KeyTrain®

Administrator Manual

WorkKeys®

ACT™

Administrator's Quick Start Guide

To get started with KeyTrain®:

1. Login with the organization administrator username and password given to you.

- Go to **http://login.keytrain.com** and enter the username and password.
- Install or update the Adobe Flash Player if prompted. KeyTrain courses require the Flash Player (see #4 below).

2. Set up a Student Account.

- From the main administrator menu, click on "Student Accounts", then "Add New Student".
- Fill in the student's name and provide a <u>unique</u> username and a password to assign to the student. Include a group designation if the student is part of a group that you later want to remove, such as a graduating class (use the class year, such as "2012"). This is the minimum information needed to create a student account.
- KeyTrain will check to see if the username entered is available. If not, you will be asked to enter a different one. A KeyTrain username is the unique identifier giving thousands of individuals access to their KeyTrain account. A username such as "johnsmith" is not a good choice, since it will already be in use by another John Smith somewhere else in the country. Using a school's numeric student ID is *generally* more likely to be unique, but even then, you run a risk of there being another student already in the system with the username "065123". A *combination* of letters, numerals, and characters such as "johnsmith_065123" would be much more likely to be unique.
- If accepted, the student account is created and KeyTrain gives you the choice to print login instructions for the student, continue completing additional student information, add the student to a class, assign lessons to the student, or create another student account.

3. Assign a Lesson to the Student.

- From the main administrator menu, click on "Assign Lessons" and then "Assign to Student".
- Search the student list to locate the student account you just created. Click on the notebook icon in the right column next to the student's name.
- The Assignment Page with a list of available courses will appear. The recommended way to assign lessons is the *Auto* assign method. Click *Auto* to assign the pretest for a desired course. Lessons assignments for a KeyTrain course will be determined by the student's pretest score. To assign only specific course levels or make other assignment options, click on the course name and select the course levels you wish to assign to the student. Be sure to save your assignments by clicking on the *Save Changes* button in the Assignment Page.
- Click on the "Home" icon in the top left corner to return to the main menu after completing course assignments.

4. **If you have a classroom or computer lab** where you will be running a KeyTrain class, confirm that each workstation has the Flash web player installed. To confirm this, log onto the workstation with an unrestricted administrative account with permission to install software and then log into KeyTrain. If the web player needs to be installed or updated, you will be redirected to a screen with instructions on how to proceed with the installation. If the web player is not installed when the students try to access KeyTrain, they will be redirected to the web player download screen, but since student accounts generally prohibit installation of software, they will most likely be unable to follow the instructions for installing the web player. To ensure KeyTrain lessons run correctly, click on *Take Lessons* in the main menu and select *KeyTrain*. Choose a course and click on the *Launch* button. If your settings are correct, the lesson should load and run.

5. **Read this Administrator manual** or **Guide to KeyTrain** found in the *Support* section of your KeyTrain account to learn how to set up **instructor accounts**, group students into **classes**, **assign lessons** to classes, get **reports** on student progress and other tasks and features. These and other documents on troubleshooting and other topics can be viewed or downloaded online from your KeyTrain account. Just click the *Support* link in the upper right section of the main menu screen to open the list of documents. You will need the Adobe Reader to view the documents. A link to download Adobe Reader is included on the Support page.

Table of Contents

1. Introduction to KeyTrain

KeyTrain is a comprehensive learning system for mastering the skills measured by the ACT WorkKeys® job skill assessment system. As part of ACT's *WorkReady System*, KeyTrain allows individuals to assess potential WorkKeys scores, learn and apply concepts to improve their WorkKeys skills, and practice problems similar to those on an actual WorkKeys assessment.

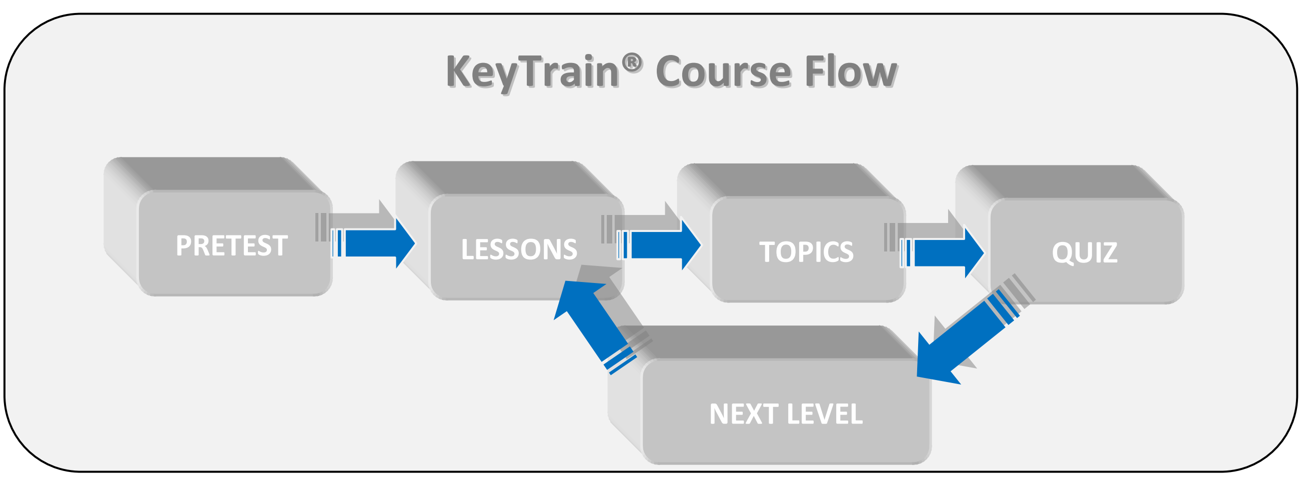
This Internet-based training system was designed specifically for the WorkKeys system. The curriculum for each KeyTrain course is based on the WorkKeys *Targets for Instruction*. This guarantees that all of the important skills measured in the WorkKeys assessments are covered in this curriculum. Each KeyTrain course corresponds to one of the WorkKeys skill areas.

Note: Scores on KeyTrain pre-tests are not actual WorkKeys scores, and should not be used for hiring, promotion or other high stakes decisions.

Courses include a review of the WorkKeys system and specific skill area as well as the benefits to be gained by the learner. Each course has a pre-test, a shortened assessment similar to the actual WorkKeys assessment that helps to place the learner at the appropriate level in the KeyTrain course.

Courses include lessons tailored for each WorkKeys skill level. For example, the KeyTrain Applied Mathematics course has separate lessons for levels 1 through 7. The skill characteristics and goals of each level are explained. Each course lesson incorporates several topics keyed to the skills needed to perform job tasks at that level of skill. Learners review concepts essential to that level of the WorkKeys skill and apply what they learn by answering questions and solving problems. Topic may be organized into an Overview, Learning, Practice and Quiz section to ensure a rigorous learning process. Short topic quizzes provide a measure of the learner's comprehension of topic skill objectives.

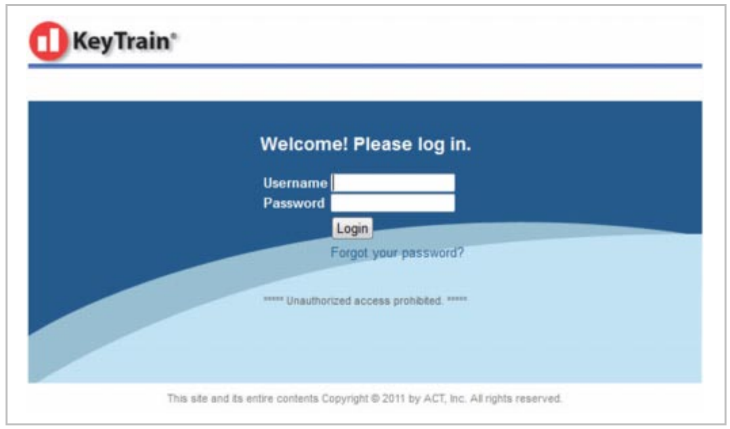
Every course lesson includes a final quiz drawing from all topics covered for the skill level. Final quiz questions are similar to those for that level in a WorkKeys assessment. Questions are randomly assigned from a database so that if the user retakes the quiz, some questions will differ. Learners who pass the quiz may print a certificate to document their completion of that KeyTrain course level. Course levels mirror the developmental progression of WorkKeys skills – learners successfully completing a level move to the next higher level until they achieve their skill development goals.



2. Administrator and Instructor Accounts

2.1 Log in to Your Account

To log in to your KeyTrain Administrator account, type either **www.keytrain.com** or **run.keytrain.com** in your web browser. Entering **www.keytrain.com** will open the KeyTrain home page. On the home page, click on the *Run KeyTrain Online* link to go to the login screen. To go directly to the login screen, enter **run.keytrain.com** in your web browser.



Enter the Administrator username and password that was supplied with your KeyTrain license and click the **Login** button. (Usernames and passwords are not case-sensitive.) The Administrator Menu will open. Before we look at the Administrator Menu items, you need a little information on KeyTrain accounts.

2.2 KeyTrain Account Types

There are three types of user accounts in KeyTrain with different levels of privileges:

Administrator – can create other administrator, instructor, and student accounts; create classes and assign lessons; import student information; export data; set organization options; view and print reports on a student, class or the entire organization; manage groups; and take KeyTrain lessons.

Instructor – can create student accounts and classes and assign lessons, view and print reports, set class lesson options, take KeyTrain lessons, view and print student and class reports. Instructors cannot create other administrators or instructors.

Student – can take lessons, edit their student information (such as changing their password or address) and view their own progress reports.

When you receive your KeyTrain Internet license, you will be given one administrator account. You are responsible for creating additional administrator, instructor and student accounts.

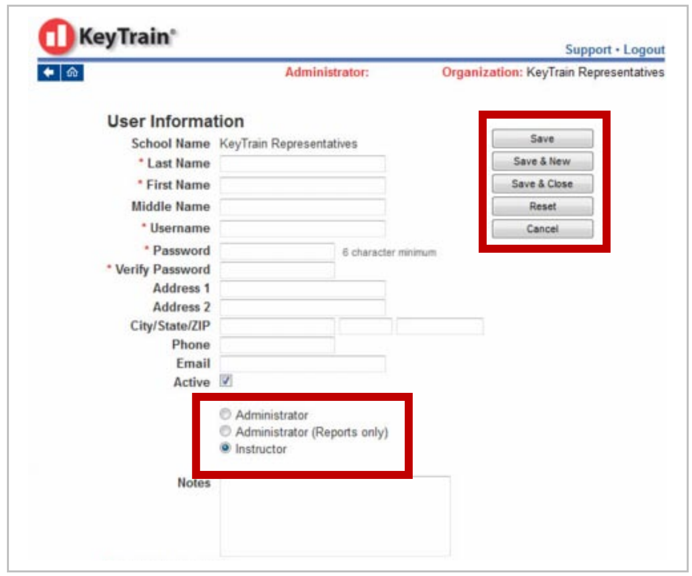
2.3 Creating Administrator and Instructor Accounts

Create administrator accounts for those staff persons who will be responsible for helping other staff members maintain their accounts. For example, IT staff, a human resource manager, training manager or guidance counselors may wish to have Administrator accounts. Administrators also have the option of creating *Administrator reports only* accounts for staff persons who only need to view or print reports, not create other user accounts or perform other administrator functions in KeyTrain.

Create instructor accounts for staff whose only KeyTrain use will be working with students, such as teachers, trainers or computer lab managers.

To create an administrator or instructor account, click on the **Instructor Accounts** bar in the main menu and select **Add New Instructor**.

A form for entering the instructor's information will be displayed. Notice that the Last Name, First Name, Username, and Password fields are marked with a red asterisk. These fields **must** be filled in to establish an account. If you include the person's email address, KeyTrain will send them their login information if they forget their password.



If you are creating an additional administrator or a reports-only administrator account, be sure to select the radio button for that option after you enter the person's information. Click on the Administrator button to allow the person full administrator account privileges that includes access to information for the entire organization, and the ability to set or change organization settings and options. Leave the Administrator button unchecked if the person should just have the more limited account rights of an instructor.

When you finish entering the required and other optional information, click **Save and Close** to create the account and return to the main menu or **Save and New** to create another account. Sites may create as many administrator and instructor accounts as they need. We recommended, however, that you limit the number of staff with full administrator privileges.

Summary of KeyTrain account privileges:

Administrator – can create other administrator, instructor, and student accounts, create classes and assign lessons, take KeyTrain lessons, set organization options, restrict KeyTrain course access, view and print reports on the entire organization, export and import data and search the job profiles database. The administrator account may also restrict certain options for instructors (such as creating student accounts) and students (such as editing their own account).

Instructor – can create student accounts and classes and assign lessons, view and print reports, set class lesson options, take KeyTrain lessons, view and print student and class reports, export data on classes and search the job profiles database. Instructors cannot create other administrator or instructor accounts or set the options for the organization.

Student – can take lessons, change their account information (e.g. change their password), view their own progress reports, and search the job profiles database.

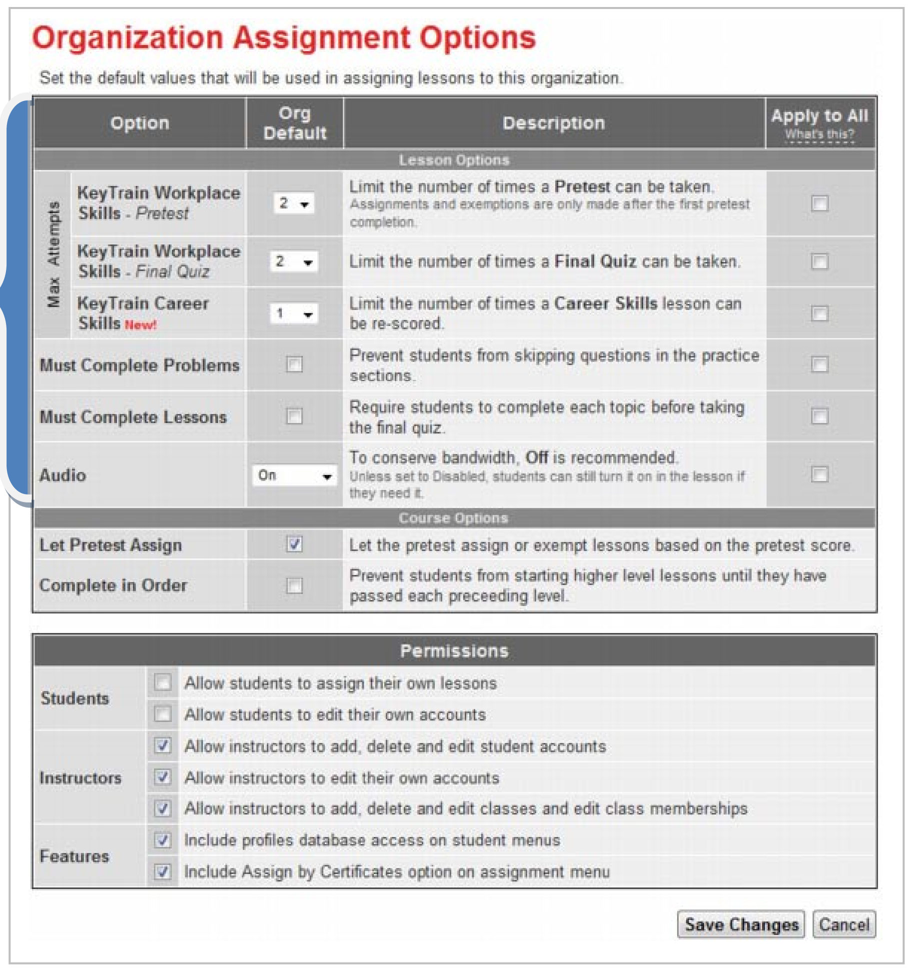
3. Organization Options and Settings

Administrators are allowed to select KeyTrain settings and options for the entire organization. *The selection of options and settings should be thought through carefully since, once selected, they will apply to all KeyTrain users in the organization.* Of course, an administrator can change options and course settings if needed, but some changes will not retroactively apply to existing user accounts.

To access organization settings, click on the **Organization** bar in the KeyTrain main menu as shown below. From here you may select *Organization Assignment Options*, check your KeyTrain license information by clicking on *About Organization*, or limit the KeyTrain courses available to all users in the *Organization Course Settings* function.

3.1 Organization Assignment Options

To select how KeyTrain lesson assignments are made to learners and control how learners interact with KeyTrain, click on **Organization Assignment Options**. The screen below will appear.



Administrators can apply any changes to the default lesson and course assignment options to the entire organization and may also set certain permissions options for both students and instructors. Note: instructors can select lesson and course options for their classes, but not for the organization.

Let's look at the **Lesson Options** section of the page first.

Max Attempts:
KeyTrain lets you limit the number of times that students in your organization can take a **Workplace Skills pretest** for a course (such as Applied Math) or a post-test (Final Quiz) within a lesson (such as Applied Math Level 4). After the maximum number of attempts, students are not be allowed to retake the test. This does not limit the number of times that a student can enter the tutorial portions of a lesson. Limiting the number of quiz attempts prevents students from trying to "test out" of a lesson by repeated guessing at final quiz questions. *Remember, pre and posttest questions are randomly generated from a question bank.* Instructors may also set the number of times that a **KeyTrain Career Skills** lesson can be re-scored.

To change the default number of quiz attempts (2 for Workplace Skills and 1 for Career Skills), click the down arrow and choose a different number. KeyTrain allows up to 5 Workplace Skills *pretest* attempts, 10 Workplace Skills *final quiz* attempts, and 10 Career Skills lesson score attempts.

Must Complete Problems:
If **Yes**, learners must correctly answer the practice problems in the tutorial lessons before they can proceed to the next page. If **No**, they can move through a lesson without attempting the practice problems (not a good learning strategy!). *Recommendation – set this option to Yes.*

Must Complete Lessons:
If **Yes**, learners must complete all topics in a lesson (e.g. Applied Math, Level 4) before they can take the final quiz for that lesson. If **No**, students can take a final quiz without attempting any of the lesson topics. *Recommendation – set this option to Yes.*

Audio:
ON: When launching a lesson for the first time, the narrative sound track will be turned on (on subsequent sessions it will remember the last setting). Audio **must** be ON for Writing, Listening, Teamwork and Workplace Observation courses to complete lessons and quizzes.
OFF: The soundtrack for a lesson will be off. Learners can turn the sound on when they are in a lesson, even if this option is selected. *By having the sound turned OFF, organizations can save bandwidth and make the program run faster. Recommendation – set audio to OFF.*
DISABLE: This setting turns off all access to lesson audio. If selected, students cannot turn the audio on for a lesson. **Do not** use this setting if any course requiring audio may be assigned to students.

Now, consider the **Course Options** that can be set by administrators.

Course Options		
Let Pretest Assign	☑	Let the pretest assign or exempt lessons based on the pretest score.
Complete in Order	☐	Prevent students from starting higher level lessons until they have passed each preceeding level.

Let Pretest Assign:
Checking this option will assign the Pretest to all students in an organization for all assigned courses. When checked, KeyTrain will automatically make individual lesson level assignments to students based on the level they score on the pretest. This simplifies the task of assigning the appropriate lessons each student needs to improve his or her skills. *Recommendation – check the Let Pretest Assign box.*

Complete in Order:
If **Yes**, learners must complete lessons for a level before moving on to the next higher level. For example, in Applied Mathematics, students would have to complete Level 3 lessons before moving to Level 4 lessons, Level 4 lessons before Level 5, etc. If **No**, they may start the course at any level they choose, even if they scored lower than that on the pretest. *Recommendation – set this option to Yes.*

Finally, look at the **Permissions** options available to the KeyTrain administrator. You can allow *students* to assign their own courses and lessons (open enrollment) and edit their own account information (such as name, address, email address, etc.). The default setting is not to allow these permissions.

Permissions		
Students	☐	Allow students to assign their own lessons
	☐	Allow students to edit their own accounts
Instructors	☑	Allow instructors to add, delete and edit student accounts
	☑	Allow instructors to edit their own accounts
	☑	Allow instructors to add, delete and edit classes and edit class memberships
Features	☑	Include profiles database access on student menus
	☑	Include Assign by Certificates option on assignment menu

Save Changes | Cancel

Administrators can allow *instructors* to:

- add, edit and delete *student* accounts (recommended)
- edit *their own* account (recommended)
- add, edit and delete classes and class memberships (recommended).

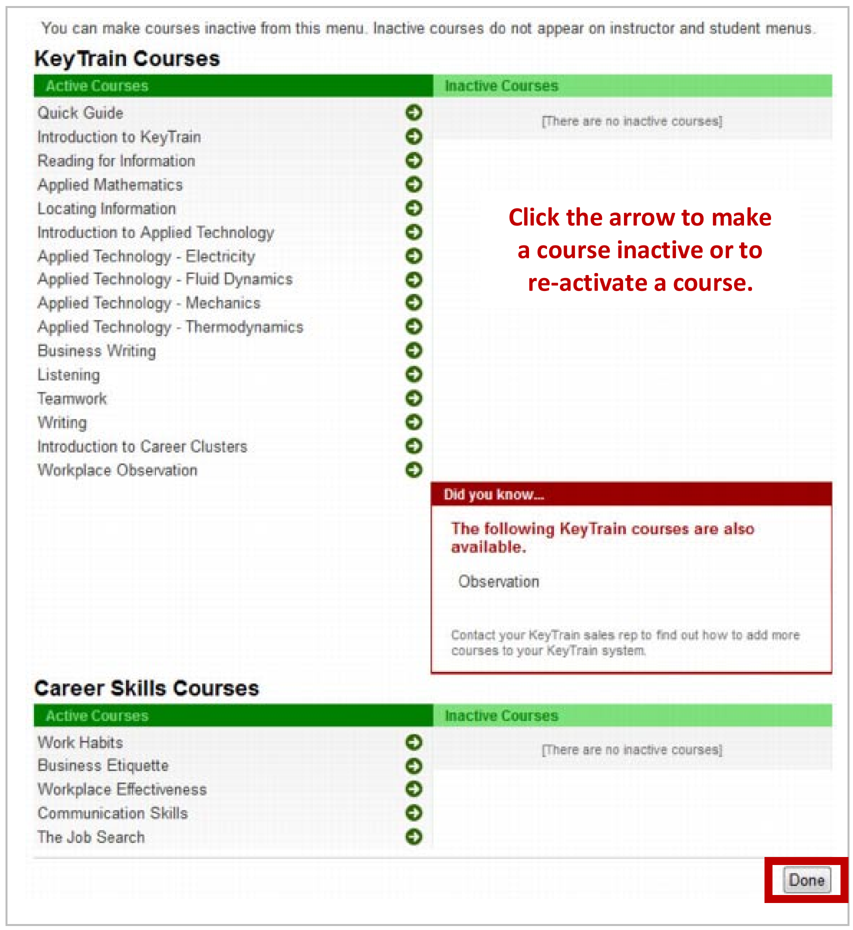
Administrators may also elect to make the WorkKeys job profiles database accessible to students (recommended) and allow the option of assigning KeyTrain courses by Career Readiness Certificate level (*Assign by Certificate*). *Allowing Assign by Certificate is recommended where the learning outcome is to achieve a National Career Readiness Certificate (NCRC).*

3.2 About the Organization

To view licensing information on your organization, select About Organization under the Organization menu bar. The organization's name, unique KeyTrain ID number, and the date the KeyTrain license was initiated will be shown. The expiration date for the organization's KeyTrain license is also displayed.

