HESI

ELSEVIER

HESI A2 Exam Process

Faculty Guide

This document will provide an overview of the HESI A2 ordering process. It will include the key features of the updated platform, including how to order exams and schedule assessments.

Contents in HESI A2 Exam Process Faculty Guide

Ordering 2

Order History 7

Requesting Credit 7

Scheduling and Reporting Options 8

Exam Scheduling Options 8

Time Slot Setup 10

Exam Reporting Options 12

Remediation Settings 13

Finishing Up 13

Student Registration Link 13

License & Payment Tracking 15

Editing Exam Groups 17

Order More Feature 18

During the Exam 19

Proctoring The Exam 19

After the Exam 20

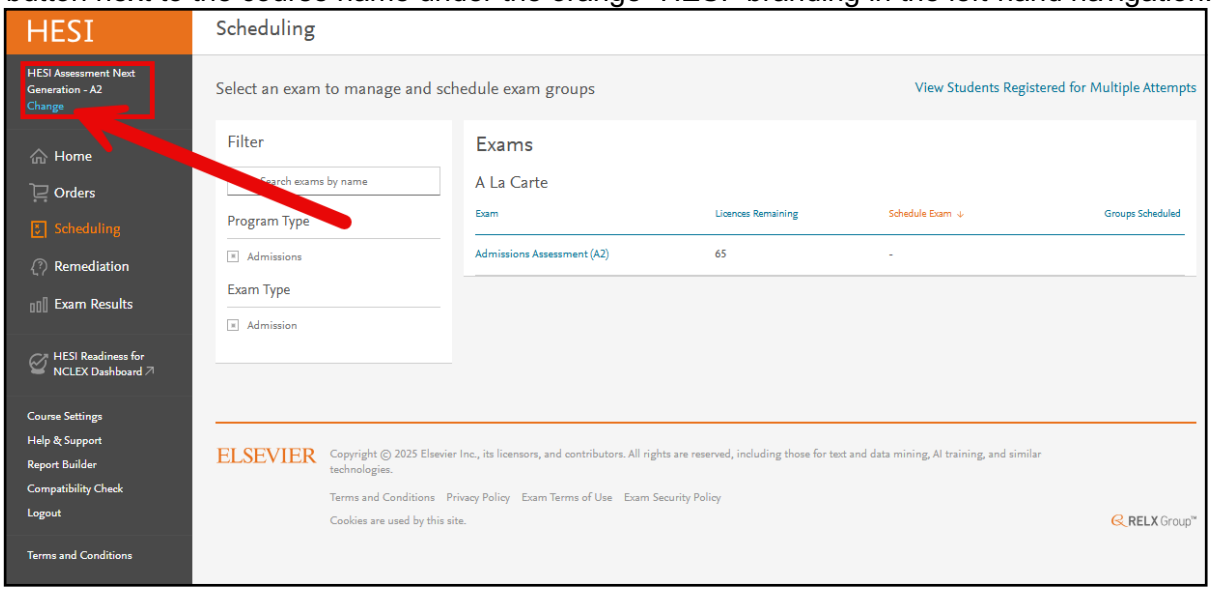
Reviewing Results 20

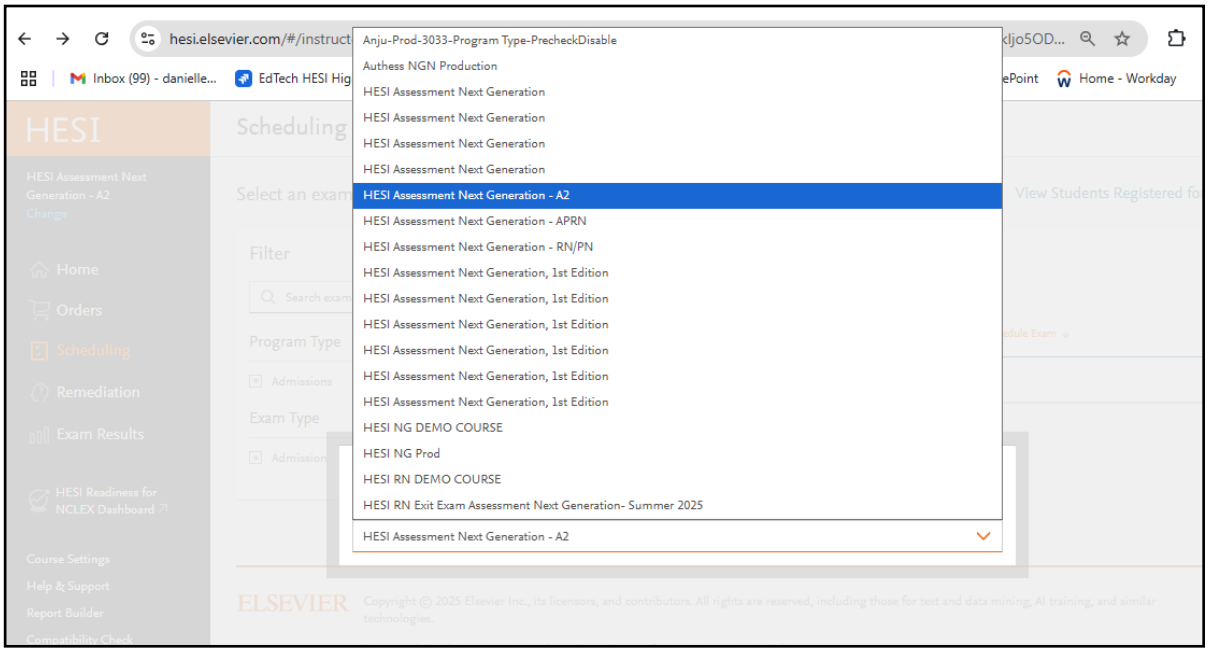
Reviewing Remediation 21

Training and Support 22

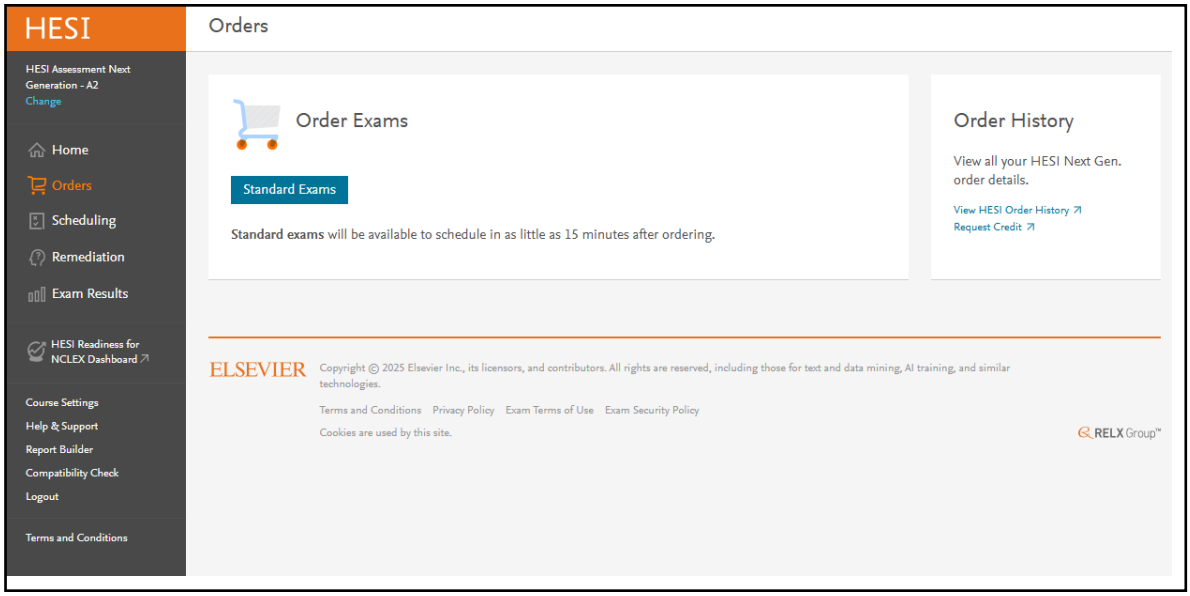
Ordering

In HESI NG, the A2 is ordered and delivered separately from other exams and is housed in its own course. To switch between your A2 course and any other HESI course, click the “Change” button next to the course name under the orange “HESI” branding in the left-hand navigation.

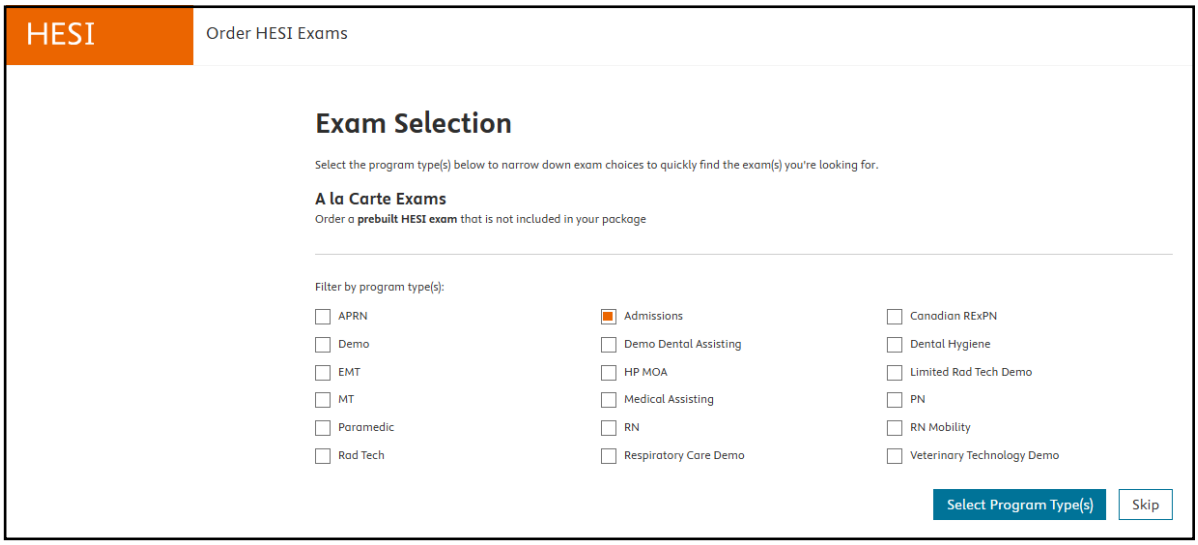




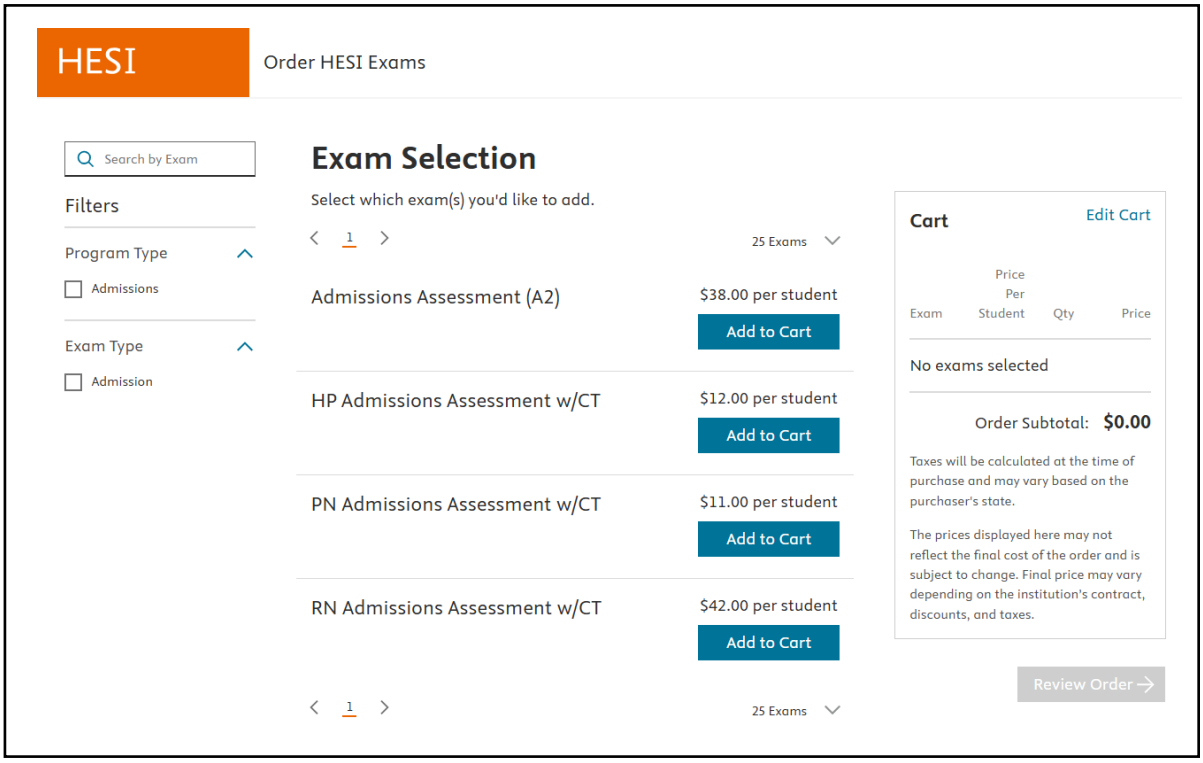
- To begin ordering, select "Orders" from the navigation menu. (Note: The Orders tab is only visible to users with ordering permissions.)



