How to Contact ACT

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Hours of Operation
ACT’s normal office hours are 7:00 a.m.–7:00 p.m., Monday through Friday (except ACT holidays).

Note: All hours of operation are central time and subject to change at ACT’s discretion.

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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 found in the 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 user guide 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, this guide will help you:

- Create accounts for learners/students
- Create accounts for instructors
- Create accounts for administrators
- Create groups
- View performance statistics of an individual learner/student
- View performance statistics for a group of learners/students
- View performance statistics for the learner/student population at institution, district, or organization level
- Export learner/student or group performance data
- Export institution, district, or organization performance data

The following sections will walk you through how to use ACT WorkKeys Curriculum if you are an instructor, an institution administrator, and institution supervisor, a district administrator, a district supervisor, or an organization supervisor.
Your 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.

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 their username, a link to this user guide, and instructions on how to access ACT WorkKeys Curriculum. The platform (and this document) refers to this individual as having the institution admin role.

Instructors in an institution setting will have access to ACT WorkKeys Curriculum in the instructor role. The institution admin creates instructor account(s). See “Adding Students & Instructors,” page 8.

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

In a multi-tiered implementation, such as a state level organization, a state official may also be granted access to ACT WorkKeys Curriculum as part of an agreement with ACT. They will be set up in the platform as an organization supervisor.

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.

The current version of the WorkKeys Curriculum Administration User Guide is always available on the ACT WorkKeys Curriculum web page. System requirements, additional administration resources and information on curriculum training opportunities are also included on the web page.
# User Role Task Chart

The chart below illustrates the tasks which can be completed by each user role within the platform.

<table>
<thead>
<tr>
<th>Function</th>
<th>Instructor</th>
<th>Institution Admin (single site)</th>
<th>Institution Supervisor (single site)</th>
<th>District Admin (multiple sites)</th>
<th>District Supervisor (multiple sites)</th>
<th>Organization Supervisor (multiple sites)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create Student/Learner Accounts</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Create Instructor Accounts</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Create Institution Admin / Supervisor Accounts</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Create Groups</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Create Assignments for Students/Learners and/or Groups</td>
<td>X*</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>View/Export Student/Learner Reports</td>
<td>X*</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>View/Export Group Reports</td>
<td>X*</td>
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<tr>
<td>View/export Institution Reports</td>
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<tr>
<td>View/Export District Reports</td>
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<td>X</td>
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<tr>
<td>View/Export Organization Level Reports</td>
<td>X</td>
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<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

*Instructors can only create assignments or view reports for students who are in groups to which the instructor has been assigned.

### Institution Admin

A user with this role has access to the institution Admin Dashboard and can create groups, instructor accounts, and either individual or multiple student/learner accounts by using a batch upload process. The institution admin assigns instructors and students/learners to group(s). In most instances, the institution admin also has the role of institution supervisor. A user with the role of institution admin can also create additional accounts with the role of institution admin and/or institution supervisor.

### Institution Supervisor

The institution supervisor has access to the Reporting Dashboard for the institution (site) and can run institution, group, and student/learner reports. Institution supervisors can assign tasks (lessons, practice question categories, and quizzes) to students/learners associated with their institution by using the Assignments tool. As noted above a user with the role of institution admin can create additional accounts with the role of institution admin and/or institution supervisor.

### Instructor

Instructors have access to the Reporting Dashboard and ACT WorkKeys Curriculum Courses. Instructors are associated with a group(s) and can only see students/learners that are associated with the group(s) to which the instructor has been assigned. Instructors cannot create student/learner accounts or groups. Instructors can run reports on groups and student/learners with which they are associated. Instructors can
assign tasks (lessons, practice question categories, and quizzes) to students/learners associated with their groups by using the Assignments tool. Users with the role of institution admin or district admin can create instructor accounts.

**District Admin**

The district admin has access to the Institution Admin Dashboard and can perform the same tasks as the institution admin, but for all the institutions associated with the district in which they hold this role. In addition, the district admin is typically assigned the role of district supervisor. Only ACT staff can create accounts with the roles of district admin or district supervisor.

**District Supervisor**

The district supervisor has access to the Reporting Dashboard and can run district, institution, group, and student reports for all institutions associated with the district in which they hold this role. Often, the district supervisor is also assigned the role of district admin. Only ACT staff can create accounts with the roles of district admin or district supervisor.

**Organization Supervisor**

The organization supervisor has access to the Reporting Dashboard and can run district, institution, group, and student reports for all institutions associated with the organization in which they hold this role. Only ACT staff can create accounts with the roles of organization supervisor.

**Student/Learner**

The student/learner is the person who is utilizing the ACT WorkKeys Curriculum courses. Students are associated with a group or groups and instructors can see only students in groups to which the instructor is associated. Students can be added to groups or removed from groups. Users with the role of institution admin or district admin can create student accounts.

**Hierarchy**

- Institution: A single site that is using the curriculum such as a school or job center
- District: A group of institutions that are connected such as high schools in a school district or career centers with a workforce investment board
- Organization: The top level such as a department of education or department of labor and is composed of multiple districts and the related institutions

**Navigation**

All users use dashboards to navigate through the platform.

- Admin Dashboards are used to create accounts, create groups, and manage licenses.
- Reporting Dashboards provide performance and progress data on students, groups, institutions, districts, and/or an entire organization.
- Student (Course) Dashboards are used by students/learners to navigate through the courses to which they have access and to monitor their progress.

**Types of Courses**

**Level Courses**

Level Courses are aligned to the WorkKeys tests of the same name. The course is composed of a placement quiz, lessons, practice question categories, and level quizzes. Lessons and practice question
categories within a level should be completed prior to taking the level quiz. The student should work through the curriculum from lower to higher levels.

**Adaptive Courses**

Adaptive Courses have an adaptive placement quiz that determines which lessons and practice question categories the student should complete. There are level quizzes that review all content for mastery.

