

	Topic Category	Question	Answer
1.	General Information	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 <a href="http://www.act.org/workkeys/index.html">http://www.act.org/workkeys/index.html</a> .
2.	General Information	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. Visit <a href="http://www.act.org/workkeys/sktrain/index.html">http://www.act.org/workkeys/sktrain/index.html</a> for more information.
3.	General Information	How can I get more information about ACT WorkKeys?	Counselors and Test Supervisors can visit <a href="http://www.act.org/workkeys/educators">http://www.act.org/workkeys/educators</a> to learn more about ACT WorkKeys.
4.	General Information	Are there resources available for counselors, students, and parents?	Parents can encourage their students to browse the ACT WorkKeys scores needed for different careers <a href="http://profiles.keytrain.com/profile_search/">http://profiles.keytrain.com/profile_search/</a> . This can help students understand how their ACT WorkKeys scores relate to the skills they'll need for many jobs.
5.	Pretest	Is there a deadline for students to make a decision on which test to take, the ACT <sup>®</sup> college readiness assessment or ACT WorkKeys?	<p>In <b>North Dakota and Wyoming</b>, schools are asked to provide ACT with estimated figures in October as part of establishment for planning purposes. These figures are confirmed when schools submit an ACT WorkKeys order online to ACT for standard time and alternate test format quantities.</p> <p>In <b>Michigan</b>, this is not applicable as every student is scheduled to take the ACT WorkKeys on Day 2 of the MME.</p>

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6.	Pretest	<p>How do we determine which test—ACT WorkKeys or the college readiness assessment ACT—a student should take?</p> <p><i>In <b>Michigan</b>, this is not applicable as every student is scheduled to take the ACT WorkKeys test on Day 2 of the MME.</i></p> <p><i>In <b>Wyoming</b>, the ACT WorkKeys will be offered as an optional, separate day of testing.</i></p>	<p><b>ACT WorkKeys</b> test questions are based on situations, materials, and activities that working people encounter every day. ACT WorkKeys test results help ensure that students 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 a student'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 Students</u></p> <ul style="list-style-type: none"> <li>• Helps students stand out from other job applicants.</li> <li>• Gives students an edge over job applicants who have not measured their skills.</li> <li>• Shows America's leading companies that the student has the skills to succeed in their jobs.</li> <li>• Increases the chances students will be hired and be successful in the job that's right for them.</li> <li>• Points the way to higher skills, better jobs, and more pay.</li> </ul> <p><b>The ACT college readiness assessment</b> test results are used in a variety of ways. The ACT score report provides information about the student'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"> <li>• Admissions officials identify if the student can benefit from their programs.</li> <li>• College academic advisors tailor an appropriate program of study.</li> <li>• Financial aid agencies evaluate applications for scholarships, loans, and other financial assistance.</li> </ul> <p><u>Benefits for Students</u></p> <ul style="list-style-type: none"> <li>• Increases and enhances access to college, and helps them make informed decisions about which college to attend.</li> <li>• Is accepted by all 4-year colleges and universities in the U.S. and the NCAA®.</li> <li>• Rewards the student for what they know.</li> <li>• Provides the student with a unique interest inventory that provides valuable information for career and educational planning.</li> </ul>
7.	Test Preparation	<p>Are there free ACT WorkKeys practice tests?</p>	<p>Free sample items are available on the ACT website, <a href="http://www.act.org/workkeys/assess/sample.html">www.act.org/workkeys/assess/sample.html</a>, but there are no free ACT WorkKeys practice tests. Schools have the option to purchase practice tests for students who will be taking ACT WorkKeys.</p> <p>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 online at <a href="http://www.act.org/workkeys/practice/index.html">www.act.org/workkeys/practice/index.html</a>.</p>

