

Contact Hour Tracking Procedures

Consortium	HAP Academy OIC
Staff contact	Brent Olinger
Date of last update	1/17/2026
Policy guidance	From Minnesota ABE Policies website (mnabe.org/law-policy/minnesota-adult-education-policy): <ul style="list-style-type: none">● Contact Hour Policy● Contact Hour Rounding Policy● Distance Learning Policy● GED/HiSET Testing Center Contact Hours Policy
Additional resources	Minnesota ABE Distance Learning Platforms (www.literacymn.org/distancelearning/dl-platforms)

Introduction

These procedures detail the local ABE consortium's contact hour tracking procedures used at all sites. These procedures describe how the consortium is complying with Minnesota ABE policies through outlining:

- How daily contact hours are counted and recorded in a reliable, accurate, and timely manner for intake, orientation, support service coordination, goal setting, assessment, evaluation, and any other time the student spends interacting with ABE staff or trained ABE volunteers to discuss or debrief learning.
- How proxy hours are counted and recorded in a reliable, accurate, and timely manner for approved distance learning products, ensuring that there is no double-counting of on-site contact hours and proxy hours.
- How GED/HiSET testing hours are accurately counted, and with which testing centers the consortium has a signed agreement.
- How contact hours and proxy hours are monitored, including how records are kept and evaluated.
- What additional guidance and procedures the ABE consortium has for local staff regarding contact hour tracking.

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Introduction

These procedures describe how HAP Academy OIC tracks, records, monitors, and reviews Adult Basic Education contact hours across all applicable services and sites. HAP Academy OIC complies with Minnesota ABE policy by maintaining reliable, accurate, and timely records of student participation in instructional and related educational activities. As HAP Academy OIC is not currently using SiD, or another Student Information System for tracking and maintaining comprehensive student data, data is collected and maintained internally through Xcel spreadsheets, Salesforce, and through WorkForce One (as our current funding structure requires).

HAP Academy OIC counts contact hours for eligible Adult Basic Education students when they are engaged in allowable ABE activities with ABE staff or trained ABE volunteers. These activities may include instruction, intake, orientation, assessment, goal-setting, support service coordination, advising, evaluation, and other direct interactions connected to learning. These make up the bulk of contact hours with students for HAP Academy OIC. Minnesota ABE policy also allows programs to count proxy hours for approved distance learning activities and to count official high school equivalency testing center hours under the state policy and signed agreement requirements. ([MNABE](#)) Though HAP Academy OIC is currently not providing GED testing or activities that count towards proxy hours, we do have a Certified Nursing Assistant course, which uses a platform developed by South Central Service Cooperative (Perkins) to complete the first 44 hours of CNA instruction in an asynchronous environment. Upon admission as an ABE consortium, HAP Academy OIC will request a review of this platform for admission as an approved distance learning activity.

HAP Academy OIC uses contact hour tracking not only for state reporting and reimbursement, but also to support student follow-up, persistence, post-testing readiness, measurable skill gain tracking, and overall program quality.

Daily Contact Hours Counting and Recording

HAP Academy OIC records daily contact hours for the time a student spends in an allowable ABE educational activity with ABE staff or trained ABE volunteers. Direct contact hours may be counted for in-person instruction and synchronous online instruction, as well as for other allowable ABE-related interactions such as intake, orientation, assessment, advising, goal-setting, and debriefing learning with staff. Minnesota policy treats synchronous online contact the same as other direct contact when the interaction is live and allowable under ABE rules. ([MNABE](#))

Allowable daily contact hours may include:

- Intake and enrollment meetings related to ABE participation
- Orientation to ABE services and expectations
- Academic instruction in classroom, small group, or individual formats
- Synchronous online instruction
- CASAS pre-testing and post-testing
- Goal-setting and review meetings
- Support service coordination when connected to the learner's educational participation
- Evaluation, conferencing, and debriefing of learning with staff
- Other allowable educational interactions under the Minnesota ABE policy

HAP Academy OIC staff record attendance and direct contact hours using the program's approved attendance collection and data entry procedures. Attendance is entered in a timely manner by instructional staff or designated data staff. Contact hours are recorded based on actual student participation time and are rounded according to the Minnesota ABE Contact Hour Rounding Policy. The consortium expects attendance to be entered promptly and accurately so that student records remain current for reporting, assessment scheduling, and follow-up.

When services are delivered synchronously online, instructors or designated staff document attendance using reliable records such as platform attendance reports, sign-in records, participation logs, or instructor verification of attendance and engagement. Only the actual attended time is recorded.

Proxy Hours Counting and Recording

HAP Academy OIC may award proxy hours for student work completed through Minnesota-approved distance learning platforms or other approved Teacher Verification Model (TVM) methods, when allowed under the current Minnesota ABE Distance Learning Policy. Proxy hours are not based on seat time; they are awarded according to the approved proxy-hour method for the specific platform, course, or verified distance lesson. Programs must use the state-approved platform list and reporting guidance for each product. ([MNABE](#))

HAP Academy OIC awards proxy hours only when:

- The student is enrolled in ABE
- The learning activity is educationally appropriate for ABE
- The platform or course is approved by Minnesota ABE for proxy hours, or the activity is documented through an approved TVM process
- The completion criteria for awarding proxy hours have been met
- The hours are documented in a reliable and reviewable manner

Staff verifies proxy hour eligibility using platform completion data, progress reports, assignment completion records, TVM documentation, or other approved evidence. Proxy hours are entered in a timely manner into the appropriate system and then into SiD as required.