**Essential Skills Courses**

Essential Skills courses have lessons, practice question categories, and a final quiz to be taken at the end.

**Quick Guide**

Quick Guide is designed to be used by case workers, counselors and staff working in career centers, job centers, etc. to assist in the initial intake process for a client. This course, added to WorkKeys Curriculum in October of 2018, is composed of three 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 Levels 1-2 courses. There is a separate quiz for each skill area composed of only four questions at a Level 3 difficulty which allows the student to quickly complete each quiz which should only be taken once. Students will receive a score on each quiz that will direct the student to the appropriate course to be taken next.

Access to this course is only provided upon request. Please email workkeyscurriculum@act.org if you would like this course added to your license.

*Note: KeyTrain and Career Ready 101 users should note that the quizzes in this course do not work exactly like the Quick Guide quiz found KeyTrain and Career Ready.*
General Account Features

All users access ACT WorkKeys Curriculum by going to the login page: [https://workkeyscurriculum.act.org/login](https://workkeyscurriculum.act.org/login). Once logged in, users will see a dark blue banner at the top of their screen.

Users select the profile icon drop down menu to change their password, update their profile, or Sign Out.

The account username is the email address associated with your ACT WorkKeys Curriculum account.

- If you forget your password, select the **Reset Password** link on the login screen, enter the email on the next screen, and follow the instructions in the email from noreply@workkeyscurriculum.act.org to change the account password. If this email doesn’t appear in the account’s Inbox, check the spam or junk folders.

  *Note: If you are still having problems receiving emails, please ask your IT team to whitelist this IP address: 192.237.159.75.*

- If the account username is a faux (not real) email address, the user must contact the institution admin to reset the password.

**Sign Out**

To sign out of the account, access the **Profile** icon at the top of any screen and select the **Sign Out** option from the dropdown. This will redirect to a screen where the user can sign back in at any time.
Institution Admin Role

The primary contact for ACT WorkKeys Curriculum is assigned the roles of institution admin and institution supervisor. With the role of institution admin a user can create instructor accounts, student/learner accounts, and groups using the Institution Admin Dashboard. A user with the role of institution admin can create additional accounts with the role of institution admin and/or institution supervisor. With the role of institution supervisor a user has the ability to run student/learner, group, and institution reports—or create customized assignments—using the Reporting Dashboard.

To learn more about how to utilize the two dashboards, ACT recommends launching the in-app Institution Admin Welcome Guide.

1. From the Institution Admin Dashboard, select the Support icon in the lower left side of the screen. A list of online help functions and feature topics is displayed.

   ![Support Icon]

   **Need Help?**
   - Uploading Multiple Instructors
   - There was an error uploading my CSV file. What happened?
   - Institution Admin Welcome Guide
   - How do I contact Support?

2. Select Institution Admin Welcome Guide.

Institution Admin Dashboard

From the Institution Admin Dashboard the navigation menu on the left is used to manage student accounts, manage instructor accounts, manage admin accounts, create groups, update groups, and check license information. The profile icon drop down menu, on the right, is used to switch between the Institution Admin and Reporting Dashboards.
Managing and Creating Admin Accounts

A user with the role of institution admin can view a list of all other users in their institution with roles of institution admin or institution supervisor. From the Institution Admin Dashboard using the navigation menu on the left select Admins. A list of all users with either role is displayed.

Select a specific account to update the name, email, or password fields. You can add the role of institution admin or institution supervisor to an existing account. However, you cannot remove the role of institution admin or institution supervisor from an existing account. Contact Customer Care to have a role removed or an account deactivated.

Select the New Admin button to create a new account. The following information is needed for each user:

- First Name (required)
- Last Name (required)
- Email address (required)
- Password (optional)
- Role/Roles (required)

If the password field is left blank the program will send an activation email prompting the user to create a password and login.

If a password is entered you must provide the user with his or her username (email), password, and login page information.

Remember the role of admin allows the user to create accounts and the role of supervisor allows the user to run reports and create assignments.

Creating Accounts for Students and Instructors

User accounts for students/learners and instructors can be created individually by entering the information requested on screen, or created in bulk by uploading data from a comma-delimited (.csv) file.
The following information is needed for each user:

- First name (required)
- Last name (required)
- Email address (required)
- Password (optional)

The License field automatically defaults to the current, active license. If more than one license is active, a down-down menu is provided to select the appropriate license to be used. Under Course, select the courses to which the student/learner or instructor should have access.

When an account is created and the password field is left blank, the user receives an email that prompts him or her to activate the account. **Be sure user email filters and settings allow emails to be received from noreply@workkeyscurriculum.act.org.** You may have to ask your IT team to whitelist this IP address: 192.237.159.75

*Note: For students/learners without an email address, see “Creating Accounts for Students without an Email Address,” page 9.*

**Creating Accounts Individually or in Bulk**

The same steps apply to creating either a student/learner or an instructor account. To create user accounts, take the following steps:

1. From the **Institution Admin Dashboard** navigation menu on the left of the screen, you have two options:
   - Select **Students** to create a student account
   - Select **Instructors** to create an instructor account

   In this example, a student account will be created.

2. On the Students screen, select the **New Students** button.

3. From the drop-down menu, select **Add a Student** to create an individual account or select **Upload Multiple** to create multiple accounts. Next, follow the online instructions. Remember that additional assistance is always available by selecting the 🎓 Support icon in the bottom left of the screen. When using Upload Multiple, there is a limit of 999 accounts per import.

   The License field automatically defaults to the current, active license. If more than one license is active, a down-down menu is provided to select the appropriate license to be used. Under Course, select the courses to which the student/learner or instructor should have access.
Creating Accounts for Students without an Email Address

The **Generate ACT WorkKeys Curriculum Student Accounts** option within the Institution Admin Dashboard allows you to create accounts for students/learners who don’t have an email address. It generates a name, “faux” @workkeyscurriculum.act.org email account, and password for each student/learner. When using this option, it is the responsibility of the institution admin to distribute the login username ("faux" email address), password, and login page information to each student/learner.

