

WIN Training – Frequently Asked Questions

General Overview – WIN, KESC, KCRC, and NCRC

What is WIN?

WIN stands for Worldwide Interactive Network, an online instructional system that meets the learning delivery and management needs of the K-12 and post-secondary learning systems, as well as the career development needs of organizations including, but not limited to, non-profit, small business, and Fortune 500 corporate clients. WIN's e-learning curriculum and career readiness assessments prepare learners to be career and college ready in both academic and soft skills.

What are the KESC and KCRC, and why should we offer them to students?

The KCRC and KESC are stackable credentials that support students in getting and keeping a job and/or perhaps even advancing in the workplace. KESC stands for the Kentucky Essential Skills Certificate. Individuals can earn a KESC when they successfully complete the online WIN Essential Skills course and pass the proctored, research-based cumulative assessment. The KESC includes online modules in communicating effectively, conveying professionalism, promoting teamwork and collaboration, thinking critically, and solving problems. KCRC stands for the Kentucky Career Readiness Certificate and is similar to the legacy version of the ACT WorkKeys NCRC. The KCRC is a portable credential that shows employers that an individual has attained a certain level of workplace employability skills in the areas of applied mathematics, reading for information, and locating information. An overview of the KESC and KCRC is located on the KY Skills U website: <http://kyskillsu.ky.gov/employers/employabilitycertificates.html>.

What is the difference between the KCRC and the NCRC, and when do I use them?

You can find a one-page flier explaining the difference between the KCRC and NCRC and when to administer which one on the WIN resources page of the KY Skills U website: <http://kyskillsu.ky.gov/educators/resources/win.html>.

Is the KCRC replacing the NCRC? Can we continue to administer the NCRC?

You can still administer the NCRC for individuals seeking employment at a place that requires the NCRC or for those seeking employment outside of Kentucky. In addition, the NCRC is the only career readiness certificate that can be used in Corrections. The KCRC is Kentucky's version of the NCRC. Students may earn the KCRC at no additional cost for the student or the provider (since proctors have the ability to print certificates upon request). The KCRC is a convenient, easy, and cost-efficient way for you to administer a career readiness certificate to your students.

What certificates may we administer/may we prepare students for in the jails? Incarcerated students may not be enrolled in WIN online courseware for the purposes of earning a KESC for "good time." You may use any of the WIN offline resources with students in the jails and prepare them to take the KCRC once they get out of jail, but you can only administer the NCRC to them.

Can we have more information on the NCRC update, resources, and materials?

More information about the NCRC 2.0, resources, and materials can be found on the ACT WorkKeys administration site, <http://www.act.org/content/act/en/products-and-services/workkeys-for-employers/assessments/administration.html>, or on the Kentucky NCRC site, <https://ncrc.ky.gov/Default.aspx>.

WIN Software

For KY Skills U, complete directions for program administration are found in the Kentucky Resources Page on the WIN portal available in every KY Skills U program (accessible through KAERS), including How-To Videos, Administrator Guides, Quick Start Guides, and frequently asked questions. Access this page by selecting *Resources* at the top of the WIN dashboard. For KCC Administrators, the Workforce Development portal is accessed through <https://www.wincrsystem.com/>.

How do I set up a class and enter students into it?

KY Skills U students are enrolled in WIN learning once the WIN goal is checked in KAERS. Once a student is enrolled, instructors can create classes of specific students by clicking on the *Admin* tab and *Organization Administration*, and then selecting *Class* in the drop-down menu and clicking the *Create* button. On this next page, you need to create a name of your class and click *Save*, then you will pick your class in the list, click *Add Student* on the right side of screen, and then add students to the class.

For KCC, go into the *Admin* tab, and under *User Administration*, you choose to create a new user. Once you have added each student, you can then create a class. To add students to a class, you click the *Admin* tab and *Organization Administration*, and then you will select *Class* in the drop-down menu and click the *Create* button. On this next page, you need to create a name of your class and click *Save*, then you will pick your class in the list and click *Add Student* on the right side of screen, and then add students to the class.

All of these instructions are available in the *Resources* on the WIN dashboard.

How do I administer the assessments?

You must first install the lockdown browser found in the Technical Requirements on the Resources page. Click into either the KESC or KCRC tab, and then click on *Class* or *Learner*, depending on how you have students set up. When that list comes up, click the + button beside the name, click which test you want to administer, click *Next*, and then *Start*.

How do I print certificates and run reports?

