

MEMORANDUM

To: Tennessee Department of Corrections and Tennessee Corrections Institute

From: Tennessee Department of Labor and Workforce Development Adult Education Division

Date: November 25, 2020

Re: Equivalency Diploma Verification for Corrections Participants

Purpose

In partnership, the TN Department of Corrections (TDOC), the TN Corrections Institute (TCI), and the TN Department of Labor & Workforce Development (TDLWD) Adult Education Division have identified high school equivalency (HSE) testing documents that can be utilized for the purpose of reducing sentences of those incarcerated in Tennessee correctional facilities. This memo details the documents local jail facilities can utilize for verifying successful completion of the HSE exam, and how to gain access to DiplomaSender (DS) to review participant records and make bulk mail requests.

Background

The TDLWD Adult Education Division is responsible for oversight of HiSET test centers, the collection of student test data, and issuing official HSE documents. DS acts as a repository for test data and documents associated with HSE testing. DS has historical data and collects new data as individuals test. Adult Education partners with DS for issuing official HSE records to individuals, post-secondary institutions, and employers.

For incarcerated individuals, local Adult Education providers historically supplied official HSE documents to correctional facilities upon request. However, with changes to DS security policies, access to student data and documents has been restricted to protect confidentiality. These restrictions prevent Adult Education providers from accessing official HSE records on behalf of incarcerated students.

This change delays correctional facilities' receiving notification of test takers' success.

To address the delay, DS established a "Corrections Official" privilege which allows for the review of inmate test scores and the request of bulk mail of official HSE documents.

Diploma Sender (DS) Account

Local correctional facilities can have a representative request an account in DS as a corrections official. This representative will have the ability to request official HSE records and view test taker reports. For corrections personnel in TDOC facilities, you must have the approval of TDOC Education Superintendent to request to have an account established through the DS portal.

To establish an account, corrections personnel should navigate to www.diplomasender.com. At the top of the landing page, select the *Register* link and follow the directions to request a "Corrections Official" official account. Please have your test center code available when registering. You may contact your chief examiner to obtain your test center code. This will allow access to real-time reporting as well as the opportunity to request bulk mail for your test center(s).

If registration requirements are met, the request will be reviewed and approved by DS and TNDLWD Adult Education Division. You will receive an email you're your login credential to the DS portal. At this point, corrections officials will be able to view information for sentencing purposes.

Acceptable Documentation to Submit for Sentencing

For the purpose of individuals receiving credit and a reduction in sentencing, corrections officials can rely on the following DiplomaSender-issued documents as proof an individual has passed the HSE exam:¹

- Official Diploma (see Attachment A)
- Official Transcript (see Attachment B)
- Unofficial Score Report (see Attachment C)

¹ HiSET exam data collected by DS is official, secure data that comes directly from Education Testing Service (ETS), the publisher of the HiSET exam. Therefore, corrections officials with DS access can view official testing information.

Official diplomas and transcripts are documents issued directly from DS. An individual's first documents are complimentary, but additional requests for official documents cost \$17. To receive official documents at correctional facilities, the "Bulk Mail" authorization process must be followed (see "Bulk Mail" section below).

The unofficial score report is free and available to view by corrections officials with DS access. The unofficial score report shows a test taker's specific subject-area scores and the overall exam score and pass/fail status. For individuals that pass the exam and earn a diploma, the scores illustrated on the official transcript will be the same as scores on the unofficial score report.

For individuals in local/county jail facilities, corrections staff or students may request an unofficial score report be pulled by local adult education program directors or their designee for the purpose of documentation for reduced sentencing. The local adult education program directors can only pull unofficial score reports on behalf of incarcerated students.

To view unofficial score reports, corrections officials should follow the instructions in Attachment D.

Bulk Mail

"Bulk mail" is the process for authorizing a correctional facility to automatically receive test takers' official paper records from DiplomaSender (diplomas and transcripts). See Attachment E for the step-by-step authorization request process.

Bulk mail authorization can only be requested by individuals with "Corrections Official" DS access, and records can only be sent to facilities established as "test centers" in the DS system. Test center designation is certified through ETS and is coordinated in the DS system. The requestor must indicate the test center ID associated with the facility. The requestor will provide the mailing address where records should be sent for test takers from that facility. To retrieve your Test Center ID, contact your testing center administrator, chief examiner, or TNDLWD Adult Education Division.


