How to Contact ACT

For questions regarding ACT WorkKeys Curriculum:

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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.

Phone
877.842.6205

Email
workkeyscurriculum@act.org
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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—whether you are an instructor, institution administrator, institution supervisor, district administrator, district supervisor, or organization supervisor—this guide will help you to:

- 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 the institution, district, or organization level
- Export learner/student or group performance data
- Export institution, district, or organization performance data
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. 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

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 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. The institution admin creates instructor accounts.

Instructors in an institution setting will have access to ACT WorkKeys Curriculum in the instructor role.

In a multi-tiered implementation, such as a state-level organization, a state official can 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.

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.

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 Help

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 Roles

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>Admin Functions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create Student/Learner Accounts</td>
<td>X</td>
<td>X</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Create Instructor Accounts</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create Institution Admin/Supervisor Accounts</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create Groups</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Instructor and Supervisor Functions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create Assignments for Students/Learners and/or Groups</td>
<td>X*</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></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></td>
</tr>
<tr>
<td>View/Export Group Reports</td>
<td>X*</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>View/Export Institution Reports</td>
<td>X*</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>View/Export District Reports</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>View/Export Organization Level Reports</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

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

Users with supervisor roles can run reports and create assignments. Users with admin roles can create accounts and groups.

**Important:** Supervisor and Admin roles are often assigned together to institution admin and district admin users. This role assignment bridges the functions available in each of these roles under a single user account.

## Institution Admin

A user with this role has access to the institution Admin Dashboard and can create groups, instructor accounts, student accounts, and additional accounts with the role of institution admin and/or institution supervisor. Instructor and student accounts can be created individually, or multiple accounts can be created by using a batch upload process. The institution admin assigns instructors and students/learners to groups. Institution admins can manage users for the institution with which they are associated.

*Note: In most instances, a user with the institution admin role also has the role of institution supervisor.*
This enables a single user to create accounts and groups (admin functions) as well as run reports and create assignments (supervisor functions).

**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 an institution for which this role is assigned by using the Assignments tool.

*Note: A user with the institution supervisor role usually also has the role of institution admin. This enables a single user to create accounts and groups (admin functions) as well as run reports and create assignments (supervisor functions).*

**Instructor**

Instructors have access to the Reporting Dashboard and ACT WorkKeys Curriculum Courses. Instructors are associated with groups and can see only students/learners that are associated with the groups to which the instructor has been assigned. Instructors can assign tasks (lessons, practice question categories, and quizzes) to students/learners associated with their groups by using the Assignments tool. Instructors can run reports on groups and student/learners with which they are associated.

*Note: Instructors cannot create student/learner accounts or groups.*

**District Admin**

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

*Note: Users with the district admin role are typically also assigned the role of district supervisor. This enables a single user to create accounts and groups (admin functions) as well as run reports (supervisor functions).*

**Important: Only ACT 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 for which the district supervisor role is assigned.

*Note: Users with the district supervisor role are often also assigned the role of district admin. This enables a single user to create accounts and groups (admin functions) as well as run reports (supervisor functions).*

**Important: Only ACT 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 for which this role is assigned.
Important: Only ACT 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 by users with one of the admin roles.

Organizational Hierarchy

WorkKeys Curriculum provides a flexible hierarchy that can support different organizational structures.

- **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.

<table>
<thead>
<tr>
<th></th>
<th>District</th>
<th>District</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Institution</td>
<td>Institution</td>
</tr>
</tbody>
</table>

- **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.

<table>
<thead>
<tr>
<th></th>
<th>District</th>
<th>District</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Institution</td>
<td>Institution</td>
</tr>
</tbody>
</table>
Dashboards

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

**Institution or District Admin Dashboard (Admin Roles)**

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.

**Reporting Dashboard (Instructor and Supervisor Roles)**

Enables instructors and users with the supervisor role to manage assignments and view reporting data.

<table>
<thead>
<tr>
<th>Instructor</th>
<th>Institution Supervisor</th>
<th>District and Organization Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Instructor Dashboard" /></td>
<td><img src="image2" alt="Institution Supervisor Dashboard" /></td>
<td><img src="image3" alt="District and Organization Supervisor Dashboard" /></td>
</tr>
</tbody>
</table>

It is divided into three sections:

- **TOOLS**: Instructors and users with the institution supervisor role can create assignments—composed of selected lessons, practice questions, and/or quizzes—for student(s) and/or group(s).
- **ANALYTICS**: Instructors and users with the supervisor role can view reports for students, groups, institutions, and/or districts based on their assigned access role.
- **REAL-TIME**: Instructors and users with the institution supervisor role can view real-time reports of students’ practice and quiz question performance data, performance data on assignments, and session detail information. Users with the district and organization supervisor role can view students’ practice and quiz question performance data along with session detail information.
Student Dashboard (Student Role)

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 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 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.

Essential Skills Courses

Essential Skills courses have topics which include lessons, practice question categories, and a final quiz to be taken at the end of each 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 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. Students will receive a score on each quiz that will direct the student to the appropriate course to be taken next.

Important: Access to this course is provided only upon request. Email workkeyscurriculum@act.org if you would like this course added to your license.
Improve Student Performance

ACT WorkKeys Curriculum is designed to help students/learners 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 and level quizzes are not intended to replace an ACT WorkKeys test, but to provide feedback as the student improves the skills needed for success in further education and training in the workplace. 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.
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](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.*

User Menu

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

The profile icon (on the right side of this header) provides access to your user menu, which contains links to your personal user portal, dashboards (according to your role assignments), and an option for signing out. These are example user menus:

<table>
<thead>
<tr>
<th>Instructor Menu</th>
<th>Institution Admin Menu</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="#" alt="Study" /></td>
<td><img src="#" alt="Institution Admin" /></td>
</tr>
<tr>
<td><img src="#" alt="Reporting Dashboard" /></td>
<td><img src="#" alt="Reporting Dashboard" /></td>
</tr>
<tr>
<td>User Portal</td>
<td>User Portal</td>
</tr>
<tr>
<td>Sign Out</td>
<td>Sign Out</td>
</tr>
</tbody>
</table>

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.
Example User Portal

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

- **Account Details**: Allows users to view their account information, such as account creation date, last activity date, associated institution account, and groups in which the account has membership.
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.

<table>
<thead>
<tr>
<th>Dashboard:</th>
<th>Reporting Dashboard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Function:</td>
<td>Create assignments</td>
</tr>
<tr>
<td></td>
<td>Access student and group reports views</td>
</tr>
</tbody>
</table>

*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 14, for information about this process.*

Landing Page–Reporting Dashboard

When a user with the instructor role logs in, the landing page is the Student Analytics screen from the Reporting Dashboard. Using the navigation menu of the left, the instructor can view information on any students in the group(s) to which the instructor is also assigned.

User Menu Dashboard

The user menu for the Instructor offers the following options:

- **Study**: Work through the WorkKeys Curriculum courses to which the instructor has access
- **Reporting Dashboard**: Access reports for groups in which the instructor is member; access student reports, real-time reports, and session detail reports for students that are in groups in which the instructor is a member; and create assignments.
- **User Portal**: Access to change password and account details
- **Sign Out**: Sign out of the platform
### Reporting Dashboard Menu

<table>
<thead>
<tr>
<th>Selecting…</th>
<th>Enables instructor to…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignments</td>
<td>• 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</td>
</tr>
<tr>
<td></td>
<td>• Monitor student progress on assignments</td>
</tr>
<tr>
<td>Students</td>
<td>• View all students in groups in which the instructor is also a member by selected course</td>
</tr>
<tr>
<td></td>
<td>• View and export individual student usage data by selected course</td>
</tr>
<tr>
<td>Groups</td>
<td>• View and export data at the group level for groups in which the instructor is also a member by selected course</td>
</tr>
<tr>
<td>Real-Time Reports</td>
<td>• 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</td>
</tr>
<tr>
<td></td>
<td>• Monitor student performance on assignments</td>
</tr>
<tr>
<td>Session Detail Reports</td>
<td>• View and export session detail information for students in groups in which the instructor is also a member</td>
</tr>
</tbody>
</table>

For detailed information on the available reports and report options, see “Reporting Dashboard (Instructor and Supervisor Roles),” page 69.

### Impersonating a Student

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.

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 the **Search** button) and select that student’s name.
3. On the next screen, select the **Impersonate** button (.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.

