Mobile American Job Center Operations Manual Gasoline

May 2017 Update

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STATE OF TENNESSEE

DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT

DIVISION OF WORKFORCE SERVICES

220 French Landing Drive

Nashville, TN 37243-1002

(615) 741-1031

Welcome to the Tennessee Department of Labor and Workforce Development Mobile American Job Center. The Mobile American Job Center is a vital tool for providing workforce development, education, and economic development opportunities to citizens of Tennessee. As a member of the Mobile American Job Center team, you have a high level of responsibility to the agency, your teammates, and fellow citizens, it starts with safe and proper operations of the Mobile Center vehicles. The information contained within this manual shall serve as a guide for proper operations of the Mobile American Job Center. Each team member will be held responsible for reading this manual, completing the required training, and upholding to the practices, guidelines, and standards set forth.

The Mobile American Job Center is an exciting place to be in State Government. Each day you'll get to venture to different parts of our great State to assist individuals, employers, education institutions, students, local governments, elected officials, local communities, and others with much needed services related to workforce development. In many instances, the Mobile American Job Center is the only access some people may have to services. As a member of the Mobile American Job Center team, keep in mind that your encounters with citizens may serve as their first or only human interaction with our agency or possibly State Government. Thus, please uphold yourself as an Ambassador of our agency and state government, making sure that our fellow citizens receive the best possible service and assistance.

Thank you for your service to the Mobile American Job Center program, please travel safely.

Mission

The mission of the Mobile American Job Center is to provide Workforce Development services in a mobile capacity. Please review the bullet points below for understanding of the actions that should be carried out via the mobile units.

- Creating access to workforce development, training, education, and economic development opportunities to geographical areas and populations that lack access to brick and mortar services. (*Ex: Rural areas, Metro Housing Authority Communities, Voc Rehab, Prison/Jail Facilities)*
- Connecting job seekers and employers via mobile events. (*Develop Mobile Job Fairs)*
- Supporting events of the agency, partners, local governments, community groups, etc. (ex: job fairs, info fairs, etc.)
- Creating and facilitating access to training and education opportunities. (Events to promote apprenticeships, LWDA sponsored training, higher education, Tennessee College of Applied Technology Centers, TN Reconnect, etc.)
- Connecting the public to Jobs4tn registrations.
- Facilitating workshops on resumes, interviewing, and other workforce related skills.
- Mobile HISET Testing site. Serve as a backup for HISET testing in areas that lack a testing site.
- Provide reentry services to prison/jail populations.
- Promote and Market TDLWD services and incentives. (tax credits, employer incentives, etc.)
- Provide services on-site to employers (job fairs, training workshops, etc.)

TENNESSEE CAREER COACHES

Legend:

- West 1 Jackson
- West 2 Memphis
- Middle 1 Nashville
- Middle 2 Columbia
- East 1 Knoxville
- East 2 Chattanooga

Counties (with seat):

JOHNSON Mountain City
CARTER Elizabethton
SULLIVAN Kingsport & Bristol
WASHINGTON Johnson City
UNICOI Erwin
HAWKINS Rogersville
GREENE Greeneville
HANCOCK
HAMBLEN Morristown
COCKE Newport
CLAIBORNE Tazewell
GRAINGER
JEFFERSON Dandridge
SEVIER Gatlinburg & Sevierville
UNION
KNOX Knoxville
BLOUNT Maryville
CAMPBELL LaFollette
Anderson Oak Ridge
LOUDON Lenoir City
MONROE Madisonville
SCOTT Oneida
MORGAN
ROANE Harriman
McMINN Athens
POLK
MEIGS
RHEA Dayton
BRADLEY Cleveland
FENTRESS Jamestown
PICKETT
CUMBERLAND Crossville
BLEDSOE
HAMILTON Chattanooga
OVERTON Livingston
WHITE Sparta
VAN BUREN Spencer
SEQUATCHIE
MARION Jasper
CLAY Celina
PUTNAM Cookeville
JACKSON
DEKALB Smithville
WARREN McMinnville
GRUNDY
MACON Lafayette
SMITH Carthage
CANNON
COFFEE Tullahoma
FRANKLIN
TROUSDALE
WILSON Lebanon
RUTHERFORD Murfreesboro
MOORE
SUMNER Gallatin
BEDFORD Shelbyville
LINCOLN Fayetteville
ROBERTSON Springfield
DAVIDSON Nashville
WILLIAMSON Franklin
MARSHALL
MONTGOMERY Clarksville
CHEATHAM
MAURY Columbia
GILES Pulaski
STEWART Dover
DICKSON Dickson
HICKMAN
LEWIS Hohenwald
LAWRENCE Lawrenceburg
HOUSTON
HUMPHREYS Waverly
PERRY
WAYNE Waynesboro
BENTON Camden
DECATUR
HENRY Paris
CARROLL Huntingdon
HENDERSON Lexington
HARDIN Savannah
WEAKLEY Dresden
CHESTER
McNAIRY
OBION Union City
GIBSON Humboldt
MADISON Jackson
HARDEMAN Bolivar
LAKE
DYER Dyersburg
CROCKETT
HAYWOOD Brownsville
FAYETTE Somerville
LAUDERDALE Ripley
TIPTON Covington
SHELBY Memphis, Collierville

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American**Job**Center® TENNESSEE

11-23-16

22 Comprehensive Career Centers

53 Affiliated Sites

75 american**job**center® TENNESSEE

1	2	3	4	5	6	7	8	9	10	11	12	13
Steve Vinsant	Dar Ely	Tim Witt	Tim Witt	Virginia Housley	Selina Moore	Tim Witt	John Alexander	John Alexander	Selina Moore	Kristie Bennet	Kristie Bennet	Darryl Causey

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Tennessee Department of Labor and Workforce Development
Mobile American Job Centers
Division of Workforce Services
220 French Landing Drive
Nashville, TN 37243
Phone: (615) 741-1031
1-800-255-5872
Fax: (615) 741-6106

Mobile American Job Center Operations Guide

The Mobile American Job Centers are stationed at the respective locations when not in use.

Scheduling of the Mobile American Job Center

Complete an online request form at www.getonthecoach.tn.gov, email or call the area lead, or send a message to the Mobile American Job Center program through their facebook page at www.facebook.com/getonthecoach.

An approval for the use of the Mobile American Job Center must be obtained. The Calendar of Events will be verified by the area lead to make certain the bus is available and determine if the function qualifies (meets the criteria) for its usage.

North East Tennessee (East 1): **Tim Witt**
Phone Number: 865.594.6934
Fax Number: 865.594.6266
Address: 2700 Middlebrook Pike, Suite 100, Knoxville, TN 37921
Email Address: tim.witt@tn.gov

South East (East 2): **Virginia Housley**
Phone Number: 423.273.4858
Fax Number: 423.894.2758
Address: 5700 Brainerd Rd, Suite A5, Eastgate Center, Chattanooga, TN 37411
Email Address: virginia.housley@tn.gov

North Middle Tennessee (Middle 1): **John Alexander**
Phone Number: 615.741.0700
Fax Number: 615.532.1613
Address:665 Mainstream Drive, Nashville, TN 37243
Email Address: john.alexander@tn.gov

South Middle Tennessee (Middle 2): **Selina Moore**
Phone Number: 931.766.1405
Fax Number: 931.766.1410
Address:702 Mahr Avenue, Lawrenceburg, TN 38464
Email Address:Selina.moore@tn.gov

West Tennessee (West 1): **Kristie Bennett**
Phone Number: 731.352.8636
Fax Number: 731-986-2055
Address:470 Mustang Drive, Huntingdon, TN 38344
Email Address: Kristie.bennett@tn.gov

Memphis/Southwest Tennessee (West 2): **Darryl Causey**
Phone Number: 901.543.2549
Fax Number: 901.5432452
Address:3040 Walnut Grove Road, Memphis, TN 38111
Email Address: Darryl.causey@tn.gov

Business Services Unit Director: **Michael Needel**
Phone Number: 615.253-6355
Fax Number: 615.741.6106
Address: 220 French Landing Dr., Nashville, TN 37243
Email Address: michael.needel@tn.gov

Business Services Unit Coordinator: **Phil Collier**
Phone Number: 615.253.9983
Fax Number: 615.741.6106
Address: 220 French Landing Drive, Nashville, TN 37243
Email Address:phil.collier@tn.gov
Email Address: careercoach.info@tn.gov

*Mobile American Job Center Requests must be handled within 1-2 business days of request submission date.

1. Requests for an event by a public organization will be received by the area lead.
2. The area lead or their point of contact will call the organization's contact person to establish contact and to discuss details, along with stating approval outcome.
3. After availability and requested use of the Mobile Center has been verified, the information is sent to the area lead, who will change the status of the request from "Pending" to "Approved". *(Contacting the organization via the phone is mandatory before the status of any event is changed.)*
4. If more information is needed, and phone contact is unsuccessful, the area lead will change the status to "Info Pending" which will send an email making the organization aware.
5. If a request is to be denied, the area lead shall make every possible effort to contact the organization prior to changing the status.
6. In the event of a cancellation of the Mobile American Job Center from organizations, 24 hours' notice is requested.
7. An email with event details automatically attached will be sent back to the contact person (requester) by the system when the request form has been officially approved.
8. Once approved, the area lead will need to click the 'details' link for the request. This allows the lead to assign staff and partners and coordinate other details for the event. ****Restroom facilities must be available on-site when scheduling Mobile Center for events.**
9. Area leads need to be aware of team members' weekly schedules/hours. All flex time should be used during the pay period when it was accrued.
10. If an event is considered to be a high profile event, the Regional Director will need to be present at the event.
11. If an event requires the Mobile American Job Center to be out of state, an email explaining the request needs to be sent to Chester Lowe for out of state approval for insurance purposes.

Mobile American Job Center Conduct

1. Customers cannot bring food and drink on the bus. Staff members are
    allowed to eat their meals on the bus.

2. No tobacco use of any kind or e-cigarettes on the bus, in the State vehicles or
    within 50 feet of the vehicles.

3. Badges must be visibly worn at all times.

4. It is highly preferred that two people need to be present on the Mobile Center
    at all times while it is in motion.

5. A minimum of 2 people need to be present at all times on the Mobile Center
    during the event.

6. The Mobile American Job Center is not to be shut down and left vacant for
    lunches, breaks, etc. Lunches/breaks will need to be taken in shifts.

7. Teams will get a copy of event details and contact information. A monthly
    spreadsheet containing event information for the current month will be
    distributed to team members every Friday to ensure that team members are
    aware of any changes to the schedule.

8. Teams are to call the Contact Person before they depart for the event to
    confirm everything is on schedule, as well as, if the team runs into any
    traveling issues prompting a later arrival time.

9. The Team will check in with their lead before departing to go
    to event, upon arrival at event, before departing event, and finally, upon arrival
    back to the office. *Check with lead on preferred method of contact.*

10. If a team member is running late, he/she will need to contact their
    lead immediately. At this time, the lead will use his/her discretion as to if the
    bus will be able to wait on the team member, another team member will need
    to be called in, or if the event will function without another team member.

11. If a team member calls out the morning of an event, all efforts to call in
    another team member will need to take place. Team members will be told, for
    this position; they will be on an on-call status. Team members will need to ride
    in the Mobile American Job Center if leaving from the office location; but, if
    the situation arises, it is up to the lead to approve if the team member can
    drive their personal vehicle. However, this must be kept for <u>emergency
    staffing purposes only</u> and happen rarely.

12. In order to quantify the Mobile American Job Center's successes, data tracking
    will be completed through Jobs4TN and iPad. It is imperative when keying

Job Service, that staff use either their staff accounts, or have the customer use the Mobile American Job Center account created for ensuring registrations are credited to the Mobile American Job Center.   All customers should sign into the system via the VOS greeter using the iPad, or be signed in by Mobile Center staff on their laptops.

Mobile American Job Center Inventory Checklist

The driver must sign and date the Mobile American Job Center Acknowledgment Statement indicating he/she has reviewed and understood the Mobile Center's Operations Guide/Set-up Procedure and Owner Manual prior to taking possession of the Mobile Center for the first time.

The Team will need to ensure the Mobile American Job Center is completely stocked with supplies before departing for each event.

Before starting the Mobile American Job Center, the driver must verify/complete the following:
- Make certain the mileage on the Inventory Checklist matches the odometer
- Make certain the gas tank registers full
- Inspect the Mobile Center and report any damages*
- Fill out the Operations Checklist daily upon arrival, setup and return
- Inspect and report missing equipment* (see Mobile American Job Center Inventory Checklist)
- Make certain to secure ALL chairs, computer equipment, and loose items before putting the Mobile Center in motion

***NOTE**: Missing equipment, damages, and or concerns shall be reported to the lead and Central Office staff prior to taking possession of the Mobile American Job Center.

COMPUTERS. Computer problems should be reported to STS - 615-741-1001

DIESEL FUEL ONLY! While operating the Mobile Center, make certain the service station will accept the **Fuelman Card BEFORE** pumping **DIESEL** Fuel. The tank should be maintained at a minimum of half (½) full at all times. The Generator automatically shuts down when the tank falls below one-fourth (¼) full. Gas receipts should be placed in the Car Packet to be given to the lead when the Mobile Center is returned. *If the Mobile American Job Center is black, use only diesel fuel! If the Mobile American Job Center is Blue, use only gasoline!*

IN THE EVENT OF AN EMERGENCY, (VEHICLE FAILURE, FLAT TIRE, ETC…) contact **DOT** for assistance by calling 615-532-8903 during normal business hours If vehicle failure is after hours, contact MVM's 24/7 Emergency Response at 1-800-447-2277.

The Mobile Center is to be locked and alarm activated when unattended.

The Mobile Center is to be kept clean and returned in the same condition as received (cleaning supplies can be found on the Mobile Center); **RETURNED WITH A FULL TANK OF GAS**, and ALL keys returned.

Leads may meet the team at the office upon arrival to check in the Mobile Center and examine the vehicle for any mechanical, computer, or janitorial deficiencies.

The Car Packets are to be turned in with keys to the lead every day. If it is after hours and the lead is not available, the Car Packet is to be left in a secure spot.

After the Mobile Center has been examined, the driver will need to sign and date the Mobile American Job Center Inventory Checklist acknowledging the completion of the check-in process.

Constant communication between teams and the lead is vital. The team is to contact the lead immediately if there are any last minute event changes or issues and/or if there are any emergencies.

MOBILE AMERICAN JOB CENTER
SET-UP PROCEDURE

Start-Up Procedures:

1. Inspect tires
2. Inspect inside of Mobile Center to ensure everything is stored and secured
3. Inspect outside of Mobile Center for any damages
4. Check all exterior doors and compartments are locked
5. Stabilizers Up
6. Release parking brake

After Arrival:

1. Set parking brake, turn off ignition
2. Activate stabilizers
3. Set wheel chocks under tires
4. Set out cones at each corner of the Mobile Center
5. Unlock the door to the second compartment on the driver's side of the Mobile Center and turn the switch mounted on the wall toward the front of the vehicle to the on position.
6. Turn the top control labeled 120/240V AC to the GEN position
7. Turn the bottom control labeled 12 Volt DC to the on position
8. Depress the Cummins Onan Generator Button to the Stop/Prime position until the red indicator light comes on to prime the generator, then depress and hold the button to the start position until the generator starts, then release
9. Turn on lights using the on/off switches to the left of the door as you are facing it to go out
10. Press the Staco UPS "On" switch for 3-5 seconds until the unit beeps twice to power up
11. Set up laptops
12. Unstrap chairs
13. Set up outside tables, chairs, and displays

NOTE: If there is less than one quarter of a tank of fuel, the generator will automatically shut down. The generator will also shut down if the generator oil is low.

Leveling Activation and Retrieval:
ACTIVATION:
1. The Bus engine must be OFF and the key needs to be out of the ignition when activating the leveler
2. Press the power button to turn on the stabilizer and then press auto level
3. Go outside and visually check that the levelers are extended

RETRIEVAL:
1. The Mobile Center engine must be OFF and the key needs to be out of the ignition when activating the leveler

2. Push the ALL RETRACT button and release
3. Go outside and visually check that the levelers are retracted

NOTE: It will take a few minutes for the levelers to extend and retract, since they extend and retract one at a time.

<u>Wheel Chair Lift Operations:</u>
NOTE: Before extending the wheel chair Lift, perform a visual check to ensure that there is sufficient clearance for the Lift to extend.

EXTEND:
1. Open the rear door of the Mobile Center and use the key attached to the remote control coach for the Lift and unlock the Lift storage door
2. Push the UNFOLD button to extend the wheel chair Lift
3. Press and hold the DOWN button for the Lift to go to the ground
4. The Lift is now ready for wheel chair Lift operations
5. Use the UP and FOLD buttons to return Lift

The Lift can be operated manually in the event that the power to the Lift goes down. The Lift is operated by its own battery which is supposed to be recharging with the generator working. Manual Lift operations are slow and tedious. It is probably a good idea to not operate the Lift manually unless there is an emergency or no other way to get someone or something out of the Mobile Center. The instructions for the manual operation of the Lift are located on the front of the Lift power coach by the back door.

<u>Departure Procedures:</u>

1. Shut down laptops, place in their cases, place in overhead compartments
2. Secure chairs with bungee cords
3. Secure printer
4. Power down generator by holding the button down for 2-3 seconds
5. Rotate white labeled knob to "Off" position or "12 o'clock" position.
6. Rotate the 120/240V AC to the off position
7. Ensure all overhead compartments are shut and secured for travel
8. Exit the Mobile Center and lock the door
9. Unlock the door to the second compartment on the driver's side of the Mobile Center and turn the switch mounted on the wall toward the front of the vehicle to the off position.
10. Inspect each tire
11. Check brake lights and turn signals to ensure they are working properly
12. Walk around Mobile Center to ensure nothing is in the way or left on site
13. Ensure all exterior compartments and doors are locked

Stowing Unit after Return to Office:

1. If traveling for a long period, let engine idle 2-3 minutes before turning off engine.
2. If available, ensure extension cord is plugged in for shore power.
3. Set wheel chocks under tires.
4. Inspect outside of Mobile Center for any damages that may have occurred in transit.
5. Inspect inside of Mobile Center for any damages that may have occurred in transit.
6. Ensure all doors and compartments are locked.
7. Ensure all gates are locked.
8. Ensure alarm is set on Mobile Center

This guide is not all inclusive; therefore, any guidance not addressed therein will be resolved by the Administration, Director, or Management.

Policies

Media Contacts

If you are approached by the media, you are not authorized to speak without first consulting Chris Cannon or the communications department. Please contact Chris Cannon prior to giving any statements as well as supply the representative with Chris' card. You may also contact the communications department.

- Chris Cannon – chris.cannon@tn.gov, 615-253-4251
- Ron Hammontree – ron.hammontree@tn.gov, 615-741-8892
- Michael Needel – michael.needel@tn.gov, 615- 253-6355

<div align="right">

CONTACT: Chris Cannon
OFFICE: 615-741-2257

</div>

MEDIA ADVISORY

HEADLINE
Sub-Headline

DATELINE – The Tennessee Department of Labor and Workforce Development's (TDLWD) mobile American Job Center will be at the Event Location at Address on Friday, June 9 from 10:00 a.m. until 02:00 p.m. Job center staff will be on-site, helping people with applications, creating resumes, and registering/updating their information on **Jobs4TN.gov**, where nearly 200,00 jobs are available. This event is free and open to the general public.

OPTIONAL: Briefly provide additional details regarding the event, company, or job opportunities that will encourage attendance. Please do not exceed three (3) sentences.

The mobile American Job Center serves as a one-stop career station, delivering workforce services across the state of Tennessee. This resource extends our services to areas that may lack access. TDLWD's mission is to create and foster the nation's number one workforce by assisting job seekers and employers alike.

WHO: Company Name
            West Tennessee Mobile American Job Center

WHAT: Hiring Event

WHEN: Friday, June 9
            10:00 a.m. - 02:00 p.m.

WHERE: Event Location
            Address
            City, Tennessee Zip Code

**AGENCY
CONTACT:**   Chris Cannon, (615) 741-2257

-###-

Media Advisories for Events

- For public events, media advisories will be created and sent to Trina Boone for approval 7-10 days prior to the event.   Please email advisories to trina.boone@tn.gov. Trina will be sending them out to the media. Please use the correct template when creating the advisories.

Flyers for Events

- Flyers for public events should be created on the google drive.
- No flyers need to be made for visits to prisons and HiSET events, or other events that will not be open to the public.
- Please remember that the template that is on the google drive has been approved by communications.
  - Do not use clip art or stock photos on the flyers
  - The contact information should be information for the coach staff in charge of setting up the events
  - Please include the name of the building where the event will be located in the Location section as well as the address
- Send a copy of the flyer to the contact person who scheduled the event for verification that the information is correct before posting on facebook.
- Designated staff will send out email blasts to the job seekers in the area notifying them of the event.
- Contact should be made with the entity requesting the event the week before the event is scheduled to occur to ensure that things are still in place.
- On the day of the event, take a picture and/or video at the event
  - Try to set a picture up that reflects and displays the physical location of the coach so that if I am from the area, I know where the coach is located by looking at the picture.
  - Try to include people in the picture, but be aware that some people will not want to appear in the photo.
  - If an employer is on-site, ask the representative if they would like to be in the video.
  - If no employer is present or the employer does not want to, a staff member can make the video with a script something like this: "Good morning! Today the East Tennessee Mobile American Job Center is located at Lowe's Home Improvement at 2180 Gunbarrell Road in Chattanooga, TN. We are here today to help with the Lowe's Spring Hiring event. Some of the positions that are available are.....
  - Watch and listen to the video before posting. Be aware of your surroundings and background noises that might affect the video quality as well as any movements that might be distracting.
  - Photos taken may be sent to Chris Cannon for posting on the state's twitter account. E-mail the picture to Chris.cannon@tn.gov with a brief description.
    - Please be aware that pictures for twitter should be taken in the landscape orientation with some extra room on the left and right sides of the picture.
  - Photos should also be posted on the flickr page

Facebook

Posting to facebook can include flyers, creation of events, and posting of pictures or videos that day of the event. In order to do this, any staff who will be posting information on social media must take the following training: https://goo.gl/forms/ix6XELfvjBXgXOsl1. At the completion of the training, there will be a form that the participant will need to fill out and email back to Ivy Johnson at ivy.johnson@tn.gov. Staff must also read the Dept Social Media Policy and guidelines.

MOBILE AMERICAN JOB CENTER

Video Training for Social Media

May 2016

Video on Social Media

Social Media Video Trends Through 2019

- Video will count for 80 percent of global internet traffic

- Nearly a million minutes of video will be shared every second

- It would take an individual 5 million years to watch all the videos that will be shared each month.

Video on Social Media

- The correct way to hold your phone when shooting video

LIKE THIS

Video on Social Media

Using Your Phone to Shoot Video

Shooting Moving Video

Choose One Subject → Get Close to Subject → Bright Light Behind → Slowly Follow → Great Video
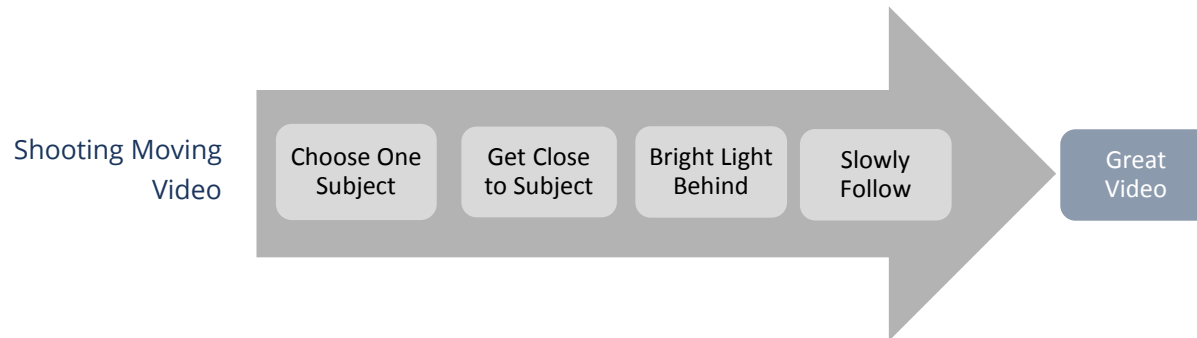
It needs to be quality, but not TV quality

Video on Social Media

- **Hold phone in a level, steady position, making the entire shot one fluid motion.**

- **Think about what you are shooting and plan out how you will record it.**

- **Sometimes, let the subject come to you, stay still and hold steady.**

- **Do not zoom while you are shooting video.**

- **Zoom with your feet; get up close to where the action is happening.**

- **Keep bright lights and the sun to your back.**

Video on Social Media

- Lighting

Wrong
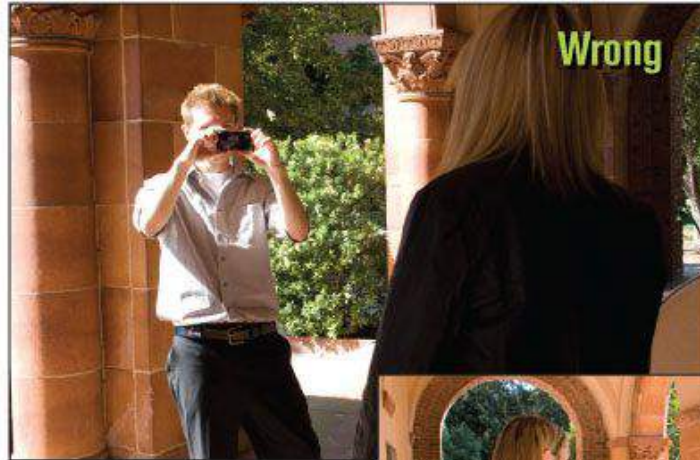
Keep both the camera
and the subject either
in full sun or in the
shade for the best
possible results.

Right
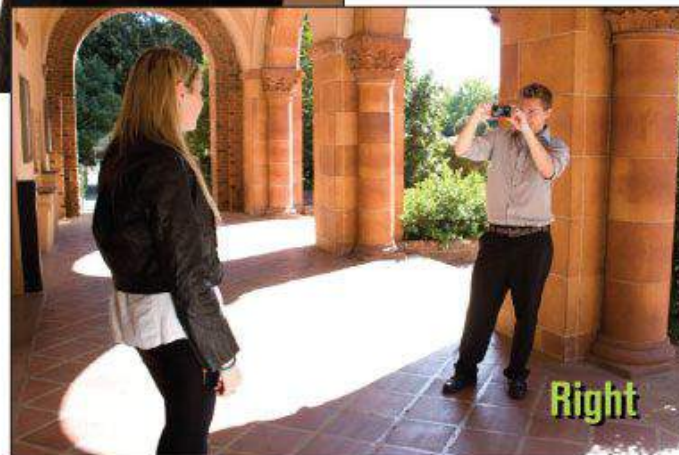
Video on Social Media

- Framing
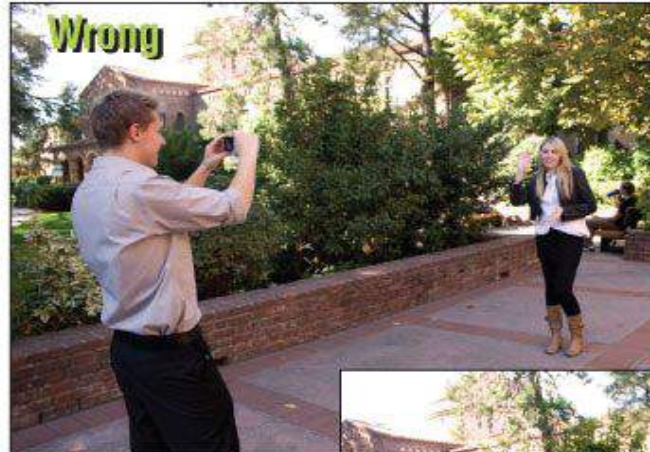
Get closer to your subject if you want them to fill more of the frame. The camera's digital zoom should be avoided if at all possible.

Video on Social Media

- Camera Position

Wrong

While you usually hold the phone one-handed, you should hold it with both hands while shooting video.

Right

Video on Social Media

- **Asking Questions**

- An open-ended question is a question that requires a full answer using the subject's own knowledge or feelings.

  - □ **"What happened after I left?"**
  - □ **"Why did Jim leave before Susan?"**
  - □ **"Tell me about your day at work."**
  - □ **"What do you think about the new season of this TV show?"**

- Starting your questions with how, what, or why will help in getting more than one-word answers from the person you are interviewing.

TN

THANK YOU

Mobile American Job Center and Office Conduct

1. No smoking on the bus or the use of any tobacco or e-cigarette products in the State vehicles or within 50 feet
2. Badges must be worn at all times
3. It is highly preferred that two people need to be present on the Mobile American Job Center at all times while it is in motion.
4. A minimum of two people need to be present on the Mobile American Job Center during the event.
5. Teams will get copies of event details and schedules weekly.
6. Teams are to call the contact person if they are running late to an event or if something comes up causing them to be delayed or not able to come at all. If the lead is not present be sure the Regional Director is aware of what is going on.
7. If a team member is running late they need to contact the lead and the lead will use their discretion on whether the team will wait or go on to the event.
8. If a team member calls out the morning of an event, all efforts to call in another team member will need to take place. Team members will need to ride in State vehicles; but, if the situation arises, it is up to the lead to approve if the team member can drive their personal vehicle. However, this must be kept for emergency staffing purposes only and happen rarely.
9. All personal phone calls will be taken away from the bus and only during emergency situations or on your break.
10. If you are helping a job seeker we need to stay with that person until they are finished with our services and that means we should not be on our phones while we are helping job seekers.
11. The assessment sheet should be filled out by customers and the career specialists should use the assessment to make appropriate recommendations for career direction as well as referrals to appropriate supportive services.
12. Appropriate language should be used while we are on the Mobile American Job Center and job seekers are on the bus.
13. There will be times people come on the coach and are angry with the State, as employees we are not to engage in negative talk about the State.
14. Ensure that when we are finished with an event all trash is taken out of all vehicles.
15. We do not leave an event until the event is over and if someone is on the Mobile American Job Center we assist them until completion.
16. The lead assigns and decides who will drive the Mobile American Job Center and when.

EMPLOYER PARTICIPATION AND REPORTING

This is not for visits to jails, HiSETs or already organized job fairs.

This will aid in matching employers with applicants, especially in outlying counties. Applicants from sparsely populated counties will commute to work in the industrial parks in neighboring counties. In fact, a large segment, of the work force, does commute. Business Services teams at the local level need to work diligently to get employers to attend Mobile American Job Center events.

Goal: To increase employer participation during Mobile American Job Center Events

Plan: Given that we plan our events out as far as 3 months in advance, plan as follows;

1) Run a report via Jobs4tn to obtain a list of employers with open job orders within a 50 mile radius. Contact the listed employer(s) and invite them to the event for screening of qualified applicants.
   If employer consents to appear, get a media advisory out in ample time, and include the name of the employer(s) and specific position information if available.
   Send a Jobs4tn email blast to residents within a 50 mile radius.
   Follow up with employer for results.

2) If employer cannot or chooses not to attend the event;
   Inquire if you can make referrals and encourage clients to apply. Ask if you can mention the employer name in flyers and promotions. Find 2 more employers in the area, that you can work with to promote in the same fashion.
   Verify the legitimacy of the job order in Jobs4tn (verify active even though shown to be)
   Get a media advisory out in ample time, and include the name of the employer(s) and specific position information, if available.
   Send a Jobs4tn email blast to residents within a 50 mile radius.
   Make referrals and assist in application process. Follow up for results.

Report information: Use the N drive employer report to log your activity in relation to communication with employers. The other info should be compiled on the monthly reports.

TIP – When attending job fairs with multiple employers, get out and get business cards for future reference. If possible, briefly speak with representative to see if there is any way we can assist them. Again, we may want to especially address the aid hiring in outlying counties.

Scheduling Events

The following are suggested target areas for events:

- Rural Areas
- Homeless Shelters/Food Banks
- HiSET
- Underserved/Under-skilled Adults
- Faith Based Organizations
- Rapid Response
- Hiring Events/Job Fairs
- Special Populations Lacking Access and Transportation
- Disconnected Youth
- Inner City Groups/Organizations
- Night and Saturday Events
- Reentry (Jails)

The bullet point guidance below should be considered when scheduling events with the Mobile American Job Center

HiSETs: The Mobile American Job Center staff will provide support to Adult Education by conducting HiSETs only when no local AE representative is available. All HiSET requests utilizing the coach or coach staff need to be directed to Jennifer Lowe – Jennifer.lowe@tn.gov. Jennifer will contact the appropriate lead if there is a legitimate need for HiSET support from Mobile American Job Center staff.

- ***Night and Saturday Events:*** For Saturday event requests, please consult with your Regional Director. Saturday events may provide opportunities to connect services and people, outreach, and other networking opportunities. After hour events can also provide additional opportunities. Flex time will be utilized when Saturday and after hour events occur.
- ***Rapid Responses-*** Rapid Response events will take priority over non critical instances. Rapid Response events will need to be scheduled with the area Rapid Response Coordinators located on the N-Drive.
Leads will get in touch with the contact person listed on the Request Form within 3 business days after submission to verify all information is correct. Verification should be made one week prior to the event for any changes or cancellations.

Supply Requests

- All requests for supplies must be made through the lead or regional director. Please attempt to order supplies that will be needed for the upcoming 6 month period.
- Please allow adequate time for the supplies to be ordered and delivered to your location. It usually takes a week to 4 weeks for supplies to come in after the order is keyed in, depending on where the order is coming from.
- There are several times during the year when you will receive an email notification that ordering of supplies must be done by a certain date. Please be mindful of these dates and respond in a timely fashion. If you have received an email letting you know that supplies cannot be ordered during certain time periods, we will not be able to process any supply requests during that time.
- Once per year, you will receive an email requesting that you submit your requests for calendars. Please be mindful of this date as well, as all calendars are ordered for the department at the same time.
- Ensure that you have an adequate supply of DEF at all times in case you run into a situation where you are not able to refill the DEF tank at the pump.

Speed chart numbers for supplies:

East 1 - LW00006551

East 2 - LW00007825

Middle 1 - LW00006547

Middle 2 - LW00007829

West 1 - LW00006543

West 2 - LW00007833

Time Reporting/Flex Time

- Leads and staff will be responsible for documenting and keeping up with flex time. Leads will attempt to ensure that flex time is used within the two week time period when it was accrued. We realize that this is not always possible, but this should be the exception, not the rule.

- Please follow your Lead's instructions on maintaining paper time sheets. If required, paper time sheets should be filled out and turned in to supervisors on the 15th and the last day of the month.

- Edison time should be entered in a timely fashion. You will receive an email from Jennifer Keeling indicating time deadlines for submitting your time and leave requests in Edison. Remember that your time runs from the 1st of the month through the 15th and then the 16th through whatever day is the last day of the particular month. If you are unsure of the dates that you should be reporting for, Jennifer's emails will have the dates on it.

Jobs4TN

Accessing Staff Training in VOS

Sign into your Jobs4TN account and on the My Staff Dashboard tab, click on Learning Center. If your dashboard is not configured to show the need help or information section, please let me know.
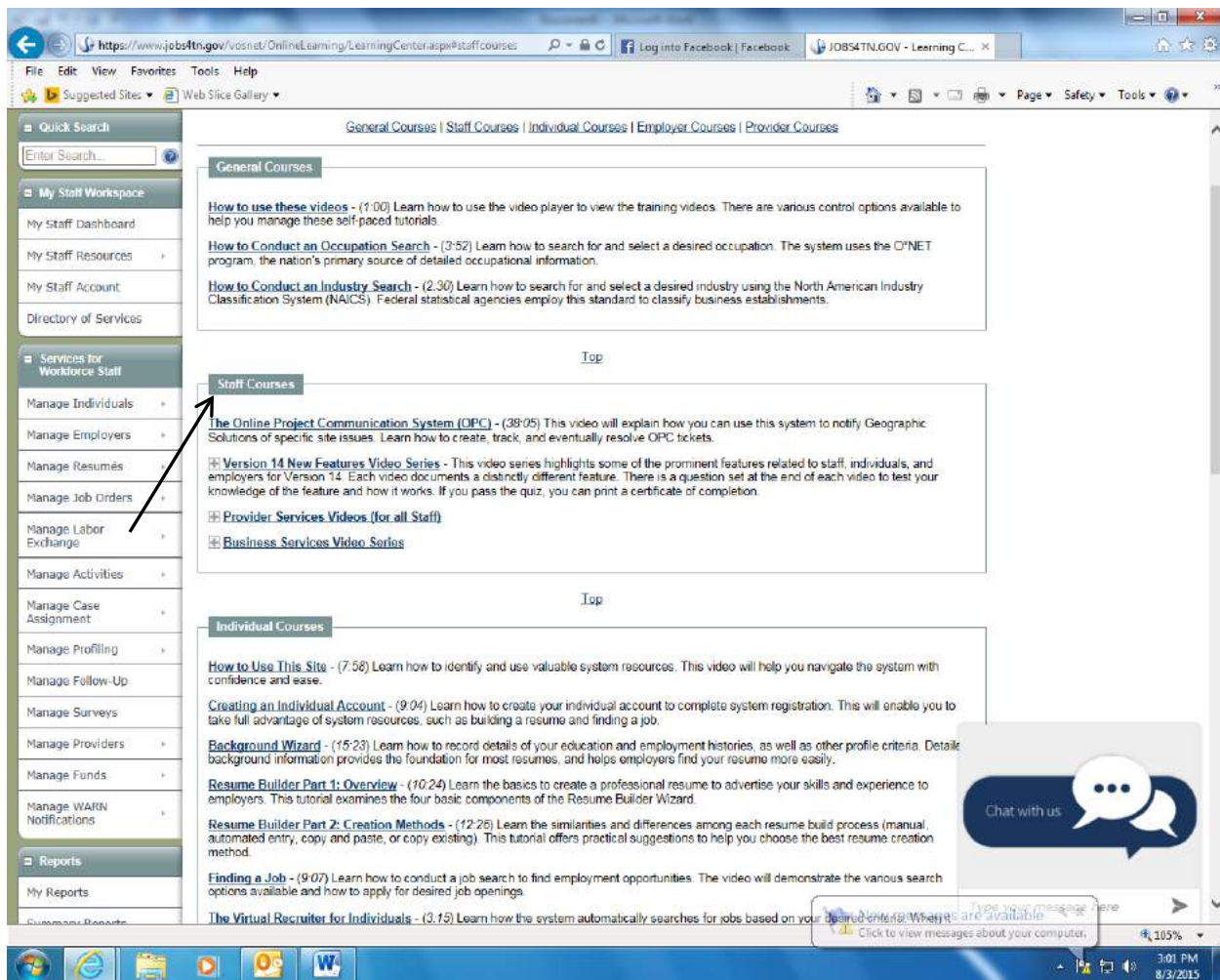
The staff courses on using VOS are located in the Staff Courses section.

When you click on the plus button to the left of the main title, the box will open to show you everything that is available – see the screen shot below:

Click on the blue hyperlinks to view the videos.

The Individual Course section is helpful as well.

E-mail blasts

1) Log into Jobs4tn
2) On the left hand side of the screen, click on manage individuals, then assist an individual
3) At the bottom of the page above the search button, click on the more search options link
4) Under address, change area type to zip code, enter zip code and choose the radius – I usually choose 50 miles in rural areas
5) Under employment criteria, click on search for O*Net code
6) Use any of the options to find customers who are looking for the type of employment that the attending employer is providing, for example, click the keyword tab and type in caregiver if the employer is hiring caregivers.
7) Click the search button
8) Click on the occupation listed that matches what you are looking for:

9) The code will be automatically generated and inserted into the O*Net code field.
10) In the same section, under looking for work, click in the yes radial button
11) Under the skills criteria section, select one of the three options.
12) Under case management user criteria, change individual user status to active
13) Click on the search button
14) A list of candidates will be generated – this may take a few minutes
15) Scroll to the bottom of the page, and change the records number per page to 500 and click the go button– if you do not do this, the only people receiving the message will be the ones listed on the first page. This will also take a few minutes.

16)

17) When you receive the list with the first 500 on it, scroll back to the top of the page and click in the box to select all:
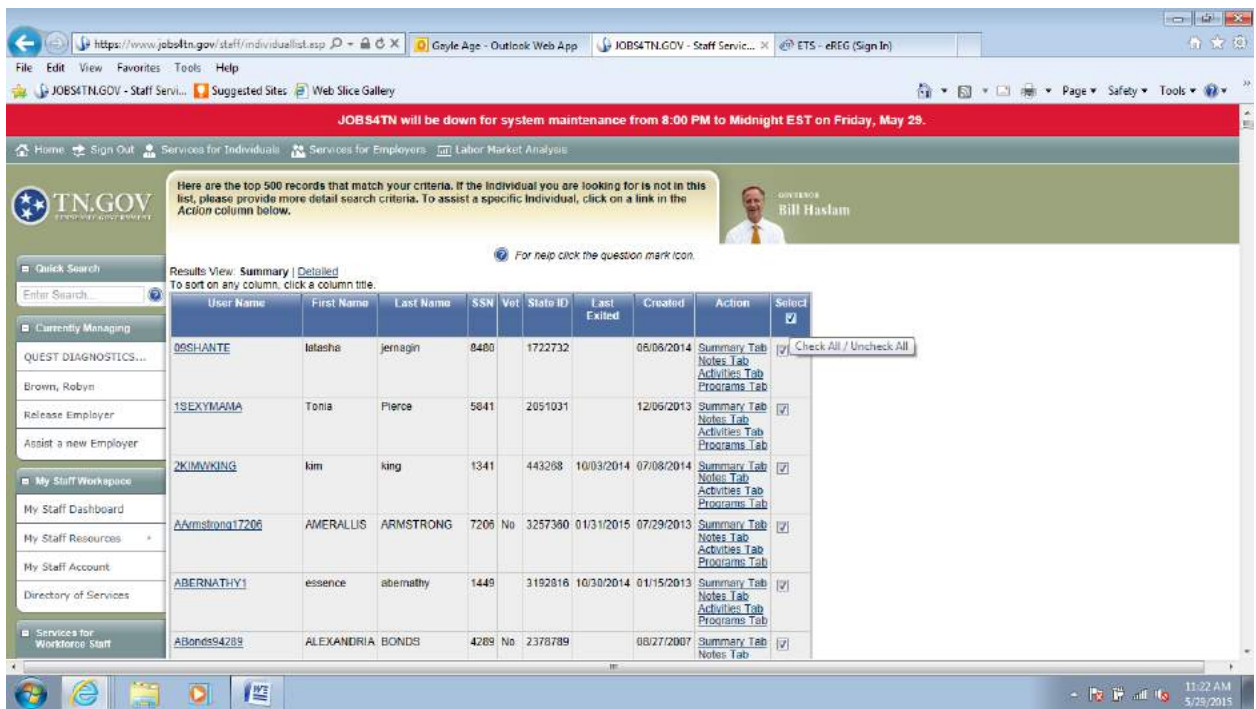
18) Scroll to the bottom of the screen and click on the link labeled save new list.

19) A window will open allowing you to name the list. Give it a name and click on the save link.
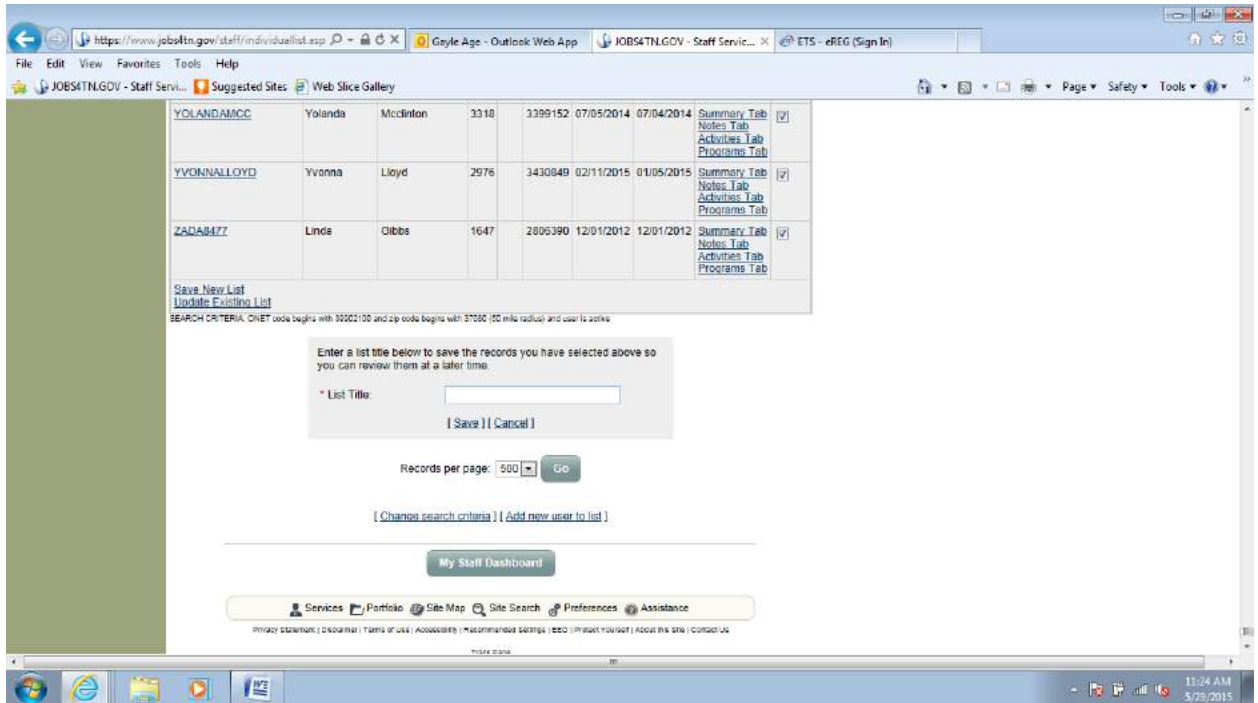
20) You will receive a message that the list has been saved – this will also take a little time. Click the ok button.
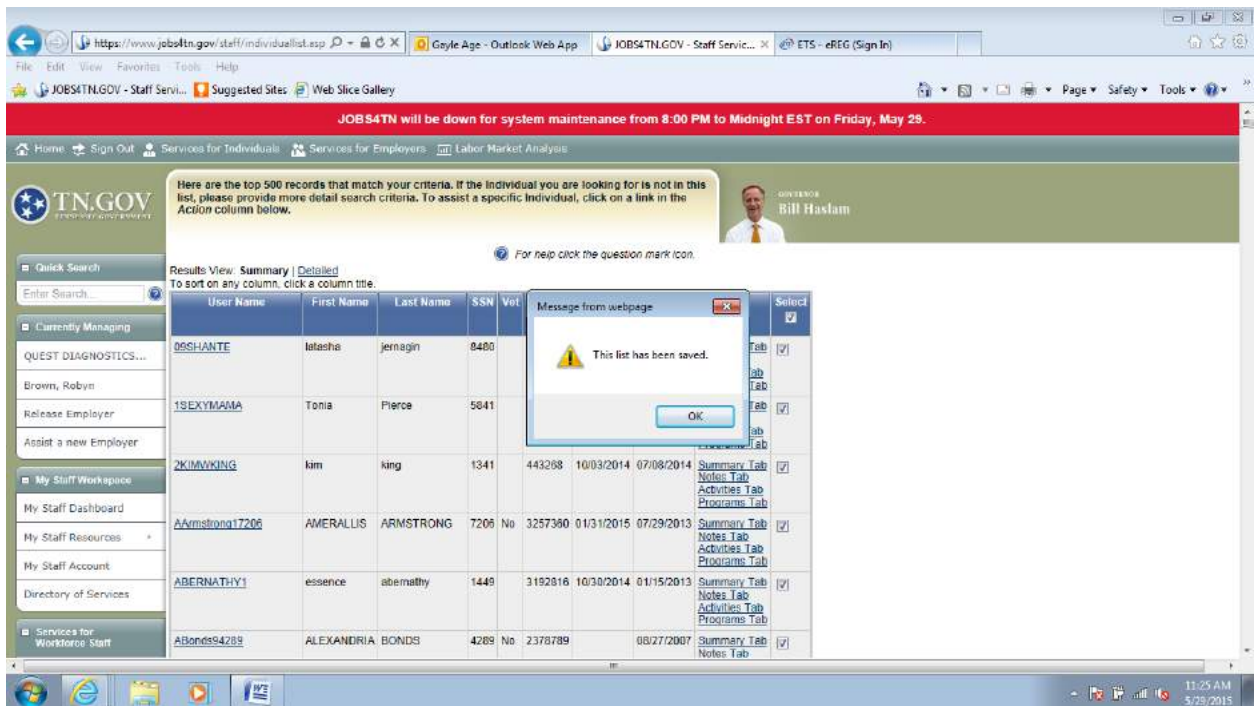
21) Scroll down the left hand side of the page and under Communications, click on Messages
22) At the bottom of the page, click on the create new message button

23) Under recipient type, select individual
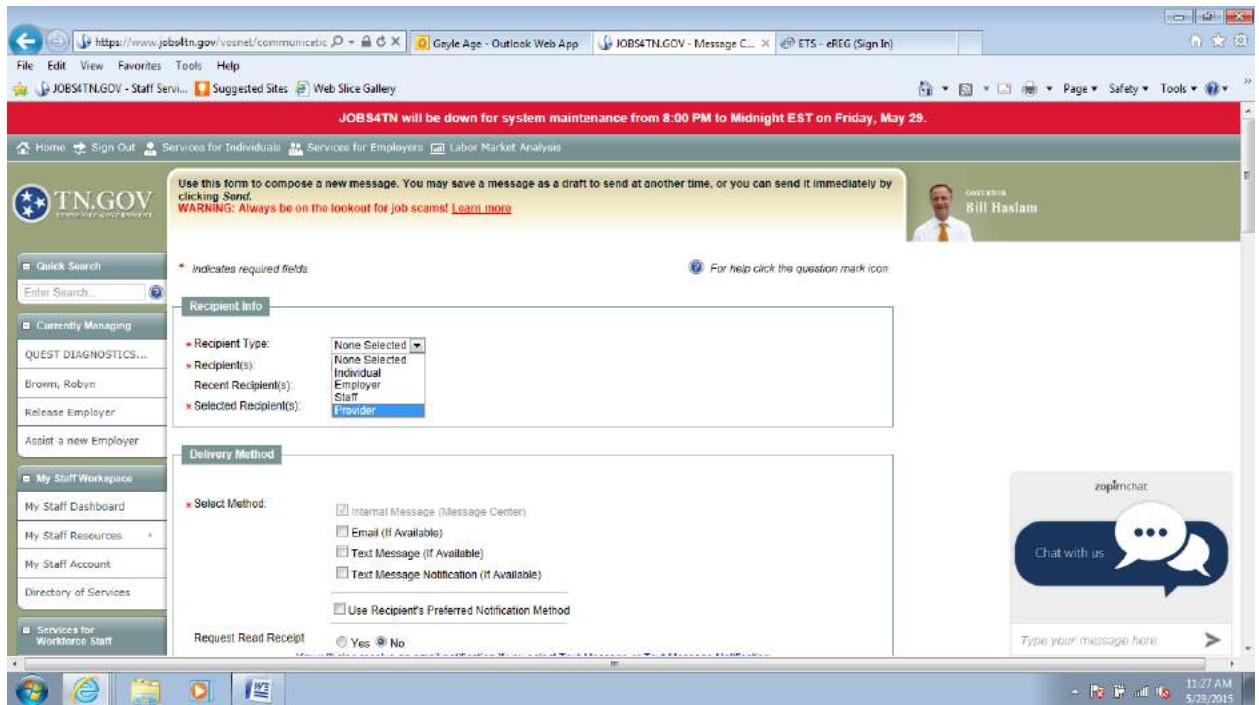
24) Click on the search option, and click ok in the window displayed
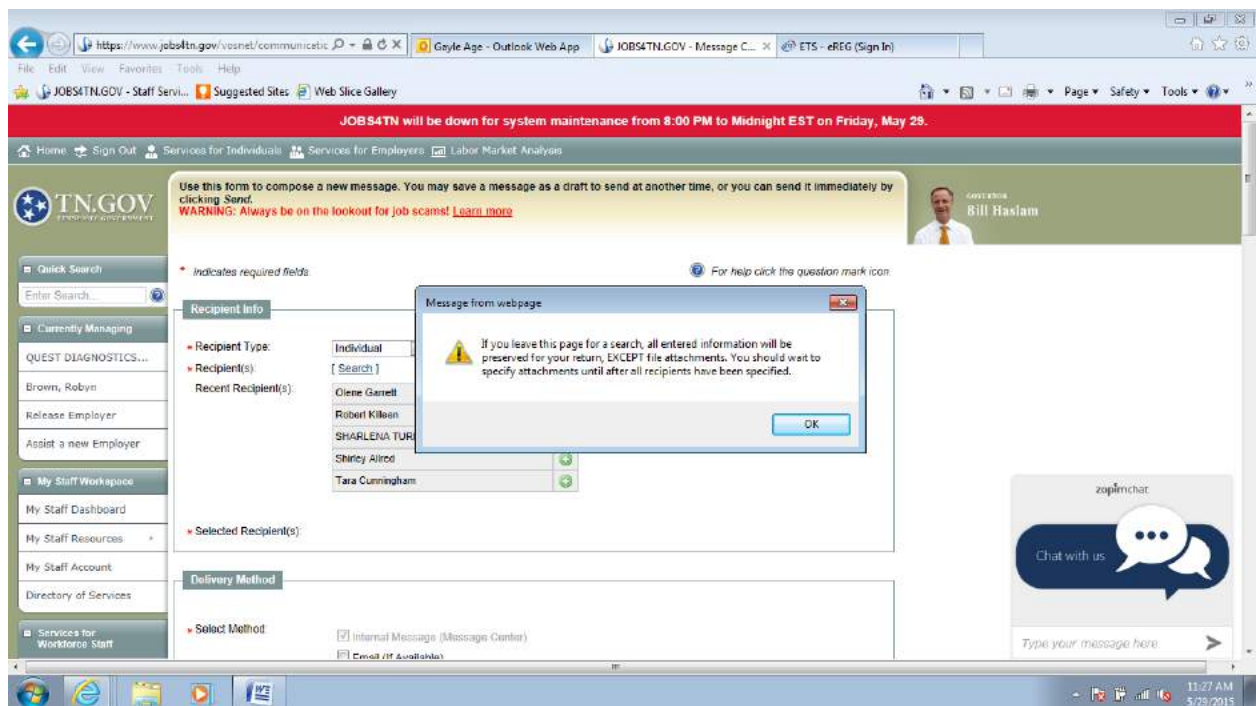
25) Click on the my search lists link
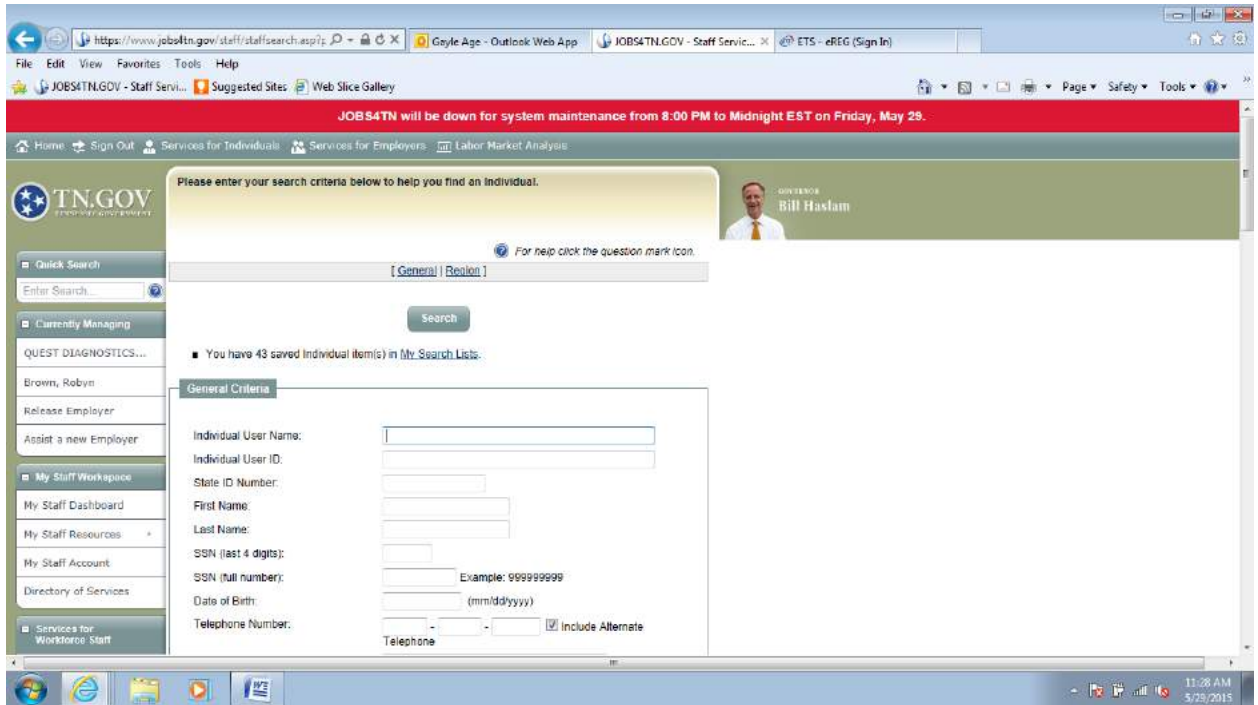
26) Find the saved list that you created and click on the select link next to it – for this example, I named the list test list
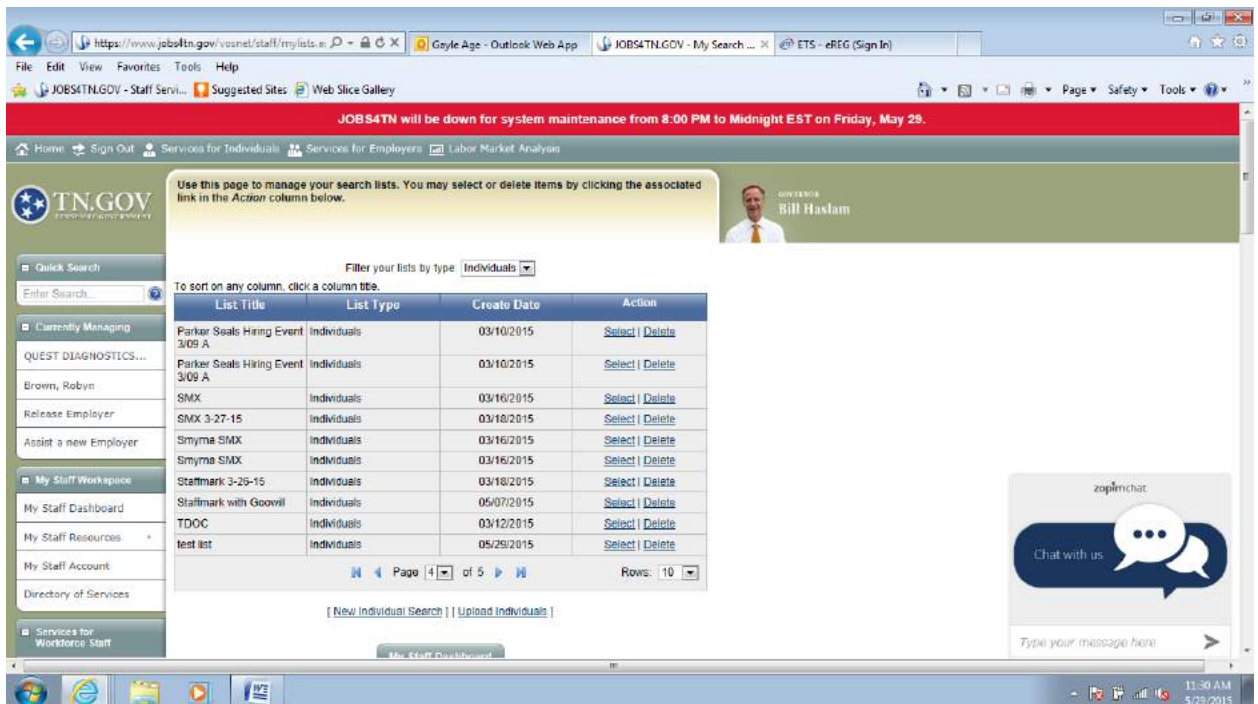
27) Again, scroll to the bottom of this list, and change the records number per page to 500 and click the go button (see #15) – this will take a few minutes

28) Again, scroll back to the top of the page and click in the box to select all (see #17)

29) Scroll to the bottom of the page and click on the continue button – this will take a few minutes
30) Scroll down and select customer's preferred method of notification and click on the ok button
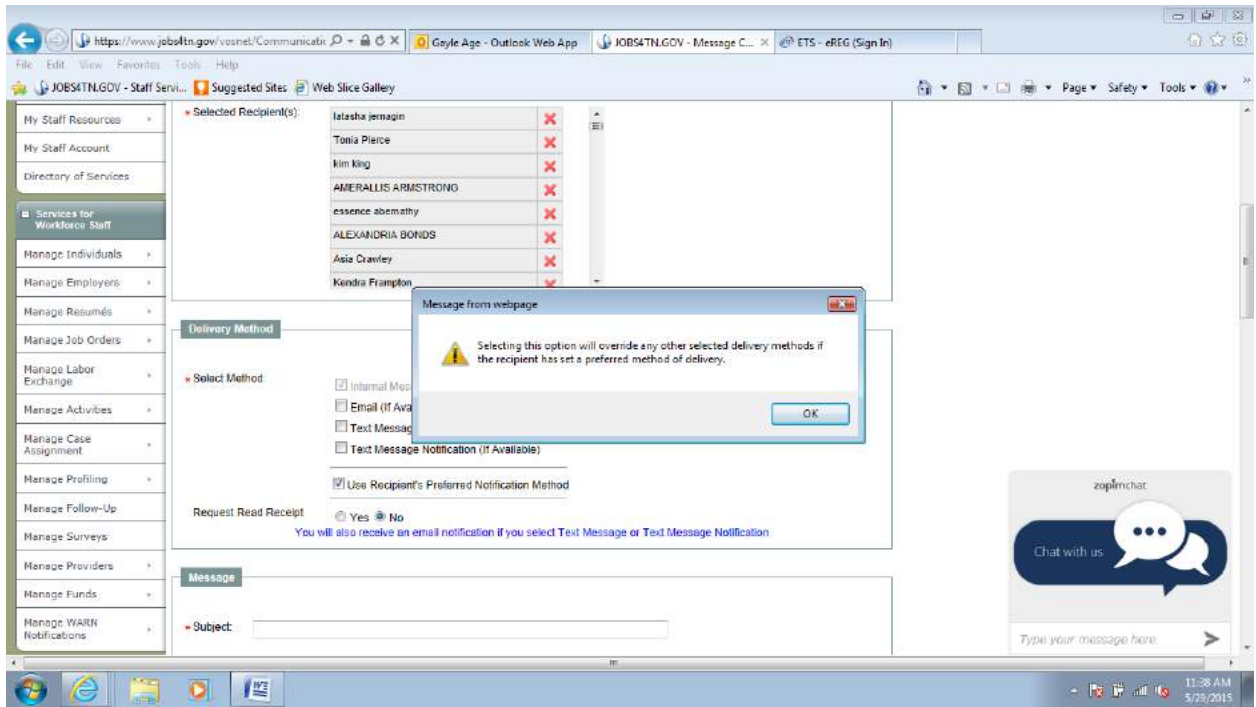
31) Enter something about the event in the subject line, and type your message in the message
    area. Click on send.
32) Here is an example:
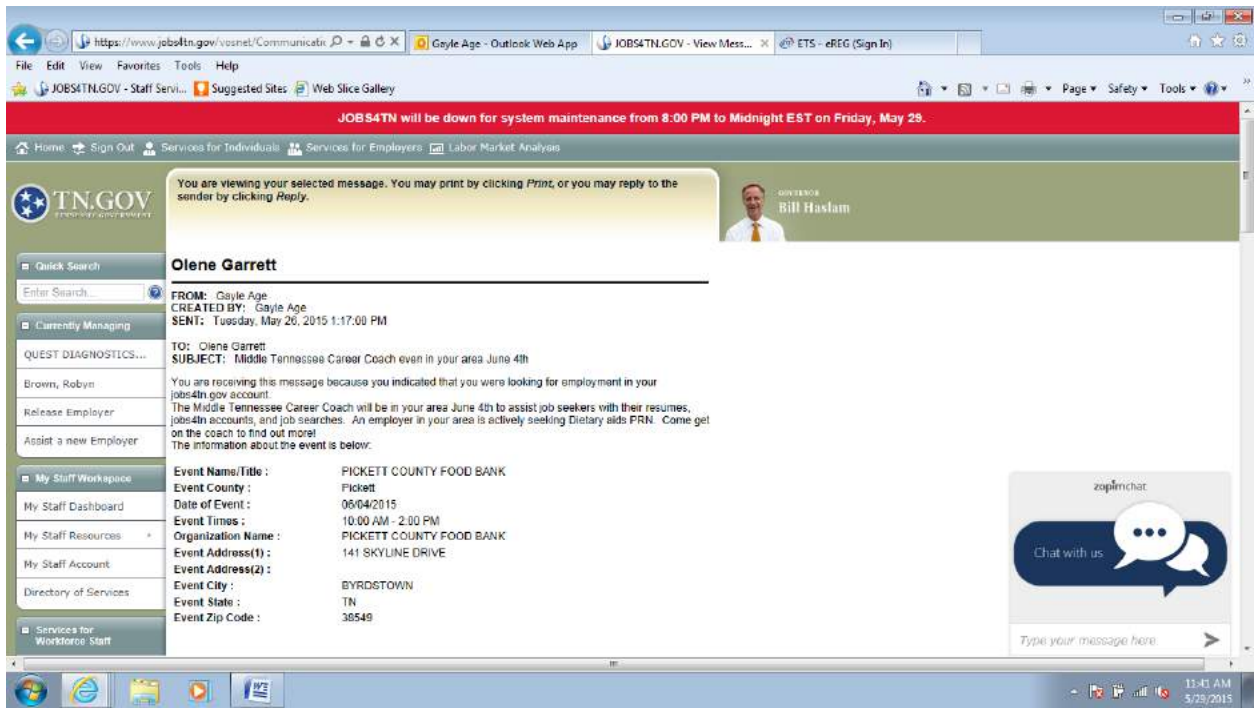
Event information from the getonthecoach website schedule

You may omit the O*Net information when we do not have an employer who is recruiting just to let customers who are actively job searching that we are going to be in the area to assist them.

Mass Emails to More Than 500 People

- Log into jobs4tn
- On the left hand side of the page under Reports, click on Detailed Reports
- Under Miscellaneous, click on Contact
- Click on Individual Registration
- Select the region you want to send the email to. Hold the control key down while clicking to select more than one region. Do not choose office location unless you are wanting to limit the list to one office in a region.
- In the Individual section, select yes for "Looking for Work"
- In the Date section, choose "Last Access Date" in the Filter by Date field
- Choose a date range. For example, if you choose the last 90 days, the report will filter for customers who have accessed their account in the last 90 days.
- Click on "run report"
- Save the report as an excel file
- You may filter the file for county, onet code, zip code, etc.
- Open a new email in outlook
- Copy the column of email addresses – do not include the header field
- Paste what you have copied into the **BCC** field of your new email
- **Be sure that you are entering the email addresses in the BCC field!**
- **DO NOT SEND MORE THAN 500 EMAILS AT A TIME WHEN USING THIS PROCESS**
  - **If you have more than 500 on the list, you will need to send more than one email. Sending more than 500 at one time will indicate to servers that you are spamming.**
- **Customers will not have the option to opt out of receiving emails when you send them this way. Please be sure to include the following statement at the beginning of the email: You are receiving this email because you indicated that you are looking for work in Jobs4tn.gov.**
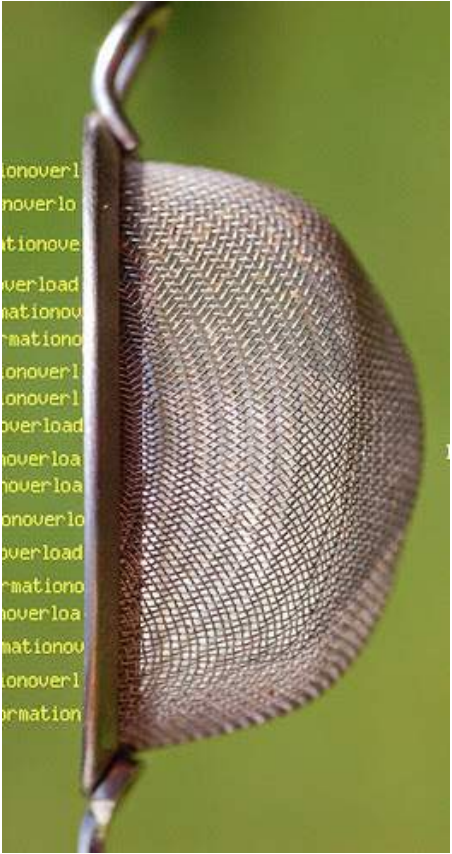
Filtering Excel Files

Click on the arrow down to open the export drop down menu and choose the excel option

Open the excel file

Highlight the first three rows of the spreadsheet – this should be done by clicking on the "1" that indicates the first row, hold and drag down to include the first three rows. If this is done correctly, it will look like the screen shot here.

Right click on your highlighted area, and click on delete.

The first three rows of the spreadsheet are now gone. Click on the "A" to highlight the first column of the spreadsheet, right click on the "A" and choose delete on the drop down menu – this will delete the first column of the spreadsheet.

If you are not able to filter the spreadsheet it is usually because you have left the rows and columns in that should have been deleted!

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Click on the arrow in the Sort & Filter option to display the available options. Click on Filter

Last Access Date	First Name	Last Name	Primary Phone	Alt Phone	Email	Addr / City / State / Zip	County	In School	Educ Level	Working	Vet Eligible	Vet Status	Q
10/09/2016	SCOTT	ABBOTT	(615) 243-6919		VNNSDADDY@COMCAST.NET	636 CHERYL AVE MADISON, TN 37115-0000	Davidson County		HS	No	No		15115200
10/18/2016	NADER	ABDALLAH	(615) 881-1763		NADERGHATTAS83@YAHOO.COM	934 MASSMAN DR NASHVILLE, TN 37217-	Davidson County		10	No	No		51919800
10/25/2016	ISHAQ	ABDELMLAK	(615) 892-1389	(615) 944-0597	lzaczizo@yahoo.com	1213 Larzelere LAne La Vergne, TN 37086	Rutherford County		12	No	No		31909300
10/11/2016	Karzan	Abdullah	(615) 674-4451		karzan.assai@gmail.com	441 welshwood Dr. G 123 Apt	Davidson County	No	BD	No	No		31909200
10/25/2016	CAROL	ABERNATHY	(615) 939-6505		CABERNATHY0305@HOTMAIL.COM	3510 BROOKWAY DRIVE NASHVILLE, TN 37207-	Davidson County	No	14	No	No		27024202
10/23/2016	EL MUSTAPHA	ABID	(615) 886-8388	(615) 496-6746	ABIDMUS@HOTMAIL.COM	5161 RICE ROAD APT 225 ANTIOCH, TN 37013-0000	Davidson County		HS	No	No	Yes, Eligible Veteran	17207100
10/19/2016	Faraj	Abu	(615) 424-0734		faraj.avveys@gmail.com	715 Woodland St	Davidson County		HS	No	No		25309900
10/22/2016	Brian	Adair	(503) 521-6733		or.musselman@gmail.com	5610 Old hickory Blvd	Davidson County		MD	No	No		11303102
10/25/2016	Asia	Adams	(859) 327-9050		asiaadams2009@gmail.com	2902 McCampbell Avenue Nashville, TN 37214	Davidson County		VC	No	No		31909200
10/23/2016	CHARLES	ADAMS	(615) 730-9048	(615) 462-1827	CHARLIEADAMSDRUMS@GMAIL.COM	3353 OAK TIMBER DR ANTIOCH, TN 37013-0000	Davidson County		14	No	No		27024202
10/17/2016	Joseph	Adams	(615) 419-5973		jjadams63@gmail.com	209 CHARLESTON DR. GOODLETTSVILLE, TN	Davidson County		BD	No	No		17207100
10/08/2016	Quanita	Adams	(615) 275-7516		quanita.hayes.qh@gmail.com	805 LONGHUNTER LANE NASHVILLE, TN 37217	Davidson County	No	MD	No	No		25309900
10/24/2016	Sharon	Adams	(615) 626-0040		sca0708@icloud.com	3463 cobble street Nashville, TN 37211	Davidson County		13	Yes	No		11303102
10/21/2016	Stacey	Adams	(423) 432-2952		staceyradams@yahoo.com	4023 PARK RIDGE DR Nashville, TN 37211	Hamilton County		HS	No	No		43601400
10/24/2016	JUDY	ADE	(615) 509-7928		JUDYADE@GMAIL.COM	3415 village green dr	Davidson County	No	14	No	No		13208200
10/08/2016	Mina	Adib	(201) 779-1623		madib@njcu.edu	5019 Pleasant Ave Blvd	Davidson County	No	BD	No	No		43601400
10/13/2016	Kamil	Adly	(347) 581-7278		kamiladly@yahoo.com	Antioch, TN 37013	Davidson County		HS	Yes	No		51209900
10/18/2016	DEDE	AGBOGLO	(615) 636-0098		DEDEAGBOGLO@GMAIL.COM	150 MOUNTAIN HIGH DR ANTIOCH, TN 37013-0000	Davidson County		AD	No	No		43902100
10/18/2016	Valerie	Aguilar	(615) 356-7222	(615) 512-3320	valeriedaguilar@outlook.com	6416 Premier Drive Nashville, TN 37209	Davidson County		MD	No	No		25112300
10/10/2016	Joram	Ahadi	(336) 687-1773		joramahad@yahoo.com	442 anoer crest blvd Nashville, TN 37211	Davidson County		12	No	No		29119901
10/25/2016	Roger	Ainley	(615) 948-8046		rdainley@yahoo.com	207 Mason AVE 213	Davidson County		MD	No	No		15119908
10/12/2016	Muqeet	Akmal	(615) 480-8028		Drnash3@aol.com	3800 Tolin drive	Davidson County		SD	No	No		55201300
10/14/2016	Haider	Al Hamzawi	(615) 335-2121	(615) 554-2360	alhamzawi_h@yahoo.com	206 harpeth wood court Nashville, TN 37218	Davidson County		10	No	No		49907100
10/25/2016	Ahmed	Alallaq	(615) 943-3604		Ahmoalallaq@gmail.com	306, zermatt ave Nashville, TN 37211	Davidson County		HS	Yes	No		51919900
10/23/2016	Mahmood	Alareqi	(615) 810-1833		mahmoodalareqi@yahoo.com	308 plus park blvd Apt#j1 Nashville, TN 37217	Davidson County		00	No	No		51919900
10/14/2016	CARLOS	ALAVENA	(612) 479-4940		Carlosnashville@gmail.com	3071 NOLENSVILLE RD Nashville, TN 37211	Davidson County		MD	Yes	No		41101200
10/23/2016	Mark	Albertson	(727) 482-0325		markja22@yahoo.com	113 355	Davidson County	No	12	No	No		29901100
10/21/2016	Daryl	Alexander	(615) 497-5319		mralexander399@gmail.com	1550 9th ave north Nashville, TN 37208	Davidson County		HS	No	No		37201100
10/24/2016	Lee	Alexander	(615) 495-2570		leecalexander@hotmail.com	621 Lambeth St Nashville, TN 37091	Marshall County		HS	No	No		51412106
10/15/2016	Mark	Alexander	(336) 244-4465		alexander01@gmail.com	1207 Myrtle St Nashville, TN 37207	Davidson County		BD	No	No		27102400

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You may now filter using any or all options that you would like to apply to the spreadsheet by clicking the arrow down next to the column you would like to filter.

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Here is an example:

I have selected to filter the Address/City/State/Zip column by the word "Antioch". The next step is to click the OK button.

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The filter that we applied is now displaying all rows in the spreadsheet with the word "Antioch" in the Addr/City/State/Zip column.

If you will notice to the far left of the screen the row numbers are no longer sequential indicating that not all rows are displayed. The information has not been deleted, but is hidden.

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In the case where an employer will be attending that is needing candidates for specific jobs, you may also want to filter the spreadsheet to include the o*net codes for those positions. To deselect all, click in the box to the left of select all to clear all of the check marks from the boxes. To choose the ones you would like to display on the spreadsheet, click in the box to the left of the code to select.

