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ACT WorkKeys[®] **Administration Manual** **Online Testing**



www.act.org/workkeys

How to Contact ACT

For questions regarding test administration, report forms, or security of test materials:

ACT WorkKeys Operations

101 ACT Drive
PO Box 168
Iowa City, IA 52243-0168

Contact Center Toll Free 800.967.5539
Fax 319.341.2630
Email workkeys@act.org

Normal office hours:

Monday–Friday (except holidays) 7:00 a.m.–7:00 p.m., central time
Saturday (except holiday weekends) 8:00 a.m.–2:00 p.m., central time

Emergency support is available 24 hours. Call 800.967.5539 and follow the recorded instructions.

Training References

Training Webinar PowerPoint Slides:

www.act.org/workkeys-private/admintraining/

Manual Verification Form:

www.act.org/workkeys-private/reference/manuals.html

Reference Materials:

www.act.org/workkeys-private/reference

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Introduction

This manual provides information to ensure that ACT WorkKeys® Online (WKIV) testing is conducted according to ACT standards, policies, and procedures. All ACT WorkKeys Online testing staff must read this manual and be familiar with its contents.

ACT WorkKeys Online training webinars are conducted on an ongoing basis, with dates announced via email notifications. PowerPoint slides of the training webinar are available at www.act.org/workkeys-private/admintraining/. Contact us at 800.967.5539 or workkeys@act.org to obtain the User ID and password to access this training. **Participation in test administration training is required.** When testing staff which includes test coordinator, back-up test coordinator, room supervisor, and proctor have finished test administration training, each person must complete the *Test Site Staff ACT WorkKeys Manual Verification Form* at www.act.org/workkeys-private/reference/manuals.html. After testing staff has read this manual and completed the training, testing may begin.

The Validus® Virtual Test Center (VTC)

The Validus Virtual Test Center (VTC) is a web-based user interface that will be used by testing staff to manage and access the assessments. VTC is the administration site that is used to register and assign assessments to examinees and to create registrations for additional testing staff. 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 ACT WorkKeys Online 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 emailed the URLs, login information, and site name(s) to the primary contact person at your site. The staff members responsible for administering the tests are the only persons authorized to have access to the administration realm URL.

ACT WorkKeys Policies and Procedures

Introduction

For the ACT WorkKeys tests to successfully measure examinees' skills, they must be uniformly administered. As a person giving these tests, you therefore 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. If you have any questions that are not addressed in the manual, be sure to call ACT for instructions. Following ACT WorkKeys policies and procedures helps you create a fair testing environment.

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.

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.

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 to use for any purpose other than administering the tests.

Equal Treatment

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

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 (70), PO Box 1008, Iowa City, IA 52243-1008, 319.337.1429. A copy may also be viewed online at: www.apa.org/science/programs/testing/fair-code.aspx.

Facilities and Staff

The test coordinator 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. The visit may or may not be announced in advance. 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, school board members, 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.

Test/Retest Policy

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

- It is strongly recommended that an examinee receive intervention/training before retesting.
- When the examinee attempts to retest, the test delivery platform will automatically assign the examinee to an alternate test form. The examinee may take all available forms without a waiting period.
- After the examinee has taken all available forms, the examinee **MUST** wait 30 days before testing again. After the 30 day waiting period, the examinee may register and retest.

Right to Terminate

ACT reserves the right to terminate its relationship with any testing site without advance notice if ACT determines, in its sole discretion and for any reason, that such termination is appropriate.

Testing Facility Requirements

Introduction

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

Accessibility

Under the Americans with Disabilities Act (ADA), ACT WorkKeys tests must be offered in locations accessible to individuals with disabilities. If this is not possible, alternative arrangements must be made for these individuals.

Type and Size of Rooms

The test coordinator is responsible for selecting and reserving test rooms. Be sure to reserve the room for each day you will be testing. When selecting your facilities, make sure the building will be open on test day(s) and that the test rooms and restrooms will be unlocked.

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.

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.

Bulletin Boards

Make sure bulletin board materials related to potential test questions (mathematics, reading, etc.), charts, and maps that provide strategies for solving problems are removed or covered. Geographical maps and periodic tables need not be covered.

