



COLORADO
Department of Education

HIGH SCHOOL EQUIVALENCY EXAMINATION POLICY & PROCEDURE MANUAL

HiSET | JANUARY 2017

Colorado Department of Education
201 E Colfax Ave | Denver CO 80203



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Summary

The state of Colorado entered into contracts with three high school equivalency exams in April of 2016. The three State Board-authorized high school equivalency tests are the General Educational Development (GED®) Test, provided by the GED Testing Service (GEDTS®); the High School Equivalency Test (HiSET®), provided by Educational Testing Service (ETS); and the Test Assessing Secondary Completion (TASC™), provided by CTB.

Presentation of an official diploma or transcript received after passing one of these State-authorized tests is considered equivalent to a high school diploma in order to obtain post-secondary education or employment in Colorado.

General Test Information

The Colorado State Board of Education has approved the High School Equivalency Test (HiSET®) as one of the high school equivalency examination for use as a qualifying instrument for the awarding of the Colorado High School Equivalency Diploma.

The Colorado Department of Education's (CDE) Office of Postsecondary Readiness coordinates administration of the HiSET test in Colorado. This *Policy Manual* outlines the policies and procedures for the administration of the HiSET test as a high school equivalency examination at testing centers approved by the state.

In addition to the policies and procedures outlined in this Policy Manual, the Colorado Department of Education and all testing centers within the state that are involved in the High School Equivalency (HSE) program, including test administration and determining eligibility of test takers, are required to comply with the policies described in the HSE policy manual.

Composition

The HiSET is composed of five subject tests. The total testing time is approximately seven hours and five minutes. Below are details about the subtests:

Subject Test	Number of Questions	Item Type	Test Length
Language Arts – Reading	40 questions	100% multiple choice	65 minutes
Language Arts – Writing	51 questions	Part 1: 100% multiple choice Part 2: 100% constructed response/essay question	120 minutes
Mathematics	50 questions	100% multiple choice	90 minutes
Science	50 questions	100% multiple choice	80 minutes
Social Studies	50 questions	100% multiple choice	70 minutes



Scoring

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

- Achieve a score of at least eight on each of the five individual subtests
- Score at least two out of six on the essay portion of the writing test
- Have a total combined score on all five tests of at least 45

For the Writing test the total score of eight and essay score of two has to be earned on the same test date. Scores from multiple test dates cannot be combined.

Registering

Registration and scheduling to take the HiSET is done online at www.hiset.ets.org/myhiset. The HiSET test is administered at an official HiSET testing site. Test takers can find the nearest test center by using the “[Find a Test Center](#)” link on the HiSET website. A test center can offer either paper-based and/or computer-based test. All testing fees must be paid at the time of scheduling. Check this [Registration and Scheduling link for more information](#).

Eligibility: Enrollment, Age, Residency and Preparation

In order to be eligible to take the HiSET test, testers must not be enrolled in or have graduated from an accredited high school. The minimum age to register for and test in Colorado is 16 years old. Testers under 17 years and more than 16 years of age must first be determined to be eligible per the age waiver policy. (See page 5 for age waiver policy)

Testers are not required to be residents of Colorado to test in the state. Colorado does not require testers to participate in an adult education preparation program or take the official practice test prior to testing. It is strongly recommended that testers prepare and study to better review the content and skills that will be measured on the test.

Fees & Retakes

The HiSET is composed of five content area test modules. Each individual test module costs \$27.50 which includes the test fee (\$10), state fee (\$7.50) and test center fee (\$10). The total cost to take all five test modules is \$137.50.



Retake Policy

If a tester does not pass a HiSET subject test, they have two more attempts per subtest in the calendar year (January to December) to pass. If they have exhausted all three attempts allowed for each year, tester must wait until the next year to retest.

Regarding fees, the HiSET subtest fee of \$10 includes two retakes for 12 months. However, the state fee of \$7.50 and test center fee of \$10 will be imposed for every test scheduled including retakes. Example: test taker retaking Math will be charged \$17.50 (\$7.50 state fee + \$10 test center) after scheduling.

Accommodations

The Educational Testing Service (ETS) is committed to serving test takers with disabilities and health-related needs by providing services and reasonable accommodations that are appropriate given the purpose of the test. Accommodations are available for test takers with diagnosed disabilities that include, but are not limited to:

- Attention deficit/hyperactivity disorder
- Psychological or psychiatric disorders
- Learning and other cognitive disabilities
- Physical disorders/chronic health disabilities
- Intellectual disabilities
- Hearing and visual impairment

Below is a list of commonly approved accommodations for paper- and computer-delivered tests. Test takers must request these accommodations and get approval from ETS prior to scheduling their test appointments. This list includes some, but not all, of the available accommodations.