3.3 Organization Course Settings

If you click on this option in the Organizations bar, the screen shown here will be displayed.



Only KeyTrain administrators for an organization have access to this screen. The course settings screen allows administrators to make one or more KeyTrain and/or Career Skills courses inactive. Doing so removes the course from access by instructors and students. To make a course inactive, click on the green arrow button. The course title will move to the *Inactive Courses* side of the page. To re-activate the course click the green directional arrow again and the course will move to the *Active Courses* section.

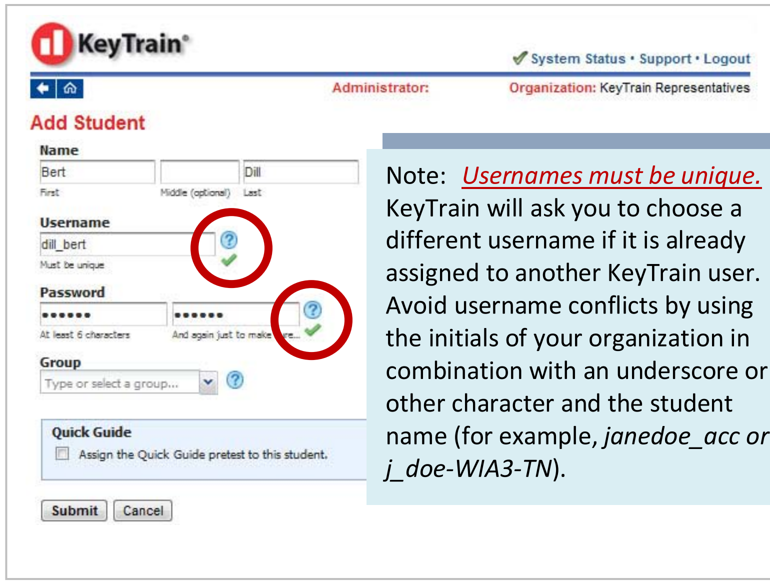
Organizations that have specific goals for using KeyTrain with learners may prefer to limit access to only those KeyTrain courses learners need. For example, if the desired outcome for learners in the organization is only to achieve a National Career Readiness Certificate, the administrator may decide to make all courses other than Reading for Information, Applied Mathematics, and Locating Information (the three skills assessed for the NCRC) inactive. If an organization's goal for learners is broader, the administrator may wish to keep all KeyTrain and Career Skills courses active. When you finish adjusting course settings for your organization, click the **Done** button to apply the changes.

4. Working with Student Accounts

4.1 Create an Individual Student KeyTrain Account

To create a KeyTrain account for an individual student, click on **Student Accounts** in the main menu and select **Add New Student** as shown here.

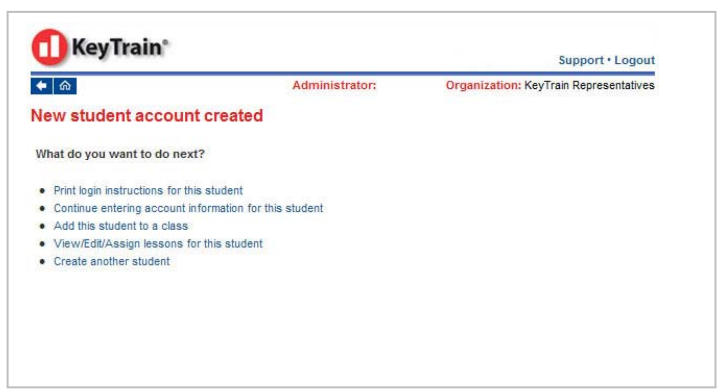
When you select *Add New Student*, the **Add Student** screen will appear. Type in the learner's name (middle name is optional) and assign a username and password to the student. As you complete the Username and Password fields, KeyTrain will check to see if the username is available and that the password match is correct. If so, a **green** check mark will appear like those circled in the example above. If not, you will be prompted to enter a different username or retype the password. Passwords must be at least 6 characters, but do not have to be unique. As an option, you may also include a Group name if the student is part of a group that you later want to remove, such as a graduating class (use the class year, such as "2014").



Note: *Usernames must be unique.* KeyTrain will ask you to choose a different username if it is already assigned to another KeyTrain user. Avoid username conflicts by using the initials of your organization in combination with an underscore or other character and the student name (for example, *janedoe_acc or j_doe-WIA3-TN*).

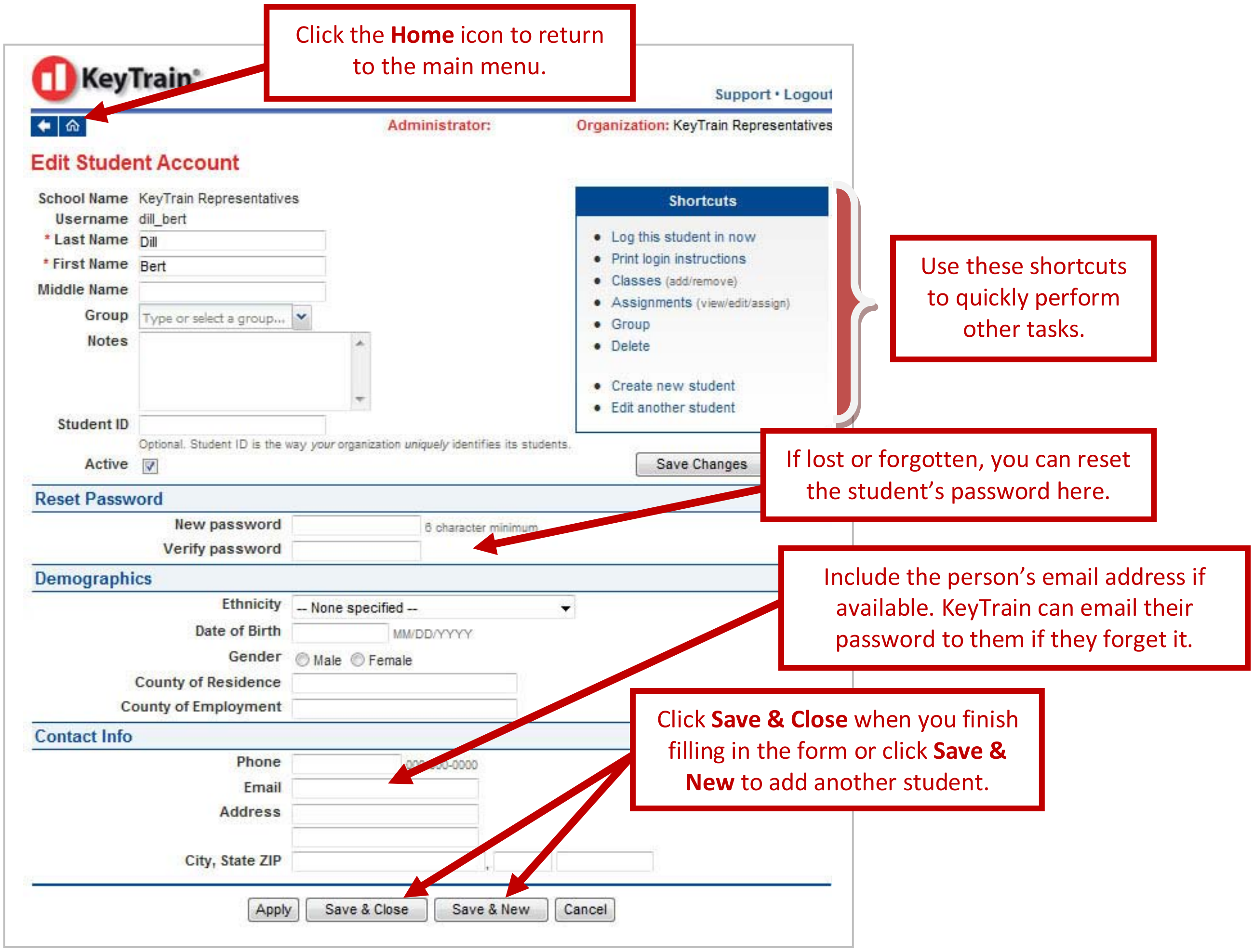
If the username is accepted, the *New student account created* screen will appear, confirming that the account was created.

This screen allows you to print login instructions for the student, enter more detailed information on the student, add the student to a class, assign lessons to the student or create another student account without having to go back to the main menu. Just click on the link to perform the desired action.



4.2 Edit Student Account Information

If you select ***Continue entering account information for this student***, the *Edit Student Account* screen shown on the next page will appear.



Field names with a **red asterisk** are required, but will be filled in automatically by KeyTrain. Complete the other fields as needed. Let's learn about some of the optional information fields.

Groups. If you did not enter a group name when you created the student account, you may do so in this screen. The group field is used to delete large numbers of user accounts at a later date. Grouping is important for high schools or workforce training programs that have large numbers of students exiting at the same time. For example, students could be assigned to the group named "Class of 2015". Once these students graduate, their KeyTrain records can easily be removed from the system as a group rather than individually. *Do not confuse groups with classes – classes are used to manage student assignments and reports.* We will discuss classes later in this manual.

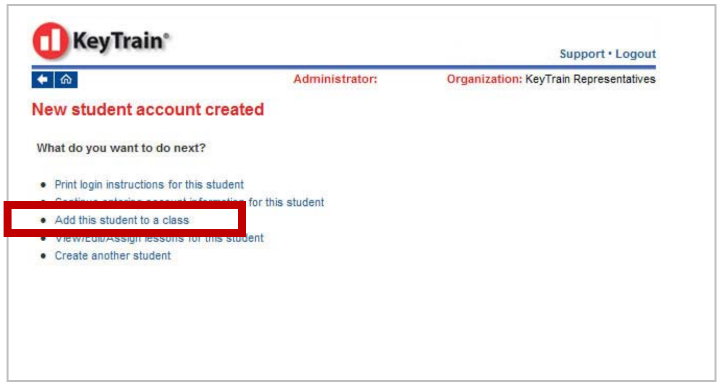
Student ID. This field is for schools or companies that wish to include student or employee identification numbers for reporting purposes. The Student ID is *not* a student's KeyTrain username.

Demographics. This section includes optional information on gender, race, and other data that organizations may wish to collect and report on.

Contact Information. The Contact Information fields are optional. If the student, client, or employee has an email address, enter it in the *Email* field. Users who forget their KeyTrain account password can have it emailed to them by clicking on the "*Forgot your password?*" link on the login page and entering their KeyTrain username. Click on *Save and New* if you want to create another student account. When you finish entering student information, click *Save and Close*. When you select *Save & Close*, KeyTrain adds the student account to the organization and displays a list of all students in the organization.

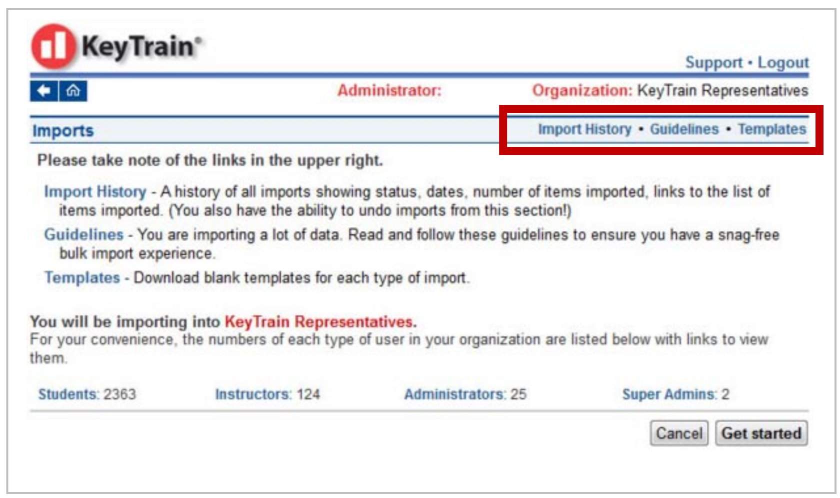
Shortcuts. Links shown in the *Shortcut* box allow you to quickly perform additional tasks such as logging a student into KeyTrain, printing login instructions for the student, adding or removing classes, assigning lessons to a student, adding the student to a class, working with groups, creating another student account and editing a new student account.

If you select ***Add this student to a class*** on the *New student account created* screen shown below, a list of the classes for your organization will appear. Search for the class name and then click on the *Add* icon in the right hand column for that class. The student will be added to the class and any class assignments will automatically be assigned to the student. If the student is already assigned to a class, a Remove icon will be shown in the right hand column. Click it if you wish to remove the student from the class. *Note: students may be in more than one class at a time.*

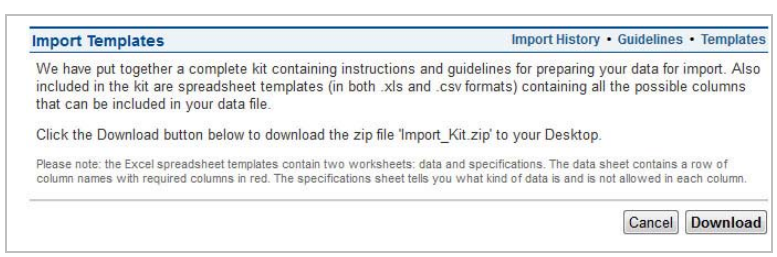


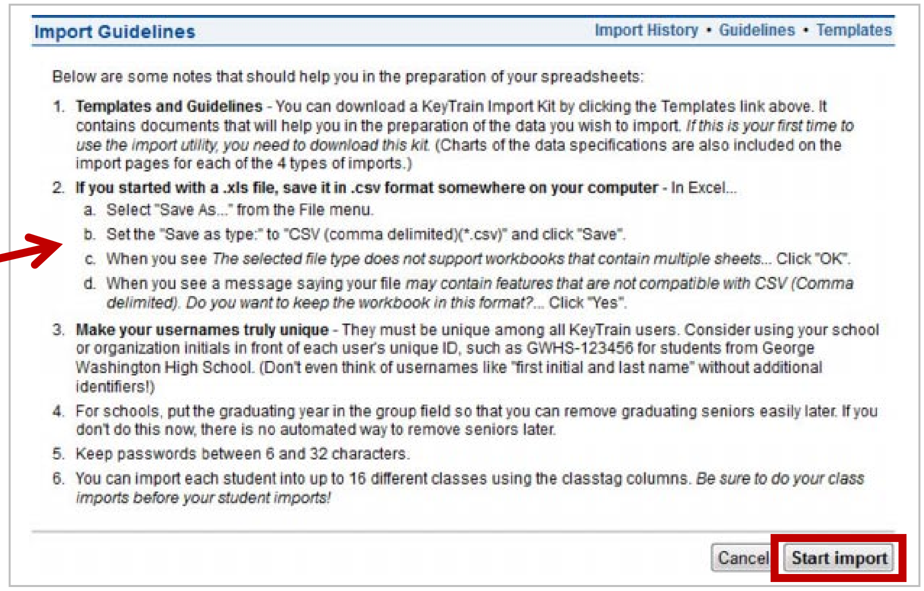
4.3 Create Multiple Student Accounts Using Batch Import

Organizations with large numbers learners who will be using KeyTrain can use the import tools in KeyTrain to easily import student data and create student accounts. Click the **Import Data** bar on the main menu. The Imports information screen will be displayed. From this screen you can view the *Import History* for your organization, read the *Guidelines* to follow in preparing your data for import, and *download Excel and .csv templates* to use for the import process.



First, download the import **template kit** that KeyTrain provides and use the spreadsheet templates for importing students, instructors, classes, or administrators in your organization. Click on the **Templates** link to open the *Import Templates* page. Read the instructions on the page and then click the **Download** button.

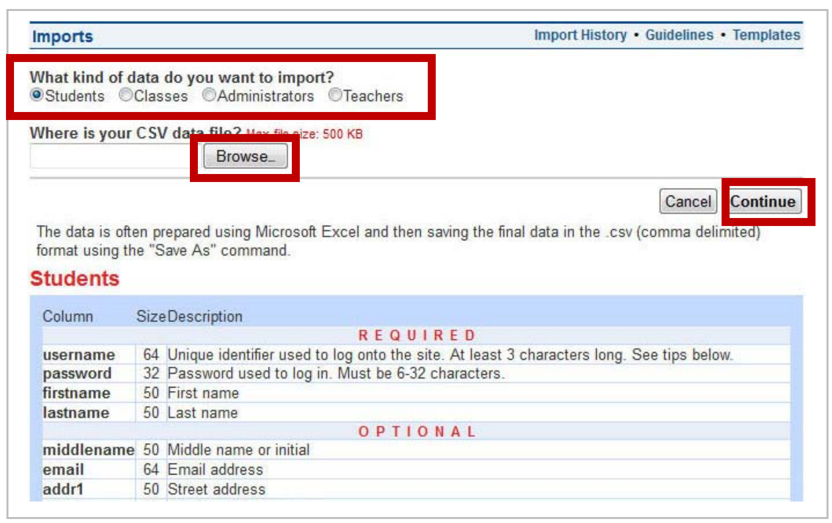




Next, click the **Guidelines** link and read the instructions for preparing the spreadsheet you will use to import your student data.

Note that the spreadsheet you want to import must be saved as a "comma delimited" file or .CSV.

Be sure to enter a **Group** name (such as 2015 Class) if you are importing students who will graduate or complete your program at the same time. You must include the group name in the spreadsheet before you import it. Otherwise you will be unable to remove the students automatically when they leave your program or school. *Also note that if you want to import the students into classes automatically, you must first import the information needed to create the classes.* After you have created your spreadsheet using one of the templates, click the **Start Import** button to begin the process.



The **Imports** screen will appear. Notice that you can select the type of import by clicking the radio buttons for Students, Classes, Administrators, or Teachers. The required and optional data fields and instructions are listed for each type of import. Use the **Browse** button to search for and select the CSV file you created and then click the **Continue** button.

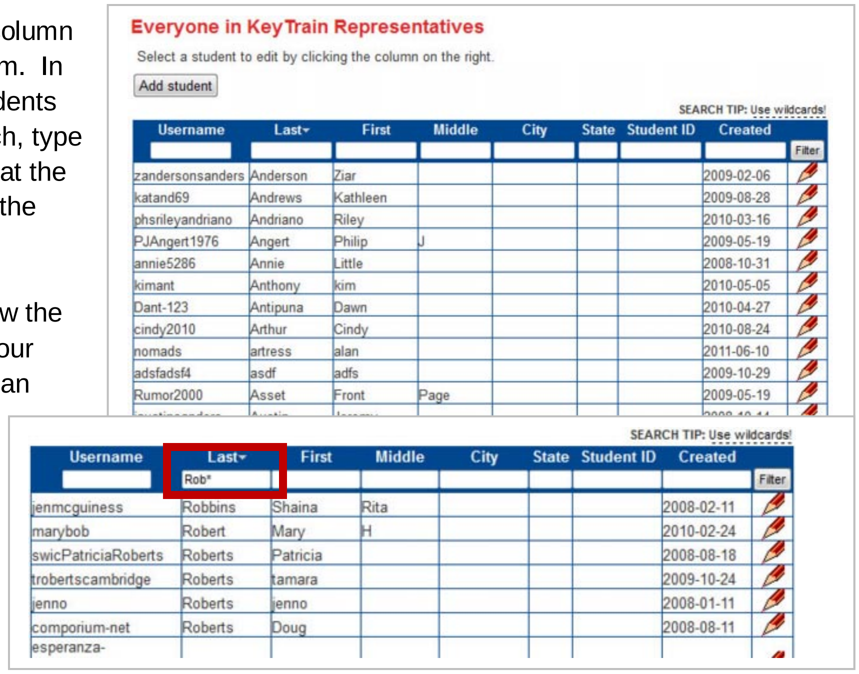
KeyTrain will check your spreadsheet and identify any data fields that are not formatted correctly. Once those corrections are made, the import process can be completed.

4.4 Edit Student Accounts

Administrators and instructors may update information in a student's account. You may need to do this if a student's address, email, or other contact information changes.

To edit a student account, click on the Student Accounts bar in main menu and select *Edit Student Account*. KeyTrain will display a searchable list of all students that have KeyTrain accounts in your organization similar to the one shown on the next page.

Use the search fields at the top of each column to narrow the list of students to select from. In this example, there are almost 2,400 students in the organization. To simplify the search, type the student's last name in the blank field at the top of the **Last** column and then click on the **Filter** button.



Username	Last	First	Middle	City	State	Student ID	Created
zandersonsanders	Anderson	Ziar					2009-02-06
katand69	Andrews	Kathleen					2009-08-28
phsrileyandriano	Andriano	Riley					2010-03-16
PJAngert1976	Angert	Philip	J				2009-05-19
annie5286	Annie	Little					2008-10-31
kimant	Anthony	kim					2010-05-05
Dant-123	Antipuna	Dawn					2010-04-27
cindy2010	Arthur	Cindy					2010-08-24
nomads	artress	alan					2011-06-10
adsfadsf4	asdf	adfs					2009-10-29
Rumor2000	Asset	Front	Page				2009-05-19

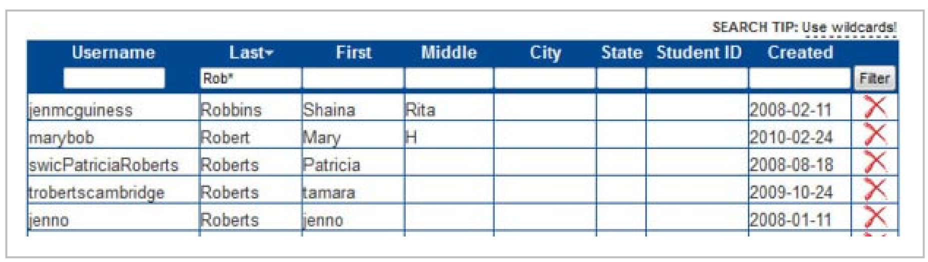
Username	Last	First	Middle	City	State	Student ID	Created
jenmcguiness	Robbins	Shaina	Rita				2008-02-11
marybob	Robert	Mary	H				2010-02-24
swicPatriciaRoberts	Roberts	Patricia					2008-08-18
trobertscambridge	Roberts	tamara					2009-10-24
jenno	Roberts	jenno					2008-01-11
comporium-net	Roberts	Doug					2008-08-11
esperanza-							

You may also **wildcards** (***** or **?**) to narrow the search by entering just the first three or four letters of the student's name followed by an asterisk or question mark and then clicking on **Filter**. In this example, to search for someone with the last name of Roberts, ***Rob**** has been used to narrow the student list.

