



# WorkKeys Essential Skills Administration Training

# On Demand Webinar Tips

The screenshot displays a webinar interface with the following components:

- Central Slide:** A teal slide with the ACT WorkKeys logo and the text "WorkKeys Essential Skills Administration Training for Buzz Platform".
- Presenters Sidebar:** A sidebar on the left showing the presenter's name, "Sarah Gardner", her title "Lead Product Implementation Manager", and her affiliation "ACT, Inc." with a profile picture.
- Media Player:** A media player at the bottom left showing a play button, a progress bar at 00:01/06:40, and volume controls.
- Resources Sidebar:** A sidebar on the right titled "Resources" containing three links: "ACT WorkKeys Essential Skills Assessment - Resources", "WorkKeys® Essential Skills User Guide:", and "ACT WorkKeys Essential Skills - Tech Requirements".
- Take Survey Sidebar:** A sidebar on the right titled "Take Survey" containing two questions with dropdown menus for answers:
  1. Did you find the session useful?  
Select a Choice
  2. Were your questions adequately answered during the session?  
Select a Choice
- Bottom Navigation Bar:** A bar at the bottom center with icons for video, chat, attachments, user profile, help, and a calendar.
- Powered By:** A logo in the bottom right corner that says "POWERED BY ON24".

# Agenda

- Assessment Overview
- Staff Responsibilities
- Managing Accounts
- Pre-Test Activities
- Online Test Administration
- Scores and Reports



# WorkKeys Essential Skills Overview and Components



# Responsibilities

# Test Administrator & Test Coordinator Responsibilities

# Responsibilities



- Work with ACT to manage test coordinator and examinee accounts
- Deliver and facilitate assessment to examinees
- Monitor reports to ensure examinees have completed assessment



# Manage Accounts





# Manage Accounts



Test administrators/coordinators will work alongside an ACT Team member for account setup.

## Learning Management Systems (Examples: Canvas, Schoology)



✓ Ready to Test

# Examinee Supports

## Tools

- Line Reader
- Magnifying Glass

## Contrast Color Options

## Highlighter



# Pre-Test Activities

# Prepare Testing



- Test administrators/coordinators can establish a testing window if necessary



- Advise examinees that they can take the assessment from any computer device and location



- Recommend examinees use Google Chrome if possible



- Ask your ACT contact to verify your courses are linked (*linking directions are provided in the WorkKeys Essential Skills User Guide*)

# Prepare Testing



- Examinees can practice where to locate the assessment in their learning management system ahead of testing day, but do not launch the assessment until you are ready to test



***To avoid a charge, do not launch the assessment until the day you are ready to test!***

# Online Test Administration



# System Check

- Verify the machine and network to be used for testing meet the necessary requirements
- For best results, use Chrome

## System Requirements

Our products make use of a wide variety of features and technologies, such as Java, HTML5, CSS2/3, and depending on the product, other specialized components that help you achieve a more immersive learning experience.

## Supported Operating Systems

- Windows 8.1
- Windows 10
- MacOS Mojave (10.14)

## Supported Browsers

Though the following browsers are all supported if updated, we recommend using Google Chrome.

You may use the two most recent versions of the following browsers on a technology capable device that supports to HTML including HTML5.

- Microsoft Edge
- Mozilla Firefox
- Google Chrome
- Apple Safari

## Portable Device Requirements

We broadly support most tablet, netbook, and Chromebook devices; however, there are limitations to the browsers and devices we can support. We *do not* support phones and other smaller form factor devices. Please ensure you have a Windows or Mac based computer available to complete coursework and assessments if your selected device does not meet the needs of the course/assessment.

- 7" or larger display size
- Access to Wi-Fi with a high-speed internet connection (4G or LTE connections are supported, but you may incur costs based on your mobile data plan)
- Method to save work to local cloud storage.
- Minimum Operating System: You may use the two most recent major versions of iOS, Android OS, or Chrome OS.

