ACT® WorkKeys®

■ PROGRAM: NATIONAL ■ PRODUCT: WORKKEYS ASSESSMENTS ■ AUDIENCE: TESTING STAFF

Installation

Q1. Where do I find my Site ID on the start-up display?

A. Refer to the Site Configuration Management section of the *Use Local Scan Quick Start Guide*.

Q2. Where is the Local Scan program directory?

A. The directory (C:Program Data\Scantron Corporation\WorkKeys 2021) may be hidden from your view because the "Show hidden files, folders, and drives" option is not selected as a setting on your computer.

To change this, do the following:

1. Select **Start > Windows System > Control Panel.**
2. The "View by" setting should either be set to **Small icons** or **Large icons,** but not **Category.** If yours is set to **Category,** change it to one of the icons displays.
3. Select the **File Explorer Options Control Panel** item.
4. Select the **View** tab in the pop-up window.
5. In the "Advanced settings" window, find "Hidden files and folders," then select the **Show hidden files, folders, and drives** option.
6. Select **OK.**

The program directory should now appear in Windows Explorer.

Scanning

Q3. Can I create a "Group" of Local Scan examinees?

A. No, not currently. This also means that the *Individual Score Report* (by Group) and the *Group vs. Profile Report* in the Reports Portal will not contain any examinee data from Local Scan.

Q4. Can I get a list of all the examinee names I've scanned in a batch of answer documents?

A. No report specifically provides data regarding only Local Scan batch results. However, you can use the date parameter fields when running the *Roster Score Report* in the Reports Portal to narrow the results down to the date you scanned your answer documents. ***Note:*** *If you have also completed online testing within the date range specified on the report you will also see those records.*

Q5. Can I edit an answer document during the scanning process?

A. Yes, but you can only edit scanned answer document records that don't meet field validation checks and therefore are flagged by the software. Fields that are validated during scanning are: first name, last name, street address, city, state, ZIP code, FIPS code, form ID, and Admin code. The Admin code is allowed to be blank.

Q5. Why am I receiving an invalid ZIP code error message when the ZIP code is valid?

A. If this happens, it's because the connection to ACT for field validation somehow became disconnected. To remedy this, stop scanning, close the Local Scan program, then restart

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Local Scan to reestablish the connection. If the issue continues, contact ACT for assistance.

Q6. What do I enter for the last four digits of a ZIP code?

A. Leave the last four ZIP code digits blank if you don't know these numbers. Do not use "0000" as the last four digits of a ZIP code.

Q7. I've got stray markings on an examinee's answer document for only one of the tests. Can I have the system skip scanning answers for that test section?

A. No. Currently the only option is to skip/reject scanning the entire answer document for an examinee.

Reporting

Q8. Why don't I see a *Local Scan Instant Score Report* option listed in the Reports Portal?

A. This report is only available to users set up with the Portal Reports – Local Scanning role in Validus™. Contact your site administrator or ACT to have this role assigned to your user account.

Q9. Is there a roster report available for Local Scan data?

A. Yes. Select the *Roster Score Report* from the Reports Portal.

Q10. I've waited five minutes after scanning; why can't I find a score report for my examinee in the Reports Portal?

A. Make sure that you are entering the examinee's first and last name, as provided on the answer document, in all UPPERCASE letters. On the answer document, validate the filled-in ovals against the letters written in the boxes above the ovals. Only the values marked in the ovals are scanned and stored in the system.

If, after taking these actions, you are still unable to locate an examinee's score report, contact ACT.

Q11. The name for the examinee as gridded on the answer document is not the correct name. How do I change it?

A. You will need to complete an *Examinee Records Modification Request Form* and submit it to ACT to change the spelling of the examinee's name in the system. This form is available on the ACT WorkKeys Administration web page under the Helpful Links section.

Q12. Can I access reports from Local Scan?

A. Reports for answer documents submitted via Local Scan are available in the Reports Portal, where you can print and save any of the following:

- *Data Export Report*
- *Individual Score Report (by Examinee)*
- *Individual Summary Score Report*
- *Summary Score Report*
- *Roster Score Report*
- *Individual Score vs. Profile Report*
- *Test Usage Report*
- *Local Scan Instant Score Report*

Note: Local Scan Instant Score Report *is the only report available within five minutes after scanning. All other reports will have Local Scan data available within two days of scanning.*

Contact ACT

If you have additional questions, or need technical assistance, contact ACT Customer Support at 800.967.5539 or workkeys@act.org.