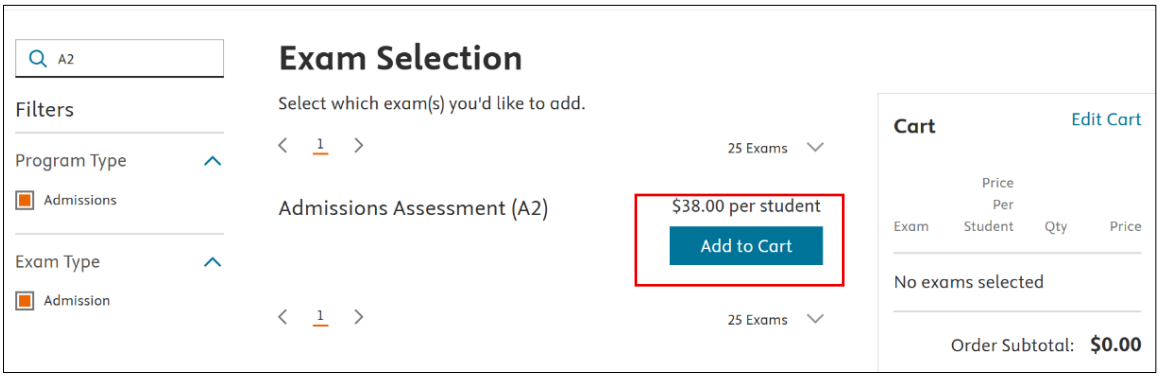
- Click the blue “Standard Exams” button. Use the filters to select exams and program types, or click “Skip” to view all. You can order multiple exam types in one order.

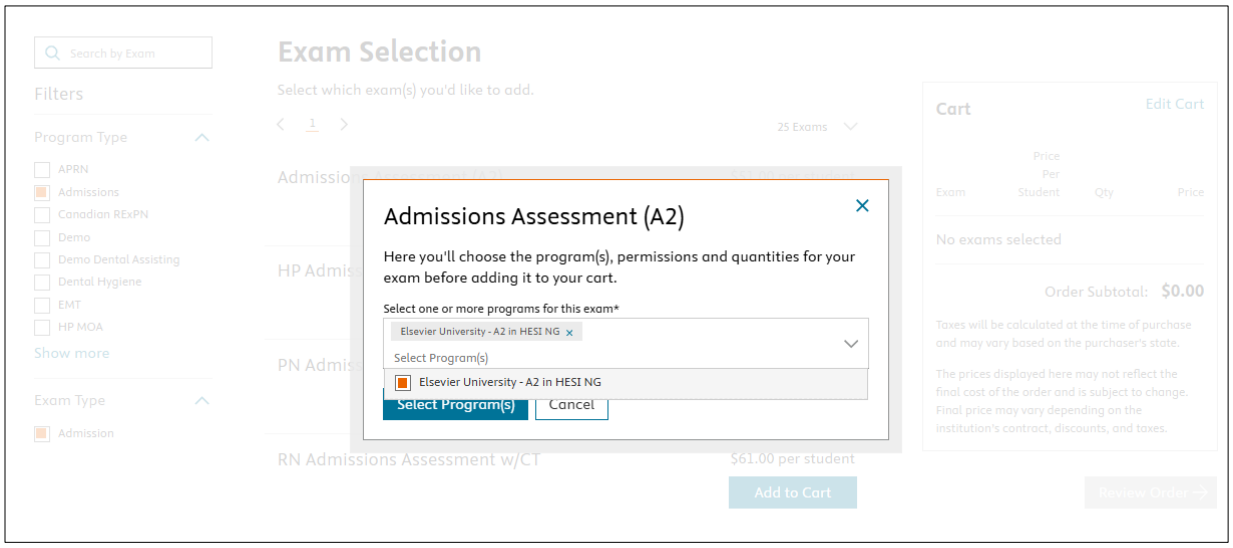


- Choose from available A2 exam types, including versions with RN, PN, or HP Critical Thinking. The A2 itself is not program-specific, but if adding Critical Thinking, select the version for your program.
- ***Note:*** *You will select the A2 exam version (version 1/first-time tester or version 2/second-time tester) at the time of exam scheduling.*

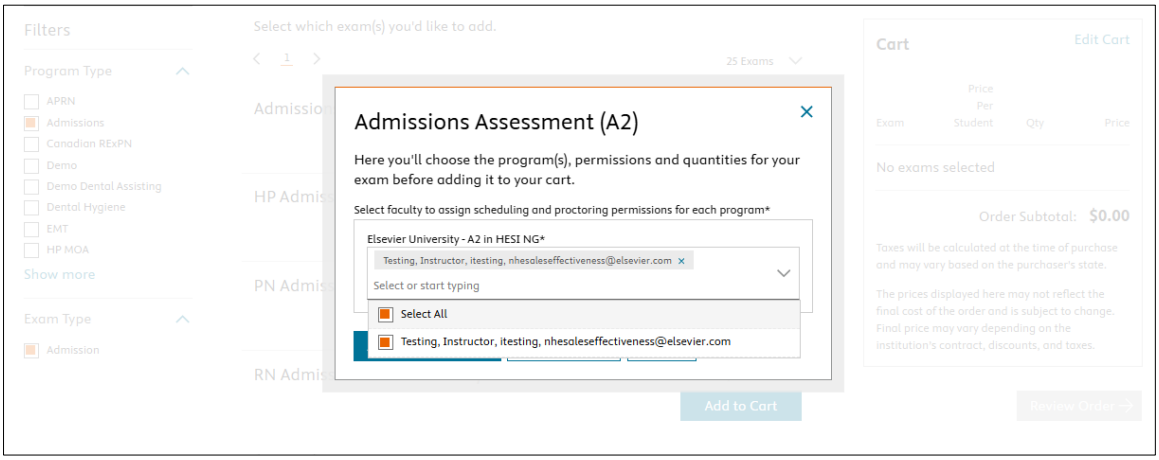


- Click “Add to Cart” for each desired exam, then select the appropriate program. Only programs matching the exam type will appear.

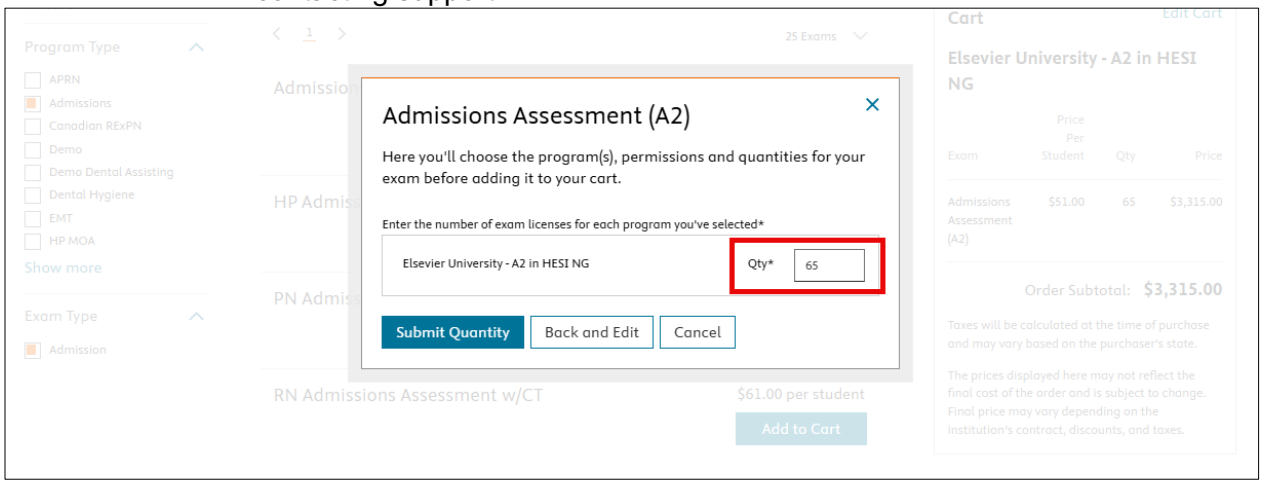




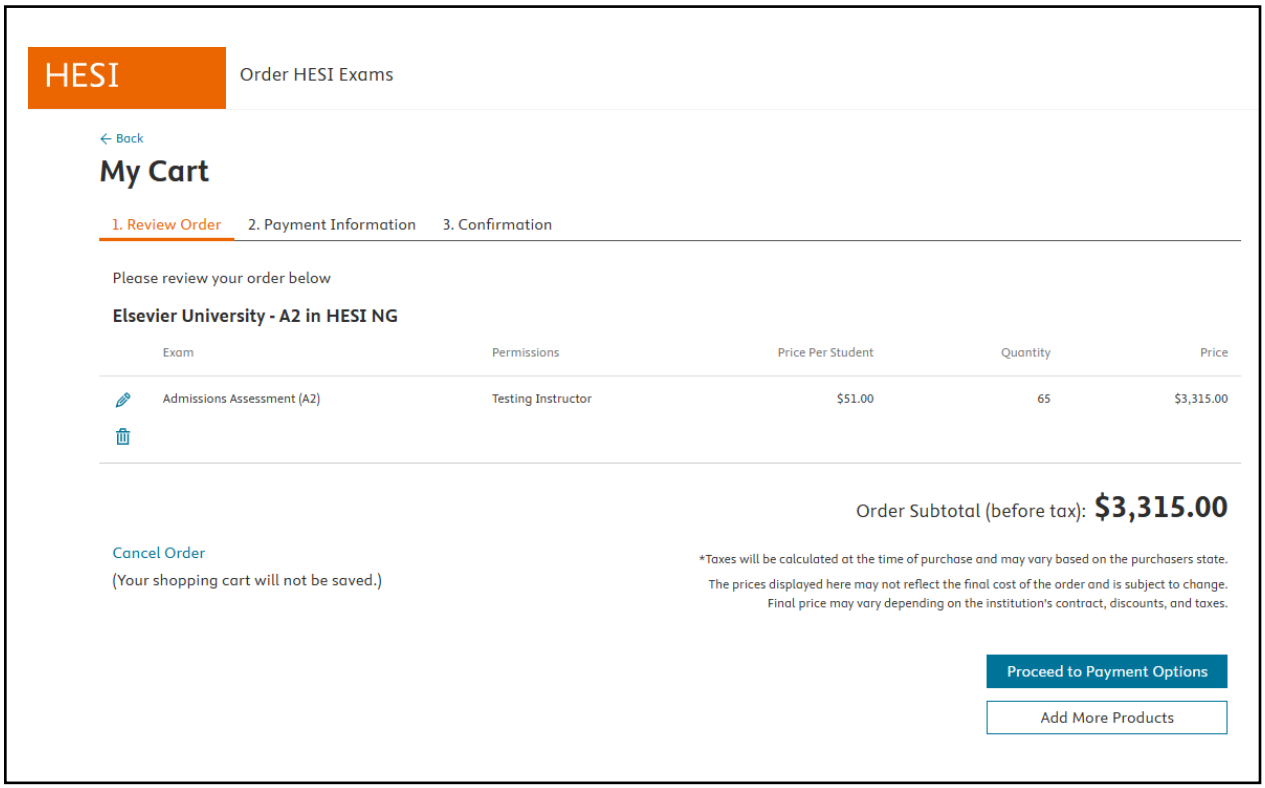
- Assign proctoring and scheduling rights by selecting faculty from the list, or choose to grant access to all.