# Online Testing Process

**Roster**



**Launch**



**Authorize**



**Test**



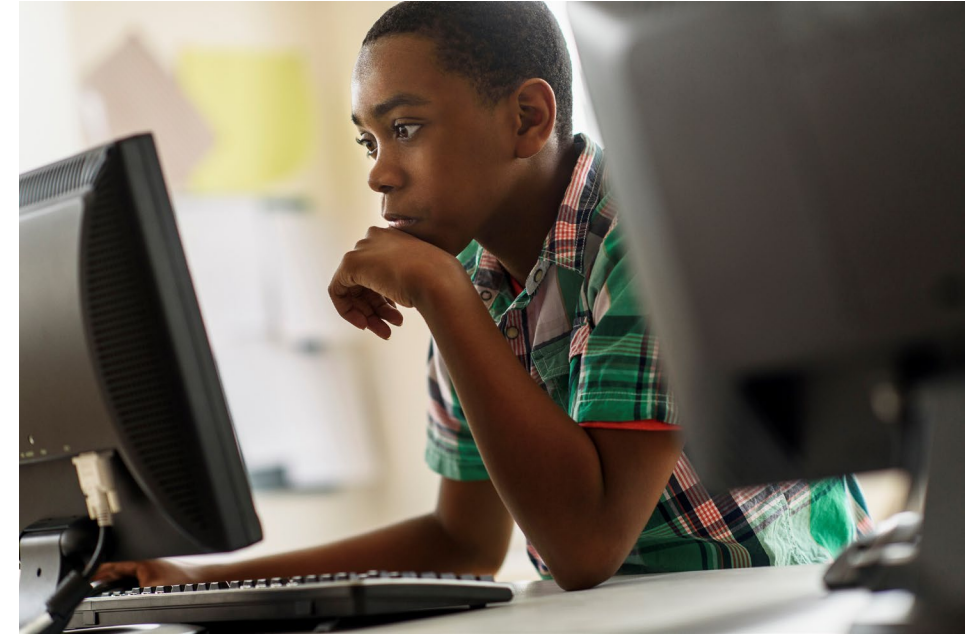
**Generate**



# Roster Examinees



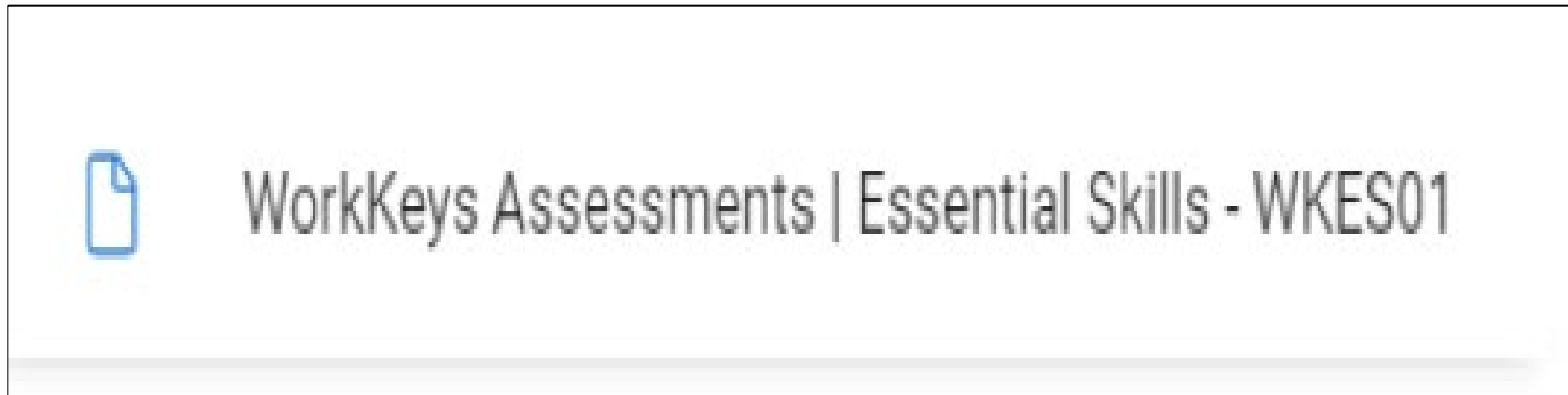
- Work with ACT team member to set up assessment course in LMS
- Test administrators/coordinators will enroll examinees into the course



# Launch – Load the Assessment



- **Step 1:** Examinees log in by accessing their learning management system and clicking on the WorkKeys Essential Skills assessment link.



