ACT® WorkKeys®
Frequently Asked Questions (FAQ)
2017–18

The following FAQ has been developed by the North Carolina Department of Public Instruction (NCDPI) to assist school systems in the administration of ACT WorkKeys. This information should be used in conjunction with other testing materials in the administration of the test, including all information from the test publisher.

Students may find more information, including how to access their complete ACT WorkKeys transcript and ACT WorkKeys score, at:
http://www.act.org/content/dam/act/unsecured/documents/UsingWorkKeysScores.pdf.

Eligibility
1. **Who is eligible to take ACT WorkKeys?**
   All North Carolina public school students who are identified as Career and Technical Education (CTE) concentrators or are expected to be concentrators by the time of graduation from high school, are eligible to participate in the ACT WorkKeys assessment. The only exceptions are as follows:
   - students deemed medically fragile because of a significant medical emergency and/or condition and are unable to participate in testing. Note: All medical exceptions must be approved by the Division of Accountability Services/North Carolina Testing Program.
   - students who have previously taken the state administration of the ACT WorkKeys assessment.

   Note: The State pays for only one ACT WorkKeys weekday in-school test administration per student.

2. **What qualifies a student as a CTE concentrator?**
   A CTE concentrator is a student who has earned four or more technical credits in a Career Cluster, at least one of which is a completer course. The student may earn all four credits from foundation courses or three from foundation and one from enhancement courses for the Career Cluster. To access the CTE Cluster document, "Career Clusters, Pathways, and Courses, North Carolina Career and Technical Education" visit:
   http://dpi.state.nc.us/cte/curriculum.

   When identifying CTE concentrators, it is important to review not only students currently in grade 12 membership who will graduate at the end of the year, but also any students who are on track to graduate or planning to graduate within the current academic year. For example, mid-year graduates or students in an Early College may be on a different timeline but will be included in the end-of-year graduate file.

3. **Are students who are enrolled in the Occupational Course of Study (OCS) program required to take ACT WorkKeys assessments?**
   OCS students who meet the ACT WorkKeys eligibility criteria are required to participate in the statewide administration of ACT WorkKeys per federal requirements in the Individuals with Disabilities Education Act (IDEA).

4. **Are English Learners (ELs) who are enrolled in their first year in U.S. schools required to take the ACT WorkKeys assessments?**
   Yes. EL students in their first year in U.S. schools are included as part of the 95% participation requirement, but they are not included in the Accountability Program in year one.

5. **Can schools elect to test an entire grade?**
   No. Only those students who are identified as CTE concentrators or are expected to be CTE concentrators by the time of graduation from high school are eligible to be tested.

6. **May nonpublic schools, home schools, or staff members participate in the statewide administration of ACT WorkKeys?**
   No. The statewide administration of ACT WorkKeys is for North Carolina public school students only. As with any vendor assessment, the North Carolina Department of Public Instruction (NCDPI) does not function as a third-party for nonpublic, home school students, or staff members.

Administration Dates, Times, and Requirements

7. **In what format is the ACT WorkKeys assessment offered for the 2017–18 school year?**
   Because ACT is transitioning to a new online platform, the ACT WorkKeys assessment will only be offered in the paper-and-pencil format for 2017–18.

8. **What are the administration dates for the ACT WorkKeys assessment?**

Fall Testing Window	November 27–December 8, 2017
Spring Testing Window	February 12–23, 2018

9. **What happens if a student is absent on test day?**
   The ACT WorkKeys test coordinator will need to schedule makeup dates for students who are absent on test day. Make-up testing can only occur during the designated testing windows noted in the previous question. Testing outside of the designated window may result in a misadministration and/or cancelled scores.

10. **Which ACT WorkKeys assessments are required?**
    There are three required ACT WorkKeys assessments:
    - Applied Math,
    - Graphic Literacy, and
    - Workplace Documents.

