ACT WORKKEYS CURRICULUM
Administration Manual

National | State

ACT® WorkKeys® Curriculum

How to Contact ACT

If you have questions, please contact ACT Customer Support.

Hours of Operation

7:00 a.m.–7:00 p.m., Monday through Friday (except ACT holidays)

Note: *Hours of operation are Central Time and subject to change at ACT discretion.*

Phone

877.842.6205

Email

workkeyscurriculum@act.org

Support Form

Contact ACT WorkKeys Curriculum Support

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Introduction

ACT® WorkKeys® Curriculum helps individuals—from students to longtime employees—master the skills essential to succeed in the workplace. As a complete interactive training system, the courses help users reach foundational career readiness and enhance cognitive skills. The curriculum is easy to implement and can be accessed from any computer, tablet, or mobile device with a modern browser, with Google Chrome being the preferred browser.

The WorkKeys Curriculum courses *Applied Math, Graphic Literacy,* and *Workplace Documents* are based on the same skills and skill progressions of ACT® WorkKeys® Assessments. They prepare learners to earn the ACT® WorkKeys® National Career Readiness Certificate® (NCRC®) and are the cornerstone of the ACT workforce solutions.

ACT Workforce Solutions is a system of assessments, curriculum, and job profiles that build and measure essential workplace skills that affect job performance and increase opportunities for career changes and advancement. The WorkKeys NCRC is a portable, evidence-based credential that certifies the essential skills for workplace success. A WorkKeys NCRC is earned by completing and scoring at least a Level 3 on each of the three WorkKeys assessments: Applied Math, Graphics Literacy, and Workplace Documents.

This Manual

This user manual is intended to help staff at the institution, district, and organization levels navigate through the ACT WorkKeys Curriculum platform. Depending on your level of access to the platform—whether you are an instructor, institution administrator (admin), institution supervisor, district administrator, district supervisor, or organization supervisor—this guide will help you to do the following:

- Create and manage accounts for learner/student, instructors, and administrators.
- Create and manage groups.
- View/export performance data for learner/students, groups, institutions, and districts.

Access to ACT WorkKeys Curriculum

Access to ACT WorkKeys Curriculum is initiated when an institution purchases a site license or when an organization (such as a school district or workforce development board) purchases multiple site licenses from ACT.

For information on placing an order, call 888.826.1956 or email salesteam@act.org.

Courses to access: The courses to which a site has access is decided as part of the purchase. Courses are broken down into the following categories:

- ACT WorkKeys NCRC-only aligned courses
- All ACT WorkKeys-aligned courses
- ACT WorkKeys Essential Skills courses

Primary contact access: After purchasing a site license, the person identified as the *primary contact* is assigned the roles of institution admin and institution supervisor. The primary contact will receive an email with a username, link to this administration manual and other support materials, and instructions on how to access ACT WorkKeys Curriculum. The platform (and this document) refers to this individual as having the institution admin role. The institution admin creates all other user accounts for the institution.

State official access: In a multitiered implementation, such as a state-level organization, a state official can be granted access to ACT WorkKeys Curriculum as part of an agreement with ACT. The user will be set up in the platform with the role of organization supervisor.

District official access: District officials can also be granted access to ACT WorkKeys Curriculum as part of a state or district agreement with ACT. They will be set up in the platform with the roles of district admin and district supervisor.

Hours of access: Regardless of your role, access to the platform is provided on a 24-hour basis from any computer with online access and a supported browser. Your access is password protected according to information you provide.

Getting Started

The initial users with the roles of institution admin and institution supervisor need to make some decisions regarding feature settings for their institution.

Feature Settings

- **Default Quiz Reset Limit** sets the number of times a student can take a quiz. This setting applies to all quizzes in all courses included in the institution's license.
    - A user with the role of institution admin or district admin logs in and selects **Settings** from the Institution/District Admin dashboard. See Default Quiz Reset Limit (Settings), page 122.
    - A user with the role of institution admin or district admin can use the *Contact ACT WorkKeys Curriculum Support* form to request that any of the following features be turned off or on for an institution. The description field is used to name the institution, to identify the feature, and to indicate if the feature should be turned on or off.
- Hide correct answer on incorrect questions review (default setting is **On**)
    - When the feature is **Off** students may view the correct answers to incorrectly answered questions during practice question and quiz question review.
- Randomize question order in quizzes (default setting is **On**)
    - When the feature is **Off** quiz questions will be presented in the same order each time a student retakes a quiz.
- Randomize order of practice questions (default setting is **On**)

  - When the feature is **Off** practice questions will be presented in the same order for all students.

- Milestones / Optional Tasks (default setting is **On**)

  - When the feature is **On** students must complete lessons and associated sets of practice questions before taking the corresponding quiz. If working in a WorkKeys aligned course students must complete work at current level and pass the associated quiz before moving to next level.
  - When the feature is **Off** students can work on any lesson, set of practice questions, or quiz in any order.
  - This setting applies to all students in the institution.
  - The feature cannot be set **On** for one student and **Off** for another student.

See Milestones and Optional Tasks, page 10.

Getting Help

The *WorkKeys Curriculum Training Toolkit* has the current version of this *ACT WorkKeys Curriculum Administration Manual*, release notes, training videos and additional support materials.

User Roles

What a user can do in WorkKeys Curriculum is based on the role or roles associated with their account. Below is a quick summary.

Student/Learner

- Take the WorkKeys Curriculum courses to which the student has been given access

Instructor

- Access the Reporting Dashboard
- Access the WorkKeys Curriculum courses to which the instructor has been granted access

- Work only with students who are in groups in which the instructor is also a member
- Create assignments
- Access the Instructor Resources
- Create Banner and In-App Messages
- Grant additional attempts on quizzes on a per student per course basis
- View/export reporting data for students and groups
- Optionally, can be assigned the additional role of institution admin and/or institution supervisor which allows the instructor to create accounts, create groups and work with all students in the institution

Institution Admin

- Access the Institution Admin dashboard
- Create student and instructor accounts individually or in bulk
- Create accounts with the roles of institution admin and/or institution supervisor
- Create and manage groups
- Set the default Quiz Reset Limit for the institution
- View license information
- Usually, also hold the role of institution supervisor which allows a single user to create users, create groups, and run reports

Institution Supervisor

- Access the Reporting Dashboard
- Create assignments
- Access the Instructor Resources
- Create Banner and In-App Messages
- Grant additional attempts on quizzes on a per student per course basis
- View/export reporting data on students, groups, and the institution
- Usually, also hold the role of institution admin which allows a single user to create users, create groups, and run reports

District Admin

- Access the District Admin dashboard

- Perform the same functions as the institution admin for all the institutions in the district
- Create student and instructor accounts individually or in bulk
- Create accounts with the roles of institution admin and/or institution supervisor
- Create and manage groups
- Set the default Quiz Reset Limit
- Usually, also hold the role of district supervisor which allows a single user to create users, create groups, and run reports

District Supervisor

- Access the Reporting Dashboard
- View/export reporting data on students, groups, institutions, and the district with which the user is associated
- Usually, also hold the role of district admin which allows a single user to create users, create groups, and run reports

Organization Supervisor

- Access to the Reporting Dashboard
- View/export reporting data on students, groups, institutions, and districts

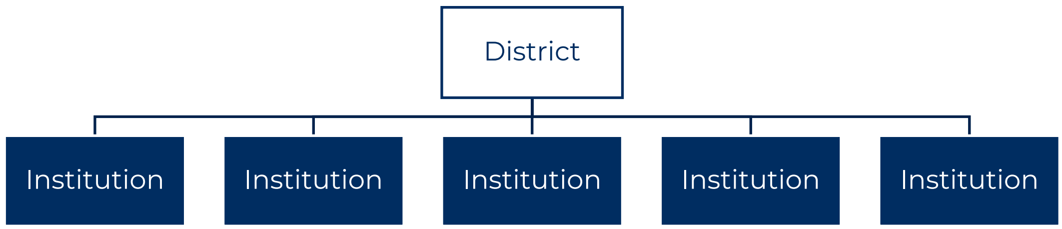
Note: *Only ACT can create accounts with the role of district admin, district supervisor, or organization supervisor. Use the [Contact ACT WorkKeys Curriculum Support] form to request additional accounts with these roles.*

Organizational Hierarchy

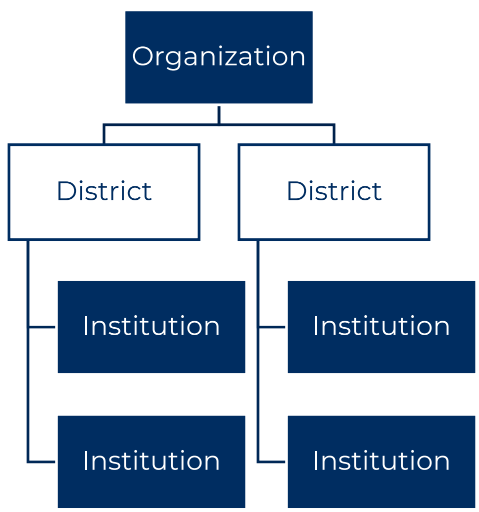
ACT WorkKeys Curriculum provides a flexible hierarchy that can support different organizational structures, as defined here:

- **Institution:** A single site, such as a school or job center, that is using the curriculum. An institution can be a stand-alone entity or can be linked to a district when part of a multisite purchase.
- **District:** A group of institutions, such as high schools in a school district or career centers with a workforce investment board, that are connected. A district can be the highest level of a hierarchy, or it can

be linked to an organization. There is no limit to the number of institutions that can be associated with a district.



- **Organization:** The top level of the hierarchy, such as a department of education or department of labor, composed of multiple districts and the related institutions. There is no limit to the number of districts and related institutions associated with this hierarchy.

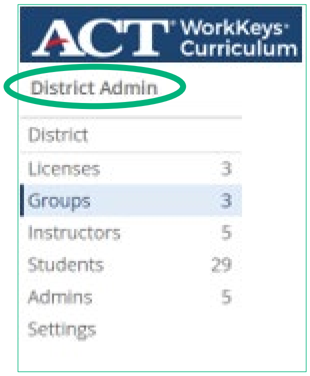


Dashboards

All users interact with ACT WorkKeys Curriculum by means of three types of role-based dashboards described here.

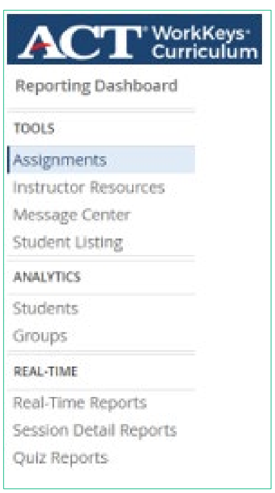
Institution or District Admin Dashboard: Admin Roles

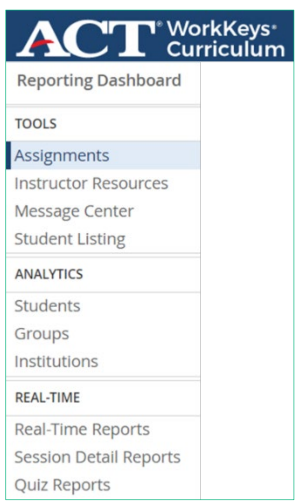
This is used by institution and district admins to create and manage accounts (student, instructor, and/or admin) and groups of accounts, as well as view license information and set the quiz reset limit for institution(s) to which they have access.



Reporting Dashboard: Instructor and Supervisor Roles

This enables instructors and users with the supervisor role to manage assignments, access instructor resources, create messages, override quiz reset limits, and view reporting data.





The Reporting Dashboard is divided into three sections.

Tools

- **Assignments:** Users with the role of instructor or institution supervisor can create assignments—composed of selected lessons, practice questions, and/or quizzes—for student(s) and/or or group(s).
- **Instructor Resources:** This allows users with the role of instructor or institution supervisor to download files directly from the Reporting Dashboard. Available files are determined by the courses included in your license. Currently, Instructor Resources include student workbooks and the corresponding facilitator's guides for the WorkKeys NCRC-aligned and Essential Skills courses.
- **Message Center:** This allows users with the role of instructor or institution supervisor to create in-app and banner messages for students to whom they have access.
- **Student Listing:** This is used by users with the role of instructor or institution supervisor to override the default quiz reset limit for students to whom they have access on a per-student, per course basis.

Analytics

- **Students, Groups, Institutions, and Districts Reports:** Users with the role of instructor, institution, district, or organization supervisor can view reports for students, groups, institutions, and/or districts based on their assigned access role.

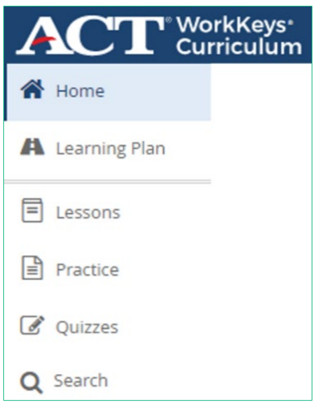
Real-Time

- **Real-Time Reports:** Users with the role of instructor, institution, district, or organization supervisor can view real-time reports on student performance data on practice questions and quizzes. Additionally, users with the role of instructor or institution supervisor can view student performance data on assignments.
- **Session Detail Reports:** Users with the role of instructor, institution, district, or organization supervisor can view student session detail information.

- **Quiz Reports:** Users with the role of instructor, institution, district, or organization supervisor can view student performance data on all attempts on all quizzes.

Course Dashboard: Student Role

This is used by students to interact with the platform, navigate through the course content, and monitor their progress.



Types of Courses

Level Courses

Level Courses are aligned to the ACT WorkKeys Assessments of the same name. Each course is composed of the following:

- Placement quiz
- Lessons
- Practice question categories
- Level quizzes

A student begins working at the appropriate level in the course based on their predicted score on the placement quiz. Starting with that level, the student must complete all lessons and practice questions before taking the level quiz. The student must pass the current level quiz before starting content at the next level.

Content at the lower levels is optional and can be completed at the student's discretion.

Adaptive Courses

Adaptive Courses have a series of initial questions that determine which lessons and practice-question categories the student/learner should complete prior to taking the level quiz, which reviews all content for mastery. These are only available with *Applied Math Levels 1–2, Graphic Literacy Levels 1–2,* and *Workplace Documents Levels 1–2* courses.

Essential Skills Courses

Essential Skills courses are topic-based and are composed of the following:

- Lessons
- Practice question categories
- Final quiz

The student must complete all the lessons and practice question categories prior to taking the corresponding final quiz for the topic.

Quick Guide

Quick Guide is designed to be used by case workers, counselors, and staff from career and job centers to assist in the initial intake process for their clients. This course is composed of three placement quizzes and is used to determine if learners are ready for Levels 3–7 courses *in Applied Math, Graphic Literacy,* and *Workplace Documents,* or if they should start with the corresponding Levels 1–2 courses.

There is a separate quiz for each skill area—each composed of only four questions at a Level 3 difficulty, allowing the student to quickly complete each quiz, which should be taken only once. Learners will receive a score on each quiz that will direct the learner to the appropriate course to be taken next.

General Account Features

This section describes options available to ACT WorkKeys Curriculum users regardless of role assignment.

Logging In

Visit https://workkeyscurriculum.act.org/login to log in to the ACT WorkKeys Curriculum platform. Your account username is the email address associated with ACT WorkKeys Curriculum.

If you have forgotten your password, select the **Reset Password** link on the login screen, enter your email address, and follow the instructions in the automated email sent from noreply@workkeyscurriculum.act.org.

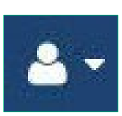
Note: *If you do not receive this email in your inbox, check your spam or junk folders.*

IMPORTANT: If your access was established using a non-active (i.e., mock/faux) email address, see your site administrator to have your password reset.

Profile Icon Menu

All users see the following header at the top of the screen when they log in:

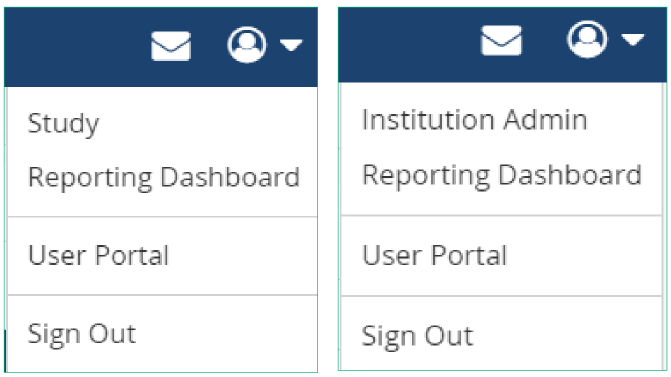
Access to your Profile icon menu is reached by selecting the **Profile** icon (on the right side of the header):



The Profile Icon menu contains links to the following:

- Your personal user portal
- Dashboards (according to your role assignments)
- An option for signing out

These are example Profile Icon menus:

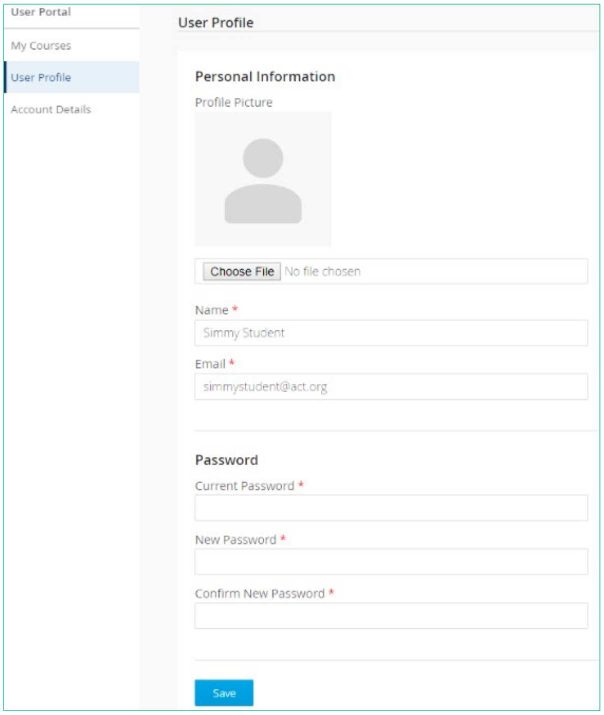


Instructor and Instructor Admin Profile Icon menus

User Portal

The **User Portal** is composed of three sections:

- **My Courses:** Allows students to see summary information on their progress
- **User Profile:** Allows users to update their name or email address and to change their password



User Portal

Note: *To change your account password, enter your current and new passwords into the appropriate, required (red-starred) fields, and select* **Save.**

- **Account Details:** Allows users to view their account information, including:
    - Account creation date
    - Last activity date
    - Associated institution account
    - Groups in which the account has membership
    - Courses to which the user has access

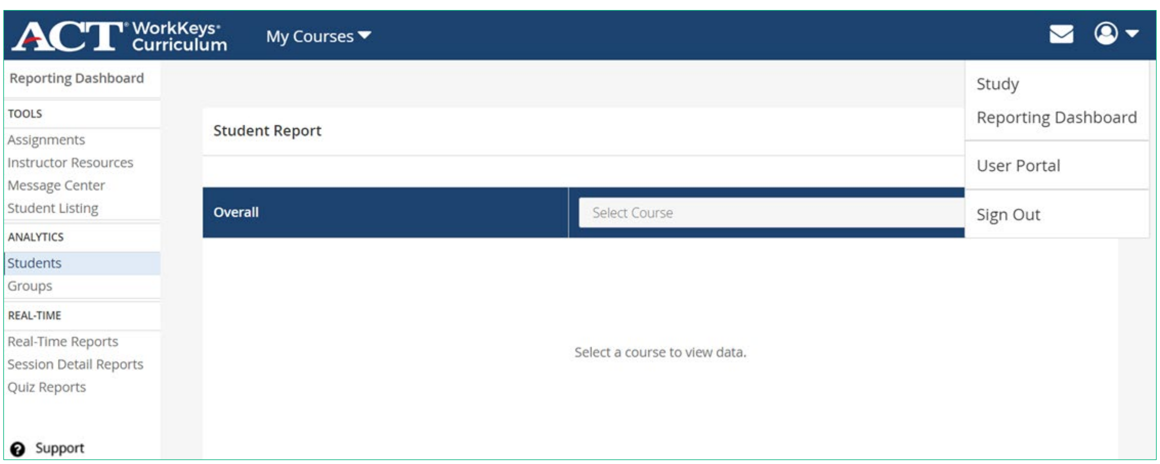
Instructor Role

A user with the instructor role has access to detailed profile data and performance statistics about each student associated with a group in which the instructor is also a member. Instructors can be associated with multiple groups.

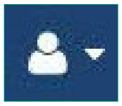
Note: *Instructors will not be able to see any data until students, instructors, and groups are set up in the program by the institution admin. See Institution Administration Role, page 27, for information about this process.*

Landing Page: Reporting Dashboard

When a user with the instructor role logs in, the landing page is the navigation menu from the Reporting Dashboard.



Profile Icon Menu: Instructor



The Profile Icon menu for the instructor, listed on the right of the landing page, offers the following options:

- **Study:** Work through the WorkKeys Curriculum courses to which the instructor has access.
- **Reporting Dashboard:** Access reports, create assignments, access instructor resources, create banner and in-app messages, and override the default quiz reset limit for students.
- **User Portal:** Access to change password and view account details.
- **Sign Out:** Sign out of the platform.

Reporting Dashboard Navigation Menu

INSTRUCTOR ROLE

The Reporting Dashboard navigation menu includes the instructor functions listed below.

Tools

- Assignments:
  - Create assignments composed of selected tasks (lessons, practice questions, and/or quizzes) for students and/or groups in which the instructor is also a member.
  - Monitor student progress on assignments.
- Instructor Resources:
  - Download files directly from the Reporting Dashboard.
  - Access student workbooks and corresponding facilitator's guides for the WorkKeys NCRC-aligned and Essential Skills courses.
- Message Center:
  - Create banner and in-app messages for students and/or groups in which the instructor is a member.
- Student Listing:
  - Grant additional attempts on quizzes on a per-student per-course basis, overriding the institution-level default quiz reset limit.

Analytics

- Students:
  - View all students in groups in which the instructor is also a member by selected course.
  - View and export individual student performance data by selected course.
- Groups:
  - View and export data at the group level for groups in which the instructor is also a member by selected course.

Real-Time

- Real-Time Reports:
  - View and export real-time student performance data on the practice question categories and quizzes for students in groups in which the instructor is also a member.
  - Monitor student performance on assignments.
- Session Detail Reports:
  - View and export session detail information for students in groups, groups, and courses in which the instructor is also a member.
- Quiz Reports:
  - View and export real-time in-app reports for students to which the instructor has access on student performance on all attempts on all quizzes in all courses to which the student has access.

For detailed information on the available reports and report options, see Reporting Dashboard: Instructor and Supervisor Roles, page 124.

Impersonating a Student: Instructor

Impersonating a student/learner enables the instructor to view the system from a specific student's perspective. The instructor can view notes, bookmarks, or confidence levels that the student has marked on practice and quiz questions. The instructor can also view the student's learning plan as an overview of the student's progress through the course.

Steps in the process are as follows:

1. From the Reporting Dashboard, under Real-Time, select **Real-Time Reports**.
2. Identify the student to impersonate from the list of students displayed (or by using **Search**) and select that student's name.
3. On the next screen, select **Impersonate**.

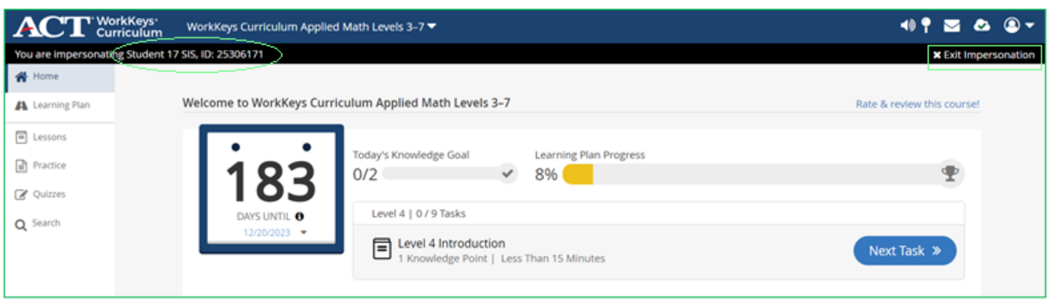
A dialog box confirming the student login is displayed.

4. Select **OK** to continue or **Cancel** to stop.

   By selecting **OK**, the main dashboard of the student's account will appear with a reminder not to perform any activity while impersonating the student.

5. Select **Continue**.

While logged in as the student, a black banner appears at the top of the screen indicating the student you are impersonating.



IMPORTANT: While impersonating a student/learner, do not complete any tasks.

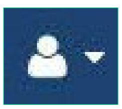
Note: *To stop impersonating a student account, select the* **X** *next to Exit Impersonation in the black banner. You will be returned to the student's detail screen.*

Institution Administration Roles

The primary contact for ACT WorkKeys Curriculum is assigned the roles of institution admin and institution supervisor, which provide access to both the Institution Admin dashboard and Reporting Dashboard.

IMPORTANT: Because both roles are typically assigned together to a single user account for administering an institution, this section combines the two roles into a single discussion.

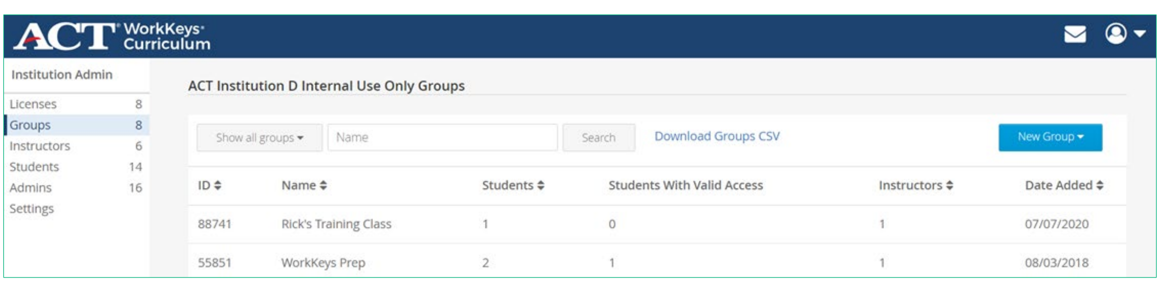
Profile Icon Menu: Institution Admin/Supervisor



The Profile Icon menu for the primary contact (that is, a user who has both the institution admin and institution supervisor roles), listed on the right of the landing page, offers the following options:

- **Institution Admin:** Manage users accounts, manage groups, review license information, and set the default quiz reset limit.
- **Reporting Dashboard:** Create assignments, access instructor resources, create banner and in-app messages, access student, group, institution, real-time, session detail, and quiz reports.
- **User Portal:** Access to change password and view accounts details.
- **Sign Out:** Sign out of the platform.

Landing Page: Institution Admin Dashboard



Institution Admin Role

A user with this role has access to the Institution Admin dashboard.

Institution Admin Dashboard Navigation Menu

The Institution Admin navigation menu items, listed on the left of the landing page, include the instruction admin functions listed below.

- **Licenses:**
  - Track licenses
- **Groups:**
  - Create groups and assign instructors and students individually or in bulk via CSV file upload
  - Manage existing groups
- **Instructors:**
  - Create instructor accounts individually or in bulk via CSV file upload
  - Manage existing instructor accounts

- Impersonate an instructor

- **Students:**
  - Create student accounts individually or in bulk via CSV file upload
  - Manage existing student accounts
  - Impersonate a student

- **Admins:**
  - Create accounts with the role of institution admin and/or institution supervisor

- **Settings:**
  - Set the default quiz reset limit for the institution

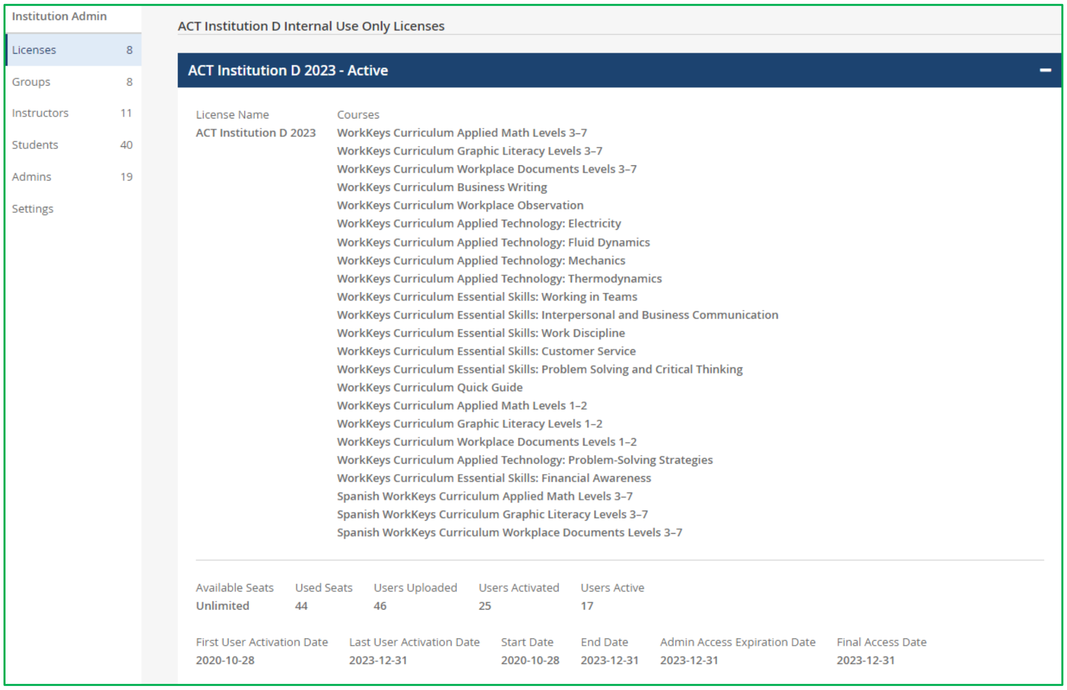
For more information on administering licenses and users, see Admin Dashboard (Admin Roles), page 14.

License Tracking

The Licenses tab includes information on both active and expired licenses associated with the institution. For each license, the following is displayed:

- License Name
- Courses (the institution has access to)
- Available Seats
- Used Seats
- Users Uploaded
- Users Activated (logged in)
- Users Active (have performed a task)
- The First User Activation Date and Last User Activation Date, which indicate the date range in which a user can be loaded under the license
- The Start Date and End Date, which indicate the license duration
- The Admin Access Expiration Date, which is the last date institution staff will have access to the WorkKeys Curriculum platform under the active license

- The Final Access Date, which is the final date that any user can access the platform



Impersonating a Student: Institution Admin

Impersonating a student enables the institution admin to view the system from the student's perspective. The institution admin can view notes, bookmarks, or confidence levels that the student has marked on practice and quiz questions. The institution admin can also view the student's learning plan as an overview of the student's progress through the course.

Steps in the process are as follows:

1. From the Institution Admin dashboard, select **Students**.
2. Identify the student to impersonate from the list of students displayed (or by using **Filters**) and select that student's name.
3. On the next screen, select **Impersonate**.

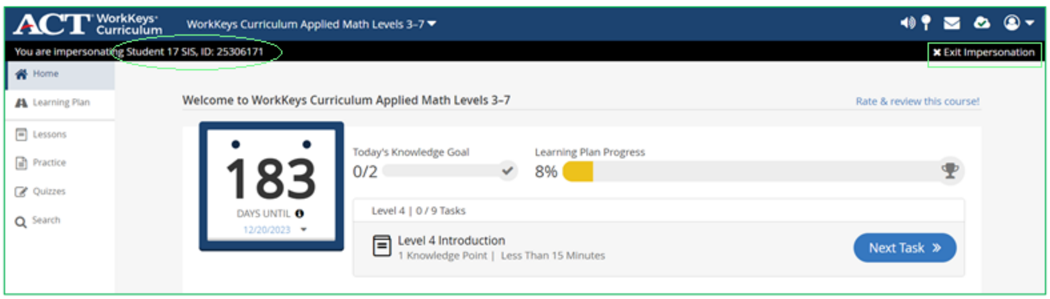
A dialog box confirming the student login is displayed.

4. Select **OK** to continue or **Cancel** to stop.

   By selecting **OK**, the main dashboard of the student's account will appear with a reminder not to perform any activity while impersonating the student.

5. Select **Continue**.

While logged in as the student, a black banner appears at the top of the screen indicating the student you are impersonating.



IMPORTANT: While impersonating a student/learner, do not complete any tasks.

Note: *To stop impersonating a student account, select the* **X** *next to Exit Impersonation in the black banner. You will be returned to the student's detail screen.*

Impersonating an Instructor: Institution Admin

Impersonating an instructor provides the ability to view the system from the instructor's perspective. An instructor account can be impersonated from the Institution Admin dashboard. Using this feature allows the institution admin to view all assignments that an instructor has created.

Steps in the process are as follows:

1. From the Institution Admin dashboard, select **Instructors**.

2. Identify the instructor to impersonate from the list of instructors displayed (or by using **Filters**) and select that instructor's name.

3. On the next screen, select Impersonate.

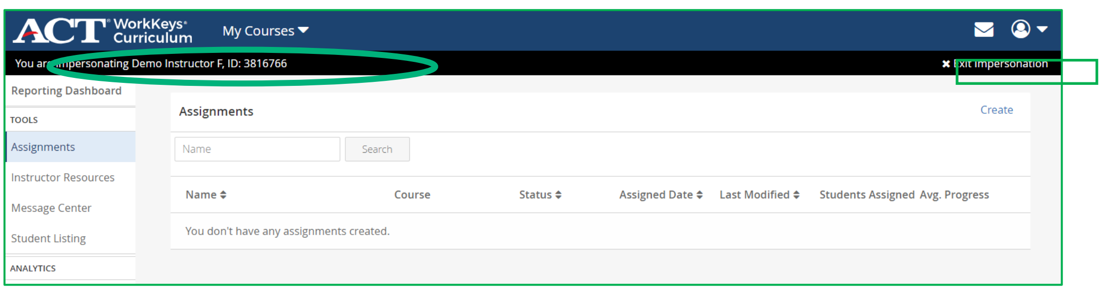
A dialog box confirming the instructor login is displayed.

4. Select **OK** to continue or **Cancel** to stop.

By selecting **OK**, the main dashboard of the instructor's account will appear with a reminder not to perform any activity while impersonating the instructor.

5. Select **Continue**.

While logged in as the instructor, a black banner appears at the top of the screen identifying the instructor you are impersonating.



Note: *To stop impersonating the instructor, select the* **X** *next to Exit Impersonation in the black banner. You will be returned to the instructor's detail screen.*

Contact ACT WorkKeys Curriculum Support Form

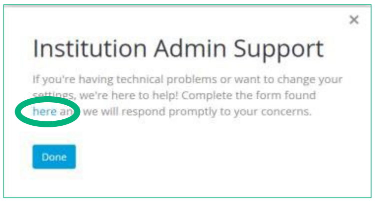
The *Contact ACT WorkKeys Curriculum Support* form can be used to contact Customer Support. You can access the form directly at https://workkeyscurriculum.act.org/admin-support, or from the Institution Admin dashboard.

Follow these steps:

1. Select the **Support** icon in the lower-left corner of the screen.

2. From the drop-down menu, select **How do I contact Support?**

3. Select the word **here** in the pop-up box.

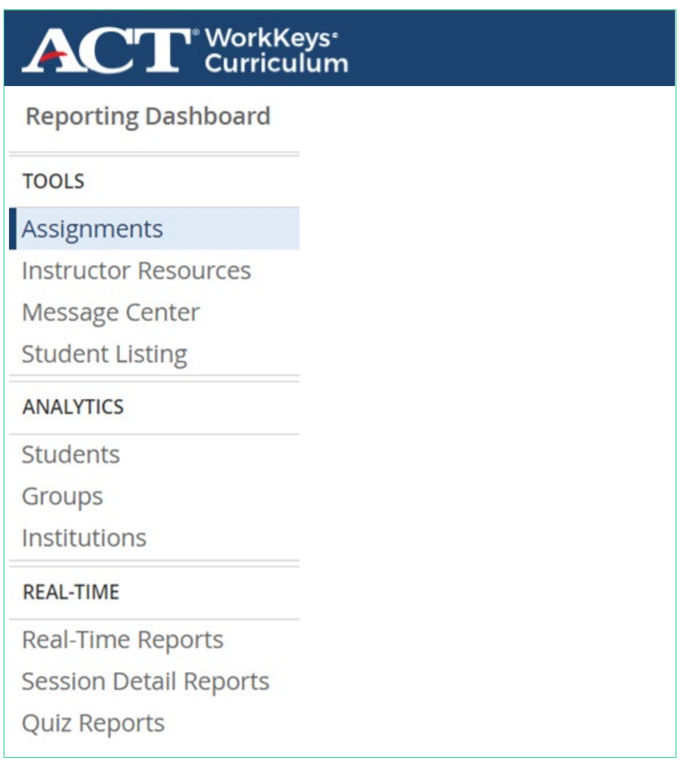


4. Complete the requested information.

Institution Supervisor Role

The institution supervisor has access to the Reporting Dashboard for the institution.

Reporting Dashboard Navigation Menu



The Reporting Dashboard navigation menu items for each section, listed on the left of the landing page, include the institution supervisor functions listed below.

Tools

- Assignments:
    - Create assignments composed of selected tasks (lessons, practice questions, and/or quizzes) for students and/or groups.
    - Monitor student progress on assignments.
- Instructor Resources:
    - Download files directly from the Reporting Dashboard.
    - Access student workbooks and corresponding facilitator's guides for the WorkKeys NCRC-aligned and Essential Skills courses.
- Message Center:
    - Create banner and in-app messages for students and/or groups.
- Student Listing:
    - All students are listed, along with their account information and when they were last active, either in total or per course.
    - Grant additional attempts on quizzes on a per-student, per-course basis, overriding the institution-level default quiz reset limit.

Analytics

- Students:
    - View all students loaded onto the platform within the institution by selected course.
    - View and export individual student performance data by selected course.
- Groups:
    - View and export data at the group level by selected course.
- Institutions:

- View and export data at the institution level by selected course.

Real-Time

- Real-Time Reports:
  - View and export real-time student performance data on the practice question categories and quizzes.
  - Monitor student performance on assignments.
- Session Detail Reports:
  - View and export session detail information for students.
- Quiz Reports:
  - View and export real-time in-app reports on student performance on all attempts on all quizzes in all courses to which the student has access.

Impersonating a Student: Institution Supervisor

Impersonating a student/learner enables the institution supervisor to view the system from a specific student's perspective. The institution supervisor can view notes, bookmarks, or confidence levels that the student has marked on practice and quiz questions. The institution supervisor can also view the student's learning plan as an overview of the student's progress through the course.

Steps in the process are as follows:

1. From the Reporting Dashboard, under Real-Time, select **Students**.
2. Identify the student to impersonate from the list of students displayed (or by using **Search**) and select that student's name.
3. On the next screen, select **Impersonate**.

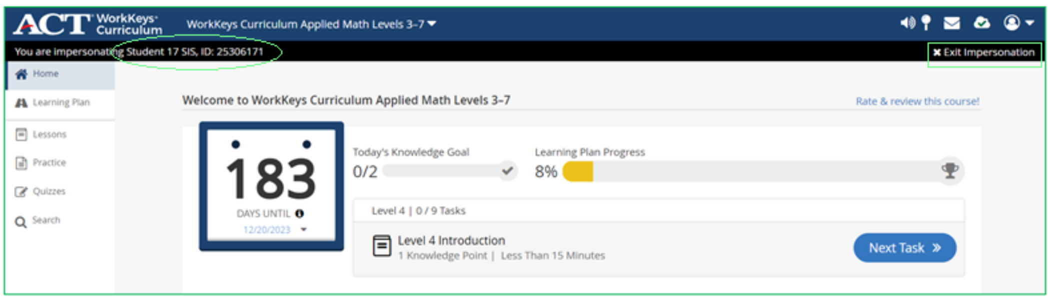
A dialog box confirming the student login is displayed.

4. Select **OK** to continue or **Cancel** to stop.

   By selecting **OK**, the main dashboard of the student's account will appear with a reminder not to perform any activity while impersonating the student.

5. Select **Continue**.

While logged in as the student, a black banner appears at the top of the screen indicating the student you are impersonating.



IMPORTANT: While impersonating a student/learner, do not complete any tasks.

Note: *To stop impersonating a student account, select the* **X** *next to Exit Impersonation in the black banner. You will be returned to the student's detail screen.*

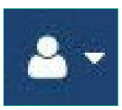
For detailed information on the available reports and report options, see Reporting Dashboard: Instructor and Supervisor Roles, page 15.

District Administration Roles

The district administration role has access to all institutions under the district and is usually assigned the roles of district admin and district supervisor, which provide access to both the District Admin dashboard and Reporting Dashboard.

IMPORTANT: Because both roles are typically assigned together to a single user account for administering an institution, this section combines the two roles into a single discussion.

Profile Icon Menu: District Admin/Supervisor

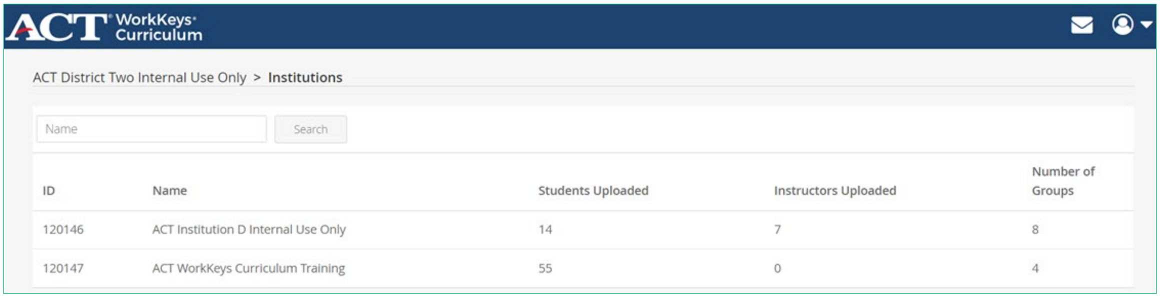


The Profile Icon menu for the district admin who also has the role of district supervisor, listed on the right of the landing page, offers the following options:

- **District Admin:** Manage users accounts, manage groups, review license information, and set the default quiz reset limit for each institution in the district.
- **Reporting Dashboard:** Access student, group, institution, real-time, session detail, and quiz reports
- **User Portal:** Access to change password and view accounts details.
- **Sign Out:** Sign out of the platform.

Landing Page: District Admin Dashboard

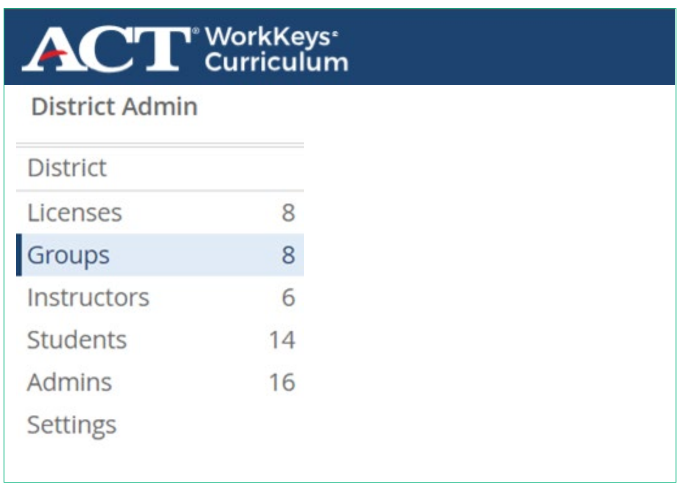
When a user with the district admin role logs in, the landing page displays a list of all institutions within the district. Select the name of an institution to be taken to the District Admin navigation menu for the selected institution.



District Admin Role

The district admin has access to the District Admin dashboard and can perform the same tasks as the institution admin for all the institutions associated with the district in which the user is assigned this role.

District Admin Dashboard Navigation Menu



The various administrative functions of the District Admin dashboard navigation menu are shown below.

- Licenses:
  - Track licenses
- Groups:
  - Create groups and assign instructors and students individually or in bulk via CSV file upload
  - Manage existing groups

- Instructors:
  - Create instructor accounts individually or in bulk via CSV file upload
  - Manage existing instructor accounts
  - Impersonate an instructor
- Students:
  - Create student accounts individually or in bulk via CSV file upload
  - Manage existing student accounts
  - Impersonate a student
- Admins:
  - Create accounts with the role of institution admin and/or institution supervisor
- Settings:
  - Set the default quiz reset limit for the institution

For more information on administering licenses and users, see Admin Dashboard (Admin Roles), page 14.

Impersonating a Student: District Admin

Impersonating a student enables the district admin to view the system from the student's perspective. The district admin can view notes, bookmarks, or confidence levels that the student has marked on practice and quiz questions. The district admin can also view the student's learning plan as an overview of the student's progress through the course.

Steps in the process are as follows:

1. From the District Admin dashboard, first select the institution the student is associated with and then, using the navigation menu on the left, select **Students.**

2. Identify the student to impersonate from the list of students displayed (or by using **Filters**) and select that student's name.

3. On the next screen, select **Impersonate**.

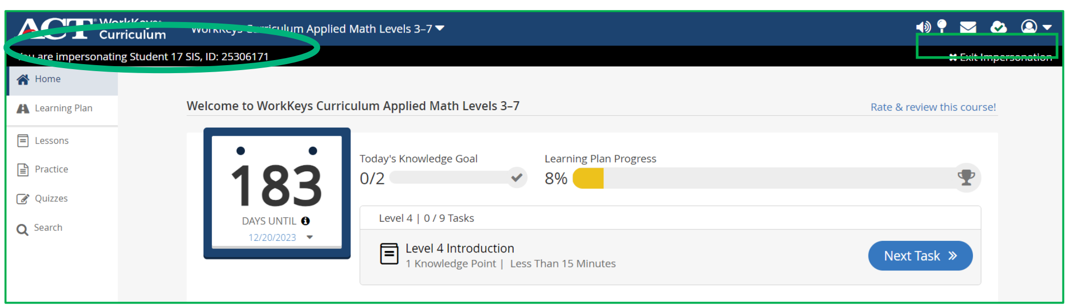
A dialog box confirming the student login is displayed.

4. Select **OK** to continue or **Cancel** to stop.

By selecting **OK,** the main dashboard of the student's account will appear with a reminder not to perform any activity while impersonating the student.

5. Select **Continue.**

While logged in as the student, a black banner appears at the top of the screen indicating the student you are impersonating.



IMPORTANT: While impersonating a student/learner, do not complete any tasks.

