Introduction to WorkKeys Internet Version Test Administration
Training Objectives

• Provide an overview of the training program
• Explain site administrator responsibilities
• Discuss high-stakes testing
• Describe the benefits of ACT WorkKeys tests
• Explain testing accommodations
• Discuss irregularities and the irregularity report
• Demonstrate WorkKeys Internet Version (WKIV) test administration
• Provide resources
Training Program Overview

• Today’s webinar is an introduction
• Follow the training program on the Administrator Training website: www.act.org/workkeys-private/adminintraining/
  – Click on “Training Program” tab
  – Read the following:
    • *Principles of High-Stakes Testing*
    • *ACT WorkKeys Internet Version Test Administration and User Guide* (“User’s Guide”)
    • *Quick Start Guides*
  – Complete the “Test Site Staff WorkKeys Manual Verification” Form at: www.act.org/workkeys-private/forms/manual.html
Site Administrator Responsibilities

• Set up separate accounts for all proctors and any additional site administrator(s)

• Ensure all testing staff complete the training program and submit the “Test Site Staff WorkKeys Manual Verification” Form

• Set up accounts for examinees; add test registrations

• Notify ACT of any contact information changes
• ACT WorkKeys tests are high-stakes
• Tests can be used to get a job, keep a job, or earn a promotion
• Integrity of the system is critical
High-Stakes Testing (continued)

• Authorization is necessary to launch the tests
• Constant human monitoring is required
• Discussion of test items is not allowed
• Avoid the consequences of poor test security
  – Fairness
  – Expense
WorkKeys Benefits

• Employment
  – Get a job, keep a job, get a promotion
  – Address skills gap; determine training needs
  – Match skills to job
  – Reduce turnover

• Education
  – Career exploration (search jobs by skills): profiles.keytrain.com/profile_search/
  – Entrance to/exit from community/technical college programs
  – College credit (ACE and the NCRC)
Testing Accommodations

- WKIV allows extended time
- Options are:
  - Standard time x 1.5
  - Standard time x 2.0
  - Standard time x 3.0
- Site administrator sets extended time
- Documentation: Keep on file for one year
- “WorkKeys Internet Version Report of Accommodated Assessments”
  - Site administrator and examinee need to complete this form
  - Fax to ACT; information at the bottom of the form
Irregularities

• Individual
  – Examinee illness
  – Irrational behavior
  – Prohibited behavior

• Group
  – Inclement weather
  – Power failure
  – Emergency evacuations
  – Distractions or disturbances
  – Call 800.WORKKEY (800.967.5539)

• The online WorkKeys Testing Irregularity Report can be found at: www.act.org/workkeys/forms/cbt.html
WorkKeys Internet Version Testing

- Registration
- Authorization
- Launch
- Instant Score Report Generation
Registering an Examinee

- Site administrators add test registrations to an examinee’s account in Validus VTC (Virtual Test Center)
  - Individual registration
  - Batch load registration
- We’ll cover individual registration
Authorizing an Assessment

- After adding test registrations to an account, you can authorize a test
- Authorization must occur before an examinee can take a test
- This prevents the examinee from accessing the test from another location
- Do not authorize a test until the examinee is at your site, under your direct supervision, ready to test
Launching a New Assessment

- Instruct examinees to log in to the RSP site with their User ID and Password

**IMPORTANT**: Please note that examinees log in to a different site than the site administrator and proctor; examinees are **never** to have access to the Validus VTC site

- After the test is authorized, the examinee will need to launch it
- Examinees must launch their test within 30 minutes of authorization
- If a test isn’t launched within this timeframe, the proctor will need to authorize it again
Launching an Interrupted Assessment

- If a test is interrupted, the examinee has 1 hour to launch it again
- If the test is not launched within 1 hour, the examinee will need to start over with a new test
  - Add a new test registration to the existing account
  - Do NOT create a new account
Generating an Instant Score Report