![Banner indicating impersonation](image)

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

*Note:* 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.
Institution Administration Roles

The primary contact for ACT WorkKeys Curriculum is assigned the roles of institution admin and institution supervisor, which provide access to different system functions via dashboards.

### Institution Admin Role

<table>
<thead>
<tr>
<th>Dashboard:</th>
<th>Institution Admin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Function:</td>
<td>Manage user accounts and groups</td>
</tr>
<tr>
<td></td>
<td>Review license information</td>
</tr>
</tbody>
</table>

### Institution Supervisor Role

<table>
<thead>
<tr>
<th>Dashboard:</th>
<th>Reporting Dashboard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Function:</td>
<td>Create assignments</td>
</tr>
<tr>
<td></td>
<td>Access student, group, and institution reports views</td>
</tr>
</tbody>
</table>

Select the User Menu to switch between dashboards.

![User Menu](image)

**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.

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.
2. Select appropriate Institution Admin Welcome Guide.

User Menu Dashboards

The user menu for the primary contact (i.e., a user who has the institution admin and institution supervisor roles) offers the following options:

<table>
<thead>
<tr>
<th>Dashboard</th>
<th>Role</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Institution Admin</td>
<td>Institution Admin</td>
<td>Manage user accounts and groups</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Review license information</td>
</tr>
<tr>
<td>Reporting Dashboard</td>
<td>Institution Supervisor</td>
<td>Create assignments</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Access student, group, and school reports views</td>
</tr>
</tbody>
</table>

Landing Page–Institution Admin/Supervisor Dashboard

When a user with the institution admin role logs in, the landing page is the Institution Admin dashboard. Using the navigation pane on the left, you can review your license and manage groups, students, instructors and other institution admins.
Institution Admin Role

A user with this role has access to the institution Admin Dashboard and can create groups, instructor accounts, student accounts, and additional accounts with the role of institution admin and/or institution supervisor.

Admin Dashboard Menu

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

<table>
<thead>
<tr>
<th>Selecting...</th>
<th>Allows institution admin to...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licenses</td>
<td>• Track licenses</td>
</tr>
<tr>
<td>Groups</td>
<td>• Create groups and assign instructors and students individually or in bulk via spreadsheet upload (*.csv)</td>
</tr>
<tr>
<td></td>
<td>• Manage existing groups</td>
</tr>
<tr>
<td>Instructors</td>
<td>• Create and manage instructor accounts individually or in bulk via spreadsheet upload (*.csv)</td>
</tr>
<tr>
<td>Students</td>
<td>• Create student accounts individually or in bulk via spreadsheet upload (*.csv)</td>
</tr>
<tr>
<td></td>
<td>• Manage existing student accounts</td>
</tr>
<tr>
<td></td>
<td>• Impersonate a student</td>
</tr>
<tr>
<td>Admins</td>
<td>• Create accounts with the role of institution admin and/or institution supervisor</td>
</tr>
</tbody>
</table>

For more information on administering licenses and users, see " "
License Tracking

The Licenses tab includes information on both active and expired licenses associated with the institution. For each license, a list of courses the institution has access to is displayed in addition to the number of available seats, used seats, users uploaded, users activated (logged in), and users active (have performed a task). The first and last user activation dates indicate the date range in which a student can be loaded under the license. The start and end date indicate the license duration, and the admin access expiration date is the last date institution staff will have access to the ACT WorkKeys Curriculum platform under the active license.

Impersonating a Student

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.

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 the Search button) and select that student’s name.
3. On the next screen, select the Impersonate button.
   
   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 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.

![Banner indicating impersonation](image)

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

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

*Note: 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.*

**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 the Institution Admin Dashboard. Using this feature allows the institution admin to view all assignments that an instructor has created.

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 the appropriate name.
3. On the next screen, select the **Impersonate** button.
   
   A dialog box confirming the instructor login is displayed.
4. 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 in the white circle next to the instructor’s name in the black banner. 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 (default is 20 for all courses except Quick Guide which is set to 2)

You can access the form from the Institution Admin Dashboard.

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 (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 an institution for which this role is assigned.

Reporting Dashboard Menu

The various administrative functions of the Reporting dashboard menu are shown below.

<table>
<thead>
<tr>
<th>Selecting...</th>
<th>Allows institution supervisor you to...</th>
</tr>
</thead>
</table>
| Assignments          | • Create assignments composed of selected tasks (lessons, practice questions, and/or quizzes) for students and/or groups  
                       | • Monitor progress on student assignments                                                               |
| Students             | • View all loaded onto the platform within the institution by selected course                           |
|                      | • View and export individual student usage 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 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                                               |
For detailed information on the available reports and report options, see “Reporting Dashboard (Instructor and Supervisor Roles),” page 69.
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 different system functions via dashboards.

**District Admin Role**

<table>
<thead>
<tr>
<th>Dashboard:</th>
<th>District Admin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Function:</td>
<td>Manage user accounts and groups</td>
</tr>
<tr>
<td></td>
<td>Review license information</td>
</tr>
</tbody>
</table>

**District Supervisor Role**

<table>
<thead>
<tr>
<th>Dashboard:</th>
<th>Reporting Dashboard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Function:</td>
<td>Access student, group, and institution reports views</td>
</tr>
</tbody>
</table>

Select the User Menu to switch between dashboards.

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

**User Menu Dashboards**

The user menu for the District Admin who also has the role of district supervisor offers the following options:

<table>
<thead>
<tr>
<th>Dashboard</th>
<th>Role</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>District Admin</td>
<td>District Admin</td>
<td>• Access all institutions within the district</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Manage groups within each institution</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Load instructor(s) and student(s) within each institution</td>
</tr>
<tr>
<td>Dashboard</td>
<td>Role</td>
<td>Function</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-----------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Impersonate a student</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Create additional accounts with the role of institution admin and/or institution supervisor</td>
</tr>
<tr>
<td>Reporting Dashboard</td>
<td>District Supervisor</td>
<td>• Access student, group, institution, district, and real-time report views</td>
</tr>
</tbody>
</table>

**Landing Page—District Admin Dashboard**

When a user with the district admin role logs in, the landing page is the District Admin dashboard, which contains a list of all institutions within your district. Hover the cursor (mouse) over the name of an institution and select it. Using the navigation pane on the left, you can review licenses; and manage groups, students, instructors, and other institution admins 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. The district admin can manage users for all institutions within the district for which the district admin role is assigned.

<table>
<thead>
<tr>
<th>Dashboard:</th>
<th>District Admin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Function:</td>
<td>• Access all institutions within the district</td>
</tr>
<tr>
<td></td>
<td>• Manage groups within each institution</td>
</tr>
<tr>
<td></td>
<td>• Load instructor(s) and student(s) within each institution</td>
</tr>
<tr>
<td></td>
<td>• Impersonate a student</td>
</tr>
<tr>
<td></td>
<td>• Create additional accounts with the role of institution admin and/or institution supervisor</td>
</tr>
</tbody>
</table>
Admin Dashboard Menu

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

<table>
<thead>
<tr>
<th>District Admin</th>
<th>District</th>
<th>Licenses</th>
<th>Groups</th>
<th>Instructors</th>
<th>Students</th>
<th>Admins</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Selecting...

<table>
<thead>
<tr>
<th>Allows you a district admin to…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licenses</td>
</tr>
<tr>
<td>• Track licenses</td>
</tr>
<tr>
<td>Groups</td>
</tr>
<tr>
<td>• Create groups and assign instructor(s) and student(s) individually or in bulk via spreadsheet upload (*.csv)</td>
</tr>
<tr>
<td>• Manage existing groups</td>
</tr>
<tr>
<td>Instructors</td>
</tr>
<tr>
<td>• Create and manage instructor accounts individually or in bulk via spreadsheet upload (*.csv)</td>
</tr>
<tr>
<td>Students</td>
</tr>
<tr>
<td>• Create student accounts individually or in bulk via spreadsheet upload (*.csv)</td>
</tr>
<tr>
<td>• Manage existing student accounts</td>
</tr>
<tr>
<td>• Impersonate a student</td>
</tr>
<tr>
<td>Admins</td>
</tr>
<tr>
<td>• Create accounts with the role of institution admin and/or institution supervisor</td>
</tr>
</tbody>
</table>

For more information on administering licenses and users, see “Admin Dashboard (Admin Roles),” page 37.

Impersonating a Student

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.

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 the Search button) and select that student’s name.
3. On the next screen, select the Impersonate button ( 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 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.
Important: While impersonating a student/learner, do not complete any tasks.

