Administering a Test to a Single Examinee

Document Purpose
This document contains information for test coordinators and proctors to administer an ACT® WorkKeys® online test to a single examinee (or individual test taker). Beginning in June 2017, this applies to three new tests, known collectively as the ACT® WorkKeys® NCRC® tests:

- ACT® WorkKeys® Applied Math
- ACT® WorkKeys® Graphic Literacy
- ACT® WorkKeys® Workplace Documents

There is also a new system interface for test coordinators and proctors called “TAO” (sounds like “haw”), for proctoring activities in your test center. Therefore a new menu item has been added to the list of navigation menus in Validus called “Connect to TAO.” The changes in process and procedures are listed below.

System Specifications
For examinee computers, the supported internet browsers to use are Chrome or Firefox (for Windows OS), or Safari (for MACs OS). The new tests will not launch from Internet Explorer (IE). The examinee will get the following error message if attempting to launch from the IE browser.

- Error(4): The browser or operating system you are using does not comply with minimum requirements.

Note: Only the proctor’s computer may use Internet Explorer browser, if desired. Although Safari will work as a browser for the examinee computer, it is not fully compatible or supported by Validus VTC, for the proctor computer.

Effective June 1, 2017, reference the latest WorkKeys Online Technical Specifications to confirm that your computers (workstations) meet the minimum technical requirements.

Process Overview
The following table shows the overall process for administering an ACT WorkKeys online test to a single examinee (or individual test taker).

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Procedure 1: Proctor Creates an Examinee User Account and Adds Test Registrations

Follow the steps below to create a secure user account for an examinee to do online testing.

However, if the examinee has an existing valid user account in the system, locate their account (by searching for and selecting their account rather than going through steps 4-9 below). Select their user account, then select Edit button, then the “Registration” tab. Skip to step 10 below.

Note: You may create an examinee user account prior to an examinee’s actual test day, helping you prepare for proctoring their online tests. This is recommended.

1. On the proctor’s computer, enter the url for your testing realm, which will look similar to the example shown below. This can be found in the email you received with realm information.

   https://vtc.act.org/123456789
   (The number after the last slash represents your site’s realm number.)

   Incorrect Results: You will know that the url you used for your desired realm was incorrect if you see the User ID and Password with a Realm drop-down menu. Re-enter your correct realm url and try again.

   Correct Results: Fields for only entering a User ID and Password should appear for you to be able to log in to the Validus Virtual Test Center (VTC) system.

2. Enter your proctor User ID and Password and then select the Login button.

   Results: Your realm’s “Home” page should appear on screen.
Note: The newest feature to appear is the “Connect to TAO” navigation menu, which you will be instructed on later. For now, continue with the next step.

3. On the left side of the page, select the User Management navigation menu item.

4. On the right side of the page, select the Create button.

Results: A “Create User” page will appear. There are more fields in the form than what is shown below.

Note: Required fields are indicated with an asterisk (*).
5. Fill in all required fields for the examinee who is going to test. Here is information you need to know about certain fields.

a. First Name
   - This needs to be the examinee’s actual first name, which may not necessarily be the name he or she goes by.
   - Keep in mind that when the examinee arrives to take the test, he/she will need to present a photo ID. The name on the account needs to match the name on the photo ID. Slight variations are allowed, such as “Dave” instead of “David.”
   - If an examinee earns an ACT® WorkKeys® National Career Readiness Certificate® (ACT® WorkKeys® NCRC®), the name listed on the certificate will be the same as the name listed on this account.
   - This is one of the five (5) match criteria used to produce the ACT WorkKeys NCRC. It’s critical that the same first name (or slight variation) be used on all of the examinee’s ACT WorkKeys tests.

b. Last Name
   - As with the first name, the examinee name on the account needs to match the name on the photo ID.
   - If an examinee becomes eligible to earn an ACT WorkKeys NCRC, the name printed on the certificate will be the same as the name listed in this account.
   - This is one of the 5 match criteria used to produce the ACT WorkKeys NCRC.

c. Examinee ID
   - This should be a series of numbers unique to the examinee. A suggestion would be a student ID number or an employee ID number.
   - Do not use the examinee’s driver’s license number, Social Security Number (SSN), or any number that contains a portion of his/her SSN.
   - The number can include a maximum of 11 digits.
   - This is one of the 5 match criteria used to produce the ACT WorkKeys NCRC.

