Online Test Administration Training for WorkKeys
Learning Objectives

• Staff Responsibilities
• Online Testing
• Accommodations
• Irregularities
• Reporting
WorkKeys Assessments

APPLIED MATH
(55 minutes)

GRAPHIC LITERACY
(55 minutes)

WORKPLACE DOCUMENTS
(55 minutes)
WorkKeys Assessments - Spanish

- **Applied Math** (70 minutes)
- **Graphic Literacy** (70 minutes)
- **Workplace Documents** (70 minutes)
What’s new beginning in the fall of 2023?

- Online Testing Manual and TAO User Guide consolidated
- Quick start guides consolidated into one Validus User Guide
- Screen Reader will be available in Spring 2024
What’s new beginning in the fall of 2023?

WorkKeys Assessments Approved for WIOA by NRS

Talk to your ACT rep
Test Coordinator
Responsibilities
Test Coordinator Responsibilities

• Review resources and complete training
• Create and manage accounts
• Ensure test security

Testing Staff Training Plan
ACT WorkKeys Testing Staff – Training Plan

TRAINING PLAN

ACT® WorkKeys® Testing Staff Training Plan: The plan outlines the sequential order in which you should consume these essential resources to get you started as a knowledgeable and capable administrator of the ACT WorkKeys tests.

Training Rationale: Who and Why
Each test coordinator, substitute test coordinator, room supervisor, and proctor should complete these steps. In this way, all testing staff will be consistently trained and prepared for ACT WorkKeys test administrations, complying with the policies and procedures.

Steps in the Plan
Read the documents and practice administering the ACT® WorkKeys® online tests as outlined below.
1. The most important resource for you to read, understand, and reference often, for all policies and procedures, is the appropriate test format administration manual;
   a. ACT WorkKeys Administration Manual for Online Testing
   b. ACT WorkKeys Administration Manual for Paper Testing
2. Next, read the ACT WorkKeys Frequently Asked Questions.
3. Then register for and attend one or more of the free on-demand webinars on the WorkKeys Training web page, under Open Enrollment Webinars.

4. Put into practice what you’ve learned by registering examinees and launching the tests in the ACT WorkKeys Training Site realm, using the login and guides provided below.
5. All test administration resources for both online and paper testing are available at the ACT WorkKeys Administration website. Bookmark it and refer to it often.

WorkKeys Training Site for Test Administrators
Training site login: The testing realm for WorkKeys is a virtual test center, administered by Validus®, which also administers the training site.
- Training site URL Test administrator experience: https://testadministration.org/ViewDrn/spfRealmLogin.do?realm=56660774
  - User ID: Training234
  - Password: Training234
- Training site URL Examinee testing experience: https://testregistration.org/spfLogin.do?eventing
  - User ID: (Use an examinee ID you created in the test administrator realm)
  - Password: (Use the examinee password you created for that examinee ID in the test administrator realm)

Validus User Guides: While in the training site reference the following guides, which include foundational procedures for online testing:
- Validus User Guide
- Administering a Test to a Single Examinee

Questions? Contact ACT WorkKeys Customer Support at 800.967.5539 or workkeys@act.org.
Test Coordinator Responsibilities

- Review resources and complete training
- **Create and manage accounts**
- Ensure test security
Test Coordinator Responsibilities

• Review resources and complete training
• Create and manage accounts
• **Ensure test security**
Training Realm Available

Training Site for Administrators

User ID: Training234
Password: Training234
Create and Manage Accounts
Create Accounts

Test coordinator creates accounts for:

- Additional test coordinators
- Proctors
- Examinees
How to Create an Account (1 of 3)

Log in to the Validus Virtual Test Center using your User ID and password
How to Create an Account (2of 3)

Click on User Management
How to Create an Account

Click the Create button
Create Proctor User Account

• A "Create User" page will appear
• This is where you will create an account
• Enter first and last name
• Enter Examinee ID
Create Proctor User – User ID

We recommend you enter a User ID - This must be unique to the examinee.
Create Proctor Account – Assign Roles