Note: 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.

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 the District Admin Dashboard. Using this feature allows the district admin to view all assignments that an instructor has created.

1. From the District Admin Dashboard, first select the institution that the instructor is associated with and then, 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 the appropriate name.

3. On the next screen, select the Impersonate button (▶ impersonate). A dialog box confirming the instructor login is displayed.

4. 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 in the white circle (▶) next to the instructor's name 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 and can run district, institution, group, and student reports for all institutions associated with the district for which the district supervisor role is assigned.

<table>
<thead>
<tr>
<th>Dashboard:</th>
<th>Reporting Dashboard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Function:</td>
<td>Access student, group, institution, district, and real-time report views</td>
</tr>
</tbody>
</table>

Reporting Dashboard Menu

The various administrative functions of the Reporting dashboard menu are shown below.

Selecting… | Allows district supervisor you to…
--- | ---
Students | • View all loaded onto the platform within the institution by the selected course  
| | • View and export individual student usage 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
Districts | • View and export data at the district level
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

For detailed information on the available reports and report options, see “Reporting Dashboard (Instructor and Supervisor Roles),” page 69.
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.

<table>
<thead>
<tr>
<th>Dashboard:</th>
<th>Reporting Dashboard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Function:</td>
<td>Access student, group, institution, district, and real-time report views</td>
</tr>
</tbody>
</table>

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 District Reports screen from the Reporting Dashboard. Using the navigation pane on the left, you can view information on any students, groups, institutions, and/or districts in your state.
Selecting… | Allows the organization supervisor to…
---|---
Students | • View all loaded onto the platform within the organization by selected course  
            • View and export individual student usage 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
Districts | • View and export data about the district(s) in your organization  
            Note: You can also drill down to the Students, Groups, and Institutions view in the District Reports option.
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

For detailed information on the available reports and report options, see “Reporting Dashboard (Instructor and Supervisor Roles),” page 69.

**Impersonating a Student**

Impersonating a student enables the organization supervisor to view the system from the 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.

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 the **Search** button) and select that student’s name.
3. On the next screen, select the **Impersonate** button (.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 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

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

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

Note: System requirements are posted on the ACT WorkKeys Curriculum webpage.

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.

Student/Learner Interface Overview

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/learner can review self-marked confidence levels, notes, or bookmarks. Performance data is included.
   - **Quizzes:** A listing of all the quizzes in the course. The student/learner can review self-marked confidence levels, notes, or bookmarks. Performance data is included.
   - **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: The student/learner selects the Profile icon, then selects User Portal from the dropdown menu, and then 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.

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

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

---

**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—but can be done in any order—prior to unlocking the level quiz.

*Note: 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**

Below are generic steps 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.

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.
   
   - For ACT 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.

---

**Toolbox**

Each course provides a toolbox (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 an accessibility 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** 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.

**Bookmarks**
Notes

Answer Eliminator

When answering a multiple-choice practice or quiz question, a 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 is 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 the Confirm button to submit their response.

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 the toolbar.

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

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
</table>
| ![Touch/Click to read aloud](image) | **Touch/Click to read aloud**: Read text on command by simply selecting/touching on text to be read aloud using dual color highlighting and natural sounding voice.  
**Important**: ACT is aware of some potential read aloud issues with certain symbols and equations. |
<p>| <img src="image" alt="Read aloud" /> | <strong>Read aloud</strong>: Select the play button to automatically read text aloud beginning at either the top of the page or at the beginning of a lesson, set of practice questions, or a quiz with dual color highlighting using natural sounding voice. |</p>
<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>⏯️</td>
<td><strong>Pause:</strong> Pause read aloud of text.</td>
</tr>
<tr>
<td>⏹️</td>
<td><strong>Stop:</strong> Stop read aloud of text.</td>
</tr>
<tr>
<td>Button</td>
<td>Description</td>
</tr>
<tr>
<td>--------</td>
<td>-------------</td>
</tr>
<tr>
<td><img src="image" alt="Translation" /></td>
<td><strong>Translation</strong>: Enables single words to be translated and spoken in the translated language. Select a word on the screen and then select world icon from toolbar. Select play button to read aloud text in selected language.</td>
</tr>
<tr>
<td><img src="image" alt="Dictionary" /></td>
<td><strong>Dictionary</strong>: 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.</td>
</tr>
<tr>
<td><img src="image" alt="Picture Dictionary" /></td>
<td><strong>Picture Dictionary</strong>: Displays images from Widgit® Symbols for selected word with read aloud option to help support fluency and understanding. Select play button to read aloud selected word.</td>
</tr>
<tr>
<td><img src="image" alt="Screen masking" /></td>
<td><strong>Screen masking</strong>: Helps maintain focus and reduces eyestrain. This is also helpful for students who need assistance with tracking. Options are: letterbox, rule guide, or line reader guide.</td>
</tr>
</tbody>
</table>
| ![Settings](image) | **Settings**: Select to set voice speed, text highlight options, speech mode, translation language, and screen mask type. The selected settings are maintained until the student makes a change.  
*Note: In the list that follows, defaults are italicized.*  
**Speech**  
- **Voice Speed** – slow, medium, or fast  
- **Text Highlight** – yellow, black, blue, or tan  
- **Speech mode** – click or hover  
**Translations**  
- **Translating from text displayed on screen** – currently only option is English  
- **Translating from English to** – Spanish, French, German, Italian, or Portuguese |
<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen Tools</td>
<td>• <strong>Screen Mask</strong> – letterbox, ruler guide, or line reader guide</td>
</tr>
</tbody>
</table>

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)

Institution and district admins can review licenses and create and manage instructor accounts, student/learner accounts, and groups using the Admin Dashboard. Institution and district admins can also create additional accounts with the role of institution admin and/or institution supervisor.

Creating Students, Instructors, and Admins

Institution and district admins can create user accounts for students, instructors, and admins via their corresponding Admin dashboard. Student and instructor accounts can be created individually (by entering the information on screen) or in bulk (by uploading spreadsheet data saved in a CSV file). Admin accounts, i.e., accounts with the role of institution admin and/or institution supervisor, can only be created individually.

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

The following information is needed for each user:

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

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.

- 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).

- 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).

- The Generate ACT WorkKeys Curriculum Student Accounts feature can be used to create system generated emails 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).

- Student and instructor accounts can also be created when creating an individual group online or when creating a group using a CSV file import.
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
- 169.45.68.80/28
- 169.45.87.192/27
- 169.46.66.80/28
- 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 an Email Address,” page 9.

Creating Accounts Individually (Student and Instructor Accounts)

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

Student Account

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

   | Licenses | 7 | Groups | 7 | Instructors | 6 | Students | 20 | Admins | 16 |

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

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

3. The next step is to assign the student to a license.
   - If there is only one active license, the system will automatically select the current active 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. After selecting the license, a list of available courses is displayed.
5. 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:** You cannot go back later and remove a course.

6. Select the **Create** button to create the account and return to the Students screen.
   The new user will receive an activation email at the address you supplied.
**Instructor Account**

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

   ![Instructor List](image)

   - Licenses: 7
   - Groups: 7
   - Instructors: 6
   - Students: 20
   - Admins: 16

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

   ![Add Instructor Dropdown](image)

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

   ![Create One Link](image)

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

   The additional roles of Institution Admin and/or Institution Supervisor can be assigned to the instructor account. The license selection for this account will automatically default to the current active license.

3. The next step is to assign the instructor to a license.
   - If there is only one active license, the system will automatically select the current active license.
   - If there is more than one active license, a drop-down menu will be available to select the appropriate license to be used.
After selecting the license, a list of available courses is displayed.

4. 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: You cannot go back later and remove a course.**

5. Select the **Create** button to create the account and return to the Instructors screen.
The new users 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 steps to create an admin account with the role of institution admin and/or institution supervisor.

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

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

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

4. Check the box in front of each role you wish the admin user to have.
   - The institution admin role enables the user to create accounts and groups.
   - The institution supervisor role enables the user to run reports and create assignments.

   For more information, see "Institution Administration Role," page 14.

5. Select the *Create* button 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, take the following steps:

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 60.

