



Kentucky Department of
E D U C A T I O N

ACT[®]

KDE/ACT College Admissions Exam

State Administration

Guidance Document

with Frequently Asked Questions

Spring 2025 Junior Administration

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SECTION 1: OVERVIEW

KRS 158.6453 establishes the inclusion of a college admissions exam within the state testing program. The chosen vendor responsible for providing this exam is ACT. The contractual agreement between the Kentucky Department of Education (KDE) and ACT is operational for the 2024-2025 school year. The primary objective of this college admissions exam, as employed by KDE, is to evaluate students' preparedness for college across core academic subject areas. Attaining specific benchmarks on the ACT is one avenue through which students can exhibit academic readiness, particularly in the Postsecondary Readiness component of the state's high school accountability system.

KDE has partnered with ACT to provide an ACT Spring 2025 State Administration to grade 11 students, plus an optional Fall 2024 State Administration for grade 12 students. The intent of the Commonwealth's legislative and public directive is to lessen the amount of testing done in schools and minimize the possibility of confusion around testing administrations. KDE has worked with ACT to have limits placed on the sale of the ACT college admissions exam for grade 11 and 12 students through the ACT District Testing program. ACT's District Testing program is separate and unique from KDE's state testing program and, at this time, may only be used to administer the ACT to grades 9 and 10 students. Districts and schools will see that the option to enroll grades 11 and 12 students has been eliminated from the district enrollment form for ACT college entrance exam testing, and districts and schools will continue to be responsible for all funding for participation in the ACT District Testing program in the fall of 2024 and/or spring of 2025.

In addition to its state-level application, the state-administered college admissions exam offers multifaceted benefits to students, parents, and educators. Its integration into mandatory state testing eliminates any financial burden on students, allowing them to take the exam without incurring costs. Conducted during the regular school day, the exam's administration ensures equal accessibility for all students. Furthermore, numerous organizations providing merit-based or academic scholarships utilize scores from college admissions exams as a criterion for identifying and awarding financial assistance.

The ACT program is an all-encompassing framework designed to gather and present information about students intending to pursue postsecondary education.

It's imperative to note that the state-funded testing initiative remains distinct from any ACT products that schools or districts may choose to buy. To maintain clarity, all ACT materials

utilized in state testing should be kept separate from materials purchased by schools or districts.

For comprehensive Kentucky testing information, ACT has established a dedicated website. This platform includes a comprehensive event schedule, test administration manuals, technical guides, user manuals, instructional videos, and links to pertinent resources like PearsonAccess^{next} (PAN) and Test Accessibility and Accommodations (TAA). Access to the Kentucky ACT site is conveniently available through the [ACT-hosted website](#).

SECTION 2: TESTING DATES

Initial Test Window 1	
Administration	Dates
The ACT Online Standard & ACT- Authorized Online and Paper Accommodations Testing Window	March 11-14 & March 17-21

Makeup Test Window 2	
Administration	Dates
The ACT Online Standard & ACT- Authorized Online and Paper Accommodations Testing Window	March 25-28 & March 31, April 1-4

Please Note: ACT and the Office of Assessment and Accountability (OAA) have worked to secure an Emergency Test Window 3. OAA will work with districts should a statewide emergency arise.

The ACT Online Standard & ACT-Authorized Accommodations Testing Window listed in the table pertains to the dates earmarked for online test administration. This timeframe encompasses the available dates for conducting tests using the ACT online platform and paper

testing. A reminder: all spring testing activities will be conducted online, with paper test materials exclusively earmarked for accommodated testing situations without an online equivalent. It's essential to recognize that each testing window has nine testing days.

It is crucial to underline that all online testing, including those involving accommodations, must adhere to the specified online window. If a school or district faces online testing challenges due to internet disruptions or inclement weather, please contact [Christen Roseberry](#) for alternate contingency plans.

Contained within the [ACT Schedule of Events](#) are comprehensive outlines of tasks to be accomplished during each testing window throughout the administration cycle. It's important to note that the specific tasks will differ based on whether the administration type being managed is online or accommodations necessitating paper-based materials. Alongside the Spring 2025 schedule of events, we strongly recommend downloading and utilizing the [ACT Test Coordinator Checklist](#). This tool is important for District Assessment Coordinators (DACs) and Building Assessment Coordinators (BACs) to use as they navigate the testing cycle. A prime example is that the timeframes for creating test sessions differ between the various test windows. This document significantly contributes to the smooth execution of the administration process. DACs and BACs are advised to download or save the link to this indispensable document.

