
HiSET[®] Test Taker
BULLETIN
Effective September 2017

The Future Starts Here



Expanding Opportunities. Changing Lives.
The *HiSET*[®] Exam

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What is the HiSET® exam?

The HiSET® (the High School Equivalency Test) exam is a high school equivalency testing program that will help you take the next step toward a college degree or a rewarding career. Educational Testing Service (ETS) and the Iowa Testing Programs created the HiSET program to provide you with a more affordable, more accessible alternative to other high school equivalency tests. You can earn the credentials you need to continue your education or to succeed in the workplace.

More flexible. The HiSET program is available in English or Spanish and in paper-based and computer-based format; the computer-based exams feature a test-taker-friendly design. The program also provides a number of accommodations for test takers with disabilities and health-related needs. Please check with your local test center for availability.

More accessible. You can take the HiSET exam at any of your state's or jurisdiction's existing test centers, so you can choose the one that's most convenient for you. The staff at your test center can help you devise the best testing plan to fit your needs.

More affordable. Not only does the HiSET exam cost less than other tests, but you get more for your money — including free practice tests to help you prepare as well as two retests* within a 12-month period of your original subtest purchase date.

How much does the HiSET exam cost?

Each HiSET subtest costs \$10. There may be additional fees applied by your state, jurisdiction and/or test center. To learn more about your state's or jurisdiction's fees and policies, please check the **Requirements by State** section online at <http://www.HiSET.ets.org/>.

*Please check your state or jurisdiction's policies for retest options.

How can I pay for the HiSET exam?

There are three ways you can register online for the HiSET program if you don't have a checking account or credit card.

1. USE A PREPAID PAYPAL MY CASH CARD TO FUND A PAYPAL ACCOUNT

Before registering for the test:

1. If you do not already have a PayPal account, go to www.paypal.com to sign up. You will not need to link to a bank account, credit card or other funding source at this stage.
2. To find a participating PayPal My Cash Card retailer, go to www.paypal.com/cash.
3. Go to the retailer, pick up a PayPal My Cash Card, decide how much money you want to put on it and purchase it at the register. There is usually a service fee to purchase a card from the retailer.
4. To add the money to your PayPal account, log in to PayPal at www.paypal.com/cash. Click on the "Load Funds Now" tab under to top navigation bar. Follow the simple instructions to load money from the PayPal My Cash Card to your PayPal account. Please be advised that you will need to provide personal information to verify your identity the first time you use this option. Go to https://www.paypal-cash.com/how_it_works.html to see how it works.

To register for the test:

5. Log in to your HiSET account and start the registration process. When you are prompted to make a payment, select PayPal as your payment method.
6. Follow prompts to complete payment using the funds now available in your PayPal account.

For more information on using a PayPal My Cash Card to fund a PayPal account, go to <https://www.paypal-cash.com/faqs.html>.

2. USE A VISA, MASTERCARD OR AMERICAN EXPRESS GIFT CARD

Before registering for the test:

1. Go to a participating retailer that carries prepaid gift cards. Pick up a Visa, Mastercard or American Express gift card in the denomination that you desire and purchase it at the register. There is typically a service fee (varies by type of card) to purchase the card from the retailer.

To register for the test:

2. Log in to your HiSET account and start the registration process. When you are prompted to make payment, select "Credit Card" as your payment method.
3. Follow prompts to complete payment using the funds from your prepaid gift card.

For more information on prepaid gift cards go to:

<https://usa.visa.com/pay-with-visa/cards/card-finder/gift-finder-page.html>

<http://www.mastercard.us/prepaid-gift-card.html>

<https://www.americanexpress.com/gift-cards/>

3. OPEN A FREE CHECKING ACCOUNT AND USE THE ELECTRONIC CHECK OPTION

Before registering for the test:

1. Go to a bank that offers a free checking account option. Open a free checking account and deposit funds into the account.

To register for the test:

2. Log in to your HiSET account and start the registration process. When you are prompted to make a payment, select "Electronic Check" (eCheck) as your payment method.
3. Follow prompts to complete payment using the funds from your checking account. You will need to provide the following information from your checking account:
 - a. Bank account number
 - b. Preprinted check number (optional)
 - c. Bank (or American Banking Association) routing and transit number

For more information on electronic check options, go to <http://www.HiSET.ets.org>.

What will I be tested on?

The HiSET exam lets you demonstrate that you have attained the knowledge equivalent to a high school graduate. It consists of five subtests that measure your knowledge in five core areas:

- **Language Arts–Reading:** contains 40 multiple-choice questions and measures your ability to understand, comprehend, interpret, and analyze a variety of reading material.
- **Language Arts–Writing:** contains two sections of 51 multiple-choice and one essay question, and measures your ability to edit and revise written text, and to generate and organize ideas in writing.
- **Mathematics:** contains 50 multiple-choice questions and assesses your ability to solve quantitative problems using fundamental concepts and reasoning skills.
- **Science:** contains 50 multiple-choice questions and measures your ability to use science content knowledge, apply principles of scientific inquiry, and interpret and evaluate scientific information.
- **Social Studies:** contains 50 multiple-choice questions and measures your ability to analyze and evaluate various kinds of social studies information.

The HiSET program offers free and low-cost options to familiarize you with both the exam questions and the computer-delivered testing experience. Visit <http://HiSET.ets.org/prepare/overview>.

How do I register for the HiSET exam?

Before you schedule an appointment to take the HiSET exam, please read the following information carefully so you understand the process and policies.

1. Check to see if your state or jurisdiction offers the HiSET exam

Please visit the HiSET website (<http://www.HiSET.ets.org>) and check to be sure the HiSET exam is offered in your state or jurisdiction. You should also review your state's or jurisdiction's eligibility requirements, which are available on the same website. Some states or jurisdictions require you to be a minimum age or a resident of that state or jurisdiction, or to take a preparation course before taking the exam. In addition, fees and retesting rules will vary by state or jurisdiction.

2. Create a My HiSET account

Whether you plan to schedule your appointment through the test center or online, we encourage you to create an account through the HiSET Information and Registration Portal. With a My HiSET account, you can easily find available test centers, check your registration information, view scores and more. You can set up the account yourself, or test center personnel can help you create your account.

