

Introduction

Overview

This document provides an important overview of the policies and procedures for delivering WorkKeys tests according to high-stakes standards. Each step in your handling of the WorkKeys tests must be carefully planned and implemented, from the receipt and check-in of any materials through the administration of assessments and the shipping of materials back to ACT.

Reason for high-stakes testing

There are two primary reasons that WorkKeys tests are considered high-stakes:

- **Impact.** Many WorkKeys candidates are taking the tests to gain a job, keep a job, or earn a promotion. The results of the tests could have potentially major implications for their careers.
 - **Economy.** High-quality assessments are expensive to produce. When the security of an assessment form is compromised, the form is usually withdrawn and must be replaced by a new form. The compromise of an assessment instrument significantly increases the cost of developing and maintaining assessments.
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In this document

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Testing Site Expectations

Standardized
procedures

All testing staff must read and adhere to all policies outlined in the *WorkKeys Supervisor's Manual* and, if applicable, the *WorkKeys Internet Version User's Guide*. Throughout the WorkKeys materials are instructions for managing your testing site, facilities, and staffing; protecting test security; and administering tests in a standardized manner. At all times, testing staff are responsible for conducting themselves in a manner consistent with the principles described in this and all other WorkKeys materials.

Conflicts of
interest

To avoid conflicts of interest and to protect testing staff and their relatives or wards from allegations of impropriety, a staff member may not supervise the administration of a test if a relative or ward will be taking the test. (Relatives or wards include spouses, children, parents, siblings, stepchildren, grandchildren, nieces, nephews, in-laws, and persons under your guardianship.)

Cooperation in
investigations

In cases of suspected or documented testing incidents, you are obligated to cooperate fully with ACT in subsequent investigations. This includes, where feasible, responding immediately to inquiries from ACT regarding any alleged impropriety or otherwise disputed events.



Principles of High-Stakes Testing

TESTING SITE EXPECTATIONS

Examinee confidentiality

Examinees' Personally Identifiable Information (PII) that is gathered and stored as part of your site's WorkKeys testing system must be kept confidential at all times. PII can include (but is not limited to) first and last name, birth date/month/year, address, gender, race, test score(s), examinee ID, etc. Testing staff must use their best efforts to keep this information secure and use their best judgment regarding sharing such information. Only authorized employees or other authorized individuals should have access to PII, and only on a "need to know" basis. Materials containing PII should never be copied nor left unattended and/or unsecure.

Equal treatment

All testing staff are required to administer and supervise the testing site in a non-discriminatory manner and in accordance with all applicable laws, including the Americans with Disabilities Act (ADA).

Respectful treatment

Respectful treatment extends to the professionalism, dignity, and decency with which you regard candidates. Recognize that individuals have different sensitivities toward such things as humor and physical contact. Be vigilant in respecting these differences.

Security Implications

Security goals

The distinguishing characteristic of high-stakes testing is its high level of security. The goals of security in a high-stakes environment are as follows:

- **Preventing the loss of the intellectual property of the test.** Only authorized individuals may have access to test materials. Test materials and test content must be located where they cannot be lost, stolen, or inappropriately accessed.
- **Ensuring the integrity and fairness of test results.** Test results must fairly represent the performance of the examinee by ensuring that the examinee's performance is neither unfairly enhanced nor degraded during the test. This would be misleading to anyone who uses the scores to make decisions.
- **Maintaining the confidentiality of examinees.** Examinee information, including their names and test results, is confidential. For more information, see page 3.

Controlled access to materials



The staff responsible for administering the assessment are the only persons authorized to handle the assessment materials. Never allow unsecured test materials to be unattended by testing staff.

- Materials not currently in use must be stored inside a secure and locked facility, such as a storage closet or filing cabinet, to which only you (or you and a few specifically authorized persons) have access.
 - Assessment materials may not be transferred to any other test center, site, or school without prior notice to the Workforce Contact Center.
 - If using more than one testing room, do not allow anyone other than testing staff to transfer materials from one room to the next. For paper-and-pencil testing, distribute and collect the test booklets from the room supervisors personally.
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Full accounting of materials

Paper-and-Pencil Testing

All test booklets, videotapes, CDs, and DVDs must be accounted for before and after testing and returned to ACT.

- When you receive a shipment of assessment materials, open every box and check the contents against the enclosed WKEYM Pack/Return Slip. Count the individual test booklets to be sure that you have received all the materials listed and that the materials have not been tampered with in any way.
- If more than one testing room is to be used, track the number of test booklets assigned to each room.

Internet Version Testing

Ensure that note boards and/or scratch paper are collected before the examinee leaves the testing room. Clean the note boards immediately and shred all scratch paper.

IMPORTANT! Report any security breach (theft, loss, or exposure) to ACT immediately.

Confidentiality of test contents

Under no circumstances may testing staff view test items. The content of WorkKeys assessments 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 returned with the assessment materials or included in an irregularity report. Never discuss a test item with an examinee—not before, not during, and not after the test.

Examinee security agreements

Because of the increased danger of security breaches in high-stakes testing, ACT requires all examinees to sign a security statement. For paper-and-pencil testing, this is printed on the answer document. For the Internet Version, the agreement appears online. The agreement concerns the security of the test content. If the examinee refuses to sign (or agree to) the statement, he or she may not test.

See the *WorkKeys Supervisor's Manual* and the *WorkKeys Internet Version User's Guide* for more information about the security statements.

Staffing Roles and Requirements

Introduction

Staffing is a critical component of managing your test site. It is important to have staffing resources assigned to the various tasks associated with your site's WorkKeys testing operations.

Staff roles

Throughout the *WorkKeys Supervisor's Manual* and the *WorkKeys Internet Version User's Guide*, the roles are described. Depending on your site's specific staffing resources, you may have a separate person fulfilling each role or one or more persons fulfilling multiple roles.

