Training for New Test Coordinators and Proctors

ACT WorkKeys Test Administration
Training for Online Testing

Version 2015.01.29
Training Objectives

• Provide an overview of the training program
• Explain test coordinator responsibilities
• Discuss high-stakes testing
• Describe the benefits of ACT WorkKeys tests
• Explain testing accommodations
• Discuss irregularities and the irregularity report
• Demonstrate ACT WorkKeys online test administration
• Provide resources
Training Program Overview

• Today’s webinar is an introduction
• Follow the training program on the Administrator Training website
• Complete the “Test Site Staff WorkKeys Manual Verification” Form
• ACT WorkKeys Customer Service: 800.WORKKEY (800.967.5539) or workkeys@act.org
Test Coordinator Responsibilities

• Set up separate accounts for all proctors and any additional test coordinator(s)
• Ensure all testing staff complete the training program and submit the “Test Site Staff WorkKeys Manual Verification” Form
• Set up accounts for examinees; add test registrations
• Notify ACT WorkKeys Customer Service of any contact information changes: 800.WORKKEY (800.967.5539) or workkeys@act.org
High-Stakes Testing

- ACT WorkKeys tests are high-stakes
- Tests can be used to get a job, keep a job, or earn a promotion
- Integrity of the system is critical
High-Stakes Testing (continued)

• Authorization is necessary to launch the tests
• Constant human monitoring is required
• Discussion of test items is not allowed
• Avoid the consequences of poor test security
  – Fairness
  – Expense
ACT WorkKeys Benefits

• **Employment**
  – Get a job, keep a job, get a promotion
  – Address skills gap; determine training needs
  – Match skills to job
  – Reduce turnover

• **Education**
  – Career exploration (search jobs by skills): [profiles.keytrain.com/profile_search/](profiles.keytrain.com/profile_search/)
  – Entrance to/exit from community/technical college programs
  – College credit (ACE and the NCRC):
    • [www2.acenet.edu/credit/?fuseaction=browse.getOrganizationDetail&FICE=800047](www2.acenet.edu/credit/?fuseaction=browse.getOrganizationDetail&FICE=800047)
    • [www2.acenet.edu/CREDITCollegeNetwork/Default.aspx?r=s](www2.acenet.edu/CREDITCollegeNetwork/Default.aspx?r=s)
Testing Accommodations

- ACT WorkKeys online testing allows extended time
- Test coordinator sets extended time
- Documentation: Keep on file for one year
- “WorkKeys Internet Version Report of Accommodated Assessments”
  - Test coordinator and examinee need to complete this form
  - Located in the *ACT WorkKeys Internet Version Test Administration and User Guide* and on the ACT WorkKeys Reference Center website
  - Fax to ACT; information at the bottom of the form
Irregularities

• **Individual**
  – Examinee illness
  – Irrational behavior
  – Prohibited behavior

• **Group**
  – Inclement weather
  – Power failure
  – Emergency evacuations
  – Distractions or disturbances
  – Call 800.WORKKEY (800.967.5539)

• The online ACT WorkKeys Testing Irregularity Report can be found on the ACT WorkKeys Reference Center website
ACT WorkKeys Online Testing

- Registration
- Authorization
- Launch
- Instant Score Report Generation
Adding Test Registrations

• Test coordinators add test registrations to an examinee’s account in Validus VTC (Virtual Test Center)
  – Individual registration
  – Batch load registration
• We’ll cover individual registration
Authorizing an Assessment

- After adding test registrations to an account, you can authorize a test.
- Authorization must occur before an examinee can take a test.
- This prevents the examinee from accessing the test from another location.
- Do not authorize a test until the examinee is at your site, under your direct supervision, ready to test.
Launching a New Assessment

• Instruct examinees to log in to the RSP site with their User ID and Password

**IMPORTANT**: Please note that examinees log in to a different site than test coordinators and proctors; examinees are never to have access to the Validus VTC site

• After the test is authorized, the examinee will need to launch it

• Examinees must launch their test within 30 minutes of authorization

• If a test isn’t launched within this timeframe, the proctor will need to authorize it again
• If a test is interrupted, the examinee has 1 hour to launch it again
• If the test is not launched within 1 hour, the examinee will need to start over with a new test
  – Add a new test registration to the existing account
  – Do NOT create a new account
Generating an Instant Score Report