With this option, students/learners do **not** have the ability to change the email address or password and all students/learners will have the default name Student. However, the institution admin or the student/learner can update this information after the account is created. See “Managing Student Accounts,” page 11.

To use this option, perform the following steps:

1. From the main Institution Admin Dashboard, select **Students**.

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

3. Follow the online directions to select a prefix for the emails, enter the number of email accounts to create, and enter a password that will be used with all accounts. The License field automatically defaults to the current, active license. If more than one license is active, a down-down menu is provided to select the appropriate license to be used. Under Course, select the courses to which the student/learner should have access.

4. Provide the students/learners with their @workkeyscurriculum.act.org email addresses, passwords, and login page information.

Creating Groups

A group is used to associate students with instructors in an institution. Instructors can only work 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. Groups can be created individually by entering the information on screen, or created in bulk by uploading the information from a comma-delimited (.csv) file.
For each group you will need to assign:

- Name
- One or more instructors*
- One or more students/learners

*You have the option of creating a group without associating an instructor account.

**Creating Groups Individually or in Bulk**

1. From the Institution Admin Dashboard navigation menu, select Groups.
2. Select the New Group button, and choose New Group or Upload Multiple from the drop-down menu.

![Image of the ACT Instructure D Internal Use Only Groups page]

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

3. Follow the online directions. Remember that additional assistance is always available by selecting the support icon in the bottom left of the screen.

**Managing Student Accounts**

To work with student accounts, the institution admin selects Students from the navigation menu on the Institution Admin Dashboard. A list of all students in the institution is displayed:

- Select Download Students CSV to export a file of all students in the institution which includes the student's name, email address, date account created and a list of group(s) in which the student is a member
- Use Filters to search for a specific student based on the student's name or email address
- Select the New Students button to create individual or multiple student accounts

![Image of the ACT Instructure D Internal Use Only Users page]

- Select a specific student account for more detailed information:
  - Courses to which the student has access
  - Groups in which the student is a member
  - Licenses the student has been assigned to
- Date the account was created
- Access expiration date
- Select **Assign License** to grant student access to additional courses

**Impersonating a Student**

Impersonating a Student provides the ability to view the program from the student’s/learner’s perspective.

1. From the **Institution Admin Dashboard**, using the navigation menu on the left, select **Students**.
2. Identify the student/learner to impersonate either from the list of students or by using the **Filters** button. Once the student/learner has been located, select their name.
3. The following screen is displayed. Select the **Impersonate** button.

4. A dialog box confirming the student login will appear. Select **OK** to continue, or **Cancel** to return to the Detail screen.
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. Select the **Continue** button. While logged in as the student, a black banner appears at the top of the screen indicating the student you are impersonating.

![Main dashboard with reminder to not perform any activity](image)

**Note:** While impersonating a student/learner, it's important to not complete any tasks.

5. To stop impersonating a student account, select the X in the white circle next to the student's name in the black banner.

![Impersonating student account](image)

You will be returned to the student's detail screen.

**Managing Instructor Accounts**

Working with instructor accounts is similar to working with student accounts. The institution admin selects **Instructors** from the navigation menu on the Institution Admin Dashboard. A list of all instructors in the institution is displayed:

- Select **Download Instructors CSV** to export a file of all instructors in the institution which includes the instructor's name, email address, roles assigned to the instructor, date account was created, and first login date.
- Use **Filters** to search for a specific instructor based on the instructor's name or email address.

![Instructor list](image)

- Select a specific instructor account for more detailed information:
  - Courses to which the instructor has access
  - Groups in which the instructor is a member
  - Licenses the instructor has been assigned to
  - Date the account was created
Adding Additional Roles to an Instructor Account

The roles of institution admin and or institution supervisor can be added when creating a new instructor account or when editing an existing instructor account. Remember the role of institution admin allows the user to create student accounts, instructor accounts, groups and additional admin accounts. The role of institution supervisor allows the user to create assignments, view institution reports and view reports for all students and groups in the institution.

Creating New Instructor Account

By default, an instructor account is created as a normal instructor. The additional role of institution admin or institution supervisor can be added when creating the instructor account or when editing an existing instructor account.

Adding Additional Roles

- Access expiration date
- Select Assign License to grant instructor access to additional courses

Impersonating an Instructor

Impersonating an instructor provides the ability to view the system from the instructor’s perspective. An instructor account can be impersonated from either the Institution Admin Dashboard or from the Reporting Dashboard.

1. From the Institution Admin Dashboard using the navigation menu on the left, select Instructors.
2. Identify the instructor to impersonate either from the list of instructors or by using the Filter button. Once the instructor has been located, select their name and then select the Impersonate button on the next screen.
3. While logged in as the instructor a black banner appears at the top of the screen identifying the instructor you are impersonating.
4. To stop impersonating the instructor, select the X in the white circle next to the instructor's name in the black banner.

5. You will be returned to the instructor's detail screen.

Institution Admin Support Form

The Institution Admin Support Form is used to manage features including:

- **Assignment Creation** (default is on)
- **Correct Answer Review** (default in on)
- **Unlimited Placement / Level Quiz Reset** (default is on)
- **Limited Quiz Reset**

Access the form from the Institution Admin Dashboard by selecting the support icon in the lower left corner of the screen, then from the drop down menu select **How do I contact Support?**, and finally select the word **here** in the pop-up box.
Complete the requested information.
Reporting Dashboard for Institution Admin/Institution Supervisor

Institution admins, who also have the role of institution supervisor, have access to the Reporting Dashboard. The profile icon drop down menu, on the right, is used to switch between the Institution Admin and Reporting Dashboards.

