

## Overview

### In this Document

This document contains technical information used to prepare test coordinators for the administration of tests with the ACT® WorkKeys® audio DVDs. For additional policies regarding the use of these DVDs, refer to the Administration Manual.

### What is a WorkKeys Audio DVD?

The ACT WorkKeys audio DVD format is a recorded version of the tests based on the reader’s script. It includes audio—but not video—of the test directions, test questions, and response choices. The video is static text identifying the test form and subject area test.

### Before Administering Tests with Audio DVDs

Before administering tests with audio DVDs, you must:

- read these guidelines to understand the use of audio DVDs
- ensure that you have the right hardware and software to play the DVDs
- spot-check the DVDs for the actual administration to ensure that they play properly

You may also choose to order practice DVDs and conduct a practice test session with examinees.

## Preparing for the Test Administration

### Hardware Guidelines

Hardware guidelines are as follows:

- ACT recommends using computers for administering tests with audio DVDs. They must have a drive with “DVD” in the title. If feasible, all computers should be the same make and model.
- If you use portable DVD players instead of computers, you must make sure before the day of the actual administration that the audio DVDs work in them. Not all such devices play audio DVDs.
- ACT recommends against laptops. Some schools have experienced problems with them.

### Recommended Software

To play the audio DVDs on a computer, you will need the correct software program. ACT recommends using one of the following programs.

Program	Mac/PC?	Notes/Considerations	How do I get It?	Free?
Apple DVD Player	Mac	Often pre-installed on Mac laptops	Consult your technical support staff	No
PowerDVD	PC	Often pre-installed on Dell PCs; controls “disappear” from the screen during playback	Consult your technical support staff	No
VLC Media Player	Both	Use Version 2.1.3 or higher	<a href="http://www.videolan.org/vlc">www.videolan.org/vlc</a>	Yes
WinDVD	PC	May not work on all laptops	Consult your technical support staff	No
Windows® Media Player	PC	For Windows 8 or higher, you must install a DVD player add-on	Consult your technical support staff	Yes

*Note: ACT recommends [www.filehippo.com](http://www.filehippo.com) as a resource for media software. However, ACT does not make purchase recommendations or reimburse schools for purchases. ACT cannot review every software program due to the frequency of program and version changes. The recommendations in this document do not replace the expertise of your technical support staff nor are they ACT requirements. They are intended to assist you in finding a program that will work for you.*

### Software to Avoid

Do not use AVS or Quicktime (often default-installed on Macs). They will not play audio DVDs.

## Practice DVDs

If you desire, you may order practice DVDs to use to:

- administer a practice test session to examinees who will be testing with audio DVDs
- help you determine if you have the right hardware and software setup to play the DVDs

*Note: The same practice DVDs are used for ACT WorkKeys as for the ACT. The content of the DVDs is tied to the ACT, but because the purpose of the DVDs is to practice the audio testing process (not content), they are of equal benefit to those preparing for ACT WorkKeys. If you have already ordered practice DVDs for the ACT and/or conducted a practice test session for the ACT, you do not need to order them for ACT WorkKeys.*

## Practice Test Session

To prepare for a practice test session:

1. Order practice DVDs by completing the form at <http://www.act.org/content/dam/act/unsecured/documents/Alt-Format-Practice-Tests-Order.pdf>. Use only the practice DVDs during the practice test session; you may not use DVDs containing tests meant for the actual administration.
2. Schedule a practice test session, at which examinees and technical support staff will be available.

On the day of the practice test session:

3. Give each examinee one practice DVD at a time (each test is on a separate DVD). Help examinees become familiar with your particular software program and the navigation of the DVDs.
4. Ensure that each DVD functions as expected. If you encounter any problems that your technical support staff cannot resolve, call ACT.
5. After the practice test session, ask technical support staff to confirm that you will use the same equipment and that settings will not be changed prior to the first test day.

## Preparing for Test Day

To prepare for test day:

1. Working with your technical support staff, make sure that test rooms and all playback devices are set up properly.
2. Without examinees present, confirm that the DVDs to be used for the actual administration play properly—even if practice DVDs worked. If they do not, contact your technical support staff and use a copy of the form at the end of this document to note the issues. Should you need further assistance, call ACT as soon as possible. If you do not check the “live” DVDs, ACT staff may have limited ability to assist you on test day.
3. Review how the software navigation works and study the track listings so you are prepared to assist examinees.
4. Return all DVDs to the individual cases and in the correct order, and return them to secure storage until test day.

