

**Schedule 13**  
**Change Request for FY 2011-12 Budget Request Cycle**

Decision Item FY 2011-12  Base Reduction Item FY 2011-12  Supplemental FY 2010-11  Budget Amendment FY 2011-12

Request Title: Increased Spending Authority for the GED Self-funded Program  
 Department: Education Dept. Approval by: *188 B.95* Date: 10/13/10  
 Priority Number: DI-3 OSPB Approval: *[Signature]* Date: 10/20/10

	Fund	1	2	3	4	5	6	7	8	9	10
		Prior-Year Actual FY 2009-10	Appropriation FY 2010-11	Supplemental Request FY 2010-11	Total Revised Request FY 2010-11	Base Request FY 2011-12	Decision/ Base Reduction FY 2011-12	November 1 Request FY 2011-12	Budget Amendment FY 2011-12	Total Revised Request FY 2011-12	Change from Base (Column 5) FY 2012-13
<b>Total of All Line Items</b>	<b>Total</b>	103,868	93,572	0	93,572	95,599	74,997	170,596	0	170,596	69,293
	FTE	1.5	1.5	0.0	1.5	1.5	1.0	2.5	0.0	2.5	1.0
	GF	0	0	0	0	0	0	0	0	0	0
	GFE	0	0	0	0	0	0	0	0	0	0
	CF	103,868	93,572	0	93,572	95,599	74,997	170,596	0	170,596	69,293
	CFE/RF	0	0	0	0	0	0	0	0	0	0
	FF	0	0	0	0	0	0	0	0	0	0
<b>(1) Management and Administration, (A)</b>	<b>Total</b>	103,868	93,572	0	93,572	95,599	74,997	170,596	0	170,596	69,293
	FTE	1.5	1.5	0.0	1.5	1.5	1.0	2.5	0.0	2.5	1.0
	GF	0	0	0	0	0	0	0	0	0	0
	GFE	0	0	0	0	0	0	0	0	0	0
	CF	103,868	93,572	0	93,572	95,599	74,997	170,596	0	170,596	69,293
	CFE/RF	0	0	0	0	0	0	0	0	0	0
	FF	0	0	0	0	0	0	0	0	0	0

Non-Line Item Request: None  
 Letternote Revised Text for FY 2010-11: None  
 Letternote Text Requested for FY 2011-12: None  
 Cash or Federal Fund Name and COFRS Fund Number: None  
 Reappropriated Funds Source, by Department and Line Item Name: None  
 Approval by OIT? Yes:  No:  N/A:   
 Schedule 13s from Affected Departments: None

**CHANGE REQUEST for FY 2011-12 BUDGET REQUEST CYCLE**

Department:	Education
Priority Number:	DI-3
Change Request Title:	Increased Spending Authority for the GED Self-funded Program

**SELECT ONE (click on box):**

- Decision Item FY 2011-12
- Base Reduction Item FY 2011-12
- Supplemental Request FY 2010-11
- Budget Request Amendment FY 2011-12

**SELECT ONE (click on box):**

Supplemental or Budget Request Amendment Criterion:

- Not a Supplemental or Budget Request Amendment
- An emergency
- A technical error which has a substantial effect on the operation of the program
- New data resulting in substantial changes in funding needs
- Unforeseen contingency such as a significant workload change

Short Summary of Request:

The State's General Education Development (GED) program is requesting an increase of \$74,997 cash funds spending authority and 1.0 FTE for FY 2011-12 and \$69,293 and 1.0 FTE for FY 2012-13. This request is necessary due to significant growth in the size of the program statewide (50%) since fiscal year 2007-08. This increase is necessary to meet the growing demand for services, support, and program legal and regulatory requirements.

For FY 2011-12, this amount is comprised of \$46,670 Personal Services cost for two 0.5 FTE, operating costs of \$17,327, \$10,000 for establishment of a new monitoring strategy and \$1,000 for a printer. This request increases the base FY 2011-12 cash funds spending authority of \$93,572 to \$168,569 in the General Department Program Administration line.

The revenues supporting this request are cash funds from fees generated by client document reproduction requests and test center fees. This request has no General Fund impact. Cash funds received in prior years and expected in the current and future years are sufficient to fund this request.