6. Although not marked (with an *) as being required, we also highly recommend that you enter the following information.

a. Date of Birth
   - The birth month is one of the 5 match criteria used for the ACT WorkKeys NCRC.
   - The birth day is also one of the 5 match criteria.

b. User ID
   - A User ID may be a combination of letters and/or numbers, but must be a minimum of 3 characters long.
   - You may either select the Generate ID button or create your own User ID unique to the examinee.
   - We suggest creating a User ID that is easy to remember, such as the examinee’s last name and first initial of the first name, followed by a number.
   - Do not use the examinee’s driver’s license number, Social Security Number (SSN), or any number that contains a portion of his/her SSN.
• Once a User ID has been entered into the system, it is **permanent**. It **cannot** be changed or duplicated. This applies to the entire Validus system, not just your site’s realm.

c. **Password (and Confirm Password)**
   • The system can generate a password for the examinee, but we recommend that you create one. The examinee can change it later if he/she desires.
   • The password is **case sensitive**.
   • The password can be a combination of letters and/or numbers.
   • The password must be a **minimum** of 6 characters and a **maximum** of 30 characters long.

*Note: You may fill in more information if you’d like, but it’s not required. The examinee will need to review and complete any information prior to launching the test. But remember, the User ID cannot be altered.*

7. Review your selections and entry. Once you are confident that the information is accurate, select the **Submit** button at the bottom of the form.

*Results: The “Roles” page appears. See the tabs at the top of the page: User, Security, Roles, Registration, and Group. The Roles tab is highlighted now.*

8. **ONLY** select the box next to the **Examinee** role so that a check mark appears in that box.

9. Select the **Submit** button to save that selection.

**IMPORTANT!** If you do **not** choose the Submit button, the Examinee role will not become activated and the examinee will not be able to log in to take the test. In that case, an error message will appear when the examinee tries to log in to the testing site.
10. The “Registration” page appears. Select the **Create** button on the right side of the page. This is about creating (a) test registration(s) for the examinee.

![Registration page screenshot](image)

11. In the “Select” column, choose the box next to the first title of the test for which you want to register the examinee. A check mark will appear in that box. You may select more than one test title for the examinee. Most likely you will choose the three ACT WorkKeys NCRC tests.

![Select checkbox screenshot](image)

12. Review your selections. Once you are confident that you have selected the correct test(s), select the **Submit** button at either the top or the bottom of the page.

*Note: The next steps regarding the Financial Profile may, or may not, appear. It depends on whether or not the user account is able to access more than one financial profile.*

13. If a **Financial Profile** selection field does appear for a test title, choose from the drop-down list, the appropriate profile type that applies to this test registration.
14. Select the **Submit** button at the bottom of the page.

_**Note:** The Financial Profile field will appear for each test title that was selected for this examinee account. As soon as Submit is chosen, the next test title screen will appear. Make the appropriate Financial Profile selections and Submit, until you see the next screen below.

_**Results:** The Registration screen now displays the test titles you selected for this examinee’s account with a Status of “Created” for each one.

15. You can go one of two ways next.  
   a. If you **are not yet ready** to authorize any of these tests, because you’re working ahead of the examinee’s arrival to the test center, or you have other examinee accounts to set up like this, just select **User Management** and go through the Procedure 1 steps again.  
   b. If you **are ready** to authorize any of these tests, because the examinee is in the test center and ready to take the tests, proceed with the next procedure.  

**Procedure 2: Examinee Launches a Test**  
Follow the steps below to help an examinee launch an ACT WorkKeys online test.  

**IMPORTANT!** A change in process with the TAO test delivery system is that the examinee must launch the test **before** the proctor can authorize the test.
1. Seat the examinee at a test delivery workstation (examinee computer).

2. In a **Chrome** or **Firefox** (for Windows OS), or **Safari** (for MACs OS), internet browser, enter the url for your testing realm, which will look similar to the example shown below. This will be found in the email you received with realm information.

   https://rsp.act.org/123456789
   (The number after the last slash represents your site’s realm number.)

   **Results:** Fields for entering a User ID and Password should appear for the examinee to log in to the Validus RSP system.

3. Instruct the examinee to log in to the testing realm (which is Validus RSP) with his/her **User ID** and **Password**.

