



NORTH CAROLINA COMMUNITY COLLEGE SYSTEM

R. Scott Ralls, Ph.D.

President

September 8, 2008

RESPONSE DEADLINE: September 18

MEMORANDUM

TO: Community College Presidents

FROM: R. Scott Ralls, Ph.D.

SUBJECT: ACT Licensure Agreement

North Carolina's Career Readiness Certificate (CRC) certifies core employability skills required across multiple industries and occupations. The Career Readiness Certificate is a portable credential that promotes career development and skill attainment for the individual, and confirms to employers that an individual possesses basic workplace skills in reading for information, applied math, and locating information – skills that most jobs require. In addition, the employer has confirmation that the individual is capable of learning job specific skills.

The NC Career Readiness Certification is an Economic and Workforce Development tool that transcends all populations and all occupations. As individuals receive their CRC, the information is entered into a state-wide database that is accessible through the CRC website (www.crcnc.org). The database provides an up-to-the-minute snapshot of North Carolina's skilled workforce sorted by various geographic criteria. Forty-eight colleges are actively engaged in the delivery of the North Carolina Career Readiness Certification and a Request for Proposal (RFP) package was issued earlier in August to select 7 additional CRC sites. The new sites must work in tandem with the local Workforce Development Boards and the JobLink Career Center sites. It is part of the overall plan that all colleges, in partnership with the local JobLink Career Centers and Workforce Development Boards, will issue Career Readiness Certifications within the next few years.

To earn a Career Readiness Certificate, individuals are tested in reading, applied math, and locating information through an employability skills assessment system. WorkKeys[®] is a comprehensive employability skills assessment tool designed to help employers and individuals develop better workplace skills. Thousands of companies in the United States and internationally use WorkKeys[®] skill assessments, job profiles, training evaluations, and research and reporting services to assess skill needs and measure progress.

**CC08-204
E-mail**

Community College Presidents
Page Two
September 8, 2008

As a result of negotiations with ACT, Inc., the NCCCS System Office has been able to acquire a statewide licensure agreement for all 58 community colleges to become WorkKeys® Solutions Providers (*WSP for WorkKeys® --formerly called Value-Added Resellers--VARs*). NCCCS will be the main WSP and each college will be considered a satellite WSP under the NCCCS agreement. The WSP license fee of \$5,000 per site is covered under the NCCC statewide license fee. Colleges signing the agreement will not have to pay a license fee directly to ACT, Inc.

This means that as a satellite WSP you will receive Express Score and the Internet version of the WorkKeys® assessments, along with other materials normally supplied to a WSP. A licensed WorkKeys® Solutions Provider (WSP) delivers WorkKeys® products and services, which are designed to meet a wide variety of employer and workforce development needs in the community. A WSP can provide individuals and employers with direct access to any of the various components of the WorkKeys® system: assessments, reporting services, job-profiling services, or support for instructional design, and combine these with other services that add value to the WorkKeys® system to better meet the needs of the colleges and business and industry.

Attached to this correspondence is a WorkKeys® Solutions Provider application. Each college must complete and return the Application for WorkKeys® WSP agreement. **Please complete the application and return via FAX as soon as possible but no later than September 18 to Stephanie Deese at 919.807.7169.** Documents may also be mailed to Stephanie Deese at the NCCCS, 5003 Mail Service Center, Raleigh, NC 27699-5003, or to the street address of 200 West Jones Street, Raleigh, NC 27603-1379. The agreement identifies the person on your college campus that will be receiving the testing materials and the other documents that ACT will send the colleges. These agreements will be collected from all the colleges and submitted to ACT. Please do not return the documents directly to ACT but return them to the System Office, so that the agreements from all colleges may be sent in a bundle to ACT.

Many of you are already actively engaged with administering and testing using WorkKeys® assessment instruments. This new licensure agreement will allow you to continue the use of the WorkKeys® assessment system. As is the current practice under this agreement, each college will be billed separately for their usage of the WorkKeys® products.

If you should have any questions, please contact Stephanie Deese at 919.807.7159, or e-mail: deeses@nccommunitycolleges.edu.

