ACT WorkKeys Curriculum

Develop the skills to help you reach your career goals.
Today’s Goal: Highlight exciting product features and provide an opportunity for Q&A

ACT WorkKeys Curriculum: What you need to know

Presented by:
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Julie Gibson, Client Relations
Today’s session is being recorded
- The PowerPoint will be made available after the session
- Please feel free to use the chat function for questions
- We will reserve time for Q&A at the end of the session
Why is there a new curriculum?

• The WorkKeys National Career Readiness Certificate® assessments and credential were updated and released June 2017 to ensure ongoing relevance and alignment to the changing skill requirements of today’s jobs.

• In order to prepare learners for success on the new assessments, ACT has made a significant investment in a newly aligned curriculum.

• When the WorkKeys Curriculum project began in early 2017, the intended purpose was to develop 3 courses to support individuals taking the new NCRC assessments and pursuing the new NCRC credential.

• We also sought to address specific pain points repeatedly surfaced by customers related to the user interface and overall look and feel of the KeyTrain product.
What does this mean for me?

- Customers renewing their CR101 or KT contracts between now and Aug 31, 2018 will renew on CR101 or KT.
- Those customers will receive access to the new courses through FY18 at no additional charge.
- Tomorrow, administrators will receive instructions for activating their accounts and then they will have immediate access to the in-app help guides and the administrative manual.
What role did customer feedback play in the curriculum updates?

The ACT WorkKeys team engaged customers and collected feedback via a number of channels:

- Customer forums, including a dedicated super-user advisory group
- ACT-convened SME panels
- ACT qualitative and quantitative customer discovery and market research
- Direct feedback captured by our Client Relations and Customer Service teams

Feedback from customers has played a significant role in the process. The updated afford ACT an opportunity to address a number of pain points that our customers have identified.
## Response to Customer Pain Points (From Past Surveys/Studies)

<table>
<thead>
<tr>
<th>KT/CR101 Customer Pain Point</th>
<th>WK Curriculum Solution</th>
</tr>
</thead>
</table>
| Interface is cumbersome, outdated, not mobile-friendly, and time-consuming | • A personalized web and mobile-based learning management system increased responsiveness on mobile devices  
• Modernized user interface |
| Many respondents recommend updating the overall interface to be encourage more interaction and presented in a narrative style with increased use of images, videos, and audio vs. copy | • Interactive study tools  
• Embedded technology-enhanced items  
• Skills practice via embedded, interactive components  
• Discussion board feature |
| Confusion exists with students on how to track progress, what levels and assignments they need to complete, and how to get extra practice where they feel they need it | • Customized, adjusting study schedule  
• Dynamic user-centric dashboards  
• Advanced, actionable performance data  
• Confidence-based self-evaluation |
| Respondents are concerned that the KeyTrain preparation and the amount of questions overall in WorkKeys do not allow their test-takers to be successful | • End-of-level quizzes to check for mastery of content and simulate real testing environment  
• Micro-learning modules built on proven instructional design principles and learning techniques |
Overview

Course Highlights:

• 3 Courses:
  • Applied Math
  • Graphic Literacy
  • Workplace Documents

• Level 3, Level 4, Level 5, Level 6, and Level 7

• Quizzes designed to simulate the real testing environment

• Interactive study tools

• Embedded interactives
Modernized user interface
Customized, adjusting study schedule

Welcome to WorkKeys Applied Math

Today's Knowledge Goal
5/10
Learning Plan Progress
26%

Achievements
25/35 left to unlock. See All
- Book - marks the s...
- The Bookmarker
- Straight to DVD
- Notary
- Note Keeper

Strengths & Weaknesses

Basic Operations with Numbers
- Beginner
- Basic
- Intermediate
- Proficient
- Advanced
- Expert

Fractions
- Beginner
- Basic
- Intermediate
- Proficient
- Advanced
- Expert
Increased responsiveness on mobile devices
Confidence-based self-evaluation

Reading Simple Gauges
How much is each tick mark worth in the pressure gauge pictured? Click to select the correct answer.

- 0.25 units
- 0.4 units
- 0.5 units
- 2 units

Rate Your Confidence
- High
- Medium
- Low

Continue »
Micro-learning modules built on proven principles

Reading Simple Charts & Graphs

Back to School Sales at EduStock, Ltd.

Each bar represents sales of school supplies over the months of August, September and October. During which month do the majority of binder and notebook sales occur?

- August
- September
- October

Rate Your Confidence
- High
- Medium
- Low

Finish Task »

Category:
Level 3 Lessons
End-of-level quizzes to simulate real testing environment

A software tester receives the following graphic.

![Life Cycle Phases](image)

After logic faults were introduced, how did the observed percentage of logic faults change as the project moved from Phase 1 through Phase 4?