Note: *To stop impersonating a student account, select the* next to Exit Impersonation *the black banner. You will be returned to the student's detail screen.*

Impersonating an Instructor: District Admin

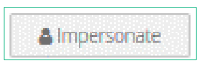
Impersonating an instructor provides the ability to view the system from the instructor's perspective. An instructor account can be impersonated from the District Admin dashboard. Using this feature allows the district admin to view all assignments that an instructor has created.

Steps in the process are as follows:

1. From the Institution Admin dashboard, using the navigation menu on the left, select **Instructors.**

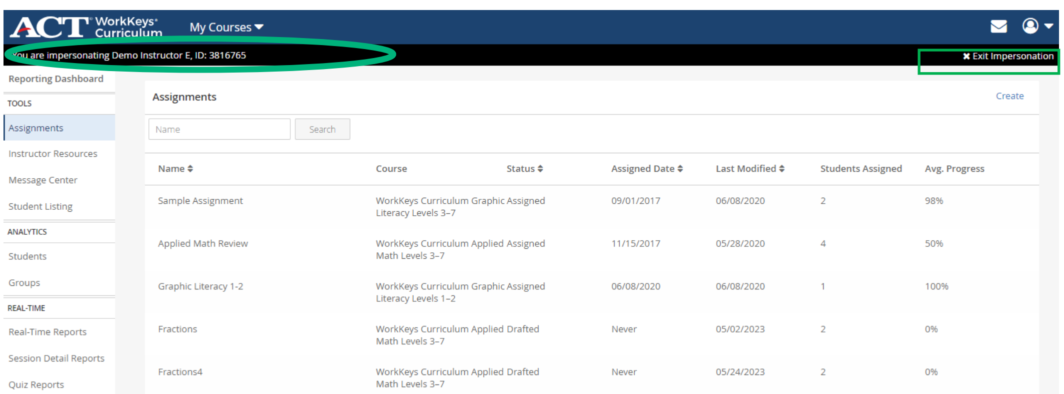
2. Identify the instructor to impersonate from the list of instructors (or by using **Filters**) and select that instructor's name.

3. On the next screen, select **Impersonate**.



A dialog box confirming the instructor login is displayed.

While logged in as the instructor, a black banner appears at the top of the screen identifying the instructor you are impersonating.

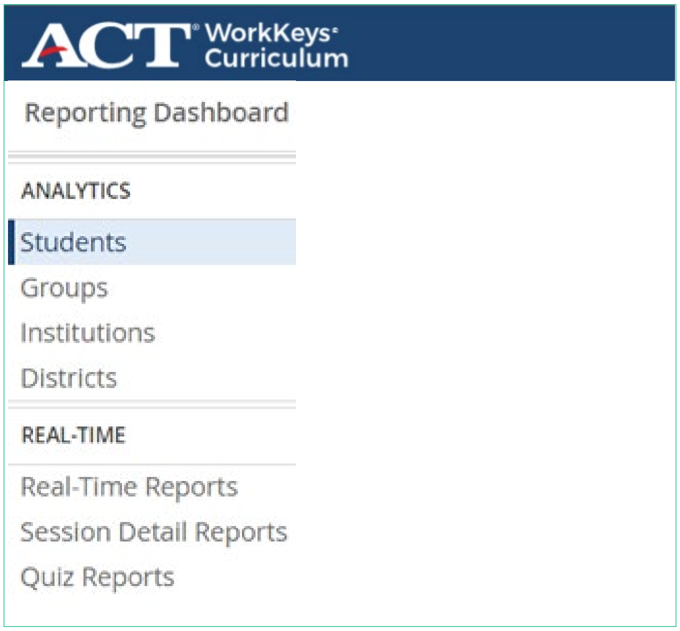


Note: *To stop impersonating the instructor, select the* **X** *next to Exit Impersonation in the black banner. You will be returned to the instructor's detail screen.*

District Supervisor Role

The district supervisor has access to the Reporting Dashboard.

Reporting Dashboard Navigation Menu



The Reporting Dashboard navigation menu items for each section, listed on the left of the landing page, include the district supervisor functions listed below.

Analytics

- Students:
  - View all students loaded onto the platform within the institution by selected course.
  - View and export individual student usage data by selected course.
  - Impersonate a student.
- Groups:
  - View and export data at the group level by selected course.
- Institutions

  - View and export data at the institution level by selected course.
- Districts:
  - View and export data at the district level.

Real-Time

- Real-Time Reports:
  - View and export real-time student performance data on the practice question categories and quizzes.
- Session Detail Reports:
  - View and export session detail information for students.
- Quiz Reports:
  - View and export real-time in-app reports on student performance on all attempts on all quizzes in all courses to which the student has access.

Impersonating a Student: District Supervisor

Impersonating a student/learner enables the district supervisor to view the system from a specific student’s perspective. The institution supervisor can view notes, bookmarks, or confidence levels that the student has marked on practice and quiz questions. The district supervisor can also view the student’s learning plan as an overview of the student’s progress through the course.

Steps in the process are as follows:

1. From the Reporting Dashboard, under Real-Time, select **Real-Time Reports.**
2. Identify the student to impersonate from the list of students displayed (or by using **Search**) and select that student’s name.
3. On the next screen, select **Impersonate**.

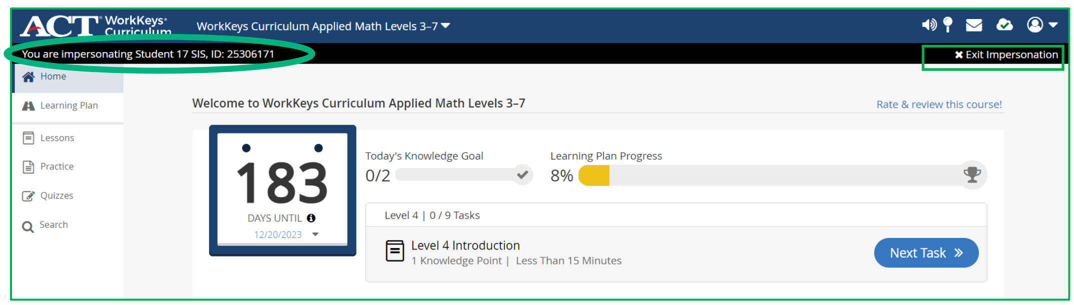
A dialog box confirming the student login is displayed.

4. Select **OK** to continue or **Cancel** to stop.

   By selecting **OK,** the main dashboard of the student's account will appear with a reminder not to perform any activity while impersonating the student.

5. Select **Continue.**

While logged in as the student, a black banner appears at the top of the screen indicating the student you are impersonating.



IMPORTANT: While impersonating a student/learner, do not complete any tasks.

Note: *To stop impersonating a student account, select the* **X** *next to Exit Impersonation in the black banner. You will be returned to the student's detail screen.*

For detailed information on the available reports and report options, see Reporting Dashboard: Instructor and Supervisor Roles, page 124.

Organization Supervisor Role

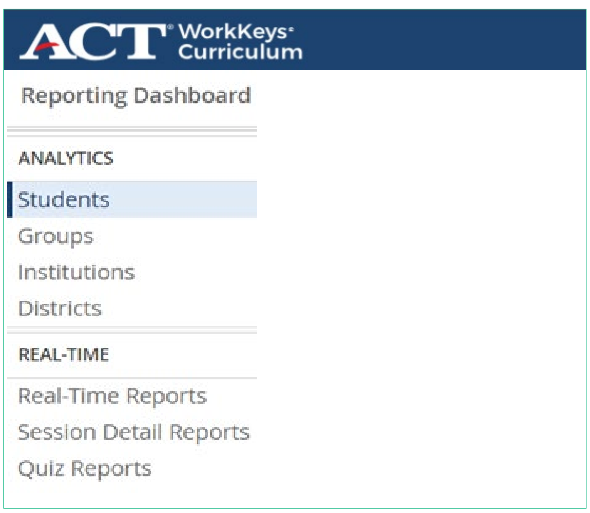
The organization supervisor role has access to the Reporting Dashboard.

IMPORTANT: There is no complementary organization admin role. The organization supervisor does not have the ability to create groups or student, instructor, institution admin, or institution supervisor accounts.

Landing Page: Reporting Dashboard

When a user with the organization supervisor role logs in, the landing page is the Reporting Dashboard. Using the navigation menu on the left, you can view information on any students/learners, groups, institutions, and/or districts in your organization.

Reporting Dashboard Navigation Menu



The Reporting Dashboard navigation menu items for each section, listed on the left of the landing page, include the organization supervisor functions listed below.

Analytics

- Students:

- View all students loaded onto the platform within the institution by selected course.
- View and export individual student usage data by selected course.
- Impersonate a student.

- Groups:
  - View and export data at the group level by selected course.

- Institutions:
  - View and export data at the institution level by selected course.

- Districts:
  - View and export data about the districts in your organization. **Note:** *You can also drill down to the Students, Groups, and Institutions views in the District Reports option.*

Real-Time

- Real-Time Reports:
  - View and export real-time student performance data on the practice question categories and quizzes.

- Session Detail Reports:
  - View and export session detail information for students.

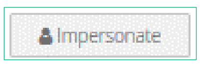
- Quiz Reports:
  - View and export real-time in-app reports on student performance on all attempts on all quizzes in all courses to which the student has access.

Impersonating a Student: Organization Supervisor

Impersonating a student/learner enables the organization supervisor to view the system from a specific student's perspective. The organization supervisor can view notes, bookmarks, or confidence levels that the student has marked on practice and quiz questions. The organization supervisor can also view the student's learning plan as an overview of the student's progress through the course.

Steps in the process are as follows:

1. From the Reporting Dashboard, under Real-Time, select **Real-Time Reports.**
2. Identify the student to impersonate from the list of students displayed (or by using Search) and select that student's name.
3. On the next screen, select **Impersonate**.

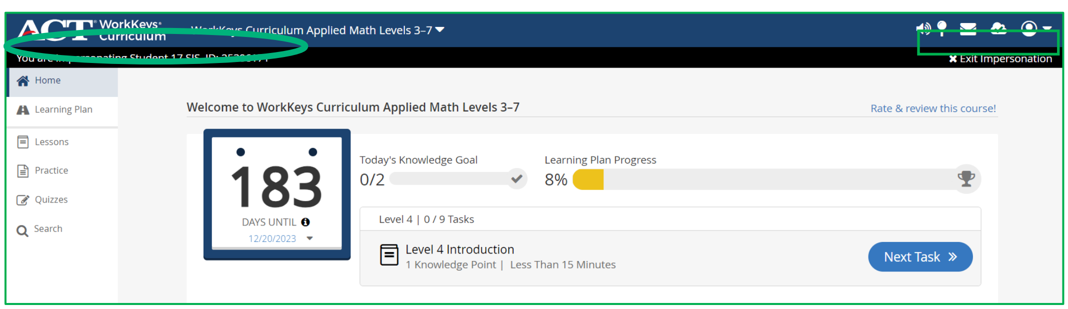
   A dialog box confirming the student login is displayed.

4. Select **OK** to continue or **Cancel** to stop.

   By selecting **OK,** the main dashboard of the student's account will appear with a reminder not to perform any activity while impersonating the student.

5. Select **Continue.**

While logged in as the student, a black banner appears at the top of the screen indicating the student you are impersonating.



IMPORTANT: While impersonating a student/learner, do not complete any tasks.

Note: *To stop impersonating a student account, select the* **X** *next to Exit Impersonation in the black banner. You will be returned to the student's detail screen.*

For detailed information on the available reports and report options, see Reporting Dashboard: Instructor and Supervisor Roles, page 124.

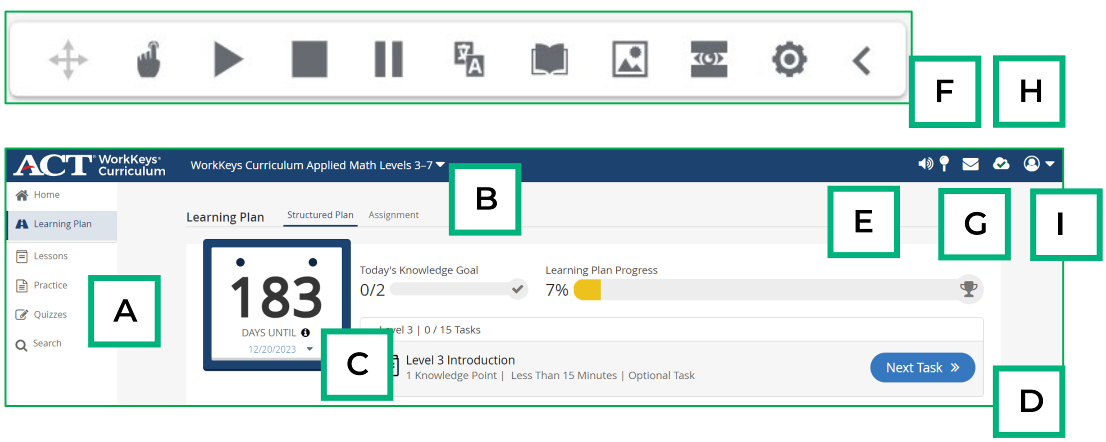
Student/Learner

Students/learners access ACT WorkKeys Curriculum at https://workkeyscurriculum.act.org/login. The program can be accessed using desktops, laptops, tablets, and mobile phones.

Note: *System requirement are posted on the ACT WorkKeys Curriculum web page.*

Student/Learner Interface

Each course has a Course Dashboard and the student/learner is guided through every course by following the Learning Plan that identifies the next task.

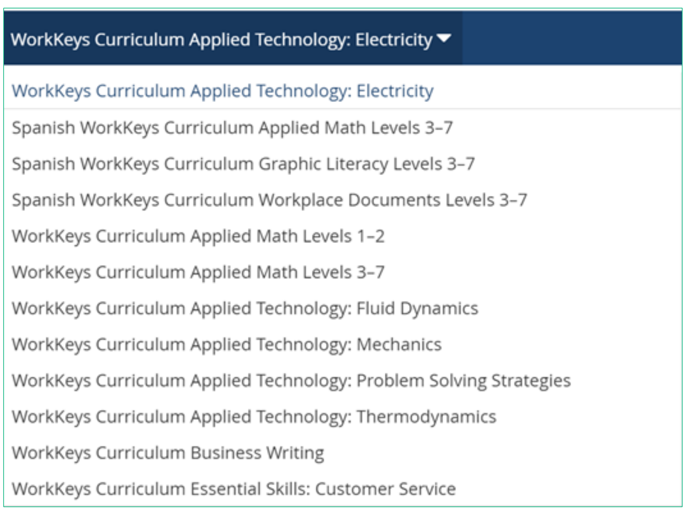


A. Course Dashboard: A student/learner can always return to this view by selecting **Home** or **Learning Plan**.

- **Home:** Displays the Study Plan Target Date for the course, the next task in the course, and the strengths and weaknesses for the course
- **Learning Plan:** The Structured Plan tab lists all lessons, practice question categories, and quizzes for the course (in order) and, if displayed, the Assignment tab, lists specific tasks (lessons, practice question categories, placement quiz, level quizzes, or final quizzes) selected by the instructor or institution supervisor. Lessons, practice question categories, and quizzes can be launched from here.
- **Lessons:** A listing of all lessons within the course. Unlocked lessons can be launched from here.

- **Practice:** A listing of all the practice question categories in the course. Unlocked sets of practice questions can be launched from here. During practice question review, the student/learner can add and later review notes and bookmarks. Performance data is included.
- **Quizzes:** A listing of all the quizzes in the course. Unlocked quizzes can be launched from here. The student/learner can add and later review notes and bookmarks. Performance data is included.
- **Search:** A course-wide search module that allows learners to search across all lesson and practice question content for a word or phrase. The results of the search are displayed, and the learner can choose to go directly to any lesson or practice question listed.

B. Course List: Selecting the arrow displays a list of courses to which the student has access. To switch courses the student selects a specific course from the listing.



C. Study Plan Target Date: Student/learners can set a date by which they wish to complete each course by selecting the date shown and then selecting a new date. Point values are assigned to each task in the course. Today's Knowledge Goal is a pacing mechanism that helps the learner keep on track to complete the course by the Study Plan Target Date. A student can still access the course beyond the target date by selecting a new date.

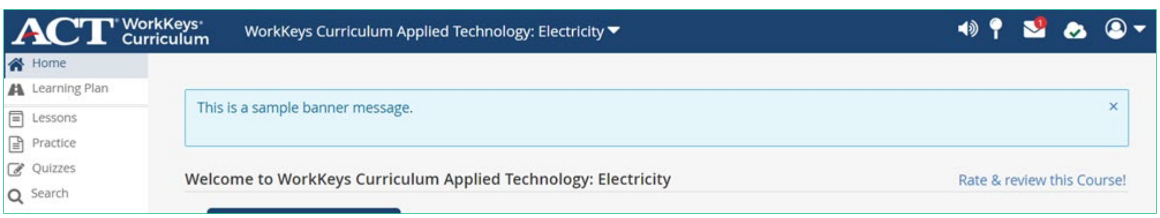
D. Next Task: Student/learner is always guided to the next task in the course by selecting **Next Task** in the Learning Plan or Home.

E. SpeechStream® Toolbar: The SpeechStream toolbar offers support tools including read-aloud text, single word translation, dictionary, picture dictionary, screen masking.

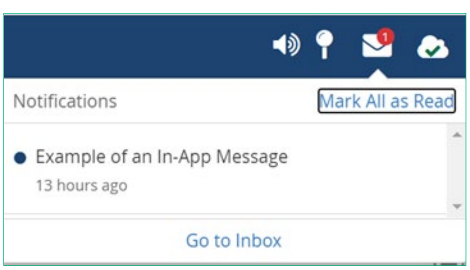
F. Milestones and Optional Tasks: The Milestones and Optional Tasks features, accessed from the **Milestones** "sign" icon to the left of the mail icon, provide a roadmap that guides the student/learner through the course content on a prescribed path. Lessons and practice question categories must be completed before taking the corresponding quiz. Students select the **Support** icon to view the article *Milestones and Optional Tasks FAQs* for answers to commonly asked questions. The institution can request that this feature be turned off.

G. Banner and In-App messages: Student/learners can view banner and in-app messages posted by instructors or institution supervisors.

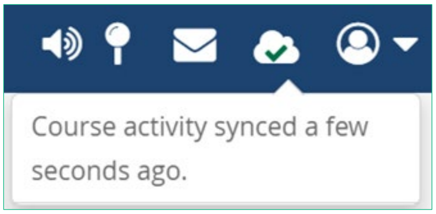
Banner messages are displayed under the course name and can be removed by selecting the **X** in the top right of the message.



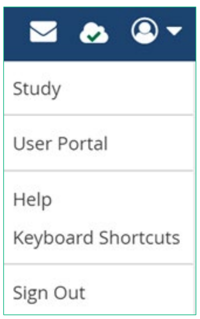
In-app messages are accessed by selecting the mail icon and can be marked as read or can be deleted. The number of new in-app messages is display over the mail icon and will disappear once the message is marked as read.



H. Course Sync: The course sync icon is a cloud. The student/learner should never exit a course until a green checkmark is displayed in the cloud. If the checkmark is not displayed, the user selects the cloud and waits until the checkmark appears.



I. Profile Icon Menu: The Profile Icon menu is opened by selecting the arrow next to the profile icon. To change their password the student/learner selects the **Profile** icon, then selects **User Portal** from the drop-down menu, and then selects **User Profile.** To log out, the user selects **Sign Out** from the drop-down menu.



Support: Support topics are available by selecting the **Support** icon in the bottom left of the screen.

Milestones and Optional Tasks

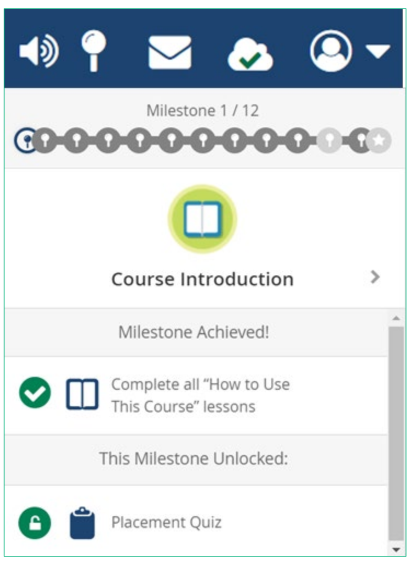
Milestones and Optional Tasks guide the student/learner through the course content on a prescribed path that prevents the student from taking a quiz before completing the associated lessons and sets of practice questions. Students are prevented from using the Course Dashboard navigation menu to jump ahead in the course content. If the institution has turned this feature off none of the tasks are locked and the student is allowed to access any lessons, set of practice questions, or quizzes in any order.

See Getting Started, Feature Settings, page 10.

Milestones

A Milestone is a checkpoint within a course that the student/learner works towards. Each Milestone includes one or more unlock criteria which, upon being met, allow the student to access additional content and works towards the next Milestone. Within Milestones, learners receive a visual representation of what they need to do next.

The **Milestone** drop-down menu is opened by selecting the milestone icon to the left of the mail icon. Students/learners can view the status of all Milestones associated with the course. To close, the milestone icon is selected again.

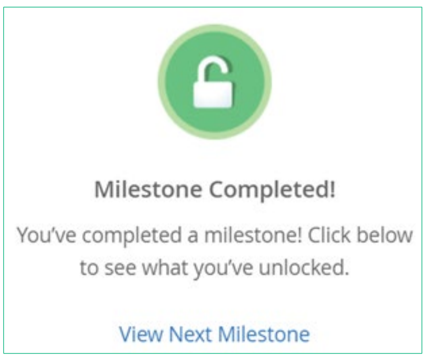


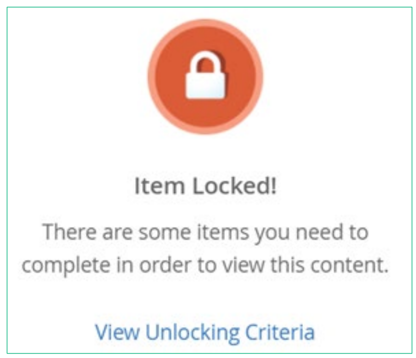
The total number of Milestones associated with the course is displayed at the top. Also:

- Each Milestone is represented by a milestone icon in a circle.
    - *Viewed Milestone:* The Milestone being viewed is represented by a blue Milestone icon in a circle outlined in blue.
    - *Achieved Milestone:* A Milestone that has been achieved is represented by a white Milestone icon in a dark gray circle.
    - *Yet-to-be-achieved Milestone:* A Milestone still to be achieved is represented by a white Milestone icon in a light gray circle.

- *Completed-task Milestone:* A completed task associated with a Milestone is displayed as a checkmark in a green circle.
- *Unlocked-task Milestone:* An unlocked task associated with a Milestone is displayed as an open lock in a green circle.
- *Locked-task Milestone:* A locked task associated with a Milestone is displayed as a closed lock in a light gray circle.

- Each time a student completes a Milestone, a Milestone Completed pop-up is displayed. If a student selects a task (lesson, set of practice questions, or a quiz) that is unavailable, an Item Locked pop-up is displayed.





Optional Tasks

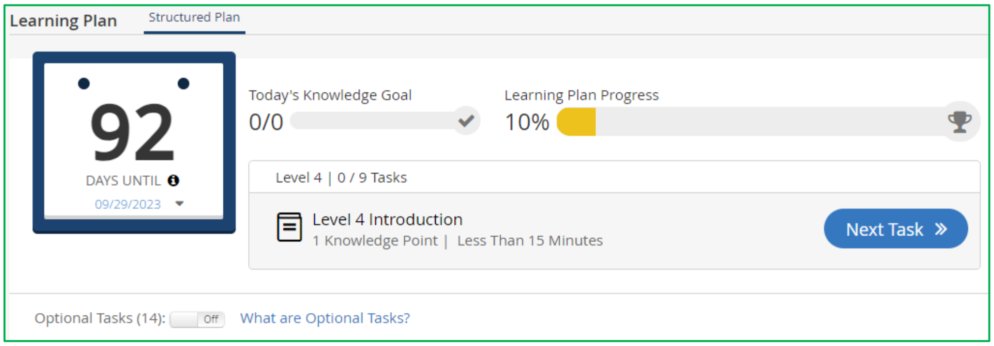
As the title suggests, a student is not required to complete an Optional Study Task. Optional Tasks are used in courses that have a placement quiz and impact what is displayed on Structured Plan. For example, if a student takes the placement quiz and scores a predicted Level 4 on that quiz, the next task on the Structured Plan will be to take the *Level 4 Introduction*. The student has the option of taking any of the lessons, practice questions, or quizzes below Level 4 by either setting **Optional Tasks** to **On** or by selecting an unlocked lesson, set of practice questions, or a quiz from the Course dashboard navigation menu.

Setting Optional Tasks On/Off

Optional Tasks can be toggled on or off by the student, and the setting impacts what is displayed on the Today's Knowledge Goal and the Learning Plan Progress bars. The default setting is Off.

- **Off:** Next Task will only display required tasks

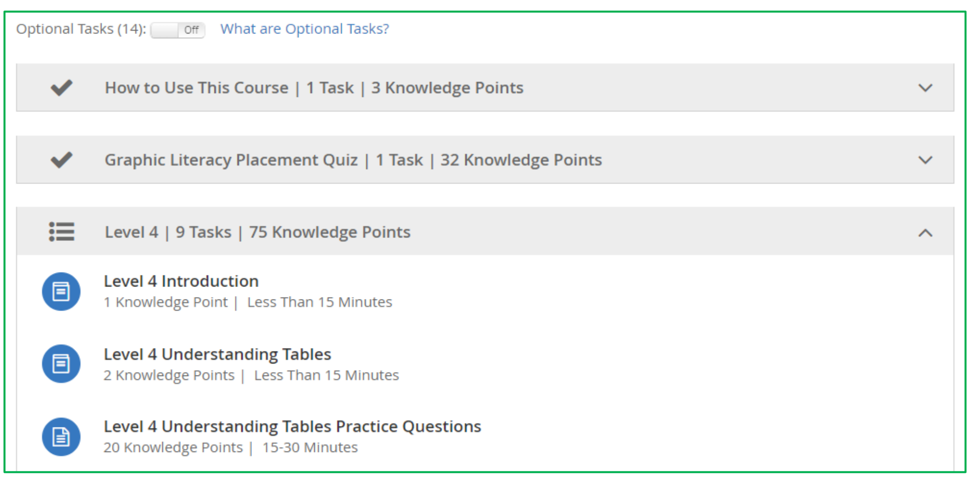
- **On:** Next Task will display both required and Optional Tasks

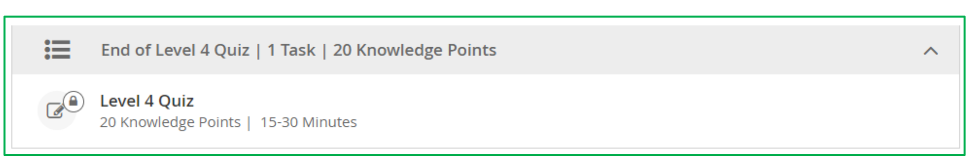


Learning Plan

In this example, the student has taken the *How to Use This Course* lessons, completed the placement quiz receiving a score of predicted Level 4, and Optional Tasks is set to Off.

- The *Level 4 Introduction* lesson is displayed as the next task.
- The Level 4 lessons and practice questions are available as shown by the blue circles.
- The *Level 4 Quiz* is locked and will not be unlocked until the student completes the Level 4 lessons and practice questions.
- The Level 3 lessons, practice questions, and quiz are not displayed as they are Optional Tasks.



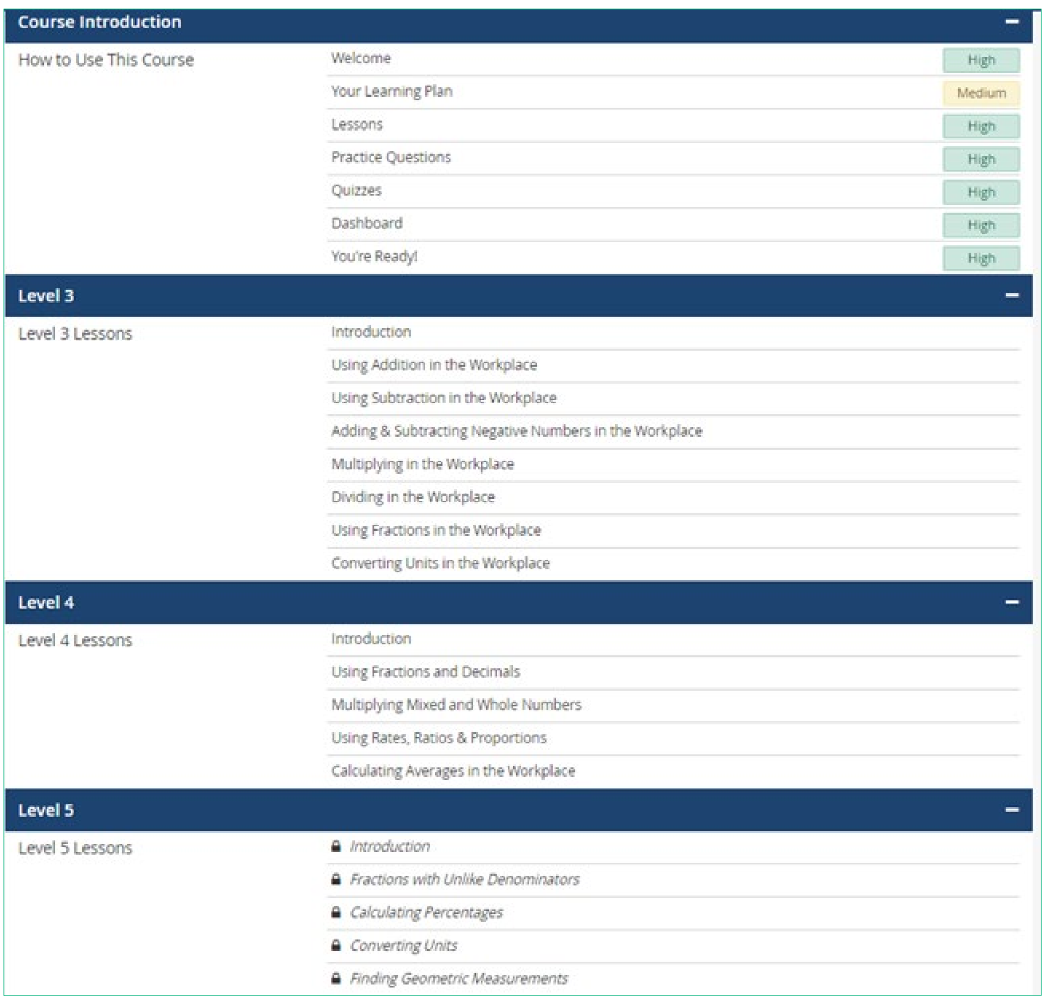


Lessons

When selecting **Lessons,** the student sees some lessons that are unlocked and available for selection and other lessons with a lock icon indicating the lesson is currently unavailable. In this example, the student has completed the placement quiz with a score of predicted Level 4.

- The Level 3 Lessons are available as Optional Tasks.
- The Level 4 Lessons are available based on the placement quiz score.
- The Level 5 Lessons will not be unlocked until after the student has completed the Level 4 Lessons and practice questions and passed the *Level 4 Quiz.*

Note: *If the Milestones features is set to Off all lessons are unlocked and available to the student.*



Practice

When selecting **Practice,** the student sees some sets of practice questions that are unlocked and available for selection and others with a lock icon indicating the practice questions set is currently unavailable. In this example, the student has completed the placement quiz with a score of predicted Level 4.

- The Level 3 practice questions are available as Optional Tasks.
- The Level 4 practice questions are available based on the placement quiz score.
- The Level 5 practice questions will not be unlocked until after the student has completed the Level 4 lessons and practice questions and passed the *Level 4 Quiz.*

Note: *If the Milestones features is set to Off all practice questions are unlocked and available to the student.*

Question Categories Reports

Category Name	Complete	% Correct
Level 3: Using Addition in the Workplace	0 of 3	--
Level 3: Using Subtraction in the Workplace	0 of 3	--
Level 3: Adding & Subtracting Negative Numbers in the Workplace	0 of 5	--
Level 3: Multiplying in the Workplace	0 of 4	--
Level 3: Dividing in the Workplace	0 of 4	--
Level 3: Using Fractions in the Workplace	0 of 4	--
Level 3: Converting Units in the Workplace	0 of 4	--
Level 4: Using Fractions and Decimals	0 of 8	--
Level 4: Multiplying Mixed and Whole Numbers	0 of 6	--
Level 4: Using Rates, Ratios & Proportions	0 of 8	--
Level 4: Calculating Averages in the Workplace	0 of 6	--
Level 5: Fractions with Unlike Denominators	0 of 6	--
Level 5: Calculating Percentages	0 of 8	--
Level 5: Converting Units	0 of 7	--
Level 5: Finding Geometric Measurements	0 of 10	--
Level 6: Calculating Rates	0 of 8	--
Level 6: Calculating Percent Change	0 of 7	--
Level 6: Converting Units	0 of 3	--

Quizzes

When selecting **Quizzes,** the student sees some quizzes that are unlocked and available for selection and others with a lock icon indicating the quiz is currently unavailable. In this example, the student has completed the placement quiz with a score of predicted Level 4.

- The *Level 3 Quiz* is available as an Optional Task.
- The *Level 4 Quiz* will not be unlocked until after the student has completed the Level 4 lessons and practice questions.
- The *Level 5 Quiz* will not be unlocked until after the student has passed the *Level 4 Quiz* and completed the Level 5 lessons and practice questions.

Note: *If the Milestones features is set to Off all quizzes are unlocked and available to the student.*

Quizzes Reports

Placement Quiz

Quiz Name	Quiz Length	% Correct	Predicted Level	
Placement Quiz	16 Questions	50% (8 / 16)	4	Complete

Quizzes

Quiz Name	Quiz Length	% Correct	Score
Level 3 Quiz	10 Questions	--	--
Level 4 Quiz	10 Questions	--	--
Level 5 Quiz	10 Questions	--	--
Level 6 Quiz	10 Questions	--	--
Level 7 Quiz	9 Questions	--	--

Impact by Course Type

Learning Plan

All students are encouraged to follow the Structured Plan, which will guide them through the course content by selecting **Next Task**.

WorkKeys-Aligned Courses with Placement Quizzes

Students take the placement quiz, and based on score, start at the appropriate level in the course. Students are required to complete all lessons and practice questions before taking a level quiz. A student must pass the current level quiz before working on content at the next level.

WorkKeys-Aligned Levels 1–2 Courses

- Structured Plan: Students are required to complete all lessons and practice questions before taking the *Level 1–2 Quiz*.
- Adaptive Plan: Students answer a series of initial questions that determine which lessons and practice-question categories the student should complete prior to taking the level quiz, which reviews all content for mastery.

Essential Skills Courses

Students are required to complete all lessons and practice questions associated with a topic before taking the final quiz for that topic.

Steps for Students

Below is the suggested process for the student/learner to follow when taking an ACT WorkKeys Curriculum course. However, a student/learner should always follow any specific directions provided by their institution.

Steps in the process are as follows:

1. Log in to ACT WorkKeys Curriculum.

2. Select a course in which to work.

3. If not set, select a **Study Plan Target Date** (date by which the student/learner would like to complete the course).

4. Select **Learning Plan,** and then select **Next Task.**

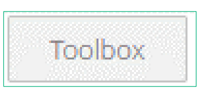
WorkKeys Curriculum will guide the student through all the lessons, practice questions, categories, and quizzes associated with the selected course.

- For ACT WorkKeys-aligned courses, the student/learner will take a placement quiz to determine the level at which the student will start in the course. The student must complete all lessons and practice questions associated with the level prior to taking the level quiz. The current level quiz must be passed before proceeding to the next level.
- For other courses, the student/learner must complete all the lessons and practice question categories prior to taking the corresponding final quiz.

Student Supports

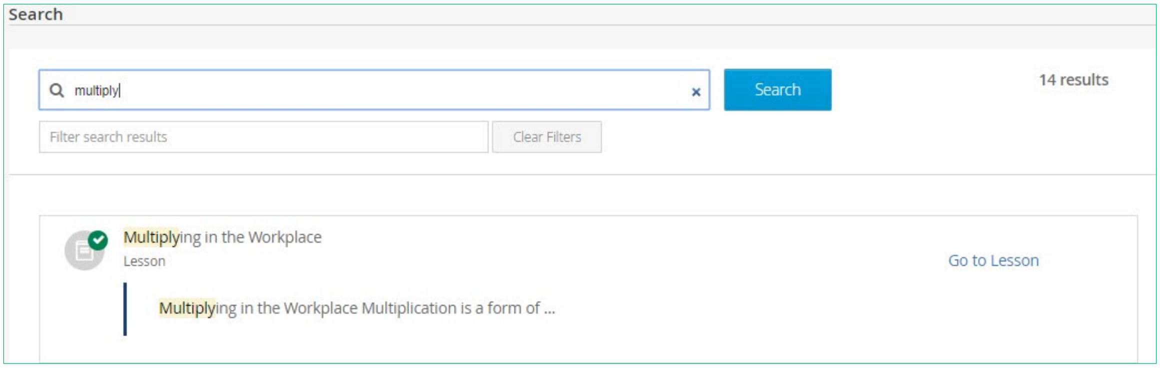
Toolbox

Each course provides a toolbox when the student/learner is in a lesson, practice category, placement quiz, level quiz, or final quiz. Tool availability is determined by course and can include a scratch pad, calculator, and/or a math formula sheet.



Search

The course-wide search module allows learners to search for a word or phrase across all lesson and practice question content. The filter allows the learner to search only the lessons or the practice questions. The results of the search are displayed, and the learner can choose to go directly to any lesson or practice question listed.

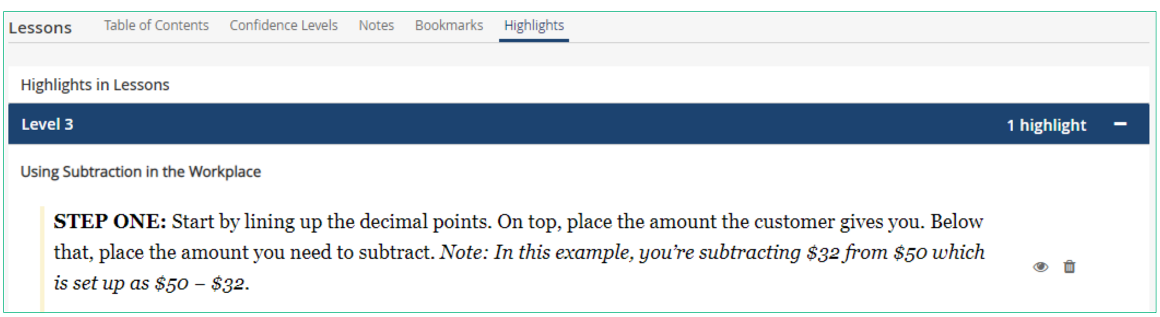


Highlights

The Highlights feature is a support tool that enables students to highlight text within a lesson for future review.

The student selects the text to be highlighted and then selects the **Highlight** tool to highlight the selected text in yellow. Highlighted text can be removed by selecting the highlighted text and then selecting the eraser.

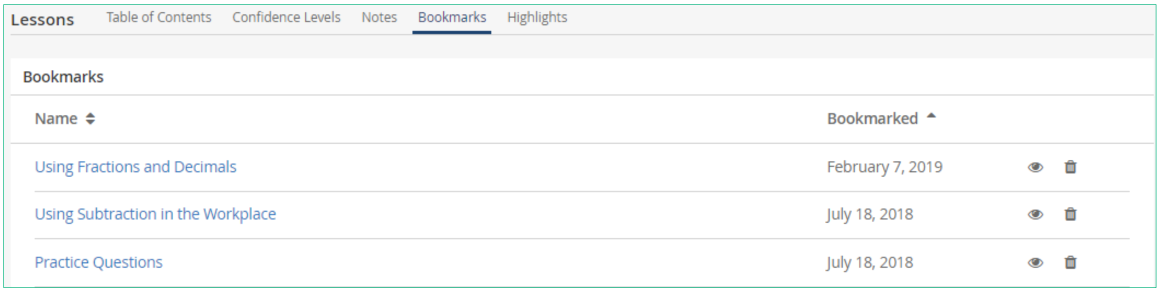
Students can review all text that they have highlighted across all lessons in the course by selecting **Highlights in Lessons** at the top of the Lessons screen. Selecting the eye icon allows the student to go to the lesson that contains the highlighted text. Selecting the trash can icon removes the highlighting from the text.



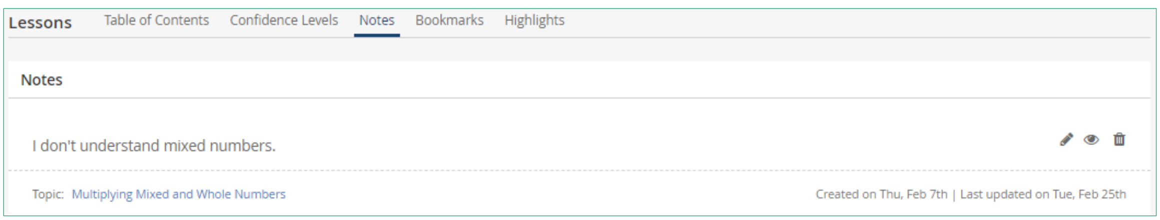
Bookmark and Notes

The **Bookmarks** and **Notes** tools are available when students are working through a lesson, during practice-question review, and quiz-question review. Students select the bookmark icon to mark material for future review and/or select the note icon to write a note for future review.

Bookmarks

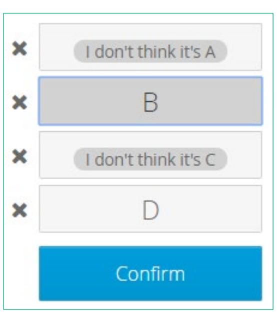


Notes



Answer Eliminator

When answering a multiple-choice practice or quiz question, a student/learner can use the **Answer Eliminator** tool to mark any of the answers thought to be incorrect by selecting the **X** next to each of the answer boxes.



A message is displayed, for example: *I don't think it's D.* Thus, eliminating the answer from consideration as the correct response.

The learner selects the **X** again to make the answer box available.

When the learner selects an answer box to submit, it turns gray, and the learner then selects **Confirm** to submit their response.

Keyboard Shortcuts

Students may use keyboard shortcuts within the program.

Lessons Module

Function	Keyboard Shortcut
Next lesson	right arrow
Previous lesson	left arrow
Continue	enter
Mark High Confidence Level	h
Mark Medium Confidence Level	m
Mark Low Confidence level	l
Highlight Selection	Alt+h
Remove Highlight	Alt+shift+h

Practice/Quiz Modules

Function	Keyboard Shortcut
Review next question	right arrow
Review previous question	left arrow
Submit answer	Enter
Select corresponding answer choice	A, B, C, etc.

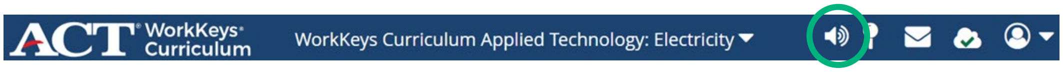
Text Boxes

Function	Keyboard Shortcut
Italics	Ctrl+i
Bold	Ctrl+b
Strikethrough	Ctrl+shift+b
Underline	Ctrl+u

SpeechStream Toolbar

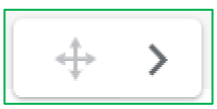
The **SpeechStream** toolbar offers support tools when students are using ACT WorkKeys Curriculum. Read-aloud text, single-word translation, dictionary, picture dictionary, and screen masking are included.

From within each course the student can select the speaker icon to open this toolbar.

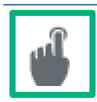


Once opened the toolbar can be moved around on the screen by selecting and dragging the arrows on the left side of the toolbar or minimized by selecting the left pointing arrow on the right side of the toolbar.

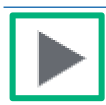
Minimized view: To expand the toolbar, select the right-pointing arrow.



Below is a description of other buttons and their functions on this toolbar.

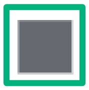


Touch/Click to read aloud: Read text on with dual-color highlighting in contrasting colors by clicking on (default) or hovering over text. To turn off, select the icon again.



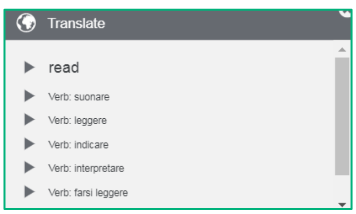
Read aloud: Select the **Play** button to automatically read text aloud, beginning at either the top of the page or at the beginning of a lesson, for a set of practice questions or a quiz, using dual-color highlighting and a natural-sounding voice. To pause, select the **Pause** icon. To turn off, select the **Stop** icon.

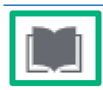
Pause: Pause read-aloud of text.



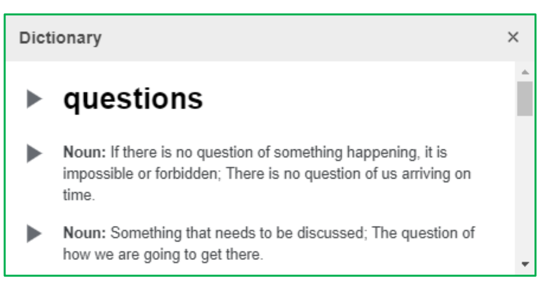
Stop: Stop read-aloud of text.

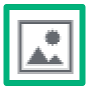
Translation: Enables single words to be translated and spoken in the translated language (English, French, German, Italian, Portuguese, and Spanish). Select a word on the screen and then select the translation icon from the toolbar. Select **Play** to read aloud text in selected language.



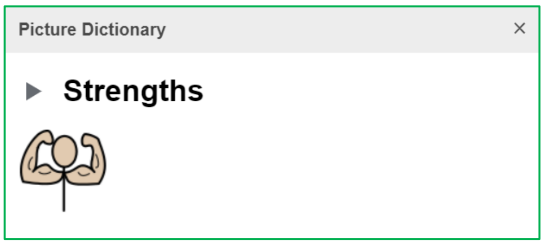


Dictionary: Provides definitions of words with read aloud option to improve comprehension. Select a word on screen and then select dictionary icon from toolbar. Select play button to read aloud the definition. Select **X** to close.

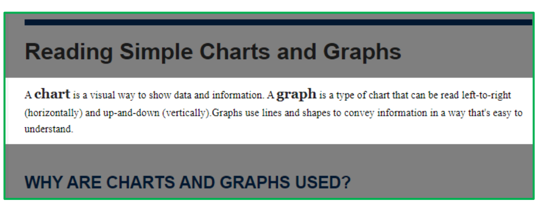


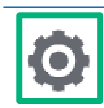


Picture Dictionary: Look up the meaning of a word and see the dictionary definition in the form on an expressive illustration. Select a word and then select the picture dictionary icon. Select the plan button to read the selected word aloud. Select **X** to close.