Student Accounts

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

   | Licenses | 7 |
   | Groups   | 7 |
   | Instructors | 6 |
   | Students | 20 |
   | Admins   | 16 |

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

<table>
<thead>
<tr>
<th>Field</th>
<th>Required</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>email</td>
<td>Yes</td>
<td>Real or mock/faux email address</td>
</tr>
<tr>
<td>name</td>
<td>Yes</td>
<td>First and last name</td>
</tr>
<tr>
<td>password</td>
<td>Optional</td>
<td>• If a real/valid email address is used, this field can be left blank. The user will receive an email with instructions for creating a password.</td>
</tr>
</tbody>
</table>
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:

```
<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>email</td>
<td>name</td>
</tr>
<tr>
<td>2</td>
<td><a href="mailto:annamiller@institutionA.org">annamiller@institutionA.org</a></td>
<td>Anna Miller</td>
</tr>
<tr>
<td>3</td>
<td><a href="mailto:charlestanner@institutionA.org">charlestanner@institutionA.org</a></td>
<td>Charles Tanner</td>
</tr>
<tr>
<td>4</td>
<td><a href="mailto:kimadams@institutionA.org">kimadams@institutionA.org</a></td>
<td>Kim Adams</td>
</tr>
</tbody>
</table>
```

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

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 instructor to a license.

- If there is only one active license, the system automatically selects the current active license.
- If there is more than one active license, a drop-down menu is available to select the appropriate license to be used.

After selecting the license, a list of available courses is displayed.
6. 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: You cannot go back later and remove a course.**

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

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

- If a real/valid email address was used and nothing was entered in the password field, the user will receive an activation email.
- If a mock/faux email address was used, the email address, password, and application URL (https://workkeyscurriculum.act.org/login) must be provided to each user.

**Instructor Accounts**

1. From the Institution or District Admin dashboard navigation menu on the left side of the screen, select **Instructors**.
2. On the Instructors screen, select the **New Instructors** button, then choose **Upload Multiple** from the drop-down menu.

![New Instructors](Image)

Add Instructor
Upload Multiple

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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Required</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>email</td>
<td>Yes</td>
<td>Real or mock/faux email address</td>
</tr>
<tr>
<td>name</td>
<td>Yes</td>
<td>First and last name</td>
</tr>
</tbody>
</table>
   | password  | Optional | • If a real/valid email address is used, this field can be left blank. The user will receive an email with instructions for creating a password.  
• 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 lower case letters, even if you are leaving some information blank.

   It should look like this:

   ![Spreadsheet](Image)

   c. Fill in each instructor’s information below the headers (top row).
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 instructor to a license.
   • If there is only one active license, the system automatically selects the current active license.
   • If there is more than one active license, a drop-down menu is available to select the appropriate license to be used.

   ![License]

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

6. 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:** You cannot go back later and remove a course.

   ![Course List]

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

   ![CSV File]

   You may only upload one file at a time. Once the previous file has been completed, you may attempt to upload a new file.
A status message appears when the file has finished uploading and the new accounts are listed on the Instructors screen.

- If a real/valid email address was used and nothing was entered in the password field, users the user will receive an activation email.
- If a mock/faux email address was used, the email address, password, and application URL (https://workkeyscurriculum.act.org/login) must be provided to each user.

Creating Accounts without an Email Address (Student Accounts)

The Generate ACT WorkKeys Curriculum Student Accounts option within the platform allows you to create accounts for users without supplying a genuine email address. It generates a name, “faux” email account (using the @workkeyscurriculum.act.org domain), and password for each student/learner. When using this option, it is the responsibility of the institution or district admin to distribute the login username (“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 51.

To use this option, perform the following steps:

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

   ![Institution Dashboard](image)

   - Licenses 7
   - Groups 7
   - Instructors 6
   - Students 20
   - Admins 16

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

   ![New Students Button](image)

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.

d. The next step is to assign the instructor to a license.
   - If there is only one active license, the system automatically selects the current active license.
   - If there is more than one active license, a drop-down menu is available to select the appropriate license to be used.

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

e. 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: You cannot go back later and remove a course.

f. Select the Generate button.

   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.

4. 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:
   a. From the Institution or District Admin dashboard navigation menu on the left, select Students.
   b. Select one of the new student accounts that were just created.
   c. Select Edit
   d. In the name box, replace Student with the actual student’s name.

   ![Image of student account editing]

   e. Select Update Student

   ![Image of updated student account]

**Notes:**

- The institution admin or district admin determines which prefix is used when creating the student account, 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.

### Managing Existing User Accounts

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:

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

   A list of all students in the institution is displayed:

   ![Image of student dashboard]

2. Complete the appropriate action:
   - Select **Download Students CSV** to export a file of all students in the institution which includes the user’s name, email address, access status (valid, pending, or expired), date account created, and a list of groups in which the student is a member
   - Use **Filters** to search for a specific student, based on the user’s name or email address
   - Select the **New Students** button to create individual or multiple student accounts
   - Select a specific student account for more detailed information:
     - Courses to which the student has access
     - Groups in which the student is a member
     - Access status
     - Access expiration date
     - Date the account was created
     - Licenses the student has been assigned to
   - Select **Edit** to make changes to the student’s name, email address, or password
   - Select **Impersonate** to impersonate the student
   - Select **Assign License** to grant student access to additional courses
Managing Admin Accounts

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

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 detailed information:
   - Date the account was created
   - Access expiration date

3. Select Edit to make changes to the admin’s name, email address, or password

Adding Course(s) to an Existing Student or Instructor Account

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

- For multiple users, use a bulk CSV file upload (recommended if multiple users need course access).
- For single users, select the Assign License button in each student’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 Course(s) to Existing Student and Instructor Accounts in Bulk via CSV File Upload

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

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

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

4. Open the CSV file(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>Date Added</th>
<th>First Login Date</th>
<th>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>08/17/2017</td>
<td>08/17/2017</td>
<td>09/30/2018</td>
</tr>
<tr>
<td>Simmy Student</td>
<td><a href="mailto:simmystudent@act.org">simmystudent@act.org</a></td>
<td>Valid</td>
<td>08/17/2017</td>
<td>08/17/2017</td>
<td>09/30/2018</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>08/17/2017</td>
<td>08/17/2017</td>
<td>09/30/2018</td>
</tr>
<tr>
<td>George Washington</td>
<td><a href="mailto:george@act.org">george@act.org</a></td>
<td>Valid</td>
<td>08/17/2017</td>
<td>08/17/2017</td>
<td>09/30/2018</td>
</tr>
<tr>
<td>Captain America</td>
<td><a href="mailto:captainamerica@workkeyscurriculum.act.org">captainamerica@workkeyscurriculum.act.org</a></td>
<td>Valid</td>
<td>08/17/2017</td>
<td>08/17/2017</td>
<td>09/30/2018</td>
</tr>
<tr>
<td>Jimmy John</td>
<td><a href="mailto:sandwich@mailinator.com">sandwich@mailinator.com</a></td>
<td>Valid</td>
<td>08/17/2017</td>
<td>08/17/2017</td>
<td>09/30/2018</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.
6. If you are working with learners, go back to the Students tab in the Institution Admin dashboard and select the **New Students** button.

7. 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 a student CSV file.

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

9. 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**. *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 not necessary.*

10. Upload the CSV file and click on the **Upload** button at the bottom of the screen. The users’ course access will update after the upload is complete.
Assign License to an Instructor or Student

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

On the next page, you will see which courses this user has access to.

2. Select the **Assign License** button in the top right-hand corner to update their course access.

- If the institution has one active license, do not 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.

3. You do not 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.

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

Note: An instructor will not be able to access a student’s information unless they are 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 the New Group button, 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.

You don't have any instructors yet. **Create one!**

On the Assign Name screen, type a unique name for the group and, if desired, enter a study plan 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 2020” and “juniors 2020” are two different group names).

3. Select **Next**.

4. 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 the **Add to Group** button.

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

5. If you wish to add an instructor not currently on the All Available Instructors tab, select the **New Instructors** button, 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.

6. On this tab, you can check the box next to an instructor's name and use the **Remove from Group** button to remove that instructor from the group, if needed.
7. When you are done assigning instructors to the new group—or if you want to skip instructor assignment now and add them later—select the **Next** button.

8. 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 the **Add to Group** button.

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

9. If you wish to add a student not currently on the All Available Students tab, select the **New Students** button, 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.

10. On this tab, you can check the box next to a student’s name and use the **Remove from Group** button to remove that student from the group, if needed.

11. When you are done, select the **Finish** button to return to the updated Groups screen.
Note: Before selecting the Finish button, you can change the information for the group by using the “Back to” options at the top of each screen. When done, use the Next buttons to return to the screen with the Finish button.