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Manager</td>
<td>VTCADMIN - Admin - Account Management - Allows the grantee to disable, lock, unlock, and reset passwords of existing users within the realm</td>
</tr>
<tr>
<td>Barcode Manager</td>
<td>VTCADMIN - Admin - Barcode Management - Allows the grantee to define barcodes in Barcode Management</td>
</tr>
<tr>
<td>Examinee</td>
<td>BSP - Examinee - Allows the grantee to register, schedule and take tests within the realm</td>
</tr>
<tr>
<td>Proctor</td>
<td>VTCADMIN - Admin - Examiner - Allows the grantee to proctor test session within the realm</td>
</tr>
<tr>
<td>Password Manager</td>
<td>VTCADMIN - Admin - Password Manager - Allows the grantee to view and edit passwords in the user management section provided they already have access to user management</td>
</tr>
<tr>
<td>Profile Manager</td>
<td>VTCADMIN - Admin - Profile Management - Allows the grantee to edit profile under Profile Management</td>
</tr>
<tr>
<td>Portal Reports WorkKeys</td>
<td>Portal Reports - Admin - Allows the grantee access to the reporting portal for WorkKeys</td>
</tr>
<tr>
<td>Portal Manager</td>
<td>Portal Reports - Admin - Allows the grantee access to the reporting portal</td>
</tr>
<tr>
<td>Report Manager</td>
<td>VTCADMIN - Admin - Reports - Allows grantee to view reports</td>
</tr>
<tr>
<td>User Manager</td>
<td>VTCADMIN - Admin - User Management - Allows grantee to create, read, update delete users within the realm (includes roles)</td>
</tr>
<tr>
<td>Batch Load Admin</td>
<td>VTCADMIN - Admin - Batch load - Allows grantee to create and manage batch load files, has access to all files</td>
</tr>
<tr>
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<td>VTCADMIN - Admin - Batch load - Allows grantee to create and manage batch load files, restricted to only files they have loaded</td>
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Create Proctor Account – Assign Roles

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<tr>
<th>Select</th>
<th>Name</th>
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<tbody>
<tr>
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<td>Account Manager</td>
<td>VTCADMIN - Admin - Account Management - Allows the grantee to disable, lock,</td>
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<td>and reset passwords of existing users within the realm</td>
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<td>barcodes in Barcode Management</td>
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<td>✔</td>
<td>Examinee</td>
<td>RSP - Examinee - Allows the grantee to register, schedule and take tests</td>
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Create an Account – Submit
Register Examinees

• Add students and register them for one or more tests
• Assign additional users
Create Examinee User Account

**NOTE:** It is very important that First Name, Last Name, Date of Birth, and Examinee ID fields contain accurate information.
We recommend you enter a User ID - This must be unique to the examinee.
Create User – User ID

The remaining sections on this page should be left blank by the test coordinator.
Create an Account – Assign Roles

<table>
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</tbody>
</table>

Select and **Submit**
Online Accommodations

Extra time options:
• One and One-Half Time
• Double Time
• Triple Time
Text-to-speech assessments are additional forms of the test, and the pace is controlled entirely by the examinee.
Online Accommodations – Screen Reader

• Helps examinees with visual disabilities including blindness access printed text.

• Differs from text-to-speech software and pre-recorded audio (URL) as it not only reads the entire test aloud to the student, but it provides screen orientation and navigation.

• Only request screen reader for a student who is familiar with and knows how to use it.