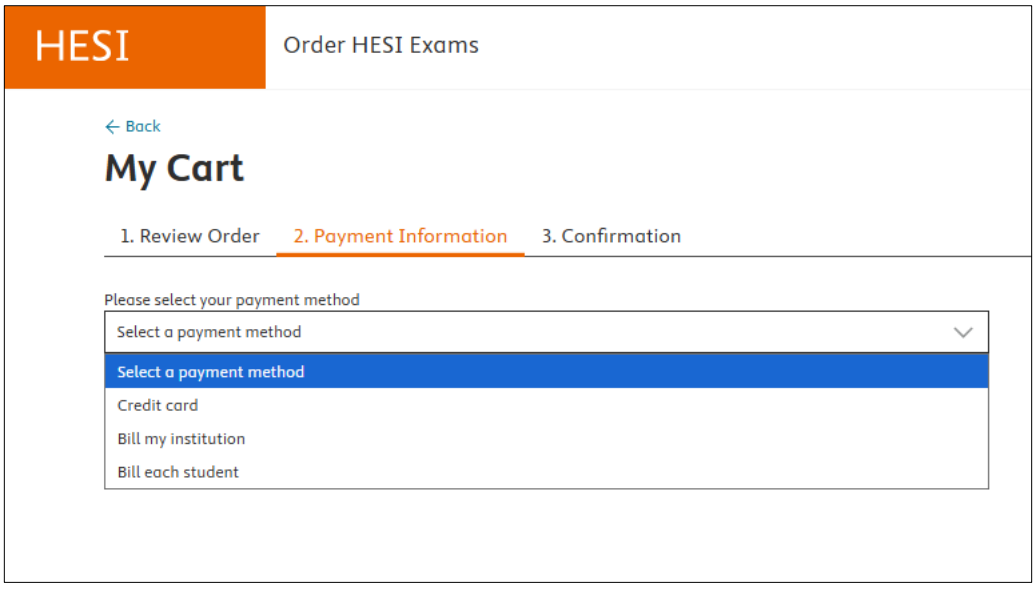
- Enter the quantity of exams needed and click "Submit."
    - Finally, enter the quantity of exams you wish to order and click the “Submit” button.
      Note: Only order what you expect to need. You can always use the **Order More** feature, even shortly before a test, to increase your exam quantity without contacting support.



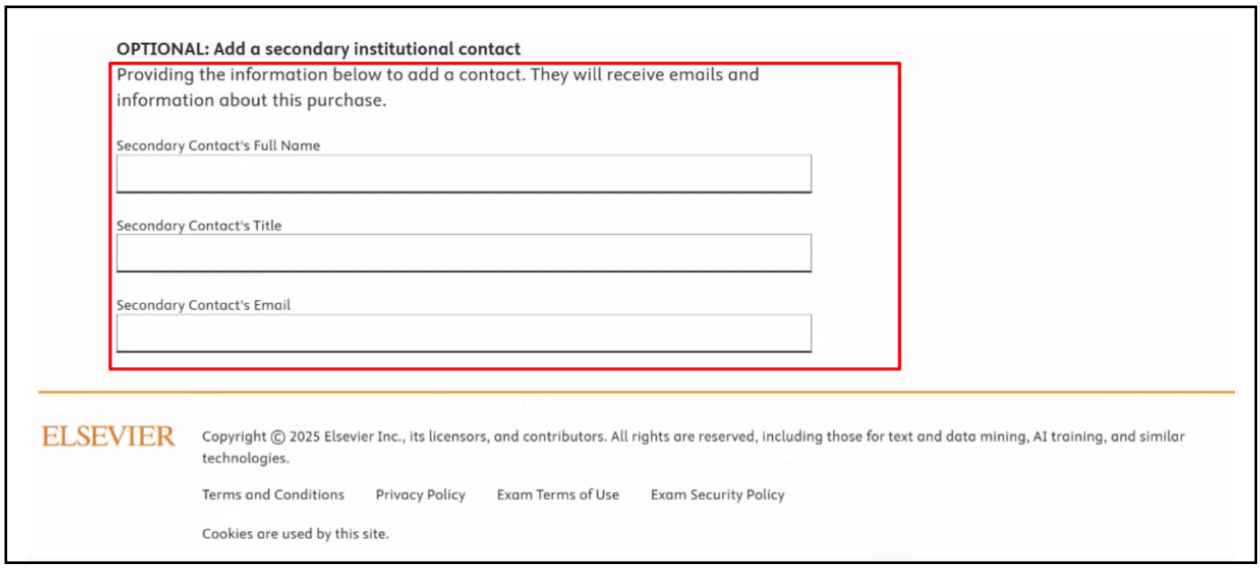
- The cart updates in real time and supports multiple exam types. Review and edit your order as needed using the pencil icon. Select your payment option: credit card (institution pay), purchase order (invoice), or student pay. For student-pay, no licenses are tracked, and students can pay any time before testing.



- Next, you'll select your payment option.



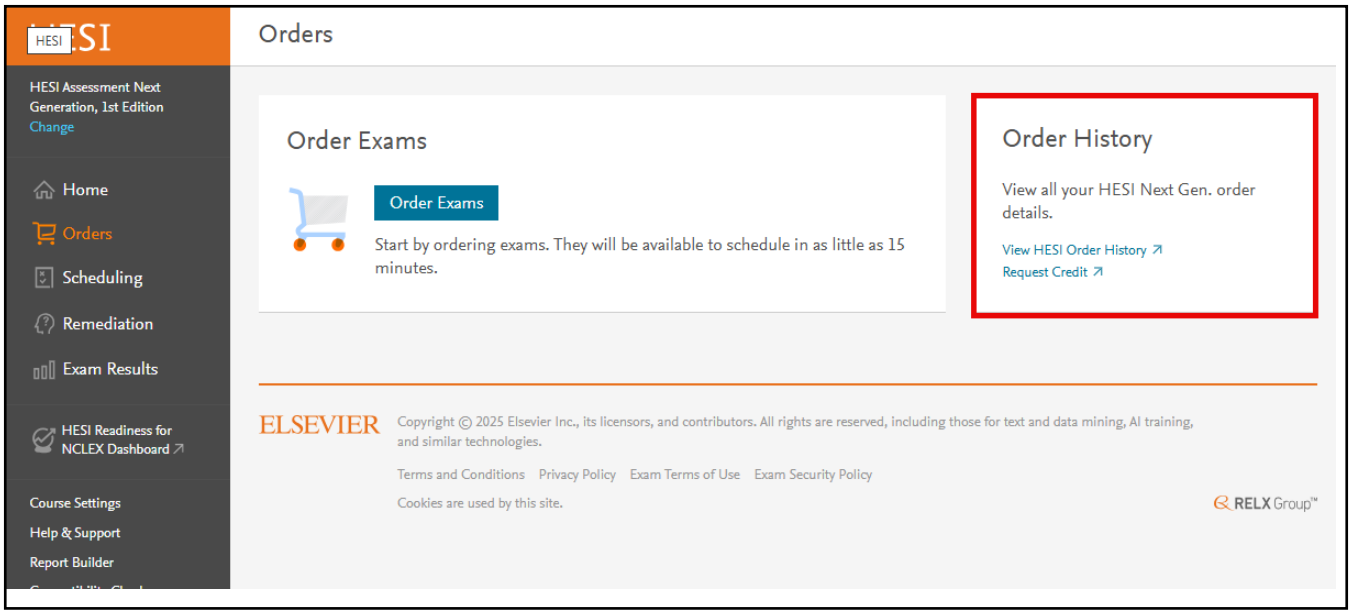
- The system will then automatically fill in your profile information, such as your name and email.
- You can also include a secondary contact who will receive a copy of the order once completed.



- Lastly, after finalizing your payment information, click the blue “Submit Order” button. The confirmation page will generate an order ID upon successful submission.

Order History

- To view your order history, access the Order History link from the Orders tab in HESI NG.



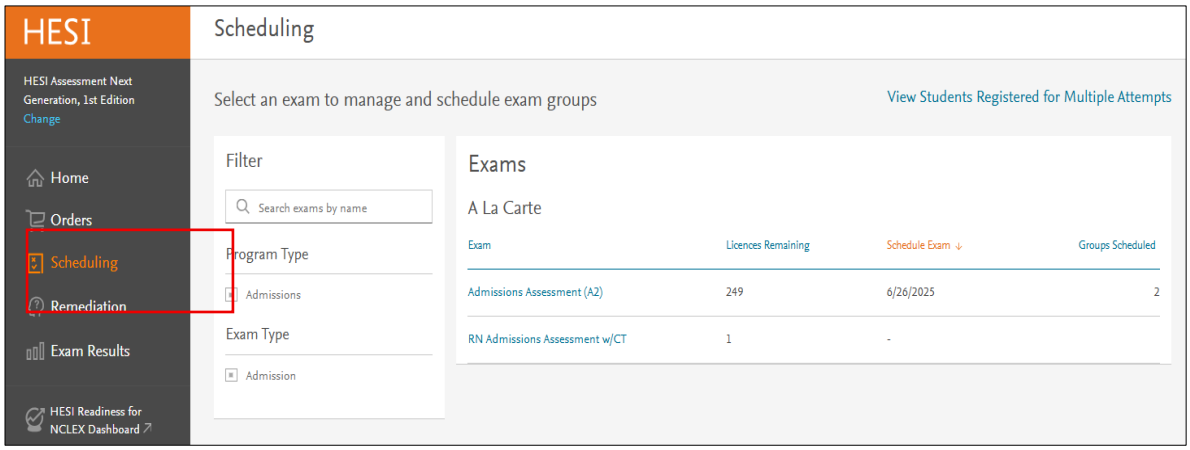
Requesting Credit

- To request credit for a paid invoice, click the “Request Credit” link under Order History.
- For credit card orders, submit a Support ticket. Learn about refunds for Evolve purchases here.
- Students will request refunds via their HESI NG course.

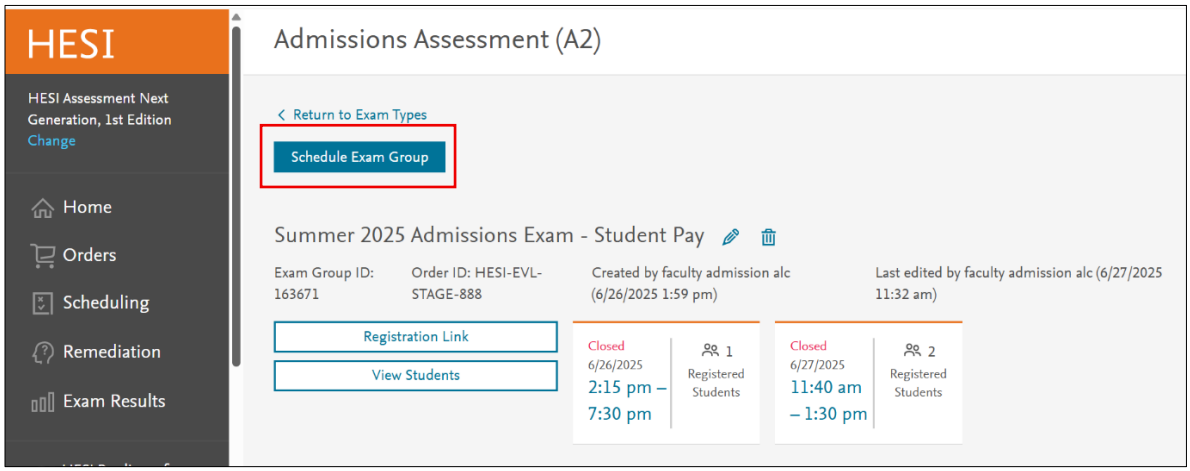
Scheduling and Reporting Options

Exam Scheduling Options

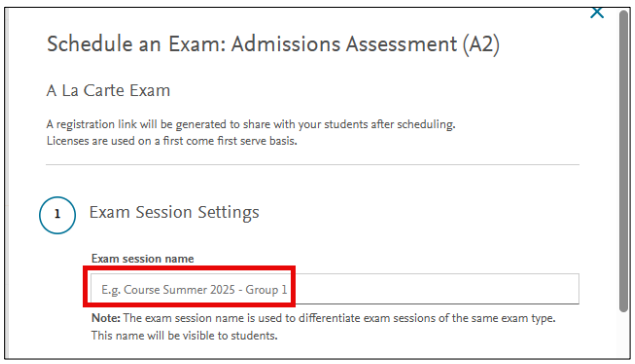
- To schedule your exam:
  - From the left-hand navigation, select "Scheduling."
  - You will be able to see how many licenses you have remaining across ALL orders for a given product on this screen.
  - For example, the Admission Assessment on this screen has 249 licenses remaining, but that could be across several orders.