HAP Academy OIC does **not** double-count hours. If a student is participating in synchronous online instruction with an instructor, those hours are counted as direct contact hours, not as proxy hours. If a student completes approved independent distance learning work outside of synchronous instruction, those hours may be counted as proxy hours if all policy requirements are met. Staff are expected to review attendance and distance learning records carefully to ensure that the same learning activity is not counted twice. Minnesota's DL policy explicitly separates synchronous contact hours from proxy hours. ([MNABE](#))

Paper packets, homework, or independent work that are not part of an approved proxy-hour process are not counted as proxy hours unless they are covered through an approved Minnesota ABE distance learning method such as TVM. ([atlasabe.org](#))

GED/HiSET Testing Contact Hours Counting and Recording

HAP Academy OIC counts GED or HiSET testing hours only in accordance with the Minnesota High School Equivalency Testing Contact Hour Policy. Minnesota policy allows ABE consortia to count hours a participant spends testing at an official Minnesota GED testing center, and reimbursement depends on a signed agreement with the testing center or consortium member operating the center. The currently approved high school equivalency exam referenced in the policy is the GED. ([MNABE](#))

When HAP Academy OIC counts GED/HiSET testing hours, it does so only when:

- The testing center is covered by the required signed agreement
- The student is an eligible ABE participant
- The testing session is documented accurately
- Hours are entered according to Minnesota ABE and SiD requirements

If HAP Academy OIC operates or partners with an official testing center, records of testing dates, test sections, and eligible testing times are maintained so those hours can be entered accurately. If HAP Academy OIC does not directly operate the center, the consortium maintains the required agreement and receives the documentation necessary to support counting those hours.

Monitoring and Record Keeping of Contact and Proxy Hours

HAP Academy OIC monitors contact and proxy hours on an ongoing basis to ensure accuracy, timeliness, and policy compliance. Attendance and participation records are reviewed by instructional staff, program leadership, and/or designated data staff. These reviews help ensure that:

- Direct contact hours reflect actual participation
- Proxy hours are supported by approved documentation
- No duplicate counting occurs
- Attendance is entered in a timely manner
- Students are accumulating hours appropriately for post-testing and reporting
- Errors or missing records are corrected promptly

Records used to support contact and proxy hours may include class attendance rosters, sign-in sheets, instructor logs, online attendance records, testing records, distance learning platform reports, TVM documentation, and data entered into SiD. HAP Academy OIC maintains these records in accordance with program data practices and applicable record retention requirements.

Staff also review student hour totals periodically to support educational planning and accountability. For example, contact hour monitoring helps identify students nearing the 40-hour threshold for CASAS post-testing and helps the consortium support persistence and measurable skill gain reporting.

Additional Procedures and Guidance

HAP Academy OIC provides the following additional guidance to staff regarding contact hour tracking:

Timely entry of hours

Staff are expected to enter direct contact hours and proxy hours promptly so that student records stay accurate and up to date.

Accurate documentation

All counted hours must be supported by reliable documentation. Staff should be able to explain how the hours were determined and provide supporting records if reviewed.

Use of approved distance learning methods only

Proxy hours may only be awarded through Minnesota-approved distance learning platforms or other approved methods such as TVM. Staff must follow the specific proxy-hour rules attached to each approved platform or course. ([Literacy Minnesota](#))

No double-counting

The same period of student participation may not be counted as both direct contact hours and proxy hours.

Synchronous online attendance

Live online instruction, advising, orientation, or assessment is counted as direct contact hours when properly documented, not proxy hours. ([MNABE](#))

Testing hours

GED testing center hours are counted only when allowed by policy and covered by a signed agreement.

HAP Academy OIC has applied with PearsonVUE to create a testing center on-site.
(mnabe.zendesk.com)

Training and staff support

Staff responsible for attendance, distance learning, assessment, or data entry receive guidance on Minnesota ABE contact hour policy, distance learning requirements, and SiD procedures.

Ongoing review

Program leadership reviews contact hour practices periodically to improve consistency, identify issues, and ensure compliance with state requirements.

Conclusion

HAP Academy OIC tracks direct contact hours, proxy hours, and GED/HiSET testing hours in accordance with Minnesota ABE policy. Daily contact hours are recorded for allowable direct educational interactions with staff or trained volunteers. Proxy hours are counted only through approved distance learning methods and are carefully separated from synchronous contact time. GED/HiSET testing hours are counted only under the state policy and signed agreement requirements. Through regular monitoring, timely data entry, and clear staff guidance, HAP Academy OIC maintains accurate records that support reporting, reimbursement, student progress monitoring, and program quality.