# Launch – Load the Assessment



- **Step 2:** A new message will appear to click on the blue WKES01 link and open it in a new window. It may take 1-3 seconds to load.

Click the link below to view the content in a new window.

[WorkKeys Assessments | Essential Skills - WKES01](#)

# Authorize

A screenshot of a web browser window. The address bar shows the URL 'lti.act-et.org/api/lti/launch/assessment/SEL-HS-PRE-2022'. The page content includes the text 'Oh no!' and 'Please ask your teacher to link the class to a school first'. To the right of the text is an illustration of a person in a grey hoodie and dark pants standing on a grey patch of ground, looking up at a large blue exclamation mark. The browser's top right corner shows a 'Finish update' button.

lti.act-et.org/api/lti/launch/assessment/SEL-HS-PRE-2022

Finish update

## Oh no!

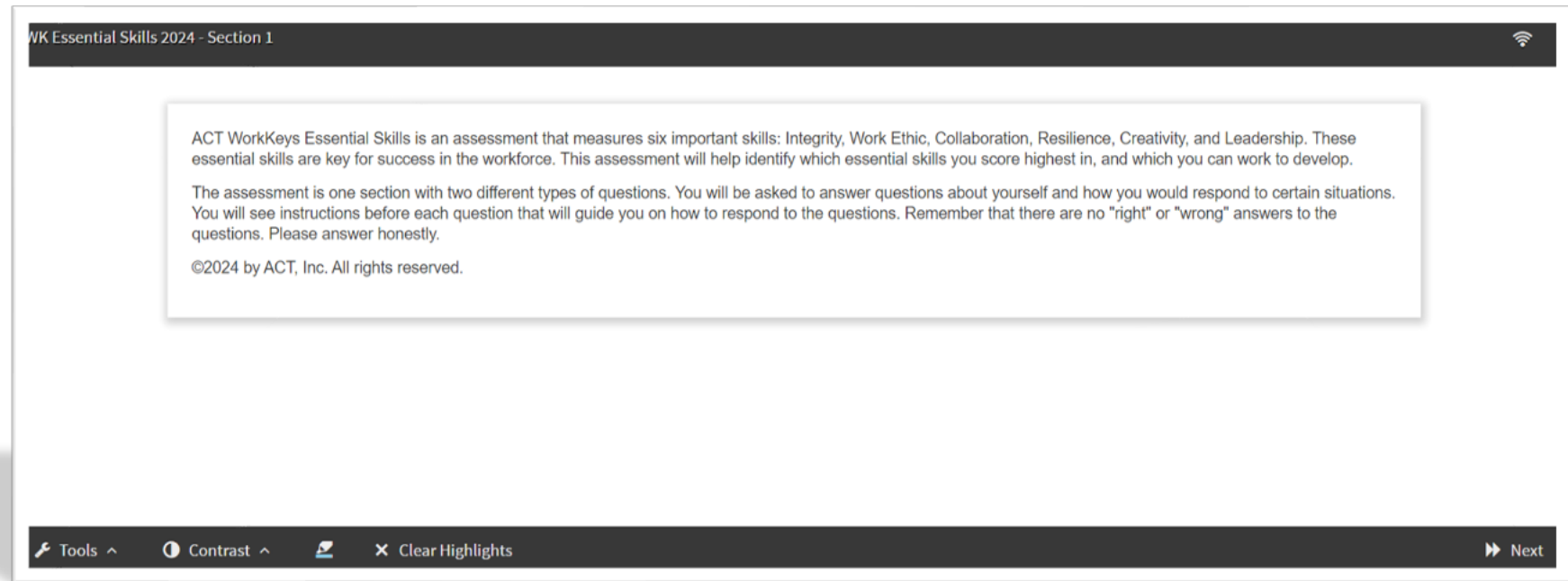
Please ask your teacher to link the class to a school first



# Test



- A description of the WorkKeys Essential Skills assessment will appear.