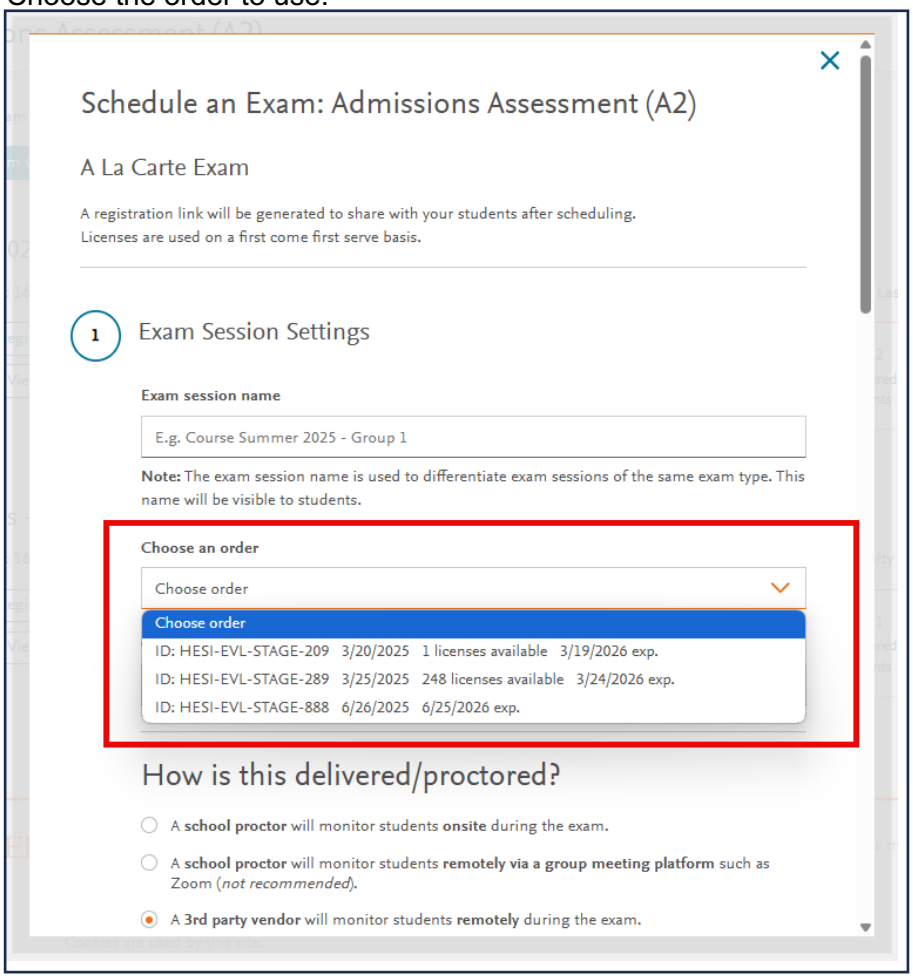
- Next, click the blue button labeled “Schedule Exam Group.”



1. Name the exam group.



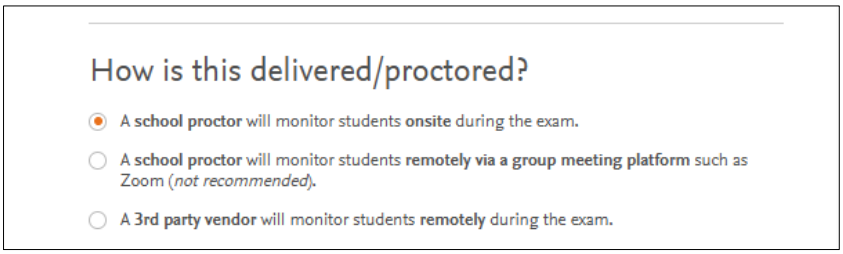
2. Choose the order to use.



- You will see the number of licenses remaining for this order only (versus the aggregate of all orders from the previous page).
- If the order is a student pay order (meaning you selected “Bill my students” at checkout) – then no license count will appear, as licenses are not enforced for student-pay orders.

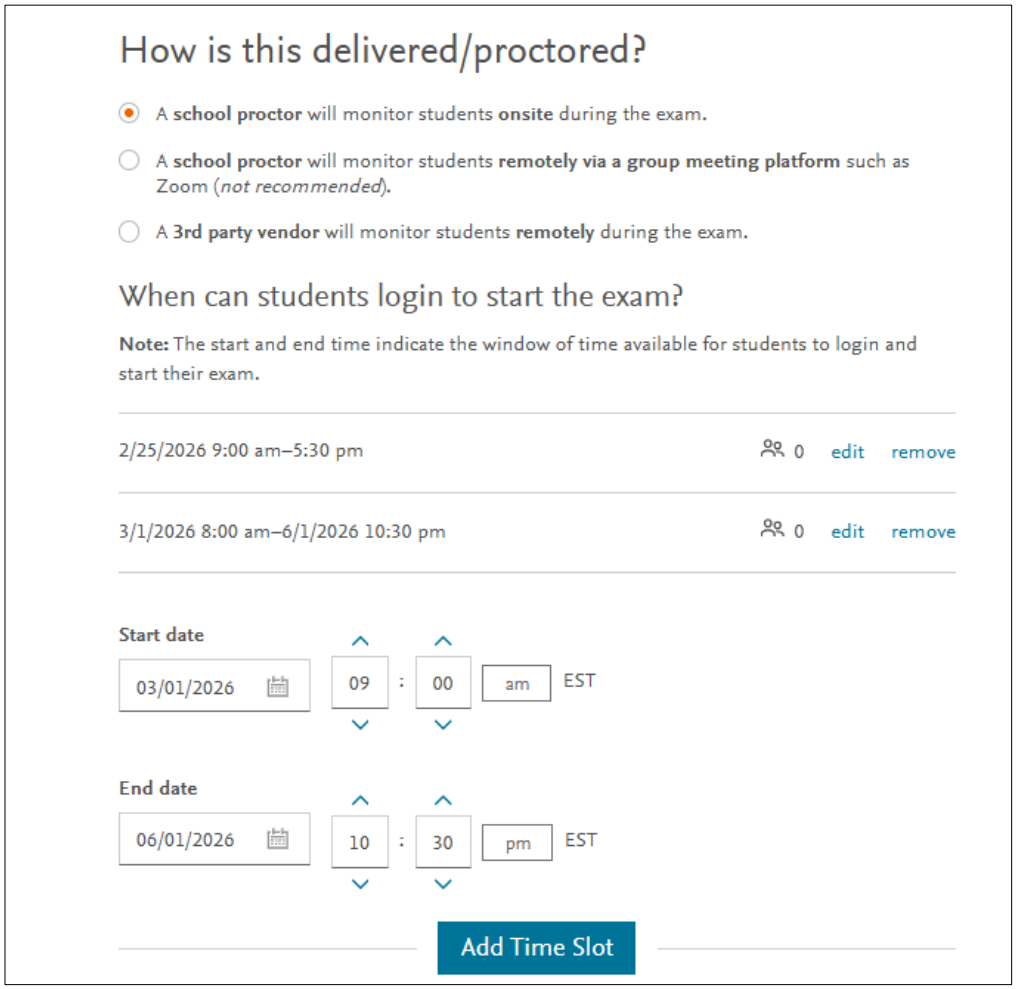
    - Select the exam version (e.g., Version 1 for first-time testers).

3. Choose if the exam will be proctored onsite or remotely. If you need to proctor the exam remotely but don’t see that option, contact your Elsevier representative.



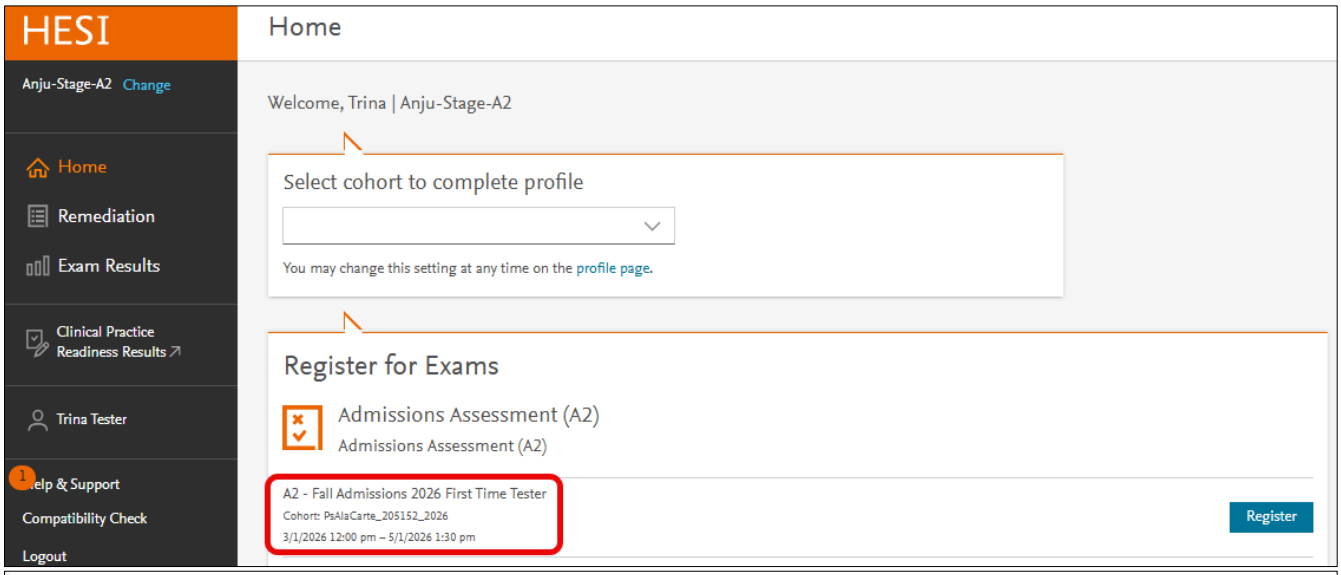
Time Slot Setup

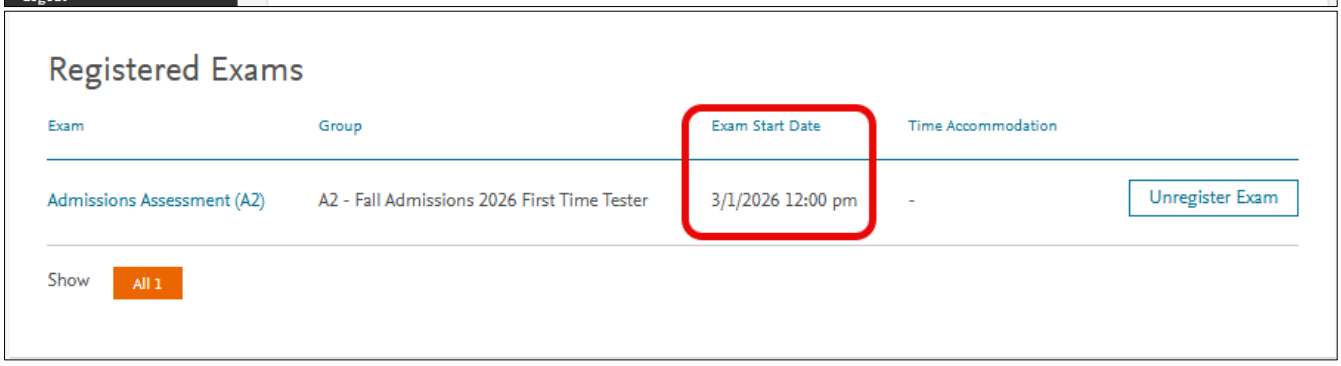
- You must create at least one time slot for students to access the exam. You can continue adding time slots at any point—even the day of testing—up to one year after the exam group is created.
- You can create a time slot for a single day, or for several months depending on the needs of your program.
- When completing setup, adding time slots:
  - Does not require creating a new exam group.
  - Can be done even after students have registered.
  - Provides flexibility for rescheduling or expanding access.



