

# WorkKeys®



## **WorkKeys Internet Version Test Administration and User Guide**

ACT endorses the *Code of Fair Testing Practices in Education* and the *Code of Professional Responsibilities in Educational Measurement*, guides to the conduct of those involved in educational testing. ACT is committed to ensuring that each of its testing programs upholds the guidelines in each *Code*. A copy of each *Code* may be obtained free of charge from ACT Customer Services (68), P.O. Box 1008, Iowa City, IA 52243-1008, 319/337-1429.

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## Introduction

This manual provides you with information to ensure that WorkKeys<sup>®</sup> Internet Version testing is conducted according to ACT standards, policies, and procedures. All test administrators must read this manual and be familiar with its contents.

Software instructions provided in the form of free self-paced training modules and a pre-recorded webcast are available at <http://www.act.org/workkeys/reference/training>. Contact us at 1-800/WORKKEY (967-5539) to obtain the User ID and password to this training.

**Participation in test administrator training is required.** When you have finished test administrator training, complete the form on the last page of this manual and return it to us. When you have read this manual and completed the online training, you may begin testing.

If you have any questions regarding the administration of the WorkKeys assessments or technical issues call ACT at 1-800/WORKKEY (967-5539). Assistance is available 24 hours a day, 7 days a week.

### The Virtual Test Center (VTC)

The Virtual Test Center (VTC) is a Web-based user interface that will be used by site administrators, proctors, and examinees to manage and access the WorkKeys Internet Version of assessments. VTC is used by multiple ACT testing programs; therefore, you may see buttons or additional information on a screen in the user interface that is not described in this guide. All WorkKeys-specific functions within VTC will be addressed in this guide.

VTC is the administration site that is used to register and assign assessments to examinees and to create registrations for additional administrators and proctors.. This site is also used to authorize assessments and print individual score reports for completed assessments. ACT has established a specific site for your organization based on your WorkKeys Internet Version Application. The person listed on your application as the primary contact person has been assigned a User ID and Password by ACT that will allow him/her to access your site and complete administrative functions. ACT has e-mailed the URLs, login information, and site name(s) to the primary contact person at your site. The staff responsible for administering the tests are the only persons authorized to have access to the Administration URL.

# Computer Hardware/Software Requirements

Contact your local IT specialist and provide him/her with the following list of required network, hardware, and software requirements. It is imperative that you, as the administrator, work with your local IT specialist to determine if your computer system is capable of running the WorkKeys Internet Version.

ACT recommends reviewing this guide prior to testing with WorkKeys Internet Version on multiple workstations. This information is also useful when experiencing a slow system response or other difficulties.

## How to Use This Checklist

1. Verify your systems meet all hardware/software requirements as shown below.
2. Confirm browser settings are correct on each workstation to be used.
3. Verify bandwidth to the workstations meets minimum requirements.
  - Determine the published bandwidth (throughput to the Internet) that is available to the testing lab by involving your network administrator/engineer.
  - Investigate the number of workstations outside the lab that will be sharing your throughput at the same time candidate testing will be provided.
  - Verify the published throughput by utilizing the instructions in this document for throughput testing.
  - From your data, determine a best estimate of the bandwidth expected to be available during WorkKeys testing. Recognize that this is only an estimate. Various factors outside of your control can have an impact on available bandwidth. Here are two examples (this list is abbreviated/not all-inclusive):
    - Network connectivity can be disrupted for various reasons (including at your Internet Service Provider location).
    - Anyone accessing the Internet from your site may decide to perform a large download at the time of testing. Note: **Reducing the number of workstations able to use the shared bandwidth during test delivery should be a goal.**
4. Verify all remaining requirements presented in this document by checking off each one.
5. Perform a practice test to verify successful delivery of a WorkKeys exam using the training realm.

## Hardware/Software Requirements

### Web Browsers

Testing and Administrator Workstations URL (except Reports Portal – see below)

- Microsoft Internet Explorer 7 & 8
- Firefox 2
- Administrative Reports Portal
- (Firefox not supported for the Reports Portal)

### Operating Systems

- Microsoft Windows 7
- Microsoft Windows Vista Home Premium
- Microsoft Windows XP with current service packs applied

- MAC OS 10.x.x (using the Firefox web browser only)

#### Screen Resolution

- 1024 x 768

#### Special Browser Considerations

- The workstation browser must have JavaScript enabled and no AJAX (Asynchronous JavaScript and XML) blockers
- Internet Explorer 7 & 8 – Security settings (Tools > Internet Options > Security tab > Custom Level button)

#### Scripting

- Active Scripting = Enable
- Active X controls and Plug-ins
- Run ActiveX controls and plug-in = Enable
- Script ActiveX controls marked safe for scripting = Enable
- Firefox (No special setup required)

#### Reporting

- Adobe Acrobat Reader 7 or later is required to view reports.

#### Network

- The ACT domain (act.org) and address space cannot be blocked (e.g., through firewall, router, or other settings).
- Workstations must have broadband connections (>256Kbits/second sustained download capacity to the workstation). Dial-up connections are not supported.

### **Additional Hardware/Software Requirements for Workplace Observation**

The first step to determine if your site meets the hardware/software requirements for Workplace Observation is to perform a Workstation Validation test that can be found at:

<http://testadministration.org/nontestcds/launch?TESTTITLEID=119>

#### Network:

- Port 1935 must be open to allow audio/video elements to stream.

#### Video:

- Workstation must be capable of receiving and displaying audio/video at 256bits/second or faster at a sustained download capacity. **Dial-up connections are not supported.**

#### Audio/Volume:

- Proctor must make sure each workstation's volume control is not set to **mute**.

#### Additional Software/Other:

- Flash (version 9.0 or higher) is required. The Flash player must be set to a minimum of 100KB of local storage. Flash Cookies must be enabled.
- Video card
- Headphones (headphones with inline adjustable volume control preferred)
- CD drive on each computer used for testing (Windows based) if using CD delivery method

If your site does not meet the requirements needed for Workplace Observation, please use the CD delivery alternative. More information about the CD alternative is available at:

<http://www.act.org/workkeys/reference/cd.html>.

## Trace Routes

If there is a need to run a trace route, verify that there is not an excessive number of hops or significant response times. Expect to see a response time of less than 300 milliseconds. Longer network response times indicate a higher likelihood of data communication failures.

When performing a trace route, use the following host:  
TESTREGISTRATION.ORG

This will verify connection to the appropriate servers, and that the network is resolving DNS correctly. If the trace route is not resolved, verify connection with a known website (e.g., <http://www.yahoo.com>).

The trace route utility can be accessed through Start > Run > (enter the word “Command”). This opens a system command window where the text “TRACERT TESTREGISTRATION.ORG” (without the quotes) can be entered.

## NSLOOKUP

Verify that the NSLOOKUP utility can resolve an IP address for TESTREGISTRATION.ORG. If it cannot, attempt to resolve a more common network address website (e.g., [www.yahoo.com](http://www.yahoo.com)). Certain network and workstation settings have been found to prevent names from being resolved at the testing workstations. This may be a symptom of inherent network problems at the site that will slow or otherwise hinder the testing experience. The NSLOOKUP utility can be accessed through Start > Run > (enter the word “Command”). This opens a system command window where the text “NSLOOKUP TESTREGISTRATION.ORG” (without the quotes) can be entered. When this command is run, an IP address should be displayed, which means the workstation is resolving IP addresses correctly. However, if no IP address is displayed, then DNS/other network settings may need to be corrected on the network. This situation should be addressed by a qualified network technician at the site.

## Network Caching General Recommendations

- Turn off all caching (except browser caching) for 151.148.x.x
- Caching to be turned off includes proxy servers

## Other Possible Concerns

**Content Filters:** Some filter settings may cause conflicts with WorkKeys Internet Version. Verify that your filter allows all communication from 151.148.x.x.