To see all of the o*net codes, please remember to scroll down within the dropdown box. Once you have selected all of the codes that need to remain visible on the spreadsheet, click on the ok button.

This spreadsheet is one filtered by location and o*net code. To send the email to these job seekers, highlight the email addresses that you would like to copy.

Last Access Date	First Name	Last Name	Primary Phone	Alt Phone	Email	Addr / City / State / Zi	County	In Scho	Educ Lev	Workir	Vet Eligib	Vet Stat	O*NE
10/24/2016	Scott	Aken	(615) 881-0880		soatfiskei37013@comcast.n et	116 Arbor Ridge Drive ANTIOCH, TN 37013-0000	Davidson County	No	13	No	No	Yes, Eligible Veteran	11301100
10/23/2016	TERRILYN	ALLDOOD	(678) 246-5287		TALLGOOD7184@GMAIL.C OM	4820 TRAPPERS RIDGE ANTIOCH, TN 37013-0000	Davidson County	No	BD	No	No		53603100
10/24/2016	Vincent	Camaddu	(615) 300-2690		vincent.camaddu.i@yahoo.co m	6304 Mr. View Road Antioch, TN 37013	Davidson County		VC	No	No		53303200
10/25/2016	Amanda	Canfield	(615) 482-6268		abrooksicanfield@aol.com	1224 Snappark Trail Antioch, TN 37013	Davidson County	No	MD	No	No		11301100
10/23/2016	RAYNIQUE	CRAWFORD	(615) 491-6325		RAYNIQUEC3RAWFORD@YA HOO.COM	495 JENNY RUTH PT ANTIOCH, TN 37013-0000	Davidson County		MD	No	No		11301100
10/24/2016	Gloria	Dillard	(615) 752-1985	(615) 477-1723	gior4883@gmail.com	3140 Mammoth Church Road	Davidson County		13	No	No		11301100
10/24/2016	JON	DILLARD	(615) 554-5828		JONDILLARD@TOPPER.WK U.EDU	2004 WHITNEY CREEK DR ANTIOCH, TN 37013-0000 3444 UMS LK	Davidson County	No	BD	No	No		31909900
10/23/2016	Latoya	Douglas	(901) 375-9862		latoytndouglas20@gmail.com	109 PAINTER DRIVE Antioch, TN 37013	Davidson County	No	14	No	No		31101100
10/24/2016	YOUSSEF	GHALY	(615) 424-6570		BABANEUIAI@YAHOO.COM	ANTIOCH, TN 37013-0000	Davidson County		HS	No	No		51919900
10/20/2016	Sharon	Griffin	(615) 877-1365	(615) 881-1260	sharongriffin92@yahoo.com	1211 Club House Lane ANTIOCH, TN 37013-0000	Davidson County	No	MD	No	No		11301100
10/25/2016	MALAK	HANNA	(615) 839-4401	(615) 839-4403	mhanna61@yahoo.com	900 MURCHKY FELL PL Antioch, TN 37013	Davidson County		HS	No	No		51919900
10/23/2016	IRVING	HAZARD	(615) 828-9351		HOMERHAZARD@COMCAS T.NET	3390 OAK TREES COURT ANTIOCH, TN 37013-0000	Davidson County	No	BD	No	No		11301100
10/23/2016	Jeremy	Helms	(615) 715-0920		jeremy.helms.0@gmail.com	204 CEDARVIEW DRIVE ANTIOCH, TN 37013	Davidson County	No	HS	No	No		53603100
10/20/2016	Kenneth	Hinsley	(615) 793-4902	(615) 752-9202	wzfiskei@yahoo.com	2800 WHITNEY GREEK DR ANTIOCH, TN 37013	Davidson County	No	HS	No	No		53303200
10/20/2016	Anthony	Johnson	(615) 573-6362		A.jeh1sel@gmail.com	5237 Mossow Bend Union Antioch, TN 37013	Davidson County	No	GED	No	No		51919900
10/25/2016	MICHAEL	KEANE	(615) 268-6628	(615) 819-2286	mkjeaene@gmail.com	415 greyridge Ct Antioch, TN 37013	Davidson County	No	BD	Yes	No		11307101
10/17/2016	Ingrid	Marshall	(615) 235-3230		ingridtmrsh@yahoo.com	3212 Newington Cove ANTIOCH, TN 37013-0000	Davidson County	No	AD	No	No		31101100
10/24/2016	Davina	Martin	(615) 525-8151		davina_martin1@yahoo.com	660 BELL RD #1310 ANTIOCH, TN 37013-0000	Davidson County		15	No	No		31909900
10/24/2016	HASSANA	MCMILLAN	(615) 836-9107	(615) 579-9954	HASSANA140@YAHOO.CO M	2562 JOHNSON HOUSE RD ANTIOCH, TN 37013-0000	Davidson County	No	15	No	No		11301100
10/24/2016	MONICA	NABORS	(615) 831-1396		MONILYN@COMCAST.NET	ANTIOCH, TN 37013-0000	Davidson County		BD	Yes	No		33302103
10/13/2016	Lakisha	Shannon	(731) 607-5382		shannon.lakisha2888@gmail .com	2900 Baby Ruth Ln 110 ANTIOCH, TN 37013	Davidson County	No	BD	Yes	No		31909900
10/25/2016	Shannon	Southern	(615) 293-6753		ssouthern1118@yahoo.com	4457 Windsor dr Antioch, TN 37013	Davidson County		HS	No	No		53303200
10/25/2016	Marea	Sweeney	(615) 335-4355		mareahoney@yahoo.com	417 Bell Oak Dr Antioch, TN 37013	Davidson County	No	AD	No	No		51919900
10/23/2016	Lee	Walker	(615) 719-2772		wysjguy1975@hotmail.com	307 Swift Drive Antioch, TN 37013	Davidson County		HS	No	No		11301100
10/12/2016	Jonathan	Welbar	(916) 757-7451		Jondelbae@gmail.com	305 Jackson Ave Nashville, TN 37211	Davidson County		BD	Yes	No		33302103

Ready 25 of 2633 records found

I have highlighted the information that I would like to copy. Right click inside the highlighted area and click on copy.

Open a new message in your email program and in the **Bcc** section, right click and click on paste.

The email addresses that you copied are now displayed in the Bcc section.

- **DO NOT PASTE THE EMAIL ADDRESSES INTO ANY SECTION OTHER THAN THE Bcc SECTION!**
- **DO NOT SEND ANY EMAIL WITH OVER 500 RECIPIENTS!**
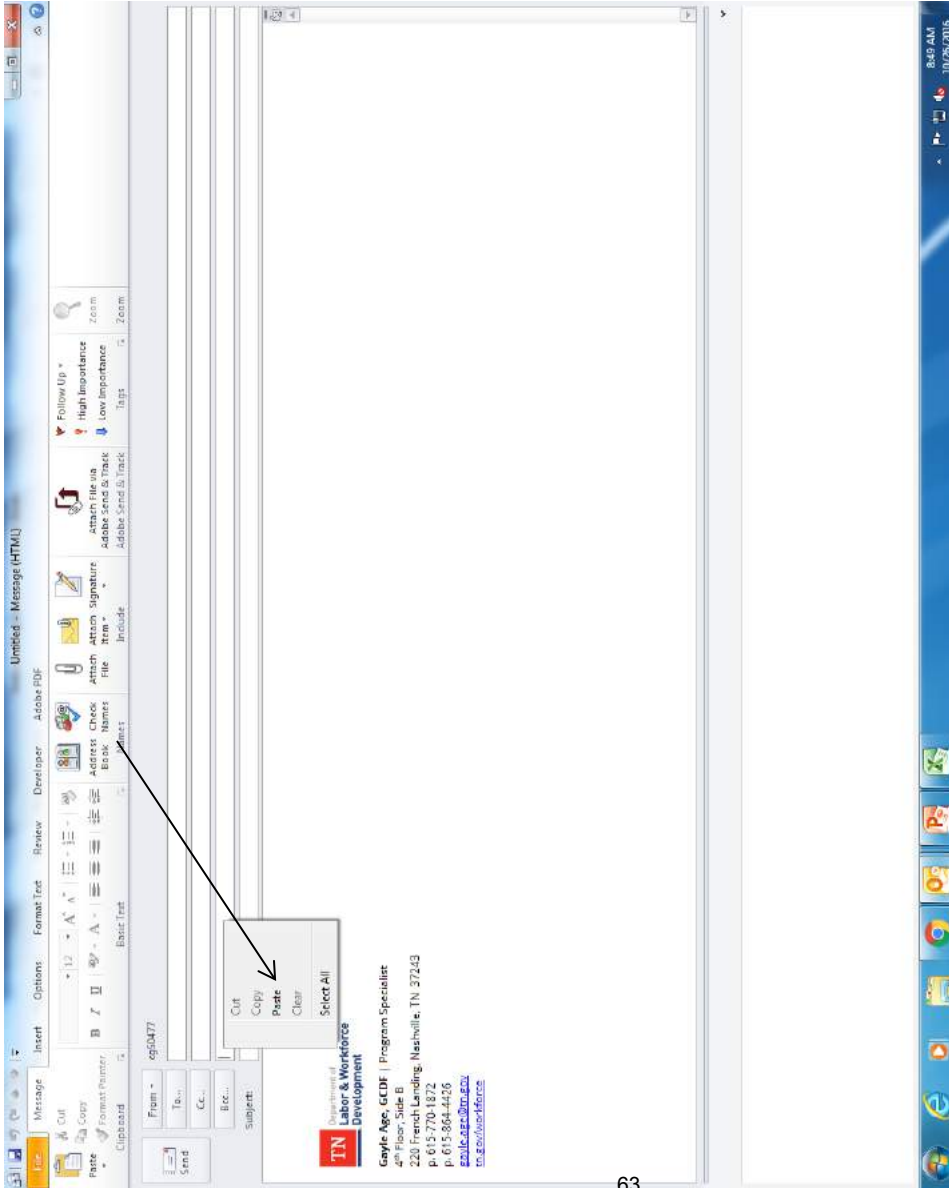
Please note the first two lines in this email. It is important that these are included in any email sent out as customers are not able to opt out of receiving email notifications when they are sent this way.

East TN Career Coach event in your area 8/12/16 - Message (HTML)

From: CareerCoach Info
To:
Cc:
Bcc: 'andersong194773@yahoo.com'; 'cindy22612@gmail.com'; 'ABHBB2000@YAHOO.COM'; 'fcinfinity12@gmail.com'; 'c.boya1221@gmail.com'; 'DustinBrummett15@yahoo.com'; '0416branford@gmail.com'; 'rabbittman1980@gmail.com'; 'ROSANN.COOKE@YAHOO.COM'; 'rosann.cooke@yahoo.com'; 'NOEMAIL@NOEMAIL.COM'; 'AMBERGREGG88@GMAIL.COM'; 'DONALDDAVIS21102@COMCAST.NET'; 'cd372015@GMAIL.COM'; 'nightwing99_98@yahoo.com'; 'mar'; 'windydunaway1031@gmail.com'; 'frogra807@att.net'; 'davidgarrett2350@gmail.com'; 'jeanniegeasland@gmail.com'; 'Ash2012griffin32@gmail.com'; 'craighoffner@hotmail.com'; 'babygaga121511@gmail.com'; 'cna3277jh@yahoo.com'; 'CHAKA.JETT77@YAHOO.COM'; 'shj@tsd.k12.tn.us'; 'robertojuan90@yahoo.com'; 'keckm56@yahoo.com'; 'mwmingie@gmail.com'; 'JEFFREYMINOR1956@GMAIL.COM'; 'BLACKFOOT203010@YAHOO.COM';
Subject: East TN Career Coach event in your area 8/12/16

8-12 Knox Co. KCDC Lonsdale Homes - Save our Sons.jpg (146 KB)

You are receiving this email because you indicated that you were seeking employment in your jobs4tn account.
If you do not want to receive further emails, please log into your jobs4tn account and change your preferences to not seeking employment.

The East Tennessee Career Coach will be set up at Lonsdale Homes on August 12, 2016. Career Specialists will be available to assist with creating resumes, job searching, and answering questions about interviewing as well as assisting job seekers with registering for Jobs4TN, where almost 200,000 jobs are listed across the state. Representatives from Express Employment Professionals will also be onsite taking applications for various positions. Representatives from Workforce Connections will be on hand to assist youth with finding summer employment. For more information, please see the attached flyer.

Learn more about the Career Coach programs by visiting www.getonthecoach.tn.gov
Visit us on Facebook! https://www.facebook.com/GetOnTheCoach/

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Things to Consider

- Emails sent to customers this way will allow the customer to respond to the email to ask questions. Whoever is sending the emails out should be aware of this.

- It may be helpful to use an alternate signature as in the previous slide.

Service Codes for Events on the Mobile American Job Center

TDOC
102 - Initial Assessment
107 - Provision of Labor Market Research
115 - Resume Preparation Assistance
120 - Use of One-Stop Resource Room/Equipment
124 - Received Bonding Assistance
125 – Job Search/placement assist., inc. Career Counseling

Jail
188 - MCC REEntry Services
102 - Initial Assessment
107 - Provision of Labor Market Research
115 - Resume Preparation Assistance
120 - Use of One-Stop Resource Room/Equipment
124 - Received Bonding Assistance
125 – Job Search/placement assist., inc. Career Counseling

HiSet
107 - Provision of Labor Market Research
132 - Testing - Other
120 - Use of One-Stop Resource Room/Equipment

Job Fair/Employer onsite with coach
102 - Initial Assessment
107 - Provision of Labor Market Research
115 - Resume Preparation Assistance
120 - Use of One-Stop Resource Room/Equipment
123 - Job Development Contacts (working with Employer and job seeker)
125 – Job Search/placement assist., inc. Career Counseling

Outreach
102 - Initial Assessment
107 - Provision of Labor Market Research
115 - Resume Preparation Assistance
120 - Use of One-Stop Resource Room/Equipment
125 – Job Search/placement assist., inc. Career Counseling

Others that might be used in specific cases

104 -Workshop
211 - Referred to WIA/WIOA
202 - Career Guidance/Planning
123 - Job Development Contacts (working with Employer and job seeker)
103 - Information on Training Providers, Performance Outcomes
116 – Received Service from Staff not Classified

Finding employers with open job orders in Jobs4tn.gov

1) Log into jobs4tn
2) On the left hand side of the page, click on detailed reports
3) Under employer reports, click on job order reports
4) Under internal, click on by zip code
5) Select the zip code of the city – if you do not find any results using this option, repeat the report search using the county
6) Scroll down to the date section and enter filter criteria (i.e. created within the last 30 days)
7) Click on run report
8) The next screen looks like this:

Job Order Report - by Zip Code

- State: Tennessee
- Zip Code: 37041
- Create Date: 04/30/2015 to 05/29/2015

Zip Code	Total Job Orders	Total Job Openings	Total Job Referrals
37041 TN, US	1	1	3
Zip Code	**Total Job Orders**	**Total Job Openings**	**Total Job Referrals**
Report Totals	**1**	**1**	**3**

9) Click on the zip code that is highlighted in blue
10) A report will be generated that looks like this:
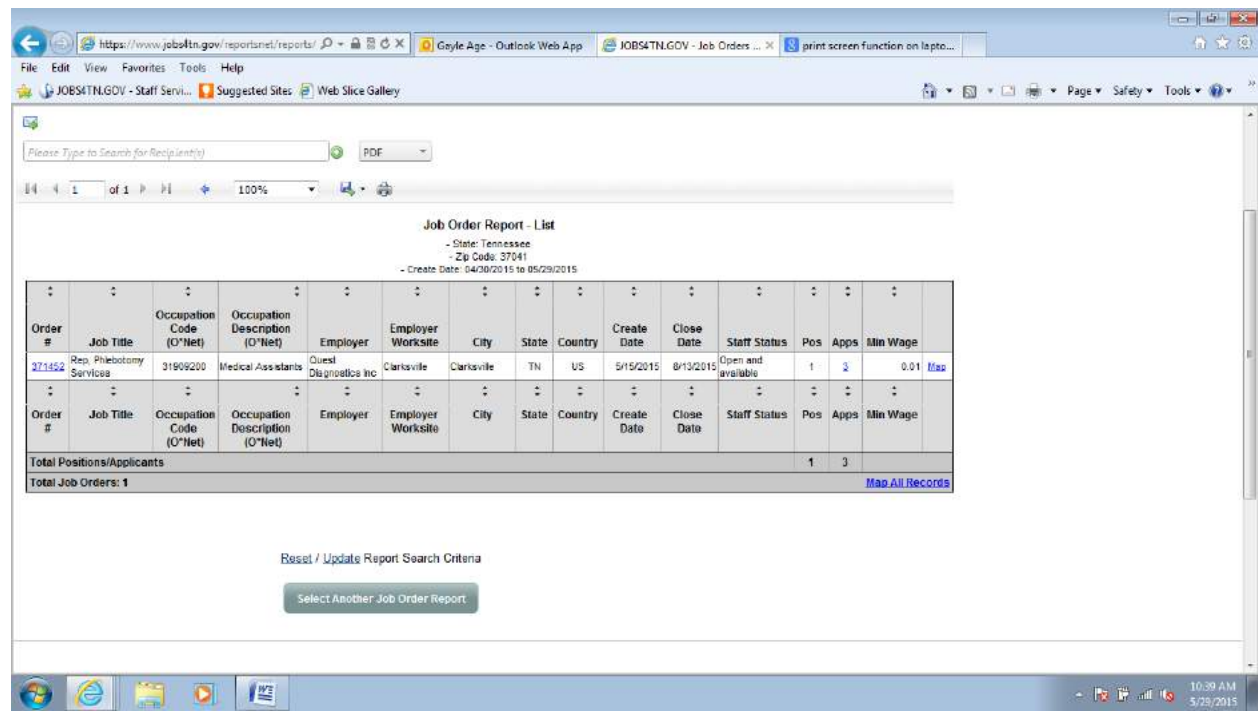
11) Click on the job order number to the far left of the screen to get the contact name, e-mail and phone number of the person responsible for posting the job order

12) At the top of the screen, click the arrow down next to the save icon (the picture of the 3 1/5 inch floppy disk) and choose excel

13) The screen will look like this:

14) Click on open
15) The file will need to be saved in the excel format
16) At this point, I usually add a column with contact name, number, and e-mail for quick access to this information and remove any jobs that indicate that they are no longer available or closed in the status section.

Setting up Events in Jobs4tn

Please remember that it will not be possible to add an event after it has occurred. You will be able to add events on the day that they occur or before. Participants can be added after the event has occurred, but the event must have already been created.

1) Log into Jobs4tn
2) On the left hand side of the page under Manage Schedules, click on Events Calendar
3) Click on show filter criteria
4) You will need to chose your region and office location if required and click on the filter link below this information
5) Scroll to the bottom of the page and click on the add event button. Alternately, you can click in the date you want to add the event.
6) Fill in the category – below is an example for a TDOC event we went to yesterday:

7) Choose schedule type – most of the time it will be a one time event unless it is recurring
8) Choose the start and end times
9) If you clicked on the day in the calendar, the date will be filled in for you, if you clicked on add event, you will need to put in the date of the event
10) Choose your LWIA/Region, then click on what appears in the box below and click on the arrow down to move the selection into the field
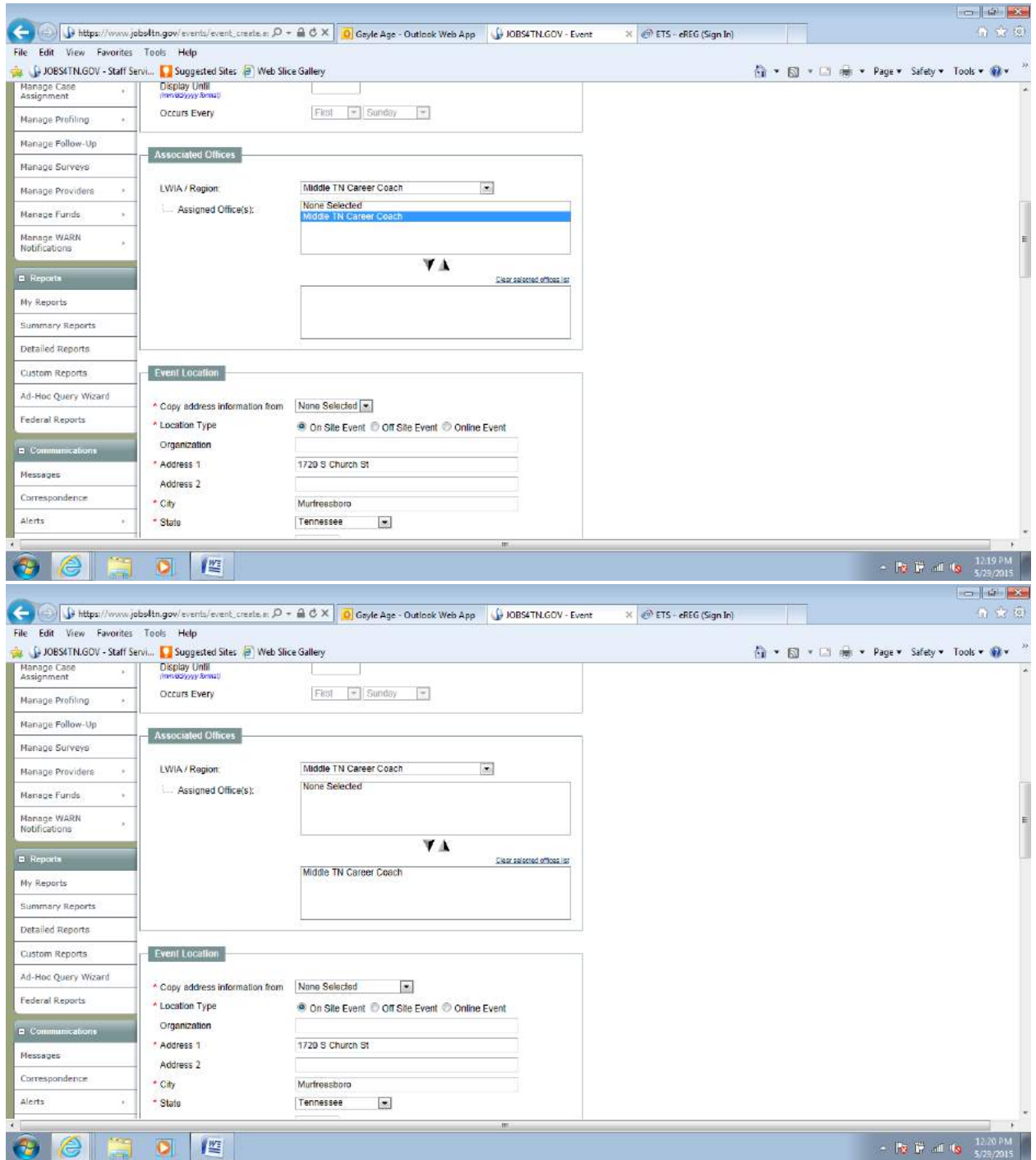
11) Enter the information required under the event location section
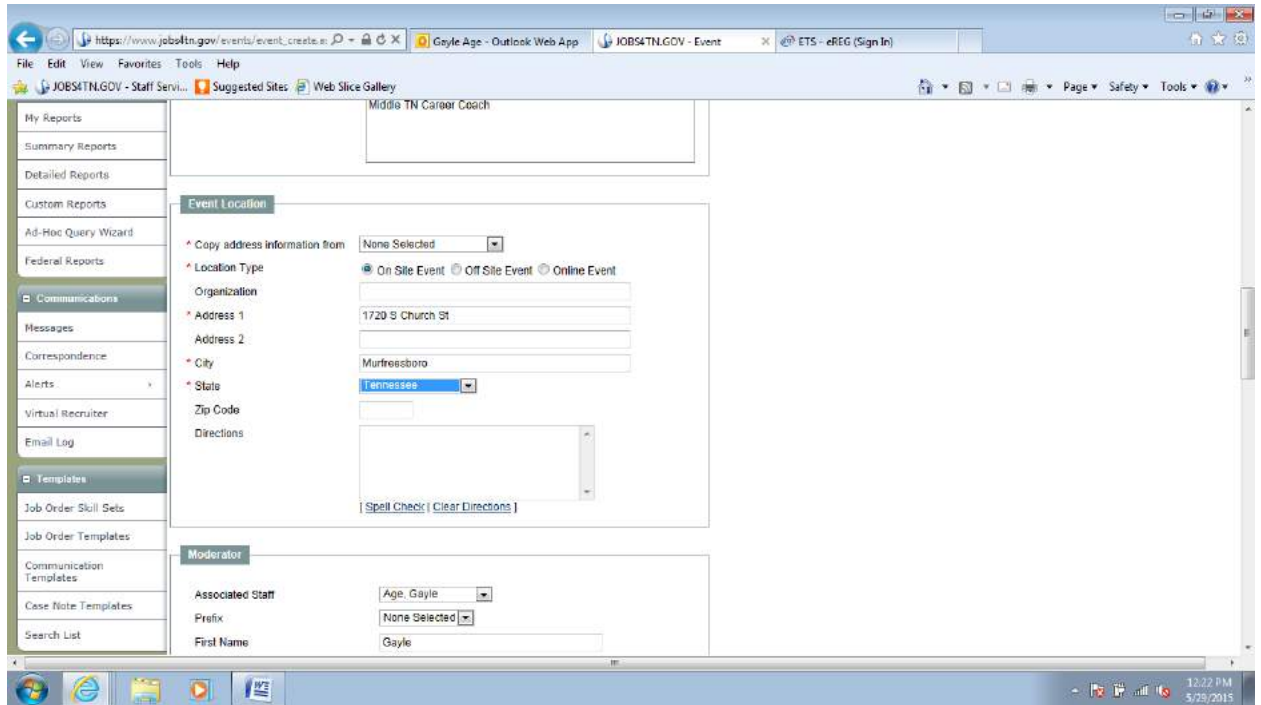
12) The moderator information should automatically populate for you using your information
13) Click yes on track services for this event, and choose the services you will be providing one at the time. Select the service and click the arrow down to move it into the box below.
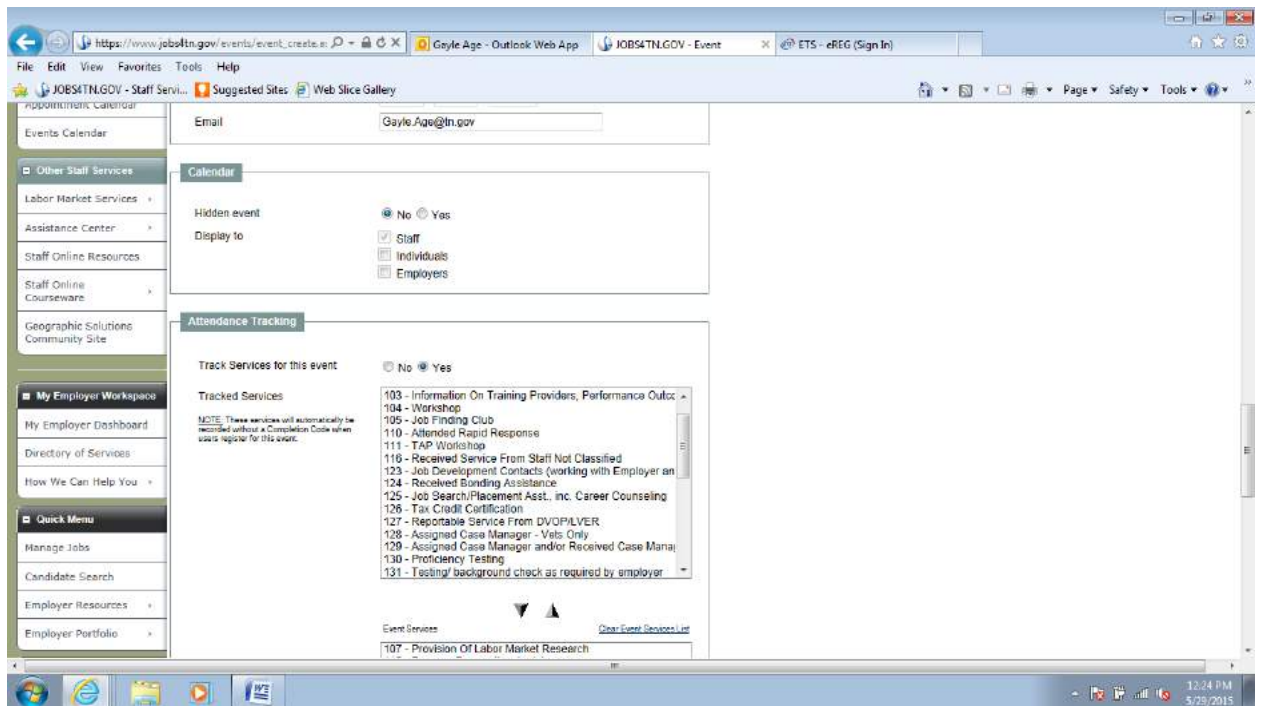
14) Under registration, choose contact event moderator to register. *You will not be able to enter customers who attend if you choose any option other than this one!*

15) Click on the save button – the event should now show up on the calendar.
16) To add attendees to the event, on the left hand side of the page under Manage Schedules, click on Events Calendar
17) Click on the event that you want to add attendees to
18) There are actually two ways to add attendees – you can create a list of socials, or you can add them individually. Unless you have a large number of attendees, I have found it more time consuming to try to do a mass referral for a few than to just do it individually and there are also some issues with attempting to mass register people whose socials start with a 0.
19) Scroll to the bottom of the page and click on the manage attendees link
20) Scroll to the bottom of the page and click on the register users link
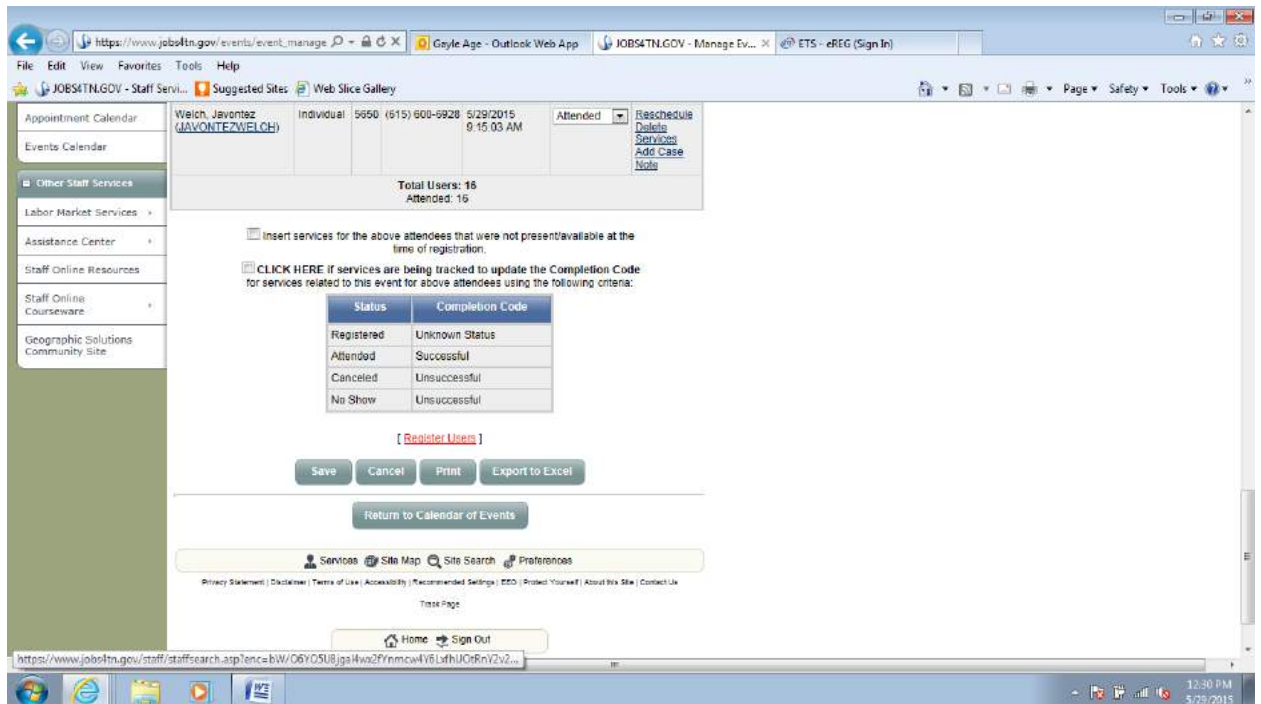
21) Enter the search criteria in order to find the customer and click on the search button
22) Click in the select field next to the customer that you would like to add and click on the register selected user button
23) Change the status to attended
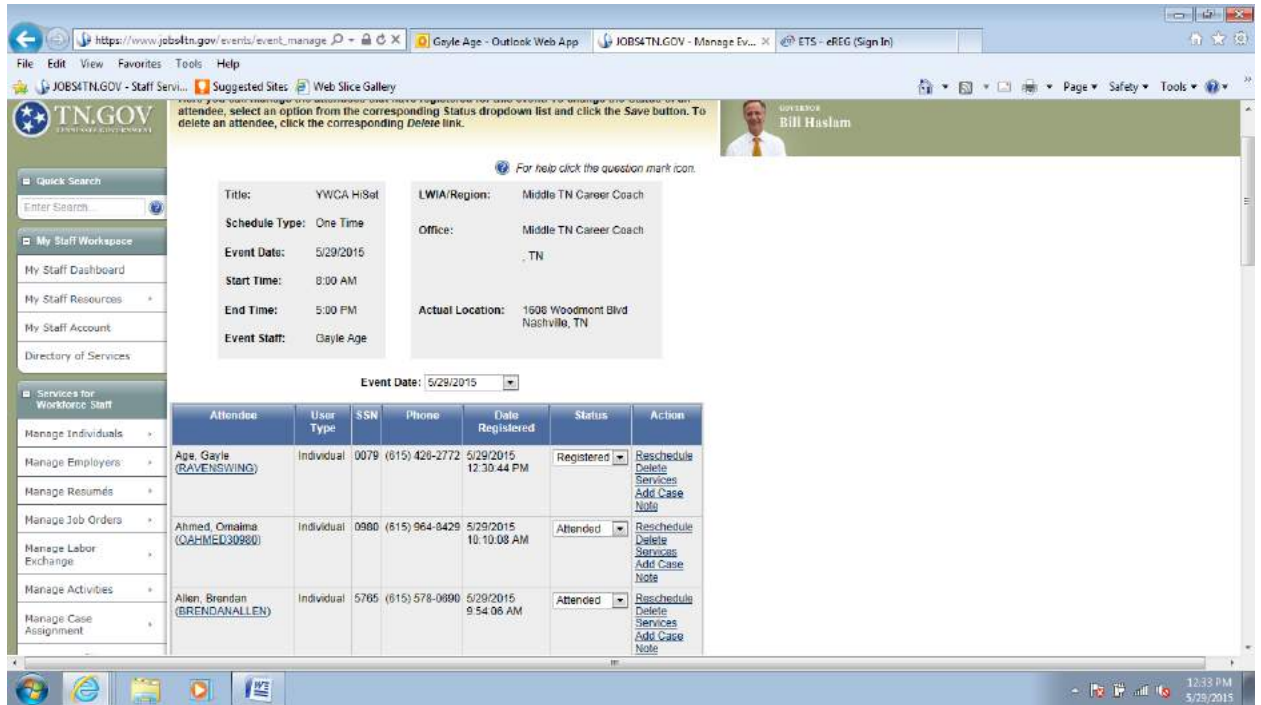
24) Scroll to the bottom of the page and click on the save button
25) Going through this process will assign the services that you selected for the even to all of the attendees

To Generate Reports

1) On the left hand side of the screen, click on detailed reports
2) Under services reports, click on event scheduler
3) Click on detailed attendance tracking
4) Scroll down to event begin and end date
5) Enter the date of the event
6) Choose the staff person's name who is listed as the moderator, or alternately you need to chose then Location/ LWIA to your area
7) In the date range, enter the date of the event
8) Click on run report
9) Save the file as an excel or pdf file

Google Docs

- Create a google account using your state e-mail address.
- Send a request to be added as someone who can edit documents on the shared drive to Trina Boone - trina.boone@tn.gov
- Log into google and click on the google apps icon – a window will opening allowing you to select the google drive
- Click on the google drive icon to open the shared drive
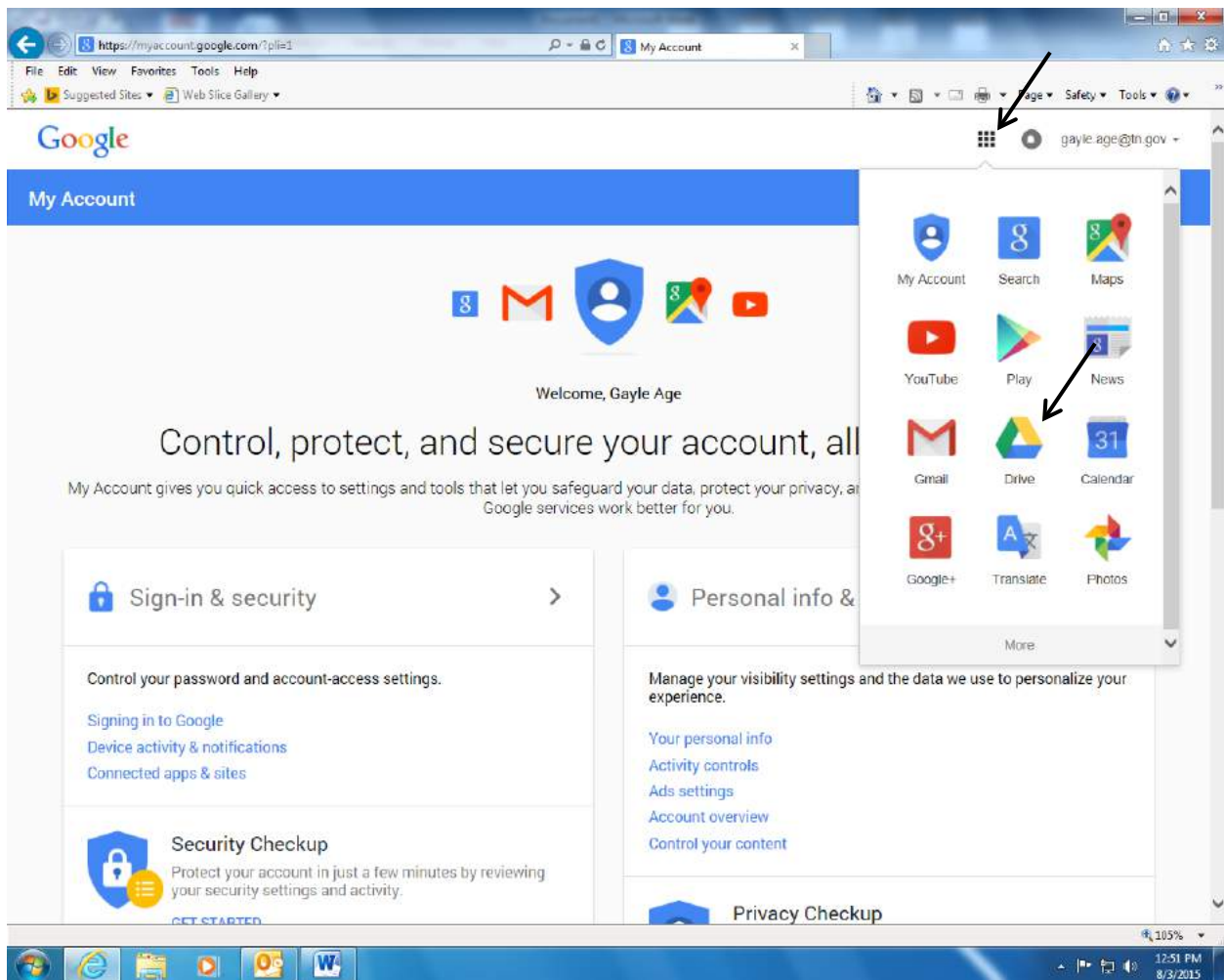
- Double click on the Career Coach folder
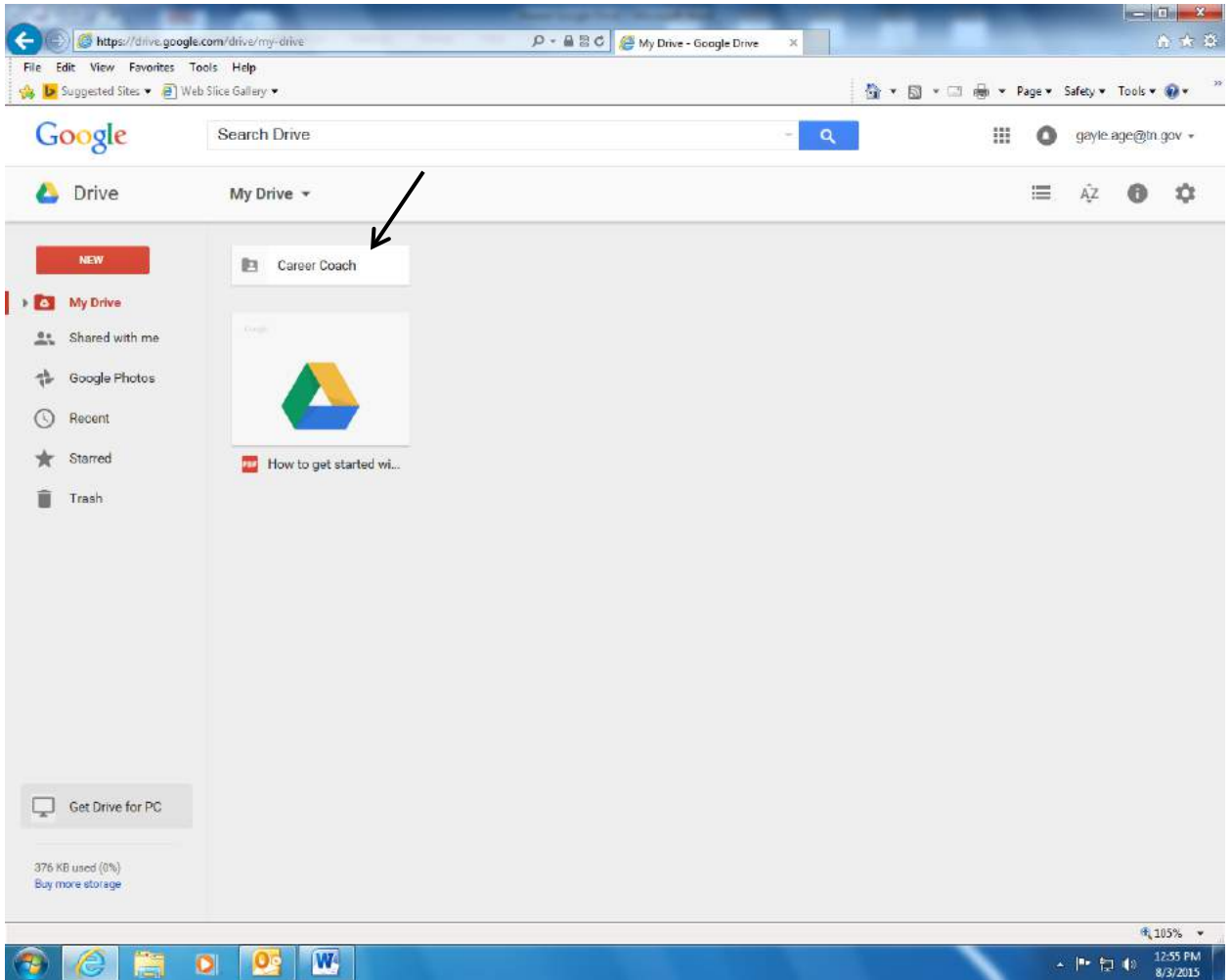
- On the following screen shot you will now notice that all three coach folders are displayed as well as the template.
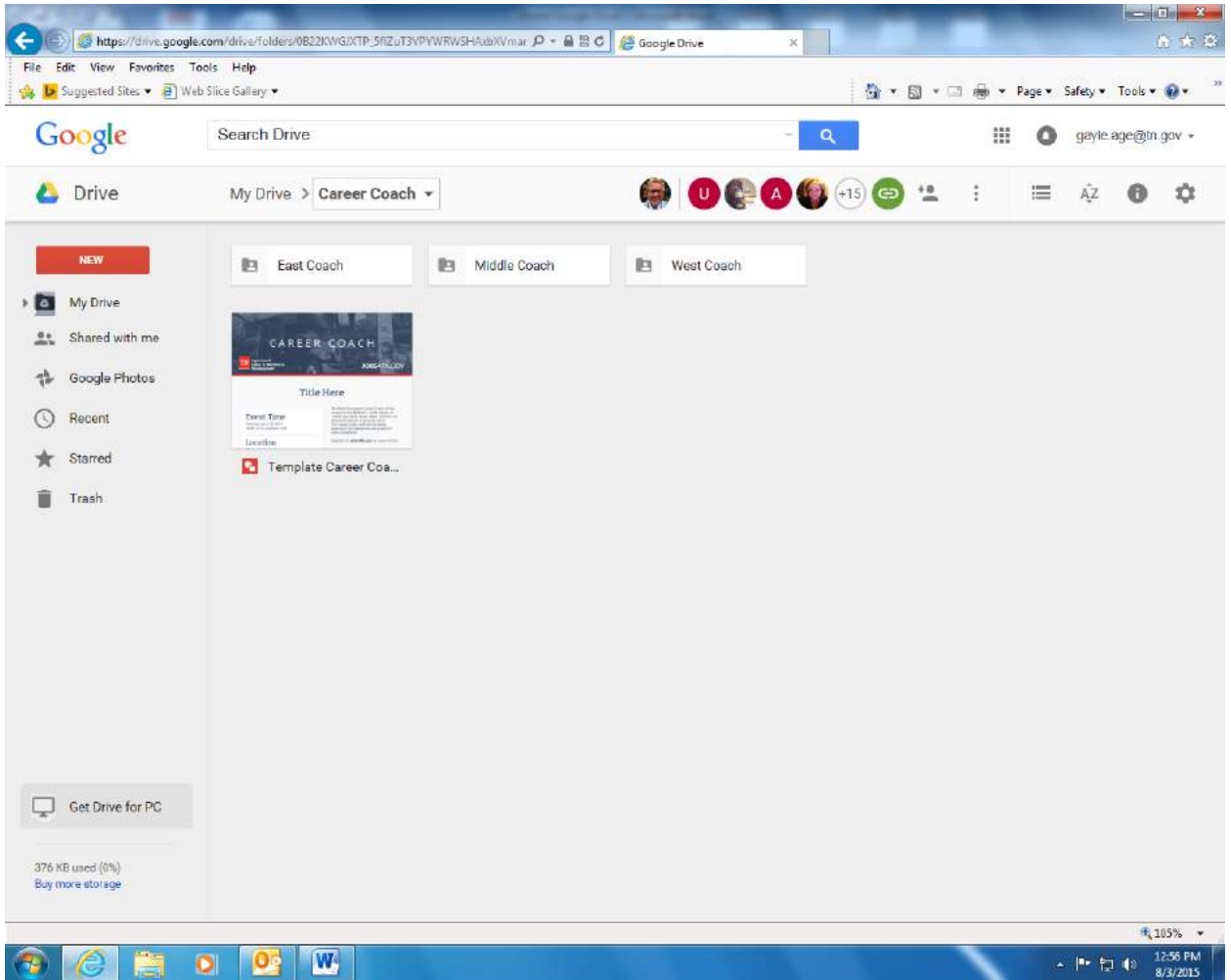
- Right click on the template and click on "make a copy"
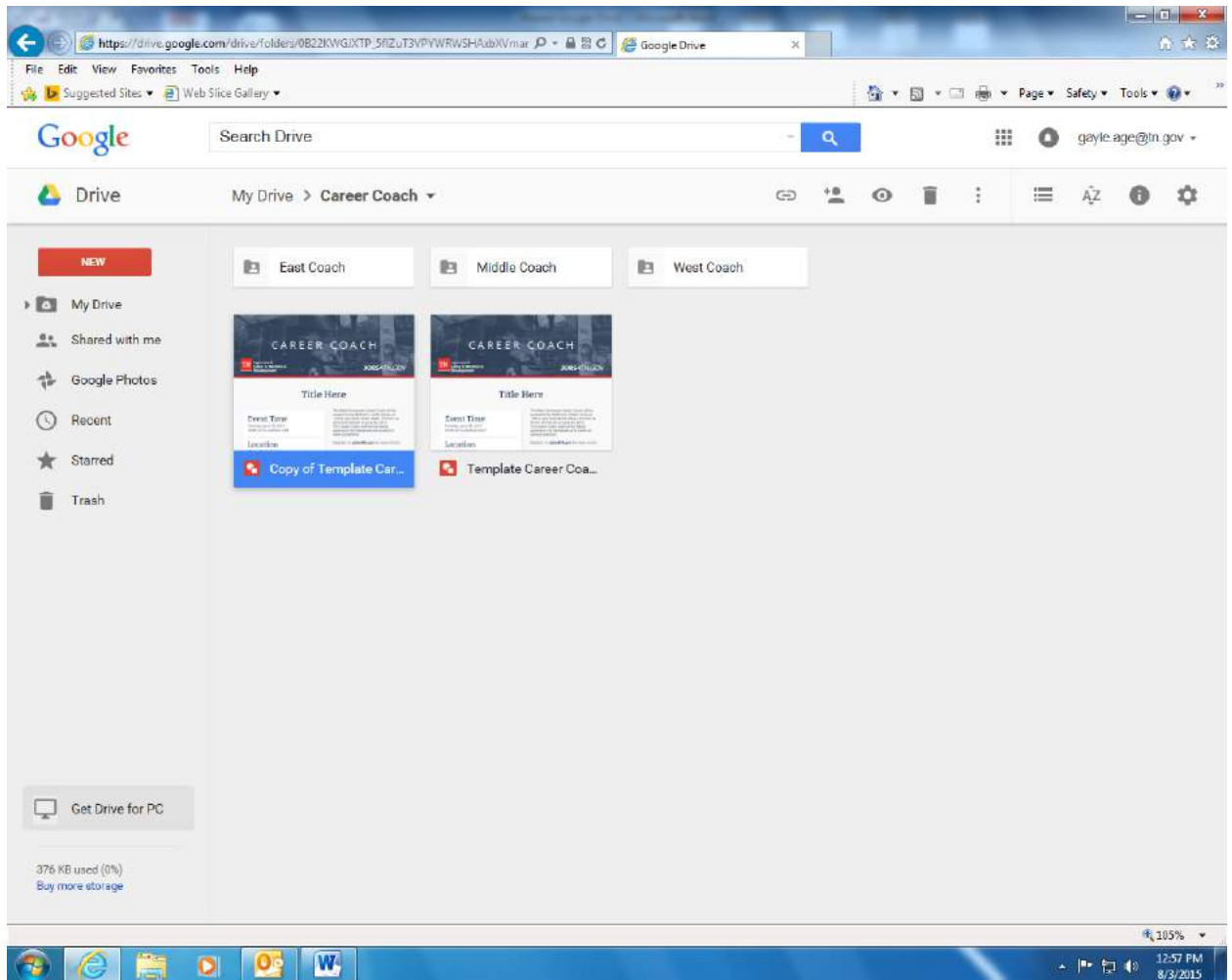
- Right click on the copy of the template and rename it – please be sure to include the date of the event first in the file name as it makes it easier to find the correct day for retrieval.
- Move the newly created document into your folder. You may do this by right clicking and choosing move to, or alternately you may change the view to list view and drag the document into the correct folder.
- You will receive a message letting you know that this file will no longer be shared – please click ok. The message is confusing, and means that it will no longer be shared in the folder that it is currently in. You will receive this message every time that you move the document.
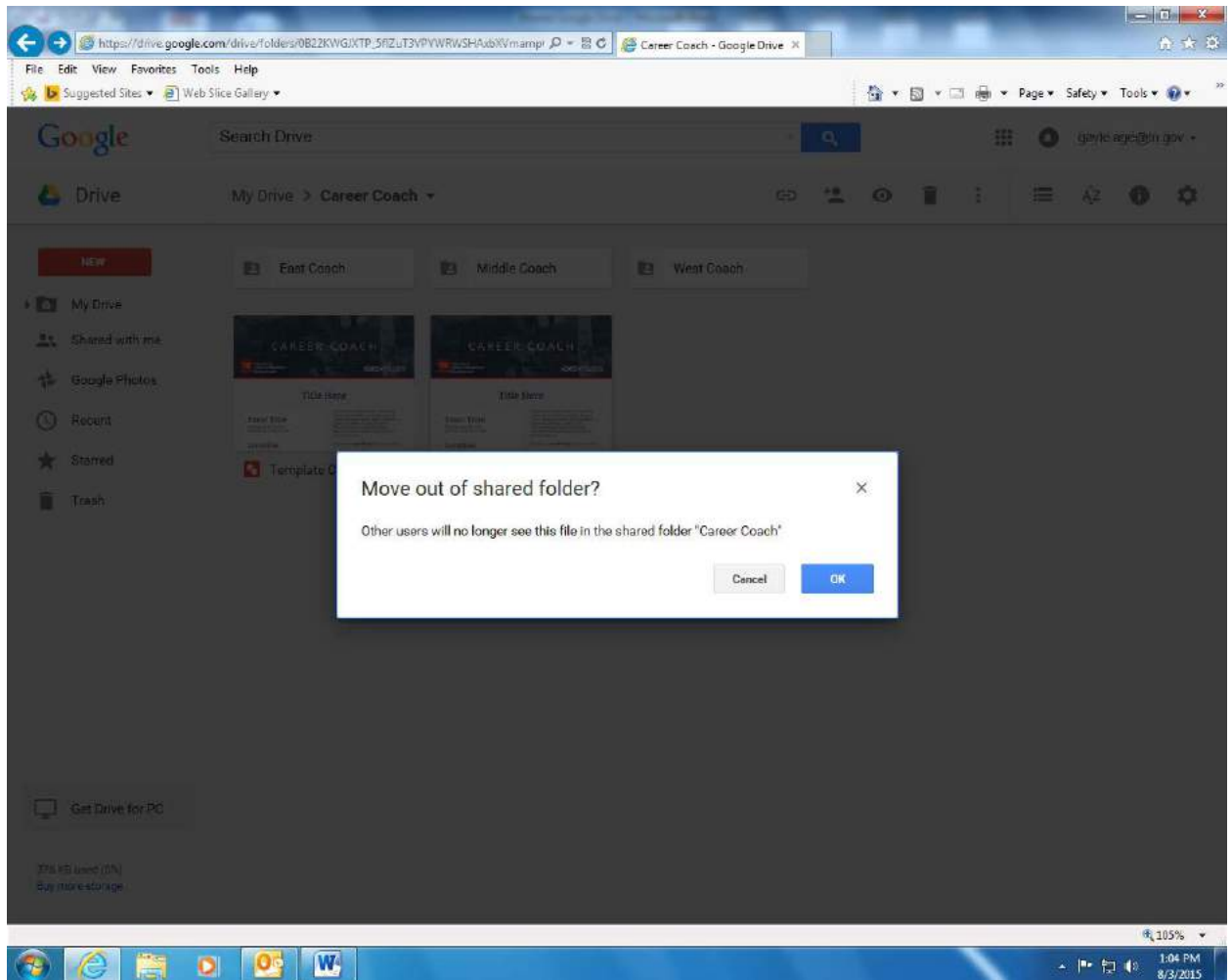
- If you use the right click and move option, you will need to double click on each folder that comes up until you reach the one that you want to move the document to. You will see the screen shot above when you get to the final folder that you want to put the document into.
- Double click on the East, Middle, or West coach folder (depending on where you moved the document) and double click on the correct month.
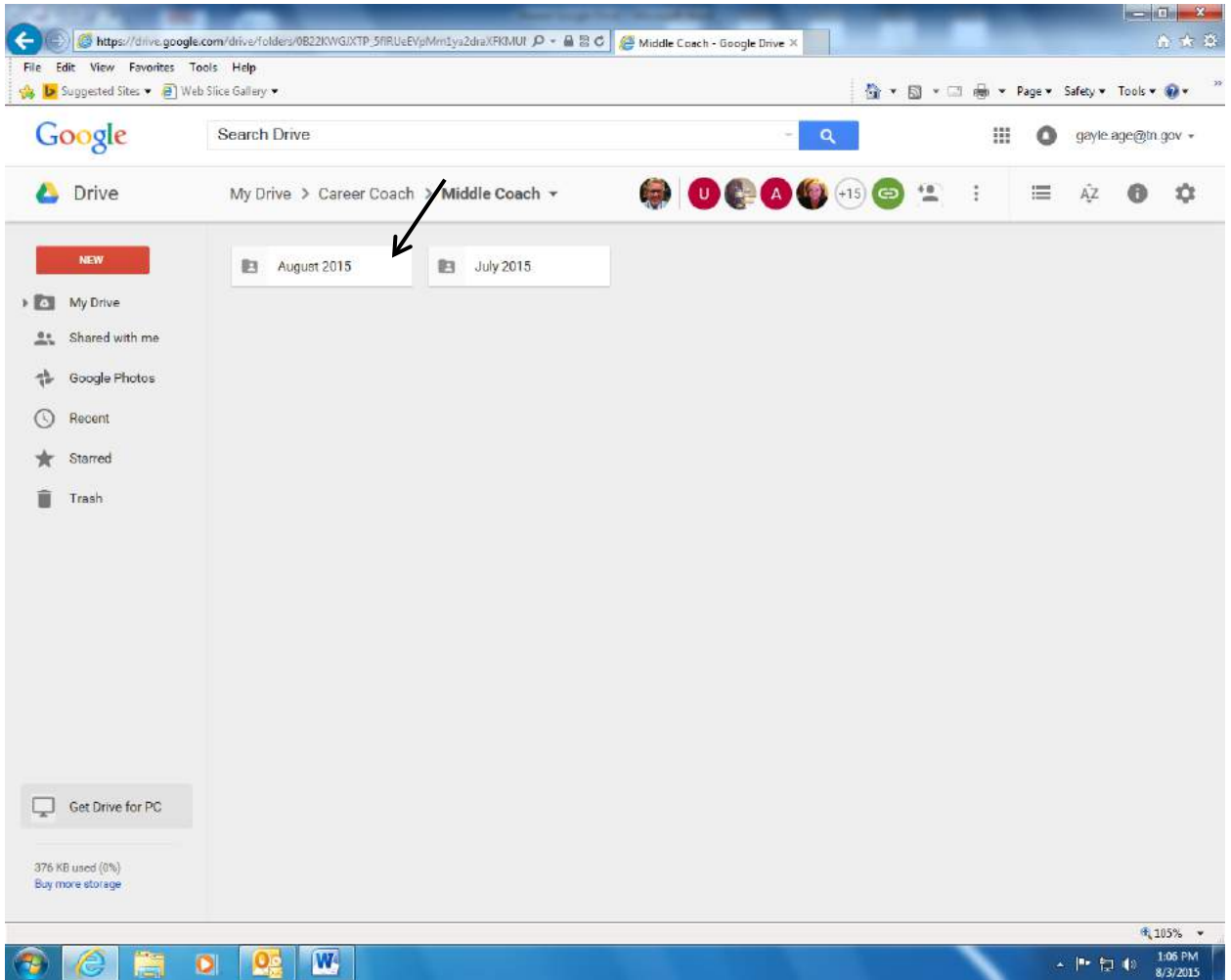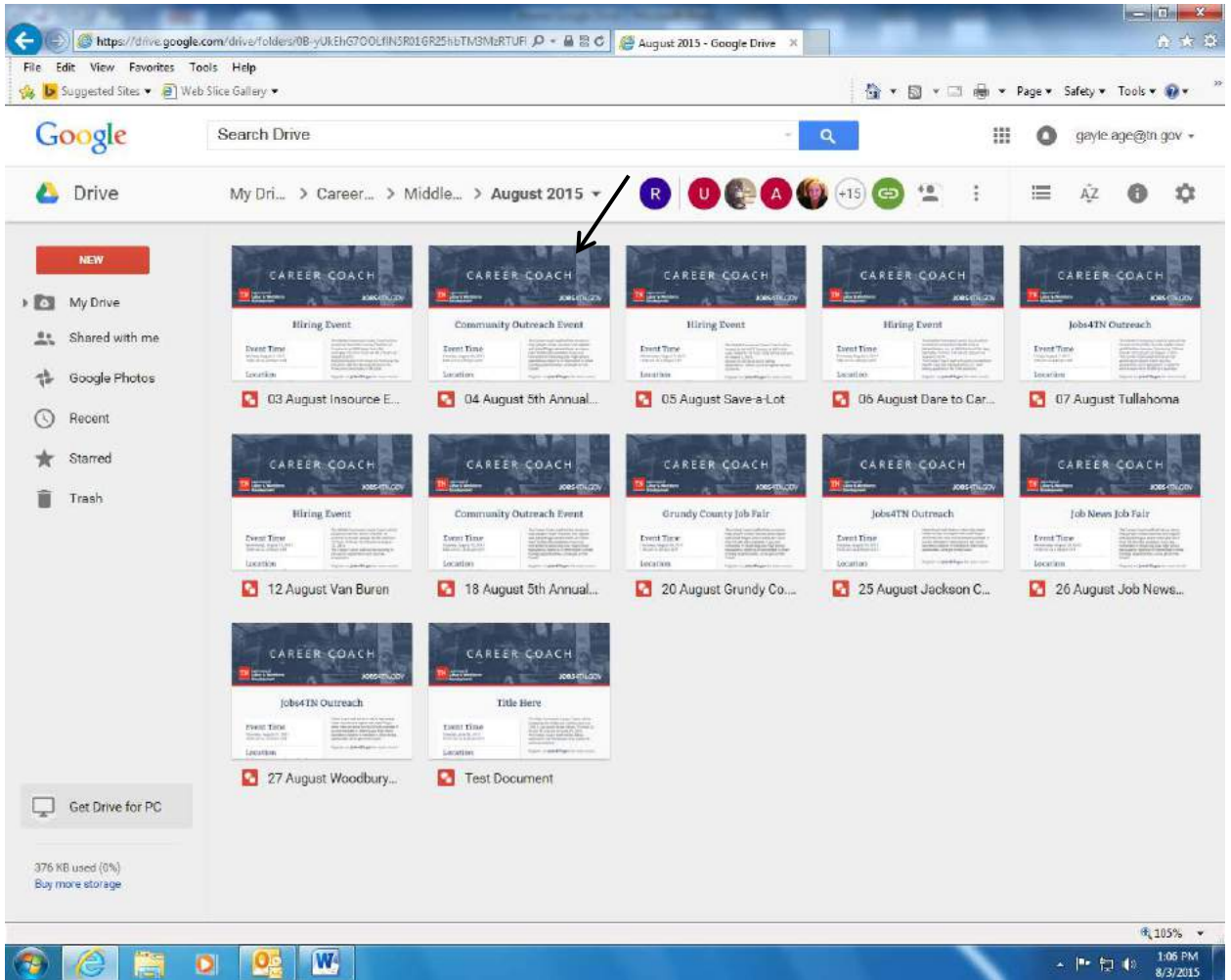
- Double click on the file that you want to alter
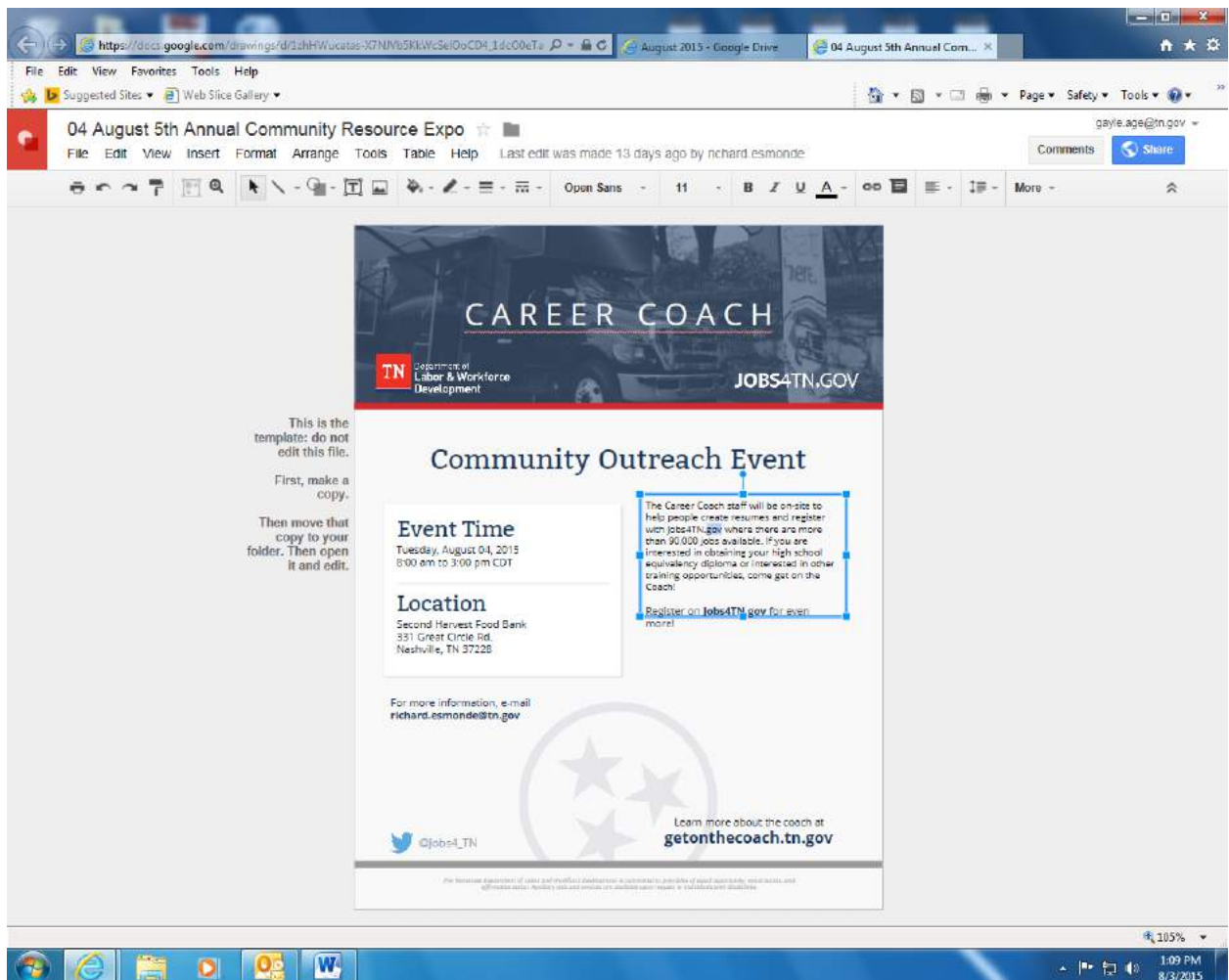
- You will be able to make changes to this template by double clicking in each area that needs to be changed. Google docs automatically saves any changes that you make.
- If you need to e-mail this document to a participant, click on file, and then e-mail as an attachment. You will be able to use this route if you are not using your webmail to send it.

- Please choose JPEG image, and insert the e-mail address of the recipient in the next field. If you would like a copy sent to you as well, click in the checkbox next to send a copy to myself.
- From webmail, you will have to click on file, then download as, and choose the JPEG option

- From the above screen, you will be able to choose to either open or save the document.

Steps involved in setting up the VOS greeter

1. Be sure that you check each kiosk iPad to ensure that it has been configured properly regarding security. Below is a link to the YouTube video that will walk you through doing this:
https://youtu.be/qqJ6hL2XuVY It is imperative that this procedure is done **before using the greeter** as the iPads will pose a security risk for Jobs4tn if it is not completed.
2. The first step to setting up the VOS greeter is to configure the Access the Visitor System Configuration option. The link to the video to walk you through the process is https://youtu.be/E1Js1nnsg7E . **Please view the videos before you begin.**

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TN

Using the VOS Greeter

Log into Jobs4TN

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Click on Manage Visitors

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Instructions for Administrators

Click on Visitor
System Configuration

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Development**

Choose your center

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This screen will be displayed.

Click on Add a visit reason

You will be able to add visit reasons for your center. You will receive a list of those events that need to be standard across the state. You will also be able to personalize any events that do not fall under the standard categories.

Any one day events will need to be added for that day and then inactivated. Upon inactivation, the events will still be listed as an option for you to reactivate, but will not be an option for the customer to choose unless it is re-activated. An example of an event that you may want to enter and activate as needed might be "Employer onsite".

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Enter any staff member's email address here to create an email notification for that staff member.

Enter a description

Click the arrow down to choose a staff user assigned to this program or event. Notifications for customers assigned to this event will be sent to the selected staff person.

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Find and click on the staff you want to assign to meet with customers needing this service.

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Click on save

To inactivate this sign in option for the customers, click on edit.

Click on Inactive

Click on save

100

The visit reason will still be listed here, however it will not be an option for the customer to choose at the sign in kiosk.

Instructions for Accessing Visitor Kiosk
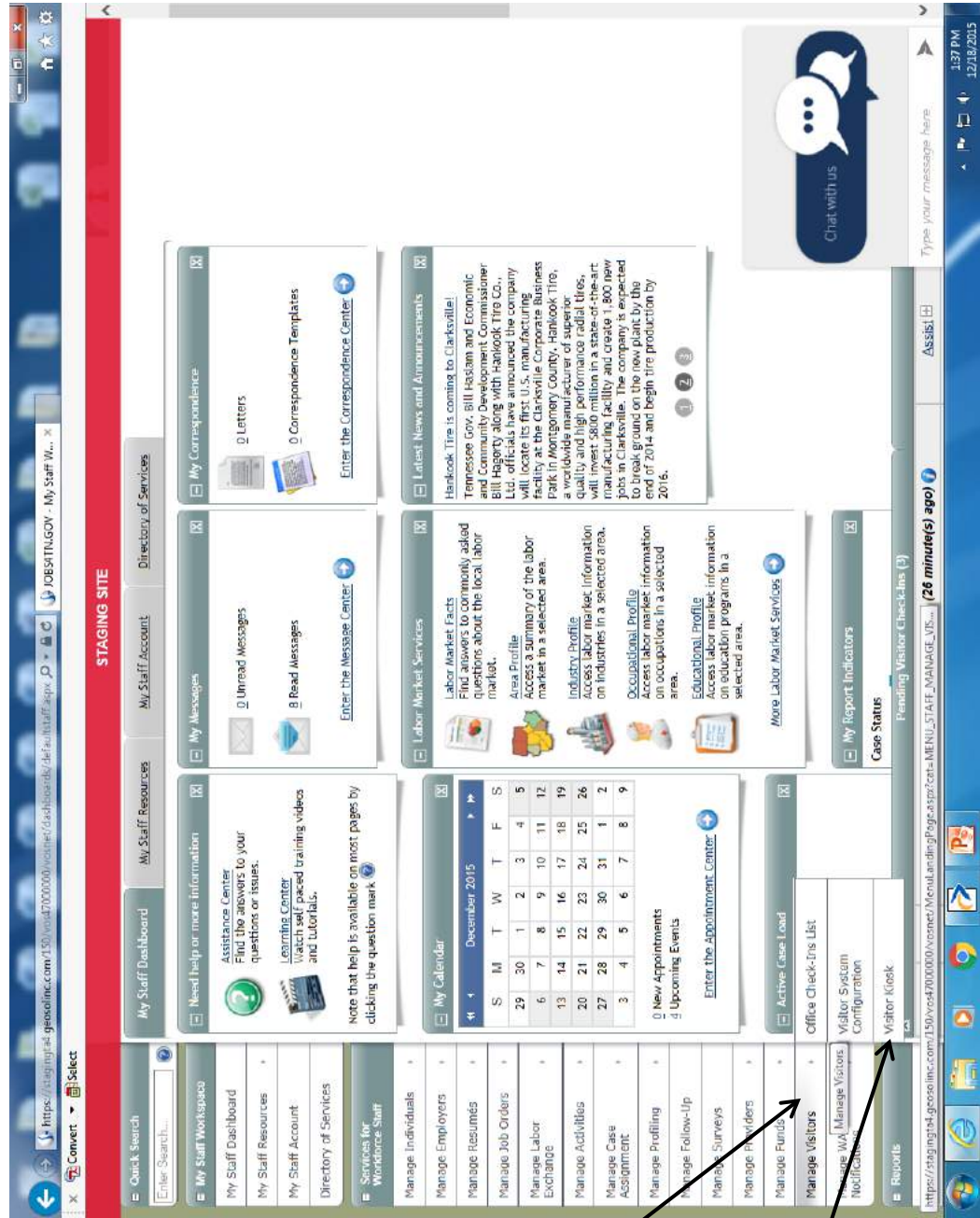
Click on Manage Visitors

Click on Visitor Kiosk

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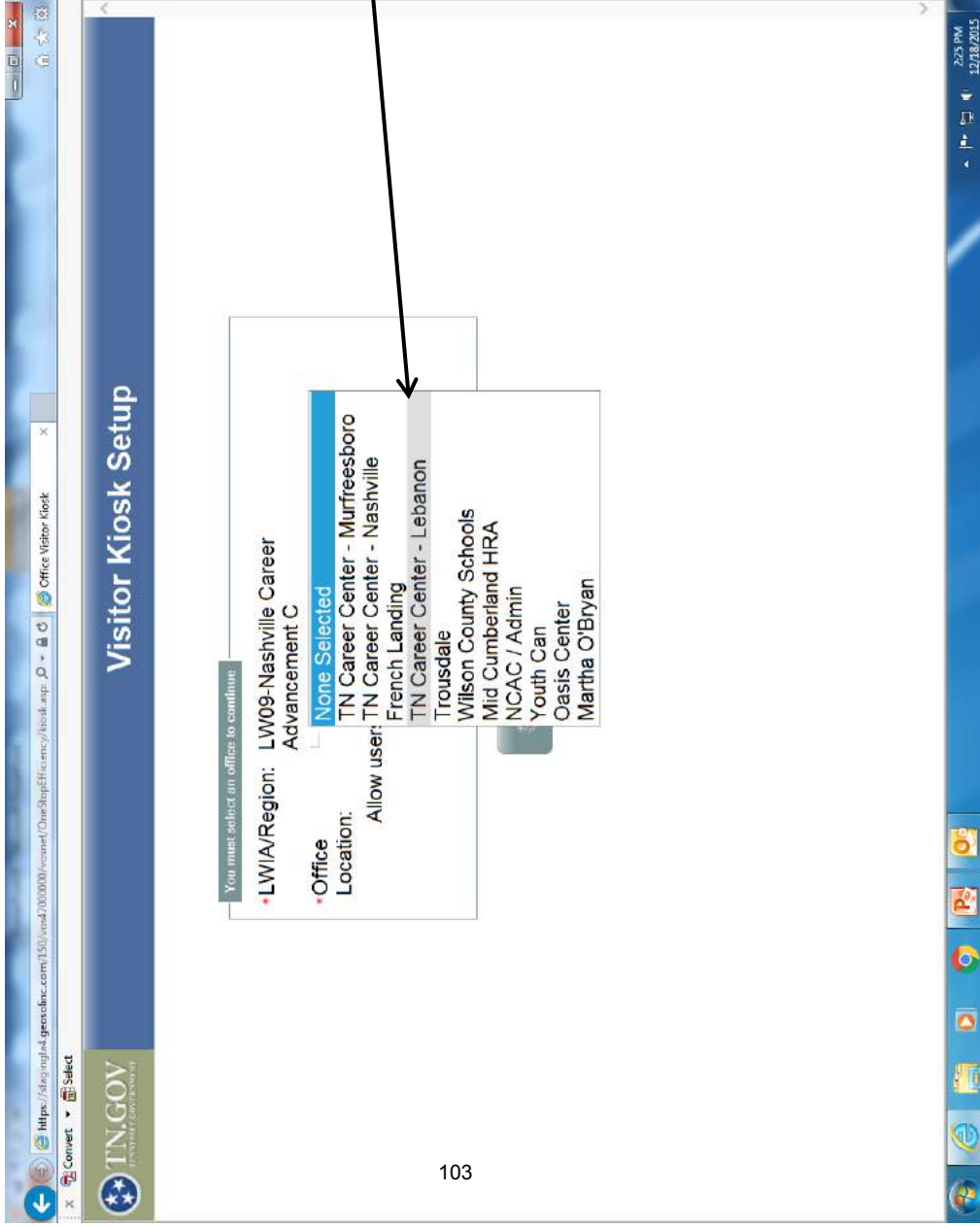
Choose your office location
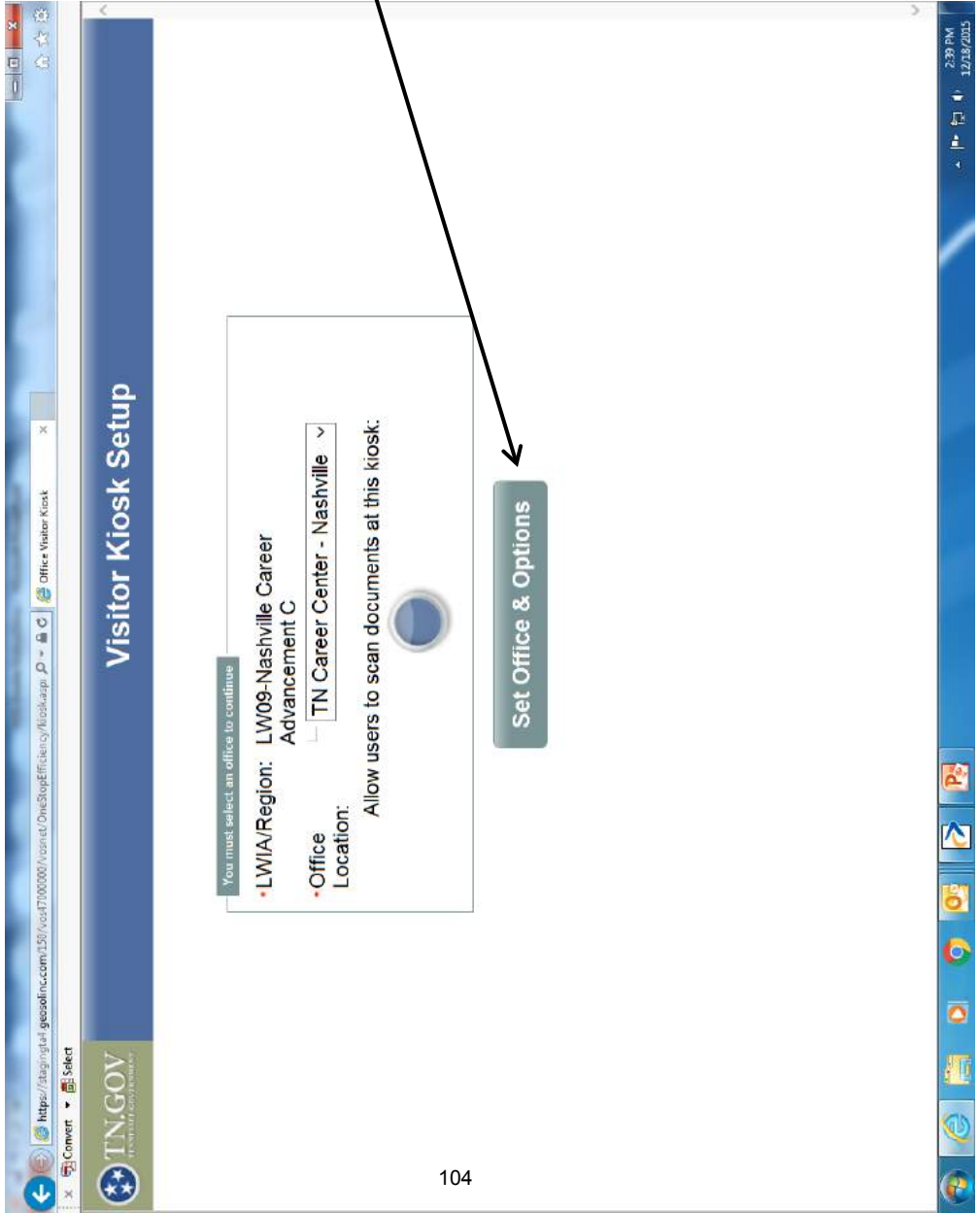
Click on set office and options

104
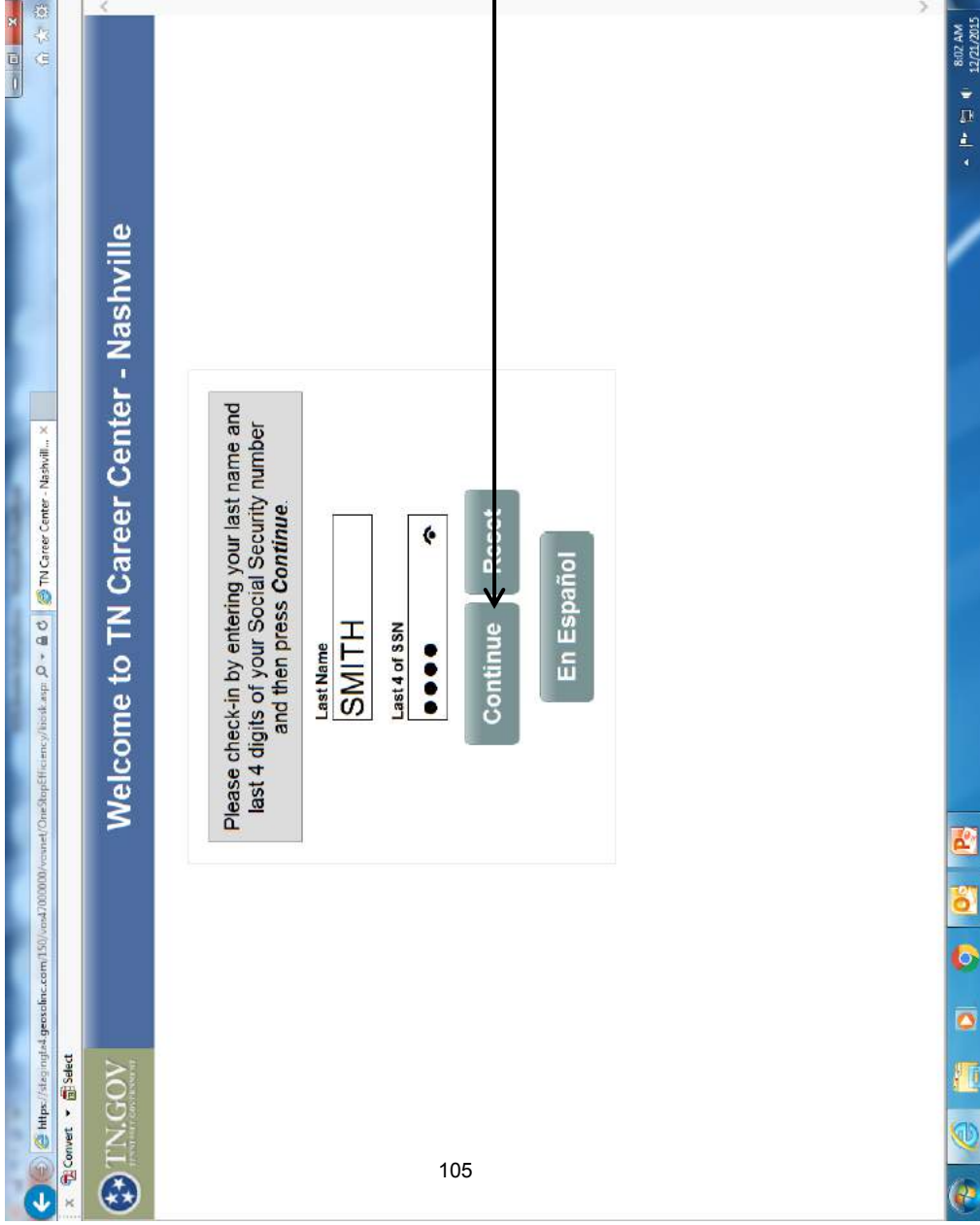
This is the
screen that the
customers will
see when they
come in. They
will enter their
last name, last 4
of their social
and click the
continue button.