• A companion braille test booklet (for Screen Reader) must be ordered in advance of this testing.
Groups & Batch Loading

- Create a group to make it easier to register examinees testing at different times
- Use Batch Load to create many accounts at one time
Pre-Test Activities
Loading Examinees / Assigning Tests

The Validus User Guide will help with:
• Creating a Group
• Creating Accounts Using Batch Loading
• Group Registrations for One or More Tests
Prepare Testing Rooms

- Allow 15 – 30 standard-time examinees to each room
- Plan appropriately for students testing with accommodations and/or English learner supports
- Single-level classrooms
- Cover test-related bulletin boards
Prepare Testing Rooms

- Use 2 reliable timepieces (not a cell phone)
- Ensure access to a phone (must be kept on silent)
- Ensure proper lighting, temperature, and ventilation
- Prepare administration materials
Online Test Administration
Step 1. System Check

Verify the machine and network to be used for testing meet the necessary requirements

Technical Requirements and Specifications
Step 1. System Check

- TAO System Check and Validation Test
Online Testing Process

Register  Launch  Authorize

Test  Generate
Log In to TAO Test Delivery System
Launch Test

• The examinee will launch the test in TAO
• A screen will appear directing the examinee to wait for authorization
Launch Test

- Proctor connects to TAO and then chooses Proctor
Authorize with TAO

- TAO Proctor window shows any activity in your testing center for the day including completed tests
Authorize with TAO

- Use the buttons across the top of the display to sort or filter the information that is displayed.
Authorize with TAO

![ACT WorkKeys interface](image)
Test Delivery

• Occasionally, the testing may be interrupted. This could be a power outage, dropped network connection, or even a pop-up message from your computer.
Test Delivery

• Examinee should see the **Wait for Authorization** screen

![Wait for Authorization Screen](image.png)
Test Delivery

- Examinee will log back into their account and they should see a Relaunch button.
Reporting Irregularities
What are Irregularities?

**Individual Irregularities:**
- An individual irregularity is one that affects a single person, or several individuals involved in a single circumstance

**Group Irregularities:**
- A group irregularity is one that affects a group of examinees
Types of Irregularities

Examples of Individual Irregularities

**Illness**
- If an examinee becomes ill, you’ll need to dismiss the examinee from the room

**Irrational Behavior**
- If an examinee acts in an irrational or violent manner, proceed as directed in the test administration manuals
Types of Irregularities

Examples of Individual Irregularities

Prohibited Behavior

• If an examinee is engaging in prohibited behavior, follow the procedures in Dismissal for Prohibited Behavior section of the test administration manual.
Types of Irregularities

Examples of Individual Irregularities

Duplicating Test Materials

• Testing personnel and examinees are NOT permitted to duplicate or record any part of the ACT WorkKeys Tests
Types of Irregularities

Examples of Group Irregularities

- Disturbances and Distractions
- Emergency Evacuation
Types of Irregularities

Examples of Group Irregularities

- Inclement Weather
- Copying Tests
- Power Failure
Accessing the Irregularity Report
Accessing the Irregularity Report

ACT® WorkKeys® Testing Irregularity Report

The ACT® WorkKeys® Testing Irregularity Report (IRR) form is to be used to record every ACT WorkKeys testing irregularity, no matter how minor an incident may seem at the time. An irregularity is defined as “any incident that is out of the norm for administering an ACT WorkKeys testing session.” A WorkKeys Testing Irregularity Report must be submitted as soon as possible after an incident occurs.

As you fill out the ACT WorkKeys Testing Irregularity Report form below, please follow these guidelines:

- **Group Irregularities.** To report an irregularity that affects a group of examinees (e.g., one room or the entire site), please submit only one form, but enter the Name and Examinee ID of each affected examinee in the appropriate fields, separated by semicolons (;).
- **Individual Irregularities.** To report an irregularity that affects a single examinee (e.g., sudden acute illness) or several individuals involved in a single incident (e.g., communicating answers to each other), please submit a separate form for each examinee.
- **Several Irregularities per Individual.** If a single examinee experiences multiple irregularity issues, please submit a separate form for each issue. This is important to ensure the accuracy of categorizing, reporting, and analyzing IRR data, particularly if a different Issue Category and Subcategory are necessary to classify each issue.

Required fields marked *.