**Firewall:** Verify that standard ports 443 and 80 are available for use.

**Throughput:** There are various utilities available that test Internet throughput speed. Verify that speed and available bandwidth meet industry standards (e.g., <https://speakeasy.net/speedtest> or <http://www.speedtest.net>). Note that such utilities only test the available bandwidth at a single point in time. The available bandwidth may be quite different while students are testing due to various factors (e.g., the number of on-campus students accessing the Internet, the type of downloads or uploads being performed, local technical problems). ACT does NOT recommend running a throughput speed testing utility such as this while students are testing. Doing so will reduce the throughput available for the WorkKeys Internet Version testing experience.

**Real-time Monitoring:** Several shareware utilities are available that allow monitoring of networks (e.g., <http://www.pingplotter.com>). These programs can be run by a proctor or technician during student testing without adverse effects. Review directions on the following page.

**Note:** ACT recommends complying with all 3rd-party software licensing requirements.

**Microsoft Synchronize:** Verify that utilities such as this are not set up to perform regular updates of off-line web pages. Such updates could occur during the test event and affect WorkKeys Internet Version performance.

**Packet Shaping:** Consult your network administrator with respect to whether they utilize packet shaping on your network. Some features, including those that perform packet manipulation and caching, may not be supported. Others, including bandwidth reservation to ACT websites, can be beneficial.

On student workstations, verify that no other utilities or services are accessing the Internet on a regular basis (e.g., Weatherbug™).

Verify that no utilities capable of producing pop-up windows during the test session are running (e.g., MSN Messenger, Microsoft anti-spyware utilities). Pop-up windows can interfere with the overall testing experience.

### **Network Issues and Recommendations**

The following examples are only two from a vast number of potential local network configuration errors that might affect testing. If you are having trouble getting to common sites on the Internet or if you are unable to perform a WorkKeys Internet Version practice test, you may wish to have a network engineer review your network settings.

**Gateway Address:** A customer site was unable to resolve network NSLOOKUP addresses to ACT. When examined, it was found that two gateway addresses on the customer network were listed under TCP/IP network settings > Advanced. One of these addresses was a local IP address while the second was an IP address outside the customer's firewall. Once this problem was discovered, the error was corrected.

**Proxy Server Setting:** A customer site had an incorrect proxy server setting on some workstations in the lab. This caused network traffic to be routed to several unnecessary locations and therefore slowed the testing experience.

### **Settings Recommended for Real-Time Monitoring and Throughput Testing**

PingPlotter recommended settings:

- Enable MAX TIME column (right click on column header for options).
- Under ADDRESS to TRACE enter the ACT server name: testregistration.org.

**Note:** Times listed in trace routing programs such as PingPlotter are not cumulative. Each time provided on-screen is the time it took for the packet to travel from the source computer to the location on that line. It is possible for intermediate hops to take longer to get to the final destination if packet processing times at that location take an extended amount of time.

**Throughput Testing:** When choosing a server location for throughput testing, choose a city that is fairly close to your location. The farther away the server is from your site, the less reliable the connectivity speed readings will tend to be.

# WorkKeys Policies and Procedures

## Introduction

For the WorkKeys tests to successfully measure examinees' skills, they must be uniformly administered. As a person giving WorkKeys tests, you therefore assume important professional responsibilities.

When you become a WorkKeys test supervisor, back-up test supervisor, room supervisor, or proctor, you must sign the statement on the last page of this manual affirming you have read and comply with these policies. You must also agree to follow them exactly.

As with all standardized testing, it is critical that the procedures you employ are identical to those at other testing sites. If you have any questions that are not addressed in the manual, be sure to call ACT for instructions. Following WorkKeys policies and procedures helps you create a fair testing environment.

## Confidentiality

Information about examinees is confidential, including their names. To ensure confidentiality, you and your testing staff may not copy documents containing individually-identifiable information or use such information for any purpose other than administering the tests.

## Equal Treatment

All testing staff are required to administer and supervise WorkKeys tests in a non-discriminatory manner and in accordance with all applicable laws.

## Facilities and Staff

The test supervisor is obligated to provide both acceptable facilities and qualified staff. Only qualified staff and authorized observers can be in the test rooms during testing.

## Authorized Observers

An observer with ACT identification may visit your test site on test day. The visit may or may not be announced in advance. The observer will arrive at the test site shortly before the administration is to begin. Always ask for ACT identification or an ACT authorization letter. If the observer cannot provide either, deny admission and call ACT immediately. If the observer provides appropriate authorization, you are expected to cooperate fully. If you have any concerns about the observer's visit, call ACT immediately.

## Unauthorized Persons and Media

To protect examinees from anxiety and distractions, unauthorized persons—including parents, guardians, children, members of the school board, recruiters, employers, and members of the media—must not be allowed to enter, observe, or photograph test rooms or preliminary activities. They must stay away from the test site until after the administration. Under no circumstances are cameras of any type allowed in test rooms.

Media coverage must be limited to meeting with examinees, with their consent, after the test administration and away from the test rooms. Please inform ACT of any media requests to report on a test administration. ACT will contact members of the media to explain its policies. This will help to ensure each request or question is answered uniformly.

## Fair Testing Practices

ACT endorses the Code of Fair Testing Practices in Education and the Code of Professional Responsibilities in Educational Measurement, guides to the conduct of those involved in testing.

ACT is committed to ensuring that each of its testing programs upholds the guidelines in each Code. A copy of each Code may be obtained free of charge from:

ACT Customer Services (68)  
P.O. Box 1008  
Iowa City, IA 52243-1008  
Phone: 319/337-1429

A copy may also be viewed online at: <http://www.apa.org/science/programs/testing/fair-code.aspx>

### **Investigations**

In cases of suspected or documented irregularities, all testing staff are obligated to cooperate fully with ACT and respond to requests for information in a timely manner.

### **Standardized Procedures**

Throughout this manual, there are detailed directions for selecting facilities and staff, protecting test security, and administering tests in a standardized manner.

All test site personnel are required to read the materials provided by ACT, including this manual. Adherence to these standardized procedures is mandatory.

### **Day and Time of Testing**

You may administer all of the tests in one session with breaks between tests, administer each test separately on different days, or administer the tests in a combination of these two options. Be sure to allow examinees the appropriate amount of time to complete each test.

### **Test/Retest Policy**

For a subsequent administration of a test in the same skill area:

If testing sooner than 30 days after the previous administration, an alternate form **MUST** be used. It is strongly recommended that a person receive intervention/training before retesting. If an individual becomes ill during testing and has completed less than one-third of the test, the second administration with an alternate form may take place as soon as the person is recovered.

## References

When you click on *References* in your administration realm or go to <http://www.act.org/workkeys/reference>, you will find additional guides and information. This site provides pertinent information to testing sites like changes in requirements, new tools coming to WorkKeys Internet Version, and a Maintenance Schedule posted with the dates of future maintenance windows. There are Quick Start Guides to help you when using any of the features in WorkKeys Internet Version.

### Quick Start User Guides

When you have completed training you may begin testing. When you log in to your administration realm you will see a tab on the left side of the screen labeled *References*. *References* provides you with a Quick Start Guide, similar to the training modules, for each of the functions you may wish to use in this software.

The Quick Start Guides include:

- Account Management
- Associate User
- Barcode Management
- Batch Load
- Export Examinee
- Group Authorization
- Group Management
- Group Registration
- Launching an Interrupted Test
- Password Manager
- Proctor
- Profile Management
- Setting Extended Time
- Setting the Financial Profiles for Self Registration
- WorkKeys Internet Version Quick Start Guide
- Data Export
- Group vs. Profile Report
- Individual Report
- Individual Score vs. Profile Report
- Individuals Ready to Test
- Performance, Talent, and Fit
- Roster Report
- Test Usage Report

## Testing Facility Requirements

This section focuses on how to arrange for facilities before test day.

### Accessibility

Under the Americans with Disabilities Act (ADA), WorkKeys tests must be offered in locations accessible to persons with disabilities or alternative arrangements must be made for such examinees. Test supervisors should select test facilities and rooms accessible to persons with disabilities whenever possible.