The HiSET Portal is an online system designed to allow test takers to log on and conduct many of the activities related to taking the test. Test takers are able to create and manage their HiSET Profile and access their Score Reports in the HiSET Portal. In states or jurisdictions that opt to offer test-taker self-service for registration and scheduling, test takers will also be able to make an appointment to take a test at a particular center on a particular day and to pay for the test. To create your My HiSET account, visit <http://www.HiSET.ets.org/>.

3. Review all the information on fees and refund

You should review the HiSET testing fees, see which forms of payment are accepted and read the refund policies before you schedule a test. Fees and other policies may vary by state or jurisdiction. Check with your testing center or see the Requirements by State section on the website. You can also review the "What if I need a refund?" section in this *Bulletin*.

4. Select a test center and date

You can call a test center near you to check available test dates. In some states or jurisdictions, you can find available test dates and times online through your My HiSET account. You can search for a test center in your state or jurisdiction, on our website at <http://www.HiSET.ets.org>. Just enter your ZIP code and choose whether you're looking for paper- or computer-based tests. You can also search by test center name if you're looking for a specific location.

5. Request disability accommodations if necessary

If you have a disability or health-related need and require testing accommodations, you must request your accommodations through ETS before you can schedule an appointment. The approval process can take six weeks or more, so be sure to allow enough time before your desired test date. Please refer to the sections on "How to request accommodations" or "Health-related Needs and Minor Accommodations" for instructions.

6. Schedule your test

Once you are ready to take the test, you can schedule your testing appointment through your test center by calling ETS customer service, or, in some states or jurisdictions, online through your My HiSET account. You can take all five tests in one day if the test center has availability, or you can schedule them across more than one day. Be sure to read the policies in this *Bulletin* on rescheduling, canceling or retaking the test as well.

7. Prepare for test day

Use the HiSET Study Companion to help get ready for test day, review what to bring to the center, including proper identification, and find out what to expect on test day. You can also visit <http://HiSET.ets.org/prepare/overview> for more information and resources.

Why do I need a My HiSET account?

Creating a My HiSET account gives you quick, easy access to all of your HiSET exam information. With an account, you can search for test centers, dates and times based on seat availability. If you schedule an appointment online, you'll get immediate confirmation.

With a My HiSET account, you can also:

- schedule and pay for each subtest*
- view your appointment confirmation
- reschedule or cancel a test*
- view your account history
- view your scores
- update your profile information

If you're unable to create an account or you need help, contact your test center. Test center staff can create an account for you. You can also contact ETS Customer Service at 1-855-MyHiSET.

NOTE: When you create your My HiSET account, the name you use to register must exactly match the name on your identification that you bring with you on test day.

* Scheduling options vary depending on the state or jurisdiction in which you are taking the test. In some states and jurisdictions, your test center administrator can schedule the test for you.

How do I schedule an appointment to take the HiSET exam?

Registration can be completed online or at a testing center depending on the state or jurisdiction you live in. To find out where your state or jurisdiction requires you to register, go to <http://www.HiSET.ets.org> or call ETS at 1-855-MyHiSET or 1-855-694-4738. You will need the following information when you contact ETS: your name, your date of birth and your ETS ID #.

Scheduling your HiSET exam

You can take all five HiSET subtests on the same day, or you can schedule the subtests in any order you choose, and at your own pace so you have time to prepare for each test. There are three basic steps you need to take to schedule a HiSET exam appointment.

1. Before you schedule your appointment, view the requirements for taking the HiSET exam in your state or jurisdiction. You need to agree that you meet these eligibility requirements when scheduling to take the HiSET exam.
2. Next, find a test center near you.
3. Finally, once you have found a local test center, schedule your appointment. How you schedule depends on what state or jurisdiction you are in. Some states and jurisdictions only allow scheduling through test centers, while other states and jurisdictions have the following three options:
 - schedule online through your My HiSET account
 - call ETS customer service at 1-855-MyHiSET or 1-855-694-4738
 - contact the test center where you want to test

NOTE: You must contact ETS to schedule your appointment if you have a disability or health-related need and require testing accommodations.

If you schedule online

If you are scheduling online, you may pay by:

- debit card or credit card (American Express®, Discover®, MasterCard®, VISA® and JCB)
- PayPal®
- eCheck

You must pay for the test at the time you schedule it, so you can't pay with cash. However, if you only have cash, you may process it in one of the following ways:

- purchase a prepaid PayPal My Cash Card and fund a PayPal account
- purchase a Visa, MasterCard or American Express gift card
- open a free checking account and pay with an electronic check (eCheck)

If you schedule by phone

If you are scheduling by phone, you can pay by:

- debit card or credit card (American Express, Discover, MasterCard, VISA and JCB)
- eCheck

Please note that you can't use a PayPal account to pay over the phone.

What are the requirements for taking the HiSET exam?

HiSET testing requirements and policies vary by state or jurisdiction. Some states and jurisdictions require you to be a minimum age or resident of that state jurisdiction, or to take a preparation course before taking the exam. In addition, fees and retesting rules may vary by state or jurisdiction. Visit the HiSET website at http://HiSET.ets.org/test_takers to find out your state or jurisdiction requirements.

NOTE: Before you schedule an exam, it is important that you read and understand the policies for the state or jurisdiction where you plan to take it. If you do not see your state or jurisdiction listed on the HiSET website, your state or jurisdiction may not offer the HiSET exam yet. Check with your state's or jurisdiction's high school equivalency office to see what your options are.

Do you provide accommodations for test takers with disabilities or health-related needs?

Accommodations are available for test takers with diagnosed disabilities that include, but are not limited to:

- Attention deficit/hyperactivity disorder
- Psychiatric disabilities
- Learning disabilities
- Physical disorders/chronic health disabilities
- Intellectual disabilities
- Hearing and visual impairment

Commonly approved accommodations for paper- and computer-based tests include, but are not limited to:

Testing Accommodation	PBT	CBT
Extended time	✓	✓
Separate room	✓	✓
Audiocassette or other form of recorded audio	✓	
Large print	✓	
Screen magnification		✓
Scribe or keyboard entry aide	✓	✓
Additional supervised break time	✓	✓
Sign language-interpreted instructions for deaf or hard-of-hearing test takers	✓	✓
Reader	✓	✓
Braille	✓	
Refreshable Braille		✓
Screen Reader		✓

If you have a disability or health-related need and require testing accommodations, you must request your accommodations through ETS before you schedule an appointment to take a HiSET exam. The approval process can take six weeks or more, so be sure to allow enough time before your desired test date.