Screen masking: Helps maintain focus and reduces eyestrain. This is also helpful for students who need assistance with tracking. A tint overlay for the whole screen with a focal reading pane. Can be customized by color, size, and opacity. To start select the screen masking icon. To stop, select the icon again.

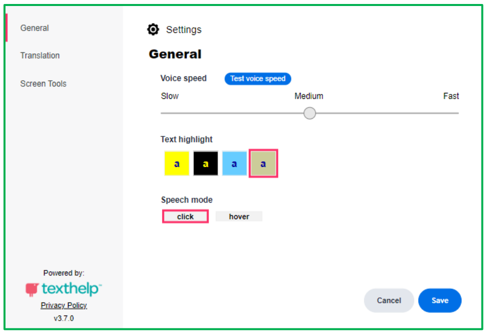




Settings: Select to set voice speed, text highlight options, speech mode, translation language, and screen mask settings. The selected settings are maintained until the student makes a change.

General:

- Voice speed—slow, medium, or fast (default setting is medium)
- Text highlight—yellow, black, blue, or tan (default setting is yellow)
- Speech mode—click or hover (default setting is click)

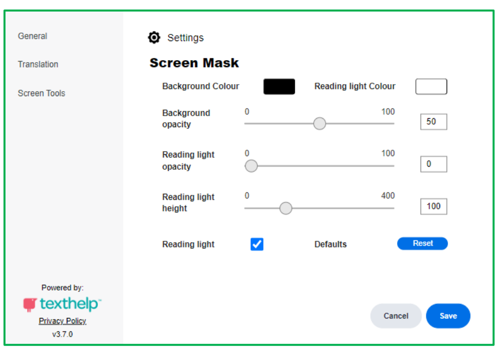


Translations:

- **Translating from text displayed on screen**—currently only option is English
- **Translating from English to another language**—Spanish, French, German, Italian, or Portuguese

Screen tools:

- Screen Mask—set the background color, background opacity, reading light color, reading light opacity, and reading light height.



Note: *ACT is aware of some potential read-aloud issues with certain symbols and equations used in* Applied Math *courses. We will continually refine and make improvements to this functionality. We encourage you to report any issues by using the Report Content Errors button within the course.*

Admin Dashboard: Admin Roles

Using the Admin dashboard, institution and district admins can do the following:

- Review licenses
- Create and manage:
  - Student/learner accounts
  - Instructor accounts
  - Additional institution admin or institution supervisor accounts
  - Groups
- Set the default quiz reset limit for the institution

User Account Creation: Options and Information Requirements

As noted above, institution and district admins can create user accounts for students/learners, instructors, and admins (role of institution admin and/or institution supervisor) via their corresponding Admin dashboard:

- **Student and instructor accounts:** These can be created individually (by entering the information on screen) or in bulk using a CSV file import.
- **Admin accounts** (those with the role of institution admin and/or institution supervisor): These can only be created individually.

Note: *Students and instructors will not be able to access the platform until after they have been loaded/created.*

To create an account, the following information is needed for each user:

- Email (required)
- First and last name (required)
- Password (optional)
- SIS ID (optional customer defined student ID). This cannot be Social Security number.

User Account Creation: Considerations

ACT WorkKeys Curriculum provides different methods for creating user accounts that provide a great deal of flexibility to the institution and district admin user.

- **Creating individually:** Student, instructor, institution admin, and institution supervisor accounts can be created individually using the online interface.
  - If the password field is left blank, activation emails are sent out.
  - If the password is entered as part of account creation, the user creating the account will have to provide the new user with their username, password, and the application url (which is https://workkeyscurriculum.act.org/login).
- **Creating in bulk:** Student and instructor accounts can be created in bulk using a CSV file import.
  - If the password field is left blank, activation emails are sent out.
  - If the password is entered as part of account creation, the user creating the account will have to provide the new user with their username, password, and the application url (which is https://workkeyscurriculum.act.org/login).
- **Creating as groups:** Student and instructor accounts can also be created when creating an individual group online or when creating a group or groups using a CSV file import.
- **User names:** The Generate ACT WorkKeys Curriculum Student Accounts feature can be used to create system-generated user names for students who do not have an email address.
  - The password must be entered as part of account creation. The user creating the accounts will have to provide the new users with username, password, and the application url (which is https://workkeyscurriculum.act.org/login). See Creating Accounts: Students without Email Addresses, page 63.

User Account Creation: Email Firewall Settings

Activation emails are sent from the @workkeyscurriculum.act.org email account. When an account is created and the password field is left blank, the user receives an email that prompts them to activate the account.

IMPORTANT: To ensure that you receive all important email messages regarding ACT WorkKeys Curriculum, please check your spam or junk folders and whitelist the following email domains and IP addresses:

Email domains:

- @workkeyscurriculum.act.org
- @act.org

IP Addresses:

- 108.168.255.219/32
- 169.44.156.176/29
- 169.45.68.80/28
- 169.45.70.120/29
- 169.45.73.48/29
- 169.45.82.232/29
- 169.45.86.40/29
- 169.45.87.192/27
- 169.45.109.192/28
- 169.45.126.160/29
- 169.46.45.16/28
- 169.46.66.80/28
- 169.46.120.24/29
- 169.47.238.0/29
- 169.48.163.240/29
- 169.48.166.48/29
- 169.62.82.40/29
- 169.63.216.192/27

To avoid the issue of students not receiving notification emails or for students/learners without an email address, see Creating Accounts for Students without Email Addresses, page 63.

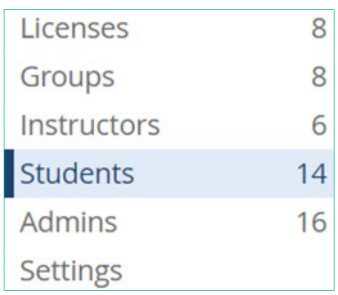
Creating Accounts Individually: Student and Instructor Accounts

Student/learner and instructor accounts are created individually in the same manner; however, the menu options differ. To create accounts, take the role-appropriate steps.

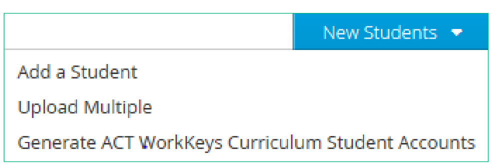
Student Account

Steps in the process are as follows:

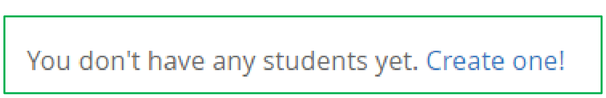
1. From the Institution or District Admin dashboard navigation menu on the left of the screen, select **Students.**



2. On the Students screen, select **New Students,** and then choose **Add a Student** from the drop-down menu.



Note: *Alternatively, if you have not yet created any student accounts for your institution, you can select the* **Create one!** *link.*



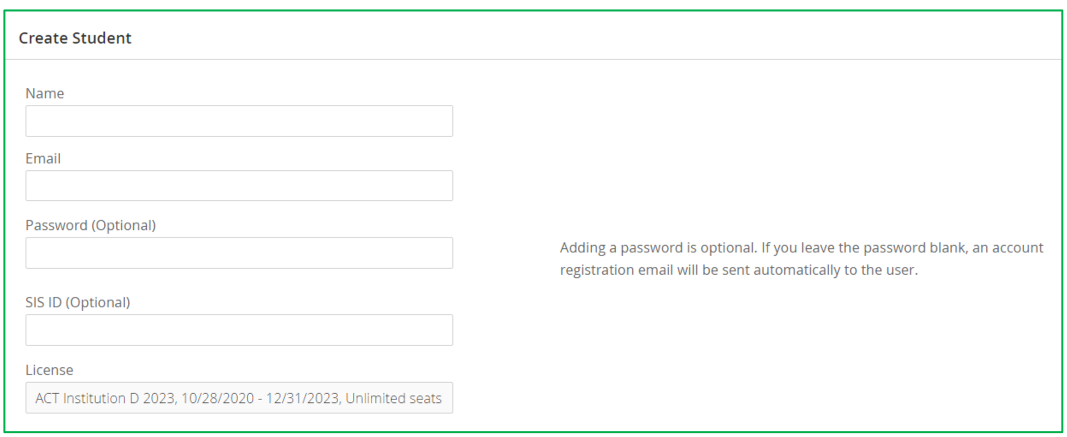
3. Complete the fields to define the user properties by entering the user's name (required), email address (required), password (optional), and SIS ID (optional). The SIS ID is a customer defined student ID, such as a school ID number than can include numbers, letters, and special characters. SIS ID should only be added to student accounts. This cannot be Social Security number.

   Note: *There is only one field for name. If you want the users in alphabetical order, consider using the last-name-comma-first-name format.*

4. The next step is to assign the student to a license.

Only one license: If there is only one active license, the system will automatically select the current active license.

More than one license: If there is more than one active license, a drop-down menu will be available to select the appropriate license to be used.



5. After selecting the license, a list of available courses is displayed.

WorkKeys NCRC Aligned Courses

Course

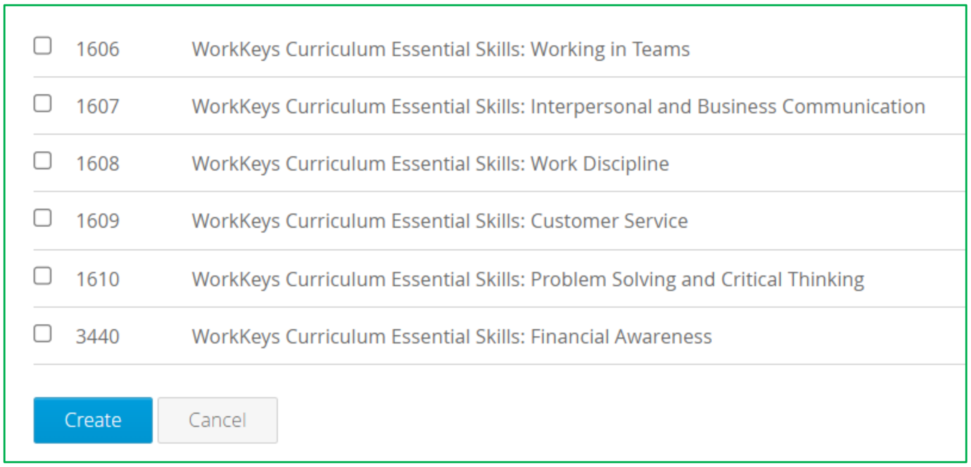
☐ Select All

☐	1336	WorkKeys Curriculum Applied Math Levels 3–7
☐	1412	WorkKeys Curriculum Graphic Literacy Levels 3–7
☐	1413	WorkKeys Curriculum Workplace Documents Levels 3–7
☐	1756	WorkKeys Curriculum Quick Guide
☐	1788	WorkKeys Curriculum Applied Math Levels 1–2
☐	1789	WorkKeys Curriculum Graphic Literacy Levels 1–2
☐	1790	WorkKeys Curriculum Workplace Documents Levels 1–2
☐	3764	Spanish WorkKeys Curriculum Applied Math Levels 3–7
☐	3766	Spanish WorkKeys Curriculum Graphic Literacy Levels 3–7
☐	3767	Spanish WorkKeys Curriculum Workplace Documents Levels 3–7

Other WorkKeys Aligned Courses

☐	1451	WorkKeys Curriculum Business Writing
☐	1452	WorkKeys Curriculum Workplace Observation
☐	1470	WorkKeys Curriculum Applied Technology: Electricity
☐	1592	WorkKeys Curriculum Applied Technology: Fluid Dynamics
☐	1593	WorkKeys Curriculum Applied Technology: Mechanics
☐	1594	WorkKeys Curriculum Applied Technology: Thermodynamics
☐	1963	WorkKeys Curriculum Applied Technology: Problem-Solving Strategies

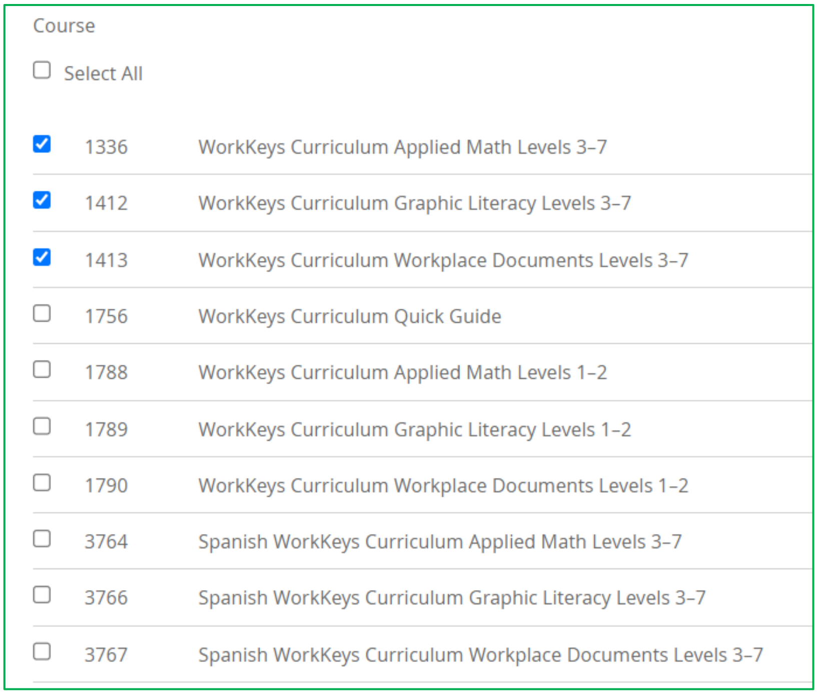
Essential Skills Courses



Course bundles: Courses are organized and displayed in bundles. The course list is based on an institution's license. By selecting the box next to **Select All** you select all the courses available under your license.

Select the box in front of each course to which the student/learner should have access. If the student should not have access to a course, be sure that the box in front of the course is not checked.

IMPORTANT: While you can always add course access at a later date, you cannot go back and remove a course once access has been granted to it.



6. Select **Create** to create the account and return to the Students screen.

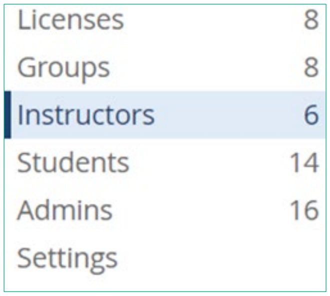
The new user will receive an activation email at the address you supplied.

Note: *If you enter a password, it is your responsibility to provide the new user with their username, password, and the application url (https://workkeyscurriculum.act.org/login).*

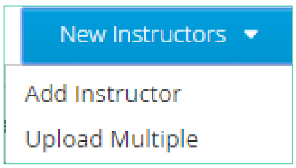
Instructor Account

Steps in the process are as follows:

1. From the Institution or District Admin dashboard navigation menu on the left of the screen, select **Instructors.**



2. On the Instructors screen, select **New Instructors,** and then choose **Add Instructor** from the drop-down menu.



Note: *Alternatively, if you have not yet created any instructor accounts for your institution, you can select the* **Create one!** *link.*

3. For an instructor account, complete the fields to define the user properties by entering the user's name (required), email address (required), and password (optional).

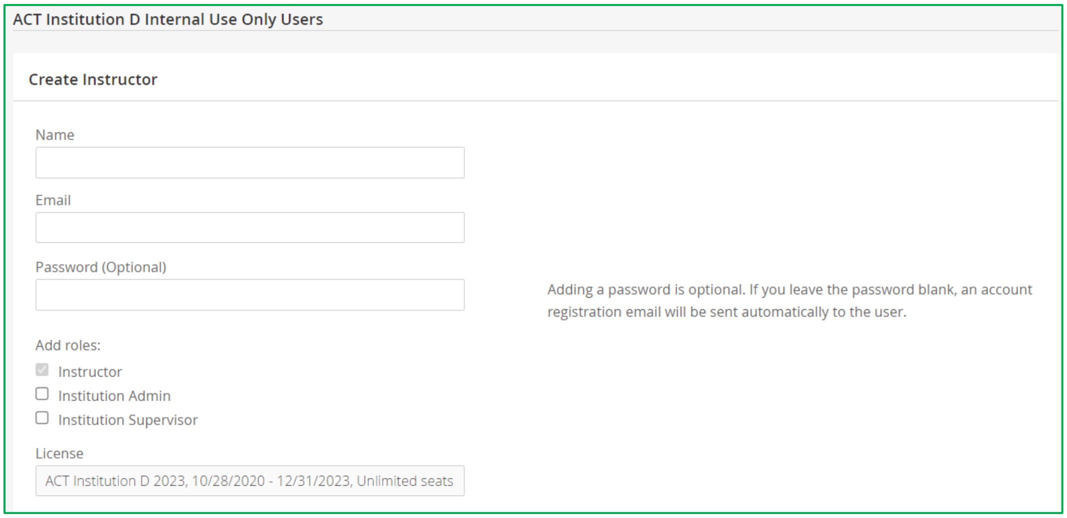
   The additional roles of Institution Admin and/or Institution Supervisor can be assigned to the instructor account.

   Note: *There is only one field for name. If you want the users in alphabetical order, consider using the last-name-comma-first-name format.*

4. The next step is to assign the instructor to a license.

Only one license: If there is only one active license, the system will automatically select the current active license.

More than one license: If there is more than one active license, a drop-down menu will be available to select the appropriate license to be used.



5. After selecting the license, a list of available courses is displayed.

WorkKeys NCRC Aligned Courses

Course

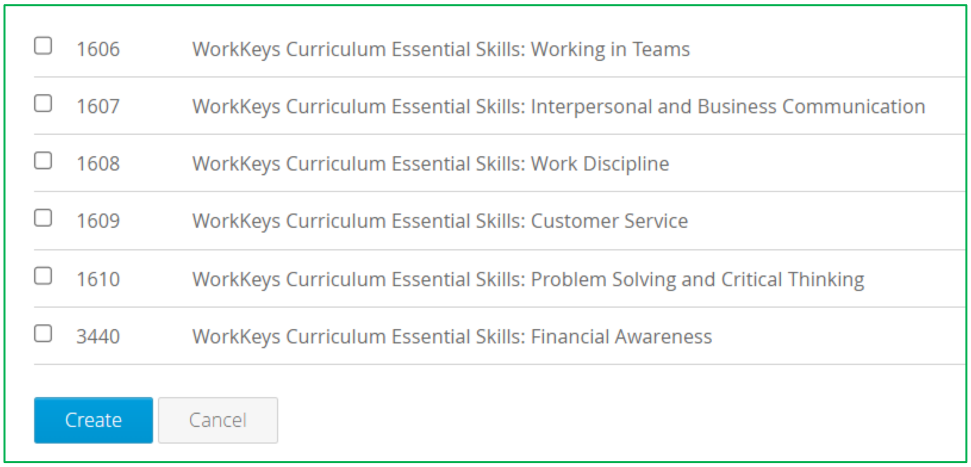
☐ Select All

☐	1336	WorkKeys Curriculum Applied Math Levels 3–7
☐	1412	WorkKeys Curriculum Graphic Literacy Levels 3–7
☐	1413	WorkKeys Curriculum Workplace Documents Levels 3–7
☐	1756	WorkKeys Curriculum Quick Guide
☐	1788	WorkKeys Curriculum Applied Math Levels 1–2
☐	1789	WorkKeys Curriculum Graphic Literacy Levels 1–2
☐	1790	WorkKeys Curriculum Workplace Documents Levels 1–2
☐	3764	Spanish WorkKeys Curriculum Applied Math Levels 3–7
☐	3766	Spanish WorkKeys Curriculum Graphic Literacy Levels 3–7
☐	3767	Spanish WorkKeys Curriculum Workplace Documents Levels 3–7

Other WorkKeys Aligned Courses

☐	1451	WorkKeys Curriculum Business Writing
☐	1452	WorkKeys Curriculum Workplace Observation
☐	1470	WorkKeys Curriculum Applied Technology: Electricity
☐	1592	WorkKeys Curriculum Applied Technology: Fluid Dynamics
☐	1593	WorkKeys Curriculum Applied Technology: Mechanics
☐	1594	WorkKeys Curriculum Applied Technology: Thermodynamics
☐	1963	WorkKeys Curriculum Applied Technology: Problem-Solving Strategies

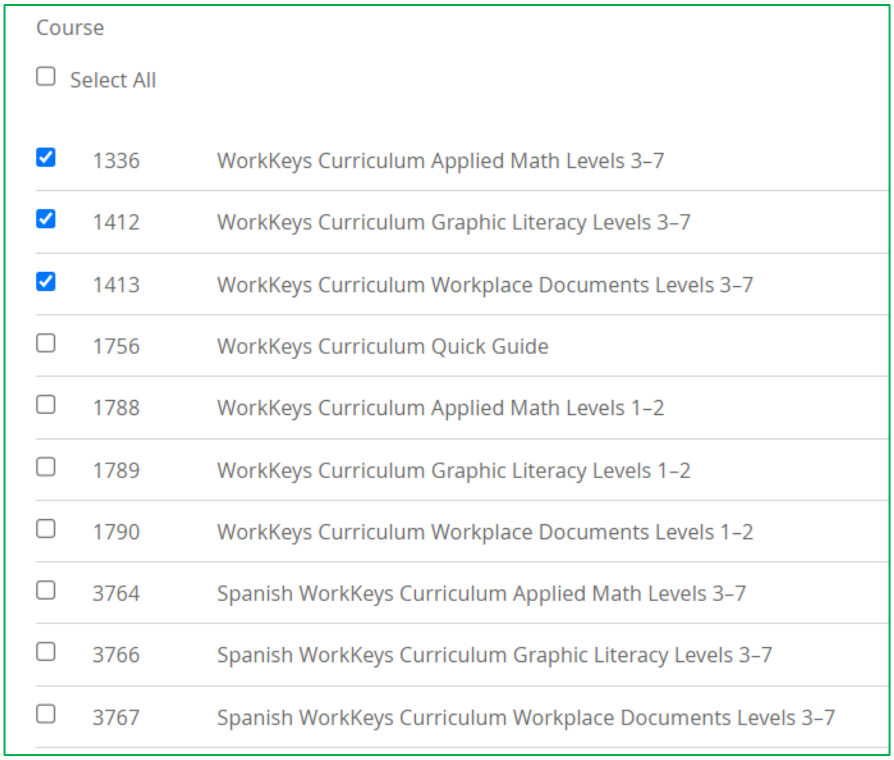
Essential Skills Courses



Course bundles: Courses are organized and displayed in bundles. The course list is based on an institution's license. By selecting the box next to **Select All** you select all the courses available under your license.

Select the box in front of each course to which the instructor should have access. If the instructor should not have access to a course, be sure that the box in front of the course is not checked.

IMPORTANT: While you can always add course access at a later date, you cannot go back and remove a course once access has been granted to it.



6. Select **Create** to create the account and return to the Instructors screen.

The new user will receive an activation email at the address you supplied.

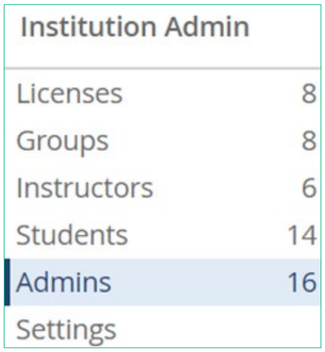
Note: *If you enter a password, it is your responsibility to provide the new user with their username, password, and the application url (https://workkeyscurriculum.act.org/login).*

Creating Accounts Individually: Admin Accounts

Complete the following process to create an admin account with the role of institution admin and/or institution supervisor.

Steps in the process are as follows:

1. From the Institution or District Admin dashboard navigation menu on the left of the screen, select **Admins.**



2. On the Admins screen, select **New Admin.**

3. Complete the fields to define the user properties by entering the user’s name (required), email address (required), and password (optional).

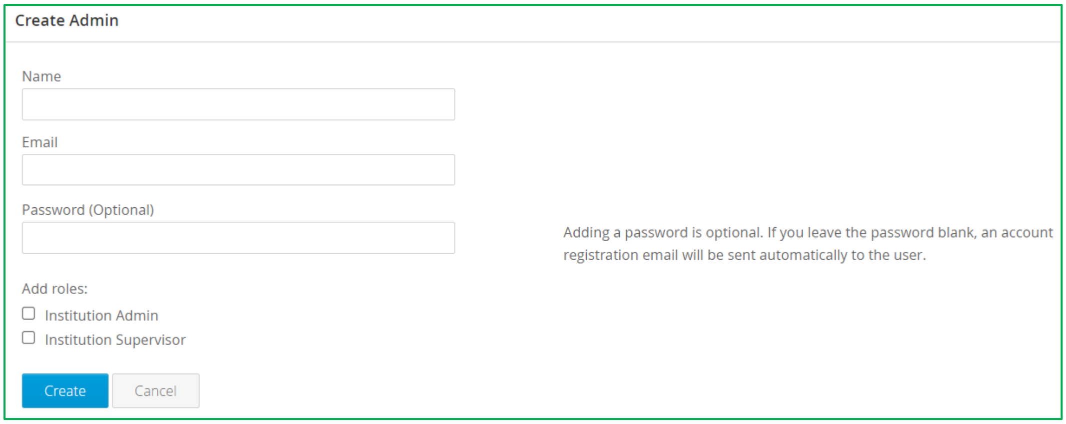
   Note: *There is only one field for name. If you want the users in alphabetical order, consider using the last-name-comma-first-name format.*

4. Check the box in front of each role you wish the admin user to have.

   Institution admin role: This enables the user to create accounts and groups.

   Institution supervisor role: This enables the user to run reports, create assignments, and grant additional attempts on quizzes on a per student per course basis.

   For more information, see Institution Administration Roles, page 27.



IMPORTANT: If you want a user to have the role of instructor along with the role of institution admin and/or institution supervisor, you first must create an instructor account and add the additional role(s) to that account.

5. Select **Create** to create the account and return to the Admins screen.

   The new user will receive an activation email at the address you supplied.

   Note: *If you enter a password, it is your responsibility to provide the new user with their username, password, and the application url (https://workkeyscurriculum.act.org/login).*

Creating Accounts in Bulk: Student and Instructor Accounts

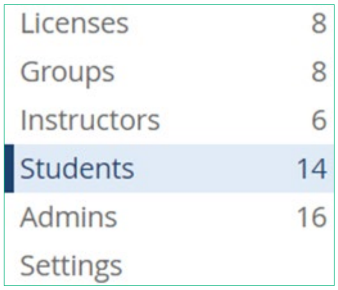
To create student or instructor user accounts in bulk with data from an Excel spreadsheet, follow the process described below.

IMPORTANT: If you wish to create student or instructor accounts in bulk while also adding them to groups, follow the steps for Creating Groups in Bulk, page 110.

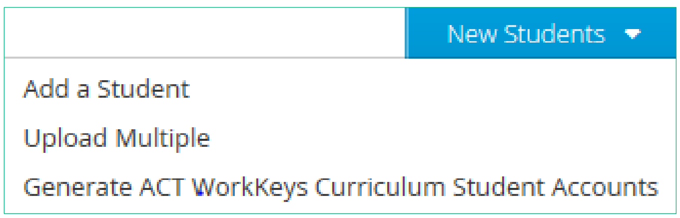
Student Accounts Upload Multiple

Steps in the process are as follows:

1. From the Institution or District Admin dashboard navigation menu on the left side of the screen, select **Students.**



2. On the Students screen, select **New Students,** then choose **Upload Multiple** from the drop-down menu.



3. Follow the instructions on the screen to create a CSV file containing the appropriate data and formatting.

   a. Locate the following information for each student:

      - Email (required)—can be real or mock/faux email address
      - Name (required) —first and last name
      - Password (optional)—

         - **Real-valid email:** If a real/valid email is used, this field can be left blank. The user will receive an email with instructions for creating a password

         - **Mock/faux email:** If a mock/faux email address is used, this field is required. The admin must create and distribute the login credentials.

   b. Create a spreadsheet in Excel with four column headers: email, name, password , and sis_id.

      IMPORTANT: All four headings are required, in this order and in lowercase letters, even if you are leaving some information blank.

It should look like this:

	A	B	C	D
1	**email**	**name**	**password**	**sis_id**
2				
3				
4				

c. Fill in each student's information below the headers (top row).

Note: *There is only one field for name. If you want the users in alphabetical order, consider using the last-name-comma-first-name format.*

IMPORTANT: All four headings are required, in this order and in lowercase letters, even if you are leaving some information blank.

It should look like this:

	A	B	C	D
1	**email**	**name**	**password**	**sis_id**
2	annamiller@wkc.org	Miller, Anna		WKC-2233
3	charlestanner@wkc.org	Tanner, Charles	pw8439	WKC-9812
4	kimadams@wkc.org	Adams, Kim		WKC-6040
5				

4. Save the spreadsheet to your desktop in a CSV UTF-8 (comma delimited) (*.csv) format. By default, Excel saves spreadsheets in a .xls or .xlsx format. Make sure you save your data in the appropriate format.

   Note: *A maximum of 999 rows can be loaded in each CSV file. If you have more than 999 users, you will need to create more than one file.*

5. Back on the Upload Multiple screen, the next step is to assign the students to a license;

   Only one license: If there is only one active license, the system will automatically select the current active license.

   More than one license: If there is more than one active license, a drop-down menu will be available to select the appropriate license to be used.

License

Select a license...

6. After selecting the license, a list of available courses is displayed.

WorkKeys NCRC Aligned Courses

Course

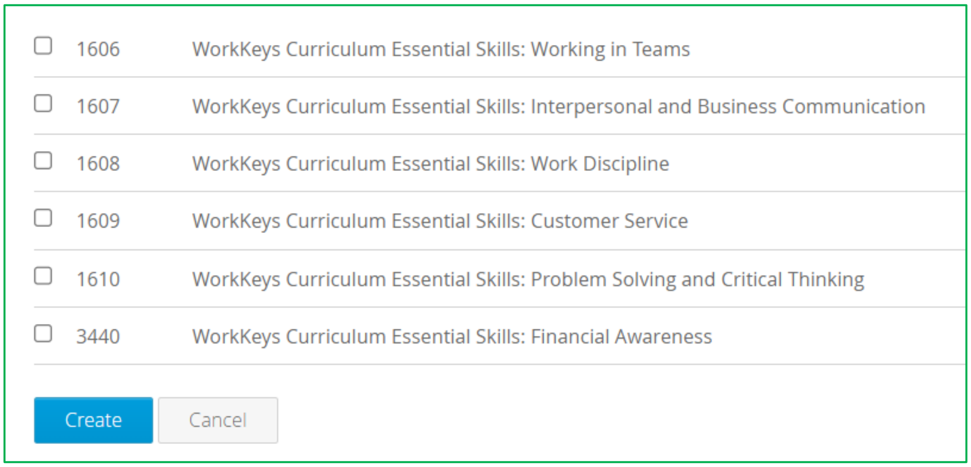
☐ Select All

☐	1336	WorkKeys Curriculum Applied Math Levels 3–7
☐	1412	WorkKeys Curriculum Graphic Literacy Levels 3–7
☐	1413	WorkKeys Curriculum Workplace Documents Levels 3–7
☐	1756	WorkKeys Curriculum Quick Guide
☐	1788	WorkKeys Curriculum Applied Math Levels 1–2
☐	1789	WorkKeys Curriculum Graphic Literacy Levels 1–2
☐	1790	WorkKeys Curriculum Workplace Documents Levels 1–2
☐	3764	Spanish WorkKeys Curriculum Applied Math Levels 3–7
☐	3766	Spanish WorkKeys Curriculum Graphic Literacy Levels 3–7
☐	3767	Spanish WorkKeys Curriculum Workplace Documents Levels 3–7

Other WorkKeys Aligned Courses

☐	1451	WorkKeys Curriculum Business Writing
☐	1452	WorkKeys Curriculum Workplace Observation
☐	1470	WorkKeys Curriculum Applied Technology: Electricity
☐	1592	WorkKeys Curriculum Applied Technology: Fluid Dynamics
☐	1593	WorkKeys Curriculum Applied Technology: Mechanics
☐	1594	WorkKeys Curriculum Applied Technology: Thermodynamics
☐	1963	WorkKeys Curriculum Applied Technology: Problem-Solving Strategies

Essential Skills Courses



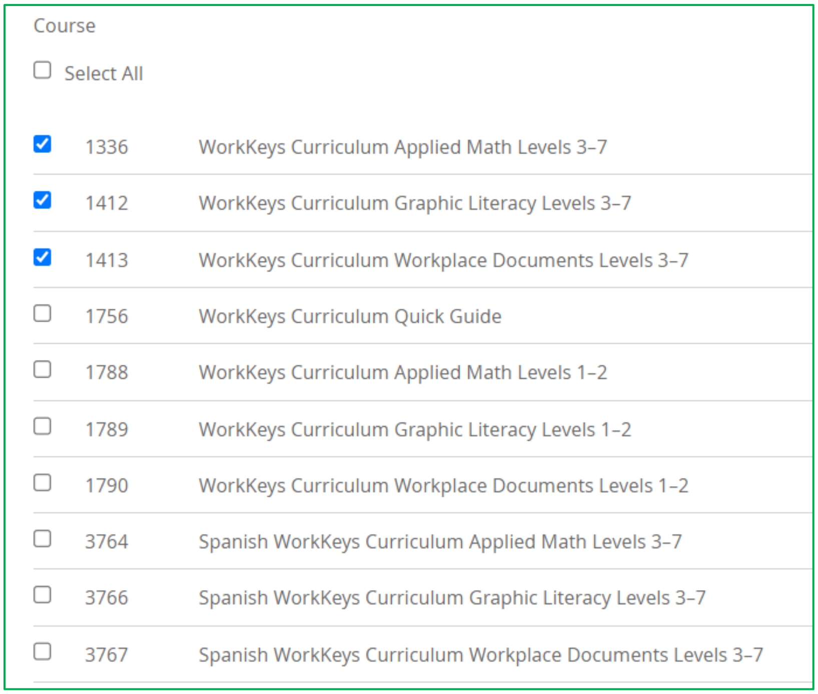
☐	1606	WorkKeys Curriculum Essential Skills: Working in Teams
☐	1607	WorkKeys Curriculum Essential Skills: Interpersonal and Business Communication
☐	1608	WorkKeys Curriculum Essential Skills: Work Discipline
☐	1609	WorkKeys Curriculum Essential Skills: Customer Service
☐	1610	WorkKeys Curriculum Essential Skills: Problem Solving and Critical Thinking
☐	3440	WorkKeys Curriculum Essential Skills: Financial Awareness

Create Cancel

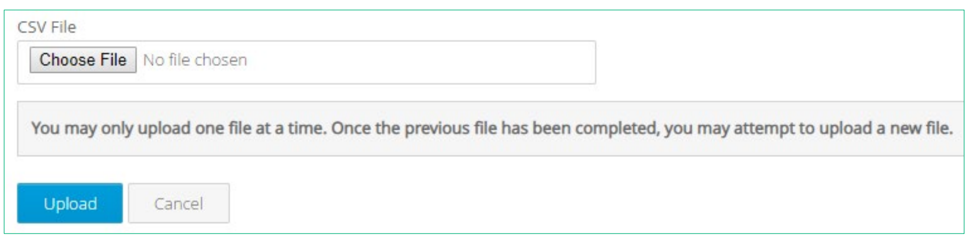
Course bundles: Courses are organized in bundles, and by selecting the box next to **Select All** you select all the courses in that bundle. The course list is based on an institution's license.

Select the box in front of each course to which the student/learner should have access. All students will have access to the same courses. If the students should not have access to a course, be sure that the box in front of the course is not checked.

IMPORTANT: While you can always add course access at a later date, you cannot go back and remove a course once access has been granted to it.



7. Using **Browse,** search your desktop to locate the CSV file you created, select the file, and then choose **Upload** to import the file.



A status message appears when the file has finished uploading and the new accounts are listed on the Students screen.

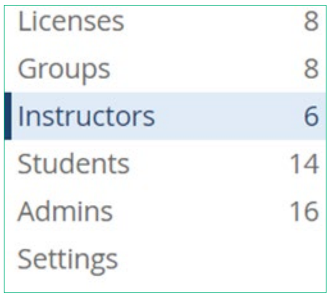
Real-valid email: If a real/valid email was used and nothing was entered in the password field, the user will receive an activation email.

Mock/faux email: If a mock/faux email address was used, the email address, password, and application (https://workkeyscurriculum.act.org/login) must be provided to each user.

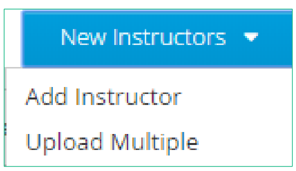
Instructor Accounts Upload Multiple

Steps in the process are as follows:

1. From the Institution or District Admin dashboard navigation menu on the left side of the screen, select **Instructors.**



2. On the Students screen, select **New Instructors,** then choose **Upload Multiple** from the drop-down menu.



3. Follow the instructions on the screen to create a CSV file containing the appropriate data and formatting.

    a. Locate the following information for each instructor:

    - Email (required)—can be real or mock/faux email address
    - Name (required) —first and last name
    - Password (optional)—

        - **Real-valid email:** If a real/valid email is used, this field can be left blank. The user will receive and email with instructions for creating a password

        - **Mock/faux email:** If a mock/faux email address is used, this field is required. The admin must create and distribute the login credentials.

    b. Create a spreadsheet in Excel with three column headers: **email, name,** and **password**.

IMPORTANT: All three headings are required, in this order and in lowercase letters, even if you are leaving some information blank.

It should look like this:

	A	B	C
1	email	name	password
2			
3			
4			

c. Fill in each instructor's information below the headers (top row).

Note: *There is only one field for name. If you want the users in alphabetical order, consider using the last-name-comma-first-name format.*

IMPORTANT: All four headings are required, in this order and in lowercase letters, even if you are leaving some information blank.

It should look like this:

	A	B	C
1	email	name	password
2	annamiller@institutionA.org	Anna Miller	pw56798
3	charlestanner@institutionA.org	Charles Tanner	
4	kimadams@institutionA.org	Kim Adams	pw12345

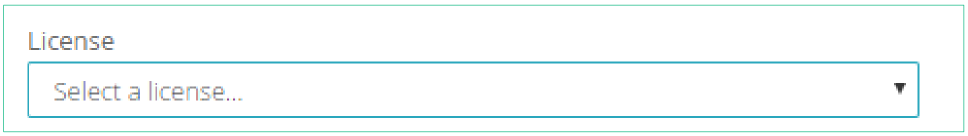
4. Save the spreadsheet to your desktop in a CSV UTF-8 (comma delimited) (*.csv) format. By default, Excel saves spreadsheets in a .xls or .xlsx format. Make sure you save your data in the appropriate format.

   Note: *A maximum of 999 rows can be loaded in each CSV file. If you have more than 999 users, you will need to create more than one file.*

5. Back on the Upload Multiple screen, the next step is to assign the instructors to a license:

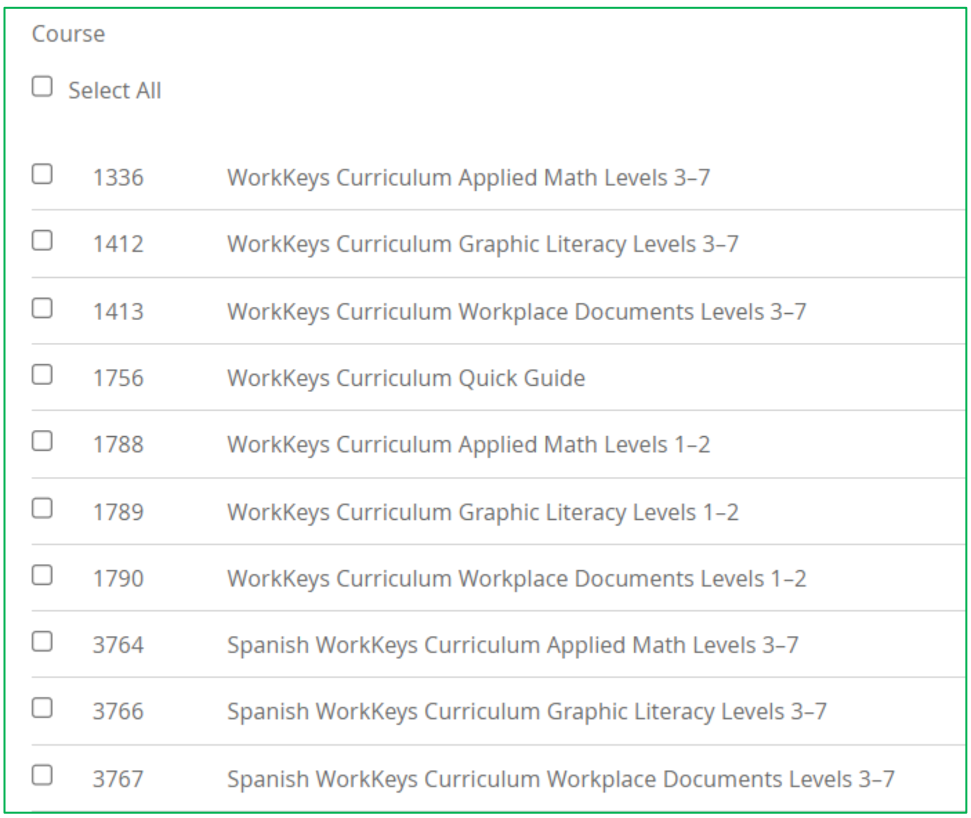
Only one license: If there is only one active license, the system will automatically select the current active license.

More than one license: If there is more than one active license, a drop-down menu will be available to select the appropriate license to be used.



6. After selecting the license, a list of available courses is displayed.

WorkKeys NCRC Aligned Courses



Course

☐ Select All

☐	1336	WorkKeys Curriculum Applied Math Levels 3–7
☐	1412	WorkKeys Curriculum Graphic Literacy Levels 3–7
☐	1413	WorkKeys Curriculum Workplace Documents Levels 3–7
☐	1756	WorkKeys Curriculum Quick Guide
☐	1788	WorkKeys Curriculum Applied Math Levels 1–2
☐	1789	WorkKeys Curriculum Graphic Literacy Levels 1–2
☐	1790	WorkKeys Curriculum Workplace Documents Levels 1–2
☐	3764	Spanish WorkKeys Curriculum Applied Math Levels 3–7
☐	3766	Spanish WorkKeys Curriculum Graphic Literacy Levels 3–7
☐	3767	Spanish WorkKeys Curriculum Workplace Documents Levels 3–7

Other WorkKeys Aligned Courses

1451	WorkKeys Curriculum Business Writing
1452	WorkKeys Curriculum Workplace Observation
1470	WorkKeys Curriculum Applied Technology: Electricity
1592	WorkKeys Curriculum Applied Technology: Fluid Dynamics
1593	WorkKeys Curriculum Applied Technology: Mechanics
1594	WorkKeys Curriculum Applied Technology: Thermodynamics
1963	WorkKeys Curriculum Applied Technology: Problem-Solving Strategies

Essential Skills Courses

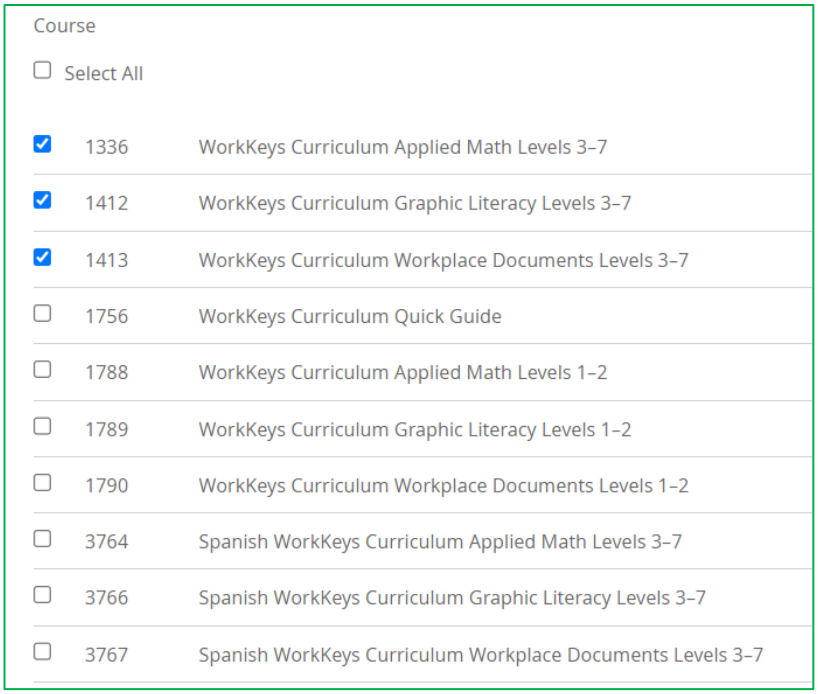
1606	WorkKeys Curriculum Essential Skills: Working in Teams
1607	WorkKeys Curriculum Essential Skills: Interpersonal and Business Communication
1608	WorkKeys Curriculum Essential Skills: Work Discipline
1609	WorkKeys Curriculum Essential Skills: Customer Service
1610	WorkKeys Curriculum Essential Skills: Problem Solving and Critical Thinking
3440	WorkKeys Curriculum Essential Skills: Financial Awareness

Create Cancel

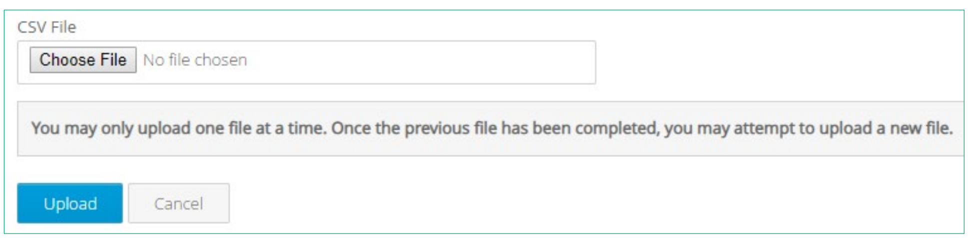
Course bundles: Courses are organized and displayed in bundles. The course list is based on an institution's license. By selecting the box next to **Select All** you select all the courses available under your license.

Select the box in front of each course to which the instructor should have access. If the instructor should not have access to a course, be sure that the box in front of the course is not checked.

IMPORTANT: While you can always add course access at a later date, you cannot go back and remove a course once access has been granted to it.



7. Using **Browse,** search your desktop to locate the CSV file you created, select the file, and then choose **Upload** to import the file.