When you have located the student's account, click on the **pencil icon** in the right hand column to open the student's information page. This is the same **Edit Student Account** page we talked about earlier in this section. Make any needed changes and then click the **Save & Close** button.

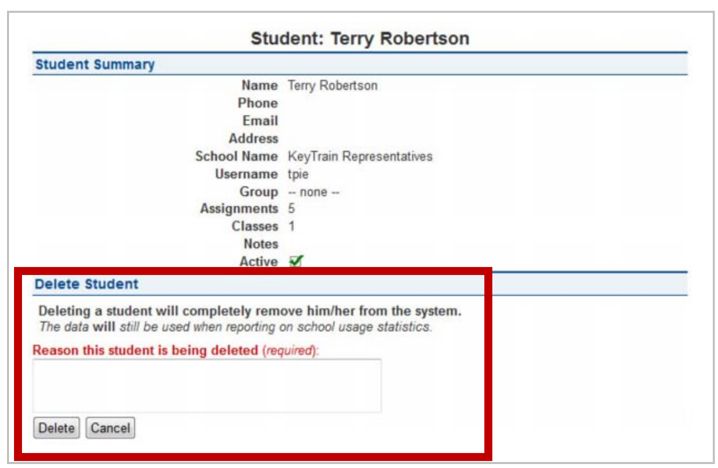
4.5 Delete a Student Account

To delete a student's account and KeyTrain records from the organization, click on the Student Accounts bar in the main menu and select **Remove Student**. The student search screen like the one above will appear, but the pencil icon is replaced by a red **X**. Click on the X to delete the student account.



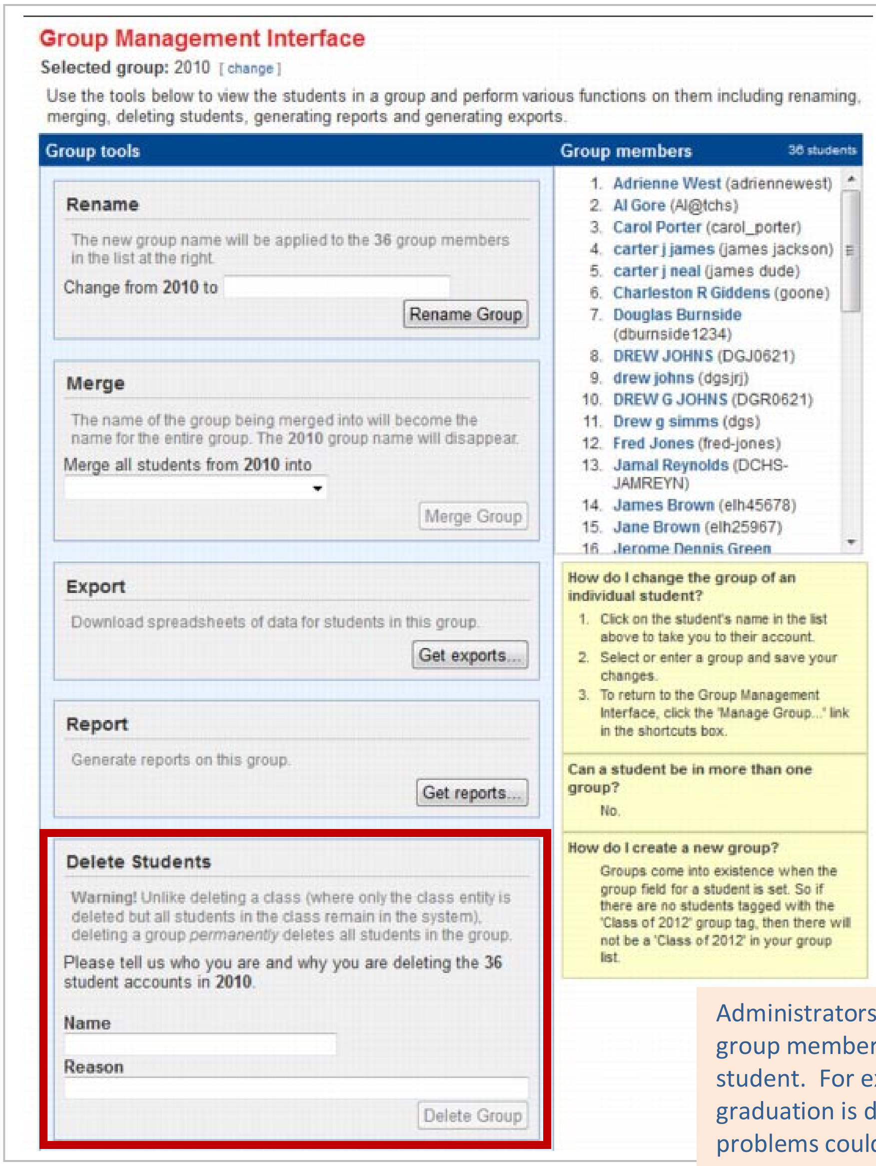
Username	Last	First	Middle	City	State	Student ID	Created
jenmcguiness	Robbins	Shaina	Rita				2008-02-11
marybob	Robert	Mary	H				2010-02-24
swicPatriciaRoberts	Roberts	Patricia					2008-08-18
trobertscambridge	Roberts	tamara					2009-10-24
jenno	Roberts	jenno					2008-01-11

KeyTrain will display the student summary information and warn that by deleting, this student's records will be completely removed from your organization. You must also enter a reason for deleting the student, such as "moved to another school" or "no longer employed", before the account is removed.



After entering a reason, click the **Delete** button to remove the student's records.

4.6 Manage Groups of Student Accounts



To work with groups of student accounts, click on the **Student Accounts** bar and select the **Manage Groups** option. Find the group in the list of groups for your organization and click *Select*. KeyTrain will display the **Group Management Interface** screen, listing all students who are in the group.

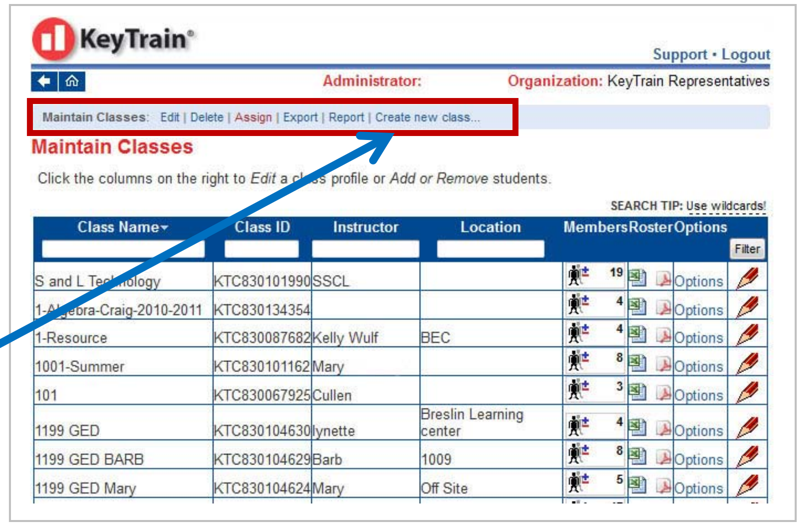
From this screen, KeyTrain administrators can **Rename** a group, **Merge** one group into another group, **Export** data on students in a group, generate **Reports** on the group, and **Delete** the group. If you want to remove a graduating class or other group of program completers, you must enter your name and give a reason for deleting the group. ***Remember, by deleting the group, you are completely removing all students and their records from your organization.***

Administrators may also change the group membership of an individual student. For example, a student whose graduation is delayed due to health problems could be moved to the group for the next graduating class. Click the student's name in the list. This opens the student's account information form. Enter the new group name in the form and **save the changes**.

5. Maintain Classes

The *Maintain Classes* option in the main menu allows administrators to create new classes, edit class information, add and remove students, assign lessons to classes, delete classes, export information on classes, and generate class reports.

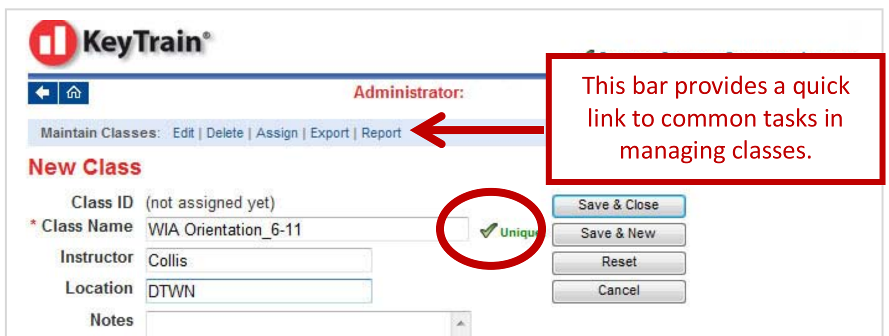
To manage classes, click on the **Maintain Classes** bar in the main menu. This generates a list of all classes in the organization in the Maintain Classes screen as shown in the example.



5.1 Create a Class

Add a new class to the organization by clicking on the **Create new class** link in the Maintain Classes action bar. Notice that from the action bar, you may also *Edit*, *Delete*, *Assign* lessons to, *Export* data and *Report* on your classes.

The New Class form shown here will appear. Notice that the *Class Name* field is the only required information needed to create a new class. **Class names for your organization must be unique.** See the **Tip** for suggestions for choosing a unique class name.



You may specify the class location, include the instructor's name, and add notes about the class.

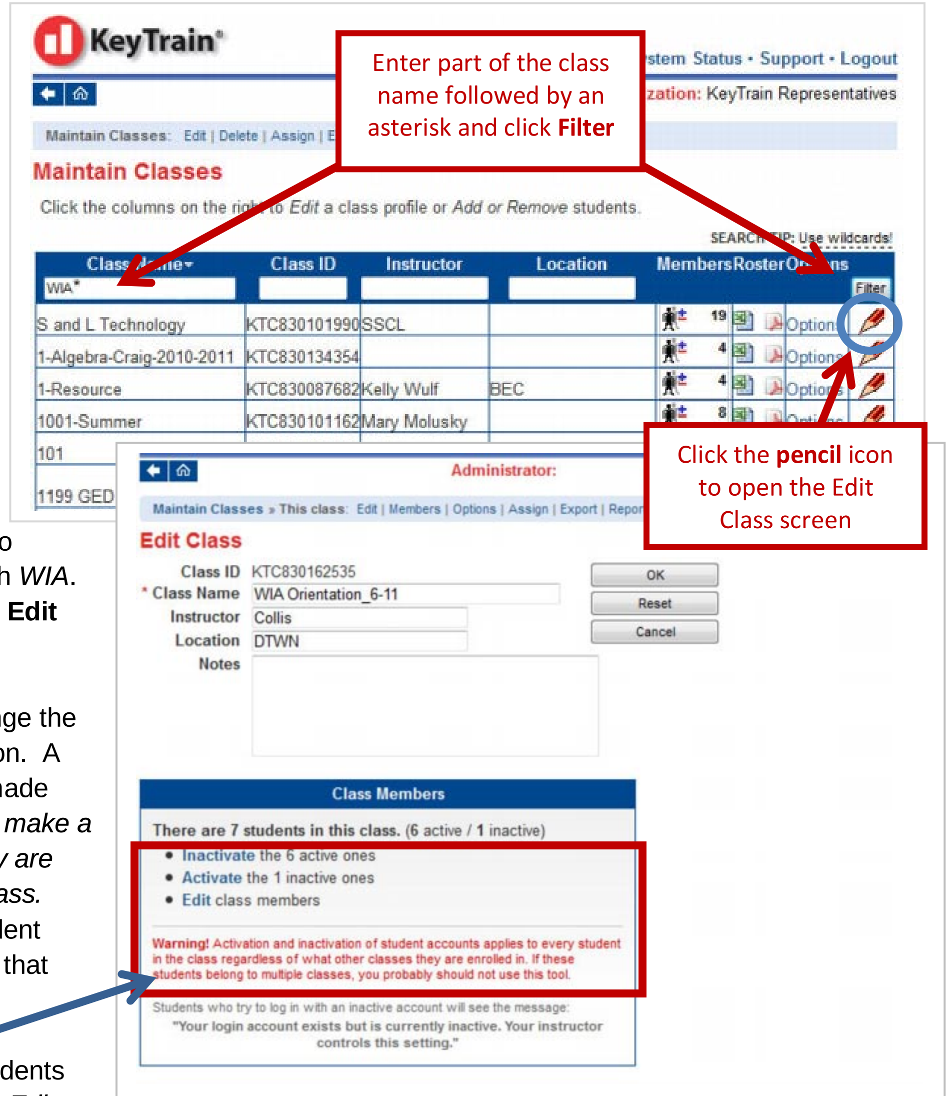
When you click *Save & Close*, KeyTrain will save the class and assign it a **Class ID** number.

Tip: Make your class name specific. For example, instead of naming your class "Math 1st Period", add your initials or something that will make your class name unique (*lbh-math1st*). There may be several other math classes during the 1st period and each class name must be unique to your organization.

***Remember**, KeyTrain administrators can use the batch import process to easily create multiple classes at one time. To do so, click on **Import Data** in the main menu. Download the Classes Template and follow the directions for setting up the spreadsheet template with the required and optional class data. Upload your completed classes spreadsheet to create the classes for your organization.*

5.2 Edit Class Information

To edit information for a class, add or remove students, or view a class roster, click the **Maintain Classes** bar in the main menu. The list of classes in your organization will be displayed as shown below.



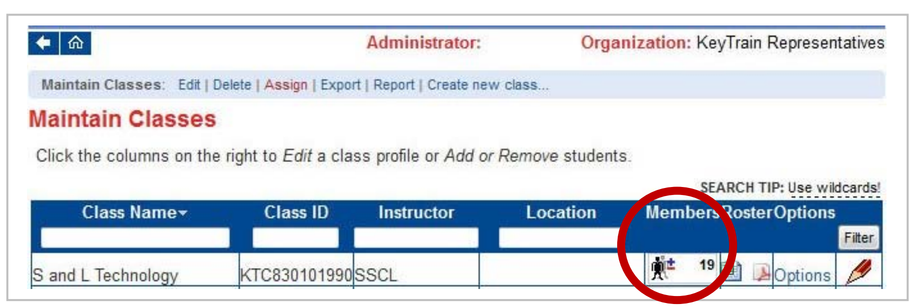
Your organization may have numerous classes, but you can easily search for your class by entering part of the class name in the *Class Name* column followed by an asterisk and then clicking on the **Filter** button. In this example, **WIA*** is entered to search for the class, WIA Orientation 6-11.

Filtering will narrow the search to classes whose names begin with *WIA*. Click the *pencil icon* to open the **Edit Class** information form.

From this screen, you may change the class name, instructor, or location. A student's account can also be made **inactive** or **active**. *Note: do not make a student's account inactive if they are also part of another KeyTrain class.* Doing so would prevent the student from taking lessons assigned to that class.

You can also add or remove students from the class by clicking on the *Edit class members* link.

5.3 Add/Remove Class Members

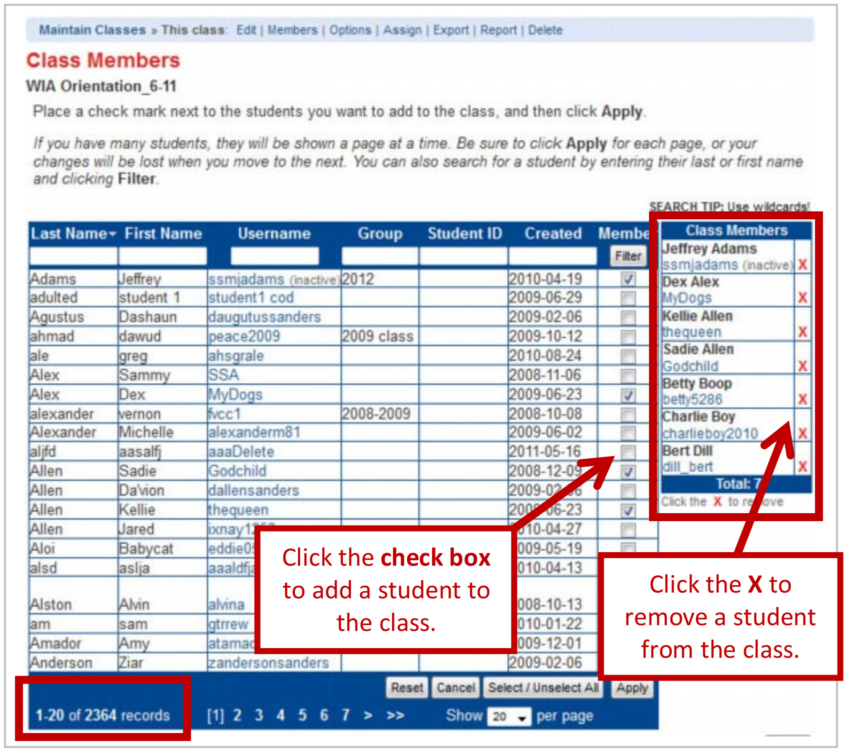


Add or remove members of a class by clicking on the **Members** icon in the Maintain Classes page.

When you click on the Members icon, KeyTrain will display a screen listing all students in the organization similar to the one on the next page.

The **Class Members** page shows the *last and first name* of each student in the organization, their *usernames*, *group membership*, *student ID*, and *date the student account was created*. If you have a large number of students in the organization, use the *search fields* to find the student. In this example, the organization has over 2300 students, so searching page by page would be a slow process.

To add a student to a class, click the check box in the row for the student's information. In this example, four students shown in the list are checked, indicating they are currently members of the WIA Orientation class. Be sure to click the **Apply** button before moving to another page in the list of students to save your additions.

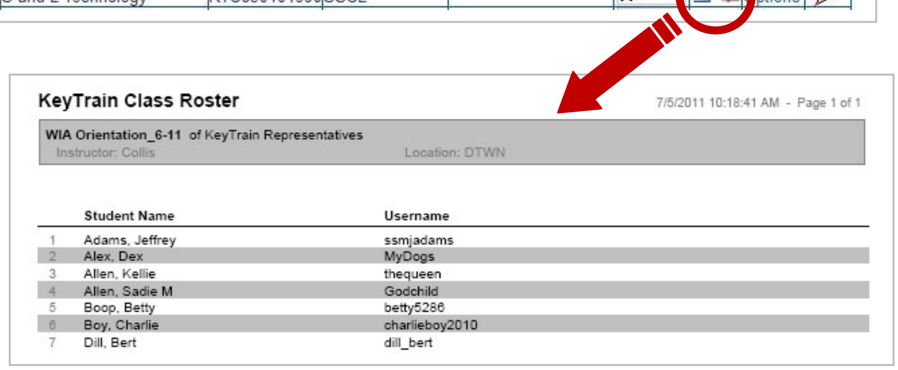


Notice the Class Members column at the far right of the page. All students currently in the class are listed with their usernames. To remove a student from the class, click the red **X**. The student's name will be deleted from the list of class members. *Note: Removing a student does not delete the student's records, information, or assignments from Keytrain. The student will not be included in future class reports,and future class assignments will not apply to the student.*

5.4 View/Print a Class Roster

You can view and print a roster of all students in a class by clicking on the **Excel icon** or **Adobe Reader** icon in the Maintain Classes screen.

This example shows the students who are members of the WIA Orientation class. The students' names and KeyTrain usernames are included in the class roster.



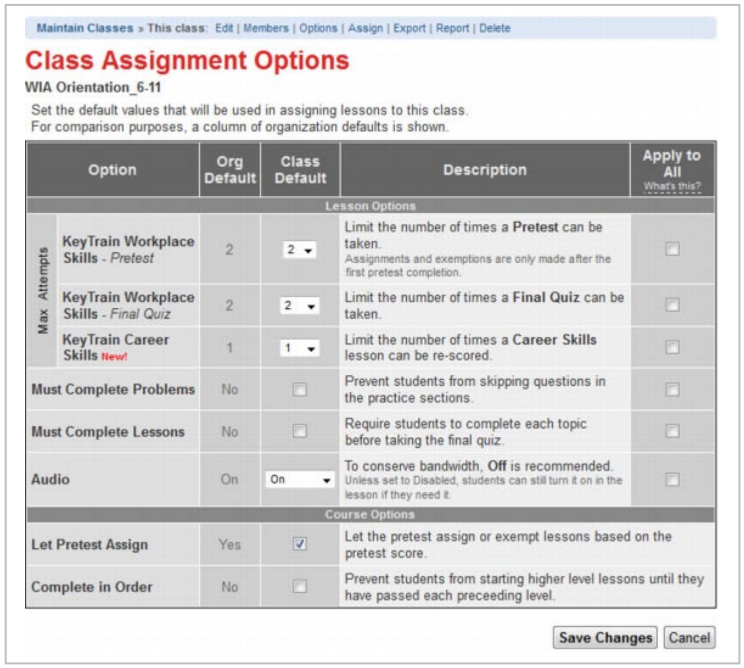
KeyTrain Class Roster 7/5/2011 10:18:41 AM - Page 1 of 1

WIA Orientation_6-11 of KeyTrain Representatives
Instructor: Collis Location: DTWN

	Student Name	Username
1	Adams, Jeffrey	ssmjadams
2	Alex, Dex	MyDogs
3	Allen, Kellie	thequeen
4	Allen, Sadie M	Godchild
5	Boop, Betty	betty5286
6	Boy, Charlie	charlieboy2010
7	Dill, Bert	dill_bert

5.5 Class Options

Options for class assignments and learning management may also be made from the Maintain Classes screen. Click on the **Options** link in the class row. The **Class Assignment Options** selection screen will be displayed. The class assignment options are identical to the Lesson and Course Options in the Organization Assignment Options screen (see section 3.1 of this manual). The difference is that the assignment options will *only apply to the selected class*, not the entire organization. *Instructors have the ability to choose the assignment options for their classes, but may not apply options to the entire organization.*



Max Attempts:
KeyTrain lets you limit the number of times that students in a class can take a **Workplace Skills pretest** for a course (such as Applied Math) or a post-test (Final Quiz) within a lesson (such as Applied Math Level 4). After the maximum number of attempts, students are not be allowed to retake the test. This does not limit the number of times that a student can enter the tutorial portions of a lesson. Limiting the number of quiz attempts prevents students from trying to "test out" of a lesson by repeated guessing at final quiz questions. *Remember, pre and posttest questions are randomly generated from a question bank.* Instructors may also set the number of times that a **KeyTrain Career Skills** lesson can be re-scored.