11. **Are students who have already taken the three ACT WorkKeys assessments through a private entity, such as a community college, required to take the assessments again?**
Students who have previously taken ACT WorkKeys and earned a Silver, Gold, or Platinum ACT WorkKeys National Career Readiness Certificate (ACT WorkKeys NCRC) are not required to participate in the ACT WorkKeys administration. However, it is the students' responsibility to notify the school that they do not wish to participate in the test administration. These students may request an ACT WorkKeys testing exception. Requests for ACT WorkKeys testing exceptions will be honored only through November 17, 2017. Students must allow up to two weeks to process requests.

Students who earned a Bronze NCRC through a private entity are required to take the ACT WorkKeys assessment during the state administration.

12. **Must a minimum of 95% of students who are projected to graduate as CTE concentrators be tested?**
Yes. The 95% participation rule for the School-Based Management and Accountability Program applies.

13. **What type of training is required for ACT WorkKeys test coordinators and proctors?**
All school ACT WorkKeys test coordinators are required to attend district-hosted face-to-face North Carolina policy and procedure training with their district test coordinator. School test coordinators must contact their district test coordinator for the date and time of this training.

All school ACT WorkKeys test coordinators, test administrators, and proctors are required to review the appropriate administration manual for the paper-and-pencil test administration. After reviewing the manual, test coordinators, and proctors may attend either of the two live question-and-answer sessions. Dates for the initial live kick-off webinar and a schedule of the question-and-answer sessions will be posted on the ACT WorkKeys schedule of events which can be found at: http://www.act.org/content/act/en/products-and-services/state-and-district-solutions/north-carolina.html#wk.

14. **What type of score report do students receive after taking ACT WorkKeys?**
All students who complete a portion of the assessment will receive an individualized student score report, which can be downloaded through Validus by the school-level test coordinator. Students who meet the eligibility requirements will earn an ACT WorkKeys National Career Readiness Certificate (ACT WorkKeys NCRC).

Accommodations
15. **What is the procedure for accommodations requests?**
ACT WorkKeys accommodations do not require ACT approval. All ACT WorkKeys accommodations are determined locally, based on needs documented in a student's Individualized Education Program (IEP), Section 504 Plan, or on needs associated with a student's English Learner (EL) Plan.

16. Must test coordinators notify ACT WorkKeys about approved accommodations?
Notification to ACT is not required. Accommodations must be coded on the answer documents and the ACT WorkKeys accommodations forms (found in the *ACT WorkKeys Administration Manual Paper Testing*.) These records/forms should be kept on file in the student's cumulative folder for at least three years after the test date.

17. Do students' Individualized Education Programs (IEPs) and Section 504 Plans need to include accommodations for the administration of ACT WorkKeys?
Accommodations for ACT WorkKeys should be included in students' IEPs or Section 504 Plans. ACT WorkKeys has specific accommodations policies that may differ from those of the North Carolina state-developed assessments, and school committees must take these policies into consideration when making accommodation decisions.

All accommodation decisions for the ACT WorkKeys assessments should be supported by classroom and testing accommodation documentation.

18. Do accommodations apply to all three ACT WorkKeys tests?
The accommodations granted to a student for ACT WorkKeys apply to all three assessments.

19. Are accommodations for students identified as English learners (ELs) permitted for ACT WorkKeys assessments?
English as a Second Language (ESL) is not considered a disability by the Americans with Disabilities Act (ADA) and does not warrant accommodations. The available supports for qualified ELs will include but are not limited to the following:
- Extended time testing
- Use of an approved word-to-word bilingual glossary (containing no word definitions)
- Testing in a non-distracting environment (i.e., in a separate room)
- ELs may also use any other allowable supports, (including embedded, open access or accommodation-level supports) so long as the need has been properly identified in accordance with state rules.

20. Can schools order an audio DVD for individual students with the read-aloud accommodation?
Schools can order DVDs with audio tracks for ACT WorkKeys assessments. It is the responsibility of the test coordinator to verify that the DVD matches the test booklet before testing. Examinees using audio DVDs may test in the same room with other students as long as they wear headphones and are in control of their own materials and machine. As with all testing materials, DVDs may not be copied.

