ACT® WorkKeys® Live Proctoring

Document Purpose
This document outlines the requirements and processes for proctoring WorkKeys assessments. It is intended to provide basic information for staff serving as proctors for WorkKeys assessments.

Introduction
For ACT WorkKeys tests to successfully measure examinees' skills, they must be uniformly administered. Therefore, as a person giving these tests, you assume important professional responsibilities.

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

Proctoring
A live person must always proctor WorkKeys assessments. Test coordinators and room supervisors may serve as proctors or additional staff may serve as proctors when there are higher volumes of examinees.

Regardless of role, all staff must read the ACT WorkKeys Administration Manual and complete the online Test Site Staff ACT WorkKeys Manual Verification Form.

Facilities
WorkKeys may be proctored at your place of business, or you may send the examinees to a third-party test center of your choosing.

If you select a test center, it is your responsibility to ensure any staff administering WorkKeys has read and understands the requirements detailed in the ACT WorkKeys Administration Manual and completed the ACT WorkKeys Manual Verification Form at Test Site Staff ACT WorkKeys Manual Verification Form.

Resources
ACT WorkKeys and ACT Stack administration resources can be found at http://www.act.org/stack-international/resources.
Scheduling and Auto Proctoring Features

Examinees are scheduled for WorkKeys assessments via the ACT® Stack™ portal. For information on navigating the ACT Stack portal and scheduling examinees for tests, refer to the ACT Stack Administration Manual.

Important: After you have created your stack of assessments in the ACT Stack portal and move to the Environment Screen to specify proctoring settings, you must set the Auto Proctoring (i.e., ‘Auto Proc’) toggle switches to “ON” for each feature.

![ACT Stack portal](image)

Note: Print Screen Lock is disabled.

Examinees

After scheduling examinees for WorkKeys assessments through the ACT Stack portal, the portal will auto-generate an email to each examinee that includes the login ID, password, and a link to the test platform. The Test Coordinator should contact examinees to provide them the date, time, and location of the assessment.

If you choose, you can customize the text in the auto-generated email to include this information by clicking your account name in the top right corner of the screen and selecting Custom template.

![Custom template](image)

Then, check the Create new template box, and add this information.
Testing Staff Requirements

Roles and Responsibilities

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. This is a brief summary of responsibilities performed by each role.

- **Test coordinator**: Schedules assessments, chooses the testing location, prepares test rooms (if necessary), ensures examinees are registered, and selects other test staff. May serve as room supervisor and/or proctor.

- **Room supervisor**: Admits examinees, verifies ID, records testing irregularities, and monitors examinees. May serve as test coordinator and/or proctor.

- **Proctor**: Monitors examinees, helps admit examinees into the test room, and reports any irregularities.

For a comprehensive list of duties for testing staff, refer to the *ACT WorkKeys Administration Manual*.

Staffing Requirements

In addition to a room supervisor, a proctor may be used (but is not required) if 50 or fewer examinees are testing. A proctor is required (in addition to the room supervisor) for every 50 examinees after the first 50 in the room. Use the following table to determine the minimum number of proctors required in each room.

<table>
<thead>
<tr>
<th>Number of Examinees Per Room</th>
<th>1–49</th>
<th>50–99</th>
<th>100–149</th>
<th>150–199</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required Number of Proctors Per Room</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

Who May Act as Staff

Testing staff may include human resources staff, learning and development staff, trainers, or other trained personal such as employees at a third-party test center.
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

In addition, to protect relatives or wards from allegations of impropriety, if any relative or ward will test at your site:

• You may serve as a proctor, provided that the examinee is not assigned to test in a room where you are working.

Launching and Timing the Test

When ready to begin, examinees can log in to the platform using the link and login credentials provided to them via their confirmation email.

Standard test times are 55 minutes per subject. Additional time of 20–30 minutes is required for registering an examinee, logging the examinee into the test system, and allowing the examinee to become familiar with the testing process.

The timer begins when the examinee begins the timed portion of the test. The test will stop when time has expired.

Testing Monitoring Responsibilities

All proctors are to remain attentive to their testing responsibilities throughout the entire administration. Examinees must feel that the staff are doing all they can to provide an irregularity-free administration.

To protect the validity of individual test scores and maintain the security of test content, the following must be observed:

Do

• Walk around the room during testing to be sure examinees are working on the test and to help prevent prohibited behaviors.
• Help to admit examinees and marking attendance/ID on the roster.
• Direct examinees to seats.
• Report any irregularities to the room supervisor immediately.
• Accompany examinees to the restroom if more than one examinee is allowed to leave during the tests.
• Complete detailed documentation of any irregularities of which you are aware.

Do Not

• During the test, do not read, correct papers, or engage in any tasks not related to the administration of the test.
• Do not engage in conversation during the testing or allow unauthorized personnel in the test room.
• Do not leave a test room unattended at any time.

Examinees Who Leave During a Test and Return

Examinees may go to the restroom during testing. Be sure the same examinee returns after leaving. If you have doubts, recheck identification.
Examinees who leave the test room during a timed test may not make up the lost time. If two or more examinees are permitted to leave at the same time, the examinees must be accompanied by a proctor. If no proctor is available, only one examinee may leave the room at a time. Do not leave a test room unsupervised at any time.

**Irregularities**

All observed irregularities must be reported and described in detail. For more information on prohibitive behavior for testing or testing irregularities see *ACT WorkKeys Administration Manual*.

**Anonymous Security Hotline**

Testing staff are expected to report test administration irregularities and security issues to ACT Test Administration by completing the Irregularity Report or calling 800.553.6244, ext. 1510. Immediate reporting to ACT is critical to the standardized administration of WorkKeys assessments.

In exceptional situations, testing staff may wish to file an anonymous report about concerns that the WorkKeys tests may have been compromised. If you wish to report such concerns anonymously, you may do so at [www.act.ethicspoint.com](http://www.act.ethicspoint.com)