There are activity and certificate reports available in the *Reports* tab. Click to view the *Certificate Reports*, and you will print certificates from here.

What are the technical requirements? What lockdown browser is accepted?

Go under the *Resources* tab and at the bottom right, you will find all the tech requirements and the download for the lockdown browser.

Are the WIN courseware and assessments evidence-based?

WIN courseware and assessments are research-based. WIN has provided a Learning Assessments Overview that better explains the background for the assessments. This document

is located on the WIN resources page of the KY Skills U website:
<http://kyskillsu.ky.gov/educators/resources/win.html>.

How many times can a student/client take the assessments? Can they keep taking an assessment to reach higher levels?

There is no limit on the number of times a learner can take the assessments. A student can keep progressing and earn higher levels of certificates.

Is the assessment free?

KY Skills U, in partnership with the Kentucky Department of Workforce Investment, purchased the courseware and assessments for the next eight years. Therefore, the use and administration of WIN online courseware and accompanying assessments to issue the KESC and KCRC shall be administered free of charge to KY Skills U eligible students at the successful completion at their academic program of study. Adults who are not eligible for adult education services may access the WIN courseware and assessments through the Kentucky Career Centers.

Is there a practice test, and can students access that anywhere?

Practice tests can be accessed from any internet-ready computer. A lockdown browser is not needed for practice tests. Access the practice tests by selecting the assessment from the dashboard.

What is the correct way to reset students to redo the course?

A student may complete the courseware as many times as desired. For Career Readiness Courseware, simply enter the program from the dashboard and select the level. For Essential Skills, the learner will enter the courseware and select *Menu* at the top of the screen. This will allow the learner to revisit any page in the courseware or start from the beginning.

Is there a timer on the admin side?

There is not currently a timer on the admin side.

Why does the KESC assessment use best and worst answers? Can there only be one best and one worst answer?

The KESC is a valid, rigorous assessment. A learner must select one best and one worst answer from a list of four choices. Each answer will have only two checkmarks. The best answer will be more obvious, while the worst answer will allow the examinee to choose unacceptable behavior. It is good to remember that the worst answer is from the perspective of the employer, and so the examinee will need to determine what response causes the employer the most harm. This is explained in the Essential Skills practice test.

Is there a calculator and formula sheet with the assessments?

Yes, there is a calculator and formula sheet in the Applied Mathematics assessment.

What are some of the administrator functions?

Administrators can authorize the tests, and they will stay active until midnight on the day that the test is started. Administrators can also pause the test, exit and save, exit and discard, and extend the time (based on student's IEP).

How do I proctor the assessments? Do I need special training?

These are high stakes tests, so it is important that the proctor follow appropriate guidelines. We have a “train the trainer” model in Kentucky, so instruction can be given by those who have been appropriately trained to administer tests.

Resources, Marketing, and Communications

Can I have access to the WIN training PowerPoint?

Yes, the WIN training PowerPoint is available on the WIN resources page of the KY Skills U website: <http://kyskillsu.ky.gov/educators/resources/win.html>.

Is there a list of commonly used acronyms and terms?

CRC = Career Readiness Courseware

CRC+ = College Readiness Courseware

ES = Essential Skills

KESC = Kentucky Essential Skills Certificate

KCRC = Kentucky Career Readiness Certificate

Complete acronym lists for both KY Skills U and Workforce Development are available on the WIN resources page of the KY Skills U website: <http://kyskillsu.ky.gov/educators/resources/win.html>.

What WIN resources are available? Is there a WIN quick start guide, cheat sheet, and step-by-step guidance on how to administer the test?

All of the directions for program administration are available on the Kentucky Resources Page on WIN, including How-To Videos, Administrator Guides, Quick Start Guides, and frequently asked questions. Access this page by selecting *Resources* at the top of the dashboard.

A help desk is available via email or phone by choosing *Contact* at the top of the dashboard.

How do we market and promote the KESC and KCRC to students and employers, and are there resources, materials, and incentives for the KESC and KCRC?

Marketing materials for use with students, employers, and other partners can be found on the KY Skills U website: <http://www.kyskillsu.ky.gov/employers/employabilitycertificates.html>.

Upon request, we are happy to tailor fliers to a specific employer or community. While incentives are not currently available from KY Skills U for the KESC and KCRC, we encourage individual KY Skills U programs to promote the courseware and assessments in creative and positive ways, as we feel that both the skills and certificates are valuable to students.