SECTION 3: ACT ONLINE OPTIONS and TECHNOLOGY

The administration of ACT Junior testing is primarily conducted online. Paper testing will only be accessible for students who need accommodations that do not have an equivalent online version. This includes cases like Non-College Reportable (NCR) accommodations, although schools must obtain KDE approval prior to requesting NCR accommodations. Specific approved accommodations traditionally require paper testing and have corresponding online equivalents with differing formats. For instance, a Human Reader accommodation transitions to Text-to-Speech for online administration. The specific accommodation that appears in TAA may convert to an online equivalent in PAN if the student is set for an online delivery format. The shift to online testing, including the Kentucky Summative Assessment (KSA), aligns to prepare students for the world beyond high school. Notably, accommodations like a human reader will not be applicable after a student's graduation. Hence, it is imperative to equip students for life post-high school. To this end, KDE encourages schools to update students' Individualized Education

Programs (IEPs) to incorporate text-to-speech accommodations and seamlessly integrate them into routine instruction.

Important Note: All students will be initially loaded into the ACT PearsonAccessnext (PAN) system as online testers. The system automatically switches the student's delivery format to paper if the accommodation necessitates paper-based testing. Test Coordinators (TCs) do not need to manually alter delivery formats for any students.

Testing Windows and Technology Preparation

While KDE maintains the terminology of "initial," "makeup," and "emergency" testing windows, ACT refers to them as "test window 1" and "test window 2." It is anticipated that KDE's Test Window 1 will serve as the primary initial testing period.

Technical Preparations

Before conducting online testing, ACT recommends that technical staff review the technical requirements to ensure that the equipment for online administration meets all criteria. Detailed technical requirements and information are available in the [ACT Technical Guide for Online Testing](#), accessible in the Configuration section on the [ACT-hosted website](#).

Technology Devices

To ensure a seamless test experience and valid college reportable scores, the following points address the usage of touchscreen technology for ACT online testing:

1. Apple® iPads® are permitted for online testing windows.
2. Sty-li (styluses) used for the Apple® iPad® are approved for online testing.
3. Chromebooks with touchscreens are allowed for online testing. The touchscreens can be in active mode during the test.
4. Convertible Chromebook models with touchscreens are acceptable, provided the keyboard remains attached throughout the testing. Touchscreens can be active during the test.
5. Convertible Chromebook Tablets operating in tablet mode are currently not allowed.

Students testing with standard time will be authorized to utilize touchscreen devices, including iPads and Chromebooks. Students utilizing ACT-authorized accommodations of any kind will be required to adhere to the standard supported device requirements. Students testing with ACT-

authorized accommodations will not be permitted to utilize a touchscreen device as ACT does not have the appropriate user experience and validity evidence to offer touchscreen testing. Please ensure technical staff review the standard minimum software requirements.

IMPORTANT: Linux devices are not supported at this time. An examinee's score will be canceled if a Linux device is used for testing.

Allegation Alert: Electronic Devices

A strict policy is in place to maintain the integrity of the examination process. Examinees are prohibited from using cell phones, smart watches, fitness bands, media players, or other electronic devices during the test, including break times. All devices must be fully powered off and discreetly stored out of arm's length.

Should an examinee access a device or if a device activates after being stowed, the examinee will be dismissed from the examination. Staff is required to:

- Maintain diligent observation for any unauthorized behavior during the test and breaks.
- Vigorously enforce the immediate dismissal of any examinee involved in prohibited behavior.
- Display clear and conspicuous posters indicating the prohibition of devices at prominent locations.

Important Note: Please ensure staff follow local board policies as it pertains to collecting cell phones or electronic devices from examinees. However, testing staff, at minimum, should ensure all electronic devices are powered off, stored away, and out of arms reach. An exception applies in cases where an examiner has been granted permission by ACT to use a cell phone due to a medical device requirement. In such cases, the cell phone must be held by the room supervisor or proctor during the test and should only be utilized for its medical purpose under the direct supervision of testing staff.