The existing spending authority is not commensurate with the requirements of the Department's agreement with General Education Development Testing Service (GEDTS), a division of the American Council on Education. (See attachment 2 "GED Testing Program Jurisdictional Memorandum of Understanding").

The number of testing centers increased statewide from 36 to 54 (50%) between 2007 and the current year, while the total spending authority (with POTS) has increased from \$102,973 to \$103,441 (less than 0.5%) creating a gap in the ability to meet the Memorandum requirements, and jeopardizing Colorado's ability to fulfill its service obligations to the centers, and those seeking diplomas for employment, or enrollment in higher education courses and technical and trade programs.

Fiscal Year	Appropriation		
	FTE	Direct Appropriation	With POTS
FY 2006-07	1.5	\$93,128	\$102,973
FY 2007-08	1.5	\$94,604	\$104,913
FY 2008-09	1.5	\$98,109	\$109,329
FY 2009-10	1.5	\$92,134	\$103,869
FY 2010-11	1.5	\$93,572	\$103,441
FY 2011-12 Request	2.5	\$168,569	\$190,353

GED revenues are generated from three sources:

- 1) A \$1 fee from testing centers for every test administered.
- 2) A Document Duplication fee of \$15 for a diploma or a transcript from the client, when requested
- 3) A \$5 Age Verification fee from the client, when necessary

GED revenues for FY 2010-11 and FY 2011-12 are projected in the following table:

Fiscal Year	Tests Administered	Documents Duplicated	Revenues			
			Testing Center Fees	Document Duplication Fees	Age Verification Fees	Total Revenues
FY 2010-11	71,125	7,500	\$71,125	\$112,500	\$0	\$183,625
FY 2011-12 Request	72,000	8,000	\$72,000	\$120,000	\$0	\$192,000

As can be seen by the information above, revenues are expected to exceed expenditures even with the additional spending authority proposed in this decision item.

General Description of Request:

The General Education Development (GED) program is housed in the Department of Education. It oversees 54 testing centers, and 102 addendum sites (“branch” facilities that report to a central host). Fifteen (15) full-service test centers have been added in the last 18 months.

Colorado’s General Education Development program operated with state General Funds beginning with its original contract with the American Council on Education, the title-holder of the program, in 1946. The program received state funding until April, 2004 when the legislation determined that the program should be self sufficient by charging service fees for diplomas, and a per-test fee billed to the testing centers quarterly.

Test centers and addendum sites operate independently under the auspices of a host facility, such as a community college, non- or for-profit entity, library, or other adult education-related organization. Currently these testing centers and addendum sites have 161 certified chief examiners, plus additional staff associated with operating the centers. Proper set-up,

management, training, certification, and monitoring of the 161 chief examiners and staff of each testing site is provided by a 0.5 FTE State Administrator (remaining 0.5 is supported through Adult Education and Family Literacy Act federal funds, which violates the federal “supplement not supplant” rules. *See page 10*). Additional office support is provided from a 1.0 FTE for walk-in, mail, email, fax and phone requests (currently funded 100% from existing funds derived from fees). The current workload to support the 161 examiners at the testing centers and addendum sites will require a 0.5 administrative assistant I, included as part of this request to allow the State Administrator and consultant staff time to work in the field on monitoring and training requirements described in the Memorandum.

Since 2007, the average number of residents tested statewide increased from 14,667 to 17,203 (17%), and will nearly double since 2002 (see chart). As of June, 2010, 10,634 people had completed tests toward the diploma, which is projected to result in approximately twenty-one thousand (21,000) people seeking a diploma in this calendar year. This clearly indicates the importance of the program in poor economic conditions, and the need to fully fund the program to meet the needs of those desiring to gain employment and skills.

**Colorado Growth Data**

The number of tests reported as being taken in the testing centers since 2002.

Calendar Year	# Testing Centers*	Addendum testing sites*	# Tested
2002			11,594
2003			14,719
2004			14,962
2005			14,439
2006			14,143
2007	36	70	14,667
2008	47	84	15,930
2009	51	93	17,203
2010	54	102	21,268 estimated
* Data not available for all years			<i>Based on 10,634 as of June 30, 2010</i>

General Education Development Testing Service (GEDTS) 2008 Program Statistical Report reports the following facts related to Colorado's General Education Development candidates' reasons for taking the battery of tests.

