



2026 MAACCE Conference

DESE High School Equivalency Program Highlights

Agenda



- Missouri High School Equivalency (HSE) Program Overview
- Missouri HSE Vendors
- Missouri HSE Test Eligibility Requirements
- Missouri HSE Test Identification Requirements
- Missouri HSE Testing Center Policies
- Missouri HSE TotalTranscript™
- Q & A Session



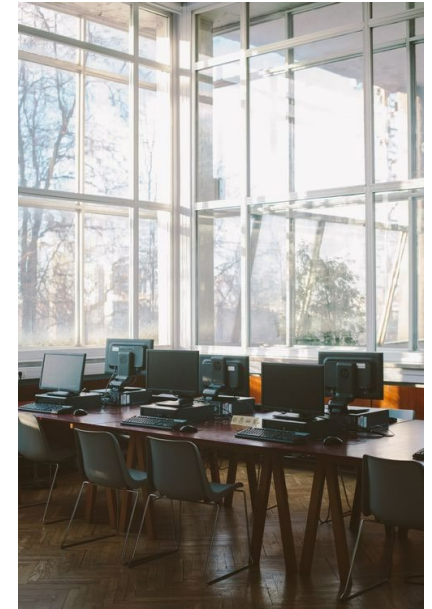
HSE Program Overview



- **Oversee Missouri's HSE Contracts**
 - **Test Service Contracts:**
 - **GED Testing Service LLC – GED®**
 - **PSI Services LLC – HiSET®**
 - **Credentialing Service Contract:**
 - **DiplomaSender®**



HSE Program Overview



- Approve/Manage Missouri's HSE Test Centers
 - 28 GED Test Centers (26 public / 2 restricted)
 - 83 HiSET Test Centers (47 public / 36 restricted)

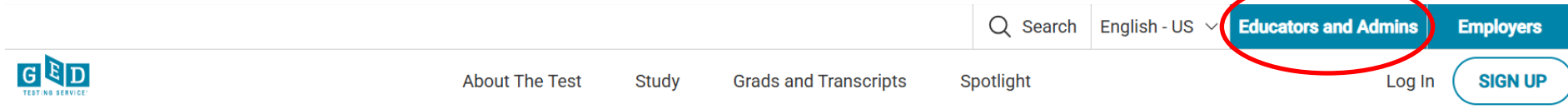
- Maintain Missouri's HSE Policies
 - [Missouri HSE Examination Eligibility Requirements](#)
 - [Missouri HSE Examination Identification Requirements](#)
 - [Missouri HSE Testing Center Policies](#)
 - [Missouri HSE TotalTranscript™](#)

HSE Program Vendors



- **GED (General Educational Development Test)**

- [GED.com](https://www.ged.com)
- Provided by GED Testing Service (GEDTS) and Pearson Professional Assessments
- GED.com – [Educators and Admins](#)



- [GED Manager™ & GEDPrep Connect™](#) - online portals designed to help educators manage their students and programs
 - ❑ Training may be requested by contacting the GED® State Relationship Manager, Elizabeth.Lanphear@ged.com.
 - ❑ Programs are responsible for maintaining their class site locations and instructor accounts with the GED® State Relationship Manager, Elizabeth.Lanphear@ged.com.

HSE Program Vendors



- **GED Adult Education Program Staff Support**
 - Liz Lanphear, GED Testing Service® State Relationship Manager
 - Elizabeth.Lanphear@ged.com
 - 1-913-283-0121
- **GED Test Taker Support**
 - 1-877-EXAM-GED (1-877-392-6433)
 - Help@ged.com
 - Chat at [GED.com](https://www.ged.com)
- **GED Test Taker Accommodations Support**
 - [GED Test Accommodations Policy and Process](#)
 - accommodations@ged.com

HSE Program Vendors



- **HiSET (High School Equivalency Test)**

- Provided by PSI Services LLC
- [HiSET.org](https://www.hiset.org) – Resources - Educator FAQ
 - [Roadmap for Educators](#) (guide for adult educators with classroom strategies, test overviews, and free HiSET resources)
 - [Test Taker Bulletin](#) (rules and policies for taking the HiSET Exam)
 - Practice Tests
 - Scoring Guide
 - Math Formula Sheet

Resources for Adult Educators

Explore resources to help your students succeed on the HiSET exam and beyond.



HSE Program Vendors



- **HiSET Updates**

- HiSET fee increase no longer taking effect July 1, 2026.
- Calculator Policy
 - **New HiSET Mathematics Calculator– Texas Instruments TI-30XS Scientific Calculator – Effective July 1, 2026**
 - Basic calculator to remain embedded in computer-based HiSET exam
- Excused Absence Policy Updated April 1, 2026
 - No-shows without 24-hour notice will **not** be converted to excused absences. Excused absences now apply only to:
 1. Emergency site closures
 2. State-approved extenuating circumstances (no attempts remaining)
 3. Correctional testing (unchanged)
 - Questions about this update and excused absence requests can be directed to HiSET via the [HiSET Support Form](#).