Moreover, the staff themselves should refrain from using cell phones or electronic devices while present in the test room. If staff members need cell phones in the room, these devices must be silent or turned off.

Online Practice and TestNAV System Familiarity

With most of the ACT testing occurring online, it necessitates students engaging in thorough practice sessions utilizing online practice tests. Becoming well-acquainted with the testing

platform format is vital for optimal performance. The images below offer examples of why familiarity with the platform benefits students.

The screenshot shows a TestNav window with a navigation bar at the top containing 'Review', 'Bookmark', and 'Close' buttons. The main content area is titled 'THE ACT / SCIENCE / 8 OF 40'. The passage text reads:

When certain substances are added to diet cola, CO₂ gas is produced, generating a foam. Two experiments were done to study this process.

In each trial, an apparatus like that shown in Figure 1 was used as follows: A jar was nearly filled with H₂O and fitted with a 2-holed lid. One end of a tube (Tube B) was inserted through one of the holes and submerged. The other end of Tube B was placed in an empty graduated cylinder. Another tube (Tube A) was inserted through the other hole in the lid. A certain solid substance was inserted into the other end of Tube A, and the substance was secured by a clamp. Tube A was then attached to a freshly opened bottle containing 355 mL of diet cola. The clamp was removed, releasing the substance into the diet cola. The foam that was produced traveled into the jar, and liquid was transferred into the cylinder. The mass of CO₂ produced was calculated based on the volume of liquid that was measured in the cylinder after foaming had ceased.

Figure 1

The question asks: "If another trial had been performed in Experiment 2 and 450 mL of liquid had been measured in the cylinder, the temperature of the diet cola in this trial would most likely have been."

- A. less than 25°C.
- B. between 25°C and 45°C.
- C. between 45°C and 60°C.
- D. greater than 60°C.

The screenshot shows a TestNav window with a navigation bar at the top containing 'Review', 'Bookmark', and 'Close' buttons. The main content area is titled 'THE ACT / SCIENCE / 8 OF 40'. The passage text reads:

In each of Trials 1–4, a different 1 of 4 substances of equal mass—a piece of chalk, a sugar cube, a fruit-flavored piece of candy, or a mint-flavored piece of candy—was added to a bottle of diet cola at 3°C. See Table 1.

Table 1

The question asks: "If another trial had been performed in Experiment 2 and 450 mL of liquid had been measured in the cylinder, the temperature of the diet cola in this trial would most likely have been."

- A. less than 25°C.
- B. between 25°C and 45°C.
- C. between 45°C and 60°C.
- D. greater than 60°C.

In this example, the student must scroll down to read the complete passage to answer the question correctly. Due to the size of the passages that are accompanied by graphics, charts, and tables, the content is presented in a box that requires the examinee to scroll down to see all of it. This is the way science passages are presented for all examinees who test online, regardless of the device used or the way that device is configured.

The content is presented in this manner because it must be presented consistently on the screen of all devices allowed for testing, including small laptops like Chromebooks. The screen size and resolution on a small laptop device puts limitations on the size of the type and graphics if they are to be readable. A science passage that contains text, a graphic, and one or more tables, for example, could not be presented in its entirety on a small Chromebook screen at a readable size. That's why the passages are shown in a scrollable box. Additionally, the Kentucky Summative Assessment has the same design feature. Therefore, a best practice would be that all students practice the online formats in the [ACT Practice Test within TestNav](#).

Are schools required to administer the ACT online?

Yes, it is required to test online. All standard testing for the spring will be online. Paper test materials will be available for accommodated testing with no online equivalent.

If students were absent for the initial test date, should they be tested online in the initial online test window?

Grade 11 students are required to test; if a student misses the initial test day, students can be tested on any online testing day, either test online window 1 or test online window 2.

Are students allowed to use handheld calculators on the mathematics test portion of the ACT taken online?

Yes, provided the calculators are not on ACT's prohibited list. Students may also use the embedded DESMOS graphing calculator in TestNav. See ACT's [Calculator Policy](#). This policy differs from KSA testing.

SECTION 4: WHO SHOULD TEST?