• After testing, print an Instant Score Report
• Give the printout to the examinee before he or she leaves
• Safeguard the report appropriately; it contains personally identifiable information (PII)
Collecting Certified Work Ready Communities Demographic Data

- Before launching the test, examinees must provide demographic information.
- Of particular importance are the County of Residence and Current Status.
- This information is used to help participating counties become ACT Certified Work Ready Communities (CWRC).
- It is very important for the integrity of the CWRC initiative that this information be provided by ONLY the examinee.
- For more information about the CWRC initiative, please visit www.workreadycommunities.org.
County of Residence Question

- Examinees must select their county of residence
- County of residence: Where examinees maintain their permanent home
- Temporary residence situations may include:
  - College students in on- or off-campus housing
  - Active duty military personnel
  - Seasonal workers
  - Inmates
  - Homeless

Choose the county of permanent residence
Current Status Question

- Examinees should select the current status that best matches their current condition, from their perspective.

| Currently employed private or non-profit |
| Currently employed local, state or federal government |
| Currently unemployed |
| Current college (technical, community or four-year) student or recent (12 months) graduate |
| Current adult education participant or recent (12 months) GED completer |
| Current or recent (12 months) active duty military |
| Current high school junior, senior or recent (12 months) graduate |

- Example:
  - Examinee is both unemployed and a full-time student
  - Examinee should select the current status that he/she believes best describes his/her current situation.
Demonstration

- Registration
- Authorization
- Launch
- Interrupted Launch
- Instant Score Report
Create an Account and Add Test Registrations
Create an Account

Log In to Validus VTC
Create an Account
Create an Account
Create an Account

“Create User” Page
Create an Account
Create an Account

“Roles” Page

<table>
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<th>Select</th>
<th>Name</th>
<th>Description</th>
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<td>Account Manager</td>
<td>VTCADMIN - Admin - Account Management - Allows the grantee to disable, lock,</td>
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<td>unlock, and reset passwords of existing users within the realm</td>
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<td>VTCADMIN - Admin - Barcode Management - Allows the grantee to define</td>
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<td>barcodes in Barcode Management.</td>
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<td>Examinee</td>
<td>RSP - Examinee - Allows the grantee to register, schedule and take tests</td>
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<td>within the realm</td>
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<td>Proctor</td>
<td>VTCADMIN - Admin - Proctor</td>
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<td></td>
<td>Profile Manager</td>
<td>VTCADMIN - Admin - Profile Management - Allows the grantee to edit profile</td>
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<td></td>
<td>under Profile Management</td>
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<td>Portal Reports - Admin - Allows the grantee access to the reporting portal</td>
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<td>Portal Manager</td>
<td>Portal Reports - Admin - Allows the grantee access to the reporting portal</td>
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<td>Password Manager</td>
<td>VTCADMIN - Admin - Password Management - Allows the grantee to view and</td>
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<td>edit passwords in the user management section provided they already have</td>
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<td>access to user management</td>
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<td>VTCADMIN - Admin - Reports - Allows grantee to run the invoice details</td>
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<td></td>
<td>User Manager</td>
<td>VTCADMIN - Admin - User Management - Allows grantee to create, read, update</td>
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<td>delete users within the realm (includes roles)</td>
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<td>Batch Load Admin</td>
<td>VTCADMIN - Admin - Batch load - Allows grantee to create and manage batch</td>
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<td></td>
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<td>load files, has access to all files</td>
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<td>Batch Load</td>
<td>VTCADMIN - Admin - Batch load - Allows grantee to create and manage batch</td>
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<td>load files, restricted to only files they have loaded</td>
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Create an Account