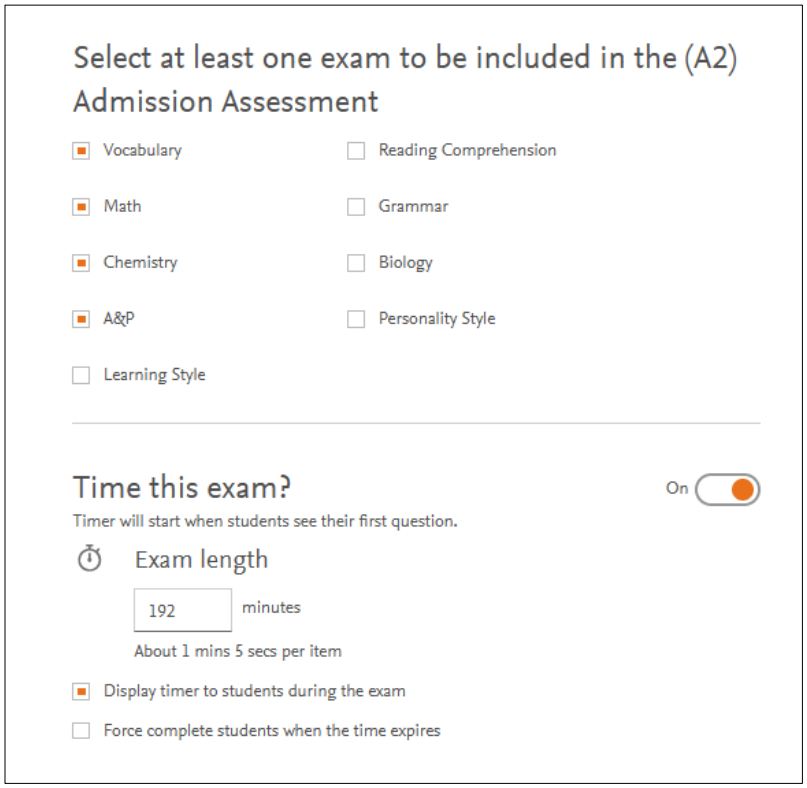
- **If you have designated test dates:**
  - Add time slots for each scheduled date at the time of exam setup. For example, you might have one time slot starting and ending on January 15th, from 9am to 5pm.
- **If you have a longer testing window but don't know exact dates:**
  - Add one slot to cover the whole testing window, for example, from January 15th to March 15th.
- **For rolling admissions:**
  - Add a single time slot that covers the entire window for which a student can take the exam, for example, from January 15th to March 15th.
- **Slot setup recommendations:**
  - Start time: 30–60 minutes before actual exam time to allow system setup.
  - End time: Extend 60 minutes past expected finish to allow for technical issues.
- **Best practice:** Create one exam group per version per admissions cycle to ensure you get the latest exam content. Example:
  - Fall Admissions – First Time Tester
  - Fall Admissions – Second Time Tester

Note: *When students register for a time slot that extends for more than one day, they will see the entire range to register for, not a specific date. Additionally, once registered, only the start date of the window will appear. If students need to schedule a specific date and time, that must be done either through individual time slots, or via a separate scheduling system (e.g. Register Blast) through your institution.*





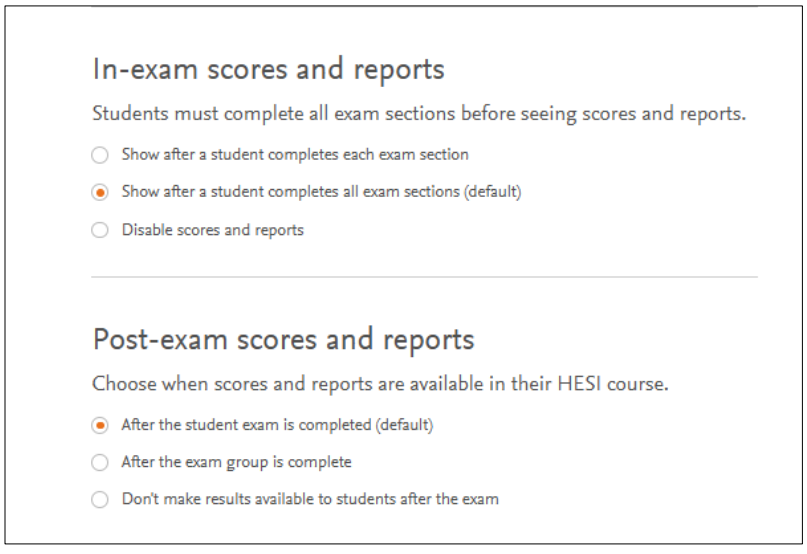
- Once a slot is added, select the desired exam sections. Estimated exam duration will update based on selections, but can be adjusted manually.



- Use the toggle to enable/disable the calculator for students.

Exam Reporting Options

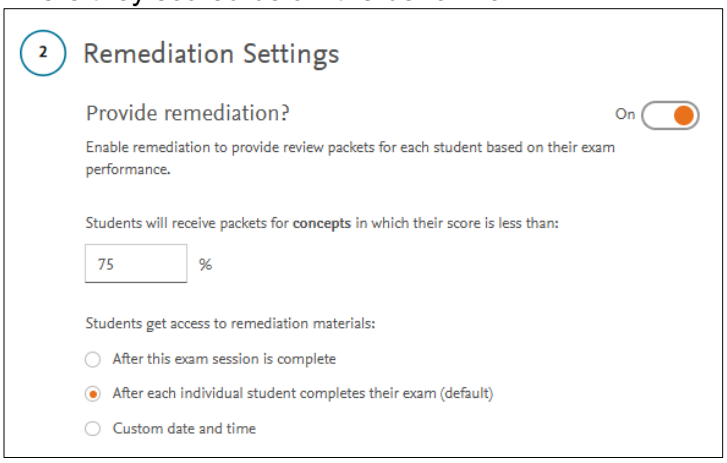
- You can configure how and when students receive their results for the A2 exam.



- **In-Exam Scores and Reports:** Decide whether scores should be shown within the secure browser:
    - After each section.
    - After all the sections are complete.
    - Or not shown at all.
- **Recommendation:** Hold scores until the student completes all sections. Displaying results between sections may cause anxiety and affect performance.
- **Post-Exam Scores and Reports:** Decide when students can view their final results:
    - After the individual student completes the exam.
    - After the entire exam group completes all time slots.
    - Or not shown at all.
- **Recommendation:** Allow students to view results after they complete the exam so they can begin remediation right away.

Remediation Settings

- Set a benchmark score to trigger remediation. Students will receive personalized study content for any concept where they scored below the benchmark.



- Choose when students should receive remediation packets:
    - After the entire exam session is complete (default).
    - Immediately after the student completes their exam.
    - On a custom date and time that you specify.

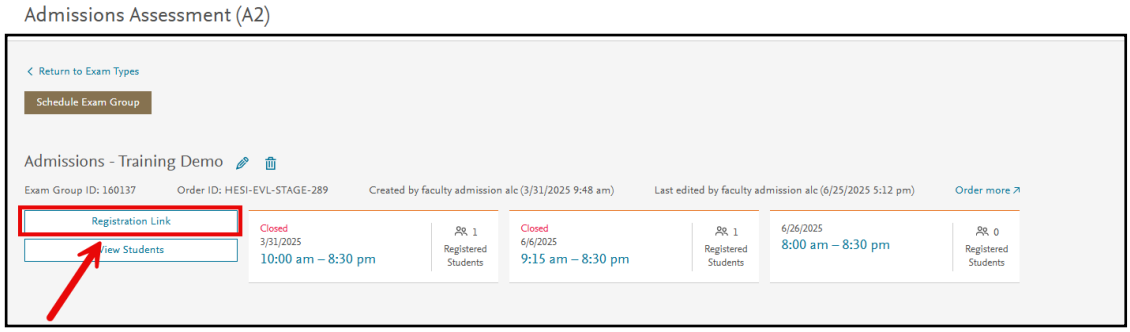
Finishing Up

- Once all settings are in place, click the blue “Confirm and Schedule” button at the bottom left of the scheduling window to finalize your exam setup.

Student Registration Link

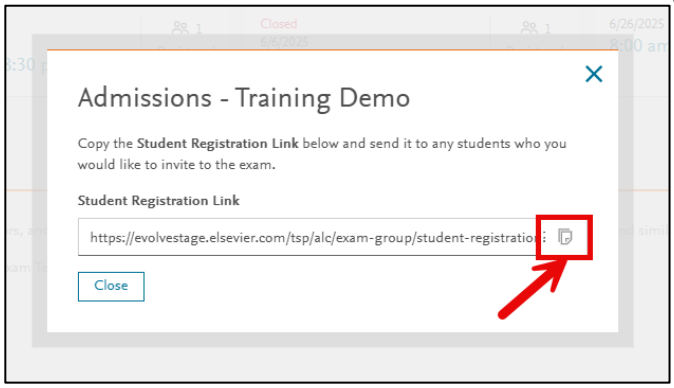
- After you schedule the exam, a unique student registration link is generated for that specific exam group.

- To access the link, go to the Exam Groups page and click the “Registration Link” button under the corresponding exam group ID.

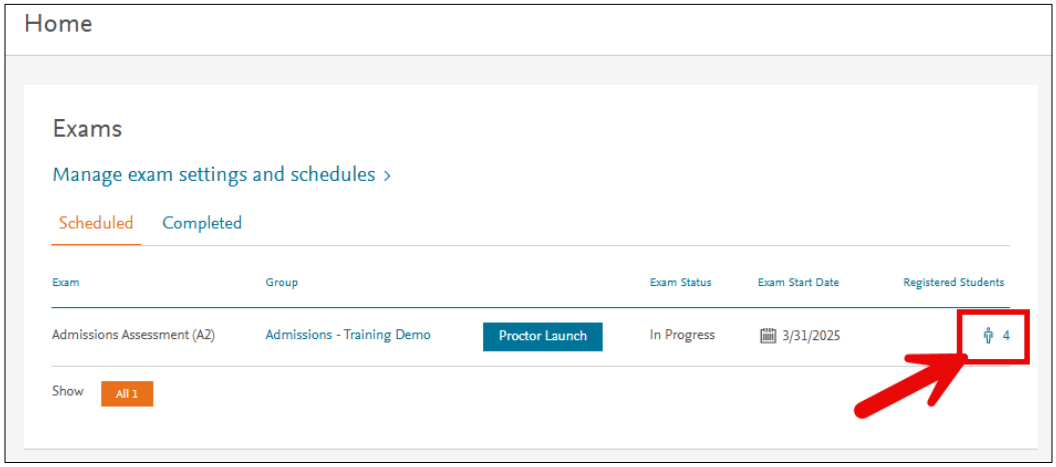


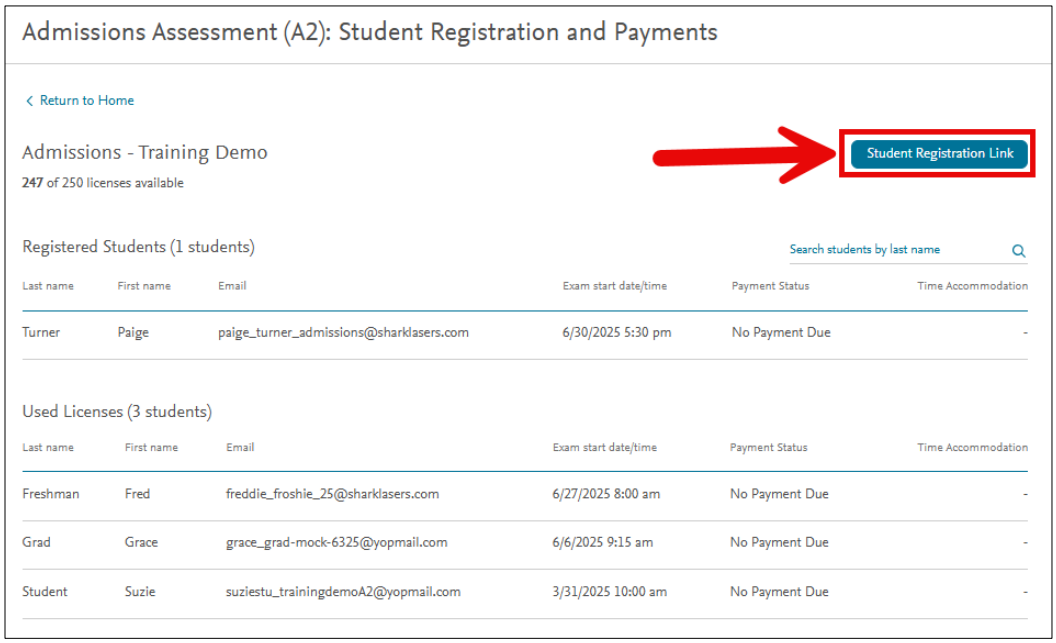
- Use the copy icon to easily copy and share the link with students. You can distribute it via email, your program’s admissions webpage, LMS, or a student-facing instruction document—whatever fits best for your workflow.