To change the default number of quiz attempts (2 for Workplace Skills and 1 for Career Skills), click the down arrow and choose a different number. KeyTrain allows up to 5 Workplace Skills *pretest* attempts, 10 Workplace Skills *final quiz* attempts, and 10 Career Skills lesson score attempts.

Must Complete Problems:
If **Yes**, learners must correctly answer the practice problems in the tutorial lessons before they can proceed to the next page. If **No**, they can move through a lesson without attempting the practice problems (not a good learning strategy!). *Recommendation – set this option to Yes.*

Must Complete Lessons:
If **Yes**, learners must complete all topics in a lesson (e.g. Applied Math, Level 4) before they can take the final quiz for that lesson. If **No**, students can take a final quiz without attempting any of the lesson topics. *Recommendation – set this option to Yes.*

Audio:
ON: When launching a lesson for the first time, the narrative sound track will be turned on (on subsequent sessions it will remember the last setting). Audio **must** be ON for Writing, Listening, Teamwork and Workplace Observation courses to complete lessons and quizzes.

OFF: The soundtrack for a lesson will be off. Learners can turn the sound on when they are in a lesson, even if this option is selected. *By having the sound turned OFF, organizations can save bandwidth and make the program run faster. Recommendation – set audio to OFF.*
DISABLE: This setting turns off all access to lesson audio. If selected, students cannot turn the audio on for a lesson. **Do not** use this setting if any course requiring audio may be assigned to students.

Instructors may also set the **Course Options** for a class.

Course Options		
Let Pretest Assign	☑	Let the pretest assign or exempt lessons based on the pretest score.
Complete in Order	☐	Prevent students from starting higher level lessons until they have passed each preceeding level.

Let Pretest Assign:
Checking this option will assign the Pretest to all students in a class for all assigned courses. When checked, KeyTrain will automatically make individual lesson level assignments to students based on the level they score on the pretest. This simplifies the task of assigning the appropriate lessons each student needs to improve his or her skills. *Recommendation – check the Let Pretest Assign box.*

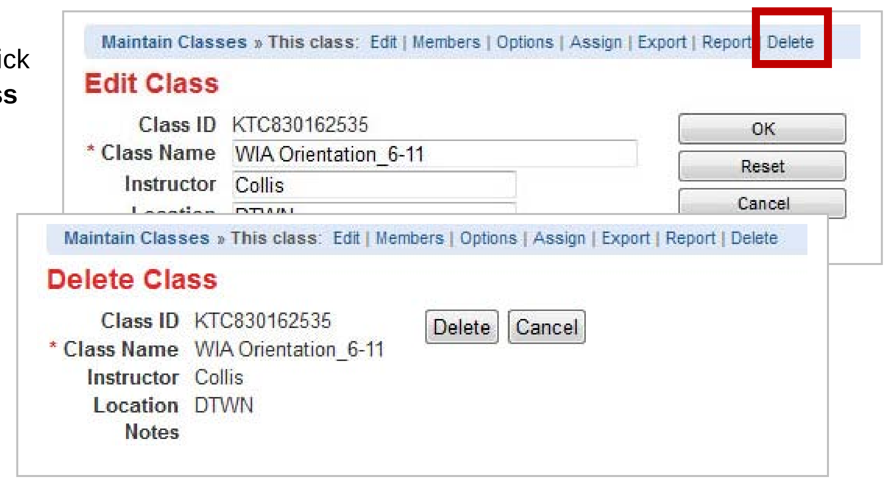
Complete in Order:
If **Yes**, learners must complete lessons for a level before moving on to the next higher level. For example, in Applied Mathematics, students would have to complete Level 3 lessons before moving to Level 4 lessons, Level 4 lessons before Level 5, etc. If **No**, they may start the course at any level they choose, even if they scored lower than that on the pretest. *Recommendation – set this option to Yes.*

5.6 Delete a Class

Administrators and instructors (if allowed in the Organization Settings) may also delete classes. For example, at the end of a training program, semester, or school year, instructors can delete the classes for that time period and set up new classes for the next year. **Do not delete a class** if you still need to generate reports on the class, such as a Class Progress Report or Course Analysis report. **Once a class is deleted, reports on the class cannot be generated!** Wait until all needed reporting or other activity is completed for the class before deleting it.

To delete a class, select the class in the **Maintain Classes** screen and click the pencil icon to open the **Edit Class** page. Click on the **Delete** link.

A **Delete Class** confirmation screen will appear. Click the **Delete button** to remove the class or **Cancel** to keep the class and return to the Maintain Classes screen.



Note: Information on Reporting and Exporting data on classes can be found in Sections 7 and 8 of this manual.

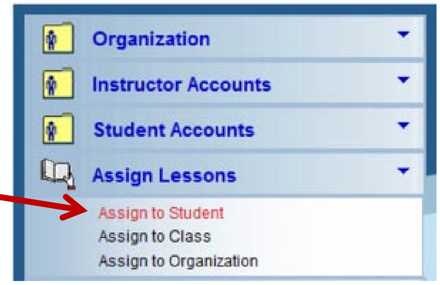
6. Assigning Lessons

KeyTrain administrators have the ability to assign lessons to an **individual** student, **classes** of students, or to the entire **organization**. This section will explain how to make KeyTrain course and lesson assignments for each of the three options.

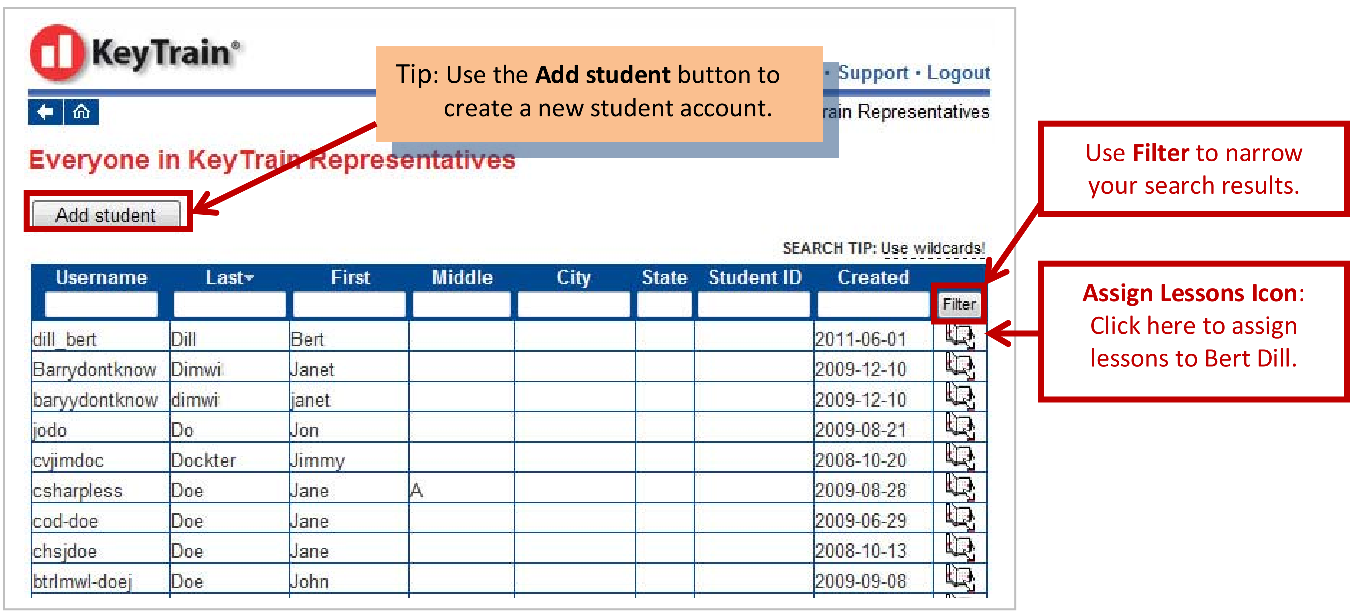
6.1 Assign Lessons to a Student

Administrators may more frequently need to make assignments to classes of students or to the organization, but occasionally may need to make assignments to an individual.

To assign KeyTrain lessons to a student, click on the **Assign Lessons** bar in the main menu and select **Assign to Student**.



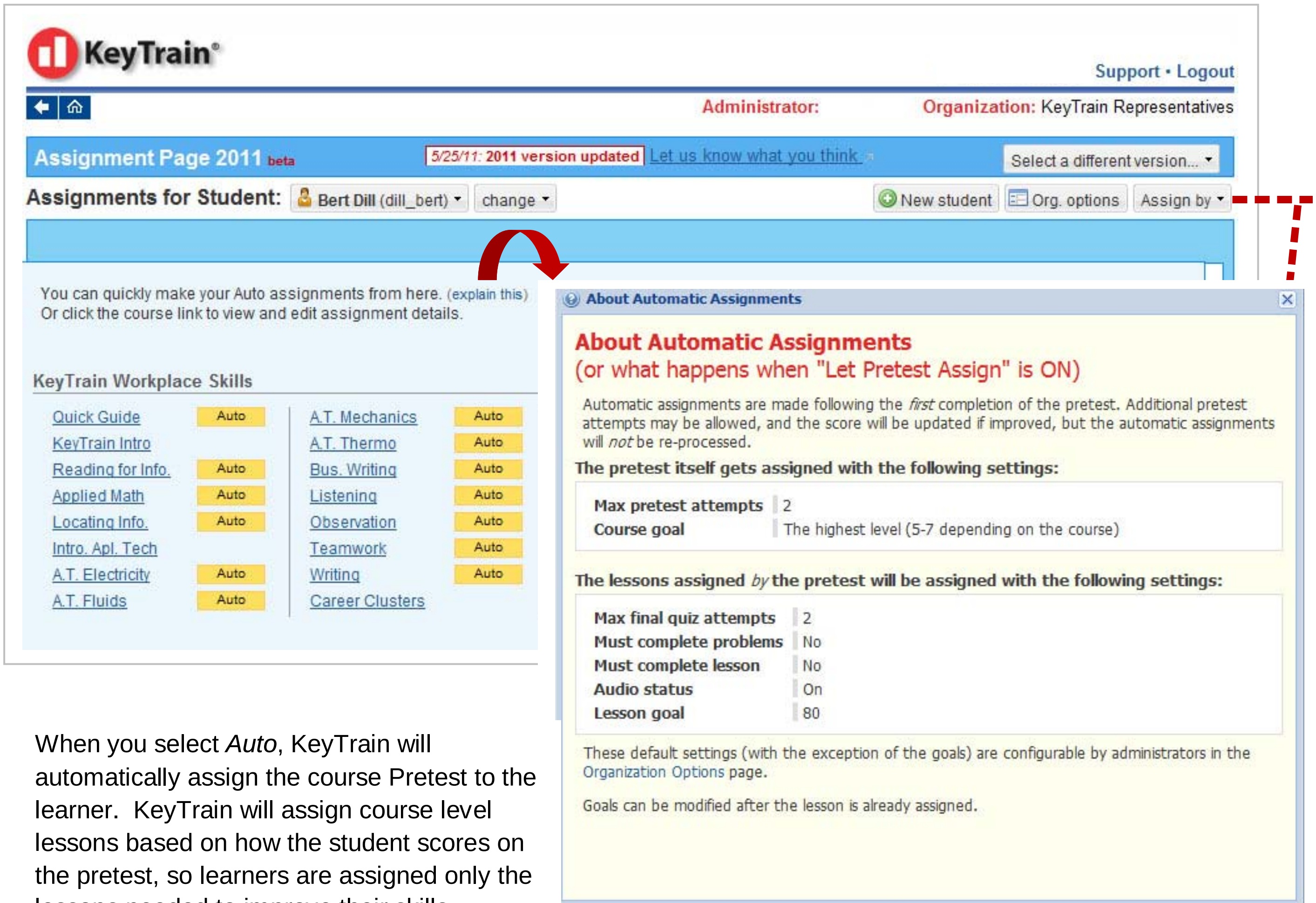
KeyTrain will display a list of all students in the organization.



Select the student's name from the list and click on the **Assign** icon (the open book). Use the Last Name field to search for the learner if you have a large number of people in your organization. Simply type the person's last name in the **Last** field and click the **Filter** button to narrow the list to students with that last name.

When you select the student and click on the **Assign Lessons** icon, the **Assignment Page** shown on the next page will appear.

Assigning KeyTrain courses is quick and easy using the **Auto** buttons beside each course title. *Auto assigning* is the recommended method for assigning lessons to learners. Click on the ***explain this*** link for an explanation of automatic assignments.

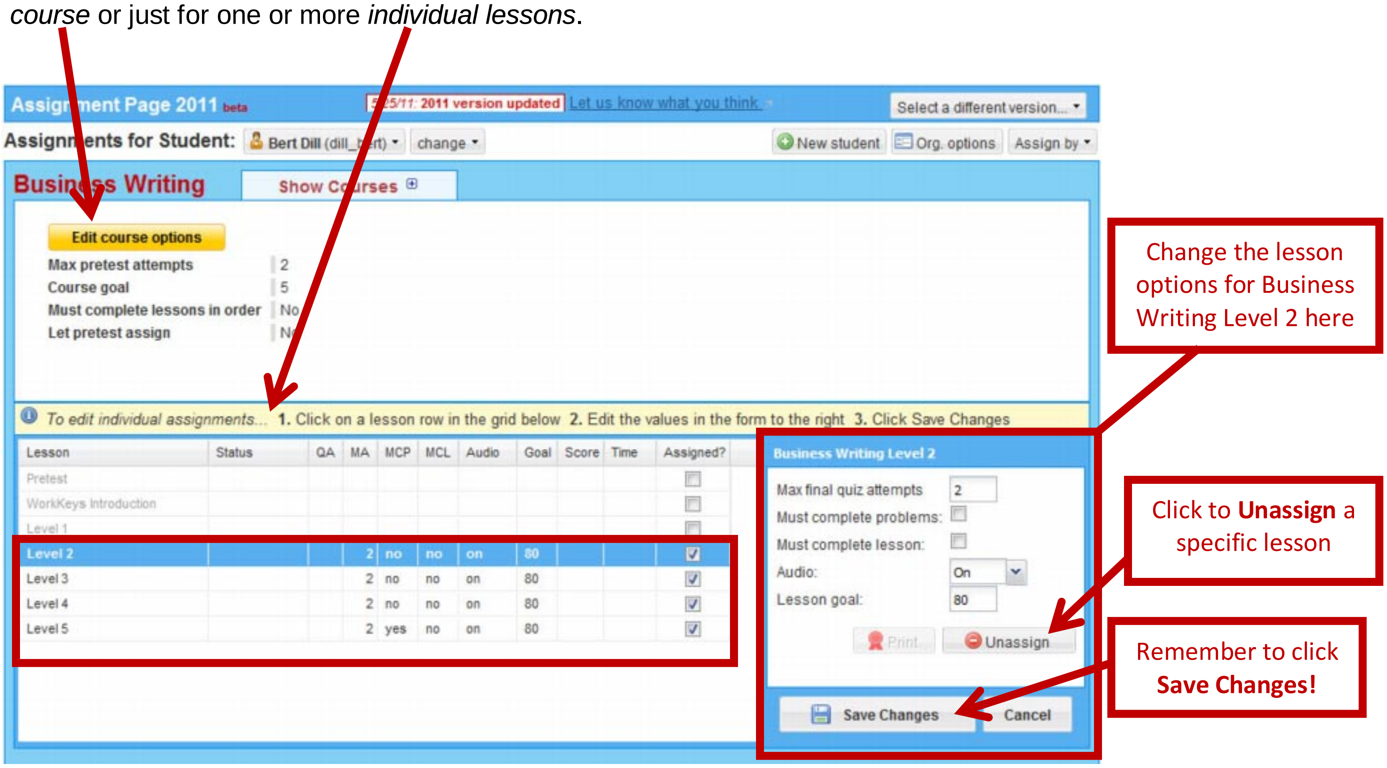


When you select *Auto*, KeyTrain will automatically assign the course Pretest to the learner. KeyTrain will assign course level lessons based on how the student scores on the pretest, so learners are assigned only the lessons needed to improve their skills.

To assign KeyTrain courses for the *National Career Readiness Certificate* , just click the Auto buttons for Reading for Information, Applied Mathematics, and Locating Information as shown in this graphic.

Administrators and instructors may also assign lessons based on skills for a WorkKeys Job Profile or specific level of Career Readiness Certificate by clicking **Assign by** in the top right of the Assignment Page and selecting the **Assign by profile** or **Assign by certificate** option.

If the Auto assign option is not desired, administrators can assign individual lessons by clicking on the course name. Suppose you want to assign Business Writing lessons to a student without using the pretest to make assignments. Click on the Business Writing course on the Assignment Page. In the screen below, the administrator has chosen to assign Business Writing lessons for Level 2 through 5 to the student, indicated by the check marks. Notice that you can change the lesson options for an *entire course* or just for one or more *individual lessons*.



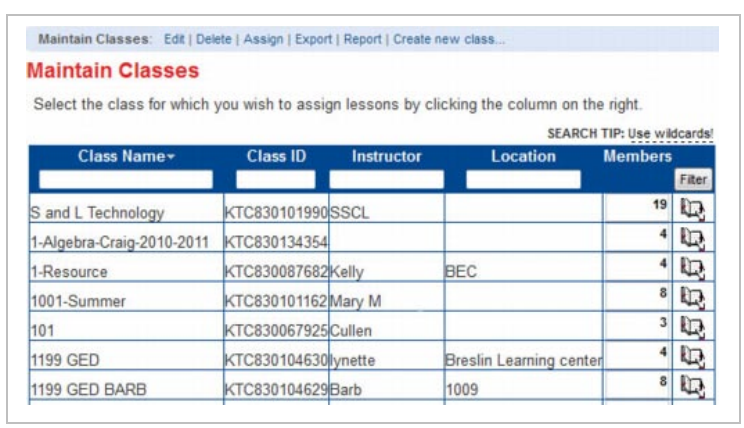
Legend for Columns:
QA = number of pretest attempts MA = Maximum final quiz attempts
MCP = Must Complete Problems MCL = Must Complete Lessons

After selecting the lesson options, click on **Save Changes** to apply the options. Click **Cancel** if you change your mind, or simply re-edit the lesson options. Clicking the **Unassign** button will remove the lesson from the learner's assignments.

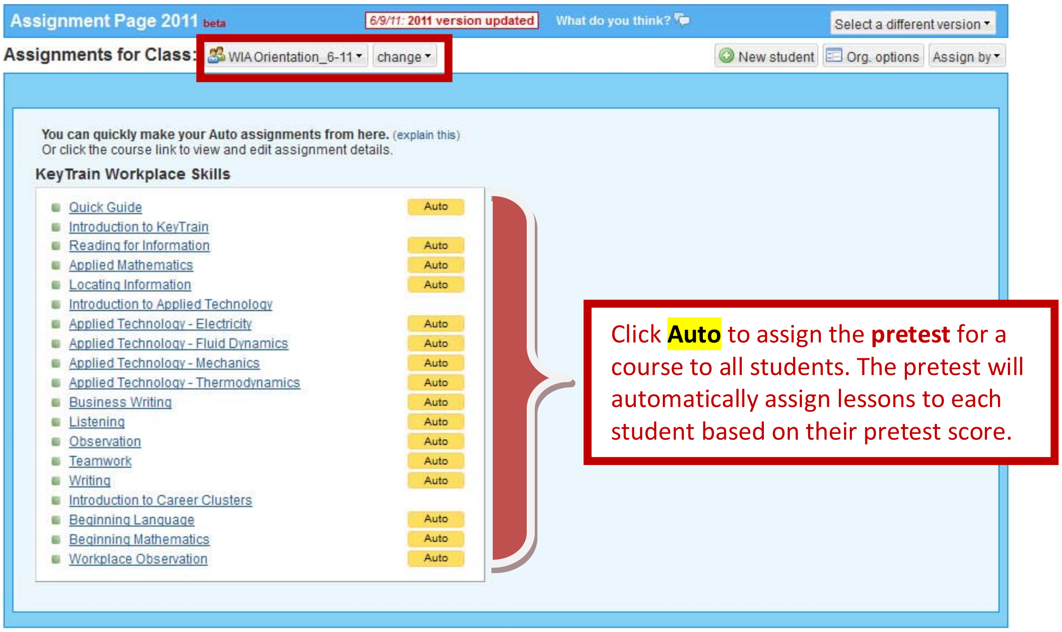
6.2 Assign Lessons to a Class

KeyTrain Administrators will more often assign lessons to classes of students or to all students in the organization. Assigning lessons to a class is very similar to assigning lessons to an individual student. Class assignments, however, will apply to all students in a class and to students who may be added to a class.

To assign lessons to a class, click on **Assign Lessons** in the main menu and select **Assign to Class**. KeyTrain will display a list of classes in the organization similar to the one shown.



Search for the class by *Class Name*, *Class ID*, *Instructor*, or *Location* and then click on the **Assign icon** (the open book) for the class in the far right column. The **Class Assignments** page will open. After clicking on the **Assign Lessons** icon, the list of KeyTrain courses for your organization will appear as shown in the example below.

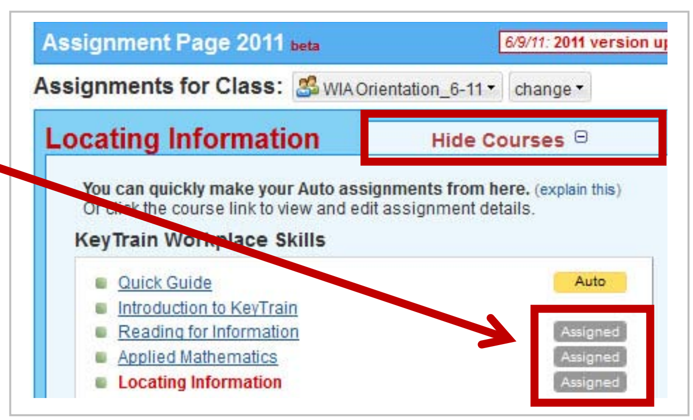


Notice that the class name is shown. Click the ***change*** button to select a different class. *Assign lessons the same way as you would for a student using the **Auto** assignment feature or by manually assigning individual lessons.* A**ll students** currently in the class or who may be added later will receive the same class lesson assignments.