### Type and Size of Rooms

Test supervisors are responsible for selecting and reserving test rooms. Be sure to reserve the room for each day you will be testing. Select rooms that are not so small as to be crowded or so large that test security will be difficult to maintain. Arrange your seating to prevent examinees from communicating with neighbors or from looking at other examinees' monitors. Make sure the building will be open on test day and that the test rooms and restrooms will be unlocked. Also, freedom from outside noise is especially important.

### Distractions

Choose rooms as free from distraction as possible. An uninterrupted period is required for testing. Post signs outside the test room(s) to warn that testing is in progress and quiet is required. If possible, obtain the cooperation of your site's administrators in turning off audible signals that normally sound at the beginning and end of classes or shifts, and ensure that announcements are not made on the public address system during the test session.

### Environment

Make sure the lighting, temperature, and ventilation in each room allow examinees to give their full attention to the test.

### Phones

You must arrange for a phone to be available on test day in case you need to make a toll-free call to ACT. The 24-hour number is 1-800/WORKKEY (967-5539).

### Other Events

Check your institution's or site's calendar to determine what other events are scheduled on test day before reserving your test rooms. Try to use rooms as free as possible from potential distractions.

### Room Setup and Seating Arrangements

Test rooms are to be set up according to the following requirements:

- All examinees in the test room must face the same direction, regardless of the number of examinees in the room or the distance between them.
- There must be at least three feet of space between examinees (side-to-side measured shoulder-to-shoulder and front-to-back measured head-to-head).
- There must be sufficient aisle space for staff to get to every seat during testing without disturbing examinees.
- Seat examinees in straight rows and columns, directly in line with each other.
- The room supervisor must be stationed in the room facing the examinees. Staff must be able to see every examinee clearly. Seating with dividers or partitions, such as study carrels, partitioned tables, or booths, are not acceptable because they obstruct staff's view of examinees.

## Testing Staff Requirements

### Selecting Testing Staff

Test supervisors are responsible for selecting their test day staff. We encourage the selection of testing staff that reflect the ethnic and gender ratios of examinees.

### Who May Act as Staff

Members of the staff must be people of integrity. Room supervisors and proctors might include current or retired faculty members, human resources staff, trainers, school administrative or clerical employees, substitute teachers, student teachers, or teachers' aides.

### Who May Not Act as Staff

The following people may *not* act as testing staff:

- High school students, volunteers, and lower-division undergraduates.
- Anyone who intends to take WorkKeys tests within the next 12 months.
- Anyone involved in WorkKeys test preparation activities at any time during the previous 90 days, due to potential conflict of interest.

**Note:** ACT recognizes that the normal duties of a counselor or trainer may involve some responsibilities for test preparation. These activities are not a conflict of interest, provided they are part of job responsibilities specifically defined by one's employer and the employer is not a commercial enterprise.

- In addition, to protect you and your relatives or wards from allegations of impropriety, if any relative or ward will test at your site:
  - You may not serve as test supervisor or back-up test supervisor for the administration of the tests that day. You must delegate all supervisory responsibilities for that date—including the receipt and return of test materials—to a qualified colleague.
  - You may not have access to the secure test materials prior to test day.
  - You may serve as a room supervisor or proctor, provided that the examinee is not assigned to test in a room where you are working.
  - Relatives and wards include children, stepchildren, grandchildren, nieces, nephews, siblings, in-laws, spouses, and persons under your guardianship.
- Scores for an examinee will automatically be cancelled if any of these policies are violated.

### Overview of Staff Roles

You will find references to the titles below throughout this manual. Depending on your site's specific staffing resources, you may have a separate person fulfilling each responsibility or one or more persons fulfilling multiple responsibilities. You have the option of limiting the abilities of your assistants by choosing the "roles" you want them to have.

**Test Supervisor:** The test supervisor has overall responsibility for coordinating testing-site operations, including setting up testing rooms and schedules. The test supervisor generally administers all test day operations and acts as the room supervisor if only one testing room will be used, conducting examinee check-in and the activities within the testing room. He or she provides the continuity and administrative uniformity necessary to ensure that the examinees are tested under the same conditions and ensures the security of the examinations.

**Back-up Test Supervisor:** ACT recommends that you also name a qualified back-up test supervisor prior to test date. This ensures that the test can be properly administered if a test

supervisor becomes ill or is otherwise unable to be present on test day. The back-up test supervisor is also encouraged to actively assist the test supervisor on test day.

**Room Supervisors:** Each room must have a room supervisor who is responsible for all activities within that room. (The test supervisor may serve as room supervisor if only one room is used.) Each room supervisor must serve for the entire session.

**Proctors:** One or more proctors may be enlisted to assist room supervisors. Proctors usually assist in handing out and collecting testing materials and monitoring examinees.

**Note:** WorkKeys tests may NOT be administered without testing staff present and constantly monitoring the room.

### **Test Supervisor and Back-up Test Supervisor Responsibilities**

Test supervisor and back-up test supervisor responsibilities include:

- Reading this manual and complying with the policies and procedures it describes. (Complete the form on the last page of this manual and return to ACT before testing.)
- Selecting and training qualified room supervisors and proctors before test day.
- Selecting and reserving test rooms.
- Planning seating arrangements.
- Preparing test rooms prior to test day.
- Arranging for a phone for calling ACT on test day.
- Conducting a pre-test briefing session for testing staff.
- Documenting any irregularities that occur during testing.

### **Room Supervisor Responsibilities**

A room supervisor's responsibilities include:

- Reading this manual and complying with the policies and procedures it describes. (Complete the form on the last page of this manual and return to ACT before testing.)
- Attending both the training and briefing sessions conducted locally by the test supervisor.
- Being responsible for the test room and providing an environment conducive to testing.
- Checking ID or personally recognizing and admitting examinees.\*
- Directing examinees to seats.\*
- Being attentive to examinees at all times.\*
- Walking around the test room during testing.\*
- Paying strict attention to monitoring examinees during the entire test session to discourage and detect prohibited behavior.\*
- Collecting and accounting for all scratch paper (for *Applied Mathematics* only) before dismissing examinees.\*
- Completing detailed documentation of any irregularities.

\*Proctor may assist with these activities.

## **Proctor Requirements**

If fewer than 25 examinees are testing, a proctor *may* be used to assist a room supervisor or the test supervisor. A proctor is *required* (in addition to the room supervisor) for every 25 examinees or portion thereof after the first 25 in the room.

## **Proctor Responsibilities**

A proctor's responsibilities include:

- Reading this manual and complying with the policies and procedures it describes. (Complete the form on the last page of this manual and return to ACT before testing.)
- Attending both the training and briefing sessions conducted locally by the test supervisor.
- Helping admit examinees.
- Directing examinees to seats.
- Being attentive to examinees at all times.
- Walking around the room during testing to assist with any technical issues and to observe examinee behavior.
- Reporting any irregularities to the room supervisor immediately.
- Accompanying examinees to the restroom if more than one examinee is allowed to leave during the tests.
- Paying strict attention to monitoring examinees during the entire test session to discourage and detect prohibited behavior.

## **Staff Training**

For standardized testing to occur successfully, staff members must understand their responsibilities. It is critical that the same procedures are followed at every test site. Therefore, it is important that:

- staff be provided with a complete copy of this manual. It is especially important that room supervisors read and understand the policies, procedures, and directions.
- staff complete the appropriate online module(s) depending on their assignment on testing day (e.g., Proctors complete the Proctor module).
- on each test day, test supervisors should hold a briefing session to discuss any last-minute issues that arise or concerns staff members may have.

# Test Security Requirements

## Security Requirements

Test URLs, User IDs, and passwords must be secure at all times. Staff access to the administration realm URL, User IDs, and passwords must be limited to only the activities necessary while preparing for test day and the test administration itself. Unauthorized personnel must never have access to the administration realm.

## Access to Test Materials Prior to Test Day

Prior to test day, access to the administration realm is restricted to the test supervisor and back-up test supervisor. A designated staff member may assist with examinee registrations only if:

- The test supervisor or back-up test supervisor is present and that individual does not have a relative or ward testing on test day.
- They will not be taking WorkKeys tests anytime within the next 12 months.