The Reporting Dashboard navigation menu has three sections: Tools, Analytics and Real-Time. Under **Tools**, select **Assignments** to create an assignment for a student or group. Under **Analytics**, you can run reports on students, groups or the institution. The data in these reports is updated twice a day. Under **Real-Time**, as the title implies you can run real-time reports on students in the institution. WorkKeys Curriculum maintains data on only the most recent time a student has taken any type of quiz.

**Reporting Dashboard Analytics – Students**

From the Reporting Dashboard under Analytics on the navigation menu select **Students**. All the data in these student reports is updated twice a day and there is date time stamp at the top right of the screen that indicates the latest update.

- Use **Search** to find a specific student based on the name or email address.
- Select **Export** to generate a CSV file of the student data displayed on the current page or **Export All Pages** to export data for all students in the institution.
- Select **All Courses** for the most recent average of the placement quiz and level quiz results for quizzes taken in all courses by the selected student based on the date time stamp. For the placement quiz the average level score is displayed and for level quizzes the average percentage of correct
answers is displayed. If a quiz has been taken multiple times the data displayed is from the most recent attempt based on the date time stamp.

- Select a **Specific Course** from the drop down menu for the most recent placement and level quizzes taken by the student for the selected course. If a quiz has been taken multiple times, the data displayed is from the most recent attempt based on the date time stamp.

- Select the **Support icon** for help.

- Select a specific student for additional information.

**Reporting Dashboard Analytics – Student Report Course Selection**

After selecting a specific student the Student Report Course Selection screen is displayed.

This screen contains student overview data including:

- **Groups** in which the student is a member
- **Courses** to which the student has access
- **Average** placement and level quiz results across all courses for the student’s most recent attempts based on the date time stamp
- Placement and levels quiz results by individual course for the student’s most recent attempts based on the date time stamp

The **Impersonate** button can be used to log in as the student and see the course from their point of view. Select an **Analyze** button for additional data on the selected course.

**Reporting Dashboard Analytics – Student Report Details Page (Overview by Course)**

After selecting the Analyze button for a specific course the Student Details Page is displayed. The Student Details Page has the most in-depth data providing the user with a snapshot of each student’s overall progress and performance in a **selected course**. This data, as it is part of Analytics, is updated twice a day and the date time stamp in the top right of the screen shows the latest update. The **How to**
use individual Student Reports in app help feature, accessed by selecting the support icon in the lower left of the screen, explains the information presented in this report.

The Student Overview summary data which is in the top half of the screen and displayed above can be exported as a .pdf and includes a listing of the groups the student is a member of and the courses to which the student has access. Based on the date time stamp the scores on most recent placement and level quizzes are displayed along with the last date the student was active in a course, the total time spent on activities in the course, the percentage of the course that has been completed by the student, and the percentile ranking of the student against all users of the course.

Reporting Dashboard Analytics – Student Report Details Page (Strengths and Weaknesses)

Scrolling down further displays the Strength & Weaknesses section which includes slider charts showing student proficiency in a category based on their answers and difficulty of questions. There are six points on the slider in which the student’s skill level will fall starting with Beginner and ending with Expert.
Reporting Dashboard Analytics – Student Report Details Page (Details Lessons)

Scrolling to the bottom displays the Details section which is broken out into 3 tabs: Lessons, Practice and Quizzes.

The Lessons Tab: for each lesson category the number of lessons completed out of the total number of lessons is displayed along with the student reported confidence in their understanding of the lesson content (red is low confidence, yellow is medium confidence and green is high confidence).
Reporting Dashboard Analytics – Student Report Details Page (Details Practice)

The **Practice Tab**: for each practice category the number of practice questions answered out of the total number of questions and the percentage of questions correctly answered are displayed. The total questions attempted, the average time spent answering a question, the average time spent correctly answering a question, the average time spent incorrectly answering a question, and the average practice session duration are also displayed.

If the student has reset a practice category only the data from the most recent attempt is displayed. Remember that the data displayed is based on the time stamp at the very top right of the screen.

Reporting Dashboard Analytics – Student Report Details Page (Details Quizzes)

The **Quizzes Tab**: results for the most recently taken Placement and Level quizzes are displayed. Included are the number of questions in each quiz, the percentage of correctly answered questions in each quiz, and the results for each quiz (predicted level for placement quiz and pass/fail for level quizzes). Also displayed are the total number of quizzes taken, the average time spent answering a quiz
question, the average time spent correctly answering a quiz question, and the average time spent incorrectly answering a quiz question.

If a student has taken a quiz multiple times the data displayed is only for the most recent attempt.

Remember that all of data in Analytics has been updated based on the date time stamp displayed when scrolling up to the top of the screen.

**Reporting Dashboard Analytics – Group Reports**

Group Reports are also under Analytics which means all data in these reports is updated twice a day and there is date time stamp at the top right of the screen showing the latest update. From the Reporting Dashboard under Analytics on the navigation menu select **Groups**. Summary data for all of the groups in the institution is displayed.

- Use **Search** to find a specific group based on the name.
- Use **Export** to generate a CSV file of the group data displayed on the current page or **Export All Pages** to export data for all groups in the institution.
- Select **All Courses** for the average on the most recent placement quiz and level quiz results for quizzes taken in all courses by all students in the group based on the date time stamp. For the placement quiz the average level score is displayed and for level quizzes the average percentage of correct answers is displayed.
- Select a **Specific Course** from the drop down menu for the most recent average on the placement quiz and level quiz results for quizzes taken in the selected course by all students in the group based on the date time stamp.
- Select a specific **Group** for more in-depth performance data on the group by course.

**Reporting Dashboard Analytics - Institution Reports**

Institution Reports are under Analytics. All data in reports under Analytics is updated twice a day and there is date time stamp at the top right of the screen showing the latest update.