- After testing, print an Instant Score Report
- Give the printout to the examinee before he or she leaves
- Safeguard the report appropriately; it contains personally identifiable information (PII)
Collecting Certified Work Ready Communities
Demographic Data

• Before launching the test, examinees must provide demographic information
• Of particular importance are the County of Residence and Current Status
• This information is used to help participating counties become ACT Certified Work Ready Communities (CWRC)
• It is very important for the integrity of the CWRC initiative that this information be provided by ONLY the examinee
• For more information about the CWRC initiative, please visit www.workreadycommunities.org
County of Residence Question

• Examinees must select their county of residence
• County of residence: Where examinees maintain their permanent home
• Temporary residence situations may include:
  – College students in on- or off-campus housing
  – Active duty military personnel
  – Seasonal workers
  – Inmates
  – Homeless

Examinees must choose the county of permanent residence
Current Status Question

• Examinees need to select the current status that best matches their current condition, from their perspective.

<table>
<thead>
<tr>
<th>Currently employed private or non-profit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Currently employed local, state or federal government</td>
</tr>
<tr>
<td>Currently unemployed</td>
</tr>
<tr>
<td>Current college (technical, community or four-year) student or recent (12 months) graduate</td>
</tr>
<tr>
<td>Current adult education participant or recent (12 months) GED completer</td>
</tr>
<tr>
<td>Current or recent (12 months) active duty military</td>
</tr>
<tr>
<td>Current high school junior, senior or recent (12 months) graduate</td>
</tr>
</tbody>
</table>

• Example:
  – Examinee is both unemployed and a full-time student
  – Examinee should select the current status that he/she believes best describes his/her current situation
Step-by-Step Instructions

- Registration
- Authorization
- Launch
- Interrupted Launch
- Instant Score Report
Create an Account and Add Test Registrations
Create an Account

Log In to Validus VTC
Create an Account

Welcome to VTC Console

This is a training site. DO NOT use this site to set up real tests.

566617744 is your Realm ID.

Select and More actions...

<table>
<thead>
<tr>
<th>Select</th>
<th>Name</th>
<th>Description</th>
<th>Realm ID</th>
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</thead>
<tbody>
<tr>
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<td>WorkKeys Internet Version Training Site Created By: Julie Rohrer Created On: 10.04.10</td>
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Create an Account
Create an Account

“Create User” Page

|------------|------------|----------------|-----------------|-------------------|------------------|--------------------|-------------------|----------------|---------|------------|

![Create User Page](image)

**Create User**

**Login Information**
- User ID: [ ]
- Password: [ ]
- Confirm Password: [ ]

**Security**
- Question: [ ]
- Answer: [ ]

**Personal Information**
- * First Name: [ ]
- Middle Name: [ ]
- * Last Name: [ ]
- Date of Birth: MM/dd/yyyy
- * Examinee ID: [ ]

**Permanent Mailing Address**
- Address1: [ ]
- Address2: [ ]
- City: [ ]
- State/Province: [ ]
- ZIP Code: [ ]
- Email: [ ]

**Education**

[ACT WorkKeys logo]
Create an Account

“Create User” Page
Create an Account
Create an Account

“Roles” Page

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<tr>
<td></td>
<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></td>
<td>Barcode Manager</td>
<td>VTCADMIN - Admin - Barcode Management - Allows the grantee to define barcodes in Barcode Management</td>
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<tr>
<td></td>
<td>Examinee</td>
<td>RSP - Examinee - Allows the grantee to register, schedule and take tests within the realm</td>
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<tr>
<td></td>
<td>Proctor</td>
<td>Proctor</td>
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<td>Profile Manager</td>
<td>VTCADMIN - Admin - Profile Management - Allows the grantee to edit profile under Profile Management</td>
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<td>Portal Reports - Admin - Allows the grantee access to the reporting portal for WorkKeys</td>
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<tr>
<td></td>
<td>Report Invoice</td>
<td>VTCADMIN - Admin - Reports - Allows grantee to run the invoice details reports</td>
</tr>
<tr>
<td></td>
<td>Report Manager</td>
<td>VTCADMIN - Admin - Reports - Allows grantee to view reports</td>
</tr>
<tr>
<td></td>
<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></td>
<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>Batch Load</td>
<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 an Account
Add Test Registrations

![Add Test Registrations Image]