## Security During the Administration

To ensure security during a test administration, follow the policies below.

- Never allow examinees to stand behind you when entering your User ID and password.
- Never use the administration URL on examinees' computers.
- Change your password once a month.
- Prevent and detect prohibited behavior by adhering to seating space requirements, directing examinees to specific seats, and actively monitoring examinees throughout the administration.
- Never leave examinees in an unattended room, even momentarily, even if only one examinee is in the room. Ensure that each test room has sufficient staff for the number of examinees present.

## Confidentiality/Security of Test Contents

It is NOT permitted to duplicate or record any part of the WorkKeys tests by copying, taking notes, photographing, scanning, or using any other means. WorkKeys tests are copyrighted and cannot be copied or used for any purpose other than testing. Testing staff and examinees are prohibited from disclosing test questions or response choices to anyone. Under no circumstances is a test to be launched by anyone other than the examinee on test day. Scores earned by examinees that may have had advance access to test content will be cancelled.

**Under no circumstances may testing staff view test items.** The content of WorkKeys exams is strictly confidential. Only examinees are authorized to see the actual test items, and only during actual testing time. Any examinee comments or concerns should be put in writing and sent to ACT.

## General Accommodations Information

### Introduction

Following the provisions of the Americans with Disabilities Act (ADA), WorkKeys and ACT provide testing accommodations for individuals with disabilities who need accommodations to take the WorkKeys tests.

### Eligibility for Accommodations

Examinees with documented physical or mental disabilities who cannot complete the WorkKeys tests under standard conditions or using standard materials may, at the discretion of the test supervisor and following his or her review of disability documentation, be tested under special conditions and/or use special testing materials available from ACT.

### Responsibilities of the Test Supervisor

The test supervisor is responsible for:

- assigning qualified testing staff to administer accommodated tests according to the instructions specified in this manual.
- making sure, prior to the test date, that examinees who might need and/or request special testing arrangements are aware of the accommodations available to them.
- requiring and evaluating written documentation of the disability for which the examinee is requesting accommodations, following the guidelines in this manual.
- complete the *Report of Accommodated Assessments* found on the Reference site at <http://www.act.org/workkeys/reference> and fax a copy to ACT.

### Written Documentation

Some accommodations, such as enhanced lighting, special tables or chairs, and testing in a separate room do not require disability documentation. **Written documentation is required for all other requests for accommodation.** Keep this on file for at least one year. The documentation must be written by the diagnosing professional and must meet ALL of these guidelines:

1. States the specific disability as diagnosed.
2. Is current (no older than three years).\*
3. Describes the presenting problem(s) and developmental history, including relevant educational and medical history.\*
  - \* In some cases, such as cases involving permanent physical disabilities, older documentation may be acceptable, while in other cases, such as when the impairment is psychological or emotional, more recent documentation may be needed in order to determine the current functional limitations that result from the diagnosed impairment.
4. Describes the comprehensive assessments (neuropsychological or psychoeducational evaluations), including evaluation dates used to arrive at the diagnosis:
  - For learning disabilities, must provide test results (including subtests) with standard scores and/or percentiles, from
    - a. an aptitude assessment using a complete, valid, and comprehensive battery,
    - b. a complete achievement battery,
    - c. an assessment of information processing, and
    - d. evidence that alternative explanations were ruled out.
  - For ADD/ADHD, must include:

- a. evidence of early impairment,
  - b. evidence of current impairment, including presenting problem and diagnostic interview,
  - c. evidence that alternative explanations were ruled out,
  - d. results from valid, standardized, age-appropriate assessments, and
  - e. number of applicable DSM-IV criteria and how they impair the individual.
- For visual, hearing, psychological, emotional, or physical disorders, must provide detailed results from complete ocular, audiologic, or other appropriate diagnostic examination.
5. Describes the functional limitations or impairment (e.g., adverse effect on learning and academic achievement) resulting from the disability, as supported by the test results.
  6. Describes specific recommended accommodations and provides a rationale explaining how these specific accommodations address the functional limitations.
  7. Establishes the professional credentials of the evaluator, including information about licensure or certification, education, and area of specialization.

The testing site is responsible for acquiring, keeping confidential, and maintaining such documentation for a period of at least one year.

If you are unsure about whether or not to ask for documentation or have other accommodations questions, call 800/WORKKEY (967-5539).

### **Eligibility for the National Career Readiness Certificate**

Scores on WorkKeys assessments for examinees who take those assessments under accommodations that do not meet ACT standards will not be considered eligible for the National Career Readiness Certificate.

### **Test Formats and Testing Times**

No accommodations other than extended time are currently permissible with WorkKeys Internet Version testing. If you have an examinee that needs other accommodations, e.g., a reader or Braille materials, they must test using paper-and-pencil materials. Call 800/967-5539 to order such materials.

The Quick Start Guides that are available under *References* on your administration realm provide directions for setting extended time.

### **Types of Accommodations Available**

Accommodations for paper and pencil testing authorized by the test supervisor, following ACT guidelines and with proper documentation, may include:

- the use of special testing materials provided by ACT, such as:
  - large-print test booklets
  - large-print answer documents
  - captioned videotapes
  - Braille versions of the tests
  - reader scripts
- the use of a sign-language interpreter to sign test items and response choices in Exact English Signing (usually by signing from a regular-print test booklet)
- assistance in recording responses (may include a large-print answer document)
- the use of word-to-word foreign language dictionaries
- testing under extended testing time

## Assessment Materials Available

**Braille:** Braille assessment booklets are available for the following tests: *Applied Mathematics*, *Applied Technology*, *Locating Information*, and *Reading for Information*.

**Readers:** If an examinee needs a reader, the assessment must be administered in paper and pencil format, one-on-one, in a separate room to avoid disturbing other examinees. Readers must read from the reader script exactly as it is printed, with no interpretation or additional information provided. Reader scripts are available for the following tests: *Applied Mathematics*, *Locating Information*, and *Reading for Information*.

Note: Some assessments (e.g., *Locating Information*) use numerous graphics that do not lend themselves well to the use of audio formats. Given that the *Locating Information* test is heavily laden with graphics, its use may not provide an appropriate measure of the skills of individuals who have strong reading disabilities and of some visually impaired test takers.

**Sign Language Interpreters:** American Sign Language (ASL) may not be used for test items because it is an interpretation, not a word-for-word translation, and, as such, compromises the standardized testing experience. The use of WorkKeys may not be an appropriate measure of the skills of some test-takers for whom English is not their first language and who instead use ASL as their primary means of communication. Only Exact English Signing (ESS) may be used for test items.

**Assistance in Recording Responses:** When an examinee is unable to enter responses on the computer, testing staff may offer the following assistance:

- Testing staff may enter the answer as the examinee indicates the responses. Tests must be administered in a separate room. For *Business Writing*, every word must be spelled out by the examinee and every punctuation mark and capitalization indicated. Testing staff must record exactly what the examinee says and only what the examinee says.
- **Accommodations for Examinees for Whom English Is a Second Language:** Examinees for whom English is a second language may use a word-to-word foreign language dictionary only. The examinee must supply the dictionary. The test supervisor must check the dictionary, both before and after testing, to ensure that it does not contain notes or other unauthorized testing aides.

**Note:** ESL is not considered a disability and is not typically eligible for accommodations.

## Accommodations NOT Allowed

The use of testing aids, translation of test items, or interpretation of test items by means other than those provided by ACT is not considered an acceptable accommodation. Examples of accommodations that are not acceptable include providing translation or interpretation of test items, using electronic screen readers, allowing the use of dictionaries with word definitions, or allowing the use of manipulatives or arithmetic tables.