41.3%	Looking for better employment
24.9%	Planned to enter a 2-year college
18.5%	Planned to enter a 4-year college
15.5%	Planned to enroll in a technical or trade program
13.7%	Planned to join the military
10.0%	Required by Court Order or for early release from incarceration.
8.3%	Current employer required
6.4%	Need to find employment
2.5%	Required to keep current employment

During the 2003 legislative session the General Assembly concluded that General Education Development program could be and would be self-funded by client fees, effective in FY2004. The balance of the General Funds allocation was returned to the General Fund. The appropriated yearly spending authority for FY 04 through FY 10 has not met the total dollar figure required to fully support the program's operation.

Having a fulltime state administrator with years of experience and a passion to develop and strengthen the program has resulted in new centers being opened. The test center growth is due to the increased need for the Diploma—growing high school dropouts—older individuals going back to work and large numbers of immigrants to CO—1.5 million Latinos and another 600,000 in CO are without a high school credential.

As the search for jobs becomes more difficult and competitive, employers are seeking more job candidates with higher level credentials and skills. The General Education Development diploma is one key indicator of having job related skills, resulting in a growing the need for more test centers is. This requires a dedicated investment in time and resources for application processing, inspection and training new staff-state board approval,

and oversight to assure each test center operates within the legal boundaries established in the Memorandum.

Additionally, Colorado is one of only a few states engaged in a pilot to study the comparability of paper based and computer-based testing. This testing phase will conclude in 2011, and is a prelude to transitioning to computer based testing over three years. This change will place an ever greater burden on the state administrator and staff to monitor both paper and computer testing during the pilot and transitional years. The transition will also be accompanied by more and different types of training related to getting the examiners and staff prepared to handle computer based testing.

**Comparison of General Education Development (GED) Services, Costs, and Staffing in Selected States**

	<b>Colorado FY 2009-10</b>	<b>Arkansas</b>	<b>Kentucky</b>	<b>New Jersey</b>	<b>Virginia</b>	<b>West Virginia</b>	<b>Wyoming</b>
<b>Budget</b>							
State Funding	\$0	\$230,000	\$130,000	\$385,000	\$1.9 million	\$323,792	\$114,000
Other	\$103,869 (fees)	+ salaries	+ salaries	-	-	\$419,105	-
<b># Tested Annually</b>	17,203	8,600	12,000	14,500	22,000	5,000	1,700
<b>Staff</b>							
FT	1.0 clerical	3.0	2.0	5.0	2.0	4.0	1.0
PT	0.5 administrator	2.0	2.0	1.0	.75	-	-
<b>Test Centers</b>							
Full	54	62	42	34	82	74	30
Addendum	102	25	38	47	340	34	40
<b>Cost per Test</b>	\$80-100*	No charge	\$50	\$50	\$45	No charge**	\$50-75*
<b>Fees charged***</b>	\$15.00	No charge	\$10.00	No charge	\$10.00	\$10.00	No charge
Diploma	\$15.00		\$10.00		\$5.00	\$10.00	
Transcript							

\* Fees established independently by testing centers

\*\* WV: state provides \$360,000 for test fees

\*\*\*-Fees charged are determined by the each state agency

As the table above shows, Colorado is the only state which does not provide state funding for its General Education Development program. Moreover, in states that are administering a similar number of tests, New Jersey and Virginia, for example, Colorado has fewer staff and significantly less spending authority.

This review of states similar to Colorado in size, geographic proximity, or annual testing totals indicates the differences in operational support and office staffing. While the department recognizes that there are inherent differences in the ability of states to meet the fiscal needs of all programs, approval of this request for increased spending authority would permit the program to expend fully all revenues being generated so it can continue to be competitive in its services, and avoid further reductions of in-house services or requirements for monitoring and training of test center personnel which would put Colorado at risk of violating acceptable standards for testing compliance and endanger state's authorization for services. Consequences for losing the program authorization are defined below.

Consequences if Not Funded:

Budget constraints in FY 2008-09 and 2009-10 caused a portion of the state administrator's salary and operating costs such as postage to shift to a federal funding source—Adult Education and Family Literacy Act. If operating costs continue to be paid with these Federal funds, the Department of Education may be found to be out of compliance with Federal “supplement not supplant” requirements.