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## Administering the Tests

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### Verbal Instructions

The Verbal Instructions in the manual are not on the DVDs. You must read them to examinees verbatim from the manual. The Verbal Instructions will tell you when to have examinees begin playing the DVDs.

### Access to Other Programs and the Internet

During testing, no programs other than the DVD software may be open on the computer, and examinees may not have online access. Pay close attention during testing to prevent and detect these prohibited behaviors.

### Starting the DVDs

Examinees should begin playing the DVDs when you instruct them to (via the manual’s Verbal Instructions). If a DVD does not play automatically when inserted, instruct examinees to click the word “PLAY” on-screen (it will turn red when the cursor scrolls over it) to begin playback.

The directions that apply to all tests are at the beginning of the first DVD (*Workplace Documents*), followed by the directions for *Workplace Documents*. Directions for the other two tests are found at the beginning of the other two DVDs.

## DVD Tracking

Each DVD contains navigable tracks or “chapters” so examinees can repeat a question or set of response choices without listening to more audio than necessary. Tracks are grouped into titles, with up to 99 tracks per title.

- Most passages are broken into tracks by paragraph, while each question is on one track with the response choices on a separate track.
- The DVDs go from one track to the next automatically. When a DVD reaches the end of a “title,” it normally proceeds to the first track in the next title.
- Examinees may use the “Previous Track” and “Next Track” buttons to locate tracks they want to hear again. You can use the track listings to direct them to specific parts of the test.

## Technical Problems

If you have a technical problem on test day:

1. Stop testing and contact your technical support staff immediately. If they cannot be reached, check the DVDs for damage, close and reopen the software program, and reinsert the DVDs to see if the problem reoccurs.
2. Verify all hardware and software settings and/or try another software program from the list on page 1.
3. If you cannot resolve the problem, then (with the help of your technical support staff) use the form on page 4 to document the problem. Call ACT State and District Accommodations and provide the information you entered on the form. When you are calling ACT, it is best for you to be in front of the device that is not working so you can be specific in describing the problem.

If the problem still cannot be resolved, ACT may offer you one of the following options:

- shipping replacement DVDs
  - switching to a different testing format
  - having examinees read the tests to themselves (requires examinee consent)
  - rescheduling affected examinees within the testing window
4. If it is determined that a DVD is defective:
    - Complete an Irregularity Report with all instructions given to you by ACT and your technical support.
    - Attach the completed form from page 4 of this document to the Irregularity Report.
    - Return the affected DVD with the Irregularity Report and form.

## ACT Contact Information

You can contact ACT State and District Accommodations at 800.553.6244, ext. 1788.

## ACT Hours

ACT has normal office hours from 8:30 a.m.–5:00 p.m., central time, Monday through Friday. Refer to your Administration Manual for hours on test day.

## Test Day Action Steps Form

### Information

Please answer the following questions about your setup and issues with playing the DVDs. Attach additional pages if necessary.

<b>Which DVDs were affected?</b>	E.g., Workplace Documents
<b>What playback devices were you using?</b>	List make, model, and type—e.g., Dell Inspiron Laptop
<b>Which software were you using?</b>	List the exact title and version—e.g., VLC Media Player 0.8.6i
<b>Was the software program/playback device able to open the DVDs?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If <i>no</i> , note the issues and/or error messages:
<b>Did you hear narration and see text?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If <i>no</i> , note the issues and/or error messages:
<b>Did playback stop during testing and/or begin to skip?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If <i>yes</i> , note the time elapsed or the question the DVD was on:
<b>Was there any obvious physical damage to the DVD(s)?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If <i>yes</i> , describe:
<b>Was your technical support notified of the issues?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If <i>yes</i> , describe any problems they found, any adjustments they made, and whether they fixed the issues:
<b>Did you call ACT?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If <i>yes</i> , what did ACT staff instruct you to do?
<b>Were you able to get the DVDs to play?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If <i>no</i> , how did you resume testing the affected examinees? <input type="checkbox"/> requested DVDs be reshipped <input type="checkbox"/> switched to readers <input type="checkbox"/> examinees read tests to themselves <input type="checkbox"/> used another set of DVDs
<b>Did you conduct a practice test session with examinees prior to test day?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If <i>yes</i> , describe any issues you encountered during the session:

### Reminder

If you have technical problems on test day, complete an Irregularity Report summarizing the issues. Return this form and the affected DVDs with the Irregularity Report.