## Locally Approved Accommodations

You may provide test accommodations using standard-time materials only under the following conditions: the examinee must test with standard time and receive no additional breaks. The accommodations must not disrupt or afford an advantage over other examinees. For example, any examinee could be assigned to sit in the front row, but some examinees must be seated in the front row in order to hear properly. Examples of these test accommodations include:

- Preferential seating (e.g., at the front of the room, at a table instead of a desk)
- Testing in a quiet environment (e.g., small group or individual room)
- Wheelchair access
- Permission for diabetics to eat snacks

## Using WorkKeys Internet Version

Complete instructions to use these and other functions in WorkKeys Internet Version can be found at <http://www.act.org/workkeys/reference>. Training modules to complete these steps are available at <http://www.act.org/workkeys/reference/training>. Contact WorkKeys at 800/967-5539 or [workkeys@act.org](mailto:workkeys@act.org) for the User ID and password.

### Creating an Account

There are three ways to create an account.

- The examinee can create his/her own account.
- The site administrator can create an account.
- The site administrator can batch load accounts.

### User IDs

User IDs can be assigned by the administrator or you can allow the system to generate one for you. For ease of use, we suggest entering a User ID that is easy to remember (e.g., the first initial and last name of the user). A User ID can be a combination of letters and/or numbers. User IDs are case sensitive and must be at least 3 characters. Once a User ID has been entered into the system the User ID cannot be used again or changed.

### Passwords

Passwords can be assigned by the administrator or you can allow the system to generate one for you. The password must be between 6-12 characters long and can be a combination of letters and/or numbers. Passwords are case sensitive.

### Assessment Authorization

Whether examinees are pre-registered, self registered, or a batch load is used to create registrations and assign assessments delivered via WorkKeys Internet Version, all assessments must be authorized by either a Site Administrator or Proctor before examinees can begin testing.

**Note:** Once an assessment is authorized the examinee has 30 minutes from the time of authorization to begin the assessment. If the examinee does not begin the assessment within the 30-minute window, the assessment will need to be authorized again. The 30-minute authorization period has been implemented to maintain security of the WorkKeys test forms.

Because it is unlikely that an examinee will be able to complete and start multiple assessments within the 30-minute testing window, we recommend that only one assessment is authorized at a time per examinee.

### Score Reports

An Instant Score Report is available through the administration realm as soon as an examinee has completed testing. More reports are available by going to the Reports Portal 24 hours after testing.

**Note:** When obtaining an Instant Score Report pop-up blockers must be turned off.

A note about *Business Writing* score reports: Typical *Business Writing* responses are scored within minutes and available to the administrator as soon as they are scored. A small percentage of *Business Writing* responses are rejected and must be hand scored. An example of a response that is rejected would be if the examinee used inappropriate language or didn't provide enough information. Those responses are pulled out to be hand scored and the scores are posted within 48 hours of testing.

## **Examinee Interface**

Each Site Administrator has been e-mailed a specific URL that is used to access the Examinee User interface section of VTC for testing so that the login is on screen when examinees arrive to test.

If the examinee is pre-registered, the Site Administrator or Proctor must supply the examinee with his/her User ID and password. If the examinee is not pre-registered, the examinee can self-register by choosing the “Create an account” option. All of the starred fields are required and must be completed before the examinee can register for a test. Examinees can select their tests by using the “select test title” button. If they select a test that is not applicable, the site administrator can remove that test from the list or ignore it. Tests cannot be launched without authorization from the Site Administrator or the Proctor.

## **Adding Additional Administrators**

ACT creates one Site Administrator log in and password per organization during the initial site setup. The Site Administrator has the capability to add additional Site Administrators to your organization’s site. As a Site Administrator, you are held responsible for maintaining the security of your organization’s site and all WorkKeys Internet Version materials. The decision to assign an additional Site Administrator should not be made lightly. The Site Administrator role should only be assigned to those people that will carry out administrative functions and should not be assigned to persons that will only proctor assessments.

The Site Administrator, as created by ACT, is made up of the following roles:

- Account Manager
- Barcode Manager
- Proctor
- Profile Manager
- Portal Reports WorkKeys
- Portal Manager
- Password Manager
- Report Manager
- Validus Registration Loader Admin
- Validus Registration Loader

The Site Administrator may assign any or all of these roles to another person. A complete description of the roles and associated rights is located at the end of this guide.

## **Assigning Proctor Roles**

Proctor roles must be assigned to individuals charged with administering the WorkKeys Internet Version assessments at your testing center. The proctor role is a predefined role established by ACT to perform a limited number of tasks associated with the administration of assessments.

A proctor is able to complete the following tasks:

- Search for an examinee
- Reset a password and e-mail to examinee if examinee included an e-mail address on their registration
- Authorize or unauthorize an assessment for a registered examinee
- Authorize or unauthorize accommodated testing time for a registered examinee
- Authorize or unauthorize groups for testing
- Lock and unlock examinee user accounts

- Retrieve an instant score report

**Note:** A Proctor cannot create new users in the system, including examinees, for security purposes. Examinees can self-register at the time of testing if they have not been pre-registered by a Site Administrator. The Proctor must authorize each WorkKeys assessment before an examinee can launch and begin to take an assessment.

### **Financial Profile**

A Financial Profile must be set for each test added to a registration, whether the administrator is creating the registration, the registration is created by batch load, or the individual is creating his/her own registration. Setting the Financial Profile tells us what price to charge your site for each test. If the Financial Profile is not set, the price charged to your site for the test will be the highest standard price. Often when a site batch loads registrations or allows the examinee to create the registration, this step is missed. Pay close attention to set the Financial Profile before the test is authorized and launched.

### **Billing Reports**

Invoices from ACT for WorkKeys Internet Version testing do not provide the details of testing. Invoices will note the number of tests used (by test type) and the price. Detailed information about testing is available on the Data Export Report that can be obtained from the Reports Portal on your administrative site.

The WorkKeys Internet Version Data Export Report provides all of the information about the examinee, including demographic information, date tested, test title, and score received. The last column on the Data Export Report is the “Live Item Seen” column. **A site is charged for a test when the first live item is seen.** A “Y” in this column indicates a live item was seen by the examinee and the site will be charged for the test.

For more information about how to obtain an Internet Version Data Export Report go to <http://www.act.org/workkeys/reference>. Choose the Quick Start Guide titled Data Export Quick Start Guide.

The role of Invoice Manager can be added to the Site Administrator’s roles upon request. With the role of Invoice Manager, a Site Administrator can enter the Customer Number from an invoice and the invoice number (or date range of invoices) and receive a detailed report for Internet Version testing and RegiSTAR.

## Test Administration Schedule

### Planning Your Test Administration Schedule

The WorkKeys system is designed to be a flexible system of assessments administered on a schedule determined by the administrator. It is the responsibility of the user to contact the administrator to schedule a test day and time. It is the responsibility of the administrator to make the test center available to WorkKeys users.

The standard testing time is 55 minutes for each of the *Applied Mathematics*, *Applied Technology*, *Locating Information*, *Workplace Observation*, and *Reading for Information* assessments. The standard testing time is 30 minutes for the *Business Writing* assessment. *Talent*, *Performance*, and *Fit* testing time is between 10-30 minutes. Allow additional time of 20-30 minutes for registering an examinee, assigning an examinee to a group, logging the examinee into the test system, allowing the examinee to become familiar with the testing process via the tutorial, and printing a score report after the examinee has completed testing. Make adjustments in your time scheduling to ensure that you have a realistic schedule.

## Instructions Before Test Day

### Before Test Day

Before test day, inform examinees to bring:

- acceptable identification (page 24)
- a calculator for the *Applied Mathematics* test

Examinees are responsible for ensuring their calculators meet ACT standards. They are advised to check <http://www.actstudent.org/testprep/tips/calculator.html> or call toll-free 800/498-6481 for a recorded message about the latest list of prohibited calculators.

Inform examinees not to bring:

- food or drink
- **cell phones**, or other electronic devices

### Breaks

If you are administering several sessions “back-to-back” in a continuous schedule, you should provide breaks between sessions. If you are giving only two tests, a 10-minute break is to be given. For longer continuous schedules, a break of 15 minutes after every two sessions or tests is to be given.

The time used to authorize the next test can be used as a break if examinees simply stand and stretch in place. However, if examinees are moving around the room or going outside of the room for a break, they must log out before leaving their seats.