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 number is 800.967.5539.

Other Events

Check your 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 must be set up according to the requirements below. If these requirements are not met, scores may be cancelled.

- Whenever possible, individual testing workstations should be divided by test carrels that provide adequate privacy between examinees.
- Testing workstations do not need to face the same direction. They may face the walls and/or each other as long as there is adequate privacy between examinees.
- There must be sufficient aisle space for staff to get to every seat during testing without disturbing examinees.
- Staff must be able to see every examinee clearly.
- ACT recommends that each testing workstation is numbered. If using video cameras for monitoring examinees, the numbers must be visible to the cameras. Record these numbers on the examinee roster.

Testing Staff Requirements

Selecting Testing Staff

The test coordinator is responsible for selecting their testing staff.

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 ACT WorkKeys tests within the next 12 months.
- Anyone involved in ACT 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 relatives or wards from allegations of impropriety, if any relative or ward will test at your site:

- You *may not* serve as test coordinator or back-up test coordinator for the administration of the tests that day. You must delegate all supervisory responsibilities for that date to a qualified colleague.
- 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 be cancelled if any of these policies are violated.

Overview of Staff Roles

You will find references to the roles below throughout this manual. 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.

- **Test coordinator:** The test coordinator has overall responsibility for coordinating testing-site operations, including setting up testing rooms and schedules. The test coordinator 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. The test coordinator 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 coordinator:** ACT recommends that you also name a qualified back-up test coordinator. This ensures that tests can be properly administered if the test coordinator becomes ill or is otherwise unable to be present on test days. The back-up test coordinator is also encouraged to actively assist the test coordinator on test days.
- **Room supervisors:** Each room must have a room supervisor who is responsible for all activities within that room. (The test coordinator 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 authorizing tests, helping examinees launch their tests, and monitoring examinees.

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

Test Coordinator and Back-up Test Coordinator

In standardized testing, the test coordinator and back-up test coordinator provide the continuity and administrative uniformity necessary to ensure that the examinees are tested under the same conditions, and they ensure the security of the examinations.

Specific responsibilities include:

- Reading this manual and complying with the policies and procedures it describes. (Complete the form at www.act.org/workkeys-private/reference/manuals.html 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 days.
- Arranging for a phone for calling ACT on test days.

- Creating a roster of examinees for each test room.
- Conducting pre-test briefing sessions for testing staff.
- Documenting any irregularities that occur during testing.
- Ensuring completeness and accuracy of all test date documentation, including forms and reports.
- Maintaining all documentation for one year after testing.
- Cooperating with ACT in resolving irregularities.

Room Supervisor

Each room is required to have a room supervisor who must serve for the entire session. The test coordinator may serve as room supervisor if only one room is used.

Specific responsibilities include:

- Reading this manual and complying with the policies and procedures it describes.
(Complete the form at www.act.org/workkeys-private/reference/manuals.html before testing.)
- Attending both the training and briefing sessions conducted locally by the test coordinator.
- Being responsible for the test room and providing an environment conducive to testing.
- Checking ID or personally recognizing and admitting examinees.*
- Marking attendance/ID on the roster.*
- 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 the *Applied Mathematics* test only) before dismissing examinees.*
- Completing detailed documentation of any irregularities.
- Returning all forms to the site administrator/test coordinator immediately after testing.

*Proctor may assist with these activities.

Proctor

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

Use the following scale to determine the **minimum** number of proctors required in each room:

Number of Examinees Per Room:	1–25	26–50	51–100	101–150	151–200	each additional 25 (or portion thereof)
Required Number of Proctors Per Room:	0	1	2	3	4	+1

A proctor's responsibilities include:

- Reading this manual and complying with the policies and procedures it describes.
(Complete the form at www.act.org/workkeys-private/reference/manuals.html before testing.)
- Attending both the training and briefing sessions conducted locally by the test coordinator.
- Helping admit examinees and marking attendance/ID on the roster.
- 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.