When the request is submitted, a notification will be sent to DS and the TDLWD Adult Education Division for approval. If the request is approved, bulk mail

authorization will be granted in the DS system, and the corrections official will be notified.


Once bulk mail has been authorized for a facility, DS will automatically mail new test-taker records to that facility going forward. Records cannot be sent retroactively.


Attachment A

State of Tennessee
Department of Labor and Workforce Development
This is to certify that
First Name M. Last Name
*has satisfied the requirements of the State of Tennessee and is,
therefore, entitled to this*
High School Equivalency Diploma
*In Testimony Whereof and by authority so vested, the following signatures have
been affixed, this the 1st day of January, 2014 at Nashville, Tennessee.*




Bill Lee
Governor





Ian White
Assistant Commissioner of Adult Education



Jeff McCord
Commissioner

Certificate Number: TN9690643 Date of Issuance: January 1, 2014

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Attachment B



OFFICIAL HIGH SCHOOL EQUIVALENCY TRANSCRIPT

Issued under the authority of the State of Tennessee Department of Labor and Workforce Development

Name: First Name M. Last Name

Date of Birth: 1/1/1925

Address: 1234 Main St.
Adams, TN 37010

High School Equivalency
220 French Landing Drive
Nashville, TN 37243

Ian White
Assistant Commissioner of
Adult Education

Test	Test Date	Score	Essay Score	Status	Performance Level
Language Arts Writing	1/1/2014	11	4	Pass	Met Passing Criteria
Social Studies	1/1/2014	14	N/A	Pass	Met Passing Criteria
Science	1/1/2014	13	N/A	Pass	Met Passing Criteria
Language Arts Reading	1/1/2014	10	N/A	Pass	Met Passing Criteria
Mathematics	1/1/2014	12	N/A	Pass	Met Passing Criteria
Total Score		60		Pass	

Passing Score Criteria: A minimum score of 8 on each test of the five tests in the battery AND a minimum essay score of 2 AND a minimum total score of 45.

Performance Levels: Did Not Meet Passing Criteria - Score less than 8, or essay score less than 2, if applicable
Met Passing Criteria - Score of 8 to 14, and essay score 2 or 3, if applicable
College and Career Readiness - Score of 15 or greater, and essay score 4 and above, if applicable



To learn more about HiSET testing visit:
HiSet.ets.org



To order additional transcripts or diplomas visit:
DiplomaSender.com

The scores on this report are the highest scores achieved by the candidate as of the last test date: 1/1/2014. If retest scores are lower than the scores previously achieved, the retest scores are not reported.
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Attachment C



Unofficial Score Report

*This unofficial score report is intended to provide immediate feedback on test results.
This report is not official for employment, postsecondary education, agency reporting, etc.*

Test Taker

Name: First Name M. Last Name **Date of Birth:** 1/1/1925
Address: 1234 Main St.
Adams, TN 37010

Tests

Test	Test Date	Score / Essay
Language Arts Reading	1/1/2014	10
Language Arts Writing	1/1/2014	11 / 4
Mathematics	1/1/2014	12
Science	1/1/2014	13
Social Studies	1/1/2014	14
HiSET	Pass	60



To learn more about HiSET testing, please visit:

HiSet.ets.org



To order additional transcripts or diplomas, please visit:

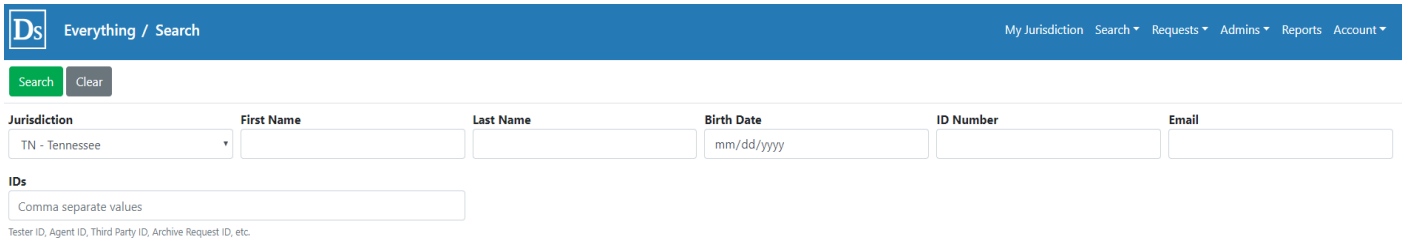
DiplomaSender.com

The scores on this report are the highest scores achieved by the candidate as of the last test date: 1/1/2014. If retest scores are lower than the scores previously achieved, the retest scores are not reported.
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Attachment D

