ACT WorkKeys NRS Online Test Administration for Proctors
Agenda

• Overview of WorkKeys Assessments
• Proctor Responsibilities
• Online Testing
• Accommodations
• Irregularities
ACT WorkKeys

The power of the WorkKeys system provides skills-based career navigation resources that prepare individuals to successfully transition to postsecondary education, apprenticeship programs, and the workforce maximizing career potential.

- Build confidence with nationally recognized stackable credentials
- Skills-based approach to career navigation aligned with occupational profile benchmarks
- Prepare to transition to postsecondary education with opportunity to earn college credit (ACE recommendation)
- Claim and share a digital badge, get a job
Workforce Innovations Opportunity Act (WIOA) program funds can now be leveraged to offer eligible WorkKeys Assessments for all adult basic education programs.
WorkKeys NRS Approved Test Forms

- **Active Date:** July 2023
- **Number of items:** 35
- **Administration Time:** 55 minutes
- **Pre-Test Recommendation:** Within first 6 hours of instruction

- **Post-Test Recommendation:** 30 hours of instruction recommended
- **Re-Testing Restrictions:** Cannot reuse the same form for 1 month (frequency bias), there are 4 forms of the test
- **Training Requirements:** WorkKeys Training Website
- **ACT WorkKeys Online Technical Specifications**
Adding NRS approved forms to your realm

WorkKeys Assessments Approved for WIOA by NRS

Talk to your ACT WorkKeys rep
Testing Dates

• No testing window/s
• Assessments can be administered at any time
• Assessments can be delivered individually or together
Test Proctor Responsibilities
Training Resources Available
Test Security
Test Security Requirements

- Computers used by examinees to access ACT’s WorkKeys online tests must always be under the control and supervision of the proctor.
- Examinees must not be allowed to remove any computer from the testing site.
- Never discuss test items.
- Carefully check identification when each examinee enters the testing room.
- Each WorkKeys test must be uniformly administered.
Prohibited Items

• No cell phones or electronic devices are allowed during the test or during breaks unless it has been approved by ACT for medical reasons
  • This includes Smart Watches, Fitness Bands, and any recording devices
  • Devices that allow communication or photo-taking abilities
• No reading material, food, or drink
• No highlighting pens, correcting tape, colored pencils, etc.
Testing Facility Requirements

• Quiet and free from distractions
• Post signs outside the room indicating “testing is in progress”
• Proper lighting, ventilation, and temperature
• Examinees must be spaced the appropriate distance apart and have space to work
• Examinees must not be able to see each other’s computer screens
• Testing staff must monitor the testing room
• Access to high-speed internet
• Access to restrooms
• Testing computers that meet the technical requirements and have passed the TAO System Check
Testing Procedures

• You may administer the two NRS-approved assessments in one day or on separate days
• You must allow the appropriate amount of time for each assessment
  • Remember to factor in the amount of time (approximately 20 minutes) for examinees to complete the demographic information
Proctor Responsibilities

• Facilities and Staffing
• Before Testing
• On Test Day
• After Testing
Prepare Testing Rooms

- Allow 15 – 30 standard-time examinees to each room
- Plan appropriately for examinees testing with extended time
- 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

**Administrative Workstations**

**Operating Systems**
- Windows 8+
- MAC OS 10.13.5+
- Chrome OS 88+

**Web Browsers**
- Microsoft Internet Explorer 8, 9, 10, and 11 (enterprise mode)
- Firefox 70+
- Chrome 80+
- Microsoft Edge 80+

**Test Delivery Workstations**

Note: For State testing customers, devices used for online testing must be owned and managed by the school/district. The school/district must control the administrative rights to such devices.

**Operating Systems**
- Chrome OS 93+
- Mac OS 10.15+
- Windows 8.1+

**Web Browsers**
- Firefox 90+
- Chrome 93+

**Screen Resolution**
- 1024 x 768, minimum
- Minimum size: 12 inches measured diagonally
Step 1. System Check

- TAO System Check and Validation Test
Online Testing Process

Register - Launch - Authorize

Test - Generate
Admitting Examinees

• Check-In Location
• Electronic Devices Announcement
• Acceptable/Unacceptable Identification
• Seat Assignment
• Late Arrivals
Log In to TAO Test Delivery System
Connect to TAO

Open the TAO Proctoring Window
Sarah Sample

123 ACT Way Iowa City IA 52243

Your Registrations

Welcome to the WorkKeys Internet Version.

<table>
<thead>
<tr>
<th>Title - click a title for details</th>
<th>Date</th>
<th>Next/Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>WorkKeys Workplace Documents - NRS</td>
<td></td>
<td>Launch</td>
</tr>
<tr>
<td>WorkKeys Applied Math - NRS</td>
<td></td>
<td>Launch</td>
</tr>
</tbody>
</table>

Select a New Title

VALIDUS © RSP Version 4.2.1.49
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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

<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>Connectivity</th>
<th>Progress</th>
<th>Administration</th>
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<tbody>
<tr>
<td>Delivery of Practice Workplace Documents</td>
<td>Terry</td>
<td>Phillips</td>
<td><a href="mailto:terry.phillips@yahoo.com">terry.phillips@yahoo.com</a></td>
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<td></td>
<td></td>
<td></td>
<td></td>
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</table>

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Test Delivery

• Occasionally, 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
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 examinee, or several examinees 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

- Name of Test Site *
- Site Code/Realm Number *
- Address *
- City *
- Country *
- Select *
- Postal Code *
- Room #/Location *
### Accessing the Irregularity Report

#### Current Sessions:

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<th>Session</th>
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<th>Last name</th>
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<th>Pause Remaining</th>
<th>Extended Time</th>
<th>Connectivity</th>
<th>Progress</th>
<th>Administration</th>
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<tbody>
<tr>
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<td>Bright</td>
<td>BrightR05111B</td>
<td>05/11/2018 10:20:50</td>
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**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...`
Accessing the Irregularity Report

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<th>Last Name</th>
<th>Username</th>
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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

WorkKeys Individual Score Report With Scale Score

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

### What Your Scores Mean

**WorkKeys Applied Math**
- People who score at Level 6 have demonstrated all of the Levels 3, 4, and 5 skills. They also have 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 measurement in 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**
- 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 to 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**
- 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.

### Scores

<table>
<thead>
<tr>
<th>Manifest Name</th>
<th>Test Date</th>
<th>Level Score</th>
<th>Possible Range</th>
<th>Scale Score</th>
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<td>&lt;3.7</td>
<td>90</td>
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</tbody>
</table>
Data Export Report
Resources

- WorkKeys online test administration training
- Online Test Administration Manual
- ACT WorkKeys Online Technical Specifications
- NRS Quick Start Guide
- Groups and Batch Loading Training Video
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)