Important: The group will not be created in the system until you select the Finish button.

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
- Convert a student account into an instructor account, and vice versa

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 dashboard menu, select Groups.

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

3. Follow the instructions on screen to create a CSV file containing the appropriate data and formatting:
   a. Locate the following information for each user:

<table>
<thead>
<tr>
<th>Field</th>
<th>Required</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>group_name</td>
<td>Optional</td>
<td>If left blank, the user will be imported but not added to a group.</td>
</tr>
<tr>
<td>name</td>
<td>Yes</td>
<td>First and last name</td>
</tr>
<tr>
<td>email</td>
<td>Yes</td>
<td>Real or mock/faux email address</td>
</tr>
<tr>
<td>Field</td>
<td>Required</td>
<td>Notes</td>
</tr>
<tr>
<td>-----------</td>
<td>----------</td>
<td>----------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| password  | Optional | • If a real/valid email address is used, this field can be left blank. The user will receive an email with instructions for creating a password.  
• If a mock/faux email address is used, this field is required. The admin must create and distribute the login credentials. |
| user_type | Yes      | Must be either “student” or “instructor” (all lowercase letters).     |

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

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

The column headings should look like this:

```
A     B      C      D      E
1 group_name | name | email | password | user_type |
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
1 group_name | name | email | password | user_type |
2 Juniors 2021 | Dora Evans | dora.evans@school1.edu |          | student   |
3 Juniors 2021 | Nicky Stevens | nicky.stevens@school1.edu |          | instructor |
4 Seniors 2020 | James Washington | james.washington@school1.edu |          | instructor |
5 Seniors 2020 | Noreen Smith | noreen.smith@school1.edu |          | student   |
```

**Notes:**

• If an existing group name is entered into column A, users will be added to that existing group once the spreadsheet is uploaded. If the group does not exist, it will be created, and users will be assigned to it once the spreadsheet is uploaded.

• Group names are case sensitive (e.g. “Juniors 2020” and “juniors 2020” 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.
   - If there is only one active license, the system automatically selects the current active license.
   - If there is more than one active license, a drop-down menu is available to select the appropriate license to be used.

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

6. 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.

Important: You cannot go back later and remove a course.

7. Using the Browse button, search your desktop to locate the CSV file you created, select the file, and then choose the Upload button 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.
   - If real/valid email addresses were used, users will receive an activation email.
   - If mock/faux email addresses were used, the email address, password, and application URL (https://workkeyscurriculum.act.org/login) must be provided to each user.
Deleting a Group

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 student 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 each instructor 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 each student 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

1. From the Institution Admin or District Admin dashboard navigation menu, select **Groups**.
2. Select the group from the list of groups displayed.

<table>
<thead>
<tr>
<th>ID</th>
<th>Name</th>
<th>Students</th>
<th>Students With Valid Access</th>
<th>Instructors</th>
<th>Date Added</th>
</tr>
</thead>
<tbody>
<tr>
<td>31158</td>
<td>Applied Math Fall</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>08/07/2017</td>
</tr>
<tr>
<td>78399</td>
<td>Math Period 2</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>02/26/2020</td>
</tr>
<tr>
<td>78392</td>
<td>Science PM</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>02/26/2020</td>
</tr>
</tbody>
</table>

3. Select **Edit**.

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

Add or Remove Students from a Group

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 **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**

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.

<table>
<thead>
<tr>
<th>ID</th>
<th>Name</th>
<th>Students</th>
<th>Students With Valid Access</th>
<th>Instructors</th>
<th>Date Added</th>
</tr>
</thead>
<tbody>
<tr>
<td>31158</td>
<td>Applied Math Fall 2020</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>08/07/2017</td>
</tr>
<tr>
<td>78391</td>
<td>Math Period 2</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>02/26/2020</td>
</tr>
<tr>
<td>78392</td>
<td>Science PM</td>
<td>0</td>
<td>0</td>
<td>D</td>
<td>02/29/2020</td>
</tr>
</tbody>
</table>

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 Student** or **Upload Multiple** from the drop-down menu and follow the subsequent instructions.
Reporting Dashboard (Instructor and Supervisor Roles)

The Reporting Dashboard provides reporting data on students, groups, institutions, districts, or an entire organization; as well as the ability to create assignments comprised of selected tasks (lessons, practice question categories, and quizzes).

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

- Instructors
- Institution Supervisors*
- District Supervisors*
- Organization Supervisors

* Users with a supervisor role are usually also given the complementary admin role.

*Note: Users with access to both the Admin Dashboard (via admin roles) and Reporting Dashboard (via supervisor roles) switch between dashboards by selecting the user menu and then selecting the desired dashboard from the drop-down menu.*

Reporting Dashboard Sections

The reporting dashboard provides these menu options:

- Tools
  - Assignments
- Analytics
  - Students
  - Groups
  - Institutions
  - Districts
- Real-Time
  - Real-Time Reports
  - Session Detail Reports

Access to the sections of the Reporting Dashboard is based on the user’s role. See the sections that follow for example Reporting Dashboards for different roles.
Instructor View

Institution Supervisor View

District Supervisor View

Organization Supervisor View
Reporting Dashboard Tools: Creating Assignments for Students

Instructors and institution supervisors can create assignments for students within their assigned group(s) or institution(s) respectively. An assignment is a selection of tasks, with each task being comprised of a lesson, a practice questions set, and/or a quiz. Each assignment is for a single course. 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

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

2. On the Assignments Screen, select the Create button.

On the Assignments screen, you will see a list of any previously created assignments.

3. Complete the following actions:
   - Enter a name for the assignment
   - Select the course for the assignment
   - Select the student(s) and/or group(s) to receive the assignment
4. Select **Continue**.

5. Choose which tasks to associate with the assignment.

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

   ![Screen capture of assignment selection process](image)

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

   - Optionally, use **Filter Options** tab 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 the **Continue** button. A summary page is displayed.

7. Review the assignment information for accuracy:
   - Select **Students** to review and edit the list of students set up to receive the assignment.
   - Select **Tasks** to review the tasks that make up the assignment.

   *Note: If you need to make changes, select **Assign Tasks**.*

8. Once you have verified that everything is correct, select the **Assign** button and return to the Assignments screen.

### Managing an Existing Assignment

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

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

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.
   - To change the assignment: Select the Edit button. 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) or group(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.

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

2. Review Performance Data on Assignments

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

   1. To view, select Assignments from your 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.
3. Select **Task Details** to see a list of all tasks within that assignment.

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 96.
Reporting Dashboard 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 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

Quick Guide Course

- Special Placement Quizzes
  - Score is designation of next course to take
    - 1-2 score student should take corresponding Levels 1-2 course
    - 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

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 115.

ANALYTICS: Student Reports

Using the Reporting Dashboard, Instructors, Institution, District and State Supervisors can view reporting data on students within their respective domains. 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 and create assignments as well as create accounts and groups.

1. From the Reporting Dashboard, under Analytics, select Students.

2. From the 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 (⇁) options to filter the data.

This information is provided for each student:
• Name: Student’s name
• **ID:** ID automatically assigned when the student is loaded to the platform

• **Last Active:** Date the student was last active in the program

• **Quiz Results:** The columns displayed to the right of Last Active correspond to the available quizzes for the selected course. N/A indicates that the student has not yet taken the quiz.
  - For placement quiz, 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 115.)

**Exporting Data**

Use the **Export** button 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 course to which the student has access

• **Active Enrollment Count:** Course of course 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

• **Progress:** Percentage of the course completed by the student

• **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 student has not yet taken the quiz.
  - For placement quiz, 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 115.)

*Note: All reporting data under ANALYTICS is updated twice daily; a timestamp in the upper-right portion of this screen display 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.

**Overview Section**

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, and the course(s) to which the student has access.
From this screen you can select the **Impersonate** button to view the course from the student's perspective.

**Important:** After selecting the Impersonate button, 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. Data displayed includes the date student was active in any course in the platform along with the average scores on the quizzes associated with the courses in the course grouping.
Course Breakdown Summary

Every course has Course Breakdown Summary which includes: name of the course, 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.

Select the Analyze button 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 features the individual’s overall progress through the course and status relative to other students using the course. Also provided are their most recent scores on the quizzes associated with the selected course, the state the student was last active in the course and the total time the student has spent in the selected course.

Strengths and Weaknesses Section

Scroll down further displays the Strengths & Weaknesses section which 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.