  This link will:
  - Enroll students into the HESI NG course
  - Allow them to register for the scheduled exam
  - Provide access to their scores and remediation once testing is complete



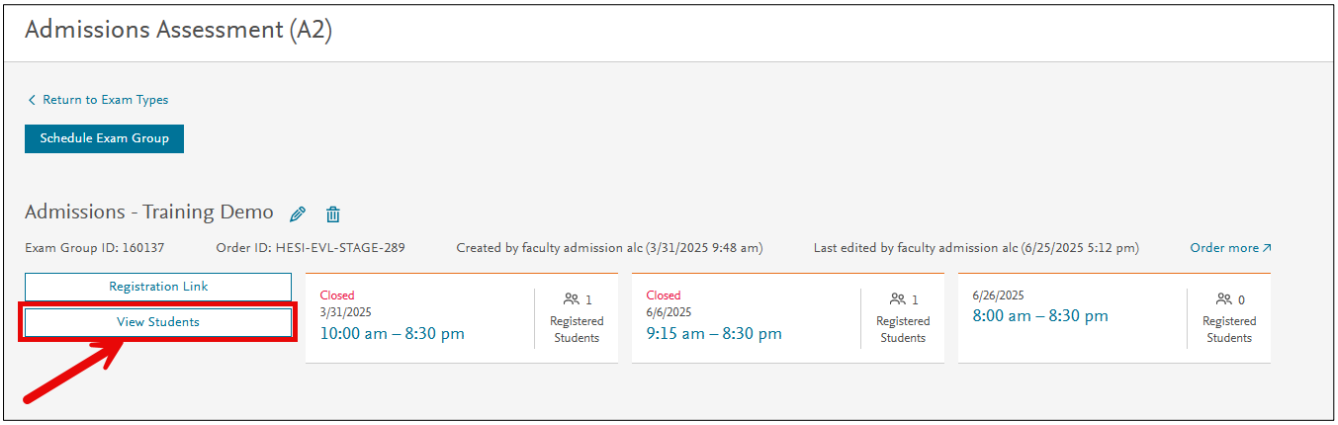
- Once students have registered, can also retrieve this link from the Home page by clicking the person icon at the top right, then selecting “Student Registration Link.”

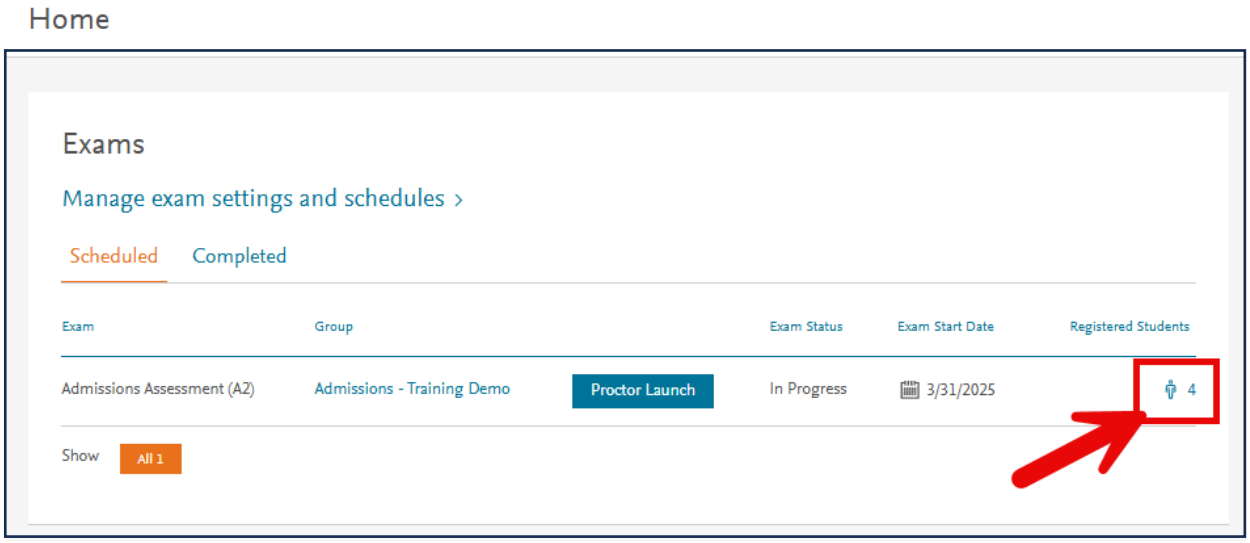




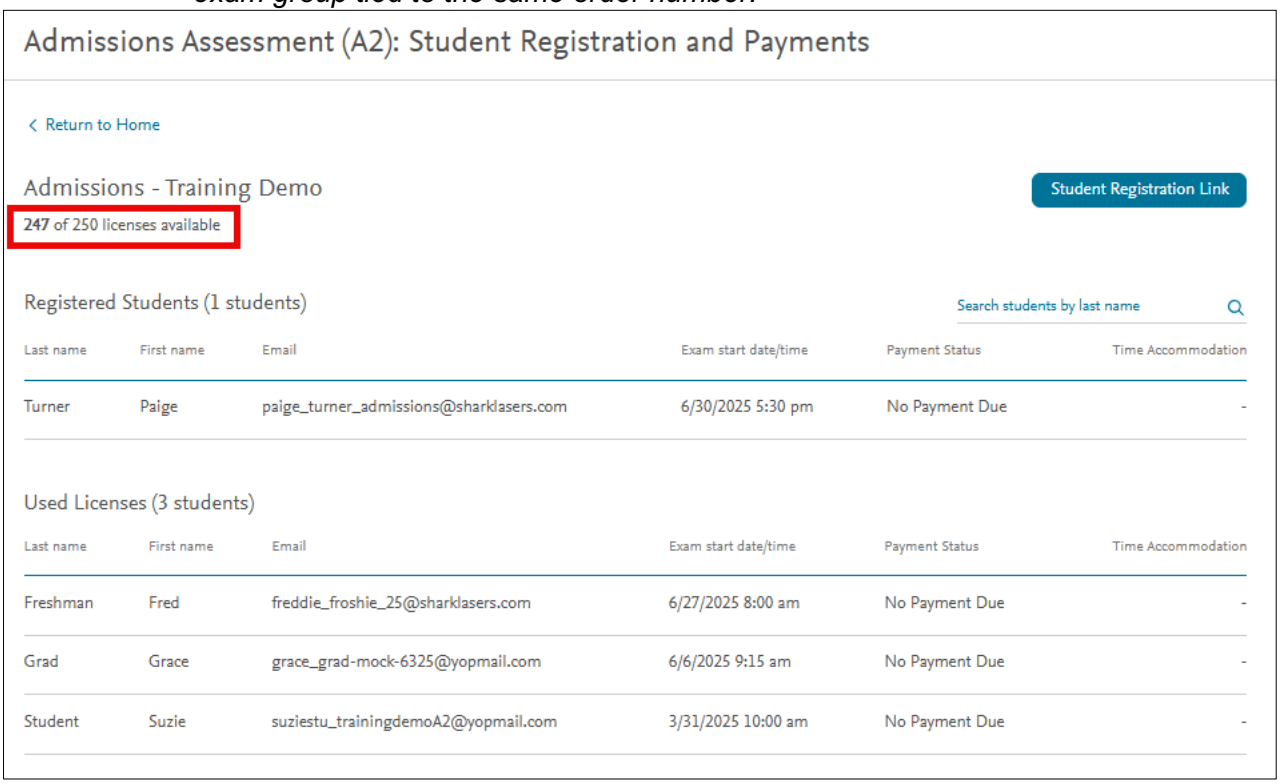
License & Payment Tracking

- Track licenses and payments from the "View Students" screen under your exam group.
    - You can access this from:
        - Scheduling > Click A2 exam from Exam List
        - Home > Click the person icon > View Students

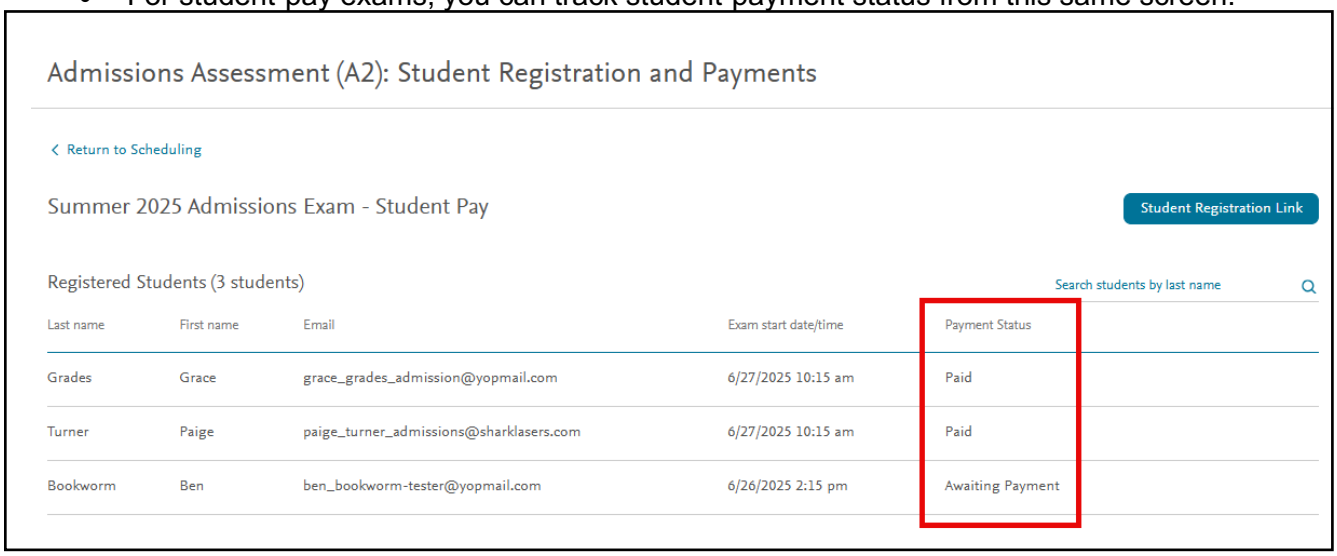




- For institution-paid exams, license usage is shown across all exam groups under the same order. For student-pay, payment status is tracked individually, but licenses are not enforced.
    - ***Note:*** *The license count is for the entire order, not the exam group – meaning if you have multiple exam groups scheduled, the licenses will be distributed across each exam group tied to the same order number.*