Is there a list of businesses that support the KESC/KCRC? How do we get employers to see the value of the KCRC?

Since the two assessments are so new, we do not currently have a list of businesses that support the KESC and KCRC, but we will continue to promote the courseware and assessments to make them more widely recognized and accepted throughout Kentucky. KY Skills U will collaborate with local programs to help employers see the value of the KCRC and KESC. Additional marketing materials will be distributed when available and as needed.

KY Skills U Questions

Who is required to take the KESC? Do we have to take and pass the courseware and assessment, and what happens if we do not take/pass the KESC?

In order to support students in obtaining the KESC and better understand what is included in the courseware and assessment, all Program Directors and staff with instructional responsibilities shall complete and pass the KESC courseware modules and assessment no later than June 30, 2018. Those who do not complete and/or pass the KESC courseware and assessment will not comply with the Kentucky Adult Education Skills U Implementation Guidelines.

What are the targets and goals from KY Skills U regarding the KESC and KCRC?

Currently there are not specific KY Skills U goals for the KESC and KCRC, but programs are strongly encouraged to promote and use the WIN Learning courseware and assessments with your students.

Who has access to WIN through KAERS, and can a staff member who does not have KAERS access be able to access WIN?

All Program Directors and instructors have access to WIN through KAERS. Please contact Melissa Bondurant with questions regarding staff that do not have access to KAERS.

How do we log in to the system to take the courseware and assessment?

A two-page document is available on the WIN resources page of the KY Skills U website that outlines step-by-step instructions on how to log in to WIN learning to take the KESC: <http://kyskillsu.ky.gov/educators/resources/win.html>. Please note that KY Skills U staff will not log in to WIN through KAERS to take the courseware and assessment but will use a special KY Skills U login through the main WIN site: www.wincrsystem.com. You will use your email address and Password1 in order to log in to the system, and then follow the instructions on the handout.

How do I access the KY Skills U Lesson Bank? What other KY Skills U resources are available?

The KY Skills U Lesson Bank can be found here: <http://lessonbank.kyskillsu.ky.gov/>. In addition, there are several other useful resources on the KY Skills U website.

Can the KESC/KCRC be a goal for our students? Will there be a penalty for students that do not take or pass the courseware and assessments?

Sure, it is a wonderful idea and you are encouraged to set the KESC and KCRC as a goal for your students. Your program will not be penalized if students do not take or pass the courseware and assessments. KY Skills U wants this to be another method to attract students to your program and help them reach a level gain or receive another credential, so please use the KESC and KCRC as tools to motivate students to reach their education and career goals.

What goal should be selected in KAERS when a student achieves a KESC or KCRC?

There is not a specific goal for KESC or KCRC in KAERS, but there is a WIN goal to use for accessing the WIN product. When a student earns a certificate, it will not be specifically marked as KESC or KCRC in KAERS, but KY Skills U staff can get this info from your WIN account.

Implementation, Follow-Up, and Contacts

What is the relationship between KY Skills U and the Kentucky Career Center (KCC)? How do we communicate and collaborate with each other?

Full implementation of WIOA requires intentional, focused collaboration among funded partners. To ensure that students/clients are receiving the full complement of resources and assistance to which they are entitled, local KY Skills U and KCC staff need to maintain regular and ongoing communication. Referrals between the agencies are a key part of the relationship between WIOA Title I (Workforce) and Title II (Adult Education). If you require assistance, please contact the state offices:

KY Skills U: <http://kyskillsu.ky.gov/>

KCC: <https://kcc.ky.gov/Pages/default.aspx>

Will there be additional trainings or webinars about the WIN courseware and assessments?

There are no additional WIN trainings or webinars scheduled at this time, but we will notify you of future announcements, webinars, and resources.

Will I have ongoing access to the WIN training sandbox account?

Yes, the access that you received during training will stay active.

Do I already have access to the KESC and KCRC courseware and assessments?

Yes, KY Skills U staff can access WIN through KAERS, and all others can use the WIN portal through KCC.

Whom should I contact if I need help related to WIN?

WIN Learning:

Crystal Bell

cbell@winlearning.com

606-425-9168

WIN Help Desk (Technical Support):

888-717-9461, Option 3

support@winlearning.com

Kentucky Skills U:

Melissa Bondurant

melissa.bondurant@ky.gov

502-892-3509

Kentucky Career Center:

Joe Paul

joseph.paul@ky.gov

502-564-7456