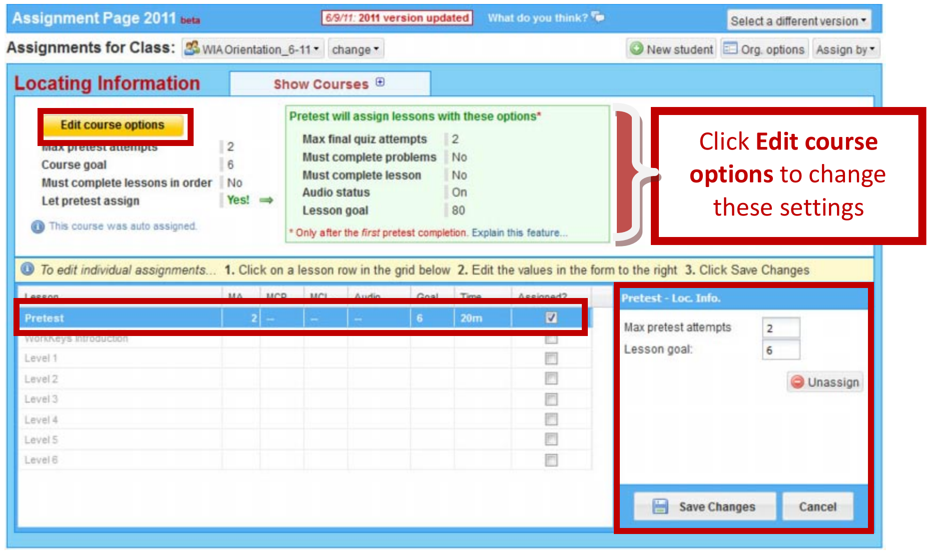
In this example, Auto assign is used to assign Reading for Information, Applied Mathematics, and Locating Information to all students in the WIA Orientation class.

To view detailed information on class assignments, click on the **Hide Courses** tab in the Assignments Page.

The Assignments Page will display show the assignment information for the course that is highlighted, in this case, *Locating Information* shown on the next page.

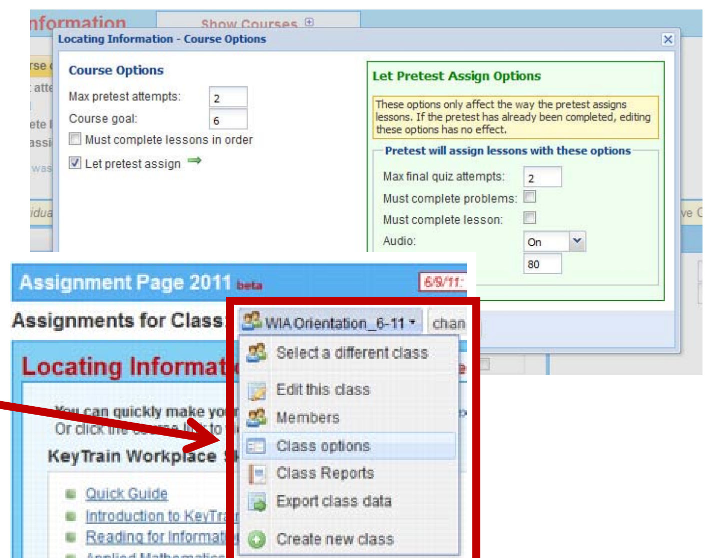


Since Auto assign was used to assign the Locating Information course to the class, the only lesson assigned is the Pretest. The lesson options box shows a maximum of two pretest attempts is allowed and a lesson goal of 6 (the highest level in Locating Information. You can change these options by entering a different max attempts number or a lower goal and clicking **Save Changes**. To edit the options for the entire Locating Information course, click the **Edit course options** button.

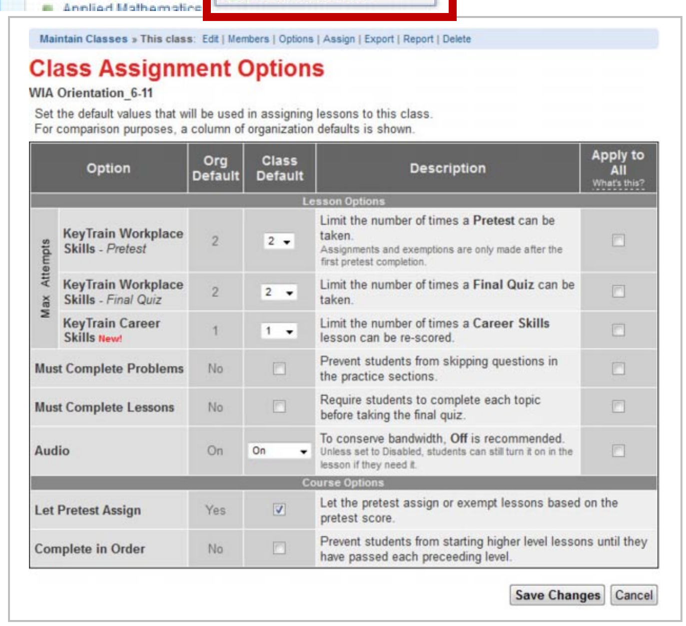


A pop-up will appear listing all options that may be changed by the administrator or instructor for the Locating Information course.

To set the assignment options for all courses that may be assigned to a class, click on the *drop-down arrow* beside the class name in the Assignments Page and choose **Class Options**.

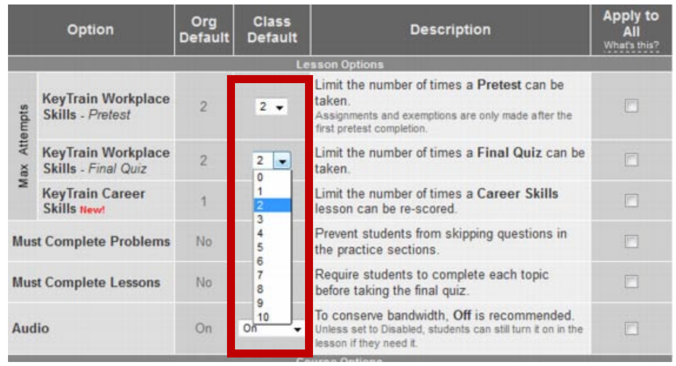


The **Class Assignment Options** screen shown below will open. The options are the same as the Organization Options discussed in Section 3 of this manual, but would apply only to a specific class.



Max Attempts:
KeyTrain lets you limit the number of times that a student can take a **Workplace Skills** pretest for a course (such as Applied Math) or a post-test within a lesson (such as Applied Math Level 4). After the maximum number of attempts, the student will not be allowed to retake the test. This does not limit the number of times that a student can enter the tutorial portions of a lesson. Limiting the number of quiz attempts prevents students from trying to "test out" of a lesson by repeated guessing at final

quiz questions. *Remember, pre and posttest questions are randomly generated from a question bank.* Administrators may also set the number of times that a **KeyTrain Career Skills** lesson can be re-scored. *To change the default number of quiz attempts (2 for Workplace Skills and 1 for Career Skills), click the down arrow and choose a different number.* KeyTrain allows up to 5 Workplace Skills *pretest* attempts, 10 Workplace Skills *final quiz* attempts, and 10 Career Skills lesson score attempts.



Must Complete Problems:
If **Yes**, learners must correctly answer the practice problems in the tutorial lessons before they can proceed to the next page. If **No**, they can move through a lesson without attempting the practice problems (not a good learning strategy!). *Recommendation – set this option to Yes.*

Must Complete Lessons:
If **Yes**, learners must complete all topics in a lesson (e.g. Applied Math, Level 4) before they can take the final quiz for that lesson. If **No**, students can take a final quiz without attempting any of the lesson topics. *Recommendation – set this option to Yes.*

Audio:
ON: When launching a lesson for the first time, the narrative sound track will be turned on (on subsequent sessions it will remember the last setting). Audio **must** be ON for Writing, Listening, Teamwork and Workplace Observation courses to complete lessons and quizzes.
OFF: The soundtrack for a lesson will be off. Learners can turn the sound on when they are in a lesson, even if this option is selected. *By having the sound turned OFF, organizations can save bandwidth and make the program run faster. Recommendation – set audio to OFF.*

Let Pretest Assign:
Checking this option will assign the Pretest to all students in a class for all assigned courses. The pretest will make individual lesson level assignments to students in the class based on how well they did on the pretest. This simplifies the task of assigning the appropriate lessons each student needs to improve his or her skills. *Recommendation – check the Let Pretest Assign box.*

Must Complete in Order:
If **Yes**, learners must complete lessons for a level before moving on to the next higher level. For example, in Applied Mathematics, students would have to complete Level 3 lessons before moving to Level 4 lessons, Level 4 lessons before Level 5, etc. If **No**, they may start the course at any level they choose, even if they scored lower than that on the pretest. *Recommendation – set this option to Yes.*

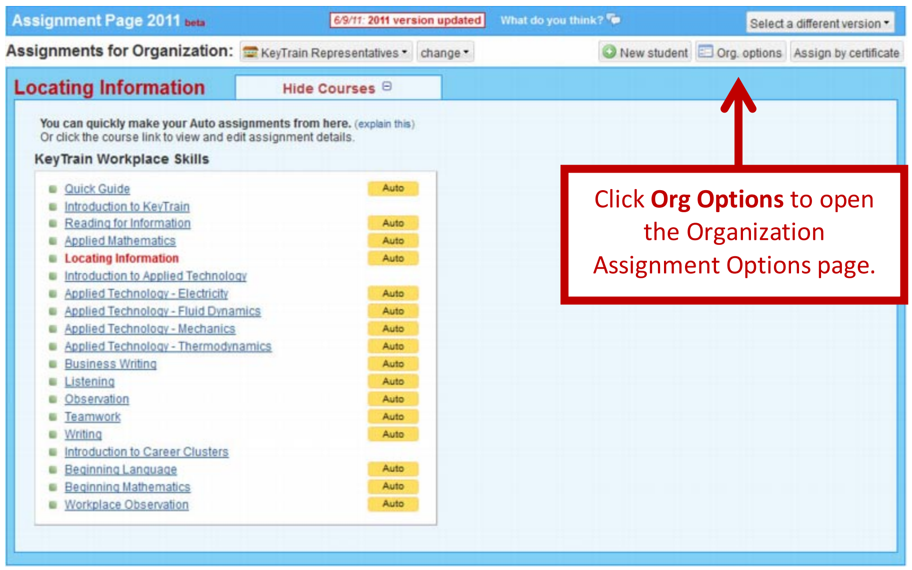
Be sure to click the **Save Changes button** after making your class option selections or they will not be applied.

> **Note:** Changes made to Class Options will not apply to students who have already begun KeyTrain lessons, but will apply to any new assignments made to students in a class and to new students added to a class.

6.3 Assign Lessons to the Organization

For many organizations, lessons assignments are primarily made by instructors for individual students or classes of students. KeyTrain administrators, unlike instructors, have the ability to make lesson assignments for all learners in the organization. **Making organizational assignments would be most useful when common goals and outcomes apply to all learners within the organization.** For example, if the main outcome for a program is for all learners to achieve a National Career Readiness Certificate, the organization administrator could apply assignments for the KeyTrain courses needed to prepare for the three WorkKeys assessments that determine NCRC levels. In this case, all students in the organization would be assigned KeyTrain Reading for Information, Applied Mathematics, and Locating Information courses. *However, if learning goals differ among individuals in the organization, organizational assignments may not be advisable.*

To assign KeyTrain courses to the entire organization, click on **Assign Lessons** in the main menu and select **Assign to Organization**. The Assignment Page for organizations will open.



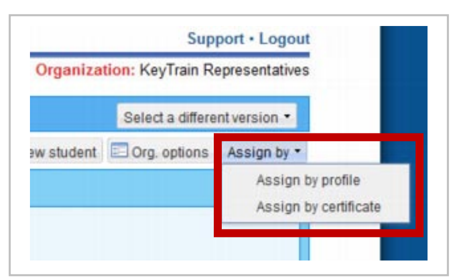
Make lesson assignments following the procedures detailed earlier in this section for individual and class assignments.

To select or change organization assignment options, click the **Org Options** tab near the top right of the Assignment Page. This will open the Organization Assignments Options screen.

Remember, any organization assignments and settings made will apply to all students in the organization!

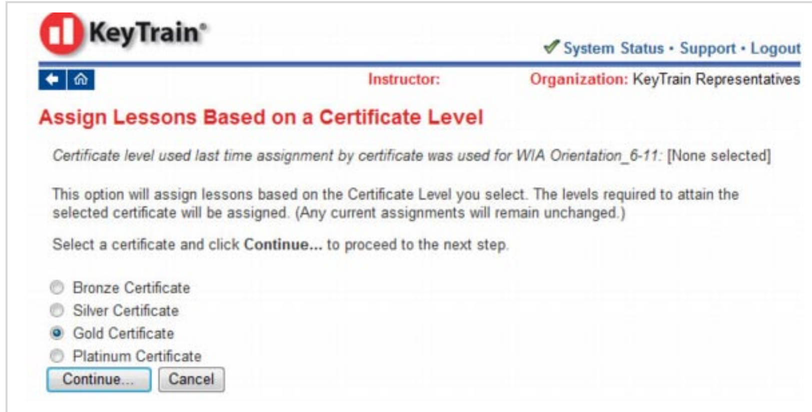
6.4 Assign by Certificate

Administrators may assign KeyTrain lessons to a student, class, or organization based on the WorkKeys skills needed to obtain a National Career Readiness Certificate (NCRC) level. For example, a Workforce Development program may have a desired outcome of a Gold NCRC for a class of its program participants. To assign by certificate, the class instructor or administrator would select the Assign to Class option in the main menu and select the class to open the Assignment Page.

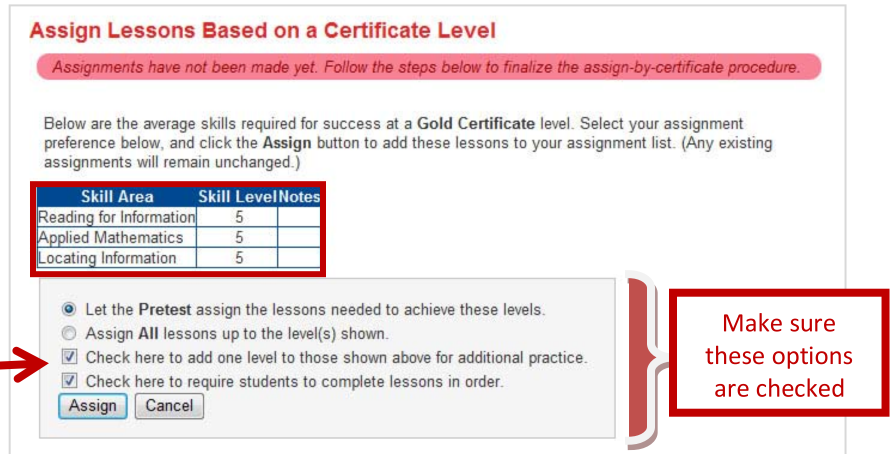


In the Assignment Page, click on the button for **Assign by** and select **Assign by certificate** in the upper right hand corner.

The *Assign by Certificate* screen will be displayed. Select the desired certificate level (Bronze, Silver, Gold or Platinum) and then click Continue. In this example, a Gold certificate is selected. To earn a Gold certificate, individuals must score a minimum of Level 5 on WorkKeys Reading for Information, Applied **Mathematics and Locating Information assessments.**



When you click the **Continue** button, a new screen appears, prompting you to finalize options for assigning lessons by certificate. Notice that the KeyTrain *Reading for Information*, *Applied Mathematics* and *Locating Information* courses are chosen and the goal for each course is Level 5, matching the Gold certificate requirement. *Make sure the box to add an additional level is checked.* Doing so will provide the learner more practice and help ensure he or she achieves their certificate goal. With the settings shown, all students in the class will be assigned the Pretest for the three KeyTrain courses with a course goal of Level 6. Click the **Assign** button to finalize the class assignments.



Tip: If you assign lessons based on a NCRC level, check the box to ***add one level*** to the level shown. Doing so will give your students more instruction in KeyTrain and better prepare them to achieve their NCRC goal. In this example, the class goal for each of the three NCRC skills would be increased to **Level 6**.

6.5 Assign Lessons by Profile

Instructors can customize individual learner or class assignments using the *Assign by Profile* option in the Assignments Page. Lesson assignments will be based on an occupational or job profile that you select. *In most instances, assigning courses by a profile would be used when a learner is* ***preparing for a specific job or career****.*

KeyTrain courses for the WorkKeys skills established by the profile will be added to the student or class assignment list. Any prior assignments will remain unchanged. Instructors must first search the Job Profiles database to select the appropriate job profile for the learner or class.

To assign lessons by job profile, click the *Assign by* down arrow in the Assignments Page and select **Assign by Profile**. For this example, we will make assignments based on a job profile for an individual learner.

An information screen like this one describing the steps for assigning by a profile will be displayed.

Click the **Search Profiles** button to open the job profile search screen.

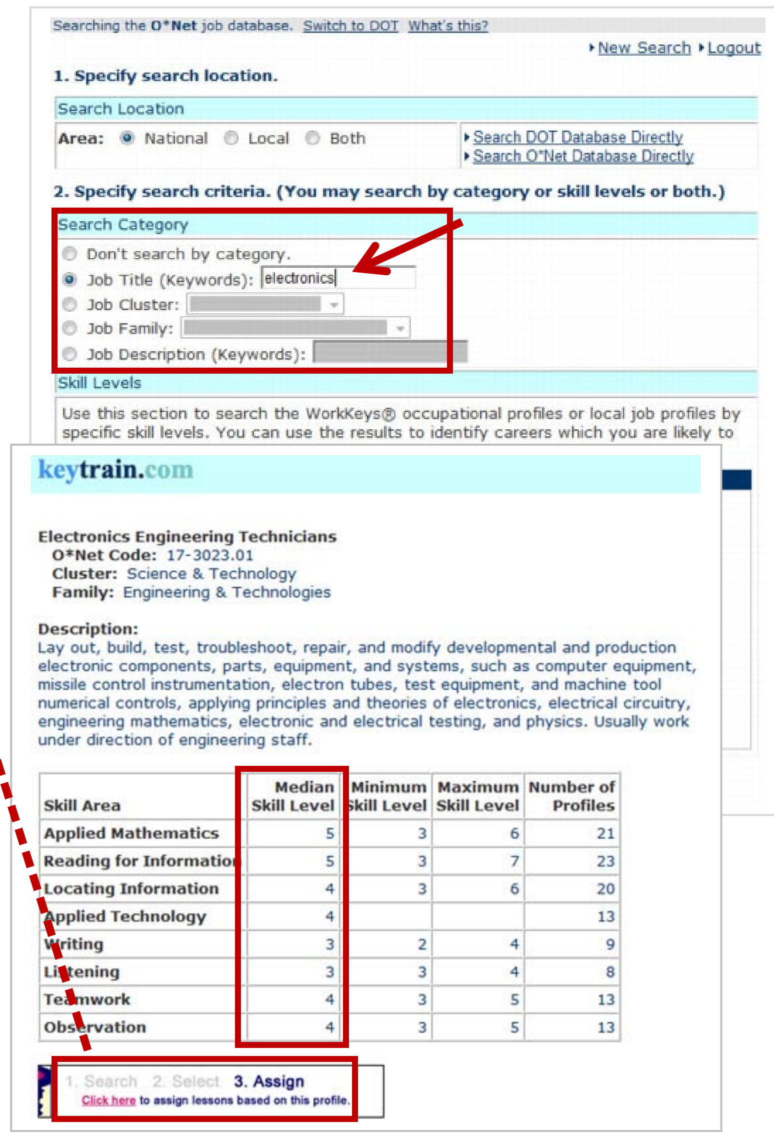
Use one of the search options (Title, Holland Job Cluster, Job Family or keywords) to narrow or broaden the profile search.

In this example, the keyword, **electronics**, is used to search for an *electronics technician* profile. Click the **Search** button.

Once you find the specific profile, click on the profile title.

A screen like the one pictured to the right will be displayed showing the job description, the WorkKeys skills profiled and the Median Skill Level for each skill. To make assignments based on this profile, click the ***Click Here*** link at the bottom of the screen.

The *Assign by Profile* option would most likely be used for assigning lessons to *an individual who is preparing for a specific job or career, not to a class of students.* However, career and technical education programs might make assignments to classes that have a common career goal, such as Emergency Medical Technician or Nursing.



Skill Area	Median Skill Level	Minimum Skill Level	Maximum Skill Level	Number of Profiles
Applied Mathematics	5	3	6	21
Reading for Informatio	5	3	7	23
Locating Information	4	3	6	20
Applied Technology	4			13
Writing	3	2	4	9
Listening	3	3	4	8
Teamwork	4	3	5	13
Observation	4	3	5	13

Note: For this example, the 8 KeyTrain courses for these WorkKeys skills will be assigned. The goals for each course will be the same as those shown in the *Median Skill Level* column. For example, the goal for Locating Information will be Level 4.

7. Reports

The reports in KeyTrain's learning management system allow administrators, instructors and students to monitor KeyTrain data and learner progress. Administrators can generate reports on individual students, classes, groups, an organization, or a system of organizations (such as a multiple school district). Instructors can view student, class, and group reports. Student access to reports is limited to their own records. Reports may be viewed online, printed, or saved.

KeyTrain will generate a report and, when completed, add it to the administrator's or instructor's *My Reports* list. Reports are available for review for one week from the day they were created.

To access reports, click on **View/Print Reports** in the Administrator Menu. A drop down menu will appear with options for Student, Class, Group, Organization, System and My Reports.