A status message appears when the file has finished uploading and the new accounts are listed on the Instructors screen.

a. **Real-valid email:** If a real/valid email was used and nothing was entered in the password field, the user will receive an activation email.

b. **Mock/faux email:** If a mock/faux email address was used, the email address, password, and application (https://workkeyscurriculum.act.org/login) must be provided to each user.

Creating Accounts: Students without Email Addresses

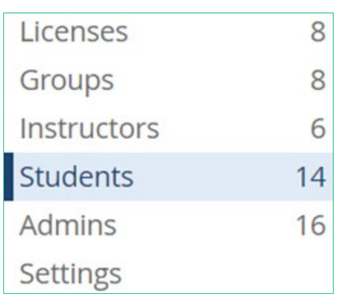
The Generate ACT WorkKeys Curriculum Student Accounts option within the platform allows you to create accounts for users without supplying an active email address. It generates a generic name, a username using a mock/faux email account (using the @workkeyscurriculum.act.org domain), and a password for each student/learner.

When using this option, it is the responsibility of the institution or district admin to distribute the login username (mock/faux email address), password, and application url (https://workkeyscurriculum.act.org/login) to each student/learner.

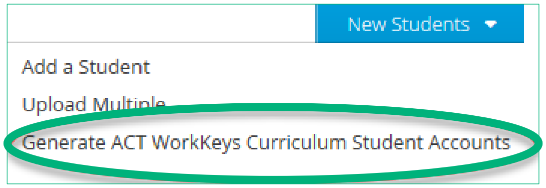
With this option, students/learners should not change the email address associated with their account and cannot use the **Reset Password** option on the login page. All students/learners will have the default name *Student.* The institution or district admin can update this information, or the student/learner can update this information after the account is created. See Managing Existing User Accounts, page 98.

To use this option, perform the following steps:

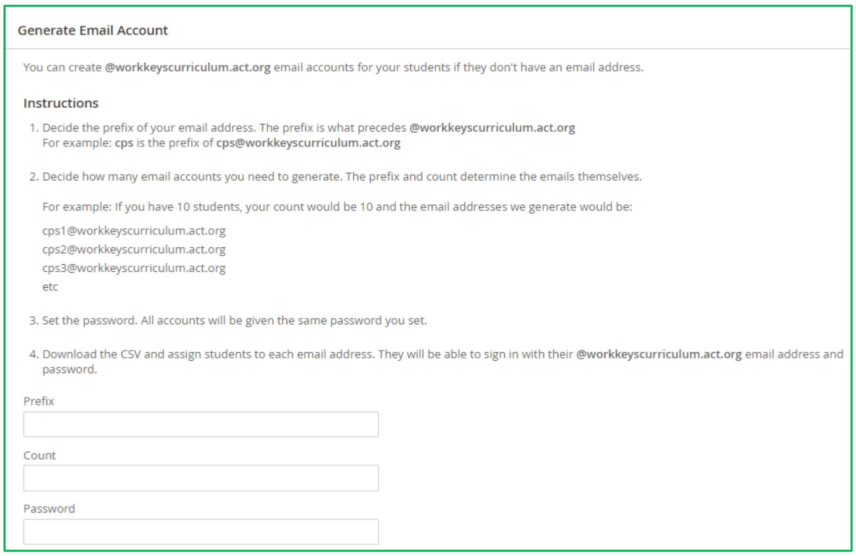
1. From the Institution or District Admin dashboard navigation menu on the left, select **Students.**



2. On the Students screen, select **New Students** and select **Generate ACT WorkKeys Curriculum Student Accounts** from the drop-down.



3. On the Generate Email Account screen, follow the instructions presented.



  a. Determine which prefix should be used for the email addresses being created and enter it in the **Prefix** box. The prefix and system assigned number will appear in front of the @workkeyscurriculum.act.org.

  b. Determine how many student accounts you want created and enter that number in the **Count** box.

     Note: *The institution or district admin is determining only how many student accounts they want created and not the numbers that will be used in the email addresses.*

  c. Determine a password that will be assigned to all of the student accounts being created and enter it in the **Password** box.

4. The next step is to assign the students to a license.

Only one license: If there is only one active license, the system will automatically select the current active license.

More than one license: If there is more than one active license, a drop-down menu will be available to select the appropriate license to be used.

5. After selecting the license, a list of available courses is displayed.

WorkKeys NCRC Aligned Courses

Course

☐ Select All

☐	1336	WorkKeys Curriculum Applied Math Levels 3–7
☐	1412	WorkKeys Curriculum Graphic Literacy Levels 3–7
☐	1413	WorkKeys Curriculum Workplace Documents Levels 3–7
☐	1756	WorkKeys Curriculum Quick Guide
☐	1788	WorkKeys Curriculum Applied Math Levels 1–2
☐	1789	WorkKeys Curriculum Graphic Literacy Levels 1–2
☐	1790	WorkKeys Curriculum Workplace Documents Levels 1–2
☐	3764	Spanish WorkKeys Curriculum Applied Math Levels 3–7
☐	3766	Spanish WorkKeys Curriculum Graphic Literacy Levels 3–7
☐	3767	Spanish WorkKeys Curriculum Workplace Documents Levels 3–7

Other WorkKeys Aligned Courses

☐	1451	WorkKeys Curriculum Business Writing
☐	1452	WorkKeys Curriculum Workplace Observation
☐	1470	WorkKeys Curriculum Applied Technology: Electricity
☐	1592	WorkKeys Curriculum Applied Technology: Fluid Dynamics
☐	1593	WorkKeys Curriculum Applied Technology: Mechanics
☐	1594	WorkKeys Curriculum Applied Technology: Thermodynamics
☐	1963	WorkKeys Curriculum Applied Technology: Problem-Solving Strategies

Essential Skills Courses

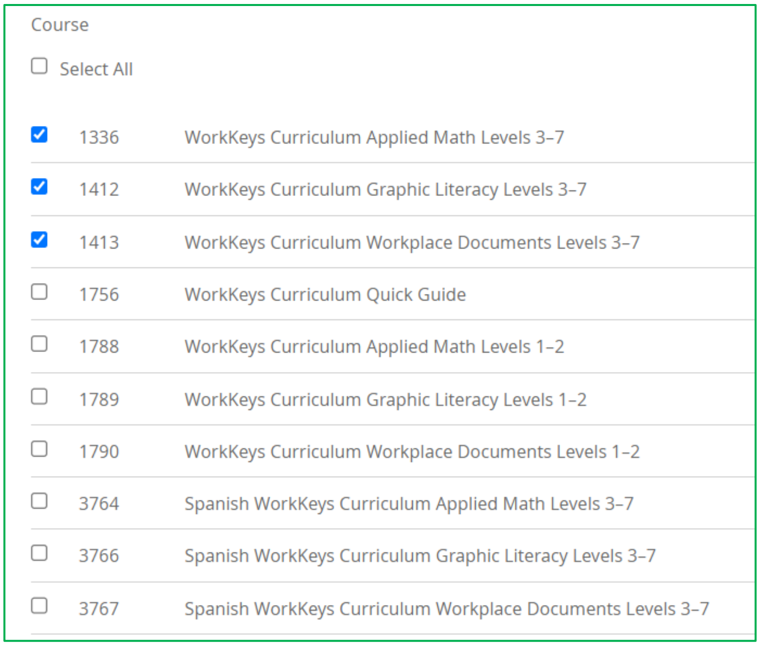
☐	1606	WorkKeys Curriculum Essential Skills: Working in Teams
☐	1607	WorkKeys Curriculum Essential Skills: Interpersonal and Business Communication
☐	1608	WorkKeys Curriculum Essential Skills: Work Discipline
☐	1609	WorkKeys Curriculum Essential Skills: Customer Service
☐	1610	WorkKeys Curriculum Essential Skills: Problem Solving and Critical Thinking
☐	3440	WorkKeys Curriculum Essential Skills: Financial Awareness

Create Cancel

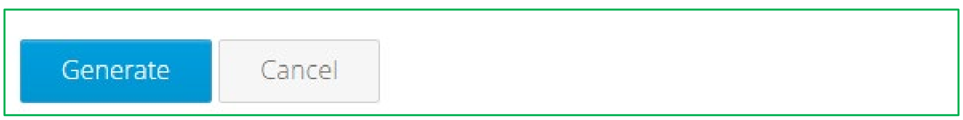
Course bundles: Courses are organized and displayed in bundles. The course list is based on an institution's license. By selecting the box next to **Select All** you select all the courses available under your license.

Select the box in front of each course to which the student/learner should have access. All students will have access to the same courses. If the student should not have access to a course, be sure that the box in front of the course is not checked.

IMPORTANT: While you can always add course access at a later date, you cannot go back and remove a course once access has been granted to it.



6. Select **Generate**.



The institution or district admin will receive an email when the accounts have been created.

Because the email addresses are not real, the institution or district admin must distribute the email addresses, passwords, and application url (https://workkeyscurriculum.act.org/login) to the students.

Updating Name

Optionally, after the new student accounts have been created, the institution or district admin can replace the generic Student name with the actual name of the student that will be using the ACT WorkKeys Curriculum generated email address.

To use this option, perform the following steps:

1. From the Institution or District Admin dashboard navigation menu on the left, select **Students.**
2. Select one of the new student accounts that was just created.

3. Select **Edit.**
4. In the **Name** field, replace *Student* with the actual student's name.
5. Select **Update Student**

Notes:

- *The institution admin or district admin determines which prefix is used when creating the student accounts, but the number included in the email addresses are assigned by the program.*
- *Multiple institutions could be using the same prefix. For example, two schools could both be using* EHS *as their prefix, which can result in a gap in the numbers being used in each school's system-generated emails.*

Requesting Additional Accounts: District Admins, District Supervisors, and/or Organization Supervisors

Only ACT staff can create or manage accounts for the roles of district admin, district supervisor, and/or organization supervisor. To submit a request, use the *Contact ACT WorkKeys Curriculum Support* form. Use the **Description** field for the details:

- Full Name
- Email
- Role(s) to be associated with the account
- Name of District or Organization with which the user account is to be associated

Managing Existing User Accounts: Students, Instructors, and Institution Admin/Supervisors

After accounts have been created, Institution Admin and District Admin users can both view and edit student, instructor, and admin (institution admin or institution supervisor) account information. In addition to general maintenance, this can be useful when users forget their passwords or need to change the groups they are assigned to.

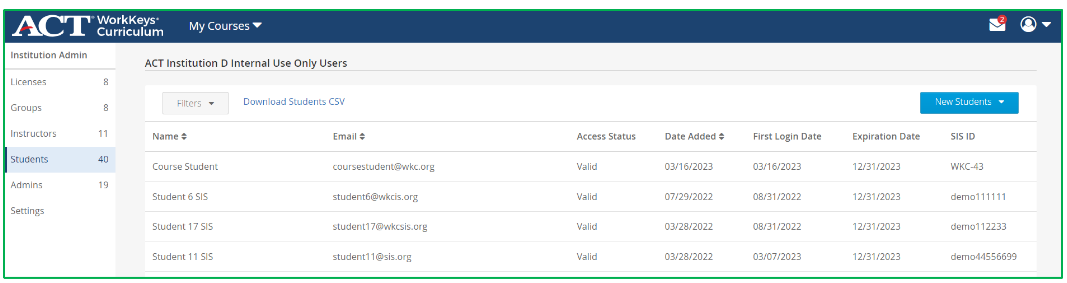
Managing Student or Instructor Accounts

The process for managing user accounts is the same for student and instructor accounts. The instructions in this section are written for managing student accounts.

IMPORTANT: If you are managing instructor accounts, select the appropriate options for instructors.

To work with student (or instructor) accounts, as a user with the institution or district admin role, follow these steps:

1. Select **Students** (**Instructors**) from the navigation menu on the Institution Admin or District Admin dashboard.
2. A list of all students (instructors) in the institution is displayed:



Complete the appropriate action:

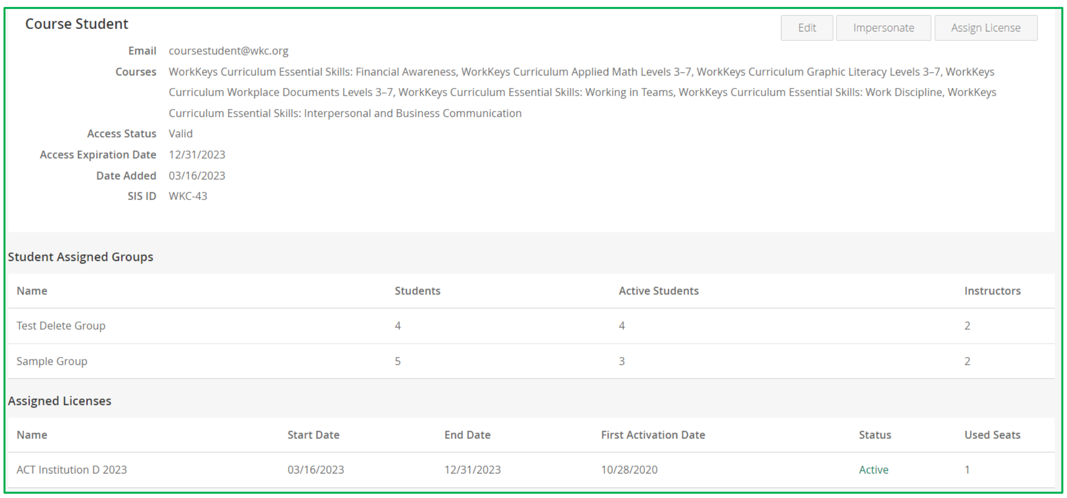
a. Select **Download Students CSV** (**Download Instructors CSV**) to export a file of all students (instructors) in the institution that includes the user’s name, email address, access status (valid, pending, or expired), date account created, a list of groups in which the student (instructor) is a member, and the SIS_ID which is only part of a student account.

b. Use **Filters** to search for a specific student (instructor), based on the user’s name or email address. Data can be sorted by name, email or date account was created.

c. Select **New Students** (**New Instructors**) to create individual or multiple student (instructor) accounts

d. Select a specific student (instructor) account for more detailed information:

- Select **Edit** to make changes to the student's (instructor's) name, email address, password, or SIS_ID which is only part of a student account
- Select **Impersonate** to impersonate the student (instructor)
- Select **Assign License** to grant student (instructor) access if their account has expired or grant access to additional courses

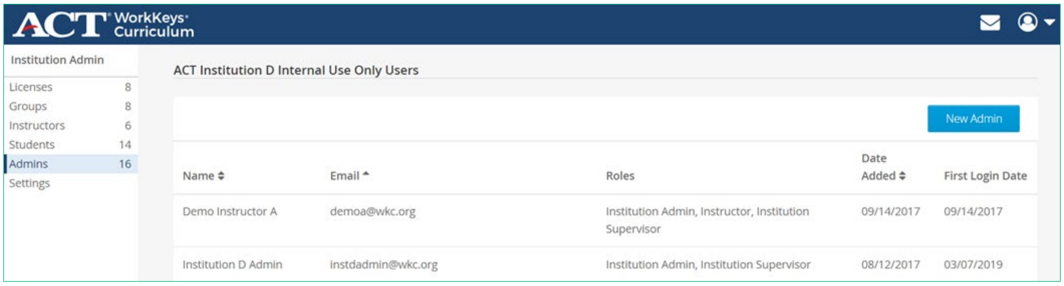


Managing Admin Accounts

To work with admin accounts, as a user with the institution or district admin role, follow these steps:

1. Select **Admins** from the navigation menu on the Institution Admin or District Admin dashboard.

   A list of all admins in the institution is displayed:



2. Select a specific admin account for more additional options:

   - Select **Edit** to make changes to the admin's name, email address, or password.
   - Select **Impersonate** to impersonate the user.

Adding Courses to an Existing Account: Student or Instructor

There are two methods an institution admin or district admin can use to add one or more additional courses to an existing student or instructor account.

- For multiple users: Use a bulk CSV file upload (recommended if multiple users need access to the same courses).
- For single users: Select **Assign License** in each student’s (instructor’s) individual page.

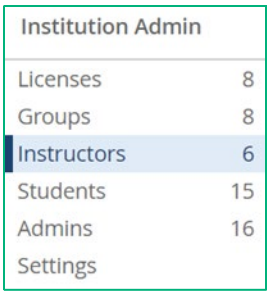
These instructions assume that the user has been assigned a license that provides access to one or more courses, but the user does not have access to every course on the license.

IMPORTANT: Providing a user with access to a course that is not available through their license requires either updating the license or assigning the user to a different license.

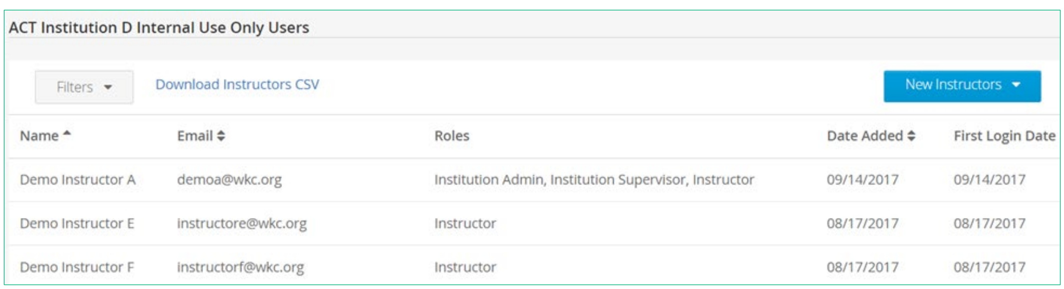
Adding Courses to Existing Accounts in Bulk via CSV File Upload: Student or Instructor

Steps in the process are as follows:

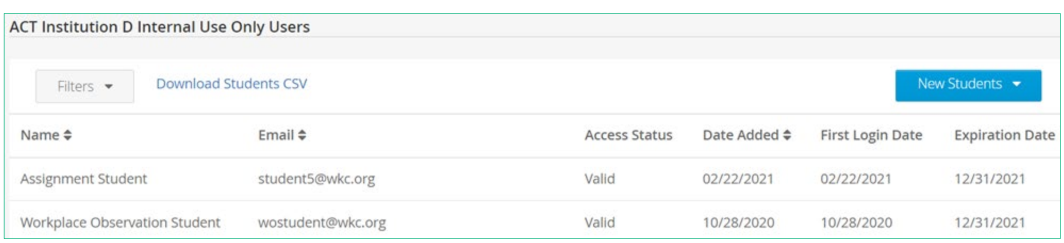
1. Go to the Institution Admin or District Admin dashboard. If you are changing course access for instructors, select the **Instructors** (or Students) tab.



2. Select **Download Instructors CSV** link at the top of the page.



Or, if you are changing course access for learners, select the **Students** tab and then select **Download Students CSV** link.



3. Open the CSV file that you downloaded and locate the users that need their course access updated. Delete the rest of the users from the CSV file.

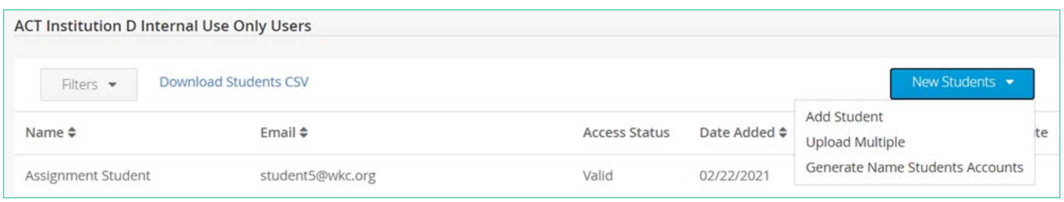
name	email	access_status	latest_expiration_date
Student2 InstitutionA	student14@workkeyscurriculum.act.org	Valid	12/31/2019
Simmy Student	simmystudent@act.org	Valid	12/31/2019
Student4 InstitutionA	student16@workkeyscurriculum.act.org	Valid	12/31/2019
George Washington	george@act.org	Valid	12/31/2019
Captain America	captainamerica@workkeyscurriculum.act	Valid	12/31/2019
Jimmy John	sandwich@mailinator.com	Valid	12/31/2019

4. Rearrange the data in the CSV file to have three columns with the headers *email, name,* and *password*. There will be no data in the fields under the password header. Save the CSV file.

5. If you are working with learners, go back to the **Students** tab in the Institution Admin or District Admin dashboard and select **New Students**.

6. Select **Upload Multiple** from the drop-down list.

   Note: *If you are working with instructors, follow the same instructions, but use the Instructors tab.*

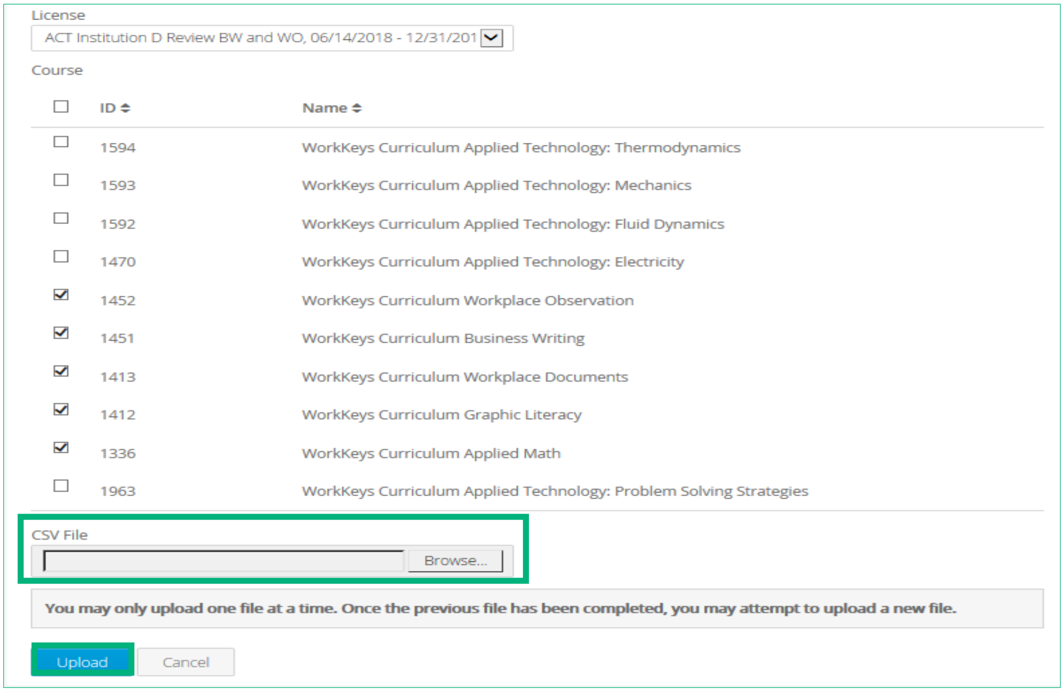


   The next page will include instructions for uploading the CSV file.

7. Use the CSV file you created in Step 2 and follow the instructions shown.

8. At the bottom of the page, select the license these users should be part of and check the box next to each new course to which these learners should have access.

   Note: *Users can be added or assigned to the same license they are already on at this stage. Adding users to a new license is only needed if the courses being added are not included with the current license.*



9. Upload the CSV file by selecting **Upload** at the bottom of the screen. The users' course access will update after the upload is complete.

Adding Courses to an Existing Individual Instructor Account

Steps in the process are as follows:

1. Go to the Institution or District Admin dashboard. Select **Instructors** tab.

2. Select the instructor to be given access to an additional course(s).

   Note: *a list of courses to which the student currently has access is displayed at the top of the screen.*

3. Select **Assign License** to update their course access.

   Only one license: If there is only one active license, the system will automatically select the current active license.

   More than one license: If there is more than one active license, a drop-down menu will be available to select the appropriate license to be used.

4. Select the box in front of each additional course to which the instructor should have access.

   Note: *It is not necessary to select any of the courses to which the instructor already has access.*

   REMEMBER: Once access to a course has been given it cannot be removed.

5. Select **Assign**.

6. The list of courses to which the instructor has access has been updated to include the new course(s).

Adding Courses to an Existing Student Account

Steps in the process are as follows:

1. Go to the Institution or District Admin dashboard. Select **Students** tab.

2. Select the student to be given access to an additional course(s).

   Note: *a list of courses to which the student currently has access is displayed at the top of the screen.*

3. Select **Assign License** to update their course access.

   Only one license: If there is only one active license, the system will automatically select the current active license.

   More than one license: If there is more than one active license, a drop-down menu will be available to select the appropriate license to be used.

4. Select the box in front of each additional course to which the student should have access.

   Note: *It is not necessary to select any of the courses to which the student already has access.*

REMEMBER: Once access to a course has been given it cannot be removed.

5. Select **Assign**.

6. The list of courses to which the student has access has been updated to include the new course(s).

Creating Groups

A group is used to associate students with instructors in an institution. Instructors can work only with students who are in groups in which the instructor is also a member. Students and instructors can belong to multiple groups and can be added or removed from existing groups.

Institution or District Admins can create groups via their corresponding Admin dashboard. Groups can be created individually (by entering the information on screen) or created in bulk (by uploading spreadsheet data saved in a CSV file). For each group you will need to assign:

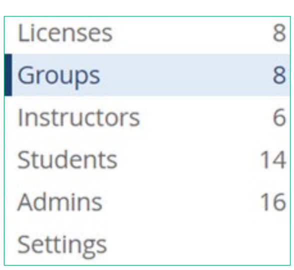
- Group name
- One or more students (preferred, but not required)
- One or more instructors (preferred, but not required)

Note: *An instructor will not be able to access a student's information unless the instructor is assigned to the same group as that student.*

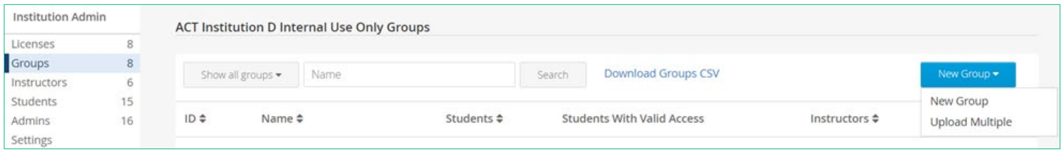
Creating Groups Individually

To create a single group, complete these steps:

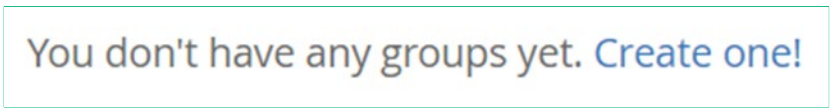
1. From the Institution Admin or District Admin dashboard navigation menu, select **Groups.**



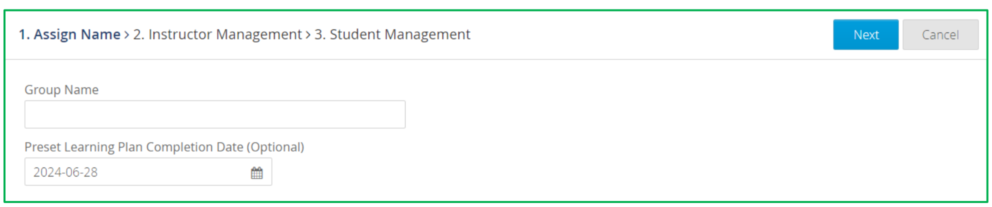
2. Select **New Group,** and then choose **New Group** from the drop-down menu.



Note: *Alternatively, you can use the* **Create one!** *link that is available when there are no groups for your institution.*



3. On the Assign Name screen, type a unique name for the group in the **Group Name** field and, if desired, enter a date in the **Preset Study Plan Completion Date (Optional)** field.



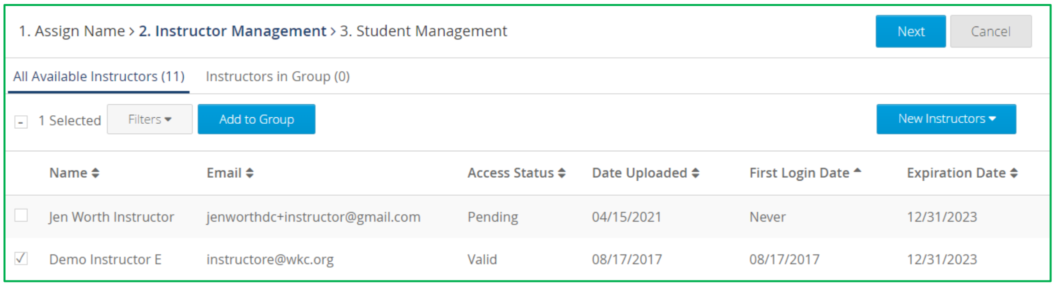
Notes:

- *Study plan dates will carry over from the group to the associated student accounts, serving as a countdown on the calendar of the students' Learning Plan screens.*
- *Group names are case sensitive (e.g. "Junior 2026" and "juniors 2026" are two different group names).*

4. Select **Next.**

5. On the All Available Instructors tab of the Instructor Management screen, check the box next to the names of the instructors to assign, then select **Add to Group.**

   You can also use the checkbox below the All Available Instructors tab heading to select or unselect all listed instructors.

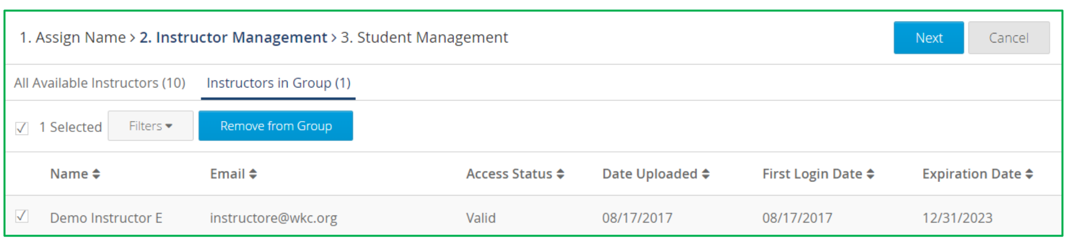


6. If you wish to add an instructor not currently on the All Available Instructors tab, select **New Instructors,** then select either **Add Instructor** or **Upload Multiple** from the drop-down menu and follow the subsequent instructions.

   Note: *Once the new instructor has been added to the tab, you will need to complete step 5 to add the new instructor to the group.*

   The assigned instructors now appear on the Instructors in Group tab.

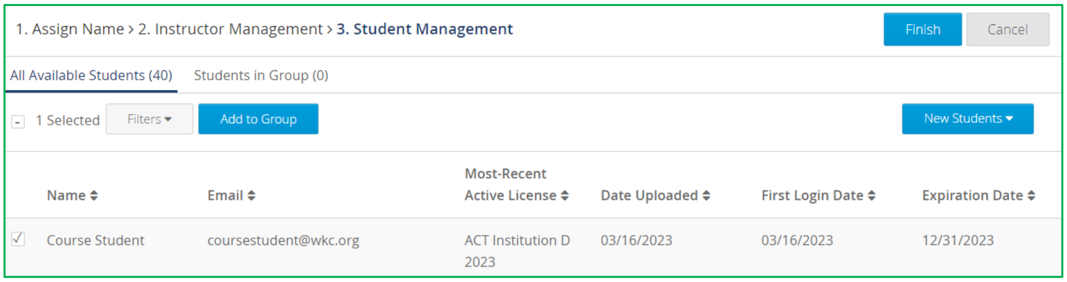
7. On this tab, you can check the box next to an instructor's name and select **Remove from Group** to remove that instructor from the group, if needed.



8. When you are done assigning instructors to the new group—or if you want to skip instructor assignment now and add them later—select **Next.**

9. On the All Available Students tab on the Student Management screen, check the box next to the names of the students to assign, then select **Add to Group.**

   Note: *You can also use the checkbox below the All Available Students tab heading to select or unselect all listed students.*

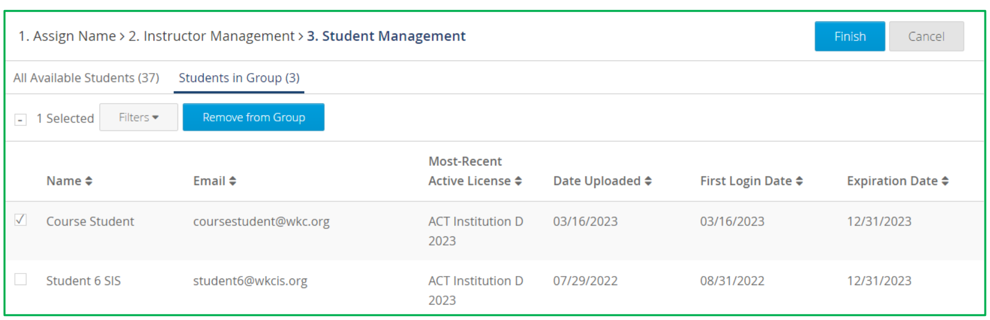


10. If you wish to add a student not currently on the All Available Students tab, select **New Students,** then select either **Add Student** or **Upload Multiple** from the drop-down menu and follow the subsequent instructions.

    Note: *Once the new student has been added to the tab, you will need to complete step 8 to add the new student to the group.*

    The assigned students now appear on the Students in Group tab.

11. On this tab, you can check the box next to a student's name and select **Remove from Group** to remove that student from the group, if needed.



12. When you are done, select **Finish** to return to the updated Groups screen.

    Note: *Before selecting* **Finish,** *you can change the information for the group by using the* **Back to** *options at the top of each screen. When done, select* **Next** *to return to the screen with the option to select* **Finish.**

    IMPORTANT: The group will not be created in the system until you select **Finish.**

Creating Groups in Bulk

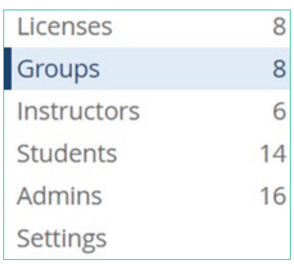
Depending on the data you include in your spreadsheet, this option can be used to:

- Create new groups
- Upload new students/instructors
- Assign students/instructors to groups
- Import new students/instructors directly into existing group
- Add existing students/instructors to existing group

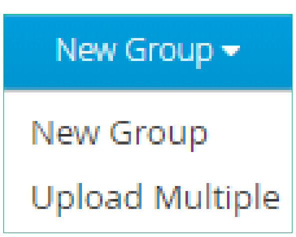
IMPORTANT: This bulk upload process cannot be used to change an existing user's name, email address, or password. The import will fail if the name or email address of an existing user does not match the platform's current information for that user.

To create groups in bulk, complete these steps:

1. From the Institution or District Admin navigation dashboard menu, select **Groups.**



2. Select **New Group** and then choose **Upload Multiple** from the drop-down menu.



3. Follow the instructions on the screen to create a CSV file containing the appropriate data and formatting.

    a. Locate the following information for each user:

- Group name (optional)—If left blank, the user will be imported but not added to a group
- Name (required)—first and last name
- Email (required)—Real or mock/faux email address
- Password (optional)—
  - **Real-valid email:** If a real/valid email is used, this field can be left blank. The user will receive and email with instructions for creating a password
  - **Mock/faux email:** If a mock/faux email address is used, this field is required. The admin must create and distribute the login credentials.
- User_type (required)—Must be either “student” or “instructor” (all lowercase letters)
- User sis_id (optional) this is a customer defined student ID, such as a school ID number than can include numbers, letters, and special characters. SIS ID should only be added to student accounts.

b. Create a spreadsheet in Excel with six column headers: group_name, name, email, password, user_type, and sis_id.

IMPORTANT: All six headings are required, in this order and in lowercase letters, even if you are leaving some information blank.

It should look like this:

	A	B	C	D	E	F
1	**group_name**	**name**	**email**	**password**	**user_type**	**sis_id**
2						
3						
4						
5						

c. Fill in each user’s information below the headers (top row).

When entering **user_type**, be sure that *student* and *instructor* are entered in lowercase letters.

	A	B	C	D	E	F
1	group_name	name	email	password	user_type	sis_id
2	Juniors 2025	Dora Evans	doraevans@school1.edu		student	LZHS35912
3	Juniors 2025	Nicky Stevens	nicky.stevens@school1.edu		instructor	
4	Seniors 2024	James Washington	james.washington@school1.edu		instructor	
5	Seniors 2024	Noreen Smith	noreen.smith@school1.edu		student	LZHS69028

Notes:

- *If an existing group name is entered into column A, users will be added to that existing group once the CSV file is uploaded. If the group does not exist, it will be created, and users will be assigned to it once the CSV file is uploaded.*
- *Group names are case sensitive (e.g. "Juniors 2025" and "juniors 2025" are two different group names).*
- *If you are using real/valid email addresses, leave the password fields blank.*
- *If you are using mock/faux email addresses, the password fields for those users must be populated.*

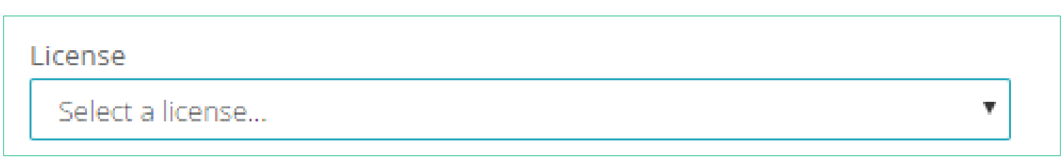
4. Save the spreadsheet to your desktop in a CSV UTF-8 (comma delimited) (*.csv) format. By default, Excel saves spreadsheets in a .xls or .xlsx format. Make sure you save your data in the appropriate format.

   Note: *A maximum of 999 rows can be loaded in each CSV file. If you have more than 999 users, you will need to create more than one file.*

5. Back on the Upload Multiple screen, the next step is to assign the license:

   Only one license: If there is only one active license, the system will automatically select the current active license.

   More than one license: If there is more than one active license, a drop-down menu will be available to select the appropriate license to be used.



6. After selecting the license, a list of available courses is displayed. The course list is based on the Institution's license.

WorkKeys NCRC Aligned Courses

Course

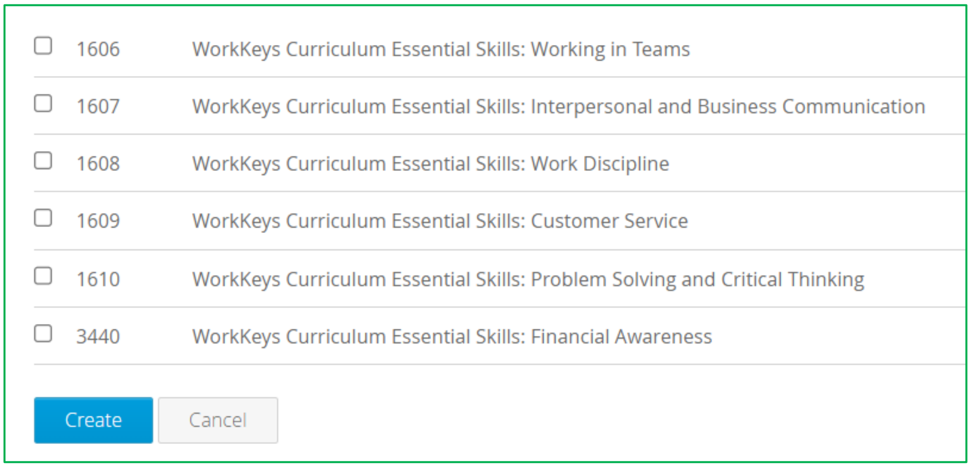
☐ Select All

☐	1336	WorkKeys Curriculum Applied Math Levels 3–7
☐	1412	WorkKeys Curriculum Graphic Literacy Levels 3–7
☐	1413	WorkKeys Curriculum Workplace Documents Levels 3–7
☐	1756	WorkKeys Curriculum Quick Guide
☐	1788	WorkKeys Curriculum Applied Math Levels 1–2
☐	1789	WorkKeys Curriculum Graphic Literacy Levels 1–2
☐	1790	WorkKeys Curriculum Workplace Documents Levels 1–2
☐	3764	Spanish WorkKeys Curriculum Applied Math Levels 3–7
☐	3766	Spanish WorkKeys Curriculum Graphic Literacy Levels 3–7
☐	3767	Spanish WorkKeys Curriculum Workplace Documents Levels 3–7

Other WorkKeys Aligned Courses

☐	1451	WorkKeys Curriculum Business Writing
☐	1452	WorkKeys Curriculum Workplace Observation
☐	1470	WorkKeys Curriculum Applied Technology: Electricity
☐	1592	WorkKeys Curriculum Applied Technology: Fluid Dynamics
☐	1593	WorkKeys Curriculum Applied Technology: Mechanics
☐	1594	WorkKeys Curriculum Applied Technology: Thermodynamics
☐	1963	WorkKeys Curriculum Applied Technology: Problem-Solving Strategies

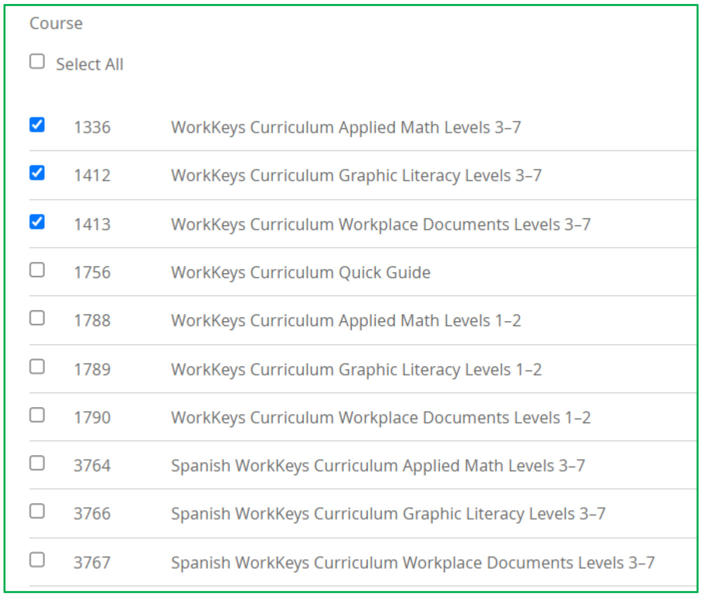
Essential Skills Courses



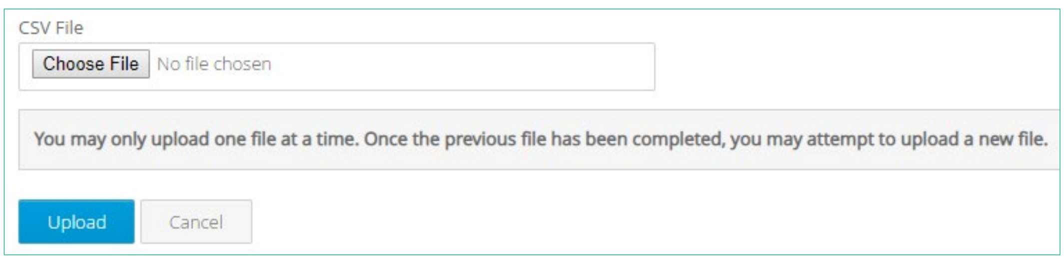
Course bundles: Courses are organized and displayed in bundles. The course list is based on an institution's license. By selecting the box next to **Select All** you select all the courses available under your license.

Select the box in front of each course to which the students and instructors should have access. If the students and instructors should not have access to a course, be sure that the box in front of the course is not checked. Select the box in front of **Select All** to give the students and instructors access to all courses displayed.

IMPORTANT: While you can always add course access at a later date, you cannot go back and remove a course once access has been granted to it.



7. Using **Browse,** search your desktop to locate the CSV file you created, select the file, and then choose **Upload** to import the file.



A status message appears when the file has finished uploading and the new accounts are listed on the Students and Instructors screen.

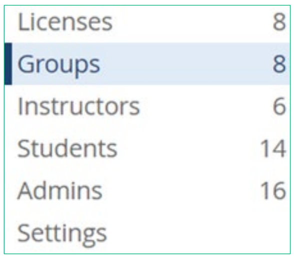
Real-valid email: If a real/valid email was used and nothing was entered in the password field, the user will receive an activation email.

Mock/faux email: If a mock/faux email address was used, the email address, password, and application (https://workkeyscurriculum.act.org/login) must be provided to each user.

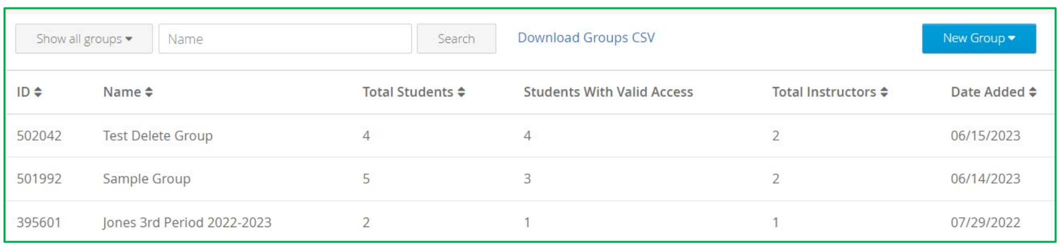
Deleting a Group

Steps in the process are as follows:

1. From the Institution Admin or District Admin dashboard navigation menu, select **Groups.**



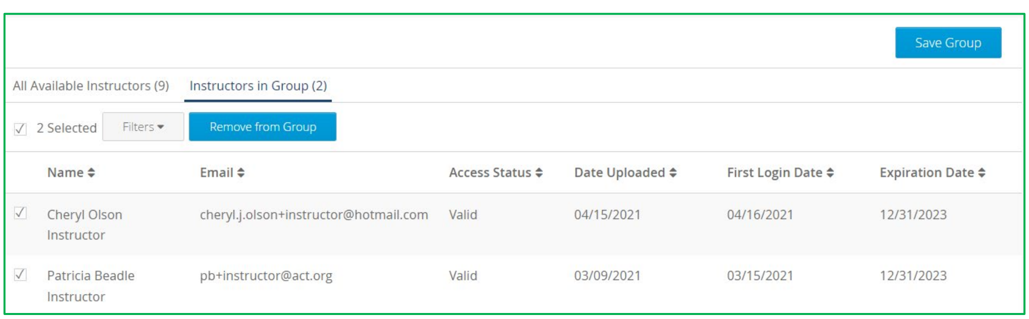
2. Select the group to be deleted from the list of groups displayed.



3. Remove all instructors and students from the group.

   a. Select the **Instructors** tab and then select **Manage** next to Instructors.

