
Purpose

This document is intended to assist school and district staff with common questions as schools are preparing for test day. Most of this information can be found in the Administration Manuals.

Note: Your Administration Manuals contain more detailed policies and procedures.

Other Resources

A set of Administration Manuals are provided to each school with their establishment materials. A supply of manuals, based on enrollment, is also sent in the nonsecure shipment prior to testing. You can find related information regarding testing on your state's web page. Refer to your *Checklist of Dates* for the web address.

How to Contact ACT

If you have questions, you may:

- Contact us electronically via the Contact Us web page at www.act.org/aap/state/contact.html
- Call us at 800.553.6244, ext. 2800 with standard time questions
- Call us at 800.553.6244, ext. 1788 with accommodations questions, or email specific questions to ACTStateAccoms@act.org

Standard Time and Accommodations Testing

In this Section

This section contains information that covers both standard time and accommodations testing on the ACT[®] WorkKeys[®] assessment.

Note: There are individual sections for the requirements that pertain to standard time only and accommodations only testing.

Student Eligibility

See the table below for common questions ACT receives.

Question	Answer
Who determines if a student is eligible to test?	If you have questions on a student's eligibility to test you should contact your state Department of Education. ACT does not determine eligibility to test.
How do we determine which test—ACT WorkKeys or the ACT—an examinee should take?	This is dependent on the contract options within your state. Some states require multiple days of testing where the ACT is administered on Day 1, while Day 2 consists of ACT WorkKeys assessments. Refer to your <i>Checklist of Dates</i> for the test options of your state.

Understanding ACT WorkKeys Tests

See the table below for common questions ACT receives.

Question	Answer
What is ACT WorkKeys?	ACT WorkKeys is a job skills assessment system measuring “real world” skills that employers believe are critical to job success. These skills are valuable for any occupation being considered and at any level of education. For more information, visit http://www.act.org/workkeys/index.html
What is the benefit of taking ACT WorkKeys compared to the ACT?	<p>ACT WorkKeys test questions are based on situations, materials, and activities that working people encounter every day. Test results help ensure that examinees are employable and help them find the careers that are right for them. Based on their performance on the three ACT WorkKeys tests, they may be eligible for a National Career Readiness Certificate. The credential is issued by ACT across the nation and proves that an examinee’s skills in three areas—Reading for Information, Applied Mathematics, and Locating Information—make them a prime candidate for nearly any job.</p> <p><u>Benefits for Examinees</u></p> <ul style="list-style-type: none"> • helps examinees stand out from other job applicants • gives examinees an edge over job applicants who have not measured their skills • shows America’s leading companies that the examinee has the skills to succeed in their jobs • increases the chances examinees will be hired and be successful in the job that’s right for them • points the way to higher skills, better jobs, and more pay <p>The ACT[®] college readiness assessment test results are used in a variety of ways. The ACT score report provides information about the examinee’s educational needs, extracurricular achievements, and educational plans to the institutions they indicate. This information, along with other kinds of information, can help:</p> <ul style="list-style-type: none"> • admissions officials identify if the examinee can benefit from their programs • college academic advisors tailor an appropriate program of study • financial aid agencies evaluate applications for scholarships, loans, and other financial assistance <p><u>Benefits for Examinees</u></p> <ul style="list-style-type: none"> • increases and enhances access to college, and helps them make informed decisions about which college to attend • is accepted by all 4-year colleges and universities in the U.S., and the NCAA[®] • rewards the examinee for what they know • provides the examinee with a unique interest inventory that provides valuable information for career and educational planning
Where do I obtain information to help me understand and interpret ACT WorkKeys?	Targets for Instruction are available to help educators and trainers develop curricula and educational strategies for the ACT WorkKeys skill areas. In addition, ACT has established the ACT WorkKeys Curricula Publishers Program to provide customers with helpful information about available courseware by visiting http://www.act.org/workkeys/sktrain/index.html for more information.
How can I get more information about ACT WorkKeys?	Counselors and test coordinators can visit http://www.act.org/workkeys/educators to learn more about ACT WorkKeys.
Are there resources available for counselors, students, and parents?	Parents can encourage their students to browse the ACT WorkKeys scores needed for different careers http://profiles.keytrain.com/profile_search/ . This can help students understand how their ACT WorkKeys scores relate to the skills they’ll need for many jobs.