The primary consequence will be sanctions imposed by the Office of Vocational Adult Education, U.S. Department of Education. This office has notified state directors that, according to Workforce Investment Act (WIA) Title II federal legislation, grantee budget dollars that have been supplanting Colorado's program in the area of salary and operational expenses are not allowed. If payroll or other ineligible operating expenditures are paid with Federal funds, the Department of Education may be out of compliance with Federal “supplement not supplant” requirements and therefore subject to sanctions. The types of sanctions that may be imposed include a reduction in the State's allocation from the federal government. Another possibility is that Colorado may be required to repay the federal government the amounts used for GED activities, and receive a reduction in its Adult Education (Title II) allocation, or be required to repay supplanted funds with state general funds.

Alternately, if the state administrator works only 0.5 FTE on program responsibilities the General Education Development program may sanction Colorado. The General Education

Development Testing Service (GEDTS) may require a state to close and discontinue its GED program, if the state is found to be out of compliance with requisite staff, and responsibilities associated with maintaining testing center and State Office integrity detailed in the Memorandum of Understanding.

Staffing issues in early 2010 resulted in reducing walk-in service hours from 8 hours to 5 hours per day. If the walk-in services are further reduced or eliminated, Colorado residents who need a General Education Development diploma, and cannot get one will be unable to do any or all of the following:

- Enter a 4-year college
- Enter a 2-year college
- Enroll in a technical or trade program
- Join the military
- Obtain employment
- Keep current employment
- Look for better employment

Further, employers, military, or higher education facilities seeking proof of completion of the General Education Development program testing as a condition of hiring or enrolling a prospective candidate will be unable to obtain such documentation in a timely and efficient manner, and thus will have to turn away potential employees / students.

Finally, without regard for sanctions or other consequences a 0.5 FTE state administrator is not adequate to administer this program. The testing centers and constituents served are not receiving the support necessary or expected of a state GED program:

- Testing centers are not receiving the technical assistance they need to properly administer testing in the State.
- Colorado is not monitoring its testing centers as required by the Memorandum of Understanding with the General Education Development Testing Service. As

noted above this puts Colorado out of compliance with the program, and subject to sanctions.

- Monitoring and training associated with the current pilot and future transition to computer based testing will be restricted and inefficient for the needs of the program.

A direct consequence of the lack of technical support due to only a 0.5 FTE administrator is that individual testing centers often do not meet and maintain established standards and testing protocols. The role of the State GED office is to provide testing centers with the information and support necessary to operate within required protocols. Without this support testing centers are out of compliance with requirements, and they are not authorized to operate. The General Education Development Testing Service requires these centers to be shut down. This has occurred within the last 18 months when one large metro area center associated with a community college was found to be out of compliance, reducing the ability of dropouts, inmates, and others in the area to take the tests.

Calculations for Request:

<b>Summary of Request FY 2011-12</b>	<b>Total Funds</b>	<b>General Fund</b>	<b>Cash Funds</b>	<b>Reappropriated Funds</b>	<b>Federal Funds</b>	<b>FTE</b>
Total Request	\$74,997	\$0	\$74,997	\$0	\$0	1.0
Personal Services	46,670	0	46,670	0	0	1.0
FTE Associated Operating Costs	5,654	0	5,654	0	0	0.0
Operating (Previously paid by AEFLA)	11,673	0	11,673	0	0	0.0
Travel Costs for Monitoring	10,000	0	10,000	0	0	0.0
IT Hardware – Printer	1,000	0	1,000	0	0	0.0

Summary of Request FY 2012-13	Total Funds	General Fund	Cash Funds	Reappropriated Funds	Federal Funds	FTE
Total Request	\$69,293	\$0	\$69,293	\$0	\$0	1.0
Personal Services	46,670	0	46,670	0	0	1.0
FTE Associated Operating Costs	950	0	950	0	0	0.0
Operating (Previously paid by AEFLA)	11,673	0	11,673	0	0	0.0
Travel Costs for Monitoring	10,000	0	10,000	0	0	0.0

Cash Funds Projections:

The GED program does not have an individual cash fund. Revenues received are deposited daily to the General Fund and expenditures are paid by the General Fund up to the amount of revenue received or spending authority appropriated.

Assumptions for Calculations:

The Personal Services and FTE Associated Operating Costs are identified in the OSPB Common Policy for FTE Requests (attached).