RSR:SD:bl
Attachments
c: CRC Site Administrators

CC08-204
E-mail



WorkKeys[®] Solutions Provider Application Instructions

Each *WorkKeys*[®] Solutions Provider (WSP) license covers one primary site. To apply for a WSP license, please complete and review all applicable sections:

1. Primary Site Information
2. Marketing Profile Information
3. Additional Service Options
4. Test Administration Information
5. Performance Minimums and Incentives
6. Signatures
7. System Requirements and Price List

After assembling all application materials, please return them by **September 16** to:

North Carolina Community College System
Attention: Stephanie Deese
5003 Mail Service Center
Raleigh, NC 27699-5003
919.807.7159
919.807.7169 FAX
deeses@nccommunitycolleges.edu

Street Address for overnight or Fed Ex Delivery: 200 West Jones Street, Raleigh, NC 27603-1379

WorkKeys Solutions Provider (WSP) Application

1-Primary Site Information: Please complete the following (please print or type):

Ship-To (Testing Site Location):

Organization Name: _____

Street Address: _____

City: _____ State: _____ ZIP: _____

Federal ID Number: _____

Bill-To Information: (Only complete if different than above. Otherwise, indicate “same as above”):

Organization Name: _____

Street Address: _____

City: _____ State: _____ ZIP: _____

Please complete the information below concerning college contacts for WorkKeys.

Primary Site	CONTACT NAME	TITLE	PHONE	FAX	E-MAIL
Main Contact (Billing, Licensing,)					
Assessment Administration & Proctoring					
WorkKeys Materials Ordering					

WorkKeys test delivery and scoring options: All WorkKeys Solutions Providers receive access to pencil & paper testing, including the Express Score software for scanning and scoring on site. Additionally, most WorkKeys test titles are available for computer-based testing via the WorkKeys Internet Version. (note: If you are an existing WorkKeys site that is migrating to the WSP program, you may already have access to one or both of these options. If so, please indicate below)
(See Section 8 for Technical Requirements)

*Please check the appropriate boxes below.

Do you want access to the WorkKeys Internet Version for your Primary Site? Yes No I have this already

Do you want access to Express Score for your Primary Site? Yes No I have this already

2-WSP Applicant Marketing Profile Information

Marketing Contact: In order to help position you for success as a WorkKeys Solutions Provider, at least one person within your organization should be responsible for actively marketing and promoting the WorkKeys system to existing and potential clients in your area. Please identify the individual(s) who will focus on driving WorkKeys business in your community. If this person is already listed above, just list their name below.

Name: _____

Title: _____

Phone: _____

E-mail: _____

Additional Marketing Information

1- Are you an ACT Center?

Yes

No

2- Are you an authorized One-Stop Center?

Yes

No

3- What approximate percentage of your assessment volume/revenue is derived from each of the groups below (must add up to 100%):

_____ Employers _____ Government-Funded Programs _____ Educational/Students

_____ Individuals (Job Seekers, etc.) _____ Other: _____

4- What size organizations do you primarily serve?

Fortune 1000 Large (over 1000 employees) Medium (100 – 999 employees)

Small (under 100 employees) Individuals

5- Please identify the primary industries that you serve:

3- WSP Additional Service Options

Each *WorkKeys* Solutions Provider (WSP) is required to sell, administer and provide scoring services for the *WorkKeys* assessments in paper-and-pencil format, with the option of also doing so using the *WorkKeys* Internet Version. Additionally, other related *WorkKeys* services that may be offered are listed below. Please check the optional services that your organization will provide:

A) _____ **Job Profiling services.** This requires completion of the Job Profiler Training program and a SkillPro™ software license. If staff are to be trained, or are currently authorized, please identify them below. If you need more information, please call 319/337-1755.

1) Authorized job profiler(s)

Name(s): _____

E-mail: _____

2) Staff to be trained as job profiler(s)

Name(s): _____

E-mail: _____

B) _____ **Remediation training in the *WorkKeys* skill areas – Identify Level I Publisher that your site is licensed to use. Please check the appropriate boxes below.**

Worldwide Interactive Network (WIN)

KeyTrain

ACT has established the *WorkKeys* Curricula Publishers Program to provide customers with helpful information about available training resources that meet ACT's standards for quality. Publishers committed to this program allow ACT to rigorously review their curricula to ensure that the quality of their training materials matches the integrity of the *WorkKeys* system. Publishers successfully entering this program are designated "Level I" publishers by ACT. The current Level I publishers are **KeyTrain** (www.keytrain.com) and **WIN** (www.w-win.com). If you would like more information about the *WorkKeys* curricula of each of these publishers, please visit either of these websites, or <http://www.act.org/workkeys/sktrain/index.html>

C) _____ Value-added services. Please describe any other services to be provided by your organization that will add value for *WorkKeys* customers (such as career counseling, job placement, custom training programs, etc.)

1. _____

2. _____

3. _____

4- Test Administration Information

Each WSP is required to maintain test security and administer *WorkKeys* assessments in accordance with ACT's standardized testing practices. ACT's *WorkKeys* Test Coordinator and Directions for Administration manuals specify these practices.

Approved WSPs will receive initial training on *WorkKeys* test administration guidelines, the *WorkKeys* product suite and the *WorkKeys* delivery methods.