### Materials Provided by Your Site

The site is responsible for providing the following items for each test room:

- soft-lead No. 2 pencils with erasers
- a pencil sharpener
- scratch paper for *Applied Mathematics* (collect and shred after testing)
- calculators to lend to examinees for the *Applied Mathematics* test, if needed

## Test Day Activities

### Introduction

The directions in this section are designed to help ensure a smooth administration of the WorkKeys tests. If you have problems, many of the solutions are listed in this section, but if additional information is needed, call 800/WORKKEY (967-5539) for assistance.

As noted in our policies, testing personnel must administer the tests in a nondiscriminatory manner and in accordance with all applicable laws. Slight differences in your perceived behavior can be magnified by examinees under stress.

Be sure every room supervisor has a copy of this book.

### Testing Staff Requirements

As a member of the testing staff, you must remain attentive to your testing responsibilities throughout the entire administration.

- *Do not* engage in any activity in the test room not directly related to the administration. This includes reading (except this manual), grading papers, responding to e-mail, talking casually with other staff, etc. Also, staff cell phones must be turned off.
- *Do not* eat or drink in the test room (unless approved for medical reasons).

During testing, you must walk around the test room. Moving around the test room discourages prohibited behavior and makes you available to answer questions, respond to illness, or assist with a computer issue.

### Admitting Examinees to the Test Room

Control who enters and leaves the test room at all times. Do not allow examinees to enter the test room until the room is properly prepared and the room supervisor is ready to admit examinees. Admit examinees by checking them in, one-by-one, at the door of the test room. Do not allow an examinee to enter the room unless the room supervisor has verified the examinee's identification. If an examinee cannot present acceptable ID at the door, do not admit him/her to the room. After ID is checked, admitted examinees must stay in the test room. If it is necessary for an examinee to leave, recheck ID upon his/her return.

Check that all cell phones used by testing staff are turned off before the timed tests begin. Do not admit examinees with ANY electronic devices (other than permitted calculators) to the test room. Do not allow examinees or staff to bring food or drink, including water, into the test room (unless approved in advance for medical reasons).

### Prohibited Items

Before allowing an examinee into the testing room, be sure that he/she does not have any personal belongings that may compromise the integrity of the assessment. The following items are prohibited from the testing room:

- Electronic devices, such as cell phones, photographic devices, video or audio recorders, or PDAs (e.g., BlackBerrys). Examinees may not use timers, cell phones, pagers, or any other electronic devices at any time, including during the break. Calculators may be used during the *Applied Mathematics* test, but they must be turned off and put away when the examinee is not working on the test.
- Scratch paper or notes. The administrator will supply scratch paper for *Applied Mathematics*.
- Dictionaries, other than word-to-word foreign language dictionaries or other recognized sign language dictionaries.

## Verifying Examinee Identification

All examinees are required to present an acceptable form of identification (see below) or be personally recognized (face-to-face) by a test supervisor *before* being admitted to the test room. If an examinee without acceptable ID is permitted to test, the examinee must be dismissed and he/she will not receive a score—even if acceptable ID is presented later.

## Acceptable Identification

All identification must be *original*, not a photocopy or reproduction. No stamped, computer generated, or reproduced signatures are allowed.

## Examples of Unacceptable Identification

Birth certificate

Credit, charge, bank, or check-cashing cards, even with a photo

Diploma

Family portrait or graduation picture, even if the name is imprinted on the photo

Fishing or hunting license

Learner's driving permit, temporary or replacement driver's license, if it does not include a photograph

Organization membership card

Photos so old that the person presenting it cannot be identified

Personal recognition by anyone not employed by your site or not a member of test day staff

Photo with examinee's name embossed or printed on it by a photographer

Photocopies or reproductions

Photos issued by a business for promotional purposes (e.g., amusement parks)

Printed, stamped, or photocopied signatures

Social Security card

Telephone calls to identify the examinee

Traffic ticket, even with a physical description and signature

Web page with photo

## Examinees Without Identification

Do not admit examinees without identification to the test room. If examinees can arrange for the ID to be presented before testing begins, or if the examinee is personally recognized by a member of the testing staff, he or she can be admitted. Do not delay testing waiting for an examinee to bring identification or allow testing of late examinees. Dismiss examinees without ID and explain why on the Irregularity Report (page 28).

## Directing Examinees to Seats

After an examinee has been identified, direct the examinee to a specific seat. Do not allow examinees to choose their own seats. Seating examinees alphabetically is acceptable, or you may want to direct the first examinee to the extreme left side of the room, the second examinee to the middle of the room, the third to the right side, and so on. Separate friends and relatives or examinees that arrive together. Proctors can direct the examinees by standing beside the computers to be used or at the front of rows to be filled.

## Administering the Tests

### Permitted Calculators

ACT permits examinees to use a calculator on the *Applied Mathematics* test but not on any of the other tests. Use of a calculator is optional. The calculator on the computer may **NOT** be used during testing. Any four-function, scientific, or graphing calculator may be used, unless it is specifically prohibited as described below.

### Prohibited Calculators

These types of calculators are prohibited (check <http://www.actstudent.org/testprep/tips/calculator.html> or call 800/498-6481 for a recorded message about the latest list of prohibited calculators):

- Handheld, tablet, or laptop computers, including PDAs
- Electronic writing pads or pen-input devices—The Sharp EL 9600 is permitted.
- Calculators built into cell phones or any other electronic communication devices
- Calculators with a typewriter keypad (letter keys in QWERTY format)—Letter keys not in QWERTY format are permitted.

### Calculators Permitted with Modification

These types of calculators are permitted, but only after they are modified as noted:

- Calculators with paper tape—Remove the tape.
- Calculators that make noise—Turn off the sound.
- Calculators with an infrared data port—Completely cover the infrared data port with heavy opaque material, such as duct tape or electrician’s tape.
- Calculators that have power cords—Remove all power/electrical cords.

Some calculators may have mathematical formulas printed on the calculator itself; this is permitted. Likewise, some calculators come with preprinted instructions for the use of the calculator that are inserted into the calculator cover and carried with it; these instructions do not need to be removed.

Examinees are responsible for ensuring their calculators meet ACT standards. They are advised to check <http://www.actstudent.org/testprep/tips/calculator.html> or call 800/498-6481 for a recorded message about the latest list of prohibited calculators.

Examinees are responsible for bringing a permitted calculator and making sure it works properly. You may, but are not expected to, provide calculators or batteries. Examinees may not share calculators. They may use a back-up calculator if it is first checked by a member of the testing staff but may not use or have on the desk more than one calculator at a time.

When the examinee is not working on the *Applied Mathematics* test, the calculator must be turned off and put away. If it has games or other functions, those functions may not be used—only the mathematics functions of the calculator may be used.

Calculators are **NOT TO BE CLEARED** by staff before or during the test. You may clear calculators after the test only if you suspect examinees are attempting to use their calculators’ memory to store test items. In such cases, clear the memory and document your suspicions on the Irregularity Report.

If you notice when examinees are admitted that they have calculators with large characters (one-inch high or larger) or a raised display, direct them to seats where other examinees cannot see the calculator.

## Test Room Starting Time

Testing may begin as soon as all examinees have been identified and seated. Absolutely no one may be admitted to the test room after test.

## General Announcements to Examinees

Before testing begins, you may wish to make announcements regarding:

- Test start times: You may post the time each test begins and explain that examinees must be in their seats at the appropriate start time to be included in the testing event.
- Electronic devices: Other than permitted calculators, examinees are not allowed to have any electronic devices in the test room or use them during breaks.
- Hats: Some hats may obstruct your view of examinees' eyes and should not be allowed because they pose a risk to the security and integrity of the tests.
- Institutional requirements: You may dismiss an examinee who purposefully disregards a posted regulation of your site policy and complete and finalize the test at that time. Some sites, for example, do not allow smoking on the grounds. Explain to the examinee the reason for the dismissal and document in full on the Irregularity Report.
- Nervous noise: Some examinees relieve tension through talk and movement before and after tests. Because they must maintain complete silence during testing, allow this normal behavior, but remind them to be considerate of other rooms that may still be testing while your room is taking a break.
- Restrooms: Describe the location of restrooms and drinking fountains available during the break. Explain that once the test is started there is no way to pause the test for a restroom break. The timer will continue to run.