# Test



- The first 2 pages following the description will be used for examinee's Credly badge.
- Answer each and click **NEXT** to proceed.

1

K Essential Skills 2024 - Section 1

First Name:

Middle Name (Please enter N/A if you do not have a middle name):

Last Name:

How old are you?

What state or province do you live in?

What country do you live in?

Tools ^ Contrast ^ Clear Highlights Next

2

K Essential Skills 2024 - Section 1

What is your email address?

Please enter your email address again to confirm:

Providing your email address allows you to access a WorkKeys Essential Skills badge through our partner Credly.

Tools ^ Contrast ^ Clear Highlights Next

# Test



- The next several screens will ask demographic questions.

JK Essential Skills 2024 - Section 1

What is the highest level of education you have completed or are currently enrolled in?

- A. Have not completed high school
- B. High school graduate/GED
- C. Some college, but no degree or certificate
- D. Career/Technical Certificate (apprenticeship, etc.)
- E. Associate's Degree (AA, Career/Technical Degree, etc.)
- F. Bachelor's Degree (BA, BS, etc.)
- G. Master's Degree (MA, MS, MBA, etc.)
- H. Doctorate or Professional Degree (PhD, MD, JD, etc.)
- I. I prefer not to respond

Tools ^ Contrast ^ Clear Highlights Next

JK Essential Skills 2024 - Section 1

What other educational programs or training are you currently attending, if any? (Mark ALL that apply)

- A. Tech Prep
- B. Apprenticeship
- C. On-the-Job Training
- D. Job Corps
- E. Co-op Education
- F. Adult Education
- G. Career Training
- H. Corporate Training
- I. Not applicable
- J. I prefer not to respond

Tools ^ Contrast ^ Clear Highlights Next

# Test



- Be sure to read when question format changes.

## Likert-type example

WK Essential Skills 2024 - Section 1

**INSTRUCTIONS:** Please read each statement. Then, click that box that best describes how much you agree or disagree with each statement.



WK Essential Skills 2024 - Section 1

**i** You must select exactly 5 choice(s).

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
I get my work done on time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I enjoy large parties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I resolve disagreements with people so there are no hard feelings afterwards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I enjoy solving complicated problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People would describe me as the "life of the party."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Test



- Submit the assessment upon completion.

The screenshot shows the ACT WorkKeys assessment interface. A modal dialog box is displayed in the foreground, asking for confirmation to submit the test. The dialog text reads: "You are about to submit the test. You will not be able to return to this test after you submit your answers." Below the text are two buttons: "SUBMIT THE TEST" and "CANCEL".

In the background, a table of questions is visible. The table has five columns representing response options: "Very Unlikely", "Unlikely", "May or May Not", "Likely", and "Very Likely". Three rows of questions are shown, each with a corresponding selection in the "Very Unlikely" column.

	Very Unlikely	Unlikely	May or May Not	Likely	Very Likely
Spend time each day between now and the due date checking the report for errors.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Although it occurs to you that you should check the report for errors, you decide to submit it as is instead.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Turn it in early without thinking to check it for errors.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Activity Ended

*The external activity has ended.*

Finished

# Generate



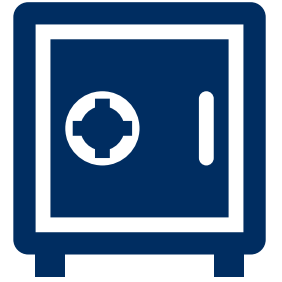
- Wait for an estimated 30-45 minutes before viewing an Individual Score Report.