Disability Accommodations for the HiSET Exam		
Testing Accommodation	Paper	Computer
Extended time	✓	✓
Separate room	✓	✓
Audiocassette or other form of recorded audio	✓	
Large print	✓	
Screen magnification		✓
Calculator/talking calculator	✓	✓
Scribe or keyboard entry aide	✓	✓
Additional supervised break time	✓	✓



Sign language-interpreted instructions for test takers who are deaf or hard of hearing	✓	✓
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HiSET Items Not Requiring Approval

The items in these lists do not require approval. Test takers can bring them or have access to them on test day without making prior arrangements with ETS. If noted below, test center staff should inspect or collect the item.

Items Provided by ETS or Test Center

Your test center must have the following items available to test takers:

- Large print test book (14-point) and answer sheet
- Scrap paper (to be collected by test center personnel at end of testing session)
- Wheelchair access

If possible, your test center should also provide preferential seating to those test takers who need to better hear instructions or cut down on distractions.

Items Provided by Test Taker

Test takers who need these items are responsible for bringing them. Your test center is not required to have them available. Any form of accommodation or modification not listed below, including a separate room, requires approval.

- Colored transparent overlays (for paper-based testing only)
- Colored scrap paper (to be collected by test center personnel at end of testing session)
- Earplugs (not attached to any electronic device)
- Plain, unmarked straightedge to assist with keeping place while reading. You may use a piece of scrap paper for this purpose but it must be returned at the end of the testing session.
- Handheld magnifying device (without memory)
- Seat cushion/back pillow, or footstool. Item will be inspected by test center personnel before and after testing.
- Prescription medication. Must be in the prescription bottle indicating your name, dosage and directions
- Service animals
- Medical devices (asthma inhaler, hearing aid, pacemaker, insulin pump on vibrate or silent, oxygen tank, TENS stimulator)
- Highlighter or black felt pen for essays and scratch work only



How Test Takers Request Accommodations and Schedule Appointments

Test takers must request accommodations prior to scheduling. Once they receive approval, they can schedule their appointments.

All test takers must request their accommodations and schedule or change their appointments through ETS. They cannot do it through their online accounts or through a test center.

For more information, see:

- [Disability Accommodations for Test Takers](#) — information for test takers about the accommodations request process
- [Disability Documentation Policy Statements and Forms](#) — information about what documentation is necessary to support requests for accommodations

Test Preparation Materials in Accessible Formats

To order accessible test preparation materials, contact ETS Disability Services.

Contacting ETS Disability Services

Monday – Friday, 8:30 a.m. – 5 p.m. EST

- **Phone:** 1-609-359-5615 or 1-855-802-2748 (toll-free)
- **Email:** HiSETSSD@ets.org
- **Fax:** 1-609-240-0525
- **Mail:** ETS Disability Services
P.O. Box 6054
Princeton, NJ 08541–6054 USA

Age Waiver Approvals

Typically, the Colorado HiSET Test is only available to individuals seventeen (17) years of age and older. Sixteen (16) year-olds are able to take the HiSET Test if they are approved by HiSET for an [Age Waiver](#). All of the requirements for applying for the HiSET Age Waiver are listed in the Age Waiver Application, or on the [HiSET website](#).

Individuals under the age of 16 may not apply for a HiSET Age Waiver.

Waivers for 16-year-olds

Sixteen (16) year-olds are only able to take the HiSET Test if they are approved for an [Age Waiver](#) for 16-year-olds. The age waiver requires 16-year-old testers to meet one of the conditions below and provide an original, typed letter on the letterhead of the requesting institution/agency, addressed to the applicant supporting one of the conditions below. The



letter must be signed and come from the institution/agency requiring the tester to take the HiSET. The Age Waiver and supporting documentation should be submitted to the state administrator as noted on the Age Waiver form. ***If none of the conditions in the age waiver apply, the tester cannot be approved and must wait to test until the age of 17.***

Conditions allowing a 16-year-old applicant to take the HiSET (must meet at least 1 condition):