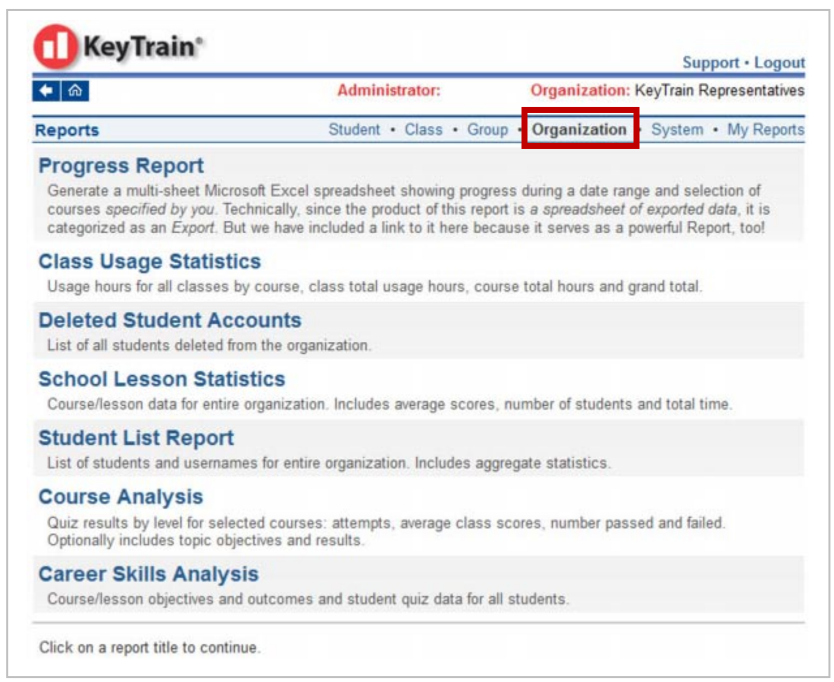
7.1 Organization Reports

KeyTrain administrators may more frequently wish to generate reports on the entire organization. Click on **Report on Organization** to see the reporting options for the organization.

The list of Organization reports will be displayed with a short description of each report type.

Progress Report

This exports a multi-sheet Excel spreadsheet detailing totals for time spent, pretests completed and lessons passed within a specified time period and for a selected set of courses. The cover sheet includes summary statistics and contains a table of contents with links to the other sheets that break the numbers down so you can see totals per student, class and course. *Since the Progress Report is an exported spreadsheet, it may also be generated from the Export Data bar in the main menu.*



Class Usage Statistics

The usage statistics report shows usage hours of KeyTrain for all classes in the organization by course, class total usage hours, course total hours and grand total.

Deleted Student Accounts

This lists all deleted student accounts in the organization.

School Lesson Statistics
The lesson statistics report shows the number of lesson post-test attempts taken, including the average scores achieved and total time spent for the organization. Introductory lessons are not included in the report or on time statistics shown.

Student List Report
This report lists all students in the organization and includes:

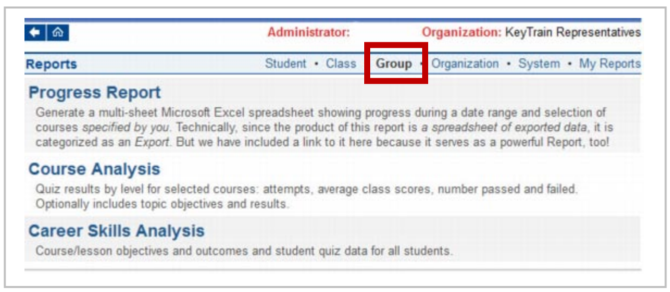
- Total number of students
- Total number of assigned lessons
- Total number of completed lessons
- Total number of classes
- Total number of students enrolled in classes
- Total number of lesson hours completed and
- Student names and their KeyTrain account usernames.

Course Analysis
The Course Analysis report shows pretest and quiz results for all organization students by course level for the selected courses, including the highest quiz score and number of quiz attempts (shown as XXX/Y where XXX is the highest score and Y is the number of times the pre- or post-test was taken), the current level each student has achieved, the number of levels increased, and the time spent by each student. The totals at the bottom of the table show the number of test attempts that were passed or failed (by default the passing score is 80%, but this can be changed by the instructor when assigning certain lesson) and the total time spent by the organization. If course objectives are included, subsequent pages will show which students have completed topic lessons, the percentage of time each student answered topic lesson questions correctly on the first try, the topic quiz score expressed as a percentage and average scores for the class.

Career Skills Analysis
This report displays student activity, course/lesson objectives, and quiz results on the Career Skills curriculum for all students in an organization. KeyTrain Career Skills is 200 lessons on career topics such as Job Search, Communication, Work Habits, Workplace Effectiveness and Business Etiquette. The report is available only to sites that have licensed Career Skills.

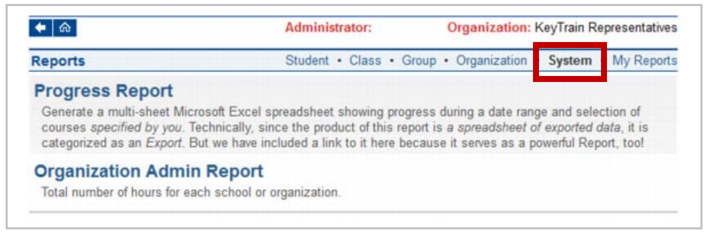
7.2 Group Reports

Administrators and instructors may also create ***Progress***, ***Course Analysis*** and ***Career Skills Analysis*** reports for a group if students have been linked to a specific group. This is particularly useful when you need to generate reports on all students in a specific grade such as all high school juniors who are in the Group – *Class of 2013* or all seniors in the Group – *Class of 2012*.



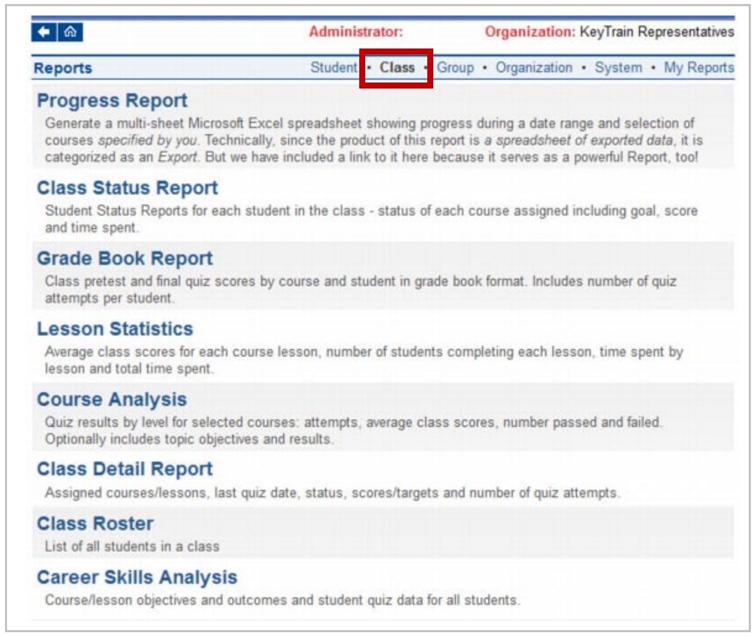
Students whose KeyTrain accounts do not include a group affiliation will not be included in group reports.

7.3 System Reports



For systems that include more than one organization, for example a school district with multiple high schools, the administrator can generate an ***Organization Admin Report***. This report shows the total number of usage hours for each school or organization in the system. ***Progress Reports*** on an entire system may also be created. A system progress report includes the information on all organizations within the system. To report on progress for a particular organization in the system, click on the **Organization** link in the **Reports bar** and select ***Progress Report***.

7.4 Class Reports



Class reports give administrators and instructors the ability to see the progress of all students in a class on one report. Select **Report on Class** from the **View/Print Reports** bar on the Administrator Menu*.*

Click on the report type. KeyTrain will generate a list all of the classes in the organization. Select the class you wish to report on. There are six reporting options for classes:

Progress Report

This exports a multi-sheet Excel spreadsheet that shows totals for time spent, pretests completed and lessons passed within a specified time period and for a select set of courses. The cover sheet shows summary statistics and contains a table of contents with links to the other sheets that break the numbers down so you can see totals per student and per course.

Class Status Report

The status report shows one line for each <u>course</u> assigned for every student in the class. The report shows the course goal (WorkKeys level), the current attained level, and whether or not the student has completed the course.

Grade Book Report

The grade book report format is one convenient page for each course, showing the pretest scores, last posttest score and number of quiz attempts for each student in the class for lessons in that course. Introductory lessons are not included.

Lesson Statistics

This report shows the number of lesson post-test attempts taken by the class, the average scores achieved and cumulative time spent by lesson. Introductory lessons are not included in the report or on time statistics shown since these lessons are not scored. The totals shown are the number of students who have completed each lesson's final quiz, so each student is counted only once, even if they took the final quiz multiple times.

Course Analysis

The Course Analysis report shows pretest and quiz results for class students by course level for the selected courses, including the highest quiz score and number of quiz attempts (shown as XXX/Y where XXX is the highest score and Y is the number of times the pre- or post-test was taken), the current level each student has achieved, the number of levels increased, and the time spent by each student. The totals at the bottom of the table show the number of test attempts that were passed or failed (by default the passing score is 80%, but this can be changed by the instructor when assigning certain lesson) and the total time spent by the class. If course objectives are included, subsequent pages will show which students have completed topic lessons, the percentage of time each student answered topic lesson questions correctly on the first try, the topic quiz score expressed as a percentage and average scores for the class.

Class Detail Report

The detail report shows one line for each lesson (e.g. Applied Math level 3) in an assigned course for each student in the class. The report shows the date of the last quiz attempt as well as the number of quiz attempts. The score shown for a tutorial lesson is the percent correct on the posttest for that lesson. For a pretest, the score is the highest level the student obtained on the pretest. The report also shows the amount of time the student has spent working in each course.

The "A/O" column denotes how the particular lesson was assigned. The codes are as follows:

A – Lesson **A**ssigned by administrator/instructor
O – Lesson **O**pen-enrolled (self-enrolled) by student
P – The **P**retest lesson was assigned by administrator with the "Let Pretest Assign Lessons" option on
T – Lesson that was automatically assigned by the Pre**T**est
EX –The student was **EX**empted from this lesson by the Pretest

Class Roster

This report includes the names of all students in a class.

Career Skills Analysis

This report displays student activity and quiz results on the Career Skills topics for each student in a class.

7.4 Student Reports

Select *Report on Student* from the drop-down list. The report menu shown below will appear. KeyTrain includes seven different student reports. Choose a report by clicking on the report name.
The list of students in the organization will appear. Select the student to report on by clicking on the report icon at the end of the row for that student.

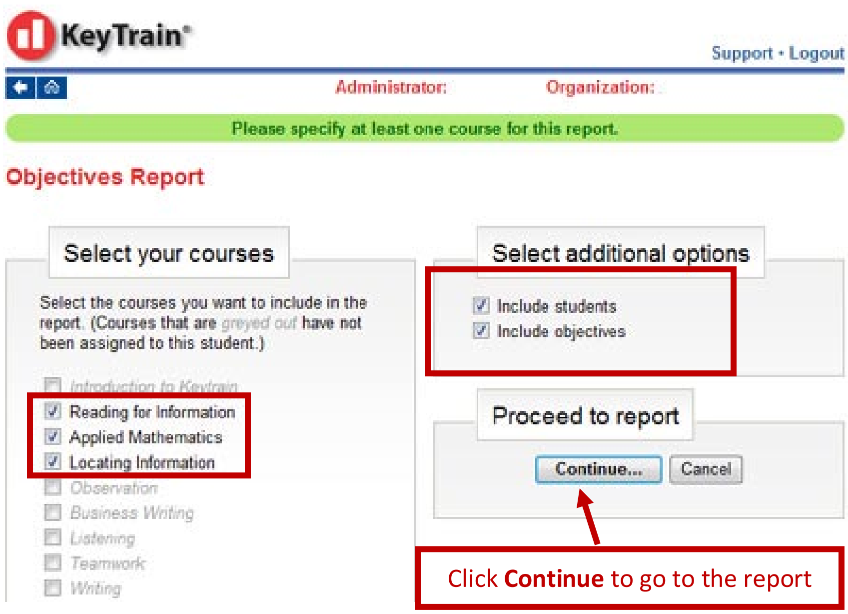
Progress Report

This exports a multi-sheet Excel spreadsheet that shows totals for time spent, pretests completed and lessons passed within a specified time period and for a select set of courses. The cover sheet shows summary statistics and contains a table of contents with links to the other sheets that break the numbers down so you can see totals per course.

Course Analysis

The Course Analysis report shows a single student's pretest and quiz results by course level for the selected courses, including the highest quiz score and number of quiz attempts (shown as XXX/Y where XXX is the highest score and Y is the number of times the pre- or post-test was taken). The totals at the bottom of the table show the number of test attempts that were passed or failed (by default the passing score is 80%, but this can be changed by the instructor when assigning certain lessons). If course objectives are included, another page will show which topic lessons the student has completed, the percentage of time the student answered topic lesson questions correctly on the first try and the topic quiz score expressed as a percentage.

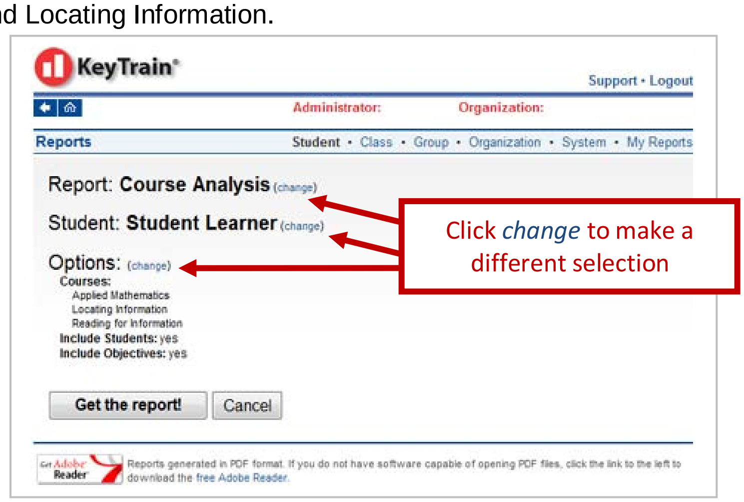
If you choose the **Course Analysis** report, the screen below will appear.



Select courses to see quiz data results by level for each assigned course. To view the course topic objectives and student pretest and topic quiz results, check the students and objectives boxes. In the example below, the selections will generate a report that will show activity for the three assigned courses, Reading for Information, Applied Mathematics and Locating Information.

After making the desired selections, click on the **Continue** button. The following screen will be displayed. Click **Get the Report** to generate the report.

Notice you have the option to change the report type, select a different student to report on, or change the report options. To make a different selection, click on ***change***.



Status Report

The status report shows one line for each assigned course. The report shows the course goal (WorkKeys level), the pretest score, the current course level, whether or not the student has completed the course and the amount of time spent for each course.

Detail Report

The detail report shows one line for each lesson (e.g. Applied Math level 3) in an assigned course. The report shows the date of the last quiz attempt. The score shown for a tutorial lesson is the percent correct on the posttest for that lesson. For a pretest, the score is the highest level the student obtained on the pretest. The report also shows the amount of time the student has spent working in each course.

The "A/O" column shows information on how the particular lesson was assigned. The codes are as follows:

A – Lesson **A**ssigned by administrator/instructor
O – Lesson **O**pen-enrolled (self-enrolled) by student
P – The **P**retest lesson was assigned by administrator with the "Let Pretest Assign Lessons" option on
T – Lesson that was automatically assigned by the Pre**T**est
EX – The student was **EX**empted from this lesson by the Pretest

Topic Detail Report

The topic report gives feedback on student performance in each lesson topic, such as Reading for Information level 5, Understanding Acronyms. The score represents the percentage of lesson exercises the student answered correctly on the first attempt. The Quiz score is the percentage correct on the Topic Quiz. The Topic Detail Report helps to diagnose specific topics the student is having trouble with.

Quiz Detail Report

The quiz detail report gives feedback on the pretest and posttest in each lesson. The report records the amount of time and test scores *for individual sessions by date*. The report shows the question serial number, the student's answer, and whether the answer was correct or not. Using the answer keys (available to administrators and instructors only), an administrator or instructor can show the student the questions they missed and diagnose why they answered incorrectly.

> TIP: Since KeyTrain Pretest and Final Quiz questions are ***randomly generated***, you must use the Quiz Detail Report to find missed questions. Write down the question code shown in the Quiz Detail for incorrect answers and then use that code to locate the question in the Answer Keys.

Student Career Skills

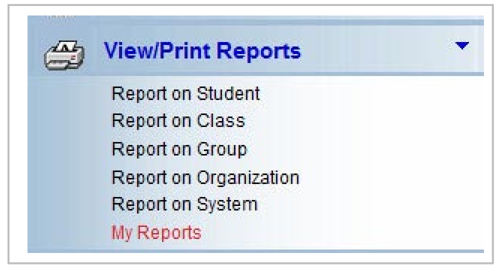
This report summarizes the student's progress in all Career Skills lessons.

Career Skills Analysis

The report provides a summary of progress in the Career Skills lessons for an **individual student**. The report is available only to sites that have licensed the Career Skills curriculum.

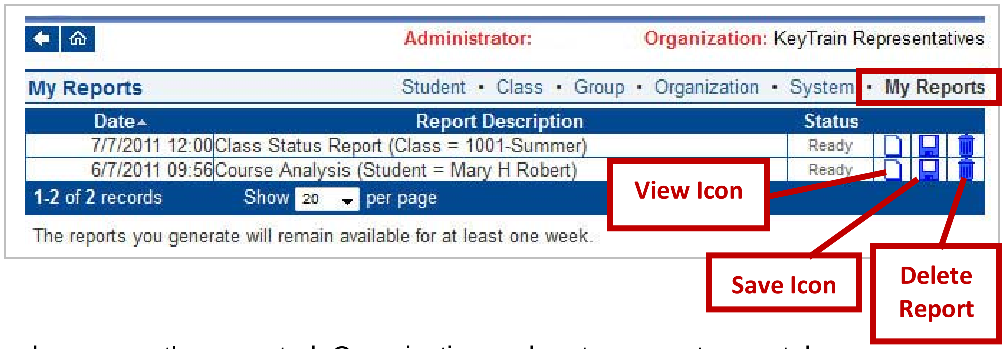
7.6 My Reports

When you create a new report for a class or school, the report will be placed on your "My Reports" list. When the report is ready, you can view or download the report from there. Select **My Reports** under the **View/Print Reports** bar in the main menu.



Your reports will appear in a screen similar to the one below.

Two reports are shown – one class report and a report on a student. To view the report, click on the **View icon**. To download and save a report, click on the **Save icon**. To delete a report, click on the **trash can** icon.

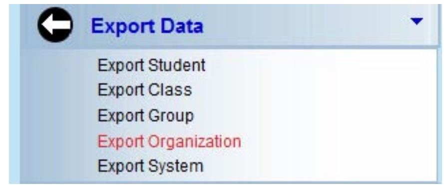


You can review reports that you have recently requested. Organization and system reports may take longer to generate since they will contain large amounts of data. For more complex reports like these, you can continue working in KeyTrain and then return to the My Reports menu at a later time to check and see if the report is ready.

8. Export Data

Administrators may export detailed data on individual students, classes, groups, an organization, or an entire system of organizations. Exported information can be used to analyze, format, and report data in commonly used programs such as Microsoft Excel or the OpenOffice.org Calc spreadsheet application. The export creates an Excel spreadsheet that can be downloaded and opened in Microsoft Excel or other spreadsheet application.

In the main menu, click on *Export Data*. Select which type of report you want to export - *student*, *class*, *group*, *organization*, or *system*.



8.1 Export Organization Data

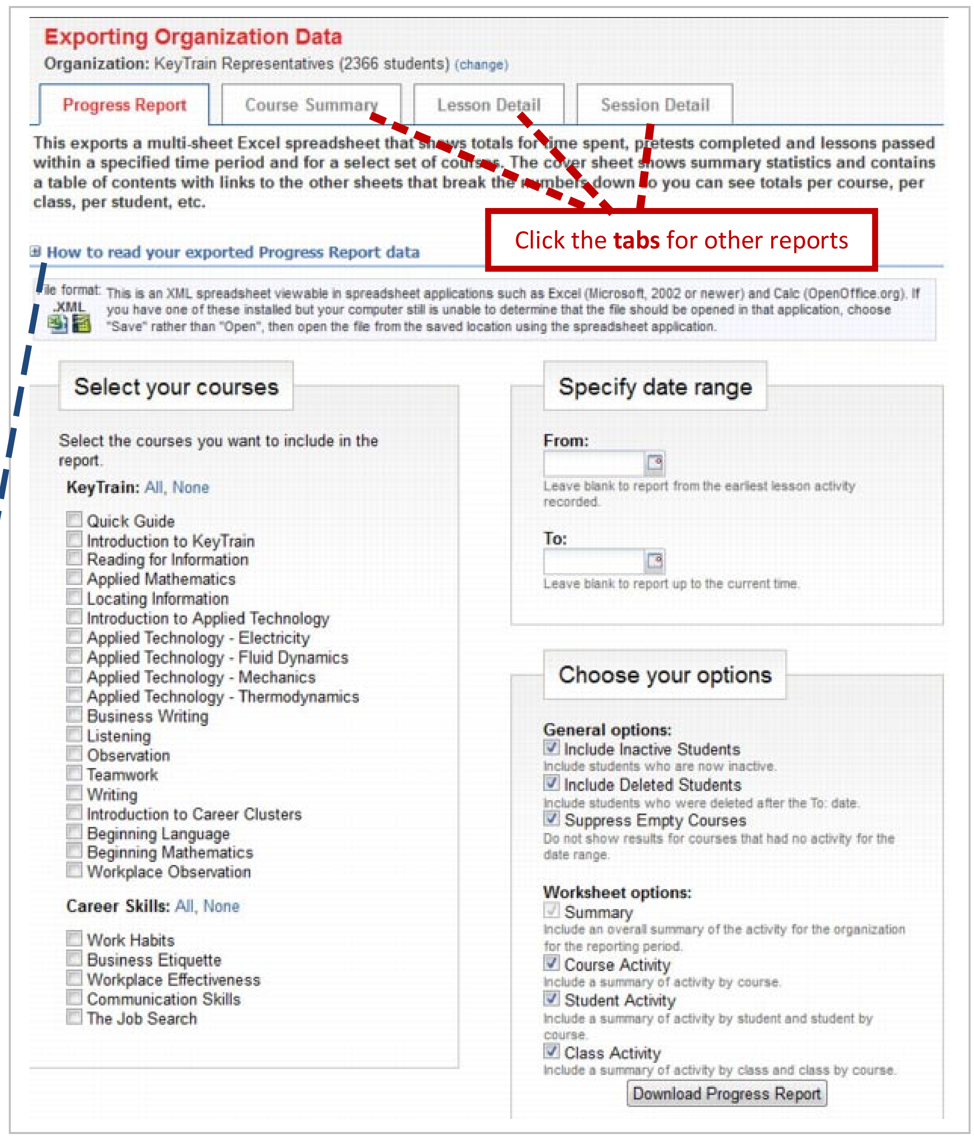
Clicking **Export Organization** opens the **Exporting Organization Data** page, displaying the **Progress Report** form. Notice there are also tabs at the top of the page for organization *Course Summary*, *Lesson Detail*, and *Session Details* reports.