Training Testing Staff

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. Training guidelines are as follows:

- Each testing staff member is to be provided with a complete copy of this manual before the training session. It is especially important that room supervisors and proctors read and understand the policies, procedures, and directions.
- All testing staff attend the ACT WorkKeys online training webinar and become familiar with any other testing responsibilities as required by the test coordinator.
- On each test day, the test coordinator 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 days 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 coordinator and back-up test coordinator. A room supervisor or proctor may assist with examinee registrations only if:

- The test coordinator or back-up test coordinator has given the appropriate roles to the room supervisor or proctor.
- They will not be taking the ACT 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 realm 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 ACT WorkKeys tests by copying, taking notes, photographing, scanning, or using any other means. ACT WorkKeys tests are the confidential property of ACT, Inc., and may not be copied, reproduced, sold, or otherwise transferred without the prior express written permission of ACT, Inc. Testing staff and examinees are prohibited from disclosing test questions or response choices to anyone. Under no circumstance is a test to be launched by anyone other than the examinee on test day. Scores earned by examinees who may have had advance access to test content will be cancelled.

Planning Your Test Administration Schedule

Introduction

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

The standard testing time is 55 minutes each for the *Applied Mathematics*, *Applied Technology*, *Listening for Understanding*, *Locating Information*, *Reading for Information*, and *Workplace Observation* assessments. The standard testing time is 30 minutes for the *Business Writing* assessment. For the *Talent*, *Performance*, and *Fit* assessments, testing time is between 10–30 minutes. Allow additional time of 20–30 minutes for registering an examinee, assigning an examinee to a group (if necessary), 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 as needed to ensure that you have a realistic schedule.

Materials Provided by Your Site

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

- A supply of soft-lead No. 2 pencils with erasers to lend to examinees who do not bring pencils (no mechanical pencils or ink pens)—for the *Applied Mathematics* test only
- A pencil sharpener
- Signs, cards, or other materials used in admission procedures
- Permissible calculators to lend to examinees for the *Applied Mathematics* test, if needed
- Scratch paper for the *Applied Mathematics* test (collect and shred after testing)
- Formula sheet—for the *Applied Mathematics* test, if requested

Instructions Before Test Day

Before test day, inform examinees that they must bring the following:

- Acceptable identification (page 17)
- No. 2 soft-lead pencils with erasers (no mechanical pencils or ink pens)
- A permissible calculator for the *Applied Mathematics* test

Examinees are responsible for ensuring their calculators meet ACT standards. They are advised to check www.actstudent.org or call toll-free 800.498.6481 for a recorded message about the latest list of prohibited calculators.

Inform examinees that no food, drink, cell phones, or other electronic devices will be allowed in the test rooms.

Roster

It is recommended that a roster is created for each test room. On the roster, write the name of each examinee scheduled to test.

If your site provides a readable list of all examinees scheduled to test, by test room, you may use it in lieu of the roster. You can mark attendance, the type of ID accepted, and the testing workstation number on that list on test day. You must retain a copy in your files for one year.

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.

Providing Accommodations with Standard-Time Materials

You may provide test accommodations using standard-time materials only under the following conditions:

- The examinee must test with standard time.
- The examinee must not receive additional breaks.
- The accommodations must be consistent with the examinee’s plan on file.

The accommodations must not disrupt or afford an advantage over other examinees. For example, any examinee could be assigned to sit in the front, but some examinees must be seated in the front in order to hear properly. Examples of these test accommodations include:

- Preferential seating (e.g., at the front of the room)
- Testing in a quiet environment (e.g., small group or individual room)
- Wheelchair access

- Permission for diabetics to eat snacks
- A written copy of the spoken instructions or a sign language interpreter for the spoken instructions (See *Testing Examinees with Hearing Impairments* below.)

Testing Examinees with Hearing Impairments

Examinees with hearing impairments may be able to test with standard time, but they may require the assistance of an interpreter for spoken instructions or they may need to be seated near the front of the room so that the directions can be understood.

The following arrangements for examinees with hearing impairments who can test with standard time can be made:

- Seat an examinee using an interpreter at the front of the room. The interpreter, who may not be a relative, will sign all spoken instructions. The interpreter may also translate any questions from the examinee to testing staff and sign the responses to those questions. However, the interpreter may not translate or sign the test questions or answer any test questions for the examinee.
- Assign an examinee who can lip-read to a seat with a clear view of the room supervisor. Make sure all instructions are given in sight of the examinee.