# Scores and Reports

# Reports



Both Test Administrators and Examinees will have access to reports.

## Test Administrators

- ✓ Individual Score Reports
- ✓ Roster Report

## Examinees

- ✓ Individual Score Report

# Reports – Examinee

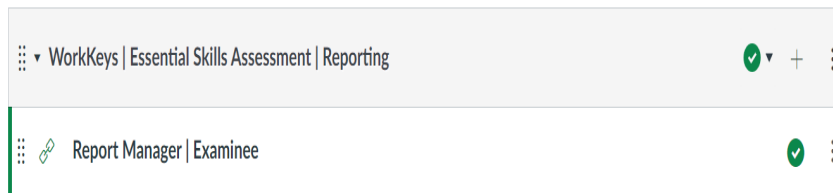
Click on the assessment course link in your learning management system.

## Step 1:



WorkKeys   Essential Skills Assessment   Reporting	✓
Report Manager   Examinee	✓
Report Manager   Test Administrator	○
Report Manager   Site Administrator	○
Report Manager   Organization Administrator	○

## Step 2:



WorkKeys   Essential Skills Assessment   Reporting	✓
Report Manager   Examinee	✓

## Step 3:

**Individual Score Report**

The individual score report gives detailed information on your score. The report lists each of the 6 essential skills measured and contains details on score reporting categories.

Your test attempt from 04/11/2024 is scored and your report is available [Download](#)

# Reports – Examinee

**ACT WorkKeys** WorkKeys Essential Skills Report  
Jane Doe  
August 10, 2023

This report includes your percentile scores on each of the six skills WorkKeys Essential Skills measures. Percentile scores show how your scores compare to others who have taken this assessment. For example, a score of 60 means that 60% of test takers scored at or below your score.

### Your Essential Skills Profile

Skill	Percentile Score
<b>Creativity</b> (ingenuity, creative thinking, inquisitiveness, flexibility, open-mindedness, and embracing diversity)	86
<b>Collaboration</b> (can work on teams, empathy, helpfulness, trust, and trustworthiness)	76
<b>Integrity</b> (honesty, sincerity, fairness towards others, and modesty)	65
<b>Resilience</b> (stress management, emotional regulation, a positive response to setbacks, and poise)	47
<b>Work Ethic</b> (persistence, goal striving, reliability, dependability, and attention to detail)	22
<b>Leadership</b> (assertiveness, influence, optimism, and enthusiasm)	15

■ Percentile scores at or above the 84th percentile indicate you demonstrate these skills often and independently.  
■ Percentile scores between the 17th and 83rd percentiles indicate you demonstrate these skills sometimes, and sometimes require help or prompting from others.  
■ Percentile scores at or below the 16th percentile indicate you rarely demonstrate these skills and do not yet demonstrate them independently.

For more information on interpreting your scores and developing your skills, visit [www.act.org/workkeys-essential-skills-for-examinees](http://www.act.org/workkeys-essential-skills-for-examinees)  
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### ACT WorkKeys Detailed Essential Skills Profile

**Creativity**  
You scored at the 86th percentile in Creativity, meaning you demonstrate this skill often and independently. To continue demonstrating Creativity, you can engage in behaviors such as:

- Identifying and implementing novel solutions to work issues
- Exploring solutions to work problems using a large variety of sources
- Listening to, seeking out, and using new ideas or information

**Collaboration**  
You scored at the 76th percentile in Collaboration, meaning you demonstrate this skill often and independently. To continue demonstrating Collaboration, you can engage in behaviors such as:

- Consistently speaking to coworkers and customers politely
- Communicating openly with team members about projects
- Almost always offering help to others in need without needing to be asked

**Integrity**  
You scored at the 65th percentile in Integrity, meaning you demonstrate this skill sometimes, and sometimes require help or prompting from others. To work toward demonstrating Integrity independently, you can engage in behaviors such as:

