

HSE Office Modernization

Problem Statement

Citizens need to update information in the High School Equivalency (HSE) system for future access. Currently, citizens use email, fax, mail, and phone to submit Personally Identifiable Information (PII) for confirmation of identity and to change details in the system. This process is not secure and does not allow for tracking of citizen requests.

Analyze

Developing a web-based system for HSE citizen requests provides a more efficient method to track, process, and secure customers' personal information. The solution reduces paper and employee time while increasing turnaround and security for Missouri citizens.

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Scope

In scope: A uniform system of requesting updates using a DESE approved form.

Out of scope: An automated system for requests that links to the HSE system.

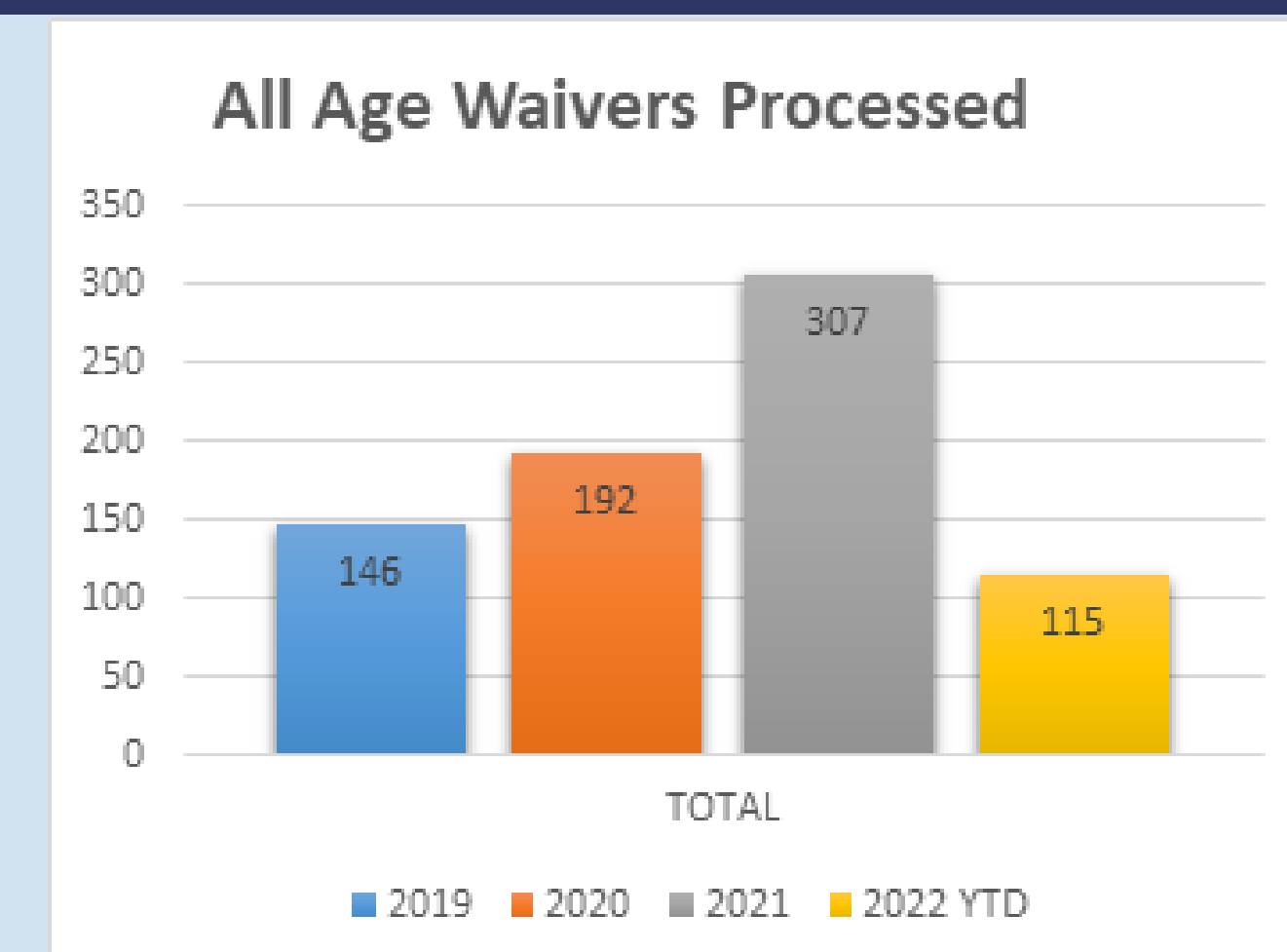
Team Photo



Action

- Develop forms (completed 5/23)
- Obtain DESE approval (completed 5/31)
- Use current DESE vendor contract for online form submission (submitted 6/9)
- Track outcomes (after implementation)

Data



Future Estimates Due to New Process:
Personal Information Record Change Requests:
>75/year
Record Requests and Verifications:
>50/year

Outcomes

- Using a secure web-based system, all of these requests will be tracked ensuring quality customer service, citizen data protection, accurate reporting on requests, and system sustainability.
- By utilizing an existing DESE contract, there is no cost and there will be a reduction in administrative labor.
- Electronic process should expedite completion of requests to better serve the citizens of Missouri.