General Accommodations Information

Introduction

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

Eligibility for Accommodations

The test coordinator is responsible for evaluating and approving requests for ACT WorkKeys accommodations. Examinees with documented physical or mental disabilities who cannot complete the ACT WorkKeys assessments under standard conditions or using standard materials may, at the discretion of the test coordinator and following his or her review of disability documentation, be tested under special conditions and/or use special testing materials available from ACT.

Types of Accommodations

Accommodations authorized by the test coordinator may include:

- the use of a sign language interpreter (for test instructions only)
- assistance in recording responses
- the use of word-to-word foreign language glossaries
- testing under extended testing time

If you have examinees that need other accommodations, they must test using paper materials. Call ACT at 800.967.5539 to order such materials.

Other Responsibilities of the Test Coordinator

The test coordinator is also responsible for:

- **Examinee awareness:** The test coordinator must make 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.
- **Staffing:** The test coordinator must assign qualified testing staff to administer accommodated tests according to the instructions specified in this manual.
- **Post-test reporting of accommodations to ACT:** The test coordinator must complete the *Report of Accommodated Assessments* found at the back of this manual or on the *References* website at www.act.org/workkeys-private/manuals/AccommodatedAssessments2010.pdf. Fax a copy to ACT.

Reporting of Accommodations

ACT does not report accommodations on the score reports; however, that information is stored in the database.

Accommodations Requests

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. 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.
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,

* 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.

- 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 (800.967.5539).

Sign Language Interpreters

Sign language interpreters may be used to sign spoken instructions only.

Assistance in Recording Responses

When an examinee is unable to type or indicate responses using the keyboard, testing staff may offer one of the following types of assistance:

- Testing staff may mark responses as the examinee indicates the responses. If the examinee is giving verbal responses, the assessment 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. If the examinee is giving verbal responses, the assessments must be administered in a separate room.

English Language Learners and English as a Second Language

English language learner (ELL) and English as a second language (ESL) do not qualify as disabilities under the ADA. Accommodations provided for ELL and ESL purposes—including the translation or interpretation of test items—are ineligible for ACT WorkKeys scores and the National Career Readiness Certificate. See the *ACT WorkKeys-Ineligible Accommodations* section for more information.

Separate from accommodations, you may allow the following for ELL and ESL examinees:

- A word-to-word foreign language glossary. Dictionaries with word definitions are prohibited. The examinee must supply the glossary, and the test coordinator must examine it prior to and after the test administration to ensure it does not contain notes or other unauthorized testing aids.
- Written and/or verbal test directions provided in the examinee's native language and/or clarified for the examinee.

ACT WorkKeys-Ineligible Accommodations

The use of a testing aid, translation of test items, or interpretation of test items, other than those provided by ACT, is generally considered an ACT WorkKeys-ineligible accommodation. ACT will not issue scores for examinees administered ACT WorkKeys tests using such accommodations.

Examples of ACT WorkKeys-Ineligible accommodations 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.

Eligibility for the ACT National Career Readiness Certificate™

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

Test Day Activities

Introduction

The directions in this section are designed to help ensure a smooth administration of the ACT WorkKeys tests. If you have problems, many of the solutions are listed in this section, but if additional information is needed, call 800.967.5539 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 testing staff member has a complete copy of this manual in order to verify procedures for any situation that may occur.

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 and documented this on the roster. 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 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.

Verifying Examinee Identification

All examinees are required to present an acceptable form of identification (see page 26) or be personally recognized (face-to-face) by testing staff *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.) You should mark the roster to indicate type of ID accepted.

Indicate the form of identification accepted for admitting each examinee:

P = Photo ID

L = ID Letter (Notarized)

R and initials = Personal Recognition by Testing/Site Staff

– = Absent (Absence must be indicated to verify an examinee was not present.)