What will happen on test day?

Regardless of where you take the HiSET® exam, you need to schedule your appointment ahead of time. Be sure to arrive at the testing center with plenty of time before the test starts; at least 15 minutes prior to testing is recommended for both paper-based and computer-based exams. If you arrive late, you may not be admitted into the testing session and your test fees will not be refunded. If you arrive too late to test and the appointment was one made using one of your retake credits, the credit will not be returned to you. The testing session will be actively monitored by test center staff. This includes staff walking around and entering and leaving the testing room.

Checking in

When checking in, you will be asked for identification. Your ID must have four things:

1. your name exactly as it is entered on your registration and appointment confirmation
2. your signature
3. your date of birth
4. a recent, recognizable photograph

If the test center administrator questions your first ID, you will be asked to provide a second ID that matches the above requirements. Please make sure to review all the sections regarding ID requirements found within the “What will happen on test day?” section of this *Bulletin*.

The HiSET exam administration is strict in its standards.

- Your identification will be verified at check-in and then each time you enter the testing room.
- Seating is assigned.
- No food or drinks are allowed in the testing session, so be sure to eat and drink before you arrive.
- The test center provides everything you need to take the test, including the test booklets and answer sheets, scratch paper, calculators (if applicable), and pencils.
- If you have a problem with your computer when you take your test or if you have a general question about the test process, raise your hand to get the test center administrator’s attention.
- Each test is timed for a specific amount of time and you may not leave the testing session until the test administrator dismisses you for a scheduled break or at the end of all of your testing for the day.
- Testing premises are subject to videotaping.
- Weapons or firearms are not permitted in the test center.

What should I bring with me on test day?

On the day of your test, you will need to bring the following items to the test center:

- Acceptable and valid ID as required by your state or jurisdiction
- Payment for the test center administration fee (if applicable)
- Layered clothing so you can adapt to a range of room temperatures
- Certain states and jurisdictions may require you to bring a copy of your practice test; again, please check the requirements of the state or jurisdiction in which you want to test.

Your state or jurisdiction may have additional requirements. For more information, please contact your test center or review your state or jurisdiction requirements in this *Bulletin*.

You cannot take any other materials into the testing room, including:

- Any phone, PDAs and other electronic, recording, listening, scanning and photographic devices
- Calculators that have been brought in by the test taker
- Books, pamphlets or notes
- Highlighter pens
- Mechanical pencils or pens
- Mechanical erasers
- Stereos or radios with headphones
- Watch alarms (including those with flashing lights or alarm sounds)
- Watch calculators
- Rulers
- Dictionaries (including electronic)
- Translators
- Papers of any kind

Also, you may not use or access your cell phone during the test or during breaks to check messages, make a call or to check the time. Test takers with accommodations may be allowed to bring certain items listed above, such as highlighter pens or rulers.

Scratch paper

You will receive three pieces of scratch paper before you begin the test. You cannot remove a page or a portion of the scratch paper and must return all three pieces in their entirety when you are finished testing. If you are observed using any unauthorized documents or unauthorized papers other than the designated scratch paper by the test administrator, they will be confiscated.

Breaks

Test takers who are taking multiple subtests in one day can take a break between subtests. Timing will not stop if you take an unscheduled break, so you should be prepared to proceed with your test without interruption once it begins. If you take an unscheduled break, you will not be able to access the following items: phones, calculators, books, pamphlets, notes, watches, dictionaries, translators and papers of any kind. Friends or relatives who accompany you to the test center are not permitted to wait in the test center or be in contact with you while you are taking the test. Communication in any form is not permitted during the test administration, including breaks.

Head coverings and headgear

Head coverings (headgear) worn for religious or medical purposes are permitted. Typical head coverings may include hats, turbans, scarves and yarmulkes. You may not remove or put anything into the head covering during the test.

Misconduct

Both order and security must be maintained at the test center; therefore, if you fail to adhere to the policies of the test center and/or cause a disturbance you may be dismissed from the testing session, your scores will not be reported and your test fee will be forfeited. Some examples of misconduct include:

- accessing or using testing aids
- giving or receiving information
- discussing the content of the test
- creating a disturbance during the test session
- taking the test for someone or having someone take the test for you
- failing to follow instructions of the test center staff
- bringing a weapon or firearm into the test center
- removing or attempting to remove test content from the test center. Under no circumstances may test content or any part of the test content be removed, reproduced and/or disclosed by any means (e.g., hard copy, verbally, electronically) to any person or entity.

NOTE: Discussion or sharing of test content or answers during the test administration, during breaks, and after the test is prohibited.

HiSET ID requirements

NOTE: The ID requirements below are ETS's requirements. Your state or jurisdiction may have additional ID requirements or policies. For more information, contact your test center or check your state or jurisdiction requirements online.

With few exceptions, ID documents must meet all of the following requirements. Each ID document must:

- be an original, government-issued ID document that is current, acceptable and valid as required by your state or jurisdiction; photocopied documents or ID documents presented at the center on a cell phone or any other electronic device are not acceptable
- bear your full name, date of birth, a recent and recognizable photograph and signature
- name must exactly match as entered on your registration and appointment confirmation

Primary ID requirements

The following government-issued ID documents are acceptable for admission to a test center within your country of citizenship:

- Passport
- Driver's license or temporary license
- State or Province ID card (including those issued by the motor vehicle agencies)
- National ID card
- Military ID card
- Tribal Education Card

Supplemental ID documents

You should provide a supplemental ID if the test center administrator questions the primary ID document and/or if the primary ID document is otherwise acceptable but does not have your full name, date of birth, photograph or signature.