Welcome to TN Career Center - Nashville

Please check-in by entering your last name and
last 4 digits of your Social Security number
and then press *Continue*.

Last Name

SMITH

Last 4 of SSN

●●●●

Continue   Reset

En Español

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Development
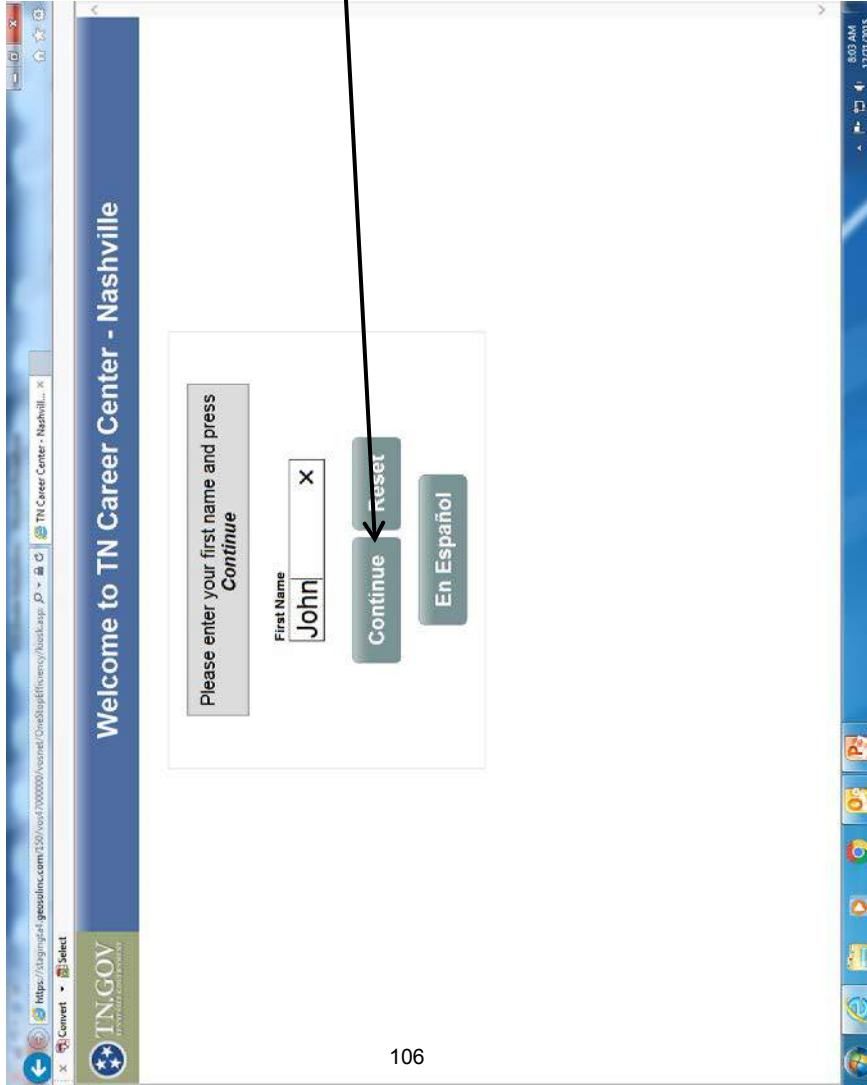
The customer will enter their first name and click on continue.

Welcome to TN Career Center - Nashville

Please enter your first name and press
Continue

First Name

John

Continue   Reset

En Español

Department of
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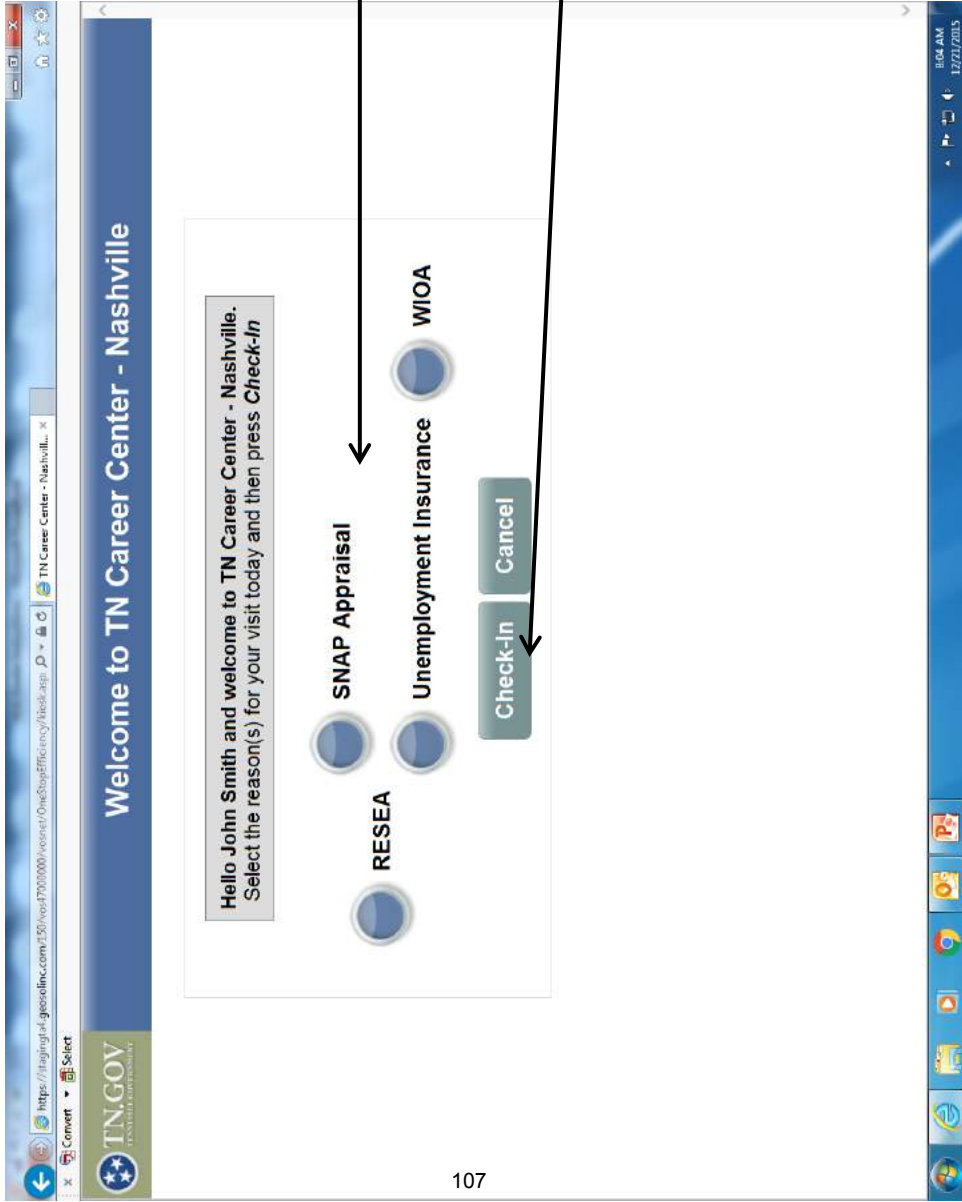
The customer will choose the reason(s) for their visit and click on check-in. What is visible here depends on what was entered into the configuration section of the greeter.

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This screen will be displayed.

Welcome to TN Career Center - Nashville

Thank you! Please wait for one of our friendly staff members to further assist you.

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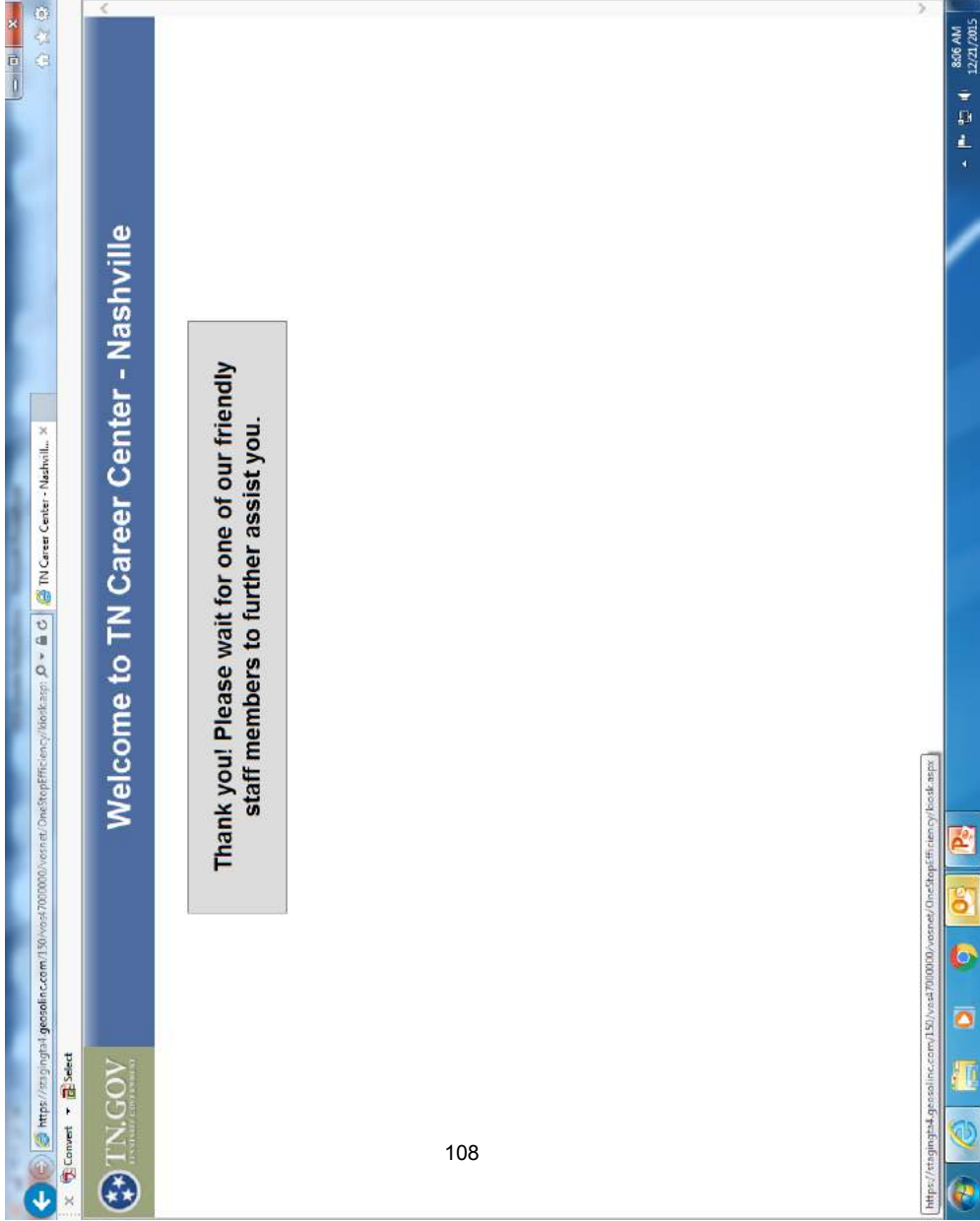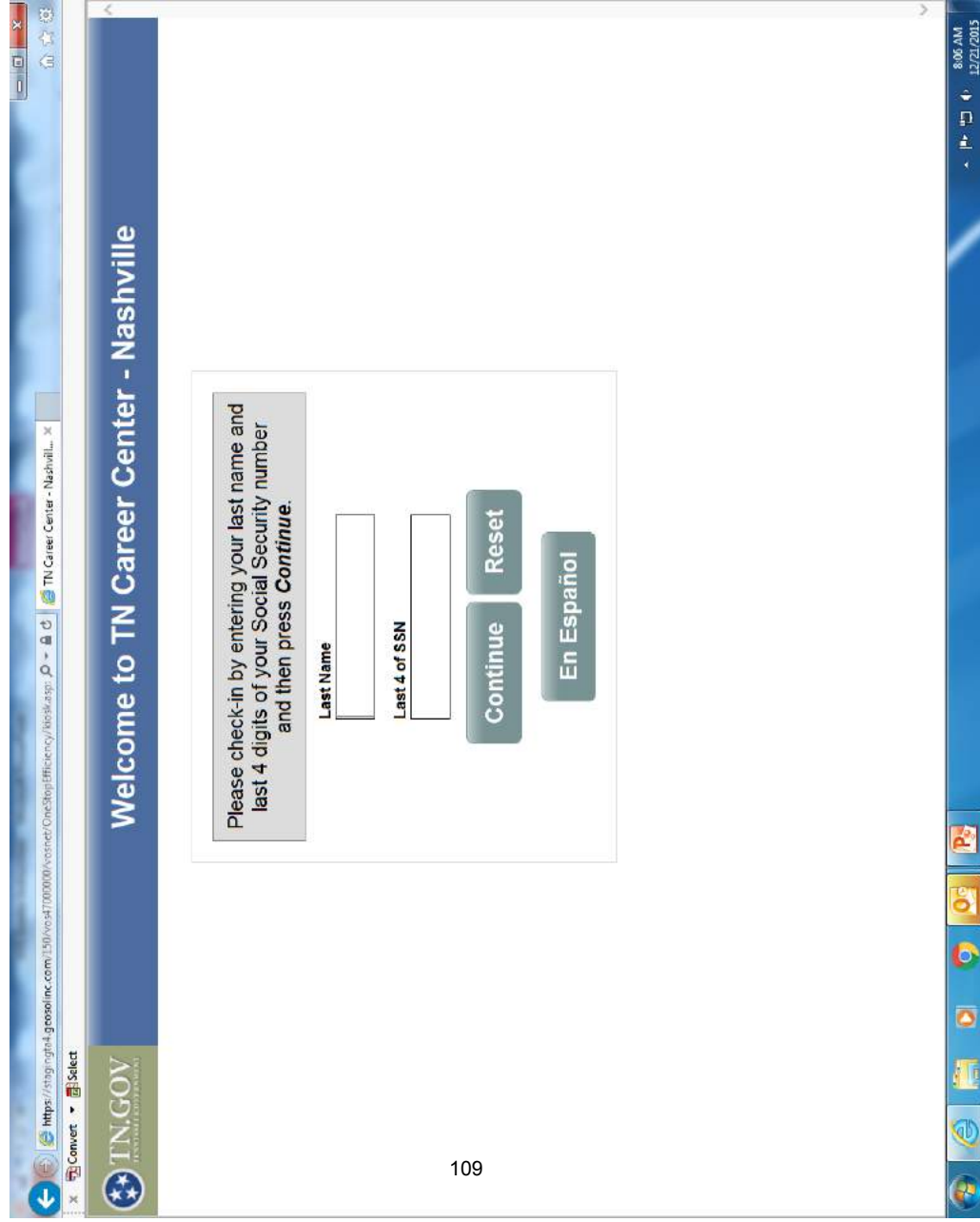
The screen will then revert back to the login screen for the next customer's use.

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After customer logs in

The assigned staff will receive a notification on their jobs4tn desktop that the customer is waiting.

Click on the arrow up buttons to expand the selection.

Click on the plus sign to display options.

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Click on the arrow down to see all of the options

New update: Whether or not the customer is a veteran will be indicated. The default staff member will need to have the customer fill out a Veteran's Service Form.

Choose the correct option and then click ok.

You have checked in the customer that was waiting.

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Administrator Monitoring

Click on Manage Visitors

Click on Office Check-ins List

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Choose your office

The customers who have not been assisted are displayed.

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Manual Checkins

Click on Manage
Visitors

Click on
Office Check-
ins List

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Choose your office

118

Click on Manually check-in a Visitor

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Follow the directions in the pop-up window as indicated.

Reporting

Click on Detailed Reports

Click on Greeter

All four options can be used to run different types of reports – for example, to see how many people came into the center for a specific visit reason over a specific time, choose By Visit Reason. To determine when your busiest time during the day is, choose By Hour, and to determine your busiest day of the week, choose By Weekday.
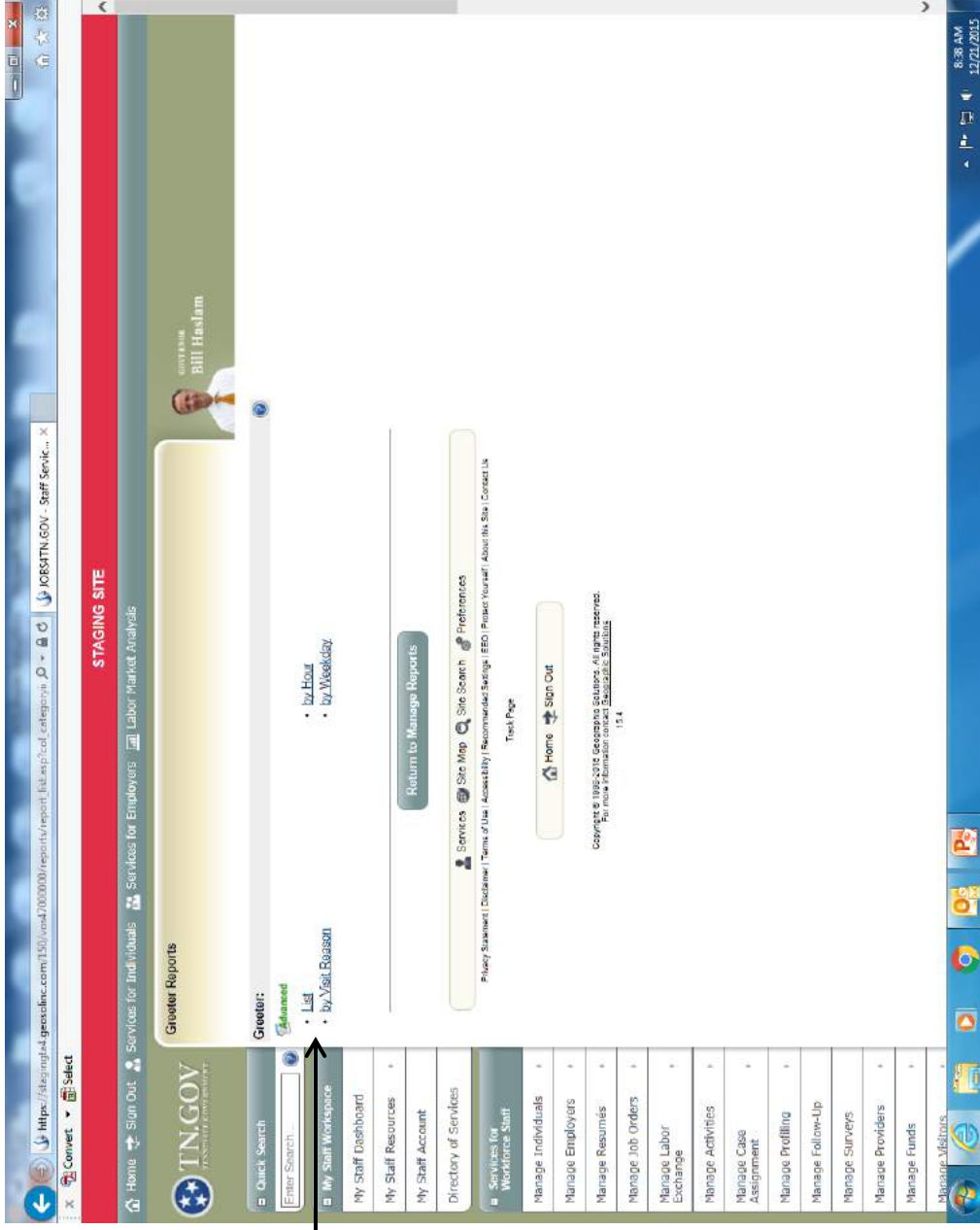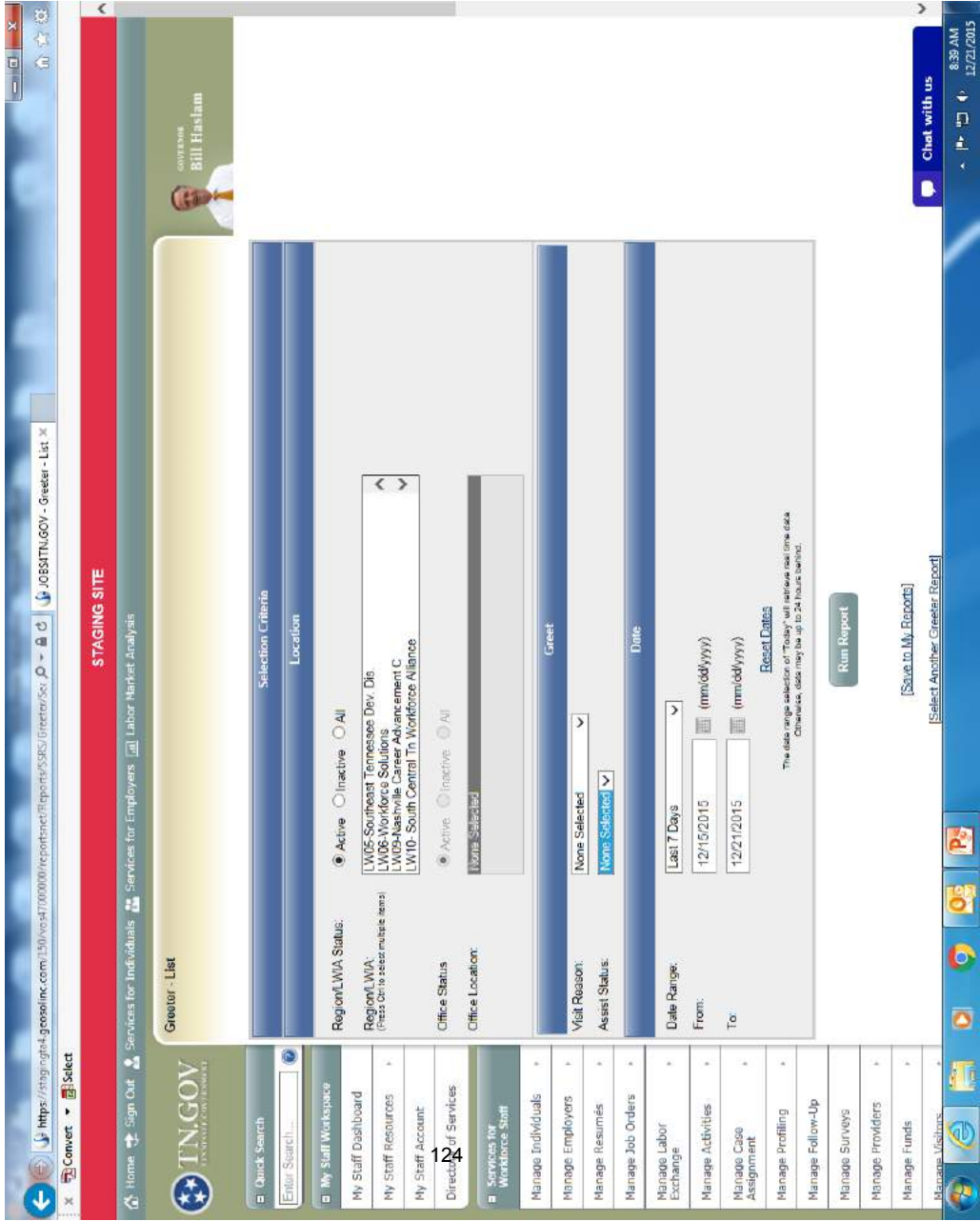
Here is the page you will see if you choose list. Your location may already be chosen for you. This report would allow you to pull up attendance by visit reason, and/or assist status, and date range.

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Please use the following Visit Reasons in the VOS greeter:

Adult Education	Job Search/Computer Room
Career Coaching	Senior Employment Services
CSPED	Networking Event
Employer Check-In	RESEA
Financial Empowerment	Resume Assistance
HiSET	SNAP E&T (Appointment)
Job Fair – see information below	SNAP E&T (Orientation)
TAA/TRA	Unemployment Insurance
Veterans Services	Voc Rehab
Workshop	Have You Served in the Military?
Job Search Assistance	

- You may customize other events at your office, but these need to be available (if the services listed are available at your center) worded EXACTLY this way in all centers across the state.
- In the case of Job Fairs, please follow this procedure:
  - In the case of job fairs with multiple employers present, please word the visit "Job Fair date" – for example if the job fair is held on March 8, 2016, the visit reason would need to be Job Fair March 8, 2016
  - In the case of only one employer being present for the job fair, please word the visit "Job Fair Company Name" – for example Job Fair Beretta
- If you have already added any visit reasons to your center, and they are covered in any of the reasons above, you will not be able to delete those already added. Please make those inactive and be sure to enter the correct wording (above) for the reason. For example, any assistance with Resumes should be categorized under Resume assistance.
- Job Search/Computer Room would indicate that the customer is conducting a job search in the computer room
- Job Search Assistance will take the place of Job Service and will indicate a customer who has received one on one assistance with a career specialist.
- Career Coaching will indicate that a person met with a Title I representative

Forms

Mobile American Job Center and Office Conduct

1. No smoking on the bus or the use of any tobacco or e-cigarette products in the State vehicles or within 50 feet
2. Badges must be worn at all times
3. It is highly preferred that two people need to be present on the Mobile American Job Center at all times while it is in motion.
4. A minimum of two people need to be present on the Mobile American Job Center during the event.
5. Teams will get copies of event details and schedules weekly.
6. Teams are to call the contact person if they are running late to an event or if something comes up causing them to be delayed or not able to come at all. If the coordinator is not present be sure the coordinator is aware of what is going on.
7. If a team member is running late they need to contact the lead and the lead will use their discretion on whether the team will wait or go on to the event.
8. If a team member calls out the morning of an event, all efforts to call in another team member will need to take place.Team members will need to ride in State vehicles; but, if the situation arises, it is up to the lead to approve if the team member can drive their personal vehicle. However, this must be kept for emergency staffing purposes only and happen rarely.
9. All personal phone calls will be taken away from the bus and only during emergency situations or on your break.
10. If you are helping a job seeker we need to stay with that person until they are finished with our services and that means we should not be on our phones while we are helping job seekers.
11. The Assessment sheet should be filled out by customers and the career specialists should use the assessment to make appropriate recommendations for career direction as well as referrals to appropriate supportive services.
12. Appropriate language should be used while we are on the Mobile American Job Center and job seekers are on the bus.
13. There will be times people come on the Mobile American Job Center and are angry with the State, as employees we are not to engage in negative talk about the State.
14. Ensure that when we are finished with an event all trash is taken out of all vehicles.
15. We do not leave an event until the event is over and if someone is on the Mobile American Job Center we assist them until completion.
16. The lead assigns and decides who will drive the Mobile American Job Center and when.

Signature_____

Date_____

Supervisor Signature_____

Operating Checklist - Gasoline American Job Center

Date:_____ Driver_____Passenger_____

Initial Truck Startup

		Inspect Tires
		Remove wheel chocks
		Inspect inside of Mobile American Job Center to ensure equipment is safe and secured
		Inspect outside of Mobile American Job Center for any damages
		Check all exterior doors and compartments are closed and locked for travel
		Visually inspect Stabilizers to ensure that they are up
		Check brake lights and turn signals to ensure they are working properly
		Release the parking brake
		Manually engage gear shift into drive

Setup for Event- Upon Arrival

		Set parking brake, turn off ignition
		Set wheel chocks under tires
		Set cones out at each corner of the Mobile American Job Center
		Turn on the battery disconnect located in the exterior battery compartment on the driver's side
		Verify the red isolator switch, located knee level on the driver side of the cab, is in the "AUTO" position

Set-up Inside

		Level entire vehicle through main leveling control by turning Power to controller ON and pressing "Auto-Level" switch.
		Visually confirm that legs are properly leveling vehicle
		Turn the 12V DC Switch to the "ON" position
		Turn on Overhead Lights 1 & 2 via switch located adjacent to the entry door in the main body of the vehicle.
		Turn on generator via switch located inside the vehicle or the switch located on the generator itself by pressing the Primer button and holding it till the orange light comes on, then press the start button to start the generator
		Rotate manual transfer switch to GEN
		Ensure all interior breakers are in the ON position and that the interior 12V Master Disconnect Switch is also in the ON position
		Activate interior lighting
		Turn on Staco UPS via the button on the front face of the UPS-located in the rack by holding the button until the UPS powers up
		Turn on HVAC system units via the thermostats in the main body of the vehicle - Upper thermostat controls the front compartment and lower thermostat controls the rear compartment
		Set up tablets - also set up laptops if needed
		Unstrap Chairs and set up table if needed
		Put "Job Fair" signs out
		Set up outside tables, chairs, and display

Departure Checklist

		Shut down tablets and laptops, place in their cases, place in overhead compartments

		Turn off HVAC system units via thermostats
		Secure chairs and table
		Gather "Job Fair" signs and store on Mobile American Job Center
		Turn off the Staco UPS by pressing and holding the button until the unit powers down
		Turn off AC and DC electrical power by turning the master disconnect switch to the off position and rotating the manual transfer switch to off
		Turn generator off
		Ensure all overhead compartments are shut and secured for travel
		Store wheel chocks and cones
		Retract stabilizers and ensure they are properly stowed **(Visibly inspect)**
		Exit the Mobile American Job Center and lock the door
		Inspect each tire
		Check brake lights and turn signals to ensure they are working properly
		Walk around Mobile American Job Center to ensure nothing is in the way or left on site
		Inspect outside of Mobile American Job Center for any damages
		Ensure all exterior compartments and doors are locked
		Turn off battery disconnect in the battery compartment

Stowing Vehicle After Return to Office

		Set wheel chocks under tires.
		Inspect outside of Mobile American Job Center for any damages that may have occurred in transit.
		Inspect inside of Mobile American Job Center for any damages that may have occurred in transit.
		Ensure all doors and compartments are locked.
		Ensure all gates are locked.

The Driver and Passenger will initial each item on the checklist to confirm they have visibly and phyiscally completed each item.

REQUEST FOR SERVICES/REPAIRS
This form must be completed by vendor or info should be obtained from vendor prior to leaving vehicle for service/repairs

1. Name of Vendor

   Address

   Contact phone number and name

---

2. Are you an approved state vendor? Y   N
3. Do you have a PO or Direct Billing with MVM? Y   N
4. Do you agree to Direct-Bill MVM and release vehicle after service/repair? Y   N
5. If the charges are over $400.00, you must contact MVM for approval prior to conducting service and receive a PO.

TDLWD Staff Signature/Date

Vendor Signature/Date

Both parties must sign. A copy must be left with the vendor and one copy sent to michale.needel@tn.gov

Motor Vehicle Management Contact Info

Bruce.Moore@tn.gov 615-532-8952

John.lawrence@tn.gov 615 532-8923

Diane.Douglas@tn.gov 615-532-8914

TDLWD Billing Info Contacts

Shanna.Brake@tn.gov 615-741-0054

Rosemary.Cole@tn.gov 615-741-1334

Julie.Lee@tn.gov 615 532 1244

CHECK LIST

Date:
Mileage:
Company:

MI Every 6,000 to 10,000 miles

☐ Clutch release bearing and release cross-shaft lubricated
☐ Hydraulic fluid level checked
☐ Manual transmission fluid level checked
☐ Fifth wheel lubricated
☐ Suspension inspected
☐ Suspension lubricated
☐ Knuckle Pin Lubricated (Jack Up and Lubricate)
☐ Tie-rod end inspected
☐ Tie-rod end lubricated
☐ Front axle oil level checked
☐ Rear differential lubricant level checked
☐ Driveline lubricated
☐ Drag link lubricated
☐ Power steering gear lubricated
☐ Automatic slack adjuster lubricated
☐ Weather-strip, door latch, and door hinge lubricated
☐ Foot brake valve actuator lubricated
☐ Truck bed or attachment lubricated

Inspections and Checks

☐ Battery voltage
☐ Cable ends and terminals for corrosion/clean if necessary
☐ Air brake valve – check for leaks
☐ Foot brake valve actuator
☐ Quick release and flipper valves
☐ Automatic slack adjuster
☐ Brake lines, hydraulic or air lines
☐ Brakes- record % of lining remaining
Front _____   Forward rear _____   Rear rear _____
☐ Power steering reservoir fluid level
☐ HVAC Air filter (replace every 6 months regardless of mileage)
☐ Air brake valve operation

☐ Driveline
☐ Axle breather
☐ Air dryer
☐ Brake champer
☐ Relay valve
☐ Air brake pressure
☐ Air conditioner
☐ Air filter

☐ Lights and operation

Tires

Tread Depth/32nds
LF _____   RF _____
LRO _____   RRO _____
LRI _____   RRI _____

Game Plan

If known, how many people are expected to attend?

Contact person for the event:

What employers will be present?

If employers will be onsite, please enter contact name and phone number for each employer.

Specific facility information (name of building or physical location of event and any specifics that team needs to know such as special directions on parking, who needs to be contacted upon arrival, etc.).

Purpose of the event – please be specific:

Lunch plans:

Other specific instructions not covered above:

Tennessee Department of Labor and Workforce Development
Employment Assessment

Name: _____   **Date** _____

Section I - Assessment

Are you comfortable with interviewing?	Yes	No
Do you have an updated résumé?	Yes	No
Are you comfortable completing a job application?	Yes	No
Are you registered on Jobs4TN?	Yes	No
Are you comfortable with searching for jobs online?	Yes	No
Do you have a large gap in employment?	Yes	No
Have you had steady employment in the past 12 to 24 months?	Yes	No
Do you have any volunteer experience (past or current)?	Yes	No
Has a legal issue prevented your re-employment?	Yes	No
Has a medical issue prevented your re-employment?	Yes	No
Do you believe a lack of education has prevented your re-employment?	Yes	No
Do you believe a lack of work experience has prevented your re-employment?	Yes	No
Has most of your employment been with a single employer?	Yes	No

What do you think is the primary reason you are not back to work?

What type of work are you interested in?

Section II - What Skills/Certificates/Degrees do you have?

High School Diploma, GED, or equivalent	Yes	No

Check one	Vocational	Associate's	Bachelor's	Master's Degree	Ph.D

Other Licenses and Certificates (Six Sigma, Heavy Machinery, HVAC, Plumbing, Electrical, Computer Programming, Microsoft Office, CDL, Forklift, Nursing, etc.):

Goals and Action Steps

TN | Department of
Human Resources

POLICY

Approved by: Rebecca R. Hunter, Commissioner	Policy Number: 12-056
Signature: *Rebecca R Hunter*	Supersedes: 11-001; 03-034
Application: Executive Branch Employees	Effective Date: October 3, 2012
Authority: T.C.A. § 4-3-1703, T.C.A. § 8-30-104, T.C.A. § 8-30-203, T.C.A. § 55-10-401	Rule: Chapter 1120-10

Subject:

Operation of Motor Vehicles
By State Employees

State employees who are required to drive state-owned and/or personally-owned vehicles, or who elect to participate in the WeCar/Enterprise Program, in the course of their employment in order to perform official state functions shall do so legally, safely, and defensively. In addition, state-owned vehicles shall be operated in compliance with the policies of the Motor Vehicle Management Division in the Department of General Services and by any terms and conditions established by the WeCar/Enterprise Program. Employees are required at all times to comply with any and all laws when operating any motor vehicle on official state business.

It is of paramount importance that an employee who is in a position that requires a valid vehicle operator's license, or who operates a motor vehicle for state business, possess a valid driver's license. Regardless of whether a state, personal, or rental vehicle is being used in the course of state business, the state may be held liable for the actions of the employee. Therefore, all employees shall abide by the following:

- Any employee operating a state, personal, or rental vehicle for official state business is required to possess a valid driver's license from the employee's domicile state.

- When required, the license must have the appropriate commercial endorsement.

- Under no circumstances shall an employee whose license is revoked, suspended, expired, or otherwise invalidated operate a motor vehicle for official state business.

- For employees who are required to maintain a valid driver's license as part of their official duties, driving record convictions may be considered as grounds for disciplinary action, up to and including dismissal, whether the offenses and infractions occurred during or outside

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Tennessee Department of Human Resources

Providing strategic human resources leadership and partnering with customers for innovative solutions

work hours. This includes driving under the influence as defined in Tenn. Code Ann. § 55-10-401.

- Any employee whose position requires a valid driver's license as a job qualification shall advise his or her supervisor within twenty-four (24) hours of the employee's next scheduled workday of any conviction, suspension, revocation, expiration, or invalidation of the employee's driver's license. Failure to notify the supervisor of any such conviction, suspension, revocation, expiration, or invalidation may be cause for disciplinary action, up to and including dismissal.

- Any state employee who is convicted of driving under the influence in violation of Tenn. Code Ann. § 55-10-401, or of any offense for which driving under the influence is an element, while driving a state, personal, or rental vehicle on official state business, is subject to discipline, up to and including dismissal.

- An employee who is not required to possess a valid driver's license in the performance of his or her job duties may be disciplined for driving under the influence while off-duty when an agency determines that the conduct adversely impacts the employee's ability to effectively perform his or her job duties or the best interest of the state.

Appointing authorities shall be responsible for ensuring all employees receive a copy of this policy. Employees are required to sign the acknowledgement below upon receipt of this policy for inclusion in the employee's personnel file. Employees who are required to maintain a valid driver's license as part of their official duties shall provide proof of a valid driver's license at the time of acknowledgement. This policy does not restrict agencies from augmenting the provisions of this policy with additional policies and procedures.

Employees are required to complete and sign an "Operation of Motor Vehicles by State Employees" Acknowledgement form (PR-0397, attached below).

Questions regarding the portion of this policy as it pertains to employee discipline may be directed to the Employee Relations Division of the Department of Human Resources. Questions pertaining to the operation of motor vehicles should be directed to the Department of General Services.

Operation of Motor Vehicles by State Employees Acknowledgement

I certify that I have received, read, and understand the above policy regarding my conduct while operating motor vehicles. Furthermore, I understand that violation of this state policy may lead to disciplinary action, up to and including dismissal from state service.

Employee's Name (Print or Type): _____

Edison Employee ID Number: _____

Employee's Signature: _____

Date: _____

Driver's License Number: _____

State License Issued: _____ Expiration Date: _____

This form shall be completed, signed, and returned to the employee's immediate supervisor. Supervisors are responsible for forwarding all forms to the agency's human resources officer for inclusion in the employee's personnel file.

PR-0397

MOBILE **American**Job**Center**® TENNESSEE

TENNESSEE DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT
WORKFORCE SERVICES REGISTRATION

1. DATE *mm/dd/yy*

2. NAME	**3. SSN**

4. EMAIL	**5. DATE OF BIRTH** *mm/dd/yyyy*	**6. ARE YOU A U. S. CITIZEN?** ☐ YES ☐ NO

7. STREET	**8. CITY**	**9. STATE**	**10. ZIP CODE**

11. COUNTY	**12. HOME PHONE WITH AREA CODE**	**13. CELL PHONE WITH AREA CODE**

14. Are you currently employed? ☐ YES ☐ NO	**15. Are you a veteran?** ☐ YES ☐ NO	**16. Campaign Badge?** ☐ YES ☐ NO	**17. Are you disabled?** ☐ YES ☐ NO
18. Do you have a valid driver's license? ☐ YES ☐ NO	**19. Do you own a car?** ☐ YES ☐ NO	**20. Shift preference?** ☐ 1st ☐ 2nd ☐ 3rd ☐ Any?	
21. Are you a high school graduate? ☐ YES ☐ NO	**22. If NO do you have a GED or High School Equivalency diploma?** ☐ YES ☐ NO	**23. How many years of education have you completed?**	

24. RACE ☐ Hispanic/Latino ☐ White ☐ Black ☐ Asian ☐ American Indian/Alaska Native ☐ Native Hawaiian/Pacific Islander   **25. OCCUPATION**

LB-1079 (Rev. 06-14)

MOBILE **American**Job**Center**® TENNESSEE

TENNESSEE DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT
WORKFORCE SERVICES REGISTRATION

1. DATE *mm/dd/yy*

2. NAME	**3. SSN**

4. EMAIL	**5. DATE OF BIRTH** *mm/dd/yyyy*	**6. ARE YOU A U. S. CITIZEN?** ☐ YES ☐ NO

7. STREET	**8. CITY**	**9. STATE**	**10. ZIP CODE**

11. COUNTY	**12. HOME PHONE WITH AREA CODE**	**13. CELL PHONE WITH AREA CODE**

14. Are you currently employed? ☐ YES ☐ NO	**15. Are you a veteran?** ☐ YES ☐ NO	**16. Campaign Badge?** ☐ YES ☐ NO	**17. Are you disabled?** ☐ YES ☐ NO
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21. Are you a high school graduate? ☐ YES ☐ NO	**22. If NO do you have a GED or High School Equivalency diploma?** ☐ YES ☐ NO	**23. How many years of education have you completed?**	

24. RACE ☐ Hispanic/Latino ☐ White ☐ Black ☐ Asian ☐ American Indian/Alaska Native ☐ Native Hawaiian/Pacific Islander   **25. OCCUPATION**

LB-1079 (Rev. 06-14)

DES-400.17 TENNESSEE DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT ATTENDANCE AND LEAVE AUTHORIZATION

Position: _____ Name: _____ Edison ID: _____ Pay Period: _____ Year 2016 Dept/Div Grants/Special Projects

DATE	WORK		LUNCH		TYPE/AMOUNT	TAKEN		SUPR'S INITIALS	COMMENTS	ADVANCE LEAVE/OVERTIME REQUEST				
	BEGIN	END	OUT	IN		BEGIN	END			TYPE	BEGIN	END	INITIALS	DATE
16th														
17th														
18th														
19th														
20th														
21st														
22nd														
23rd														
24th														
25th														
26th														
27th														
28th														
29th														
30th														
31st														

- This sheet should reflect an employee's actual time worked. An employee should write the actual time work begins and should not sign out until their workday is complete. Lunch should be handled in the same manner.
- This form must be filled by all employees and must be signed by supervisor, employee and timekeeper.
- COMPENSATORY OVERTIME REQUEST is on the back of this page.

ES-0653(REV.12-96)

Employee _____ Date _____ Supervisor _____ Date _____ Timekeeper _____ RDA-S533 Date _____

DES-400.17 TENNESSEE DEPARTMENT OF EMPLOYMENT LABOR AND WORKFORCE DEVELOPMENT ATTENDANCE AND LEAVE AUTHORIZATION

Position: Name: Edison ID: Pay Period: Year 2016   Dept/Div Grants/Special Projects

	WORK		LUNCH		LEAVE/OVERTIME TAKEN			SUPR'S	COMMENTS	ADVANCE LEAVE/OVERTIME REQUEST				
	BEGIN	END	OUT	IN	TYPE/AMOUNT	BEGIN	END	INITIALS		TYPE	BEGIN	END	INITIALS	DATE
1st														
2nd														
3RD														
4TH														
5TH														
6TH														
7TH														
8TH														
9TH														
10TH														
11TH														
12TH														
13TH														
14TH														
15TH														

- This sheet should reflect an employee's actual time worked. An employee should write the actual time work begins and should not sign out until their workday is complete. Lunch should be handled in the same manner.
- This form must be filled by all employees and must be signed by supervisor, employee and timekeeper.
- COMPENSATORY OVERTIME REQUEST is on the back of this page.

Employee   Date   Supervisor   Date   Timekeeper   Date

ES-0653(REV.12-96)   RDA-S533

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LWDA Information

LWDA	Name	Counties Served	Phone	E-mail	Title
1	Kathy Pierce	Carter, Johnson, Sullivan, Unicoi and Washington	423-547-7515 ext 126	kpierce@ab-t.org	Executive Director
2	Donna W. Stansberry	Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Sevier, & Union	423-317-1062	donna.stansbery@ws.edu	WIOA Director
3	Windie Wilson	Knox	865-544-5200 ext. 1214	windie.wilson@knoxcac.org	WIOA Director
4	Chris Tiller	Anderson, Blount, Campbell, Cumberland, Loudon, Monroe, Morgan, Roane, & Scott	865-590-1052 ext. 7102	ctiller@ethra.org	WIOA Director
5	Susan Cowden	Bledsoe, Bradley, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, and Sequatchie	423-424-4212	scowden@sedev.org	Executive Director
6	Gary Morgan	Bedford, Coffee, Franklin, Grundy, Lincoln, Moore, & Warren	931-455-9596	gmorgan@workforcesolutionstn.org	Executive Director
7	Luke Collins	Cannon, Clay, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, and White	931-520-9600	lcollins@uchra.com	Executive Director
8	John Watz	Cheatham, Dickson, Houston, Humphreys, Montgomery, Robertson, Stewart, Sumner, & Williamson	931-206-5486	jwatzntwb@outlook.com	Executive Director
9	Patrick Combs	Davidson, Rutherford,	615-862-8890 ext. 77407	patrick.combs@nashville.gov	Executive Director
10	Jan O. McKeel	Giles, Hickman, Lawrence, Lewis, Marshall, Maury, Perry & Wayne	931-398-6000	Jan.McKeel@sctworkforce.org	Executive Director
11	Jimmy Bell	Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, Madison, & McNairy	731-989-0533	jbell@swhra.org	WIOA Director

12	Margaret Prater	prater@nwtnworks.org	731-286-3585 ext. 16	Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Lauderdale, Obion, Tipton & Weakley	Executive Director
13	Kevin D. Woods	Kevin.woods@workforceinvestmentnetwork.com	901-636-6811	Fayette & Shelby	Executive Director

Area	Administrative Entity & Contact
LWDA 1	Kathy Pierce, Executive Director Alliance for Business and Training, Inc. P.O. Box 249 (for shipping hard copies) 386, Highway 91 North Elizabethton, TN 37644 Office: 423-547-7515 ext. 126 FAX: 423-547-7522 Cell: 423-895-1105 E-mail: kpierce@ab-t.org And glyons@ab-t.org Counties Served: Carter, Johnson, Sullivan, Unicoi, & Washington

Area	Administrative Entity & WIOA Contact
LWDA 2	Donna W. Stansberry Dean of Workforce Development Walters State Community College 500 South Davy Crockett Parkway Morristown, TN 37813-9989 Office: 423-318-2709 FAX: 423-585-6769 E-mail: donna.stansberry@ws.edu Counties Served: Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Sevier, & Union
	Don Shadow, WIOA Coordinator of Administration Walters State Community College 500 South Davy Crockett Parkway Morristown, TN 37813-9989 Office: 423-318-2709 Direct Call: 423-587-7036 FAX: 423-585-6769 Joseph.shadow@ws.edu

Area	Administrative Entity & WIOA Contact
LWDA 3	Barbara Kelly, Executive Director Knoxville-Knox County CAC P.O. Box 51650 2247 Western Avenue Knoxville, TN 37950-1650 Office: 865-546-3500 FAX: 865-546-0832 E-mail: barbara.kelly@knoxcac.org Counties Served: Knox

Area	Administrative Entity & WIOA Contact
LWDA 3	Windie Wilson, Director of Services Workforce Connections Knoxville-Knox County CAC P.O. Box 51650 2247 Western Avenue Knoxville, TN 37950-1650 Office: 865-544-5200 ext. 1214 FAX: 865-544-5269 E-mail: windie.wilson@knoxcac.org Counties Served: Knox

Area	Administrative Entity & WIOA Contact
LWDA 4	Gary Holiway, Executive Director East Tennessee Human Resource Agency 9111 Cross Park Drive Suite D-100 Knoxville, TN 37923 Office: 865-691-2551 ext 4202 Cell: 865-705-8469 FAX: 865-531-7216 E-mail: gholiway@ethra.org Anderson, Blount, Campbell, Cumberland, Loudon, Monroe, Morgan, Roane, and Scott
LWDA 4	Chris Tiller, Director of Services 728-E Emory Valley Road Oak Ridge, TN 37830 865-813-0281 865-590-1052 ext. 7102 FAX: 865-813-0288 Cell: 865-705-8650 ctiller@ethra.org

Area	Administrative Entity & WIOA Contact
LWDA 5	Beth Jones, Executive Director Southeast Tennessee Development District 1000 Riverfront Parkway Chattanooga, TN 37402 and/or P.O. Box 4757 Chattanooga, TN 37405 Office: 423-266-5781 FAX: 423-267-7705 E-mail: bjones@sedev.org Bledsoe, Bradley, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, and Sequatchie
LWDA 5	Susan Cowden, Director of Services Southeast Tennessee Development District Address: TN Career Center – Chattanooga Eastgate Towne Center 5600 Brainerd Rd. Suite A-5 Chattanooga, TN 37411 and/or P.O. Box 4757 Chattanooga, TN 37405 Office: 423-424-4212 FAX: 423-643-2396 Cell: 423-413-8742 E-mail: scowden@sedev.org another contact: Anna Smith AnnaS@sedev.org

LWDA 6	Gary Morgan, Executive Director Workforce Solutions 410 Wilson Ave P.O. Box 1628 Tullahoma, TN 37388 Office: 931-455-9596 FAX: 931-455-9580 TDD: 931-454-0477 E-mail: gmorgan@workforcesolutionstn.org Counties Served: Bedford, Coffee, Franklin, Grundy, Lincoln, Moore, & Warren

LWDA 7	Luke Collins, Executive Director Upper Cumberland Human Resource Agency 580 South Jefferson Suite B Cookeville, TN 38501 Office: 931-528-1127 Direct Office Line: 931-520-9600 FAX: 931-526-8305 Cell: 931-397-2025 E-mail: lcollins@uchra.com Cannon, Clay, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, and White
	Ron Basham, Director of Services Upper Cumberland Human Resource Agency 580 South Jefferson Suite B Cookeville, TN 38501 Office: 931-520-9610 FAX: 931-526-8305 E-mail: rbasham@uchra.com and copy kcobble@uchra.com Cannon, Clay, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, and White

LWDA 8	Marla Rye, Executive Director Workforce Essentials Inc. 523 Madison St. Suite A Clarksville, TN 37040 Office: 931-551.9110 FAX: 931-551-9026 E-mail: mrye@workforceessentials.com Counties Served: Cheatham, Dickson, Houston, Humphreys, Montgomery, Robertson, Stewart, Sumner, & Williamson

LWDA 9	Patrick Combs, Executive Director The Nashville Career Advancement Center 1417 Murfreesboro Pike Nashville, TN 37217 (Location only) Office: 615-862-8890 ext. 77407 FAX: 615-862-8910 TDD: 1-800-848-0298 E-mail: patrick.combs@nashville.gov www-NCACWorkforce.org Counties Served: Davidson, Rutherford, Trousdale, & Wilson
	NOTE: **Mailing letters etc. use for LWDA 9:** P.O. Box 196300 Nashville, TN 37219-6300

LWDA10	Jan O. McKeel, Executive Director South Central Tennessee Workforce Alliance 5000 Northfield Lane Suite 124 Spring Hill, TN 37174 Office: 931-398-6000 FAX: 931-486-0033 E-mail: Jan.McKeel@sctworkforce.org Counties Served: Giles, Hickman, Lawrence, Lewis, Marshall, Maury, Perry & Wayne

Area	Administrative Entity & WIOA Contact
Area 11	Mike Smith, Executive Director Southwest Human Resource Agency P. O. Box 264 1527 White Avenue Henderson, TN 38340-0264 Office: 731-989-5111 Cell: 731-608-1539 FAX: 731-989-3095 E-mail: msmith@swhra.org Counties Served: Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, Madison, & McNairy
Area 11	Jimmy Bell, Director of Services Southwest Human Resource Agency 1527 White Avenue Henderson, TN 38340 Office: 731-989-0533 Cell: 731-435-0728 FAX: 731-983-3149 E-mail: jbell@swhra.org

LWDA 12	Dr. Karen Bowyer, President Dyersburg State Community College 1510 Lake Road Dyersburg, TN 38024 Office: 731-286-3301 Fax731-286-3269 E-mail: karen@dscc.edu Counties Served: Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Lauderdale, Obion, Tipton & Weakley
LWDA 12	Margaret Prater, Executive Director Northwest TN Workforce Board 313 West Cedar Street Dyersburg, TN 38024 Office: 731-286-3585 ext. 16 Fax731-286-3584 TDD: 731-286-3584 E-mail: prater@nwtnworks.org Counties Served: Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Lauderdale, Obion, Tipton & Weakley

LWDA 13	Kevin D. Woods, Executive Director 480 Beale Street Memphis, TN 38103 Office 901-636-6811 or 901-636-6812 FAX: 901-636-6844 Personal Cell: 901-212-3868 Work Cell: 901-512-3722 Kevin.woods1@memphistn.gov Kevin.woods@workforceinvestmentnetwork.com Monica.braun@workforceinvestmentnetwork.com
LWDA 13	Melanie D. Winfield, Deputy Director of Operations Memphis Workforce Investment Network LWDA 13 480 Beale Street Memphis, TN 38103 Office: 901-636-6813 FAX: 901-636-6844 Cell: 901-341-3083 P-cell : 901-497-9404 E-mail : melanie.winfield@workforceinvestmentnetwork.com www.workforceinvestmentnetwork.com Counties Served: Fayette & Shelby

Tennessee Department of Labor & Workforce Development
220 French Landing Drive
Nashville, TN 37243-0658
Contact: Dustin Swayne
Title: Deputy Commissioner
Phone: 615-741-2398
Fax: 615-741-5078
Workforce Help Line 1-800-255-5872
E-mail: dustin.swayne@tn.gov

Website: http://www.state.tn.us/laborwfd/index.html

Tennessee Department of Labor & Workforce Development
220 French Landing Drive
Nashville, TN 37243-0658
Contact: Sterling van der Spuy
Title: Administrator, Workforce Services Division
Phone: 615-532-5945
Fax: 615-741-6106
Workforce Help Line 1-800-255-5872
E-mail: Sterling.VanDerSpuy@tn.gov

Website: http://www.state.tn.us/laborwfd/index.html

Tennessee Department of Labor & Workforce Development
220 French Landing Drive
Nashville, TN 37243-0658
Contact: Deniece Thomas
Title: Assistant Administrator
American Job Centers
Phone: 615-253-6938
Fax: 615-741-6106
Workforce Help Line 1-800-255-5872

E-mail: deniece.thomas@tn.gov

Website: http://www.state.tn.us/laborwfd/index.html

Tennessee Department of Labor & Workforce Development
220 French Landing Drive
Nashville, TN 37243-0658
Contact: James M. Roberson
Title: Assistant Administrator
Phone: 615-253-6938
Fax: 615-741-6106
Workforce Help Line 1-800-255-5872
E-mail: James.m.roberson@tn.gov

Website: http://www.state.tn.us/laborwfd/index.html

Tennessee
Local Workforce Development Areas

LWDA 1
LWDA 2
LWDA 3
LWDA 4
LWDA 5
LWDA 6
LWDA 7
LWDA 8
LWDA 9
LWDA 10
LWDA 11
LWDA 12
LWDA 13
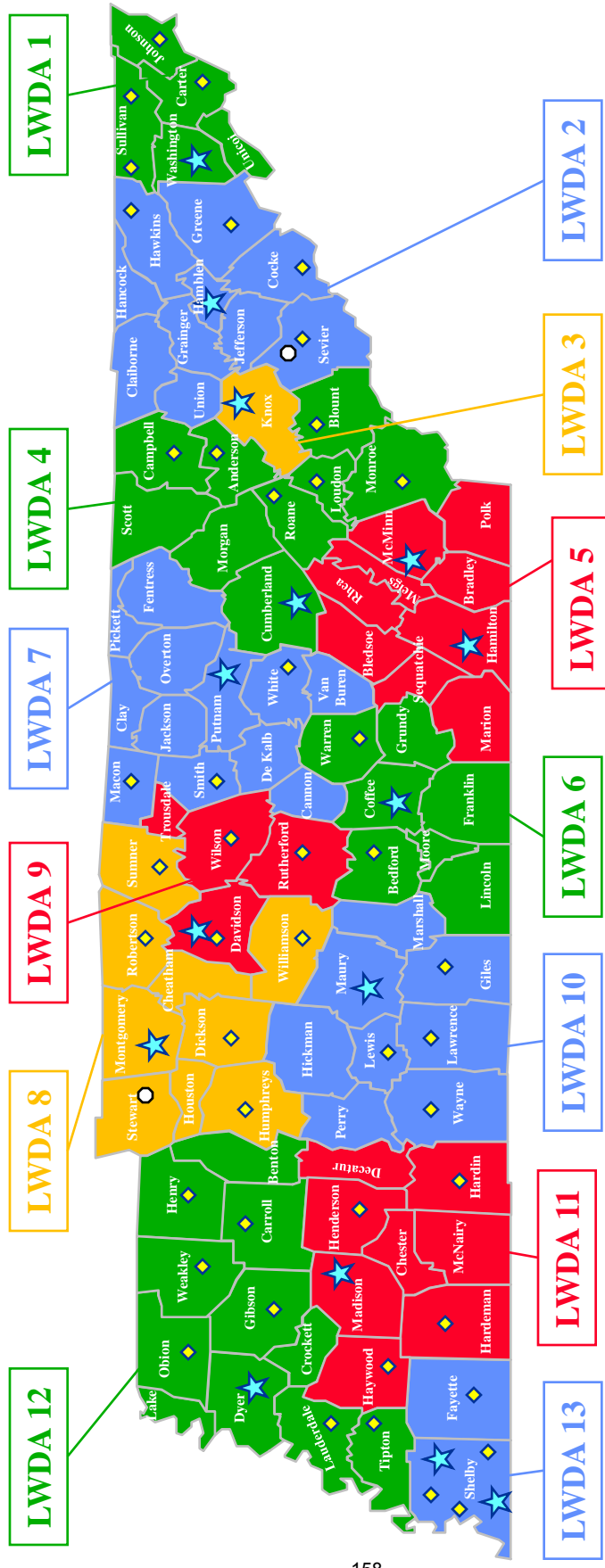
★ Comprehensive Career Centers (15)

◆ Affiliated Sites (45)

⬡ TDLWD Local Offices (2)

6/20/2011

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TDLWD Youth Services

Division of Workforce Services

- Workforce Innovation and Opportunity Act (WIOA)
    - WIOA Youth Program participation is assessed by specific eligibility standards and is determined for interested individuals in one of the two following categories and requirements:
        - An in-school youth (ISY) participant must be attending school, not younger than 14 or older than 24, low income, and have one or more of a list of barriers provided in WIOA section 129(a)(1)(C)(iv):
            - Basic skills deficient.
            - An English language learner.
            - An offender.
            - A homeless youth or a runaway, in foster care or has aged out of the foster care system.
            - Pregnant or parenting.
            - A youth who is an individual with a disability.
            - An individual who requires additional assistance to complete an educational program or to secure or hold employment.
        - An out-of-school youth (OSY) participant is not attending any school (as defined under State law), not younger than 16 or older than age 24 at time of enrollment. Because age eligibility is based on age at enrollment, participants may continue to receive services beyond the age of 24 once they are enrolled in the program; and
            - One or more of the following:
            - A school dropout;
            - A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter. School year calendar quarter is based on how a local school district defines its school year quarters;
            - A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is either basic skills deficient or an English language learner;
            - An individual who is subject to the juvenile or adult justice system;
            - A homeless individual, a runaway, an individual who is in foster care or has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act, or an individual who is in an out-of-home placement;
            - An individual who is pregnant or parenting;
            - An individual with a disability;

- A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment. (WIOA sections 3(46) and 129(a)(1)(B).)
  - Youth ages 18 and older are defined as adults and are eligible for concurrent participation in both the adult and youth programs
    - Enrollment in both programs, however, is not required

- Service activities are based on the 14 program elements required under WIOA section 129(c)(2). The 14 program elements are:

(1) Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized post-secondary credential;

(2) Alternative secondary school services, or dropout recovery services, as appropriate;

(3) Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
  i. summer employment opportunities and other employment opportunities available throughout the school year;
  ii. pre-apprenticeship programs;
  iii. internships and job shadowing; and
  iv. on-the-job training opportunities;

(4) Occupational skill training, which includes priority consideration for training programs that lead to recognized post-secondary credentials that align with in-demand industry sectors or occupations in the local area involved, if the Local Board determines that the programs meet the quality criteria described in WIOA sec. 123;

(5) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;

(6) Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors;

(7) Supportive services;

(8) Adult mentoring for a duration of at least 12 months that may occur both during and after program participation;

(9) Follow-up services for not less than 12 months after the completion of participation;

(10) Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth;

(11) Financial literacy education;

(12) Entrepreneurial skills training;

(13) Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and

(14) Activities that help youth prepare for and transition to post-secondary education and training. Funds for youth services are allocated to state and local areas based on a formula distribution

- o Service strategies, developed by workforce providers, prepare youth for employment and/or post-secondary education through strong linkages between need-based academic and occupational learning
- o Local communities provide youth activities and services in partnership with the American Job Center System and under the direction of Local Workforce Development Boards
- o List of eligible providers for youth services

- Department Contact(s):
  - o Nakeisha Ricks, Workforce Services Program Director
    615.253.0623 | Nakeisha.n.ricks@tn.gov
  - o Sterling VanDerSpuy, Workforce Services Administrator
    615.532.5945 | Sterling.VanDerSpuy@tn.gov

WIOA Information

The Workforce Innovation and Opportunity Act (WIOA) helps job seekers and workers access employment, education, training, and support services to succeed in the labor market and match employers with skilled workers they need to compete in the global economy. Congress passed WIOA, the first legislative reform of the public workforce system in more than 15 years, by a wide bipartisan majority. In doing so, Congress reaffirmed the role of the American Job Center (AJC) system, a cornerstone of the public workforce investment system, and brought together and enhanced several key employment, education, and training programs. In recent years over 20 million people annually turn to these programs to obtain good jobs and a pathway to the middle class. WIOA continues to advance services to these job seekers and employers.

The state is divided into 13 LWDAs (Local Workforce Development Areas). Some general information about the WIOA program:
- WIOA is not an entitlement program – customers must meet eligibility requirements
- Eligibility for registration will be determined by those entities responsible for WIOA funding in each LWDA
- Services offered include:
    - Career coaching
    - Workshops
    - Individualized employment planning
    - Networking opportunities
    - Training
- Supportive services and training opportunities will vary by LWDA and are dependent upon funding availability
- Customers not eligible for registration will be given referrals to agencies better able to assist them with their needs
- Job searching strategy tips
- Career planning advice
- Interviewing and resume critiques
- Assessments to determine strengths and interests
- Encouragement and support to assist customers in achieving their goals

The Workforce Innovation and Opportunity Act (WIOA):
Promotes the use of career pathways and sector partnerships to increase employment in in-demand industries and occupations. WIOA adds basic skills deficient as a priority category for Adult services. WIOA also focuses Youth program services to out-of-school youth. The Act strengthens services for unemployment insurance claimants.
Increases individuals with disabilities access to high-quality workforce services to prepare them for competitive integrated employment. It requires better employer engagement and promotes physical and programmatic accessibility to employment and training services for individuals with disabilities. Youth with disabilities receive extensive pre-employment transition services to obtain and retain competitive integrated employment. It creates an Advisory Committee on strategies to increase competitive integrated employment for individuals with disabilities.

WIOA Administrative Entity Youth Contacts

Area	Contact	Address	Phone	Fax#	E-Mail
State	Nakeisha Ricks	TDLWD 220 French Landing Drive Nashville, TN 37243	615-253-0623	615-741-6106	Nakeisha.N.Ricks@tn.gov
1	Kathy Pierce, Exec. Director	Alliance for Business and Training 386 Highway 91 Elizabethton, TN 37644	423-547-7515 x 135	423-547-7522	kpierce@ab-t.org
2	Dr. BJ Lowe, Youth Lead Dr. Nancy Brown, Exec. Director	Walters State Community College 500 South Davy Crockett Parkway Morristown, TN 37813	423-318-2708 423-318-2709	423-585-6769 423-585-6769	barbara.lowe@ws.edu nancy.brown@ws.edu
3	Marc Green, Youth Program Coordinator Bill Walker, Operations & Compliance Manager Windie Wilson, Exec. Director	Knoxville-Knox County CAC 2247 Western Ave PO Box 51650 Knoxville, TN 37950	865-544-5200	865-544-5269	marc.green@knoxcac.org windie.wilson@knoxcac.org bill.walker@knoxcac.org
4	Randy Brown, Youth Lead Chris Tiller, Exec. Director	ETHRA 728 Suite E Emory Valley Road Oak Ridge, TN 37830	865-813-0281		rbrown@ethra.org ctiller@ethra.org
5	Autumn Derrick, Youth Lead Anna Smith Rick Layne, Exec. Director	Southeast TN Dev. District P O Box 4757 Chattanooga, TN 37405	423-252-5074 423-424-4214	423-643-2396	aderrick@sedev.org annas@sedev.org rlayne@sedev.org
6	Lana McAnally, Youth Lead Gary Morgan, Exec. Director	Workforce Solutions 410 Wilson Ave P.O. Box 1628 Tullahoma, TN 37388	931-759-5521 931-455-9596 931-759-5521	931-759-4411	lmcanally@workforcesolutionstn.org gmorgan@workforcesolutionstn.org
7	Randi Short, Youth Lead Ron Basham, Exec. Director	UCHRA 580 South Jefferson Avenue Suite B Cookeville, TN 38501	931-520-9598 931-520-9610	931-526-8305	rshort@uchra.com rbasham@uchra.com
8	Andrea Dillard Renee Hollis Marla Rye, Exec. Director	Workforce Essentials 523 Madison Street, Suite A Clarksville, TN 37040	931-905-3501 931-905-3506 931-905-3500	931-551-9026	adillard@workforceessentials.com rhollis@workforceessentials.com mrye@workforceessentials.com

WIOA Administrative Entity Youth Contacts

#	Contacts	Address	Phone	Phone	Email
9	Ellen Zinkiewicz, Youth Lead Donzaleigh Powell	NCAC 665 Mainstream Drive Nashville, TN 37243	615-862-8890 x77431 615-862-8890 x77409	615-862-8910	ellen.zinkiewicz@nashville.gov donzaleigh.powell@nashville.gov
10	Vivian Cathey, Youth Lead Rick Molder Jan McKeel, Exec. Director	South Central Tennessee Workforce Alliance 5000 Northfield Lane, Suite 124 Spring Hill, TN 37174	931-363-9550 931-490-3818	931-490-3880	vivian.cathey@sctworkforce.org rick.molder@sctworkforce.org Jan.McKeel@sctworkforce.org
11	Betsy Riley, Youth Lead Jimmy Bell, Exec. Director	SWHRA 1527 White Ave Henderson, TN 38340	731-989-0533	731-983-3149	betsy.riley@swhra.org jbell@swhra.org
12	Connie Stewart, Youth Lead Lori Kelley Margaret Prater, Exec. Director	Northwest TN Workforce Board 313 West Cedar Street Dyersburg, TN 38024	731-286-3585 or 731-884-3868 731-286-3585 x 15	731-286-3584	stewart@nwtnworks.org kelley@nwtnworks.org prater@nwtnworks.org
13	Jessica Croslow, Youth Lead Alan Gumbel, Deputy Director Kevin Woods, Exec. Director	WIN 480 Beale Street Memphis, TN 38103	901-636-7927 901-636-6825	901-636-6844	jessica.croslow@workforceinvestmentnetwork.com alan.gumbel@workforceinvestmentnetwork.com Kevin.woods@workforceinvestmentnetwork.com

Updated: April 2016

Working With Customers

Employment Assessment Guide

Mobile American Job Center Unit Participant Assessment

Are you registered for Jobs4TN?

- If the job seeker is not registered with Jobs4TN, then you will want to make sure to register them before they leave

What is your highest education level?

- If the job seeker does not have a High School Diploma or equivalent, then provide information for HiSET.

- If wanting/needing to further education:

  - Provide information on local WIA, if applicable

  - Assist them in finding training providers and programs in area through Jobs4TN-Education Services.

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Are you comfortable with filling out an application (paper/online)?

- If illiterate or not comfortable with computers, provide them with assistance on completing their application.

- If intimated or confused by applications or questions, then educate them on how to answer the question.

- Refer to page 3 of the workbook

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Are you comfortable using a computer?

- If not comfortable with using a computer:
  - Assist them with using computer (Jobs4TN)
  - Teach them basic computer skills
  - Provide them with resources for computer classes in their area

Are you comfortable with interviewing?

- If no, ask job seeker if they want to do mock interview

- Reference page 5 in Re-Employment Workbook

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Do you have an updated cover letter and résumé?

- If no, help job seeker in creating resume/cover letter.
- Upload resume/cover letter into Jobs4TN

Do you have volunteer experience (past or current)?

- If yes:
  - Teach them how to discuss the skills and knowledge they have obtained during an interview
  - Also, how to put on resume if resume is lacking sustenance
- If no:
  - Briefly discuss the importance of volunteering:
    - Maintains job skills
    - Allows opportunity to network

What do you think is the primary reason you are not back to work?

- This is an open ended question that will be used to get an understanding of the job seekers largest obstacle to employment
- If the reason is due to a legal issue:
  - Refer to Felony Friendly Employers
  - Provide information on Federal Bonding and WOTC

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What do you think is the primary reason you are not back to work?

- If the reason is due to an employment issue (large gaps, lack of experience, sporadic work history):

  - You should focus on creating/critiquing the job seekers resume. It would be advisable to create a functional resume in order to mask the job seekers barriers.

What do you you think is the primary reason you are not back to work?

- If the reason is due to education:
  - If no High School Diploma/Equivalent, provide information on HiSET
- If wanting/needing to further education:
  - Provide information on local WIA, if applicable
  - Assist them in finding training providers and programs in area through Jobs4TN-Education Services.
- If other:
  - Use training and materials provided to you in order to assess and fulfill their needs

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What are your skills and strengths?