### Edit User: Duck00607

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<tr>
<td></td>
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<td>VTCADMIN - Admin - Barcode Management - Allows the grantee to define barcodes in Barcode Management.</td>
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<td>Proctor</td>
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<td></td>
<td>Profile Manager</td>
<td>VTCADMIN - Admin - Profile Management - Allows the grantee to edit profile under Profile Management</td>
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<tr>
<td></td>
<td>Portal Reports WorkKeys</td>
<td>Portal Reports - Admin - Allows the grantee access to the reporting portal for WorkKeys</td>
</tr>
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<td></td>
<td>Portal Manager</td>
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<td>VTCADMIN - Admin - Password Management - Allows the grantee to view and edit passwords in the user management section provided they already have access to user management</td>
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<td>VTCADMIN - Admin - Reports - Allows grantee to view reports</td>
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<td>User Manager</td>
<td>VTCADMIN - Admin - User Manager - Allows grantee to create, read, update delete users within the realm (includes roles)</td>
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<td>Batch Load Admin</td>
<td>VTCADMIN - Admin - Batch load - Allows grantee to create and manage batch load files, has access to all files</td>
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Select and Submit
Add Test Registrations
Add Test Registrations

Select Assessments

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<td>WorkKeys Assessments</td>
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<td>Demo Business Writing</td>
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<td>Demo Fit Assessment</td>
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<td>Demo Locating Information</td>
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<td>Observation Demo</td>
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Add Test Registrations

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Select and Submit
Add Test Registrations

Financial Profile

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<tr>
<th>User</th>
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<th>Registration</th>
<th>Group</th>
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<tbody>
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Registriant Information

- Title: Applied Mathematics
- Administration: WorkKeys Assessments

Finance

- * Financial Profile:
  - WorkKeys - Education
  - WorkKeys - Government
  - WorkKeys - Employer

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Add Test Registrations
Authorize a Test
Authorize a Test

- **Edit User: DuckD0607**
  - **Select:** Demo Applied Mathematics
  - **Title:** WorkKeys Assessments
  - **Registration ID:** 18955218
  - **Create Date:** 06/12/2013 04:20:10 PM
  - **Status:** Pending (requires authorization)

- **Edit User: DuckD0607**
  - **Select:** Demo Reading for Information
  - **Title:** WorkKeys Assessments
  - **Registration ID:** 18955220
  - **Create Date:** 06/12/2013 04:20:10 PM
  - **Status:** Pending (requires authorization)

- **Edit User: DuckD0607**
  - **Select:** Demo Locating Information
  - **Title:** WorkKeys Assessments
  - **Registration ID:** 18955219
  - **Create Date:** 06/12/2013 04:20:10 PM
  - **Status:** Pending (requires authorization)

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Authorize a Test

![Image of the VALIDUS Virtual Test Center interface]

**Edit User: DuckD0807**

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<th>Registration ID</th>
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<td>Pending (requires authorization)</td>
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Authorize a Test

Log Out of Validus VTC
Launch a Test
Launch a Test
Examinee – Log In to RSP

Create an account or log in below:

Please Enter
User ID: DuckD0607

Please Enter
Password: ********

Login | Forgot User ID or Password | Create Account

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Launch a Test

Complete Demographics
Launch a Test

![Image of WorkKeys test registration interface]

<table>
<thead>
<tr>
<th>Title</th>
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<th>Next/Options</th>
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<tbody>
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<td></td>
<td>Please contact the proctor for authorization to proceed.</td>
</tr>
<tr>
<td>Demo Reading for Information</td>
<td></td>
<td>Please contact the proctor for authorization to proceed.</td>
</tr>
<tr>
<td>Demo Locating Information</td>
<td></td>
<td>Please contact the proctor for authorization to proceed.</td>
</tr>
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</table>

Select a New Title

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Launch an Interrupted Test
Launch an Interrupted Test
Launch an Interrupted Test

Search for Examinee’s Account
Launch an Interrupted Test
Launch an Interrupted Test
Launch an Interrupted Test

![Image of Screen Capturing User Management](image)

Search Criteria:
- Last Name: Duck
- First Name: Daisy
- User ID: 
- Email: 
- Date Of Birth: MM/dd/yyyy

Use "%" for wild card searches.