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*Please create a registration.*
Add Test Registrations

Select Assessments
Add Test Registrations
Add Test Registrations

Financial Profile

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<th>Security</th>
<th>Roles</th>
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<td>WorkKeys - Employer</td>
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Title: Applied Mathematics
Administration: WorkKeys Assessments

LOGOUT
Add Test Registrations
Add Test Registrations

![Virtual Test Center Screen](image)

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Authorize a Test
Authorize a Test

![Virtual Test Center Screen](image)

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Authorize a Test
Authorize a Test

Log Out of Validus VTC

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Launch a Test
Launch a Test
Examinee – Log in to RSP

Create an account or log in below:

Please Enter
User ID: DuckD0607

Please Enter
Password: *********

Login  Forgot UserID or Password  Create Account

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Launch a Test
Complete Demographics
Launch a Test

Welcome to the WorkKeys Internet Version.

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Select a New Title

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ACT WorkKeys Online Test Administration

Test Components
Test Components

Welcome Screen
Test Components

Terms and Conditions

Demo Applied Mathematics

Daisy Duck

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ACT reserves the right to cancel test scores under these is reason to believe the scores are invalid.

You agree to cooperate with ACT in any investigation and to adhere to all ACT test score review procedures. In all cases, the final and conclusive remedy available to students who want to appeal any grievance is the policy by ACT to cancel their test scores shall be binding arbitration through written submissions to the Federal Mediation, Conciliation, and Arbitration Service. The sole issue for arbitration shall be whether the student should receive a different score.

Limitation of Remedies and Damages. In the unlikely event that ACT is responsible for its error in delivering, processing, or scoring the test, (i) an error in delivering, processing, or scoring the test, (ii) an error in reporting scores, or (iii) disruptions or complications in the testing process, ACT, in its sole and absolute discretion, will correct the error if possible, permit you to retest at no additional fee, or refund the fee paid for you to take the test to the person who paid such fee. These limitations and exclusions are exclusive remedies and your sole remedy for any breach of warranty described in the preceding paragraph. IN NO EVENT WILL ACT, ITS AFFILIATES, OR THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, OR CONTRACTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, LOSS OF DATA OR PROFITS, OR BUSINESS INTERRUPTION, OR ANY OTHER PECUNIARY LOSS ARISING OUT OF THE USE OR INABILITY TO USE ANY OF THE MATERIALS, WHETHER IN AN ACTION OF CONTRACT OR TORT OR OTHERWISE, WHETHER ARISING OUT OF CONTRACT, TORT (INCLUDING NEGLIGENCE), OR ANY OTHER LEGAL THEORY, EVEN IF ACT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Use of Data. Your scores and other information provided during test registration and while taking the test (collectively the “Information”) will be conveyed to ACT and may be used and disclosed by ACT as set forth in its data use policies, which can be reviewed at http://www.act.org/privacy.html. Generally, ACT will provide your Information to a third party only if your direction or offer you have been given notice and an opportunity to opt out. However, ACT may share your Information with an entity that performs services for ACT, such as a contractor, as part of an actuarial study, as part of a research study, as part of a study that uses data to improve ACT, for a project funded by the United States government, or to provide information to an organization that uses the information in a way that may be beneficial to the public welfare. ACT may share your Information with a third party researcher that has agreed to maintain the confidentiality of the Information, (6) within the ACT family of companies, (7) to contractors retained by ACT, (8) to persons involved in the administration of the test for the purpose of facilitating the testing process and in a manner consistent with this Privacy Notice, (9) to government agencies or authorities as required by law, (10) to public or private entities that require such information as a condition of providing a loan or other financial assistance, and (11) in the unlikely event that ACT deems release necessary to protect the health or safety of its customers or to legally protect ACT. As affiliates, or service providers. You also agree that ACT may, for the purposes of providing you a career readiness certificate, disclose your Information to persons or entities that pay for you to receive the certificate and to those recruited in distributing them to you.

Examiner Agreement

IMPORTANT! IF YOU DO NOT AGREE WITH THIS STATEMENT, YOU WILL NOT BE ABLE TO TAKE THIS TEST.

- Agree

By selecting this option, you certify that you are the person identified at the top of this screen, that the information provided during test registration is accurate to the best of your knowledge, and that you agree to the Terms and Conditions explained above by ACT, including but not limited to, those related to binding arbitration and limitation of remedies.