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8.	Ordering Materials	How do I order the quantity of ACT WorkKeys tests I need for my school?	<p>Schools administering ACT WorkKeys will be able to provide quantities for both standard time and accommodations test materials using the process applicable to the administration. The ordering process will vary by state.</p> <ul style="list-style-type: none"> <li>In <b>Michigan</b>, schools enter enrollment figures and quantities for accommodated materials for Day 2 ACT WorkKeys into the online BAA Secure Site. A file of this information is provided to ACT for shipping materials to the schools.</li> <li>In <b>North Dakota</b> and <b>Wyoming</b>, Test Supervisors from schools who have students taking the ACT WorkKeys tests will order any quantities needed for both standard time and accommodated materials using an online ordering system.</li> </ul> <p>ACT WorkKeys materials ordered for State Testing are to be used only during the designated testing window. Only those materials may be used during the State Testing administration. Make certain to keep the State Testing ACT WorkKeys materials separate from any national ACT WorkKeys materials that might be in your school.</p>
9.	Materials	How, when and to whom will the test materials be sent to my school?	<p>Test materials are sent in two separate shipments to the Test Supervisor. The first shipment of test materials, which is sent to the Test Supervisor, will include the nonsecure materials such as your <i>ACT WorkKeys Supervisor's Manual for State Testing</i>, answer documents, and barcode labels. The second shipment will contain standard time secure test materials including test booklets, envelopes, and plastic polmailer bags for returning your answer documents. A secure shipment of accommodated test materials is also sent to the Test Accommodations Coordinator (TAC).</p> <p>Your shipments will arrive by FedEx. All materials must be checked in within 24 hours of receipt. Please refer to your state's <i>Checklist of Dates</i> for the timeframe for which to expect each shipment. Also, please refer to the <u>Security of Test Materials</u> section of the <i>ACT WorkKeys Supervisor's Manual for State Testing</i> for more information.</p>
10.	Materials	<p>How does ACT determine the number of ACT WorkKeys test materials to ship to the schools?</p> <p>Do schools get an overage of standard time materials like we do for the ACT?</p>	<ul style="list-style-type: none"> <li><b>Michigan</b> - the quantity of Day 2 ACT WorkKeys materials shipped for the initial test date is based on the grade 11 (and eligible grade 12) enrollment for your school provided by the principal during the establishment process, and updated on the BAA Secure Site during the Pre-ID Window. ACT ships and appropriate overage of standard time materials to each participating school.</li> <li><b>North Dakota and Wyoming</b> - Test Supervisors from schools who have students taking the ACT WorkKeys tests will order any quantities needed for both standard time and accommodated materials, using an online ordering system. ACT ships an appropriate overage of standard time materials to each participating school.</li> </ul>

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11.	Materials	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?	<p>ACT will ship materials directly to the shipping address you provide. No special arrangements must be made with ACT, but the Test Supervisor must understand that s/he assumes responsibility for the test materials from the time they are delivered by the carrier until the time the carrier picks them up after testing.</p> <p>The Test Supervisor or Test Accommodations Coordinator (TAC) must check the materials thoroughly within 24 hours of receipt to ensure that all items listed on the Packing List have been received. Once the materials are checked in, they must be kept in a locked, secure location with limited access.</p> <p>Because the Test Supervisor and TAC are responsible for the security of the materials at all times, the Test Supervisor must work with the district office to be sure proper procedures are followed when the materials are received.</p>
12.	Materials	I received my initial order of materials, but I did not order enough. How do I order additional materials, including accommodation materials?	<p>If you discover you need additional materials, contact ACT at 800.553.6244 (ext.2800 for standard time or ext. 1788 for accommodations) as soon as possible.</p> <p>Test Supervisors and Test Accommodation Coordinators must check the materials as soon as they arrive at the school to ensure they have enough to test all students. Do not wait until the day before or the day of the test to confirm your shipments.</p>
13.	Materials	How do I order standard time materials for the makeup test date?	This process varies by state. Consult your training materials for details on ordering makeup materials.
14.	Testing Requirements	What test administration policies (i.e. materials security, test procedures) apply to ACT WorkKeys tests administered as part of State Testing?	Refer to the <i>ACT WorkKeys Supervisor's Manual for State Testing</i> and the <i>Summary of Requirements</i> . These policies apply to the appointed testing staff administering the ACT WorkKeys tests.
15.	Testing Requirements	What documentation is required to be returned from the ACT WorkKeys administration?	<p>In addition to the test materials (test booklets and answer documents), the Test Supervisor is required to return specified administration forms to ACT after the testing.</p> <p>There is also a checklist of forms to return on the front of the ACT WorkKeys Test Administration Forms processing envelope. For information on how to return all test materials and forms, please refer to the return instructions in the <i>ACT WorkKeys Supervisor's Manual for State Testing</i>.</p> <p>For situations with students testing with accommodations, there is a checklist of forms to return on the front of the ACT WorkKeys Accommodation Materials return envelope and in the <i>ACT WorkKeys Supervisor's Manual for State Testing–Special Testing</i>.</p>

