



ALABAMA'S GED CREDENTIALING™ FREQUENTLY ASKED QUESTIONS (FAQ)

ADMINISTRATORS

Effective March 1, 2016, Alabama will transition its GED® credentialing process from the issuance of paper transcripts and GED® diplomas to a paperless, electronic transcript system. As with any new process, there will be changes and questions. This FAQ will assist adult education administrators to prepare for this change.

What is GED Credentialing™?

GED Credentialing™ is a full-service program which Alabama will use to outsource all fulfillment requests for transcripts and diplomas. The service includes fulfillment for new graduates and historical requests dating back to 1947.

What does GED Credentialing™ mean for my program?

GED Credentialing™ is an end-to-end service for Alabama's GED® programs that eliminates the administrative burden of fulfilling requests for secure duplicate transcripts and diplomas.

Free service: Alabama has chosen to use GED Credentialing™ as part of the 2014 GED® program. GED Credentialing™ is provided at no additional cost.

Full service: Alabama's contract with GED Credentialing™ will provide service for both first-time and historical transcript requests.

Convenient: The Alabama Adult Education office will no longer have to provide and maintain fulfillment functions within their offices.

Secure: GED Credentialing™ uses the services of Parchment, a secure, electronic transcript fulfillment for high schools nationwide.

What does GED Credentialing™ cost programs?

GED Credentialing™ services are completely free to Alabama's GED® programs as part of the 2016 GED® initiative.

What does GED Credentialing™ cost students?

Students receive their initial transcript and diploma for free after completing the 2014 GED® test. For each repeat or historical request, the individual or organization that makes the request (e.g. past student, employer, school, employment verification firm) pays a \$15 fee.

Can a GED® program use GED Credentialing™ for new transcripts and diplomas only and continue to fulfill historical requests themselves?

No. GED Credentialing™ is an all-inclusive service. The State of Alabama will use GED Credentialing™ for both new and historical transcripts and diplomas.

Is my program required to use the service?

Yes. Alabama has contracted with GED Testing Service to provide Alabama test-taker requests for the Alabama GED® diploma and the Smart Transcript from GED Testing Service.

Does GED Credentialing™ fulfill a national credential?

No. GED Credentialing™ fulfills requests for Alabama's GED® diplomas and the Smart Transcript from GED Testing Service. The State of Alabama remains the issuing agency, and the diplomas feature Alabama's official signatures and design.

Is GED Testing Service fulfilling the transcript and diploma requests in-house?

No. GED Testing Service is partnering with Parchment, a secure, electronic transcript (eTranscript) exchange. For more information, visit <http://www.parchment.com/>.

What do test takers receive from GED Credentialing™ after they pass the 2014 GED® test?

As soon as test-takers pass the GED® test, they receive a secure, electronic PDF document delivered to their email address. The document will include their Smart Transcript and an electronic copy of their Alabama GED® diploma. A 2016 tester has an option of ordering a professionally printed GED® diploma free of charge.

What is a Smart Transcript?

The Smart Transcript is an electronic transcript that not only provides an Alabama test-taker's scores, but also includes links to the GED Testing Service Web site with additional information regarding what the GED® test measures, what the scores mean, and what skills the test-taker demonstrated on the test. This includes information about earning a GED® Passing Score and the GED® Passing Score with Honors.

Will historical requests also receive a Smart Transcript?

GED® test-takers will receive a Smart Transcript. GED Credentialing™ uses Smart Transcripts to fulfill all transcript requests, including historical requests. Smart Transcripts are customized based on the GED® test series and explain the scoring and types of content tested on the 2014 GED® test and older versions of the GED® test.

How do test-takers request their historical transcripts?

Test-takers can sign in to the GED Credentialing™ [Web site](#) (which will go live March 1, 2016) to easily and securely order their duplicate transcripts or diplomas. If a match is found in the database, your electronic transcript will be delivered on the same day. If a match is not found immediately, a manual search will be done, and it may take a few days to fulfill the request. The test-taker will be notified when this situation arises.

How far back in time does this historical information exist?

With a few exceptions, GED Credentialing™ has Alabama test-taker data dating back to 1947.

Can students send their transcript and diploma to colleges and employers?

Yes. Students can forward the free electronic transcript they received in their email inbox directly to potential colleges and employers.

Will the Alabama Community College System continue to handle phone, fax, or email requests for transcripts and diplomas?

No. Effective March 1, 2016, all requests for duplicate transcripts and diplomas must be handled through GED Credentialing™.

How does GED Credentialing™ access the jurisdiction's data and historical records?

In order to fulfill historical transcript requests, GED Testing Service will work with Alabama to safely and securely acquire all student data including a copy of all electronic data and original copies of all physical data (such as paper, microfiche, or card stock).

Who owns Alabama's data?

All data is still owned by Alabama. Parchment merely stores the data in order to fulfill transcript and diploma requests on behalf of the jurisdiction. If Alabama should cancel its agreement with GED Credentialing™, GED Testing Service will return all data to the jurisdiction free of charge.

How is Alabama's data stored?

All electronic data is stored through a secure website while physical records are stored at a secured facility where requests will be sent for manual fulfillment.

Are the electronic transcripts and diplomas secure?

All Alabama GED[®] credentialing documents, including transcripts and diplomas, are secure. The electronic delivery system uses Parchment's patented Blue Ribbon[™] Security system, which is more secure than delivering a physical, paper copy.

What security system is used to protect the integrity of Smart Transcripts and diplomas?

GED Credentialing[™] uses Blue Ribbon[™] Security, a secure delivery system developed and patented by Parchment. Blue Ribbon[™] Security guarantees the document sent to the recipient has not been altered. Each electronic transcript and diploma contains a diploma code, which is then validated against Parchment's database to verify all content is the same as the original document that was sent out. The recipient can easily assess the integrity of a transcript or diploma by noting the presence of a blue ribbon indicating the document is authentic and trustworthy, or a red X indicating the document has been altered.

Do colleges and employers know about the Blue Ribbon[™] Security?

Parchment currently works with over 4,000 colleges, and over a third of all high school diplomas are delivered by Parchment using this security process. Alabama community colleges can sign up for Parchment's free Receive Service to easily obtain the secure, electronic credentials. Every electronic transcript will contain a cover letter explaining the Blue Ribbon[™] Security to colleges and employers.

How does one of my students sign up or get more information about GED Credentialing[™]?

If you or your students are interested in learning more about GED Credentialing[™] and the Smart Transcript, contact your local adult education program or visit www.gedtestingservice.com/credentialing.