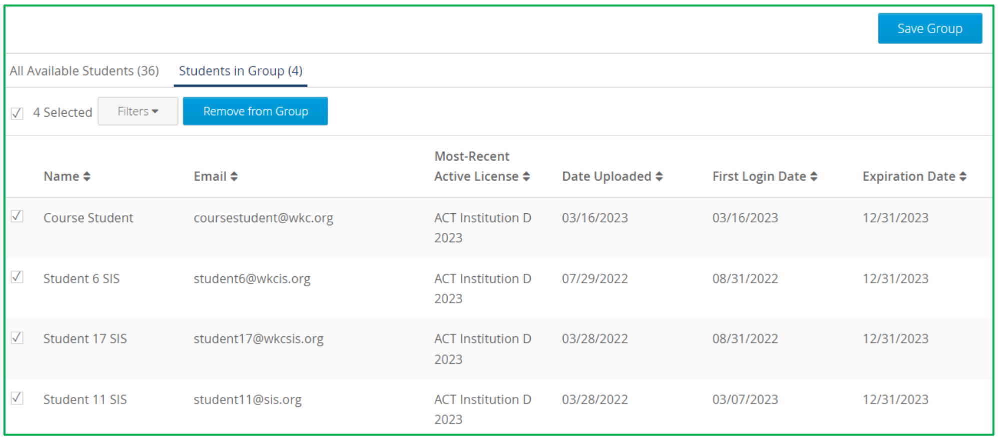
   b. Select the Instructors in Group tab, next select the box in front of **Selected** (which selects all instructors in the group), and finally select **Remove from Group.**



   c. Select **Save Group.**

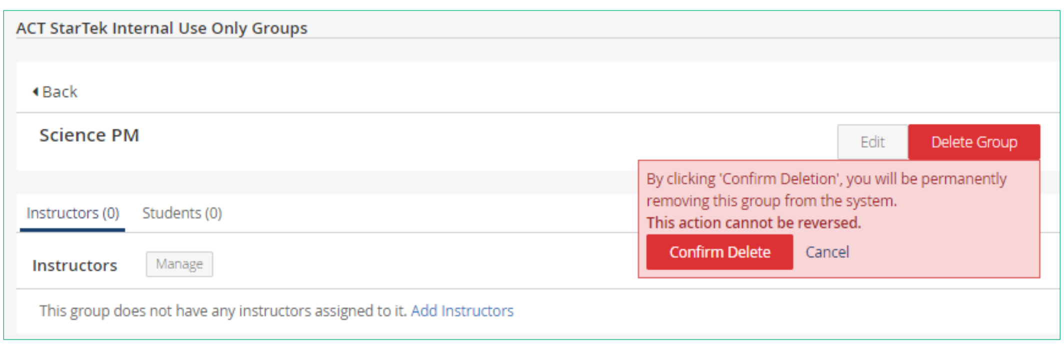
d. Select the **Students** tab and then select **Manage** next to Students.

e. Select the **Students in Group** tab, next select the box in front of **Selected** (which selects all students in the group), and finally select **Remove from Group.**



f. Select **Save Group.**

4. Select **Delete Group** and then select **Confirm Delete.**



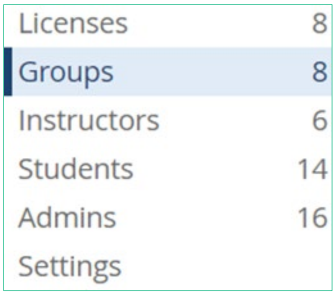
Managing a Group

An Institution Admin or District Admin can change the name of an existing group and can add or remove instructor(s) and/or student(s) from an existing group.

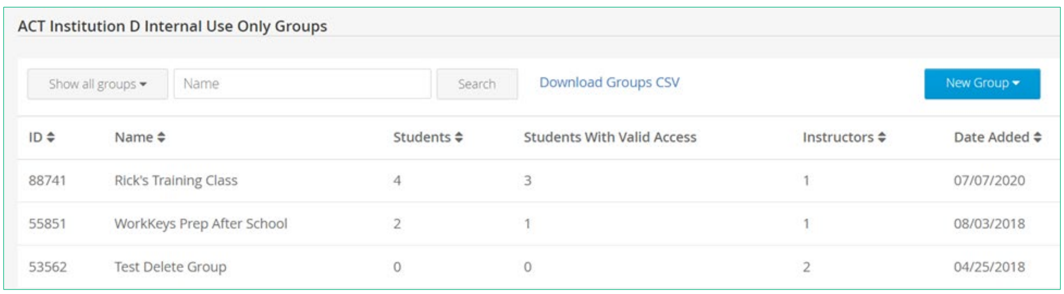
Change the Name of a Group

Steps in the process are as follows:

1. From the Institution Admin or District Admin dashboard navigation menu, select **Groups.**

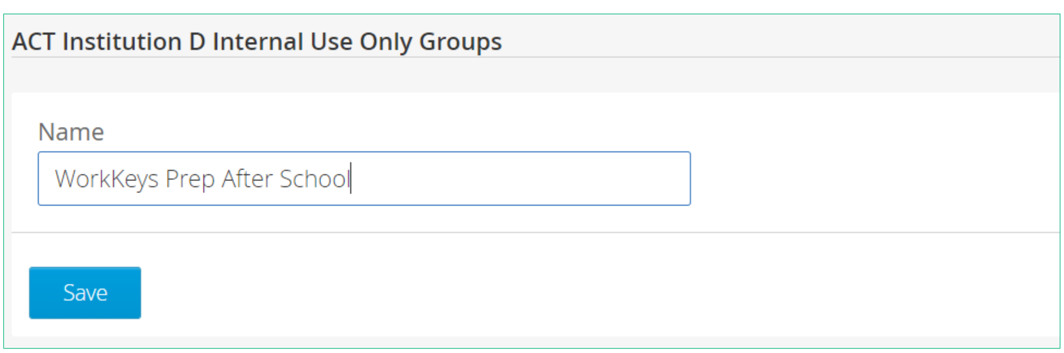


2. Select the group from the list of groups displayed.



3. Select **Edit.**

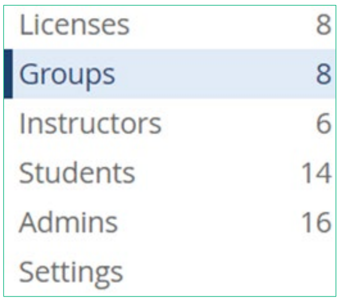
4. Change the name of the group and select **Save.**



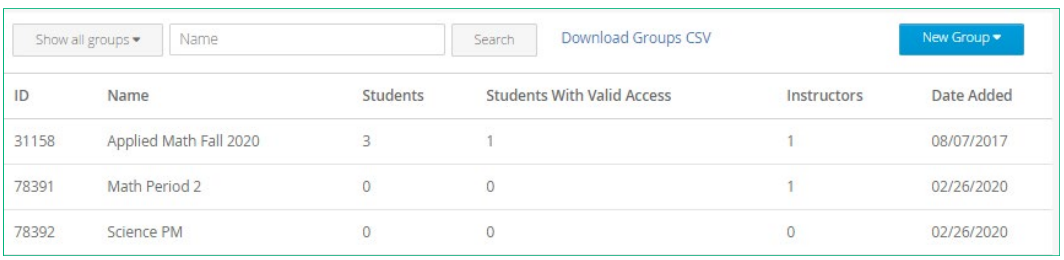
Add or Remove Students from a Group

Steps in the process are as follows:

1. From the Institution Admin or District Admin dashboard navigation menu, select **Groups.**



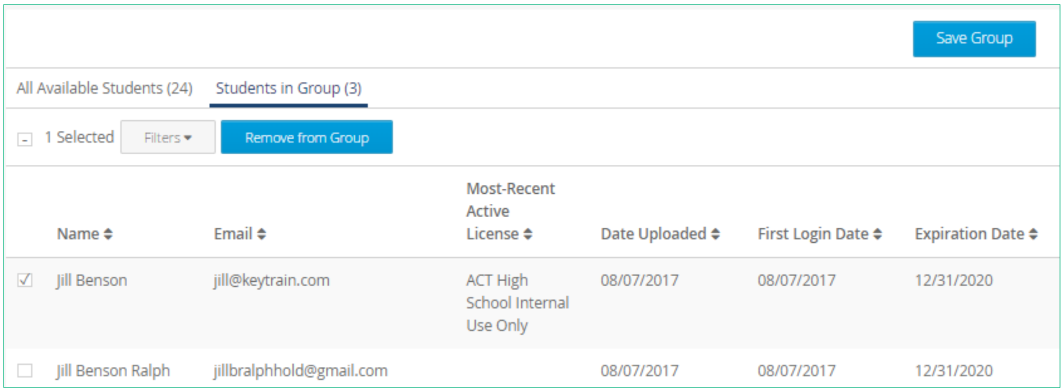
2. Select the group to manage from the list of groups displayed.



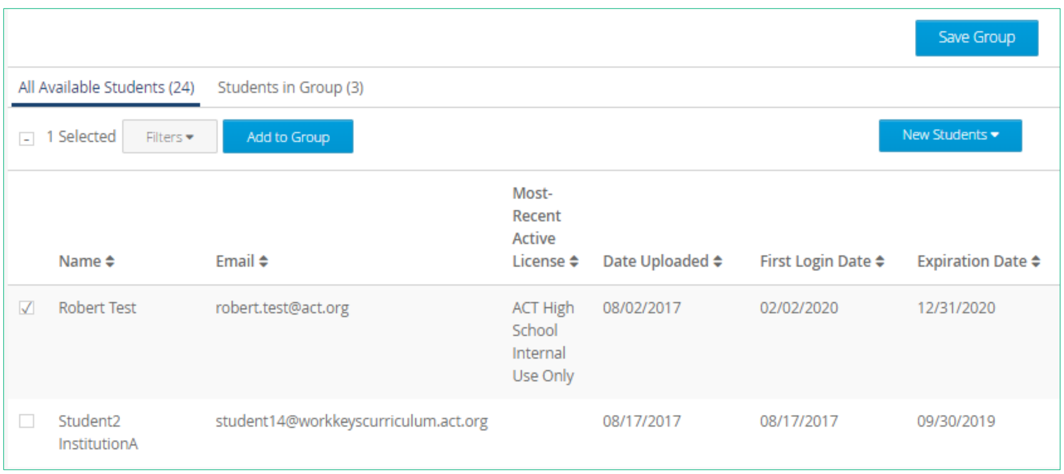
ID	Name	Students	Students With Valid Access	Instructors	Date Added
31158	Applied Math Fall 2020	3	1	1	08/07/2017
78391	Math Period 2	0	0	1	02/26/2020
78392	Science PM	0	0	0	02/26/2020

   a. Select the **Students** tab and then select **Manage** next to Students.

   b. To remove a student, select the **Students in Group** tab, then select the box in front of each student's name to be removed from the group, select **Remove from Group,** and finally select **Save Group.**



c. To add a student, select the **All Available Students** tab, then select the box in front of each student 's name to be added to the group, select **Add to Group,** and finally select **Save Group.**

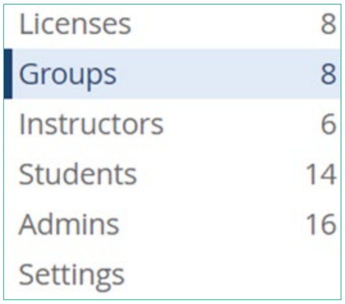


Note: *If you wish to add a student not currently on the All Available Students tab, select* **New Students,** *then select either* **Add Student** *or* **Upload Multiple** *from the drop-down menu and follow the subsequent instructions.*

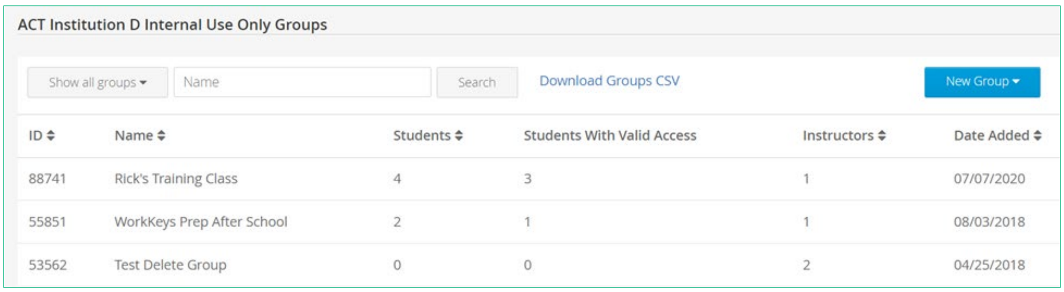
Add or Remove Instructors from a Group

Steps in the process are as follows:

1. From the Institution Admin or District Admin dashboard navigation menu, select **Groups.**

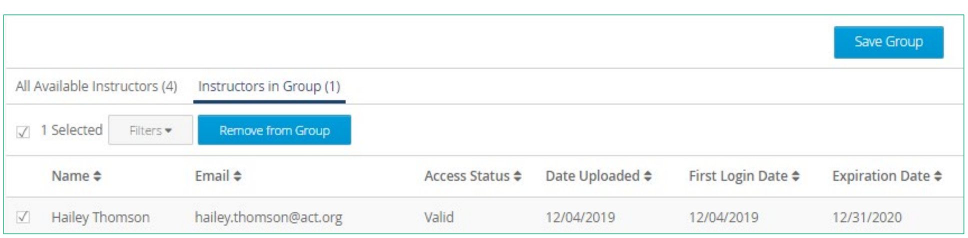


2. Select the group to manage from the list of groups displayed.

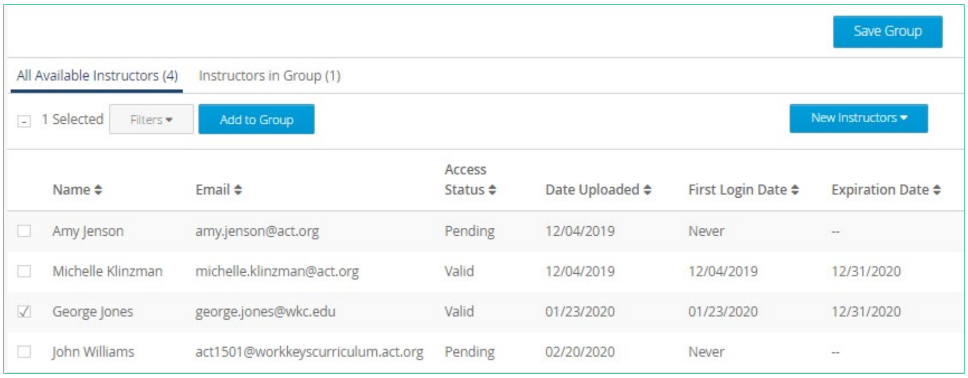


   a. Select the **Instructors** tab and then select **Manage** next to Instructors.

   b. To remove an instructor, select the **Instructors in Group** tab, then select the box in front of each instructor's name to be removed from the group, select **Remove from Group,** and finally select **Save Group.**



c. To add an instructor, select the **All Available Instructors** tab, then select the box in front of each instructor's name to be added to the group, select **Add to Group,** and finally select **Save Group.**



Note: *If you wish to add an instructor not currently on the All Available Instructors tab, select* **New Instructors,** *then select either* **Add Instructor** *or* **Upload Multiple** *from the drop-down menu and follow the subsequent instructions.*

Default Quiz Reset Limit (Settings)

Note: *Users with the role of institution or district admin can set a default number of quiz resets that students in their institution(s) can have on all quizzes in all courses to which the students have access. For example, if the default number of resets is set to 1, it means students can take each quiz a maximum of two times. The initial attempt at a quiz is the first attempt and resetting and retaking the quiz is the second attempt.*

Set the Quiz Reset Limit

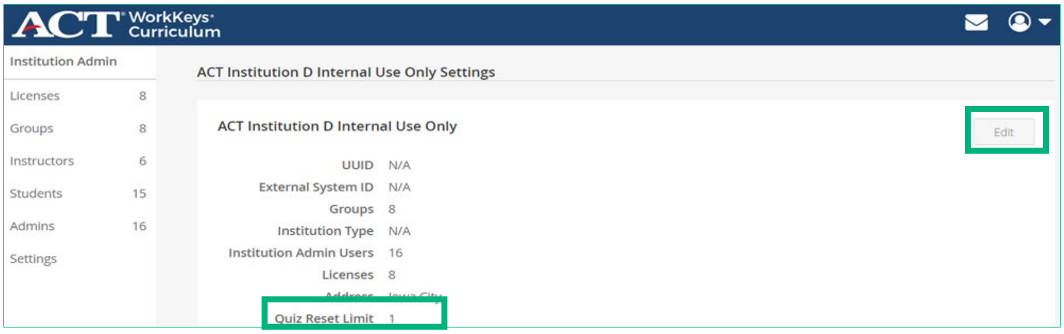
Steps in the process are as follows:

1. From the Institution or District Admin Dashboard select **Settings.**

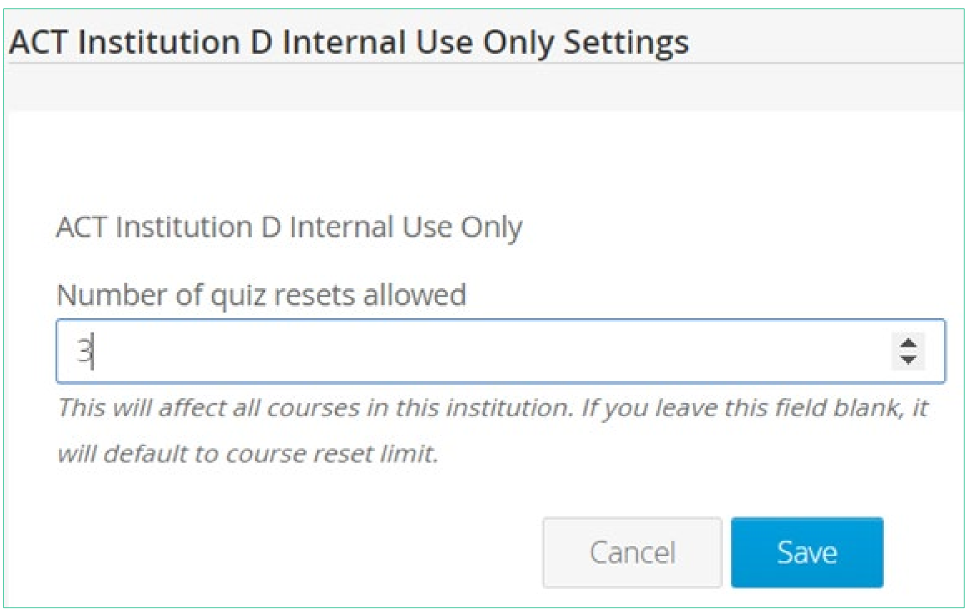
   The current default value is displayed in the Quiz Reset Limit field.

Note: *If a default setting is not entered at the institution level, the course-level reset limit is applied, which is 20 for all courses except the* Quick Guide *course which is set to 2.*

2. Select **Edit** to change the Quiz Reset Limit.



3. Enter the new default value in the **Number of quiz resets allowed** field. The up and down arrows can also be used to change the value.



4. Select **Save.** The user is returned to Settings on the Institution or District Admin dashboard and the new value is displayed in Quiz Reset Limit.

Note: *Users with the role of instructor or institution supervisor can grant additional attempts on quizzes on a per-student, per-course basis overriding the default quiz reset limit. See Reporting Dashboard Tools: Student Listing (Quiz Resets), page 140.*

Reporting Dashboard: Instructor and Supervisor Roles

The Reporting Dashboard provides access to reporting data and Instructor Resources and the ability to create assignments and both banner and in-app messages as well as the ability to grant students additional attempts on quizzes.

Users with the following roles have access to the Reporting Dashboard:

- Instructor
- Institution Supervisor
- District Supervisor
- Organization Supervisor

Notes:

- *Users with the role of institution or district supervisor role are usually also given the complementary institution or district admin role.*
- *Users with access to both the Admin dashboard (via admin roles) and Reporting Dashboard (via supervisor roles) switch between dashboards by selecting the Profile Icon and then selecting the desired dashboard from the drop-down menu.*

Reporting Dashboard Sections

The reporting dashboard provides the menu options listed below.

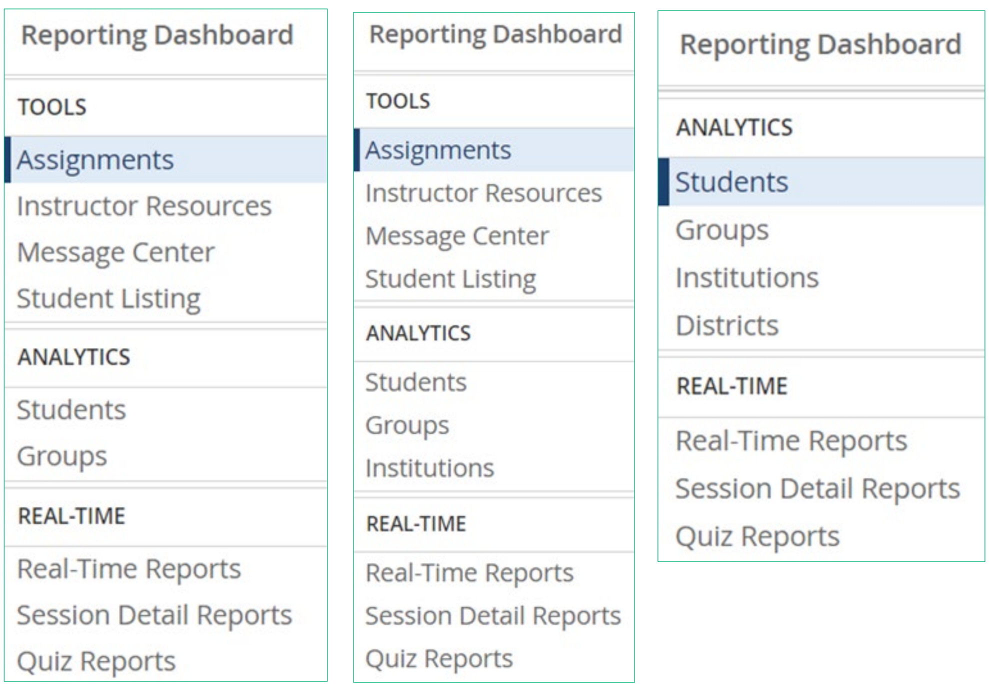
- Tools
    - Assignments
    - Instructor Resources
    - Message Center
    - Student Listing
- Analytics
    - Students
    - Groups

  - Institutions
  - Districts (if the user has the role of Organization Supervisor)

- Real-Time

  - Real-Time Reports
  - Session Detail Reports
  - Quiz Reports

Access to the sections of the Reporting Dashboard is based on the user's role. See the sections that follow for examples of Reporting Dashboards for different roles.



Instructor, Institution Supervisor, and District and Organization Supervisor Reporting Dashboards

Tools: Assignments

An assignment is a selection of tasks:

- Each task is comprised of the following:

  - Lesson or
  - Practice questions set or
  - Quiz

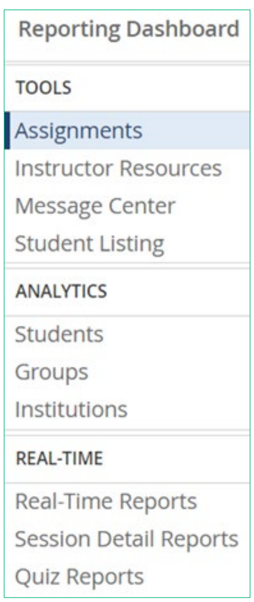
- Each assignment is for a single course.
- Instructors and institution supervisors can create assignments for students within their assigned group(s) or institution(s) respectively.
- Students or groups can be added to an assignment either when an assignment is created or by editing an existing assignment.

Note: *Instructor and institution supervisors can create specific assignments, however students automatically have access to all course content for any course to which they have been given access.*

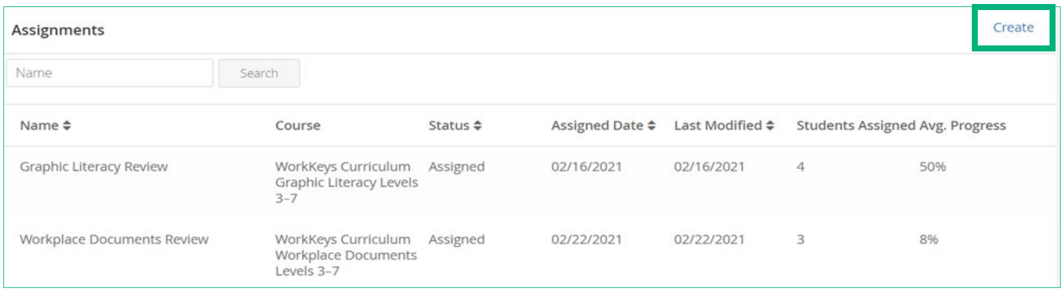
Create a New Assignment

Steps in the process are as follows:

1. From the Reporting Dashboard navigation menu on the left side of the screen, select **Assignments.**



2. A list of any previously created assignments is displayed. Select **Create.**

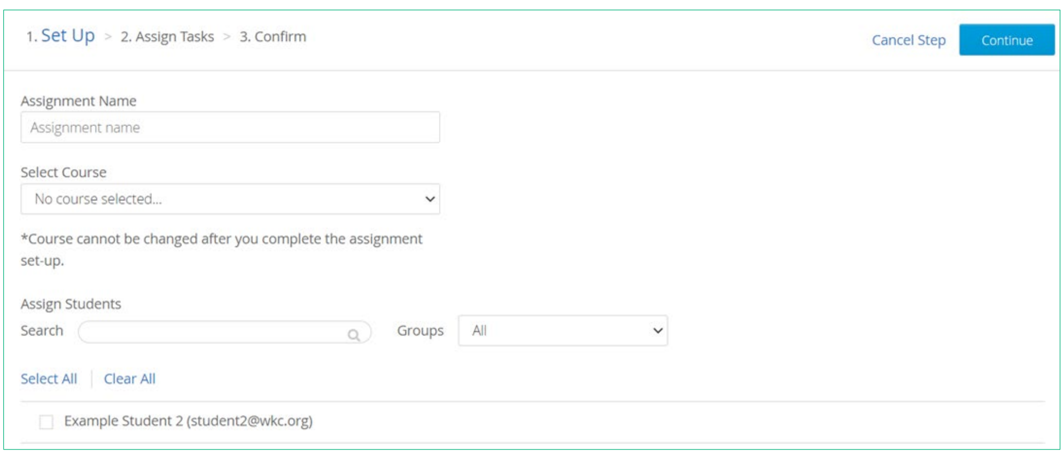


3. Complete the following actions:

    a. Enter a name for the assignment.

    b. Select the course for the assignment.

    c. Select the student(s) to receive the assignment. Use Search to select a specific student. Select a group from the **Groups** drop-down list to display only students associated with the selected group.



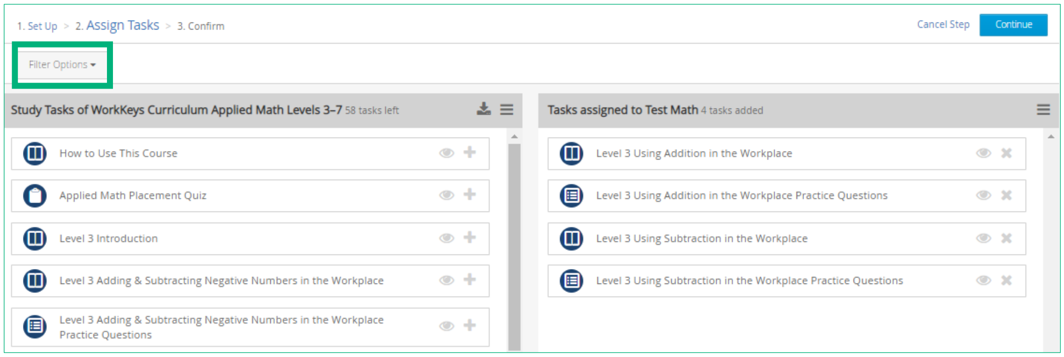
4. Select **Continue.**

5. Choose which tasks to associate with the assignment.

    a. A list of all tasks (lessons, practice question categories, and quizzes) in the course is displayed in the column on the left.

    b. Add tasks to the assignment either by selecting the plus sign (**+**) next to each task or dragging and dropping the task title from the column on the left to the column on the right.

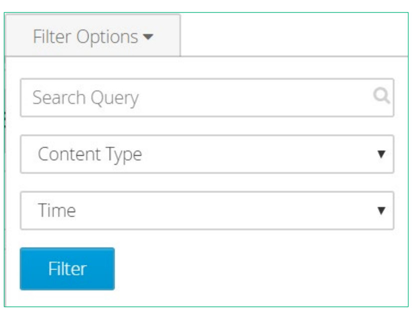
c. Remove tasks from an assignment by selecting the **X** next to the task in the right-hand column or by dragging the task from the column on the right to the column on the left.



Note: *The list of available tasks to choose from can be filtered by using the Filter Options tab above the list of tasks.*

d. Optionally, use **Filter Options** above the list of tasks to search or filter the list to find the desired tasks.

- You can filter by content type: lesson, practice questions, or tests (quizzes).
- You can also filter by the estimated time it takes to complete the task: less than 15 minutes, 15–30 minutes, 30–60 minutes, or 60+ minutes.
- Search using a word or phrase.



6. When you have finished choosing tasks, select **Continue.**

A summary page is displayed.

7. Review the assignment information:

    a. Select **Students** to view the list of students set up to receive the assignment.

    b. Select **Tasks** to view the tasks that make up the assignment.

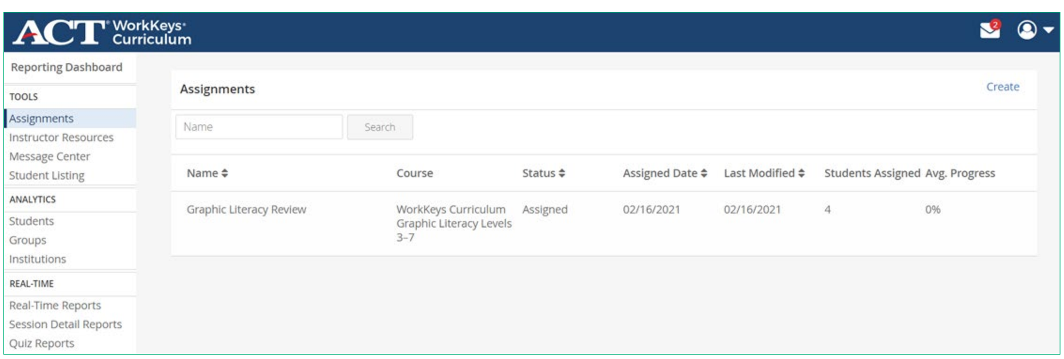
    Note: *If you need to make changes, you can edit the assignment after it has been created.*

8. Select **Assign** and return to the Assignments screen.

Managing an Existing Assignment

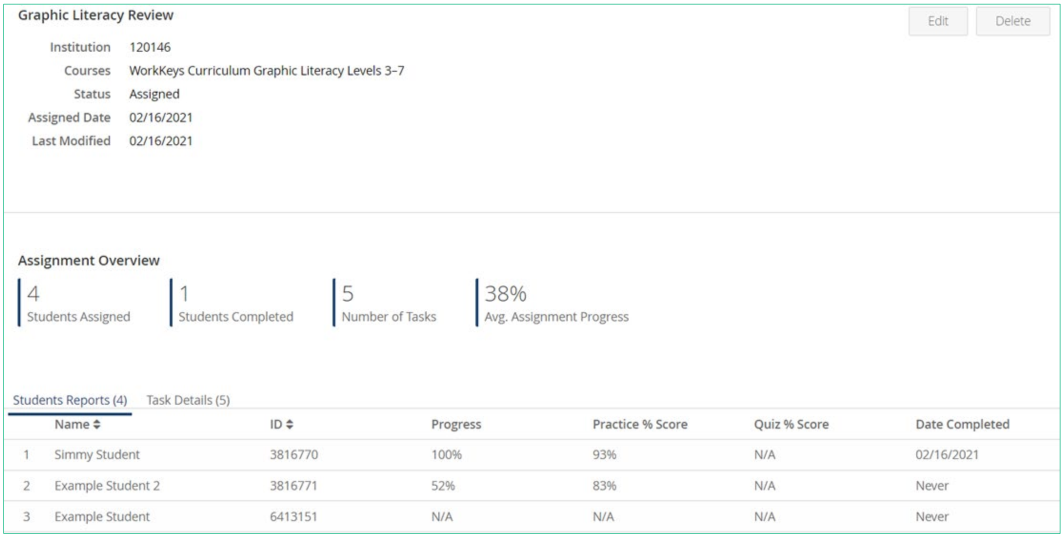
Instructors and institution supervisors can access existing assignments by selecting **Assignments** from the Reporting Dashboard.

Note: *Users can only view, change, and/or delete assignments that they have created.*



Steps in the process are as follows:

1. To view summary information for an assignment, select the assignment name from the displayed list.



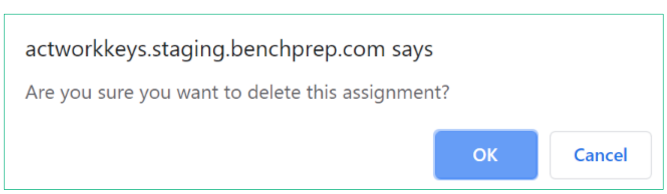
2. From this screen, a user can also change or delete the assignment.

    a. To change the assignment: Select **Edit.** You will go through the same screens that you used when you initially created the assignment (Set Up, Assign Tasks, and Confirm) to:

        - Add or remove student(s) associated with the assignment
        - Add or remove tasks (lessons, practice question sets or quizzes) associated with the assignment

        Note: *The course selection cannot be changed once an assignment is created.*

    b. To delete the assignment: Select **Delete,** then select **OK** on the pop-up confirmation window. You will be returned to your updated list of assignments.



Review Performance Data on Assignments

Instructor and institution supervisors can view reporting data for an assignment they have created.

Steps in the process are as follows:

1. To view, select **Assignments** from the Reporting Dashboard and then select a specific assignment from the list.

2. Select **Student Reports** to see the list of students associated with the assignment along with summary progress data.

Students Reports (4) | Task Details (5)

	Name	ID	Progress	Practice % Score	Quiz % Score	Date Completed
1	Simmy Student	3816770	100%	93%	N/A	02/16/2021
2	Example Student 2	3816771	52%	83%	N/A	Never
3	Example Student	6413151	N/A	N/A	N/A	Never
4	Sample Student	6413256	N/A	N/A	N/A	Never

3. Select **Task Details** to see a list of all tasks within that assignment.

Students Reports (2) | Task Details (3)

	Name	Type	Knowledge Points
1	Level 3 Using Fractions in the Workplace	Lessons	11
2	Level 5 Fractions with Unlike Denominators	Lessons	17
3	Level 4 Using Fractions and Decimals	Lessons	19

Note: *Performance data on assignments is also included in Real-Time Reports, which can be viewed by institution supervisors as well as instructors in the same group as the student. For more information,* *see Real-Time: Real-Time Reports, page 172.*

Tools: Instructor Resources

The Instructor Resources tool enable users to download files directly from the Reporting Dashboard. Currently, Instructor Resources include student workbooks and the corresponding facilitator's guides for selected WorkKeys NCRC-aligned and Essential Skills courses.

Note: *Users with the role of instructor or institution supervisor have access to Instructor Resources. Available materials are based on the courses included in the institution's license. Additionally, for instructors, the available materials are based on the courses to which the instructor has access.*

Student Workbooks

The student workbooks contain the same content (lessons, practice questions, and quizzes) found in the online version of ACT WorkKeys Curriculum. The student workbooks do not contain placement quizzes. Answers to the practice questions are included in the student workbooks. Answers to the level and final quizzes are included in the corresponding *Facilitator's Guide*.

ACT WorkKeys Curriculum WorkKeys-aligned workbooks:

- *WorkKeys Curriculum: Applied Math Levels 3–7 Workbook*
- *WorkKeys Curriculum: Graphic Literacy Levels 3–7 Workbook*
- *WorkKeys Curriculum: Workplace Documents Levels 3–7 Workbook*
- *Spanish WorkKeys Curriculum: Applied Math Levels 3–7 Workbook*
- *Spanish WorkKeys Curriculum: Graphic Literacy Levels 3–7 Workbook*
- *Spanish WorkKeys Curriculum: Workplace Documents Levels 3–7 Workbook*

ACT WorkKeys Curriculum Essential Skills workbooks:

- *WorkKeys Curriculum Essential Skills: Customer Service Workbook*
- *WorkKeys Curriculum Essential Skills: Financial Awareness Workbook*
- *WorkKeys Curriculum Essential Skills: Interpersonal and Business Communication Workbook*
- *WorkKeys Curriculum Essential Skills: Problem Solving and Critical Thinking Workbook*
- *WorkKeys Curriculum Essential Skills: Working in Teams Workbook*
- *WorkKeys Curriculum Essential Skills: Work Discipline Workbook*

Facilitator's Guides

The facilitator's guides contain copies of the level and final quizzes along with the corresponding answer keys. Course overviews and suggestions for how to facilitate student learning using workbooks are also included.

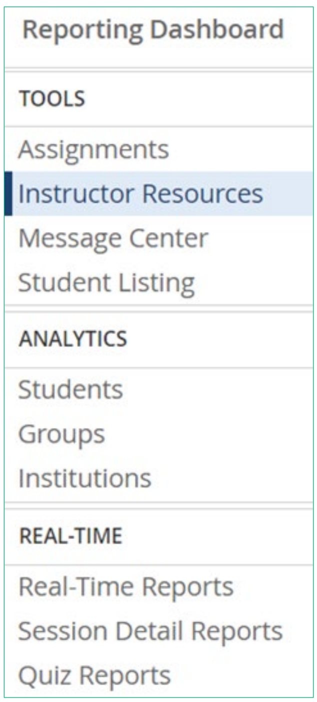
ACT WorkKeys Curriculum Facilitator's Guides

- *WorkKeys Curriculum NCRC Facilitator's Guide*
- *Spanish WorkKeys Curriculum NCRC Facilitator's Guide*
- *WorkKeys Curriculum Essential Skills Facilitator's Guide*

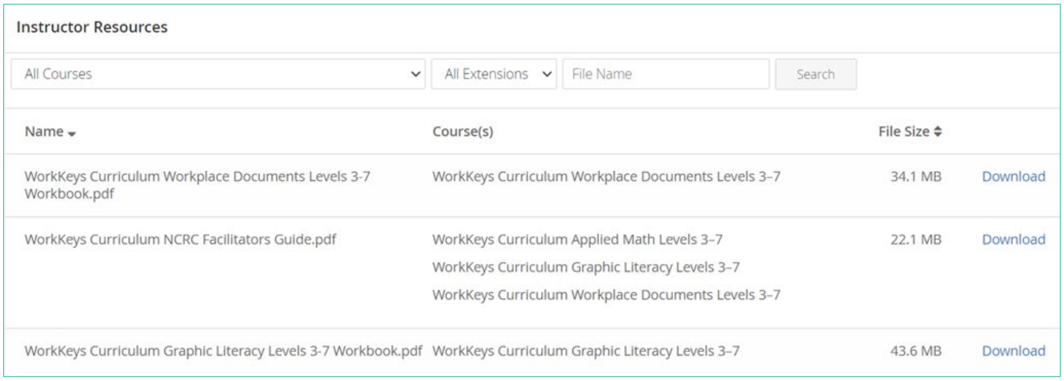
How to Access Instructor Resources

Steps in the process are as follows:

1. From the Reporting Dashboard navigation menu, select **Instructor Resources.**



Based on the user's role and the license for the institution, a list of available resources is displayed.


Instructor Resources

All Courses | All Extensions | File Name | Search

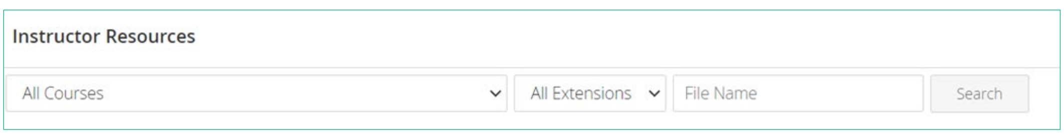
Name	Course(s)	File Size	
WorkKeys Curriculum Workplace Documents Levels 3-7 Workbook.pdf	WorkKeys Curriculum Workplace Documents Levels 3-7	34.1 MB	Download
WorkKeys Curriculum NCRC Facilitators Guide.pdf	WorkKeys Curriculum Applied Math Levels 3-7 WorkKeys Curriculum Graphic Literacy Levels 3-7 WorkKeys Curriculum Workplace Documents Levels 3-7	22.1 MB	Download
WorkKeys Curriculum Graphic Literacy Levels 3-7 Workbook.pdf	WorkKeys Curriculum Graphic Literacy Levels 3-7	43.6 MB	Download

2. Search for a file by course name, type of file, and/or keyword search:

   a. Select **All Courses,** from the drop-down list, select a specific course, and then select **Search.**

   b. Select **All Extensions,** from the drop-down list, select a specific extension type, and then select **Search.**

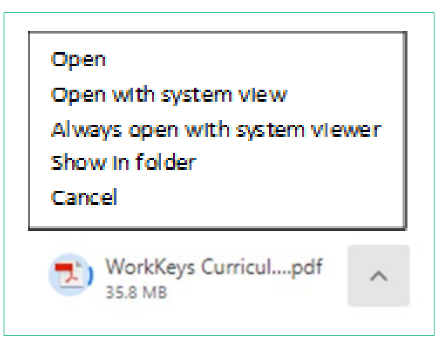
   c. Enter a keyword or phrase in the File Name field and then select **Search.**



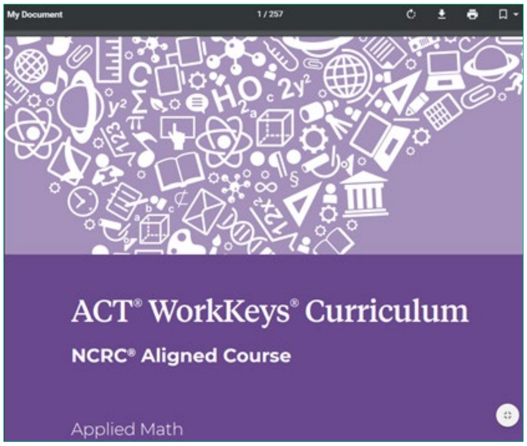
3. To download a file, select **Download** on the far-right side.

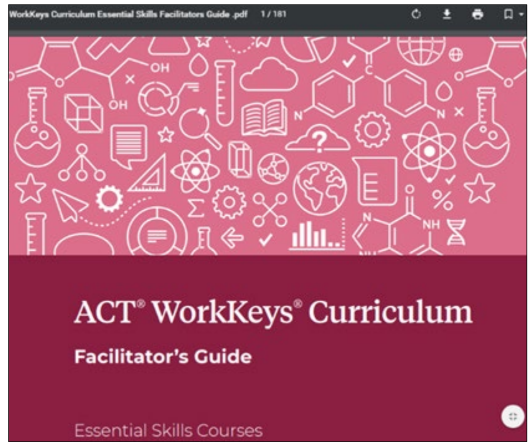
   A popup appears in the lower left side of the screen with the name of the file.

4. Select the arrow next to the file name, and then select **Open.**



A new window opens showing the selected Instructor Resource file.





5. The file can be saved to the user's desktop.

Note: *Directions may vary based on the browser used.*

Instructor Resources Usage Questions

Q: Can I download and print the workbooks and facilitator's guides?

A: Yes, you may download and reproduce any of the content available under Instructor Resources. The workbooks may be used only with individuals covered under your ACT WorkKeys Curriculum license. The facilitator's guides are to be used only by instructors and administrative staff for your site.

Q: Can I distribute the answer keys to individuals using the workbooks?

A: No, the answer keys should be used only by instructors and administrative staff.

Q: Can I post the workbooks to a website?

A: No, posting the workbooks to a website is a violation of your license.

Q: Can I post the facilitator's guides to a website?

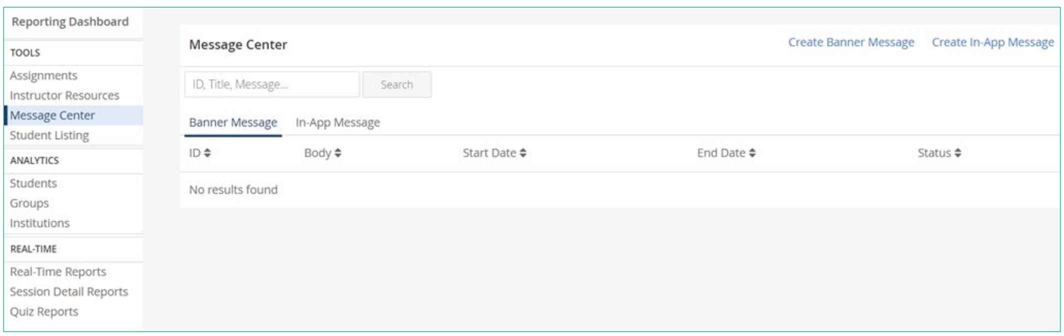
A: No, posting the facilitator's guides to a website is a violation of your license.

Q: Can I share a facilitator's guide with a student/learner that I am working with?

A: No, as the facilitator's guides contain answer keys, they should not be shared with students/learners.

Tools: Message Center

Instructors or institution supervisors can create banner and in-app messages for the students/learners within their assigned group(s) or institution respectively.



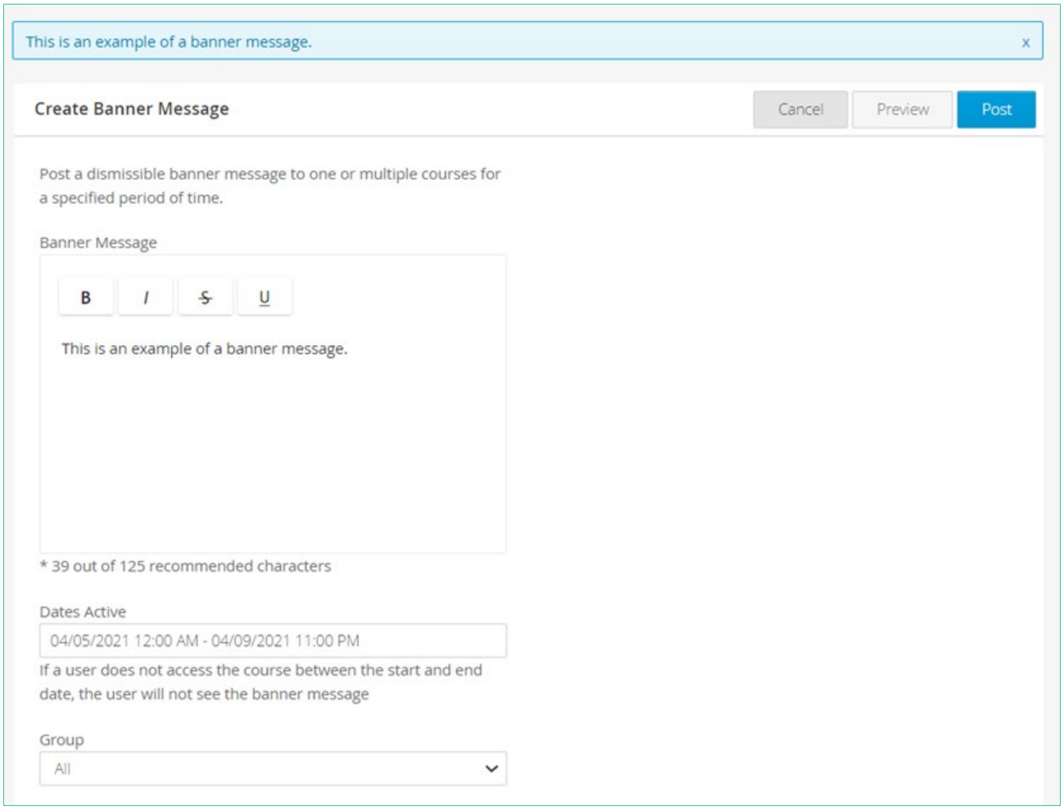
Note: Users with the role of institution supervisor usually also have the role of institution admin.