Test Preparation

See the table below for common questions ACT receives.

Question	Answer
Are there free ACT WorkKeys practice tests?	<p>Free sample items are available on the ACT website, www.act.org/workkeys/assess/sample.html, but there are no free ACT WorkKeys practice tests.</p> <p>Schools have the option to purchase practice tests for examinees who will be taking ACT WorkKeys. Practice tests can be ordered by calling 800.WORKKEY (800.967.5539) to request an order form. ACT WorkKeys practice tests can also be taken for a fee online at www.act.org/workkeys/practice/index.html.</p>

Ordering Materials

See the table below for common questions ACT receives.

Question	Answer
Can I use the WorkKeys national materials that are available in my school?	No. Make certain to keep the State and District Testing ACT WorkKeys materials separate from any national ACT WorkKeys materials that might be in your school.
How do I order the quantity of ACT WorkKeys tests I need for my school? How do I order accommodations materials?	Schools administering ACT WorkKeys will be able to provide quantities for both standard time and accommodations test materials using ACT's Online Testing Information System (OTIS) website. An email will be sent to you prior to the ordering window with instructions.
When I order accommodations materials for a student, how do I know if they were approved?	There is no approval process for ACT WorkKeys accommodations. All ACT WorkKeys accommodations are determined locally, based on needs documented in an examinee's IEP, Section 504 Plan, or based on needs associated with an examinee's LEP. Refer to the Administration Manual for further information.

Materials Shipments

See the table below for common questions ACT receives.

Question	Answer
How does ACT determine the number of materials to ship to the schools?	This may vary by contract and test option with multiple day testing. It may be based on the enrollment figure provided by the test coordinator (TC) during establishment and again during enrollment confirmation. Or it may be based on the orders received.
Do schools get an overage of standard time materials like the ACT?	For standard time testing, an appropriate overage of test books and answer documents are shipped. For accommodations testing, exact quantities of test materials are shipped.
When will materials arrive and to whom are they sent?	Refer to your state's <i>Checklist of Dates</i> for delivery of these materials. Materials are shipped to the TC via a traceable method.
All of our school's shipments are sent to our district office first and then distributed to the proper location. Are there any special arrangements we need to make with ACT?	The TC and district official are jointly responsible for the security of the materials at all times. The TC must work with the district official to be sure proper procedures are followed when the materials are received. Refer to the Supplement for District Shipping.
What should I do if I need additional materials?	Check your materials as soon as they arrive at your school to ensure you have enough to test all your examinees. If you discover you need additional materials, contact ACT at 800.553.6244 ext. 2800. Do not wait until the day before or the day of the test.

Timing

See the table below for common questions ACT receives.

Question	Answer
What test timings are used for extended time ACT WorkKeys tests?	Specific timing information for examinees testing with extended time is included in the Administration Manual. The appropriate administration code must be recorded on the examinee's answer document to report the test format and timing used.
How do I determine the appropriate Administration Code to be used for an examinee testing with accommodations?	Refer to the Administration Manual. Things to keep in mind – <ul style="list-style-type: none"> • The Administration Code should be determined prior to testing and followed – it cannot be adjusted during testing. • It is a local decision generally based on the examinee's IEP, 504 Plan, or other accommodations plan – no pre-approval is required. • In some situations more than one administration code might seem appropriate – you should record the highest code
If I have an examinee testing with extended time, can they use the standard time materials?	No. Examinees testing with accommodations, including extended time, must test with the test materials sent to the TC, which are designated for examinees testing with accommodations.

Irregularities and Prohibited Behavior

See the table below for common questions ACT receives.