Please complete the following information regarding your test administration services:

1. Approximate number of standardized and/or high-stakes tests administered in the past 12 months:

2. List the standardized and/or high-stakes tests you currently administer and years of experience with each.

3. Please describe other pertinent test administration experience.

4. In the past 12 months, approximately how many testing irregularities have you experienced in each of the categories below? Please provide additional explanation as necessary.

_____ Lost or stolen test booklets

_____ Examinee observed or suspected of cheating, failing to follow directions, item challenges, mistiming, or other irregularities

_____ Examinee found to be someone other than the person registered to take the test

5. Please describe the procedure you follow to ensure the security of your tests.

5- WSP Performance Minimums and Incentives

NOT APPLICABLE TO NORTH CAROLINA

Each WSP will have annual WorkKeys assessment sales thresholds for minimums and incentives. Based on U.S. Department of Labor census information, three market size designations (Small, Medium and Large) exist for WSPs based on their site location(s). These designations are based on *Core-Based Statistical Areas*, specifically as measured by labor population. Annual Assessment Sales minimums and incentives will depend upon the WSP's market size designation. **Please note that ALL Performance Minimums and Incentives are not applicable to North Carolina.**

LEVELS	SMALL MARKET	MEDIUM MARKET	LARGE MARKET	<u>Incentives</u> Next Year's License Renewal Fee Reduced by:
Minimum Annual Assessment Sales	Not Applicable for North Carolina			
Incentive Level 1	Not Applicable for North Carolina			
Incentive Level 2	Not Applicable for North Carolina			
Incentive Level 3	Not Applicable for North Carolina			

6-Signatures

On behalf of the organization named above, I apply for a WorkKeys Solutions Provider license. All information provided within this application on the organization's behalf is true and accurate. All materials and information indicated as confidential by ACT will be held as such.

Name: _____

Signature: _____

Title: _____

For ACT use only:

____ Approved ____ Not Approved (please add comments below)

Date: _____

Signature: _____

Name: _____

Title: _____

7-System Requirements and Price List

Please see the attached requirements for *Express Score*TM -- Attachment A, the technical requirements for WorkKeys Internet Version (WKIV – Attachment B), and the WorkKeys prices (Effective 01-01-2008 TO 08-31-2009) – Attachment C.

Express Score™ for Windows Version 3.0.0 System Requirements

System Requirements

Your equipment must at least meet the **minimum specifications** listed below. A computer configured with the minimum specifications listed below should prove an adequate platform for running *Express Score* for Windows. A system that exceeds these specifications in one or more ways may well prove desirable to you both for your current computing needs and for possible future needs. If you have peripherals such as a sound card that may tap the computer's memory, you may need to upgrade your system in order to run *Express Score* for Windows.

All requirements are subject to change. ACT reserves the right to make enhancements to software at any time. If you have questions about these specifications, contact ACT Technical Support at 319/337-1161.

Hardware Requirements

- An IBM compatible PC with an Intel-based Pentium II or higher with a 200 MHz or faster Central Processing Unit (CPU) running Windows 2000 or Windows XP with SP2.
- A minimum of 128 megabytes of Random Access Memory (RAM) for PCs running Windows 2000 or Windows XP with SP2.
- At least 250 megabytes of free hard drive space on Drive C
- Color Monitor, 800 x 600 screen resolution, 256 colors
- 12X CD-ROM drive
- At least one external serial port, to be used to communicate to your scanner.
- Reliable Internet connection (via modem, T1, etc.)
- No firewall restrictions for traffic to and from ftp01.act.org via port 21. Confirm with your network administrator or internet service provider
- Hewlett Packard LaserJet III printer or above

Note: Some inkjet printers may not print all reports accurately.

One of the following supported scanners:

- NCS OpScan 2 online system with dual-read heads (This model is available with a single read option, but the dual-read option must be purchased for use with *Express Score*.)
- NCS OpScan 2, 3, 4, 5, 6, 7, or 8, online system with dual-read heads
- Scantron 8000 series with dual-read heads and an EFC (Expanded Forms Chip)
- Scantron ScanMark 2250, 2260, or 2500 with dual-read heads

Note:

- ❖ **Other scanners indicated by the manufacturers as being 100% compatible with those listed may work with *Express Score* but have not been tested and may not be supported by ACT Technical Support.**
- ❖ **Pencil-read heads are recommended. If you have an ink-read scanner, special answer folders will be required to scan successfully. Contact ACT Technical Support at 319/337-1161 for details.**