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16.	Test Administration	Are cell phones allowed in the testing rooms?	<p>No. Students are not allowed to have cell phones in testing rooms or at any time during testing or during breaks.</p> <p>Please refer to the <u>Prohibited Behavior</u> section in the <i>ACT WorkKeys Supervisor's Manual for State Testing</i> for more information.</p> <p>Note: ACT recommends that you warn students prior to testing that if they bring cell phones, media players, or any electronic device (other than an approved calculator) into the test room or are seen using one during break they will be dismissed and their answer document will not be scored.</p>
17.	Test Administration	What do we do if we find a student in possession of a cell phone, if his/her cell phone rings during the testing or a student is texting?	<p>This is prohibited behavior and you must dismiss the student from testing and void his/her answer document. Please refer to the <u>Dismissal for Prohibited Behavior and Voiding Answer Documents</u> sections of the <i>ACT WorkKeys Supervisor's Manual for State Testing</i> for more information.</p>
18.	Test Administration	If a student is dismissed for prohibited behavior should they take the Makeup test?	<p>No. Students dismissed for prohibited behavior must not be scheduled for Makeup testing. Please refer to the <u>Dismissal for Prohibited Behavior</u> section of the <i>ACT WorkKeys Supervisor's Manual for State Testing</i> for more information.</p> <p><b>Michigan</b> – if a student is dismissed on Day 2 ACT WorkKeys, the student is not permitted to complete any additional testing.</p>
19.	Accommodations	What is the procedure for accommodations requests?	<p><b>Approval Process</b> There is no request form or ACT approval process for ACT WorkKeys accommodations. All ACT WorkKeys accommodations are determined locally, based on needs documented in a student's IEP, Section 504 Plan, or based on needs associated with a student's LEP. Refer to the <i>ACT WorkKeys Supervisor's Manual for State Testing – Special Testing</i> for further information.</p> <p><b>Ordering Materials</b> After determining which accommodations to administer, you must order the appropriate testing materials from ACT.</p> <ul style="list-style-type: none"> <li>• <b>Michigan</b> - schools enter quantities for accommodated materials for Day 2 ACT WorkKeys into the online BAA Secure Site. A file of this information is provided to ACT for shipping materials to the schools.</li> <li>• <b>North Dakota and Wyoming</b> - Test Supervisors from schools who have students taking the ACT WorkKeys tests will order any quantities needed for accommodated materials using an online ordering system.</li> </ul>
20.	Accommodations	What timing codes are used for extended time ACT WorkKeys tests?	<p>Specific timing information for students testing with extended time is included in the <i>ACT WorkKeys Supervisor's Manual for State Testing – Special Testing</i>.</p> <p>After testing is completed, authorized school personnel must enter the appropriate administration code on page 3 of the student's answer document.</p>

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21.	Accommodations	If I have a student testing with extended time, can they use the standard time materials?	No. Students testing with accommodations, including extended time, must test with the test materials designated for students testing with accommodations sent to the TAC.  Failure to do so may result in the document not being scored or in the cancellation of scores.
22.	Reporting	What reports are provided from the ACT WorkKeys assessments administered as part of the statewide administration?	The standard ACT WorkKeys reports package that is mailed to the high school principal includes: copies of the Memo to Examinee and ACT WorkKeys Summary (student score report and a description of what is included on the report), an Examinee Roster Report, and for Michigan, student labels.
23.	Reporting	When will students receive their ACT WorkKeys scores, and how will they be reported?	ACT WorkKeys score reports are printed and sent out to the high schools 8 weeks after testing is complete and all answer documents are returned for scoring. For State Testing, the student's scores are reported and mailed to the high school principal, who then distributes the score reports to students.
24.	Reporting	What is the ACT WorkKeys Level Score?	ACT WorkKeys scores vary by the content of the test. A person'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.  <ul style="list-style-type: none"> <li>• Reading for Information &lt;3 to 7</li> <li>• Applied Mathematics &lt;3 to 7</li> <li>• Locating Information &lt;3 to 6</li> </ul> <p>Scale scores are used by educators to show growth in skills over time. Check our website for explanations of ACT WorkKeys scores at <a href="http://www.act.org/workkeys/assess/understanding.html">http://www.act.org/workkeys/assess/understanding.html</a>.</p>
25.	Reporting	Will students be able to check their ACT WorkKeys scores online?	Yes. Students have the option to view their scores online at <a href="http://www.act.org/certificate/account.html">http://www.act.org/certificate/account.html</a> .  Students may access online scores after they receive their ACT WorkKeys score reports.  Note: Information on the paper ACT WorkKeys score report will be needed to access the online information.
26.	Reporting	Can schools or students get extra ACT WorkKeys score reports? How do they get them?	Additional ACT WorkKeys score information is available online by going to My WorkKeys at <a href="http://www.act.org/certificate/account.html">http://www.act.org/certificate/account.html</a> .  Information about ordering ACT WorkKeys transcripts is available online at <a href="http://www.act.org/workkeys/asr">http://www.act.org/workkeys/asr</a> . An ACT WorkKeys transcript includes the assessment name, date tested, and level achieved.