

Internet Testing: In the Event of an Internet Outage

Purpose	This Memo serves as your guidance in determining the next steps in the event you experience test interference or an internet outage.
Credit Policy	EED can request credit from ACT: WorkKeys if: <ul style="list-style-type: none">○ The test interruption is due to an ACT outage lasting more than one hour○ The request is submitted to EED on the WorkKeys Test Credit Recovery Form
Test Fee	WorkKeys Internet Version test are considered exposed when the first test item is viewed. A test fee is charged when the examinee views the first item on a test.
Action	<p>Occasionally there may be an unforeseen interruption in WorkKeys Internet Version service from ACT.</p> <p>Any time a test is interrupted, if it is still with one hour of the interruption the site administrator should log into the test administration site and re-authorize the assessment for the examinee(s). The examinee should then be able to re-launch the test and pick up where he/she left off.</p>
Credit Request Form	<p>If the outage is more than one hour from the occurrence, any information captured on the test will be lost. The examinee will need to start over on a new test.</p> <p>You will need to fill out the attached credit form. You will need to complete the Date, Reason for credit request, Test Site (school) name, Realm number, date of administration and list all the students and the assessment effected and unable to re-launch.</p>
When to Retest	<p>Requests for credits due to test interpretations that are beyond ACT's control (bandwidth issues, student does not want to stay for re-authorizations within hour of occurrence, etc.) will be denied.</p> <p>If it is more than one hour since the outage, the examinee will need to restart a new test. You may retest at any time suitable to you and the examinee. To avoid your district being charged to re-administer the assessment you must complete this form immediately.</p>
Submit Completed Form	<p>Submit to <u>EED</u> * to process for reimbursement.</p> <p>*Do not send directly to ACT WorkKeys Credit Request. Form will be incomplete and EED will have no record.</p>
Contact Information	<p>To submit form or for questions about completing the form contact: Krista Heard : Email krista.heard@alaska.gov : Phone 465-6410</p> <p>For questions regarding test administration or internet outage information contact ACT : WorkKeys Email workkeys@act.org : Phone 1/800-WORKKEY (967-5539)</p>