Select and 
- Edit
- Delete

<table>
<thead>
<tr>
<th>Select</th>
<th>First Name</th>
<th>Last Name</th>
<th>User ID</th>
<th>Email</th>
<th>Date Of Birth</th>
<th>Examinee ID</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Daisy</td>
<td>Duck</td>
<td>dduck1234</td>
<td><a href="mailto:Daisy.duck@act.org">Daisy.duck@act.org</a></td>
<td>06/07/1990</td>
<td>43210607</td>
<td>Enabled</td>
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Launch an Interrupted Test
Launch an Interrupted Test
Launch an Interrupted Test
Launch an Interrupted Test
Log Out of Validus VTC
Launch an Interrupted Test

![Image of WorkKeys registration page]

<table>
<thead>
<tr>
<th>Title - click a title for details</th>
<th>Date</th>
<th>Next/Options</th>
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<td>Demo Reading for Information</td>
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<tr>
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Launch an Interrupted Test
Launch an Interrupted Test
Generate an Instant Score Report
Generate an Instant Score Report
Generate an Instant Score Report

Search for Examinee’s Account

![User Management Screen](image-url)
Generate an Instant Score Report

![Image of the WorkKeys IV Training Site interface]

- Search Criteria:
  - Last Name: Duck
  - First Name: Daisy
  - User ID: 
  - Examinee ID: 
  - Email: 
  - Date Of Birth: MM/dd/yyyy

- Use "%" for wildcard searches.

- User Management Table:

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Generate an Instant Score Report

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<th>Status</th>
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<td>Duck</td>
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Generate an Instant Score Report
Generate an Instant Score Report
Generate an Instant Score Report
Generate an Instant Score Report
Generate an Instant Score Report
Websites
Websites of Interest

- ACT WorkKeys Information:  www.act.org/workkeys
- Understanding WorkKeys Scores:  www.act.org/workkeys/assess/understanding.html
- Using Your WorkKeys Scores:  www.act.org/workkeys/careerseekers/scores.html
- Occupational Profile Database (Search Jobs by Skills):  profiles.keytrain.com/profile_search/
Websites of Interest
(Continued)

- Employer Solutions:  [www.act.org/workkeys/employers/](http://www.act.org/workkeys/employers/)
- ACT NCRC (National Career Readiness Certificate): [www.act.org/certificate/about.html](http://www.act.org/certificate/about.html)
- ACT KeyTrain:  [www.keytrain.com/](http://www.keytrain.com/)
- ACT Career Curriculum Webinars (includes KeyTrain): [www.keytrain.com/training/](http://www.keytrain.com/training/)
Resources
Resources

- ACT WorkKeys Reference Center Website
- This is a private site for testing staff only
- A wealth of information is available, including:
  - ACT WorkKeys Notices
  - WorkKeys Internet Version (WKIV) Quick Start Guides
  - Link to WKIV System Status page
  - Manuals, forms, and other test administration resources
Training Resources

• ACT WorkKeys Administrator Training Website: [www.act.org/workkeys-private/admintraining/](http://www.act.org/workkeys-private/admintraining/)
  – User ID and Password were e-mailed to the site administrator

• ACT WorkKeys Training Realms
  – VTC (Registration/Authorization): [vtc.act.org/1157850502](http://vtc.act.org/1157850502)
    • Username: Alabama456
    • Password: alabama456
  – RSP (Launch): [rsp.act.org/1157850502](http://rsp.act.org/1157850502)
For Information or Help...

• ACT WorkKeys Customer Service:
  – 800.WORKKEY (800.967.5539)
  – workkeys@act.org
  – Hours:
    • Monday - Friday (except holidays): 7:00 a.m. – 7:00 p.m. (Central Time)
    • Saturdays (except holiday weekends): 8:00 a.m. – 2:00 p.m. (Central Time)