A. Increased only  
B. Decreased only  
C. Increased and then decreased  
D. Decreased and then increased
Advanced, actionable performance data
### Dynamic user-centric dashboards

#### Quiz Results

**Quiz Name:** Placement Quiz
- **Quiz Length:** 16 Questions
- **% Correct:** 62% (10/16)
- **Predicted Level:** 5
- **Status:** Complete

#### Level Quizzes

<table>
<thead>
<tr>
<th>Quiz Name</th>
<th>Quiz Length</th>
<th>% Correct</th>
<th>Score</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 3 Quiz</td>
<td>10 Questions</td>
<td>50% (5/10)</td>
<td>Fail</td>
<td>Complete</td>
</tr>
<tr>
<td>Level 4 Quiz</td>
<td>10 Questions</td>
<td>70% (7/10)</td>
<td>Pass</td>
<td>Complete</td>
</tr>
<tr>
<td>Level 5 Quiz</td>
<td>10 Questions</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Level 6 Quiz</td>
<td>10 Questions</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
<tr>
<td>Level 7 Quiz</td>
<td>9 Questions</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
</tbody>
</table>

#### Performance Metrics

- **Quizzes Taken:** 3 of 6
- **Avg. Answer Time:** 0 min 59 sec
- **Avg. Correct Answer Time:** 1 min 12 sec
- **Avg. Incorrect Answer Time:** 0 min 37 sec
<table>
<thead>
<tr>
<th>Question Review</th>
<th>Category Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Which additional field must be completed before the order can be processed? Organization Position/Title Street Address 1 Name</td>
</tr>
<tr>
<td>2</td>
<td>Working upward from the stove, the worker just installed K2654. What part should be installed next? J4493 J44643 K2531 K2778</td>
</tr>
<tr>
<td>3</td>
<td>Most of Juan’s calls were in which category? Incoming completed sale Incoming transfer Outgoing completed sale Outgoing cold call</td>
</tr>
<tr>
<td>4</td>
<td>A representative who has more than 15% of calls defined as nonbusiness will need to provide written explanation to the supervisor. Which representative...</td>
</tr>
<tr>
<td>5</td>
<td>What has happened to the enrollment of students in the 20 through 21 age group over the time period? Increased only Decreased only Increased and...</td>
</tr>
<tr>
<td>6</td>
<td>You are asked to make a graph that best compares the changes in enrollment by age group over time. Which of these graphs best meets your goal?...</td>
</tr>
<tr>
<td>7</td>
<td>The instructions next to the register state the following: For all purchases less than $400 ask, “Would you like to put this on your Barnes preferred...</td>
</tr>
<tr>
<td>8</td>
<td>As purchase price decreases, the percent charged by the MCVS credit card: either remains the same or decreases, either remains the same or increases...</td>
</tr>
</tbody>
</table>
Choosing Effective and Accurate Graphics

When you’re evaluating the information in graphics or choosing graphics to represent data, you need to know if the data is accurately and effectively represented. Both of these things are important because you may need to make workplace decisions based on the data you read.

CHECKING GRAPHICS FOR ACCURACY

One of the most important questions you should ask yourself when reading a graphic is, “Is this accurate?” It’s likely that most of the graphics you’ll encounter at work will be. However, if you’re making decisions based on graphics, it’s always a good idea to double check that the graphic is representing data accurately.

In the workplace, you may not have time to research the data behind a graphic, but there are a few things you can consider as you evaluate a graphic.
FY18 Roadmap

• Development of at least 3 new courses (Applied Technology, Workplace Observation, Business Writing)
  • Additional courses, especially soft skills courses, are also being prioritized

• Addition of new features/functionality
  • Question randomization within quizzes
  • Answer randomization within a question
  • Feature management at institution admin level
  • Limited institution admin role for instructors to be able to create groups
  • And more!
Frequently Asked Questions
What are the technical requirements for the new WorkKeys Curriculum?

• System requirements:
  • Internet connection
  • Ability to run modern browsers easily

• Web browser requirements (Windows & Mac)
  • Google Chrome (recommended browser)
  • Safari
  • Firefox
  • Internet Explorer 10+
What user roles exist in the new WorkKeys Curriculum platform?

- Learner
- Instructor
- Admin
  - Institution Admin: manages one institution
  - District Admin: manages all institutions in district
- Supervisor
  - Institution Supervisor: views data for one institution
  - District Supervisor: views data for all institutions in district
  - Organization Supervisor: views data for entire organization
What Accessibility Features Are Available?

- Text has adequate contrast against background (4:5:1 contrast ratio for small text, and 3:1 for larger text)
- Text is always used as opposed to images of text
- Text can be enlarged up to 200%
- Appropriate color contrast is used to make links easily distinguishable from surrounding text
- Color is never relied on as the only visual means of conveying information
- Each page has a title indicating its contents
- Sections are labeled with clear headings

- Content is laid out in a logical order
- Users can easily tab through elements of a page
- Indicate the page element in focus through visual cues and alt text
- User interface components are identified consistently throughout the site
- Engaging with a user interface component does not trigger an unexpected action such as opening a new window, switching focus to a different page element, or changing page content
- Input errors are clearly flagged and explained
- The language attribute is used to specify language