From the **Reporting Dashboard** under Analytics on the navigation menu select **Institutions** to display summary data for the institution including the name of the institution, the total number of students in the institution, and the total number of active students (view a lesson, done a practice question or taken a quiz) in the institution.

- Select **Export** to generate a CSV file of the institution data displayed.
- Select **All Courses** for the average on the most recent placement quiz and level quiz results for quizzes taken in all courses by all students in the group based on the date time stamp. For the
placement quiz the average level score is displayed and for level quizzes the average percentage of correct answers is displayed.

- Select a **Specific Course** from the drop down menu for the most recent average on the placement quiz and level quiz results for quizzes taken in the selected course by all students in the group based on the date time stamp.

![Image showing the Reporting Dashboard with Institution Listing and Real-Time Reports]

**Note:** Users with the roles of district supervisor or organization supervisor will see multiple institutions and can use **Search** to find a specific institution based on the name.

**Reporting Dashboard Real-Time Reports**

As the title indicates Real-Time Reports provide real-time data per student, per course. This data can be exported in a separate CSV file for each course. At this time we are not able to offer an aggregate report that reflects all data for a single student in one CSV file.

From the **Reporting Dashboard** under Real-Time on the navigation menu select **Real-Time Reports**. A list of all students in the institution is displayed.

![Image showing Real-Time Reports with student list]

Select a specific student to see their details.
The top of the screen displays the student’s name, lists the groups in which the student is a member and the courses to which the student has access. There is a dark blue banner with the course name and a plus or minus sign to the right. Selecting the plus (+) sign opens up the details for that course and selecting the minus (−) sign hides the data.

The information for each course includes: last date the student was active in the course, the total time spent doing an activity in the course, the number of student tasks completed out of the total number of study tasks for the course and the placement, level quiz, and final quiz results.

Select **Download Quiz CSV** to export the data.

Each exported CSV file is named with the student’s name followed by the course name. This is an example of a CSV file from Real-Time reports for Graphic Literacy.

File Name: Simmy Student-WorkKeys Curriculum Graphic Literacy

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Placement Quiz</td>
<td>WorkKeys Curriculum Graphic Literacy</td>
<td>16</td>
<td>50</td>
<td>8</td>
<td>4</td>
</tr>
<tr>
<td>2</td>
<td>Level 3 Quiz</td>
<td>WorkKeys Curriculum Graphic Literacy</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>3</td>
<td>Level 4 Quiz</td>
<td>WorkKeys Curriculum Graphic Literacy</td>
<td>10</td>
<td>100</td>
<td>10</td>
<td>PASS</td>
</tr>
<tr>
<td>4</td>
<td>Level 5 Quiz</td>
<td>WorkKeys Curriculum Graphic Literacy</td>
<td>10</td>
<td>80</td>
<td>8</td>
<td>PASS</td>
</tr>
<tr>
<td>5</td>
<td>Level 6 Quiz</td>
<td>WorkKeys Curriculum Graphic Literacy</td>
<td>10</td>
<td>30</td>
<td>3</td>
<td>FAIL</td>
</tr>
<tr>
<td>6</td>
<td>Level 7 Quiz</td>
<td>WorkKeys Curriculum Graphic Literacy</td>
<td>8</td>
<td>25</td>
<td>2</td>
<td>FAIL</td>
</tr>
</tbody>
</table>

**Reporting Dashboard – Assignments**

Students automatically have access to all course content for any course to which they have been given access. However, a specific assignment of selected lessons, practice question categories and/or quizzes for an individual student or group can be created by a user with the role of instructor or institution supervisor. From the Reporting Dashboard under Tools on the navigation menu select **Assignments**.

Each assignment is for a single course. After an assignment has been created you can assign additional students and or groups to the assignment. The Assignment can be edited to add or remove lessons, practice questions and/or quizzes and the entire assignment can be deleted.
Institution Supervisor Role

The institution supervisor has access to the Reporting Dashboard for the Institution (site) and can run institution, group, and student reports. An institution supervisor can also create assignments for students or groups. See "Reporting Dashboard for Institution Admin/Institution Supervisor," page 15, for details.

Instructor Role

Instructors can view the WorkKeys Curriculum course content for courses to which they have been given access; use the Reporting Dashboard to access reports for groups in which they are a member; access student reports for students that are in groups in which the instructor is a member; and create assignments composed of selected lessons, practice question categories, and quizzes.

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 Admin Role," page 7, for information about this process.

Instructors can view the curriculum content by selecting My Courses and then a specific course from the drop down list, or by selecting the profile icon drop down menu and then selecting Study.

Users with the role institution admin can add the roles of institution admin and/or institution supervisor to an instructor account.

- With the additional role of institution admin the instructor will be able to create student accounts, create instructor accounts, create groups, view all accounts in the institution, and view all groups in the institution.
- With the additional role of institution supervisor the instructor will be able to run reports on all students and groups in the institution, will be able to run institution reports and create assignments for any student or group in the institution.

Reporting Dashboard

When an instructor logs in, the Reporting Dashboard (main dashboard) is displayed. At any time, selecting Reporting Dashboard from the profile icon drop down menu returns the instructor to this dashboard.
Impersonating a Student

Impersonating a student enables the instructor to view the system from the student’s perspective.

1. From the Reporting Dashboard, under Analytics, select **Students**.
2. Identify the student to impersonate from the list of students displayed, or by using the **Search** button. Select that student’s name.
3. On the following student detail screen, select the **Impersonate** button.
4. A dialog box confirming the student login will appear. Select **OK** to continue or **Cancel** to return to the student detail report screen.
   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 the **Continue** button. While logged in as the student, a black banner appears at the top of the screen indicating the student you are impersonating.

```
You are impersonating Simmy Student, ID: 3816770
```

**Note:** While impersonating a student/learner, it’s important not to complete any tasks.

6. To stop impersonating a student account, select the X in the white circle next to the student’s name in the black banner. You will be returned to the student’s detail screen.
Group Reports

Instructors can run group reports for any group in which the instructor is a member. See Groups under the Reporting Dashboard for Institution Admin/Institution Supervisor section for details.