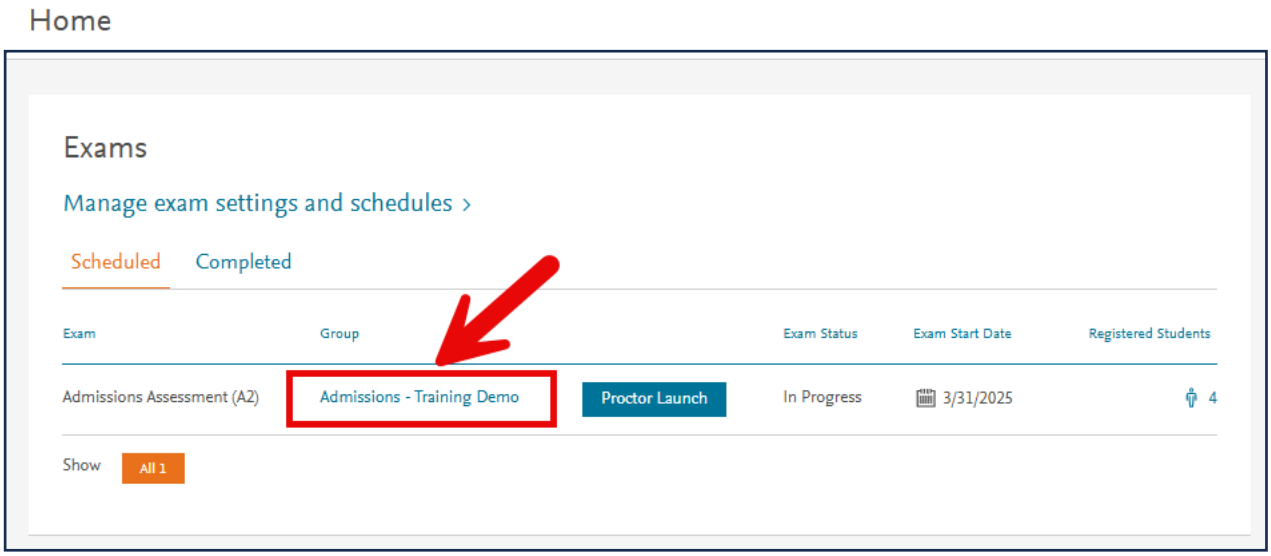


- For student-pay exams, you can track student-payment status from this same screen.



Editing Exam Groups

- To edit your A2 exam group:
  - Click the “Exams” folder in the left-hand navigation.
  - Select the A2 exam you've scheduled and confirm that the exam group is set to "Scheduled."
  - Click the “Edit” button on the right to reopen the scheduling window and make changes.
- You can also edit the exam by clicking on the hyper-linked exam name from the home page.
  Important: Once students begin registering, certain settings will no longer be editable. Double-check all configuration details before sharing the registration link.

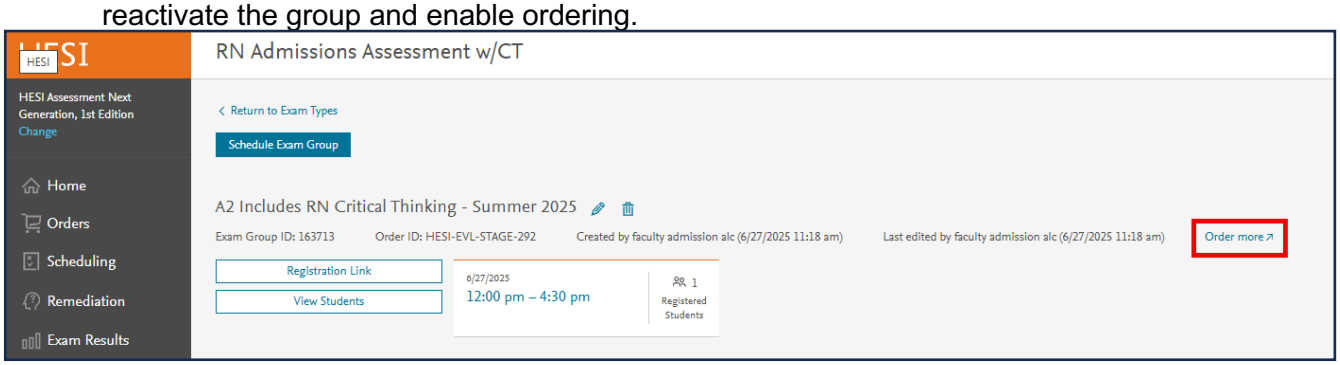


- Note that once students begin registering for the exam, several fields will no longer be editable, so be sure to double-check your settings before sending the registration link to students.

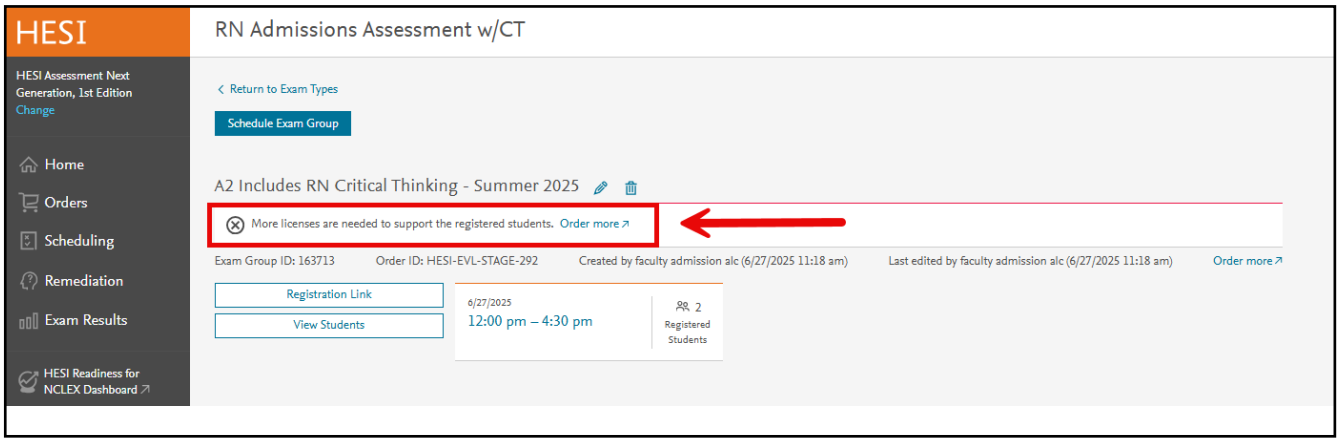
Order More Feature

If your license count is running low:

- Use the Order More button in your exam group settings to immediately add more licenses.
- This option is available for any active ("live") exam. For closed exams, add a time slot to reactivate the group and enable ordering.



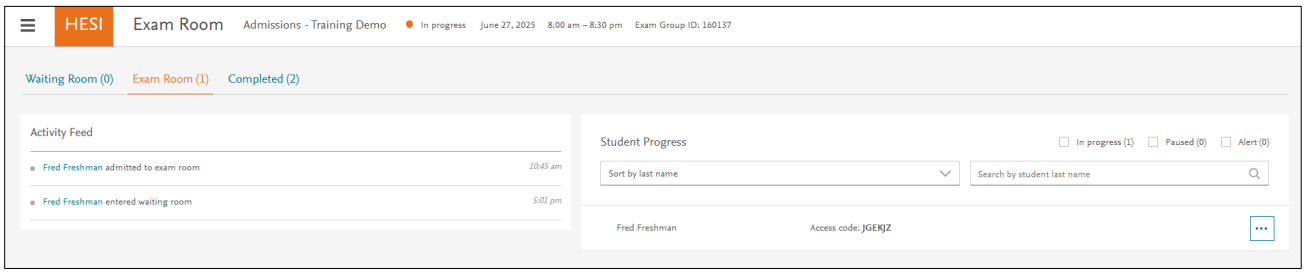
- The system will also display an alert if the number of registered students exceeds the number of available licenses, prompting you to order more.



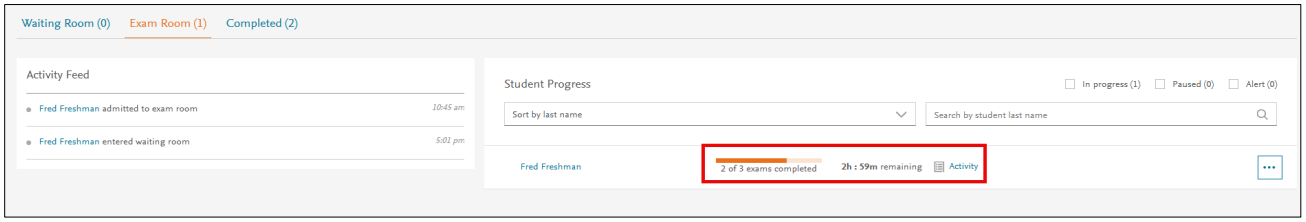
During the Exam

Proctoring The Exam

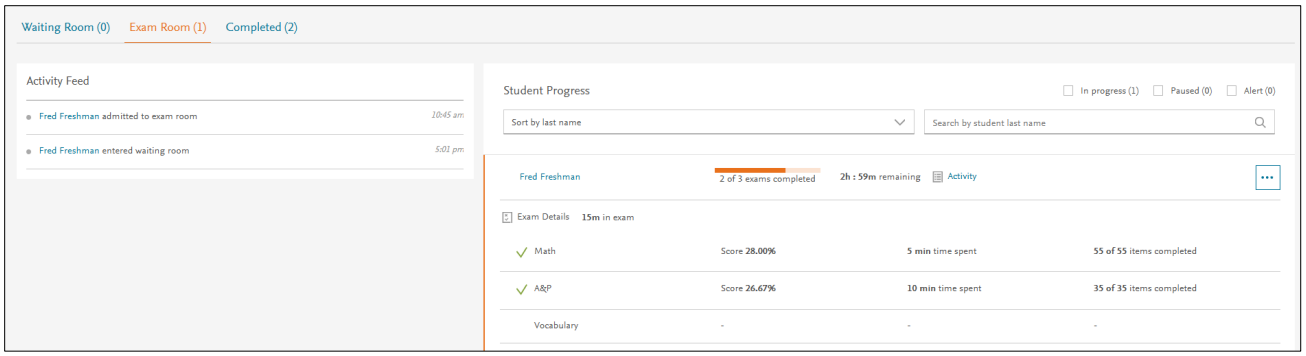
- When all students have entered the exam waiting room in the secure browser, let them into the exam room. This will generate an access code. Each batch of students that are let into the exam at the same time will get the same access code.



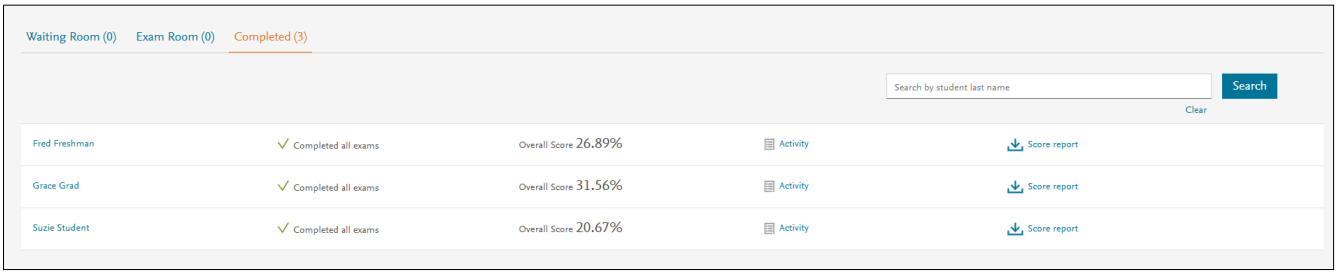
- As students progress through the exam, you will be able to see their time remaining (if you have set a timer) as well as their activity in the exam (pauses, disconnections, exam completions, etc).



- If you click on a student's name, it will expand to show more details about how they are progressing in the exam.