Acceptable Identification

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

Roster Notation	Type of ID	Criteria for Acceptance
P	Current Official Photo ID	• Current (not expired); AND • Issued by a school, employer, or city/state/federal government agency; AND • Show the examinee's first and last names; AND • Current photo clearly recognizable as the examinee. • Signature not required. • <i>Examples: driver's license, passport, school ID</i>
	Recent Published Individual Photo	• Must be original, not a photocopy or reproduction; AND • Published within the last two years; AND • An individual (not a group) photo, clearly recognizable as the examinee; AND • Examinee's first and last names in the caption. • Signature not required. • <i>Examples: newspaper, school yearbook</i>
L	Notarized Statement with Photo	• Sworn statement by a notary public—who must not be a relative—identifying the examinee by name; AND • Attached, recent (within two years), recognizable photograph with the notary seal or stamp across a portion of the photo; AND • Signed by the examinee, in ink, in the presence of the notary public.
R	Staff Recognition	• Examinees without any ID may be admitted only if they are personally recognized, face-to-face, by a member of the staff who is not a relative of the examinee; AND • That staff member's initials <i>must</i> be printed legibly beside the examinee's name on the roster (Note: without staff initials, personal recognition is invalid). If all examinees in a room were recognized by the same staff member, you may state that on the roster, indicating the name of the staff member (e.g., "all examinees in this room were recognized by _____").

Examples of Unacceptable Identification

- Birth certificate
- ChildFind ID card
- Credit, charge, bank, or check-cashing cards, even with a photo
- Diploma
- Family portrait or graduation picture, even if the name is printed on the photo
- Fishing or hunting license
- ID issued by an employer
- Learner's driving permit, temporary or replacement driver's license, if it does not include a photograph
- Organization membership card
- Passport or other photo so old that the person presenting it cannot be identified
- Personal recognition by anyone not employed by your site or not a member of testing staff
- Photo ID of parents
- 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)
- Police report of a stolen wallet or purse
- Printed, stamped, or photocopied signatures
- Report card
- 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.

Prohibited Items in the Test Room

The following items are prohibited from the test room:

- Use of cell phones or any other electronic devices, including during a break.
- Calculators except during the *Applied Mathematics* test. Calculators must be turned off and put away when the examinee is not working on that test.

Items That May Not Be Accessed in the Test Room

The following items may not be accessed at any time while examinees are in the test room:

- Scratch paper—Testing staff will supply scratch paper for the *Applied Mathematics* test
- Dictionaries, other than word-to-word foreign language glossaries or other recognized sign language dictionaries
- Textbooks, notes, or other aids
- Reading material
- Food and beverages (including water)
- Tobacco in any form

Examinees' personal belongings must be placed under the seats, and examinees are not permitted to access them during testing

Directing Examinees to Seats

After an examinee has been identified and the roster marked, 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

Test Room Starting Time

Test room starting times are left to the discretion of the testing staff. In some situations, the site may want all examinees to begin testing at the same time. However, it is permissible for examinees to begin testing as soon as they are seated at the computer workstation, regardless if other examinees have been seated.

General Announcements to Examinees

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

- **Calculators:** Read the current list of prohibited calculators. You can find the list at www.actstudent.org.
- **Electronic devices:** Other than permitted calculators, examinees are not allowed to have or use any electronic devices in the test room or 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 ACT WorkKeys 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. (This is applicable if all examinees in the room are beginning and ending their tests at the same time.)
- **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.

Calculators

The ACT calculator policy is designed to ensure fairness for all examinees, avoid disturbances in the testing room, and protect the security of the test materials.

- All problems on the *Applied Mathematics* test can be solved without a calculator.
- Examinees may only use a permitted calculator on the *Applied Mathematics* test.
- The calculator on the computer may **NOT** be used during testing.
- The calculator must be turned off and put away during all other tests.
- A current **Calculator Notice** is posted at www.actstudent.org.
 - ~ **Each room supervisor is responsible for printing the ACT Calculator Notice.**
 - ~ Post the printed ACT Calculator Notice for examinees to see (e.g., at check-in stations, test rooms, etc.).
 - ~ This document may be read to examinees as a general announcement before testing begins.
- Examinee responsibilities:
 - ~ Ensure any calculator brought on test day is permitted.
 - ~ Check www.actstudent.org or call **800.498.6481** for a recorded message about the current ACT calculator policy.