For the past two years, the General Education Development program state administrator worked full time on program responsibilities. However, this position is only funded 0.5 from the General Education Development program. The other 0.5 FTE is funded from the Federal program “Adult Education and Family Literacy Act” funds. This request is to bring the state administrator’s salary fully under the General Education Development program. This Personal Services amount for FY 2011-12 is \$32,495. If payroll continues to be paid with Federal funds, the Department of Education may be out of compliance with Federal “supplement not supplant” requirements.

*(General Education Development Testing Service Policies and Procedures Manual “1.1 Qualifications of the GED Administrator GED Administrators should be full-time*

employees charged with responsibility for the GED Testing Program. Each GED Administrator must have the authority to enter into contracts that pertain to the GED Testing Program on behalf of the jurisdiction”). See attached contract.

In addition to the state administrator, a 1.0 FTE in-house staff consultant now employed will have duties modified and be properly certified by the General Education Development Testing Service to provide the ability for assistance with field work, monitoring visits, and other duties. This will not increase costs because the staff is currently paid through the allocated program funds. This will allow for more effective use of staff, and results in a stronger program, with improved oversight of the testing centers and addendum sites. A future 0.5 FTE clerical assistance staff would be sought to manage the in-house operations such as walk-in traffic, phones, and diploma duplication requests.

Under current appropriations, there are no monies for any operating costs for General Education Development program after paying for 1.5 FTE. Operating costs in past years have been paid from the Federal program “Adult Education and Family Literacy Act (AEFLA)” funds. Such costs for FY 2009-10 were \$11,673. These costs included phones, supplies, printing, postage and workshop travel and registrations. This request would allow these costs to be paid by the General Education Development fund and would assure compliance with Federal “supplement not supplant” requirements.

A yearly monitoring schedule must be established to comply with the Memorandum requirement to monitor at least one fourth of all testing centers, or approximately 35-40 sites annually. The current spending authority does not provide funds for such a monitoring program and the associated costs of mileage, lodging, per diem and printing of training materials. Many of the sites have never been visited regularly as required. Cost effective means would be developed to minimize impact on budget once spending authority is increased. The Department estimates that 10 regional monitoring trips would be required annually, reaching 3-4 sites per visit. The costs associated with regional trainings and monitoring for each trip of 2-3 days are estimated to average \$1,000 for mileage, per diem, and incidental expenses.

Finally, a printer costing \$1,000 will be required to support the GED program.

Impact on Other Government Agencies: No other state agency will be impacted by this request for additional spending authority as all dollars for Colorado's GED Program are collected through fees to clients and test center fees. These fees do not significantly impact clients seeking transcripts, or take tests.

Cost Benefit Analysis: While the cost of this decision item is \$74,997, there is no cost to the State because this cost is funded through fees from clients. Further, current fees are sufficient to cover this additional spending authority. This means that fee increases will not be required to implement this decision item.

The benefits of a fully functioning and staffed General Education Development (GED) program in Colorado include:

- Providing unemployed residents and those lacking high school or equivalent transcripts an opportunity to become eligible for higher level jobs, secondary education, military service, and improved wages.
- Returning value to the State. Those completing the General Education Development tests and receiving a transcript returns value to the state through higher wages, and less reliance on state subsidies such as welfare, food stamps, and Medicare.
- Improving earning power and increasing taxes collected by the state from higher wage positions. According to CollegeInColorado, someone with less than a high school diploma earns approximately \$19,000/yr, compared one with, who earns over \$10,000 more per year. The average college degreed worker is paid more than \$54,000 per year.
- Proper management and monitoring of computer based testing, and related training during the three year transition period.
- Reducing unemployment. In 2006, 8% of those with less than a high school diploma were unemployed; this dropped to 4% among those with some college but no degree, and 3% for those with an associate's degree.
- Increasing test scores of K-12 students. According to research by the department of education, students in families where the parent has some education after high school

had reading NAEP scores of 275, compared to 245 I families where the parent did not finish high school.

- Maintaining compliance with Federal “supplement not supplant” requirements related to operating costs of \$11,673.
- Maintaining compliance with Federal “supplement not supplant” requirements related to payroll cost of \$46,670.

Statutory and Federal Authority:

22-33-104.7 C.R.S, Eligibility for the general educational development tests. Any child sixteen years of age who submits written evidence of a need to take the GED to be eligible for an educational or vocational program shall be eligible to sit for the GED after complying with all statutory and regulatory requirements in regard to GED testing.