HSE Program Vendors



- **HiSET® Adult Education Program Staff Support**
 - [HiSET® Support Form](#) – request excused absences, report scheduling issues, voucher questions, etc.
 - HiSETadulthoodeducation@psionline.com
- **HiSET® Test Taker Support**
 - 1-855-MyHiSET (1-855-694-4738)
 - HiSETsupport@psionline.com
- **HiSET® Accommodations Support**
 - [HiSET Accommodations Policy and Process](#)
 - 1-800-367-1565 ext. 6750 (M-F 8 a.m.-5 p.m.)
 - eaalerts@psionline.com (for faster service with scheduling, use the 800 number)



- **DiplomaSender**

- DESE partners with DiplomaSender to provide HSE data management and HSE document processing services.
- Each student who successfully passes an HSE test battery is awarded one free HSE certificate and one free HSE transcript through [DiplomaSender.com](https://www.diplomasender.com).
 - **Students must take action to order their complimentary documents.**
 - The complimentary documents for Missouri DOC students are automatically sent to the DOC Education Supervisor in Jefferson City.
 - Duplicate copies are \$20 per document.



HSE Program Vendors



- **DiplomaSender Adult Education Program Support**
 - DiplomaSender Contact Cards for HSE Test Takers
- **DiplomaSender Test Taker Support**
 - Chat or Request a Callback: DiplomaSender.com



JUST TAKE THE TEST? CONNECT WITH US



1 DiplomaSender.com

2 Create an account
Have your HiSET® or GED® ID ready

3 Track your academic progress

4 Order your Transcripts or Diploma *-first set is free!*

 Have questions or need assistance?
Chat with us on our website.

HSE Examination Eligibility Requirements



- **Residency:** Candidates must be a resident of Missouri to take the HSE exam.
- **Age:** Typically, candidates may only take the HSE exam if they are 17 years of age or older. However, if candidates are younger than 17 years of age, they may take the HSE exam if approved by the Missouri HSE Office for an HSE Age Waiver after meeting one of the conditions set by the Missouri State Board of Education.
 - [HSE Age Waiver Application](https://hse.mo.gov) can be found at hse.mo.gov.



HSE Examination Eligibility Requirements

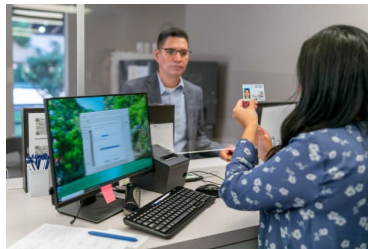


- **Test Preparation or Instruction:** Missouri does not have any test preparation or instruction requirements to take the initial test at a testing center. However, instruction is encouraged before retesting.
 - *Note: The GED® online proctored exam does have a practice test requirement set by the test publisher.
- **Eligibility requirements are listed on the GED® and HiSET® Missouri Requirements webpages.**





- **Identification:** Candidates must present identification on test day.
 - Missouri Positive Identification Requirements for the High School Equivalency Examination can be found at hse.mo.gov.
 - With few exceptions, ID documents must
 - be an original document, photocopied documents are not acceptable; and
 - show the test-taker's full name — exactly as it appears in the test publisher's system.
 - **Outdated or expired IDs will not be accepted.**



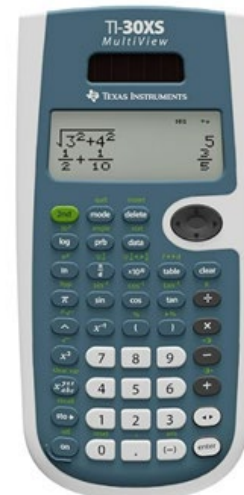
HSE Examination Eligibility Requirements



- Acceptable forms of ID include:
 - Permanent or temporary Missouri license (Driver, Nondriver, Intermediate, Commercial or Instruction (learners) permit),
 - U.S. passport or passport card and Missouri address in the test publisher's system as proof of residency,
 - U.S. military ID and Missouri address in the test publisher's system as proof of residency, or
 - Tribal ID and Missouri address in the test publisher's system as proof of residency.
- Examinees without acceptable ID **WILL NOT** be permitted to test and will forfeit fees.
- Identification requirements for *online proctored* exams may vary.