- Supplemental ID documents may not be used to resolve last name discrepancies. The last name on a test-taker's primary ID must match (excluding hyphens, accents and spaces) the name on his or her registration confirmation.
- The following ID documents are generally acceptable as supplemental ID:
 - Government-issued ID card (including, but not limited to, those listed under Primary ID Documents earlier in this section)
 - Student ID card

Unacceptable ID documents

The following documents are not acceptable as primary or supplemental ID under any circumstances:

- Any document that is photocopied
- International driver's license
- Draft classification card
- International student ID
- Credit/debit card of any kind
- Notary-prepared letter or document
- Birth certificate
- Social Security card
- Any document that is not recognized by a government agency

Driver's license renewals

If your driver's license has expired but you present it along with your original Department of Public Safety renewal certificate, these two documents together are acceptable if the names on both documents match exactly. If you are issued a temporary paper license in lieu of a renewal certificate, it is acceptable only if it is accompanied by a supplemental ID.

If you obtain a U.S. military ID, and the expiration of your driver's license has been extended or deferred by the issuing state, the license can be used as supplemental ID along with your U.S. Military ID. Depending on the state, the extension or deferral may consist of either a sticker affixed to the license, the designation "military" printed in place of an expiration date, or a separate document carried with the license, usually with a notation that the driver's license is valid until a specific time period after discharge from service.

How do I reschedule my HiSET testing appointment?

If you cannot attend your testing appointment for whatever reason, you can reschedule it. In some states and jurisdictions, you must contact your test center to reschedule. In other states and jurisdictions, you can also do it online through your My HiSET account or by calling ETS customer service at **1-855-MyHiSET** or **1-855-694-4738**.

If you have a disability or health-related need and you require testing accommodations, you must call ETS to reschedule your appointment.

For more information about how you can reschedule an appointment in your state or jurisdiction and to see your state's or jurisdiction's rescheduling policies, visit <http://www.HiSET.ets.org/>.

Policies

- To avoid forfeiting your test fee, you must reschedule your test date by 11:59 p.m. (local time) the day before your appointment.
- Appointments must be rescheduled within 12 months of the original date that you scheduled your appointment.
- Testing fees and registrations are not exchangeable between paper-based and computer-based tests. For instance, if you scheduled a paper test and need to take a computer test instead, you must cancel the paper test and schedule a new computer testing appointment.

NOTE: Not all test centers offer computer-based tests. Please confirm that your testing center offers computer-based testing before you cancel your paper-based test.

What if I need a refund?

Refund policies may vary by state or jurisdiction. For more information, view your state's requirements at <http://www.HiSET.ets.org/>.

You must cancel your testing appointment by 11:59 p.m. (local time) the day prior to your scheduled exam date to be eligible for a refund. For example, if your test date is Friday, June 2nd, the deadline to cancel is Thursday, June 1st at 11:59 p.m. local time.

Appointments may be canceled or rescheduled due to events outside your control. Please refer to the section on "Exception cases" for more information about refund eligibility when this happens.

Refund policy

The test refund policy is as follows:

- **Test Fee:** You are eligible for a full refund of your test fee if you cancel by 11:59 p.m. (local time) one day prior to your appointment.
- **State or Test Center Fee:** You are not eligible for a state or test center fee refund. State and test center fees are nonrefundable.

Refund rules

- If you are absent from or arrive too late to take the test at the test administration for which you are scheduled, you are not entitled to a refund. **If the missed appointment was one made using one of your retake credits, the credit will not be returned to you.**
- All refunds are in U.S. dollars.
- Credit/debit card and PayPal payments will be credited back to that account.
- eCheck payments will be mailed to you. Please allow eight weeks after your canceled test date for your refund to be processed.

Exception cases

Exception cases refer to:

- events caused by ETS or the test center
- events beyond the control of all parties

They are handled and evaluated for refund eligibility on a case-by-case basis. ETS understands events may occur outside of the test-taker's control and has processes in place to evaluate and approve refunds for ETS-collected HiSET test fees.

Whom should I contact if I have a complaint or issue?

Test Center complaints

If you think the conditions at your test center prevented you from performing adequately during your exam, and you wish to make a formal complaint, you should contact ETS and describe the problem. Complaints communicated to the test center staff only will not receive a response from ETS. Please provide a detailed description of your complaint, including the name and address of the test center, as well as your test date. Complaints must be received in writing no later than seven (7) business days after the testing date involved. Complaints received after this period will not be accepted.

Complaints regarding computer-based test centers should be mailed to:

ETS – the HiSET Program
CBT Complaints
PO Box 6666
Princeton, NJ 08541-6051
Fax: **1-866-387-2602**

Complaints regarding paper-based test centers should be mailed to:

ETS
HiSET Test Administration Services
PO Box 6666
Princeton, NJ 08541-6666
Fax: **1-609-771-7710**
Email: HiSETTAS@ets.org

Test question issues

If you think there is an error in a test question that affects your response, tell the test administrator as soon as you finish the test, and immediately write to:

ETS
HiSET Program Test Question Inquiries
PO Box 6667
Princeton, NJ 08541-6667

In your letter you must include the following information:

- Name and address of the test center
- Test date
- Name of test and which subject
- Section, number and content of the question

Contact information

For help scheduling an appointment

If you need help scheduling your HiSET testing appointment, you can:

- Contact your test center. Test centers can also provide information on how to prepare for the exam and get ready for test day.

Contact ETS customer service at 1-855-MyHiSET or 1-855-694-4738

- If you have a disability or health-related need and require testing accommodations, you must contact ETS to schedule or change your appointment. Please review the Accommodations for Test Takers With Disabilities or Health-related Needs section in this *Bulletin*.

General help

Contact ETS if you need further assistance, including help signing in to your account or resetting your password.

In order to confirm your identity, you will need to provide your name, address, date of birth and phone number as well as one of the following:

- Test Taker ID
- appointment number
- order number
- email address
- last four digits of your Social Security number (if applicable)

ETS customer service representatives cannot give personal information to anyone other than the test taker, including relatives or friends. Privacy laws require that requests to update or release information of a PERSONAL nature (such as identification, address and account history) come directly from the test taker only. If you are NOT the test taker, our representatives must limit their assistance to GENERAL information.