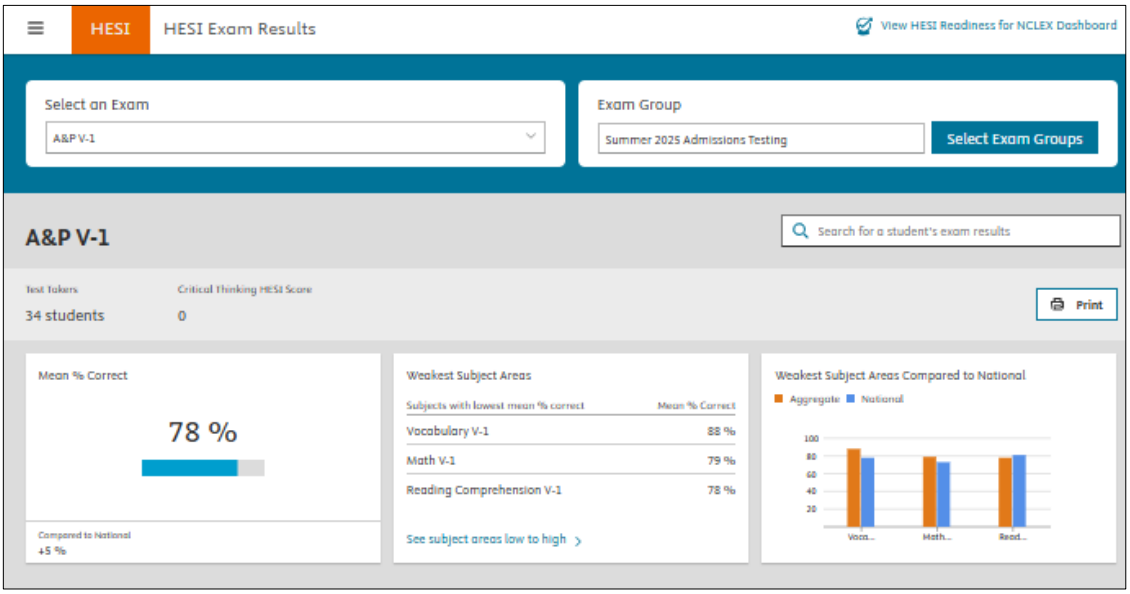
- Once the student has completed all exams, they will move to the Completed tab. From there, you can review their PDF report (this is also available in Report Builder).



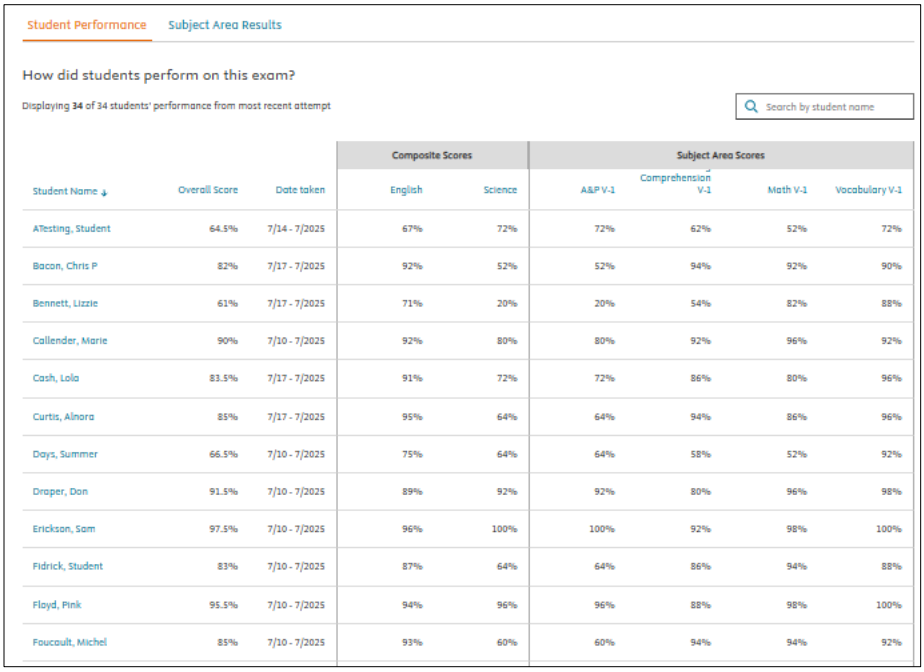
After the Exam

Reviewing Results

- Click the “Results” tab in HESI NG to review detailed exam results.
- Select the Exam Group or use the date filters to see exam results for various exam groups. Easily review the mean percent correct, the weakest subject areas, and compare your students to the national average.
    - ***Note**: you can see holistic A2 data across your program in Report Builder.*

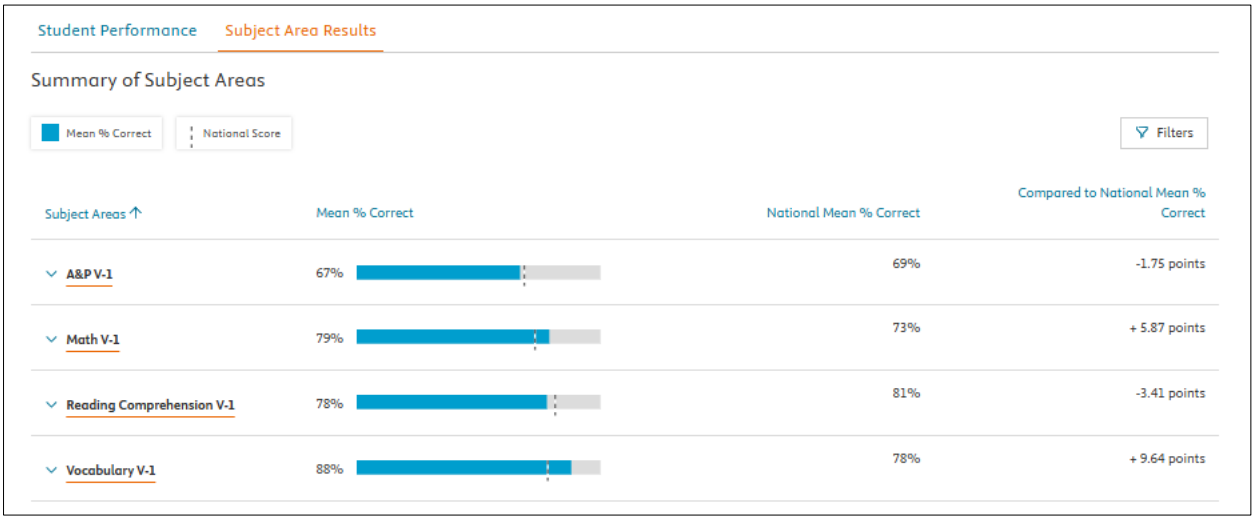


- You can see individual student results on the Student Performance tab.



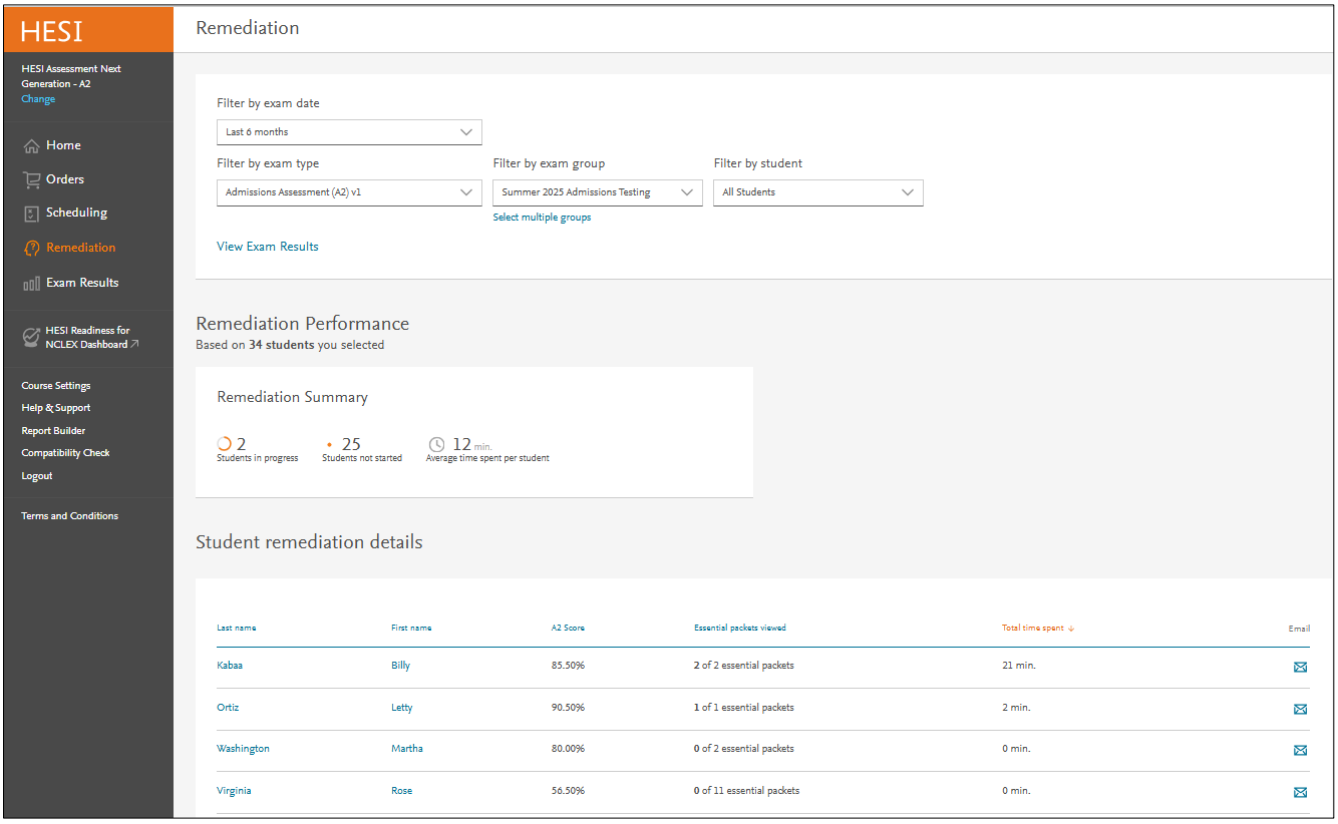
Student Name	Overall Score	Date taken	Composite Scores: English	Composite Scores: Science	Subject Area Scores: A&P V-1	Subject Area Scores: Reading Comprehension V-1	Subject Area Scores: Math V-1	Subject Area Scores: Vocabulary V-1
ATesting, Student	64.5%	7/14 - 7/2025	67%	72%	72%	62%	52%	72%
Bacon, Chris P	82%	7/17 - 7/2025	92%	52%	52%	94%	92%	90%
Bennett, Lizzie	61%	7/17 - 7/2025	71%	20%	20%	54%	82%	88%
Callender, Marie	90%	7/10 - 7/2025	92%	80%	80%	92%	96%	92%
Cash, Lola	83.5%	7/17 - 7/2025	91%	72%	72%	86%	80%	96%
Curtis, Alnora	85%	7/17 - 7/2025	95%	64%	64%	94%	86%	96%
Days, Summer	66.5%	7/10 - 7/2025	75%	64%	64%	58%	52%	92%
Draper, Don	91.5%	7/10 - 7/2025	89%	92%	92%	80%	96%	98%
Erickson, Sam	97.5%	7/10 - 7/2025	96%	100%	100%	92%	98%	100%
Fidrick, Student	83%	7/10 - 7/2025	87%	64%	64%	86%	94%	88%
Floyd, Pink	95.5%	7/10 - 7/2025	94%	96%	96%	88%	98%	100%
Foucault, Michel	85%	7/10 - 7/2025	93%	60%	60%	94%	94%	92%

- By clicking the Subject Area Results tab, you can see how this group of students performed in aggregate across all the subject areas.



Reviewing Remediation

- Click the "Remediation" tab in HESI NG. Here you can select the exam group to see how students are progressing on their remediation.



Training and Support

For assistance before, during, or after test day, contact Support directly in your HESI NG course via the Live Chat button. Review the linked resources for more information or additional training on the exam process.

- A-la-carte and A2 On-Demand Training Videos
- Contact HESI Support
- Elsevier Secure Browser On-Demand Student Training
- Elsevier Secure Browser Student Guide
- HESI A2 Student Guide
- HESI A2/ALC Student Experience Overview
- HESI NG On-Demand Student Training
- HESI's Accessibility Policy
- HESI Testing Emergency phone number available for exam day emergencies: 1-844-960-HESI (844-960-4374)