Student Reports

Instructors can run student reports for any student in a group to which the instructor has been assigned. See Student Reports under the Reporting Dashboard for Institution Admin/Institution Supervisor section for details.

Real-Time Reports

Instructors can run Real-Time Reports for all students that are in groups to which the instructor is a member. See Real-Time Reports under the Reporting Dashboard for Institution Admin/Institution Supervisor section for details.

Assignments

Instructors can create customized assignments composed of selected lessons, practice question categories, Placement Quiz and/or Level Quiz/Quizzes for student(s) and/or group(s) to which the
instructor is associated. Select **Assignments** on the **Reporting Dashboard** to view any assignments that you have already created.

### Creating an Assignment

To create a new assignment select **Assignments** from the navigation menu on the Reporting Dashboard and then select **Create**.

- Enter a name for the assignment
- Select the course for the assignment (each assignment is created for a specific course)
- Select the student(s) and/or group(s) to receive the assignment
- Select the **Continue** button
A list of all tasks (lessons, practice questions categories and quizzes) in the course is displayed in the column on the left.

- Add tasks to the assignment by either selecting the plus sign (+) next to the task or by dragging the task from the column on the left to the column on the right.
- To unselect a task either select 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.
- When all tasks have been chosen select the Continue button.

A summary of the assignment information is displayed.

- Select Students to review all students who will receive the assignment
- Select Tasks to review all the tasks that make up the assignment
- Select the Assign button to finalize the assignment
District Admin Role

On a level of access above the institution, the district admin has access to all of the institutions in their district. The **District Admin Dashboard**, shown below, displays all the institutions, and related student, instructor and group data, in the district. Most users who have been assigned district admin role have also been assigned the district supervisor role and have been granted access to student, group, and institution reports under the **Reporting Dashboard**.

Select a specific institution to perform the same tasks as the institution admin does from the Institution Admin Dashboard.
District Supervisor Role

Users with the role of district supervisor have access to the Reporting Dashboard and can run district, institution, group, and student reports for all institutions associated with the district in which they hold this role. Users with the role of district supervisor usually also have the role of district admin.

Note: Data in the various reports will not be displayed until institution admins enter their institution’s data in the system.

A user with the roles of district admin and district supervisor will have access to both the District Admin Dashboard and the Reporting Dashboard. To manage institutions, instructors, students and groups select District Admin from the profile icon drop down menu. To run institution, group, and student reports select the Reporting Dashboard.

From the Reporting Dashboard under Analytics on the navigation menu select Districts. All data in reports under Analytics is updated twice a day and there is date time stamp at the top right of the screen showing the latest update.

The District Report, shown below, is a summary of the number institutions (sites), students (learners) and instructors in the district.

Select the district name to see summary data for each of the institutions in the district.
Selecting a specific institution takes you to **Institutions** under Analytics on the Reporting Dashboard. The reporting data available under Analytics for Students, Groups, and Institutions is the same data available to the institution supervisor. See "**Reporting Dashboard for Institution Admin/Institution Supervisor,**" page 15, for additional information. Remember that all data in reports under Analytics is updated twice a day and there is date time stamp at the top right of the screen showing the latest update.

**Real-Time Reports**

The district supervisor can run Real-Time Reports for any student in their district. As the title indicates Real-Time Reports provide real-time data per student, per course. This data can be exported in a separate CSV file for each course. At this time we are not able to offer an aggregate report that reflects all data for a single student in one CSV file.

From the Reporting Dashboard under Real-Time on the navigation menu select **Real-Time Reports.** A list of all students in the district is displayed. Selecting a student displays the same data that the institution admin/institution supervisor sees when running a Real-Time Report. See "**Reporting Dashboard for Institution Admin/Institution Supervisor,**" page 15, for additional information.
Organization Supervisor Role

The organization supervisor has access to the Reporting Dashboard and can run district, institution, group, and student reports for all districts and institutions associated with the organization in which they hold this role. See "Reporting Dashboard for Institution Admin/Institution Supervisor," page 15, for additional information.

An organizer supervisor does not have the option to impersonate a student.

The Organization Report

District, institution, group, and student reports are available on the Organizer Supervisor Reporting Dashboard. From the Reporting Dashboard under Analytics on the navigation menu, select Districts. All data in reports under Analytics is updated twice a day. There is a date stamp at the top right of the screen showing the most recent update. Select Districts to see a list of all the districts within the Organization with aggregate data on number of institutions (sites), students (learners) and instructors for each district.

Select a specific district for additional information. See "District Supervisor Role," page 31, for details on these types of reports.

- From the Reporting Dashboard under Analytics on the navigation menu, select Institutions to see a list of all the institutions within the organization with aggregate data for each institution.
• From the Reporting Dashboard under Analytics on the navigation menu, select **Groups** to see a list of all groups associated with institutions within the Organization.

• From the Reporting Dashboard under Analytics on the navigation menu, select **Students** for a list of all students associated with institutions within the Organization.

For details on all these report types, see "[Reporting Dashboard for Institution Admin/Institution Supervisor](#)", page 15.

### Real-Time Reports

The organization supervisor can run Real-Time Reports for any student in their organization. As the title indicates Real-Time Reports provide real-time data per student, per course. This data can be exported in a separate CSV file for each course. At this time we are not able to offer an aggregate report that reflects all data for a single student in one CSV file.

From the Reporting Dashboard under Real-Time on the navigation menu select **Real-Time Reports**. A list of all students in the organization is displayed. Selecting a student displays the same data that the institution admin/institution supervisor sees when running a Real-Time Report. See "[Reporting Dashboard for Institution Admin/Institution Supervisor](#)", page 15, for additional information.
Student/Learner

Students/learners access ACT WorkKeys Curriculum at: https://workkeyscurriculum.act.org/login

The first time a student/learner logs into ACT WorkKeys Curriculum, an in-app **Welcome to ACT WorkKeys Curriculum!** guide is presented, and if selected, walks the student/learner through the Course Dashboard.