- Taking responsibility for mistakes and trying to correct them
- Not exaggerating achievements at work
- Recognizing areas of strengths and areas for growth

**Resilience**  
You scored at the 47th percentile in Resilience, meaning you demonstrate this skill sometimes, and sometimes require help or prompting from others. To work toward demonstrating Resilience independently, you can engage in behaviors such as:

- Continuing working on and completing stressful job-related tasks
- Reframing past difficulties into something positive instead of dwelling on them
- Using multiple healthy coping techniques (e.g., relaxation, seeking support) to reduce negative emotions

**Work Ethic**  
You scored at the 22nd percentile in Work Ethic, meaning you do not yet demonstrate this skill. To work towards demonstrating Work Ethic, you can engage in behaviors such as:

- Completing tasks on time without needing reminders
- Actively seeking feedback to improve work and making revisions
- Attempting challenging tasks and persevering through frustrations

**Leadership**  
You scored at the 15th percentile in Leadership, meaning you do not yet demonstrate this skill. To work towards demonstrating Leadership, you can engage in behaviors such as:

- Proposing plans or ideas when working in groups
- Offering encouragement to others
- Maintaining communication to preserve a range of relationships

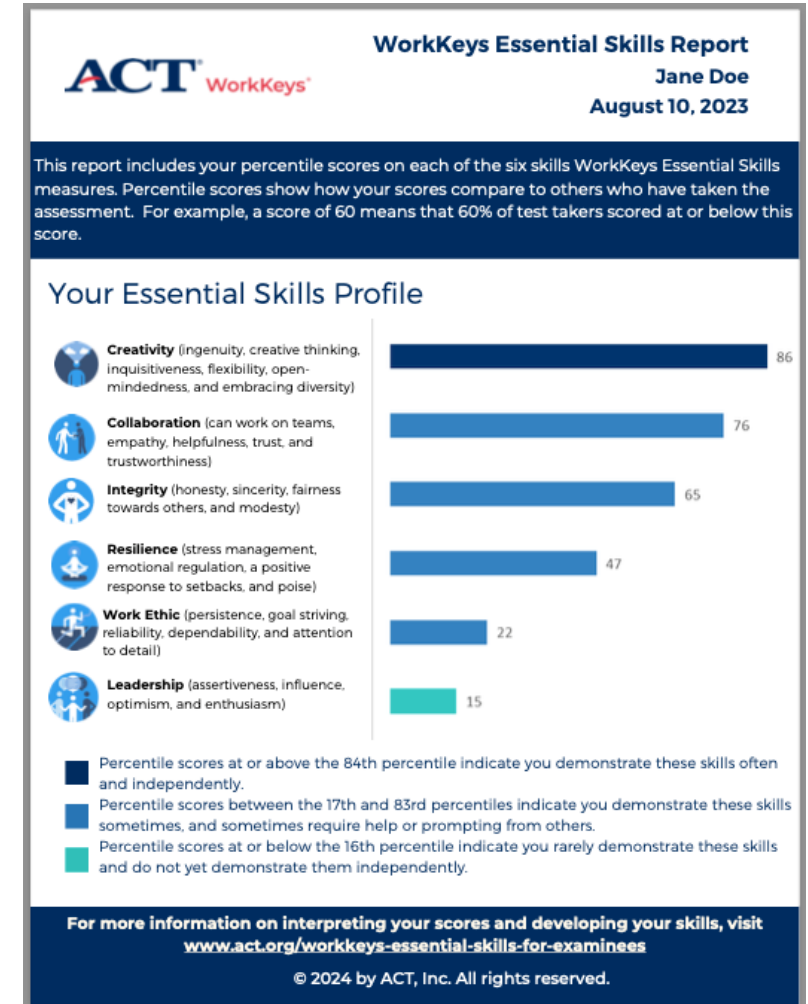
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# Reports – Examinee