Phone: 1- 855-MyHiSET (toll-free)
1-855-694-4738
Monday–Friday, 8 a.m. – 11 p.m. (Eastern Time)

Email: HiSET@ets.org

Fax: 609-882-9693
855-774-9615 (toll-free)

Accommodations for test takers with disabilities or health-related needs

ETS is committed to serving test takers with disabilities or health-related needs by providing services and reasonable accommodations that are appropriate given the purpose of the test. Testing accommodations are available for test takers who meet ETS requirements.

All requests for accommodations must be approved in accordance with ETS policies and procedures and must be made on the **HiSET TESTING ACCOMMODATIONS REQUEST FORM** found within this *Bulletin*, or online through your HiSET profile. If you have a health-related need that requires you to bring equipment, beverages, or snacks into the testing room, or take extra or extended breaks, you must follow the accommodations request procedures. Please refer to the "HEALTH RELATED NEEDS AND MINOR ACCOMMODATIONS" section of this *Bulletin* for instructions.

All test takers requesting any accommodations on HiSET must register through ETS Disability Services.

All questions related to accommodations decisions should be sent directly to ETS Disability Services by email or mail. Please refer to the following contact information section for instructions.

ETS HiSET Disability Services

Monday – Friday and all test days
8:30 a.m. – 5 p.m. EST (New York)

Phone: 1-855-802-2748 (toll-free in the United States, American Samoa, Guam, Puerto Rico, U.S. Virgin Islands and Canada)
1-609-359-5615 (all other locations)

Fax: 1-609-240-0525

Email: HiSetSSD@ets.org

Website: <http://HiSET.ets.org/tcs-ae/test-administration/disabilities/>

Mail: ETS HiSET Disability Services
PO Box 6054
Princeton, NJ 08541-6054

Courier Service: ETS HiSET Disability Services
225 Phillips Boulevard
Ewing, NJ 08628-1426

To obtain HiSET materials in Spanish:

Phone: 1-609-359-5616

Toll-free: 1-855-598-4143

How to request accommodations

To request accommodations, follow these five steps:

STEP 1: DETERMINE YOUR ACCOMMODATIONS

NOTE: This is not a full list of the accommodations provided. If you would like to request accommodations other than those listed below, you must describe them in Part II of the *HiSET TESTING ACCOMMODATIONS REQUEST FORM* found within this *Bulletin*, or online through your HiSET profile.

Extended Testing Time (all tests are timed)

- 25 percent (time and one-quarter)
- 50 percent (time and one-half)
- 100 percent (double time)

Extra Breaks—Breaks are not included in testing time (can be used for medication, snacks, trips to the restroom, etc.).

Accommodations for Computer-Based Tests (CBT)

- Screen magnification
- Selectable background and foreground colors
- Screen reader (i.e., JAWS)
- Refreshable braille

Alternate Test Formats

- Braille*
- Large-print test book (larger than 14-point)*
- Large-print answer sheet (larger than 14-point)*
- Recorded audio

Assistance

- Reader
- Scribe

Assistance for Spoken Directions

- Oral interpreter**
- Sign language interpreter**
- Printed copy of spoken directions

Assistance for Note Taking

- Braille slate and stylus*
- Perkins Braille*

* Only applicants who are blind or have low vision

** Only applicants who are deaf or hard-of-hearing

HEALTH-RELATED NEEDS AND MINOR ACCOMMODATIONS

“Health-related needs” refers to any of a variety of medical conditions that impact a major life activity, such as those affecting digestion, immune function, respiration, circulation, endocrine functions, etc. Documented health needs include conditions such as diabetes, epilepsy, and chronic pain.

Some of these documented health needs require **only minor accommodations**. Minor accommodations include, but are not limited to, special lighting; an adjustable table or chair; extra breaks for medication or snacks; or a separate room if food, beverages, or glucose testing materials are necessary during the test session.

If you require minor accommodations, you must submit:

- **Part I, Part II and Part III of the HiSET TESTING ACCOMMODATIONS REQUEST FORM** located within this *Bulletin*, or online through your HiSET profile.
- a **letter of support** from a medical doctor or other qualified professional stating the nature of the condition and the reason for the minor accommodation requested (a note from a prescription pad is not acceptable). Your letter of support can be submitted either by mail, email, or online through your HiSET profile. For more information and details on the letter of support for minor accommodations, please visit the ETS Disabilities Service web page at www.ets.org/disabilities/documentation/.

Some medical aids do not require approval for accommodations. These aids include, but are not limited to, those necessary for you to ambulate (cane, crutches, wheelchair, walker, prosthetic limb, service animal) or communicate (hearing aid, voice amplifier) or that are otherwise required for health reasons (inhaler, heart rate monitor). If you require these types of medical aids, you do not need to request accommodations. If you wear an insulin pump, you do not need to request accommodations unless your pump is especially noisy. If it is, it's a good idea to request accommodations for a separate room so the noise doesn't disturb the other test takers.

STEP 2: READ THE REGISTRATION *BULLETIN* AND HISET WEBSITE

Check the HiSET website to get information about which format of the test is offered in your area.

STEP 3: FORMS AND DOCUMENTATION TO INCLUDE WITH YOUR REQUEST

A fully executed copy of the **HiSET TESTING ACCOMMODATIONS REQUEST FORM**. This form can be found within the *Bulletin*, or online through your HiSET profile.

- **Part I — Applicant Information**
Complete this section and sign the Applicant's Verification Statement.
- **Part II — Testing Accommodations Requested**
Complete this section identifying your requested accommodations. If you are requesting accommodations other than those listed in Part II, you must describe them under "Other Accommodations."
- **Part III — Documentation Requirements**
Complete this section, identifying the disability documentation you are submitting.

USING PREVIOUSLY APPROVED ACCOMMODATIONS

If you are requesting accommodations on HiSET within one year of the date of your approval for accommodations on the GED, submit a copy of that approval letter with your request.

DEADLINE FOR ACCOMMODATIONS REQUESTS

Your request for accommodations should be submitted as early as possible, especially if you are requesting an alternate test format. Documentation review takes approximately six weeks once your request and all of your paperwork has been received. ETS is committed to producing alternate test formats as quickly as possible; however, production times may vary.