Staffing your test center

Give careful consideration to the selection of testing staff. Personnel with related skill sets and/or experience should be assigned to handle tasks accordingly. They must be responsible individuals, familiar with standardized testing practices, and able to handle prohibited behaviors and emergency situations. Because this is high-stakes testing:

- Do not administer WorkKeys assessments without testing staff present and constantly monitoring every room being used for testing.
 - Do not permit anyone to self-administer the WorkKeys assessments.
 - Be sure that all personnel assisting you are familiar with the contents of the *WorkKeys Supervisor's Manual* and the *WorkKeys Internet Version User's Guide*.
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Facility Requirements

Introduction

Your facility is a critical component of high-stakes testing. A well-designed facility provides security for all materials and equipment used for WorkKeys testing. It makes it easier for testing staff to monitor and control all examinees and activities in and around the testing room, thus heightening the integrity of the testing environment. A professional environment also provides examinees with a positive, standardized testing experience.

General testing room requirements

Whatever its layout, your testing center must provide a suitable environment for high-stakes testing. The testing center must:

- **Allow testing staff to continuously monitor all activities in the testing room.** Specifically, the goal is to allow only authorized examinees into the testing room and to monitor the behavior of all examinees once testing begins.
 - **Prevent unauthorized people from entering the room or viewing the testing occurring therein.** Access to the testing room during testing must be limited to authorized staff and examinees only.
 - **Be dedicated to high-stakes testing standards when such tests are being conducted.** The room must remain quiet during testing. Potential distractions from phones, cell phones, printers, public address systems, and other sources must be eliminated.
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**Seating
considerations****Paper-and-Pencil Testing**

Always assign examinees to their seats; do not allow them to choose. Whenever possible, seat examinees at separate desks in a block so that all rows (side-to-side) and columns (front-to-back) have about the same number of examinees. This arrangement simplifies the distribution, collection, and verification of materials. Arrange the seating to prevent examinees from communicating or looking at one another's answer documents:

- Make sure that all examinees face in the same direction.
- There should be at least three feet of space between examinees. If elevated seating is used (e.g., in a tiered auditorium), also provide a minimum distance of five feet from front to back.
- If the desks or chairs are stationary, seat examinees in every other column and make sure that examinees are seated directly behind one another.
- If the seats are movable, you may use them all, provided they are three feet apart and in straight columns and rows. Be sure the aisles between rows or columns of seats are wide enough for testing personnel to circulate without disturbing examinees during the examination.

Internet Version Testing

Individual testing workstations should be divided by test carrels that provide adequate privacy between examinees. Preferably, carrels will extend approximately 48 inches from the floor and extend to the front and back edges of the work surface. Ideally, carrels will extend 12 inches or more past the end of the work surface.

**Secure storage of
materials**

You must have a locking cabinet or room for the storage of WorkKeys materials. Manuals, forms, test booklets, answer documents, and other materials must be under control of testing staff at all times, and locked up when not in use.

Test-Delivery Policies

Introduction

Security during test administration is largely a matter of awareness. Set the tone with a rigorous adherence to standardized procedures, beginning with the check-in of examinees and proceeding through their check-out.

Identification policy

Photo identification, such as a driver's license, employee ID, or school ID, is required before an examinee is allowed to test, unless you or a member of your testing staff personally recognizes the examinee. In order to protect the integrity of scores, **do not** administer assessments to any examinee who does not meet this requirement.

Prohibited items

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

- **Electronic devices**, such as cell phones, photographic devices, video or audio recorders, or PDAs (e.g., BlackBerrys).
- Watches with programmable calculators or prohibited features, such as cameras.
- **Scratch paper or notes (paper-and-pencil tests)**. Examinees can write notes or do calculations in the test booklet. (EXCEPTION: Scratch paper is allowed for those examinees taking the Internet Version of *Applied Mathematics*. It should be handed out prior to the test and must be collected afterward and shredded.)
- **Dictionaries**, other than word-to-word foreign language dictionaries or recognized sign language dictionaries, as appropriate. Dictionaries must be supplied by the examinee. The test supervisor must check the dictionary before testing begins and again at the end of testing to ensure that no unauthorized information is brought into or taken from the testing room.
- **Food or drink**—unless approved in advance for medical reasons.

ACT also recommends against allowing the following items in the testing room:

- **Backpacks, purses, and other bags or accessories** used for the storage of personal items.
- **Outdoor apparel** such as coats and hats. Exceptions: If an examinee asks to wear a head covering in the testing room because of religious beliefs, ask for permission to inspect it for prohibited items. If an examinee asks to wear a coat or similar covering into the testing room because of the testing room temperature, ensure that he or she has removed any prohibited items from the covering.

IMPORTANT!



Cell phones are an extreme security risk due to their wide usage and the variety of features available on them, especially cameras. They can be used to transmit or receive information—including test content—during the test. They are prohibited from the testing room for these reasons. Do not overlook them!

Access to items

An examinee may not access prohibited items or other such personal belongings once the assessment has begun. This can be very distracting to other examinees. Prohibited items must be placed in a secure location while the examinee is testing. He or she may only be granted access to personal belongings *when the test session is complete*.

NOTE: Ensure that examinees turn off all electronic devices before storing them.

Constant presence and monitoring

Dutiful proctoring is the key to preventing security breaches. For this reason, **the room supervisor may not leave the testing room while a paper-and-pencil assessment is in progress**. During **all** testing, the staff must:

- actively monitor examinees
- maintain a constant presence to examinees

IMPORTANT! Any activity that detracts you from proctoring is prohibited. Do not fail to monitor examinees because you are reading, grading papers, completing computer work or paperwork, or browsing the Internet.