Select the courses you want to report on, **specify the date range** – the time period you want to report on, **choose your options**, and **download** the report.

General Options allow you to include or exclude inactive and deleted students and suppress results for courses that had no activity during the date range.

Worksheet Options allow you to include a summary page of activity for the organization for the reporting period and include activity by course, student and/or class.

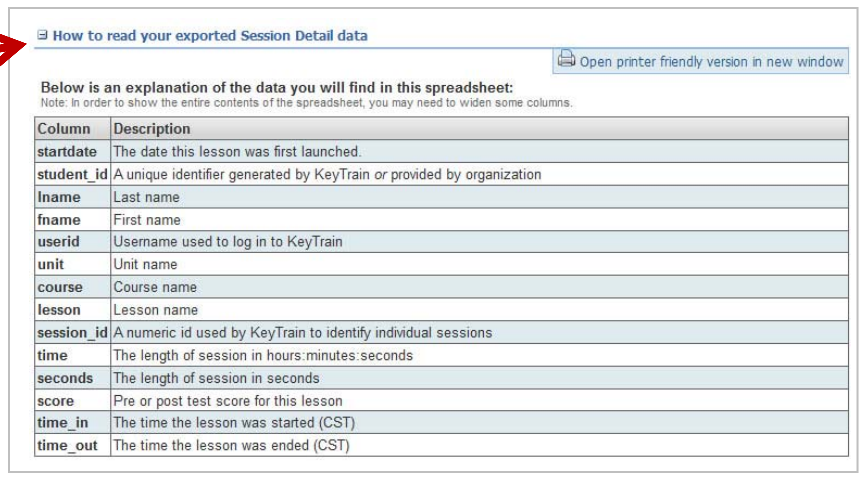
> **Tip:** Click on the link ***How to read your exported Progress Report data*** to view details on information included in the spreadsheet under the *Summary, Course, Student, Student and Course, Class, Class and Course, Organization,* and *Organization and Course* tabs. Print the information for future reference.



Report options for exporting *Student*, *Class, Organization*, and *Group* data include the four report types:

- **Progress Report** – The multi-sheet spreadsheet includes data on time spent, pretests completed, and lessons passed by selected course(s) for a specified time period.
- **Course Summary** – The spreadsheet includes a summary by course of all lesson activity ever recorded for a student with one row for every course-student combination.
- **Lesson Detail** – The spreadsheet reports detailed information on the current status of each lesson ever assigned to a student with a row for each lesson-student combination. *This export is used primarily with classes and groups due to the large amount of data.* To report on an entire school, use the Course Summary export instead.
- **Session Detail** – This exports details about every single lesson attempt within a specified time period with one row per lesson attempt (or session). *This export is used primarily with classes and groups due to the large amount of data.* To report on an entire school, use the Course Summary export instead.

Every export page has a ***How to read your report*** link which, when clicked, opens a table describing the data for each column in the spreadsheet. This example shows the descriptions for all of the data columns in a *Session Detail* export. You may print these explanations to save them for future reference.



⊟ How to read your exported Session Detail data

Open printer friendly version in new window

Below is an explanation of the data you will find in this spreadsheet:
Note: In order to show the entire contents of the spreadsheet, you may need to widen some columns.

Column	Description
startdate	The date this lesson was first launched.
student_id	A unique identifier generated by KeyTrain *or* provided by organization
lname	Last name
fname	First name
userid	Username used to log in to KeyTrain
unit	Unit name
course	Course name
lesson	Lesson name
session_id	A numeric id used by KeyTrain to identify individual sessions
time	The length of session in hours:minutes:seconds
seconds	The length of session in seconds
score	Pre or post test score for this lesson
time_in	The time the lesson was started (CST)
time_out	The time the lesson was ended (CST)

8.2 Export System Data

Administrators who have access to multiple organizations within a system, such as a school district or multi-site workforce development program, can export data across the entire system. System exports allow administrators to evaluate collective KeyTrain usage and performance data. Exports for system data include only two reports since the amount of data that may be involved in a multi-organization system can be extremely large and unwieldy.

The **Progress Report** and **Course Summary** exports for *system data* function the same way as for student, class, group, and organization exports, but include data from all organizations in the system.

9. Improving Student Performance

KeyTrain contains a variety of tools to assist the administrator and instructor in analyzing and improving the student's performance in the basic work-related skills. Applying these features and practices can help students master the foundational skills needed for success in further education and training or the workplace.

Some students may appear to perform poorly in KeyTrain or in standardized tests such as the WorkKeys® assessments. In the majority of these situations, examination of the student's reports in KeyTrain can reveal a lack of dedication in using the curriculum or a deliberate attempt to circumvent the KeyTrain system.

To analyze the performance of a student in KeyTrain in order to determine if they have used the curriculum correctly, examine the student's **Quiz Detail Report** and **Course Analysis Report**. These reports will help instructors and administrators determine if the student has used the program diligently.

In particular, be wary of students who:

- Have taken only pretests and not completed a level of lessons
- Have a high number of attempts at pretests or post-tests
- Have low topic quiz scores
- Have low time recorded in the lessons
- Have not completed lesson topics before taking the final quiz.

These conditions suggest that a student is either not making a serious effort, or may have other learning issues or deficits that are not adequately addressed by KeyTrain.

To improve student performance:

- Do not allow students to skip the entire KeyTrain curriculum based solely on a KeyTrain pretest score. Pretests are designed to place an individual in the appropriate level of a KeyTrain course and are not detailed enough to determine a student's comprehension of the subject or predict a WorkKeys test score. Require each student to complete at least one level of the curriculum in each skill area of interest. For example, a student who scores Level 6 on the KeyTrain Locating Information pretest should take the Level 6 KeyTrain tutorials to help ensure they will perform at that level on the WorkKeys Locating Information test.

- Use the *Must complete problems* and *Must complete lessons* options to force the students to answer problems within a topic lesson and to complete all of the topics in a lesson before taking a final quiz. These options reinforce the need for students to make a serious effort in learning tutorial lesson content.

- Use the topic detail reports to see how the students are doing on the practice problems and topic quizzes in the curriculum. The Topic Detail Report shows the percentage of time that a student answers a question in each topic correctly *on the first try*. A percentage score of 60 or higher during a learning activity suggests the student comprehended the lesson content. Practice problem scores below 50% may indicate the student has not understood the instructional content of the topic. Also look for consistency between the practice problem percentages and scores on the topic quiz. Theoretically, a student whose practice problem percentage score is relatively high should score 80% or higher on the topic quiz. *Keep in mind that the topic quiz is only five* *non-random questions - a score of 80% means the student missed only one topic quiz question.* If a student scores 60% or less on a topic quiz, they may need to retake the topic lesson or may need additional practice or instruction. If all topic scores or topic percentages are low, it may indicate that the student is simply clicking through the curriculum without exerting effort. Instruct the students to review their own topic scores before retaking final quizzes and to seek additional help for problem areas they identify.

- If the *Must complete lessons before quizzes* option is not applied in the organization, instructors should encourage students to complete the tutorials before attempting the final quizzes. The learning system is designed to allow the student to retake quizzes in a responsible manner, but some students may try to abuse the system. Instructors should watch for multiple retakes and question the student if found. Set the maximum number of quiz attempts to a low number, such as 2, to prevent students from retaking the quizzes without authorization.

- Look for at least 2 hours of activity per course level for a student to ensure they are investing sufficient time in the curriculum. In other words, if the student gets through all of the topics for Applied Mathematics Level 3 in 30 minutes but has low topic scores, they are probably guessing at questions until they find the right answer, instead of working to solve the problem first.

- Students should not retake pretests, even if more than one quiz attempt is allowed. *If a student retakes a pretest and scores higher than the first attempt, their assignments are based on the original pretest result and will not change if the* Let Pretest Assign Lesson *option is checked.* Pretests are designed as an initial screening in order to place the student at the appropriate level in a KeyTrain course. Pretests do not have as much randomization as the final quizzes and are not designed for multiple attempts.

- If a student must achieve a given score on a WorkKeys assessment (for a Career Readiness Certificate, program requirement, or for hiring or promotion), set the KeyTrain goal in the lesson assignment screen one level higher than the WorkKeys score they need to achieve. For example, if a learner needs to score a 5 in WorkKeys Reading for Information, set their goal to 6 in the KeyTrain Reading for Information course. The additional instruction and skill development will help ensure they achieve the required WorkKeys score.

- **KeyTrain pretests and final quizzes may not be used in place of WorkKeys assessments.** While quiz items in KeyTrain were developed to mirror WorkKeys test items, KeyTrain quizzes are not the same as actual WorkKeys assessments. *WorkKeys assessments are timed tests; KeyTrain final quizzes are not timed*. Final quizzes in KeyTrain measure an individual's grasp of the learning objectives and help track their progress in mastering skills. The purpose of KeyTrain is to improve the skills that the WorkKeys assessments measure so students will achieve the WorkKeys scores they need. Increasing time in the curriculum will, in most cases, result in more complete concept mastery and higher WorkKeys scores.

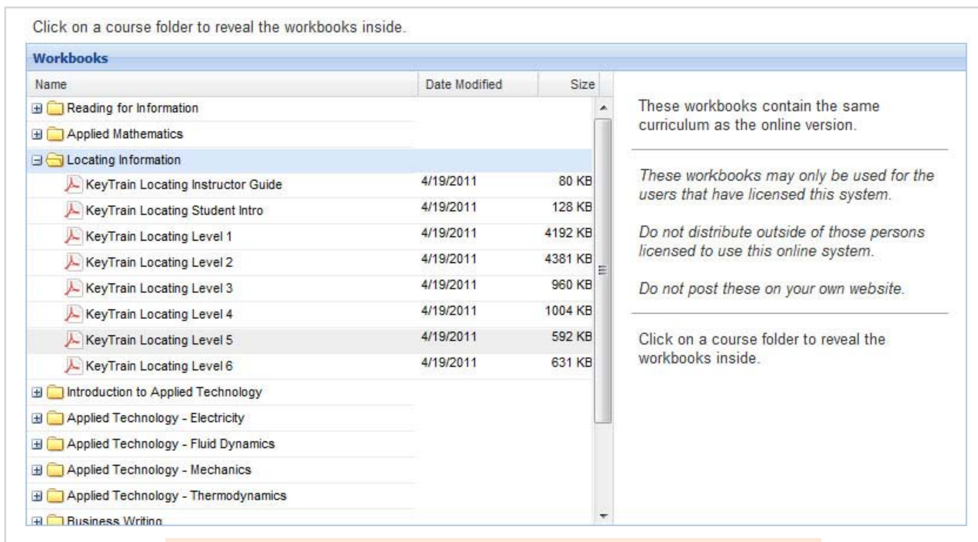
10. Other Resources

KeyTrain includes a number of other resources to aid administrators and instructors in working with learners. All of these resources are available directly from the main KeyTrain administrator and instructor menus.

10.1 Workbooks

Electronic PDF versions of selected KeyTrain courses (Applied Mathematics, Reading for Information, Locating Information, Applied Technology, Writing, and Business Writing) are available to instructors to augment the online curriculum with print-based resources.

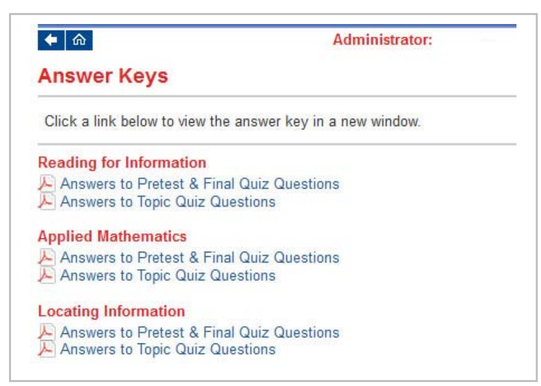
Instructor Guides for using the workbooks may also be viewed or printed online. To open a workbook or guide, find the course and click on the lesson level you wish to view, for example, Locating Information Level 5 as shown in the picture. KeyTrain will prompt you to accept a use agreement before allowing you to download a workbook. Workbooks provide instructors with an additional resource that may be used as supplemental classroom material, homework, extra credit or study materials for learners that may not have adequate access to a computer or the Internet.



Tip: Workbooks open in Acrobat Reader and may be viewed online, printed or saved. To save a workbook to your computer, right-click on the title and select *Save Target As*. Note that it is **not permitted** to post Workbooks on a website.

10.2 Answer Keys

Instructors can access answer keys to all KeyTrain pretests, final quizzes and topic quizzes. Click on the Answer Keys option in the Instructor menu.



A screen detailing the conditions instructors must adhere to in using the answer keys will be displayed. Click on the *I Accept* button if you agree to the terms for viewing the answer keys. A menu of answer keys for all KeyTrain courses will appear like the one shown here. Find the KeyTrain course and click on the type of answer key you need.

The answer key document will be displayed as an Adobe Acrobat file in Acrobat Reader. If your computer does not have Acrobat Reader installed, KeyTrain will prompt you to do so. You may view the answer key online, download or print the file. However, if an answer key is downloaded or printed, it MUST be stored in a password-secured device or location accessible only to instructors or administrators to ensure questions and answers are not available to students.

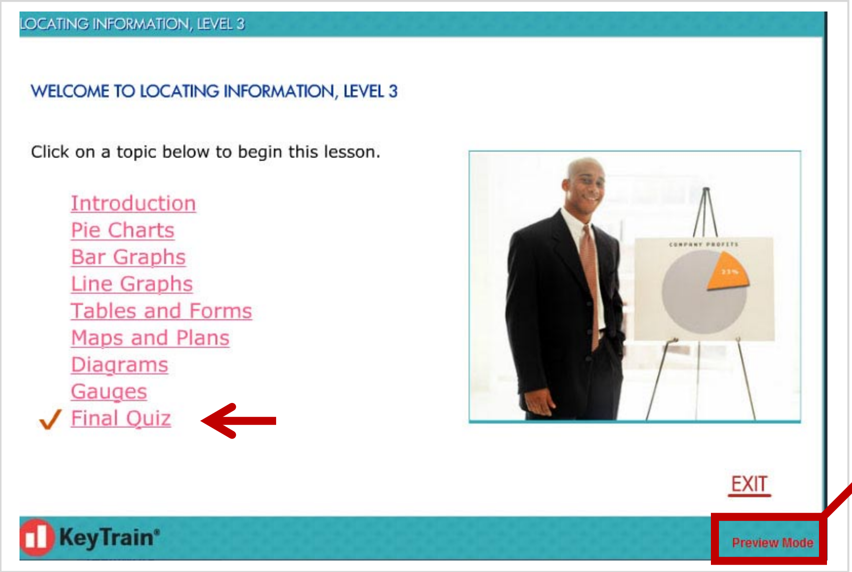
NOTICE: Answer Keys are for instructors and administrators only for providing student guidance. DO NOT DISTRIBUTE THEM TO STUDENTS. You may not use questions in any form other than in the online KeyTrain lessons. ***Doing so is a violation of your KeyTrain license and may result in the cancellation of your license in addition to other actions.***

10.3 Take Lessons

KeyTrain provides instructors and administrators a way to preview the KeyTrain and Career Skills tutorial lessons. The *Take Lessons* feature allows instructors to work through or view KeyTrain tutorials for each course and lesson level.

To get started, click on **Take Lessons** in the main menu. If your site has licensed the Career Skills curriculum, you have a choice of taking either those lessons or the KeyTrain lessons for the WorkKeys skills. Select either *KeyTrain* or *Career Skills*.

You will be asked to accept the terms of use. After accepting, a list of all courses for your site will be shown. Click on a course name and select the lesson level. Then click the *Launch* button to start the course. Follow the prompts to load the course.



A lesson menu similar to this will appear.

Notice the Final Quiz is checked. Since lesson data is not collected in the preview mode, instructors and administrators may not take pretests or final quizzes.

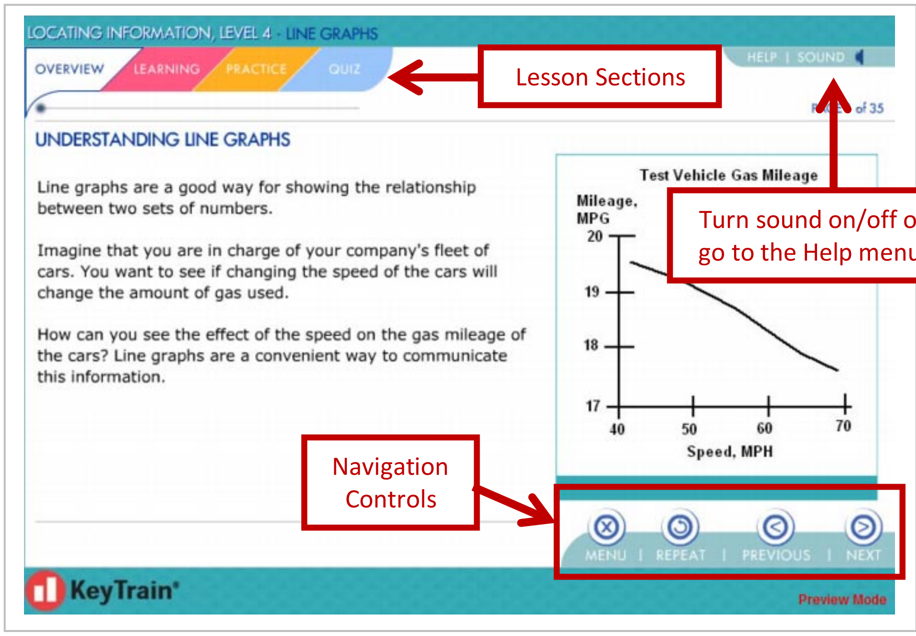
Also note that the lesson opens in **Preview Mode**, indicating that that lesson interaction data will not be saved by KeyTrain.

Click on a topic title to take the tutorial. A topic lesson similar to the one on the next page will open.

This example is from the Locating Information Level 4 *Line Graphs* topic.

Screen navigation buttons are located at the bottom right of the screen. The **Next** and **Previous** buttons move the learner from page to page in the topic lesson.

The **Menu** button returns the learner to the topic menu page. The **Repeat** button refreshes the page to replay the sound track or repeat the page interaction. To exit a topic, click the **Menu** button to end the lesson and return to the topic menu.



Click **Exit** on the topic menu to leave the course. KeyTrain will return you to the course list where you may choose another lesson to preview.

10.4 Job Profiles

The KeyTrain system features a searchable database of WorkKeys occupational and job profiles that can be easily accessed from the KeyTrain main menu. ACT compiles the occupational profile information from individual job profiles that are performed for companies and organizations across the country.

Profile information enables counselors and students or job seekers to identify the WorkKeys skill requirements of a variety of occupations. Administrators, counselors, and instructors can show learners the WorkKeys skills required for jobs and careers they may be interested in.

The job skill information in the profile database helps motivate students and job seekers to work towards higher skill levels and achieve their career goals by showing the link between WorkKeys skills and occupations.

To search the database, click the **Job Profiles** bar in the main menu. A search screen like the one shown on the next page will appear.

Specify the search location:

Users may choose to search national, local (if reported) or both databases of WorkKeys profiles. Using "both" provides the most information.

National WorkKeys Profiles: These are the occupational profiles that have been collected and reported by ACT.

Local Job Profiles: These are WorkKeys profiles that have been added at the request of a state agency, such as the workforce investment agency. There may or may not be profiles available for your state.

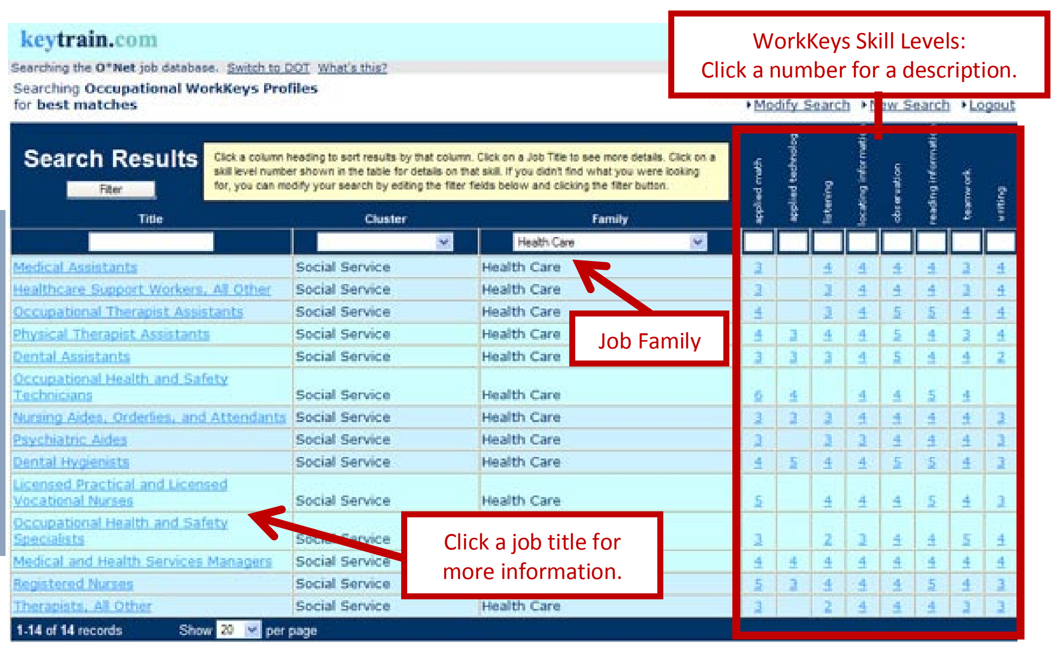
Both: Search the combined profiles described above.

Specify the search criteria:

Users can search by various categories and skill levels or by both. To search based on a student's career interest or to find skill requirements for jobs or occupational categories use the **Category** search. The Category search includes options to search by Job Title, Holland Job Cluster, Job Family or Job Description. When you have selected your criteria, click *Search*.

This example shows results of a **Job Family** category search for *Health Care*.

To return to the previous search screen, use the back arrow in your browser. Or, after completing a search, start a new search by clicking on *New Search* at the top of the screen. Change your search specifications by choosing *Modify Search*.



For more specific information about an occupation, click on the job title to view a description of the job, its associated WorkKeys skill levels, and a sample job task list.