Formula Sheet

A formula sheet that includes all formulas required for the *Applied Mathematics* test is provided within the test. The examinee can show or hide the formula sheet at his or her discretion.

Testing Monitoring Responsibilities

All testing staff, room supervisors, and 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 materials, the following must be observed:

- Walk around the room during testing to be sure examinees are working on the test and to help prevent prohibited behaviors.
- 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.
- Complete detailed documentation of any irregularities of which you are aware.

Timing the Tests

Standard test times range from 30–55 minutes, depending on the test. Additional time of 20–30 minutes is required for registering an examinee, assigning an examinee to a group (if necessary), 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. A timer begins when the examinee begins the timed portion of the test. The test will stop when time has expired.

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 the identification.

Examinees that 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.**

Guessing

Instructions about guessing are included in the on-screen instructions. If examinees ask you about guessing, refer them to these instructions. Do not comment on or add in any way to the on-screen directions.

Examinee Questions about Test Items

If an examinee has a question or concern about a particular test item, instruct the examinee to “do the best you can.” Do not comment on or add in any way to the assessment. Avoid discussing examinee concerns during the assessment because this takes up testing time and may distract other examinees. After the assessment, include an explanation of the examinee’s question and the test name on the ACT WorkKeys Irregularity Report. If the examinee wants a response, be sure to include the name and address to which the response should be directed.

Options After Completing a Test

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 tests.
- Sit quietly and wait for the next test to begin.
- Begin the next test.

Irregularities

Irregularity Report

Complete an online ACT WorkKeys Irregularity Report (available under the *References* tab on the administration realm or at www.act.org/workkeys/forms/cbt.html) for each room in which an individual or group irregularity is observed. Report and describe in detail any irregularity. If there are no irregularities in any rooms at your test site, it is not necessary to submit a report.

Group Irregularities

Overview

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. If you do not have a phone in the room and a proctor is not available to assist you, stop the test by having the examinees click the "X" at the top right-hand corner of the screen. Make sure all students have logged out of the test. You must also ensure you have logged out of your computer before you leave the room to call ACT.

Emergency Evacuation

In the event of an emergency evacuation, your first concern must be for the safety of your examinees and the testing staff. If an emergency occurs, have examinees close their test by clicking the "X" in the upper right-hand corner of the screen. Instruct the examinees and staff to leave the building. Call ACT as soon as you can safely reach a telephone.

If the emergency is over in less than one hour, you can re-authorize the tests and examinees can log in and begin testing 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.

Inclement Weather

If bad weather causes closure of sites or termination of testing, call ACT for instructions.

Copying Tests

If—at any time—you discover an examinee copying test items, you must **immediately** call ACT at 800.967.5539. We will advise you regarding what actions you must take.

Power Failure

If a power failure occurs, call ACT for instructions.

Individual Irregularities

Overview

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 ACT WorkKeys tests by copying, taking notes, photographing, scanning, or using any other means. If you observe an examinee using photographic, scanning, or recording devices during the test, follow the procedures in *Dismissal for Prohibited Behavior* (page 34).

In all cases, examinees observed using photographic, scanning, or recording devices are to be dismissed and the device confiscated or cleared. 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 800.967.5539—during the test, if possible—to determine if any additional action is required.

Examinees Who Become Ill

If an examinee becomes ill, dismiss the examinee from the test room. On the computer, click on the “Quit” button in the navigation bar at the top of the test, exit the assessment for the examinee, and click the “Logout” button in the navigation menu on the left side of the screen. Complete an Irregularity Report. If the examinee returns and is interested in receiving a score report, you may print an Instant Score Report from the Validus VTC. Be sure to complete an online ACT WorkKeys Irregularity Report posted on the *References* website at www.act.org/workkeys-private/reference/.

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.
- Close the examinee's test by clicking the "X" in the upper right-hand corner of the screen.
- 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:

- Having or using any electronic device during testing or during break(s).
- Looking at another examinee's computer.
- Giving or receiving assistance.
- Using a prohibited calculator.
- Using a calculator on any test other than the *Applied Mathematics* test.
- Sharing a calculator with another examinee.
- Sharing or exchanging information about the test by any means during the tests or during break(s).
- Attempting to remove test materials, including test questions or answers, from the test room by any means.
- Using scratch paper (except as allowed for the *Applied Mathematics* test), notes, dictionaries, or any unapproved testing 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 to sound in the test room.