Create Banner Message

Instructors and institution supervisors can post a dismissible message to be viewed by students in a specific group or by all students in groups that the user manages for a specified period. Banner messages are displayed in all courses to which the student has access and can either be dismissed by the student or will no longer appear after the specified end date.

Steps in the process are as follows:

1. From the Reporting Dashboard select **Message Center** and then select **Create Banner Message.**



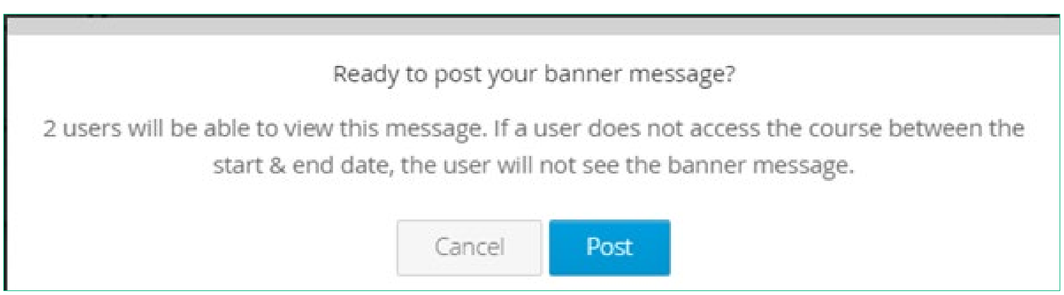
2. In the Banner Message box enter the text for the message which can include bolding, italics, strikethrough, and underline.

3. Select the **Dates Active** field, select date range that the message will be displayed, and then select **Apply.**

4. Select a specific group or **All** for all groups the user manages to receive the message.

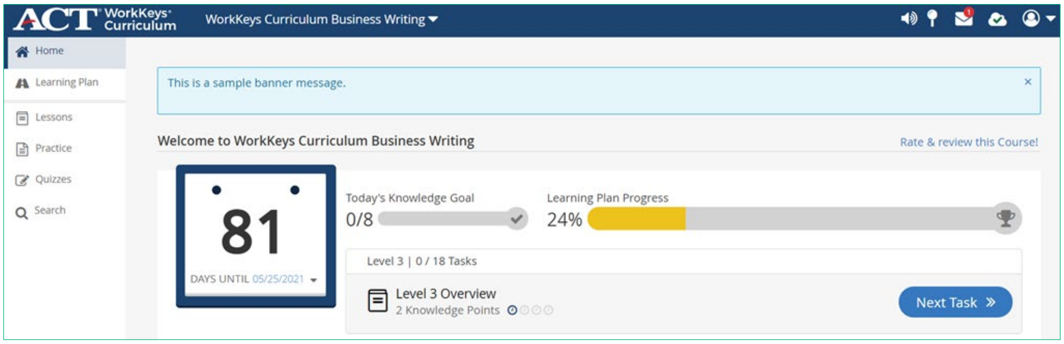
5. Select **Preview** to see a preview of the message.

6. Select **Post.**



7. Select **Post** again, as confirmation.

This is what the student sees:

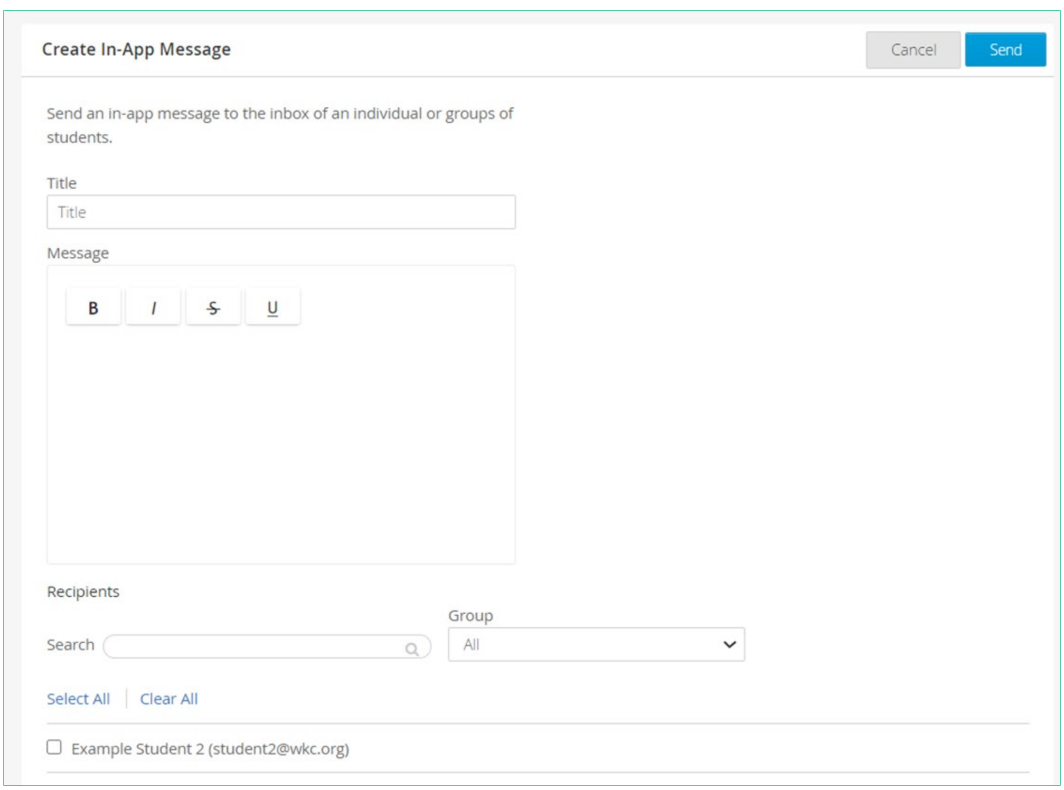


Create In-App Message

Instructors and institution supervisors can send a dismissible message to the inbox of an individual student or groups of students that the user manages.

Steps in the process are as follows:

1. From the Reporting Dashboard select **Message Center** and then select **Create In-App Message.**



2. Enter the title of the message in the **Title** field.

3. Enter the text of the message in the **Message** field, which can include bolding, italics, strikethrough, and underline.

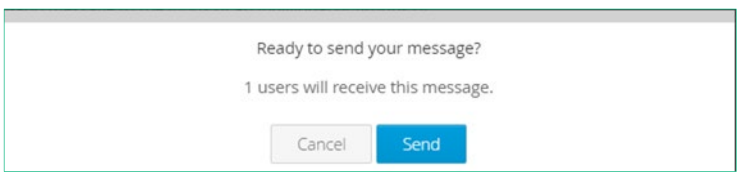
4. Select **Recipients**.

    a. Use Search to select a specific student.

    b. In the Group field select All to display all students or select a specific group from the drop-down list to display only those students associated with the selected group.

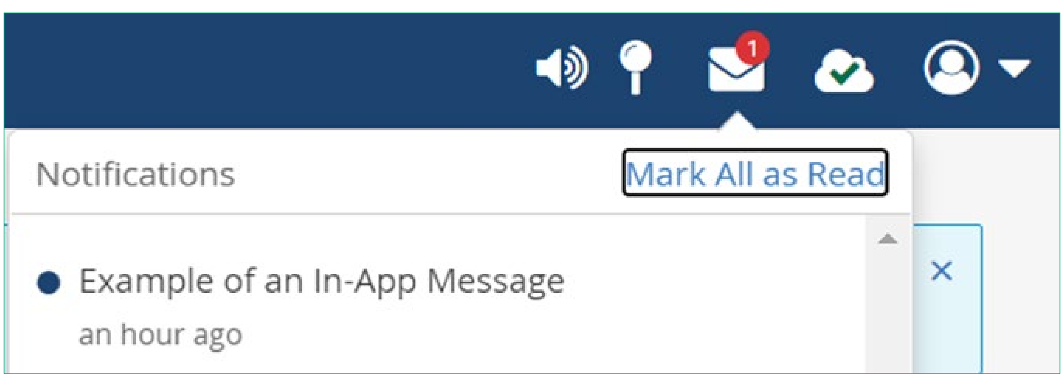
    c. Select the check box in front of each student to receive the message or select Select All to select all students displayed.

5. Select **Send.**



6. Select **Send** again, as confirmation.

    This is what the student sees:

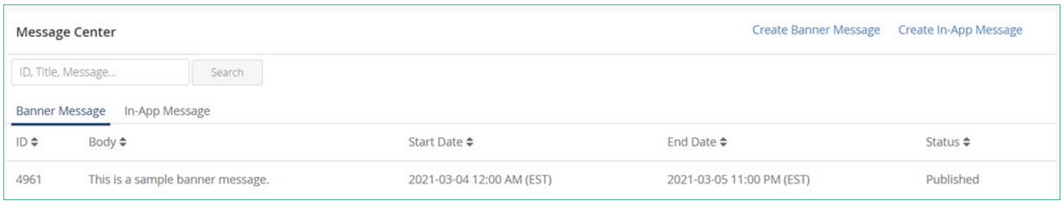


Managing Messages

Instructors and institution supervisors can only view/manage messages they have created.

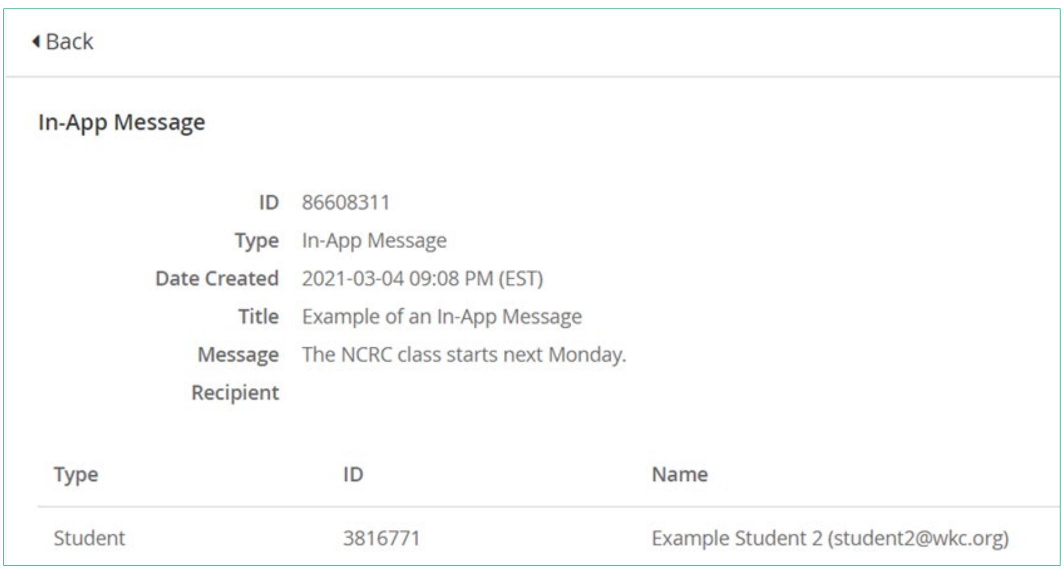
Steps in the process are as follows:

1. From the Reporting Dashboard select **Message Center** and then select **Banner Message** or **In-App Message**.



2. Use **Search** to identify a message using the message ID, message title, or text string in message.

3. Select a specific message for additional details.



Tools: Student Listing (Quiz Resets)

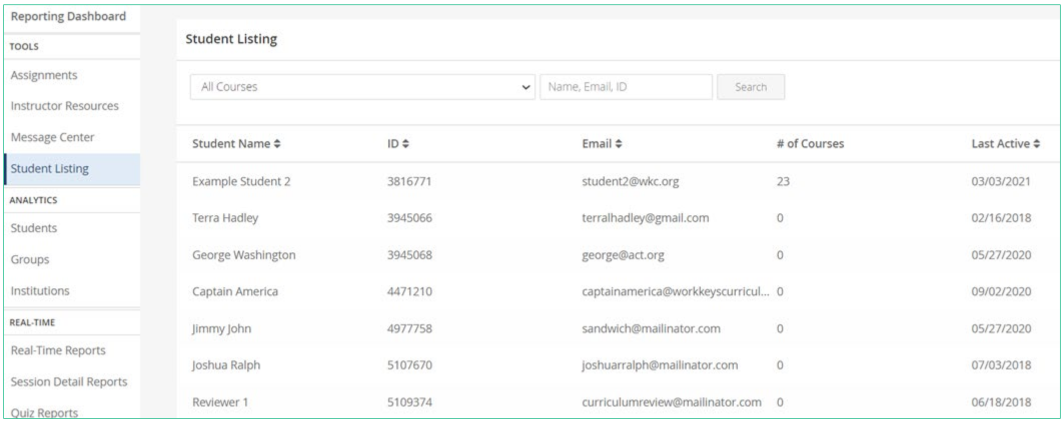
Note: *Users with the role of instructor or institution supervisor can grant additional attempts on quizzes on a per-student, per-course basis overriding the institution-level default quiz reset limit.*

Steps in the process are as follows:

1. From the Reporting Dashboard navigation menu select **Student Listing.** A list of students to which the user has access is displayed.

Select **All Courses** and then select a specific course name to display all students who have access to selected course.

Use **Search** to filter by student name, email, or ID.

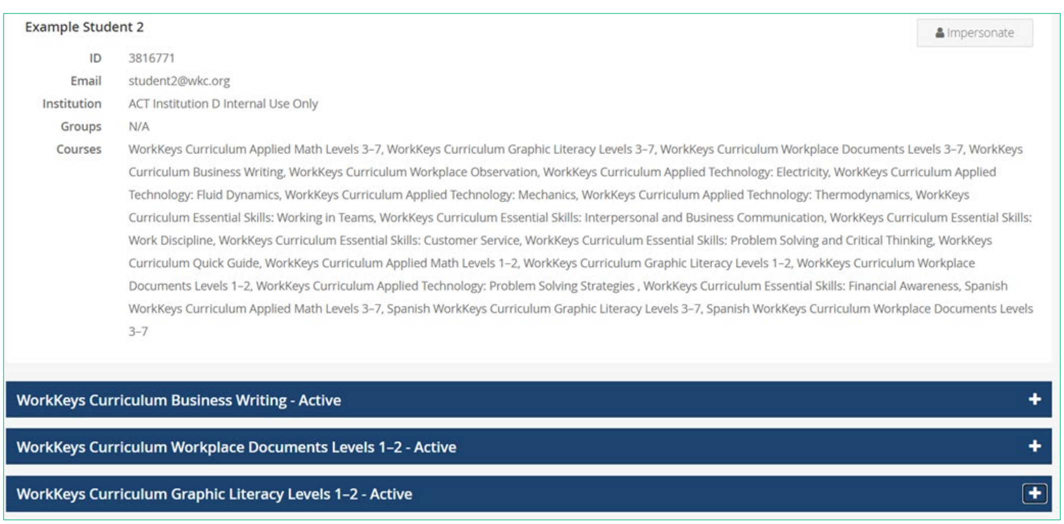


2. Select the student to be granted additional quiz attempts.

   Summary information on the student is displayed at the top, including the student name, email, institution name, groups in which the student is a member, and courses to which the student has access.

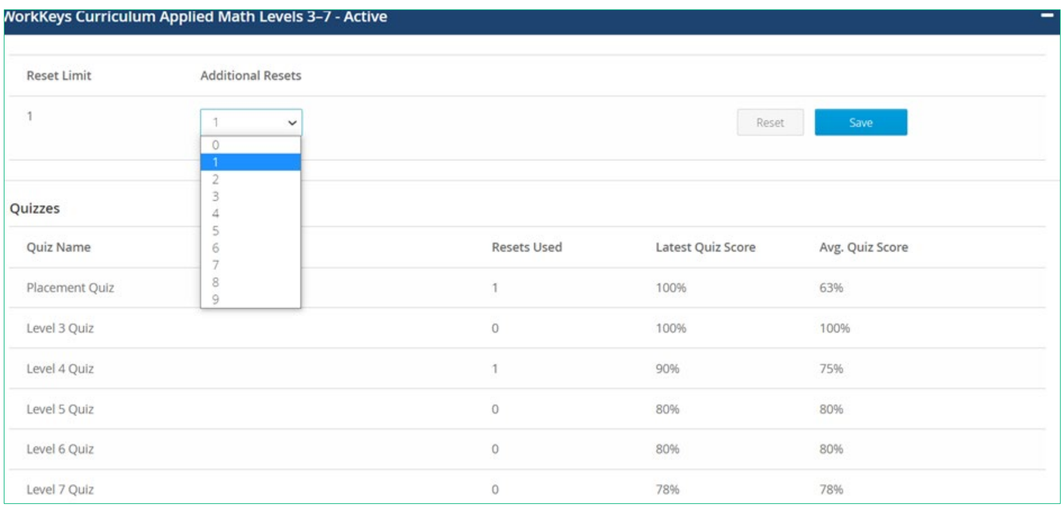
   Select **Impersonate** to impersonate the student and view the program from their perspective.

   Below the summary information are banners for each course to which the student has access.



3. Select the plus symbol (**+**) next to the course name to expand the view to grant additional quiz attempts and select the minus symbol (-) to collapse.

    - Reset Limit: The default quiz reset limit for the for the institution is displayed under Reset Limit.
    - Quizzes: The names of the quizzes associated with the course are displayed in the Quizzes column.
    - Resets Used: The number of times a quiz has been reset is displayed in the Resets Used column.
    - Latest Quiz Score: The score on the most recent attempt on the quiz is listed in the Latest Quiz Score column.
    - Avg. Quiz Score: The average quiz score for all attempts on the quiz is displayed in the Avg. Quiz Score column.

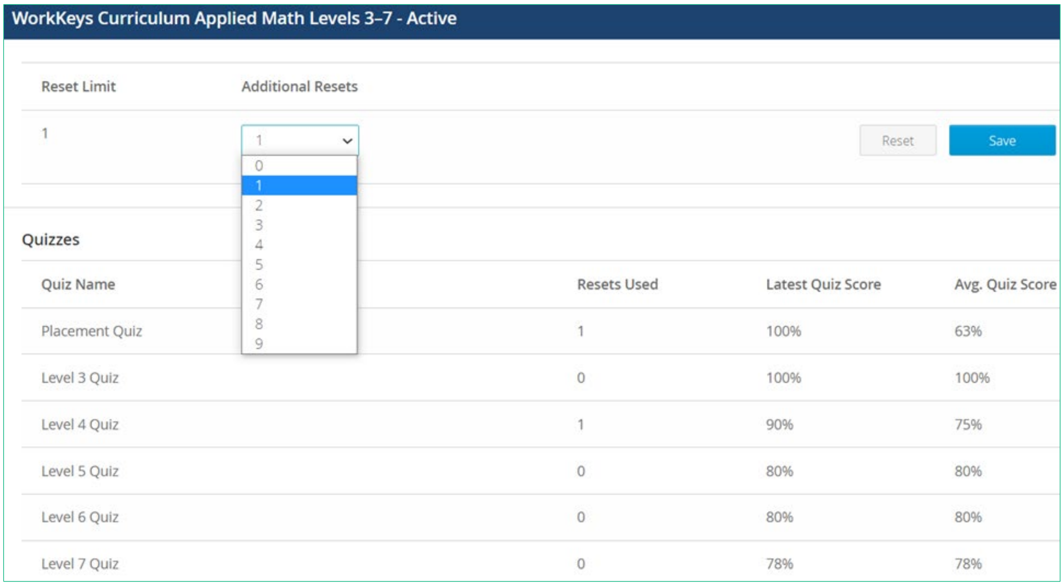


4. To grant an additional quiz attempt(s), select a number from the drop-down menu under **Additional Resets** and then select **Save.** A message is displayed confirming the additional quiz reset(s).

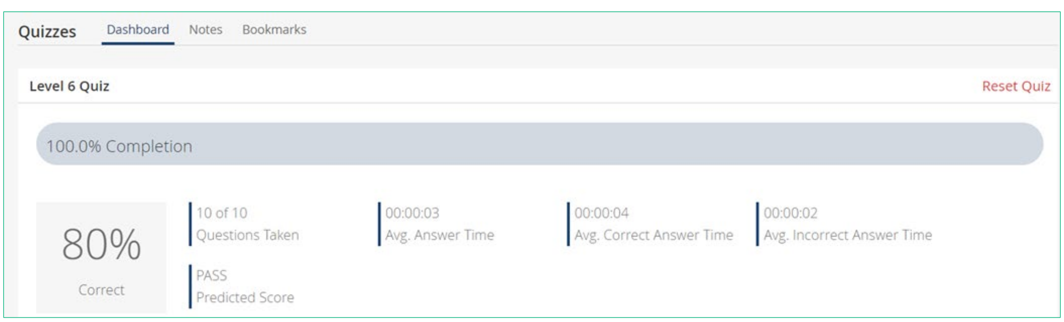
    In the example shown below:

    - The Reset Limit is set to 1, which means that each quiz can be taken a maximum of two times.
    - The *Placement Quiz* and the *Level 4 Quiz* have each been taken twice.
    - The Level 3, Level 5, Level 6, and Level 7 quizzes have each been taken once.

- **Additional Resets** has been set to 1.
    - The first quiz that is take a total of three times will use up the one Additional Reset. If another quiz needs to be taken a third time the **Additional Resets** must be increased to 2.



Note: *If a student does not see Reset Quiz after selecting a specific quiz from* **Quizzes** *on the Student dashboard, it means that the student has used up all their quiz resets. The instructor or institution supervisor working with the student must add an Additional Reset.*



Analytics

The data that is displayed for the Students, Groups, Institutions and Districts reports under Analytics changes based on the ACT WorkKeys Curriculum course that is selected.

WorkKeys-Aligned Courses

- *Placement Quiz*

Predicted level is displayed

- *Level Quiz*

Percentage of correctly answered questions per level quiz is displayed

- Courses:

WorkKeys Curriculum: Applied Math Levels 3–7; WorkKeys Curriculum: Graphic Literacy Levels 3–7; and *WorkKeys Curriculum: Workplace Documents Levels 3–7*

Spanish WorkKeys Curriculum: Applied Math Levels 3–7; Spanish WorkKeys Curriculum Graphic Literacy Levels 3–7; and *Spanish WorkKeys Curriculum: Workplace Documents Levels 3–7*

WorkKeys Curriculum: Applied Technology—Electronics; Applied Technology—Fluid Dynamics; Applied Technology—Mechanics; and Applied Technology—Thermodynamics

WorkKeys Curriculum: Business Writing

WorkKeys Curriculum: Workplace Observation

Levels 1–2 Courses

- A single *Level 1 and 2 Quiz*

Percentage of correctly answered questions is displayed

- No placement quiz

- Courses:

WorkKeys Curriculum: Applied Math Levels 1–2; WorkKeys Curriculum: Graphic Literacy Levels 1–2; and *WorkKeys Curriculum: Workplace Documents Levels 1–2*

Quick Guide Course

- *Special Placement Quizzes*

Applied Math Quick Guide, Graphic Literacy Quick Guide, and *Workplace Documents Quick Guide*

Score is designation of next course to take:

A 1–2 score student should take corresponding Levels 1–2 course.

A 3–7 score student should take corresponding Levels 3–7 course.

Essential Skills Courses

- *Final Quizzes*

Percentage of correctly answered questions per final quiz is displayed

- No placement quiz
- Courses:

WorkKeys Curriculum Essential Skills: Customer Service; WorkKeys Curriculum Essential Skills: Financial Awareness; WorkKeys Curriculum Essential Skills: Interpersonal and Business Communication; WorkKeys Curriculum Essential Skills: Problem Solving and Critical Thinking; WorkKeys Curriculum Essential Skills: Working in Teams; WorkKeys Curriculum Essential Skills: Work Discipline

Note: *For details on the number of questions and pass/fail percentages for all quizzes, see* *Appendix B: Passing Percentages by Course and Quiz, page 202*.

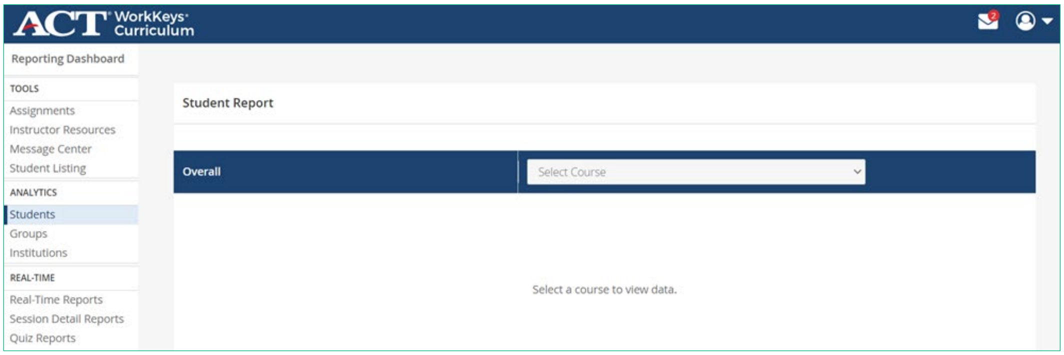
Analytics: Student Reports

Using the Reporting Dashboard, users with the role of instructor, institution supervisor, district supervisor, or organization supervisor can view reporting data on students within their respective domains. **REMEMBER:** Instructors can only run Student Reports for students in groups in which the instructor is also a member.

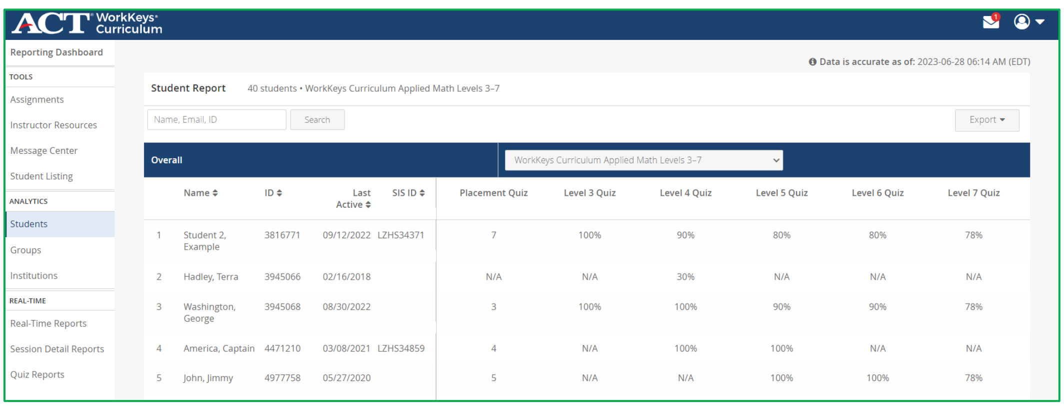
Note: *Users with the role of institution supervisor and district supervisor usually also have the role of institution admin and district admin,* *respectively. These complementary roles enable the same user to run reports as well as create accounts and groups.*

Steps in the process are as follows:

1. From the Reporting Dashboard navigation menu, under Analytics, select **Students.**



2. From the **Select Course** drop-down menu select a specific course.



A list of students is displayed, based on the user's access role and the selected ACT WorkKeys Curriculum course. Use the **Search** and column-sort (combined up-and-down arrows) options to filter the data.

This information is provided for each student:

- Name: Student's name
- ID: System-assigned student ID
- Last Active: Date the student was last active in the program
- **SIS ID:** optional customer defined student ID

- Quiz Results: Columns displayed to the right of Last Active correspond to available quizzes for the selected course; *"N/A"* indicates that the student has not yet taken the quiz.
    - *For placement quizzes:* The predicted level is displayed (level at which student placed).
    - For level and final quizzes, the percentage of correctly answered questions is displayed (see Appendix B: Passing Percentages by Course and Quiz, page 202.)

Exporting Data

Select **Export** to export the student data to create a CSV spreadsheet file with the following data:

- ID: System-assigned student ID
- Name: Student's name
- Enrollment Count: Number of courses to which the student has access
- Active Enrollment Count: Number of courses in which the student has performed at least one task (marked a confidence level on a lesson, answered a practice question, answered a quiz question)
- Last Active: Date the student was last active in the selected course
- **SIS ID:** optional customer defined student ID
- Progress: Percentage of the course completed by the student
- Quiz Results: Based on the selected course, displayed in a column for each placement, level, and/or final quiz associated with the course; blank field indicates the student has not yet taken the quiz

For placement quizzes: Predicted level (level at which student placed).

For level and final quizzes: Percentage of correctly answered questions (see Appendix B: Passing Percentages by Course and Quiz, page 202.)

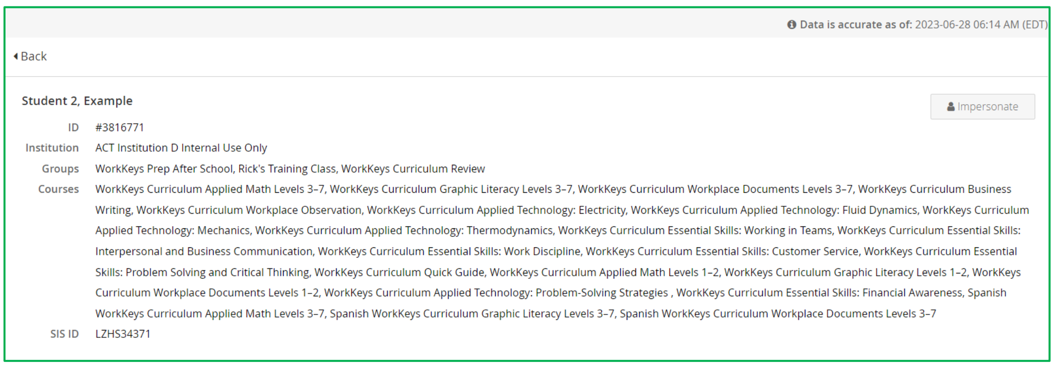
Note: *All reporting data under Analytics is updated twice daily; a timestamp in the upper-right portion of this screen displays the date and time of the last update.*

Individual Student Reports

On the Students dashboard screen, select a student from the list displayed to see a detailed report for the student. When the Students tab is selected, the user must select a course.

Overview Section

Displayed at the top of the screen is the student's name, student ID number, institution name, any groups in which the student is a member, the course(s) to which the student has access, and SIS ID.



From this screen you can select **Impersonate** to view the course from the student's perspective.

IMPORTANT: After selecting **Impersonate,** you are logged in as the student. While impersonating a student, be careful not to provide responses to any tasks or assignments.

Below that is a listing of the types of courses to which the student has access.

To display *Session Summary* and *Course Breakdown Summary* information, select the plus (**+**) sign and to collapse the view select the minus (**-**) sign.

Student Overall Session Summary

The *Student Overall Session Summary* is included with WorkKeys NCRC-aligned Levels 1–2, WorkKeys NCRC-aligned Levels 3–7, Spanish WorkKeys-aligned Levels 3–7, Applied Technology, and Business Writing and Workplace Observation groupings, as these include multiple courses.

Reporting data provided:

- Date student was active in any course in the platform
- Average scores on the quizzes associated with the courses in the course grouping

Course Breakdown Summary

Every course has *Course Breakdown Summary* which includes the name of the course, the date student was last active in the course, the student status (percentile ranking compared to all students taking the course), scores on quizzes associated with the course.

WorkKeys NCRC Aligned Levels 3-7

Student Overall Session Summary

Aggregate Totals	Last Active	Total Time	Placement Quiz	Level 3 Quiz	Level 4 Quiz	Level 5 Quiz	Level 6 Quiz	Level 7 Quiz
Active Course Average	01/27/2020	10 hrs 9 min	58%	83%	96%	93%	60%	33%

Courses Breakdown Summary

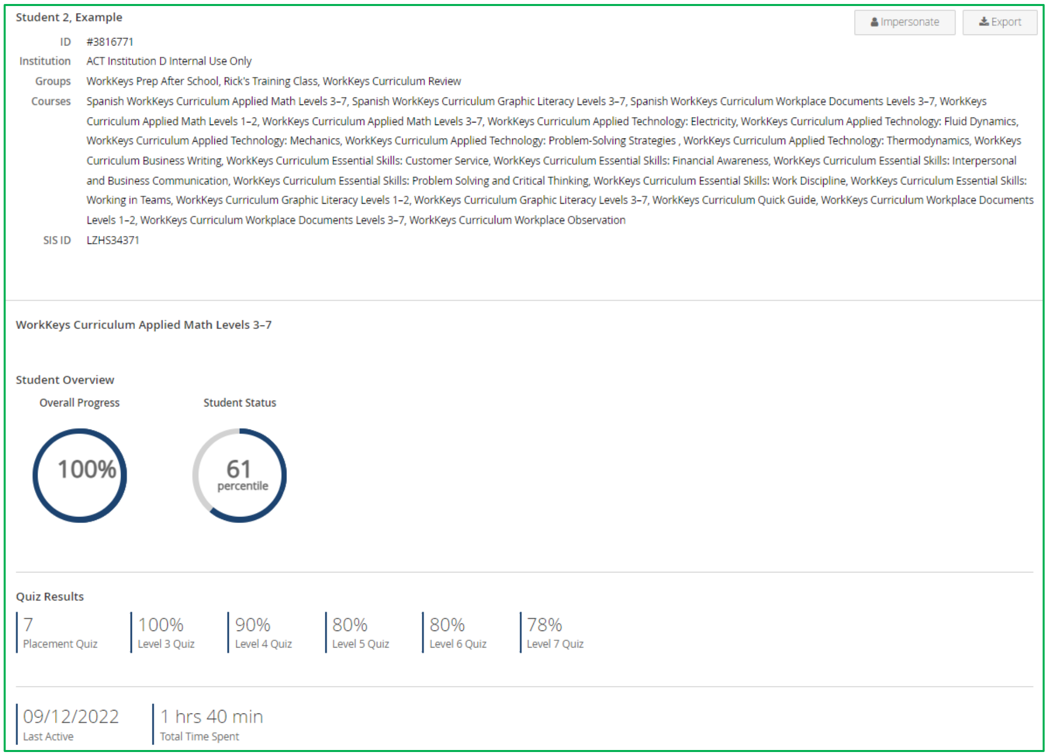
Enrolled Courses	Last Active	Student Status	Placement Quiz	Level 3 Quiz	Level 4 Quiz	Level 5 Quiz	Level 6 Quiz	Level 7 Quiz	
WorkKeys Curriculum Applied Math Levels 3–7	01/27/2020	54.0 percentile	7	100%	100%	100%	70%	0%	Analyze
WorkKeys Curriculum Graphic Literacy Levels 3–7	03/04/2019	43.0 percentile	4	60%	100%	80%	30%	25%	Analyze
WorkKeys Curriculum Workplace Documents Levels 3–7	01/23/2020	60.0 percentile	3	90%	90%	100%	80%	75%	Analyze

Select **Analyze** for a specific course to display more detailed information.

The same background information on the student is displayed at the top of the screen. A graphical overview of the student's use of the selected ACT WorkKeys Curriculum course is presented.

Reporting data provided:

- Individual's overall progress through the course
- Status relative to other students using the course
- Most recent scores on the quizzes associated with the selected course
- Date the student was last active in the course
- Total time the student has spent in the selected course

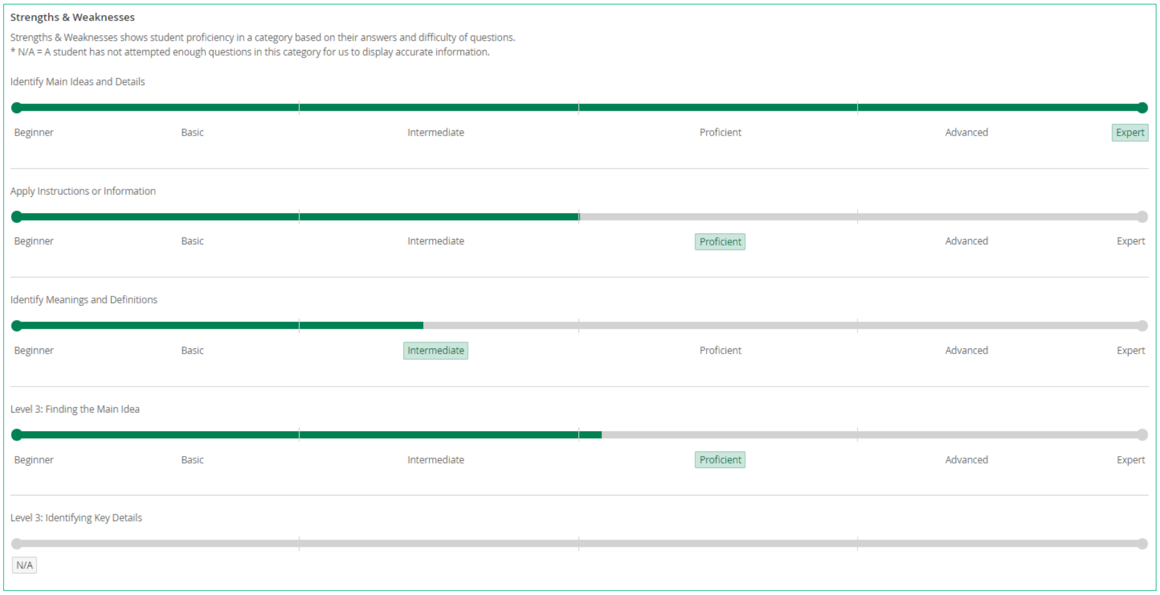


Strengths and Weaknesses Section

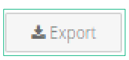
Scrolling down displays the Strengths and Weaknesses section that includes slider charts showing student proficiency in a category based on the student's answers and the difficulty of the questions. There are six points on the slider in which the student's skill level will fall:

- Beginner
- Basic
- Intermediate
- Proficient
- Advanced
- Expert

The proficiency levels change as the student works through the course.



Exporting overview and strengths and weaknesses: At the top of the screen, select **Export** to create a PDF file of the overview and strengths and weaknesses data for the selected course.

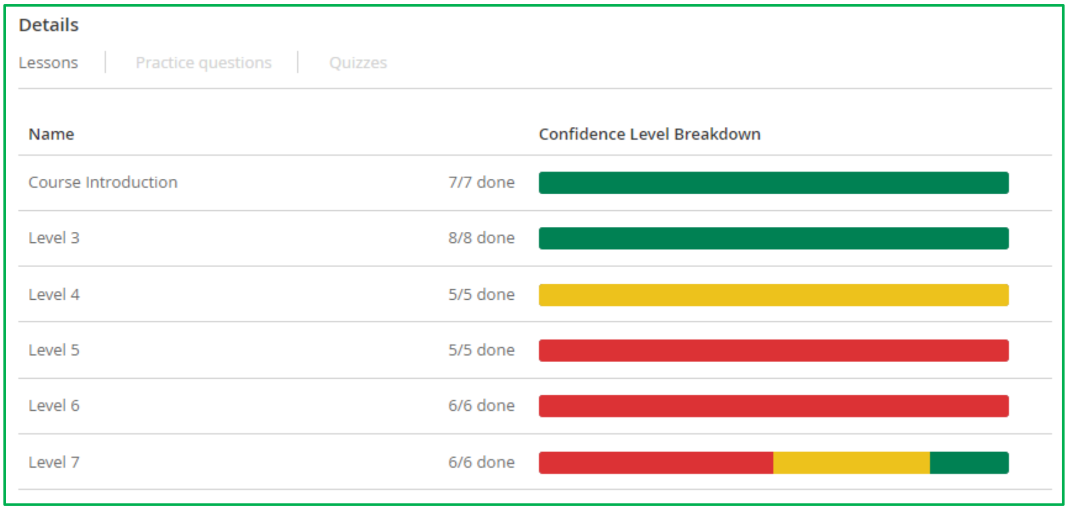


Note: *The report does not include the data found under the Details tabs.*

Details Section

At the bottom of the screen, a Details section provides statistics related to specific activities of the student's account in the selected course. It is composed of three tabs. All tabs are available. The tab you select will be shown in a darker gray.

Lessons tab: By default, you first see the Lessons tab, as shown below. For each category the number of lessons completed out of the total number of lessons is displayed along with the student self-reported confidence in their understanding of the lessons content (red is low confidence, yellow is medium confidence, and green is high confidence).



Practice questions tab: The Practice questions tab displays a list of all the practice-question categories associated with the selected course.

Reporting data provided for each practice category:

- Number of practice questions answered out of the total number of questions
- Percentage of correctly answered questions

Summary data displayed on the left:

- Number of questions attempted out of total number of questions
- Average time spent answering a question
- Average time spent correctly answering a question
- Average time spent incorrectly answering a question
- Average session duration

Note: *If the student has reset a practice-question category, only the data from the most recent attempt is displayed.*

Quizzes tab: The Quizzes tab displays a list of all the quizzes (placement, level, or final) associated with the selected course.

Reporting data provided for each quiz:

- Number of questions answered out of the total number of questions
- Percentage of correctly answered questions

- Status of “complete” or “paused”

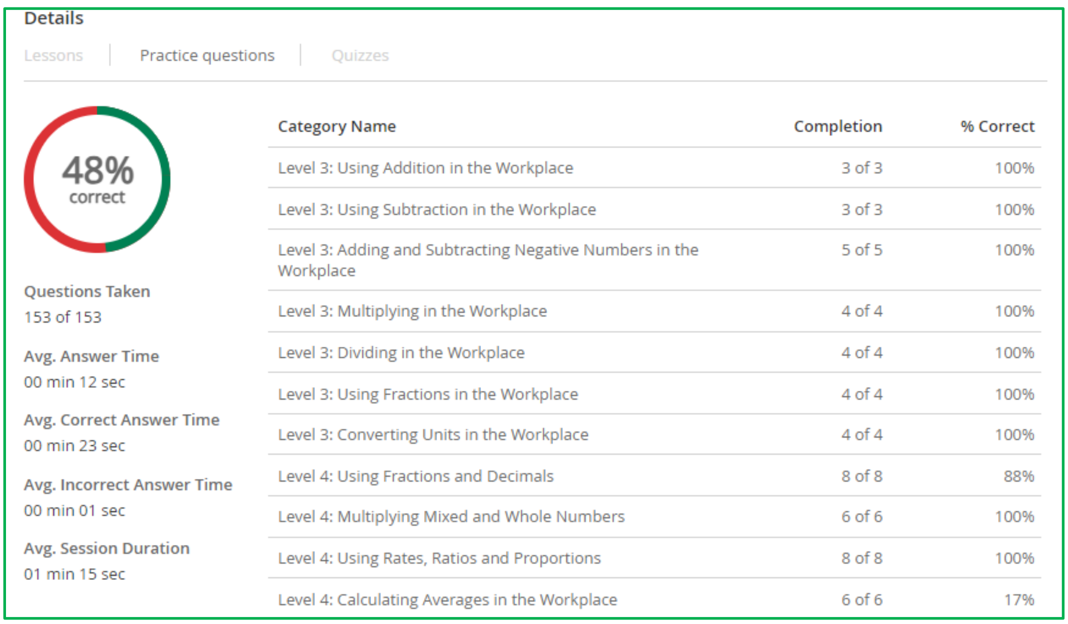
For placement quizzes: Predicted level

For level and final quizzes: Score of pass/fail

Summary data displayed on the left:

- Number of quizzes attempted out of total number of quizzes
- Average time spent answering a question
- Average time spent correctly answering a question
- Average time spent incorrectly answering a question
- Average session duration

Note: *If the student has reset a quiz only the data from the most recent attempt is displayed.*



Category Name	Completion	% Correct
Level 3: Using Addition in the Workplace	3 of 3	100%
Level 3: Using Subtraction in the Workplace	3 of 3	100%
Level 3: Adding and Subtracting Negative Numbers in the Workplace	5 of 5	100%
Level 3: Multiplying in the Workplace	4 of 4	100%
Level 3: Dividing in the Workplace	4 of 4	100%
Level 3: Using Fractions in the Workplace	4 of 4	100%
Level 3: Converting Units in the Workplace	4 of 4	100%
Level 4: Using Fractions and Decimals	8 of 8	88%
Level 4: Multiplying Mixed and Whole Numbers	6 of 6	100%
Level 4: Using Rates, Ratios and Proportions	8 of 8	100%
Level 4: Calculating Averages in the Workplace	6 of 6	17%

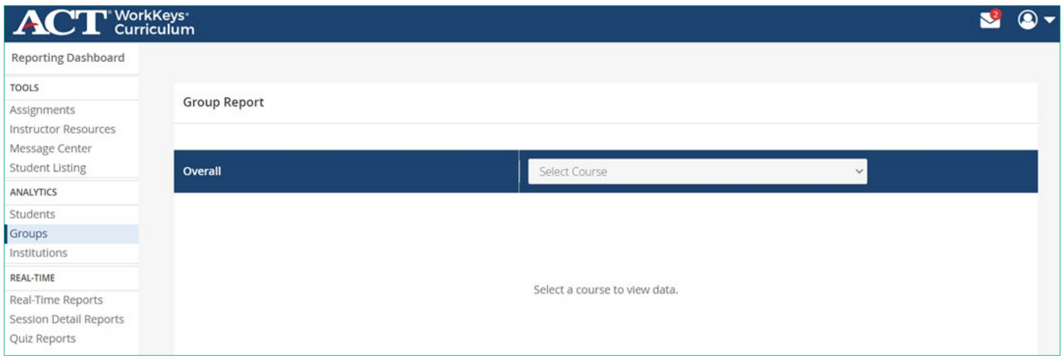
Analytics: Group Reports

Using the Reporting Dashboard, users with the role of instructor, institution supervisor, district supervisor, or organization supervisor can view reporting data on groups within their school, district or organization, respectively. **REMEMBER:** Instructors can run Group Reports only for groups in which the instructor is also a member.