An example for *Licensed Practical and Licensed Vocational Nurses* is shown below.

Licensed Practical and Licensed Vocational Nurses
O*Net Code: 29-2061.00
Cluster: Social Service
Family: Health Care

Job Description

Description:
Care for ill, injured, convalescent, or disabled persons in hospitals, nursing homes, clinics, private homes, group homes, and similar institutions. May work under the supervision of a registered nurse. Licensing required.

Skill Area	Median Skill Level	Minimum Skill Level	Maximum Skill Level	Number of Profiles
Applied Mathematics	4	3	6	9
Reading for Information	4	3	6	11
Locating Information	4	3	5	11
Applied Technology				0
Writing	3	3	3	4
Listening	4	2	4	9
Teamwork	4	3	5	11
Observation	4	3	6	11

This table shows data for the occupational profile, including the average (median) skill level rating for each skill, the minimum and maximum skill level ratings, and the number of profiles this occupational profile is based on. For career counseling or training purposes, use the **Median Skill Level** scores to compare against an individual's KeyTrain pre- and post-test scores or WorkKeys scores.

Tasks

These are some of the tasks associated with this O*Net Job
Administers specified medication, orally or by subcutaneous or intramuscular injection, and notes time and amount on patients' charts.
Dresses wounds, gives enemas, douches, alcohol rubs, and massages.
Observes patients and reports adverse reactions to medication or treatment to medical personnel in charge.
Applies compresses, ice bags, and hot water bottles.
Washes and dresses bodies of deceased persons.
Cleans rooms, makes beds, and answers patients' calls.
Assists in delivery, care, and feeding of infants.
Prepares or examines food trays for prescribed diet and feeds patients.
Records food and fluid intake and output.
Sterilizes equipment and supplies, using germicides, sterilizer, or autoclave.
Collects samples, such as urine, blood, and sputum, from patients for testing and performs routine laboratory tests on samples.
Assembles and uses such equipment as catheters, tracheotomy tubes, and oxygen suppliers.
Inventories and requisitions supplies.
Bathes, dresses, and assists patients in walking and turning.
Takes and records patients' vital signs.
Provides medical treatment and personal care to patients in private home settings.

Sample job tasks

Other Category Searches

<u>Job Title/Keyword Search</u>
Enter a job title (e.g. *computer programmer*) or keyword (e.g. *computer*). Using more generic terms will more likely produce a larger number of search results.

2. Specify search criteria. (You may search by category or skill levels or both.)

Search Category
- Don't search by category.
- Job Title (Keywords):
- Job Cluster:
- Job Family:
- Job Description (Keywords):

<u>Holland Job Cluster Search</u>
To select a job cluster to search, click on the down arrow next to the text entry box for *Job Clusters*. The six Holland job clusters (*Arts, Business Contact, Business Operations, Science, Social Service* and

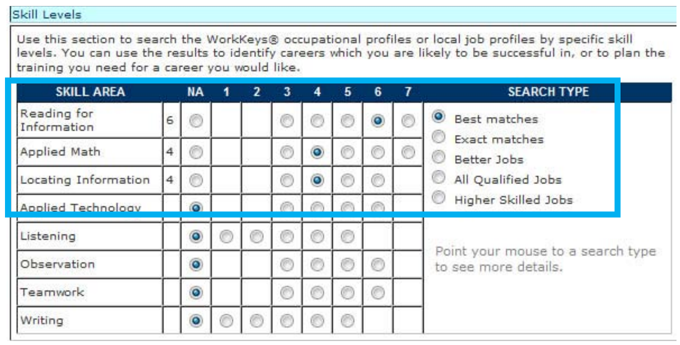
Technical) will be displayed. Since all jobs are divided into only these six categories, searching by cluster yields very general search results.

<u>Job Description Search</u>

To search by job description, enter a keyword in the text entry bar and click the *Search* button. This searches the database of Job Descriptions by keyword. A keyword search is useful when the user does not find what he or she is looking for using a *Job Title* search. Wording in the job description may match what the user is looking for when the job title is not reflected in the job description. *Remember, when performing searches by keyword, be as general as possible to obtain the most information.*

Search for Profiles by Skill Levels

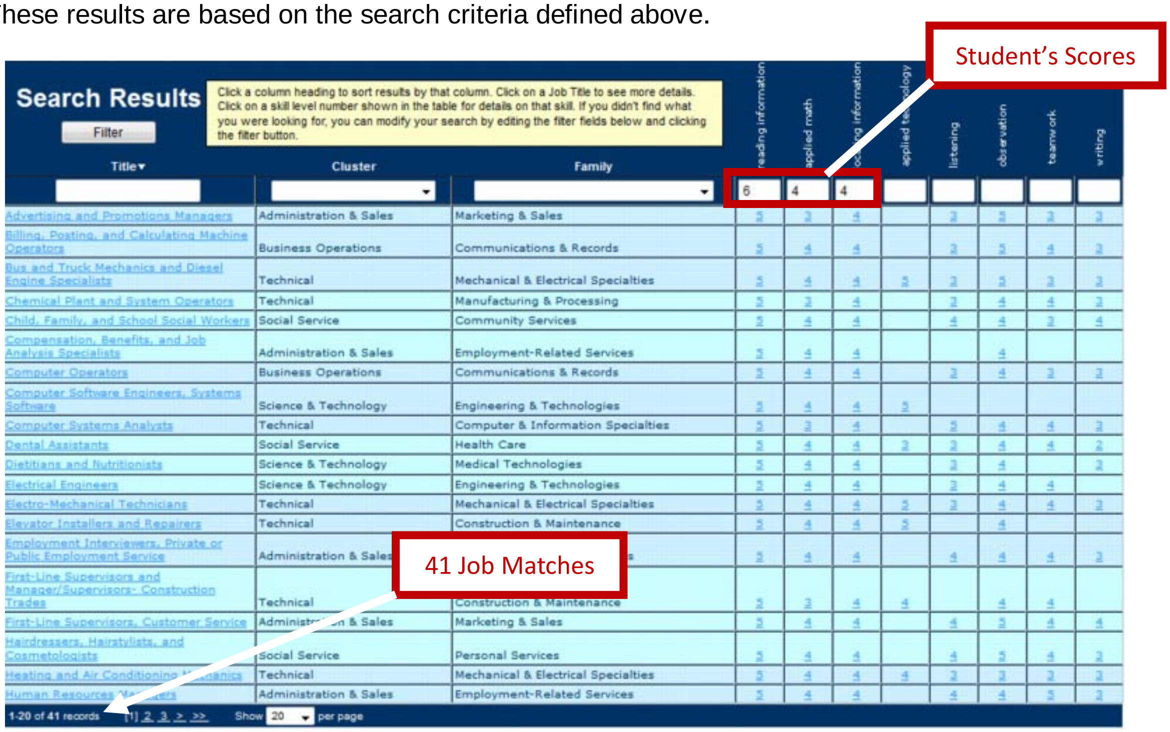
Students and counselors can search the database by *WorkKeys scores* or *KeyTrain pretest scores* by clicking on the button for the score for the skills. In this example, the search is based on scores for Reading for Information (6), Applied Math (4) and Locating Information (4) and *Best matches*.



Searching by skill levels includes search options for:

- Best matches – *student's skills are exact matches for or one level above job requirements in any skill area entered.*
- Exact matches – *student's skills are exact matches to job requirements in any skill area entered.*
- Better jobs – *student's skills match or are one level below job requirements in any skill area entered (stretch goal).*
- All qualified jobs – *student's skill levels entered are at or above the job requirements in any skill area entered.*
- Higher skilled jobs – *student's skill levels are at or below job requirements in any skill area entered.*

These results are based on the search criteria defined above.

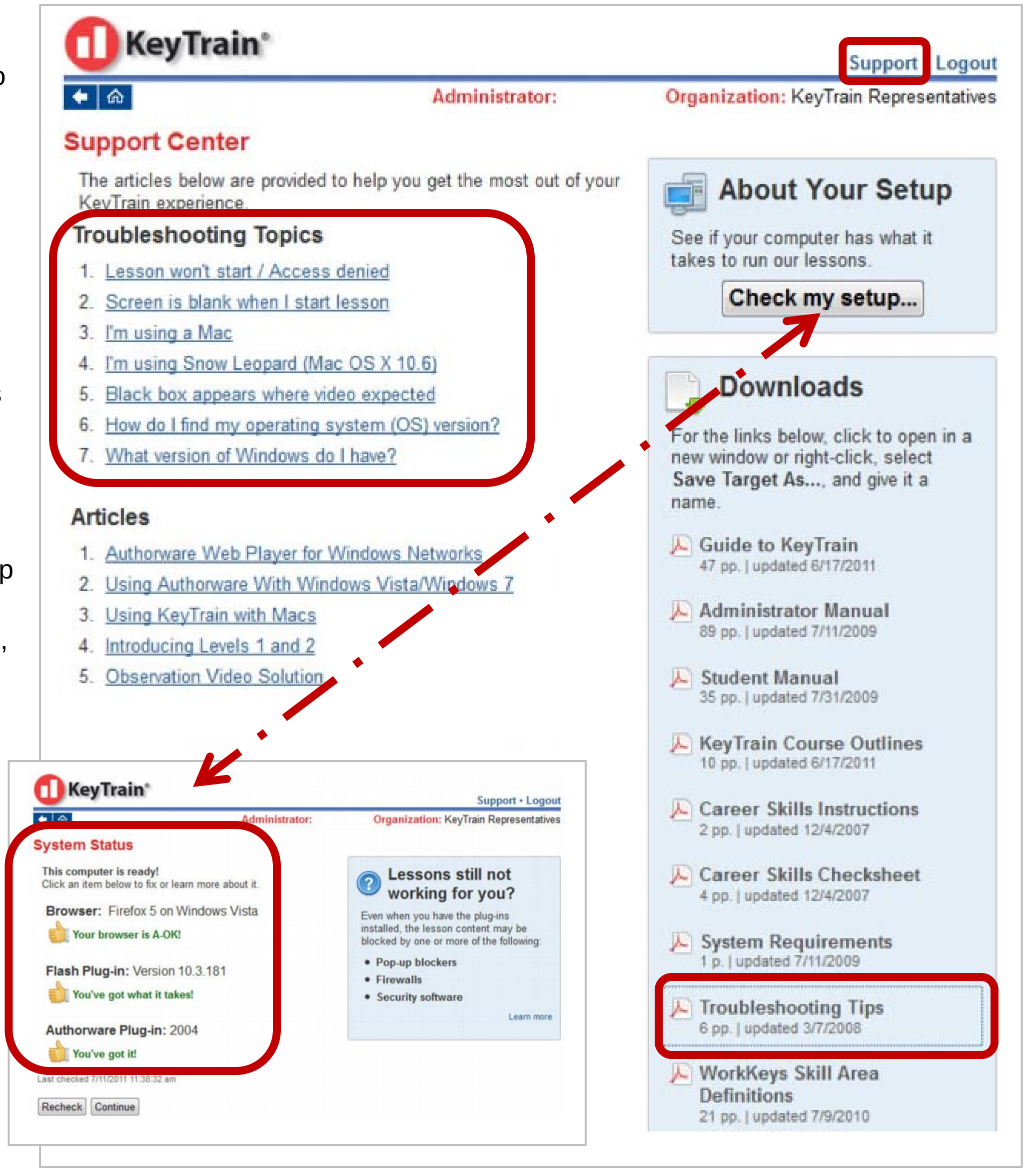


Title	Cluster	Family	reading information	applied math	locating information	applied technology	listening	observation	teamwork	writing
			6	4	4					
Advertising and Promotions Managers	Administration & Sales	Marketing & Sales	5	3	4		3	5	3	3
Billing, Posting, and Calculating Machine Operators	Business Operations	Communications & Records	5	4	4		3	5	4	3
Bus and Truck Mechanics and Diesel Engine Specialists	Technical	Mechanical & Electrical Specialties	5	4	4	5	3	5	3	3
Chemical Plant and System Operators	Technical	Manufacturing & Processing	5	3	4		3	4	4	3
Child, Family, and School Social Workers	Social Service	Community Services	5	4	4		4	4	3	4
Compensation, Benefits, and Job Analysis Specialists	Administration & Sales	Employment-Related Services	5	4	4			4		
Computer Operators	Business Operations	Communications & Records	5	4	4		3	4	3	3
Computer Software Engineers, Systems Software	Science & Technology	Engineering & Technologies	5	4	4	5				
Computer Systems Analysts	Technical	Computer & Information Specialties	5	3	4		5	4	4	3
Dental Assistants	Social Service	Health Care	5	4	4	3	3	4	4	2
Dietitians and Nutritionists	Science & Technology	Medical Technologies	5	4	4		3	4		3
Electrical Engineers	Science & Technology	Engineering & Technologies	5	4	4		3	4	4	
Electro-Mechanical Technicians	Technical	Mechanical & Electrical Specialties	5	4	4	5	3	4	4	3
Elevator Installers and Repairers	Technical	Construction & Maintenance	5	4	4	5		4		
Employment Interviewers, Private or Public Employment Service	Administration & Sales	[illegible]	5	4	4		4	4	4	3
First-Line Supervisors and Manager/Supervisors- Construction Trades	Technical	Construction & Maintenance	5	3	4	4		4	4	
First-Line Supervisors, Customer Service	Administration & Sales	Marketing & Sales	5	4	4		4	5	4	4
Hairdressers, Hairstylists, and Cosmetologists	Social Service	Personal Services	5	4	4		4	5	4	3
Heating and Air Conditioning Mechanics	Technical	Mechanical & Electrical Specialties	5	4	4	4	3	3	3	3
Human Resources Managers	Administration & Sales	Employment-Related Services	5	4	4		4	4	5	3

1-20 of 41 records [1] 2 3 > >> Show 20 per page

11. Technical Details and Support

Administrators, instructors, and students can access support and technical documents through the Support link in the KeyTrain learning management system. To view the support menu, click on *Support* next to the Logout on the main menu and other pages. The **Support Center** page with links to troubleshooting articles and documents that can be viewed or downloaded will be displayed.



About Your Setup

This feature allows users to check their computer to ensure it is ready to run KeyTrain. Click on **Check my setup** under *About Your Setup* to see the system settings screen.

A *thumbs up!* indicates the setting on your computer is compatible with KeyTrain. Thumbs down indicate items that need attention. Follow the directions for these items to resolve setup issues. If you need to download the Flash plug-in, the link to do so is shown. Detailed instructions for downloading and installing the Flash plug-in may be found further below in this section.

Troubleshooting

Individual topics for troubleshooting common problems in running KeyTrain are listed in the left hand section of the Support Center page. A *Troubleshooting Tips* document is available for download as an Adobe PDF.

Articles

KeyTrain support staff post informational documents and instructions for troubleshooting specific problems in this section of the Support page. Documents will open in a separate window. If the Adobe Reader icon is displayed next to the document title, the document will appear in Adobe Reader and may be saved, printed or viewed online.

Downloads
Various support documents are collected under this heading. Simply click on the title to open, read, print or download the support document. This section includes links to this *Administrator Manual*, a *Guide to KeyTrain* for instructors, the *Student Manual*, *WorkKeys Skill Descriptions*, *KeyTrain Course Outlines* and other documents. Click on a title to open the document in Adobe Reader. The support page includes a link to download the Adobe Reader if the computer does not have that program installed.

System Requirements
The following computer hardware and software are required to run KeyTrain online:

OPERATING SYSTEM
- Windows XP and newer
- Mac OS X 10.2 and newer

BROWSER
- Internet Explorer 7 or newer preferred
- Firefox 3.0 or newer
- Google Chrome
- Safari 3.0 or newer
- Opera

BROWER REQUIREMENTS
- Adobe Flash plug-in (version 8,2 or newer)
- Flash enabled
- JavaScript enabled
- Cookies enabled
- Pop-up blocker OFF

ADDITIONAL SOFTWARE
- **PDF viewer** (such as Adobe Reader version 5 or newer) for viewing reports and other documents
- **Spreadsheet viewer** (such as Microsoft Excel or OpenOffice) for handling imports and exports (administrators and instructors only)

ADDITIONAL NOTES
- **AOL browser** is not supported
- **iPads/iPhones/iPods** – You can browse the website, but not launch lessons since they require Flash which is not supported by the OS.
- **Linux** – We have not done extensive testing on Linux operating systems, but have documented success on Ubuntu using Firefox.
- **Sound capability** required for Writing, Listening, Reading for Information (Level 1 only), Workplace Observation and Teamwork; recommended for Applied Mathematics, Reading for Information, Locating Information and Applied Technology. *Use headphones instead of speakers in a lab environment.*

Fixing and/or Uninstalling the Flash Player
If problems are encountered installing, updating or using the Flash player, first be sure that you have full administrative rights in Windows to allow you to install the Flash player. Also be sure that any security software, such as Deep Freeze, is disabled in order to allow the installation.

If problems continue, you may need to uninstall any previous Flash player on your computer, and then install a fresh copy. The only method to uninstall the Flash player is to download the uninstall utility directly from the Adobe website. To obtain the uninstaller and uninstall the Flash player, go to:

http://kb.adobe.com/selfservice/viewContent.do?externalId=tn_14157.

Installing the Adobe Reader

KeyTrain reports, print workbooks, answer keys and other documents require a PDF viewer such as Adobe Reader. Pages that contain links to PDF documents (such as the support section or the reports section (as pictured below) contain a link to the Adobe site to download and install the latest version of the free Adobe Reader.

Network Bandwidth Considerations

KeyTrain's audio sound track requires a significant amount of bandwidth. Measurements and estimates indicate that a T-1 connection to your site will service approximately 30 simultaneous users. However if you turn the sound off, a T-1 connection will serve approximately 150 simultaneous users. Other Internet or intranet activity at your site will impact this performance. Because of this, we recommend that students turn the sound off when in a lesson unless the lesson specifically requires the sound or the student has special needs that require the sound track. See the following item for instructions on turning off the sound track.

ACT is not responsible for the speed of your Internet connection or of the Internet in general. KeyTrain requires a significant amount of bandwidth, and problems with the connection to your network or the Internet will cause significant delays for the user.

Turning the Sound Off and On

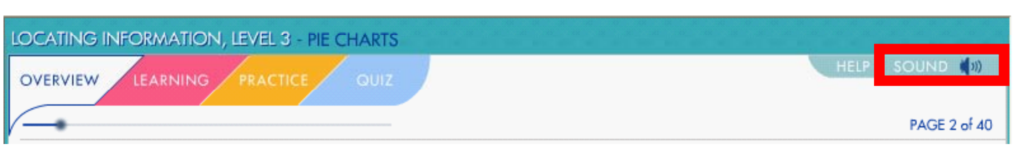
As noted above, turning the lesson sound off when unneeded results in faster response times for learners. The default setting for the sound is controlled through your *Organization Options* menu. However, students can turn the sound on themselves during a lesson and this setting will remain for subsequent sessions. You can manually reset the students' audio option to off, and this will take effect the next time they launch a lesson.

Determining If Sound Is On or Off:

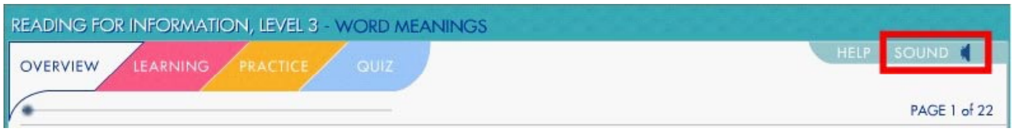
If the user's computer does not have speakers, the sound could be on without the learner being aware of it. If the system performance is slow, check the users' computers to ensure that the sound is off.

Turning the Sound Off Inside a Running Lesson:

Sound can be turned on and off by clicking on *Sound* in the top right-hand corner of the screen when in a topic tutorial. When sound is on, the speaker icon will look like the one below:



When the sound is off, the speaker icon will look like this:



Turning the Sound Off for a Class (Using an Instructor or Administrator Account):
From the main menu, select *Maintain Classes*, then *Edit Class Information*. On the list of classes, click on the Pencil icon to the right of the class name.

Make sure the "Audio On" setting is set to "No". Check the box next to this labeled "Apply to Existing Assignments" and click "OK". All class assignments and the class defaults will be set to audio off. This will take effect on any lessons launched after this point, but will not affect currently running lessons.

Setting the Default Audio to Off (Using an Administrator Account):
From the main menu, select *Organization Options*. Uncheck the box next to "Set Audio On by Default". Check the box "Apply to Existing Assignments" under the Audio option, and then click "Apply". All assignments will be set to audio off. This will take effect on any lessons launched after this point, but will not affect currently running lessons.

Fixing Problems by Clearing the Temporary Internet Files Cache
If the user on an individual computer is having a number of problems running a lesson, the most common correction is to clear the user's cache. For Internet Explorer, click on "Tools", then "Internet Options", and under "Temporary Internet Files", click on "Delete Files". Close the browser and login to KeyTrain again.

Using KeyTrain with Phone Modems or AOL
Using KeyTrain with Phone Modems:
If the KeyTrain user is connecting to the Internet using a phone modem, downloading the web player can take up to 30 minutes depending on the quality of the connection. If your site users call with this or similar problems, ask what type of connection they are using and if they are using AOL. If using a phone modem, the user must be patient since it will take longer to download the web player.

Using KeyTrain Online with America Online (AOL):
AOL users can run KeyTrain online. However KeyTrain cannot run within the AOL browser. If a user attempts to run KeyTrain within AOL, AOL may redirect the user to a web search page such as MSN. Users must connect to the Internet using AOL and then open Internet Explorer to run KeyTrain itself. After establishing a connection to the Internet, minimize the AOL browser and open Internet Explorer. If prompted to choose a method to connect, select manual connection or use an existing account. Then login to KeyTrain from Internet Explorer and install the Flash plug-in. If a user closes AOL, they will lose their Internet connection and will not be able to take the KeyTrain courses until they reconnect.

Contacting Technical Support
We have made every attempt to make this product as easy-to-use and error-free as possible. However, we recognize that there may be specific questions and technical issues that arise. Before contacting Technical Support, please be sure that you have read this manual thoroughly and looked at the Troubleshooting Tips and other resources in the online Support page. Consult with your site's IT staff for help in resolving issues.

If your efforts to resolve a problem with KeyTrain are unsuccessful, contact Technical Support at (877) 842-6205 or e-mail support@keytrain.com.

Please be sure to have a written record of the problem and any error messages received from the program. If the problem is within a lesson, ask the user to write down the location in which the problem occurs. For example, *the screen freezes in Locating Information Level 3, Pie Charts, page 13.* If possible, please have a screen shot of the problem page to help our support staff in troubleshooting problems.