A. **Navigation Menu:** A student/learner can always return to the Course Dashboard by selecting Home from the navigation menu on the left.
   - **Learning Plan:** The **Structured Plan** lists all lessons, practice question categories, and quizzes in order for the course and if displayed the **Assignment** tab lists specific tasks (lessons, practice question categories, placement quiz, level quizzes, or final quizzes) selected by the instructor. Lessons, practice question categories, and quizzes can be launched from here, and the student can review self-marked confidence levels, notes, bookmarks, or highlights the student has created.
   - **Lessons:** A listing of all lessons within the course. Lessons can be launched from here.
   - **Practice:** A listing of all the practice question categories in the course. The student can review self-marked confidence levels, notes, or bookmarks. Performance data is included.
   - **Quizzes:** Displays results on quizzes that can be launched from here. Performance data is included and students can review self-marked confidence levels, notes, or bookmarks.
   - **Search:** The course-wide search module 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. **Change Password:** To change their password the student/learner selects the **Profile Icon**, then selects **User Portal** from the dropdown menu, selects **User Profile**.

C. **Change Course:** The student/learner selects the course name displayed and then selects a new course from the drop-down menu.

D. **Study Plan Target Date:** Student/learners can set a date by which they wish to complete each course by selecting show date and then selecting a new date.

E. **Learning Task:** The next learning task is displayed here.
   - **Support:** support topics are available by selecting the support icon in the bottom left of the screen.
Toolbox

Each course includes 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 across all lesson and practice question content for a word or phrase. 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 an accessibility tool that allows 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 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 Bookmark 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.

Answer Eliminator

When a learner is answering a multiple choice practice or quiz question they can use the Answer Eliminator tool to mark any of the answers that they think are incorrect by selecting the “X” next to each of the answer boxes. A message is displayed, for example: “I don’t think it is D”. The learners 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 the Confirm button to submit their response.

Learning Plan Grouping

As a step towards a more guided path through the courses aligned to the WorkKeys tests (Applied Math, Graphic Literacy, Workplace Documents, Applied Technology, Business Writing and Workplace Observation), the lessons, practice questions, and level quizzes are grouped together within each level of each course. If a learner is following the Structured Learning Plan all of the lessons and practice questions for each level will have to be completed (can be done in any order) prior to unlocking the level quiz. Note that learners will be able to use the navigation menu and access any lesson, practice question category, or quiz.

Suggested Steps for Students/Learners Working in ACT WorkKeys Curriculum

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 **Next Task** on the Course Dashboard. WorkKeys Curriculum will guide the student through all the lessons, practice questions, categories, and quizzes associated with the selected course.

5. For WorkKeys-aligned courses, the student/learner should complete all the lessons and practice question categories within a level before taking the Level Quiz. For other courses the student/learner should complete all of the lessons and practice question categories prior to taking a final quiz.

**System Requirements**

System requirement are posted on the [ACT WorkKeys Curriculum webpage](https://www.act.org/workkeys/).
ACT WorkKeys Curriculum is designed to help students master the skills needed for success in further education and training in the workplace. Specifically, ACT WorkKeys Curriculum addresses skills that the ACT WorkKeys tests measure.

Students should not skip an entire ACT WorkKeys Curriculum course based solely on the Placement Quiz score. Placement Quizzes are designed to identify the appropriate level at which a student/learner should begin within a course. Prior to taking a Level Quiz, a student/learner should work through all the learning material and questions associated with each lesson in that level. Students/learners assign confidence levels for each lesson within a course level and should be encouraged to review lessons marked with a lower confidence level. Determining how many levels within a course should be completed is based upon the student, instructor, or institution’s goals for using the curriculum.

ACT WorkKeys Curriculum placement quizzes and level quizzes cannot be used in place of ACT WorkKeys tests. ACT WorkKeys tests are timed and proctored tests; ACT WorkKeys Curriculum level quizzes are not timed. Level quizzes measure an individual’s grasp of the course learning objectives and help track a student’s progress in mastering skills. Placement and level quizzes are not intended to replace or measure an ACT WorkKeys score, but to provide feedback as the student improves the skills needed for success in further education and training or in the workplace.
Frequently Asked Questions

This section covers additional questions on usage of ACT WorkKeys Curriculum and accounts.

Can I add the role of instructor to an existing account with the role of institution admin and/or institution supervisor?

No, but you can add the institution admin role and/or institution supervisor role to an existing instructor account.

My institution is not receiving ACT WorkKeys Curriculum emails. What should I do?

If a specific institution does not receive ACT WorkKeys Curriculum emails, it's likely due to an email firewall. Multiple addresses at the same institution receiving the same email (i.e. the activation email) may appear suspicious. To ensure that institutions receive emails from ACT WorkKeys Curriculum (via BenchPrep) without problems, please instruct the IT team to whitelist this IP address: 192.237.159.75

A student or instructor isn’t able to log in. What do I do?

Ensure that you’ve 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.

I tried to upload multiple users through a .csv, but it didn’t work. What can I do?

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 will send an email noting errors with the file. Please make sure that the headers are listed exactly as instructed—email, name, and password. Otherwise, the file will not be processed correctly. Any other additional information (school name, group #, etc.) should not be included. There is a limit of 999 accounts per each .csv file upload.

Can I move a student from one group to another?

Yes. Students and even instructors can be moved around by selecting the Manage link found in 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.

Does it matter which browser I use? What about my students?

We recommend Google Chrome for all users of ACT WorkKeys Curriculum. However, Internet Explorer 10+, Safari, and Firefox all are supported as well.