STEP 4: COLLECT YOUR DISABILITY DOCUMENTATION

All HiSET test takers requesting accommodations must submit disability documentation with their request for accommodations. Part III of the HiSET Request for Accommodations form lists acceptable forms of documentation. An IEP or 504 Plan may be used in the following circumstances:

- Your disability is a learning disability, ADHD, intellectual disability, and/or autism spectrum disorder (including Asperger's Syndrome); and
- You are requesting only 50% extended time and/or breaks; and
- The IEP or 504 Plan clearly states that you received extended time on tests; and
- The IEP or 504 Plan is no more than five years old.

If you do not meet **all** of these requirements, complete documentation as outlined on Part III and in the ETS documentation guidelines is required. You can find the documentation guidelines at <http://HiSET.ets.org/tcs-ae/test-administration/disabilities/>.

STEP 5: SUBMITTING YOUR REQUEST TO ETS

Submit completed forms including all the appropriate documentation by one of the following methods or online through your HiSET profile:

Mail: ETS HiSET Disability Services
PO Box 6054
Princeton, NJ 08541-6054

Courier: ETS HiSET Disability Services
225 Phillips Boulevard
Ewing, NJ 08628-1426

Email: disability.reg@ets.org

Documentation review takes approximately six weeks after ETS receives all necessary documentation. If additional documentation must be submitted, another six weeks may be required from the time the new documentation is received until the review is complete.

NOTE: An incomplete application WILL cause a delay in processing your request.

HOW TO REGISTER ONCE YOUR REQUEST IS APPROVED

ETS will send you an authorization letter confirming the accommodations that have been approved for you. This letter will serve as your admission ticket on test day.

The authorization letter will include instructions that you must follow to schedule your test. **Do not schedule a computer-based test (CBT) test until you receive your authorization letter.** When scheduling your test, be prepared to provide the information contained in the letter.

CHANGE REQUESTS AND TEST CANCELLATION

For policies regarding change requests and test cancellations, please refer to the section on “How do I reschedule my HiSET testing appointment?” found within this *Bulletin*. Rescheduling is permitted within the same testing year.

TEST PREPARATION

If you need preparation materials in an alternate format, please contact ETS Disability Services.

TIPS

Test takers are advised to consult ETS’s “Tips for Test Takers with Disabilities,” at http://www.ets.org/disabilities/tips_test_taker/.

HiSET TESTING ACCOMMODATIONS REQUEST FORM

Part I — Applicant Information *(continued)*

Applicant's Name: _____
(please print) Last First M.I.

VERIFICATION STATEMENT TO BE SIGNED BY APPLICANT

I confirm that the information on this application is true. I agree to provide ETS with any additional information to evaluate my request for accommodations. I also give permission to my evaluator to release to ETS a copy of any information required to determine the need for the accommodation(s) I have requested. If I am requesting the use of an assistive device, I am familiar with its use.

I understand that all information necessary to process this application must be available to ETS at least 45 days in advance of the test date to provide time to evaluate and process my request for accommodations. I agree that ETS has the right to make the final decision as to whether any requested accommodation is needed and appropriate.

I acknowledge that any submitted information may also be used for research purposes, and that in no case will I be identified by name in research studies, and that the information will be protected by the terms of ETS's Confidentiality of Data Policy.

I also understand that ETS has the right to withhold or cancel my scores if it is later determined that, in ETS's judgment, any information on this application form or the supporting documentation is questionable, inaccurate or used to obtain accommodations that are not necessary.

I acknowledge that I have read and fully understand the Privacy Policy on page 26 of this *Bulletin* and agree that I will comply with the guidelines contained in the policy.

I acknowledge that I have read and fully understand the Privacy Policy on page 26 of this *Bulletin* and do not agree to comply with the guidelines contained in the policy.

Signature of Applicant

Date

If you are under 18 years of age, signature of parent or guardian is required.

Parent or Guardian's Name (please print)

Signature of Parent or Guardian

Date

HiSET TESTING ACCOMMODATIONS REQUEST FORM

Part II — Testing Accommodations Requested

Applicant's Name: _____
(please print) Last First M.I.

REQUESTED ACCOMMODATIONS (Check all that apply)

Accommodations for Computer-based Tests

- Screen magnification
- Selectable background and foreground colors
- Screen reader
- Refreshable braille

Accommodations for Paper-based Tests

- Large print test book (larger than 14 point)
- Large print answer sheet (larger than 14 point)

Alternate Test Formats

- Braille
- Recorded audio with tactile figure supplement*
- Recorded audio with large-print figure supplement*
- Recorded audio

Assistance

- Scribe
- Braille slate and stylus (for note taking only)*
- Perkins Braille (for note taking only)*
- Sign language interpreter (for spoken directions only)**
- Oral interpreter (for spoken directions only)**
- Printed copy of spoken directions (for paper-based tests only)

Extended Testing Time (NOTE: All tests are timed.)

- 25 percent (time and one-quarter)
- 50 percent (time and one-half)
- 100 percent (double time)

Extra Breaks

- Yes

Other Accommodations Requested (describe). (For example, separate room, food or drink for medical purposes)

* Only applicants who are blind or have low vision

** Only applicants who are deaf or hard-of-hearing

If you received approval for the same accommodations from GED Testing Service within the last year please submit a copy of that approval letter with this request.

HiSET TESTING ACCOMMODATIONS REQUEST FORM

Part III — Documentation Requirements

Instructions for Part III: The test taker and/or his/her advocate should complete Part III. Please indicate the documentation that you are submitting.

To view full documentation requirements visit www.ets.org/disabilities.