   **IMPORTANT!** If the examinee does not remember his/her User ID and/or Password, go to your proctor computer (never do this at the examinee’s computer) to access Validus VTC. Follow the instructions in the ACT WorkKeys Quick Start Guide for Looking up a Password.

   **Results:** If this is the first time the examinee has logged into Validus RSP, either a page titled, “Update Your Account Information,” or the “Home” page, will appear.
   - If the “Update Your Account Information” page appears follow the next steps.
   - If the “Home” page appears, select the “Update Account Info” navigation menu on the left side of the Home page, and then follow the next steps.
4. **Correct examinee?** Please make certain that the name that appears at the top of the page is that of the examinee sitting at the computer.

5. Instruct the examinee to complete all required fields (marked with *). Also instruct them to review the information on screen and confirm that it is all accurate before saving it.

   **IMPORTANT! It is absolutely crucial that the information on this page is correct.** If any of it is incorrect, record modifications may be necessary later. This is time-consuming and frustrating for both the examinee and your test center staff.

   Note: Although an **email address** is not a required field, please instruct the examinee to fill in this information. If he/she ends up qualifying for an ACT WorkKeys NCRC, important information will be sent to this email address. If the examinee does not have an email address, he/she will receive this information, attached to the certificate, in the mail, at a later date.

6. Once the examinee has confirmed that they are the correct examinee to be taking this test, have entered their email address, completed required fields, and confirmed the accuracy of the information on this page, he or she needs to select the **Save Changes** button at the bottom of the page.

7. A **Launch** button appears in the “Next/Options” column for any test title that this examinee is registered to take. Instruct the examinee to select the **Launch** button next to the test he or she is ready to begin.

   ![WorkKeys Registration Screen](image)

   **Results:** A pop-up message of “Please wait, authorization in process …” appears. Before they can actually start the test, you must authorize the test, which is the next procedure. Tell the examinee to please wait while you go to your computer to do that.
Note: The Proceed button is inactive for the examinee until authorization has occurred.

Procedure 3: Proctor Authorizes a Test

Follow the steps below to authorize an ACT WorkKeys online test that the examinee just launched.

1. If you are ready to authorize the launched test on the proctor’s computer (administrative workstation), but you are not already logged in, please login to the Validus (VTC) site realm again.

   Note: If you need to be refreshed on how to do this, return to Procedure 1.

2. Once you are on the Validus VTC Home page, select the Connect to TAO navigation menu on the left side of the page.

3. Three buttons will display: TAO System Check, Validation Test, and Proctor. Select the Proctor button.
Results: You will see the examinee’s current session for the test they launched with a Status of “Awaiting.” This page is referred to as the TAO Proctor dashboard page.

Note: For instructions on how to Authorize Multiple Test Sessions simultaneously, see the ACT WorkKeys Quick Start Guide called Authorizing a Test to a Group of Examinees.

4. Select the Play icon in the “Authorize” column.

Note: The Authorize button can only be selected with an “Awaiting” Status. Otherwise, it is gray and therefore unavailable.

Results: An “Action: Authorize Session” pop-up message appears, which states “The action will be applied to session [test title], [current date and time], and [examinee’s name].”

5. Select the OK button.

Results: Initially, a pop-up message will appear momentarily stating, “Sessions Authorized,” but quickly disappears and the Status changes to “Authorized but not started.”

6. The examinee’s pop-up message has changed to “Authorized, you may proceed” and the Proceed button is now activated. Instruct the examinee to select the Proceed button.

Results: Initially, a pop-up message appears momentarily stating, “This test needs to be taken in full screen mode (F11).” There is an OK button, but the screen will automatically change to full screen mode anyway.
Procedure 4: Examinee Takes a Test and Proctor Monitors Test Session

The examinee will begin taking the test, progressing through the instructions on screen. Meanwhile, on the TAO Proctor dashboard page, you may monitor the examinee’s progress in real time, as they advance through and complete the test.