Express Score™ for Windows Version 3.0.0 System Requirements

Important Notes

- *Express Score* for Windows will communicate over an existing Internet connection. Users must have an Internet service provider (ISP); the software will use the Internet to transfer data. Users can use dial-up **if it goes through an ISP**. Direct connection via direct-dial into an ACT ftp server without going through the Internet to ACT will be disabled.
- *Express Score* for Windows will print to network printers. However, *Express Score* is stand-alone, single-user software and must be installed on a local workstation.
- All scanners supported under *Express Score* for Windows, Version 1 and 2 will continue to be supported under *Express Score* for Windows, Version 3.
- Dot matrix printers are not supported with *Express Score* for Windows.
- *Express Score* for Windows is available from the website, not on diskettes. If you have trouble downloading *Express Score* from the website, call ACT to request an installation CD.
- *Express Score* for Windows will not run on any version of MS-DOS or Windows 3.X, Windows 95 or 98.

Technical Requirements for WorkKeys Internet Version (WKIV)

Operating Systems and Internet Browsers:

Windows 2000 (Service Pack 4) with Internet Explorer 5.5, 6.0, or 7.0

Windows XP (Service Pack 2) with Internet Explorer 6.0

Windows 2000 or XP with Firefox 1.5

Macintosh OS/10.3 with Firefox 1.5

Browser Settings:

The workstation browser must have JavaScript enabled and no AJAX (Asynchronous JavaScript and XML) blockers.

Run ActiveX controls and plug-in = Enable

Script ActiveX controls marked safe for scripting = Enable

Active Scripting = Enable

Scripting of Java Applets = Enable

Check for Newer Versions of Stored Pages = Automatically”

Network:

Standard Ports 80 (web) and 443 (SSL - Secure Socket Layer) must be open.

The ACT domain (act.org) and address space can not be blocked.

Test workstations must have broadband connections (>256Kbits/second download capacity).”

Screen Resolution:

1024 x 768 color display

Additional Software:

Adobe Acrobat Reader (to read reports as PDFs)



WORKKEYS PRICES (EFFECTIVE 01-01-2008 TO 08-31-2009)

Licensee shall disclose to its customers the following prices for the *WorkKeys* assessments as indicated in the “Price Disclosed to Customer” columns. Licensee will be billed by ACT for scoring as indicated in the “WSP (WorkKeys Solutions Provider) Cost” columns. Prices are subject to change upon notice by ACT to Licensee:

Assessment Title	Education/Government Pricing*		Business/Employer Pricing**	
	Price Disclosed to Customer	WSP Cost	Price Disclosed to Customer (ACT suggested retail price)	WSP Cost
<i>+Applied Mathematics</i>	\$5.00	\$5.00	\$16.50	\$9.00
<i>+Applied Technology</i>	\$5.00	\$5.00	\$16.50	\$9.00
<i>+Locating Information</i>	\$5.00	\$5.00	\$16.50	\$9.00
<i>+Reading for Information</i>	\$5.00	\$5.00	\$16.50	\$9.00
<i>+Business Writing</i>	\$10.00	\$10.00	\$20.00	\$15.00
<i>Observation</i>	\$7.50	\$7.50	\$16.50	\$9.00
<i>Teamwork</i>	\$7.50	\$7.50	\$16.50	\$9.00
<i>Listening</i>	\$10.00	\$10.00	\$20.00	\$15.00
<i>Writing</i>	\$10.00	\$10.00	\$20.00	\$15.00
<i>WorkKeys Personal Skills Assessments (Internet-Delivered Only)</i>	Price Disclosed to Customer	WSP Cost	Price Disclosed to Customer (ACT suggested retail price)	WSP Cost
<i>Performance</i>	\$9.00	\$9.00	\$16.50	\$9.00
<i>Talent</i>	\$9.00	\$9.00	\$16.50	\$9.00
<i>Fit</i>	\$9.00	\$9.00	\$16.50	\$9.00

+ These assessments are available in Internet-Delivered and CD-ROM (CBT) formats as well as pencil and paper format.

***Education/Government Pricing**

A WSP is eligible for this pricing when:

- The WSP is a K-12 or post-secondary educational institution testing its own students.
- Examinee *WorkKeys* testing is paid for by government funds.
- WSP is a local/state/federal government agency testing unemployed underemployed individual examinee clients.
- The WSP is using *WorkKeys* to test its *own* incumbent employees or pre-hires (such as a WSP community college using *WorkKeys* to test potential new-hires for teaching positions).

****Business/Employer Pricing**

A WSP is eligible for this pricing when:

- Examinee *WorkKeys* testing is paid for by an employer (or any other non-government funded third party). This includes pre-hire screening and selection, incumbent skill level testing, etc.
- Business/Employer pricing is independent of whether or not the WSP *itself* is an educational institution or government agency. **If the employer is paying for the tests, the Business/Employer pricing applies.**