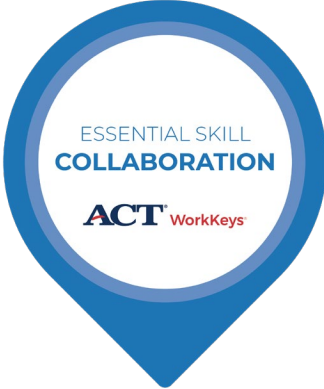
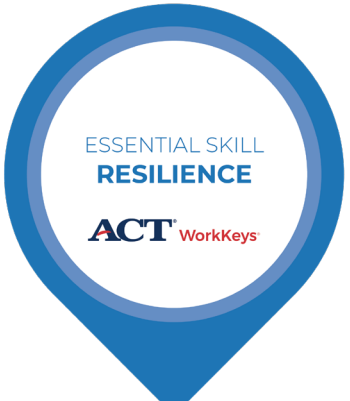
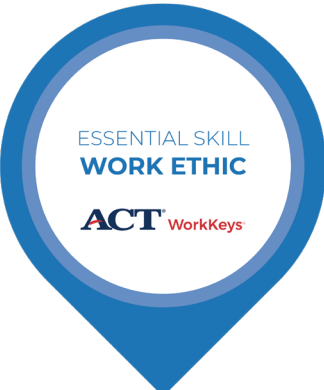
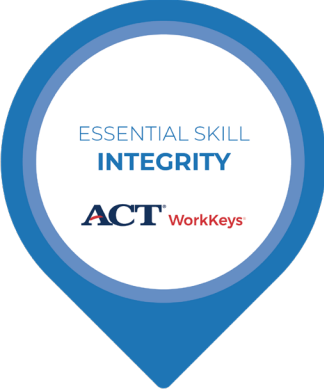
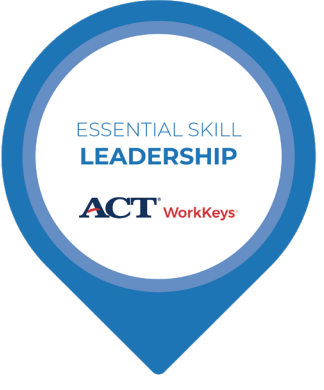
## Next Steps:

The bottom of each page of the Examinee Report has a link to the Examinee webpage that contains the following:

- A User Guide
- Information on how to claim digital badges
- A free coaching tool



# Credly Badges – Examinees



# Reports – Test Administrators/Coordinators Individual Score Reports

Click on the assessment course link in your learning management system.

## Step 1:

⋮	▼ WorkKeys   Essential Skills Assessment   Reporting	✓	+	⋮
⋮	🔗 Report Manager   Examinee	✓		⋮
⋮	🔗 Report Manager   Test Administrator	⊘		⋮
⋮	🔗 Report Manager   Site Administrator	⊘		⋮
⋮	🔗 Report Manager   Organization Administrator	⊘		⋮

# Reports – Test Administrators/Coordinators

## Individual Score Reports

### Step 2:

Click the link below to view the content in a new window.

[Report Manager | Test Administrator](#)



# Reports – Test Administrators/Coordinators Individual Score Reports

## Step 3:

The screenshot shows the ACT WorkKeys Individual Score Report interface. At the top, there are navigation links for "Individual Score Report" and "Roster Report", and a user role indicator "Test Coordinator". The main heading is "Individual Score Reports". Below this, a paragraph explains that the report provides detailed information on each examinee's score across six essential skills. A filter bar includes a dropdown for "2023 - 2024", a dropdown for "WKES02 only", a button for "Download all reports (21)", and a search box for "Search examinees". Below the filter bar is a table with the following data:

Examinee	Test Date ↓
Examinee Test Taker	03/29/2024

At the bottom right of the table, there is a status indicator "Test In Progress".