- Applicant requires a HiSET or a High School Diploma because of admission or financial aid requirements for an educational or vocational program [C.R.S. 22-33-104.7(1)].
- Applicant has been expelled from school or denied admission in accordance with the provisions of C.R.S. 22-33-104.
- Applicant is enrolled in a “Pilot School” that has entered into an agreement with a school district or board of cooperative services to provide educational services enabling the applicant to successfully complete the HiSET [C.R.S. 22-33-104].
- Applicant has a probation condition requiring the attendance of an educational program or to work toward the attainment of a high school diploma or HiSET [C.R.S. 18-1.3-204].
- Applicant has a parole condition requiring the attendance at an educational program or to work toward the attainment of a high school diploma or HiSET [C.R.S. 19-2-207].
- Applicant is subject to the jurisdiction of the juvenile court and the judicial officer or administrative hearing officer who has responsibility for the case finds that sitting for the HiSET is in the best interest of the student [C.R.S. 22-33-104.7(2)].

Credit Recovery

The sole purpose of the HiSET test is to provide an opportunity for those who have not graduated from high school to earn the Colorado High School Equivalency Diploma by measuring the major academic skills and knowledge associated with a high school program of study.

These tests may not be used as a means of awarding academic credit, as a measure of student progress in instructional programs, or as a means of awarding alternative credentials to currently enrolled high school students.

School districts using HiSET tests for the purpose of awarding credit for high school classes may result in ETS suspending the HiSET Testing Program operations in specific testing center(s) or statewide.

Identification 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



- show your full name
- meet ID requirements for the state or jurisdiction in which you are testing

Additionally, the name used when creating the HiSET test taker account and scheduling the appointment must exactly match what it is on the ID presented on test day at the test center.

The identification **must** also include:

- Name
- Address
- Date of birth
- Signature, and
- Photograph

The following types of identification will be accepted:

- Passport
- Driver's license
- Learner's Permit
- National/State/Country Identification Card
- Any other form of government-issued ID (national or foreign), including Matricula Consular

Testers may be required to provide more than one form of identification to meet the requirements above. If a tester does not provide the proper IDs at the testing center, the tester will not be allowed to test and may lose a portion of their payment.

Alternate Identification Approval

Test takers should provide a supplemental ID if the test center administrator questions the primary ID document provided.

- Supplemental ID documents may not be used to resolve last name discrepancies. The last name on your primary ID must match (excluding hyphens and accents) the name on your 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.

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

Language Versions and Combination of Scores

The HiSET test is available in English and Spanish versions. The Spanish version of the test is available at any authorized testing center. The High School Equivalency Diploma (HSE) can be earned in English and Spanish versions. Examinees can combine English and Spanish tests together to earn HSE credential.

Requests for High School Equivalency Documents

All requests for originals or copies of HSE Diplomas and Transcripts, as well as verification of completion of a HSE Diploma are done through Diploma Sender at www.diplomasender.com. This includes verification for third-party agencies such as employers and verification agencies. **No HSE Diplomas or Transcripts can be provided by the Colorado HSE office.** Instructions for obtaining HSE documents from Diploma Sender can be found on page 15.

Corrections & Probations Verifications

All in- and out-of-state corrections facilities (for federal corrections see below) & probation offices can get verification of a HSE diploma for inmates or those on probation at no cost from Diploma Sender. This is for verification only. Ordering a copy of the diploma or transcript still requires payment.

Requests from corrections facilities & probation offices to get verification of a HSE Diploma are to be sent the Correctional Facility Verification document from Diploma Sender, which includes a process for signing up as a third party to access information on Diploma Sender and verify consent of the tester to release the verification to the corrections facility or probation office. Diploma Sender can provide support for these requests and setting up this process by contacting agency support@diplomasender.com.

Federal Corrections

Testers who took the HiSET exams in a federal corrections facility (in any state) can obtain their HSE documents through Diploma Sender.



Military

Testers who took the HiSET Test at military testing centers can obtain their HSE documents through DANTES (Defense Activity for Non-Traditional Education Support).

Rescinding/Voiding HSE Diploma

The Colorado Department of Education does not rescind HSE diplomas and/or void HiSET test scores. If a tester would like to re-enroll into high school after receiving his or her HSE Diploma, the tester must contact the district in which they would like to enroll to verify their policies on enrolling students that have already earned their HSE Diploma and passed the HiSET test.

Test Center Approval

CDE-approved testing centers can review HiSET requirements for test centers found on the [HiSET program manual](#) pages 12-13. Additionally, test centers can review the Test Center Compliance Checklist found on pages 8-10.