General Education Diploma Testing Service (GEDTS) administered by the American Council on Education, identified all regulations necessary for the operation of a state GED program. Should any of these regulations not be met, the (CDE) state administrator has the authority to temporarily or permanently suspend the operations of the site until the regulations have been met. The Department’s annual contract with GEDTS that authorizes the establishment of State GED testing centers also states that GEDTS has the authority to close Colorado’s testing centers for violations of their policies and procedures which also include the state’s program.

Workforce Investment Act of 1998  
Title II--Adult Education and Literacy  
Chapter 4--General Provisions  
Sec. 241. Administrative Provisions

(a) Supplement Not Supplant.--Funds made available for adult education and literacy activities under this subtitle shall supplement and not supplant other State or local public funds expended for adult education and literacy activities.

(b) Maintenance of Effort.—

(1) In general.—

(A) Determination.--An eligible agency may receive funds under this subtitle for any fiscal year if the Secretary finds that the fiscal effort per student or the aggregate expenditures of such eligible agency for adult education and literacy activities, in the second preceding fiscal year, was not less than 90 percent of the fiscal effort per student or the aggregate expenditures of such eligible agency for adult education and literacy activities, in the third preceding fiscal year.

(B) Proportionate reduction.--Subject to paragraphs (2), (3), and (4), for any fiscal year with respect to which the Secretary determines under subparagraph (A) that the fiscal effort or the aggregate expenditures of an eligible agency for the preceding program year were less than such effort or expenditures for the second preceding program year, the Secretary—

(i) shall determine the percentage decreases in such effort or in such expenditures; and  
(ii) shall decrease the payment made under this subtitle for such program year to the agency for adult education and literacy activities by the lesser of such percentages.

(2) Computation.--In computing the fiscal effort and aggregate expenditures under paragraph (1), the Secretary shall exclude capital expenditures and special one-time project costs.

(3) Decrease in federal support.--If the amount made available for adult education and literacy activities under this subtitle for a fiscal year is less than the amount made available for adult education and literacy activities under this subtitle for the preceding fiscal year, then the fiscal effort per student and the aggregate expenditures of an eligible agency required in order to avoid a reduction under paragraph (1)(B) shall be decreased by the same percentage as the percentage decrease in the amount so made available.

*(GEDTS Policies and Procedures Manual “1.1 Qualifications of the GED Administrator GED Administrators should be full-time employees charged with responsibility for the GED Testing Program. Each GED Administrator must have the authority to enter into contracts that pertain to the GED Testing Program on behalf of the jurisdiction”).*

*(GEDTS Policies and Procedures Manual “GED Testing Program Policies The GED Testing Service has the authority to suspend GED Testing Program operations in a jurisdiction, disestablish the jurisdictional GED Testing Program, or close local testing*

centers temporarily or permanently if violations of the annual contract are not readily resolved”).

Performance Measures:

. **Employment** – Students will enter unsubsidized employment

Performance Measure	Outcome	2008 Actual	2009 Actual	2010 Appropriated	2011 Request
Percent of adults that received adult basic education training and entered unsubsidized employment	Benchmark	57%	40%	40%	40%
	Actual	26%			

**Attachment 1):  
State Administrators responsibilities agreements**



July 21, 2010

To Whom It May Concern:

The GED Administrator for a jurisdiction has overall authority and responsibility to manage the testing program in the common interests of the jurisdiction, the national GED testing service, and test-takers. GED Administrators fulfill a vital function in providing testing to nearly three quarters of a million candidates annually.

The person tasked with managing the GED testing program in each jurisdiction has substantial responsibilities in a number of areas, among them to:

- ❖ ensure that the testing program is administered in conformity with GED Testing Service policies and procedures,
- ❖ plan and implement regular and consistent on-site inspections and monitoring of test centers and addendum sites,
- ❖ be active and visible to examiner staff throughout the jurisdiction and ensure proper administration of the tests and the testing program,
- ❖ contract with an approved scoring service,
- ❖ conduct outreach on behalf of the testing program within the jurisdiction and cooperating with national outreach plans and goals,
- ❖ provide training and staff development for Examiner and Chief Examiner staff as needed,

- ❖ carefully carry out all duties recommended by policy or advisable in his/her professional judgment to ensure test security,
- ❖ manage the processes of providing transcripts, score reports, verifications, and state credentials so that test-takers and entities with whom test-takers need to share results are served in a timely manner.