1. The order of the examinee’s screens are:
   a. Welcome screen
   b. The non-disclosure agreement page where they are required to select Agree to the terms and conditions or else they cannot continue.
   c. A tutorial on how to navigate through the test.
   d. Two practice items
   e. Test Instructions
   f. The test launches and the timer starts counting down from 55 minutes.
   g. At this point, on the TAO Proctor dashboard page, the:
      i. “Remaining” column will display the time remaining on the test.
      ii. “Connectivity” column will display “online.”
      iii. “Progress” column displays where the examinee is at in the test (e.g., “WD Test – item 26/35”)

   *Note: Remember to use the [Refresh] button often to show additional progress.*

   h. Whenever the examinee selects Exit (in the upper-right corner), you will see the:
      i. “Status” field changed to “Completed”
      ii. “Connectivity” field became blank
      iii. “Progress” field changed to “finished”

   i. At the end of the test, the examinee will see the Thank You screen.

2. After the Thank You screen, the examinee is returned to the Validus RSP Home page. The test status in the “Next/Options” column will be “Processing,” which means the test is being scored.
Note: At the same time that the examinee’s Validus RSP Home page is showing “Processing,” so does the proctor’s Validus VTC page. If you’re quick enough, you may see it by:
- Selecting the “Validus®: Virtual Test Center” internet browser tab to switch to that page
- Selecting the User Management navigation menu item
- Using “Search Criteria” to locate the correct examinee’s user account
- Selecting Edit button
- Selecting “Registration” tab

The “Processing” status may display for up to 5 minutes before it updates to “Completed,” and a score report is available to print.

3. When the test has been scored, the examinee’s Validus RSP Home page will be updated. The “Processing” status changes to “Test Completed.”

Note: The Home page will show the various statuses in the “Next/Options” column. A “Test Completed” status will appear in the “Old Registrations” section.

Procedure 5: Proper Way to Close TAO Proctor Dashboard Page

1. Whenever you’re ready to close the TAO Proctor dashboard page, select the Exit icon in the upper-right corner. A pop-up message appears stating, “You are about to leave this page. Continue?” Your options are to either select Cancel or OK.

2. If you select OK, the next screen you see is “Admin Launch Response” with the message, “You have successfully logged out of TAO Proctoring Interface.”
3. To close this page, select the X on the **Validus®: Virtual Test Center** internet browser tab. You should be returned safely to the realm’s Validus VTC Home page.

**CAUTION!**
- Do not select the LOGOUT option. That would log you out of the Validus system entirely.
- Do not select the white X in the red button to close the window.

**Procedure 6: Generate an Instant Score Report**

Follow the steps below to generate an Instant Score Report for an examinee who completed an ACT WorkKeys online test. This is done through the Validus VTC User Management access.

*Note: The Print the Score Report button (3rd icon button) in the “Administration” column on the TAO Proctor dashboard page does not print a valid score report. Do not use it!*  

1. On the proctor's computer, if you just closed the TAO Proctoring Interface, you should see the realm’s VTC Home page. But if you are not already logged in or your session expired, login again to the Validus (VTC) site realm.

   *Note: If you need to be refreshed on how to do this, return to Procedure 1.*

2. On the left side of the page, select the **User Management** navigation menu item.
3. Use the “Search Criteria” fields to retrieve the examinee’s account. You may use any of these fields, but the simplest might be to search on the examinee’s name. You may do this either by:
   a. Entering the examinee’s full **Last Name** and **First Name** in the appropriate fields, then select **Search**, for that specific record.
   b. Entering at least three letters of the examinee’s name with a wildcard character (%) representing the remaining letters. Select the **Search** button. This will bring up all names that begin with those letters. Look for the appropriate examinee name to select.

4. Select the radio button to the left of the correct examinee’s name. Then select the **Edit** button.

5. Select the “Registration” tab.

6. Select the radio button to the left of a “Completed” test to generate an Instant Score Report for that test.

7. From the drop down list of “More actions…,” select **Instant Report**.
8. An “Instant Report” page opens. You have a choice between **Scale Report** and **Level Report**.

   ![Instant Report Page]

   The difference is that the Scale Report has the Scale Score and Possible Range [for the Scale Score] included, whereas Level Report ends with the Possible Range for the Level Score.

   ![Scale Report and Level Report]

9. Print one or both of the score reports, as needed. To close either report, close the internet browser tab for that open screen.

10. Back at the Instant Report page, when you are done here, select the **Close** button. Then you may select the next “Completed” test title and repeat the steps until you have printed a score report for each test the examinee has completed.

11. Hand the printed score reports to the examinee. You are done with this process.