- Disagree

I have read the Terms and Conditions and Examinee Agreement and disagree with these statements. I understand that I will not be allowed to take this WorkKeys assessment.

NEXT
Welcome to the Applied Mathematics Tutorial

The next several screens provide a short tutorial that will explain to you how to move through the test and keep track of your progress. The time you spend on this tutorial does NOT count against the time allocated for the test itself. Arrows will guide you through the different screen features.
Test Components

Tutorial Page 1

The gray menu bar at the top of the screen is used to access features of the test.

Each of the buttons on the menu bar and the buttons at the bottom of the screen will be explained in this tutorial.

To go on to the next screen of the tutorial, click on NEXT below.
Test Components

Practice Item 1

As a nurse, you weigh each patient. A patient weighs 65 kilograms. About how much does the patient weigh in pounds?

- A. 2.2
- B. 65
- C. 130
- D. 143
- E. 195
Test Components

Practice Item 1 Selected Response

As a nurse, you weigh each patient. A patient weighs 65 kilograms. About how much does the patient weigh in pounds?

A. 22
B. 65
C. 130
D. 143
E. 195

Record Answer / Next Item  
Skip Item
The production line where you work can assemble 5 amplifiers every 30 minutes. At this rate, how long should it take the line to assemble 125 amplifiers?

A. 4 hours 10 minutes  
B. 12 hours 30 minutes  
C. 12 hours 50 minutes  
D. 20 hours 50 minutes  
E. 25 hours
Test Components

End of Practice Test

You have reached the end of the practice test.

Do you want to:

Review   Complete and finalize your results
Applied Mathematics Test Directions

55 Minutes – 33 Items

There are 33 items in this test, a small number of which are included for developmental purposes. Answers to these developmental items will not count toward your score.

This test measures math skills related to success in the workplace. After reading an item, use your calculator and scratch paper to work the problem. Decide which answer is the best, then click on the checkbox that matches your answer. If you change your mind about an answer, click on your new answer.

NOTE: Unless the item indicates otherwise, you should assume all of the following:

1. Diagrams are not necessarily drawn to scale.
2. The word “line” indicates a straight line.
3. If a problem calls for pi (π), use the number 3.14 for that value. If you have a π key on your calculator and you use that key, your answers may not match any of the options given for the problem.
4. The word “average” indicates arithmetic mean. For example, the average of 2, 6, and 7 is calculated as follows: \((2 + 6 + 7) / 3\).

NOTE: After you exit the test, you cannot go back to any items.

Click the NEXT button to begin the timed test.
Test Components

Entrance to Timed Test

STOP

DO NOT USE THE X IN THE UPPER RIGHT CORNER TO LEAVE THE TEST!
If you do, it will result in an incomplete test record and the system will not generate your score report.

Choose "Complete and finalize your results" when you are ready to end the test.

Are you ready to begin the test?

Start the clock and begin the test.

Return to the test directions before starting the clock.
You are a circus equipment manager. You need to know the combined weight of the performers on the high-wire act. The performers weigh 175 pounds, 154 pounds, and 118 pounds. What is the total weight of the performers, in pounds?

- A. 211
- B. 293
- C. 329
- D. 447
- E. 500
Test Components
Applied Mathematics Formula Sheet

Distance
- 1 foot = 12 inches
- 1 yard = 3 feet
- 1 mile = 5,280 feet
- 1 mile = 1.61 kilometers
- 1 inch = 2.54 centimeters
- 1 foot = 0.3048 meters
- 1 meter = 1,000 millimeters
- 1 meter = 100 centimeters
- 1 kilometer = 1,000 meters
- 1 kilometer ≈ 0.62 miles

Area
- 1 square foot = 144 square inches
- 1 square yard = 9 square feet
- 1 acre = 43,560 square feet

Volume
- 1 cup = 8 fluid ounces
- 1 quart = 4 cups

Rectangle
- perimeter = 2(length + width)
- area = length × width

Rectangular Solid (Box)
- volume = length × width × height

Cube
- volume = (length of side)³

Triangle
- sum of angles = 180°
- area = ½(base × height)

Circle
- number of degrees in a circle = 360°
- circumference ≈ 3.14 × diameter
- area ≈ 3.14 × (radius)²
Test Components

Item 1 Selected Response

You are a circus equipment manager. You need to know the combined weight of the performers on the high-wire act. The performers weigh 175 pounds, 154 pounds, and 118 pounds. What is the total weight of the performers, in pounds?