Test Site Information

<table>
<thead>
<tr>
<th>Name of Test Site *</th>
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<tbody>
<tr>
<td>Site Code/Realm Number *</td>
<td></td>
</tr>
<tr>
<td>Address *</td>
<td></td>
</tr>
<tr>
<td>City *</td>
<td></td>
</tr>
<tr>
<td>Country *</td>
<td></td>
</tr>
<tr>
<td>Select</td>
<td></td>
</tr>
<tr>
<td>Postal Code</td>
<td></td>
</tr>
<tr>
<td>Room #/Location *</td>
<td></td>
</tr>
</tbody>
</table>
Accessing the Irregularity Report

Current sessions: 3

Session | First name | Last name | Username | Started at | Status | Authorize | Pause | Remaining | Extended Time | Connectivity | Progress | Administration
--- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | ---
Delivery of Practice Workplace Documents | Bright | BrightR05111B | 05/11/2018 10:20:50 | completed | ✔️ | ✔️ | ❌ | ❌
Delivery of Practice Applied Math | Bright | BrightR05111B | 05/11/2018 10:04:34 | completed | ✔️ | ✔️ | ❌ | ❌
Delivery of Practice Graphic Literacy | Jane | Smith | 05/11/2018 06:51:30 | canceled | ✔️ | ✔️ | ❌ | ❌

Page 1 of 1

Action: Report Irregularity

The action will be applied to session Delivery of Practice Graphic Literacy [05/11/2018 06:51:30] Jane Smith
Please provide a reason:

Issue Category

comment...

cancel OK
## Accessing the Irregularity Report

![Image of the Irregularity Report]

### Current sessions: 3

<table>
<thead>
<tr>
<th>Session</th>
<th>First name</th>
<th>Last name</th>
<th>Username</th>
<th>Started at</th>
<th>Status</th>
<th>Authorize</th>
<th>Pause</th>
<th>Remaining</th>
<th>Extended Time</th>
<th>Connectivity</th>
<th>Progress</th>
<th>Administration</th>
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<tbody>
<tr>
<td>1</td>
<td>Rainbow</td>
<td>Bright</td>
<td>BrightR051118</td>
<td>05/11/2018 10:20:50</td>
<td>completed</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>3</td>
<td>Jane</td>
<td>Smith</td>
<td>JaneS55</td>
<td>05/11/2018 06:51:30</td>
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<td></td>
</tr>
</tbody>
</table>

Page 1 of 1
Scores and Reports
Generate Score Reports

- Score reports must be safeguarded
Score Reports – Validus VTC

- On drop-down menu choose either the Instant report or Summary report.
Generate Instant Score Report

- Generate and print a Score Report after the examinee has finished testing online
- Collect the score report from printer immediately
- Give the printed copy of the score report to examinee
“Instant” Individual Score Report

ACT WorkKeys Skill Report

Realm: NCRC 2.0 E2E Test Realm
SubRealm: <ALL>
Test Date: May 1, 2017
Report Date: Jul 18, 2017

WorkKeys Individual Score Report With Scale Score
Examinee: Michael, Krista
Examinee ID**: 5468

<table>
<thead>
<tr>
<th>Test</th>
<th>Level Score</th>
<th>Possible Range</th>
<th>Scale Score</th>
<th>Possible Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>WorkKeys Applied Math</td>
<td>7</td>
<td>&lt;3 - 7</td>
<td>90</td>
<td>65 - 90</td>
</tr>
</tbody>
</table>

WHAT YOUR SCORES MEAN

You scored at Level 7. People who score at Level 7 have demonstrated all of the Levels 3, 4, 5, and 6 skills. They also have demonstrated the ability to:

- Solve problems that include ratios, rates, or proportions where at least one of the quantities is a fraction.
- Identify the reason for a mistake.
- Convert between units of measurement using fractions, mixed numbers, decimals, and percentages.
- Calculate volumes of spheres, cylinders, and cones.
- Calculate the volume when it may be necessary to rearrange the formula, convert units of measurement in calculations, or use the result in further calculations.
- Set up and manipulate ratios, rates, or proportions where at least one of the quantities is a fraction.
- Determine the better economic value of several alternatives by using graphs, or determining the percentage difference, or by determining unit cost.
- Apply basic statistical concepts; for example, calculate the weighted mean, interpret measures of central tendency, or interpret measure of spread and tolerance.