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

Exporting Overview and Strengths and Weaknesses
At the top of the screen, select the Export button ( ) 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.

Lessons Tab
By default, you first see the Lessons tab, as show 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 Tab

The Practice tab displays a list of all the practice question categories associated with the selected course. For each practice category, the number of practice questions answered out of the total number of questions and the percentage of correctly answered questions is displayed. Summary data is displayed on the left, including: the number of questions attempted out of total number of questions, 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 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, and final) associated with the selected course. For each quiz, the number of questions answered out of the total number of questions and the percentage of correctly answered questions is displayed. For placement quizzes, the predicted level is displayed. For level and final quizzes, a score of pass/fail is displayed. A status of “complete” or “paused” is show for each quiz. Summary data is displayed on the left, including: the number of quizzes attempted out of total number of quizzes, the average time spent answering a question, the average time spent correctly answering a question, and the average time spent incorrectly answering a question.

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

Based on their roles, Instructors, Institution Supervisors, District Supervisors, and Organization Supervisors can view reporting data on groups within their school, district or organization, respectively. Instructors can run Group Reports only 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 and create assignments as well as create accounts and groups.

1. From the Reporting Dashboard, under Analytics, select Groups.

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

A list of groups is displayed, based on the user’s access role and the selected ACT WorkKeys Curriculum course.
3. Use the **Search** and column sort (◆) options 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 the available quizzes for the selected course. “N/A” indicates that the no student in the selected group has taken the quiz. For placement, level and final quizzes the average percentage of correctly answered questions for all students in the group who have taken the quiz is displayed. (See “Appendix B: Passing Percentages by Course and Quiz,” page 115.)

**Exporting Data**

Use the **Export** button to export the student 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 Students**: Number of students in the group who have active in the selected course
- **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 group has taken the quiz. For each quiz the average percentage of correctly answered questions based on students in the group who have taken the quiz is displayed. (See “Appendix B: Passing Percentages by Course and Quiz,” page 115.)

*Note: All reporting data under ANALYTICS is updated twice daily; a timestamp in the upper-right portion of this screen display 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. To display Session Summary and Course Breakdown Summary information select the plus (+) sign and to collapse the view select the minus (-) sign.

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 NCRC Aligned Levels 3-7, Applied Technology, and Business Writing and Workplace Observation course groupings as these include multiple courses. Data displayed includes the number of students in the group who have been active in the courses and the average scores on the quizzes associated with the courses in the grouping.

Course Breakdown Summary

Every course has a Course Breakdown Summary, which includes: 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.
Select the Analyze button 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 features their overall progress through the course. Also provided are their most recent average scores on the quizzes associated with the selected course by the students in the group, the number of students in the group who have been active in the selected course, the total number of students in the group who are enrolled in the selected course, the last date any student in the group was active in the selected course, and the total time spent in the selected course by students in the group.

Strengths and Weaknesses Section

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

- N/A
- Beginner
- Basic
Exporting Overview and Strengths and Weaknesses

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

*Note: It 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.

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: student name, student ID, date student was last active in the selected course, and most recent scores on quizzes associated with the selected course. Use Search to find a specific student. Select the Export button to export the student data in a CSV file.

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.

### Practice Tab

The Practice tab has a dropdown menu listing all the practice question categories associated with the selected course. Select a specific category to see a listing of the five questions incorrectly answered the most by members of the group. Select a number to view the entire question. The percentage of students in the group who correctly answered the question along with the number of students who correctly answered the question out of the total number of students is shown.

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

### Quizzes Tab

The Quizzes tab has a dropdown menu listing all the quizzes (placement, level, and final) associated with the selected course. Select a specific quiz to see a listing of the five questions incorrectly answered the most by members of the group. Select a number to view the entire question. The percentage of students in the group who correctly answered the question along with the number of students who correctly answered the question out of the total number of students is shown.

**Note:** If a 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 and create assignments as well as create accounts and groups.

Upon logging in, organization supervisors land directly on the Reporting Dashboard.

1. Institution and district supervisors select the Reporting Dashboard from their user menu and then select the Institutions option to get the School Listing screen.
   - Institution Supervisors will see only their institution.
   - District Supervisors will see all the institutions in their district.
   - Organization Supervisors will see all the institutions in their organization.

2. From the 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 ( ) options to filter the data. 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 the average percentage of correctly answered questions for all students in the group who have taken the quiz is displayed. (See “Appendix B: Passing Percentages by Course and Quiz,” page 115.)

**Exporting Data**

Use the Export button 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 group
- **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 the average percentage of correctly answered questions based on all students in the institution who have taken the quiz is displayed. (See “Appendix B: Passing Percentages by Course and Quiz,” page 115.)

*Note: All reporting data under ANALYTICS is updated twice daily; a timestamp in the upper-right portion of this screen display 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 their overall progress through the course. Also provided are their most recent average scores on the quizzes associated with the selected course by the students in the institution, the number of groups in the institution, the number of students in the institution who have been active in the selected course, the total number of students in the institution who are enrolled in the selected course, the last date any student in the institution was active in the selected course, and the total time spent in the selected course by students in the institution.

Exporting Data

At the top of the screen, select the Export button (Export) to create a.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

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 (±) 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 the average percentage of correctly answered questions for all students in the group who have taken the quiz is displayed. (See “Appendix B: Passing Percentages by Course and Quiz,” page 115.)

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.*

**Exporting Group Data**

Use the **Export** button to export the group data to a CSV file:

- **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 Students**: Number of students in the group who have active in the selected course
- **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 group has taken the quiz. For each quiz the average percentage of correctly answered questions based on all students in the group who have taken the quiz is displayed. (See “Appendix B: Passing Percentages by Course and Quiz,” page 115.)

**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.

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 and create assignments as well as create accounts and groups.*

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

1. District Admins with the role of District Supervisor will need to select the Reporting Dashboard from their user menu, then select the **Districts** option to get the Districts Reports screen.
The following information is displayed for each district:

- **District Name**: Name of the district
- **# 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 (👇) options to filter the data.

### Exporting District Data

Use the **Export** button 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

**Example CSV File for Districts**

```csv
<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>88267 ACT District Three Internal Use Only</td>
<td>1</td>
<td>4</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>88272 ACT District Two Internal Use Only</td>
<td>2</td>
<td>7</td>
<td>76</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>88273 ACT District One Internal Use Only</td>
<td>3</td>
<td>48</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>39941 ACT District Four Internal Use Only</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>
```
The District Report

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.

   ![District Overview](image1)

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

   ![Course Performance](image2)

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

3. Use the Search and column sort (骢) 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 school.

• **# 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 as 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 the average percentage of correctly answered questions for all students in the district who have taken the quiz is displayed. (See “Appendix B: Passing Percentages by Course and Quiz,” page 115.)

*Note: This report view is not exportable.*

You can also access Student Reports, Group Reports, Institution Reports, Real-Time Reports and Session Detail 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.

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

   Based on their roles, Instructors, Institution Supervisors, District Supervisors and Organization Supervisors 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:** ID automatically assigned when the student is loaded into the platform
   - **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

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

   ![Screen shot of Real-Time Reports](image)

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, and the course(s) to which the student has access.

   ![Screen shot of a specific student](image)

3. From this screen, you can select the **Impersonate** button to view the course(s) from the student's perspective.
Important: After selecting the Impersonate button, 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 groupings of 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.

The course performance data displayed includes the student’s last active date in the selected course, the total time spent in the course and the number of study tasks out of the total number of assigned study tasks that have been completed.
Report Sections
Depending on the user’s role and the selected course, there are up to 4 sections.