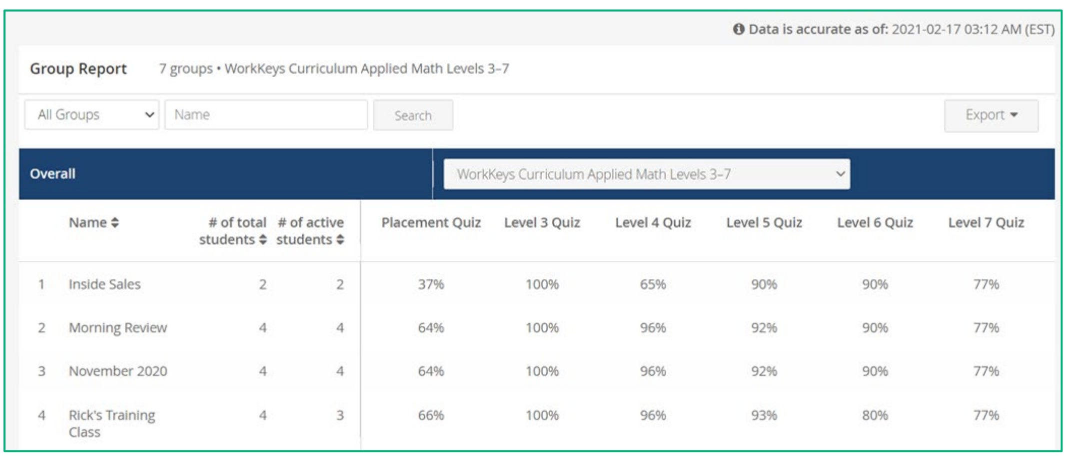
Note: *Users with the role of institution supervisor and district supervisor usually also have the role of institution admin and district admin, respectively. These complementary roles enable the same user to run reports as well as create accounts and groups.*

Steps in the process are as follows:

1. From the Reporting Dashboard navigation menu, under Analytics, select **Groups**.



2. From the **Select Course** drop-down menu, select a specific course.



3. A list of groups is displayed, based on the user's access role and the selected ACT WorkKeys Curriculum course.

4. Use the **Search** and column-sort options (combined up-and-down arrows) to filter the data.

   This information is provided for each group:

   - Name: Group's name

- # of total students: Total number of students in the group
- # of active students: Total number of students in the group who have completed at least one task (marked a confidence level, answered a practice question, or answered a quiz question)
- Quiz Results: Columns displayed to the right of # of active students correspond to available quizzes for the selected course; *"N/A"* indicates that no student in the selected group has yet taken the quiz.
  - *For placement quizzes:* predicted level (level at which student placed).
  - *For level and final quizzes:* percentage of correctly answered questions (see Appendix B: Passing Percentages by Course and Quiz, page 202)

Exporting Data

Select **Export** to export the group data to create a CSV spreadsheet file with the following data:

- ID: System-assigned group ID
- Name: Name of the group
- Instructors Count: Number of instructors associated with the group
- Students Count: Number of students associated with the group
- Last Active: Date a student in the group was last active in the selected course
- Average Progress: Average percentage of the course completed by the students in the group
- **Active Student Count:** number of students in the group who have been active in the selected course
- Quiz Results: Based on the selected course, displayed in a column for each placement, level, and/or final quiz associated with the course; blank field indicates no student in the group has yet taken the quiz
  - *For each quiz:* average percentage of correctly answered questions, based on students in the group who have taken the

quiz (see Appendix B: Passing Percentages by Course and Quiz, page 202.)

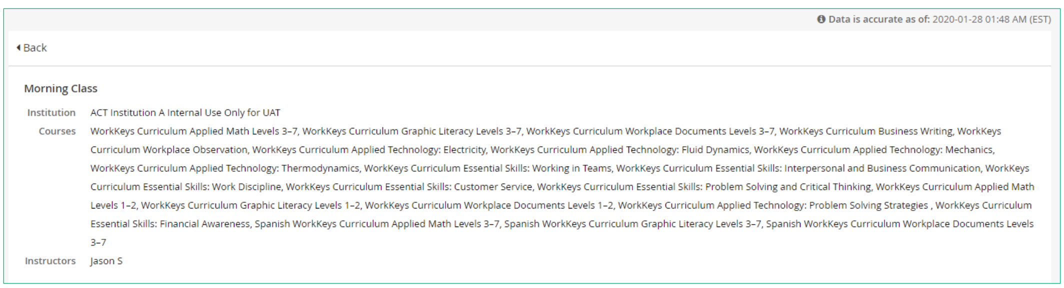
Note: *All reporting data under Analytics is updated twice daily; a timestamp in the upper-right portion of this screen displays the date and time of the last update.*

Individual Group Reports

On the Groups dashboard screen, select a group from the list displayed to see a detailed report for the group.

Overview Section

Displayed at the top of the screen is the group name, institution name, the course(s) to which the group has access, and a list of instructors who are associated with the group.



Below that is a listing of the types of courses to which the group has access.

Group Overall Session Summary

The *Group Overall Session Summary* is included with WorkKeys NCRC-aligned Levels 1–2, WorkKeys NCRC-aligned Levels 3–7, Spanish WorkKeys-aligned Levels 3–7, Applied Technology, and Business Writing and Workplace Observation groupings, as these include multiple courses.

Course Breakdown Summary

Every course has *Course Breakdown Summary* that includes the following: name of the course, the number of students in the group who are enrolled in the course, the number of students in the group who are active in the course, and the average scores by students in the group on the quizzes associated with the course.

WorkKeys NCRC Aligned Levels 3-7

Group Overall Session Summary

Aggregate Totals	Active Students	Placement Quiz	Level 3 Quiz	Level 4 Quiz	Level 5 Quiz	Level 6 Quiz	Level 7 Quiz
Active Students Average	1	0%	80%	80%	80%	76%	64%

Courses Breakdown Summary

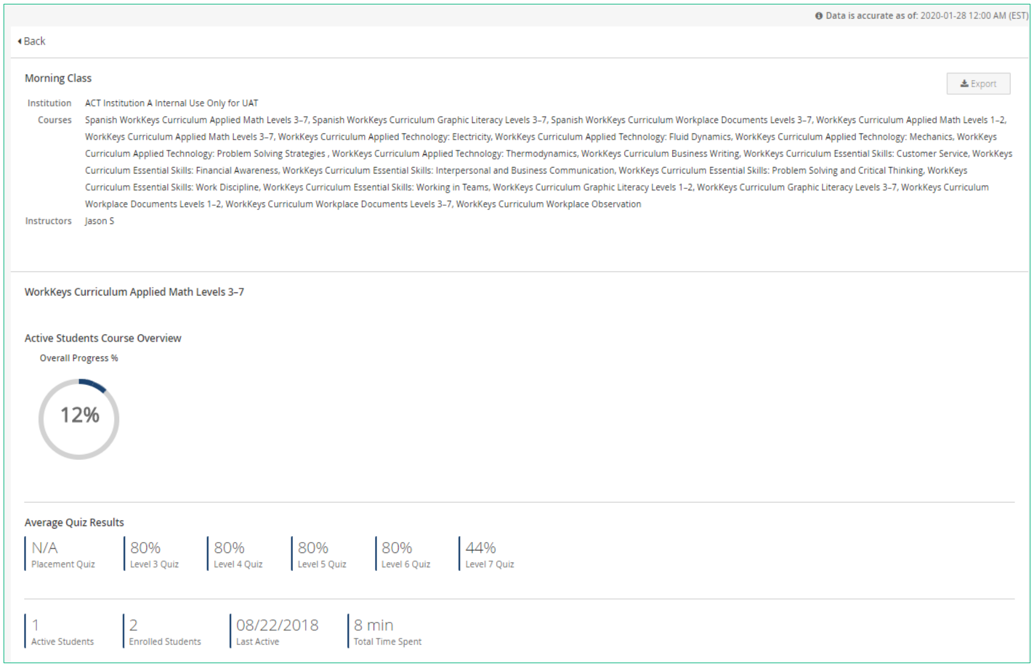
Enrolled Courses	Enrolled Students	Active Students	Placement Quiz	Level 3 Quiz	Level 4 Quiz	Level 5 Quiz	Level 6 Quiz	Level 7 Quiz	
WorkKeys Curriculum Applied Math Levels 3–7	2	1	N/A	80%	80%	80%	80%	44%	Analyze
WorkKeys Curriculum Graphic Literacy Levels 3–7	2	1	N/A	80%	80%	80%	70%	62%	Analyze
WorkKeys Curriculum Workplace Documents Levels 3–7	2	1	N/A	80%	80%	80%	80%	87%	Analyze

Select **Analyze** for a specific course to display more detailed information.

The same background information on the group is displayed at the top of the screen. A graphical overview of the group's use of the selected ACT WorkKeys Curriculum course is presented.

Reporting data provided:

- Most recent average scores on the quizzes associated with the students in the group
- Number of students in the group who have been active in the selected course
- Total number of students in the group who are enrolled in the selected course
- Last date any student in the group was active in the selected course
- Total time spent in the selected course by students in the group

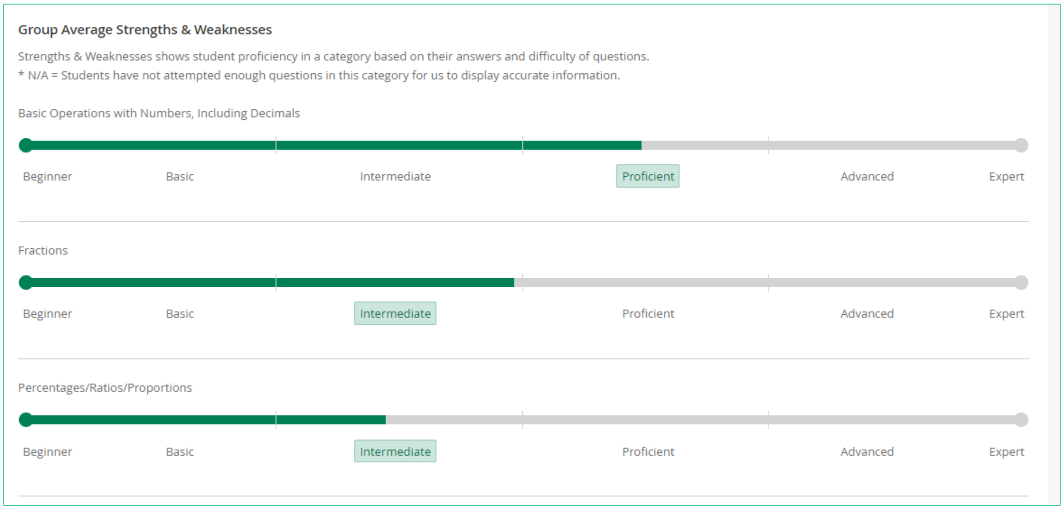


Strengths and Weaknesses Section

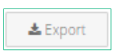
Scrolling down displays the Strengths and Weaknesses section that includes slider charts showing group proficiency in a category based on the students in the group answers and the difficulty of the questions. There are six points on the slider in which the group's skill level will fall:

- N/A
- Beginner
- Basic
- Intermediate
- Proficient
- Advanced
- Expert

The proficiency levels change as the students in the group progress through the course.



Exporting overview and strengths and weaknesses: At the top of the screen, select **Export** to create a PDF file of the overview and strengths and weaknesses data for the selected course.

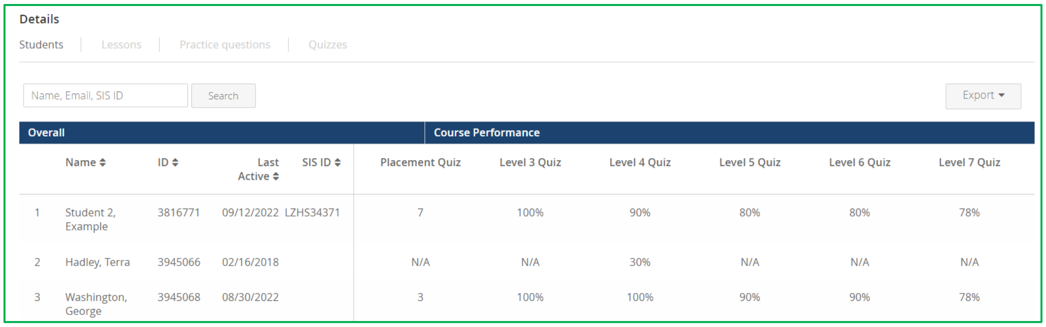


Note: *The report does not include the data found under the Details tabs.*

Details Section

At the bottom of the screen, a Details section provides statistics related to specific activities of the group in the selected course. It is composed of four tabs. All tabs are available. The tab you select will be shown in a darker gray.

Students tab: By default, you first see the Students tab. A list of all students in the group who have access to the selected course is displayed, including the following: student name, student ID, date student was last active in the selected course, SIS ID (optional customer defined student ID), and the most recent scores on quizzes associated with the selected course. Use **Search** to find a specific student. Select **Export** to export the student data in a CSV file. Select a specific student to drill down to the Students Report.



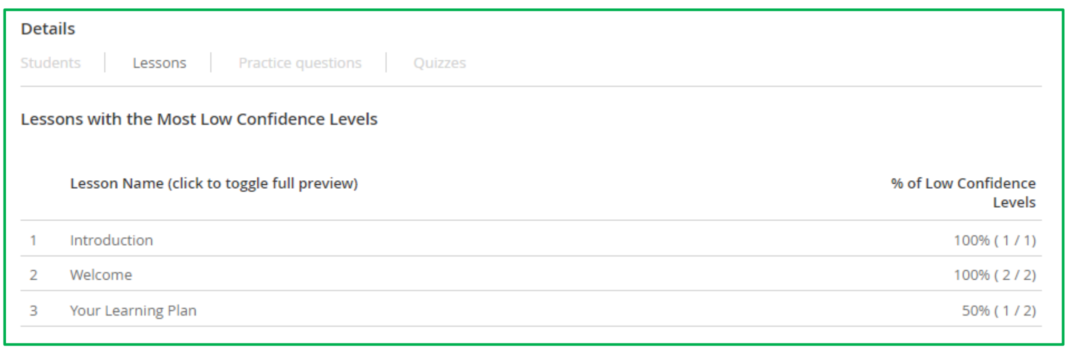
Details

Students | Lessons | Practice questions | Quizzes

Name, Email, SIS ID | Search | Export

	Overall				Course Performance					
	Name	ID	Last Active	SIS ID	Placement Quiz	Level 3 Quiz	Level 4 Quiz	Level 5 Quiz	Level 6 Quiz	Level 7 Quiz
1	Student 2, Example	3816771	09/12/2022	LZHS34371	7	100%	90%	80%	80%	78%
2	Hadley, Terra	3945066	02/16/2018		N/A	N/A	30%	N/A	N/A	N/A
3	Washington, George	3945068	08/30/2022		3	100%	100%	90%	90%	78%

Lessons tab: The Lessons tab displays a list of the lessons with the most low-confidence levels self-reported by students in the group for the selected course. Selecting a specific lesson displays the lesson content, the percentage of students who have self-reported low confidence in the lesson along with the number of students who reported low confidence on the lesson out of the total number of students is shown.



Details

Students | Lessons | Practice questions | Quizzes

Lessons with the Most Low Confidence Levels

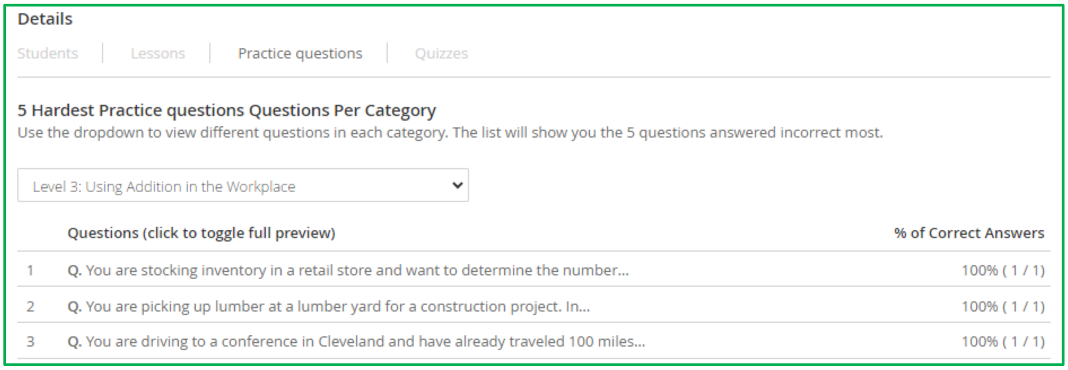
	Lesson Name (click to toggle full preview)	% of Low Confidence Levels
1	Introduction	100% (1 / 1)
2	Welcome	100% (2 / 2)
3	Your Learning Plan	50% (1 / 2)

Practice questions tab: The Practice questions tab displays a list of all the practice-question categories associated with the selected course.

Reporting data provided for each practice category:

- Listing of the five questions incorrectly answered the most by members of the group
- Entire questions along with the correct answer for each
- Percentage of students in the group who correctly answered each question
- Number of students who correctly answered the question out of the total number of students

Note: *If a student in the group has reset a practice-question category, only the data from the most recent attempt is used.*

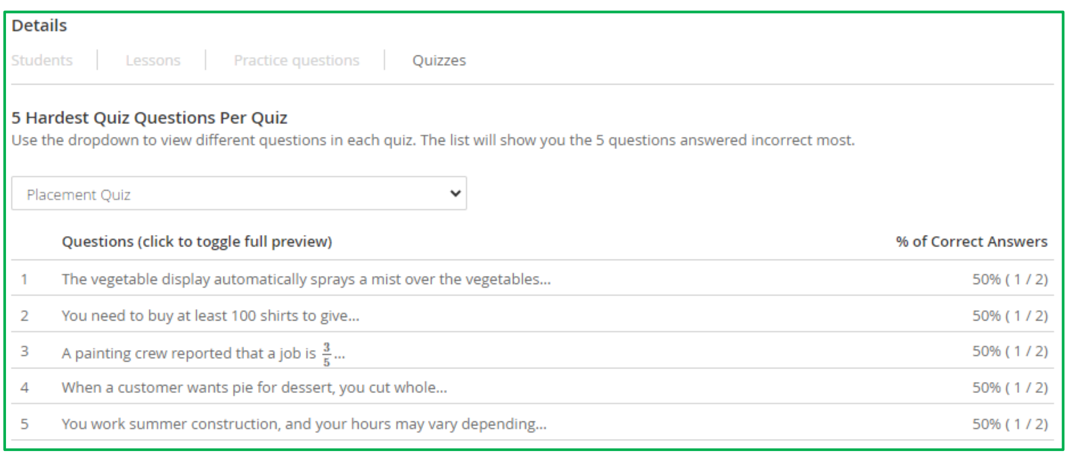


Quizzes tab: The Quizzes tab displays a list of all the quizzes (placement, level, or final) associated with the selected course.

Reporting data provided for each quiz:

- Listing of the five questions incorrectly answered the most by members of the group
- Entire questions along with the correct answer for each
- Percentage of students in the group who correctly answered each question
- Number of students who correctly answered the question out of the total number of students

Note: *If the student has reset a quiz, only the data from the most recent attempt is used.*



Analytics: Institution Reports

Based on their roles, institution, district, and organization supervisors will be able to view reporting data on a single institution, all institutions within a district, or all institutions within the organization, respectively.

All reporting data under Analytics is updated twice daily; a timestamp in the upper-right portion of the screen displays the date and time of last update.

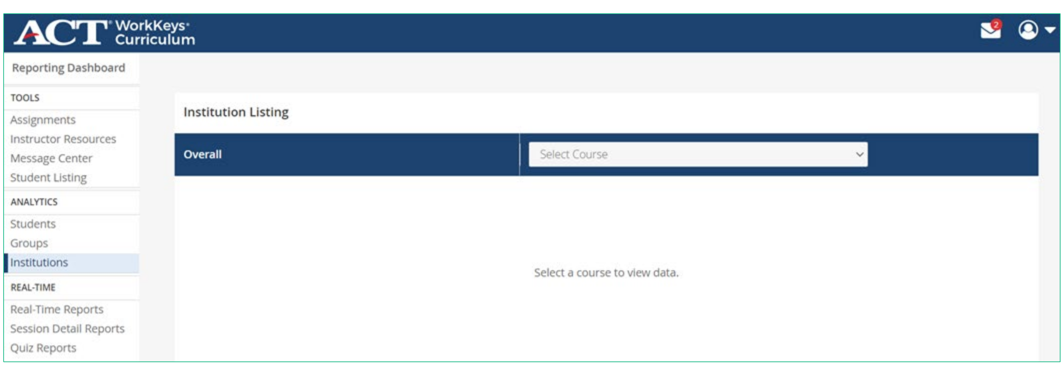
Note: *Users with the role of institution supervisor and district supervisor usually also have the role of institution admin and district admin, respectively. These complementary roles enable the same user to run reports as well as create accounts and groups.*

Upon login, Organization Supervisors land directly on the Reporting Dashboard.

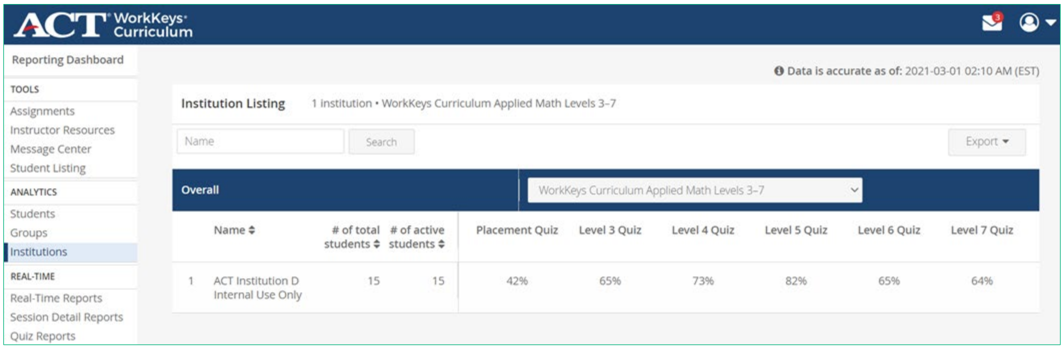
Steps in the process are as follows:

1. Institution and district supervisors, who also have the corresponding role of institution admin or district admin, select the **Reporting Dashboard** from their Profile Icon drop-down menu and then select **Institutions** from the navigation menu.

    - Users who just have the role of institution supervisor or district supervisor land on the **Reporting Dashboard** and select **Institutions** from the navigation menu.
    - Organization Supervisors land on the **Reporting Dashboard** and select **Institutions** from the navigation menu.



2. From the **Select Course** drop-down menu, select a specific course.



A list of institutions is displayed, based on the user's access role and the selected ACT WorkKeys Curriculum course.

3. Use the **Search** and **column-sort** (combined up-and-down arrows) options to filter the data.

4. This information is provided for each institution:

    - Name: Name of the institution
    - # of total students: Number of students in the institution
    - # of active students: Number of students in the institution who have completed at least one task (marked a confidence level, answered a practice question, or answered a quiz question) in the selected course
    - Quiz Results: Columns displayed to the right of # of active students correspond to the available quizzes for the selected course; "N/A" indicates that no student in the institution has taken the quiz.

        - *For placement, level, and final quizzes:* Average percentage of correctly answered questions for all students in the institution who have taken the quiz (see Appendix B: Passing Percentages by Course and Quiz, page 202.)

Exporting Data

Select **Export** to export the institution data to a CSV file:

- Name: Name of the institution
- Groups Count: Number of groups in the institution with access to the selected course
- Students Count: Number of students associated with the institution
- Active Students Count: Number of students in the institution who have been active in the selected course
- Course Count: Total number of courses students in the institution have access to
- Average Progress: Average percentage of the course completed by the students in the institution
- Quiz Results: Based on the selected course, there is a column for each placement, level, and/or final quiz associated with the course. A blank field indicates that no student in the institution has taken the quiz.

    - *For each quiz:* Average percentage of correctly answered questions based on all students in the institution who have taken the quiz (see Appendix B: Passing Percentages by Course and Quiz, page 202.)

Note: *All reporting data under Analytics is updated twice daily; a timestamp in the upper-right portion of this screen displays the date and time of the last update.*

Institution Report

On the Institutions dashboard screen, select a specific institution from the list displayed to see a detailed report for the institution.

Overview Section

Displayed at the top of the screen is the institution name and the course(s) to which the institution has access.

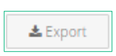
A graphical overview of the institution’s use of the selected ACT WorkKeys Curriculum course features data about their overall progress through the course.

Reporting data provided:

- Most recent average scores on the quizzes associated with the selected course by the students in the institution
- Number of groups in the institution
- Number of students in the institution who have been active in the selected course
- Total number of students in the institution who are enrolled in the selected course
- Last date any student in the institution was active in the selected course
- Total time spent in the selected course by students in the institution

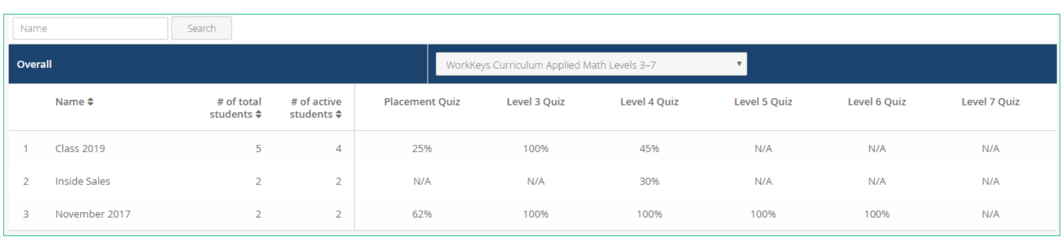
Exporting Data

At the top of the screen, select **Export** to create .pdf file of the overview information for the selected course.



Scroll down to view a list of Groups with students who have access to the selected course for the institution.

Group Listing



Name | Search

Overall | WorkKeys Curriculum Applied Math Levels 3–7

	Name	# of total students	# of active students	Placement Quiz	Level 3 Quiz	Level 4 Quiz	Level 5 Quiz	Level 6 Quiz	Level 7 Quiz
1	Class 2019	5	4	25%	100%	45%	N/A	N/A	N/A
2	Inside Sales	2	2	N/A	N/A	30%	N/A	N/A	N/A
3	November 2017	2	2	62%	100%	100%	100%	100%	N/A

A list of groups is displayed, based on the user’s access role and the selected ACT WorkKeys Curriculum course. Use the **Search** and **column-sort** (combined up-and-down arrows) options to filter the data.

This is the same information as seen when selecting the Groups option from the Reporting Dashboard navigation menu.

This information is provided for each group:

- Name: Group name
- # of total students: Total number of students in the group
- # of active students: Total number of students in the group who have completed at least one task (marked a confidence level, answered a practice question, or answered a quiz question)
- Quiz Results: Columns displayed to the right of # of active students correspond to the available quizzes for the selected course; "N/A" indicates that no student in the selected group has taken the quiz.
    - *For placement, level, and final quizzes:* Average percentage of correctly answered questions for all students in the group who have taken the quiz (see Appendix B: Passing Percentages by Course and Quiz, page 202.)

Selecting a specific group here will take you to the Group Reports tab under Analytics.

Note: *You can also access Student Reports or Group Reports by selecting the* **Students** *or* **Groups** *options directly from the Reporting Dashboard.*

Analytics: District Reports

District Reports are available from the Reporting Dashboard, under Analytics. Based on their roles, district supervisor or organization supervisors will be able to view reporting data on a single district or all districts within the organization, respectively.

Note: *All reporting data under Analytics is updated twice daily; a timestamp in the upper-right portion of the screen displays the date and time of last update.*

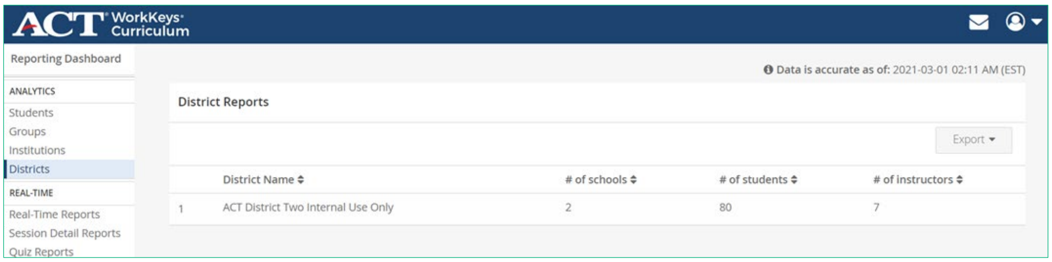
Note: *Users with the role of district supervisor usually also have the role of district admin. These complementary roles enable the same user to run reports as well as create accounts and groups.*

Upon login, Organization Supervisors land directly on the Reporting Dashboard.

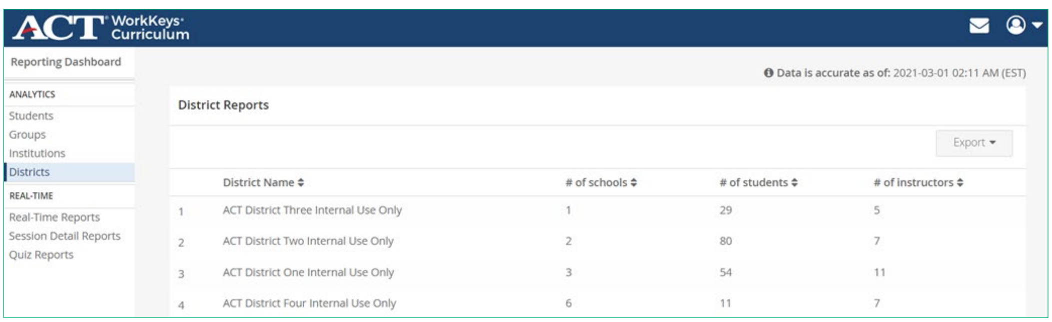
Steps in the process are as follows:

1. District Admins with the role of District Supervisor will need to select the Reporting Dashboard from their **Profile** Icon drop-down menu, then select **Districts** from the navigation menu.

   District Supervisor View



   Organization Supervisor View



   The following information is displayed for each district:

   - **District** Name: District's name
   - # of schools: Number of schools in the district
   - # of students: Number of students in the district
   - # of instructors: Number of instructors in the district

2. Use the **Search** and **column-sort** (combined up-and-down arrows) options to filter the data.

Exporting District Data

Select **Export** to export the district data to a CSV file:

- ID: System-assigned district ID
- Name: Name of the district

- Institutions count: Number of institutions in the district
- Instructors count: Number of instructors in the district
- Students count: Number of students in the district

The example below shows a CSV file for districts.

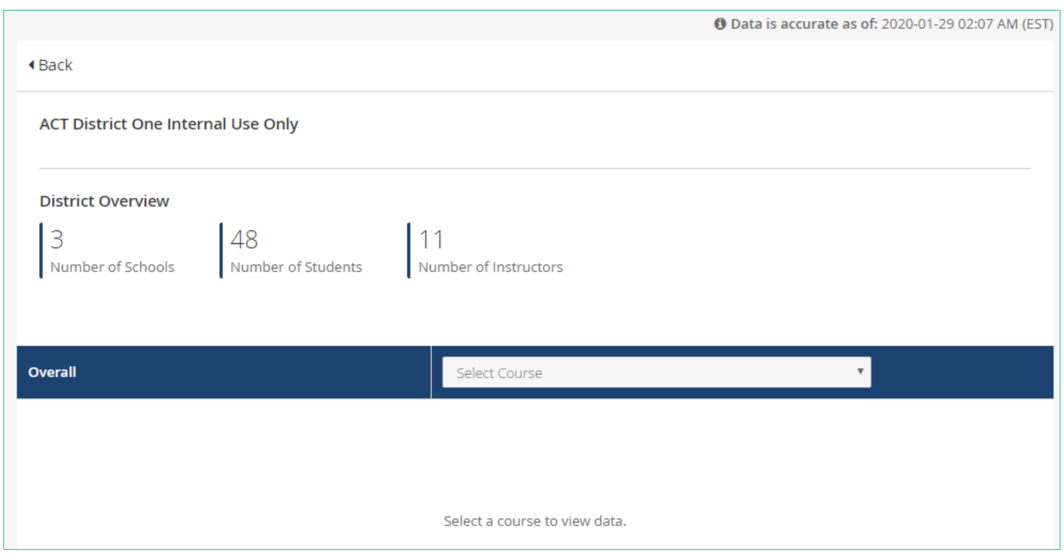
id	name	institutions_count	instructors_count	students_count
39267	ACT District Three Internal Use Only	1	4	5
39272	ACT District Two Internal Use Only	2	7	76
39275	ACT District One Internal Use Only	3	11	48
39941	ACT District Four Internal Use Only	0	0	0

The District Report

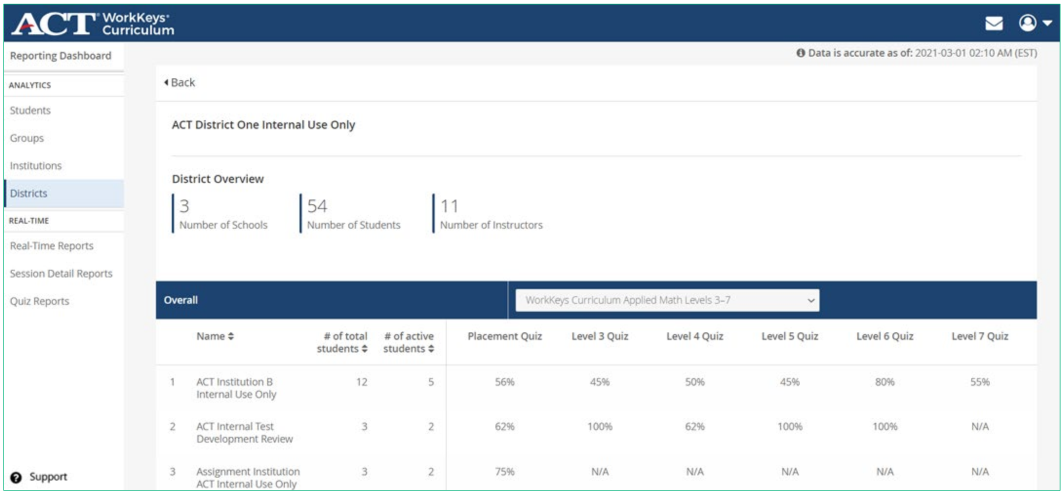
Steps in the process are as follows:

1. On the District Reports screen, select a district.

   Summary information on the number of schools, total number of students and total number of instructors in the district is displayed.



2. From the Selected Course drop-down menu, select a specific course to see performance data by institution for the selected course.



The District Overview provides the number of institutions, students, and instructors associated with the selected district.

3. Use the **Search** and **column-sort** (combined up-and-down arrows) options to filter the data.

   Below this, the individual institutions in the district are listed with the following information:

   - Name: Name of the institution. By selecting the name of an institution from the list, you can drill down to an Institution Report for a particular institution and a Group Report for students in a group at that institution.
   - # of total students: Number of students assigned to each institution
   - # of active students: Number of students who are active in each institution (have completed a task such marked a confidence level on a lesson, answered a practice question, or answered a quiz question)
   - Quiz Results: The columns displayed to the right of # of active students correspond to the available quizzes for the selected course; “N/A” indicates that no student in the selected district has taken the quiz.
     - *For placement, level, and final quizzes:* Average percentage of correctly answered questions for all students in the district who have taken the quiz (see

Appendix B: Passing Percentages by Course and Quiz, page 202.)

Note: *This report view is not exportable.*

You can also access *Student Reports, Group Reports, Institution Reports, Real-Time Reports, Session Detail Reports,* and *Quiz Reports* directly from the Reporting Dashboard.

Real-Time: Real-Time Reports

As the title indicates Real-Time Reports provide real-time data on student performance on practice question categories, quizzes, and assignments.

Steps in the process are as follows:

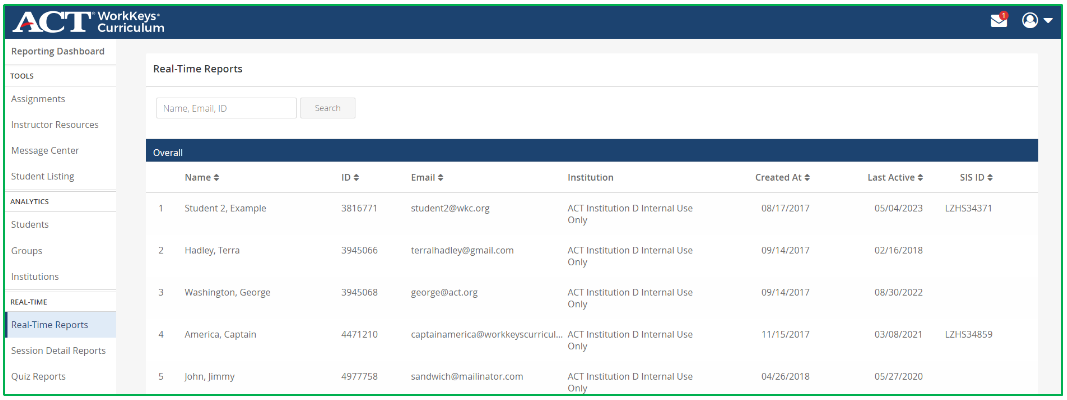
1. From the Reporting Dashboard navigation menu, under Real-Time, select **Real-Time Reports.**

   Note: *Users with the role of instructor, institution supervisor, district supervisor, or organization supervisor will be able to view Real-Time Reports for students within their institution, district, or organization, respectively.*

   Displayed on screen is a list of students/learners including:

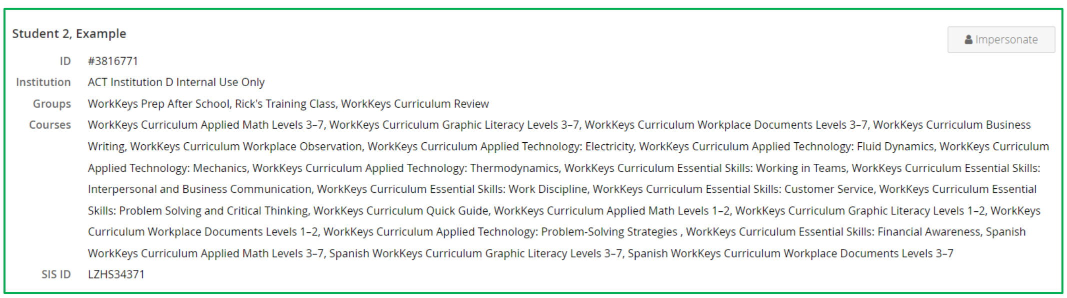
   - Name: Student's name
   - ID: system-assigned student ID
   - Email: Student's email address
   - Institution: Name of the institution the student is associated with
   - Created At: Date the student account was created
   - Last Active: Most recent date the student was active in any course
   - SIS ID: Optional customer defined student ID

   Note: *Instructors can only view data on students who are in groups in which the instructor is also a member.*



2. Select a specific student to view up-to-date performance data.

   Displayed at the top of the screen is the student name, student ID number, institution name, any groups in which the student is a member, the course(s) to which the student has access, and the SIS ID.



3. From this screen, you can select **Impersonate** to view the course(s) from the student's perspective.

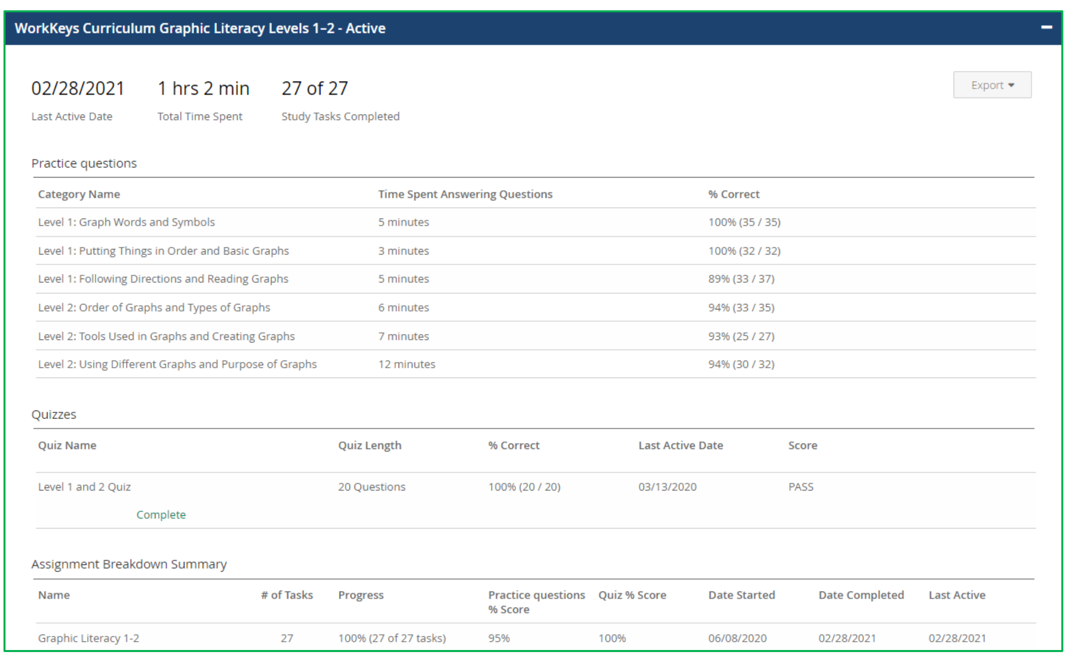
   IMPORTANT: After selecting Impersonate, you are logged in as the student. While impersonating a student, be cautious not to provide responses to any tasks or assignments.

4. Scrolling down displays the courses to which the selected student has access.

5. To display practice-question category, quiz, and assignment data for a specific course, select the plus (**+**) sign to expand the view. Select the minus (**-**) sign to collapse it.

   Reporting data provided:

   - Last date the student was active in the selected course
   - Total time spent in the selected course
   - Number of study tasks out of the total number of assigned tasks that have been completed


WorkKeys Curriculum Graphic Literacy Levels 1-2 - Active

02/28/2021 Last Active Date | 1 hrs 2 min Total Time Spent | 27 of 27 Study Tasks Completed

Export

Practice questions

Category Name	Time Spent Answering Questions	% Correct
Level 1: Graph Words and Symbols	5 minutes	100% (35 / 35)
Level 1: Putting Things in Order and Basic Graphs	3 minutes	100% (32 / 32)
Level 1: Following Directions and Reading Graphs	5 minutes	89% (33 / 37)
Level 2: Order of Graphs and Types of Graphs	6 minutes	94% (33 / 35)
Level 2: Tools Used in Graphs and Creating Graphs	7 minutes	93% (25 / 27)
Level 2: Using Different Graphs and Purpose of Graphs	12 minutes	94% (30 / 32)

Quizzes

Quiz Name	Quiz Length	% Correct	Last Active Date	Score
Level 1 and 2 Quiz Complete	20 Questions	100% (20 / 20)	03/13/2020	PASS

Assignment Breakdown Summary

Name	# of Tasks	Progress	Practice questions % Score	Quiz % Score	Date Started	Date Completed	Last Active
Graphic Literacy 1-2	27	100% (27 of 27 tasks)	95%	100%	06/08/2020	02/28/2021	02/28/2021

Report Sections

Depending on the user's role and the selected course, there are up to 4 sections:

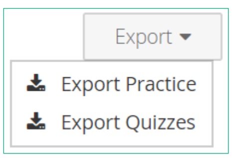
- Practice Questions
    - List of all practice-question categories for the selected course
    - Time spent answering the practice questions in minutes
    - The percentage of questions correctly answered out of the total number of questions answered
- Placement Quizzes
    - Quiz name
    - Quiz length (number of questions)
    - Number and percentage of correctly answered questions
    - Date the student was last active in the placement quiz
    - Predicted level (suggested level student should start at in the course)
    - Status (complete or paused)
- Quizzes
    - Quiz name
    - Quiz length (number of questions)
    - Number and percentage of correctly answered questions
    - Date the student was last active in the placement quiz
    - Score (pass/fail)
    - Status (complete or paused)
- Assignment Breakdown Summary
    - Name of assignment
    - Number of tasks in assignment (lesson, practice question category, and/or quiz)
    - Progress towards completion (percentage of tasks completed out of the total number of tasks)
    - Percentage of correctly answered practice questions
    - Percentage of correctly answered quiz questions
    - Date student started assignment

- Date student completed assignment
- Date student last active on a task included in the assignment

Note: *Assignment Breakdown Summary information is only viewable to users with the role of instructor or institution supervisor and the data is only viewable on screen.*

Exporting Real-Time Reports Data

Users have the option of exporting the practice question category data or the quiz data for the selected student in the selected course in a CSV file by selecting **Export Practice** or **Export Quizzes.** Exporting Real-Time Reports data is done on a per-student, per-course basis. See the separate Quiz Reports which allows users to export quiz data for all quizzes in all courses to which the student has access.



EXAMPLE of Export Practice CSV File

WorkKeys Curriculum: Applied Math Levels 1–2 Course

	A	B	C	D	E	F	G	H
1	question_category_id	parent_question_category_id	course_id	category_name	total_time_taken	total_answer_count	correct_answer_count	percentage_correct
2	29283		1788	Level 1: Counting and Numbers & Sequences	530	43	43	100
3	28936		1788	Level 1: Addition	255	42	39	92.86
4	28937		1788	Level 1: Subtraction	90	5	5	100
5	28938		1788	Level 1: Multiplication	57	5	5	100
6	28939		1788	Level 1: Division	65	5	4	80
7	28941		1788	Level 2: Word Problems	219	5	5	100
8	28942		1788	Level 2: Money	42	5	5	100
9	28943		1788	Level 2: Time	79	5	4	80
10	28944		1788	Level 2: Measurement	51	5	4	80
11	28945		1788	Level 2: Fractions, Percentages & Decimals	134	12	12	100

Notes:

- *ACT WorkKeys Curriculum does not use the parent question categories so the "parent_question_category_id" field will always be blank.*
- *To view the course name associated with a course ID (i.e., course_id), see Course ID Table on page 177, which lists both the course ID and corresponding course name.*
- *In the CSV file, time is shown in seconds; in the online display, time is shown in minutes.*

Last updated July 2025

EXAMPLE of Export Quizzes CSV File

WorkKeys Curriculum Essential Skills: Financial Awareness Course

	A	B	C	D	E	F	G
1	Quiz Name	Course	Quiz Length	Percent Correct	Correct Answer Count	State	Score
2	Checking and Savings Accounts: Final Quiz	WorkKeys Curriculum Essential Skills: Financial Awareness	16	100	16	complete	"PASS"
3	Budgeting: Final Quiz	WorkKeys Curriculum Essential Skills: Financial Awareness	16	100	16	complete	"PASS"
4	Credit Cards and Loans: Final Quiz	WorkKeys Curriculum Essential Skills: Financial Awareness	16	100	16	complete	"PASS"
5	Insurance: Final Quiz	WorkKeys Curriculum Essential Skills: Financial Awareness	16	100	16	complete	"PASS"
6	Financial Planning and Investing: Final Quiz	WorkKeys Curriculum Essential Skills: Financial Awareness	16	100	16	complete	"PASS"

Course ID Table

This table provides a listing of each course name and its unique ID, in order of ID.