- A. 211
- B. 293
- C. 329
- D. 447
- E. 500

Click to select the correct answer and move to the next item.

Record Answer / Next Item
Test Components

End of Test
Thank you for taking the WorkKeys® Demo Applied Mathematics test.
Test Components

Select Another Test
Test Components

Continue/Refresh
Test Components

Log Out
Test Components

Log Out Successful

---

**Virtual Test Center**

**WorkKeys IV Training Site**

## Edit User: DuckD0607

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<tr>
<th>Select</th>
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**Virtual Test Center**

**WorkKeys**

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Launch an Interrupted Test
Launch an Interrupted Test
Launch an Interrupted Test

Search for Examinee’s Account
Launch an Interrupted Test
Launch an Interrupted Test

![Screen shot of the Virtual Test Center interface showing user management and a search filter for launching an interrupted test.]
Launch an Interrupted Test
Launch an Interrupted Test
Launch an Interrupted Test
Launch an Interrupted Test

![Virtual Test Center Interface](image)

<table>
<thead>
<tr>
<th>User</th>
<th>Security</th>
<th>Roles</th>
<th>Registration</th>
<th>Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuckD0607</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Select and Edit More actions...

Select Title: Authorize

- Demo Ac	Instant Report
- Demo Ac	History
- Demo Ac	Assign Forms To Registration

Select Title: Unauthorize
- Demo Re	Update Status
- Demo Re	Disable Session
- Demo Re	Locating information

<table>
<thead>
<tr>
<th>Administration</th>
<th>Registration ID</th>
<th>Create Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>WorkKeys Assessments</td>
<td>18955218</td>
<td>06/12/2013 04:20:10 PM</td>
<td>In-Progress (requires authorization)</td>
</tr>
<tr>
<td>WorkKeys Assessments</td>
<td>18955220</td>
<td>06/12/2013 04:20:10 PM</td>
<td>Pending (requires authorization)</td>
</tr>
<tr>
<td>WorkKeys Assessments</td>
<td>18955219</td>
<td>06/12/2013 04:20:10 PM</td>
<td>Pending (requires authorization)</td>
</tr>
</tbody>
</table>

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Launch an Interrupted Test
Log Out of Validus VTC
Launch an Interrupted Test

![WorkKeys internet version page](image)

- **Title**: Demo Applied Mathematics
  - **Next/Options**: Please contact the proctor to authorize this relaunch.

- **Title**: Demo Reading for Information
  - **Next/Options**: Please contact the proctor for authorization to proceed.

- **Title**: Demo Locating Information
  - **Next/Options**: Please contact the proctor for authorization to proceed.
Launch an Interrupted Test
Launch an Interrupted Test

Welcome to the WorkKeys Internet Version.

<table>
<thead>
<tr>
<th>Title</th>
<th>Date</th>
<th>Next/Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demo Applied Mathematics</td>
<td></td>
<td>Rerun</td>
</tr>
<tr>
<td>Demo Reading for Information</td>
<td></td>
<td>Please contact the proctor for authorization to proceed.</td>
</tr>
<tr>
<td>Demo Locating Information</td>
<td></td>
<td>Please contact the proctor for authorization to proceed.</td>
</tr>
</tbody>
</table>

Select a New Title

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Generate an Instant Score Report
Generate an Instant Score Report

![Image of a virtual test center interface](image)

Welcome to VTC Console

This is a training site. DO NOT use this site to set up real tests.

566817744 is your Realm ID.

<table>
<thead>
<tr>
<th>Select</th>
<th>Name</th>
<th>Description</th>
<th>Realm ID</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>WorkKeys IV Training Site</td>
<td>WorkKeys Internet Version Training Site Created By: Julie Rohret Created On: 10.04.10</td>
<td>566817744</td>
</tr>
</tbody>
</table>

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Generate an Instant Score Report

Search for Examinee’s Account

![Image of the Virtual Test Center interface with User Management section highlighted. The interface allows users to search for an examinee's account using various criteria such as last name, first name, user ID, and date of birth. The interface also includes options for manage accounts, user batch load, account management, group management, profile management, barcode management, reports portal, reports, and references. The footer includes the ACT WorkKeys logo and the version information for the software.]
Generate an Instant Score Report
Generate an Instant Score Report
Generate an Instant Score Report
Generate an Instant Score Report
Generate an Instant Score Report