- Practice
  - 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
  - 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
  - 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 in only viewable to users with the role of instructor or institution admin 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.
Example of Export Practice CSV File

WorkKeys Curriculum Applied Math Levels 1-2 Course

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
</tr>
</thead>
<tbody>
<tr>
<td>question_category_id</td>
<td>parent_question_category_id</td>
<td>course_id</td>
<td>course_name</td>
<td>total_time_taken</td>
<td>total_answer_count</td>
<td>correct_answer_count</td>
<td>percentage_correct</td>
</tr>
<tr>
<td>29283</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>29936</td>
<td>17BB</td>
<td></td>
<td>Level 1: Counting and Numbers &amp; Sequences</td>
<td>530</td>
<td>43</td>
<td>43</td>
<td>100</td>
</tr>
<tr>
<td>29937</td>
<td>17BB</td>
<td></td>
<td>Level 1: Addition</td>
<td>255</td>
<td>42</td>
<td>39</td>
<td>92.86</td>
</tr>
<tr>
<td>29938</td>
<td>17BB</td>
<td></td>
<td>Level 1: Subtraction</td>
<td>90</td>
<td>5</td>
<td>5</td>
<td>100</td>
</tr>
<tr>
<td>29939</td>
<td>17BB</td>
<td></td>
<td>Level 1: Multiplication</td>
<td>57</td>
<td>5</td>
<td>5</td>
<td>100</td>
</tr>
<tr>
<td>29940</td>
<td>17BB</td>
<td></td>
<td>Level 1: Division</td>
<td>66</td>
<td>5</td>
<td>4</td>
<td>60</td>
</tr>
<tr>
<td>29941</td>
<td>17BB</td>
<td></td>
<td>Level 2: Word Problems</td>
<td>219</td>
<td>5</td>
<td>5</td>
<td>100</td>
</tr>
<tr>
<td>29942</td>
<td>17BB</td>
<td></td>
<td>Level 2: Money</td>
<td>42</td>
<td>5</td>
<td>5</td>
<td>100</td>
</tr>
<tr>
<td>29943</td>
<td>17BB</td>
<td></td>
<td>Level 2: Time</td>
<td>51</td>
<td>4</td>
<td>4</td>
<td>80</td>
</tr>
</tbody>
</table>

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 (below), 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.

Example of Export Quizzes CSV File

WorkKeys Curriculum Essential Skills: Financial Awareness Course

<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>Quiz Name</td>
<td>Course</td>
<td>Quiz Length</td>
<td>Percent Correct</td>
<td>Correct Answer Count</td>
<td>State</td>
<td>Score</td>
</tr>
<tr>
<td>Checking and Savings Accounts: Final Quiz</td>
<td>WorkKeys Curriculum Essential Skills: Financial Awareness</td>
<td>16</td>
<td>100</td>
<td>16</td>
<td>complete</td>
<td>“PASS”</td>
</tr>
<tr>
<td>Budgeting: Final Quiz</td>
<td>WorkKeys Curriculum Essential Skills: Financial Awareness</td>
<td>16</td>
<td>100</td>
<td>16</td>
<td>complete</td>
<td>“PASS”</td>
</tr>
<tr>
<td>Credit Cards and Loans: Final Quiz</td>
<td>WorkKeys Curriculum Essential Skills: Financial Awareness</td>
<td>16</td>
<td>100</td>
<td>16</td>
<td>complete</td>
<td>“PASS”</td>
</tr>
</tbody>
</table>

Course ID Table

This table provides a listing of each course name and its unique ID.

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1336</td>
<td>WorkKeys Curriculum Applied Math Levels 3–7</td>
</tr>
<tr>
<td>1412</td>
<td>WorkKeys Curriculum Graphic Literacy Levels 3–7</td>
</tr>
<tr>
<td>1413</td>
<td>WorkKeys Curriculum Workplace Documents Levels 3–7</td>
</tr>
<tr>
<td>1451</td>
<td>WorkKeys Curriculum Business Writing</td>
</tr>
<tr>
<td>1452</td>
<td>WorkKeys Curriculum Workplace Observation</td>
</tr>
<tr>
<td>1470</td>
<td>WorkKeys Curriculum Applied Technology: Electricity</td>
</tr>
<tr>
<td>1592</td>
<td>WorkKeys Curriculum Applied Technology: Fluid Dynamics</td>
</tr>
<tr>
<td>1609</td>
<td>WorkKeys Curriculum Essential Skills: Customer Service</td>
</tr>
<tr>
<td>1610</td>
<td>WorkKeys Curriculum Essential Skills: Problem Solving and Critical Thinking</td>
</tr>
<tr>
<td>1756</td>
<td>WorkKeys Curriculum Quick Guide</td>
</tr>
<tr>
<td>1788</td>
<td>WorkKeys Curriculum Applied Math Levels 1–2</td>
</tr>
<tr>
<td>1789</td>
<td>WorkKeys Curriculum Graphic Literacy Levels 1–2</td>
</tr>
<tr>
<td>1790</td>
<td>WorkKeys Curriculum Workplace Documents Levels 1–2</td>
</tr>
<tr>
<td>Course ID</td>
<td>Course Name</td>
</tr>
<tr>
<td>-----------</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td>1593</td>
<td>WorkKeys Curriculum Applied Technology: Mechanics</td>
</tr>
<tr>
<td>1594</td>
<td>WorkKeys Curriculum Applied Technology: Thermodynamics</td>
</tr>
<tr>
<td>1606</td>
<td>WorkKeys Curriculum Essential Skills: Working in Teams</td>
</tr>
<tr>
<td>1607</td>
<td>WorkKeys Curriculum Essential Skills: Interpersonal and Business Communication</td>
</tr>
<tr>
<td>1608</td>
<td>WorkKeys Curriculum Essential Skills: Work Discipline</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>3440</td>
<td>WorkKeys Curriculum Essential Skills: Financial Awareness</td>
</tr>
<tr>
<td>3764</td>
<td>Spanish WorkKeys Curriculum Applied Math Levels 3–7</td>
</tr>
<tr>
<td>3766</td>
<td>Spanish WorkKeys Curriculum Graphic Literacy Levels 3–7</td>
</tr>
<tr>
<td>3767</td>
<td>Spanish WorkKeys Curriculum Workplace Documents Levels 3–7</td>
</tr>
</tbody>
</table>
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 under Real-Time, select Session Detail Reports.

Based on their roles, Instructors, Institution Supervisors, District Supervisors, and Organization Supervisors 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.

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

Important: The Student Session Aggregate Reports and the Course Session Aggregate Reports are only available as a CSV file. No data is displayed on screen for these reports.

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.**
- **Idle time spent by the student in the platform is included under session duration, but not included in the specific breakout categories.**
- **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. 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 the table below.**

<table>
<thead>
<tr>
<th>Standard Time</th>
<th>UTC Offset</th>
<th>Daylight Saving Time</th>
<th>UTC Offset</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eastern Standard Time (EST)</td>
<td>5 hours earlier</td>
<td>Eastern Daylight Time</td>
<td>4 hours earlier</td>
</tr>
<tr>
<td></td>
<td>than UTC</td>
<td>(EDT)</td>
<td>than UTC</td>
</tr>
<tr>
<td>Central Standard Time (CST)</td>
<td>6 hours earlier</td>
<td>Central Daylight Time</td>
<td>5 hours earlier</td>
</tr>
<tr>
<td></td>
<td>than UTC</td>
<td>(CDT)</td>
<td>than UTC</td>
</tr>
<tr>
<td>Mountain Standard Time (MST)</td>
<td>7 hours earlier</td>
<td>Mountain Daylight Time</td>
<td>6 hours earlier</td>
</tr>
<tr>
<td></td>
<td>than UTC</td>
<td>(MDT)</td>
<td>than UTC</td>
</tr>
<tr>
<td>Pacific Standard Time (PST)</td>
<td>8 hours earlier</td>
<td>Pacific Daylight Time</td>
<td>7 hours earlier</td>
</tr>
<tr>
<td></td>
<td>than UTC</td>
<td>(PDT)</td>
<td>than UTC</td>
</tr>
<tr>
<td>Alaska Standard Time (AKST)</td>
<td>9 hours earlier</td>
<td>Alaska Daylight Time</td>
<td>8 hours earlier</td>
</tr>
<tr>
<td></td>
<td>than UTC</td>
<td>(AKDT)</td>
<td>than UTC</td>
</tr>
<tr>
<td>Hawaii-Aleutian Standard Time</td>
<td>10 hours earlier</td>
<td>Hawaii-Aleutian Daylight</td>
<td>9 hours earlier</td>
</tr>
<tr>
<td>(HAST)</td>
<td>than UTC</td>
<td>Time (HADT)</td>
<td>than UTC</td>
</tr>
</tbody>
</table>
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:

- student name
- number of groups in which the student is a member
- session start date/time
- institution name
- course name
- 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 in lessons
- time spent in reset screen
- time spent on learning plan screen
- 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 the Run button.

   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

Student Session Aggregate Reports

Student Session Aggregate Reports generate a CSV file with a single line per student and includes the following data:

- user ID
- user 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

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 Session Aggregate Reports from the drop-down menu.