Do not dismiss the examinee for any other reason (e.g., examinee finishes early or 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 coordinator 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. 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 an examinee was looking at someone else's computer, you may dismiss the examinee. **You must inform the examinee that they will not receive a score for the test.**

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 ACT WorkKeys 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)/computer workstation number 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 member(s) who observed or were certain of the irregularity.
5. Close the examinee's test by clicking the "X" in the upper right-hand corner of the screen.

Using ACT WorkKeys Online

Complete instructions to use these and other functions can be found online at www.act.org/workkeys-private/reference/. Training modules to complete these steps are available at www.act.org/workkeys-private/admintraining/. Contact ACT WorkKeys at 800.967.5539 or 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 test coordinator can create an account.
- The test coordinator can batch load accounts.

User IDs

User IDs can be assigned by the test coordinator or for ease of use, we suggest entering a User ID that is easy to remember (e.g., the last name and first initial of the first name of the user followed by the 4-digit date of birth). A User ID can be a combination of letters and/or numbers and must be at least 3 characters long. Once a User ID has been entered into the system, it cannot be used again or changed.

Passwords

Passwords can be assigned by the test coordinator or you can allow the system to generate one for you. The password must be between 6–30 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 ACT WorkKeys Online (Validus), all assessments must be authorized by either a test coordinator, back-up test coordinator, room supervisor, 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 ACT 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 Validus VTC 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 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 test coordinator has been e-mailed a specific URL that is used to access the Examinee User interface section of Validus VTC for testing so that the login page is on screen when examinees arrive to test.

If the examinee is pre-registered, a testing staff member 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, testing staff can remove that test from the list or ignore it. Tests cannot be launched without authorization from authorized testing staff.

Adding Additional Test Coordinators

ACT creates one test coordinator login and password per organization during the initial site setup. The test coordinator has the capability to add additional test coordinators to the organization's site. Test coordinators are responsible for maintaining the security of the organization's site and all ACT WorkKeys Online materials. The decision to assign an additional test coordinator should not be made lightly. The test coordinator position 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 test coordinator, as created by ACT, is made up of the following roles:

- Account Manager
- Barcode Manager
- Batch Load
- Batch Load Admin
- Proctor
- Profile Manager
- Portal Reports ACT WorkKeys
- Portal Manager
- Password Manager
- Report Manager
- User Manager

The test coordinator 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 Roles to Room Supervisor and Proctor

The proctor role must be assigned to individuals charged with administering the ACT WorkKeys Online 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.

Other roles that should be assigned along with the proctor role are account manager, user manager, and password manager.

An individual with these three roles is able to complete the following tasks:

- Search for an examinee
- Reset a password and e-mail it to the examinee if the examinee included an email address on his/her registration
- Authorize or unauthorize an assessment for a registered examinee
- Authorize or unauthorize extended 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 test coordinator. The proctor must authorize each ACT WorkKeys assessment before an examinee can launch and begin to take an assessment.

Examinee Role

The examinee role should ONLY be assigned to an actual examinee. The test coordinator, back-up test coordinator, room supervisor and proctor should NOT be assigned the examinee role.

Financial Profile

A Financial Profile must be selected for each test added to a registration, whether the test coordinator is creating the registration, the registration is created by batch load, or the

individual is creating his/her own registration. Selecting the Financial Profile indicates what price to charge for each test. If the Financial Profile is not selected, the price charged 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 select the Financial Profile before the test is authorized and launched.

Billing Reports

Invoices from ACT for ACT WorkKeys Online 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 ACT WorkKeys Online 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 fee for a test is charged when the first live item is seen.** A “Y” in this column indicates a live item was seen by the examinee and the fee will be charged for the test.

For more information about how to obtain an Online Data Export Report, go to www.act.org/workkeys-private/reference/. Along the left side of the page, click on the Reports Portal Quick Start Guides link. Next, choose the Quick Start Guide titled “Data Export Quick Start Guide.”