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Jane Doe  
August 10, 2023

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# Reports – Test Administrators/Coordinators

## Roster Reports

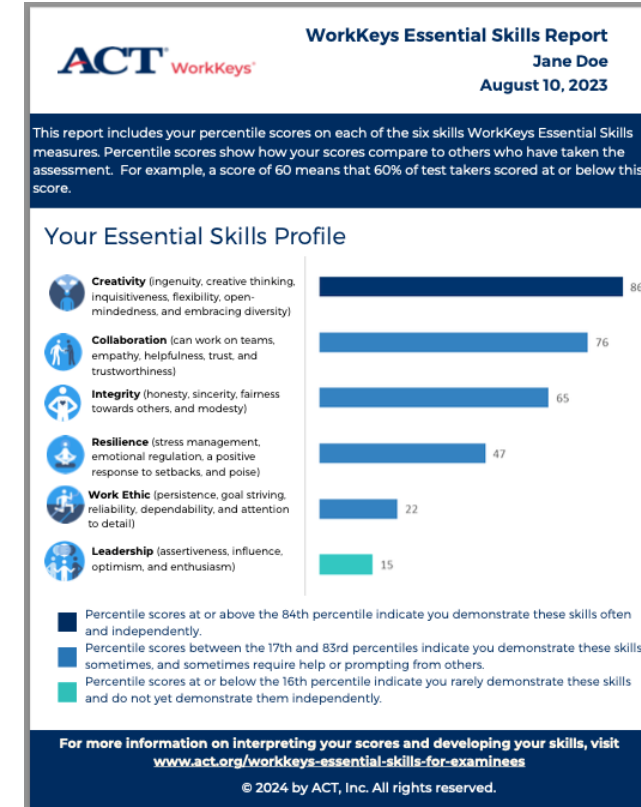
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA
1	Email	First_name	Middle	Last_name	Test_Window	Site	Session	Reason	Started_At	Age	State_pri	Country	Edu_level	Other_edu	Employment	Ethnicity_Ra	Gender	HS_program	Currently_sc	Language	Work Ethic F	Collaboratio	Resilience Pe	Creativity Pe	Leadership F	Integrity	Percentile
2	<a href="#">1samplestuc</a>	Examinee1	S	Student	WKES01	WKES Assess	WorkKeys As	Earn a digit	2024-03-13T	21	CA	United State	Have not coi	Career Train	Unemployec	Hispanic/Lat	Female	Career/Tech	I prefer not	English	2	1	19	2	35	1	
3	<a href="#">2samplestuc</a>	Examinee2	S	Student	WKES01	WKES Assess	WorkKeys As	Earn a digit	2024-03-22T	22	FL	United State	Doctorate o	Corporate Ti	Employed fu	White	Female	College Prep	No	English	57	70	71	50	99	81	
4	<a href="#">3samplestuc</a>	Examinee3	S	Student	WKES01	WKES Assess	WorkKeys As	Personal inf	2024-04-11T	25	AK	United State	I prefer not	I prefer not	I prefer not	I prefer not	Female	I prefer not	I prefer not	English	6	45	45	19	57	92	
5																											

# Reports – Test Administrators/Coordinators

## Next Steps:

The coaching tools and activities that are a part of the Examinee Resources page can be:

- Implemented in a small group setting
- Self-directed activity



*This information can be found under “A Note for Career Coaches” in the User Guide.*

# Reports – Test Administrators/Coordinators

## Next Steps:

A crosswalk showing the alignment between the Essential Skills assessment and the WorkKeys Essential Skills Curriculum available to you.

WorkKeys Curriculum Essential Skills Courses	WorkKeys Essential Skills Assessment					
	Integrity	Work Ethic	Collaboration	Resilience	Leadership	Creativity
Working in Teams	X	X	X			X
Interpersonal & Business Communication			X	X	X	X
Work Discipline	X	X		X	X	X
Customer Service	X	X	X	X	X	
Problem Solving & Critical Thinking			X	X	X	X

*This information is featured in Table 2 of the User Guide.*

# ACT Contact Information

[LRCustomerSupport@act.org](mailto:LRCustomerSupport@act.org)

**Hours:**

Monday – Friday (except holidays):  
8:00 a.m. – 5:00 p.m. (Central Time)