Standards of customer service, particularly for test-takers who are undertaking an endeavor of significant consequence for their future opportunities, should be a high priority. Test-takers should be able to easily access information about:

- ❖ when and where they can test,
- ❖ how to request accommodations if needed, and
- ❖ how and where to register and make payment for testing.

They should be able to access testing at a convenient time and place and for a reasonable test fee. They should experience an orderly and well-conducted testing session, in a setting comfortable for testing, and should expect to receive test results in a timely fashion. A jurisdiction's GED testing program should be staffed appropriately to ensure this level of customer service, as well as ensuring compliance with policies and procedures designed for test security and integrity.

We appreciate the progress Colorado has made in the past 2 years in bringing the testing program into better compliance with GEDTS Policies and Procedures, and want to continue building a partnership with Colorado that will advance the testing program in the jurisdiction to a strong and admirable level. Some serious concerns and issues have been successfully addressed in Colorado, and we look forward to continued improvements in how Colorado test-takers are served.

Thank you,  
Martha J. Bozman  
Director, Partner Outreach

**Attachment 2): State Jurisdictional Memorandum of Understanding**

**GED® Testing Program  
Jurisdictional Memorandum of Understanding**

This is a Memorandum of Understanding (MOU) between the General Educational Development (GED) Testing Service of the American Council on Education® and Colorado Department of Education (the agency responsible for overseeing the GED testing program) in the State/Province/Territory of Colorado 01/01/2010 to 12/31/2010. The GED Testing Service (GEDTS) is the sole provider of the Tests of General Educational Development (GED Tests).

This MOU outlines the duties and responsibilities of the state/provincial/territorial agency and the duties and responsibilities of GEDTS. No changes to this MOU can be made unless all parties agree in writing.

- I. The Chief Administrative Officer of the jurisdictional authority/agency that oversees the GED testing program shall appoint a GED administrator from within the agency that has the responsibility of overseeing the GED testing program.
- II. The GED Administrator shall be responsible for full and complete administrative oversight of the GED testing program and shall:
  - a. Approve and forward to GEDTS all GED Examiner appointments using GED AccessPoint;
  - b. Facilitate the establishment and closure of all official testing centers and sites within jurisdiction;
  - c. Ensure that all GED Tests administered under the authority of the jurisdiction are scored only by a GEDTS-approved and certified testing service;
  - d. Review and approve all GED annual contracts with Official GED Testing Centers;
  - e. Monitor at least one fourth of all testing centers each year. Monitor all centers over a four-year period; (This may include site visits or desk audits);
  - f. Provide annual training for all Chief GED Examiners aligned with GEDTS policies and procedures and examiner needs;
  - g. Investigate and report immediately to GEDTS any testing or scoring irregularities that threaten the integrity of the GED testing program;
  - h. Investigate and report immediately to GEDTS any issues that may or do result in a compromise of testing materials;
  - i. Monitor the testing centers' return of testing materials to GEDTS and report problems to GEDTS;
  - j. Comply with logo, trademark, and usage guidelines outlined in the GEDTS Style Guide and Graphic Standards;
  - k. Cooperate with requests for information from GEDTS;
  - l. Manage issuance of score reports and GED credentials consistent with GEDTS and jurisdictional policies; and
  - m. Attend annual GED Administrators conference or ensure that a suitable designee attends.
- III. As the Chief Administrative Officer, I shall be responsible for ensuring that this jurisdictional GED testing program complies with all GEDTS policies and procedures described in the GED Testing Program Manual.

SIGNED [Signature] Phone Number 303-844-6000 Date NOV 2010  
 Agency's Chief Administrative Officer  
 Name Robert Morrison Title APRIL MARRASZLOTT - OPERATIONS ADMINISTRATION

SIGNED [Signature] Phone Number 303-844-6857 Date 11/19/2010  
 GED Administrator

V. As the GEDTS Executive Director, I shall be responsible for ensuring that training, consultation, and support are regularly provided and available.

SIGNED [Signature] Phone Number 202/639-9490 Date 11/20/2009  
 GEDTS Executive Director