Test centers interested in offering computer-based test (CBT) can review the [HiSET Minimum Systems Requirement](#) document. Test center staff can send an email to hiset@ets.org expressing interest in offering HiSET at their site.

In determining need, a new testing center seeking to be approved should take the following into consideration:

- Centers must meet all requirements of the test publisher.
- Centers must be open to the public and serve a geographic area, not a particular school or program.
- A new center should not reduce testing significantly at a previously established center. If a center seeking to be approved is in close proximity to an established center, both centers should work together to establish testing schedules that complement, **not compete with**, one another.
- The distance that testers must travel should be considered, as should the population of urban areas. A map of currently approved testing centers can be found [here](#).
- Centers should seek the advice of adult education programs, community based organizations, and other testing centers in the area concerning the need for testing.
- Supportive documentation from other testing centers in proximity, adult education programs, and/or community based organizations, verifying need for testing will be taken into consideration.



Tester Data

The Colorado Testing Office and Test Center Administrators can access tester data through the HiSET administrator portal. The State HSE HiSET Test Administrator approves access to these systems for all users.

At such point that these systems limit access to data for individual testing centers and for collecting consent for release of information to preparation programs, the HSE Administrator will reevaluate access to these systems.

Test Takers can access score results online via the HiSET Test Taker Portal.

Appendices

Resources

Diploma Sender

- www.diplomasender.com
- Phone: 855-313-5799
- Email: support@diplomasender.com
- Address: PO Box 722050, Norman, OK 73069

Local test center Support:

- [HiSET for Test Centers](#)
- Phone: 800-257-5123 option 3 for HiSET
- Email: hissettas@ets.org

HiSET Test Customer Support:

- **HiSET (Educational Testing Service)**
- [HiSET](#)
- hisset@ets.org
- 855-MyHiSET (855-694-4738)

Tester Registration: www.hiset.ets.org/test_takers

Educators: www.hiset.ets.org/states_educators

Test Center Staff: www.hiset.ets.org/tc_staff

Customer Service: 855-MyHiSET or 855-694-4738 or hisset@ets.org

Test Center Support: 800-257-5123 option 3 for HiSET or hissettas@ets.org



Phone & email contact for educators, prospective Test Centers:

Sara Querubin, Director, ETS High School Equivalency Test (HiSET®)

- Office: 925-808-2124
- Mobile: 510-332-2858
- Squerubin@ets.org



Frequently Asked Questions (FAQs)

- How do I obtain a copy of my HiSET transcript and/or High School Equivalency Diploma?
 - Go to the Diploma Sender web site at www.diplomasender.com and register. Your SS# is usually your ID number when asked. You can pay online with a debit or credit card and have it faxed, emailed (this is received the same day of request) or mailed to yourself or someone else. The customer service phone number for Diploma Sender 855-313-5799 can be given if an individual's information is old and not in the current data base as an Archive Search will need to be done.

- How do I schedule to take the test?
 - You must register at www.hiset.ets.org/test_takers. After you register, you can schedule a test and search for testing centers by zip code. You can select the test site and see their available testing times. You can schedule one test at a time and pay for one test at a time or schedule all five tests on the same day if the testing site can accommodate you. The cost for each test is \$27.50 (\$10 test fee, \$7.50 state fee and \$10 test center fee) or a total of \$137.50 for all 5 tests.

- Do I have to take all five tests at the same time?
 - No, you can take as little as 1 test at a time.

- How long do I have to wait before I retake a section that I failed and do I have to retake all sections or just the one I did not pass?
 - As soon as your scores are posted on your account, you can schedule for a retake for the subtest you did not pass. You do not have to retake all subtests, just the one you did not pass or achieve a higher score to meet the total composite score requirement. The HiSET subtest will cover the two retests per subtest within 12 months of the original purchase date. However, the state fee of \$7.50 and test center fee of \$10 will be imposed for every test scheduled which includes retakes.

- Do the scores for the 2014 HiSET Test expire?
 - HiSET scores are not expected to expire unless a total revamp of the test is made which is not something that is currently planned. Small changes are made to the test yearly to keep rigor and alignment consistent with the College and Career Readiness standards.

- How old do I have to be to take the HiSET Test?