21. Must students with the read-aloud accommodation be tested individually?
If an examinee uses a reader, the assessment must be administered one-on-one in a separate room. Prior to the exam, the reader must sign the Interpreter's Agreement form in the *ACT WorkKeys Administration Manual for Paper Testing*. Readers must read from the

reader script exactly as it is printed with no interpretation or additional information provided.

22. Can a student be approved to test over multiple days?
Yes, although it is important to remember that an examinee is not permitted to stop an assessment prior to completion and finish it the next day. An assessment must be fully completed in one testing session.

Medical Exceptions
23. Must a request for a medical exception be submitted to the NCDPI for students required to take ACT WorkKeys?
A medical exception must be submitted to and approved by the Division of Accountability Services in order for a student to receive a medical exception for ACT WorkKeys.

Ordering and Managing Materials
24. How do I order ACT WorkKeys paper-and-pencil test materials?
Ordering for fall testing will be during the week of September 25, 2017; the ordering for spring testing is during the week of December 11, 2017. ACT will send a monthly testing notice to ACT WorkKeys test coordinators with more information shortly before the ordering windows open. Note: Please order the amount needed for your testing populations. Over ordering is not recommended.

25. Is it alright to transfer ACT WorkKeys test materials to other schools who are experiencing a shortage or to move accommodated materials with a student who transfers schools?
ACT WorkKeys materials must *not* be moved from the receiving school. If a school experiences a shortage of materials, it must order more materials through ACT. If an accommodated student transfers to another school, the school must return the transferred student's unused materials to ACT, and the new school must order new accommodated materials for the student.

Answer Documents
26. Will schools receive student barcode labels with their test materials?
Barcode labels are not provided with the ACT WorkKeys program.

Scores and Certificates
27. Will the NCDPI provide paper certificates?
Starting in fall 2017, the NCDPI will not provide paper certificates; Career and Technical Education (CTE) will continue to provide a "Student Congratulation Letter" for ACT WorkKeys TCs to duplicate for each student earning an ACT WorkKeys NCRC. The "Student Congratulation Letter" will direct students to the ACT MyWorkKeys.com link for instructions to create an ACT MyWorkKeys.com account and to view their test scores. Once students view their test scores, they can create, print, and share their ACT WorkKeys NCRC with employers.

28. **How can a student view their test scores to create, print, and share their ACT WorkKeys National Career Readiness Certificate (ACT WorkKeys NCRC) with employers?**
Students must first create an ACT MyWorkKeys.com account. Step-by-step instructions on how to create an ACT MyWorkKeys.com account to view test scores and to create, print, and share certificates with employers are available on the ACT MyWorkKeys.com website: http://www.act.org/content/dam/act/unsecured/documents/WorkKeysCreateAccount.pdf

29. **What if all of the student's ACT WorkKeys test scores are not recorded in the ACT WorkKeys.com account?**
If a student and an ACT WorkKeys Test Coordinator (TC) believe the student earned an ACT WorkKeys NCRC and the student does not see his/her ACT WorkKeys test data in his/her ACT MyWorkKeys.com account, the student should contact ACT Customer Service at 800.967.5539.

30. **Will the NCDPI continue to provide schools with a list of students' usernames and passwords for ACT MyworkKeys.com?**
Yes. The NCDPI will continue to provide an Excel file received from NCDPI Accountability for each LEA with each school and each student's username and password for ACT MyWorkKeys.com accounts.

31. **How long can a student access his or her ACT MyWorkKeys.com account?**
Students have indefinite access to ACT WorkKeys NCRC reports and can use their ACT MyWorkKeys.com account to view test scores, create, print, and share their ACT WorkKeys NCRCs.

Communication with ACT

32. **What type of communication(s) will ACT send to schools?**
Monthly testing notices will arrive via email to all ACT WorkKeys test coordinators around the 15th of each month. These notices will include important updates and reminders of key tasks throughout the testing cycle.

33. **How can I communicate directly with ACT WorkKeys?**
You can contact ACT WorkKeys directly via phone at 800.967.5539, or email workkeys-nc@act.org.

For state testing policy questions, school test coordinators should contact their district test coordinators.