HOW YOU CAN USE YOUR SCORES

To find the Applied Math Levels 3, 4, 5, and 6 skills, please refer to the ACT WorkKeys website at www.act.org/workkeys.
Summary Score Report

Individual Summary Score Report

Examined: TEST08, Test
Realm: NCRC 2.0, E2E Test Realm
Examinee ID:** 1724
Report Date: Sept 1, 2017

<table>
<thead>
<tr>
<th>Manifest Name</th>
<th>Test Date</th>
<th>Level Score</th>
<th>Possible Range</th>
<th>Scale Score</th>
<th>Possible Range</th>
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</thead>
<tbody>
<tr>
<td>WorkKeys Applied Math</td>
<td>7/13/2017</td>
<td>6</td>
<td>&lt;3-7</td>
<td>80</td>
<td>65-90</td>
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<tr>
<td>WorkKeys Graphic Literacy</td>
<td>7/13/2017</td>
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<td>&lt;3-7</td>
<td>80</td>
<td>65-90</td>
</tr>
<tr>
<td>WorkKeys Workplace Documents</td>
<td>7/13/2017</td>
<td>7</td>
<td>&lt;3-7</td>
<td>80</td>
<td>65-90</td>
</tr>
</tbody>
</table>

What Your Scores Mean:

WorkKeys Applied Math: You scored at Level 6. People who score at Level 6 have demonstrated all of the Levels 3, 4, and 5 skills. They have also demonstrated the ability to:
- Use fractions with unlike denominators and calculate reverse percentages.
- Convert units within or between systems of measurement (e.g., time, measurement, and quantity) where multiple step conversions are required and the formulas are provided, such as converting from kilometers to meters to feet.
- Identify why a mistake occurred in a solution.
- Find the best deal from a group of solutions and then use the result for another calculation.
- Find the area of basic shapes when it may be necessary to rearrange a formula, convert units of the calculations, or use the result in further calculations.
- Calculate the volume of rectangular solids (e.g., cubes).
- Calculate rates, production rates, rate by time (such as, production rate is 50 cups produced per hour, how many will be produced in an 8-hour shift).
- Identify the correct equation for solving a problem.

WorkKeys Graphic Literacy: You scored at Level 7. People achieving this level can understand and interpret complex workplace graphics, such as very difficult charts and graphs, and detailed tables, forms, maps, and diagrams. They can apply information from these types of graphics and draw conclusions or make decisions about new situations based on information contained in the graphics.

Your skills in locating information using workplace graphics are at least as high as the test measures. Congratulations on your fine performance! We encourage you to use and expand upon your considerable skills in this area by seeking out and learning from graphics in a wide variety of formats.

WorkKeys Workplace Documents: You scored at Level 7. People achieving this level can apply concepts from densely detailed passages, such as excerpts from complex regulatory and legal documents, to new situations. They can understand difficult concepts and complicated procedures containing jargon and technical terms whose definitions must be derived from context.

Your Reading for Information skills are at least as high as this test measures. Congratulations on your fine performance! We encourage you to use and expand upon your considerable skills in this area by continuing to read and learn from a wide variety of challenging reading materials.

© 2017 ACT, Inc. All rights reserved. REF4001/CR092517 **ID field is abbreviated to last four digits
Validus Reports Portal

- View score results in the Reports Portal in Validus
- Setting up a new staff account
- Roles in Validus
- Validus User Guide
- Online Reports Portal User Guide
Resources

- National Testing Site Administrators webpage
- Validus User Guide
- Online Test Administration Manual
- Testing Staff Training Plan
- Using a Screen Reader
- Accessibility Support Guide
ACT Contact Information

**ACT WorkKeys Customer Support:**
800.967.5539
workkeys@act.org

**Hours:**
Monday – Friday (except holidays):
7:00 a.m. – 7:00 p.m. (Central Time)