<table>
<thead>
<tr>
<th>Select</th>
<th>Title</th>
<th>Administration</th>
<th>Registration ID</th>
<th>Create Date</th>
<th>Status</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Demo Applied Mathematics</td>
<td>WorkKeys Assessments</td>
<td>18955218</td>
<td>06/12/2013 04:20:10 PM</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>Demo Reading for Information</td>
<td>WorkKeys Assessments</td>
<td>18955220</td>
<td>06/12/2013 04:20:10 PM</td>
<td>Pending (requires authorization)</td>
</tr>
<tr>
<td></td>
<td>Demo Locating Information</td>
<td>WorkKeys Assessments</td>
<td>18955219</td>
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Generate an Instant Score Report

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<th>Registration ID</th>
<th>Create Date</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Demo</td>
<td>Demo Report</td>
<td>WorkKeys Assessments</td>
<td>18955218</td>
<td>06/12/2013 04:20:10 PM</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WorkKeys Assessments</td>
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<td>06/12/2013 04:20:10 PM</td>
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</tr>
</tbody>
</table>
Generate an Instant Score Report
Generate an Instant Score Report

Sample Report

WorkKeys®
Skill Report

Site: WorkKeys IV Training Site
Test Date: Jan 28, 2015

WorkKeys Individual Score Report
Name: Duck, Daisy
ID: 0007

<table>
<thead>
<tr>
<th>Test</th>
<th>Level Score</th>
<th>Possible Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demo Applied Mathematics</td>
<td>6</td>
<td>&lt;3-7</td>
</tr>
</tbody>
</table>

WHAT YOUR SCORES MEAN
You scored at Level 6. People achieving this level can set up and solve problems containing extraneous information or information presented out of logical order and involving multiple-step calculations on a mixture of whole numbers, fractions, decimals, or percentages. To improve your skills:
* apply ratios that involve a mixture of fractions and decimals, and perform multiple-step conversions that involve fractions and decimals.
* calculate multiple areas or volumes of rectangular solids, spheres, cylinders, and other complex shapes
* check to see that each step of your calculations is correct, that you have solved the problem posed, and that your answer is reasonable.

HOW YOU CAN USE YOUR SCORES
For more information, visit www.workkeys.com

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Websites
Websites of Interest

- ACT WorkKeys Information: [www.act.org/workkeys](http://www.act.org/workkeys)
- Understanding ACT WorkKeys Scores: [www.act.org/workkeys/assess/understanding.html](http://www.act.org/workkeys/assess/understanding.html)
- Using Your ACT WorkKeys Scores: [www.act.org/workkeys/careerseekers/scores.html](http://www.act.org/workkeys/careerseekers/scores.html)
Websites of Interest
(Continued)

- Employer Solutions: [www.act.org/workkeys/employers/](http://www.act.org/workkeys/employers/)
- ACT NCRC (National Career Readiness Certificate): [www.act.org/certificate/about.html](http://www.act.org/certificate/about.html)
- ACT KeyTrain: [www.keytrain.com/](http://www.keytrain.com/)
- ACT Career Curriculum Webinars (includes KeyTrain): [www.keytrain.com/training/](http://www.keytrain.com/training/)
- Learning@ACT: [www.act.org/learning-at-act/index.html](http://www.act.org/learning-at-act/index.html)
• URL and login information are e-mailed to test coordinators
• Resources you can link to include:
  – ACT WorkKeys Reference Center website
  – ACT WorkKeys Training Realms
  – Webinar PowerPoint slides
ACT WorkKeys Reference Center Website

• This is a private site for testing staff only
• Can be accessed from the Administrator Training website
• A wealth of information is available, including:
  – ACT WorkKeys Notices
  – ACT WorkKeys Quick Start Guides for online testing
  – Link to ACT WorkKeys System Status page
  – Manuals, forms, and other test administration resources
• ACT WorkKeys Customer Service:
  – 800.WORKKEY (800.967.5539)
  – workkeys@act.org
  – Hours:
    • Monday - Friday (except holidays): 7:00 a.m. – 7:00 p.m. (Central Time)
    • Saturdays (except holiday weekends): 8:00 a.m. – 2:00 p.m. (Central Time)