Question	Answer
Are cell phones allowed in the testing rooms?	No. Examinees are not allowed to have cell phones in testing rooms or at any time during testing or during breaks. This is indicated in the Verbal Instructions. If an examinee uses their cell phone or other electronic device, they must be dismissed for prohibited behavior.

Makeup Testing

See the table below for common questions ACT receives.

Question	Answer
Can we use leftover materials from initial testing for the makeup test date?	You may keep unused answer documents and Administration Manuals for makeup testing. You must return all test booklets from initial testing. New test booklets are shipped for makeup testing.
How do I order materials for makeup testing?	The quantity of makeup materials is collected using ACT's Online Testing Information System (OTIS) website. An email will be sent to you prior to initial testing with instructions.
If an examinee is dismissed for prohibited behavior, should they take the makeup test?	No. Examinees dismissed for prohibited behavior must not be scheduled for makeup testing.

Test Materials Return

See the table below for common questions ACT receives.

Question	Answer
How do I return all of the materials to ACT?	ACT will schedule two separate pickups: one following initial testing and one following makeup testing. The makeup testing pickup will also include accommodations testing. Refer to your <i>Checklist of Dates</i> for these scheduled dates. Follow instructions in the Administration Manuals for packing instructions.
What documentation must be returned from the administration?	Refer to the Administration Manual for detailed instructions on how to pack and return materials.
Whom do I contact if my materials are not picked up?	If it is past 5 p.m. on the scheduled day of pickup and the carrier has not arrived, contact ACT at 800.553.6244 ext. 2800 to reschedule a pickup. Return your materials to secure storage until the rescheduled pickup date.

Score Reports

See the table below for common questions ACT receives.

Question	Answer
What reports are provided from the ACT WorkKeys assessments administered as part of State and District Testing?	<p>The standard ACT WorkKeys reports package includes:</p> <ul style="list-style-type: none"> • an <i>Examinee Roster Report</i> for school records • <i>Memo to Examinee</i> (examinee score report), for examinee • <i>Examinee Summary Report</i> (description of what is included on the examinee report), two copies – one for school and one for examinee • <i>National Career Readiness Certificate (NCRC)</i>, if applicable for your contract
When will examinees receive their ACT WorkKeys scores, and how will they be distributed?	Examinees scores are reported and mailed approximately 8 weeks after testing. Paper reports are sent to the high school principal, who then distributes the score reports to examinees.
When will examinees receive their <i>National Career Readiness Certificate (NCRC)</i> , and how will they be distributed?	<i>NCRCs</i> are printed and sent to the schools approximately 8-10 weeks after testing. Schools will need to facilitate the distribution of the <i>NCRCs</i> to examinees.
What is the ACT WorkKeys Level Score?	<p>An examinee's performance on the ACT WorkKeys assessments is measured against an established scale or standard and is not measured against the performance of other individuals who took the same assessment. ACT WorkKeys Level Scores are reported from <3 to 6 or 7, depending on the test.</p> <ul style="list-style-type: none"> • Reading for Information: <3 to 7 • Applied Mathematics: <3 to 7 • Locating Information: <3 to 6 <p>Scale scores are used by educators to show growth in skills over time. For explanations of ACT WorkKeys scores, check our website at: http://www.act.org/workkeys/assess/understanding.html</p>
Will examinees be able to check their ACT WorkKeys scores online?	<p>Yes. Examinees have the option to view their scores online at: www.act.org/certificate/account.html</p> <p>Examinees may access online scores after they receive their ACT WorkKeys score reports.</p> <p><i>Note: Information on the paper ACT WorkKeys score report will be needed to create an account and then access the online information.</i></p>
Can schools or examinees get extra ACT WorkKeys score reports?	<p>Additional ACT WorkKeys score information is available online at: www.act.org/certificate/account.html</p> <p>In addition, information about ordering ACT WorkKeys transcripts is available online at: http://www.act.org/workkeys/asr/index.html</p> <p>An ACT WorkKeys transcript includes the assessment name, date tested, and level score achieved.</p>