- Anyone 17 years old or older can go [to www.HiSET.ets.org/test_takers](http://www.HiSET.ets.org/test_takers) and register and schedule to take the HiSET Test.
 - If you are 16 years old, you will have to submit an Age Waiver which can be found on our web site under the information listed for Colorado. All requirements for submitting an Age Waiver are supplied on the [Age Waiver](#) form.
 - **Please make sure to follow the directions and include a letter of support as indicated on the age waiver form.**
 - If you are under the age of 16 you cannot submit an Age Waiver.
- Is there any way that I do not have to pay to take the HiSET Test?
- There are some programs that offer support to pay for taking the HiSET. Contact your local testing center or preparation program to find resources in your area. We cannot endorse any specific program or school, and it is up to the tester to research any programs that may finance HiSET testing.
- Am I required to take the Practice Test before I take the Official HiSET Test?
- No, but it always a good idea to prepare and become familiar with test before take the test. There are free and low cost preparation resources that can be found on <http://hiset.ets.org/prepare/overview> that can help assess your readiness for the actual test.
- I am an employer/educational institution looking for verification/copy of a HiSET test score? How do I obtain?
- You will need to go to the Diploma Sender web site www.diplomasender.com and register as a “Third Party.” Then, you can request a verification/copy of that individual’s HiSET Test results. If you have questions, please call Diploma Sender at 855-313-5799, or email them at agency@diplomasender.com.
- What do I do if I want to take the test in Spanish?
- When you register at www.hiset.ets.org/test_takers, you will be asked for your preferred language for test taking and you can click the button for Spanish. You can also select the test language when scheduling your test.
- Am I able to combine HiSET test versions taking some in Spanish and some in English?
- Yes, you can combine exams in English and Spanish.

Diploma Sender Instructions



Click [here](#) for a print friendly version of these instructions

The Colorado Department of Education uses [Diploma Sender](#), an external internet-based service to help test takers order HISET Test documents via email, fax and mail. These are not issued automatically and the Colorado HSE Office does not provide these documents.

Visit [Diploma Sender](#) to order:

- High School Equivalency Diploma
- HISET Test Transcript
- Letter of Verification of Diploma

How to Order

Create an account at www.diplomasender.com

- Select the “CLICK HERE TO SIGN UP” link
- Enter your email address and create a password
- Provide your identification information
- Use the exact name used when tested
- A social security number is usually your ID number
- If records are not found, click on “Registration Support”
- Those who tested in 1992 or earlier, may need to request an archive search at the bottom of the page

If you have problems or questions:

- Online chat - "Click here to chat" button on bottom right. Available Mon-Fri, 8a.m. – 4 p.m. MST;
- Click on the “Contact Us” link on the top of the page; or
- Call customer service at 855-313-5799

Cost

Anyone who passes the HISET Test can order initial/original documents, the diploma and transcript, at no charge. There is also no charge for postage. Initial/original documents are mailed for free.

- \$15 for all replacement/duplicate documents. Payment can be made with a debit or credit card, cashier check, money order, or Paypal.

Delivery Options

- Email – Same day
- Fax – Same day
- U.S. Mail – Within five to 10 business days



These turnaround times depend on having an electronic copy of the record. Accessing archive records requires additional time.

Contact Diploma Sender

- www.diplomasender.com
- Online chat available Mon-Fri, 8 a.m. – 4 p.m. MST
- For help using the Diploma Sender website: support@diplomasender.com
- Diploma Sender Customer Service: 855-313-5799 (\$6 additional fee for ordering over the phone)

Test Center Approval

Per Colorado Revised Statutes 22-33-102 (8.5), the department of education approves testing centers to administer the state board approved high school equivalency examination, based on geographic need and testing volume.

Official testing centers are approved by the test publisher, in consultation with the state administrator when the following have been documented:

- Need for a new testing site, based on geographic location and testing volume in the region.
- Willingness of center personnel to meet all testing center requirements specified by the test publisher as determined by the authorizing agency.

Determining Need for Testing Center

In determining need, a new testing center seeking to be approved should take the following into consideration:

- Centers must meet all requirements of the test publisher.
- Centers must be open to the public and serve a geographic area, not a particular school or program.

Please complete the following information:

Name of Requesting Agency:			

Street Address:			

City:	County:	State:	Zip:

Agency URL:			



Primary Test Administrator Name: _____

Phone: _____

Email: _____

(continued)

Please provide a brief description of your organization & why you wish to administer the HISET test:

Please outline and document the need for a TASC testing center at your location.



**Please return this completed request and any supporting documentation
to: Cori Dreger, State High School Equivalency Administrator
Dreger_c@cde.state.co.us**