- Beneficial to determining their career path

- Also useful when creating resume and discussing interviewing skills

- If job seeker struggles in answering this question:
  - Refer them to Self Assessment Profile in Jobs4TN which will allow them to select skills from a list
  - They can then utilize that list of skills to search for other fields of work by using the Career Explorer section in Jobs4TN

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What type of work/activities/training are you interested in?

- If type of work is known, spend time on assisting them with searching for that type of work and creating their resume toward that type of work

- If job seeker doesn't know the type of work they are interested in, assess their previous work history, job skills, and favorite activities in order to find suitable work.

- You can utilize the Skills and Career Explorer sections of Jobs4TN to accomplish this or www.myskillsmyfuture.org

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What type of work/activities/training are you interested in?

- If interested in training:
  - Provide information on local WIA, if applicable
  - Assist them in finding training providers and programs in area through Jobs4TN-Education Services.

What would you like to accomplish with your career specialist today?

- Priority should be set on their answer to this question.
- Apart from assisting with creating/critiquing resume and signing up for Jobs4TN, you should meeting the needs of the jobseeker.

Business Services

U. S. Department of Labor

Employment and Training Administration
Office of Apprenticeship
535 Chestnut St., Suite 217
Chattanooga, TN 37402
Tel. (423) 752-5112

Michael Stumpff
Apprenticeship and Training Representative
E-Mail: stumpff.michael@dol.gov

USEFUL LINKS

Office of Apprenticeship:
www.dol.gov/apprenticeship
- Tool Kit
- Additional Resources
  - College Consortium
  - Federal Resources
  - Data and Statistics
  - Employer Toolkit

Electronic Code of Federal Regulations:
www.ecfr.gov
- Title 29 CFR Part 29 (Labor Standards for Registration of Apprenticeship Programs)
  - 29.5 Standards of Apprenticeship
- Title 30 CFR Part 30 (Equal Employment Opportunity in Apprenticeship and Training)
  - 30.3 Equal Opportunity Standards
  - Affirmative Action Plan
  - Selection of Apprentices

Office of Apprenticeship Community of Practice:
https://21stcenturyapprenticeship.workforce3one.org

O*Net:
www.onetonline.org
- A tool for career exploration and job analysis

Manufacturing Institute
http://www.themanufacturinginstitute.org
- Skills Certification
  - Apprenticeships
  - Certifications

12 For Life: A Cooperative Education Program
www.12forlife.com

Business Services

for

Incentives and Services for Employers

JOBS4TN for Employers

Visit http://www.tennessee.gov/workforce/topic/search-for-employees to view videos on how to create an employer account, how to conduct a candidate resume search, and how to use the Virtual Recruiter function.

Let the Virtual Recruiter send you Candidates

A virtual recruiter feature can refer applicants to you automatically. From the home page www.JOBS4TN.gov, the employer selects "Looking for Employees" under Business Solutions, then "Candidate Search." After the employer chooses criteria, the system displays candidates that match. At that point the employer can view résumés, and the system asks if he wants to save the résumé search; doing so triggers the Virtual Recruiter feature. The employer specifies how often he wishes to be contacted – e.g., once a day, once a week – and he will be sent résumés that match his job search at those intervals.

Job Posting Assistance

If you are hiring, JOBS4TN.gov is the place where jobseekers can find more than 90,000 Tennessee jobs. For technical assistance with posting jobs into the system, contact the Tennessee Registered Employer Assistance Team (TREAT).

Email: treat.tn@tn.gov
Phone: (855) 747-1719
Fax: (615) 532-8610

American Job Centers

Screening and Recruitment Services provided for Employers at local Tennessee American Job Centers can help you identify, attract and select the best-qualified candidates for your current workforce needs. Check out our services then contact a Tennessee American Job Center.   For the American Job Center closest to your location, visit http://www.tennessee.gov/workforce/topic/find-local-help.

- Customized Hiring Events - Meet qualified candidates at an event tailored to your company's needs.
- Job Fairs - Join other employers at larger recruiting events.
- Applicant Screening - Assistance with the process of resume review and candidate assessment.
- Assessments - Measure skills, interests and/or job fit for candidates from over 1,200 individual assessments.
- Event and Meeting Room Space - Meeting and training rooms available to businesses for a variety of purposes including, but not limited to: meetings, training, orientations and interviewing.

Mobile American Job Center

The Mobile American Job Center is a mobile Tennessee American Job Center operated by the Tennessee Department of Labor and Workforce Development. There are six vehicles, twoin each grand division of the state, delivering job placement services. With broadband Internet and ten computer workstations, the coaches are perfect for job placement and training efforts. These vehicles will arrive on the scene to: provide a mobile computer lab with Internet access; create a venue for workshops including résumé assistance and interviewing skills; and serve as a recruitment center for companies moving into our state. If the Mobile American Job Center is in your neighborhood, great things are happening on the job front, so get on board!

The Mobile American Job Centers visit rural areas and populations that lack access to an American Job Center. They can provide on-site Job fairs and recruiting for employers. Employers are frequently present during Mobile American Job Center visits, interviewing perspective employees.   The Mobile American Job Center can be used as a mobile testing site for the High School Equivalency Test (HiSET) exam. The units have multiple testing sites across the State and they can visit employers on-site. Check the site below for more information on HiSet / Adult Education Services. Check the website for hiring events or to book the Mobile American Job Center; we deliver skilled labor! To schedule the Mobile American Job Center or to view the schedule, and information on the Mobile American Job Center program, visit www.getonthecoach.tn.gov

Work Opportunity Tax Credit

The Work Opportunity Tax Credit (WOTC) Program is designed to assist individuals from certain targeted groups who have consistently faced significant employment barriers to enter or re-enter the labor force by providing federal tax credit incentives to employers for hiring these individuals. WOTC helps targeted workers move from economic dependency into self-sufficiency as they earn a steady income and become contributing taxpayers, while participating employers are able to reduce their income tax liability.

Fund Reauthorization for WOTC in 2015

The legislative authority for the WOTC program, which had expired on December 31, 2013, has been extended. President Obama signed the tax extension bill (the Act) on December 19, 2014. The current Act extends the WOTC program through December 31, 2014, and retroactively reauthorizes the program for new employees hired on or after January 1, 2014. At this time, the Department of Labor is working with the Internal Revenue Service (IRS) to issue reauthorization guidance to the state workforce agencies and the employer community. Employers should continue to submit WOTC applications to state workforce agencies within 28 calendar days after the new hire's start date. For further information, visit the IRS WOTC Website, view ETA's Interim Instructions on the 2014 Reauthorization and 2015 Hiatus, or look for updates on ETA's national WOTC website at www.doleta.gov/WOTC/ under "What's New."

Services Provided with WOTC

Taxable employers claim the WOTC as a general business credit on Form 3800 against their income tax liability

Qualified tax-exempt organizations claim the credit on Form 5884-C as a credit against the employer's share of Social Security tax.

Who can I hire that may qualify?

Veterans

TANF Recipients

SNAP (Food Stamp) Recipients

Designated Community Residents (living in Empowerment Zones)

Vocational Rehabilitation Referral

Ex-Felons

Supplemental Security Income (SSI) Recipients

Summer Youth Employee (Living in Empowerment Zones)

Eligibility

An employer must hire an employee who is certified as being a member of a WOTC qualified targeted group. The State WOTC Coordinator for the Tennessee Department of Labor and Workforce Development must certify the job applicant is a member of a WOTC qualified targeted group. An employer must obtain certification that the individual is a member of a WOTC qualified targeted group in order to claim the credit.

This information is provided as a general program guide only and is subject to change without notice from the Tennessee Department of Labor and Workforce Development as the legislative authority is amended. The U.S. Department of Treasury, through the Internal Revenue Service (IRS), has administrative responsibility for the tax provisions of the credit (Section 51, of the Internal Revenue Code).

How to Apply for the Tax Credit

All employers must obtain certification that an individual is a member of a WOTC qualified targeted group before the employer may claim the WOTC. The process for certifying WOTC qualified targeted group members for this credit is the same for all employers. To obtain certification, employers must file a fully executed **IRS Form 8850** and **USDOL Form ETA-9061** with TDLWD within 28 calendar days after the eligible worker begins work. **New online application system is:**

Employer URL – https://wfs.tdlwd.tn.gov/eWOTC/

Tennessee Department of Labor & Workforce Development
Attn: WOTC Unit (4-B)
220 French Landing Drive
Nashville, TN 37243
– https://wfs.tdlwd.tn.gov/eWOTC/
For more information : 1-844-216-8495

The maximum tax credit ranges from $1,200 to $9,600, depending on the qualified targeted group hired.

Federal Resources

http://www.doleta.gov/business/incentives/opptax/- See more at: https://www.tn.gov/workforce/article/work-opportunity-tax-credit#sthash.hpukYPNm.dpuf

Apprenticeship Training Grant

The Apprenticeship Assistance Training Grant (AATG) supports Tennessee employer that is interested in starting an apprenticeship program or is already an authorized provider of the Registered Apprenticeship Program through US/DOL-Office of Apprenticeships with strategies to significantly increase apprenticeship opportunities:

The training grant will assist companies or organizations that supports and implements the following opportunities:

• OJT assistance for eligible Dislocated Workers entering an apprenticeship program as a new hire, and/or

• Provide assistance for Classroom Training to existing first or second year apprentices, or

• Provides assistance for Classroom Training to participants in a pre-apprenticeship program.

- See more at: https://www.tn.gov/workforce/article/workforce-apprenticeshiptraininggrant#sthash.cu3LeerN.dpuf

On-the-Job Training Grants

When an employer identifies the need to fill a vacant position, he often has a choice of hiring a skilled worker or a worker who needs to have additional training. If the employer is willing to hire an individual who has no prior experience in the vacant position, an on-the-job training contract may be developed with the Local Workforce Investment Area. Under this agreement, the local program can pay up to 50% of the trainee's wages during the specified training period. The employer must agree to hire the trainee if he successfully completes the training.

- See more at: https://www.tn.gov/workforce/article/on-the-job-training-grants#sthash.mdrXyt7z.dpuf

Incumbent Worker Training

The Incumbent Worker Training Program (IWT) is a competitive grant program that provides funding to help eligible Tennessee's businesses effectively retain and keep

businesses competitive through skills upgrades and process improvement training for existing full-time employees.

Qualifying Businesses

Tennessee for-profit and not-for-profit (health care related) businesses

In operation at least one year,

Employ at least five full-time employees,

Current on all federal and state tax obligations,

Financially viable businesses are eligible to apply / no bankruptcy

Costs That May Qualify for Reimbursement

Grant funding may reimburse all or part of the costs of training eligible employees.

Reimbursable expenses include:

Instructors'/trainers' salaries - capped at actual amount or $50/hour if company trainers are used, whichever is less

Curriculum Development, not to exceed 5% of total State obligation (defined as the time necessary for company officials to determine training needs or the actual development of curriculum)

Textbooks/manuals, Materials/supplies, Tuition Expense (tuition defined as being provided by an institution regulated by the Tennessee Higher Education Commission)

Grant Funding Is Limited

Incumbent Worker Training funds are limited, and are therefore awarded in a competitive bid process. The maximum award is $25,000 per grant, with a funding limit of $50,000. Once a company has reached its funding limit with two or more grants in consecutive program years, it must skip one year before it can reapply for another grant. As an example: if company A is awarded a $20,000 grant in 2013, and a $15,000 grant in 2014, and a $15,000 grant in 2015 it would have to skip the following year before being able to re-apply.

When To Apply

IWT Grant applications may be submitted to the appropriate LWDA for the 2016 Grant Program year at any time after January 1, 2016. It is recommended that you submit your application at least 30 days prior to the start of your training. Training funds cannot be used to reimburse any training costs incurred before the grant is approved. All training has to be completed prior to December 31, 2016.

Application Process

Contact your local LWDA for assistance with completion of and submitting of application. DETACH and complete the attached IWT Program Application. LWDAs will evaluate and score submitted applications. The LWDA will submit applications with a letter of support to the TDLWD, Division of Workforce Services to be reviewed and scored by a IWT Review Committee. Any information or documentation that cannot be supplied in the space provided should be identified by the relevant question number and attached to the back of the application form. Submit one original and one copy of the application by mail to your LWDA contact.

Notification of approval must be received prior to start of any training and a contract initiated with the LWDA.

The IWT Review Committee will forward recommended applications for Commissioner's review and signature. Upon approval (signature) from the Commissioner, LWDA's will be advised and letters of approval will be sent to the LWDA's and the grantee.

- See more at: https://www.tn.gov/workforce/article/incumbent-worker-training#sthash.br0dMAdF.dpuf

Or Contact:

Tennessee Department of Labor and Workforce Development,
Division of Workforce Services
Nicholas Bishop
Director of Compliance and Policy – Division of Workforce Services
(615) 741-0286
Nicholas Bishop Nicholas.Bishop@tn.gov

Or

Phil Collier
(615) 253-9983
Phil.collier@tn.gov

Federal Bonding Program

Are you reluctant to hire difficult-to-bond individuals? Are you a job seeker concerned that a background issue may prevent you from gaining employment? The Federal Bonding Program can help employers hire and bond high-risk applicants. Bond coverage of up to $25,000 self-terminates in six months and takes effect right after the applicant's first day of work. For longer bonding periods, inquire with the State Coordinator. Bonds are issued directly to employers that offer direct employer-employee relationship job opportunities to job seekers.

For more information please visit www.bonds4jobs.com.

If you are interested in utilizing the Federal Bonding Program, you are encouraged to contact a local Tennessee American Job Center, call the State Bonding Coordinator at (615) 253-9983, or email phil.collier@tn.gov.

- See more at: https://www.tn.gov/workforce/article/federal-bonding-program

Rapid Response

Notify us of the layoff

Many Tennessee employers are required to send a written notice to the Dislocated Worker Unit 60 days in advance of a plant closure or mass layoff when 50 or more workers are affected.

WARN Act Technical Assistance Guide

We'll send WARN Notification Letter

We generate WARN Notification Letters which are required and distributed to the highest elected local official, the Local Workforce Development Act Executive Director, the Governor's designated cabinet members, certain federally elected representatives and others in need of this information. Area Dislocated Worker coordinators are notified of impending layoffs or closures.

 Initial Employer Meeting

After the WARN Notices are generated, the coordinators then contact the company and other members of the Rapid Response team within 48 hours to set up an initial meeting to plan transition services for employees.

Orientation for Dislocated Workers

We are here to help transition your employees during a laid off. We serve both workers and employers.

Tennessee's Rapid Response Team assists dislocated workers who lose their jobs through no fault of their own. Workers who lose their jobs because of permanent business closures or mass layoffs, adverse economic or trade conditions, or as a result of natural or man-made disasters can be assisted. The Rapid Response team helps employees during layoffs by providing information about retraining, job opportunities, unemployment insurance benefits as well as local, state, and federal services.

Presentations to employees on available services

Reemployment prospects

Information on unemployment insurance benefits, Tennessee American Job Center services, employment and training activities, and labor market information

Trade Adjustment Assistance program

Adult education, skills upgrading, high school equivalency preparation and testing

Rapid Response Meeting Resource

Toolkit

Rapid Response for Workers USDOL

Rapid Response for Employers USDOL

Contacts

Rapid Response Phone
800-255-5872
Nicholas Bishop
Director of Compliance and Policy – Division of Workforce Services
Direct Line (615) 741-0286 or 1-(800) 255-5872
Nicholas.Bishop@tn.gov
- See more at: https://www.tn.gov/workforce/article/rapid-response#sthash.TzmIJdnZ.dpuf

Layoff or Closure Assistance Services

Planning a layoff or closure? Tennessee American Job Centers offer services to help employers deal with the effects of layoffs and plant closures, including those that result from increased competition from imports, natural disasters, and other events. Our Rapid Response Team coordinates services and provides assistance to companies and their effected workers.   For more information, visit :
http:/ http://www.tennessee.gov/workforce/article/rapid-response

Jobs4TN.gov's database provides easy access to the largest number of unduplicated online job opportunities currently available in one location with more than 90,000 jobs every day. In addition to taking job orders directly from Tennessee employers, the system continually searches through the web sites of local newspapers, recruiters, hospitals, and government sites to pull in all the best jobs. Jobs noted with a star are job orders posted directly by Tennessee employers in Jobs4TN.gov.

- See more at: https://www.tn.gov/workforce/topic/using-jobs4tn#sthash.WaSXfxCJ.dpuf

WARN Notices

Notify Us of the Layoff

Under state law, certain employers must notify the state when they plan to lay off a percentage of their workers or close all operations. The federal law is known as the Worker Adjustment and Retraining Notification Act or WARN Act. WARN offers protection to workers, their families and communities by requiring employers to provide notice 60 days in advance of plant closings, mass layoffs and/or sale of a business. Tennessee has a similar law that affects businesses with between 50 and 99 employees.

Differences in Federal and State Laws

The Tennessee law is very similar to the Federal WARN Act; however, there are some important differences between the two laws. Federal WARN - Applies to employers with 100 or more full-time workers.

Definition of "Mass Layoff" triggering notice requirements:

50 or more full-time employees are laid off if they constitute one-third or more of the full-time employees at the site, or

500 or more full-time employees.

Tennessee WARN (Technical Assistance Guide)- Tennessee's "Plant Closing and Reduction in Operations" Act, applies to employers employing at least 50 but not more than 99 employees.

Employees entitled to notice under WARN include hourly and salaried workers, as well as managerial and supervisory employees.

Elements of the Notice

WARN notices should be sent in writing to the following in order:

Tennessee Department of Labor
Dislocated Worker Unit Central Office*
220 French Landing Drive
Nashville, Tennessee 37245-0658
(615) 741-1031   (800) 255-5872
- See more at: https://www.tn.gov/workforce/article/warn-notices#sthash.tNDRq457.dpuf

The Official Union(s) Representing the Employees (if applicable); or, if not represented, Each Affected Employee

Chief Elected Official of Local Government

***It is of the utmost importance that the TDLWD Dislocated Worker Unit Central Office be notified first.**

Looking for Seasonal Farm Workers?

Many migrant farm workers travel to Tennessee each year to help with the cultivating and harvesting of several crops in specific regions of the state. Through our Migrant and Seasonal Farm Worker (MSFW) Program, we help farm workers and the employers who hire them. For more information, visit http://www.tennessee.gov/workforce/article/migrant-seasonal-farm-workers.

Motor Vehicle Information

TN DEPARTMENT of
Labor & Workforce
Development

Workforce Services

Maintenance – Every Trip:

For maintenance and safety information on the chassis, please see Ford Owner's Manuals.

CHECK	HOW	EVERY TRIP
General	Check for proper operation and replace burned out brake bulbs.	**X**
Tire Pressure	Inflate to pressure indicated on tire.	**X**
Equipment Security	Check to make sure all electronic equipment is secured.	**X**
Doors, Windows & Vents	Close and lock all doors, windows, and vents before travel.	**X**
Load Distribution	Check and secure load distribution.	**X**
Water Lines	Drain when not in use. Winterize when ANY chance of freezing temperatures.	**X**
Awning	If used, awning must be cleaned per specification with warm water and soap, dried completely and properly stowed for transport.	**X**
General	Check for proper operation and replace burned out brake bulbs.	**X**
Interior Items Stowed	All interior items stowed properly for transport with Nomad protect covers where provided, incl. but not limited to chairs, printer(s)/copier(s), monitor case, bathroom door, coffee pot, etc.	**X**
Satellite Antenna	In stowed position for transport.	**X**
Doors	All entrance doors closed and deadbolted to prevent opening during transport.	**X**
Lighting	All lights, both internal and external, are illuminated and functioning properly.	**X**
Generator	Turned off (if power not needed during transport). Follow manufacturer maintenance guide located in manufacturer owner's manual.	**X**
Battery System	Verify that the 12V Master Disconnect Switch is turned to the OFF position before travel.	**X**
Overhead Storage Cabinets	Verify latches, handles and aluminum are free of defects.	**X**
File Cabinets	Verify handles, slides, trays and extior are free of defects.	**X**

Maintenance – Every Three (3) Months or 3,000 Miles:

CHECK	HOW	EVERY 3000 MILES OR 3 MO.
Exterior Condition	Check vehicle exterior for overall body condition.	X
Wheel Lugs, Nuts & Bolts*	Tighten to proper torque specifications.	X
Brakes	Check general operation and proper adjustment.	X
Hinges	Check for proper operation, lubricate with light oil.	X
D-ring Tie Downs, E-Track	Check for fractures, loose anchor system.	X
Plumbing	Plumbing and Holding Tanks are checked to ensure no cracks or leaks.	X
Door Latches	Check door latches for wear and tear.	X
Leveling System Legs Lubrication	Lubricate front and rear leveling legs.	X

* Check first trip and after 10, 25, and 50 miles. Then check after every 3,000 miles or 3 months.

Maintenance – Every Six (6) Months or 6,000 Miles:

CHECK	HOW	EVERY 6000 MILES OR 6 MO.
Rotate Tires	As need, rotate tires.	X
Welds	Check welds for cracking or separations.	X
Leveling System Legs	Inspect Leveling System Legs for cracks, leaks, connections, etc.	X

DANGER
Be certain all electrical parts are serviced by a certified electrician or qualified personnel only! Electrical shock can result in serious injury and/or death.

DANGER
Always disconnect the power before working on the vehicle's electrical system.

WARNING
Always wear eye protection when servicing the vehicle.

NOTICE
Fire extinguishers are located inside the vehicle.

Vehicle Maintenance

DATE	SERVICE PERFORMED	MILES

Generator Maintenance Schedule

Periodic Maintenance is essential for top performance and long genset life. Use the below table as a guide for normal periodic maintenance. In hot and dusty environments some maintenance procedures should be performed more frequently, as indicated by the footnotes in the table.

Maintenance, replacement or repair of emission control devices and systems may be performed by any engine repair establishment or individual. However, warranty work must be completed by an authorized Cummins Onan dealer.

Inspect the genset before the first start of the day and after every eight hours of operation.

MAINTENANCE TASK	FREQUENCY								Page
	After First 50 Hrs	Every Day	Every Month	Every 250 Hrs	Every 500 Hrs	Every 800 Hrs	Every 1500 Hrs	Every 3000 Hrs	
General Inspection		•							3-2
Check Engine Oil Level		•							3-2
Check Engine Coolant Level		•							3-7
Check Battery & Battery Connections[1]			•						3-4
Change Engine Oil & Oil Filter[1, 2, 3, 8]	•				•				3-3
Clean Spark Arrestor[3]				•					3-5
Replace Engine Air Filter[2, 3]				•					3-4
Drain Water from Fuel Filter			•						3-6
Replace Fuel Filter[3]					•				3-6
Adjust Engine Valve Lash[6]						•			–
Flush Coolant System[4]							•		3-7
Replace Coolant Pressure Cap[4]							•		3-7
Check V-Belt & Coolant Hoses[5, 6] Replace as necessary				•					–
Check Fuel Injector Pressure[6, 7]							•		–
Replace Generator Bearing[6]								•	–

1. Perform more often when operating in hot weather.
2. Perform more often when operating in dusty conditions.
3. Perform at least once a year.
4. Perform at least once every two years.
5. Perform at least once every five years.
6. Must be performed by trained and experienced personnel (authorized Cummins Onan service representatives).
7. EPA requirement.
8. Perform every 75 hours when using high sulfur fuel. See ENGINE OIL RECOMMENDATIONS (Page 2-1).

Generator Maintenance Log

DATE	SERVICE PERFORMED	PERFORMED

		BY

Please Note: These procedures apply to all vehicles owned or leased by the State of Tennessee under MVM control.

1. Telephonically report the accident, vandalism or weather-related damage to the MVM Wreck Repair Coordinator within 24 hours of the incident (or as soon as humanly possible). If the accident occurs after duty hours and is a minor accident (doesn't involve personal injury or serious property damage and the state vehicle is still operable), do not call in until the following business day. However, serious accidents (involving personal injury or serious property damage and the state vehicle is inoperable or must be towed) should be reported immediately. Telephone **(615) 532-8903** during normal hours of operation (M-F, 8:00 to 4:30) or the General Services Delta Room at **1-800-447-2277** after 4:30 and on weekends. You may also use the **1-800-447-2277** number if you are outside the Davidson County calling area. An initial report will be prepared by MVM when you call. You will be asked several questions pertaining to the accident to better determine what assistance is required by you.

2. You must prepare and forward an operator's statement (incident report) of the details of the event. Include the **accurate mileage** in your statement, and make sure the state unit's license number is noted somewhere in the statement. Fax the statement to **(615) 741-3711, ATTN: WRECKS**, or if you prefer, you may prepare your statement (incident report) in an e-mail format or .pdf file and e-mail it to george.mcvay@tn.gov .

3. Take pictures of the damage to the state vehicle. MVM does not require pictures of the other vehicle(s) involved, but if you take them, please forward them as well, especially in cases where the state unit is at fault. Forward the pictures by mail to **MVM, Davy Crockett Tower, 3rd Floor, 500 James Robertson Pkwy., Nashville, TN, 37243-0552**, or if you take digital images forward them as an e-mail attachment to george.mcvay@tn.gov. **DO NOT FAX PICTURES**. They simply do not fax well enough and it wastes time and paper.

4. After reporting the accident to MVM and providing the required paperwork stated above, the vehicle must be taken **by your agency** to an **approved** Edison vendor for the purpose of securing a **signed** repair estimate. The number of estimates required depends upon the dollar amount of the repair estimate:

   A) One (1) **written, signed estimate** from an authorized Edison vendor must be submitted to MVM for review and approval for repairs up to **$4999.99**.

   B) **Three (3) written, signed estimates** from authorized Edison vendors must be submitted to MVM for review and approval if the estimate exceeds **$5000.00**. No exceptions.

   C) The MVM Wreck Repair Coordinator will prepare a purchase order to authorize the repair. You will be notified of the purchase order number and instructed to take the vehicle to the vendor for repair. *Do not authorize any work to be performed without approval by the MVM Wreck Repair Coordinator, regardless of the dollar amount.*

   NON-Edison vendors may not be used for bids, and bids must be signed by the person giving the bid. You must not allow any bidder to see the bid from another vendor to bid by. If necessary, the MVM Wreck Repair Coordinator will assist you in finding an appropriate Edison vendor(s) when the wreck is initially reported. Bids obtained from vendor(s) are to be faxed to the MVM Wreck Repair Coordinator as soon as possible after they are obtained. Fax estimate(s) to the fax number listed above. Most vendors also have the capability to take and send digital images. If you have not taken pictures before arriving at the vendor, please ask the vendor to take pictures and e-mail them to the e-mail address above. All wreck repairs

MUST be billed to **MVM**, **Davy Crockett Tower, 3rd Floor, 500 James Robertson Pkwy., Nashville, TN, 37243-0552**,, and the invoice **MUST** be signed prior to submission to MVM for processing for payment.

5. If an accident report is generated by any branch of law enforcement working the accident, it **MUST** be claimed by your agency and it **MUST** be forwarded to the MVM Wreck Repair Coordinator **AS SOON AS POSSIBLE**. It may be mailed, faxed or scanned and attached to an e-mail. If it is a good quality report (legible), then faxing is the preferred method of delivery to MVM. Accident reports typically are not ready for pickup for five to ten days after the accident; however, they must be promptly claimed and forwarded.

6. **Be sure to collect insurance data from all involved parties prior to departing the scene of the accident**. Usually, the insurance data is collected by any Tennessee Highway Patrol Officer working an accident, but local police departments are very unpredictable in their collection of insurance data. For your protection and the state's protection, please make an effort to collect any insurance data you can. Also, if there are witnesses, collect contact information for the witnesses. Witness statements have helped us to persuade non-cooperative insurance companies to accept financial responsibility in cases they otherwise would have denied.

7. After all the required paperwork is collected by the MVM Wreck Repair Coordinator (Operator's Statement, Pictures, Accident Report, and Bid(s)), a purchase order for the repair is produced, if required. You will be notified of the purchase order number and you will be told which vendor to take the vehicle to for repair.

8. **PRIOR** to leaving the vehicle at the vendor for repair, check for personal items in the vehicle and remove them. Neither the vendor nor MVM is responsible for any personal (or state-issued) items left in the vehicle. You will not be reimbursed for items left in units under repair that subsequently come up missing. Again, please remove all personal and state-issued items before departing the repair facility.

9. When dropping the vehicle at the vendor for repair, inform the vendor to make the invoice out to **MVM, Davy Crockett Tower, 3rd Floor, 500 James Robertson Pkwy., Nashville, TN, 37243-0552**,. **DO NOT** tell the vendor or allow the vendor to bill the repair to your department or to you. If billed to your department or to you, the invoice will be returned to the vendor for correction prior to payment. Also, you are the eyes of MVM at the repair facility. Please insure the work was performed adequately before you leave the facility. Inspect the workmanship, and if it isn't right, tell the vendor. If a dispute ensues, contact MVM immediately. Most vendors will make corrections immediately if the fault is clearly theirs. **BEFORE YOU LEAVE** the repair facility, <u>**sign the repair invoice**</u>. Not signing the invoice means MVM must return the invoice to your department for signature. That slows payment of invoices to a crawl, and vendors get upset because they aren't getting paid. Unhappy vendors are uncooperative vendors. Please make every effort to work with us to keep our vendors happy.

The faster your agency collects and submits the required items listed above, the faster MVM can get your vehicle repaired and back to you. You determine the speed at which your vehicle is repaired. It is, therefore, in your best interest to quickly collect and forward the required paperwork.

Circumstances will arise that are not covered in this briefing sheet. That is when it is best to pick up the telephone and contact MVM. If you aren't clear on any issue discussed above, together we can work through that issue. We at MVM are here to serve you with your automotive repair needs. Remember - the only stupid question is the one that isn't asked! Do not hesitate to call MVM if we can be of assistance.

Emergency/After Hours Towing/Repairs

In an emergency situation, such as a breakdown or flat tire, that occurs in a city that operates TDOT HELP Response vehicles, attempt to contact them first. They are on routine patrol and may be the fastest source of emergency assistance. Only the larger cities operate these vehicles, but they are a tremendous source of assistance in emergency situations.

TDOT HELP Response Locations and Telephone Numbers:

Memphis   (901) 537-2991
Chattanooga   (423) 510-1175
Nashville   (615) 350-4540
Knoxville   (865) 594-2715

Another source of assistance in an emergency situation is the Tennessee Highway Patrol. THP maintains district offices in many cities across the state. They will provide assistance to arrange to have the vehicle towed if necessary and/or remain with the stranded motorist until help arrives and to prevent the possibility of the stranded vehicle causing an accident. Pick the location below that is closest to the location of the stranded vehicle.

Tennessee Highway Patrol District Offices and Telephone Numbers:

Memphis   (901) 543-6283
Chattanooga   (423) 634-6898
Nashville   (615) 741-2060
Knoxville   (865) 594-5800
Cookeville   (931) 528-6143
Crossville   Same as Cookeville
Tri-Cities Area (Bristol, Kingsport, Johnson City)
**   (423) 348-6144**
Lawrenceburg (931) 766-1425
Or Dial *THP (*847) if calling from a cell phone anywhere in the state to be connected to the nearest THP Dispatcher.

To use the THP contact numbers effectively, dial the number. When you get the recorded message, immediately dial "0". This will put you directly through to "Dispatch" and you can explain your situation to a human being without all the bother of waiting out the recorded message and still not having a clue what number to press.

STATE OF TENNESSEE

DAVID H. LILLARD, JR.	**TREASURY DEPARTMENT**	615.741.2956
STATE TREASURER		David.Lillard@tn.gov
	STATE CAPITOL	
	NASHVILLE, TENNESSEE 37243-0225	
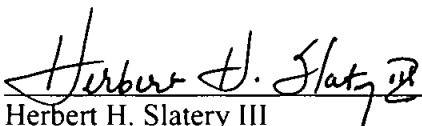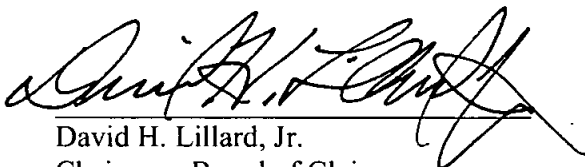
CERTIFICATE OF SELF-INSURANCE

The State of Tennessee self-insures its exposures in general liability, automobile liability, professional malpractice, and workers' compensation. The limits of liability for general liability, professional malpractice, and automobile liability are $300,000 per person and $1 million per occurrence. The limits of liability under workers' compensation are those set forth in T.C.A. § 50-6-101 et seq. Copies of the statutes that authorize actions against the State of Tennessee, establish the State's limit of liability, and authorize self-insurance through the Risk Management Fund, are set forth in T.C.A § 9-8-101 et seq.

The State's self-insurance program insures all liability created under Title 9, Chapter 8 of the Tennessee Code Annotated, for all State departments, agencies and institutions, including State institutions of higher education, and any entity deemed by the General Assembly to be a State agency for the purpose of participating in the State's self-insurance program. This program is effective for any acts or omissions of the State or its employees that occur on or after January 1, 1985. Persons wishing to file a claim for damages against the State of Tennessee arising from an act or omission of the State or its employees should file a claim with the State Treasury Department, Division of Risk Management and Claims Administration, 15th Floor, Andrew Jackson State Office Building, 502 Deaderick Street, Nashville, Tennessee 37243-0202.

Herbert H. Slatery III
Attorney General and Reporter

October 24, 2014
Date

David H. Lillard, Jr.
Chairman, Board of Claims

October 13, 2014
Date

Cummins Onin Generator Maintenance

Periodic Maintenance is essential for top performance and long genset life. Use the below table as a guide for normal periodic maintenance. In hot and dusty environments some maintenance procedures should be performed more frequently, as indicated by the footnotes in the table.

Maintenance, replacement or repair of emission control devices and systems may be performed by any engine repair establishment or individual. However, warranty work must be completed by an authorized Cummins Onan dealer.

Inspect the genset before the first start of the day and after every eight hours of operation.

MAINTENANCE TASK	FREQUENCY								Page
	After First 50 Hrs	Every Day	Every Month	Every 250 Hrs	Every 500 Hrs	Every 800 Hrs	Every 1500 Hrs	Every 3000 Hrs	
General Inspection		•							3-2
Check Engine Oil Level		•							3-2
Check Engine Coolant Level		•							3-7
Check Battery & Battery Connections[1]			•						3-4
Change Engine Oil & Oil Filter[1, 2, 3, 8]	•				•				3-3
Clean Spark Arrestor[3]				•					3-5
Replace Engine Air Filter[2, 3]				•					3-4
Drain Water from Fuel Filter			•						3-6
Replace Fuel Filter[3]					•				3-6
Adjust Engine Valve Lash[6]						•			–
Flush Coolant System[4]							•		3-7
Replace Coolant Pressure Cap[4]							•		3-7
Check V-Belt & Coolant Hoses[5, 6] Replace as necessary				•					–
Check Fuel Injector Pressure[6, 7]							•		–
Replace Generator Bearing[6]								•	–

1. Perform more often when operating in hot weather.
2. Perform more often when operating in dusty conditions.
3. Perform at least once a year.
4. Perform at least once every two years.
5. Perform at least once every five years.
6. Must be performed by trained and experienced personnel (authorized Cummins Onan service representatives).
7. EPA requirement.
8. Perform every 75 hours when using high sulfur fuel. See ENGINE OIL RECOMMENDATIONS (Page 2-1).

FIELD REPAIR INFORMATION:

Field Repair representatives:
      John Lawrence – Fleet Supervisor II
      Gary Rich   Fleet maintenance Assistant II
      Alan Bowles   Fleet Maintenance Assistant II

Field Repair Phone Number:
      Local – (615) 532-8903 Option #2
      Toll Free – (800) 447-2277 Option #2

Wreck Repair representative:
      George McVay -   **Fleet Maintenance Assistant II**

Wreck Repair Phone Number:
      Local – (615) 532-8903 Option #3
      Tool Free – (800) 447-2277 Option #3

Hours – Field Repair is available from 7:00 AM (Central) to 5:00 PM (Central).
      Monday thru Friday

After Hours – Emergency Repairs Only:
      In the event of an emergency that should arise outside of the normal business hours, operators should call the toll free number, give the operator the following information; Nature of emergency, their name, their contact phone number that they can reached at, the vehicle tag #, and their location. If situation deemed an emergency, contact will be made with Field Repair Representative and they will contact you to help handle emergency.

Tennessee Highway Patrol:

Nashville Dispatch –   (800) 736-0212
Knoxville Dispatch -   (865) 594-5800
Chattanooga Dispatch – (423) 634-6890 x 2200
Memphis Dispatch -   (901) 543-6256
Cookeville Dispatch-   (931) 526-6143

PHONE LISTINGS:

TDOT HELP TRUCKS

NASHVILLE	(615) 350-4540
CHATTANOOGA	(423) 698-2525
KNOXVILLE	(865) 594-2715
MEMPHIS	(901) 545-2677

TENNESSEE HIGHWAY PATROL

DISTRICT 1 KNOXVILLE	(865) 594-5800 TOLL FREE	(800) 490-3490
DISTRICT 2 CHATTANOOGA	(423) 634-6890	(800) 305-2201
DISTRICT 3 NASHVILLE	(615) 741-3181	(800) 736-0212
DISTRICT 4 MEMPHIS	(901) 543-6256	(800) 736-9932
DISTRICT 5 FALL BRANCH	(423) 348-6144	(800) 737-2682
DISTRICT 6 COOKEVILLE	(931) 526-6143	(800) 434-6393
DISTRICT 7 LAWRENCEBURG	(931) 766-1425	(800) 736-1759
DISTRICT 8 JACKSON	(731) 423-6635	(800) 736-3993

INTERSTATE SCALE LOCATIONS

KNOXVILLE I-40	(865) 966-5071
MANCHESTER I-24	(931) 723-5062
PORTLAND I-65	(615) 325-7373
BROWNSVILLE I-40	(731) 772-0812
GREENE COUNTY I-85	(423) 235-4101
GILES COUNTY I-65	(931) 468-9240

HOMELAND SECURITY   (615) 532-7825

"STATE OWNED" VEHICLE

FIELD REPAIR – PHONES (615) 532-8903
TOLL FREE – 800 447-2277

SERVICE INTERVALS –
    PRUSUIT VEHICLES – 5000 MILES OR 6 MONTHS
    STANDARD VEHICLE – 7500 MILES OR 6 MONTHS
        NOTE: SOME DIESEL PICKUP TRUCKS MAY HAVE A DIFFERENT
            SERVICE INTERVAL. CALL MVM FOR DETERMINATION.

ALL OPERATORS SHOULD BE DIRECTED TO UTILIZE THE STATE –WIDE CONTRACT
VENDOR – FIRESTONE CAR CARE OR AUTHORIZED FIRESTONE DEALER
    STORE LOCATOR CAN BE FOUND AT: WWW.FIRESTONE.COM.
    ALL WORK TO BE PERFORMED OVER $200 MUST HAVE PRIOR
    APPROVAL FROM MVM AND A "WORK REQUEST" NUMBER ISSUED TO
    STORE BEFORE WORK IS DONE.

IF OPERATOR HAS AN APPOINTMENT AND FIRESTONE CAN'T MEET IN A TIMELY MANNER, OPERATOR
CAN BE DIRECTED TO ANOTHER STATE AUTHORIZED VENDOR. "NOTE" MUST BE MADE ON WORK
REQUEST THAT FIRESTONE STORE COULD NOT MEET NEEDS IN A TIMELY MANNER AND OPERATOR
WAS DIRECTED TO ANOTHER VENDOR.

VEHICLES IN AREAS FIRESTONE NOT AVAILABLE – ONLY VENDORS REGISTERED WITH THE STATE AND
WILL INVOICE MVM FOR REPAIRS/SERVICES CAN BE USED. REPAIRS OVER $400.00 MUST HAVE PRIOR
APPROVAL AND A WORK REQUEST ISSED BEFORE WORK CAN BE DONE.

TDOT LOCATIONS CAN BE UTILIZED FOR REPAIRS TO "STATE OWNED" VEHICLES.

TIRES – MVM WILL DIRECT OPERATOR WHERE TO TAKE VEHICLE FOR TIRES UTILIZING BOTH TDOT
GARAGES AND CONTRACT VENDORS.
IF CONTRACT VENDOR CANNOT SUPPY "LIKE" TIRE, AUTHORIZATION WILL BE GIVEN TO "MISMATCH"
TIRE AND GET OPERATOR BACK ON ROAD.

WRECKS/WINDSHILED REPAIRS – MVM FIELD REPAIR WILL HANDLE ACCORDING TO SITUATION AND
CONTRACTS FOR REPAIRS. ALL ACCIDENTS/WRECKS MUST BE REPORTED TO MVM WRECK
COORINATOR AS SOON AS POOSIBLE AFTER ACCIDENT/WRECK OCCURS.

AFTER HOURS/WEEKENDS/HOLIDAYS – EMERGENCY SITUATIONS INVOLVING BREAKDOWNS,
WRECKS, AND OTHER REPAIR/MAINTENANCE ITEMS CAN BE HANDLED BY MVM PERSONNEL OUTSIDE
THE NORMAL HOURS OF OPERATION. OPERATORS CAN REACH MVM PERSONNEL AFTERHOURS (5:00
PM TO 7:00 AM, WEEKENDS, AND HOLIDAYS BY CALLING EITHER OF THE PHONE NUMBERS LISTED.
THE 'DELTA ROOM" WILL TAKE THE BASIC INFORMATION AND FORWARD TO A FIELD REPAIR
RESPRESENTATIVE, WHICH IN TURN WILL CONTACT THE OPERATOR AND HELP RESOLVE ANY
MAINTENANCE/REPAIR/WRECKS ISSUES .

MAINTENANCE "PARTS ONLY"

ALL PARTS ONLY INVOICES MUST HAVE A IN-HOUSE WORK ORDER ATTACHED OR AN EXPLANATION OF HOW THE PARTS WERE INSTALL ON THE UNIT OR BY WHOM.

ANY PARTS ONLY PURCHACE OVER A $100.00 MUST HAVE A MVM WORK REQUEST #

ALL INVOICES MUST BE BILLED TO MVM AND HAVE THE GREEN TAG# MILEAGE,AND SIGNATURE.

ACME LEASE VEHICLES

ALL SERVICE AND REPAIRS ARE HANDLED THRU THE LEASE COMPANY. THIS INCLUDES TIRES.

INSTRUCTION SHEET IS IN GLOVE BOX OF THE VEHICLES

PHONE NUMBER FOR ALL SERVICE AND REPAIR ISSUES :

1-877-559-4831

FIELD REPAIR CAN CALL AND ASSIST OPERATOR IF OPERATOR HAS A PROBLEM IN CONTACTING SERVICE PROVIDER.

WRECKS/WINDSHIELD REPAIR - MOTOR VEHICLE MANAGEMENT WILL HANDLE ALL WRECKS AND WINDSHIELD ISSUES SAME AS A "STATE OWNED" VEHICLE.

VEHICLE SERVICE INTERVALS – VARIES BY TYPE VEHICLE – OPERATOR WILL BE NOTIFIED THRU GPS TRACKING SYSTEM WITHIN VEHICLE VIA EMAIL THAT SERVICE IS DUE.

Field Repair And Tire Purchases

3.1.1   Vehicle Maintenance Repairs

A. All Motor Vehicle Management-owned vehicles and equipment are to be maintained in an operable and safe condition by proper maintenance and repair. Equipment and vehicle operators should try to plan repairs to avoid emergencies. The equipment and/or the vehicle should be inspected every month for possible defects. Warning signs from the vehicle/equipment should be heeded. The operator will follow the procedures listed below when obtaining commercial repairs for assigned vehicles and/or equipment.

3.1.2   Firestone

A. All Motor Vehicle Management-owned automobiles, vans and light trucks (under 10,000 lbs. GVW) will utilize Firestone FleetCare and their affiliated vendors for maintenance repair. These repairs will include, but are not limited to, the following:
- Scheduled Services (oil changes, transmission service, tire rotation, etc.)
- Non-scheduled maintenance up to the limits of the vendor's capability

B. Operators requiring service can locate a participating vendor at www.Firestone.com. The operator will then call the Firestone location they wish to use and schedule an appointment for the needed maintenance. Before maintenance is authorized, if the dollar amount of the repair does not exceed an estimated $100.00, the repairs will not require MVM authorization. If the repair exceeds an estimated $100.00, the operator or the vendor will telephone MVM for an authorization number. The operator will be presented a pre-invoice stating what service/repairs were performed, but the pre-invoice will not reflect prices of the performed activities. Firestone FleetCare will process the invoices overnight and make same available to MVM. **DO NOT USE FLEET CARDS.** Repairs/maintenance should be charged to Firestone national account.

C. If an appointment cannot be scheduled for the required maintenance within **two (2)** business days, the operator may use an alternate vendor who is registered with the state.

3.1.3 Non-contract Repair/Maintenance

A. **Fuelman/Voyager** cards **WILL NO LONGER** be used for maintenance.

B. Maintenance actions that exceed $400.00 at a location other than Firestone FleetCare or their affiliates will still require prior authorization from MVM Field Repair.

C. Repairs Needed - Less Than $400
   1. Regular Scheduled Maintenance. No competitive bids or Motor Vehicle Management approval are required for regular scheduled maintenance under $400 - oil changes, preventative maintenance, etc. THE OPERATOR IS NOT REQUIRED TO CALL MVM FOR REPAIRS LESS THAN $400. FOR REPAIRS ESTIMATED OVER $400 THE OPERATOR MUST CALL MVM FIELD REPAIR FOR AN AUTHORIZATION AND/OR WORK REQUEST NUMBER. Regular scheduled maintenance every 7,500, 15,000 or 22,500 miles for vehicles, every 5,000, 10,000 or 15,000 miles for pursuit vehicles, and for large diesel vehicles every 10,000, 20,000 and 30,000 miles or every six months whichever comes first, includes the following services:
      • Change engine oil, oil filter and air filter
      • Grease all fittings, hinges and latches
      • Check and replace, as needed, wiper blades, belts, hoses, clamps anti-freeze, lights, power steering fluid, transmission fluid, and brake fluid
      • Inspect brakes, battery cables, posts, tire pressure, and tire wear
      • Inspect exhaust system, and brackets
      • Rotates tires, if needed
      • Repack wheel bearing, if needed
      • Check engine on diagnostic machine and tune, change fuel filter and PCV valve, if needed
      • Align front end if needed
      • Change fluid and filter on automatic transmission if needed
   2. After the repairs are made and inspected, the operator should sign the original invoice (or certified copy). The vehicle license number and odometer reading must also be shown on the invoice. For repairs over $400, the MVM authorization number and work request number must be shown on the invoice.
   3. The invoice should be mailed immediately to Motor Vehicle Management Accounts Payable Section, 601 Mainstream Drive, Nashville, Tennessee 37243 in order for payment to be processed.

D. Repairs Other than Regular Scheduled Maintenance – Under $5,000.
   1. No competitive bids are required unless noted by MVM. This applies to any repairs for $5,000 and under. No prior approval is required

from MVM for repairs less than $400. Repairs over $400 must have MVM field repair authorization number and work request number.

2. After the repairs are made and inspected, the operator should sign the original invoice (or certified copy). The vehicle license number and odometer reading must also be shown on the invoice.

3. The invoice should be mailed immediately to Motor Vehicle Management Accounts Payable Section, 610 Mainstream Drive, Nashville, Tennessee, 37243 in order for payment to be processed.

E. Repairs Other than Regular Scheduled Maintenance - $5,000.00 or More

1. Repairs exceeding $5,000.00 require three (3) written, signed bids be obtained whenever practical. These bids may be obtained by telephone or e-mail; however, written confirmation on all bids is required and the following information is to be forwarded to MVM:

- Name and address of company submitting the bid
- Contact person from the submitting company must sign the bid
- The price quoted for the requested repair
- Copies of the bid(s) and bid sheet prior to issuance of a work order should be faxed or e-mailed to MVM
- All bids MUST be signed
- PO must be prepared, approved and dispatched before work is started

F. Emergency Repairs After Business Hours – Over $400.00

1. Motor Vehicle Management will respond to emergency calls 24 hours a day, 7 days a week. The operator should contact Motor Vehicle Management @ 1-800-447-2277. The person calling should leave a number where they can be reached so that an MVM representative can return their call.

TDOT Garages:

Tennessee Dept of Transportation Garages can be utilized when it is not feasible to use a Firestone location.

The same procedures apply to TDOT Garages as to non-contract repair vendors.

MVM request that TDOT Garages enter on their work order one line as "38-068" "Complete Unit Check" as this code will pull the "notes" section over from the MVM Work Request that was issued to the garage prior to work being done. TDOT Garages do not enter "notes" on their work orders and without this code the notes will not pull over and MVM will not be capable of reviewing the actual work that was approved versus what is on the TDOT Work Order.

3.1.4 Procuring Tires

TDOT and contract vendors will continue to be utilized for tire replacement. The Fuelman/Voyager fleet card cannot be utilized for any contract purchase payments. Contact MVM field repair for tire replacement issues. Field repair will direct operator concerning replacement.

A. Motor Vehicle Management operators will obtain tires for their vehicles in the following manner:
   1. The operator is to call Motor Vehicle Management and should have the vehicle license number, mileage and recommended tire size available.
   2. Motor Vehicle Management will utilize the Edison work order section to check the most recent tire purchase for the vehicle.
   3. Motor Vehicle Management will instruct the operator as to the nearest TDOT facility or statewide contract vendor and tire model number to purchase (NO SUBSTITUTIONS CAN BE ACCEPTED).
   4. Work Request will be open with the tire size, manufacturer's code and the name of the contract vendor. The price of each tire plus the disposal fee will be included on the work request. A total of amount of tires purchased will be noted.
   5. A purchase order number must be issued by MVM before the tires can be purchased. All tires will be billed against this purchase order number. Any charges for mounting and balancing should be billed separately from the tire purchase.
   6. A purchase order will be cut for purchase of tires. Prepare an Edison contract purchase order for the tire purchase as following standard Edison procedures.

POLICY

Approved by: Rebecca R. Hunter, Commissioner	Policy Number: 12-056
Signature: *Rebecca R Hunter*	Supersedes: 11-001; 03-034
Application: Executive Branch Employees	Effective Date: October 3, 2012
Authority: T.C.A. § 4-3-1703, T.C.A. § 8-30-104, T.C.A. § 8-30-203, T.C.A. § 55-10-401	Rule: Chapter 1120-10

Subject:

Operation of Motor Vehicles
By State Employees

State employees who are required to drive state-owned and/or personally-owned vehicles, or who elect to participate in the WeCar/Enterprise Program, in the course of their employment in order to perform official state functions shall do so legally, safely, and defensively. In addition, state-owned vehicles shall be operated in compliance with the policies of the Motor Vehicle Management Division in the Department of General Services and by any terms and conditions established by the WeCar/Enterprise Program. Employees are required at all times to comply with any and all laws when operating any motor vehicle on official state business.

It is of paramount importance that an employee who is in a position that requires a valid vehicle operator's license, or who operates a motor vehicle for state business, possess a valid driver's license. Regardless of whether a state, personal, or rental vehicle is being used in the course of state business, the state may be held liable for the actions of the employee. Therefore, all employees shall abide by the following:

- Any employee operating a state, personal, or rental vehicle for official state business is required to possess a valid driver's license from the employee's domicile state.

- When required, the license must have the appropriate commercial endorsement.

- Under no circumstances shall an employee whose license is revoked, suspended, expired, or otherwise invalidated operate a motor vehicle for official state business.

- For employees who are required to maintain a valid driver's license as part of their official duties, driving record convictions may be considered as grounds for disciplinary action, up to and including dismissal, whether the offenses and infractions occurred during or outside

work hours. This includes driving under the influence as defined in Tenn. Code Ann. § 55-10-401.

- Any employee whose position requires a valid driver's license as a job qualification shall advise his or her supervisor within twenty-four (24) hours of the employee's next scheduled workday of any conviction, suspension, revocation, expiration, or invalidation of the employee's driver's license. Failure to notify the supervisor of any such conviction, suspension, revocation, expiration, or invalidation may be cause for disciplinary action, up to and including dismissal.

- Any state employee who is convicted of driving under the influence in violation of Tenn. Code Ann. § 55-10-401, or of any offense for which driving under the influence is an element, while driving a state, personal, or rental vehicle on official state business, is subject to discipline, up to and including dismissal.

- An employee who is not required to possess a valid driver's license in the performance of his or her job duties may be disciplined for driving under the influence while off-duty when an agency determines that the conduct adversely impacts the employee's ability to effectively perform his or her job duties or the best interest of the state.

Appointing authorities shall be responsible for ensuring all employees receive a copy of this policy. Employees are required to sign the acknowledgement below upon receipt of this policy for inclusion in the employee's personnel file. Employees who are required to maintain a valid driver's license as part of their official duties shall provide proof of a valid driver's license at the time of acknowledgement. This policy does not restrict agencies from augmenting the provisions of this policy with additional policies and procedures.

Employees are required to complete and sign an "Operation of Motor Vehicles by State Employees" Acknowledgement form (PR-0397, attached below).

Questions regarding the portion of this policy as it pertains to employee discipline may be directed to the Employee Relations Division of the Department of Human Resources. Questions pertaining to the operation of motor vehicles should be directed to the Department of General Services.

Operation of Motor Vehicles by State Employees Acknowledgement

I certify that I have received, read, and understand the above policy regarding my conduct while operating motor vehicles. Furthermore, I understand that violation of this state policy may lead to disciplinary action, up to and including dismissal from state service.

Employee's Name (Print or Type): _____

Edison Employee ID Number: _____

Employee's Signature: _____

Date: _____

Driver's License Number: _____

State License Issued: _____ Expiration Date: _____

This form shall be completed, signed, and returned to the employee's immediate supervisor. Supervisors are responsible for forwarding all forms to the agency's human resources officer for inclusion in the employee's personnel file.

PR-0397

State of Tennessee
DEPARTMENT OF GENERAL SERVICES

NOTICE

This vehicle is owned by the
State of Tennessee
Department of General Services
and is being operated with
the Department's consent.

Under Tennessee Code Annotated
§55-12-139(b)(3)
the driver is EXEMPT
from showing evidence
of financial responsibility.

The State of Tennessee is Self-Insured.

Claims for damages to privately owned
vehicles must be filed with the state Board
of Claims, telephone (615) 741-2734.

MONTHLY VEHICLE
MILEAGE REPORT/TRAVEL LOG
MVM

BEGINNING DATE _____ **LICENSE NUMBER** _____

ENDING DATE _____ **MAKE** _____ **MODEL** _____ **YEAR** _____

LOCATION _____ **COUNTY ASSIGNMENT** _____ **ALLOTMENT CODE/DEPARTMENT** _____

ADDRESS WHERE PARKED WHEN NOT IN USE.	BEGINNING MILEAGE _____
_____	ENDING MILEAGE _____
_____	
	MONTHLY MILES _____

SIGNATURE OF OPERATOR _____

DATE	DESTINATION	BEGINNING ODOMETER	ENDING ODOMETER	OPERATOR

GS-0483 (Revised 12-94)

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MVM Operator's Guide

Section I - Operator's Responsibilities

Section I
Operator's Responsibilities

The individual vehicle operator is the key factor in the safe and proper operation of the state vehicle fleet. Every operator is expected to carefully read and understand the following information. It is the individual operator's responsibility to obey all traffic regulations and comply with the guidelines set forth in this manual by Motor Vehicle Management Division. This reference manual is a guide to the safe and efficient operation of Tennessee state government vehicles. All operators must comply with the following guidelines for proper use of a state vehicle.

A. Responsibility for Vehicle - The operator is responsible for the safe operation of the vehicle.
   1. Always lock the doors when the vehicle is parked.
   2. Do not leave the ignition keys in the vehicle if unattended.
   3. Keep fuel card in a safe place or in your possession at all times.
   4. When leaving car unattended, do not leave anything of value in plain sight.
B. Driver's License - All operators must possess a valid driver's license for the type of vehicle they are operating. The State of Tennessee requires an operator to obtain a Tennessee license within ninety days of relocating in this state. TCA 55-7-104(6) Any employees living out of state and working in Tennessee must have a valid driver's license in their state of residence.
C. Proof of Insurance Information - TCA 55-12-139-b(3) specifically exempts all state vehicles being used with proper permission and in an authorized manner from the requirement to carry proof of insurance.
D. Safety Belts - Safety belts have been documented to reduce the number of deaths and injuries resulting from motor vehicle accidents. Tennessee state law requires all persons operating or riding in a motor vehicle to use seat belts when the vehicle is in motion.
E. Authorized Passengers - Only authorized passengers engaged in official state government business may be transported in a Motor Vehicle Management vehicle.
F. Traffic Violations - The operator must observe all traffic regulations and rules of safe driving. The operator is personally responsible for traffic citations, which are filed

against him/her including any parking violations. The operator shall resolve any violation with expediency. Neglect of traffic laws may result in denial of state vehicle use or employment termination.
G. Care of Vehicle - The operator is required to maintain the cleanliness of the vehicle's interior and exterior. This can be accomplished using MVM vendors and procedures. Operators should check the oil each time fuel is purchased. Any mechanical problem should be reported to Motor Vehicle Management as soon as possible.

Section II - Assigned Vehicles

Section II
Assigned Vehicles

State vehicles are made available for the purpose of conducting state business at the lowest possible cost. State employees who use a state-owned/leased vehicle on a daily basis may be assigned a vehicle for long term use. The vehicle may be assigned in the name of a specific employee or designated as a pool unit for use by various operators.

A. Assignment of state-owned/leased vehicles
   1. All vehicles owned or leased by MVM shall be assigned and operated in conformance with the established regulations pertaining to one of the following classes.
      a. Class A - Limited Use Assignment
      ▪ A limited use vehicle is one required for full time use during regular working hours but which remains parked when not in use at a state facility or a location designated by using department/agency
      b. Class B - Commuting Assignment
      ▪ Vehicles in this class assignment have met one or more of the requirements which entitles them to be driven to and from an employee's home.
   2. MVM vehicles shall be used only for OFFICIAL STATE BUSINESS, as authorized by Department/Agency heads.
B. Penalties for Misuse of Vehicles
   o State employees who misuse MVM vehicles will be subject to disciplinary actions under the rules and regulations of the Utilization of Vehicles and Equipment Policy.

- Vehicle policies on assignment requirements, misuse and penalties information can be found on the MVM Intranet website: https://teamtn.gov/mvm/topic/mvm-policies

Section III - Rental Vehicles

Section III
Rental Vehicles

Rental vehicles are available through Enterprise Rent-A-Car. Two programs are available for state departments and agencies depending on your needs and location. The Enterprise CarShare program is available for state departments and agencies located in downtown Nashville. The CarShare lot is located adjacent to the William R. Snodgrass Tennessee Tower. Additionally, Enterprise rentals are available through local Enterprise locations for employees across the state. Information on rental vehicles is available on the MVM intranet:

https://teamtn.gov/mvm/section/mvm-vehicle-rentals

Section IV - Fuel Purchases

Section IV
Fuel Purchases

At the time of assignment all state-owned/leased vehicles are issued a fuel card to purchase fuel and carwashes. Operators must have the fuel card in order to obtain fuel at any retail site that will accept the issued card. This card is assigned to a VEHICLE and not an operator. The fuel card is secured by a PIN (personal identification number). If you encounter any problems utilizing this fuel card, call the telephone number on the back of the card. Assistance is available 24/7.

If further assistance is needed a 24-hour toll free number to MVM is available (800-447-2277).

If your PIN is unknown you may contact MVM during normal business hours (M-F, 7:00-5:00).

Lost or stolen cards must be reported to MVM immediately.

Damaged or expired cards must be returned to MVM as soon as possible.

Equipment Information

TN DEPARTMENT of Labor & Workforce Development | Workforce Services

COMBINATION LOCK
INSTRUCTIONS

Directions for setting the combination lock.
Also view the instructional video at vaultz.net
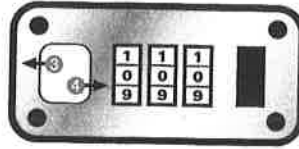
1. With scissors, remove the plastic ties around the number wheels.
2. Make sure the number wheels are all showing 0-0-0, which is the factory default setting.
3. Slide the button away from the number wheels and latch to open the lock.
4. With the lock open, slide the button toward the number wheels and latch, and hold it there.
5. While holding the button firmly toward the number wheels, set the number wheels to your desired combination.
6. Release the button, close the lock by pushing the latch back into the slot and open it to test the combination.
7. Write down your new combination and keep it in a safe place.
   WARNING – There is NO universal reset combination or button. If you forget your combination, you will not be able to open it. Vaultz® is not responsible for forgotten combinations.
8. If the lock will not open with the new combination, return the number wheels to 0-0-0 and repeat steps 1-7.

·VAULTZ·®
LOCK IT UP!™

COMBINATION RECORD

·VAULTZ·®
LOCK IT UP!™

MY COMBINATION

0 - 1 - 5

ITEM: Middle Coach

West coach combination : 013
East coach combination : 014

Work Tracker and Acronyms

Managing the Work Tracker

The work tracker is located on the N drive of your computer. To navigate to it, open the N drive, ⟶Employer Services file ⟶ Mobile Coaches file ⟶ Unit Work and Goal Tracker file, then open the Unit Work Tracker 2016 excel file

- The goals for each coach unit are already assigned in the work tracker.
- Coordinators will be assigning action steps for the goals to each team member.
- The objective/action steps column indicates what needs to be accomplished.
- The Action Owner column indicates the team member assigned to that objective/action step.
- The Include in Discussion column should contain any other staff members that would need to be included in the process.
- The Est. Start column is when the action steps to accomplish the objective should begin
- The Est. Deadline is when the objective should be accomplished
- Action Status should include the action steps that have been taken to reach the objective
- Action Issues are any issues that the staff member is having pertaining to the objective
- Resolution steps should include the results of the action steps and any steps that were taken to resolve issues
- Completed should indicate the date that the objective was accomplished

.

Acronyms

WIOA –Workforce Innovation and Opportunity Act (formerly WIA) – program helps job seekers and workers access employment, education, training, and supportive services to succeed in the labor market. https://www.doleta.gov/wioa/

LWDA – Local Workforce Development Area – the state of Tennessee is divided into 13 Local Workforce Development Areas administered by local workforce development boards which direct federal, state and local funding to workforce development programs. http://www.tn.gov/workforce/topic/find-local-help

RESEA – Reemployment and Eligibility Assessment – customers who register for unemployment are selected to participate in the RESEA program if it is determined that they are likely to exhaust their employment benefits before going back to work. RESEA participants must attend three meetings with a RESEA representative at two-week intervals where they receive more one-to-one assistance with their job search.

SNAP – Supplemental Nutrition Assistance Program (formerly Food Stamps) https://www.tn.gov/humanservices/topic/supplemental-nutrition-assistance-program-snap

TANF – Temporary Assistance for Needy Families – provides temporary financial assistance for pregnant women and families with one or more dependent children. https://www.tn.gov/humanservices/topic/families-first-tanf

SSI – Supplemental Security Income (social security) – assists aged, blind and people with disabilities who have little or no income. https://www.ssa.gov/ssi/

SSDI – Social Security Disability Insurance – insurance program for workers who become disabled before retirement age. https://www.ssa.gov/disabilityssi/

WOTC – Work Opportunity Tax Credit – this program provides tax incentives to employers who hire individuals from the following groups:

- Qualified Short Term TANF Recipients
- Qualified Veterans
- Qualified Ex-Felon
- Qualified Designated Community Resident
- Qualified Vocational Rehabilitation Referrals
- Qualified Summer Youth
- Qualified SNAP Recipient
- Qualified SSI Recipient
- Qualified Long Term TANF Recipients

VOS – the system that runs Jobs4tn.gov

GUS – the part of jobs4tn pertaining to unemployment

ESCOT – the old unemployment system – no longer used

DVOP – Disabled Veterans Outreach Program **-** develop job and training opportunities for Veterans, with special emphasis on Veterans with service-connected disabilities.

LVER – Local Veterans Employment Representative – Services provided:

- supervising the provision of all services to Veterans furnished by employment service employees, including counseling, testing, and identifying training and employment opportunities;
- monitoring job listings from Federal contractors to see that eligible Veterans get priority in referrals to these jobs;
- monitoring Federal department and agency vacancies listed at local state employment service offices and preliminary processing of complaints from Veterans about the observance of Veterans preference by Federal employers;
- promoting and monitoring the participation of Veterans in federally-funded employment and training programs;
- cooperating with the Department of Veterans Affairs to identify and aid Veterans who need work-specific prosthetic devices, sensory aids or other special equipment to improve their employability; and contacting community leaders, employers, unions, training programs and
- Veterans Service Organizations to be sure eligible Veterans get the services to which they are entitled.

MSDS Sheets

MATERIAL SAFETY DATA SHEET   **MSDS #**   81860

Section One:		Identification

Newell-Rubbermaid (Sanford LP)   EMERGENCY MEDICAL NUMBER:
2707 Butterfield Road
Oak Brook, IL 60523 USA   888-786-0972
800-323-0749 or 630-481-2000

Product Name: Expo White Board (Care) Cleaner, Expo White Board (Care) Cleaning Wipes,

Colors: Not applicable

NewellRubbermaid, Inc (Sanford L.P.) is a member of The Art and Creative Materials Institute, Inc. This product is certified by the Institute to be labeled in accordance with the voluntary chronic hazard labeling standard ASTM D-4236 and is labeled with the AP Non Toxic Seal. Products bearing the AP Approved Product Seal of The Art and Creative Materials Institute, Inc. are certified in a program of toxicological evaluation by a medical expert, subject to review by the Institute Toxicology Advisory Board, to contain no materials in sufficient quantities to be toxic or injurious to humans, or to cause acute toxicity or chronic health problems.

Section Two:	Hazard Identification

Not Hazardous under normal use conditions. Contact with eyes may cause irritation

Section Three:	Hazardous Ingredients

Water, Propylene glycol n-Butyl ether (5131-66-8)

Section Four:	First Aid Measures

Inhalation: Remove source of irritation. If symptoms persist seek medical attention

Skin Contact: Wash with soap and water. If irritation persists seek medical attention.

Eye Contact: Rinse eyes with water, if irritation persists seek medical attention.

Ingestion: If symptoms occur seek medical attention.

Section Five:	Fire Fighting Measures

Flash Point: N/A

Extinguishing Media: Water, dry chemical, alcohol foam or carbon dioxide. Water spray may be used to keep exposed material cool.

Fire and Explosion Hazards: Combustion/fires produce smoke consisting of carbon dioxide, carbon monoxide, and other potentially toxic gases.

Section Six:	Accidental Release Measures

In Case of Spill or Accidental Release: Wipe up with absorbent material.

Section Seven:	Handling and Storage

Recommended
Storage Conditions: Keep container closed when not in use.

Section Eight:	Exposure Controls and Personal Protection

Eye Protection: None under normal use conditions.

Clothing: None under normal use conditions.

Respirator: None under normal use conditions.

March 5, 2013

Section Nine:		Physical and Chemical Properties			

Form:	Liquid		Color:	Colorless	
Odor:	Mild		Boiling Point:	N/D	
Solubility in Water:	Soluble		Specific Gravity:	N/D	
Melting/Freezing Point:	N/D		Evaporation Rate:	Not Applicable	
Auto Ignition Temperature:	N/A		Flash Point:	Not Applicable	
pH:	6-8		Vapor Pressure:	Not Applicable	
VOC:	Not Applicable				

Section Ten:	Stability and Reactivity

Stability:	Stable under ordinary conditions of use and storage
Conditions to Avoid:	Strong oxidizing agents
Incompatibility with Other Materials:	Acids and oxidizers
Decomposition:	May produce carbon monoxide, carbon dioxide, nitrogen oxides and irritating fumes
Polymerization:	Polymerization cannot occur

Section Eleven:	Toxicological Information

See Section Two: Hazard Identification for any hazards

Section Twelve:	Ecological Information

Environmental Fate:	No information found
Environmental Toxicity:	This material is not expected to be toxic to aquatic life
Chemical Fate	Material is readily biodegradable

Section Thirteen:	Disposal Considerations

Dispose in accordance with Federal, State and Local Regulations

Section Fourteen:	Transport Information

Domestic (Land, DOT), International (Water, IMO), International (Air, ICAO, IATA)

DOT:	Not Regulated
IATA:	Not available
IMO:	Not available

Section Fifteen:	Regulatory Information

TSCA and DSL:	The product listed on this Material Safety Data Sheet is not listed on the Toxic Substances Control Act Inventory or Domestic Substance List. All ingredients used to manufacture this product are listed on the TSCA and DSL Inventories.

March 5, 2013

Section Sixteen:	**Other Information**

HMIS Code	
Health	1
Flammability	0
Reactivity	0
Personal Protection	NA

0=Minimal / 4 = Extreme

NewellRubbermaid, Inc (Sanford L.P) has been advised by Counsel that the OSHA Hazard Communication Standard and the Health Canada Workplace Hazardous Materials Information Standard do not apply to the product described in this Material Safety Data Sheet. The reasons for the exemptions are contained in 29 CFR 1910.1200(b)(6)(ix) as amended Sept 14, 2009 per the Code of Federal Regulations and also Canadian Hazardous Products Act part 12 section (f) as amended June 1, 2009. The information contained in this MSDS is forwarded to you for your information, but is not meant to imply that the product is covered by nor is this MSDS meant to comply with all requirements of the hazard communication standards

Reference Product Images

MATERIAL SAFETY DATA SHEET

Gasoline, All Grades   **MSDS No. 9950**

EMERGENCY OVERVIEW
DANGER!
EXTREMELY FLAMMABLE - EYE AND MUCOUS MEMBRANE IRRITANT
- EFFECTS CENTRAL NERVOUS SYSTEM - HARMFUL OR FATAL IF
SWALLOWED - ASPIRATION HAZARD

NFPA 704 (Section 16)

High fire hazard. Keep away from heat, spark, open flame, and other ignition sources.

If ingested, do NOT induce vomiting, as this may cause chemical pneumonia (fluid in the lungs). Contact may cause eye, skin and mucous membrane irritation. Harmful if absorbed through the skin. Avoid prolonged breathing of vapors or mists. Inhalation may cause irritation, anesthetic effects (dizziness, nausea, headache, intoxication), and respiratory system effects.

Long-term exposure may cause effects to specific organs, such as to the liver, kidneys, blood, nervous system, and skin. Contains benzene, which can cause blood disease, including anemia and leukemia.

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1.   CHEMICAL PRODUCT and COMPANY INFORMATION

> **Hess Corporation**
> **1 Hess Plaza**
> **Woodbridge, NJ 07095-0961**

EMERGENCY TELEPHONE NUMBER (24 hrs):   **CHEMTREC (800)424-9300**
COMPANY CONTACT (business hours):   Corporate Safety (732)750-6000
MSDS (Environment, Health, Safety) Internet Website   www.hess.com

SYNONYMS: Hess Conventional (Oxygenated and Non-oxygenated) Gasoline; Reformulated Gasoline
             (RFG); Reformulated Gasoline Blendstock for Oxygenate Blending (RBOB); Unleaded
             Motor or Automotive Gasoline

See Section 16 for abbreviations and acronyms.

2.   COMPOSITION and INFORMATION ON INGREDIENTS *

INGREDIENT NAME (CAS No.)	CONCENTRATION PERCENT BY WEIGHT
Gasoline (86290-81-5)	100
Benzene (71-43-2)	0.1 - 4.9 (0.1 - 1.3 reformulated gasoline)
n-Butane (106-97-8)	< 10
Ethyl Alcohol (Ethanol) (64-17-5)	0 - 10
Ethyl benzene (100-41-4)	< 3
n-Hexane (110-54-3)	0.5 to 4
Methyl-tertiary butyl ether (MTBE) (1634-04-4)	0 to 15.0
Tertiary-amyl methyl ether (TAME) (994-05-8)	0 to 17.2
Toluene (108-88-3)	1 - 25
1,2,4- Trimethylbenzene (95-63-6)	< 6
Xylene, mixed isomers (1330-20-7)	1 - 15

A complex blend of petroleum-derived normal and branched-chain alkane, cycloalkane, alkene, and aromatic hydrocarbons. May contain antioxidant and multifunctional additives. Non-oxygenated Conventional Gasoline and RBOB do not have oxygenates (Ethanol or MTBE and/or TAME).

Revision Date: 09/25/2007

Gasoline, All Grades   **MSDS No. 9950**

Oxygenated Conventional and Reformulated Gasoline will have oxygenates for octane enhancement or as legally required.

3.	HAZARDS IDENTIFICATION

EYES
Moderate irritant. Contact with liquid or vapor may cause irritation.

SKIN
Practically non-toxic if absorbed following acute (single) exposure. May cause skin irritation with prolonged or repeated contact. Liquid may be absorbed through the skin in toxic amounts if large areas of skin are exposed repeatedly.

INGESTION
The major health threat of ingestion occurs from the danger of aspiration (breathing) of liquid drops into the lungs, particularly from vomiting. Aspiration may result in chemical pneumonia (fluid in the lungs), severe lung damage, respiratory failure and even death.

Ingestion may cause gastrointestinal disturbances, including irritation, nausea, vomiting and diarrhea, and central nervous system (brain) effects similar to alcohol intoxication. In severe cases, tremors, convulsions, loss of consciousness, coma, respiratory arrest, and death may occur.

INHALATION
Excessive exposure may cause irritations to the nose, throat, lungs and respiratory tract. Central nervous system (brain) effects may include headache, dizziness, loss of balance and coordination, unconsciousness, coma, respiratory failure, and death.

WARNING: the burning of any hydrocarbon as a fuel in an area without adequate ventilation may result in hazardous levels of combustion products, including carbon monoxide, and inadequate oxygen levels, which may cause unconsciousness, suffocation, and death.

CHRONIC EFFECTS and CARCINOGENICITY
Contains benzene, a regulated human carcinogen. Benzene has the potential to cause anemia and other blood diseases, including leukemia, after repeated and prolonged exposure. Exposure to light hydrocarbons in the same boiling range as this product has been associated in animal studies with systemic toxicity. See also Section 11 - Toxicological Information.

MEDICAL CONDITIONS AGGRAVATED BY EXPOSURE
Irritation from skin exposure may aggravate existing open wounds, skin disorders, and dermatitis (rash). Chronic respiratory disease, liver or kidney dysfunction, or pre-existing central nervous system disorders may be aggravated by exposure.

4.	FIRST AID MEASURES

EYES
In case of contact with eyes, immediately flush with clean, low-pressure water for at least 15 min. Hold eyelids open to ensure adequate flushing. Seek medical attention.

SKIN
Remove contaminated clothing. Wash contaminated areas thoroughly with soap and water or waterless hand cleanser. Obtain medical attention if irritation or redness develops.

INGESTION

Revision Date: 09/25/2007

DO NOT INDUCE VOMITING. Do not give liquids. Obtain immediate medical attention. If spontaneous vomiting occurs, lean victim forward to reduce the risk of aspiration. Small amounts of material which enter the mouth should be rinsed out until the taste is dissipated.

INHALATION
Remove person to fresh air. If person is not breathing, ensure an open airway and provide artificial respiration. If necessary, provide additional oxygen once breathing is restored if trained to do so. Seek medical attention immediately.

5.	FIRE FIGHTING MEASURES

FLAMMABLE PROPERTIES:

FLASH POINT:	-45 ^{o}F (-43°C)
AUTOIGNITION TEMPERATURE:	highly variable; > 530 ^{o}F (>280 ^{o}C)
OSHA/NFPA FLAMMABILITY CLASS:	1A (flammable liquid)
LOWER EXPLOSIVE LIMIT (%):	1.4%
UPPER EXPLOSIVE LIMIT (%):	7.6%

FIRE AND EXPLOSION HAZARDS
Vapors may be ignited rapidly when exposed to heat, spark, open flame or other source of ignition. Flowing product may be ignited by self-generated static electricity. When mixed with air and exposed to an ignition source, flammable vapors can burn in the open or explode in confined spaces. Being heavier than air, vapors may travel long distances to an ignition source and flash back. Runoff to sewer may cause fire or explosion hazard.

EXTINGUISHING MEDIA
SMALL FIRES: Any extinguisher suitable for Class B fires, dry chemical, CO2, water spray, fire fighting foam, or Halon.

LARGE FIRES: Water spray, fog or fire fighting foam. Water may be ineffective for fighting the fire, but may be used to cool fire-exposed containers.

During certain times of the year and/or in certain geographical locations, gasoline may contain MTBE and/or TAME. Firefighting foam suitable for polar solvents is recommended for fuel with greater than 10% oxygenate concentration - refer to NFPA 11 "Low Expansion Foam - 1994 Edition."

FIRE FIGHTING INSTRUCTIONS
Small fires in the incipient (beginning) stage may typically be extinguished using handheld portable fire extinguishers and other fire fighting equipment.