3. Select the Run button.
4. 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 "noreply@benchprep.com" 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 Report

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>K</th>
<th>L</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>user_id</td>
<td>user_name</td>
<td>institution</td>
<td>groups</td>
<td>contact_package</td>
<td>WorkKeys Curriculum Applied Math Level 1</td>
<td>WorkKeys Curriculum Applied Math Level 2</td>
<td>total_time</td>
<td>total_time</td>
<td>total_time</td>
<td>total_time</td>
</tr>
<tr>
<td>1</td>
<td>6431351</td>
<td>507Test</td>
<td>ACT Institution D Internal Use Only</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0:05:37</td>
<td>0:01:03</td>
<td>0:01:29</td>
<td>0:01:10</td>
</tr>
<tr>
<td>2</td>
<td>6431356</td>
<td>507Test Student</td>
<td>ACT Institution D Internal Use Only</td>
<td></td>
<td></td>
<td>WorkKeys Curriculum Applied Math Level 1</td>
<td>WorkKeys Curriculum Applied Math Level 2</td>
<td>0:02:50</td>
<td>0:01:15</td>
<td>0:00:00</td>
<td>0:00:00</td>
</tr>
</tbody>
</table>

Course Session Aggregate Reports

Course Session Aggregate Reports generate a CSV file with a single line 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 lessons by all students
- total time spent in practice question categories by all students
- total time spent in quizzes by all students and total number of quizzes completed by all students
- search
- idle
total time spent in the course by all students

**Run a Course Session Aggregate Report**

Continuing from the steps for Accessing Session Detail Reports, to run a Course Session Aggregate report:

1. **First**, 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. **Second**, select **Course Session Aggregate Reports** from the drop-down menu.

3. **Finally**, select the **Run** button
   
   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 "noreply@benchprep.com" 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

<table>
<thead>
<tr>
<th>Institution_name</th>
<th>course_H</th>
<th>course_NAME</th>
<th>student_count</th>
<th>TOTAL_TIME</th>
<th>TOTAL_TIME</th>
<th>TOTAL_TIME</th>
<th>TOTAL_TIME</th>
<th>TOTAL_TIME</th>
<th>number_of</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACT Institution/Institution Only</td>
<td>3250</td>
<td>WorkKeys Curriculum Essential Skills Financial Awareness</td>
<td>8</td>
<td>3</td>
<td>10:30:13</td>
<td>0:00:06</td>
<td>0:11:22</td>
<td>0:00:00</td>
<td>8:52:02</td>
</tr>
<tr>
<td>ACT Institution/Institution Only</td>
<td>1356</td>
<td>WorkKeys Curriculum Applied Math Levels 16F-7</td>
<td>8</td>
<td>5</td>
<td>13:06:17</td>
<td>0:01:33</td>
<td>2:08:50</td>
<td>1:56:34</td>
<td>10:20:00</td>
</tr>
<tr>
<td>ACT Institution/Institution Only</td>
<td>1798</td>
<td>WorkKeys Curriculum Applied Math Levels 16F-7</td>
<td>8</td>
<td>4</td>
<td>13:16:17</td>
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<td>0:00:00</td>
<td>0:02:54</td>
<td>0:00:00</td>
</tr>
<tr>
<td>ACT Institution/Institution Only</td>
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<td>WorkKeys Curriculum Graphic Literacy Levels 16F-2</td>
<td>8</td>
<td>1</td>
<td>13:16:17</td>
<td>0:00:12</td>
<td>0:00:51</td>
<td>0:05:25</td>
<td>0:00:00</td>
</tr>
<tr>
<td>ACT Institution/Institution Only</td>
<td>1470</td>
<td>WorkKeys Curriculum Applied Technology Electricity</td>
<td>8</td>
<td>1</td>
<td>13:16:17</td>
<td>0:00:12</td>
<td>0:00:51</td>
<td>0:05:25</td>
<td>0:00:00</td>
</tr>
<tr>
<td>ACT Institution/Institution Only</td>
<td>1412</td>
<td>WorkKeys Curriculum Graphics Levels 16F-7</td>
<td>8</td>
<td>4</td>
<td>13:16:17</td>
<td>0:05:06</td>
<td>1:50:31</td>
<td>1:50:30</td>
<td>0:00:00</td>
</tr>
<tr>
<td>ACT Institution/Institution Only</td>
<td>1813</td>
<td>WorkKeys Curriculum Workplace Documents Levels 16F-7</td>
<td>8</td>
<td>4</td>
<td>13:16:17</td>
<td>2:15:36</td>
<td>1:57:09</td>
<td>0:20:87</td>
<td>0:00:00</td>
</tr>
<tr>
<td>ACT Institution/Institution Only</td>
<td>1815</td>
<td>WorkKeys Curriculum Workplace Documents Levels 16F-7</td>
<td>8</td>
<td>4</td>
<td>13:16:17</td>
<td>2:15:36</td>
<td>1:57:09</td>
<td>0:20:87</td>
<td>0:00:00</td>
</tr>
<tr>
<td>ACT Institution/Institution Only</td>
<td>1619</td>
<td>WorkKeys Curriculum Essential Skills Customer Service</td>
<td>8</td>
<td>2</td>
<td>13:16:17</td>
<td>2:15:36</td>
<td>1:57:09</td>
<td>0:20:87</td>
<td>0:00:00</td>
</tr>
<tr>
<td>ACT Institution/Institution Only</td>
<td>1614</td>
<td>WorkKeys Curriculum Essential Skills Critical Thinking</td>
<td>8</td>
<td>2</td>
<td>13:16:17</td>
<td>2:15:36</td>
<td>1:57:09</td>
<td>0:20:87</td>
<td>0:00:00</td>
</tr>
<tr>
<td>ACT Institution/Institution Only</td>
<td>1613</td>
<td>WorkKeys Curriculum Essential Skills Problem Solving and Critical Thinking</td>
<td>8</td>
<td>2</td>
<td>13:16:17</td>
<td>2:15:36</td>
<td>1:57:09</td>
<td>0:20:87</td>
<td>0:00:00</td>
</tr>
<tr>
<td>ACT Institution/Institution Only</td>
<td>1790</td>
<td>WorkKeys Curriculum Workplace Documents Levels 16F-7</td>
<td>8</td>
<td>1</td>
<td>13:16:17</td>
<td>0:00:12</td>
<td>0:00:51</td>
<td>0:05:25</td>
<td>0:00:00</td>
</tr>
</tbody>
</table>

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Frequently Asked Questions

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

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 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 "Email Firewall Settings," page 38.

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

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.

I tried to upload multiple users through a CSV file, 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 WorkKeys Curriculum will send an email noting errors with the file. If you have a problem, take these quick steps to correct the most common issues.

- **Verify headers:** Ensure that the headers are listed exactly as instructed, i.e., email, name, and password.
- **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.

Can I move a student from one group to another?

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.

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

We recommend Google Chrome for all users of ACT WorkKeys Curriculum. However, Safari, and Firefox are supported as well.
If you have other questions, please contact ACT Customer Support 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, select How do I add existing users to a new license?.

How do I give existing students or instructors 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.

- For multiple users, use a bulk CSV file upload. For detailed instructions, see "Adding Course(s) to Existing Student and Instructor Accounts in Bulk via CSV File Upload," page 54.
- For single users, select Assign License in each student’s individual page. For detailed instructions, see "Assign License to an Instructor or Student," page 56.
## 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**

**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**

**Nivel 3**
Introducción
Hallar información en tablas gráficas y cuadros sencillos
Leer y usar formularios
Leer mandos 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**

**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 & CFCl’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
## Appendix B: Passing Percentages by Course and Quiz

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Name</th>
<th>Quiz Name</th>
<th>Total # of Questions</th>
<th>Passing Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1336</td>
<td>Applied Math Level 3-7</td>
<td>Level 3, Level 4, Level 5, Level 6</td>
<td>10</td>
<td>80%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Level 7</td>
<td>9</td>
<td>77.77%</td>
</tr>
<tr>
<td>3764</td>
<td>Spanish Applied Math Level 3-7</td>
<td>Level 3, Level 4, Level 5, Level 6</td>
<td>10</td>
<td>80%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Level 7</td>
<td>9</td>
<td>77.77%</td>
</tr>
<tr>
<td>1412</td>
<td>Graphic Literacy Level 3-7</td>
<td>Level 3, Level 4, Level 5, Level 6</td>
<td>10</td>
<td>80%</td>
</tr>
<tr>
<td></td>
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