## Verbal Instructions

ACT recommends that you begin each new test session with the following statements:

If you are feeling ill or have circumstances that may affect your performance on the WorkKeys assessment(s), or if you need a special accommodation that you do not now have, raise your hand and please come forward now....

If examinees come forward, it is your responsibility to determine if the examinee should proceed with testing at this time.

Then say:

Eating, drinking, and the use of tobacco products or reading materials are not permitted in the test room. You may not have a cell phone, media player, or electronic device of any kind in the test room, and you may not use them during break(s). If we find that you have brought a cell phone, media player, or any other electronic device into the test room or you use one during break(s), you will be dismissed and your test will not be scored. Word-to-word foreign language dictionaries are permitted for those whose first language is other than English.

The following behaviors are prohibited. You will be dismissed and your test will not be scored if you are found:

- in possession of or using any electronic device during testing or during breaks

- looking at another examinee's screen
- giving or receiving assistance to and from other examinees
- using any device to share or exchange information at any time during testing or during breaks
- attempting to copy test materials, including test questions or answers, and take them from the test room by any means
- using notes, dictionaries, or other aids
- not following instructions or abiding by the rules of the test site
- exhibiting confrontational, threatening, or unruly behavior
- creating a disturbance

Allow time for questions. When you have everyone's attention, say:

There are five match criteria used to match examinee records to create a transcript of scores or to create a National Career Readiness Certificate. The five match criteria are:

- First Name
- Last Name
- Month of Birth – This is two digits. For example: June is entered as 06.
- Day of Birth – This is also two digits. For example: 5 would be entered as 05.
- ID Number – This should be something you will remember. ACT recommends using the last four digits of your Social Security number and your month and day of birth.

Remember what these are and always use the same five match criteria when taking any WorkKeys test.

Additionally, if you are taking these tests to receive the National Career Readiness Certificate or a local Career Readiness Certificate, your name will be printed on the certificate exactly as entered here. Names on certificates are all capital letters and do not include hyphens. It is best not to put spaces in the last name as they tend to look out of place on the certificate.

You may now click launch to begin the tutorial. There are two practice questions in the tutorial that mimic the real test and you may think you have started the test. You have completed the tutorial when you see the stop sign after the two practice questions.

Explain to the examinees what you want them to do when they have completed a test. Options include:

- Quietly leave the room and take a break but be sure to return at the posted time for the next test. Remember, examinees may not have access to their cell phones, etc., between testing.
- Sit quietly and wait for the next test to begin.

If examinees have questions regarding a test item, do not comment on the item and simply advise the examinee to do the best he/she can.

## Irregularities Reports

Complete an online Irregularity Report (available under the *References* tab on the administration realm or at <http://www.act.org/workkeys/reference>) for each room in which an individual or group irregularity is observed. It is imperative that you report and describe in detail any irregularity. If there are no irregularities in any rooms at your test site, it is not necessary to return a report.

### Group Irregularities

A group irregularity is one that affects a group of examinees (e.g., one room or the entire site). If this occurs, follow the instructions below and call ACT as soon as possible. Remember to safeguard the security of the test at all times.

- **Disturbances and Distractions:** If a disturbance or distraction occurs that affects examinees' concentration and it cannot be stopped, or the examinees cannot be moved to a quieter location, immediately call ACT. Do not dismiss examinees until you have received instructions. Report all disturbances and distractions, however minor (including examinee illness), on your Irregularity Report.
- **Emergency Evacuation:** In the event of an emergency evacuation, your first concern must be for the safety of your examinees and your testing staff. If an emergency occurs, note the testing time that has elapsed and—if time permits—have examinees close their test by clicking the “X” in the upper right-hand corner of the page. **Do not permit the examinees to talk to each other.** If the emergency is over in less than one hour, you can re-authorize the tests and examinees can log in and pick up where they left off. If the interruption is more than one hour, examinees will need to start over on a new test. Remember, you do not need to create a new registration. Simply add a test to the existing registration and authorize it.
- **Copying Tests:** Copying test items is the most serious irregularity that can occur at a test site, excluding those affecting the health or safety of your examinees or staff. If—at any time—you discover an examinee copying test items, you must immediately call ACT at 800/WORKKEY (967-5539). You will be advised on what actions you must take.

### Individual Irregularities

An individual irregularity is one that affects a single person or several individuals involved in a single circumstance (e.g., communicating answers to each other). Follow the directions for each type of individual irregularity as described below.

**Note:** Any time you observe behavior that requires dismissal, be sure you inform the examinee that they will not receive a score and the reasons for your action. Each instance must also be documented on the Irregularity Report.

- **Duplicating Test Materials:** Testing personnel and examinees are NOT permitted to duplicate or record any part of the WorkKeys tests by copying, taking notes, photographing, scanning, or using any other means. In all cases, examinees observed using photographic, scanning, or recording devices are to be dismissed and the device confiscated. Inform the examinee that he/she will not receive a score for this test and include all necessary information on the Irregularity Report. Call ACT at 800/WORKKEY (967-5539). You will be advised on what actions you must take.
- **Examinees Who Become Ill:** If an examinee becomes ill, dismiss the examinee from the test room, complete and finalize the test, and complete an Irregularity Report.
- **Irrational Behavior:** If an examinee acts in an irrational or violent manner, proceed as follows:
  - Try to prevent other examinees from being interrupted, affected, or involved.
  - Dismiss the examinee from the test room as quietly as possible, without physical force or contact.
  - If necessary, call security or police to protect staff and other examinees' safety.
  - Inform the examinee that he/she will not receive a score report for the test.

- Give a detailed explanation on the Irregularity Report.
- **Prohibited Behavior:** If an examinee is engaging in prohibited behavior, proceed in a way that does not cause unnecessary further disturbance. Some disturbance may be inevitable. Treat the offender reasonably and firmly. Follow the procedures in Dismissal for Prohibited Behavior (next section) exactly and continue testing.
  - Prohibited behaviors include:
    - looking at another examinee’s computer
    - giving or receiving assistance
    - using an unauthorized calculator
    - using calculators on any test other than the *Applied Mathematics* test
    - using any device to share or exchange information at any time during the tests or during break
    - attempting to remove test materials, including test questions or answers, from the test room by any means
    - using notes, dictionaries, or other aids
    - not following instructions or abiding by the rules of the test site
    - exhibiting confrontational, threatening, or unruly behavior
    - creating a disturbance or allowing an alarm, pager, or phone to sound in the test room

Do not dismiss the examinee for any other reason (e.g., examinee finishes early, does not take testing seriously but is not disturbing others or engaging in prohibited behavior).

Have a colleague verify your observation, if possible. However, if you are certain an examinee is engaging in prohibited behavior and are supervising a room without assistance, dismiss the examinee based upon your own observation. The test supervisor does not have to be called to the room to verify the activity.

If you suspect an examinee is engaged in prohibited behavior, discreetly warn him/her that these activities are prohibited and continue close observation. To discourage looking at someone else’s computer, or giving or receiving assistance, move the examinee to another seat. Document your suspicions and actions on the Irregularity Report.

You do not need to observe prohibited behavior if you are certain it occurred. For example, if you are certain that five ovals left unfilled at the end of a test section were filled in after time was called, you may dismiss the examinee. You must inform the examinee that the answer document will not be scored.

- **Dismissal for Prohibited Behavior:** If you dismiss an examinee for prohibited behavior, follow these procedures exactly:
  1. Take action immediately without creating a disturbance. If this is not possible, wait until the end of the current timed test.
  2. If you believe an electronic device was used to store or exchange information, or to make an image of the test, collect the device from the examinee and call ACT immediately. ACT will determine if the device is to be retained and sent to ACT or returned to the examinee. Do not return the device to the examinee without ACT's approval.
  3. Tell the examinee privately:
    - a. You observed or are certain of the prohibited behavior.
    - b. He/she is being dismissed because of the behavior.
    - c. He/she will not receive a score for the test.
  4. Complete a detailed Irregularity Report that includes:
    - a. The time of the incident and the name(s) of the examinee(s).
    - b. The test room and seating location(s) of the examinee(s).
    - c. The details of what you observed.
    - d. The statements you and the examinee(s) made.
    - e. The name(s) of the staff who observed or were certain of the irregularity.