Firefighting activities that may result in potential exposure to high heat, smoke or toxic by-products of combustion should require NIOSH/MSHA- approved pressure-demand self-contained breathing apparatus with full facepiece and full protective clothing.

Isolate area around container involved in fire. Cool tanks, shells, and containers exposed to fire and excessive heat with water.   For massive fires the use of unmanned hose holders or monitor nozzles may be advantageous to further minimize personnel exposure. Major fires may require withdrawal, allowing the tank to burn. Large storage tank fires typically require specially trained personnel and equipment to extinguish the fire, often including the need for properly applied fire fighting foam.

See Section 16 for the NFPA 704 Hazard Rating.

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| 6. | ACCIDENTAL RELEASE MEASURES |

ACTIVATE FACILITY SPILL CONTINGENCY or EMERGENCY PLAN.

Evacuate nonessential personnel and remove or secure all ignition sources. Consider wind direction; stay upwind and uphill, if possible. Evaluate the direction of product travel, diking, sewers, etc. to confirm spill areas. Spills may infiltrate subsurface soil and groundwater; professional assistance may be necessary to determine the extent of subsurface impact.

Carefully contain and stop the source of the spill, if safe to do so. Protect bodies of water by diking, absorbents, or absorbent boom, if possible. Do not flush down sewer or drainage systems, unless system is designed and permitted to handle such material. The use of fire fighting foam may be useful in certain situations to reduce vapors. The proper use of water spray may effectively disperse product vapors or the liquid itself, preventing contact with ignition sources or areas/equipment that require protection.

Take up with sand or other oil absorbing materials. Carefully shovel, scoop or sweep up into a waste container for reclamation or disposal - caution, flammable vapors may accumulate in closed containers. Response and clean-up crews must be properly trained and must utilize proper protective equipment (see Section 8).

| 7. | HANDLING and STORAGE |

HANDLING PRECAUTIONS
<div align="center">

******USE ONLY AS A MOTOR FUEL******
******DO NOT SIPHON BY MOUTH******
</div>

Handle as a flammable liquid. Keep away from heat, sparks, and open flame! Electrical equipment should be approved for classified area. Bond and ground containers during product transfer to reduce the possibility of static-initiated fire or explosion.

Special slow load procedures for "switch loading" must be followed to avoid the static ignition hazard that can exist when higher flash point material (such as fuel oil) is loaded into tanks previously containing low flash point products (such as this product) - see API Publication 2003, "Protection Against Ignitions Arising Out Of Static, Lightning and Stray Currents.

STORAGE PRECAUTIONS
Keep away from flame, sparks, excessive temperatures and open flame. Use approved vented containers. Keep containers closed and clearly labeled. Empty product containers or vessels may contain explosive vapors. Do not pressurize, cut, heat, weld or expose such containers to sources of ignition.

Store in a well-ventilated area. This storage area should comply with NFPA 30 "Flammable and Combustible Liquid Code". Avoid storage near incompatible materials. The cleaning of tanks previously containing this product should follow API Recommended Practice (RP) 2013 "Cleaning Mobile Tanks In Flammable and Combustible Liquid Service" and API RP 2015 "Cleaning Petroleum Storage Tanks".

WORK/HYGIENIC PRACTICES
Emergency eye wash capability should be available in the near proximity to operations presenting a potential splash exposure. Use good personal hygiene practices. Avoid repeated and/or prolonged skin exposure. Wash hands before eating, drinking, smoking, or using toilet facilities. Do not use as a cleaning solvent on the skin. Do not use solvents or harsh abrasive skin cleaners for washing this product from exposed skin areas.   Waterless hand cleaners are effective. Promptly remove contaminated clothing and launder before reuse. Use care when laundering to prevent the formation of flammable vapors which could ignite via washer or dryer. Consider the need to discard contaminated leather shoes and gloves.

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8.	EXPOSURE CONTROLS and PERSONAL PROTECTION

EXPOSURE LIMITS

Component (CAS No.)				Exposure Limits	
	Source	TWA (ppm)	STEL (ppm)		Note
Gasoline (86290-81-5)	ACGIH	300	500	A3	
Benzene (71-43-2)	OSHA	1	5	Carcinogen	
	ACGIH	0.5	2.5	A1, skin	
	USCG	1	5		
n-Butane (106-97-8)	ACGIH	1000	--	Aliphatic Hydrocarbon Gases Alkane (C1-C4)	
Ethyl Alcohol (ethanol) (64-17-5)	OSHA	1000	--		
	ACGIH	1000	--	A4	
Ethyl benzene (100-41-4)	OSHA	100	--		
	ACGIH	100	125	A3	
n-Hexane (110-54-3)	OSHA	500	--		
	ACGIH	50	--	Skin	
Methyl-tertiary butyl ether [MTBE] (1634-04-4)	ACGIH	50		A3	
Tertiary-amyl methyl ether [TAME] (994-05-8)				None established	
Toluene (108-88-3)	OSHA	200		Ceiling: 300 ppm; Peak: 500 ppm (10 min.)	
	ACGIH	20	--	A4	
1,2,4- Trimethylbenzene (95-63-6)	ACGIH	25	--		
Xylene, mixed isomers (1330-20-7)	OSHA	100	--		
	ACGIH	100	150	A4	

ENGINEERING CONTROLS

Use adequate ventilation to keep vapor concentrations of this product below occupational exposure and flammability limits, particularly in confined spaces.

EYE/FACE PROTECTION

Safety glasses or goggles are recommended where there is a possibility of splashing or spraying.

SKIN PROTECTION

Gloves constructed of nitrile or neoprene are recommended. Chemical protective clothing such as that made of of E.I. DuPont Tychem ®, products or equivalent is recommended based on degree of exposure.

Note: The resistance of specific material may vary from product to product as well as with degree of exposure. Consult manufacturer specifications for further information.

RESPIRATORY PROTECTION

A NIOSH-approved air-purifying respirator with organic vapor cartridges or canister may be permissible under certain circumstances where airborne concentrations are or may be expected to exceed exposure limits or for odor or irritation. Protection provided by air-purifying respirators is limited. Refer to OSHA 29 CFR 1910.134, NIOSH Respirator Decision Logic, and the manufacturer for additional guidance on respiratory protection selection and limitations.

Use a positive pressure, air-supplied respirator if there is a potential for uncontrolled release, exposure levels are not known, in oxygen-deficient atmospheres, or any other circumstance where an air-purifying respirator may not provide adequate protection.

9.	PHYSICAL and CHEMICAL PROPERTIES

APPEARANCE

A translucent, straw-colored or light yellow liquid

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ODOR
A strong, characteristic aromatic hydrocarbon odor. Oxygenated gasoline with MTBE and/or TAME may have a sweet, ether-like odor and is detectable at a lower concentration than non-oxygenated gasoline.

ODOR THRESHOLD

	Odor Detection	Odor Recognition
Non-oxygenated gasoline:	0.5 - 0.6 ppm	0.8 - 1.1 ppm
Gasoline with 15% MTBE:	0.2 - 0.3 ppm	0.4 - 0.7 ppm
Gasoline with 15% TAME:	0.1 ppm	0.2 ppm

BASIC PHYSICAL PROPERTIES
BOILING RANGE: 85 to 437 ^{o}F   (39 to 200 ^{o}C)
VAPOR PRESSURE: 6.4 - 15 RVP @ 100 ^{o}F (38 ^{o}C) (275-475 mm Hg @ 68 ^{o}F (20 ^{o}C)
VAPOR DENSITY (air = 1): AP 3 to 4
SPECIFIC GRAVITY (H_2O = 1):   0.70 – 0.78
EVAPORATION RATE: 10-11 (n-butyl acetate = 1)
PERCENT VOLATILES: 100 %
SOLUBILITY (H_2O):   Non-oxygenated gasoline - negligible (< 0.1% @ 77 ^{o}F). Gasoline with 15% MTBE - slight (0.1 - 3% @ 77 ^{o}F); ethanol is readily soluble in water

10.	STABILITY and REACTIVITY)

STABILITY: Stable. Hazardous polymerization will not occur.

CONDITIONS TO AVOID
Avoid high temperatures, open flames, sparks, welding, smoking and other ignition sources

INCOMPATIBLE MATERIALS
Keep away from strong oxidizers.

HAZARDOUS DECOMPOSITION PRODUCTS
Carbon monoxide, carbon dioxide and non-combusted hydrocarbons (smoke). Contact with nitric and sulfuric acids will form nitrocresols that can decompose violently.

11.	TOXICOLOGICAL PROPERTIES

ACUTE TOXICITY
Acute Dermal LD50 (rabbits): > 5 ml/kg   Acute Oral LD50 (rat): 18.75 ml/kg
Primary dermal irritation (rabbits): slightly irritating   Draize eye irritation (rabbits): non-irritating
Guinea pig sensitization: negative

CHRONIC EFFECTS AND CARCINOGENICITY
Carcinogenicity:OSHA: NO   IARC: YES - 2B   NTP: NO   ACGIH: YES (A3)

IARC has determined that gasoline and gasoline exhaust are possibly carcinogenic in humans. Inhalation exposure to completely vaporized unleaded gasoline caused kidney cancers in male rats and liver tumors in female mice. The U.S. EPA has determined that the male kidney tumors are species-specific and are irrelevant for human health risk assessment. The significance of the tumors seen in female mice is not known. Exposure to light hydrocarbons in the same boiling range as this product has been associated in animal studies with effects to the central and peripheral nervous systems, liver, and kidneys. The significance of these animal models to predict similar human response to gasoline is uncertain.

This product contains benzene. Human health studies indicate that prolonged and/or repeated overexposure to benzene may cause damage to the blood-forming system (particularly bone marrow), and serious blood disorders such as aplastic anemia and leukemia. Benzene is listed as a human carcinogen by the NTP, IARC, OSHA and ACGIH.

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This product may contain methyl tertiary butyl ether (MTBE): animal and human health effects studies indicate that MTBE may cause eye, skin, and respiratory tract irritation, central nervous system depression and neurotoxicity. MTBE is classified as an animal carcinogen (A3) by the ACGIH.

12.	ECOLOGICAL INFORMATION

Keep out of sewers, drainage areas and waterways. Report spills and releases, as applicable, under Federal and State regulations. If released, oxygenates such as ethers and alcohols will be expected to exhibit fairly high mobility in soil, and therefore may leach into groundwater. The API (www.api.org) provides a number of useful references addressing petroleum and oxygenate contamination of groundwater.

13.	DISPOSAL CONSIDERATIONS

Consult federal, state and local waste regulations to determine appropriate disposal options.

14.	TRANSPORTATION INFORMATION

PLACARD:

DOT PROPER SHIPPING NAME: Gasoline
DOT HAZARD CLASS and PACKING GROUP: 3, PG II
DOT IDENTIFICATION NUMBER: UN 1203
DOT SHIPPING LABEL: FLAMMABLE LIQUID

15.	REGULATORY INFORMATION

U.S. FEDERAL, STATE, and LOCAL REGULATORY INFORMATION
This product and its constituents listed herein are on the EPA TSCA Inventory. Any spill or uncontrolled release of this product, including any substantial threat of release, may be subject to federal, state and/or local reporting requirements. This product and/or its constituents may also be subject to other federal, state, or local regulations; consult those regulations applicable to your facility/operation.

CLEAN WATER ACT (OIL SPILLS)
Any spill or release of this product to "navigable waters" (essentially any surface water, including certain wetlands) or adjoining shorelines sufficient to cause a visible sheen or deposit of a sludge or emulsion must be reported immediately to the National Response Center (1-800-424-8802) as required by U.S. Federal Law. Also contact appropriate state and local regulatory agencies as required.

CERCLA SECTION 103 and SARA SECTION 304 (RELEASE TO THE ENVIRONMENT)
The CERCLA definition of hazardous substances contains a "petroleum exclusion" clause which exempts crude oil, refined, and unrefined petroleum products and any indigenous components of such. However, other federal reporting requirements (e.g., SARA Section 304 as well as the Clean Water Act if the spill occurs on navigable waters) may still apply.

SARA SECTION 311/312 - HAZARD CLASSES

ACUTE HEALTH	CHRONIC HEALTH	FIRE	SUDDEN RELEASE OF PRESSURE	REACTIVE
X	X	X	--	--

SARA SECTION 313 - SUPPLIER NOTIFICATION
This product contains the following toxic chemicals subject to the reporting requirements of section 313 of the Emergency Planning and Community Right-To-Know Act (EPCRA) of 1986 and of 40 CFR 372:

INGREDIENT NAME (CAS NUMBER)	CONCENTRATION WT. PERCENT
Benzene (71-43-2)	0.1 to 4.9 (0.1 to 1.3 for reformulated gasoline)
Ethyl benzene (100-41-4)	< 3

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n-Hexane (110-54-3)	0.5 to 4
Methyl-tertiary butyl ether (MTBE) (1634-04-4)	0 to 15.0
Toluene (108-88-3)	1 to 15
1,2,4- Trimethylbenzene (95-63-6)	< 6
Xylene, mixed isomers (1330-20-7)	1 to 15

US EPA guidance documents (www.epa.gov/tri) for reporting Persistent Bioaccumulating Toxics (PBTs) indicate this product may contain the following deminimis levels of toxic chemicals subject to Section 313 reporting:

INGREDIENT NAME (CAS NUMBER)	CONCENTRATION - Parts per million (ppm) by weight
Polycyclic aromatic compounds (PACs)	17
Benzo (g,h,i) perylene (191-24-2)	2.55
Lead (7439-92-1)	0.079

CALIFORNIA PROPOSITION 65 LIST OF CHEMICALS
This product contains the following chemicals that are included on the Proposition 65 "List of Chemicals" required by the California Safe Drinking Water and Toxic Enforcement Act of 1986:

INGREDIENT NAME (CAS NUMBER)	Date Listed
Benzene	2/27/1987
Ethyl benzene	6/11/2004
Toluene	1/1/1991

CANADIAN REGULATORY INFORMATION (WHMIS)
Class B, Division 2 (Flammable Liquid)
Class D, Division 2A (Very toxic by other means) and Class D, Division 2B (Toxic by other means)

16.	**OTHER INFORMATION**

NFPA® HAZARD RATING
	HEALTH:	1	Slight
	FIRE:	3	Serious
	REACTIVITY:	0	Minimal

HMIS® HAZARD RATING
	HEALTH:	1 *	Slight
	FIRE:	3	Serious
	PHYSICAL:	0	Minimal
			* CHRONIC

SUPERSEDES MSDS DATED: **07/01/06**

ABBREVIATIONS:
AP = Approximately	< = Less than	> = Greater than
N/A = Not Applicable	N/D = Not Determined	ppm = parts per million

ACRONYMS:
ACGIH	American Conference of Governmental Industrial Hygienists	CERCLA	Comprehensive Emergency Response, Compensation, and Liability Act
AIHA	American Industrial Hygiene Association	DOT	U.S. Department of Transportation [General Info: (800)467-4922]
ANSI	American National Standards Institute (212)642-4900	EPA	U.S. Environmental Protection Agency
API	American Petroleum Institute (202)682-8000	HMIS	Hazardous Materials Information System

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IARC	International Agency For Research On Cancer	REL	Recommended Exposure Limit (NIOSH)
MSHA	Mine Safety and Health Administration	SARA	Superfund Amendments and Reauthorization Act of 1986 Title III
NFPA	National Fire Protection Association (617)770-3000	SCBA	Self-Contained Breathing Apparatus
NIOSH	National Institute of Occupational Safety and Health	SPCC	Spill Prevention, Control, and Countermeasures
NOIC	Notice of Intended Change (proposed change to ACGIH TLV)	STEL	Short-Term Exposure Limit (generally 15 minutes)
NTP	National Toxicology Program	TLV	Threshold Limit Value (ACGIH)
OPA	Oil Pollution Act of 1990	TSCA	Toxic Substances Control Act
OSHA	U.S. Occupational Safety & Health Administration	TWA	Time Weighted Average (8 hr.)
PEL	Permissible Exposure Limit (OSHA)	WEEL	Workplace Environmental Exposure Level (AIHA)
RCRA	Resource Conservation and Recovery Act	WHMIS	Workplace Hazardous Materials Information System (Canada)

DISCLAIMER OF EXPRESSED AND IMPLIED WARRANTIES

Information presented herein has been compiled from sources considered to be dependable, and is accurate and reliable to the best of our knowledge and belief, but is not guaranteed to be so. Since conditions of use are beyond our control, we make no warranties, expressed or implied, except those that may be contained in our written contract of sale or acknowledgment.

Vendor assumes no responsibility for injury to vendee or third persons proximately caused by the material if reasonable safety procedures are not adhered to as stipulated in the data sheet. Additionally, vendor assumes no responsibility for injury to vendee or third persons proximately caused by abnormal use of the material, even if reasonable safety procedures are followed. Furthermore, vendee assumes the risk in their use of the material.

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SAFETY DATA SHEET

PURELL® Advanced Instant Hand Sanitizer

Version 1.1	Revision Date: 02/10/2015	MSDS Number: 36762-00002	Date of last issue: 12/12/2014 Date of first issue: 12/12/2014

SECTION 1. IDENTIFICATION

Product name	:	PURELL® Advanced Instant Hand Sanitizer

Manufacturer or supplier's details

Company name of supplier	:	GOJO Industries, Inc.
Address	:	One GOJO Plaza, Suite 500 Akron OH 44311
Telephone	:	1 (330) 255-6000
Emergency telephone	:	1-800-424-9300 CHEMTREC

Recommended use of the chemical and restrictions on use

Recommended use	:	Hand Sanitizer
Restrictions on use	:	This is a personal care or cosmetic product that is safe for consumers and other users under normal and reasonably foreseeable use. Cosmetics and consumer products, specifically defined by regulations around the world, are exempt from the requirement of an SDS for the consumer. While this material is not considered hazardous, this SDS contains valuable information critical to the safe handling and proper use of the product for industrial workplace conditions as well as unusual and unintended exposures such as large spills. This SDS should be retained and available for employees and other users of this product. For specific intended-use guidance, please refer to the information provided on the package or instruction sheet.

SECTION 2. HAZARDS IDENTIFICATION

GHS Classification

Flammable liquids	:	Category 3
Eye irritation	:	Category 2A

GHS Label element

Hazard pictograms	:	

Signal Word	:	Warning
Hazard Statements	:	H226 Flammable liquid and vapor. H319 Causes serious eye irritation.

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Precautionary Statements : **Prevention:**
P210 Keep away from heat/sparks/open flames/hot surfaces. - No smoking.
P233 Keep container tightly closed.
P241 Use explosion-proof electrical/ ventilating/ lighting/ equipment.
P242 Use only non-sparking tools.
P243 Take precautionary measures against static discharge.
P264 Wash skin thoroughly after handling.
P280 Wear protective gloves/ eye protection/ face protection.
Response:
P303 + P361 + P353 IF ON SKIN (or hair): Take off immediately all contaminated clothing. Rinse skin with water/shower.
P305 + P351 + P338 IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.
P337 + P313 If eye irritation persists: Get medical advice/ attention.
Storage:
P403 + P235 Store in a well-ventilated place. Keep cool.
Disposal:
P501 Dispose of contents/ container to an approved waste disposal plant.

Other hazards

Vapors may form explosive mixture with air.

SECTION 3. COMPOSITION/INFORMATION ON INGREDIENTS

Substance / Mixture : Mixture

Hazardous ingredients

Chemical Name	CAS-No.	Concentration (%)
Ethanol	64-17-5	>= 50 - < 70
Propan-2-ol	67-63-0	>= 1 - < 5

SECTION 4. FIRST AID MEASURES

General advice : In the case of accident or if you feel unwell, seek medical advice immediately.
When symptoms persist or in all cases of doubt seek medical advice.

If inhaled : If inhaled, remove to fresh air.
Get medical attention if symptoms occur.

In case of skin contact : Wash with water and soap as a precaution.
Get medical attention if symptoms occur.

In case of eye contact : In case of contact, immediately flush eyes with plenty of water for at least 15 minutes.
If easy to do, remove contact lens, if worn.

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	Get medical attention.
If swallowed	: If swallowed, DO NOT induce vomiting. Get medical attention if symptoms occur. Rinse mouth thoroughly with water.
Most important symptoms and effects, both acute and delayed	: Causes serious eye irritation.
Protection of first-aiders	: First Aid responders should pay attention to self-protection, and use the recommended personal protective equipment when the potential for exposure exists.
Notes to physician	: Treat symptomatically and supportively.

SECTION 5. FIRE-FIGHTING MEASURES

Suitable extinguishing media	: Water spray Alcohol-resistant foam Dry chemical Carbon dioxide (CO2)
Unsuitable extinguishing media	: High volume water jet
Specific hazards during fire fighting	: Do not use a solid water stream as it may scatter and spread fire. Flash back possible over considerable distance. Vapors may form explosive mixtures with air. Exposure to combustion products may be a hazard to health.
Hazardous combustion products	: Carbon oxides
Specific extinguishing methods	: Use extinguishing measures that are appropriate to local circumstances and the surrounding environment. Use water spray to cool unopened containers. Remove undamaged containers from fire area if it is safe to do so. Evacuate area.
Special protective equipment for fire-fighters	: In the event of fire, wear self-contained breathing apparatus. Use personal protective equipment.

SECTION 6. ACCIDENTAL RELEASE MEASURES

Personal precautions, protective equipment and emergency procedures	: Remove all sources of ignition. Use personal protective equipment. Follow safe handling advice and personal protective equipment recommendations.
Environmental precautions	: Discharge into the environment must be avoided.

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	Prevent further leakage or spillage if safe to do so. Prevent spreading over a wide area (e.g. by containment or oil barriers). Retain and dispose of contaminated wash water. Local authorities should be advised if significant spillages cannot be contained.
Methods and materials for containment and cleaning up	: Non-sparking tools should be used. Soak up with inert absorbent material. Suppress (knock down) gases/vapors/mists with a water spray jet. For large spills, provide diking or other appropriate containment to keep material from spreading. If diked material can be pumped, store recovered material in appropriate container. Clean up remaining materials from spill with suitable absorbent. Local or national regulations may apply to releases and disposal of this material, as well as those materials and items employed in the cleanup of releases. You will need to determine which regulations are applicable. Sections 13 and 15 of this SDS provide information regarding certain local or national requirements.

SECTION 7. HANDLING AND STORAGE

Technical measures	: See Engineering measures under EXPOSURE CONTROLS/PERSONAL PROTECTION section.
Local/Total ventilation	: Use with local exhaust ventilation. Use only in an area equipped with explosion proof exhaust ventilation.
Advice on safe handling	: Do not breathe vapors or spray mist. Do not swallow. Do not get in eyes. Avoid prolonged or repeated contact with skin. Handle in accordance with good industrial hygiene and safety practice. Non-sparking tools should be used. Keep container tightly closed. Keep away from heat and sources of ignition. Take precautionary measures against static discharges. Take care to prevent spills, waste and minimize release to the environment.
Conditions for safe storage	: Keep in properly labeled containers. Keep tightly closed. Keep in a cool, well-ventilated place. Store in accordance with the particular national regulations. Keep away from heat and sources of ignition.
Materials to avoid	: Do not store with the following product types: Strong oxidizing agents

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Organic peroxides
Flammable solids
Pyrophoric liquids
Pyrophoric solids
Self-heating substances and mixtures
Substances and mixtures which in contact with water emit flammable gases
Explosives
Gases

SECTION 8. EXPOSURE CONTROLS/PERSONAL PROTECTION

Ingredients with workplace control parameters

Ingredients	CAS-No.	Value type (Form of exposure)	Control parameters / Permissible concentration	Basis
Ethanol	64-17-5	TWA	1,000 ppm 1,900 mg/m3	NIOSH REL
		TWA	1,000 ppm 1,900 mg/m3	OSHA Z-1
		STEL	1,000 ppm	ACGIH
Propan-2-ol	67-63-0	TWA	200 ppm	ACGIH
		STEL	400 ppm	ACGIH
		TWA	400 ppm 980 mg/m3	NIOSH REL
		ST	500 ppm 1,225 mg/m3	NIOSH REL
		TWA	400 ppm 980 mg/m3	OSHA Z-1

Biological occupational exposure limits

Ingredients	CAS-No.	Control parameters	Biological specimen	Sampling time	Permissible concentration	Basis
Propan-2-ol	67-63-0	Acetone	Urine	End of shift at end of work-week	40 mg/l	ACGIH BEI

Engineering measures : Minimize workplace exposure concentrations.
Use only in an area equipped with explosion proof exhaust ventilation.
Use with local exhaust ventilation.

Personal protective equipment

Respiratory protection : General and local exhaust ventilation is recommended to maintain vapor exposures below recommended limits. Where concentrations are above recommended limits or are unknown, appropriate respiratory protection should be worn. Follow OSHA respirator regulations (29 CFR 1910.134) and

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use NIOSH/MSHA approved respirators. Protection provided by air purifying respirators against exposure to any hazardous chemical is limited. Use a positive pressure air supplied respirator if there is any potential for uncontrolled release, exposure levels are unknown, or any other circumstance where air purifying respirators may not provide adequate protection.

Hand protection

Material : Impervious gloves

Material : Flame retardant gloves

Remarks : Choose gloves to protect hands against chemicals depending on the concentration specific to place of work. Breakthrough time is not determined for the product. Change gloves often! For special applications, we recommend clarifying the resistance to chemicals of the aforementioned protective gloves with the glove manufacturer. Wash hands before breaks and at the end of workday.

Eye protection : Wear the following personal protective equipment: Safety goggles

Skin and body protection : Select appropriate protective clothing based on chemical resistance data and an assessment of the local exposure potential.
Wear the following personal protective equipment:
Flame retardant antistatic protective clothing.
Skin contact must be avoided by using impervious protective clothing (gloves, aprons, boots, etc).

Hygiene measures : Ensure that eye flushing systems and safety showers are located close to the working place.
When using do not eat, drink or smoke.
Wash contaminated clothing before re-use.

SECTION 9. PHYSICAL AND CHEMICAL PROPERTIES

Appearance : gel

Color : clear, light blue

Odor : fruity

Odor Threshold : No data available

pH : 6.5 - 8.5

Melting point/freezing point : No data available

Initial boiling point and boiling range : 73 °C

Flash point	:	25 °C
Evaporation rate	:	No data available
Flammability (solid, gas)	:	Not applicable
Upper explosion limit	:	No data available
Lower explosion limit	:	No data available
Vapor pressure	:	No data available
Relative vapor density	:	No data available
Density	:	0.881 g/cm3
Solubility(ies) Water solubility	:	soluble
Partition coefficient: n-octanol/water	:	Not applicable
Autoignition temperature	:	No data available
Decomposition temperature	:	The substance or mixture is not classified self-reactive.
Viscosity Viscosity, kinematic	:	1,000 - 17,000 mm2/s (20 °C)
Explosive properties	:	Not explosive
Oxidizing properties	:	The substance or mixture is not classified as oxidizing.

SECTION 10. STABILITY AND REACTIVITY

Reactivity	:	Not classified as a reactivity hazard.
Chemical stability	:	Stable under normal conditions.
Possibility of hazardous reactions	:	Flammable liquid and vapor. Vapors may form explosive mixture with air. Can react with strong oxidizing agents.
Conditions to avoid	:	Heat, flames and sparks.
Incompatible materials	:	Oxidizing agents
Hazardous decomposition products	:	No hazardous decomposition products are known.

PURELL® Advanced Instant Hand Sanitizer

SECTION 11. TOXICOLOGICAL INFORMATION

Information on likely routes of exposure
Inhalation
Skin contact
Ingestion
Eye contact

Acute toxicity

Not classified based on available information.

Product:

Acute oral toxicity	: Acute toxicity estimate: > 5,000 mg/kg Method: Calculation method

Ingredients:
Ethanol:
Acute oral toxicity	: LD50 (Rat): > 5,000 mg/kg
Acute inhalation toxicity	: LC50 (Rat): 124.7 mg/l Exposure time: 4 h Test atmosphere: vapor

Propan-2-ol:
Acute oral toxicity	: LD50 (Rat): > 5,000 mg/kg
Acute inhalation toxicity	: LC50 (Rat): 72.6 mg/l Exposure time: 4 h Test atmosphere: vapor
Acute dermal toxicity	: LD50 (Rat): > 5,000 mg/kg

Skin corrosion/irritation

Not classified based on available information.

Product:

Result: No skin irritation

Ingredients:
Ethanol:
Species: Rabbit
Method: OECD Test Guideline 404
Result: No skin irritation

Propan-2-ol:
Species: Rabbit
Result: No skin irritation

Serious eye damage/eye irritation

Causes serious eye irritation.

Ingredients:

SAFETY DATA SHEET

PURELL® Advanced Instant Hand Sanitizer

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Ethanol:
Species: Rabbit
Result: Irritation to eyes, reversing within 21 days
Method: OECD Test Guideline 405

Propan-2-ol:
Species: Rabbit
Result: Irritation to eyes, reversing within 21 days

Respiratory or skin sensitization

Skin sensitization: Not classified based on available information.
Respiratory sensitization: Not classified based on available information.

Product:

Assessment: Does not cause skin sensitization.

Ingredients:
Ethanol:
Test Type: Local lymph node assay (LLNA)
Routes of exposure: Skin contact
Species: Mouse
Result: negative

Propan-2-ol:
Test Type: Buehler Test
Routes of exposure: Skin contact
Species: Guinea pig
Method: OECD Test Guideline 406
Result: negative

Germ cell mutagenicity

Not classified based on available information.

Ingredients:
Ethanol:

Genotoxicity in vitro	:	Test Type: In vitro mammalian cell gene mutation test Result: negative
Genotoxicity in vivo	:	Test Type: Rodent dominant lethal test (germ cell) (in vivo) Species: Mouse Application Route: Ingestion Result: negative

Propan-2-ol:

Genotoxicity in vitro	:	Test Type: Bacterial reverse mutation assay (AMES) Result: negative
Genotoxicity in vivo	:	Test Type: Mammalian erythrocyte micronucleus test (in vivo cytogenetic assay) Species: Mouse Application Route: Intraperitoneal injection Result: negative

SAFETY DATA SHEET

PURELL® Advanced Instant Hand Sanitizer

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Carcinogenicity

Not classified based on available information.

Ingredients:

Propan-2-ol:
Species: Rat
Application Route: inhalation (vapor)
Exposure time: 104 weeks
Method: OECD Test Guideline 451
Result: negative

IARC	No ingredient of this product present at levels greater than or equal to 0.1% is identified as probable, possible or confirmed human carcinogen by IARC.
OSHA	No ingredient of this product present at levels greater than or equal to 0.1% is identified as a carcinogen or potential carcinogen by OSHA.
NTP	No ingredient of this product present at levels greater than or equal to 0.1% is identified as a known or anticipated carcinogen by NTP.

Reproductive toxicity

Not classified based on available information.

Ingredients:

Ethanol:

Effects on fertility	:	Test Type: Two-generation reproduction toxicity study Species: Mouse Application Route: Ingestion Method: OECD Test Guideline 416 Result: negative

Propan-2-ol:

Effects on fertility	:	Test Type: Two-generation reproduction toxicity study Species: Rat Application Route: Ingestion Result: negative
Effects on fetal development	:	Test Type: Embryo-fetal development Species: Rat Application Route: Ingestion Result: negative

STOT-single exposure

Not classified based on available information.

Ingredients:

Propan-2-ol:
Assessment: May cause drowsiness or dizziness.

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1.1	02/10/2015	36762-00002	Date of first issue: 12/12/2014

STOT-repeated exposure

Not classified based on available information.

Repeated dose toxicity

Ingredients:

Ethanol:
Species: Rat
NOAEL: 2,400 mg/kg
Application Route: Ingestion
Exposure time: 2 y

Propan-2-ol:
Species: Rat
NOAEL: 5000 ppm
Application Route: inhalation (vapor)
Exposure time: 104 w
Method: OECD Test Guideline 413

Aspiration toxicity

Not classified based on available information.

SECTION 12. ECOLOGICAL INFORMATION

Ecotoxicity

Ingredients:

Ethanol:

Toxicity to fish	: LC50 (Pimephales promelas (fathead minnow)): > 1,000 mg/l Exposure time: 96 h
Toxicity to daphnia and other aquatic invertebrates	: EC50 (Daphnia magna (Water flea)): > 1,000 mg/l Exposure time: 48 h
Toxicity to algae	: EC50 (Chlorella vulgaris (Fresh water algae)): 275 mg/l Exposure time: 72 h Method: OECD Test Guideline 201
Toxicity to daphnia and other aquatic invertebrates (Chronic toxicity)	: NOEC (Daphnia magna (Water flea)): 9.6 mg/l Exposure time: 9 d
Toxicity to bacteria	: EC50 (Photobacterium phosphoreum): 32.1 mg/l Exposure time: 0.25 h

Propan-2-ol:

Toxicity to fish	: LC50 (Pimephales promelas (fathead minnow)): 10,000 mg/l Exposure time: 96 h
Toxicity to daphnia and other aquatic invertebrates	: EC50 (Daphnia magna (Water flea)): > 10,000 mg/l Exposure time: 24 h
Toxicity to algae	: ErC50 (Scenedesmus quadricauda (Green algae)): > 1,800 mg/l

SAFETY DATA SHEET

PURELL® Advanced Instant Hand Sanitizer

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02/10/2015 | MSDS Number:
36762-00002 | Date of last issue: 12/12/2014
Date of first issue: 12/12/2014 |

Exposure time: 8 d

Toxicity to bacteria : EC50 (Pseudomonas putida): > 1,050 mg/l
Exposure time: 16 h

Persistence and degradability

Ingredients:
Ethanol:
Biodegradability : Result: Readily biodegradable.
Biodegradation: 84 %
Exposure time: 20 d

Propan-2-ol:
Biodegradability : Result: rapidly degradable

Bioaccumulative potential

Ingredients:
Ethanol:
Partition coefficient: n-
octanol/water : log Pow: -0.35

Propan-2-ol:
Partition coefficient: n-
octanol/water : log Pow: 0.05

Mobility in soil
No data available

Other adverse effects
No data available

SECTION 13. DISPOSAL CONSIDERATIONS

Disposal methods
Waste from residues : Dispose of in accordance with local regulations.

Contaminated packaging : Dispose of as unused product.
Empty containers should be taken to an approved waste
handling site for recycling or disposal.
Do not burn, or use a cutting torch on, the empty drum.

SECTION 14. TRANSPORT INFORMATION

International Regulation

UNRTDG
UN number : UN 1987
Proper shipping name : ALCOHOLS, N.O.S.

SAFETY DATA SHEET

PURELL® Advanced Instant Hand Sanitizer

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(Ethanol, Propan-2-ol)

Class	:	3
Packing group	:	III
Labels	:	3

IATA-DGR

UN/ID No.	:	UN 1987
Proper shipping name	:	Alcohols, n.o.s.
		(Ethanol, Propan-2-ol)
Class	:	3
Packing group	:	III
Labels	:	Flammable Liquids
Packing instruction (cargo aircraft)	:	366
Packing instruction (passenger aircraft)	:	355

IMDG-Code

UN number	:	UN 1987
Proper shipping name	:	ALCOHOLS, N.O.S.
		(Ethanol, Propan-2-ol)
Class	:	3
Packing group	:	III
Labels	:	3
EmS Code	:	F-E, S-D
Marine pollutant	:	no

Transport in bulk according to Annex II of MARPOL 73/78 and the IBC Code

Not applicable for product as supplied.

Domestic regulation

49 CFR

UN/ID/NA number	:	UN 1987
Proper shipping name	:	ALCOHOLS, N.O.S.
Class	:	3
Packing group	:	III
Labels	:	FLAMMABLE LIQUID
ERG Code	:	127
Marine pollutant	:	no

SECTION 15. REGULATORY INFORMATION

EPCRA - Emergency Planning and Community Right-to-Know

CERCLA Reportable Quantity

This material does not contain any components with a CERCLA RQ.

SARA 304 Extremely Hazardous Substances Reportable Quantity

This material does not contain any components with a section 304 EHS RQ.

SARA 311/312 Hazards	:	Fire Hazard

PURELL® Advanced Instant Hand Sanitizer

Acute Health Hazard

SARA 302   : No chemicals in this material are subject to the reporting requirements of SARA Title III, Section 302.

SARA 313   : The following components are subject to reporting levels established by SARA Title III, Section 313:

Propan-2-ol	67-63-0	3.4086 %

US State Regulations

Pennsylvania Right To Know

Ethanol	64-17-5	50 - 70 %
Water	7732-18-5	30 - 50 %
Propan-2-ol	67-63-0	1 - 5 %

New Jersey Right To Know

Ethanol	64-17-5	50 - 70 %
Water	7732-18-5	30 - 50 %
Propan-2-ol	67-63-0	1 - 5 %

California Prop 65   This product does not contain any chemicals known to the State of California to cause cancer, birth, or any other reproductive defects.

The ingredients of this product are reported in the following inventories:

REACH   : All ingredients (pre-)registered or exempt.

TSCA   : All chemical substances in this material are included on or exempted from listing on the TSCA Inventory of Chemical Substances.

DSL   : All chemical substances in this product comply with the CEPA 1999 and NSNR and are on or exempt from listing on the Canadian Domestic Substances List (DSL).

AICS   : All ingredients listed or exempt.

Inventories

AICS (Australia), DSL (Canada), IECSC (China), REACH (European Union), ENCS (Japan), ISHL (Japan), KECI (Korea), NZIoC (New Zealand), PICCS (Philippines), NECSI (Taiwan), TSCA (USA)

PURELL® Advanced Instant Hand Sanitizer

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SECTION 16. OTHER INFORMATION

Further information

NFPA:

Flammability

3

Health 2   0 Instability

Special hazard.
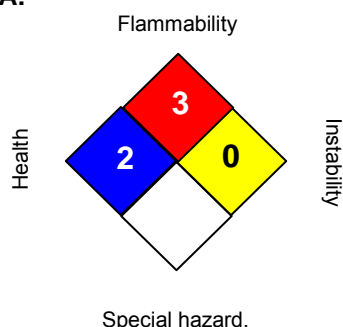
HMIS III:

HEALTH	2
FLAMMABILITY	3
PHYSICAL HAZARD	0

0 = not significant, 1 =Slight,
2 = Moderate, 3 = High
4 = Extreme, * = Chronic

Full text of other abbreviations

ACGIH	: USA. ACGIH Threshold Limit Values (TLV)
ACGIH BEI	: ACGIH - Biological Exposure Indices (BEI)
NIOSH REL	: USA. NIOSH Recommended Exposure Limits
OSHA Z-1	: USA. Occupational Exposure Limits (OSHA) - Table Z-1 Limits for Air Contaminants
ACGIH / TWA	: 8-hour, time-weighted average
ACGIH / STEL	: Short-term exposure limit
NIOSH REL / TWA	: Time-weighted average concentration for up to a 10-hour workday during a 40-hour workweek
NIOSH REL / ST	: STEL - 15-minute TWA exposure that should not be exceeded at any time during a workday
OSHA Z-1 / TWA	: 8-hour time weighted average

Sources of key data used to compile the Material Safety Data Sheet	: Internal technical data, data from raw material SDSs, OECD eChem Portal search results and European Chemicals Agency, http://echa.europa.eu/
Revision Date	: 02/10/2015

The information provided in this Safety Data Sheet is correct to the best of our knowledge, information and belief at the date of its publication. The information is designed only as a guidance for safe handling, use, processing, storage, transportation, disposal and release and shall not be considered a warranty or quality specification of any type. The information provided relates only to the specific material identified at the top of this SDS and may not be valid when the SDS material is used in combination with any other materials or in any process, unless specified in the text. Material users should review the information and recommendations in the specific context of their intended manner of handling, use, processing and storage, including an assessment of the appropriateness of the SDS material in the user's end product, if applicable.

US / Z8

Mobile American Job Center Operations

Mobile American Job Center operations

1. Unlock the door to the second compartment on the driver's side of the Mobile American Job Center

- Turn the switch on the panel mounted on the wall to the front of the vehicle from off to on

- The panel in the Mobile American Job Center on the wall behind the passenger seat has controls for the stabilizers and generator

- Press the power button on the stabilizer to turn it on and then press auto level. The parking brake must be on for this control to function. PLEASE BE SURE TO MINIMIZE ANY MOTION INSIDE THE MOBILE AMERICAN JOB CENTER WHILE THE LEVELERS ARE BEING SET. When leaving the event, the all retract button should be pressed.
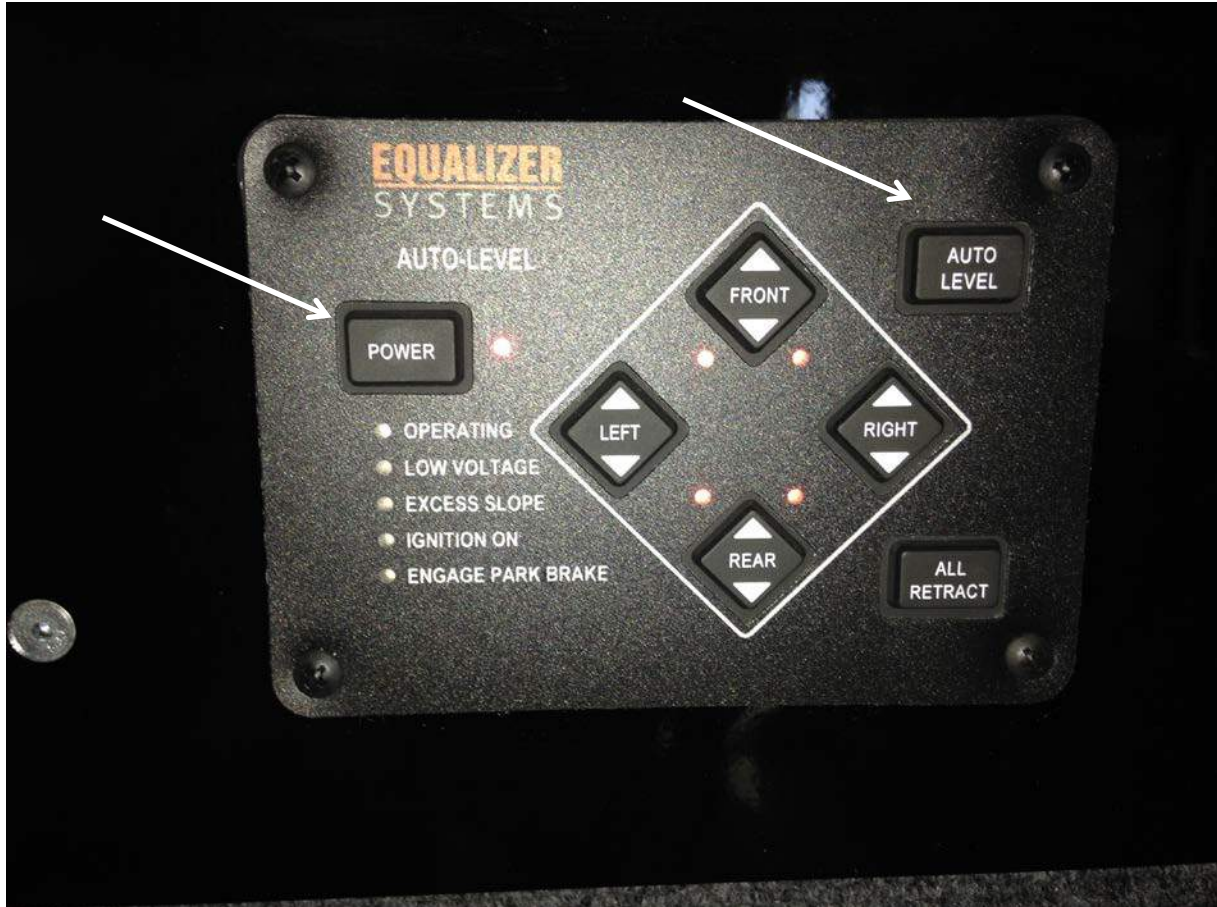
- Turn the top control labeled 120/240V AC to the GEN position

- Turn the bottom control labeled 12 Volt DC to the on position

- Depress the Cummins Onan Generator button to the Stop/Prime position until the red indicator light comes on to prime the generator. This button will also be used to stop the generator once you are done at the event.

- Once the generator is primed, depress the button at the Start position and hold it down until the generator starts, and then release.

- Directly behind the driver's side of the Mobile American Job Center is the Staco UPS panel. Press and hold the On/Mute button until the unit beeps twice. The picture below shows the unit display when it is not turned on.

- The picture below shows the unit display once it is turned on. When you are ready to power it down, you will press and hold the off button until the unit beeps twice.

- Turn on the overhead lights at the panel to the right hand side of the door as you are facing it from the inside.

- To power down the equipment and Mobile American Job Center, reverse the procedure outlined in this document.

Leveling and Lift Systems

EQUALIZER

SYSTEMS

A **DAYS** COMPANY

(800) 846-9659
equalizersystems.com

AUTO-LEVEL

Operation and Warranty Guide

Effective 2012
Revision- April 2013

Important Warnings and Precautions

WARNING

READ ENTIRE INSTRUCTIONS AND ALL PRECAUTIONS PRIOR TO INSTALLING, USING, OR TROUBLESHOOTING THIS EQUIPMENT

- The system operates using hydraulic fluid under high pressure. Extreme fluid pressure can be present even if the system is not operating. System forces and pressures can cause severe injury or death if used improperly or modified. Service work should only be performed by trained technicians.

- Do not attempt to operate any portion of the hydraulic systems when the vehicle is in motion.

- Visually confirm that all leveling jacks are retracted prior to travel.

- Make sure there are no obstructions in the extend or retract paths of the jacks or slideouts.

- Do not use the leveling jacks to lift the unit to perform any kind of service work or to change tires. The system is designed as a leveling and stabilizing system and is not meant to lift the coach off the ground.

- Do not go under vehicle when leveling jacks are extended.

- Do not operate any system functions while anyone is under the coach.

- Do not allow excessive motion in the coach during the AUTO-LEVEL operation. This could cause the system to level improperly.

- Modification of any factory-supplied item may result in the denial of all warranty claims. Call
- Equalizer Systems Technical Support prior to any modifications.

- Do not attempt any technical repairs without first consulting the troubleshooting guide in this manual and/or calling Equalizer Systems Technical Support at (800) 845-9659. Failure to do so may result in denial of warranty claims.

AUTO-LEVEL Operation- Keypad # 3103
Starting Date- Approximately January 2012

· **Power On:** Press and release the POWER button to engage power. All LED's on the panel will come on then most will go out. The LED next to the POWER button should be lit RED when power is on. If an ignition and or park brake disable circuit is present you will need to have the ignition key and the park brake in the proper position (depending on wiring scheme chosen) to extend the jacks. If you attempt Auto-Level or manual extend you will here a "deny" tone if the key or park brake is in the improper position.

· **AUTO-LEVEL:** Press the AUTO-LEVEL button and release. The system will send out a continuous series of beeps, the 'OPERATING' LED will be on RED to let you know AUTO-LEVEL is operating and will automatically level the coach. When completed, the keypad will signal a successful level with a dual-level tone. Press and release the POWER button. Note: The keypad may be left on once level has been achieved. The keypad will enter "sleep mode" after five minutes of inactivity.

Note: The jacks down LED lights must be off for Auto-Level to function. If needed, press the ALL RETRACT button to clear and then Auto-Level should function.

· **Retracting the Jacks:** To retract all jacks simultaneously, press and release the All RETRACT button. All jacks will automatically retract and return to stowed position. The pump will run in retract mode until all of the jacks are fully stowed (plus an additional 5 seconds) up to a maximum of 60 or 90 seconds). This is the proper method for retracting the jacks prior to travel. You may stop the ALL RETRACT by pressing any button on the keypad. Jacks may be retracted in pairs by using the UP▲ button for each end or side for leveling purposes however the ALL RETRACT must be used to fully stow the jacks prior to travel. The jacks down LED's will turn off, indicating the jacks are in the "stowed" position.

· **Power OFF:** Press and Release the Power Keypad Button

Visually Confirm all Jacks are Retracted Prior to Travel

· **Setting the Null:** The Null or "level position" has been preset from the factory. However, if the coach is not level following an attempt to AUTO-LEVEL, the Null is easy to reprogram. To set the Null, push and release the POWER keypad button to engage power. The LED next to the POWER button should be lit RED when power is on. Level the coach by deploying jacks manually (using the DOWN ▼ keypad buttons, extend jacks until the coach is level), or by simply parking the coach on a level site. You do not need to have jacks deployed to set the Null. Use a bubble level on a flat surface in the center of the coach as a reference. Once the coach is level, turn the POWER off at the panel. Depress and hold the AUTO-LEVEL keypad button. Continue to hold the AUTO-LEVEL button and press then release the POWER button, and listen for a series of beeps. After the panel has beeped 5 to 6 times, release the AUTO-LEVEL button (the keypad will continue to beep as long as the AUTO-LEVEL button is held). The new Null has been set and the system will maintain this setting. Press and release the ALL RETRACT button to retract the jacks to the stowed position.
Visually confirm all jacks are retracted prior to travel.

Note: There are specific instances when manual extension of one (or more) jack is inhibited (deny tone when DOWN ▼ is depressed). This situation is caused by the 'anti-twist' protocol in the software contained in the controller. Simply stated, the 'anti-twist' protocol denies jack extension if the system senses that a specific corner of the coach is approximately 3 degrees higher than the rest. You will be able to extend other jacks to overcome the slope. *If the system incorrectly senses excessive slope, this can be overcome by re-setting the Null. This will allow manual extension of all jacks.* ***Remember to re-set the Null after manually leveling the coach.***
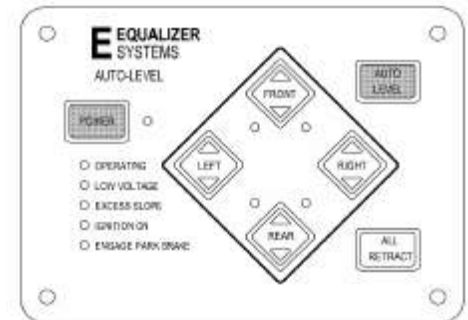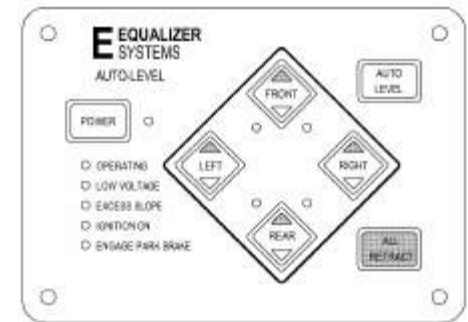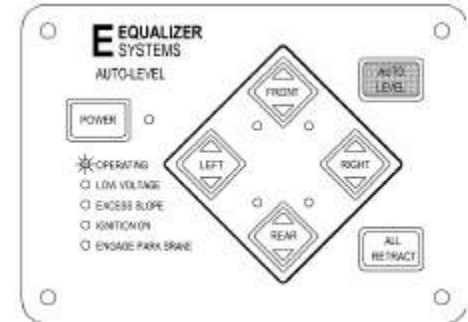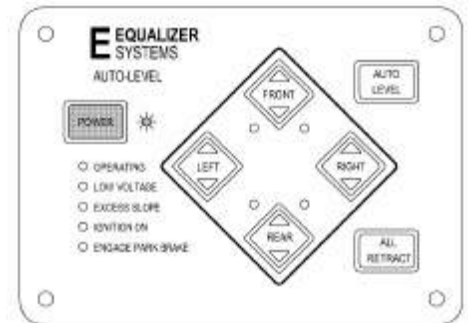
Manual Operation- Keypad # 3103
Starting Date- Approximately January 2012

· **Power On:** Press and release the POWER keypad button to engage power. All LED's will come on then most will go out. The LED next to the POWER button should be lit RED when power is on. If an ignition and/or park brake disable circuit is present, you will need to have the ignition key and the park brake in the correct position (depending on wiring scheme chosen) to extend the jacks. If you attempt to extend jacks by pressing the DOWN▼ keypad buttons or all jacks with the AUTO-LEVEL button, you will hear a "deny" tone from the keypad if the ignition key and or park brake is in the improper position.
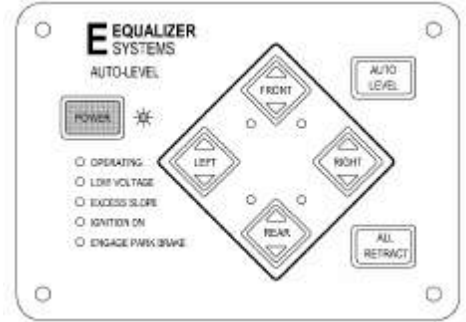
· **Planting the Jacks: The jacks will be extended in pairs Fronts or Rears or Left or Right** Using the DOWN▼ (extend) keypad buttons, extend the jacks until they contact the ground (this is referred to as "planting" the jacks). As you extend each pair of jacks the corresponding LED jack status lights will come on to indicate jack(s) are out of the "stowed" position. Jacks will be operated in pairs. Extend and plant the front jacks first. Then extend and plant the rear jacks. Only after planting the fronts and then the rears, should side to side corrections (leveling) be attempted. This process will stabilize all four corners and minimize twist prior to the leveling process.
Do not manually over extend jacks. This may cause unwanted stress on the coach or the jacks.
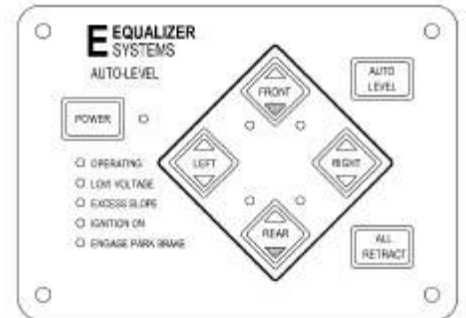
· **Leveling the Coach:** Use a bubble level on a flat surface in the center of the coach as a reference. Level the vehicle by using DOWN▼ (extend) or UP▲ (retract) keypad buttons until the vehicle is level. Front to rear then side to side. Jacks will be operated in pairs. Do not attempt to lift the vehicle tires off of the ground. Only lift (extend) enough to level and stabilize the unit. Once level, press and release the POWER button to turn off the keypad. Note: The keypad may be left on once level has been achieved. The keypad will enter "sleep mode" after five minutes of inactivity.

· **Retracting the Jacks:** To retract all jacks simultaneously, press and release the ALL RETRACT button. All jacks will automatically retract and return to stowed position. The pump will run in retract mode until all of the jacks are fully stowed (plus an additional 5 seconds- up to a maximum of 60 or 90 seconds). This is the proper method for retracting the jacks prior to travel. You may stop the ALL RETRACT by pressing any button on the keypad. Jacks may be retracted in pairs by using the UP▲ button for each end or side for leveling purposes. However, the ALL RETRACT must be used to fully stow the jacks prior to travel. The jacks down status LED lights will turn off, indicating the jacks are in the stowed position.
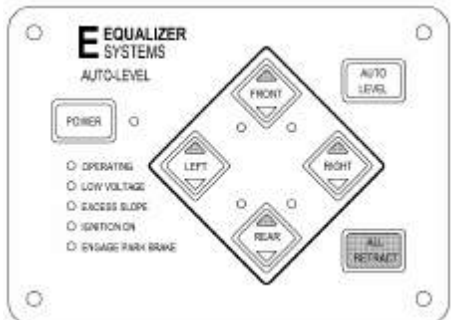
· **Power OFF:** Press and release the POWER keypad button.

Visually Confirm all Jacks are Retracted Prior to Travel

Keypad Indicator LED's

There are ten (10) LED indicators on the AUTO-LEVEL keypad. The functions of these LED's are detailed below.

During typical operation, the LED's on the bottom left hand corner of the keypad should NOT be illuminated. The only LED that should light is the 'OPERATING' LED, which should flash during operation.

'POWER' LED .... ON Red when power is ON
OFF when power is OFF
FLASH every 5 sec. In Sleep Mode

'JACK' LED (4 each) .... ON Red when jack(s) are deployed
OFF when jack(s) are stowed

'OPERATING' LED .... ON Red w/ Auto Level or All Retract
OFF when keypad is idle or 'sleeping'

'LOW VOLTAGE' LED .... ON Red when voltage is below 10.5 volts dc
OFF when voltage is above 10.5 volts dc

'ENGAGE PARK BRAKE' LED............. ON Red when park brake is not set
OFF when park brake is set.

'IGNITION ON' LED .... ON Red when ignition is in the ON position
OFF when ignition is OFF

'EXCESS SLOPE' LED .... ON Red **following** an Auto Level attempt, if
system cannot overcome slope
OFF when slope is not excessive

If the LOW VOLTAGE, ENGAGE PARK BRAKE, IGNITION ON or EXCESS SLOPE LED's illuminate, an 'error' condition is present and must be corrected prior to operating the jacks.

Helpful Hints

- If your coach is equipped with air suspension, it is recommended that the coach be started and chassis air pressure allowed to build before pressing ALL RETRACT. This will ensure adequate air supply to the chassis air valves.

- Your system may be equipped with a manual override option (consult vehicle manufacturer). Refer to the Manual Override section of this manual for the proper procedure. It is usually better to review this procedure *prior* to its actual use, rather than having to learn a new procedure in difficult environments.

- You may allow any automatic function to run for the entire programmed time (and stop automatically), or you may stop the action by pressing any button on the keypad.

- To ensure proper leveling, do not move around in the coach during the AUTO-LEVEL process. Leveling may be unsuccessful if motion is present.

- AUTO-LEVEL is a microprocessor-controlled system. Proper and adequate battery voltage and permanent chassis ground are essential.

- Operate jacks first, then slide-outs

- When operating slide-outs, the Jacks Down indicator lights may illuminate.

- If the Unit is stored for more then a 24hr period, it is suggested that you press the All RETRACT button before traveling.

Maintenance

- Maintain the reservoir level to a minimum of 3/4 full with Dexron Transmission fluid.

- Change fluid if the reservoir shows signs of contamination: debris or water.

- If the vehicle is parked in an extremely hot and/or humid environment with jacks and slide-outs extended for long periods (over 30 days), spray the cylinder rods with WD40 to prevent corrosion.

- The slide-out mechanisms are designed to operate without added lubrication. Greases and oils can trap and collect dirt that can lead to premature wear. If desired, a coating of WD40 or silicon spray can be applied to the mechanism to prevent rust. Wipe off any excess.

- Proper maintenance of the vehicles electrical system is important for proper system operation. Proper voltage and grounding is critical. Follow the battery manufacturer's guidelines regarding battery care and maintenance.

Troubleshooting Guide

Symptom	Possible Cause	Corrective Action
Keypad will not turn on	Blown fuse at pump harness or in fuse panel	Replace fuse
	Faulty ground or power wire	Trace and repair
	Low Battery Voltage	Charge chassis and/or coach batteries
	Defective Keypad or Controller	Call Equalizer Tech Support
	Defective Keypad harness	Trace and repair
Keypad turns on – Jacks will not operate	Low Battery Voltage to Pump	Charge chassis and/or coach batteries
	Faulty electrical connection	Trace and repair
	Defective Keypad or Controller	Call Equalizer Tech Support
	Defective pump motor or solenoid	Replace
	Other system defect	Call Equalizer Tech Support
Jacks will retract but will not extend	Low Battery Voltage to Pump	Charge chassis and/or coach batteries
	Park Brake not set	Set park brake
	If birotational pump, bad motor or solenoid	Replace motor and/or solenoid
	Anti-Twist Software Protocol has been Initiated	Lower opposite side of coach and/or Re-set Null and Level Coach
	Ignition Switch in wrong position	Check and change as needed
	Defective Keypad or Controller	Call Equalizer Tech Support
	Faulty electrical connection	Trace and repair
	System Defect	Call Equalizer Tech Support

Troubleshooting Guide

Symptom	Possible Cause	Corrective Action
Jacks will extend but will not retract	Low battery voltage	Charge chassis and/or coach batteries
	Incorrect hose connection at pump or jack	Trace and repair
	DV1 --faulty wire or valve	Check and repair
	Defective Keypad or Controller	Call Equalizer Tech Support
AUTO-LEVEL will not level	System Null not set	Set Null
	Controller installed improperly or has moved	Check controller orientation
	Ignition Switch in wrong position	Check and change as needed
	Damaged or defective Keypad harness	Call Equalizer Tech Support
	Defective Keypad	Call Equalizer Tech Support
	Other System Defect	Call Equalizer Tech Support
AUTO-LEVEL stops mid-cycle	Low battery voltage	Charge chassis and/or coach batteries
	Excessive vehicle motion during leveling sequence	Reset Control Keypad and re-try
	System Null not set	Set Null
	Damaged or defective Controller	Check and replace
	Damaged or defective Keypad harness	Call Equalizer Tech Support
	Other System Defect	Call Equalizer Tech Support
Jack LED's on panel stay on	Defective Pressure Switch or wiring	Trace and repair or replace
	Defective Keypad, Controller, or Harnesses	Trace and repair or replace
	Low system pressure caused by fluid loss	Correct leak or low fluid level

Troubleshooting Guide

Symptom	Possible Cause	Corrective Action
Hydraulic pump inoperative	Low battery voltage	Charge chassis and/or coach batteries
	Blown fuse or breaker in fuse panel	Replace fuse or reset breaker
	Faulty electrical connection	Trace and repair
	Defective pump motor or solenoid	Replace
Jack(s) bleed down from leveled position or stowed position	Air in hydraulic system	Purge air
	External fluid leak	Trace and repair
	Defective valve in pump	Clean or replace valve
	Defective jack	Replace jack
Jack(s) are jerky when retracting	Air in the system	Purge air
	Fluid level low	Check fluid level and add as necessary
Jack(s) will not retract from full extension	Defective pump motor or solenoid	Replace motor and/or solenoid
	Low battery voltage or poor ground to Keypad	Charge chassis and/or coach batteries and ensure proper grounding
	Damaged or defective harness from Keypad to pump	Trace and repair
	Fluid level low	Check fluid level and add as necessary

Avoid the most common issues. Always ensure & verify proper charge on the batteries.

Proper and adequate grounding of the pump is essential

80% of the phone calls we receive are found to be a discharged battery or poor ground

If your problem is not listed or persists, call Equalizer Systems at (800) 846-9659
Please gain prior authorization for warranty service or repair

Wheelchair Lift Operation

1. Check to ensure there is sufficient room outside the vehicle to extend the wheelchair lift.
2. Verify that the key in the CAB is in the "ON" position or that the engine is running
   a. Turn on the parking brake
   b. Ensure you turn off the ignition when you are done with the lift
3. Unlock the outer door and open it outward

a. Locate the wheelchair lift control inside the door just to the left of the lift. Ensure that all customers and staff are clear of the lift as you are deploying it.

4. Press and hold the unfold button to lower the floor of the wheelchair lift completely
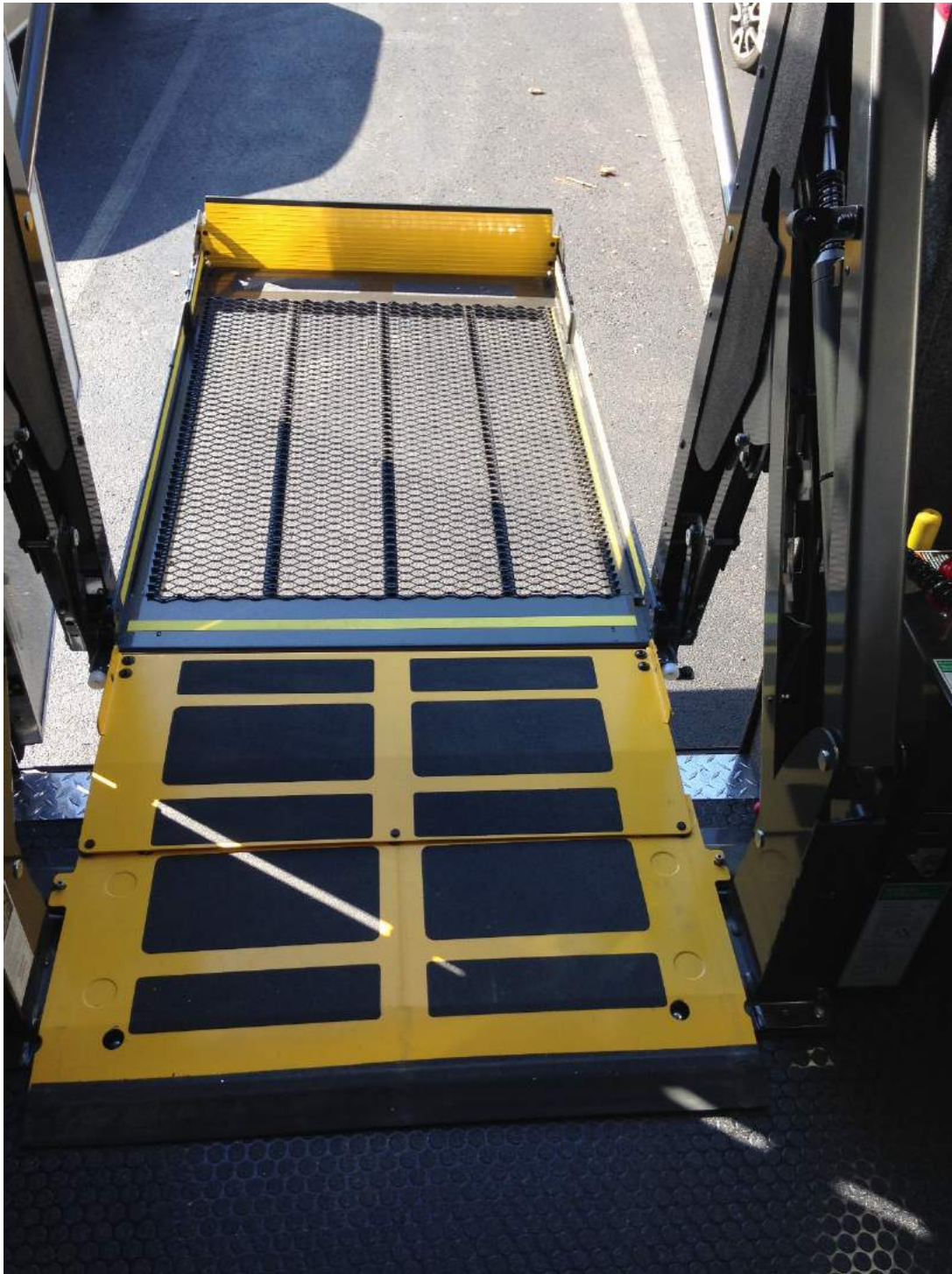
5. Press and hold the down button until the lift is totally down

6. Ensure that the end panel is flat with the ground. Roll the wheelchair onto the lift and APPLY THE WHEELCHAIR BRAKE. Ensure that customer is secure in the chair and will not be injured upon lifting into the Mobile American Job Center.

7. Press and hold the up button until the lift is flush with the floor
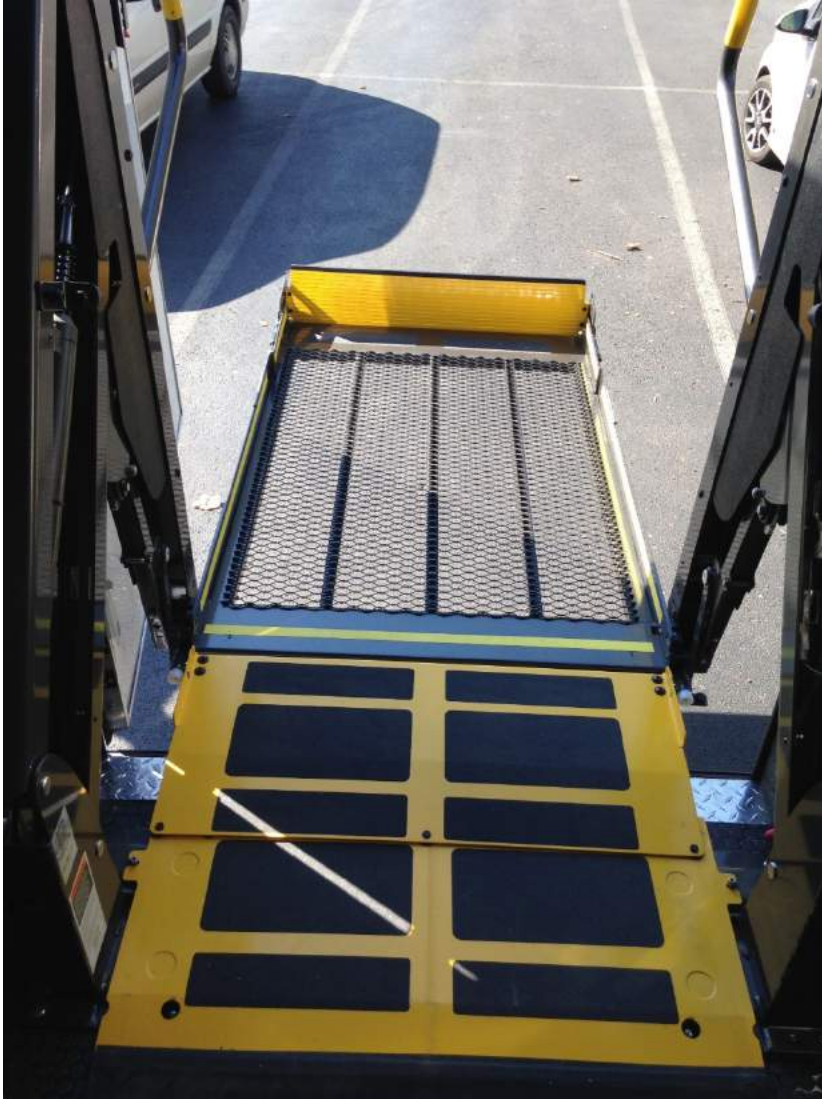
8. Roll the wheelchair off of the lift into the Mobile American Job Center and secure the customer

9. Press and hold the fold button to fold the lift into position. Close the outer door.

HiSET

HiSET

HiSET for Jail Sites

- Requestor will contact Jennifer Lowe to request assistance. If the Mobile American Job Center program is contacted directly by an individual or organization requesting a HiSET, they should be directed to contact Jennifer at Jennifer.lowe@tn.gov or 615-741-2435.
- If the Mobile American Job Center or Mobile American Job Center staff are determined to be needed as backup by Jennifer Lowe, Jennifer will contact the appropriate lead. The lead should then determine if the Mobile American Job Center can accommodate testing for the location on the dates requested. Jennifer will need to approve the release of an admin code for the test date with HiSET before HiSET will release the code to the lead.
- Must have a minimum of 5 test takers sitting for the HISET.
- If the site has not been used and approved as a testing site, the facility must be visited in advance (if facilities in addition to the Mobile American Job Center will be used for testing) no less than 14 days prior to the test to ensure that the facility meets HiSET specifications.
- Lead will send the HiSET Multiple Appointments Request Form to the requestor to fill out if they do not already have one, as well as the Mobile American Job Center HiSET agreement form to be signed and returned to the lead prior to the test date.
- Mobile American Job Center lead will request an admin code from HiSET for the agreed-upon date and location.
- Once the Admin code is obtained from HiSET, Coordinator will let requestor know what the code is.
- Requestor will contact HiSET to purchase vouchers for participants.
  - Representative will call 1-855-694-4738 and take the option that indicates that you are calling to purchase vouchers.
  - Any questions regarding vouchers and registration should be directed to HiSET customer service
- Once vouchers are obtained:
  - Requestor will go onto the HiSET website and create a profile for each test taker making note of the ETS ID assigned.
  - In the creation of the profile, test takers must be listed as Supervised/Managed.
  - Requestor will fill out Multiple Appointments Request Form with the required information and send it to HiSETOptionsSupport@ets.org as well as the lead.
    - PBT/CBT indicates whether the test is paper based or computer based for the Multiple Appointments Request form
    - Admin code is entered into the Special Administration Code section
    - It is at the discretion of the lead as to whether or not additional test takers will be accepted on an additional Multiple Appointments Request Form, however any additional test takers must be received by HiSET no later than 10 days prior to the test date.

The Mobile American Job Center program will be giving the HiSET exams in jails only. They will serve as a backup to the new Adult Education sites in cases of emergency.
The testing site fee is charged for testing on the Mobile American Job Center.

East TN Regional District		Mid-Cumberland Regional District		Middle Tennessee Regional District		West Tennessee Regional District	
District 1	**District 2**	**District 3**	**District 4**	**District 5**	**District 6**	**District 7**	**District 8**
Northeast State Community College 423-323-0201	TCAT- Knoxville 865-546-5567	Putnam County Schools 931-528-8685	TCAT - Athens 423-365-5020	Workforce Essentials 800-865-0981	South Central TN Workforce Alliance 931-626-4149	Henderson County Schools 731-968-1200	HopeWorks, Inc. 901-396-8800
1-844-637-5697	1-844-323-7323	1-855-516-0160	1-844-688-7944	1-800-826-3177	1-866-801-4723 1-866-801-(GRAD)	1-855-569-1200	1-844-721-8800
Debbie Tabor dktabor@northeast.edu	Pam Stubbs pam.stubbs@tcatknoxville.edu	Lynda Huddleston breedenl1@pcsstn.com	Leslie Travis leslie.travis@tcatathens.edu	Christina Drones cdrones@workforceessentials.com	Marcey Taylor marcey.taylor@sctworkforce.org	Stewart Stanfill stanfill.stewart@hcschoolstn.org	Jacob Shock jshock@whyhopeworks.org
Carter	Anderson	Cannon	Bledsoe	Cheatham	Bedford	Benton	Fayette
Greene	Blount	Clay	Bradley	Davidson	Coffee	Decatur	Lauderdale
Hancock	Campbell	Cumberland	Grundy	Dickson	Franklin	Carroll	Shelby
Hawkins	Claiborne	DeKalb	Hamilton	Houston	Giles	Chester	Tipton
Johnson	Cocke	Fentress	Marion	Humphreys	Hickman	Crockett	
Sullivan	Grainger	Jackson	McMinn	Montgomery	Lawrence	Dyer	
Unicoi	Hamblen	Macon	Meigs	Robertson	Lewis	Gibson	
Washington	Jefferson	Overton	Polk	Rutherford	Lincoln	Hardeman	
	Knox	Pickett	Rhea	Stewart	Marshall	Hardin	
	Loudon	Putnam	Sequatchie	Sumner	Maury	Haywood	
	Monroe	Smith		Trousdale	Moore	Henderson	
	Morgan	Van Buren		Williamson	Perry	Henry	
	Roane	Warren		Wilson	Wayne	Lake	
	Scott	White				Madison	
	Sevier					McNairy	
	Union					Obion	
						Weakley	

FACILITY USAGE AGREEMENT

(Please read carefully and sign. Agreement will not be considered if this section is not completed.)

[INSERT NAME OF REQUESTING AGENCY] understands that submittal of this form shall constitute agreement by applicant to the following conditions:

1) Examinees are not allowed to have any personal belongings with them during the test.   All personal belongings will be taken up before the test begins and returned after the test is completed. This includes, but is not limited to phones, keys, purses, etc. All personal belongings will be stored in the front of the testing room during the test.

2) Noise is kept at a minimum outside the testing room and the surrounding area. Cell phones and radios of staff must be silenced. The TDLWD reserves the right to remove anyone from the testing room, including staff that fails to abide.

3) No staff entering/exiting the testing room during the test. Staff needing to enter/exit must do so only during test breaks between test batteries.

4) Must have minimum of 5 test takers to book the Mobile American Job Center unit. If there are more than 8 test takers, a room must be provided inside the facility, which must be inspected by the area lead no less than 14 days prior to the test.

5) The requesting agency is responsible for registering all test takers on the ETS HiSET portal no later than 10 days prior to the test date. No new testers will be accepted less than 10 days prior to the test date.

6) All test taker fees must be paid to HISET no later than 10 days from the test date.

7) The individual that is booking the Mobile American Job Center for a testing site or their assigned proxy must be present at the facility on test day, including at time of check in and at the close of the test.

8) When the HISET is being administered inside a jail or prison related facility, the facility must agree to have at least one guard physically present at all times. If incarcerated individuals are testing on board the Mobile American Job Center, a guard must be present on the Mobile American Job Center. Facilities that do not agree to this standard will not be permitted to utilize Mobile American Job Center staff as HISET proctors. If a Mobile American Job Center proctor arrives to administer a test and the standards set forth in this agreement are not being adhered to any manner related to this item or any others, the staff will have the ability to choose not to continue with the exam. In the event the hosting facility or it's representatives fail to adhere to any of the requirements above, the Mobile American Job Center staff and TDLWD staff reserve the right to cease the administration of the HISET. Any damages resulting from the cancellation of the HISET due to the facility or it's representative failing to adhere to this agreement will be the burden and responsibility of the facility and it's representatives.

I hereby acknowledge that I have read the Terms of Use, and agree to abide by these requirements.