If you have other questions, please contact ACT Customer Care at workkeyscurriculum@act.org or call us at 877.842.6205.
Can I add existing users to a new license?

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, selecting How do I add existing users to a new license?.

How do I give existing students or instructor access to more courses?

There are two methods an institution admin can use to add one or more new courses to an existing user’s account. The first is to use a bulk CSV upload (recommended if multiple users need course access), and the second is using the “Assign License” button in each student’s individual page (recommended for one-off users).

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. Providing a user with access to a course that isn’t available through their license requires either updating the license or assigning the user to a different license.

Method 1: Bulk CSV Upload

1. Go to the Institution Admin dashboard. If you’re changing course access for instructors, select the Instructors tab.

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

3. If you’re changing course access for learners, select the Students tab and then select Download Students CSV link.
4. Open the CSV(s) that you downloaded and locate the users that need their course access updated. Delete the rest of the users from the CSV file.

<table>
<thead>
<tr>
<th>name</th>
<th>email</th>
<th>access_status</th>
<th>latest_expiration_date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student2 InstitutionA</td>
<td><a href="mailto:student14@workkeyscurriculum.act.org">student14@workkeyscurriculum.act.org</a></td>
<td>Valid</td>
<td>12/31/2019</td>
</tr>
<tr>
<td>Simmy Student</td>
<td><a href="mailto:simmystudent@act.org">simmystudent@act.org</a></td>
<td>Valid</td>
<td>12/31/2019</td>
</tr>
<tr>
<td>Student4 InstitutionA</td>
<td><a href="mailto:student16@workkeyscurriculum.act.org">student16@workkeyscurriculum.act.org</a></td>
<td>Valid</td>
<td>12/31/2019</td>
</tr>
<tr>
<td>George Washington</td>
<td><a href="mailto:george@act.org">george@act.org</a></td>
<td>Valid</td>
<td>12/31/2019</td>
</tr>
<tr>
<td>Captain America</td>
<td><a href="mailto:captainamerica@workkeyscurriculum.act">captainamerica@workkeyscurriculum.act</a></td>
<td>Valid</td>
<td>12/31/2019</td>
</tr>
<tr>
<td>Jimmy John</td>
<td><a href="mailto:sandwich@mailinator.com">sandwich@mailinator.com</a></td>
<td>Valid</td>
<td>12/31/2019</td>
</tr>
</tbody>
</table>

5. 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.

<table>
<thead>
<tr>
<th>email</th>
<th>name</th>
<th>password</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:student14@workkeyscurriculum.act.org">student14@workkeyscurriculum.act.org</a></td>
<td>Student2 InstitutionA</td>
<td></td>
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<td><a href="mailto:simmystudent@act.org">simmystudent@act.org</a></td>
<td>Simmy Student</td>
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<tr>
<td><a href="mailto:george@act.org">george@act.org</a></td>
<td>George Washington</td>
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</tr>
<tr>
<td><a href="mailto:captainamerica@workkeyscurriculum.act">captainamerica@workkeyscurriculum.act</a></td>
<td>Captain America</td>
<td></td>
</tr>
</tbody>
</table>

6. If you’re working with learners, go back to the Students tab in the Institution Admin dashboard and select the New Students button. Select Upload Multiple from the drop-down list. If you’re working with instructors, follow the same instructions in the Instructors tab.

7. The next page will include instructions for uploading a student CSV. 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 course these learners should have access to, **including those courses they already have access to**. Please note that users can be added or assigned to the same license they’re already on at this stage. Adding users to a new license is not necessary.
9. Upload the CSV and click on the **Upload** button at the bottom of the screen. The users’ course access will update after the upload is complete.

**Method 2: Assign License**

1. In the Institution Admin dashboard, select **Instructors** or **Students** to find the user you’d like to update and select their name to go to the details page.

2. On the next page, you’ll see which courses this user has access to. Select the **Assign License** button in the top right-hand corner to update their course access.
3. If the institution has one active license, don’t worry about the “License” field. If the institution has multiple active licenses, select the license the user is already part of from the drop-down list. You don’t need to add the user to a new license to update their course access.

4. Select the box(es) next to any course(s) this user should have access to (including any courses they already have access to), and then select the Assign button.

The change will take effect and appear in the user’s “Courses” listing immediately.
ACT WorkKeys Curriculum Course Outlines

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
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

Electricity

Problem Solving Strategies

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
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<th>Applied Technology- Fluid Dynamics</th>
<th>Applied Technology- Thermodynamics</th>
<th>Business Writing</th>
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<td>Pressure &amp; Flow</td>
<td>Temperature &amp; Heat</td>
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<td>Pipes &amp; Valves</td>
<td>Thermal Expansion</td>
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<td>Gases &amp; Pressure</td>
<td>Introduction</td>
<td>Organizing Ideas</td>
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<td>Vacuum</td>
<td>Melting &amp; Freezing</td>
<td>Writing Exercises</td>
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<td>Compression Heating</td>
<td>Evaporation &amp; Condensation</td>
<td>Practice Problems</td>
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<td>Boiling</td>
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<td>Refrigeration</td>
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<td>Troubleshooting Exercises</td>
<td>Sentence Structure</td>
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<td>Piping Problems</td>
<td><strong>Level 5</strong></td>
<td>Nouns &amp; Verbs</td>
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<td>Flow Measurement Devices</td>
<td>Introduction</td>
<td>Punctuation</td>
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<td>Mixing &amp; Turbulence</td>
<td>Heat &amp; Exchangers</td>
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<td>Troubleshooting Exercises</td>
<td>Ovens &amp; Furnaces</td>
<td>Proofreading</td>
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<td>Troubleshooting Exercises</td>
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<td>Hydraulic Cylinders</td>
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<td>Writing Exercises</td>
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<td>Troubleshooting Exercises</td>
<td>Cooling Towers</td>
<td>Practice Problems</td>
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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 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