Course ID	Course Name
1336	WorkKeys Curriculum: Applied Math Levels 3–7
1412	WorkKeys Curriculum: Graphic Literacy Levels 3–7
1413	WorkKeys Curriculum: Workplace Documents Levels 3–7
1451	WorkKeys Curriculum: Business Writing
1452	WorkKeys Curriculum: Workplace Observation
1470	WorkKeys Curriculum: Applied Technology—Electricity
1592	WorkKeys Curriculum: Applied Technology—Fluid Dynamics
1593	WorkKeys Curriculum Applied Technology: Mechanics
1594	WorkKeys Curriculum Applied Technology: Thermodynamics
1606	WorkKeys Curriculum Essential Skills: Working in Teams
1607	WorkKeys Curriculum Essential Skills: Interpersonal and Business Communication
1608	WorkKeys Curriculum Essential Skills: Work Discipline
1609	WorkKeys Curriculum Essential Skills: Customer Service
1610	WorkKeys Curriculum Essential Skills: Problem Solving and Critical Thinking
1756	WorkKeys Curriculum Quick Guide
1788	WorkKeys Curriculum: Applied Math Levels 1–2
1789	WorkKeys Curriculum: Graphic Literacy Levels 1–2
1790	WorkKeys Curriculum: Workplace Documents Levels 1–2
1963	WorkKeys Curriculum: Applied Technology—Problem Solving Strategies
3440	WorkKeys Curriculum Essential Skills: Financial Awareness
3764	Spanish WorkKeys Curriculum: Applied Math Levels 3–7
3766	Spanish WorkKeys Curriculum: Graphic Literacy Levels 3–7
3767	Spanish WorkKeys Curriculum: Workplace Documents Levels 3–7

Real-Time: Session Detail Reports

As the title indicates, Session Detail Reports provide time spent data for students/learners using the program. To run a session detail report, from the Reporting Dashboard navigation menu under Real-Time, select **Session Detail Reports.**

Notes:

- *Users with the role of instructor, institution supervisor, district supervisor, or organization supervisor can run Session Details Reports. The amount and type of data in the report is based on the user's role, the report selected, and the user-defined parameters.*
- Users with the role of institution supervisor and district supervisor usually also have the role of institution admin and district admin respectively.

There are three types of Session Detail Reports:

- Individual Sessions: Single line per each student session (available online and as exportable CSV file).
- Student Session Aggregate Reports: File with single line per student with aggregated data (only available as exportable CSV file).
- Course Session Aggregate Reports: File with single line per course with aggregated data (only available as exportable CSV file).

Notes:

- *Session data is only available from March 1, 2019 forward.*
- *Time (on screen and in CSV files) is shown as hh:mm:ss (hours/minutes/seconds) UTC (Coordinated Universal Time).*
    - *UTC is 24-hour time, which begins at 0:00 at midnight: That means 12:00 is noon, 13:00 is 1 pm, 14:00 is 2 pm, and so on until 23:59, which is 11:59 pm.*
    - *Each US time zone is a certain number of hours or hours and minutes behind or ahead of UTC as described in UTC Offset Tables.*

UTC Offset Tables

These tables provide a listing of US time zones in relation to UTC.

Standard Time	UTC Offset
Eastern Standard Time (EST)	5 hours earlier than UTC
Central Standard Time (CST)	6 hours earlier than UTC
Mountain Standard Time (MST)	7 hours earlier than UTC
Pacific Standard Time (PST)	8 hours earlier than UTC
Alaska Standard Time (AKST)	9 hours earlier than UTC
Hawaii-Aleutian Daylight	10 hours earlier than UTC

Daylight Savings Time	UTC Offset
Eastern Daylight Time (EDT)	4 hours earlier than UTC
Central Daylight Time (CDT)	5 hours earlier than UTC
Mountain Daylight Time (MDT)	6 hours earlier than UTC
Pacific Daylight Time (PDT)	7 hours earlier than UTC
Alaska Daylight Time (AKDT)	8 hours earlier than UTC
Hawaii-Aleutian Daylight	9 hours earlier than UTC

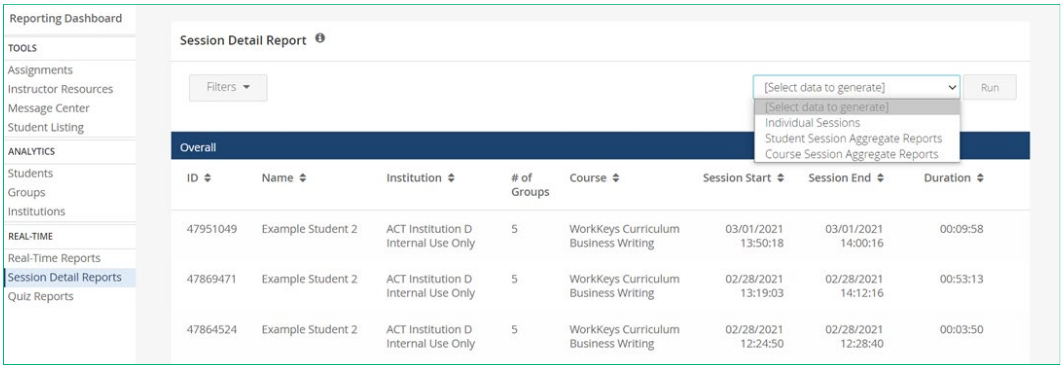
Accessing Session Detail Reports

After selecting **Session Detail Reports,** users will see a listing of sessions for all students to which the user has access displayed in chronological order—from the most recent to the oldest sessions. Each time a student switches to a different course, a new session is created.

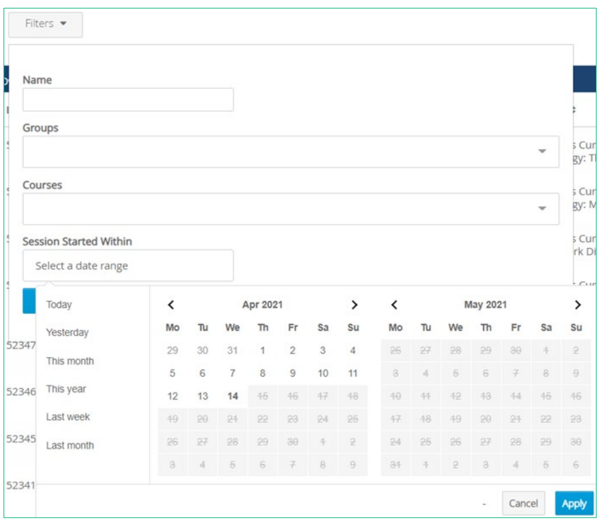
The list includes a separate line for each session of each student and provides the following information:

- Session ID
- Student name
- Institution name
- Number of groups in which the student is a member
- Course name
- Session start date/time
- Session end date/time
- Duration of the session

Columns can be sorted using the arrows associated with each column header.



Use the **Filter** function to further refine the data for the report.



Individual Sessions Report

Individual Sessions Reports generate a CSV file with a single line per student and includes the following data:

- Session ID
- Student ID
- Student name
- Institution name
- Groups in which the student is a member
- Course name for this session
- Session start date/time

- Session end date/time
- Session duration
- Time spent in quizzes
- Time spent in inbox
- Time spent on home screen
- Time spent in practice questions
- Time spent on reset reports screen
- Time spent on learning plan screen
- Time spent using search
- Idle time

Run an Individual Sessions Report

Continuing from the steps for Accessing Session Detail Reports, complete these steps to run an Individual Sessions report:

1. Select any **Filters** you want to use,

    - Name: Search for a specific student by name; broaden the search by entering the first few characters; or leave blank to select all students.
    - Institution: Only users with the role of district supervisor or organization supervisor can select a specific institution. Instructors and institution supervisors can see only the specific institution with which they are associated.
    - Group: Select one or more groups. You can use the drop-down menu to make a selection and repeat as necessary to select additional groups.
    - Course: Select one or more courses. You can use the drop-down menu to make a selection and repeat as necessary to select additional courses.
    - Session Started or Ended Within: Select a date range for the report (i.e., beginning and ending dates) using a calendar or select from the following options: today, yesterday, this month, this year, last week, or last month.

2. Select **Individual Sessions** from the drop-down menu.

3. Select **Run.**

After you select Run, this message is displayed at the top of your screen:

"Your CSV file is being generated and an email will be sent when it is ready."

The email is sent from the "noreply@benchprep.com" account, and the subject line is "Session Detail Report Generated."

From: noreply@benchprep.com

Subject: Session Detail Report Generated

The Session Detail report you requested will be available for the next 24 hours. Select the link below and the CSV file will download to your device.

Download CSV

Note: *The* Session Detail Report *will only be available for 24 hours from the time the email was sent.*

EXAMPLE of CSV File for Individual Sessions Report

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	session_id	user_id	name	institution_name	group_name	course_name	session_start	session_end	duration	quizzes	inbox	home	practice	lessons	reset_reports	learning plan	search	idle_time
2	1234	1234567	George Jones	ACT Institution D Internal Use Only	Period 1	WorkKeys Curriculum Applied Math Levels 3â€"7	2019-03-15 09:30:16 UTC	2019-03-15 09:50:47 UTC	0:14:28	0:00:04		0:00:26	0:06:42	0:06:30			0:00:01	0:00:42
3	7799	6515127	Peter Piper	ACT Institution D Internal Use Only		WorkKeys Curriculum Applied Math Levels 3â€"7	2019-07-10 20:35:01 UTC	2019-07-10 20:46:10 UTC	0:11:09	0:00:21		0:08:29		0:02:01			0:00:17	
4																		

Student Session Aggregate Reports

Student Session Aggregate Reports generate a CSV file with a single line per student and includes the following data:

- Student ID
- Student name
- Institution name
- Groups in which the student is a member
- Courses to which the student has access
- Total time spent in all courses
- Total time spent in lessons
- Total time spent in practice questions
- Total time spent in quizzes
- Total number of quizzes completed by the student
- Search
- Idle time

- Browser

Run a Student Session Aggregate Report

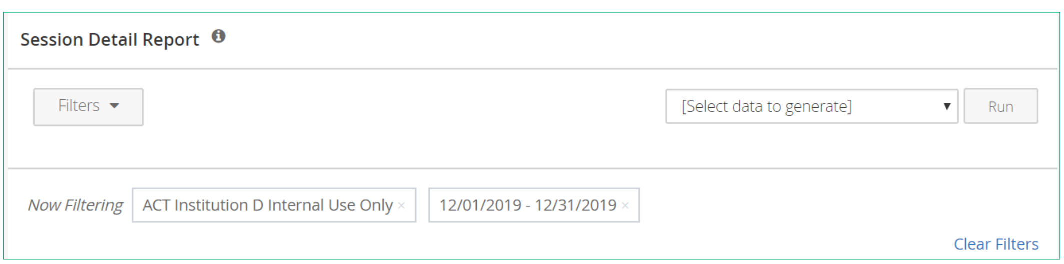
Continuing from the steps for Accessing Session Detail Reports, complete these steps to run a Student Session Aggregate report:

1. Select any **Filters** you want to use,

    - Name: Search for a specific student by name; broaden the search by entering the first few characters; or leave blank to select all students.
    - Group: Select one or more groups. You can use the drop-down menu to make a selection and repeat as necessary to select additional groups.
    - Course: Select one or more courses. You can use the drop-down menu to make a selection and repeat as necessary to select additional courses.
    - Session Started or Ended Within: Select a date range for the report (i.e., beginning and ending dates) using a calendar or select from the following options: today, yesterday, this month, this year, last week, or last month.

2. Select **Student Sessions Aggregate Reports** from the drop-down menu.

3. Select **Run.**



After you select Run, this message is displayed at the top of your screen:

"Your CSV file is being generated and an email will be sent when it is ready."

The email is sent from the “noreply@benchprep.com” account, and the subject line is “Session Detail Report Generated.”

From: noreply@benchprep.com

Subject: Session Detail Report Generated

The Session Detail report you requested will be available for the next 24 hours. Select the link below and the CSV file will download to your device.

Download CSV

Note: *The* Session Detail Report *will only be available for 24 hours from the time the email was sent.*

EXAMPLE of CSV File for Student Session Aggregate

	A	B	C	D	E	F	G	H	I	J	K	L
1	user_id	user_name	institution	groups	content_packages	total_time_spent_in_course	total_time_spent_in_lesson	total_time_spent_in_practice	total_time_spent_in_quizzes	total_time_spent_in_search	total_time_spent_idle	quizzes_complete
2	6413151	SDTest	ACT Institution D Internal Use Only		WorkKeys Curriculum Applied Math Levels 1â€“2; WorkKeys Curriculum Applied Math Levels 3â€“7	0:05:37	0:01:03	0:01:29	0:01:30	0:00:00	0:00:00	1
3	6413256	SDTest Student	ACT Institution D Internal Use Only		WorkKeys Curriculum Applied Math Levels 1â€“2	0:01:56	0:01:38	0:00:00	0:00:00	0:00:00	0:00:00	0

Course Session Aggregate Reports

Course Session Aggregate Reports generate a CSV file with a single line per institution, per course that includes the following data:

- Institution name
- Course ID
- Course name
- Number of students in the institution with access to the course
- Number of students in the institution who have been active in the course
- Total time spent in the course by all students
- Total time spent in lessons by all students
- Total time spent in practice question categories by all students
- Total time spent in quizzes by all students
- Total number of quizzes completed by all students
- Total time spent using search
- Idle time

Run a Course Session Aggregate Report

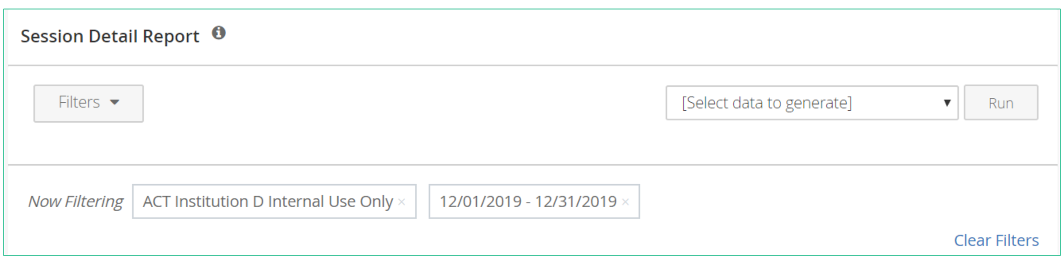
Continuing from the steps for Accessing Session Detail Reports, to run a Course Session Aggregate report:

1. Select any **Filters** you want to use.

   Course: Select one or more courses. You can use the drop-down menu to make a selection and repeat as necessary to select additional courses.

   Session Started or Ended Within: Select a date range for the report (i.e., beginning and ending dates) using a calendar or select from the following options: today, yesterday, this month, this year, last week, or last month.

2. Select **Course Sessions Aggregate Reports** from the drop-down menu.



3. Select **Run.**

   After you select Run, this message is displayed at the top of your screen:

   “Your CSV file is being generated and an email will be sent when it is ready.”

   The email is sent from the “noreply@benchprep.com” account, and the subject line is “Session Detail Report Generated.”

From: noreply@benchprep.com

Subject: Session Detail Report Generated

The Session Detail report you requested will be available for the next 24 hours.
Select the link below and the CSV file will download to your device.

Download CSV

Note: *The* Session Detail Report *will only be available for 24 hours from the time the email was sent.*

EXAMPLE of CSV file for Course Session Aggregate Report

	A	B	C	D	E	F	G	H	I	J	K	L
1	institution_name	course_id	course_name	student_count	students_with_activities	total_time_spent_in_course	total_time_spent_in_lesson	total_time_spent_in_practice	total_time_spent_in_quizzes	total_time_spent_in_search	total_time_spent_idle	number_of_completed_quizzes
2	ACT Institution D Internal Use Only	3440	WorkKeys Curriculum Essential Skills: Financial Awareness	8	3	10:10:41	0:00:06	0:01:11	0:11:42	0:00:00	9:51:58	0
3	ACT Institution D Internal Use Only	1336	WorkKeys Curriculum Applied Math Levels 3â€"7	8	5	32:06:47	5:51:33	2:08:09	1:56:34	0:00:00	21:25:43	24
4	ACT Institution D Internal Use Only	1788	WorkKeys Curriculum Applied Math Levels 1â€"2	8	4	0:19:47	0:03:09	0:00:00	0:02:54	0:00:00	0:07:14	1
5	ACT Institution D Internal Use Only	1789	WorkKeys Curriculum Graphic Literacy Levels 1â€"2	8	2	0:12:11	0:00:52	0:00:51	0:05:29	0:00:08	0:03:26	1
6	ACT Institution D Internal Use Only	1470	WorkKeys Curriculum Applied Technology: Electricity	8	1	0:02:12	0:00:18	0:00:00	0:00:03	0:00:00	0:01:21	3
7	ACT Institution D Internal Use Only	1412	WorkKeys Curriculum Graphic Literacy Levels 3â€"7	8	4	10:33:00	1:05:06	1:52:33	1:15:30	0:00:00	6:09:54	21
8	ACT Institution D Internal Use Only	1413	WorkKeys Curriculum Workplace Documents Levels 3â€"7	8	4	14:17:53	2:13:16	1:57:00	0:20:47	0:00:00	9:45:08	15
9	ACT Institution D Internal Use Only	1609	WorkKeys Curriculum Essential Skills: Customer Service	8	2	12:27:28	3:03:52	0:38:55	0:00:00	0:00:00	8:44:26	0
10	ACT Institution D Internal Use Only	1606	WorkKeys Curriculum Essential Skills: Working in Teams	8	2	16:52:05	0:31:43	2:16:22	0:00:00	0:00:00	16:49:42	1
11	ACT Institution D Internal Use Only	1610	WorkKeys Curriculum Essential Skills: Problem Solving and Critical Thinking	8	1	9:53:03	-1:33:08	0:18:17	0:00:00	0:00:02	10:01:21	0
12	ACT Institution D Internal Use Only	1790	WorkKeys Curriculum Workplace Documents Levels 1â€"2	8	1	48:20:27	0:00:29	0:00:00	0:05:10	0:00:00	48:14:40	1

Real-Time: Quiz Reports

Users can run real-time in-app downloadable reports on student performance on all attempts on all quizzes in all courses to which the student has access. The user can run a single report that contains the results for just the most recent attempt on every quiz from every course that the student has taken, or the user may run a report that includes all attempts on every quiz which is a new functionality.

Steps in the process are as follows:

1. From the Reporting Dashboard, under Real-Time, select **Quiz Reports.**

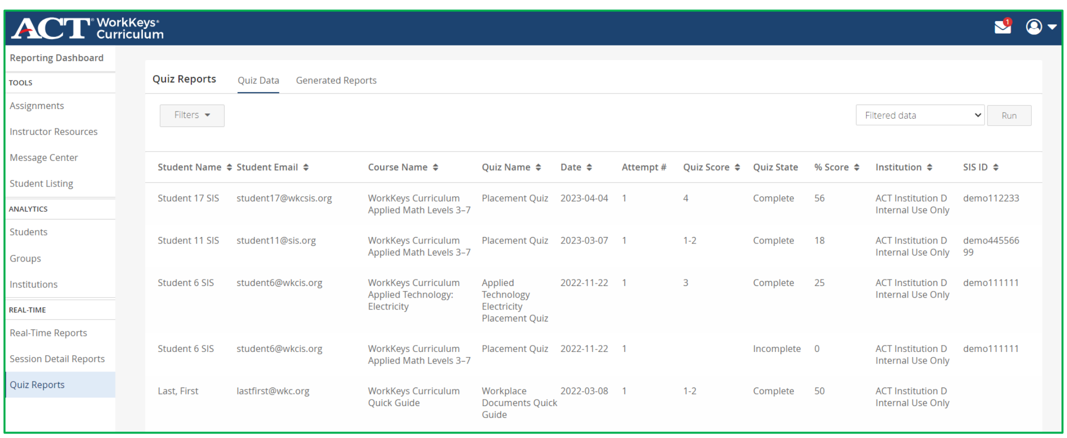
   Note: *Users with the role of instructor, institution supervisor, district supervisor, or organization supervisor will see a listing of quizzes taken by students within their institution, district, or organization respectively.*

   Information displayed on screen includes:

   - Student Name: Student's name

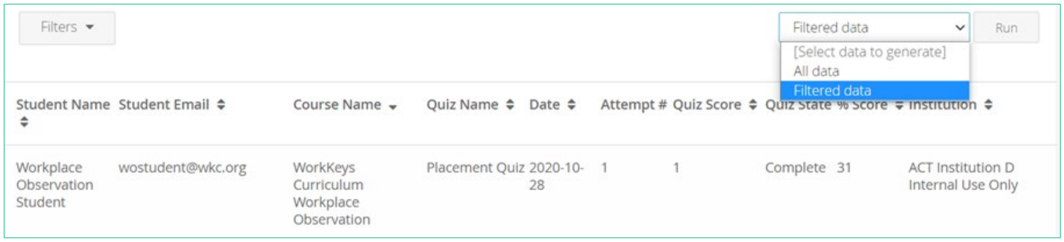
- Student Email: Student's email address
- Course Name: Name of the course
- Quiz Name: Name of the quiz
- Date: Date the quiz was taken
- Attempt: The attempt number if the student has taken the quiz multiple times
- Quiz Score: Pass/fail displayed for level and topic quizzes, predicted level displayed for placement quizzes, and field left blank if the quiz has not been completed
- Quiz State: Complete or incomplete
- % Score: Percentage of questions correctly answered on the number of quiz questions answered
- Institution: Name of the institution student is associated with
- SIS ID: Optional customer defined student ID

Note: *Instructors can only view data on students who are in groups in which the instructor is also a member.*

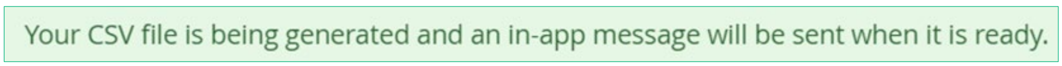


2. To filter the data, select **Filters.** Options include student name, SIS ID, course name, institution name, group name, date range, and/or current quiz scores only.

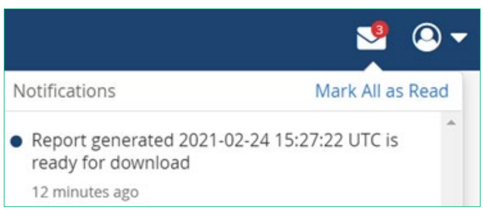
3. From the drop-down menu select **All data** to generate a report for all quiz data for students to which the user has access or select Filtered data to generate a report based on the filters entered. Then select **Run.**



After you select Run, this message is displayed at the top of your screen indicating that the report is being generated:

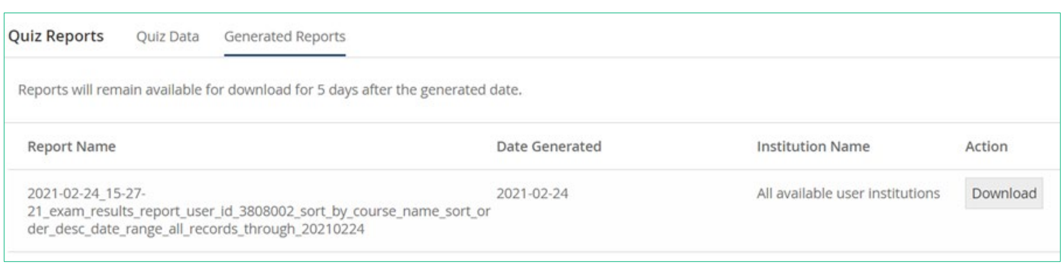


Select the mail icon to view the in-app notification which is sent when the report is available.



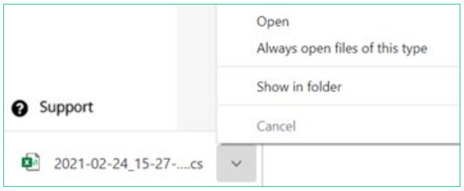
4. To access the report, select the **Generated Reports** tab and then select **Download.**

   Note: *Reports are available for 5 days.*



5. Either select the File name or select the arrow and then select **Open.**

   Note: *Directions can vary slightly based on browser used.*



The report opens as a CSV file that can be saved to the user’s desktop. The report includes the following:

- Student name
- Student email address
- Course name
- Name of the quiz
- Date the quiz was taken
- Quiz attempt number
- Quiz score
- Quiz state
- Percentage of correctly answered questions on the quiz
- Name of the institution
- SIS ID

	B	C	D
1	student_email	course_name	exam_name
2	student2@wkc.org	WorkKeys Curriculum Applied Math Levels 3â€“7	Placement Quiz
3	student2@wkc.org	WorkKeys Curriculum Applied Math Levels 3â€“7	Level 3 Quiz
4	captainamerica@workkeyscurriculum.act.org	WorkKeys Curriculum Applied Math Levels 3â€“7	Placement Quiz
5	captainamerica@workkeyscurriculum.act.org	WorkKeys Curriculum Workplace Documents Levels 3â€“7	Placement Quiz
6	wkc500@workkeyscurriculum.act.org	WorkKeys Curriculum Graphic Literacy Levels 3â€“7	Placement Quiz

E	F	G	H	I	J	K
date	attempt #	exam_score	exam_state	pct_score	institution	sis_id
2017-08-20 11:56:34 UTC	1	3	Complete	25	ACT Institution D Internal Use Only	LZHS34371
2017-08-20 11:59:46 UTC	1	PASS	Complete	100	ACT Institution D Internal Use Only	LZHS34371
2017-12-08 15:05:07 UTC	1		Incomplete	0	ACT Institution D Internal Use Only	LZHS34859
2017-12-08 15:20:18 UTC	1	5	Complete	62.5	ACT Institution D Internal Use Only	LZHS34859
2018-07-18 16:57:06 UTC	1	5	Complete	75	ACT Institution D Internal Use Only	

Frequently Asked Questions

This section covers additional questions on the usage of ACT WorkKeys Curriculum.

Q. Can I add the role of instructor to an existing account with the role of institution admin and/or institution supervisor?

A. No, but you can add the institution admin role and/or institution supervisor role to an existing instructor account. You can use the Contact ACT WorkKeys Curriculum Support form (https://workkeyscurriculum.act.org/admin-support) to request that ACT staff add the role on instructor to an existing account with the role of institution admin and/or institution supervisor.

Q. My institution is not receiving ACT WorkKeys Curriculum emails. What should I do?

A. If a specific institution does not receive ACT WorkKeys Curriculum emails, it is likely due to an email firewall. Multiple addresses at the same institution receiving the same email (e.g., the activation email) can appear to be suspicious to email servers.

To ensure that institutions receive emails from ACT WorkKeys Curriculum (via BenchPrep) without problems, please instruct the IT team to whitelist email domains and IP addresses used by ACT WorkKeys Curriculum. For a complete list, see User Account Creation: Email Firewall Settings, page 70.

Q. A student or instructor can't log in. What do I do?

A. Ensure that you have added them using the Institution Admin dashboard, that their email address is correct, and that they are using the correct password you gave to them. Verify that the user is associated with an active license. You can also create a new password and have the user try logging in again. Contact Customer Support if you are unable to resolve the issue at workkeyscurriculum@act.org or call 877.842.6205.

Q. I tried to upload multiple users through a CSV file, but it didn't work. What can I do?

A. The most common issue that institution admins run into when uploading a CSV file for multiple students or instructors is that they fail to format it properly. ACT WorkKeys Curriculum will send an email noting errors with the file. If you have a problem, use these quick strategies to correct the most common issues.

- Verify headers: Ensure that the headers are listed exactly as instructed, i.e., email, name, password, and sis_id (when creating student accounts).
- Simplify data: Any other additional information (school name, group #, etc.) should not be included.
- Limit data: There is a limit of 999 accounts per each CSV file upload.

Q. Can I move a student from one group to another?

A. Yes. Students and even instructors can be moved around by selecting **Manage** on a group's Details page, accessed from the Institution Admin dashboard. Students and instructors can also be part of multiple groups; there is no limit to the number they can be in.

Q. Does it matter which browser I use? What about my students?

A. We recommend Google Chrome for all users of ACT WorkKeys Curriculum. However, Safari, Firefox, and Edge are supported as well.

If you have other questions about browsers, please contact ACT Customer Support at workkeyscurriculum@act.org or call us at 877.842.6205.

Q. Can I add existing users to a new license?

A. Yes. Existing students and/or instructors can be added to a new license. Detailed instructions are available by logging in as the institution admin, selecting the support icon, and then, from the Need Help? menu, select **How do I add existing users to a new license?**

Q. How do I give existing students or instructors access to more courses?

A. There are two methods an institution admin can use to add one or more new courses to an existing user's account:

- For multiple users: Use a bulk CSV file upload. For detailed instructions, see Adding Courses to Existing Instructor Accounts via CSV File Upload Adding Courses to Existing Student Accounts via CSV File Upload, page 101.
- For single users: Select Assign License in each student's or instructor's individual page. For detailed instructions, see Adding Courses to an Existing Individual Instructor Account, or Adding Courses to an Existing Individual Student Account, page 101.

Q. My student wants to retake a quiz but does not see Reset Quiz. What should I do?

A. You need to increase the additional reset value. For detailed instructions see Tools: Student Listing (Quiz Resets), page 140.

Appendix A: ACT WorkKeys Curriculum Course

Applied Math Levels 3–7

Level 3

Introduction
Using Addition in the Workplace
Using Subtraction in the Workplace
Adding & Subtracting Negative Numbers in the Workplace
Multiplying in the Workplace
Dividing in the Workplace
Using Fractions in the Workplace
Converting Units in the Workplace

Level 4

Introduction
Using Fractions and Decimals
Multiplying Mixed and Whole Numbers
Using Rates, Ratios & Proportions
Calculating Averages in the Workplace

Level 5

Introduction
Fractions with Unlike Denominators
Calculating Percentages
Converting Units
Finding Geometric Measurements

Level 6

Introduction
Calculating Rates
Calculating Percentage Change
Converting Units
Geometric Calculations
Finding Mistakes & Deals

Level 7

Introduction
Advanced Ratios, Rates, and Proportions
Complex Geometric Measurements
Converting Units of Measurement
Applied Mathematical Reasoning
Basic Statistical Concepts

Graphic Literacy Levels 3–7

Level 3

Introduction
Finding Information in Tables
Reading Simple Charts & Graphs
Reading and Using Forms
Simple Gauges
Reading Simple Flowcharts

Level 4

Introduction
Understanding Tables
Interpreting Charts & Graphs
Understanding Dashboards
Identifying Trends

Level 5

Introduction
Scatter Plots
Combination Charts & Graphs with a Secondary Y-Axis
Complex Diagrams
Choosing Effective and Accurate Graphics
Real-World Decisions with Graphics

Level 6

Introduction
Interpreting Graphics with a Secondary Y-Axis
Uncommon Charts & Graphs
Real-World Decisions with Graphics
Interpreting & Comparing Trends

Level 7

Introduction
Making Decisions with Complex Maps & Diagrams
Analyzing Financial Data in Graphs
Interpreting Trends & Making Predictions

Workplace Documents Levels 3–7

Level 3

Introduction
Reading Emails, Memos, and Policies
Finding the Main Idea in a Text
Identifying Key Details
Following Instructions

Level 4

Introduction
Identifying the Main Idea & Key Details
Following Instructions
Learning New Vocabulary from Context

Level 5

Introduction
Using Documents to Make Decisions
Acronyms, Jargon, & Technical Terms
Reading Contracts & Legal Documents

Level 6

Introduction
Understanding the Reasoning & Principles Behind a Text
Inferring Details & Reading Between the Lines
Unfamiliar Jargon & Technical Terms

Level 7

Introduction
Defining Jargon & Other Difficult Words
Inferring the Principles Behind a Policy or Regulation
Drawing Conclusions & Making Decisions from Incomplete Information

Spanish Applied Math Levels 3–7

Nivel 3

Introducción
Usar la suma en el lugar de trabajo
Usar la resta en el lugar de trabajo
Sumar y restar números negativos en el lugar de trabajo
Multiplicar en el lugar de trabajo
Dividir en el lugar de trabajo
Usar fracciones en el lugar de trabajo
Convertir unidades en el lugar de trabajo

Nivel 4

Introducción
Usar fracciones y decimales
Multiplicar números mixtos y enteros
Usar tasas, razones y proporciones
Calcular promedios en el lugar de trabajo

Nivel 5

Introducción

Fracciones con denominadores distintos

Calcular porcentajes

Convertir unidades

Buscar medidas geométricas

Nivel 6

Introducción

Calcular tasas

Calcular el cambio porcentual

Convertir unidades

Cálculos geométricos

Buscar opciones convenientes y errores

Nivel 7

Introducción

Razones, tasas y proporciones avanzadas

Medidas geométricas complejas

Convertir unidades de medida

Razonamiento matemático aplicado

Conceptos estadísticos básicos

Spanish Graphic Literacy Levels 3–7

Nivel 3

Introducción

Hallar información en tablas Leer gráficos y cuadros sencillos

Leer y usar formularios

Leer medidores sencillos

Leer diagramas de flujo sencillos

Nivel 4

Introducción

Comprender tablas

Interpretar cuadros y gráficos

Comprender tableros

Identificar tendencias

Nivel 5

Introducción

Diagramas de dispersión

Gráficos combinados y gráficos con un eje Y secundario

Diagramas complejos

Elegir gráficos precisos y efectivos

Decisiones en el mundo real usando gráficos

Nivel 6

Introducción

Interpretar gráficos con un eje Y secundario

Cuadros y gráficos poco comunes

Decisiones en el mundo real usando gráficos

Interpretar y comparar tendencias

Nivel 7

Introducción

Tomar decisiones con diagramas y mapas complejos

Análisis de datos financieros en gráficos

Interpretar tendencias y realizar predicciones

Spanish Workplace Documents Levels 3–7

Nivel 3

Introducción

Leer correos electrónicos, memorándums y políticas

Identificar la idea principal de un texto

Identificar datos clave

Seguir instrucciones

Nivel 4

Introducción

Identificar la idea principal y los datos clave

Seguir instrucciones

Aprender vocabulario nuevo a partir del contexto

Nivel 5

Introducción

Usar documentos para tomar decisiones

Siglas, jerga y términos técnicos

Leer contratos y documentos legales

Nivel 6

Introducción

Comprender el razonamiento y los principios sobre los que se sustenta un texto

Deducir datos y leer entre líneas

Jerga desconocida y términos técnicos

Nivel 7

Introducción

Definir jerga y otras palabras difíciles

Deducir los principios sobre los que se sustenta una política o norma

Sacar conclusiones y tomar decisiones a partir de información incompleta

Applied Math Levels 1–2

Level 1

Counting

Numbers & Sequences

Addition

Subtraction

Multiplication

Division

Level 2

Word Problems

Money

Time

Measurement

Fractions, Percentages & Decimals

Graphic Literacy Levels 1–2

Level 1

Introduction

Graph Words

Graph Symbols

Putting Things in Order

Basic Graphs

Following Directions

Reading Graphs

Level 2

Introduction

Order of Graphs

Types of Graphs

Tools Using in Graphs

Creating Graphs

Using Different Graphs

Purpose of Graphs

Workplace Documents Levels 1–2

Level 1

Introduction

Visual Comprehension

Sequencing Skills

Alphabetical Ordering

Spelling

Building Vocabulary

Level 2

Introduction

Identifying Sentence Parts-Nouns

Identifying Sentence Parts-Verbs

Word Forms

Following Directions & Instructions
Common Abbreviations
Personal Information
Text Comprehension

Applied Technology—Problem Solving

What is Problem Solving?
Problem Solving Methods
Compartmentalizing
Common Concepts
Other Problem Solving Models

Applied Technology—Electricity

Level 3

Introduction
Voltage & Current
Resistors
Circuits & Switches
Capacitors
Inductors
Series & Parallel Circuits
Circuit Breakers
Multimeters
Troubleshooting Exercises

Level 4

Introduction
Magnets & Electricity
Alternating & 3 Phase Current
Transformers
Motors & Generators
Ohm's Law
Grounding & CFCI's
Lighting Types
Relays & Solenoids
Troubleshooting Exercises

Level 5

Introduction
Digital Circuits
Printers
Photocopying
Computers
Information Storage Devices
Troubleshooting Exercises

Level 6

Introduction
Thermocouples & Thermostats
Analog / Digital Converters
Electronic Scales
Light Sensors & Emitters
Solar Cells
Troubleshooting Exercises

Applied Technology—Mechanics

Level 3

Introduction
Force & Pressure
Friction & Inertia
Planes & Levers
Torque & Gears
Wheels & Pulleys
Springs & Stored Energy
Troubleshooting Exercises

Level 4

Introduction
Screws
Acceleration
Rotation
Center of Gravity
Troubleshooting Exercises

Level 5

Introduction
Bearings
Lubrication
Conveyors
Sound & Vibration

Troubleshooting Exercises

Level 6

Introduction
Gas Engines
Alternative Power
Hybrid Engines
Troubleshooting Exercises

Applied Technology—Fluid Dynamics

Level 3

Introduction
Pressure & Flow
Flotation
Pipes & Valves
Pumps
Troubleshooting Exercises

Level 4

Introduction
Gases & Pressure
Vacuum
Compression Heating
Troubleshooting Exercises

Level 5

Introduction
Piping Problems
Flow Measurement Devices
Mixing & Turbulence
Troubleshooting Exercises

Level 6

Introduction
Hydraulic Cylinders
Piping Systems
Troubleshooting Exercises

Applied Technology—Thermodynamics

Level 3

Introduction
Temperature & Heat
Conduction
Thermal Expansion
Convection
Radiation
Troubleshooting Exercises

Level 4

Introduction
Melting & Freezing
Evaporation & Condensation
Boiling
Refrigeration
Troubleshooting Exercises

Level 5

Introduction
Heat & Exchangers
Ovens & Furnaces
Boilers
Troubleshooting Exercises

Level 6

Introduction
Cooling Towers
Solar Heating Systems
Troubleshooting Exercises

Business Writing

Introduction

Level 1

Overview
Sentence Structure
Nouns
Verbs
Punctuation
Spelling
Developing Ideas
Organizing Ideas

Writing Exercises
Practice Problems

Level 2

Overview
Sentence Structure
Describing Words
Punctuation & Spelling
Organization
Proofreading
Writing Practice
Developing Ideas
Writing Strategy & Outlining
Writing Exercises
Practice Problems

Level 3

Overview
Sentence Structure
Nouns & Verbs
Punctuation
Organization
Developing Ideas
Organizing Ideas
Writing Exercises
Practice Problems

Level 4

Overview
Grammar & Punctuation
Vocabulary
Organization
Developing Ideas
Organizing Ideas
Writing Style
Writing Exercises
Practice Problems

Level 5

Overview
Sentence Structure
Parts of Speech Building Blocks
Parts of Speech Describing Words
Punctuation & Capitalization
Organization
Proofreading
Persuasive Writing I
Persuasive Writing II
Writing Exercises
Practice Problems

Workplace Observation

Level 1

Introduction
Preparing to Observe
Recognizing Main Ideas
Memory & Visualization
Procedure Steps

Level 2

Introduction
Paying Attention to Details
Memory Skills
Sequencing Skills
Conditions in Procedures
Workplace Observation Exercises

Level 3

Introduction
Interpreting What You Observe
Details & Differences
Multiple Conditions
Memory Skills
Workplace Observation Exercises

Level 4

Introduction
Underlying Principles
Cause-Effect Relationships
Complex Procedures
Drawing Conclusions
Workplace Observation Exercises

Level 5

Introduction

Details, Differences, & Distractions
Evaluating Processes
Predicting Outcomes
Workplace Observation Exercises

Essential Skills Courses

Customer Service

Customer Service

Customer Service Basics
Serving Customers in Person
Serving Customers by Phone
Serving Customers Online
Handling & Resolving Complaints
Dealing with Difficult Customers
Service Excellence

Working in Teams

Teamwork Part 1

Introduction
Team Membership
Team Mission & Goals
Building Team Relationships
Participating in Team Meetings
Effective Communication 1
Exercises

Teamwork Part 2

Introduction
Effective Communication 2
Team Types
Problem Solving & Decision Making
Managing Team Conflict
Exercises

Interpersonal and Business Communications

Business Communications

Effective Business Communications
Email & Phone Communications
Participating in Meetings
Internet & Social Media
Problem Solving & Negotiation
Making Effective Presentations
Communicating Across Cultures

Interpersonal Communications

The Communication Process
Presenting Yourself to Others
Active Listening
Nonverbal Communication
Communication Barriers
Handling Conflict

Problem Solving and Critical Thinking

Problem Solving and Critical Thinking

What is Problem Solving?
Thinking Critically
Problem Solving Strategies
Problem Solving Process
Negotiating to Solve Problems

Work Discipline

Time Management

Introduction
Organizing & Planning
Setting & Managing Priorities
Overcoming Procrastination
Managing Tasks & Projects

Self-Management

Introduction
Setting & Achieving Goals
Balancing Work & Personal Responsibilities
Managing Emotions & Behaviors
Coping with Stress & Change

Employer Expectations

Behavioral Expectations
Personal Presentation
Following Rules & Procedures
Fitting in at Work
Behaving Ethically
Counterproductive Work Behaviors

Job Performance Factors

Introduction
Being Responsible & Dependable
Initiative & Perseverance
Flexibility & Adaptability
Learning & Skill Development

Financial Awareness

Checking and Savings Accounts
Introduction
Checking Account Basics
Managing a Checking Account
Managing a Savings Account
Online Banking

Budgeting

Introduction
Calculating Household Income
Creating a Budget
Managing Your Budget
Spending and Savings

Credit Cards and Loans

Introduction
Credit Basics
Understanding Credit Cards
Understanding Loans
Managing Your Credit
Repairing Your Credit

Insurance

Introduction
Automobile Insurance
Homeowner's/Renters Insurance
Health Insurance
Life Insurance

Financial Planning and Investing

Introduction
Creating a Financial Plan
Understanding Savings Accounts
Investing Basics
Understanding Investment
Savings and Investing for Retirement

Appendix B: Passing Percentages by Course and Quiz

- **Applied Math Levels 3–7, Course ID 1336**
  - Levels 3–6 quizzes, each quiz has 10 questions, passing rate is 80%
  - Level 7 Quiz has 9 questions, passing rate is 77.77%
- **Spanish Applied Math Level 3–7, Course ID 3764**
  - Levels 3–6 quizzes, each quiz has 10 questions, and the passing rate is 80%
  - Level 7 Quiz has 9 questions, and the passing rate is 77.77%
- **Graphic Literacy Levels 3–7, Course ID 1412**
  - Levels 3–6 quizzes, each quiz has 10 questions, and the passing rate is 80%
  - Level 7 Quiz has 8 questions, and the passing rate is 75%
- **Spanish Graphic Literacy Level 3–7, Course ID 3766**
  - Levels 3–6 quizzes, each quiz has 10 questions, and the passing rate is 80%
  - Level 7 Quiz has 8 questions, and the passing rate is 75%
- **Workplace Documents Level 3–7, Course ID 1413**
  - Levels 3–6 quizzes, each quiz has 10 questions, and the passing rate is 80%
  - Level 7 Quiz has 8 questions, and the passing rate is 75%
- **Spanish Workplace Documents Level 3–7, Course ID 3767**
  - Levels 3–6 quizzes, each quiz has 10 questions, and the passing rate is 80%
  - Level 7 Quiz has 8 questions, and the passing rate is 75%
- **Business Writing, Course ID 1451**

  - Levels 1–5 quizzes, each quiz has 10 questions, and the passing rate is 80%

- **Workplace Observation, Course ID 1452**
  - Levels 1–5 quizzes, each quiz has 10 questions, and the passing rate is 80%

- **Applied Technology Electricity, Course ID 1470**
  - Levels 3–6 quizzes, each quiz has 10 questions, and the passing rate is 80%

- **Applied Technology Mechanics, Course ID 1593**
  - Levels 3–6 quizzes, each quiz has 10 questions, and the passing rate is 80%

- **Applied Technology Fluid Dynamics, Course ID 1592**
  - Levels 3–6 quizzes, each quiz has 10 questions, and the passing rate is 80%

- **Applied Technology Thermodynamics, Course ID 1594**
  - Levels 3–6 quizzes, each quiz has 10 questions, and the passing rate is 80%

- **Applied Technology Problem Solving, Course ID 1963**
  - Course does not include a quiz

- **Applied Math Level 1–2, Course ID 1788**
  - Levels 1–2 Quiz has 20 questions, and the passing rate is 40%

- **Graphic Literacy Level 1–2, Course ID 1789**
  - Levels 1–2 Quiz has 20 questions, and the passing rate is 40%

- **Workplace Documents Level 1–2, Course ID 1790**
  - Levels 1–2 Quiz has 22 questions, and the passing rate is 36.36%.

- **Essential Skills Customer Service, Course ID 1609**
  - Final quiz has 23 questions, and the passing rate is 82.60%.
- **Essential Skills Financial Awareness, Course ID 3440**
  - Checking and Savings Account Final Quiz has 16 questions, and the passing rate is 81.25%.
  - Budgeting Final Quiz has 16 questions, and the passing rate is 81.25%.
  - Credit Cards and Loans Final Quiz has 16 questions, and the passing rate is 81.25%.
  - Insurance Final Quiz has 16 questions, and the passing rate is 81.25%.
  - Financial Planning Final Quiz has 16 questions, and the passing rate is 81.25.
- **Essential Skills Interpersonal and Business Communications, Course ID 1607**
  - Business Communications Final Quiz has 20 questions, and the passing rate is 80%.
  - Interpersonal Communications Final Quiz has 20 questions, and the passing rate is 80%.
- **Essential Skills Problem Solving and Critical Thinking, Course ID 1610**
  - Final quiz has 20 questions, and the passing rate is 80%.
- **Essential Skills Work Discipline, Course ID 1608**
  - Time Management Final Quiz has 16 questions, and the passing rate is 81.25%.
  - Self-Management Final Quiz has 16 questions, and the passing rate is 81.25%.
  - Employer Expectations Final Quiz has 24 questions, and the passing rate is 83.33%.
  - Job Performance Factors Final Quiz has 24 questions, and the passing rate is 83.33%.
- **Essential Skills Working in Teams, Course ID 1606**

- Teamwork 1 Final Quiz has 20 questions, and the passing rate is 80%.
- Teamwork 2 Final Quiz has 21 questions, and the passing rate is 80.95%.