Print Name of Applicant_____

By: _____Date:_____

Reservations for use of facilities are confirmed <u>when</u> the applicant receives notification authorizing the request. Due to the high demand, we will not confirm, pencil-in, or otherwise reserve space for non-affiliated groups by phone or verbal agreement.

Test Administration and Security Procedures Checklist

Storing Test Materials

- **Review "Tips for Preventing Security Breaches" in ETS HiSET Manual**
- **Select a secure place to store materials**
- **Within 24 hours after the shipment arrives, check the contents against the shipment notice; notify ETS immediately if there are any discrepancies**
- **Store test materials in a locked storage area**

Preparations Before the Test

- **Review the Attendance Roster in the HiSET Information and Registration Portal and plan seating arrangements (minimum of four feet between test takers)** *For Mobile American Job Centers, this applies only when you are using another room at the facility where you are testing*
- **Meet with staff to review security and administration procedures**
- **Check adequacy of seating, lighting and ventilation in testing rooms; ensure a clock is visible to all test takers**
- **Select your assistants (if applicable)**

On the Day of the Test

- **Count out sufficient test materials for the day and place in a secure area**
- **Meet with staff to review procedures for checking ID, checking rosters, assigning seats, etc.**
- **Meet with staff to review procedures for admitting walk-ins if permitted, and any special arrangements to be provided for test takers with disabilities**

Admission of Test Takers

- **Check identification of each test taker carefully. Deny admission to anyone who does not meet the ID requirements**
- **Complete check in of the test taker in the HiSET Portal and indicate whether the test taker has been "signed in," is a "No-Show," or "Could Not Test" (for various reasons)**
- **Assign each test taker to a room and/or seat**
- **Have candidates sign each time they enter and exit the testing room**

Procedures During the Test

- **Take up personal belongings of all test takers, including cell phones until after test**
- **Hand a test book and answer sheet (and calculator if applicable) directly to each test taker**
- **Place unused test materials in a location not accessible to the test takers at any time**
- **Count test takers and then count unused test books. The sum of the two must equal the number of test books you counted out.**
- **Prepare a seating chart for each room used (*Not applicable for Mobile American Job Centers)***
- **Ensure test center staff is present in testing room during testing session at all times and walk though the testing room at 10-minute intervals**
- **Keep careful track of the timing for the test**
- **Begin the test according to the instructions in the HiSET Manual**
- **Watch test takers closely without disturbing or embarrassing the test takers**
- **Allow only one test taker at a time to go to the restroom, preferably with a proctor**
- **Never leave the testing room unattended. Ensure that staff are vigilant at all times and do not access personal cell phones or text messages during the administration.**
- **Change the seats of test takers you suspect are cheating. Report the occurrence on the Supervisor's Irregularity Report.**
- **Warn test takers that they may be dismissed for using books, dictionaries, any calculator not provided by the test center, electronic, recording, listening or scanning devices or other aids. Report such incidents on the Supervisor's Irregularity Report.**
- **Warn any test takers whose behavior is disturbing others that they will be dismissed if the behavior persists. Report the occurrence on the Supervisor's Irregularity Report.**
- **Call ETS if a breach of security occurs, no matter how minor, or if there is an emergency.**

At the End of the Test

- **Collect a test book, answer sheet, and calculator (if applicable) from each test taker**
- **Account for all test books before dismissing the test takers**
- **Place materials out of reach of test takers as they leave the room**
- **Dismiss the test takers**

Procedures after the Test

- **Check the testing room to be certain nothing has been left behind**

- **If you did not check the test taker in using the HiSET portal prior to testing, log onto the HiSET portal and indicate for each appointment whether the test taker checked in was a "No Show," or was not able to test or complete the testing session for some reason.**
- **Complete all appropriate reports and forms**
- **Evaluate the administration; make any suggestions for improvements on the Supervisor's Comment Sheet**
- **Return all test answer sheets to ETS promptly for scoring**
- **Check every book to ensure it is reusable**

Testing Center Staff Change

Fax to: 609-771-7710

Information

Date: ___/___/_____   HiSET Use Only - Date Received: ___/___/_____
   mm dd   yyyy   mm dd   yyyy

I recommend that   ☐ Mrs.   ☐ Ms.   ☐ Mr.   ☐ Dr.

Last Name: First Name:

Be authorized to serve as (check one):   ☐ Chief Examiner   ☐ Supervisor

at the following Testing Center-

Center ID Number(s):

Center Name:

Address:

City: State/Province/Territory: Zip/Postal Code:

Email:

Phone Number: (   )   -   FAX Number: (   )   -

Reason for Request

☐   The candidate is replacing: _____

☐   The candidate is an addition to current staff.

The test center hours and/or dates will need to be modified when this staffing change is effective.

☐   Yes

☐   No

The candidate meets or exceeds the qualifications necessary to perform the duties and meets jurisdictional requirements.

☐   Yes

☐   No

☐   Training of the new staff member has been completed.   Training Date: ___/___/_____
                                                                  mm dd   yyyy

Name of Trainer: _____   Title: _____

☐   Training of the new staff member has been scheduled. Scheduled Training Date: ___/___/_____
                                                                     mm dd   yyyy

Name of Trainer: _____   Title: _____

HiSET Administrator

This appointment has been approved and he/she has signed the Test Security Memo. The original is held on file in my office.

_____   _____
Signature of HiSET Administrator   Jurisdiction

HiSET - Multiple Appointments Request Form

Complete all the fields below and send via email to: HiSETOptionsSupport@ets.org. If the Test Taker has a testing sequence preference, i.e. Math first, Social Studies second, Reading third, etc., please complete the Testing Sequence information located to the right.

Please read the policies concerning HiSET test administration, fee payment and score reporting found in the HiSET Test Taker Bulletin to the test takers, and review the ETS Terms and Conditions and Privacy and Security Policy.

By submitting the Multiple Appointments Request form, the test takers agree to have read, understood and agreed to the ETS Terms and Conditions and the ETS Privacy and Security Policy.

Coordinator Name: _____

School/District/Organization: _____

Phone Number: _____

City/State: _____

Email Address: _____

Special Administration Code: _____

	Test Taker Information				Version of test	Test Date						Testing Sequence				
	Last Name	First Name	ETS ID#	Voucher #	Spanish or English	1st Choice	2nd Choice	3rd Choice	State	Test Location	PBT/CBT	1st	2nd	3rd	4th	5th
1																
2																
3																
4																
5																
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HiSET Manual

The Future Starts Here

HiSET® **Program Manual 2017**

For Paper-delivered and Computer-delivered Administrations

hiset.ets.org

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

(ETS) HiSET®

Measuring the Power of Learning.™

Chapter 1

Communicating with ETS

ETS personnel are prepared to help you with any questions or problems you may have before, during and after an administration. If you are in need of information that is not available in this manual, the departments listed below can provide support and resolution for the following issues:

Test Administration Services

- scheduling of test dates at your center, change of address, change of Chief Examiner or Test Administrator or any other questions pertaining to your test center
- emergencies prior to and on the test date
- missing materials from the shipment
- damaged books
- clarification of test administration procedures
- problems involving registration for a current test administration
- problems returning test materials to ETS
- test center personnel
- uncertainty about which department to contact

Office of Testing Integrity

- all matters involving security of a test and/or test materials (e.g., cartons of test materials have been tampered with, missing test materials, cheating or impersonation)

Customer Service

- test taker questions or issues
- test taker reports a flawed test question or that there are no correct answer choices

ETS Disability Services

- registration for test takers receiving accommodations
- questions regarding accommodations
- emergencies prior to or on the test date for test takers receiving accommodations
- clarification of test administration procedures for tests being given with accommodations

Contact Information

To expedite your request, please make sure that you have, or include, your name, title, and test center number and location.

Test Administration Services

Telephone:
1-800-257-5123*, option 3
Monday – Friday
8 a.m. – 11 p.m. Eastern Time
For California test centers,
1-800-257-5123*, option 3,
followed by option 2

Email:
HiSETTAS@ets.org

Website:
www.hiset.ets.org

Mail:
ETS
HiSET Test Administrative Services
PO Box 6666
Princeton, NJ 08541-6666

Courier Service:
ETS
HiSET Test Administrative Services
1425 Lower Ferry Road
Mail Stop 34-Q
Ewing, NJ 08618-1426

Fax:
1-609-771-7710

*This toll-free number is reserved for Test Administrators and Proctors only. **This number should not be shared with test takers.**

Office of Testing Integrity

Telephone:
1-800-750-6991
1-609-406-5430
8:30 a.m. – 4:30 p.m. Eastern Time
Monday – Friday and all test days
1-800-257-5123

Email:
TSReturns@ets.org

Fax:
1-609-406-9709

Customer Service

(Test taker inquiries)

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

Recorded information is available 24 hours a day if using a touchtone telephone.

Email:
HiSET@ets.org

Website:
www.hiset.ets.org

Fax:
1-609-882-9693

ETS Disability Services

Telephone:
1-855-802-2748
1-609-359-5615
Monday – Friday and all test days
8:30 a.m. – 5 p.m. Eastern Time

Email:
HiSETSSD@ets.org

Website:
www.ets.org/disabilities

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

Courier Service:
ETS Disability Services
225 Phillips Blvd.
Ewing, NJ 08618-1426

Fax:
1-609-240-0525

HiSET Technical Support

Telephone:
1-855-857-3540

Email:
HiSETtechsupport@ets.org

Chapter 2

Personnel and Facility Requirements for the *HiSET*® Program

The *HiSET*® testing program consists of the following roles:

- State Administrator
- Chief Examiner
- Test Administrator
- Proctor

HiSET Chief Examiners, Test Administrators and Proctors are appointed locally with the approval of the State Administrator.

Outreach

The State Administrator shall:

- verify accessibility to HiSET testing for all appropriate populations.
- serve as liaison with adult education instructional programs in order to keep teachers informed of developments in the HiSET testing program.
- cooperate with ETS in marketing and public relations activities wherever possible.
- whenever possible, develop cooperative links with higher education and the workplace to promote accessibility for HiSET test graduates.

Staff Development

The State Administrator shall:

- provide training for all newly appointed HiSET Chief Examiners and Test Administrators prior to their first test administrations.
- provide ongoing staff development as appropriate.

Test Security

The State Administrator shall:

- inspect each test center before it is established and before approving a change of location.
- review emergency plans and written receiving plans annually for each official HiSET test center in the jurisdiction.
- close official HiSET test center(s) when a violation of security procedures occurs and whenever circumstances warrant such action.
- oversee investigations of security violations appropriately, including on-site visits whenever feasible.
- immediately report any violation of procedures to ETS.

Attendance at National Meetings

State Administrators are invited to the annual HiSET national meeting. Participation is recommended to receive updated program information and collaborate with other HiSET states and preparation providers.

Qualifications of the State Administrator

Officers of state, provincial or territorial agencies who are responsible for administering the HiSET Program are required to appoint qualified individuals to administer and oversee all aspects of HiSET testing in their jurisdictions.

State Administrators must meet the requirements set forth by the state or jurisdiction in which they will operate; please contact the Department of Education in your state for state-specific information.

Selection or Replacement of a State Administrator

The State Administrator acts as a jurisdiction's liaison with ETS. The State Director of the participating jurisdictional agency shall formally notify ETS of the appointment and the effective appointment date of the State Administrator at the kick-off meeting once a contract has been awarded.

If there is an instance that requires a temporary or acting State Administrator, the jurisdiction must notify ETS promptly and include the expected length of time of the temporary appointment.

Overall Responsibilities of Chief Examiners and Test Administrators

Chief Examiners and Test Administrators are responsible for the overall quality of the testing program at their HiSET test center. Their major responsibility is to uphold the integrity of the HiSET Program by effectively organizing and overseeing the test administration process.

Responsibilities of Chief Examiner

The Chief Examiner will:

- place material orders for paper-based test centers.
- sign the test center Memorandum of Understanding (MOU) with ETS.
- attend and participate in mandated training sessions as required by the state.
- verify eligibility of the test takers prior to testing.
- create and implement a written plan for receiving secure testing materials and training all HiSET test center personnel to follow the plan; the plan must include how to receive and store secure materials if the Chief Examiner or Test Administrator is not present when materials arrive.
- inventory and place all testing materials into secure storage within one business day of when the materials are received from ETS.
- develop a written, HiSET-specific emergency plan (see page 42 of this manual), and train all test center personnel to follow the plan.
- select, train and monitor Proctors.
- inventory and check the condition of all secure testing materials immediately upon receipt; prepare a written inventory at the beginning and end of each testing session and on a monthly basis when the tests are not in use.
- conduct investigations into test compromises and testing irregularities; follow ETS policies and procedures for reporting these irregularities.

Responsibilities of Test Administrators

Test Administrators typically:

- verify the identity and eligibility of each HiSET test taker.
- maintain testing surveillance logs, seating charts and other documentation as required.
- maintain the security of all testing materials.
- prepare a written inventory of all secure testing materials used during each test administration and maintain the inventory documentation in the permanent secure storage area.
- conduct testing sessions in accordance with ETS policies and procedures as set forth in this Program Manual and in any supplemental memoranda from ETS.
- control testing sessions by following all ETS policies and procedures for conducting a testing session under standard conditions or, when appropriate, with accommodations for test takers with disabilities or health-related needs.

Throughout the contract year, Test Administrators must:

- select, train and monitor Proctors.
- inventory and check the condition of all secure testing materials when received from ETS; prepare a written inventory at the beginning and end of each testing session and on a monthly basis when the tests are not in use.
- adhere to ETS policies regarding preparing and submitting testing materials for scoring.
- inform the Chief Examiner and/or State Administrator of all disruptions or suspicious events that take place during any testing session promptly and in writing, by using a Test Administrator Irregularity Form.

- conduct investigations into test compromises and testing irregularities; follow ETS policies and procedures for reporting these irregularities.
- make information about accommodations that are available and provide accessible testing with approved accommodations for test takers with disabilities or health-related needs.
- attend appropriate examiner meetings sponsored by the jurisdiction.
- cooperate in research and surveys sponsored by ETS or by the State Administrator.
- provide information about the HiSET to civic groups, adult educators and high school counselors.

At the end of each calendar year, the Test Administrator must:

- inventory and return all secure testing materials.
- notify ETS if the test materials inventory is not complete.

In addition, the Chief Examiner or Test Administrator may:

- implement local initiatives (e.g., HiSET graduations and HiSET awards ceremonies).
- send clippings of local program press coverage to the State Administrator.

Chief Examiners and Test Administrators

Chief Examiners and Test Administrators shall:

- comply with all policies and procedures.
- manage and oversee a high-quality testing program that verifies access for all qualified test takers and confirm the integrity of the HiSET and its administration.
- maintain the overall quality of the testing program.
- establish that all testing personnel under their supervision comply with the policies of the state or jurisdiction in which they operate.
- respond to the needs of the community and comply with all applicable legal requirements relating to the activities of HiSET test centers.

General Qualifications for a Chief Examiner

HiSET Chief Examiners should:

- hold at least a bachelor's degree from a nationally accredited college or university.
- have at least three (3) years of experience in teaching, training, counseling or testing; or college-level coursework in those fields.
- not be involved in high school equivalency instruction.

General Qualifications for Test Administrators

HiSET Test Administrators should:

- have some experience in administering standardized tests.
- speak English fluently.
- be at least 18 years of age or older.
- have the ability to complete forms and to read directions clearly to test takers.
- possess unquestionable integrity and be able to handle groups of test takers in an effective, efficient and friendly manner.
- not be involved in high school equivalency instruction.

Note: A Test Administrator who operates both a paper-based test center and a computer-based test center must pass both the PBT eLearning and CBT eLearning assessments.

Training Requirements for Chief Examiners and Test Administrators

State Administrators are responsible for training Examiners, Test Administrators and Proctors to effectively fulfill their test administration duties as prescribed in this manual. The State Administrator must verify that they know the specific test administration procedures, are aware of related test security issues and understand the importance of safeguarding the test materials at all times.

Training programs (face-to-face initial training, eLearning online training before initial administration and ongoing state required sessions) and requirements may vary by state, but all should include the requirements specified in this manual.

Responsibilities of HiSET Proctors

The duties of each Proctor vary, depending on the type of assistance the Test Administrator needs. Proctors generally perform or assist in performing the following functions:

- Arrange test rooms.
- Check-in test takers (registration confirmation and identification).
- Direct test takers to their specific seats.
- Distribute and collect test books to and from each test taker individually.
- Answer general (procedural) questions.
- Walk around the room frequently during testing to guard against improper conduct and to establish that every test taker is working on the appropriate section of the test.
- Check that test takers are gridding their answers properly on their answer sheet and not marking answers in the test book.
- Check restrooms immediately after the test begins, and periodically thereafter, to be sure that the rooms contain no testing aids (e.g., books, notes, writing on towels or walls).
- Monitor and account for test materials periodically throughout testing.
- Clear the memory of each calculator (if applicable) before dismissing test takers to confirm that no test content is being removed or concealed (e.g., writing on the calculator).
- Verify that no one (including test personnel) is using a cell phone during the test administration.
- Verify that prohibited devices and testing aids are not being used in the test center, during the administration and during any breaks.

General Qualifications for HiSET Proctors

HiSET Proctors may be professionals or members of the administrative, secretarial or clerical staff. They must:

- be able to interact effectively and courteously with test takers and test center personnel.
- be able to explicitly follow oral and written instructions.
- be alert to detect instances of improper conduct or theft of test materials.
- not be involved in high school equivalency instruction.

Personnel Recommendations for a HiSET Test Center

Personnel Roles

HiSET test center personnel requirements should consist of the following roles:

- Chief Examiner
- Test Administrator
- Proctor

Personnel who are hired to operate and maintain a HiSET test center are crucial to maintaining the integrity of the program. Access to the tests is limited to Chief Examiners and Test Administrators, or to Proctors under the direct supervision of a Chief Examiner or Test Administrator. ETS requires that any teacher involved in HiSET preparation courses cannot be a Chief Examiner, Test Administrator or Proctor.

In some jurisdictions, additional personnel are used to register test takers and assist with test site/room preparation. Any individuals who will be present in the testing room during testing must meet HiSET requirements and must have been trained as a Proctor. Under no circumstances should Proctors be allowed to handle testing materials without direct supervision of a Chief Examiner or Test Administrator.

Appointing Personnel for a HiSET Test Center

HiSET test center personnel are employees of the state or the institution that hires them, not of ETS. Their compensation, conduct and supervision are, therefore, the exclusive responsibility of the hiring agency or institution — except in their role as Examiners, when they are bound to comply with all ETS policies and procedures. Examiners or Test Administrators may be removed from their duties by the State Administrator or by ETS.

Requirements for Chief Examiners, Test Administrators and Proctors are state specific. Please contact your State Administrator for specific information.

Personnel Policy Recommendations for an Official HiSET Test Center

One Test Administrator and one Proctor are recommended at a test administration for 50 or fewer test takers. For each additional 50 test takers, an additional Test Administrator or Proctor should assist with the test administration.

When determining the number of personnel needed for a HiSET test center, the HiSET Examiner should base the decision on the following:

- the Test Administrator's regular availability to administer the HiSET tests
- the number of test takers regularly tested in a testing session
- the frequency of an official HiSET test center's testing sessions
- the scheduled work time required for the Examiner to address HiSET testing program concerns

Need for Additional Personnel at Specific Testing Sessions

If the HiSET is being administered to a test taker who has a disability or health-related need, then the official HiSET test center personnel plan should include having an appropriate number of people available to assist that test taker. Appropriate professionals may be assigned and remain present as necessary. For testing sessions conducted in correctional facilities, prison guards may be present if they meet the eligibility requirements for and have been trained as HiSET Proctors.

Procedures for Appointing or Changing Personnel at an Official HiSET Test Center

- If the position of HiSET Chief Examiner or Test Administrator is vacant, then the HiSET State Administrator is responsible for verifying the security of restricted materials until a new HiSET Chief Examiner or Test Administrator has been appointed and trained. In order to appoint a new Test Administrator, the Chief Examiner must first notify the prospective Test Administrator and instruct him or her to register online with the HiSET Program. When the Test Administrator has registered online, he or she uses the template provided to notify the State Administrator via email that the registration is complete. The State Administrator then approves the registration and assigns the Test Administrator to the appropriate HiSET test center(s).
- Newly appointed HiSET Chief Examiners and Test Administrators are not permitted to conduct any testing both until ETS has received approval of their appointment and after they have completed training.

Chapter 3

Test Administration and Security Procedures

Security of Test Materials and Equipment

The security of test materials is critical. From the moment test center staff complete all the appropriate steps to establish a HiSET test center, from test administration and up to the return of test materials to ETS, test center staff are fully responsible for confirming the protection of the tests from loss or unauthorized access and for preventing a test taker from having either an unfair advantage or disadvantage. The following procedures must be strictly followed:

- Make certain no test taker has access to the tests before the test.
- Confirm that every test taker does his or her own work.
- Verify that no one inspects, views or reads questions at any time except for test takers when they are taking the test.
- **Note:** Test center staff may inspect the content of tests when it is necessary to investigate a test taker's report of a specific problem. Test center staff may read individual test questions *only if a test taker reports flawed questions.*
- Based on the ID shown by the test takers, verify that all test takers are authorized to test and that the person taking the test is the person authorized to take it.
- Provide Test Administrators with a space from which to clearly view all test takers in the testing room at all times.
- Restrict access to administrative workstation functionalities to authorized test center staff only, and preserve the confidentiality of the information displayed.
- Notify ETS as soon as possible upon discovery of any potential compromise of test data or materials before, during, or after the testing process. See Chapter 1 for more information.
- Report any and all unusual testing circumstances by completing a Center Problem Report (CPR). ETS will provide each individual Chief Examiner and/or Test Administrator with his/her own personal login credentials. Personal passwords should never be shared. It is extremely important to protect the integrity and confidentiality of all passwords. A security breach may result in a compromise of the HiSET and of test taker data.
- Secure all computers being used for HiSET testing. When test center staff are not present, the testing room must be locked. If your test center uses laptop PCs, then the laptops must be locked in a secure location when not in use.
- Paper-based testing materials must be secured in a locked room.
- Any security breach must be reported to the ETS Office of Testing Integrity within 24 hours of the occurrence.

Test Center Security Compliance Checklist

SECURITY	YES	NO	COMMENTS
Passwords are secured and/or locked up and not posted in testing area, reception area or offices.			
Testing room is locked and secured when testing is not occurring.			
Laptop computers are secured with locks at all times or locked in secure storage when not in use.			
Test center staff understand and follow guidelines and practices in the *HiSET Program Manual.*			
Access to the testing room key is limited to authorized staff.			
Test center staff use secure check-in procedures. Before test takers test, staff <u>must</u> check their identification and obtain their signatures on a sign-in sheet/roster.			
HiSET scratch paper is distributed to every test taker. Staff <u>must</u> verify that the scratch paper is returned upon completion of testing.			

SECURITY	YES	NO	COMMENTS
A safe area is provided in which test takers can store their personal belongings, including purses, books, backpacks and electronic devices such as cell phones, Bluetooth®-enabled headsets/earbuds, iPods®, calculators and BlackBerry® devices. These items should never be allowed in the testing room. Visually inspect test takers for attached electronic devices.			
Provide a secure, locked storage area for testing materials.			
Recommendation: Test Center has a test center staffing succession plan.			
Recommendation: Test Administrators regularly change their individual software passwords (recommend every 30 days).			
Recommendation: Criminal background checks are part of hiring practices for test center staff.			
VIEWING/PROCTORING	YES	NO	COMMENTS
HiSET administrations are monitored at all times by a Test Administrator or Proctor.			
A test center staff member is present in the testing room during testing sessions at all times. Testing staff walk through the testing room at 10-minute intervals.			
Each workstation is completely visible to a test center staff member and within hearing distance of the test center staff. Testing staff can access the workstations within 10 seconds of an issue.			
TESTING ACCOMMODATIONS	YES	NO	COMMENTS
A private testing room is available. **Note:** This is optional. The intent is to provide a location for testing accommodations when a private session is required for a test taker with a disability. This reduces the potential need to "close" the main testing room to accommodate test takers with disabilities.			
The facility meets both the local code for access by the disabled and the Americans with Disabilities Act of 1990 as amended.			
One adjustable-height workstation is available.			
Minimum width of an accessible pathway is 36 inches except at doors.			
FACILITY	YES	NO	COMMENTS
Testing room is located within a locked, enclosed room, and is supervised when unlocked.			
Provide a secure and safe testing area.			
Provide comfortable seating and room temperature for test takers during testing.			
The door to the testing room is closed to provide a quiet testing environment.			
Testing room is entered directly from the administration/reception area.			
FURNITURE	YES	NO	COMMENTS
Desks are not placed at right angles to each other; test takers do not have a view of any screen other than their own.			
If there are no partitions between computer testing stations to restrict visibility, then there must be a separation distance of 5 feet (1.5 meters) from the center of one computer monitor screen to the center of the screen of any adjacent computer. For paper-based administrations, the separation distance should be measured from the center of the test.			
A clock is visible to test takers in the testing room.			

LIGHTING	YES	NO	COMMENTS
Lighting is provided that enables test takers to read their computer screen or test book and answer sheet in comfort, without shadows or glare on the computer screen or writing surfaces.			
COMMUNICATIONS	**YES**	**NO**	**COMMENTS**
Test schedule is easily available to test takers on the website, through voice mail, on printed material, or through a posting at the test center.			
Test center or test center reception area has a telephone available to facilitate contacting ETS Technical Support or the ETS Office of Testing Integrity.			
TEST CENTER'S OFFICE	**YES**	**NO**	**COMMENTS**
An area next to the testing room used for test taker registration and for monitoring test center activity is provided.			
Test center accommodates reasonable privacy for test taker identification verification and prevents exposure of such information to other test takers.			
SIGNAGE	**YES**	**NO**	**COMMENTS**
Recommendation: A sign is posted outside the test center indicating "Testing is in progress. Please be quiet."			
TEST CENTER STAFF MEMBERS	**YES**	**NO**	**COMMENTS**
Staff must treat test takers in a professional and courteous manner.			
Staff must read and are very familiar with the *HiSET Program Manual*.			
Staff must have been assigned unique user accounts to access the HiSET software.			
Staff must notify ETS when personnel changes occur and provide complete contact information, including email addresses and telephone numbers.			
Chief Examiners and Test Administrators have completed the online HiSET eLearning training.			
PARKING	**YES**	**NO**	**COMMENTS**
Recommendation: Sufficient convenient parking on campus is available to accommodate the maximum number of test takers in the test center at any one time; parking is available within reasonable and safe walking distance of the test center.			
Required: Adequate handicapped designated parking spaces are available based on the test center size and building requirements.			

Chapter 4

Activities Before and During HiSET Administrations

Overview

Introduction

Before administering the HiSET, your activities will focus on selecting and training personnel; selecting and preparing facilities; and receiving, gathering and securing test materials.

Preparing Test Center Personnel

Training Your Personnel

You are responsible for training your test center personnel before an administration of the HiSET to effectively fulfill their test administration duties as outlined in this manual. You must establish that they know the specific test administration procedures, are aware of related test security issues and understand the importance of safeguarding the test materials at all times.

Your training program should:

- provide a training session at the beginning of the testing year.
- have a briefing session on the morning of the test to update personnel on any last-minute problems, reassign personnel if someone is absent, and so on. Test center personnel must have access to this manual before, during and after the test administration and must adhere to the procedures and instructions it contains.
- inform all test center personnel that they must refrain from using their personal cell phones and from text messaging during the test administration.
- advise personnel that test takers and test center staff are prohibited at all times from taking photos or recordings of any kind in the test center, including during the administration or breaks.
- provide an ongoing review of test administration procedures throughout the year.
- perform *immediate remediation* of any staff-related problems.

Personnel Duties on Test Day

Test Administrators are responsible for the actual test administration in their assigned testing rooms. **A checklist for HiSET Test Administrators should be made available prior to the administration.**

Test Administrators perform the following duties:

- Review the contents of this manual prior to the test date and be able to apply the required procedures for managing their testing rooms; arrive at the test center at the specified time to receive materials and their room assignments; verify the count of test materials assigned and record test book serial numbers on the Test Administrator's Report form.
- Inspect the room for appropriate seating arrangement, lighting and ventilation.
- Admit test takers according to directions; verify identification as required and assign seats; distribute test books to each test taker; individually distribute a calculator to each test taker.
- Immediately report any irregularities to the Chief Examiner, document the irregularities on a Supervisor's Irregularity Report for paper-based testing or file a Center Problem Report for computer-based testing.
- Collect test books according to instructions; strictly account for all used and unused test books; complete and return all reports and forms to the Chief Examiner.

- Promote good public relations by answering procedural questions and handling complaints or disturbances in a courteous and professional manner.
- Direct and supervise the Proctors who assist them.
- Refrain from using their personal cell phones or text messaging during the test administration.
- Advise test takers and test center staff that they are prohibited at all times from taking photos or recordings of any kind in the test center, including during the administration or breaks.

Numbers Needed

In addition to the Test Administrators, the number of Proctors you need is determined by the policy set in your state. Following is the suggested number of Proctors per test takers. The recommendations are the same for computer-based testing as well.

Recommended Test Taker/Proctor Ratios	
Number of Test Takers Per Room	Number of Proctors Per Room
2-20	0-1
21–50	1
51–100	2

Selecting Test Center Facilities

Introduction

The success of any test administration depends greatly on the suitability of the testing facility. Test takers will not be able to do their best if they are distracted by things such as noise, poor lighting, inadequate writing surfaces or extreme temperatures. Although some adverse conditions may be beyond the control of the Test Administrator, every effort must be made to minimize the possibility of such distractions through careful planning.

Requirements for Test Centers

- Test center is easy to find and has access to public transportation where available. Sufficient convenient parking is available to accommodate the maximum number of test takers in the test center at any one time; parking is available within reasonable and safe walking distance of the test center.
- Adequate designated handicapped parking spaces are available based on the test center size and building requirements.

Selecting Testing Rooms

When arranging for testing rooms, evaluate the available rooms in terms of the requirements listed in this section for:

- Seating and Security
- Physical Requirements
- Comfort and Environment

Then make the selection based on overall suitability.

Seating and Security

To establish a secure testing area, the HiSET Program recommends the following:

- The test center is located within a locked, enclosed room, and is supervised when unlocked.
- The test center is not used for general purposes when testing occurs.
- The door to the testing room is closed to provide a quiet testing environment.
- The testing room is entered directly from the administration/reception area.
- Whatever the room size, the number of test takers that can be tested in a room will depend on the seating plan used. If you find that you must reduce your center's stated capacity to meet the minimum requirements for spaced seating, please let ETS know at once.

- Assign a number to each testing room (Room 1, Room 2, etc.). Keep a record of the test takers assigned to each room so it will be possible to know the room in which the test taker tested.
- In an inclined seating arrangement, such as an auditorium or lecture hall, there must also be a four-foot separation at both the front and rear of the individual rows.
- Personnel should have unimpeded access to every test taker to distribute and collect test materials individually and to effectively monitor the test-taking process.
- Only one test taker may be seated at a table that measures six feet or less in length. Do not seat test takers so they face each other at opposite sides of the table.
- Chairs should always be provided. Stools or benches without backs are not acceptable.
- Regular seating patterns that could be anticipated or circumvented by the test takers (e.g., instructing them to sit on alternate sides of the room as they are admitted) are not acceptable.
- Test center or test center reception area has a telephone available to facilitate contacting the ETS Office of Testing Integrity.
- Test center accommodates reasonable privacy for test taker identification verification and prevents exposure of such information to other test takers.
- A sign is posted outside the test center indicating "Testing is in progress. Please be quiet."
- For paper-based tests, a large, smooth writing surface is very important. Test takers should not have to pick up or shift their test books for lack of space. Therefore, rooms that are equipped with desks or tables are preferred. If tablet-arm chairs are used at the test center, they must have a minimum writing surface of 12 x 15 inches (30 x 38 centimeters). If the facilities do not meet this requirement, please contact ETS at once.
- For paper-based tests, study carrels, language laboratory booths and tables with partitions or dividers are acceptable only if the following conditions exist:
    - The side walls of the carrel or booth are made of an opaque material.
    - The front of the carrel or booth is clear from the top to the writing surface.
    - Test takers are at least four feet apart, thus limiting use to every other carrel or booth.
    - All test takers are seated facing in the same direction.
    - If possible, seat left-handed test takers at tables, desks or left-handed tablet-arm chairs. If the use of right-handed tablet-arm chairs cannot be avoided, seat left-handed test takers so there is a vacant writing surface to their left.
    - Randomly assign specific seats. This may thwart any prearranged cheating plans. It will also separate friends and associates and prevent them from communicating during the administration.
    - Do not, under any circumstances, allow test takers to select their own seats.
    - Seating in approximate alphabetical order may help to separate friends and associates, but do not seat test takers with the same last name near each other.

A sample seating chart and checklist is available on page 27.

Physical Requirements

- Restrooms should be located near testing rooms and should be easy to find. Post directional signs where appropriate.
- **Each testing room should have a clock**, preferably at the front of the room, so that test takers can see it without turning their heads. You or a member of your staff must post the time remaining (as specified in the instructions) so that test takers without watches can properly pace themselves. For computer-based tests, the amount of testing time remaining is displayed on the test taker's workstation.
- Testing rooms must not contain maps, periodic tables, posters, charts or any other materials that may be related to the subject of the tests.
- If lockers are not available in the test center, provide a table at the front of the testing room where test takers can place their personal items. Be sure that all cell phones and electronic devices have been turned off.

Comfort and Environment

The following are recommendations for creating a comfortable and positive testing environment:

- Testing rooms should not be near noisy areas or activities such as athletic events, band practice, commencement exercises, other test administrations, construction work, heavy traffic, etc.
- Lighting should enable all test takers to read the test questions and mark their answers in the test book in comfort. It should not produce shadows or glare on the writing surfaces or computer screens.

Materials Provided by ETS

The HiSET Information and Registration Portal

The HiSET Portal is an online system for both HiSET test takers and Test Administrators. It is separate from the general HiSET public website and is designed to allow test takers and Test Administrators to log on and conduct many of the activities related to taking or administering the test.

Test takers are able to create and manage their HiSET Profile and access their Score Reports in the HiSET Portal. In states that opt to offer test taker self-service for registration and scheduling, test takers are also able to make an appointment to take a test at a particular center on a particular day and to pay for the test.

HiSET Test Administrators are able to make appointments for test takers to take the test (unless the state has selected the test taker self-serve model), check testing appointments for their center, access and print a roster for their testing sessions, record attendance and conduct many other activities to support the work of conducting a successful HiSET test administration.

Attendance Roster

Rosters listing the names of test takers who were registered and assigned to the center are located within the HiSET Portal. This information should be used when making final arrangements for test center personnel and testing rooms.

ETS recognizes the rights of individuals to privacy regarding information supplied by them and ETS's attendant responsibility to safeguard such information. The identity of those who participate in a test administration is considered confidential. Attendance Rosters should not be used for any purpose that is not directly connected with the administration. If the roster is printed, it must be destroyed using a **secure** method following the testing.

Calculators

The HiSET Mathematics Test is calculator neutral. A calculator is not required, but if a test taker requests a calculator, the test center is required to provide access to either a basic 4-function or scientific calculator. Please refer to the state-specific policies for the state you are testing. Test takers cannot bring their own calculators.

Registering Test Takers

Setting up a HiSET account is the first step in registering and scheduling a HiSET. In some states test takers can do this independently at https://ereg-ext.ets.org/ereg/csr/home. Test center personnel may need to assist test takers depending on circumstances. After the account is set up, test takers can schedule and pay for their tests.

See the steps below for assisting test takers with registering and scheduling for the HiSET.

Registering – Step 1: Personal Information

Name

Birth Date

- The name and birth date must be exactly as they appear on the identification documentation that test takers will take to the test center. If test takers have multiple first or last names on their ID, then they must enter all of those names. Do not add accents.

Gender

Social Security Number

- Social Security numbers are not required by the HiSET Program, but may be required by some states (if the test taker has one).
- Check the state requirements page on the HiSET website to confirm the Social Security number and age requirements.

Email

- If test takers do not have an email address, the HiSET Program has created instructions on the informational website to guide them through setting up a free email account.

Home Address

Telephone Number

Background Information

- Preferred language for taking the test, primary language for speaking

Step 2: Check Information Before Continuing

Step 3: Enter a User Name and Password

- User name should be between 6 and 16 characters and should include only letters and numbers.
- This will be the user name and password that test takers will use for all HiSET activities online. INSTRUCT TEST TAKERS TO KEEP THEIR USER NAME AND PASSWORD.

Step 4: Read and Agree to ETS Privacy Security Policy

Step 5: Review All Information and Make Changes if Needed

Submit

Confirmation email will be sent to the test taker.

- Instruct test takers to add @ets.org to their address or safe sender list to receive emails from ETS, such as appointment information and order confirmations.

Materials Provided by the Test Center

Checklist

The following materials are needed for each testing room:

- A **reliable watch** (not a stopwatch or any other mechanical timing device) that can be reset as needed. If more than one testing room is used, each of the HiSET Test Administrators must also have a watch. In addition, each Test Administrator must have a second timepiece available (such as a Proctor's watch or a wall clock) that can be used as a check against mistiming. Do not use a test taker's watch. (This requirement does not apply to computer-based tests.)
- **A large wall clock for each testing room** that is clearly visible to all test takers.
- **A supply of No. 2** or HB pencils with erasers.
- **A pencil sharpener**, if possible.
- **Calculators (if applicable)**.
- **Scratch paper** – Test centers must supply scratch paper for test takers who request it. Scratch paper must be colored, but it must be a sufficiently light color that test takers can read their notes. Provide each test taker with exactly three sheets of scratch paper. The Test Administrator must destroy the scratch paper when the test administration is over. **Exception:** The only time scratch paper should be saved is when it is evidence associated with a Center Problem Report. In that case, test center personnel should retain the scratch paper in case it is required for a security investigation.

Materials the Test Taker Must Bring With Them

Checklist

The HiSET website will direct test takers to bring the following items to the test center:

- Acceptable and valid ID as required by the state.
- Payment (if applicable).

Test takers cannot take any other materials into the testing room, including: cell phones, smartphones (e.g., Android™, BlackBerry or iPhone® devices), PDAs and other electronic, recording, listening, scanning or photographic devices, personal calculators, food, drinks, books and papers. Test takers may not access their cell phone during the test or during breaks to check messages or to check the time. (See "Misconduct" on page 17).

Test Center Regulations

Prohibited Items

Test takers who arrive at the test center with testing aids should be told that they may not bring them into the test center. You and your staff members should not accept the responsibility of holding or safeguarding test takers' personal possessions. Anyone found using testing aids during the administration should be warned and, if the action continues, should be dismissed from the test (see "Test Taker Behavior and Misconduct" on page 81). While taking a test, test takers should have nothing on their desks except their test books, calculators provided at the test center, pencils, erasers and photo identification. Test takers with accommodations may be allowed certain items that are listed here, such as highlighter pens or rulers. The use of any of the following items in the test center is strictly prohibited.

- cell phones, Smartphones (e.g., BlackBerry, iPhone), 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

To establish a quiet testing environment, instruct test takers who have alarm watches to deactivate them before the test session begins.

Misconduct

All of the following behaviors by test takers are considered to be misconduct:

- attempting to take the test for someone else or having someone else take the test for the test taker
- failing to provide acceptable identification
- obtaining improper access to the test, a part of the test or information about the test
- having any prohibited device in their possession in the test center (cell phones, smartphones [e.g., BlackBerry or iPhone devices], PDAs and other electronic, recording, listening and photographic devices)
- Using any aids in connection with the test, such as: mechanical pencils, mechanical erasers, pens, pagers, beepers, books, pamphlets, notes, unauthorized scratch paper, highlighter pens, stereos or radios with headphones, watch alarms (including those with flashing lights or alarm sounds), calculators other than those distributed by the test center, watch calculators, stop watches, dictionaries, translators, compasses, protractors and any handheld electronic, recording, listening or photographic devices.
- creating a disturbance. Disruptive behavior in any form will not be tolerated; the HiSET Chief Examiner and or Test Center Supervisor has sole discretion in determining what constitutes disruptive behavior
- attempting to give or receive assistance. Communication in any form is not permitted during the test administration. Discussion or sharing of test content during the test administration, during breaks or after the test is prohibited
- removing or attempting to remove test content from the test center, reproducing and/or disclosing test content by any means (hard copy, verbally, electronically), to any person or entity
- tampering with a computer during a computer-based test administration
- bringing a weapon or firearm into the test center
- bringing food or drink into the testing room
- leaving the test center vicinity during the test session
- leaving the testing room without permission. Test takers are not permitted to go outside the test center building unless it is to use the restroom during the test administration; this includes during breaks

Head Coverings and Headgear

Head coverings (headgear) claimed to be worn for religious or medical purposes are permitted. Typical head coverings may include hats, turbans, scarves and yarmulkes. If you see a test taker either remove or put anything into the head covering during the test, request the item. If the test taker refuses, contact ETS to see if the test taker is allowed to continue their test. This constitutes test taker misconduct and must be reported on the Supervisor's Irregularity Report as a breach in test security.

Scratch Paper Policy

Test centers must supply scratch paper for test takers who request it. It is recommended that you provide scratch paper to all test takers so that there will be no question as to which test takers should have scratch paper to be collected at the end of the test session.

Scratch paper must be a color other than white, but it must be a sufficiently light color so that test takers can read their notes. Only one color of scratch paper should be used on a test day. Different colors should be used on subsequent test days.

Provide each test taker with exactly three sheets of scratch paper. If a test taker asks for more scratch paper, collect the three used sheets before giving the test taker any more sheets. Establishing that each test taker has exactly three sheets of scratch paper at all times eliminates any question as to how many sheets each test taker should return at the end of the test session.

All scratch paper must be collected before a test taker leaves the test center. Used scratch paper must be destroyed at the test center, either by shredding with a shredding machine or by tearing into very tiny pieces.

Exception: The only time scratch paper should be conserved is when it is evidence associated with a Center Problem Report. In that case, test center staff should retain the scratch paper in case it is required for a security investigation.

Unauthorized Visitors and Requests for Media Coverage

Controlling Access

Visitors must not be admitted to the testing room.

Handling Requests from the News Media

Testing is a subject of general interest, and test administrations frequently attract the attention of the media. Under no circumstance should reporters or photographers be admitted to a testing room or have access to test takers until testing is complete. Test takers or staff members may be interviewed (with their consent, of course) after the administration and away from the test site.

Please inform the ETS Marketing and Public Affairs Division's Media Relations Office of any request from the media for information about or coverage of a testing program by calling ETS at 1-609-233-0090. A media relations specialist will contact the inquirer to explain ETS policy and make recommendations for sharing information. This approach will verify that complete and accurate information is provided and that responses to specific requests or questions can be made in the context of the testing program and related ETS activities.

Test Center Observers

Purpose of Observations

Test center observations by state officials or ETS are scheduled for the purpose of evaluating test administration procedures and facilities to confirm that they meet the standards set for all test centers. Observations also afford an opportunity for test center staff to raise questions, seek advice or make comments and allow the observers to offer suggestions about modifying test center procedures to help alleviate problems that may have occurred.

What Happens During an Observation

A test center observer carrying state-issued identification and a letter of authorization from ETS, and perhaps photographic equipment, may visit your center during the week preceding the test date and/or on the day of an administration. The observer will want to monitor as many aspects of the test administration as possible, particularly test security arrangements and procedures, conditions relating to the testing environment, and any evidence of the impact of recent changes in program policies, procedures or requirements. Photographs should not be taken during the actual test administration.

Checking for ETS Authorization

An observation will either be announced (you will receive a letter advising you of the visit) or unannounced. In either case, always ask to see the observer's identification and letter of authorization.

Test Taker Complaints

How ETS Handles Test Taker Complaints

Test takers are encouraged to call or write to ETS within 10 business days if they have concerns or complaints about any aspect of the testing program in which they participated, including the conditions under which a test was taken. When ETS receives a letter of complaint, we may send a copy of the letter, with the identity of the writer deleted, to the Test Administrator of the test center involved. For complaints that could have been avoided, the Test Administrator is expected to take steps to correct or avoid the situation at future administrations.

Preventing Complaints

You can prevent many complaints by careful planning and preparation, training of test center staff, and being consistent in implementing the procedures outlined in this manual.

Most complaints concern physical conditions at centers, such as overcrowding, inadequate writing surfaces, inadequate lighting and extreme room temperatures.

Through careful attention to detail, many other complaints can be avoided. Test takers complain about apparent mistimings, distracting noises, smoking regulations, no visible clocks, cheating and test center staff who are rude, disorganized or distracting and who do not pay attention to their duties during the administration.

If, before testing begins, you are aware of a potential noise problem (bands playing, banging heating systems, cheering at a sports event, scheduled maintenance or repair work, etc.), move the administration to another building or to another room if possible. Any change in test site made in advance of the test date must be reported to ETS immediately. Any change in test site made on the day of the test is to be reported on the Supervisor's Irregularity Report, and a sign should be posted directing test takers to the new location. In other situations, wherever practical, ask people outside the testing room to leave the area or to talk more quietly.

Handling of Complaints at the Test Center

If a test taker complains about any aspect of the administration, use the following procedures:

- Instruct the test taker to write to ETS within ten days of the test date.

    ETS-HiSET Test Administration Services
    225 Phillips Blvd.
    Mail Stop 34-Q
    Ewing, NJ 08618-1426
    or
    Fax: 1-609-771-7710
    or
    Email: HiSETTAS@ets.org

- Report the complaint on the Supervisor's Irregularity Report (even if you were able to alleviate the problem). **This report is for test center staff use only**.

Score Cancellation Policy

ETS is obligated to report scores that accurately reflect the performance of the test taker. For this reason, ETS maintains test administration and test security standards designed to verify that all test takers are given the same opportunity to demonstrate their abilities and to prevent some test takers from gaining an unfair advantage over others because of testing irregularities or improper conduct. ETS reserves the right to cancel any test score if the test taker engages in improper conduct. ETS also has the right to question any test score when validity is in doubt, because the score may have been obtained unfairly.

Admission Procedures

Identification Requirements (ID)

Introduction

Staff alertness and careful checking of the test taker's identification documents should help to prevent an individual from succeeding with an attempt to test for someone else. You and your staff must ask for identification from every test taker. When identification documents and valid identification are presented, they must be examined carefully by the staff member responsible for admitting the test takers. If a test taker cannot meet the specified ID requirements or has questions about ID, they must contact the ETS Office of Testing Integrity. For assistance on the actual test administration day, call Test Administration Services.

ID Document Requirements

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

- be an **original** document; photocopied documents are not acceptable.
- bear the test taker's **full name**.
- meet state ID requirements for the state in which testing is occurring.

Primary ID Requirements

The following ID documents are examples of acceptable documents for admission to a test center within a test taker's country of citizenship and must be verified according to the requirements of the state where the test taker has scheduled their exam:

- Passport
- Government-issued 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

Supplemental ID Documents

A test taker should provide a supplemental ID if the Test Administrator questions the primary ID document and/or if the primary ID document is otherwise acceptable but does not bear the test taker's full name, photograph or signature. **Each HiSET state also has specific state-based ID requirements; please refer to the HiSET Portal when checking the test taker in to confirm ID requirements are met.**

- 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

Driver's License Renewals

If a test taker's driver's license has expired but he or she presents it along with his or her original Department of Public Safety renewal certificate, these two documents together are acceptable in most states if the names on both documents match exactly. If the test taker is issued a temporary paper license in lieu of a renewal certificate, that is acceptable only if it is accompanied by a supplemental ID.

If the test taker is in the U.S. military, and the expiration of his or her driver's license has been extended or deferred by the issuing state, the license can be used as supplemental ID along with the test taker's 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.

If you have concerns when admitting a test taker in this situation, enter the information on the Supervisor's Irregularity Report describing the form(s) of ID presented. If possible, submit a photocopy of the ID with the SIR.

Questions About ID Documents

For general questions about acceptable ID, call HiSET Services at **1-866-473-4373** (United States, U.S. Territories and Canada), or check the HiSET website for state eligibility requirements at: https://hiset.ets.org/requirements.

Procedures for Unacceptable ID or No ID

Do not admit test takers who fail to produce acceptable identification.

Individuals who persist and who may unnecessarily delay the beginning of the testing may, at the Test Administrator's discretion, be admitted to the testing room. If you must admit someone without acceptable and valid identification who threatens physical harm or disruption of the test administration, you must advise the individual that a report will be written and sent to ETS which will describe the particular situation involved. On the Supervisor's Irregularity Report, check the box for ID, write the test taker's name and appointment confirmation number, and indicate in detail the circumstances leading to your decision to admit. ETS will not score the answers on the answer sheet, and the individual will not be eligible for a refund or a future test date.

Checking in Test Takers

1. **Have the Test Taker Store Personal Items:** Inform arriving test takers that cell phones and other prohibited items cannot be taken into the testing room. See the "Prohibited Items" list on page 16. Direct test takers to the lockers or other safe place that your center provides for storage.

2. **Have the Test Taker Sign-In:** The Sign-In/Sign-Out sheet must be used by test takers to sign in as they arrive for their appointments. Be sure to compare the signatures on the test takers' IDs to the signatures they provide on the sheet. See Appendix E for a sample sign-in sheet that can be photocopied for use at each test administration.

3. **Select the Test Taker from the Roster (for Computer-Based Testing Only):** At the administration station, click **Home** from the menu column on the left-hand side of the screen, and click the **Roster** tab. Then click **Check-in**.

4. **Check the Test Taker's Identification and Eligibility:**

   a. Check the identification and eligibility against the information in the HiSET Portal. Eligibility requirements vary by state and are the responsibility of the test center staff to verify prior to administering testing.

   b. Ask for ID from every test taker. Each test taker must present one form of primary ID.

      See "Identification Requirements" on page 19 for information about acceptable and unacceptable IDs.

      Test taker ID requirements can vary by state.

   c. Check that the ID contains all the following items:

      o The test taker's name as given when the appointment was made
      o A recent, recognizable photograph of the test taker
      o The test taker's signature

   d. Check that the name on the identification exactly matches the name on the roster at the admin station.

      If the name does not match, see the **Check-in Issues** section of **Handling Irregularities**, and file a Center Problem Report (CPR). There are some limited errors which can be accepted and corrected. Please review **Test Taker Record Edits** for details.

   e. Check that the photo looks like the person presenting it.

   f. Compare the name and date of birth on the ID to the information on the check-in screen.

      If corrections to the spelling of the name or the date of birth are needed to make the registration match the ID, file a CPR. There are some limited errors which can be accepted and corrected. Please review **Test Taker Record Edits** for details.

      Check that the name and signature on the ID match those on the Sign-In/Sign-Out sheet.

      If you are uncertain that the ID matches the person presenting it, ask to see a second form of ID.

      Do not admit any test taker who cannot produce the required ID. If you must turn away a test taker for unacceptable ID, file a CPR.

   g. If, to avoid a serious disturbance, you must admit a test taker without acceptable ID, file a CPR, and inform the test taker that his/her scores will not be reported and will be canceled.

5. **Workstation Assignment (for Computer-Based Testing Only):** The administration station will display the name of the testing station assigned to the test taker. The system assigns workstations randomly. A test center personnel member should escort the test taker to the assigned workstation and continue with the procedures on page 73 for **Starting a Test Session**.

Chapter 5

HiSET Paper-Based Administration Guide

Overview

Introduction

This chapter provides information on how to efficiently administer the paper-based HiSET. It covers test day preparation, activities during and after the tests, test security, and accommodations for individuals with disabilities and health-related needs.

Checklist for Paper-Based Administrations

You will receive materials and information relating to the administration.

Check ✔	Materials Provided by ETS
	1. Test books, answer sheets and calculators (if applicable)
	2. Supervisor's Report Form
	3. The Supervisor's Manual contains the following test administration forms: ♦ Supervisor's Irregularity Report ♦ Duties of HiSET Proctors ♦ Checklist for Test Administrators ♦ Seating Chart ♦ Supervisor's Report Form ♦ Supervisor's Comment Sheet
	4. Return Instructions Sheet
	5. The following return envelopes: ♦ Envelope for Return of Supervisor's Report Form (SRF) and Answer Sheets (A/S) ♦ Completed Supervisor's Irregularity Report (SIR) Return Envelope
	6. UPS return envelopes or cartons
	7. UPS return labels

Receiving and Storing Materials

Receiving Test Materials

Alert your receiving office prior to each shipment that you are expecting a shipment to arrive and arrange to have the carton(s) delivered to you upon receipt. If immediate delivery to you is not possible, ask that the shipment be placed in a secure locked area that is restricted to one or two authorized persons. At each test center, authorized persons should be limited in number, and should be those persons whose normal duties require use and/or protection of secure materials. Students and prospective test takers are not considered authorized persons for the handling of, access to, or storage of ETS test materials.

How to Check the Materials

Within 24 hours of receiving the test materials, open each carton and check its contents against the test shipment notice.

Step	Action
1	Open the cartons and take out the materials. Check that you have received all materials listed on your shipment notice. **Note:** Never leave the test materials unattended when outside a locked storage area.
2	Store the carton(s) in a secure area to which only you and other authorized persons have access. Test materials are considered to be in secure storage when they are **locked** in a container, compartment or area. You must take reasonable care to verify that the location of and access to the storage, and the strength of its locking mechanism, are sufficient to deter access to the test materials by unauthorized persons.

Delayed Delivery of Materials

If you do not receive your entire shipment of test materials, check your test shipment notice to see how the shipment was sent, and try to trace the missing materials through the local office of the delivery carrier indicated. If you do not receive your shipment by the appropriate date, please contact ETS Test Administration Services so that there is sufficient time to trace the missing shipment or send another.

Test Day Preparation

Preparing the Test Center, Personnel and Materials

Test Center Personnel Reporting Time

All test center personnel, including Test Administrators and Proctors, must report to the test center 30 minutes prior to test taker reporting time.

Change of Reporting Address or Site

If a last-minute change in reporting site becomes necessary:

- Post signs at the original location.
- Note the reason for the change of location on the Supervisor's Irregularity Report.

Test Taker Reporting and Check-in Area

To confirm that the admission process goes smoothly, it is important that you plan in advance how and where you will have the test takers check in.

If you are using a central reporting site for test taker check-in, please make certain that there is enough space for the test takers to line up. If more than one check-in table is used, each individual checking in test takers should have a copy of the Attendance Roster. **Each Test Administrator is responsible for checking test takers' admission and identification documents at the testing room, even if check in is handled at a central reporting location.**

Accounting for Test Materials on Test Day

Before distributing materials, the Test Administrator must complete the following steps to account for test materials:

- **Confirm Test Center Number:** Your test center number appears on the test shipment notice below the test center address as the last five digits of the ID Number. Before the administration begins, post this number, as well as the test center name and location, at the front of each testing room.
- **Distribute Attendance Roster:** Give each individual who will be checking in test takers a copy of the Attendance Roster, which can be printed from the HiSET Portal.
- **Verify Materials are Distributed and Signs are Posted:** Make sure all necessary materials and signs are posted and available for the reporting and check-in process.
- **Confirm Form Availability:** Review test forms assigned to each test taker and confirm that all forms are available for administration. If forms are not available, you must call ETS Test Administration Services to get a different test form assignment for that test taker.

Distributing Test Materials to Test Administrators

Use the following procedures to distribute materials to each of the Test Administrators on test day:

Step	Chief Examiner or Test Administrator's Action
1	Count out the appropriate quantity of test books for each scheduled test taker.
2	If applicable, record the test book quantities and the quantities of calculators given to each Proctor on the Seating Charts.
3	Distribute the form, test books and calculators, if applicable, to the Test Administrator or Proctor.
4	If you have extra materials that are not distributed to Test Administrators, place those materials back in a carton, reseal the carton and return it to secure storage.

Step	Test Administrator's Action
1	Place the test books where test takers will not have access to them as they enter the testing room. Never leave test books unattended while they are out of locked storage.

Admitting Registered Test Takers

Procedures for Registered Test Takers

Each Test Administrator is responsible for checking test takers' admission and identification documents at the door to the testing room. If there is any question about a test taker's admission or identification documents, the Test Administrator should refer the test taker to the Chief Examiner or ETS for a decision.

Use the following steps to check in registered test takers.

Step	Test Administrator's Action
1	Ask the test taker to present the following items: ◆ acceptable identification document(s) with the test taker's name as shown on their registration confirmation.
2	Log onto the HiSET Portal (**https://ereg-ext.ets.org/ereg/csr/home**) to confirm the test taker's appointment in order to be certain that it is for: ◆ the correct test, ◆ your test center, and ◆ the test date
3	Change test taker status from scheduled to check in the Portal.
4	Inspect the test taker's identification document(s). The name on the ID must exactly match the roster. The photograph must look like the test taker. (See also "Identification Requirements" on page 19.) If the test taker cannot present the required ID document(s), explain that you cannot admit a test taker without proper ID and dismiss the individual.
5	Randomly assign the test taker to a specific seat in the testing room. Do not permit test takers to select their own seats. (See also "Guidelines for Assigning Seats" in the next section.)

Seating Test Takers and Closing the Testing Room

Guidelines for Assigning Seats

When you assign seats to test takers as they enter the testing room, please observe the following general rules:

- Under no circumstances are test takers to select their own seats. To prevent any prearranged cheating plans that may have been made by test takers, assign test takers to seats at random as they enter the testing room. This procedure should separate friends or associates and prevent them from communicating for any purpose during the administration.
- Seating the test takers in approximate alphabetical order is another method that may be used to separate friends or associates. If you use this procedure, make certain that test takers with the same last name are not seated near each other.
- Regular seating patterns that could be anticipated or circumvented by the test takers (such as being instructed to sit on alternate sides of the room as they are admitted) are not acceptable. (Refer to "Seating and Security" requirements beginning on page 12 for suggested seating plans.)
- You and your assistants must have unimpeded access to every test taker and must be able to monitor all test takers from any location in the testing room.

Activities During the Test

Timing the Test

Importance of Accurate Timing

The accurate timing of a test is of critical importance. Errors in timing often necessitate a makeup test administration, which causes inconvenience for test takers. Specific timing instructions in this manual must be followed precisely.

Any timing irregularity and the resultant action taken (if any), whether for an individual or a group, must be explained on the Supervisor's Irregularity Report.

Resetting Your Watch

The timing instructions in this manual are based on arbitrary and controlled starting times. Regardless of the actual time, Test Administrators must reset their watches to conform to the instructions given in this manual.

Unscheduled Breaks

If a test taker must leave the testing room during the actual testing time to go to the restroom, the test taker must receive permission to do so from the Test Administrator or a Proctor. Timing for the test will not stop and the test taker will forfeit that time. All security policies remain in effect. Test takers cannot access personal items, such as cell phones, during the break, and they must be checked back in to the testing session when they return. Use the following procedures if you approve a test taker to leave the room in the event of an emergency:

Step	Action
1	Collect the test book, answer sheet and ID documents as the test taker leaves the room.
2	When the test taker returns, check the identification and hand back the test book, answer sheet and ID documents.

Accounting for Materials During the Administration

Introduction

The cost of a lost or stolen test book goes far beyond the thousands of dollars required to develop and produce a new edition of a test. Such a loss has an impact on the integrity of the test, the validity of the test scores and the confidentiality of test materials.

The security and confidentiality of all test materials is a primary responsibility of each Test Administrator from the moment of receipt until the materials are returned. It is imperative that you immediately report any discrepancies in test book accounting (identified after test book receipts have been verified) to the ETS Office of Testing Integrity, and document these discrepancies on the Supervisor's Irregularity Report.

As noted earlier, appropriate test book accounting involves specific checkpoints during the time the test books are in your possession. These checks are necessary to prevent test book security problems and, if necessary, to pinpoint if and when a breach of security may have occurred. Test books must never be left unattended, and they must never be within easy access of the test takers before they are distributed or after they are collected. Review the test book accounting procedures with every member of your testing personnel and make certain that everyone understands what is required and how to implement the procedures.

Completing Seating Charts

As part of the process of accounting for test materials, you must prepare a seating chart for each testing room. This chart should show the general floor plan, the location of each test taker in the room and each test ID. A sample seating chart is provided below. The form can be photocopied for additional testing rooms.

Seating Requirements

Regardless of the type of testing, standard or nonstandard, you need to apply the same guidelines, listed below, for seating. Use the sample seating plans to help you arrange your room to meet these requirements. The seating plan below is a sample seating chart to use as a guide for setting up your administration.

<table>
<tr><td colspan="2" align="center">**Seating Requirements**</td></tr>
<tr><td>☐</td><td>Create a chart that represents your seating and allows you to record the test taker's name in the corresponding seat.</td></tr>
<tr><td>☐</td><td>Use chairs with backs.</td></tr>
<tr><td>☐</td><td>Face seats in the same direction.</td></tr>
<tr><td>☐</td><td>Place chairs directly behind those in the preceding row.</td></tr>
<tr><td>☐</td><td>Separate each test taker by a minimum of five feet on the right, left, front and back (measure from the center of test book).</td></tr>
<tr><td>☐</td><td>Confirm unimpeded access to every test taker by staff.</td></tr>
<tr><td>☐</td><td>Seat only one test taker at a table measuring six feet in length or less.</td></tr>
<tr><td>☐</td><td>Seat test takers at least four feet apart and facing the same direction if tables longer than six feet are used.</td></tr>
<tr><td>☐</td><td>Provide a large, smooth writing surface; preferably desks or tables.</td></tr>
<tr><td>☐</td><td>Table-arm chairs must have a minimum writing surface or 12 x 15 inches (30 x 38 centimeters).</td></tr>
<tr><td>☐</td><td>Study carrels, language laboratory booths and tables with partitions or dividers are acceptable. Please see page 13 for details.</td></tr>
</table>

SAMPLES OF APPROVED SEATING PLANS: X = ONE STUDENT
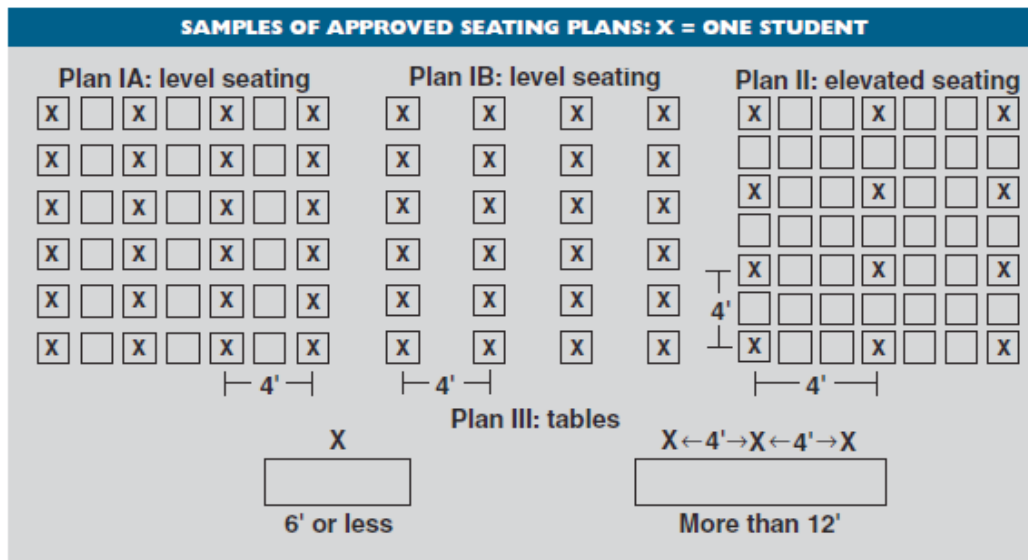
Distributing Test Materials

Before distributing test materials to test takers, place the materials where test takers do not have access to them as they enter the testing room.

Follow the directions in this manual for distributing the test books, answer sheets and calculators. The test books are to be handed to each test taker, one at a time. Be sure that no one receives more than one test book. **Test books must match what was assigned by the HiSET Portal.**

Also be sure to distribute the correct answer sheet to each test taker, based on the test he/she is registered for. There are three (3) different answer sheets for HiSET — one for Mathematics, one for Language Arts–Writing, and one that can be used for any one of the other three subjects: Science, Social Studies or Language Arts–Reading. **The answer sheet must match the test subject that is being given.**

Scripts for Administering HiSET Paper-Based Tests

The scripts for administering the paper-based HiSET are provided below. The boxed areas indicate content that should be read aloud to test takers, pausing where four dots appear to allow time for the procedure to be carried out. Directions are also provided for test takers in the test books. Test takers can follow along in their test books as well.

Introductory Script for All HiSET Administrations

When everyone has been admitted and seated and you are ready to begin, say:

> **Good morning, and welcome to the *HiSET* administration.**
>
> **Testing will begin in a few minutes. I am required to read these instructions exactly as written, and I cannot deviate from them. Please pay close attention to the instructions as I read them.**
>
> **ETS is obligated to report scores that accurately reflect your performance. For this reason, ETS maintains test administration and test security standards. Misconduct on your part will result in your dismissal from the test, forfeiture of your test fees and the cancellation of your scores by ETS. Examples of misconduct are: possession of or use of a telephone, cell phone, smartphone (e.g., Android, BlackBerry or iPhone), personal digital assistant [PDA] or any other electronic, listening, recording, scanning or photographic devices, giving or receiving assistance of any kind, taking excessive breaks, leaving the testing room without permission, leaving the test center during the test administration, disturbing other test takers or behaving inappropriately, communicating about the test with any person other than the Test Administrator and/or Proctor, removing a page or any part of a page from the test book, attempting to take the test for someone else, and using any unauthorized aids such as books, papers, pamphlets, personal calculators, dictionaries or highlighter pens. No eating or drinking is permitted during the test administration.**
>
> **All of your belongings should be put away, except for your identification documents and your pencils and eraser.**
>
> **The official time will be kept according to my watch. You may use only a No. 2 or HB pencil to mark your answers on the answer sheet. <u>Do not write in the test book or make any stray marks on it</u>. You will be writing only on your answer sheet or on scratch paper if you need it. If you need scratch paper, please let me know and I will provide this to you. If you do not have a No. 2 pencil, please raise your hand and a Proctor will give you one. . . .** [If any test takers do not have pencils, give them pencils from your supply.]
>
> **Fill in the circles on your answer sheet completely, and do not make any stray marks when marking your answers. If you erase, do so carefully and thoroughly. You will not be allowed to clean up your answer sheet after time has been called.**

Then say:

> **When the time is called for a section, you _must_ stop marking that section of your answer sheet and put your pencil down.**

Then do the following and say:

> **I will now count and distribute the test books and answer sheets. Do not open your test book or answer sheet until I instruct you to do so. If you need scratch paper, raise your hand and I or one of the Proctors will give it to you.**

Count and record the number of test takers for each subject test and take from your supply only that number of test books. To facilitate counting test materials, follow a prearranged plan of distribution and collection. Each test taker should be handed a test book individually, and the test book should be placed on the test taker's desk or work area with the cover facing down. Make certain no one opens a test book until you give the signal to do so. Check that the number of test books distributed plus the number of unused books equals the number of books you originally counted. This is critical; any discrepancy must be resolved. (See "Accounting for Materials During the Administration," page 26).

Take from your supply the correct number of answer sheets for the test being administered. Confirm that each test taker receives the appropriate answer sheet for the test he/she has registered for (Science, Social Studies or Reading).

While you are carrying out these activities, you and/or the Proctors should check to be certain the test books remain closed.

Finally, if scratch paper is to be provided, distribute HiSET scratch paper to the test taker(s) who request it.

Then say:

> **Now take out your answer sheet and turn your test book over. Please check to see that it is the correct answer sheet for the test you are taking. Then fill in the information on the front. You can leave box #6 blank. For box #7, you can find your test code on the back cover of your test book. Do not open your test book. . . .**
>
> **Now complete page 2. Fill in the test form number (which can be found on the back cover of your test book), read the certification statement in the bottom left-hand corner of your answer sheet and sign your full name. . . . If you have any questions, raise your hand. . . .**

When you are sure everyone has completed the identifying information on the answer sheet, say:

> **If, at any time during the test, you believe you have a defective test book, raise your hand.**
>
> **Do you have any questions now? . . . Open your test book and read the instructions.**

Script for Administering the HiSET Mathematics Test

Answer any questions. Check the time, and say:

> **You are taking the HiSET Mathematics test. The test book contains a total of 50 multiple-choice questions. You will have 90 minutes for this test. Wait for my signal to begin work.**

Set your watch to almost the nearest half hour (e.g., 1:29). When it reads exactly the half hour (e.g., 1:30), say:

> **Open to the first page. Read the directions and begin your work.**

You and/or the Proctors should walk about during the test, watching test takers carefully to see that all are working on the correct section.

— — — — — At 85 minutes — — — — —

> **There are five minutes remaining for the Mathematics test.**

— — — — — At 90 minutes — — — — —

> **Please stop work on Mathematics and put your pencil down.**
>
> **Close your test book and keep it closed on your desk.**
>
> **In approximately one week, ETS will post a score report for you under your profile on the HiSET Portal.**

Then say:

> **Check your answer sheet to see that you have signed your full name in the box provided. Now take out your identification and have it ready for inspection when your test book is collected. . . . Since we must verify that we have a test book and answer sheet from each of you, we ask your cooperation for a short time until all materials have been collected and counted.**
>
> **Remain in your seats, and if you talk, please do so quietly.**

- Collect a test book and answer sheet from each test taker. Make sure there are no answer sheets left inside any of the test books.
- Check the ID against the signature on the answer sheet. Also verify that the first six letters of the last name gridded on the answer sheet match the printed letters.
- Clear the memory on each test taker's calculator by pressing the "Memory" button once and then the "On" button once. Check each calculator to confirm that no test content is being removed or concealed (e.g., writing on the calculator).

The test taker may not leave the testing room until you are sure that you have collected his/her test book and answer sheet. After everything has been collected and checked, say:

> **The test administration is now over. Gather your belongings and exit the building quietly, as students in the other rooms may still be testing. Thank you for your cooperation.**

- Check the testing room to make sure nothing has been left behind. Fill out the section of the Supervisor's Report Form and return it with the answer sheets. Turn to page 35 for activities after the test. Note any irregularities on the Supervisor's Irregularity Report.

- Log onto the HiSET Portal (**https://ereg-ext.ets.org/ereg/csr/home**) and indicate for each appointment whether the test taker checked in, was a "No Show" or was not able to test or complete the testing session for some reason.

- Check each used test book to make sure it is clean and reusable — that no answers, stray marks, tears, smudges, etc., are visible. If a test book has been compromised in any way, print "Unusable" on the test book cover and return with a completed Supervisor's Irregularity Report.

Script for Administering the Science, Social Studies and Reading HiSET Tests

Test	Questions	Time
Science	**50**	**80 minutes**
Social Studies	**50**	**70 minutes**
Reading	**40**	**65 minutes**

Answer any questions. Check the time and say:

> **You are taking the (science/social studies/reading) test. The test book contains a total of _____ multiple-choice questions. You will have _____ minutes for this test. Wait for my signal to begin work. . . . Open the first page. Read the directions and begin your work.**

You and/or the Proctors should walk about during the test, watching test takers carefully to see that all are working on the correct section.

— — — — — At 75/65/60 minutes — — — — —

> **There are five minutes remaining for the science/social studies/reading test.**

— — — — — At 80/70/65 minutes — — — — —

> **Please stop work on the science/social studies/reading test and put your pencil down.**
>
> **Close your test book and keep it closed on your desk.**
>
> **In approximately one week, ETS will post a score report for you under your profile on the HiSET Portal.**

Then say:

> **Check your answer sheet to see that you have signed your full name in the box provided. Now take out your identification and have it ready for inspection when your test book is collected. . . . Since we must verify that we have a test book and answer sheet from each of you, we ask your cooperation for a short time until all materials have been collected and counted.**
>
> **Remain in your seats, and if you talk, please do so quietly.**

- Collect a test book and answer sheet from each test taker. Make sure there are no answer sheets left inside any of the test books.
- Check the ID against the signature on the answer sheet. Also verify that the first six letters of the last name gridded on the answer sheet match the printed letters.

> **The test administration is now over. Gather your belongings and exit the building quietly, as students in the other rooms may still be testing. Thank you for your cooperation.**

- Check the testing room to make sure nothing has been left behind. Fill out the section of the Associate Test Administrator's Report and return it with the answer sheets. Note any irregularities on the Supervisor's Irregularity Report.

- Log onto the HiSET Portal and indicate for each appointment whether the test taker checked in, was a "No Show" or was not able to test or complete the testing session for some reason.
- Check each used test book to make sure it is clean and reusable — that no answers, stray marks, tears, smudges, etc., are visible. If a test book has been compromised in any way, print "Unusable" on the test book cover and put it aside until test books are returned at the end of the year.

Instructions for Administering the HiSET Writing Test

Answer any questions. Check the time, and say:

> **You are taking the HiSET Writing Test. The test book contains two parts: Part 1 and Part 2. Part 1 consists of 50 multiple-choice questions, and Part 2 consists of 1 essay question. You are free to begin with whichever section you'd like and may go back and forth between the two sections. You will have a total of 120 minutes, for both parts of this test. Part 1 and Part 2 are not timed separately. If at any time during this testing session you need to use the restroom, please raise your hand. Once you have received permission to use the restroom, please keep in mind that you will not be given extra time to complete the test. Wait for my signal to begin work.**

Set your watch to almost the nearest half hour (e.g., 1:29). When it reads exactly the half hour (e.g., 1:30), say:

> **Please open your books and begin testing. Read the directions for each section carefully. For Part 2, write your response in pencil using the lined space on your answer sheet.**

— — — — — At 110 minutes — — — — —

> **There are ten minutes remaining for the Writing test.**

— — — — — At 115 minutes — — — — —

> **There are five minutes remaining for the Writing test.**

— — — — — At 120 minutes — — — — —

> **Please stop work and put your pencil down. Close your test book and keep it closed on your desk.**
>
> **In approximately one week, ETS will post a score report for you under your profile on the HiSET Portal.**

Then say:

> **Check your answer sheet to see that you have signed your full name in the box provided. Now take out your identification and have it ready for inspection when your test book is collected. . . . Since we must verify that we have a test book and answer sheet from each of you, we ask your cooperation for a short time until all materials have been collected and counted.**
>
> **Remain in your seats, and if you talk, please do so quietly.**

- Collect a test book and answer sheet from each test taker. Make sure there are no answer sheets left inside any of the test books.

- Check the ID against the signature on the answer sheet. Also verify that the first six letters of the last name gridded on the answer sheet match the printed letters.

- The test taker may not leave the testing room until you are sure that you have collected his/her test book and answer sheet. After everything has been collected and checked, say:

> **The test administration is now over. Gather your belongings and exit the building quietly, as students in the other rooms may still be testing. Thank you for your cooperation.**

- Check the testing room to make sure nothing has been left behind. Fill out the section of the Test Administrator's Report Form and return it with the answer sheets. Note any irregularities on the Supervisor's Irregularity Report.

- Log onto the HiSET Portal and indicate for each appointment whether the test taker checked in, was a "No Show" or was not able to test or complete the testing session for some reason.

- Check each used test book to make sure it is clean and reusable — that no answers, stray marks, tears, smudges, etc., are visible. If a test book has been compromised in any way, print "Unusable" on the test book cover and put it aside until test books are returned at the end of the year.

Collecting Materials and Dismissing Test Takers

Introduction

Before any test taker is dismissed from the testing room, test books (used and unused) should be counted, and the count should be checked against the count taken after the test materials were distributed to test takers.

At the End of the Test

Collecting Test Books, Answer Sheets and Checking ID: Collect test books and answer sheets from each test taker individually. This will confirm that you have all test books and answer sheets and should make it easier to account for the materials at the end of the administration. Test takers are to have their identification on their desks so you can match the names on the answer sheets to the names on the identification.

Check each test book to verify that it is reusable. Put aside any damaged books — those with stray marks or marked answers — and return them to ETS via a SIR return envelope (see "Returning Test Materials" below for specific instructions).

Clearing Memory on Calculators: If calculators have been provided to the test takers and used during the administration, clear the memory on each test taker's calculator by pressing the "Memory" button once and then the "On" button once (see sample buttons below). Check each calculator to confirm that no test content is being removed or concealed (e.g., writing on the calculator).

Protecting Test Materials and Dismissing Test Takers: When you are sure you have accounted for all of the test materials, place them where they will not be accessible to the test takers as they leave the testing room. (Do not leave test books near the exits test takers will use.) Then dismiss the group. Protect all test materials as the test takers leave the room. No one is permitted to examine any of the test materials after they have been returned to you. Before you leave the testing room, make certain that you have all test materials in your possession and that nothing has been left behind.