## Testing FAQs

### **Why maintain security?**

Exercise vigilance concerning the security of all assessments before, during, and after administering them. Any security breach should be reported to ACT immediately.

There are two important reasons for maintaining security. The first reason is fairness. If someone gains unauthorized access to an assessment form, an examinee may receive scores that do not accurately reflect his or her skills in the area being assessed. This would be unfair to other examinees as well as to the examinee whose skills are being assessed, and would be misleading to anyone who uses the scores to make decisions. The second reason is economy. When the security of an assessment form is compromised, the form is usually withdrawn and must be replaced by a new form. High-quality assessments are expensive to produce. The compromise of an assessment form significantly increases the cost of developing and maintaining assessments.

### **What is the best way to maintain secure assessments?**

The best way is to maintain control. By planning in advance how you will protect the assessment materials in your custody, you will be able to avoid most security problems. Never allow examinees to have access to the administrator's URL. This URL should not be on any of the examinee computers.

### **Who are "authorized individuals"?**

Other than the examinees during the testing session, the staff responsible for administering the assessments are the only persons authorized to handle the assessment materials.

### **How can security be maintained while the assessment is administered?**

All information necessary for a secure administration is provided in this manual. If an examinee has a question about a particular item, the item number should be noted on the Irregularity Report and the examinee instructed to select the best response. Testing staff should not attempt to evaluate or interpret an item for an examinee.

### **May the staff discuss the answer to a particular item after the assessment is completed?**

No. Examinee comments or concerns should be put in writing and returned to ACT. If the examinee would like ACT to respond, the name and address to which the response should be directed must be included with the comments. If questions or concerns arise later, they may be sent to ACT at any time.

### **How do I log out of the test system?**

Always click on the Logout button in the upper right-hand corner of the screen to exit WorkKeys Internet Version.

### **What should I do if an examinee becomes ill?**

If an examinee becomes ill, dismiss the examinee from the test room and click on the Quit button in the navigation bar at the top of the assessment. Then exit the assessment for the examinee and click the Logout button in the navigation menu on the left of the screen. If the examinee returns and is interested in receiving a score report, you may print an Instant Score Report from the Administrator's user interface. Be sure to complete an Irregularity Report.

**Is there any time that assessments cannot be launched?**

The Application maintenance window is from Thursday evening at 11:00 PM to 6:00 AM Friday CDT. Once a month we conduct maintenance over the weekend. The maintenance windows are posted on the *References* website at: <http://www.act.org/workkeys/reference>.

**What should I do if a test is interrupted due to a power outage or Internet issue?**

Any time a test is interrupted, if it is still within one hour of the interruption, the site administrator should log in to the administration site and re-authorize the test for the examinee. The examinee should be able to re-launch the test and pick up where he/she left off. If it is more than one hour since the occurrence, the examinee will need to start over on a new test.

## Roles

**Account Manager** — Disable, lock, unlock, and reset passwords of existing users within the realm.

**Barcode Manager** — May enter barcode information from the header sheets for paper and pencil tests that are sent to ACT for scoring. Test scores will be posted to the appropriate realm based on the barcode entered.

**Examinee** — Register and launch tests using the testregistration URL.

**Proctor** — Authorize or release proctored tests. Obtain an Instant Score Report.

**Profile Manager** — Can create and/or edit a profile under Profile Management.

**Portal Reports WorkKeys** — May access the Reporting Portal Reports for WorkKeys.

**Portal Manager** — May launch the portal reporting site.

**Password Manager** — May view and edit passwords in the User Management section provided they already have access to User Management.

**Report Manager** — Access to the Reports menu. Must be assigned in conjunction with one or more report type role (or the User Manager role for Export Examinees) to view reports on the Reports menu.

**User Manager** — Create, view, update, and delete user records within the realm (includes roles). Export user records from the Reports menu. (Must be assigned in conjunction with the Report Manager role.)

**Validus Registration Loader Admin** — View and manage all batch load user files.

**Validus Registration Loader** — View and manage only the batch load files they have uploaded.

**Validus Registration Loader Manager** — View and manage all batch load user files.

**Report Invoice** — Generate the ACT Invoice Details reports for their realm and retrieve previous reports that they generated. (Must be assigned in conjunction with the Report Manager role.)

**Report Invoice Remote** — Allows users generating ACT Invoice Reports from a different (remote) realm to include order details and examinee data from the assigning realm. (That user must also be assigned the Report Manager and Report Invoice role in their own realm.)

**Report Invoice Admin** — Users may run ACT invoice details reports for their realm and retrieve reports generated by others. (Must be assigned in conjunction with the Report Manager role.)

## WorkKeys Internet Version Report of Accommodated Assessments

For each accommodated assessment, the test administrator is required to complete this form and fax it to ACT at the number below. Both the examinee and the test administrator should sign and indicate that (1) the examinee has the specified disability and (2) the accommodation specified has been provided.

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Examinee's Name (printed) Examinee ID

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Test Site Name City State

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Test Administrator's Name (printed) Date

**No accommodations other than extended time are currently permissible with WorkKeys Internet Version. If you have examinees that need other accommodations, (e.g. readers), they must test using paper-and-pencil materials. Call ACT at 800/936-5539 to order such materials.** In the space below or on an attached page, describe the examinee's disability as it relates to the WorkKeys assessment(s).

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For each WorkKeys assessment administered, give the test date and check the appropriate extended time given. Note the type of written documentation provided.

Name of Assessment	Date Administered	Time-and-a-half	Double-time	3 hours
Applied Mathematics	/ /			
Applied Technology	/ /			
Business Writing	/ /			
Locating Information	/ /			
Reading for Information	/ /			

The signatures below signify that:

- the examinee has the specified disability, and
- the accommodations indicated above have been provided.

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Examinee Signature Date

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Test Administrator Signature Date

Fax a copy of this form to 319/341-2630 Be sure to keep a copy for your records.

## Test Site Staff WorkKeys Manual Verification

When you become a WorkKeys test supervisor, back-up supervisor, room supervisor, or proctor, it is required that you sign this statement and fax it back to ACT (319/341-2630) before any testing occurs.

**Institution/Site Code** \_\_\_\_\_ **Test Site Name** \_\_\_\_\_

I have read and agree to comply with all ACT test administration policies, including those listed in the *WorkKeys Internet Version Test Administration and User Guide*. I also understand and agree that ACT has the right to terminate its relationship with any test site or test site personnel without advance notice if ACT determines, in its sole discretion and for any reason, that such termination is appropriate.

**Test Supervisor Name (print)** \_\_\_\_\_

**Test Supervisor Signature** \_\_\_\_\_

**Date** \_\_\_\_\_ **Phone Number** \_\_\_\_\_ **E-mail Address** \_\_\_\_\_

**Back-up Test Supervisor Name (print)** \_\_\_\_\_

**Back-up Test Supervisor Signature** \_\_\_\_\_

**Date** \_\_\_\_\_ **Phone Number** \_\_\_\_\_ **E-mail Address** \_\_\_\_\_

**Room Supervisor Name (print)** \_\_\_\_\_

**Room Supervisor Signature** \_\_\_\_\_

**Date** \_\_\_\_\_ **Phone Number** \_\_\_\_\_ **E-mail Address** \_\_\_\_\_

**Proctor Name (print)** \_\_\_\_\_

**Proctor Signature** \_\_\_\_\_

**Date** \_\_\_\_\_ **Phone Number** \_\_\_\_\_ **E-mail Address** \_\_\_\_\_

**It is required that each WorkKeys test supervisor, back-up test supervisor, room supervisor, and proctor sign this statement and fax it back to ACT (319/341-2630) before any testing occurs.**