How to Access Unofficial Score Report

To access the unofficial score report, the corrections official should first log in to their DS account and locate the student account they wish to review. Enter student identifier information to search for a specific student account (i.e., name, date of birth, ID number [such as SSN], etc.).



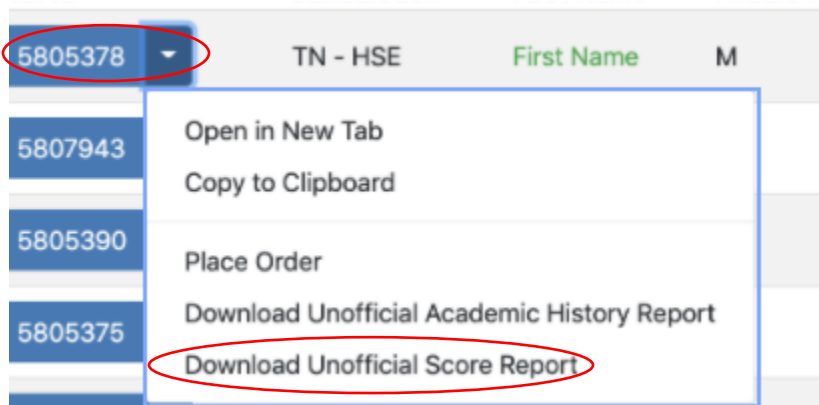
The screenshot shows the 'Everything / Search' page in the DS system. It features a search bar with 'Search' and 'Clear' buttons. Below the search bar are several input fields: 'Jurisdiction' (set to 'TN - Tennessee'), 'First Name', 'Last Name', 'Birth Date' (format: mm/dd/yyyy), 'ID Number', and 'Email'. There is also an 'IDs' field with a note: 'Comma separate values' and a small text below it: 'Tester ID, Agent ID, Third Party ID, Archive Request ID, etc.'

Once the student account is found, click the *Academic Record* tab to view exam results.



The screenshot shows the 'Test Takers /' page in the DS system. It features a navigation bar with 'My Jurisdiction', 'Search', 'Requests', 'Admins', 'Reports', and 'Account'. Below the navigation bar are two buttons: 'Add Tests' and 'Add Credential'. On the right side, there are several tabs: 'Official Record', 'Academic Record' (circled in red), 'Orders', 'Touch Points', and 'Data Points'.

To access the report, click on the white arrow next to the Tester ID. A dropdown menu will appear and give the option to download the unofficial score report.



The screenshot shows a table of test takers. The first row has a Tester ID of '5805378' (circled in red), 'TN - HSE', 'First Name', and 'M'. A dropdown menu is open for the '5805378' ID, showing options: 'Open in New Tab', 'Copy to Clipboard', 'Place Order', 'Download Unofficial Academic History Report', and 'Download Unofficial Score Report' (circled in red). Other rows in the table show IDs '5807943', '5805390', and '5805375'.

Attachment E

Bulk Mail Request: Step-by-Step

Bulk mail is a way for incarcerated students to receive their official complimentary documents from DiplomaSender upon completion of the HiSET Exam. After each testing event, official test taker documents will be sent to the address listed in DiplomaSender. You must have a corrections account to set up bulk mail in DiplomaSender

1. Click "My Test Centers"
2. Select the Test Center ID by clicking the blue button under the "Test Center ID" column
3. Click the tab "Printing" (located on the top left side of your screen)
4. Click "Bulk Mail Change Request" (Grey box located on the top left side of your screen)
5. Select Auto Print
6. Fill in Address fields for the Bulk Mail to be sent--including the correct "Attention & Recipient"
7. Once completed, select "Send" (top left hand corner, under logo)
8. Your request will be reviewed by a state administrator

Once Bulk Mail is approved, the official documents will be sent to the address provided after every testing event.