HSE Testing Center Policies



- **Missouri HSE Testing Center Policies** for computer-based testing and paper-based testing at state-approved (HSE) sites in Missouri can be found at hse.mo.gov.
 - Calculator Policy
 - **New HiSET Mathematics Calculator– Texas Instruments TI-30XS Scientific Calculator – Effective July 1, 2026**
 - Basic calculator to remain embedded in computer-based HiSET exam
 - Formula Sheet Policy
 - Scratch Paper Policy
- **Online proctored testing policies** are determined by the test publisher and may differ from the state’s testing center policies.
 - [Online Proctored GED Test Information](#)
 - [Online Proctored HiSET Test Information](#)



- Candidates may combine current-series GED® and HiSET® subtest scores through DiplomaSender's TotalTranscript™ feature to achieve a Missouri HSE credential.
 - Candidates may take subtests for either exam in any order.
 - Passing scores will remain the same, 145 minimum per subtest for GED® and a minimum score of 8 and an average of 9 for HiSET® (minimum 2 for the essay on HiSET® Language Arts Writing).
- Candidates wishing to utilize the TotalTranscript™ feature are responsible for paying all fees for both exams, including the state administration fee.

Q & A Session





Q: Are accommodations available for the HSE exams? If so, how do candidates request them?

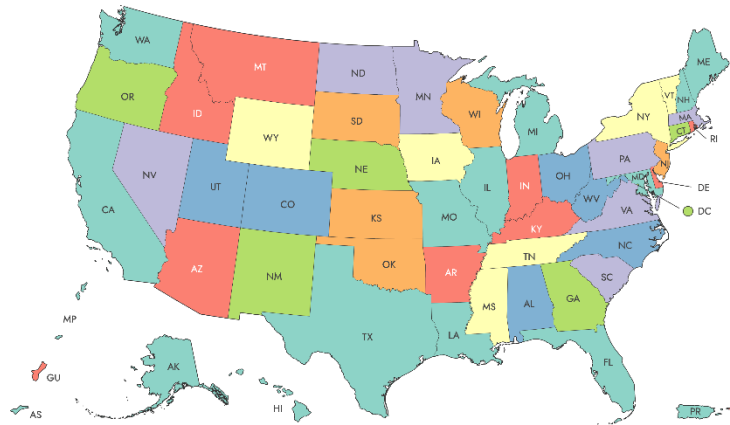
A: Yes, both GED® and HiSET® offer test accommodations. Each test publisher coordinates the accommodation approval and scheduling process.

- Apply Early with Test Publisher – Processing of requests can take some time
- GED Test Accommodations Policy and Process
 - GED Accommodations Team: accommodations@GED.com
- HiSET Test Accommodations Policy and Process
 - PSI Accommodations Team: eaalerts@psionline.com or 1-800-367-1565 extension 6750



Q: Does Missouri allow candidates to use out-of-state HSE test scores?

A: Yes, Missouri candidates may transfer out-of-state current-series GED® and HiSET® test scores to Missouri. The following slides include instructions on how to request the transfer of out-of-state scores to Missouri.





• GED® Test Score Transfer to Missouri

1. Test Taker must log in to their GED® account at GED.com. Once logged in, Test Taker should click the (test taker's) *initials* in the top right corner of the home page, click *Edit Profile* on the drop-down menu, and change their out-of-state address to their current Missouri mailing address.
2. Request that out-of-state GED® test scores be transferred to Missouri
 - a) Student Advocate may send an email to Elizabeth.Lanphear@GED.com requesting that out-of-state GED® test scores be transferred to Missouri. Include the following test taker information:
 - Full Name as listed in the test taker's GED® account,
 - Name of State where previous GED® exams were completed, and
 - GED® ID# (preferred) found in the test taker's GED® account OR Date of Birth.

OR

 - b) Test Taker may send an email to hse@dese.mo.gov requesting that out-of-state GED® test scores be transferred to Missouri. Include the following test taker information:
 - Full Name as listed in the test taker's GED® account,
 - Name of State where previous GED® exams were completed, and
 - GED® ID# (preferred) found in the test taker's GED® account OR Date of Birth

Questions can be directed to Liz Lanphear at Elizabeth.Lanphear@GED.com.



• HiSET® Test Score Transfer to Missouri

1. Test Taker must create a separate myHiSET account at [HiSET.org](https://www.hiset.org) with a current Missouri mailing address.
 - [How to Create Your myHiSET Account](#)
2. Request that out-of-state HiSET® test scores be transferred to Missouri
 - a) Student advocate may submit a [HiSET Support Form](#). On the form, select Merge Account Request as the area of need and include the following information in the description field:
 - Full Name as listed in the test taker's HiSET® account,
 - Name of State where previous HiSET® exams were completed,
 - Previous State HiSET® ID#, and
 - Missouri HiSET® ID#.

OR

- b) Test Taker may send an email to hse@dese.mo.gov requesting that out-of-state GED® test scores be transferred to Missouri. Include the following test taker information:
 - Full Name as listed in the test taker's HiSET® account,
 - Name of State where previous HiSET® exams were completed,
 - Previous State HiSET® ID#, and
 - Missouri HiSET® ID#.

Questions can be directed to HiSET® Customer Service at 1-855-694-4738.



Missouri High School Equivalency Office

Email: hse@dese.mo.gov

Phone: 573-751-1249 or 573-751-1248

Web: hse.mo.gov