Finalizing Test Taker Information in the HiSET Portal: Log back in to the Portal to confirm that the test taker information is correct for the session that just ended.

- **Verify whether the test taker checked in, was a "No-Show" or was unable to test or complete testing for some reason.**
- Confirm the subject name and the form of the test taken, the language (English or Spanish) and the delivery mode (paper).

Activities After the Test

Overview

Introduction

Following the administration of the test, you will need to complete all the necessary forms and package the materials for return to ETS. Be sure to follow the instructions printed on the Return Instructions sheet included in your shipment for returning test materials. You will also be able to find this information within the HiSET Portal.

Returning Test Materials

Introduction

To avoid delays or errors in returning test materials, please adhere strictly to the following instructions and those provided with your shipment.

It is advisable that all used answer sheets as well as the following forms be returned immediately to ETS. **Missing or late returns result in costly follow-up investigations and may delay score reporting. Follow the directions on the next page for separating materials and completing forms. All the materials MUST be mailed together.**

Answer Sheets and Forms

The following materials must be returned according to the instructions printed on the Return Instructions sheet included in your shipment.

Answer Sheets

- **Handle Answer Sheets Carefully:** Keep them flat. Edges must not be damaged. Paper clips, rubber bands or staples must not be used.
- **Labeling:** As prompted on the labels provided, please indicate your center number and number of each piece in sequence, for example: "1 of 2,""2 of 2." Affix one return label to each box or envelope in your shipment.
- If it is necessary to use more than one envelope or box, number them consecutively ("1 of 3,""2 of 3," etc.).

Test Administrator's Report Form

On the Test Administrator's Report Form section, write and grid the number of used answer sheets.

Supervisor's Irregularity Report Form

Complete and return only if irregularities occurred. If there were irregularities in the administration, verify that all Supervisor's Irregularity Reports contain thorough information relating to the incident.

Test Question Ambiguity and Error Form

Complete and return only if concerns regarding test question ambiguity or errors occur.

Test Books and Forms

Used and Unused Test Books

Unless a test book is damaged, test books will be returned to ETS only at the end of the year when new test forms will be available for the following year. At that time, please return all used and unused test books, including those that were compromised in an administration and labeled "Unusable."

Damaged Test Books

After each test administration, test books need to be checked to confirm that they are reusable. Damaged test books must be returned to ETS via a SIR return envelope. Keep records of any test book that is returned to ETS during the testing year.

What to Return on Test Day

Used answer sheets and completed forms must be returned on test day, immediately after the administration is completed, or scores may be delayed.

1. Pack these materials as shown on page 3.
2. Check to see if you received a return kit with your test materials.
3. Create and Print Return label.
   - Use the following URL: **https://row.ups.com**.
   - Enter Company Alias (**etsnj**).
   - Enter log in ID (**hiset**) and password (**hiset**).
   - Choose "Answer Sheet Returns" after entering test center number.
4. Write down your package tracking number.
5. Insert the completed label into the plastic pouch on the return envelope and seal pouch.
6. Ship your package as follows:

   Use one of these preferred methods with United Parcel Service (UPS) as the preferred courier. Any of the methods used below will provide a traceable receipt from origin to destination and chain of custody for the shipment.

   a. <u>**Regularly Scheduled UPS Pickup**</u> – If you have a regularly scheduled pickup, please hand the shipment to the UPS driver at your earliest opportunity.

   b. <u>**UPS Pickup Request**</u> – Before test day you need to call UPS at 800-PICK-UPS to schedule a pickup on test day or as soon as possible after testing concludes.

   c. <u>**UPS Drop-off**</u> – Drop off your shipment at the UPS location and obtain a traceable receipt for your package.

   Other Traceable Express Courier

   If UPS is not available in your area:

   - Do not use first-class mail or any non-traceable method of shipment.
   - Ship materials using a traceable method to the address below:

     Inbound Processing Center
     200 Ludlow Drive
     Ewing, NJ 08638

   - Carefully follow the packing and shipping instructions on page 3.

Always keep materials secure until pickup.

If you cannot create and download a shipping label, ship your materials by traceable courier to the Ewing address above.

Only print and affix one return label per package.

Do not print return labels until the administration is complete and materials are ready to be shipped. Printing labels in advance can result in incorrect information being provided and problems with tracking.

If technical difficulties exist when attempting to create or download the label, contact Test Administration Services (TAS) at 1-800-257-5123 for instructions.

RETURNING

Used Answer Sheets and Forms

Assemble and pack materials 1–6 in the sequence shown.

6 Test Supervisor's
Report Form . . . .

5 Used answer sheets. . . . .

4 SRF/AS Envelope . . . .
Include only the materials listed to
the right in this envelope.

3 Ancillary items, if any
See box at lower right for a list of
ancillary items that may be associated
with a test administration.

2 Supervisor's
Irregularity Report . . . .

1 SIR Envelope . . . .

Prelabeled Envelope

**SRF/AS
Envelope**

Include only:

❏ Supervisor's Report Forms (SRFs),
with related items, if any
❏ Used answer sheets

**SIR
Envelope**

Include only:

❏ Supervisor's Irregularity Reports (SIRs),
with related items, if any

**Ancillary
Items**

**The following items will occasionally be
associated with an administration, and
must be placed on top of the used answer
sheets:**

• Test books with answers marked inside and
associated used answer sheets
• Used answer sheets with misplaced marks
• Test books containing answers that must be
transcribed (due to insufficient or defective
answer sheets)

UPS Return Label

Note this tracking number for your records.

Note reference number for your records.

• Use the courier return envelope that came with your test materials.
• Insert printed UPS label into the clear pouch on the return envelope and seal the clear pouch.
• Keep answer sheets flat; do not damage the edges or use rubber bands, tape, or staples.
Do not wrap them in anything.

The 2017 HiSET Test Materials Test Books must be returned to ETS at the conclusion of the 2017 testing year by chief examiners. You may not keep the materials for any reason after the 2017 testing year concludes. Reuse of these materials may result in the closure of a center. The following steps outline the process chief examiners need to follow before returning materials to ETS.

1. **Inventory and document your current stock of 2017 *HiSET*® Test Books on the HiSET Test Materials Return Notice.** All information must be entered on the **HiSET Test Materials Return Notice** and returned to ETS. The **HiSET Test Materials Return Notice** will ask for the following information:

   a. Quantity Ordered, by subtest/content area (e.g., count by Math Form A, Math B, etc.)

   b. Quantity Returned, by subtest/content area (e.g., count by Math Form A, Math B, etc.)

   c. Shipment Tracking Number (if applicable)

   d. Signature of Chief Examiner and a witness

      • Include English-language, Spanish-language, and photo-enlarged test books.

      • Do not include return kits, Supervisor's Irregularity Reports, or answer sheets.

      All information must be entered on the **HiSET Test Materials Return Notice** and mailed to ETS. Test books should be sorted and counted by subtest and form. For example, sort your test books by Math Form A, Math Form B, etc.

2. Check inside every book. Make sure there are no answer sheets, scrap paper, or other materials hidden within the book. Shake the book upside-down by its spine.

3. Contact ETS if your inventory does not match. Please make a note on the Test Material Return Notice if you returned any test books throughout the testing year.

4. **Make a photocopy of the HiSET Test Materials Return Notice for your records.**

5. Package materials as follows:

   • Use carton(s) from original test materials shipment.

   • Include only current year test material.

   • Pack all unused test books into carton(s).

   • Place HiSET Test Materials Return Notice above test books before sealing the carton(s).

6. Seal Package(s) as follows:

   • Remove, cover or cross out the original shipping labels.

   • Tape top and bottom flaps of the carton. Be sure that the tape extends a minimum of 3 inches onto the side panel of the carton.

   • For large 18-inch cartons, place tape around the perimeter of the carton.

7. Create, print and affix return label.

   • Use the following URL: https://row.ups.com

   • Enter company alias (etsnj)

   • Enter log-in ID (hiset) and password (hiset)

   • Choose "Test Book Returns" after entering test center number

   • You will receive instructions with a link to download a return label.

   • Download and print return label.

   • Tape return label on box. Do not put more than one label on a single box. Do not cover a return label with another label.

8. Include ALL packed carton(s) together in one shipment and clearly mark as a set (e.g. "Carton 1 of 2")

9. Write down your package tracking number(s). Do this for each carton.

10. Ship your package as follows:

    Use one of these preferred methods with United Parcel Service (UPS) as the preferred courier. Any of the methods used below will provide a traceable receipt from origin to destination and chain of custody for the shipment.

    a. **Regularly Scheduled UPS Pickup** – If you have a regularly scheduled pickup, please hand the shipment to the UPS driver at your earliest opportunity.

b. **UPS Pickup Request** – Before test day you need to call UPS at 800-PICK-UPS to schedule a pickup on test day or as soon as possible after testing concludes.

c. **UPS Drop-off** – Drop off your shipment at the UPS Authorized Shipping Outlet location and obtain a traceable receipt for your package.

Other Traceable Express Courier

If UPS is not available in your area:

- Do not use first-class mail or any non-traceable method of shipment.

- Ship materials using a traceable method to the address below:

  Inbound Processing Center
  200 Ludlow Drive
  Ewing, NJ 08638

- Carefully follow the packing and shipping instructions on page 3.

Always keep materials secure until pickup.

Irregularities and Exceptional Situations for Paper-Based Administrations

Reporting Irregularities

Introduction

No manual can deal with all situations that might arise during testing. From time to time, questions or emergencies may occur that are not adequately addressed in this manual. ETS relies on you, as the person responsible for all aspects of the administration, to handle any emergency or exceptional situations at your test center. ETS will support your actions if they are consistent with established ETS policies and procedures. There may be times, however, when you will have to go beyond established policies and procedures to deal with particular problems. ETS will support your decisions if, in light of the circumstances, your actions are reasonable, sound and designed to establish score validity and a satisfactory testing environment.

The information below provides procedures for documenting testing irregularities and responding to situations that could potentially arise during the course of the test administration.

The guidelines in "Handling Specific Irregularities" beginning on page 41 are provided as a general framework to facilitate your handling of nonroutine or emergency situations. ETS staff are available during business hours and on all test dates to offer advice and assistance. Please do not hesitate to call (see "Communicating with ETS" on page 1).

Importance of Reporting Irregularities

It is extremely important that you use the Supervisor's Irregularity Report to report information to ETS concerning any possible security breaches, misconduct, and other incidents at the test center. Facts that may seem of little consequence at the time may later assume considerable significance when ETS staff must decide whether further action is justified.

ETS thoroughly reviews all Supervisor's Irregularity Reports and takes appropriate action. In certain cases, because of confidentiality or privacy factors, it may not be possible for ETS to report back to Test Administrators regarding actions taken.

Information to Include on Report

All reports should be complete and explicit and include a detailed description of the following:

- overview of the incident or irregularity
- identification and appointment number of the individuals involved, including the names and telephone numbers of all test center personnel who might provide relevant information about any tests that might be affected
- the length of time each incident was observed
- details regarding what happened
- when it happened
- what action was taken

A report filed by a Test Administrator should be signed by the Chief Examiner and countersigned by the Test Administrator, who should add any additional information that might also be useful to ETS for resolution of the problem. The report should be completed by test center personnel only.

Handling Specific Irregularities

Introduction

Procedures for handling specific irregularities are grouped under four categories:

- Test Material Flaws
- Group Irregularities
- Individual Irregularities
- Security and Conduct Irregularities

Test Material Flaws

The following irregularities involve potential errors in printing and assembly of test books and problems with individual test questions, such as typographical errors and ambiguities.

Irregularity	Action	Reporting the Irregularity/Returning Materials
Defective Test Materials	**If discovered BEFORE testing begins:** • Collect the defective test materials. • Give the test taker a new, unused test book, if available. **If discovered AFTER testing has begun:** • Collect the defective test book. • Give the test taker a new test book, if available, with the same test form code. The test taker should continue with the new test book. The test taker will need to complete the information on the back cover of the new test book between sections. No information should be collected in the test books.	Print "Defective Material" on the defective test book covers and attach the test book to the Supervisor's Irregularity Report. If answers were recorded in the defective book, attach the defective test book to the replacement test book and send to ETS with the Supervisor's Irregularity Report. Provide full information on the Supervisor's Irregularity Report. • Report the nature and location of the defect. • Provide page numbers if possible. • Provide test taker's name and appointment confirmation number. • Report if the test taker was able to complete the test or if he or she was dismissed.
Test Question Ambiguities and Errors	Report any typographical errors or possible ambiguities.	Document the error or ambiguity, providing detailed information. Do not take screen shots or photographs of any test materials. Provide documentation to ETS.

Group Irregularities

The following irregularities may affect all or most of the test takers in a testing room or at a testing site.

Irregularity	Action	Reporting the Irregularity/Returning Materials
Mistimings	**For an UNDERTIMING:** • Whenever possible, correct an under-timing before test takers are dismissed. **For an OVERTIMING:** • No adjustment can be made in the case of an overtiming.	Report the mistiming on the Supervisor's Irregularity Report and include the following information: • Whether it was an undertiming or an overtiming. • The amount of time involved. • In the case of an undertiming, how it was corrected. • The number of test takers affected. • Names and appointment confirmation number of the test takers affected. • Attach the test books of all affected test takers to the Supervisor's Irregularity Report.
Emergencies *Storms, floods, power failures or other disruptions beyond your control*	• Decide whether you must cancel the administration or if you can find an alternate location. • If you decide not to test, call ETS immediately for instructions. • If test takers have arrived before you make the decision to cancel: Contact ETS.	Report the emergency on the Supervisor's Irregularity Report. Provide full details, including the action taken.
Emergencies *Emergency evacuation*	Your primary concern should be the safety of test takers and test center personnel. When an emergency occurs, you should immediately: • Note the time of the incident and, if time permits, collect the test books. • If test takers and test center personnel are not in physical danger, secure the testing materials, lock the testing room and evacuate test takers and personnel. • Gather test takers in a designated safe area. Test takers should be monitored and should not discuss the test. • If testing is able to resume, redistribute the test materials and check ID for all test takers before restarting the test. • Subtract the amount of testing time that elapsed from the total testing time to determine the amount of remaining testing time. Inform the test takers how much time remains, reset your clock, and instruct test takers to resume working. • Call ETS as soon as possible.	Report the emergency on the Supervisor's Irregularity Report. Provide full details of the emergency and action taken. If testing is able to resume, note the time the emergency occurred and timing stopped. Include the stop and restart time on the Supervisor's Irregularity Report.

Group Irregularities, *continued*

The following irregularities may affect all or most of the test takers in a testing room or at a testing site.

Irregularity	Action	Reporting the Irregularity/Returning Materials
Disturbances *Disturbances in testing room*	If possible, reduce or eliminate the source of the disturbance (loud noise, excessive heat/cold, etc.) or move test takers.	Report details of the situation on the Supervisor's Irregularity Report, including: • Nature of the disturbance. • If testing was stopped and the amount of time elapsed. • If there were any test taker complaints. • Number of test takers affected. • Names and appointment confirmation numbers of test takers affected.
Disturbances *Disturbances due to illness or medical emergency*	• Ask test takers to close the test books until the situation is resolved. • Remedy the situation in the most practical way. • Keep test takers calm to the extent possible. • If moving to another testing room is necessary, collect and later redistribute test materials. • Record any time loss and subsequent adjustments in testing time.	Report details of the situation on the Supervisor's Irregularity Report, including: • Time loss and subsequent adjustments. • Complaints from other test takers, including their name(s) and appointment confirmation number(s).

Individual Irregularities

The following irregularities are usually limited to one or a few test takers in a testing room or site.

Irregularity	Action	Reporting
Misplaced Answers	If a test taker has mistakenly marked answers in the test book instead of on the answer sheet: • Instruct the test taker to mark answers correctly from that point forward. • Inform the test taker that you will notify ETS and that every effort will be made to give proper credit. • Attach the test book and answer sheet to the SIR and forward to ETS.	Report details of the situation on the Supervisor's Irregularity Report. Attach the test book to the Supervisor's Irregularity Report and return both via the SIR return envelope. Attach the test book and test to the SIR and return all in the SIR return envelope.

Security and Conduct Irregularities

The following irregularities involve test security incidents and possible test taker misconduct.

Irregularity	Action	Reporting the Irregularity/Returning Materials
Loss or Theft of Test Books *Before the test*	When carton(s) of test materials arrive from ETS and are opened and checked, if any materials are missing or if you detect any evidence of tampering with the carton(s), call ETS immediately. On the day of the test, if any materials are missing or there is evidence of tampering when you reopen and recheck the carton(s) of materials, call TAS immediately for instructions.	Provide a detailed explanation on the Supervisor's Irregularity Report.
Loss or Theft of Test Books *During the test*	After distributing test books, you must account for them. If you find a discrepancy in the test book count, contact ETS. At any time, if a test taker leaves the testing room with a test book or any part of a test book, notify ETS as soon as possible.	Provide a detailed explanation on the Supervisor's Irregularity Report, including the test taker's name and appointment confirmation number.
Misconduct *Disruptive behavior*	If a test taker's behavior is disruptive, warn the test taker that he/she will be dismissed if the behavior continues. You may wish to isolate the offender in a way least disturbing to others. If, after receiving a warning from you or a test center personnel member, a test taker's disruptive behavior continues, dismissal is warranted. See "Dismissal for Misconduct" (on page 46).	Provide a detailed explanation on the Supervisor's Irregularity Report, including the test taker's name and appointment confirmation number.
Misconduct *Testing aids*	The use of the following is strictly prohibited: • telephones or cell phone • smartphones (e.g., Android, BlackBerry or iPhone), PDAs and other electronic, listening, recording or photographic devices • books • pamphlets • highlighter pens • stereos or radios with headphones • watch alarms (including those with flashing lights or alarm sounds) • calculators other than those distributed by test center personnel • dictionaries, including electronic translators Anyone found using aids during testing should be warned and, if action continues, should be dismissed from the test. See "Dismissal for Misconduct" (on page 46).	Provide detailed information regarding the incident and the action taken by you or your staff on the Supervisor's Irregularity Report, including the test taker's name and appointment confirmation number. Attach the test taker's test book and answer sheet to the Supervisor's Irregularity Report.

Security and Conduct Irregularities, *continued*

The following irregularities involve test security incidents and possible test taker misconduct.

Irregularity	Action	Reporting the Irregularity/Returning Materials
Misconduct *Giving or receiving information of any kind*	Change seating and take no further action until you are sure that information has been shared. Have an assistant witness any suspected misconduct. If the situation persists after a warning from you or a staff member, dismissal is warranted. See "Dismissal for Misconduct" (on page 46).	On the Supervisor's Irregularity Report, provide names and appointment confirmation numbers for all test takers suspected of giving or receiving information (identify givers and receivers of information). Provide a sketch of the seating plan on a separate piece of paper. If test takers' seats are changed, please indicate on the seating chart both the original and new seat locations. Attach the test books for all involved to the Supervisor's Irregularity Report.
Restroom Use	Under no circumstances may two or more test takers leave the testing room at the same time. If a test taker receives permission to leave the testing room to use the restroom, collect the test book, answer sheet and ID document(s) as the test taker leaves the room, and hand them back when he/she returns. Check the test taker's ID before returning materials. **Use of telephones or cell phones is not permitted during breaks and is grounds for dismissal.**	There is no need to report approved breaks; however, unapproved excessive or extended breaks must be reported on the Supervisor's Irregularity Report.

Dismissal for Misconduct

Both order and security must be maintained at the test center; therefore, you have the authority to dismiss any test taker for misconduct. In certain cases, however, you may be reluctant to do so for fear of embarrassment, disturbance to other test takers or physical reprisal. Dismiss when warranted, but use your judgment in handling each situation.

For a list of specific behaviors considered to be misconduct, see page 17.

If a test taker is observed engaging in any behaviors considered to be misconduct, use the following procedure:

Step	Action
1	Note the time of your initial observation.
2	Approach the test taker and request that the behavior be corrected. Warn the test taker that he/she will be dismissed if the behavior persists. Note the time the verbal warning was given. You will need to record this information on the Supervisor's Irregularity Report. If you suspect that two or more test takers are sharing information, change their seats.
3	Try to prevent other test takers from being affected or involved. You may wish to isolate the offender in a way least disturbing to others.
4	Continue to monitor the test taker's behavior. Have an assistant witness any suspected misconduct.
5	If the test taker continues the misconduct after receiving the warning: • Check the test taker's identification and record the identifying information on the Supervisor's Irregularity Report. • Collect the test taker's test materials. • Dismiss the test taker from the testing room. • Advise the test taker that failure to adhere to the test procedures after receiving a warning has made your actions necessary and that you are required to report the matter to ETS.

Assisting Test Takers with Accommodation Requests for Paper-Based Administrations

General Information

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.

Individuals with Disabilities

It is ETS policy to notify Test Administrators when persons with disabilities are scheduled to be tested. If a test taker who requires extra testing time, assistance in entering the answers on the answer sheet or other accommodations reports to your center unexpectedly, advise the test taker to contact ETS so that appropriate arrangements can be made for a future test date. However, if someone requires only minor accommodations (for example, to be seated near a window for natural light or additional space to accommodate a wheelchair), please attempt to make the necessary accommodations. Please note any minor accommodations provided on the HiSET Supervisor's Irregularity Report.

Medical aids may be necessary to enable the test taker to ambulate (cane, crutches, wheelchair, walker, prosthetic limb, service animal) or communicate (hearing aid, vocal cord amplifier) or may be required for health reasons (insulin pump, inhaler, heart rate monitor). These examples are not an exhaustive list. There are many types of aids that a test taker may be required to use. A test taker must be admitted, with or without approved accommodations, if he or she is required to use a medical aid.

Test takers who wear an insulin pump do not need to be approved for accommodations. We do, however, suggest that the test taker be scheduled into a separate room if his or her pump is especially noisy (so as not to disturb the other test takers). A separate room would require an accommodations approval.

NOTE: Test takers who request 14-point font, large print test books and answer sheets do not need to be approved for accommodations.

Requesting Accommodations

All test takers requesting any accommodations must register by mail through ETS Disability Services using the Testing Accommodations Request Form, and have their accommodations approved before their test can be scheduled. A test with accommodations cannot be scheduled until the accommodations are approved. Online registration is not available for test takers who are requesting accommodations because of the need for an ETS Disability Services review.

See "How A Test Taker Requests Accommodations" on the following pages for specific steps in the application process.

If a test taker has a health-related need that requires them to bring equipment, beverages or snacks into the testing room, or to take extra or extended breaks, you must follow the accommodations request procedures. See "Health-Related Needs and Minor Accommodations" on page 49.

All questions related to accommodations decisions should be directed to ETS Disability Services. Contact information is provided below.

ETS DISABILITY SERVICES
Telephone: 1-855-802-2748 (United States, U.S. Territories, and Canada)1-609-359-5615 (all other locations)
Monday – Friday, 8:30 a.m. – 5 p.m. Eastern Time
Fax:
1-609-240-0525
Attn: HiSET – Disability Services

Email:
HiSETSSD@ets.org

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

Courier Service: ETS Disability Services
225 Phillips Boulevard
Ewing, NJ 08618-1426

HOW A TEST TAKER REQUESTS ACCOMMODATIONS

If ETS has approved accommodations for a test taker within the last two years, and if his or her documentation is still current, and if he or she is requesting the same accommodations that ETS approved before, then the test taker must follow the steps listed in "Using Previously Approved Accommodations" on page 50. If the test taker has never requested accommodations before or if he or she needs to request accommodations that are different from those for which ETS has previously approved, the request must be reviewed and approved by ETS Disability Services before the test taker's test can be scheduled. To request accommodations, a test taker must follow the steps below.

STEP 1
Look at the list of available accommodations under "Step 1: Common Testing Accommodations" detailed below and determine the accommodations needed.

STEP 2
Check the HiSET website to get information about which format of the test is offered in the test taker's area so the test taker can determine what format of the test he or she will be taking: paper-based (PBT) or computer-based (CBT).

STEP 3
Complete the Testing Accommodations Request Form.

STEP 4
Submit the completed forms and all appropriate documentation. If the request includes incomplete forms and/or missing documentation, delays in processing will be incurred.

STEP 1: COMMON TESTING ACCOMMODATIONS

If the test taker would like to request accommodations other than those listed below, then he or she must describe them in Part II of the Testing Accommodations Request Form on page 54.

Extended Testing Time (all tests are timed)

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

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

Accommodations for CBTs Only

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

Assistance

- Reader
- Scribe

Assistance for Spoken Directions Only

- Oral interpreter
- Sign language interpreter
- Printed copy of spoken directions (for PBTs only)

Alternate Test Formats

- Braille
- Large print test book
- Large print answer sheet
- Recorded audio (audiocassette)

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 a test taker requires minor accommodations, then he or she must submit:

- the HiSET registration form (see "Step 3: Testing Accommodations Request Form" on this page).
- Part I and Part II of the Testing Accommodations Request Form (see "Step 4: Submitting Your Request to ETS" on page 50).
- Part III of the Testing Accommodations Request Form: Disability Documentation Form (see pages 55–57).
- the proper registration fee for the test he or she is taking.
- a **letter of support** from a medical doctor or other qualified professional stating the nature of the condition and the reason for the minor accommodations requested. (A note on a prescription pad is not acceptable.) 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 that are necessary for test takers to ambulate (cane, crutches, wheelchair, walker, prosthetic limb, service animal) or communicate (hearing aid, voice amplifier) or those that are otherwise required for health reasons (heart rate monitor). If test takers require these types of medical aids, then they do not need to request accommodations. If a test taker wears an insulin pump, then he or she does not need to request accommodations unless his/her pump is especially noisy. If the pump is noisy and likely to disturb other test takers, requesting accommodations is a good idea so that test takers can be scheduled in a separate room.

STEP 2: DETERMINE TEST FORMAT

Check the HiSET website to get information about which format of the test is offered in the area so the test taker can determine what format of the test he/she will be taking (PBT or CBT).

STEP 3: TESTING ACCOMMODATIONS REQUEST FORM

Part I — Applicant Information (pages 52–53)

Complete this section and sign the Applicant's Verification Statement, even if registering for accommodations identical to those that have been approved for the test taker by ETS within the last two years.

Part II — Accommodations Requested (page 54)

Complete this section, even if registering for accommodations that are identical to those that have been approved for the test taker by ETS within the last two years. If the test taker is requesting accommodations other than those listed in Part II, then he or she must describe them under "Other Accommodations."

Part III — Disability Documentation

Test takers must submit disability documentation if:

- they are not submitting a Certification of Eligibility: Accommodations History.
- they are requesting accommodations other than 50 percent (time and one-half) and/or extra breaks.
- they were diagnosed with a disability within the past twelve months.
- they indicate in Part I of the *Testing Accommodations Request Form* that they have a physical disability or a psychiatric condition, or they check "Other" under "Nature of your disability."
- they are requesting accommodations that are different from those that have been approved by ETS for test takers within the last two years.
- they have not previously used the accommodations they are now requesting.

If the test taker is blind or has low vision, he or she does NOT need to submit documentation if submitting a Certification of Eligibility: Accommodations History and requesting only accommodations from the list below.

- Screen magnification
- Selectable background and foreground colors
- Braille
- Large print (test book and/or answer sheet)
- Recorded audio
- Reader
- Scribe
- Braille slate and stylus
- Perkins brailler
- 50 percent extended time (time and one-half)

If the test taker is blind, a request for 100 percent extended time (double time) does not require documentation if the test taker is submitting a Certification of Eligibility: Accommodations History and he/she is requesting Braille, a reader or recorded audio.

If the test taker is deaf or hard-of-hearing, he or she does NOT need to submit documentation if submitting a Certification of Eligibility: Accommodations History and requesting only accommodations from the list below.

- 50 percent extended testing time (time and one-half)
- Extra break(s)
- Printed copy of spoken directions
- Sign language interpreter (for spoken directions only)
- Oral interpreter (for spoken directions only)

Test takers SHOULD NOT send documentation if they are not required to do so. If documentation is not needed, submitting it will delay the review process. An Individualized Education Program (IEP) or 504 Plan alone may not be used.

STEP 4: SUBMITTING THE REQUEST TO ETS

An incomplete application will cause a delay in processing the test taker's request. Be sure to include:

- all completed forms (HiSET registration form and *Testing Accommodations Request Form*).
- disability documentation.

Send completed requests to:

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

Courier Service: ETS Disability Services
225 Phillips Boulevard
Ewing, NJ 08618-1426

Email: disability.reg@ets.org

USING PREVIOUSLY APPROVED ACCOMMODATIONS

If a test taker's request for accommodations has been approved by ETS within the last two years, and his or her documentation is still current, then he/she may request the same accommodations as requested for other HiSET testing sessions during the current testing year.

To register for another HiSET, submit:

- **Part I and Part II of the Testing Accommodations Request Form** (see "Step 3: Testing Accommodations Request Form" on page 49); be sure to indicate the previous test name and test date.
- **Part III of the Testing Accommodations Request Form: Disability Documentation Form** (see pages 55–57).

HOW TO REGISTER ONCE THE REQUEST IS APPROVED

ETS will send an authorization letter confirming the accommodations that have been approved.

- Paper-based Testing (PBT)
- When test takers receive the authorization letter, they should contact ETS to make an appointment for a test session.
- Test takers may pay by phone at time of scheduling. If it is preferred to pay online, test takers may do so once the accommodation has been approved.

Alternate Format

A representative from ETS Disability Services will contact the test taker to confirm the accommodations approved for that test taker and to schedule his or her test.

DEADLINE FOR ACCOMMODATIONS REQUESTS

A test taker's request for accommodations should be submitted as early as possible, especially if he or she is requesting an alternate test format. Documentation review takes approximately six weeks once the test taker's request and complete paperwork have been received. If additional documentation must be submitted, it can be another six weeks from the time the new documentation is received until the review is complete. ETS is committed to producing alternate test formats as quickly as possible; however, production times may vary.

Check the HiSET website for test center hours to plan accordingly.

REQUESTS TO CHANGE OR CANCEL A TEST

For program policies regarding requests to change or cancel tests, please refer to the HiSET website. Rescheduling is permitted within the same testing year.

To request a change or cancellation, test takers should contact ETS Disability Services. See page 2 for contact information.

TEST PREPARATION

For information about test preparation, test takers should visit the HiSET website and follow the "Prepare for the Test" link. If they need preparation materials in an alternate format, then they should contact ETS Disability Services. See page 2 for contact information.

Test takers are advised to consult ETS's "Tips for Test Takers with Disabilities," which is available online at www.ets.org/disabilities/tips.

SCORING AND REPORTING

Test takers who are blind can contact ETS Disability Services by telephone for their test scores. See page 2 for contact information.

Score recipients also are reminded that any previous test scores should be considered only one part of an applicant's record.

HiSET TESTING ACCOMMODATIONS REQUEST FORM
Part I — Applicant Information

Instructions: Complete this entire form. Be sure to sign the Applicant's Verification Statement on the next page.

Applicant's Name (please print — leave one blank box between names).

Last   **First**   **M.I.**

Street Address

City   **State**   **ZIP Code**

Gender   **Date of Birth**   **Social Security Number**

☐ Male   ☐ Female   Month ☐   Day ☐   Year ☐   ☐☐☐ – ☐☐ – ☐☐☐☐

Day Telephone Number   **Evening Telephone Number**

Fax Number   **Email Address**

I would prefer that ETS communicate with me via: ☐ Email   ☐ Mail

Test(s) I am applying for: ☐ All 5 tests   ☐ Reading   ☐ Language Arts   ☐ Math   ☐ Science   ☐ Social Studies

I would like to test in (check one): ☐ English   ☐ Spanish

Nature of your disability (check all that apply):

☐ ADD/ADHD   ☐ Deaf   ☐ ASD

☐ Learning Disability   ☐ Hard of Hearing   ☐ TPI

☐ Blindness   ☐ Psychiatric/Psychological (describe): _____

☐ Low Vision   ☐ Intellectual Disability (formerly known as cognitive impairment and MR)

☐ Physical disability (describe): _____

☐ Other (e.g., health-related): _____

When was your disability first diagnosed? _____ / _____   Date of professional's most recent evaluation: _____ / _____
                     Month   Year   Month   Year

Did you receive accommodations while in high school? ☐ Yes   If yes, list below   ☐ No

_____

_____

How do you compensate for your disability? (e.g., technology, medication) _____

_____

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.

_____   _____

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-delivered Tests

☐ Screen magnification
☐ Selectable background and foreground colors
☐ Screen reader (available 2017)
☐ Refreshable braille (available 2017)

Accommodations for Paper-delivered 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 brailler (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 or 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)

HiSET TESTING ACCOMMODATIONS REQUEST FORM

Part III — Documentation Requirements *(continued)*

Deaf or Hard of Hearing:

Primary Documentation – Current within 2 years Submit both

☐ Audiogram or audiometric report
☐ Test taker's personal statement

Additional Documentation

☐ Most recent IEP
☐ Most recent 504 plan
☐ Letter from rehab counselor or case manager
☐ Other_____

Intellectual Disability:

Primary Documentation – Current within 5 years Submit one

☐ Psychological report
☐ Psycho-educational report
☐ Neuropsychological report

Additional Documentation

☐ Most recent IEP
☐ Most recent 504 plan
☐ Psychological, psycho-educational or neuropsychological report (over 5 years)
☐ Letter from rehab counselor or case manager
☐ Test taker's personal statement
☐ Other_____

Learning Disability:

Primary Documentation – Current within 5 years Submit one

☐ Psychological report
☐ Psycho-educational report
☐ Neuropsychological report

Additional Documentation

☐ Most recent IEP
☐ Most recent 504 plan
☐ Psychological, psycho-educational or neuropsychological report (over 5 years)
☐ Letter from rehab counselor or case manager
☐ Test taker's personal statement
☐ Other_____

Physical Disability or Health-Related Need:

Primary Documentation – Current within 6 months Submit both

☐ Letter from medical doctor
☐ Test taker's personal statement

Additional Documentation

☐ Most recent IEP
☐ Most recent 504 plan
☐ Letter from rehab counselor or case manager
☐ Other_____

HiSET TESTING ACCOMMODATIONS REQUEST FORM
Part III — Documentation Requirements *(continued)*

Psychiatric or Psychological Disability:

Primary Documentation – Current within 6 months
Submit one

☐ Psychological report
☐ Report from psychiatrist

Additional Documentation

☐ Most recent IEP
☐ Most recent 504 plan
☐ Letter from rehab counselor or case manager
☐ Test taker's personal statement
☐ Other_____

Traumatic Brain Injury:

Primary Documentation – Current within 6 months
Submit one

☐ Neuropsychological report

Additional Documentation

☐ Most recent IEP
☐ Most recent 504 plan
☐ Letter from medical doctor or neurologist
☐ Letter from rehab counselor or case manager
☐ Test taker's personal statement
☐ Other_____

Keep a copy of this completed form for your records.

ETS® HiSET™

Alternate Test Form (ATF) Materials
Return Instructions

FOR: *HiSET*® Supervisor

Returning **Scorable Materials** on **TEST DAY**	How to **PACK** Materials
to our **LUDLOW** Facility	Arrangements for **SHIPPING** with **UPS**

INSTRUCTIONS FOR RETURNING
HiSET ALTERNATE TEST FORM (ATF) MATERIALS

Materials used by an individual test taker who is testing under disability accommodations must be returned in a separate shipment (e.g., one shipment per candidate). All materials used by each individual test taker must be packaged together and shipped using a separate downloadable return label with a unique tracking number for that test taker. Please follow the instructions below to verify the proper return of ATF materials.

1. **Materials for test takers who have tested with ATF accommodations should be returned in individual shipments — one shipment for each test taker.** Download the return label(s) (as instructed on page 3). It is imperative that ALL materials associated with an individual test taker or under special accommodations be packaged together (but separately from the other test takers) and returned via Express courier. Follow the instructions below and included in this document to assemble ATF return shipments properly.

2. ATF materials used by an individual test taker may include the following:

   o Large print, Braille, and other alternate-format test books

   o Large block, Braille, and other alternate-format answer sheets and response documents

   o All standard test materials/response documents used by candidates who have extended time or other accommodations

   o Computer/Braille printouts and computer cassettes/CDs

   o Timing reports and any other test center forms/reports pertaining to ATF administrations. **NOTE:** If testing multiple test takers with ATF accommodations at the same time, some forms/reports may be used that will contain information that pertains to more than one test taker in the room. A photocopy of each form containing information pertaining to multiple test takers must be included in each affected test taker's return shipment.

3. Print out all constructed-response answers that have been produced on a computer or Braille typewriter, and return the printouts, along with the corresponding computer disk and/or Braille output.

4. If a test taker has been approved by ETS to mark his/her answers in a standard test book, complete items 1–7 on page 1, the Test Form and Test Subject (if required), and the certification statement on a standard answer sheet; attach it, along with the test book, to the **Supervisor's Irregularity Report (SIR)**; and include it in the answer sheet returns envelope.

5. After each test taker tests, insert all of his/her testing materials into the SRF/AS Envelope included with your ATF materials shipment. If the test taker used a Braille or large print test book, use the original shipping box in which you received the materials for your return shipment. Please do not fold or bend large-format test books.

6. Use the **SH (Special Handling) Return Shipping Envelope with yellow label** to return materials. If you require additional shipping materials, call the ETS Disability Services office at 1-609-359-5615 (8:30 a.m. – 5 p.m. Eastern Standard Time). Do not use any other return label.

7. **RETURN ALL MATERIALS PROMPTLY.** Keep a record of the tracking number on the return label.

Express Shipping Options:

o Arrange for pickup during regular UPS testing site stops
o Take the package to any UPS Customer Center
o Call 1-800-PICK-UPS (1-800-742-5877) to schedule a pick up

What to Return on Test Day

Used answer sheets and completed forms must be returned on test day, immediately after the administration is completed, or scores may be delayed.

1. Pack these materials as shown on page 4.

2. Check for your return kit received with your test materials.

3. Use the following URL (**https://row.ups.com/**), company code (**etsnj**), ID (**hiset**), and PW (**hiset**), which will take you to the HiSET Return on the website to create and print your return label.

4. Write down your package tracking number.

5. Insert the completed label into the plastic pouch on the return envelope and seal pouch.

6. Ship your package as follows:

   Use one of these preferred methods with United Parcel Service (UPS) as the preferred courier. Any of the methods used below will provide a traceable receipt from origin to destination and chain of custody for the shipment.

   a. **Regularly Scheduled UPS Pickup** – If you have a regularly scheduled pickup, please hand the shipment to the UPS driver at your earliest opportunity.

   b. **UPS Pickup Request** – Before test day, you need to call UPS at 800-PICK-UPS to schedule a pickup on test day or as soon as possible after testing concludes.

   c. **UPS Drop-off** – Drop off your shipment at the UPS location and obtain a traceable receipt for your package.

Other Traceable Express Courier

If UPS is not available in your area:

* Do not use first-class mail or any non-traceable method of shipment.
* Ship materials using a traceable method to the address below:

  Inbound Processing Center
  200 Ludlow Drive
  Ewing, NJ 08638

* Carefully follow the packing and shipping instructions on page 4.

Always keep materials secure until pickup.

If you cannot create and download a shipping label, ship your materials by traceable courier to the Ewing address above.

Only print and affix one return label per package.

DO NOT print return labels in advance of shipping.

If technical difficulties exist when attempting to create or download the label, contact Test Administration Services (TAS) at 1-800-257-5123 for instructions.

RETURNING HiSET ALTERNATE TEST FORMS

Answer Documents, Test Books, and Related Materials

THE SPECIAL HANDLING RETURN ENVELOPE MAY BE USED ONLY FOR ATF MATERIAL RETURNS. DO NOT USE FOR ANY OTHER TYPE OF MATERIAL RETURNS.

- Assemble and pack materials in the sequence shown.
- Keep answer sheets flat. Do not damage the edges or use rubber bands, tape, or staples.
- Complete steps 1–3 on the bottom of the return label.

6 Test Supervisor's Report Form (SRF) ....

5 SRF/AS Envelope ....
Include materials listed (if any):
- Supervisor's Comment Sheet
- Test Question Ambiguity and Error Form
- Timing Report
- Braille/Computer printouts and computer disks/CDs
- Answer Sheets (standard and ATF types)
- Test books that include test taker responses (mark the covers "answers in book")

4 Ancillary items, if any
See box at lower right for a list of ancillary items that may be associated with a test administration.

3 Supervisor's ....
Irregularity Report

2 SIR Envelope ....

1 All ATF Test Books ....
(Used and unused, except for those that contain test taker responses. See #2 above.)

SRF/AS Envelope

Include only:

- ❑ Supervisor's Report Forms (SRFs), with related items, if any
- ❑ Used answer sheets

SIR Envelope

Include only:

- ❑ Supervisor's Irregularity Reports (SIRs), with related items, if any

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UPS Return Label

Shipping Box or Envelope

Ancillary Items

The following items will occasionally be associated with an administration, and must be placed on top of the used answer sheets:

- Test books with answers marked inside and associated used answer sheets
- Used answer sheets with misplaced marks
- Test books containing answers that must be transcribed (due to insufficient or defective answer sheets)

For questions regarding these instructions, please contact the Disability Services office at 1-609-359-5615.

Chapter 6

HiSET Computer-Based Administration Guide

Facility Requirements

The success of any test administration depends greatly on the suitability of the test site. Test takers will not be able to do their best if they are distracted by such things as noise, poor lighting, inadequate writing surfaces or extreme temperatures. Although some adverse conditions may be beyond the control of the test center personnel, every effort must be made to minimize the possibility of such distractions through careful planning.

As a Test Administrator, your role in establishing optimal testing conditions is of the utmost importance to the HiSET Program and the test takers. Test centers are required to provide a distraction-free, secure testing environment with continuous test taker surveillance. A well-organized, quiet and friendly testing environment helps test takers do their best. By providing a secure testing environment for test takers, you can be confident that your test center upholds the highest testing standards.

Physical Requirements

- Arrange testing workstations to prevent the test takers from easily viewing the computer screens of nearby stations.
- If there are no partitions between testing workstations to restrict visibility, then there must be a separation distance of **at least 5.0 feet (1.5 meters)** from the center of one computer monitor screen to the center of the screen of any adjacent computer.
- In testing rooms where computer tables are at a 90-degree angle, do not seat test takers next to each other in the connecting corner. The 5.0-foot (1.5 meter) minimum distance must be maintained.

Environment Requirements

- Internet connectivity must be established and maintained to allow for the delivery of tests.
  Note: Tests that have been launched can continue even if Internet connectivity is interrupted. The test results will accumulate on the cache proxy and will be uploaded to ETS when connectivity is re-established.
- A telephone with access to an outside line must be available to staff at all times for use in calling for support, reporting irregularities or tending to other emergencies.
- The check-in area should be located near the entrance to the testing room, in an area separate from other activities. A table, desk or counter is recommended for use during check in. If the check-in area is within the testing room, the staff must use best efforts to verify that the check-in process does not disturb test takers whose testing is in progress.

Comfort Requirements

- Use lighting that enables all test takers to read their computer screen in comfort. There should be no shadows or glare on computer screens or writing surfaces.
- At each testing workstation, position the computer monitor, keyboard and mouse properly for ease of use without strain.

Activities Before, During and After a Computer-Based Test

Introduction

This section describes the procedures necessary to prepare a test center for its first administration of the computer-based HiSET. It will help you:

- complete the online training and assessment.
- receive access to the test administration system.
- install the necessary software and configure the computers.
- perform a trial run to verify that the test center is ready to administer HiSET computer-based tests.

After completing the procedures in this chapter, the test center will be ready to begin scheduling and administering HiSET computer-based tests. Contact HiSET Technical Support at 1-855-857-3540 if you experience any issues before, during or after a computer-based test.

Staff Authorization and Access to the Testing System

See Chapter 2 for more information about the roles and responsibilities, and about the training and authorization process, for computer-based test center staff.

	Action	Explanation
1	ETS enters the user's name, email address and test center number into the eLearning system. **Note:** The staff members who will be entered into eLearning are those who will serve in the roles of Chief Examiner and Test Center Supervisor.	This creates an eLearning account for the user.
2	The eLearning system sends an email to the user with his or her eLearning login credentials and the eLearning website address. (These credentials provide access only to the eLearning site, not to any other system.)	The user can now log in to eLearning. The user will be able to access the PBT eLearning, the CBT eLearning, or both, based on the test center numbers with which the user is associated.
3	The user reviews the eLearning training modules and completes the assessment.	The eLearning displays a "Congratulations" message when a passing result is achieved. A user who does not achieve a passing result should review the training modules and take the assessment again.
4	Within a few days after passing the eLearning assessment, each user receives his or her personal login credentials for the HiSET systems and instructions for activating the new account.	The user will receive three separate emails – the first with his or her **username**; the second with a **temporary password**; and the third with a **PIN and instructions** for activating the new account.
5	The user logs in and resets his or her password according to the instructions received by email.	This step is required because temporary passwords cannot be used to log in to the test administration system or the HiSET Portal. The user now has valid login credentials to start the computer-based testing system and access the HiSET Portal. The same login credentials are used for both purposes.

The HiSET Information and Registration Portal

The HiSET Portal is an online system for both HiSET test takers and Test administrators. It is separate from the general HiSET public website and is designed to allow test takers and Test Administrators to log on and conduct many of the activities related to taking or administering the test.

Test takers will be able to create and manage their HiSET Profile and access their score reports in the HiSET Portal. In states 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.

HiSET Supervisors will be able to make appointments for test takers to take the test (unless the state has selected the test taker self-serve model), check test taker appointments for their center, access and print a roster for their testing sessions, record test taker attendance and conduct many other activities to support the work of conducting a successful HiSET testing session.

Installing and Configuring the Hardware and Software

Introduction

The computer-based HiSETs are administered with the ETS Internet-Based Testing (iBT) Administration System (IAS).

Test center staff must establish that the required computer hardware and software are installed and that the hardware, software and local area network are configured as required.

IMPORTANT: *Prior to working with HiSET Technical Support to set up your test center for the first time,* it is important to verify that the test center meets the system and technical configuration requirements referenced below. **Please share the system and technical configuration requirements with your site's local technician** and obtain his or her assistance, if necessary, to verify your configurations and settings and install the required software.

System and Technical Configuration Requirements

Visit the HiSET website at http://hiset.ets.org/states_educators/faqs for information about system requirements and technical configuration, including the following:

- **Minimum system requirements** (including computer hardware specifications, supported operating systems, local area network [LAN] and Internet connectivity requirements)
- **Technical configuration guidelines** (including information about desktop security configurations, network firewalls, LAN communication, power option settings and other topics)

Computer Configuration Options

Each test administration requires a **local server/cache proxy** application to be launched first because the cache proxy serves as the communication center. In addition, an **administrative station** application must be launched in order to perform check in and accomplish other administrative functions. The cache proxy and administrative station applications are usually hosted on two different computers but may be hosted on the same computer at a test administration with only one test taker.

In addition, one **testing workstation** computer is required for each test taker. Therefore, a test center requires at least as many testing workstations as test takers to be tested concurrently.

At larger test centers, it may be necessary to host the cache proxy application on more than one computer, depending on the number of test takers to be tested concurrently and the technical specifications of the cache proxy computer(s). Guidelines for the maximum number of testing workstations per cache proxy computer have been established to confirm that the cache proxy computer(s) will have sufficient computing power to provide the test information efficiently to all the testing workstations.

Review the following configuration options and select the one most suitable for your site. Descriptions and diagrams of each configuration are provided later in this section.

Number of Test Takers to Be Tested Concurrently	Suitable Configuration
Up to 20 (with a low-level cache proxy computer) Or Up to 40 (with a high-end cache proxy computer)	Standard configuration
More than 20 (with a low-level cache proxy computer) Or More than 40 (with a high-end cache proxy computer)	Multiple cache proxy configuration

In all configurations, the cache proxy computer(s) must be dedicated to HiSET testing during a HiSET test administration. Using a cache proxy computer for other work while the HiSET is being administered will adversely affect the test delivery performance and could cause total interruption if the cache proxy computer is inadvertently rebooted.

Standard Configuration

The standard computer configuration for an iBT test center requires a **minimum of three computers:**

- **Local Server/Cache Proxy:** For storing test delivery information and HiSET test packages as well as temporary storage of test taker results
- **Administrative Station:** For test taker check in and other administrative tasks
- **Testing Workstations (one per test taker):** For delivering tests
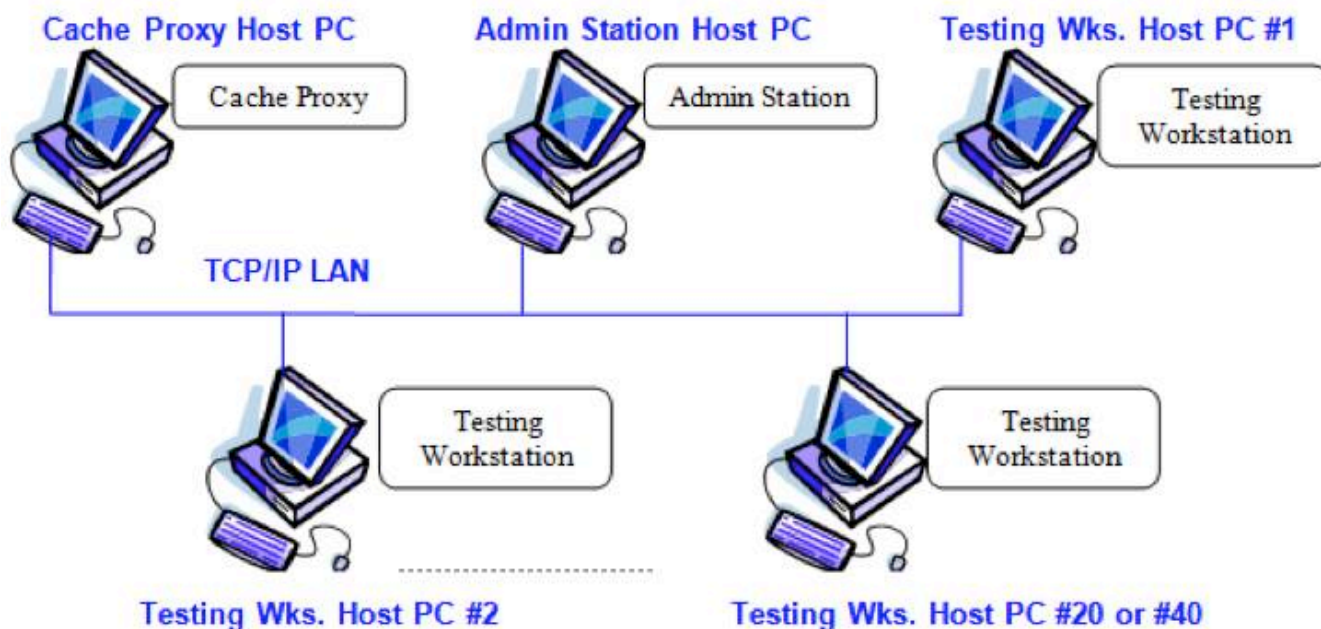
Note: A cache proxy computer can support up to 20 or up to 40 concurrent test takers, depending on the hardware specifications of the host PC. Refer to the hardware/software requirements document on the HiSET website at http://hiset.ets.org/states_educators/faqs.

Limited Configuration

When using only one testing workstation, the local server and administrative station applications can run on the same computer, and therefore require only **two computers**. There is a **limit of one testing workstation** when using this configuration. Therefore, you cannot use this configuration if you plan to test more than one test taker at a time. If you start the local server and administrative station on the same computer, the following warning will be displayed to remind you that only one testing workstation is allowed.

Warning: The iBT Local Server and the iBT Administrative Application are running on the same computer. Only ONE Testing Workstation is allowed with this arrangement.
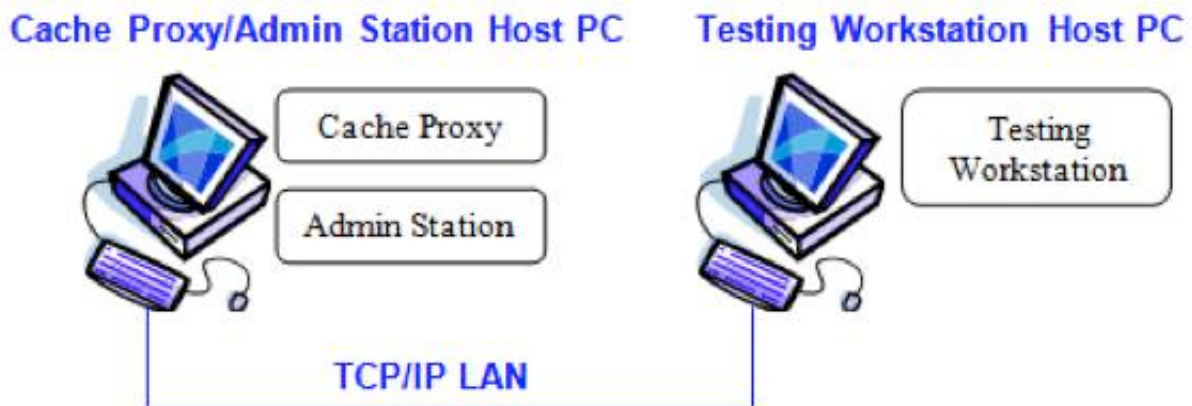
Multiple Cache Proxy Configuration

This configuration features running the cache proxy application on more than one computer to support a larger number of concurrent test takers than that supported by the standard configuration. The cache proxy that is launched first becomes the primary, and the second cache proxy assumes the role of secondary. The admin station and testing workstations are launched on different computers, as shown below:
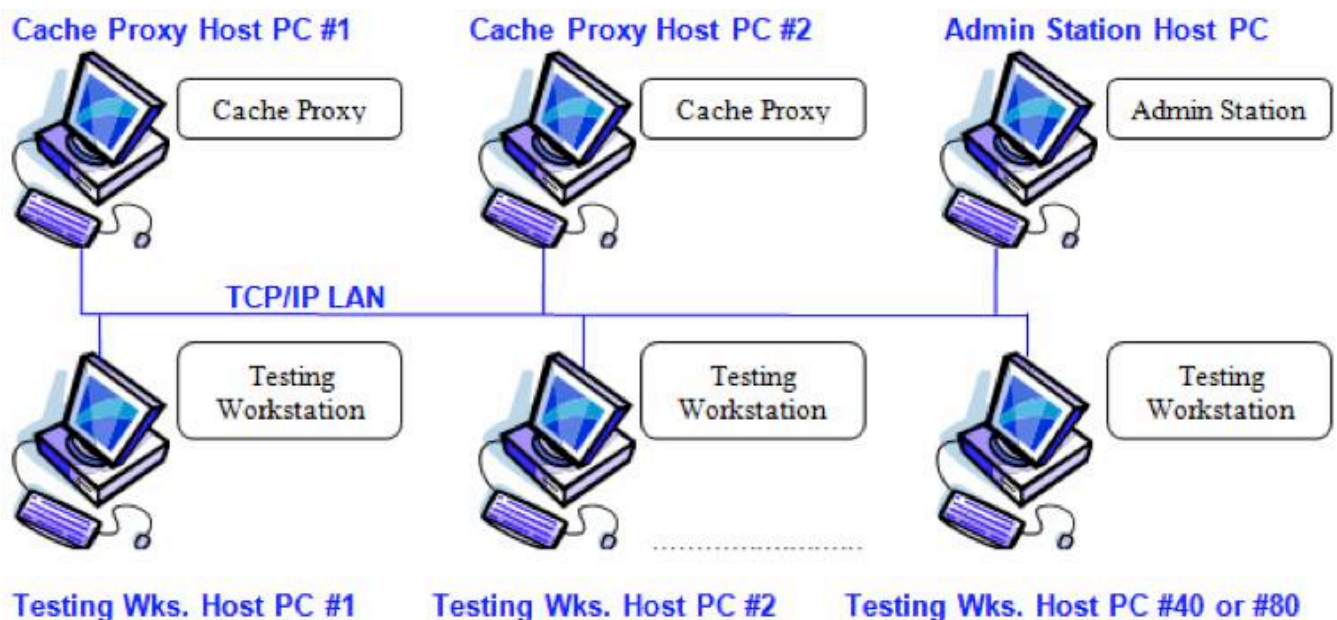
Multiple Local Server (Cache Proxy) Configurations: All local servers (cache proxies) and testing workstations that are launched using the same test center ID code and that are residing on the same subnet must be in the same physical location because they are part of one test delivery system.

Installing Required Software

The software listed in the following table must be installed on the test center computers in order for them to be capable of delivering the computer-based tests.

Cache Proxy	Admin Station	Testing Workstations
• iBT Bundle Installer	• iBT Bundle Installer	• iBT Bundle Installer • Screen Magnification Software

Caution! The software listed above MUST NOT be deleted from the computers' hard disks. Consult your local site technician to confirm that the computers are not configured to erase/delete the hard disk contents during a restart or on a periodic basis.

If the above software is not already installed, or if you are not sure that it is installed, download the required software by clicking the **iBT Bundle Installer** link on the following ETS website: **http://ibt1.ets.org/ibt/info.html**.

The iBT Bundle Installer will install the required version of Java® Runtime Environment (JRE), the iBT Keyboard Driver and the Java Access Bridge, all of which can also be downloaded separately from the links on the website.

The screen magnification software may be installed separately by clicking the appropriate **Download** link on the website. The screen magnification software is required for screen magnification and color switching, which are available as test accommodations for test takers with disabilities. It is not used for standard testing.

Performing a "Round Trip" Trial Run to Verify Test Center Capability

A test center must perform a Round Trip, which is a trial run to verify that the center is capable of administering the computer-based HiSET. Round Trips may also be referred to as "Readiness Checks." The process includes the following steps:

- Contact ETS HiSET Technical Support well in advance to schedule a Round Trip registration for the date when you plan to run the Round Trip.
- Prior to the date of the Round Trip, establish that the system and technical requirements are met (see "System and Technical Configuration Requirements" on page 64) and that the required software has been installed (see "Installing Required Software" on this page). Consult your local technician for assistance, if necessary.
- Run the Round Trip. During this process you will check in a sample test taker and launch a demo test on at least one testing workstation. Successful completion of a Round Trip validates that the required software is installed and operational on the cache proxy and administrative station as well as the testing station used, and validates communication across all systems within the test center and to ETS.
- Set up all the other testing workstations during the Round Trip and use the Quick Launch process to run a demo test on each of them to validate their ability to deliver a test.
- Contact HiSET Technical Support to report that the Round Trip and demo exams were delivered. HiSET Technical Support will verify that they were completed successfully.

For Round Trip and Quick Launch procedures, see Appendix A.

Important: A test center cannot be activated for HiSET test administration dates until a Round Trip has been completed successfully.

Advance Preparation for a Scheduled Test Administration

Run a Readiness Check and Preload the Cache Proxy

The testing system provides the ability to perform a computer-based Readiness Check prior to an upcoming administration.

The purposes of a Readiness Check are:

- to preload the cache proxy computer with the files that will be required on test day.
- to confirm the technical capability of all testing workstations.
- to confirm the availability of materials and personnel for the upcoming administration.

The Readiness Check will become available four days before each upcoming administration. If needed or desired, a Readiness Check can be run multiple times on the same day or on different days prior to the administration.

Centers whose test administrations are always **four or fewer days apart** do not need to run readiness checks because test day setup and delivery downloads files to the cache proxy for the next four days' administrations.

If you have multiple test administrations scheduled in an upcoming four-day period, you will see all the administrations listed under **Future Administrations** when you start your admin station, and you can **select any one** of them to run a Readiness Check. Running a single Readiness Check (for any one of the dates) will download the files to the cache proxy for all the next four days' administrations.

For procedures for running a Readiness Check, see Appendix B.

Why is Preloading the Cache Proxy Important?

The cache proxy is the computer that will provide test content to the test delivery workstations. The files downloaded during the Readiness Check will remain on the cache proxy computer even when you turn it off, so your cache proxy will be ready to go on test day.

Preloading shortens your test day start-up time and reduces the risk of encountering delays when downloading files on test day. If a technical problem prevents you from connecting to ETS on test day, and your center has been enabled to use "disconnected mode" as a recovery method, you will be able to switch to disconnected mode only if you have preloaded your cache proxy computer(s).

Review Your Roster

Log in to the HiSET Portal to verify the number of registered test takers and to view your test taker roster prior to test day.

On the day of the test, your roster will be displayed on the admin station.

Activities on an Administration Day

Test Day Preparation

Before Test Takers Arrive

On test day, before test takers arrive, test center staff must perform procedures for opening the test center and preparing the facilities and computers. No test takers should be checked in until the following preparations have been completed.

- Directional Signs: When possible (and as appropriate for the facility), provide signs to direct test takers to the check-in location.
- Testing Room Setup: Make any necessary adjustments to the configuration of the testing room (e.g., setting up partitions, removing maps and charts). Also take into account the physical, environmental and comfort requirements described in Chapter 4.
- Computer Setup: Start the cache proxy computer, the administrative (admin) station computer, and the testing workstations.
  - At the cache proxy, you will create an Administration Override (AO) password for this administration and wait until the cache proxy arrives at the Ready state.
  - At the admin station, you will enter the AO password to enable the admin station to connect to the cache proxy.
  - At the testing workstations, you will run the verification tests.
  - For procedures, see "Test Setup" on page 69.
- Bring the following materials to the testing room:
  - Sign-In/Sign-Out sheet
  - Scratch paper
  - Pencils

Test Setup

Before You Begin:

- Log in to Windows with a user account that has Administrator privileges.
- Verify that all the following settings are correct for your location and are identical on all test center computers (cache proxy, admin station and testing stations):
  - Date
  - Time, including a.m./p.m. setting
  - Time zone
  - Daylight Saving Time – If your time zone observes daylight saving time, make sure the **Automatically adjust clock for Daylight Saving Time** check box is selected on the **Time Zone Settings** dialog box.

Procedures

1. **Start the Cache Proxy:**

   Note: The procedures for starting the cache proxy are the same whether you are starting it for a Round Trip demo exam or a regular administration.

   a. **Internet Explorer:** If the IAS - Local IAS Server desktop shortcut is already installed on this computer, start the cache proxy application by clicking the IAS - Local IAS Server shortcut on the computer desktop.

   If the IAS - Local IAS Server desktop shortcut is NOT installed on this computer, start the cache proxy by typing the following URL in the Internet Explorer address bar:

      https://ibt1.ets.org/admin/stnlogin.jsp

      Note: Type the URL in lower case (as shown).

   b. **Cache Proxy Login:** Enter your personal **Username**, **Password** and **Site Code** (test center code number). Then click **Login**.

   STN Login for Cache Proxy Launch

   STN Username:
   STN Password:
   Site Code:

   Login   Reset

   To retrieve or reset your STN password, please open your IE browser to the STN Center URL.

   c. **Create AO Password:** Create a password of your own choosing for the current administration.

   - Retype the password for verification. Then click **OK**.
   - AO password rules:
     - Must be between 3 and 16 characters long
     - Must begin with a letter
     - May contain letters, numbers or any of the following characters: . ! @ ( ) { } [ ] - _ # $

   The AO password created in this step will be required for the following activities during the test administration. **The staff member who creates the AO password should share it with the other staff members so that they can perform these functions:**

   - starting the admin station and testing workstations
   - launching a test at a testing workstation
   - unlocking the cache proxy screen

   Note: If the AO password is forgotten, the particular staff member who created it will be able to retrieve it at the cache proxy and will be required to enter his/her login credentials to do so.

d. Cache Proxy Screen: Wait while the test packages are downloaded to the cache proxy.

Cache Status: Ready will be displayed above the table when all downloading has been completed. Go to the admin station computer and follow the procedures in Step 2 to start the admin station.
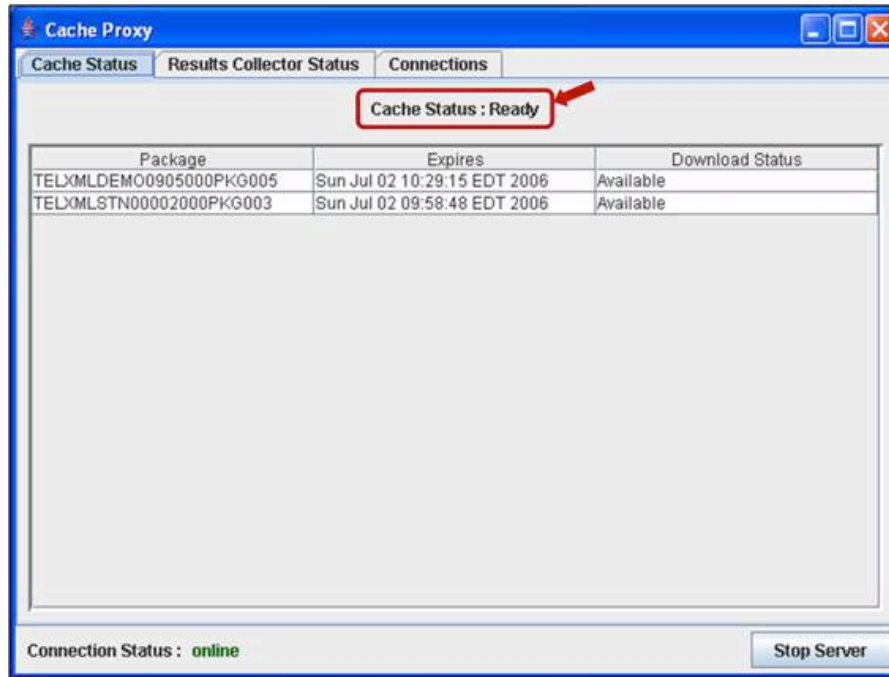
Note: The **Cache Status tab** displays a table with the download status of each individual test package. The overall status of the cache proxy is displayed above the table. There will be a progress bar at the bottom of the table during downloading.

To Unlock the Cache Proxy Screen: After several minutes, the cache proxy screen will display a message that it is locked. Click anywhere on the screen and follow the prompt to enter the AO password to unlock the screen.

If you have forgotten the AO password, click the Forgot AO Password button and enter your username and password. The AO password will be displayed. The particular test administrator who created the AO password must perform this step.

Multiple Cache Proxies: The number of test takers that a cache proxy computer can handle depends on the computer's technical specifications. You will not need more than one cache proxy computer unless you are testing more than 20 test takers at a time. Refer to http://clep.collegeboard.org/internet-based-testing for the latest system requirements and tips for configuring your system. To prepare an additional cache proxy computer, perform the same steps (shown above) on the additional cache proxy computer. When starting a secondary cache proxy, you will not be prompted to enter an AO password. The secondary cache proxy will synchronize its AO password with the primary cache proxy.

2. Start the Admin Station and Create a Password for the Administration:

a. **Internet Explorer:** If the IAS Admin Station desktop shortcut is already installed on this computer, start the admin station application by clicking the shortcut labeled IAS Admin Station on the computer desktop.

   If the IAS Admin Station desktop shortcut is NOT installed on this computer, start the admin station by typing the following URL in the Internet Explorer address bar:

   https://ibt1.ets.org/admin/adm.jsp

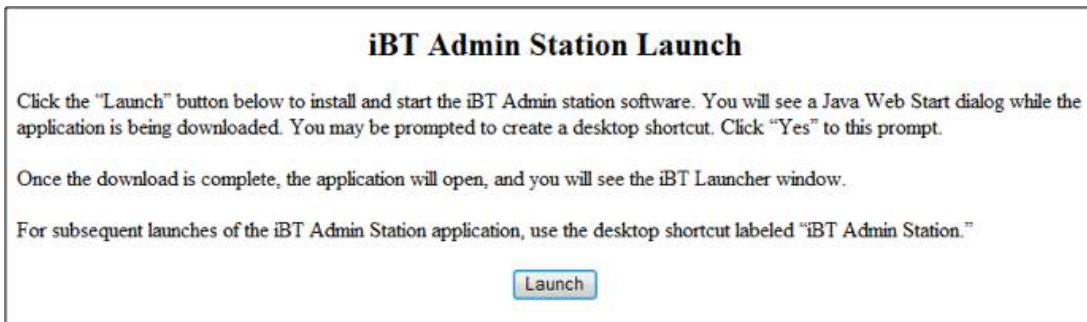   Then click **Enter**.

   Click the **Launch** button.

iBT Admin Station Launch

Click the "Launch" button below to install and start the iBT Admin station software. You will see a Java Web Start dialog while the application is being downloaded. You may be prompted to create a desktop shortcut. Click "Yes" to this prompt.

Once the download is complete, the application will open, and you will see the iBT Launcher window.

For subsequent launches of the iBT Admin Station application, use the desktop shortcut labeled "iBT Admin Station."

Launch

b. **Searching for a Local Server:** Wait a moment while the iBT Launcher application searches for the cache proxy (local server) and connects the admin station to it automatically.

   If no primary cache proxy is found, the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server.

   If more than one primary cache proxy is found, the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it and click the **Connect Using Selected Server** button.

c. **Enter Administrative Override (AO) Password:** Enter the AO password that you created when starting the cache proxy.

d. **Select a Program Administration:** Under **Today's Administrations**, locate the appropriate administration and click to highlight it.

   Click **OK**.

   Note: A test administration's link will not be active until the day of the administration. Then the link will remain active until Cleanup has been performed.

   Tip: If you receive an error message that "There are no program administrations for site code …," verify that the date, time (including a.m./p.m.), time zone and daylight saving check box are set correctly and are identical on all computers (cache proxy, admin station and testing stations).

e. **Start Test Setup:** Click the **Start Test Setup** button.

f. **Instructions:** Click **Next** to continue.

g. **Info (Summary of Checks):** Click **Next** to continue.

h. **Resource Availability:** If a resource screen is provided, confirm whether the specified resource is available and click **Next** to continue.

i. **Seating:** Select **Yes**, and click **Next**.

j. **Nonstandard Testing Accommodations:** Under Confirm, select **Yes.** Then click **Next**.

   Note: If any test takers are registered to test with accommodations for a disability, the top panel on this screen will display a list of the test takers.

   The bottom panel will display a list of the accommodations required by these test takers and the number of test takers who require each accommodation.

   If no test takers are registered with accommodations, a message will state that fact, and both information panels will be blank.

k. Personnel: Confirm that ALL the test center staff who are present at this test administration are added to the **Participating** list.

Click the individual's name in the **Available** list, and click the **Add** button to move it to the **Participating** list.

To add a new individual, click the **Add New Proctor** button, and you will be prompted to add the individual's first name, last name and telephone number.

Note: This action only adds the individual for this particular administration. When all the personnel at today's administration are displayed in the **Participating** list, select **Yes** to confirm. Then click **Next**.

Note: ETS may use this information if there is a need to get in touch with the test center personnel.

l. Workstation Check: This screen will display a list of the workstations that are ready to deliver a test. Initially, the list will be empty because you have not yet started any workstations.

m. Leave the Administration Station Running: Go to each testing workstation, and follow the procedures in step 3 to start the workstations.

3. Start the Testing Workstations and Run the Verification Tool Tests:

a. Internet Explorer: If the IAS Workstation desktop shortcut is already installed on this computer, start the testing workstation application by clicking the shortcut.

If the IAS Workstation desktop shortcut is NOT installed on this computer, start a testing workstation by typing the following URL in the Internet Explorer address bar:

> https://ibt1.ets.org/admin/wks.jsp

Then click **Enter**.

Click the **Launch** button.

b. Searching for a Local Server: Wait a moment while the iBT Launcher application searches for the cache proxy (local server) and connects the testing workstation to it automatically.

If no primary cache proxy is found, the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server.

If more than one primary cache proxy is found, the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it, and click the **Connect Using Selected Server** button.

c. Enter AO Password: Enter the AO password that you created when starting the cache proxy.

d. Select a Program Administration: Select the same administration that you selected at the admin station, and click to highlight it.

Then click **OK**.

e. Workstation Screen (Displays the Verification Tool Test Results): Click the **Execute All** button.

Follow the on-screen instructions to run each of the verification tests.

After all tests have been passed, click the **Finish** button.

The following message will appear on the screen: **This workstation is ready to deliver a test.**

Two buttons will be displayed on the workstation screen:

- **Launch Demo Test** – Click this button only if you need to run a demo test to verify this workstation's ability to deliver a test.
- **Close** – Click this button only if you want to close the application. Tests are launched from the admin station.

f. Perform steps a–d at the other testing workstations.

4. Return to the Admin Station:

a. Seats tab: On the **Seats** tab, each testing workstation that has been started will appear in the list of available workstations. The list shows only the testing workstations; it does not include the cache proxy.

b. Your Test Center is now ready to check in a test taker.

Starting a Test Session

Procedure

Before starting the test, you must perform the check-in procedures shown on page 21 in "Checking in Test Takers."

1. After check in, a test center staff member should escort the test taker to the assigned workstation. Ask the test taker to wait while you prepare the workstation.

   - You MUST verify that the information on the testing workstation matches the test taker. Compare the name and date of birth on the screen to the test taker's ID. If the information is correct, click **Confirm**.
   - If the test taker's name, date of birth or test name is not correct or does not match the test taker about to be seated at the workstation, do not allow the test taker to be seated. Return with the test taker to the admin station to resolve the problem.

2. You will be prompted to enter the administrative override (AO) password for this administration (which was created during Test Setup).

3. The **Candidate Information** screen will appear. It is the first screen that the test taker should see. Allow the test taker to be seated.

4. After the test taker is seated, inform him/her of the following:

   - The test taker's ID should be kept face-up on the workstation desktop.
   - The test taker should review and verify the information on the screen. The test will start when the test taker clicks **Continue**.

Activities During the Test

Monitoring the Testing Room and Handling Irregularities

- At least one test center staff member must be in the testing room at all times while testing is in progress.
- Walk through the testing room at frequent intervals, observe test taker behavior, watch for any unauthorized materials and watch for test takers who are raising their hands for assistance.
- Keep conversations in the testing room to an absolute minimum.
- If a test taker requests more scratch paper during the test, collect the used packet before providing a new one.
- Do not move a test taker to a different workstation once the test has started, unless technical problems prevent him/her from completing the test at the original workstation.

Alerts at the Admin Station

Alerts regarding changes in status and any system errors are sent to the admin station.

To view the alerts, click **Alerts** from the menu on the left-hand side of the admin station screen. A drop-down list at the top of the screen allows you to filter the alerts by status.

To accept an alert, click the row to highlight it, and click the **Accept Alerts** button. Then click **Home** from the menu on the left-hand side to return to the roster.

Stopping a Test Session (Administrative Override)

If there is an emergency reason for stopping a test (e.g., fire drill), the testing staff can stop the test by using a combination of keys:

Press the **CTRL+SHIFT+?** keys simultaneously on your keyboard. Enter the AO password at the prompt. You will be presented with three options:

- **Display Examinee Information**
- **Initiate an Unscheduled Break**
- **Stop the Current Testing Session** – Select this option and click **OK**. A message will ask **Are you sure you want to stop the test?** Select **Yes**.

To restart a test, follow the procedures in "Restarting an Interrupted Test Session" in the next section.

Restarting an Interrupted Test Session

If a test taker's test session is interrupted, for example, by a power failure, it is possible to restart the test from where the test taker left off. The test will resume from the point at which it was interrupted. If the cache proxy and the admin station have shut down (as in the case of a general power failure), you will need to restart them before restarting the testing workstations.

Important: If you encounter a problem with the cache proxy computer while testing is in progress, DO NOT switch the cache proxy application from one computer to another because test results reside on the cache proxy where the test started. Contact HiSET Technical Support for assistance.

1. From the **Roster** tab of the **Home** screen at the admin station, click the row with the correct test taker whose status indicates that a restart is available.

2. Select a workstation, either the current workstation (if it is functional) or another available workstation.

3. Enter an explanation of why you need to restart the test.

4. At the testing workstation, restart the test by following the procedures in "Starting a Test Session" on page 73.

Test Completion

Use the following steps to end the test session and dismiss the test taker:

1. Verify that the workstation displays a test completed message. There will also be an alert at the admin station when a test is completed.

2. Collect the scratch paper and confirm that all sheets were returned.

3. Ask the test taker to sign out.

4. Remind test takers to retrieve any personal belongings.

Post-Administration Activities

After all test takers have completed testing:

- Confirm that the **Results Upload Status** is **Complete** on the cache proxy and that all test results have been uploaded to ETS. This will establish that all test results have been uploaded to ETS for scoring and reporting and prevent instances of missing test results. The tests cannot be scored until the results are uploaded to the ETS servers. For procedures, see "Before Running Cleanup" below.
- Perform the Cleanup function at the admin station. During Cleanup, you will be asked to set a completion status for any test takers who did not complete testing, such as those who did not show up, were turned away, abandoned their tests or were unable to start or finish because of a technical issue or a test center environment problem. For procedures, see "Run Cleanup at the Admin Station" on page 75.

Before Running Cleanup

1. If the cache proxy screen is locked, click anywhere on the screen and follow the prompt to enter the AO password to unlock the screen.