The role of invoice manager can be added to the test coordinator’s roles upon request. With the role of invoice manager, the test coordinator can enter the Customer Number from an invoice and the invoice number (or date range of invoices) and receive a detailed report for Online testing and RegiSTAR (the system used to create ACT National Career Readiness Certificates).

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 administration realm URL. This URL should not be on any of the examinee computers.

Who are “authorized individuals”?

Other than the examinees during the testing session, 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. It's important that testing staff constantly monitor examinees during the testing process.

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

No. Examinee comments or concerns should be put in an ACT WorkKeys Irregularity Report and submitted 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 Validus VTC system?

Always click on the “Logout” button in the upper right-hand corner of the screen to exit ACT WorkKeys Online.

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 side of the screen. If the examinee returns and is interested in receiving a score report, you may print an Instant Score Report from the Validus VTC. Be sure to complete an online ACT WorkKeys Irregularity Report posted on the *References* website at www.act.org/workkeys-private/reference/.

Is there any time that assessments cannot be launched?

The Application maintenance window is from Thursday evening at 11:00 p.m. to Friday morning at 6:00 a.m., central time. Once a month ACT conducts maintenance over the weekend from Saturday evening at 5:00 p.m. to Sunday evening at 5:00 p.m., central time. The maintenance schedule is posted on the *References* website at www.act.org/workkeys-private/reference/.

How can I verify the current status of the Validus online testing delivery system?

The status of the test delivery platform can be verified at any time using the *References* website at www.act.org/workkeys-private/reference/. Click on ‘Verify the Status of the WKIV system’.

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

Anytime a test is interrupted, if it is still within one hour of the interruption, the testing staff member should log in to VTC 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 tests that are sent to ACT for scoring. Test scores will be posted to the appropriate realm based on the barcode entered.

Batch Load — View and manage only the batch load files they have uploaded.

Batch Load Admin — View and manage all batch load user files.

Examinee — Register and launch tests using the test registration 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 ACT WorkKeys — May access the Reporting Portal Reports for ACT 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 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.)

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 — 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 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.)

ACT WorkKeys Online Report of Accommodated Assessments

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

Examinee Name (printed)

Examinee ID

Test Site Name

City

State

Test Coordinator Name (printed)

Date

No system accommodations other than extended time are currently permissible with ACT WorkKeys Online. If you have examinees that need other accommodations, (e.g. readers), they must test using paper-and-pencil materials. Call ACT at 800.WORKKEY (800.967.5539) to order such materials. In the space below or on an attached page, describe the examinee's disability as it relates to the ACT WorkKeys assessment(s).

For each ACT 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	/ /			
Listening for Understanding	/ /			
Locating Information	/ /			
Reading for Information	/ /			
Workplace Observation	/ /			

The signatures below signify that:

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

Examinee Signature

Date

Test Coordinator Signature

Date

Fax a copy of this form to 319.341.2630.

Keep a copy for your records for one year.

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 the ACT. In exceptional situations, testing staff may wish to file an anonymous report about concerns that the ACT WorkKeys tests may have been compromised. If you wish to report such concerns anonymously, you may do so at **www.act.ethicspoint.com**.

ACT Test Security Principles

1. Ensure that ACT business processes, distribution models, tests, test scores, and the information and insights we provide are "secure by design."
2. Protect the integrity of our testing assets and the information and insights ACT provides throughout the entire life cycle of a test (from test concept to development, delivery, reporting, investigation, and remediation).
3. Promote conduct that enhances test security. Deter and detect conduct that will materially and negatively affect the reputation and integrity of our testing assets, test scores, the information and insights ACT provides, and the ACT brand.
4. Ensure that a reported test score and associated information are accurate and valid indicators of the test taker's own achievements, behaviors, and/or goals.
5. Foster effective communication that enables prompt reporting and resolution of test security concerns.
6. Ensure that everyone in the testing process is aware of, competent for, and supported in their roles. Avoid placing individuals or organizations in situations that may pose or appear to pose a conflict of interest or a safety concern.
7. Build a sense of community, collaboration, and trust that engages and empowers people to act upon these principles.