ADD/ADHD:

Documentation must be current within 5 years
Submit one

- Psychological report current
- Psycho-educational report
- Neuropsychological report
- Other (i.e., IEP or 504 Plan, if appropriate)

Learning Disability:

Documentation must be current within 5 years
Submit one

- Psychological report current
- Psycho-educational report
- Neuropsychological report
- Other (i.e., IEP or 504 Plan, if appropriate)

Autism Spectrum Disorder:

Documentation must be current within 5 years
Submit one

- Psychological report
- Psycho-educational report
- Neuropsychological report
- Other (i.e., IEP or 504 Plan, if appropriate)

Physical Disability or Health Related Need:

Documentation must be current within 1 year
Submit both

- Letter from your physician
- Your personal statement

Blind or Low Vision:

Documentation must be current within 2 years
Submit both

- Report from eye-care professional
- Your personal statement

Psychiatric or Psychological Disability:

Documentation must be current within 1 year
Submit one

- Psychological report
- Letter from your psychiatrist

Deaf or Hard of Hearing:

Documentation must be current within 2 years
Submit both

- Audiogram or audiometric report
- Your personal statement

Traumatic Brain Injury:

Documentation must be current within 3 years

- Neuropsychological report

Intellectual Disabilities:

Documentation must be current within 5 years
Submit one

- Psychological report
- Psycho-educational report
- Neuropsychological report
- Other (i.e., IEP or 504 Plan, if appropriate)

Keep a copy of this completed form for your records.

When will my official scores be available?

Paper-based test scores

On average, scores for paper-based tests are usually available within three to five business days **after** ETS receives your answer sheet for scoring. Scores for tests that include essay questions will be available within six to ten business days.

Computer-based test scores

For computer-based tests, official scores are posted within:

- three business days for multiple-choice tests
- six business days for essay tests

When you take a computer-based test, unofficial scores are immediately displayed on the screen after you complete the test for all multiple-choice sections. However, unofficial scores are not displayed for the writing test.

How can I access my scores?

Your scores are available through your My HiSET account. They are not sent in the mail.

If you do not have Internet access or you need help, contact your test center. As long as you have taken at least one subtest at a test center, they will be able to access your scores. Be prepared to show an approved form of ID to the test center administrator.

Your scores are available in two different types of reports — Individual Test Reports and a Comprehensive Score Report.

Score reports

The report that is always listed first in your My HiSET account is your Comprehensive Score Report. It is a cumulative record of your best scores. It only includes the highest score for each subtest you've taken, and it's automatically updated each time you take a subtest. For more information please visit http://HiSET.ets.org/s/pdf/sample_comprehensive_report.pdf

You can view and print your Comprehensive Score Report through your online account. If you don't see your Comprehensive Score Report in your account, you may have to get it directly from your state or jurisdiction. Contact your test center for more information.

Your test center can print an official Score Report for you.

If you need an official Score Report sent to a college, scholarship program or other organization, contact ETS at **1-855-MYHiSET or 1-855-694-4738.**

The other type of report you will see is an Individual Test Report. The Individual Test Report includes your score for an individual subtest and an explanation of what that score means. You have one of these for each subtest you've taken, so it's possible that you may have several. They are listed by test date.

How are my scores calculated?

HOW TO UNDERSTAND YOUR HiSET SCORE

The following information will help you gain a better understanding of what your scores mean.

HOW DO I KNOW IF I'VE PASSED THE HiSET BATTERY OF FIVE TESTS?

Each of the five subtests in the HiSET battery is scored on a scale of 1–20. In order to pass you must do all three of the following:

- Achieve a score of at least 8 on each of the five individual subtests*
- Score at least 2 out of 6 on the essay portion of the writing test
- Have a total combined score on all five tests of at least 45

The total score of 8 and essay score of 2 **MUST** be earned on the same test date. Scores from multiple tests cannot be combined.

* Some states and jurisdictions may set passing scores that are higher, but under no circumstances can you pass with a total score lower than 45 on the full battery of tests.

WHAT DOES MY INDIVIDUAL TEST SCORING REPORT TELL ME?

For each individual test scoring report, it indicates:

- your score, the total possible score, and whether you passed
- the minimum score required to pass
- performance summary section, which shows how you did on each of the content categories for that subtest
- your college and career readiness indicator

WHAT DOES PASSING MEAN?

Test takers who have received a passing score on the HiSET battery of tests have demonstrated a level of performance that exceeds the minimum level of performance typically required to graduate from high school.

HOW SHOULD I INTERPRET MY SCORE?

If the HiSET battery of tests were to be administered to a random sample of high school seniors, it is estimated that approximately 60% would pass on the first attempt. If you receive a score of 45 or higher, we estimate that you would be in approximately the top 40% of graduating high school seniors nationally.

HOW ARE PASSING RATES DETERMINED?

A score equivalency table was established between the HiSET and a nationally administered high school equivalency examination. Passing rates (60%) were chosen so as to be roughly equivalent to traditional passing rates on other high school equivalency assessments.

DID YOU DEMONSTRATE COLLEGE AND CAREER READINESS?

Your individual test score report also indicates whether or not you have achieved the score required to demonstrate college and career readiness — with at least 15 out of 20 on any of the subtests. For the Language Arts–Writing test, you must score at least a total score of 15 with a score of 4 on the essay.

WHAT DOES COLLEGE AND CAREER READINESS MEAN?

Test takers who have scored at the college and career readiness level have shown a level of performance similar to the minimum level required to succeed in college-level credit-bearing courses.

WHAT INFORMATION IS PROVIDED SO I CAN TRY TO IMPROVE MY SCORE ON THE HiSET EXAM?

On the HiSET subtests, questions are grouped into content categories. To help you in future study or in preparing to retake the test, your Individual Test Score Report shows your performance in each content category. This information might suggest areas where it would be worthwhile to concentrate your efforts.

What are some of the ETS Policies I should be aware of?

Privacy Policy

Notwithstanding anything to the contrary in any other ETS or ETS affiliate's ("ETS," "we," "us," "our") materials or agreements with you, you consent to the terms and conditions herein by registering for or taking an ETS test, creating an online account or using our Website, providing survey information or requesting one of our services or completing order or payment information. You agree that we have the right to obtain, store, use and transmit your personal information including, full name, home address, email address, telephone number, Social Security number, passport number, biometric data such as fingerprints, audio recordings and video files and your answers to other background information questions, the test you are registering for, test date, payment information, how you specifically use our Website ("Personal Information").

We use your Personal Information to:

- complete any registration, purchases or other transactions you request online
- improve our products and services, and identify, develop and offer new or expanded products and services
- improve and personalize your experience on the Website
- notify you about updates, products, services and/or special offers from ETS, its affiliates and selected third parties
- ask you to participate in brief surveys or provide other information
- generate aggregate statistical studies and conduct research ourselves or jointly with others related to our products and services and the use of our Website

Based upon your specific relationship(s) with us, we may use your Personal Information in ways described in more detail in one or more other agreements.