   Note: If you have forgotten the AO password, click the **Forgot AO Password** button and enter your username and password. The AO password will be displayed. The particular user who created the AO password must perform this step.

2. Check the **Results Upload Status** indicator located in the bottom left corner of the cache proxy screen as shown in the example below.

   Note: If your center is using multiple cache proxy computers, check the results upload status on all of them.

   - If the **Results Upload Status** is **Complete**, all test results have been uploaded to ETS. You are ready to perform the Cleanup function.
   - If the **Results Upload Status** is Pending, test results stored on the cache proxy computer are still waiting to be uploaded to ETS. You must take one of the following actions:
     o Leave the cache proxy running until the **Results Upload Status** becomes Complete. (This is the preferred option.)
       OR
     o Shut down the cache proxy, verify that the results data on the cache proxy are not deleted and remember to start the cache proxy again as soon as possible to enable the results to be uploaded.
   - **Note:** DO NOT disassemble or reconfigure the cache proxy computers prior to the **Results Upload Status** becoming **Complete**.

- **Important:** Automatic uploading of test results cannot occur if the **Connection Status** is **Offline**, which will happen if Internet connectivity has stopped working at your site. In that case, try to restart the cache proxy.

Run Cleanup at the Admin Station

1. At the admin station, after all test takers have finished testing, click **Cleanup** from the menu on the left-hand side of the screen.

2. On the **Cleanup Instructions** screen, click **Next**.

3. A Candidate List screen will display any test takers who did not complete testing. You will be asked to set a completion status for each of them after you click **Next**. Click **Next**.

4. A Candidate Verification screen will be displayed for each test taker whose completion status needs to be set.

   - Select the appropriate status from the New Status drop-down list.
   - Select a Code from the drop-down list and enter a Problem Description.

   Important: Be careful to select the appropriate status. HiSET Program staff will use the status to help determine what follow-up action, if any, is required.

   - Select **No Show** for test takers who did not arrive at the test center and for those who arrived but had to be turned away because they did not meet the admission requirements (e.g., unacceptable ID).
   - Select **Bypassed Appointment** if a test taker arrived but was unable to start the test because of a technical problem or other test center issue.

5. On the **Cache Proxy Results Upload Complete** screen, click **Next**.

6. Click **Finish**.

7. The message **Cleanup is completed for this administration** will be displayed. Click **OK**.

8. **Shut down the cache proxy application. This step is important to prevent unauthorized use of the testing system**.

Document Handling

Sign-In/Sign-Out sheets: Retain used Sign-In/Sign-Out sheets for 18 months or according to the record retention requirements specified by your HiSET State Administrator. Then destroy them by shredding. DO NOT send them to ETS. For additional information, see Appendix E.

Scratch paper: All scratch paper must be collected before a test taker leaves the test center. Used scratch paper must be destroyed at the test center, either by shredding with a shredding machine or by tearing into very tiny pieces. For additional information, see "Scratch Paper Policy" on page 17.

Reporting Irregularities

Basic Information About Center Problem Reports (CPRs)

- ETS relies on the Chief Examiner or Administrator to be responsible for all aspects of test administration and to handle any emergency or exceptional situations at the test center.
- The Chief Examiner or Administrator should report incidents as soon as practical after they occur. If necessary, a Proctor should be asked to monitor the testing room while the Chief Examiner or Administrator handles test center situations and completes a CPR.
- CPRs should be clear, objective and professional. They should focus on facts and details and avoid opinions and speculation.
- ETS will support a Chief Examiner's or Administrator's actions if they are consistent with established ETS policies and procedures. The actions must be reasonable, sound and designed to confirm test validity, a satisfactory testing environment and test security.
- Some irregularities may not involve test takers, but should still be reported in a CPR.

Importance of CPRs

- CPRs are a critical source of information. They provide a written record of security incidents, technical problems, misconduct and other out-of-the-ordinary situations.
- Irregularity reports are admissible evidence in a court of law.
- Facts that seem of little consequence at the time may later assume considerable significance when ETS must decide if further action is required.

Filing a CPR

- At your Administrative workstation during an iBT administration, click File CPR from the menu on the left side of the screen. The CPR screen will open.
- Select the most appropriate CPR Category and Code for the issue you are reporting.
- Complete the **Description** and **Action** fields. Avoid entering minimal descriptions (such as "Improper ID" or "Problem") because that will require additional research and delay the resolution process at ETS.
- In certain situations, the system will automatically initiate a CPR and you will need to enter the details. For example, if you need to Reset Check-in for a test taker, enter a brief explanation of why the reset was necessary.

General Rules for High-Quality CPRs

- Be complete. CPRs should describe who, what, where, when, why and how. They do not have to be long, but you should provide the details as specifically as possible while the incident is fresh in your mind.
- Be professional. CPRs should focus on facts and details and avoid opinions and speculation.
- Resolve relevant questions. If a CPR includes the necessary details, ETS will not need to follow up with the test center for more information or clarification. It is important to state the outcome of the incident in the CPR (e.g., whether the test taker completed the test, whether the test taker was turned away, whether a prohibited item was confiscated). For incidents involving prohibited items or misconduct, details provided in CPRs can help ETS evaluate whether a particular incident was a relatively minor infraction or a serious breach of test security (e.g., whether a piece of paper was "only a candy wrapper" or contained test-related notes).

What to Include in a CPR

- Complete the **Description** and **Action** fields. Avoid entering minimal descriptions (such as "Improper ID" or "Problem") because that will require additional research and delay the resolution process at ETS.
- State the length of any delay or interruption that the test taker encountered.
- Describe what happened in detail. Remember that each CPR should tell a complete story of the incident.
- Document all actions taken so that others reading the report can determine exactly what occurred. The report should include:

  - What took place: Describe the situation and problem as completely as possible.
    Note: Do not state or describe the content of any test item when completing a CPR. This will result in a compromise of security of the test question.
  - When it happened: If possible, give exact time of day and time showing on computer screen if it is relevant to the irregularity.
  - Where it happened: Check-in area, hallway, testing room, etc.
  - Relevant personnel: Include the names and telephone numbers of all personnel who might provide relevant information regarding who witnessed the incident. (This would apply to misconduct cases, injury to a test taker or other any unusual incident at the test center.)
  - Test takers that were affected. If several test takers are affected by the same incident, the system enables you to include all their names on one CPR.

- Describe the resolution:
  - The amount of time it took to resolve the problem.
  - Details of all actions taken and by whom (e.g., the Test Administrator).
  - Did the test taker complete the test?

- Include answers to the following questions for the issues listed below:
  - Technical Issues:
    - Did the problem occur before the test taker started the test or during a particular section of the test?
    - What was the length of time of any delay or interruption?
    - What actions were taken to try to resolve the problem? Was the problem resolved?
    - Did the affected test takers successfully complete their tests?
    - After 30 minutes, if the problem was not resolved, did the Test Administrator offer the test taker the opportunity to be scheduled for a make-up test? Did the test taker accept the offer?

- System-initiated CPRs:
  - If you encounter a situation that causes several system-initiated CPRs of the same type (for example, Reset Check-in), and you do not have time to type a complete explanation in each CPR, please file one CPR at the end of the administration to summarize the situation and the outcome for the affected test takers.

- Unacceptable ID:
  - What type of ID document(s) did the test taker present (for example, passport, driver's license, etc.)?

- o Why (specifically) was the ID unacceptable?
- o Was the test taker turned away?

- • Test Taker Misconduct:
    - o If a test taker was observed using any prohibited material or device, describe the item in detail. How and where was the test taker using the item? Did the test center staff confiscate the item?
    - o Did any test site staff witness the misconduct incident? If so, who?
    - o What action was taken by the test center staff? Was a warning given to the test taker?
    - o Was the test taker dismissed from the test session, or did he or she complete the test?

- • All CPRs: Did you contact HiSET Technical Support or HiSET Test Administration Services for assistance?

How to Act on Irregularities

Dismiss the test taker from the test center and file a detailed CPR if a test taker attempts to:

- • Remove test questions from the room.
- • Use prohibited aids.
- • Impersonate a scheduled test taker.
- • Tamper with the testing equipment.
- • Give or receive assistance from another test taker.
- • Cheat in any way.
- • Create a disturbance after a warning.
- • Important: If a test taker threatens test center staff with bodily harm, call the local police and/or building security.
  Note: The Chief Examiner or Supervisor does not need to call HiSET Test Administration Services before dismissing the test taker.

Other situations that require a CPR:

- • Test taker arrives at the test center but is not admitted for any reason.
- • Test taker is turned away because of unacceptable ID.
- • Any event that prevents a test taker from completing a test that has been started.
- • Any event that significantly disturbs the testing environment (e.g., loud noise, failure of heating/cooling system, disruptive test taker).
- • Any event that interrupts testing even if testing is successfully resumed (e.g., power outage, environmental problems).
- • Test taker takes repeated unscheduled breaks.
- • Test taker leaves the testing room without permission or because of illness.
- • Test taker creates a disturbance of any kind.
- • Test taker complains about any aspect of the testing process.
- • Emergency closing of the test center.
- • Equipment or test material theft or vandalism.

Facility, Environment and Computer Problems

Situation	Procedure in the Testing Room	CPR/Other Action
Noise Problems	If a disruption occurs inside the testing room, or noise from outside the test center affects test takers, try to end the noise or disruption if possible.	File a CPR. Describe the situation and the length of the disruption.
Power Outages	When an electrical power outage occurs at the test center and power is immediately restored, the Chief Examiner or Test Administrator will have to use the Restart function at the admin station to restart each test taker's test. If the power is not immediately restored, power off each testing station and other equipment until the power is again available. Ask test takers to wait at least 30 minutes for the power to be restored. After that time, give them the choice to either: • Wait in the center to resume the test. • Choose to be rescheduled to a makeup test. While waiting, test takers must remain in the testing room and must have no access to cell phones or other prohibited devices.	File a CPR. Describe the situation and actions taken, identify the affected test takers, and state whether they were able to complete testing.

Situation	Procedure in the Testing Room	CPR/Other Action
Weather Problems and Personal Emergencies	• If your test center is open for business, test takers are expected to keep their scheduled appointments. If they cannot get to your open test center for any reason (this includes inclement weather, natural disaster, illness, personal emergency, etc.), advise them to contact HiSET Customer Service. • To avoid unrealistic expectations, do not speculate to test takers about what outcome to anticipate. • If your center is able to remain open despite severe weather or other unusual conditions, file a CPR describing the situation. • If your center will be closed because of inclement weather, natural disaster or other reason, notify HiSET Test Administration Services as soon as possible about the closure.	Contact HiSET Test Administration Services. If possible, file a CPR.
Test Center Emergencies	Emergencies include storms, floods, fires, fire drills or other unusual activities that disrupt test administration and are beyond the control of test center staff. In an emergency, the primary concern should be the safety of everyone present. • If necessary, evacuate everyone immediately. • If there is sufficient time, power off the test takers' testing stations. • Lock the testing room door after everyone has exited. If the computers were powered off, and it is possible to return to the testing room in a reasonable amount of time (as in the case of a fire drill), follow procedures to restart each computer and allow test takers to continue testing. If the computers were NOT powered off, and it is not possible to return to the testing room in a reasonable amount of time, the testing session must be terminated because the computer will have continued to count down during the time test takers were away.	File a CPR. Describe the situation and actions taken, identify the affected test takers, and state whether they were able to complete testing.
Emergencies *Emergency evacuation*	Your primary concern should be the safety of everyone present. When an emergency occurs, you should immediately: • If time permits, note the time of the incident and turn off the testing workstations. • If test takers and staff are not in physical danger, lock the testing room and evacuate test takers and staff. • Gather test takers in a designated safe area. Test takers should be monitored and should not discuss the test. • If you powered off the computers and it is possible to return to the testing room in a reasonable amount of time, follow procedures to restart each computer and allow test takers to continue testing. • If you did not power off the computers (and testing time continued to count down) and/or it is not possible to return to the testing room in a reasonable amount of time, you will have to terminate testing.	Report the emergency in a CPR, if possible, or contact HiSET Test Administration Services to report the emergency. Provide full details of the emergency and action taken. If testing is able to resume, indicate in your CPR whether the test takers completed their tests.

Situation	Procedure in the Testing Room	CPR/Other Action
Hardware or Software Problems	If software or hardware problems cause a delay in starting or an interruption during a test, **contact HiSET Technical Support within 10 minutes** of the scheduled start time or the time the interruption occurred. **Even if it appears to be a local problem and local personnel are working on it, you still must contact HiSET Technical Support promptly.** Confirm that the affected test takers remain sequestered inside the building while they wait for the problem to be resolved. **Sequestering the test takers is required for test security purposes, and it means that you must take all the following actions:** • **Inform the test takers** that they are not allowed to leave the test center or to use cell phones or other communication devices during the waiting period. • **Supervise the test takers** to verify that they remain in the test center building and have no access to telephones, electronic devices, or outside communication while waiting for the problem to be resolved. • **When you file your CPR** about the situation, include a description of where the test takers were located during the waiting period and how they were supervised. Offer the test takers the opportunity to reschedule after having waited 30 minutes past the scheduled start time for the problem to be resolved. At 30 minutes past the scheduled start time, if the problem is still being worked on and the test takers wish to continue waiting, and the test center's schedule will still allow time for them to complete the test, they may continue to wait for the problem to be resolved. The test center should already be in contact with HiSET Technical Support. Inform affected test takers that you have reported the problem. They will be contacted about rescheduling, if necessary.	Contact HiSET Technical Support. (1-855-857-3540) File a CPR. Describe the situation and actions taken, identify the affected test takers, and state whether they were able to complete testing.
Cache Proxy Computer Failure During the Test	If you encounter a problem with the cache proxy computer while testing is in progress, DO NOT switch the cache proxy application from one computer to another. Contact HiSET Technical Support for assistance.	Contact HiSET Technical Support. (1-855-857-3540) File a CPR.

Check-in Issues

Situation	Procedure in the Testing Room	CPR/Other Action
Unacceptable ID	Do not admit the test taker. In your CPR, state what type of ID the test taker presented and why it was unacceptable. State whether the test taker was turned away. **Note:** If, to avoid a serious disturbance, you must admit a test taker without acceptable ID, file a CPR and inform the test taker that his/her scores will not be reported and will be canceled.	File a CPR.
Test Taker Is Checked in Under the Wrong Registration	Test takers may have similar names. Be careful to select the correct record when selecting a test taker from the check-in roster. If you accidentally check in a test taker under another test taker's registration, you can reset the check in and start over, as long as you detect the mismatch BEFORE the test taker starts the test. • At the admin station, use the Reset Check-in function to reset the test taker's registration that was used in error. • Then select the correct test taker record from the roster and proceed to check in the test taker. If the test taker has already started the test when the mismatch is detected, DO NOT allow the test taker to complete the test. Both test takers (the one who started the test under the wrong registration record and the test taker whose record was used in error) will need to be rescheduled to another test administration.	File a CPR.

Possible Test Question Ambiguities or Errors

Situation	Procedure in the Testing Room	CPR/Other Action
Test Takers Report Possible Typographical Errors, Ambiguities in Test Questions, Multiple Correct Responses, etc.	Inform test takers that you will file a report about their concerns.	File a CPR. State only the test section number and name and the item number. **Do not copy the exact text of any test question. This is important in maintaining test security.**

Test Taker Behavior and Misconduct

Situation	Procedure in the Testing Room	CPR/Other Action
Disruptive Behavior and Misconduct	Because Chief Examiners and Test Administrators must maintain order as well as security at the test center, they have authority to dismiss a test taker for disruptive behavior or other misconduct. If a test taker's behavior during testing disturbs others, and the Chief Examiner or Test Administrator believes the disruption may prevent others from doing their best work, the Chief Examiner or Test Administrator will do the following: • Warn the test taker that he or she will be dismissed if the disruptive behavior persists. Do not engage in a confrontation. • If the test taker continues to be disruptive, you may dismiss the individual from the testing room. • Dismissal is also warranted if, after receiving a warning from test administration staff, a test taker continues to engage in any other type of misconduct. • In certain cases you may be reluctant to dismiss a test taker for fear of embarrassment, disturbance to other test takers or physical reprisal. You should dismiss test takers when warranted, but use your best judgment in handling each situation. • When dismissing a test taker, advise the person that failure to adhere to testing regulations after receiving a warning made the dismissal action necessary and that a report will be filed. • If, in the judgment of the Chief Examiner or Test Administrator, attempting to remove a test taker would create a disturbance to other test takers or result in a potentially threatening situation, the test taker should be permitted to complete testing. • If the individual causes a serious disturbance and will not leave the test center, you should call the police or other local authorities. Retain any materials related to the events because ETS may request them.	File a CPR.
Misconduct *Testing aids*	Use of the following items is strictly prohibited: • telephones or cell phones • smartphones (e.g., BlackBerry or iPhone devices), PDAs and other electronic, listening, recording, scanning or photographic devices • books • pamphlets • highlighter pens • stereos or radios with headphones • watch alarms (including those with flashing lights or alarm sounds) • personal digital/electronic recording or photographic devices • calculators other than those distributed by test center staff • dictionaries, including electronic translators Anyone found using aids during testing should be warned and, if action continues, should be dismissed from the test. **Exception: If you observe that a test taker inside the testing room is using a telephone, personal digital assistant, or other prohibited electronic device, do not give a warning. See "Using a Prohibited Item in the Testing Room" on page 82.**	Provide detailed information regarding the incident and the action taken by you or your staff on the CPR, including the test taker's name and appointment confirmation number.

Situation	Procedure in the Testing Room	CPR/Other Action
Using a Prohibited Item in the Testing Room	• If possible, have another staff member observe the event. • Obtain the item and ask the test taker to step into the Test Administrator area (if he/she is in the testing room). Inform the test taker that he or she has violated test center rules and you will be filing a report. • Check the item to see if it contains test information. • If the item contains test information, or if the item is a telephone or other electronic or photographic device, terminate the test with an administrative override by pressing the administrative override key sequence (CTRL+Shift+?), entering the AO password, and selecting **End the Current Testing Session**. • File a detailed CPR including the make/model of any electronic equipment used (if applicable). Retain the item, if possible. **Note:** Take the above actions when the violation is first observed; do not give a warning or wait for a second violation to occur. You can turn off the testing station so that test time stops while you handle the situation. For additional details about prohibited items, see "Prohibited Items" on page 16.	File a detailed CPR including the make and model of any electronic equipment used (if applicable).

Using a Prohibited Item Outside of the Testing Room During a Break	1. Warn the test taker that the activity is not allowed and that he or she will be dismissed if it continues.
	2. If the test taker violates the regulation again after the warning:
	  a. Dismiss the test taker. Inform him or her that repeated violation of test center regulations after receiving a warning has made dismissal necessary and that a report will be filed.
	  b. Terminate the test with an administrative override by pressing the administrative override key sequence (CTRL+Shift+?), entering the AO password, and selecting **End the Current Testing Session**.
		File a CPR.

Misconduct *Giving or receiving information of any kind*	Warn the test taker that he or she will be dismissed if the disruptive behavior persists. Have another staff member witness any suspected misconduct. If the situation persists after a warning from you or a staff member, dismissal is warranted. See "Disruptive Behavior and Misconduct" on page 81.	On the CPR, provide names and appointment confirmation numbers for all test takers suspected of giving or receiving information (identify givers and receivers of information).
Restroom Use	Test takers are not permitted to take breaks during the test session. In the case of an emergency a test taker may leave the testing room to go to the restroom. Remind test takers that they will not be allowed extra testing time for such an absence. Use of telephones or cell phones is not permitted during such an absence and is grounds for dismissal.	There is no need to report approved breaks; however, unapproved, excessive or extended breaks must be reported on the CPR.
Test Taker Takes Numerous or Excessively Long Unscheduled Breaks	Attempt to determine the reason for the numerous or excessively long breaks. Allow the test taker to continue testing.	File a CPR.

Situation	Procedure in the Testing Room	CPR/Other Action
Unscheduled Departure from the Test Site	If a test taker leaves the test center before completing the test, the Test Administrator should terminate the test: 1. Press the administrative override key sequence (CTRL+Shift+?). 2. When the **Enter Administrator Password** window appears, type your administrator password. (This is the administrative password that you created during the test setup process.) 3. A drop-down list of options will appear. Select the option to end the test. **Note:** The administrative override key sequence will not work when a listening item is being played or when a direction screen is displayed. You will need to wait for the recording to end or navigate past the direction screen before terminating the test.	File a CPR.
Medical Emergency or Illness	If a test taker becomes ill and must leave the room temporarily, handle the situation the same as for an unscheduled break. Note the time the test taker left and returned on the CPR. If a test taker must withdraw permanently from testing because of illness, follow instructions described in "Unscheduled Departure from the Test Site." File a CPR. In case of serious illness or medical emergency: • Call a local emergency medical number. • Render whatever aid possible and make the person comfortable until help arrives.	If other test takers are disturbed by the test taker's illness and have lost testing time, file a CPR indicating all test takers affected.

Administrations with Testing Accommodations

Installing and Configuring Software for Screen Magnification and Selectable Background and Foreground Colors

Requirements

To deliver screen magnification and/or selectable background and foreground colors, the following four software components must be installed and configured on the testing workstation:

- Java Runtime Environment (JRE)
- Keyboard Driver
- Java Access Bridge
- Screen Magnification

The installation should be performed before test day.

You must have administrative privileges to perform the installations. Allow yourself enough time to reboot the computer.
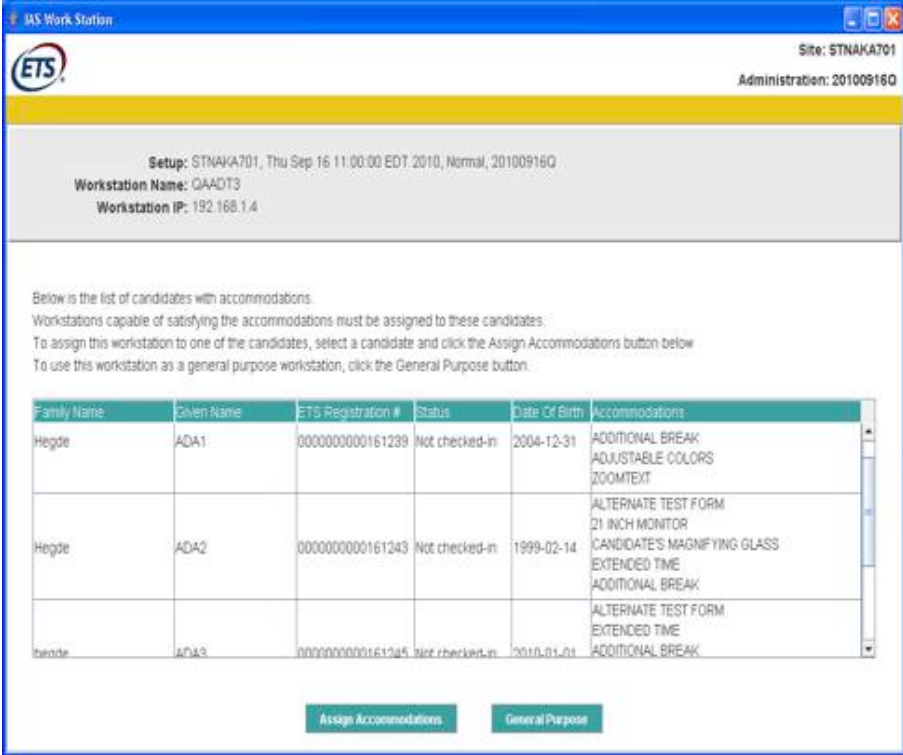
Note: Screen magnification and selectable background and foreground colors are the only software-based accommodations that require advanced installation. Other accommodations, such as extended time and additional rest breaks, do not require advanced installation.

To install the above-mentioned components, use the steps on the next page.

Step	Procedure
1	At the designated testing station, open Internet Explorer and go to https://ibt1.ets.org/ibt/info.html. You need to install the JRE, Keyboard Driver, Access Bridge and screen magnification (otherwise known as Screen Magnification) from this website, which will provide the specific versions required by the testing system. Each of the four components can be installed individually, or you can install them in two stages, as follows:
1a	Click the **iBT Bundle Installer** link, which is located in the first bulleted item on the iBT – Testing Workstation Preparation screen. This will begin the installation of the JRE, Keyboard Driver and Access Bridge.
1b	Install screen magnification (otherwise known as Screen Magnification) by clicking its Download button after the iBT Bundle has been installed successfully.
2	Reboot the testing station after all components have been installed.
3	Open Internet Explorer, return to https://ibt1.ets.org/ibt/info.html.
4	Click the **Verification Tool** link, which is located in the last bulleted item on the iBT – Testing Workstation Preparation screen.
5	Run the software tests available in the Verification Tool to verify that the required components are installed.
6	After passing the verification tests, the testing station is ready to deliver the accommodations. Close the verification tool window.

Test Day Start-up and Check in for Tests with Accommodations

Important: On test day, you must start the designated accommodations testing station(s) before you check in the test taker(s).

Step	Procedure
1	**Cache proxy and administrative station:** Follow standard start-up procedure.
2a	Testing stations: On a test day when one or more test takers are registered to test with accommodations, each workstation that you start will display a list of those test takers and will require you to choose whether to set up this testing station for accommodations delivery: To set up this testing workstation for accommodations delivery, select a test taker from the list, and click the **Assign Accommodations** button. After a test taker has been selected and assigned, that test taker will not appear on the list when you start the next testing workstation. • To set up for nonaccommodations delivery, click the **General Purpose** button.
2b	A verification tool will run automatically to verify that the required iBT files are present on the testing station. • If the files are present, the system will proceed to the iBT Client Verification Tool screen. • If the proper versions of the software are not present, you will need to download and install them from the links on the following ETS website: http://ibt1.ets.org/ibt/info.html. When the installation has been completed, you will have to reboot the testing station and repeat these procedures from the beginning of Step 2.

Step	Procedure
2c	The **iBT Verification Tool** will start. Follow the instructions presented by the tool. After completing all the verification tests, close the **iBT Verification Tool** window.
2d	The **Workstation Status** screen will display the identifying information for the test taker to whom you have assigned this testing workstation.
3	At the administrative station, check in the test taker with testing accommodations.

Screen Magnification Operating Procedures

Step	Procedure
	If a test taker has been authorized for screen magnification and/or selectable background and foreground colors, there will be an **Adjust Display** button at the top of the testing station screen beginning with the first screen of the test package.
1	To begin using magnification, the test taker clicks the **Adjust Display** button and a menu box appears. **Important:** It may be necessary to help the test taker locate the **Adjust Display** button for the first time if he/she is unable to locate it before the display has been adjusted.
2	The Magnification menu presents two drop-down lists from which the test taker selects the type and power of magnification. • Three types of magnification are available: ♦ **Full –** The full screen is magnified, allowing the test taker to view the maximum possible magnified area; the image scrolls automatically when the cursor approaches the edge. ♦ **Overlay –** Displays a magnified view in a box docked in the lower right-hand quarter of the screen; moving the mouse moves the screen image within the overlay. ♦ **Lens –** The cursor is inside a square magnified area can be moved in front of the screen like a magnifying glass; only the material directly beneath the lens is magnified. • The magnification level can be adjusted up to 36x. Levels include: ♦ 1x to 8x in steps of 1 ♦ 10x to 16x in steps of 2 ♦ 20x to 36x in steps of 4 ♦ Fractional powers of 1.2, 1.5, 1.7 and 2.5
3	After selecting the desired type and level of magnification, the test taker can close the Magnification menu by clicking the **Adjust Display** button again. The test taker may use the **Adjust Display** button to toggle the menu off and on as needed during the test.
	Note: Because of the magnification, not all the screen content will be visible at one time in Full and Overlay modes. The test taker will need to use the mouse to move the screen image to locate the testing tools buttons.

Selectable Background and Foreground Colors Operating Procedures

Step	Procedure
	If a test taker has been authorized for selectable background and foreground colors and/or screen magnification, there will be an **Adjust Display** button at the top of the testing station screen beginning with the first screen of the test package.
1	To begin adjusting background and foreground colors, the test taker clicks the **Adjust Display** button and a menu box appears.
2	The **Color Scheme** menu presents a drop-down list with the following 12 options: • Black letters on white paper (default) • Black letters on light blue paper • Yellow letters on black paper • Dark blue letters on white paper • White letters on black paper • Dark blue letters on yellow paper • Black letters on pink paper • Light blue letters on black paper • Pink letters on black paper • White letters on dark blue paper • Black letters on yellow paper • Yellow letters on dark blue paper
3	After selecting the desired color scheme, the test taker can close the menu by clicking the **Adjust Display** button again. The test taker may use the **Adjust Display** button to toggle the menu off and on as needed during the test.

Additional Breaks Procedures

Step	Procedure
	If a test taker has been authorized to take breaks, there will be a **Break** button at the top of the testing station screen beginning with the first screen of the test package.
1	To begin a break, the test taker clicks the **Break** button located at the top of the screen. A break instructions screen instructs the test taker to select from the option buttons listed in the following steps.
1a	**Remain in the Room** – Initiates a break and presents an instruction screen that will remain on the screen throughout the break. The test time stops counting down. An **End the Break** button for the test taker's use appears at the top of the screen.
1b	**Leave the Room** – Initiates a break and presents an instruction screen that will remain on the screen throughout the break. The test time stops counting down.
1c	**Cancel the Break** – Returns to the test without initiating a break.
2	To end a break: the options are as follows.
2a	If the test taker started the break by selecting **Remain in the Room**, he/she can end the break at any time by clicking the **End the Break** button.

Step	Procedure
2b	If the test taker started the break by selecting **Leave the Room**, you must end the break as follows: 1. Press the administrator's key sequence: **CTRL-SHIFT**-? The Enter **Administrator Password** box pops up. 2. Enter the administrative password that you created during Test Setup, and click **OK**. 3. Select the **Stop the Break** option, and click **OK**. The test taker confirmation screen appears. 4. Wait at the testing station to ensure that the test taker confirms the information and clicks the **Information is Correct** button to continue the test.

Note: An alert will be sent to the administrative station each time a break is initiated or ended.

Irregularities and Exceptional Situations

Problem	What to Do
A problem occurs that makes it necessary to restart an accommodations test on a different testing station.	Standard procedures for restarting a test on a different testing station will not work for tests with testing accommodations. Use the following procedures: 1. Contact HiSET Technical Support at 1-855-857-3540. 2. Describe the nature of the problem and the fact that the test is being delivered with testing accommodations.

Appendix A

Demo Tests – Round Trip and Quick Launch

General Information about Round Trip Demo Tests

The Round Trip is a trial run of the whole process from the time a test registration order has been placed through test delivery.

When to run a Round Trip:

- **To prepare a new test center:** When a test center is being prepared to administer iBT tests for the first time, successful completion of a Round Trip is required before the center can be opted-in to any iBT test administrations.
- **To verify functionality after upgrades or other changes:** A Round Trip may be needed to confirm functionality after computers have been replaced or other technical changes have occurred.
- **To confirm that problems have been fixed:** A Round Trip may be needed as a follow-up when technical problems have occurred and have been resolved.
- **To train staff:** A Round Trip can be used to help train new test center personnel.

A Round Trip accomplishes the following goals:

- Validates communication across all systems within the test center and with ETS.
- Validates that the iBT software is installed and operational on the cache proxy, administration station and testing workstation.
- Enables test center personnel to become familiar with the software and practice the test administration activities.

During a Round Trip, you will:

- Start the cache proxy, the administrative station, and at least one testing workstation.
- Check in a Round Trip appointment.
- Launch the demo exam, which is a short demonstration exam that simulates a test taker's testing experience.

A Round Trip appointment must be scheduled in the system in order for a Round Trip test to be run. If a center needs to run a Round Trip, the user should contact HiSET Technical Support in advance. Technical Support will schedule the necessary Round Trip appointment.

A Round Trip can be launched at any time on its scheduled date.

General Information about Quick Launch Demo Tests

The term "Quick Launch demo exam" refers to running a demo exam on a testing workstation without the need to check in a Round Trip registration. A Quick Launch is quicker than a Round Trip because no check in is required.

The purpose of a Quick Launch demo test is to verify a testing workstation's capability to deliver an iBT test. A Quick Launch is started by clicking the **Launch Demo Test** button that is displayed on the screen when a workstation is at the "ready to deliver a test" status.

If you have only one Round Trip appointment scheduled, but you need to verify that all your workstations are capable of delivering a test, you should launch the Round Trip appointment on one workstation and run a Quick Launch demo test on all the other workstations.

This is accomplished by starting all your workstations (during the setup process for the Round Trip) and bringing them to the **ready to deliver a test** status. On the workstations that will not be used to launch the Round Trip, click the **Launch Demo Test** button on the screen to start the Quick Launch demo test.

You can also run Quick Launch demo tests on your workstations during the Readiness Check process that becomes available one to four days prior to a scheduled test administration.

Before You Begin Using IAS

The following requirements and tips will help you get started and avoid common problems and errors.

- Only authorized users will be able to start the cache proxy.

- **Windows Administrator privileges are required:** To install and operate the software on each computer, the user must log in to Windows with a user account that has Administrator privileges.

- **User Account Control must be set as follows:**
    - Users running Windows® Vista® must turn off the User Account Control (accessible at Control Panel ☐ User Accounts ☐ Turn User Account Control ON or OFF).
    - Users running Windows 7 must set User Account Control to NEVER NOTIFY.

- **Time and date settings must be correct and identical on all computers:** Verify that all the following settings are correct for your location and are identical on all test center computers (cache proxy, admin station and testing stations):
    - Date
    - Time, including a.m./p.m. setting
    - Time zone
    - Daylight Saving Time – If your time zone observes daylight saving time, make sure the "Automatically adjust clock for Daylight Saving Time" check box is selected on the Time Zone Settings dialog box.

- **Start the cache proxy computer first:** The cache proxy must be started first because it serves as the communication center. Then start the administrative station and testing stations. The detailed steps are reviewed on the next page.

- **Use the IAS URLs for initial startup:** To launch the IAS cache proxy, admin station, and testing workstations for the first time, you will need to enter a URL in the address bar, and IAS will create a shortcut on the desktop and the start menu.

- **Once the desktop shortcuts have been created, use them:** Use the desktop shortcuts instead of the URLs to launch the cache proxy, admin station and testing workstations.

- **IAS desktop shortcuts are related to the user account:** The IAS desktop shortcuts are created only for the Windows user who was logged in at the time the iBT software was set up. Therefore, it is critical to log in with the same Windows user account on test admin day that was used during setup. If a different Windows account is used, the iBT shortcuts will not appear on the desktop.

- If your center is unable to access the Internet on test day, you will be prompted to enter your Disconnected Password when starting the IAS cache proxy. In that situation, you will need to contact HiSET Technical Support to obtain a disconnected mode password for that day.

    Note: Disconnected mode is available at test centers that have been enabled in advance by ETS to administer tests in disconnected mode as a recovery method.

- If your Internet service is working on test day, but ETS is inaccessible and ETS has enabled your test center in advance to use disconnected mode, your Disconnected Password will be provided automatically and authenticated silently on the cache proxy. In that situation, you will not need to contact technical support to obtain the password.

- A test center will be able to switch to disconnected mode only if the user preloaded the test packages onto the cache proxy computer(s) prior to test day (see the eLearning section on **Advance Preparation**).

- **Multiple cache proxies:** If your center has more than 25 test takers, a message will indicate that you have the option to start an additional cache proxy. The number of test takers that a cache proxy computer can handle depends on the computer's technical specifications.

Running Round Trip and Quick Launch Demo Tests

The following steps are needed to carry out a Round Trip and Quick Launch demo tests:

- Start the Cache Proxy.
- Start the Admin Station.
- Start the Testing Workstations.
- Finish the Round Trip at the Admin Station.
- Check In the Round Trip Registration at the Admin Station.
- Start the Round Trip Demo Exam at a Workstation.
- Run Quick Launch Demo Exams on All Other Workstations.

Details of the above steps are provided below.

Start the Cache Proxy		
Step	**Screen**	**Action**
1	**Internet Explorer**	If the **IAS - Local IAS Server** desktop shortcut is already installed on this computer, start the cache proxy application by clicking the **IAS - Local IAS Server** shortcut on the computer desktop.
		If the **IAS - Local IAS Server** desktop shortcut is NOT installed on this computer, start the cache proxy by typing the following URL in the Internet Explorer address bar:
		https://ibt1.ets.org/admin/stnlogin.jsp
		Note: Type the URL in lower case (as shown).
		Then click Enter. The following login screen will appear:
		Note: The term **STN** pertains to other ETS testing programs but is not applicable to the HiSET Program.
		Enter the personal **username** and **password** that were provided to you for the test administration system, and enter your site code (test center number).
		Then click **Login**.
		Note: The site code is not case-sensitive.
		Using the URL the first time creates a desktop shortcut. On subsequent uses, you should start the cache proxy application by double-clicking the desktop shortcut.

Start the Cache Proxy

Step	Screen	Action
2	**Cache Proxy Login**	Enter your personal **username** and **password.** Then click **OK**. **Note:** Only an authorized user can start the cache proxy. If you are not authorized, or if you enter your user name/password combination incorrectly, the error message **STN username is not authorized** will be displayed. The system will check that the computer meets the memory and speed requirements. If the computer fails to meet the system requirements, or if iBT was unable to determine the computer's hardware/software specifications, an error message will be displayed and you will be unable to continue. Contact HiSET Technical Support.
3	**Create Admin Override (AO) Password** **Note:** Your test center number is displayed in the title bar at the top of this screen.	Create a password of your own choosing for the day's administration. IAS AO password rules: • Must be between 3 and 16 characters long • Must begin with a letter • May contain letters, numbers or any of the following characters: . ! @ ( ) { } [ ] - _ # $ Retype the password for verification. Then click **OK**. **Note:** The password created in this step is called the Admin Override (AO) password. It will be used to start the admin station and testing workstations and to unlock the cache proxy screen. If the AO password is forgotten, the particular user who created it will be able to retrieve it at the cache proxy and will be required to enter his/her credentials to do so.
4	**Cache Proxy Screen**	Wait while the test packages are downloaded to the cache proxy. **Note:** The **Cache Status tab** contains a table with the download status of each individual test package. There is a progress bar at the bottom of the table. **The overall status of the cache proxy is displayed above the table.** **Cache Status: Ready** will be displayed above the table when all downloading has been completed. Next, go to the admin station computer and follow the procedures described.
	To unlock the cache proxy screen: After several minutes, the cache proxy screen will display a message that it is locked. Click anywhere on the screen and follow the prompt to enter the AO password to unlock the screen. **If you have forgotten the AO password,** click the **Forgot AO Password** button and enter your username and password. The AO password will be displayed. The particular TCA who created the AO password must perform this step. **To prepare an additional cache proxy computer,** perform the same steps (shown above) on the additional cache proxy computer. **Important:** When starting a secondary cache proxy, you will not be prompted to enter an AO password. The secondary cache proxy will synchronize its AO password with the primary cache proxy.	
5	You are now ready to start the admin station. Follow the applicable procedures.	

Start the Admin Station

Step	Screen	Action
1	**Internet Explorer**	If the **IAS Admin Station** desktop shortcut is already installed on this computer, start the admin station application by clicking the shortcut labeled **IAS Admin Station** on the computer desktop. If the **IAS Admin Station** desktop shortcut is NOT installed on this computer, start the admin station by typing the following URL in the Internet Explorer address bar: **https://ibt1.ets.org/admin/adm.jsp** Then click **Enter**. Click the **Launch** button. **Note:** Using the URL the first time creates a desktop shortcut. On subsequent uses, you should start the admin station application by double-clicking the desktop shortcut.
2	**Searching for a Local Server**	Wait a moment while the iBT Launcher application searches for the cache proxy (local server) and connects the admin station to it automatically. **If no primary cache proxy is found,** the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server. **If more than one primary cache proxy is found**, the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it, and click the **Connect Using Selected Server** button.
3	**Enter Administrative Override (AO) Password**	Enter the AO password that you created when starting the cache proxy.
4	**Select a Program Administration**	Under **Today's Certification Administrations**, locate the appropriate administration and click to highlight it. Then click **OK**. **Troubleshooting Tip:** If you receive an error message that states: "**There are no program administrations for site code** …," or if the Today's Certification Administrations section is empty: • Verify that the date, time (including a.m./p.m.), time zone and daylight saving check box are set correctly and are identical on all computers (cache proxy, admin station and testing stations). • If the date and time are set correctly but the administration is still not available for selection, check with HiSET Technical Support to find out if a Round Trip appointment was actually scheduled for today.
5	**Start Readiness Check**	Click the **Start Test Setup** button.
6	**Instructions**	To continue, click **Next**.
7	**Info (Summary of Checks)**	To continue, click **Next**.
8	**Resource Availability**	On the resource screen, confirm whether the item is available and click **Next** to continue.
9	**Seating**	Select **Yes**, and click **Next**.
10	**Nonstandard Testing Accommodations**	Under Confirm, select **Yes**. Then click **Next**. A message will state that no test takers are registered with accommodations, and both information panels will be blank.

Start the Admin Station

Step	Screen	Action
11	**Personnel**	During a Round Trip, select only your own name from the **Available** list, and click the **Add** button to move it to the **Participating** list.
		Select **Yes** to confirm.
		Then click **Next**.
12	**Workstation Check** This screen will display a list of the workstations that are ready to deliver a test.	Initially, the workstation list will be empty because you have not yet started any workstations.
13	Leave the admin station running. Go to each testing workstation, and follow the procedures in the next table to start the workstations.	

Start the Testing Workstations

Step	Screen	Action
1	**Internet Explorer**	If the **IAS Workstation** desktop shortcut is already installed on this computer, start the testing workstation application by clicking the shortcut.
		If the **IAS Workstation** desktop shortcut is NOT installed on this computer, start a testing workstation by typing the following URL in the Internet Explorer address bar:
		https://ibt1.ets.org/admin/wks.jsp
		Note: Type the URL in lower case (as shown).
		Then click **Enter**.
		Click the **Launch** button.
		Note: Using the URL the first time creates a desktop shortcut. On subsequent uses, you should start the testing workstation application by double-clicking the desktop shortcut.
2	**Searching for a Local Server**	Wait a moment while the iBT Launcher application searches for the cache proxy (local server) and connects the testing workstation to it automatically.
		If no primary cache proxy is found, the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server.
		If more than one primary cache proxy is found, the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it, and click the **Connect Using Selected Server** button.
3	**Enter Administrative Password**	Enter the AO password that you created when starting the cache proxy.
4	**Select a Program Administration**	• Select the same administration that you selected at the admin station, and click to highlight it. • Then click **OK**.

Start the Testing Workstations

Step	Screen	Action
5	**IAS Workstation screen** (Displays the Verification Tool Test Results)	Click the **Execute All** button. Follow the on-screen instructions to run each of the verification tests. After all tests have been passed, click the **Finish** button.
		The following message will appear on the screen: **This workstation is ready to deliver a test.**
6		Perform Steps 1–5 at the other testing workstations. Then return to the admin station, and continue with the next steps to finish the Test Setup.

Return to the Admin Station to Finish the Readiness Check

Step	Screen	Action
1	**Workstation Check**	Each testing workstation that has been started will appear in the list of available workstations. The list shows only the testing workstations; it does not include the cache proxy. Select **Yes** to confirm, and click **Next**. **Note:** If there are fewer connected workstations than there are test takers, a message will appear.
2	**Finish**	Click the **Finish** button.
3		Your test center is now ready to check in the Round Trip appointment and launch the test. Follow the steps in the next section: **Check in the Round Trip Appointment.**

Check in the Round Trip Registration at the Admin Station

Step	Screen	Action
1	**Roster**	Locate the listing for the appointment to be checked in, and click to highlight the row. Then click the **Check-in** button in the bottom left of the screen.
2	**Verify ID**	Respond to the questions on the screen. Then click **Next**.
3	**Workstation Assigned**	Note the assigned workstation. Then click the **Finish** button.
4		Go to the assigned workstation and follow the procedures in the next table to launch the demo exam.

Start the Round Trip Demo Exam at a Workstation

Step	Screen	Action
1	**The Assigned Workstation Will Display the Information for the Round Trip Appointment**	Click **Confirm**.
2	**Enter Administrative Override Password**	Enter the AO password that was created when starting the cache proxy.
3	**Candidate Information**	Click **Continue**, and the Round Trip demo test will begin.
4	Complete or quit the demo test as needed. **Note:** There is no Cleanup process for a Round Trip.	

Run Quick Launch Demo Exams on All Other Workstations

If a Round Trip test appointment was launched on only one workstation, and you also need to test the preparation and functionality of all the remaining workstations, this can be accomplished by running a Quick Launch demo test on each of the workstations.

Step	Action
1	Prepare the workstation for a Quick Launch demo exam by bringing it to the **ready to deliver a test screen**. Refer to **Round Trip: Start the Testing Workstations** for the procedures.
2	Click the **Launch Demo Test** button on the screen.
3	Complete the demo exam.

Appendix B

Performing a Readiness Check and Preloading a Cache Proxy

The following steps are needed to carry out a Readiness Check:

- Start the Cache Proxy.
- Start the Admin Station.
- Start the Testing Workstations.
- Finish the Readiness Check at the Admin Station.

Details of the above steps are described below.

Start the Cache Proxy

Note: The procedures for starting the cache proxy are the same whether you are starting it for a Test Setup, a Readiness Check or a Round Trip.

Step	Screen	Action
1	**Internet Explorer**	If the **IAS - Local IAS Server** desktop shortcut is already installed on this computer, start the cache proxy application by clicking the shortcut.
		If the **IAS - Local IAS Server** desktop shortcut is NOT installed on this computer, start the cache proxy by typing the following URL in the Internet Explorer address bar:
		https://ibt1.ets.org/admin/stnlogin.jsp
		Note: Type the URL in lower case (as shown).
		Then click **Enter**.
		Enter your personal **username** and **password** that were provided to you for the test administration system, and enter your site code (test center number).
		Then click **Login**.
		Note: The site code is not case-sensitive. The term **STN** pertains to other ETS testing programs but is not applicable to the HiSET Program.
		Using the URL the first time creates a desktop shortcut.
		On subsequent uses, you should start the cache proxy application by double-clicking the desktop shortcut.
2	**Cache Proxy Login**	Enter your personal **username** and **password**.
		Then click **OK**.
		Note: Only an authorized user can start the cache proxy. If you are not authorized, or if you enter your user name/password combination incorrectly, the error message **STN username is not authorized** will be displayed.
		The system will check that the computer meets the memory and speed requirements. If the computer fails to meet the system requirements, or if the system was unable to determine the computer's hardware/software specifications, an error message will be displayed, and you will be unable to continue. Contact HiSET Technical Support.

Start the Cache Proxy

Note: The procedures for starting the cache proxy are the same whether you are starting it for a Test Setup, a Readiness Check or a Round Trip.

Step	Screen	Action
3	**Create Admin Override (AO) Password** **Note:** Your test center number is displayed in the title bar at the top of this screen.	Create a password of your own choosing for today's administration. IAS AO password rules: • Must be between 3 and 16 characters long • Must begin with a letter • May contain letters, numbers or any of the following characters: . ! @ ( ) { } [ ] - _ # $ Retype the password for verification. Then click **OK**. **Note:** The password created in this step is called the AO password. It will be used to start the admin station and testing workstations. If the AO password is forgotten, the particular user who created it will be able to retrieve it at the cache proxy and will be required to enter his/her credentials to do so.
4	**Cache Proxy Screen**	Wait while the test packages are downloaded to the cache proxy. **Note:** The **Cache Status tab** contains a table with the download status of each individual test package. There is a progress bar at the bottom of the table. **The overall status of the cache proxy is displayed above the table.** **Cache Status: Ready** will be displayed above the table when all downloading has been completed. Next, go to the admin station computer and follow the procedures described.
		To unlock the cache proxy screen: After several minutes, the cache proxy screen will display a message that it is locked. Click anywhere on the screen and follow the prompt to **enter the AO password to unlock the screen**. **If you have forgotten the AO password,** click the **Forgot AO Password** button and enter your username and password. The AO password will be displayed. The particular TCA who created the AO password must perform this step. **To prepare an additional cache proxy computer,** perform the same steps (shown above) on the additional cache proxy computer. **Important:** When starting a secondary cache proxy, you will not be prompted to enter an AO password. The secondary cache proxy will synchronize its AO password with the primary cache proxy.
5		You are now ready to start the admin station. Follow the applicable procedures.

Start the Admin Station

Step	Screen	Action
1	**Internet Explorer**	If the **IAS Admin Station** desktop shortcut is already installed on this computer, start the admin station application by clicking the shortcut labeled **IAS Admin Station** on the computer desktop. If the **IAS Admin Station** desktop shortcut is NOT installed on this computer, start the admin station by typing the following URL in the Internet Explorer address bar: **https://ibt1.ets.org/admin/adm.jsp** Then click **Enter**. Click the **Launch** button. Using the URL the first time creates a desktop shortcut. On subsequent uses, you should start the admin station application by double-clicking the desktop shortcut.

Start the Admin Station

Step	Screen	Action
2	**Searching for a Local Server**	Wait a moment while the iBT Launcher application searches for the cache proxy (local server) and connects the admin station to it automatically.
		If no primary cache proxy is found, the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server.
		If more than one primary cache proxy is found, the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it, and click the **Connect Using Selected Server** button.
3	**Enter Administrative Override (AO) Password**	Enter the AO password that you created when starting the cache proxy.
4	**Select a Program Administration**	Under **Future Administrations**, locate the upcoming administration for which you want to run the Readiness Check, and click to highlight it.
		If you see several administrations listed under **Future Administrations**, you can select any one of them to run the readiness check.
		Then click **OK**.
		Note: Selecting a future administration that is from one to four days away will initiate the Readiness Check for that administration. On the day of the test, the administration will be listed under **Today's Administrations**.
5	**Start Readiness Check**	Click the **Start Readiness Check** button.
6	**Instructions**	To continue, click **Next**.
7	**Information** (summary of checks)	To continue, click **Next**.
8	**Resource Availability**	On the resource screen, confirm whether the item is available and click **Next** to continue.
9	**Seating**	Select **Yes**, and click **Next**.
10	**Nonstandard Testing Accommodations**	Under Confirm, select **Yes**.
		Then click **Next**.
		Note: If any test takers are registered to test with accommodations for a disability, the top panel on this screen will display a list of the test takers.
		The bottom panel will display a list of the accommodations required by these test takers and the number of test takers who require each accommodation.
		If no test takers are registered with accommodations, a message will state that fact, and both information panels will be blank.

Start the Admin Station

Step	Screen	Action
11	**Personnel**	During a Readiness Check, select only your own name from the **Available** list, and click the **Add** button to move it to the **Participating** list. Select **Yes** to confirm. Then click **Next**. **Note:** On the day of the test, you will need to confirm that ALL users and Proctors who are present at the administration are added to the **Participating** panel.
12	**Workstation Check** This screen will display a list of the workstations that are ready to deliver a test.	Initially, the workstation list will be empty because you have not yet started any workstations.
13	Leave the admin station running. Go to each testing workstation, and follow the procedures in the next table to start the workstations.	

Start the Testing Workstations

Step	Screen	Action
1	**Internet Explorer**	If the **IAS Workstation** desktop shortcut is already installed on this computer, start the testing workstation application by clicking the shortcut.
		If the **IAS Workstation** desktop shortcut is NOT installed on this computer, start a testing workstation by typing the following URL in the Internet Explorer address bar:
		https://ibt1.ets.org/admin/wks.jsp
		Note: Type the URL in lower case (as shown).
		Then click **Enter**.
		Click the **Launch** button.
		Using the URL the first time creates a desktop shortcut. On subsequent uses, you should start the testing workstation application by double-clicking the desktop shortcut.
2	**Searching for a Local Server**	Wait a moment while the iBT Launcher application searches for the cache proxy (local server) and connects the testing workstation to it automatically.
		If no primary cache proxy is found, the launcher application screen will appear. It will offer the options to refresh the list of available servers or enter the IP address of the desired server.
		If more than one primary cache proxy is found, the launcher application screen will display a list. This situation will occur if you have more than one lab running on the same local area network. Locate the appropriate cache proxy name, click the row to highlight it, and click the **Connect Using Selected Server** button.
3	**Enter Administrative Password**	Enter the AO password that you created when starting the cache proxy.
4	**Select a Program Administration**	Select the same administration that you selected at the admin station, and click to highlight it.
		Then click **OK**.
5	**IAS Workstation Screen** (Displays the Verification Tool Test Results)	Click the **Execute All** button.
		Follow the on-screen instructions to run each of the verification tests.
		After all tests have been passed, click the **Finish** button.
	The following message will appear on the screen: **This workstation is ready to deliver a test.**	
6	Perform Steps 1–5 at the other testing workstations.	
	Then return to the admin station, and continue with the next steps to finish the Readiness Check.	
7	If you have been requested by HiSET Technical Support to run Quick Launch demo tests on your workstations, or if you wish to verify a workstation's functionality, click the **Launch Demo Test** button on the workstation screen to start the demo test.	

Return to the Admin Station to Finish the Readiness Check

Step	Screen	Action
1	**Workstation Check**	Each testing workstation that has been started will appear in the list of available workstations.
		The list shows only the testing workstations; it does not include the cache proxy.
		Select **Yes** to confirm, and click **Next**.
2	**Finish**	Click the **Finish** button. You have completed the Readiness Check.

If you plan to use a second admin station on test day (for example, to enable test taker check in to be performed at two stations simultaneously), you should verify the second admin station's functionality prior to the test date as follows:

1. Finish the Readiness Check on the first admin station.

2. Go to the second admin station, start the Readiness Check and continue only until you have completed the Info step.

3. Exit the Readiness Check. It is not necessary to finish the Readiness Check on the second admin station.

Appendix C

Tips for HiSET Computer-Based Administrations

Position the Administration Station and Cache Proxy Computers Near the Testing Workstations for Efficiency

Situation: To operate the test center efficiently, test center staff need easy access to all components of the testing system: cache proxy (local server), admin station and testing workstations. Positioning the components in separate rooms can impede communication between staff and make it more difficult to monitor the testing room.

Procedures: The administrative station should be located near the testing workstations, preferably inside the testing room near the entrance or just outside the entrance. This allows for good flow when staff are checking in test takers at the admin station and escorting them to their assigned testing stations. It is acceptable for the cache proxy to be located in another room, but it should be nearby so the Test Administrator can access it easily.

Determining Whether a Second Cache Proxy Is Needed

Situation: If more than 20 test takers are registered for a test administration, a message will indicate that you have the option to start an additional cache proxy. The number of test takers that a cache proxy computer can handle depends on the computer's technical specifications.

Procedures: Refer to the guidelines below to determine whether to start an additional cache proxy.

Specifications for Local Server\Cache Proxy Computers:

Low-end CP for up to 20 test takers:

- Minimum Processor: Intel® Core™ 2 Duo with minimum 2.66GHz
- Minimum Installed Memory: 2GB or higher (must be at least the minimum Microsoft recommendation for the specific Operating System)
- Minimum Free Memory: 1GB
- Minimum Free Disk Space: 2GB

High-end CP for up to 40 test takers:

- Minimum Processor: Intel Core 2 Quad with minimum 2.4GHz
- Minimum Installed Memory: 4GB or higher (must be at least the minimum Microsoft recommendation for the specific Operating System)
- Minimum Free Memory: 1GB
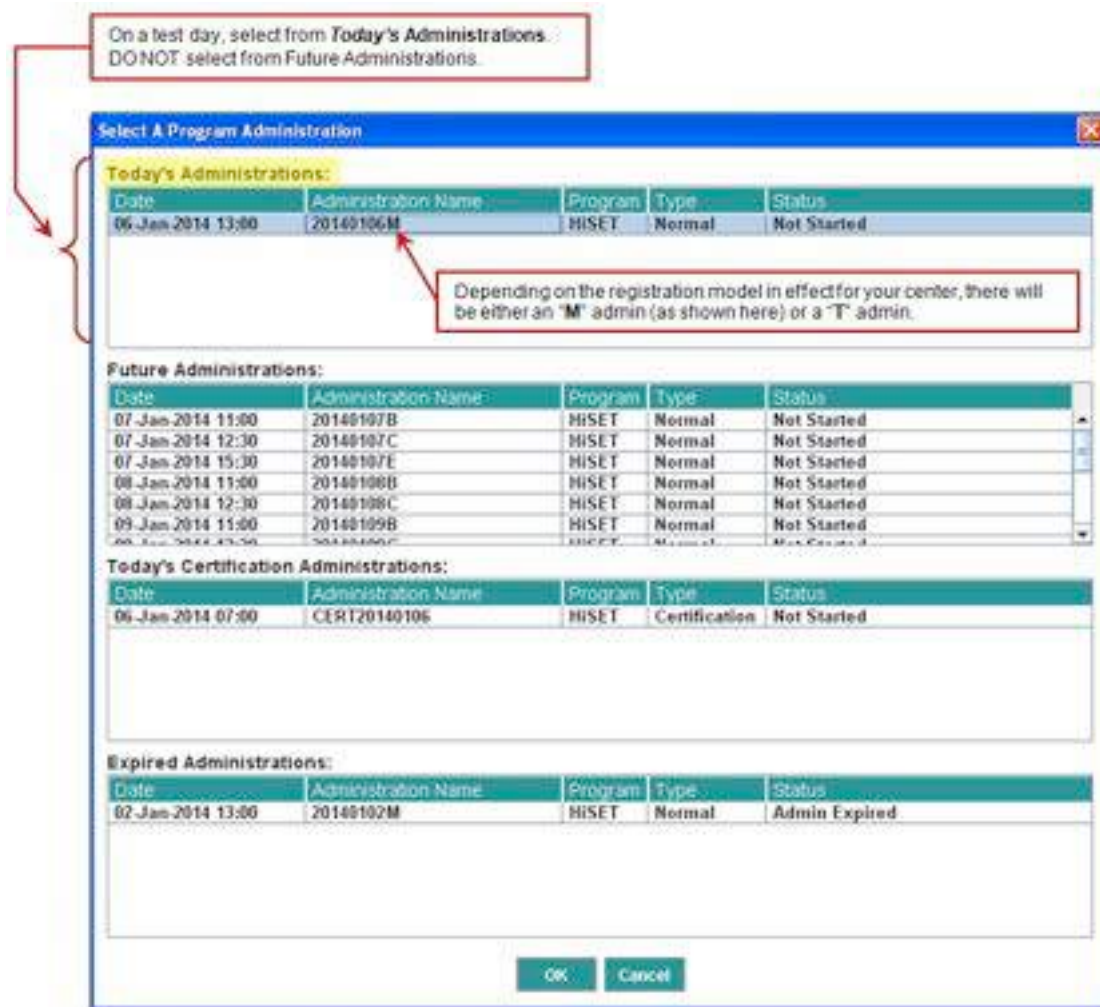- Minimum Free Disk Space: 2GB

To prepare an additional cache proxy computer, perform the same steps as for the first cache proxy computer. When starting a secondary cache proxy, you will not be prompted to enter an AO password. The secondary cache proxy will synchronize its AO password with the primary cache proxy.

How to Select a Program Administration on Test Day

Situation: When starting your HiSET CBT admin station on a test day, the **Select a Program Administration** screen will prompt you to select a program administration.

Procedures: Use the following procedures and guidelines.

1. Go to the **Today's Administrations** section at the top of the screen.
   Note: DO NOT look in the Future Administrations section.

2. Only one admin will be listed under **Today's Administrations**. The admin name will end with either an "**M**" or a "**T**." Click on the row containing the "**M**" or "**T**" admin.

3. **Note:** The registration method for your center determines whether you will see an "**M**" or a "**T**" admin. Centers with the test taker self-serve registration method will have an "**M**" admin, which is the "master" administration containing all the scheduled test taker registrations for the test date. Centers where registrations must be made via the test administrator will have a "**T**" admin instead.

4. Click **OK** at the bottom of the screen.

On a test day, select from **Today's Administrations**. DO NOT select from Future Administrations.

Depending on the registration model in effect for your center, there will be either an "M" admin (as shown here) or a "T" admin.

Once you have started the admin station, the roster will allow you to check in test takers and launch their tests at any time on their scheduled administration date, regardless of their scheduled starting times. This allows flexibility for you to adjust the actual starting times to suit the needs of the test takers and the test center. The scheduled starting time for each registration *will not* be displayed on the admin station roster. To view the scheduled starting times, please log in to the HiSET Portal.

Situations that require technical support: If you experience either of the following situations, please call HiSET Technical Support immediately at **1-855-857-3540** before continuing with your test setup.

- Other admins appear under Today's Administrations in addition to the "**M**" or the "**T**" admin (for example, if admins ending in A through G appear in Today's Administrations).
  Note: At centers with the test taker self-serve registration method, it is normal for admins ending in A through G to appear under *Future* Administrations, but they should not appear under *Today's* Administrations.
- No "**M**" or "**T**" admin is listed under Today's Administrations on a date when the HiSET Portal indicates that test taker registrations exist.
  Note: There is one situation when it is normal for the "**M**" or "**T**" admin to be absent: If you start your cache proxy in disconnected mode because of inability to access the Internet on test day, and your cache proxy was preloaded prior to 7 p.m. Eastern Time the prior day, no "**M**" or "**T**" admin will be listed. In this situation, you will only see admins A through G.

Completing the Personnel Screen During Test Setup

Situation: The number of personnel enforced by the testing system does not match the staffing policy established by the HiSET Program.

During test setup, the Personnel screen will require staff to be assigned to the administration as follows:

- Two personnel for fewer than 39 test takers
- Three staff for 39 or more test takers

However, the HiSET staffing policy states: One Test Administrator and one Proctor are recommended at a test administration for 50 or fewer test takers. For each additional 50 test takers, an additional Test Administrator or Proctor should assist with the test administration.

Procedures: If the Personnel screen requires you to assign a third individual but no additional personnel are present or available, click the **Add a Proctor** button, type the word **None** in the name fields, and click **Add**.

Review the Admin Station Roster to Verify a Test Taker Has Completed All Tests

Situation: Occasionally, a test taker registered to take both the Language Arts–Writing and Language Arts–Reading tests on the same day may be confused whether he or she has completed both tests. For example, the test taker may assume that he/she has completed both tests after taking the Language Arts–Writing test, which is made up of two sections (Part 1 – multiple choice and Part 2 – essay).

Procedures: Check the admin station roster to confirm whether the test taker has another test registration available for check-in.

Managing Seat Assignments for Test Takers Taking Multiple Tests

Situation: Because the testing system assigns appointments randomly to any available testing workstation during check-in, it is possible that a test taker taking more than one test on the same day will need to move to a different workstation for each test. Changing workstations can be inconvenient for test takers and administrators.

Procedures: To make the system assign a test taker's second and subsequent tests to the same workstation as the first test, establish that the desired workstation is the *only* one displaying the message "**This workstation is ready to deliver a test**" when you perform check-in for the test taker's second and subsequent appointments.
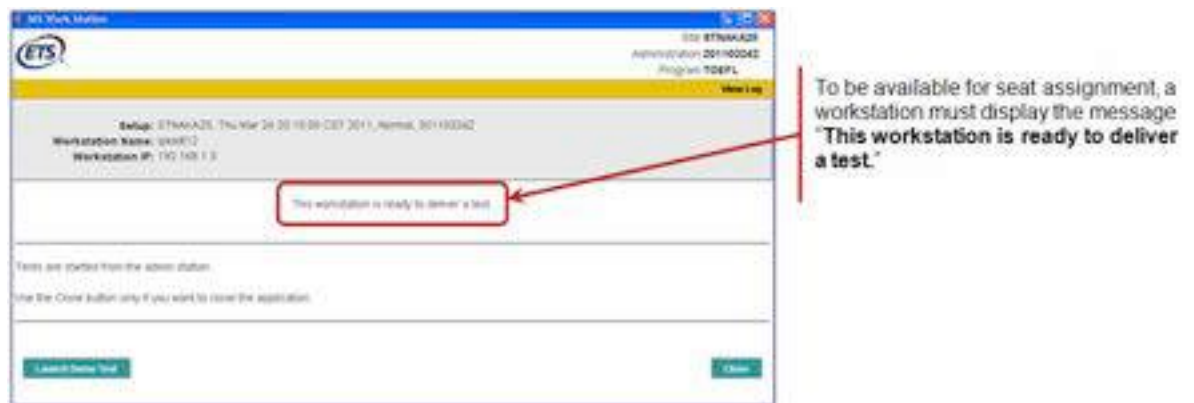
Workstations that display a verification tool screen, have a test already in progress, or are turned off are not available for seat assignment. You can prepare a workstation but keep it just short of the ready state by not clicking the **Close** button on the **Verification Tool Test Results** screen (shown on the next page). Once you complete the verification tool tests and click **Close** on this screen, the workstation will display message "This workstation is ready to deliver a test."
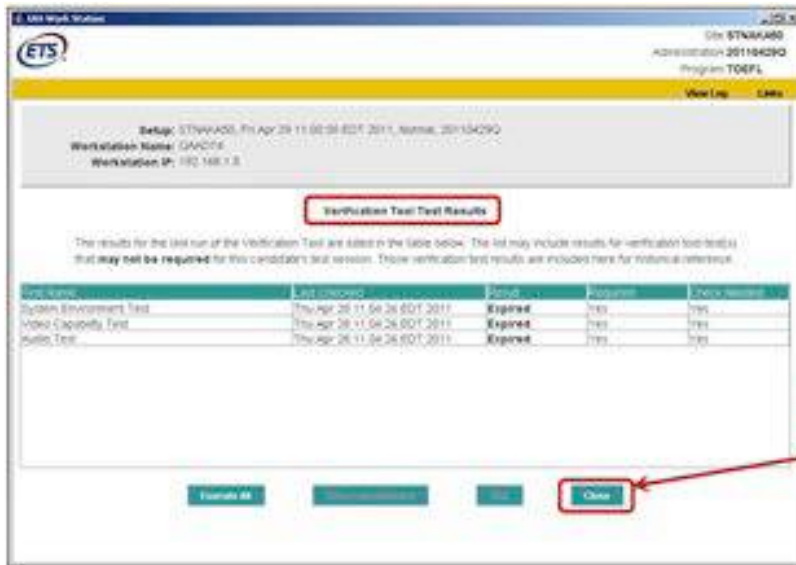
A workstation becomes available for seat assignment after you close the verification tool test results screen.

To Shorten Setup Time, Skip Verification Tool Tests That Were Passed Earlier in the Day

Situation: When starting the testing workstation application, you are presented with the opportunity to run a series of verification tool tests to confirm the workstation's ability to deliver a HiSET test. **Each workstation needs to pass the verification tool tests only once per day**. Therefore, on a day when you are using the same workstation to administer more than one HiSET test, you should run the verification tool tests before the first HiSET test and then skip the verification tool tests to save time when restarting the workstation for subsequent tests on that same day.

Procedures: When the **Verification Tool Test Results** screen is displayed, check the **Results** column. If the result for each test is **Passed**, it is not necessary to run the verification tool tests again that day. Click the **Skip** button at the bottom of the screen to continue without running the tests.
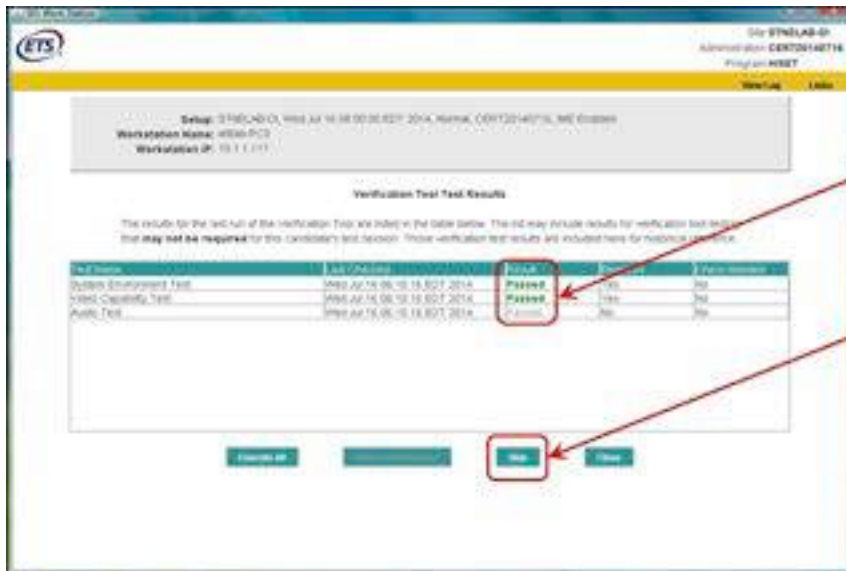
If all the test results are **Passed**, you do not need to run the tests again.

In this situation, click **Skip** to continue without running the tests.

Avoid Accidentally Administering a Demo Test to a Test Taker

Situation: The demo test must never be administered to a test taker. The only purpose of the demo test is to enable a Test Administrator to verify the functionality of a workstation, when necessary.

Procedures: Follow these procedures to avoid accidentally administering the demo test to a test taker.

- Be aware that the **Launch Demo Test** button in the lower left-hand area of the "ready to deliver a test" screen at a workstation is *not* for launching a test taker's test. It is only for starting a "quick launch" demo test.
  - Upon clicking the **Launch Demo Test** button, a **Candidate Information** screen will display **First Name: Quick**, **Last Name: Launch**, to confirm that it is not for a real test taker.
- To start a test taker's test, you must first check in the test taker at the admin station. Then the system will send the test randomly to any available workstation.
  - At the assigned workstation, the "ready to deliver a test" screen will be replaced by a **Candidate Information** screen containing the test taker's name and other details.
  - Check the name on the **Candidate Information** screen to confirm that you are seating the test taker at the correct, assigned workstation.
  - If a test taker is taking multiple tests on the same day, you must repeat the check-in process prior to each test.
  - To make the system assign a test taker's second and subsequent tests to the same workstation as the first test, verify that the desired workstation is the only one displaying the message "This workstation is ready to deliver a test" when you perform check-in for the second and subsequent appointments.

Appendix D

Quick Reference Guide for Computer-Based Testing

Activity	Steps	Resources
Initial Setup – Required for Each New Test Center	Confirm that your computer systems meet the minimum system requirements.	• Minimum system requirements – Visit the HiSET website at http://hiset.ets.org/states_educators/faqs
	Review the technical configuration guidelines and computer configuration options.	• Technical configuration guidelines – Provided by email from HiSET Technical Support • **Page 64** – "Computer Configuration Options" • **Page 104** – "Position the Administration Station and Cache Proxy Computers Near the Testing Workstations for Efficiency" • **Page 104** – "Determining Whether a Second Cache Proxy Is Needed"
	Install and configure the required iBT software. **Note:** Consult your site's local technician, if necessary, for assistance with all of the above steps. If additional assistance is needed, the technician should contact HiSET Technical Support.	• **Page 64** – "Installing and Configuring the Hardware and Software
	Staff authorization: Test administrators must pass the eLearning assessment in order to be eligible for personal credentials for the HiSET systems.	• **Page 63** – "Staff Authorization and Access to the Testing System"
	Test center authorization: Run a Round Trip and quick launch demo tests to verify test center capability. **Note:** Successful completion of the demo tests is required before a center can be authorized to administer HiSET tests.	**Contact HiSET Technical Support** to schedule the necessary round trip appointment • **Page 67** – "Performing a 'Round Trip' Trial Run to Verify Test Center Capability" • **Page 90** – "Appendix A"
Advance Preparation for Scheduled Tests	**Run a readiness check** and preload the cache proxy one to four days prior to test day. **Note:** If your test administrations are always four or fewer days apart, you can skip this step.	• **Page 67** – "Run a Readiness Check and Preload the Cache Proxy" • **Page 98** – "Appendix B"

Test Day Setup – Before Test Takers Arrive	**Prepare the computers:**
	   • Start the cache proxy and bring it to the ready state.
	   • Start the admin station and create an AO password.
	   • Start the testing workstations and run the verification tool tests to make them ready to deliver the HiSET.
		• **Page 69** – "Test Setup"
		• **Page 104** – "How to Select a Program Administration on Test Day"
		• **Page 105** – "Completing the Personnel Screen During Test Setup"
		• **Page 107** – "To Shorten Setup Time, Skip Verification Tool Tests That Were Passed Earlier in the Day"

	Prepare the facility and testing room:
	   • Post directional signs; remove maps and charts from the testing room; set up partitions.
	   • Review physical, environment and comfort requirements.
	   • Bring to the check-in area: scratch paper, pencils, Sign-In/Sign-Out sheet.
		• **Page 68** – "Before Test Takers Arrive"
		• **Page 17** – "Scratch Paper Policy"
		• **Page 104** – "Appendix C"

Activity	Steps	Resources
Storage of Test Takers' Personal Items	Except for their ID, test takers cannot take any other materials into the testing room, including cell phones and other devices, personal calculators, food, drinks, books and papers. Test takers may not access their cell phones during the test or during breaks.	• **Page 16** – "Prohibited Items"
Test Taker Check-in	**Have the test taker sign in.**	• **Page 21** – "Checking in Test Takers"
	Check the test taker's ID and eligibility.	
	Provide scratch paper and a pencil.	• **Page 17** – "Scratch Paper Policy"
	Escort the test taker to the assigned workstation to start the test. Verify that you are seating the test taker at the correct, assigned workstation.	• **Page 73** – "Starting a Test Session" • **Page 108** – "Avoid Accidentally Administering a Demo Test to a Test Taker"
During the Test	**Monitor the testing room.** Observe test takers' behavior and be alert for misconduct and use of prohibited items. Handle test takers' questions and problems. Replace scratch paper if requested.	• **Page 73** – "Monitoring the Testing Room and Handling Irregularities"
	Respond to alerts at the admin station.	• **Page 73** – "Alerts at the Admin Station"
	If necessary due to a problem: 　• **Stop a test session** via an administrative override. 　• **Restart an interrupted test session.**	• **Page 73** – "Stopping a Test Session (Administrative Override)" • **Page 74** – "Restarting an Interrupted Test Session"
	File CPRs regarding all irregularities.	• **Page 75** – "Reporting Irregularities"
Test Completion	**Collect all scratch paper.**	• **Page 74** – "Test Completion"
	Have the test taker sign out.	
	Check the admin station roster to see if the test taker has another test registration available for check-in.	• **Page 106** – "Review the Admin Station Roster to Verify a Test Taker Has Completed All Tests"
Repeat Check-in for Additional Tests	**Test takers must check-in again for each test.** **Note:** To assign a test taker's second and subsequent tests to the same workstation as his or her first test, confirm that the desired workstation is the only one displaying the message "This workstation is ready to deliver a test" when you perform check-in for the test taker's second and subsequent appointments.	• **Page 106** – "Managing Seat Assignments for Test Takers Taking Multiple Tests"
Post-administration Computer Activities	Confirm that the **Results Upload Status** is **Complete** on your cache proxy.	• **Page 74** – "Before Running Cleanup"
	Run Cleanup. **Note:** During Cleanup, **assign the appropriate status** to any test takers were unable to start the test because of a technical or test center issue (Bypassed Appointment), or who did not arrive or were turned away (No Show).	• **Page 75** – "Run Cleanup at the Admin Station"
Document Handling	**Store used Sign-In/Sign-Out sheets securely.**	• **Page 75** – "Document Handling"
	Destroy used scratch paper.	
Computer, Test Center and Staff Changes	**If computer hardware has been replaced or the operating system has been upgraded**, quick launch demo tests will be required on all such computers to confirm functionality. **If a staff member changes their name or contact information, notify Test Administration Services** about the changes, even if you have already edited the information via the HiSET Portal.	• **Page 90** – "General Information about Round Trip Demo Tests"

Appendix E

HiSET Sign-In/Sign-Out Sheet

The Sign-In/Sign-Out sheet on the following page should be used by test takers to sign in as they arrive for their appointments. Make photocopies of the blank form as needed. It can also be used as a sample if you need to create a form specific to your administration needs. Be sure to compare the signatures on the test takers' IDs to the signatures they provide on the sheet.

When a test taker completes the test, have him or her sign out on the Sign-In/Sign-Out sheet. Check the identification again and compare the signature on the ID to the signature on the Sign-In/Sign-Out sheet.

For security purposes, it is important to keep a signature or handwriting sample on file for each test taker who has taken the HiSET at your test center. **Retain used Sign-In/Sign-Out sheets for 18 months or according to the record retention requirements specified by your HiSET State Administrator. Then destroy the sheets by shredding. DO NOT send them to ETS.**

HiSET®

Test Center Number   **Test Center Name**   **Test Date**

City, State

Note: Refer to the *HiSET Supervisor's Manual* for ID requirements.

Workstation #	Printed Name	Type of ID Presented	Sign In		Sign Out	
			Signature	Time	Signature	Time

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