227 Fax: 575-624-7331 Website Ruidoso Eastern New Mexico University Re-Test Fee-Yes \$10.00 709 Mechem Dr. Ruidoso, NM 88345 Phone: 575-257-3012 Toll-free: 800-934-ENMU Fax: 575-257-9409 Website facebook.com/enmuruidoso Santa Fe Santa Fe Community College Re-Test Fee-No 6401 Richards Avenue Santa Fe, NM 87508 Phone: 505-428-1910 Website Shiprock Dine College Re-Test Fee-Yes \$10.00 1228 Yucca St. PO Box 580 Shiprock, NM 87420 Phone: 505-368-3565 Fax: 505-368-3570 Silver City Western New Mexico University—Silver City Re-Test Fee-Yes \$10.00 1000 College Ave. PO Box 680 Silver City, NM 88062 Phone: 575-538-6400 Fax: 575-538-6494 Website

#### Socorro

Socorro Consolidated 700 Franklin St. Socorro, NM 87801 Phone: 575-835-0300 Fax 575-835-1682

#### Taos

University of New Mexico—Taos 1157 County RD 110 Ranchos de Taos, NM 87557 Phone: 575-737-3694

#### **Truth or Consequences**

 Western New Mexico University—T or C

 601 Sunset St.

 Truth or Consequences, NM 87901

 Phone: 675-894-9050

 Fax: 575-894-8036

 Website

Tucumcari

Re-Test Fee-Yes \$10.00

Re-Test Fee-No

Re-Test Fee-No

	Mesalands Community College 911 South Tenth St. Tucumcari, NM 88401 Phone: 575-461-1901 or 575-461-4413 ext 123 Fax: 575-461-1901 Institutions—Correctional Facilities	/Juvenile Detention	Re-Test Fee—Yes \$10.00	
	NM Prison Facilities Cibola County Correctional Center (Grants) John Paul Taylor Center (Las Cruces) New Mexico Juvenile Detention Center (Albu Foothill High School (Albuquerque)	rdneudne)	Closed to the Public Closed to the Public Closed to the Public Closed to the Public Closed to the Public	
SUSANA MARTINEZ				SC

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