We disclose your Personal Information to certain third parties with whom we have a direct or indirect business or contract relationship, to provide the products and services you have requested.

You will have the ability to opt out of receiving certain communications from us, including voicemail or email. If you do not opt out immediately, but later decide that you would prefer not to receive email communications from us, please contact that particular testing program through www.ets.org. Remember, however, that we may still send email or call you in order to provide a product or service that you request.

By registering for a HiSET test, you consent to the terms and conditions above and those more fully outlined in the ETS Privacy Policy located at www.ets.org/legal/privacy or attached hereto for paper-based assessments.

HiSET score policies

CONFIDENTIALITY OF INFORMATION

Computer-based and Paper-based Tests

ETS recognizes your right to control the information about you that is stored by ETS. Its policies are designed to safeguard your information from unauthorized disclosure. Your score report is intended only for you and for your state or jurisdiction. However, background information as on the registration system form is reported to the state or jurisdiction issuing your high school equivalency credential. To protect your right to control the distribution of your scores to institutions, reports will be released only at your specific written request and only to ETS-approved score recipients. Every recipient must be specified by you in writing on one of the designated forms or in correspondence. ETS will not release your scores at the request of institutions or agencies except:

- for use in research studies approved by you and the HiSET program and that preserve your anonymity
- when information is required under compulsion of legal processes

Official score reports for properly designated recipients are sent directly from ETS to ensure the authenticity of the reports.

NOTE: Your score record and the documents you completed that are retained at ETS, including photos and documents from check-in on test day, may be released to third parties, e.g., government agencies, parties to a lawsuit, if requested pursuant to a subpoena or required by applicable law.

Cancellation of scores by ETS

ETS strives to report scores that accurately reflect the performance of every test taker. Accordingly, ETS's standards and procedures for administering tests have two primary goals: giving test takers equivalent opportunities to demonstrate their abilities, and preventing any test takers from gaining an unfair advantage over others. To promote these objectives, ETS reserves the right to cancel any test score when, in its judgment:

- a testing irregularity occurs
- there is an apparent discrepancy in a test-taker's identification
- the test taker engages in misconduct
- the test taker attempts to use the work or ideas of others as his or her own in the essay section of the test
- the score is invalid for another reason

Reviews of scores by ETS are confidential. When, for any of the above reasons, ETS cancels a test score that has already been reported, it notifies score recipients that the score has been canceled, but does not disclose the reason for cancellation except when authorized to do so by the test taker and in certain group cases.

Test takers whose scores are canceled will forfeit any fees paid and must pay to take the tests again at a future administration. No record of score cancellations, or the reason for cancellation, will appear on their future score reports.

Testing irregularities

"Testing irregularities" refers to problems with the administration of a test. When this occurs, it may affect an individual or group of test takers. Such problems include, without limitation:

- administrative errors (such as improper timing, improper seating, defective materials and defective equipment)
- improper access to test content
- other disruptions of test administrations (such as natural disasters and other emergencies)

When testing irregularities occur, ETS may decline to score the test or may cancel the test score. When it is appropriate in ETS's judgment to do so, ETS gives affected test takers the opportunity to take the test again as soon as possible without charge.

Identification discrepancies

When, in the judgment of ETS or test center personnel, there is a discrepancy in a test taker's identification, the test taker may be dismissed from the test center. In addition, ETS may decline to score the test or cancel the test score if the documents or photos from the test day cannot be validated or if ETS has evidence that you did not appear for the test. If test scores are canceled by ETS, the test fees will NOT be refunded.

Misconduct

When ETS or test center personnel find that there is misconduct in connection with a test, the test taker may be dismissed from the test center. ETS also may decline to score the test or may cancel the test score. Test takers whose scores are canceled because of misconduct will forfeit their test fees.

Plagiarism

ETS or your state or jurisdiction reserve the right to cancel the scores of test takers when, in their judgment, there is evidence that a writing or speaking response includes, for example, text that is substantially similar to speech found in other HiSET responses, or quotations or paraphrasing of language or ideas from published or unpublished sources used without attribution. Such responses do not reflect the independent speaking or compositional writing skills that the test seeks to measure.

Invalid scores

ETS may also cancel scores if, in its judgment, there is substantial evidence that they are invalid for any other reason. Substantial evidence means evidence that is sufficient to persuade a reasonable person; the substantial evidence standard is lower (i.e., requires less proof) than the reasonable doubt, clear and convincing, and preponderance of the evidence standards. Evidence of invalid scores may include, without limitation, discrepant handwriting, unusual answer patterns and/or inconsistent performance on different parts of the test. Before canceling scores pursuant to this paragraph, ETS notifies the test taker in writing about its concerns, gives the test taker an opportunity to submit information that addresses ETS's concerns, considers any such information submitted, and offers the test taker a choice of options. The options may include voluntary score cancellation, a free retest, a voucher for a future test, or arbitration in accordance with the ETS Standard Arbitration Agreement.

NOTE: The arbitration option is available only for tests administered in the United States.

Payment policies

- All fees are stated in U.S. dollars.
- Services may be withheld for nonpayment of fees.
- Taxes must be included where applicable.
- ETS reserves the right to add or remove online payment methods at its own discretion and without notice.
- If paying by eCheck:
 - eCheck must include preprinted:
 - o Check number
 - o Bank name and address
 - o Payee name and address
 - eCheck date CANNOT be over 90 days old.
 - eCheck payments must be drawn on U.S. Banks.
 - By sending your check, you are authorizing ETS, at its discretion, to use the information on your check to make a one-time electronic debit from your account for the amount of your check. You will not be charged a processing fee for the electronic debit service.
 - If you do not have sufficient funds in your account, your scores will be withheld, you will be unable to schedule additional tests, and an additional service fee of \$20 will be added to your account. You will receive your scores as soon as the total outstanding balance has been cleared. Contact ETS to learn about other payment options if you prefer not to have your check used in this way.
 - PayPal payments may only be made online. You cannot use a Paypal account to pay over the phone.