In accordance with Kentucky state law, all public-school students in Grade 11 must participate in the ACT. This requirement encompasses various scenarios, including students who have previously taken the national ACT, those who transfer in after the initial test day but before the conclusion of test window 2, students retained in grade 11, foreign exchange students in grade 11, and participants of the Early Graduate Pathway (EGP) Program. Accommodated students must be enrolled, with an exception to the deadline request form submitted before March 7, to be eligible for testing.

EGP Program and Testing

It's important to reiterate that students in the Early Graduate Pathway have the opportunity to participate in the state administration of the ACT once, either in grade 10 or 11. This policy for EGP students remains unchanged. While all students, including EGP students, participate in the state-funded ACT administration once in high school, the EGP students can choose the administration they wish to partake in. (The only exception lies with students who repeat grade 11, similar to how students who repeat grade 3 retake the KSA grade 3 reading and mathematics tests.)

The unique senior administration conducted in the fall of 2024 was an additional opportunity tailored for seniors. However, this was also extended to EGP students who opted to use it as their one-time ACT opportunity. This included EGP students enrolled in either grade 10 or 11. EGP students who elected to take the ACT alongside seniors in the fall are not eligible to participate in the state administration of the ACT for juniors in the spring of 2025.

Exemptions from ACT Testing

Certain categories of students are exempted from the state administration of the ACT:

- Students taking the Alternate Assessment will complete the Transition Attainment Record (TAR) instead.
- First Year English Learners (ELs) are not mandated to participate in the ACT. However, if these students plan to pursue higher education, they may opt to take the exam, serving as an opportunity to demonstrate academic readiness for the Postsecondary Readiness indicator.
- Homebound or hospitalized students might not necessarily be exempt from testing; the approach taken will be determined by the student's medical condition or disability.
- A student achieving a perfect ACT score of 36 on a National ACT Exam is also exempt from the state administration.

Are foreign exchange students required to take the ACT?

Yes, per the Every Student Succeeds Act (ESSA), foreign exchange students in grade 11 should participate in the ACT's state administration.

Last year, a student was in grade 10 and did not take the ACT. The student has earned enough credit recovery credits to be classified as a senior. Does the student take the ACT?

No, if the student is enrolled as a senior, the student should not take the ACT Junior Administration. Unfortunately, the student missed his/her opportunity.

A student in the EGP was in grade 10 last year and took the state funded ACT. The student is now a junior. Should the student take the state administration of the ACT?

No, students in EGP may take the state administration of the ACT one time during high school.

If an EGP student took the ACT as a sophomore but has since dropped out of the pathway? Would the student take the ACT as a junior?

No, students in the EGP may take the state administration of the ACT one time during high school.

A child/student took a national administration of the ACT and received a perfect score of 36. Does the child/student have to take the state administration of the ACT?

No, students who have received a perfect score of 36 on a National ACT Exam are not expected to take the test.

A student transferred/enrolled after the initial test day but before the last makeup test day and did not take the ACT at the previous school. Does that student need to test?

Yes, if the student enrolls prior to the deadline to submit an enrollment request (see Schedule of Events) and is classified as grade 11 in Infinite Campus (IC) by March 11 to test in the initial test window and March 25 to test in the makeup window.

Do students expelled with services received still have to take the ACT?

Yes, students who receive educational services should also participate in state-required assessments, including the ACT. If necessary, the student may test offsite (see the offsite section of the [Test Coordinator Information Manual](#) on page#11). For unique circumstances, contact [Christen Roseberry](#) at KDE.

Do first-year EL students test?

First-year EL students are not required to participate in the ACT. If these students plan to enroll in college, which might be their only opportunity to take the ACT at no cost to

them, they may take the exam. **However, if they choose to participate** and meet CPE benchmarks, their score can be used to meet the academic component of the Postsecondary Readiness Indicator in Kentucky's accountability system. If they do not meet the CPE benchmarks, the scores will not be used in Kentucky's accountability system. The student can choose another option to demonstrate academic readiness.

SECTION 5: TASKS - SCHEDULE OF EVENTS

The ACT Schedule of Events outlines the various tasks that must be completed during the testing cycle. Tasks will vary depending on which type of administration is being managed (standard time/accommodated online or accommodated paper).

[Schedule of Events](#)

ACT and KDE have partnered to offer office hours beginning in December through the Spring 2025 administration. KDE will provide reminders on specific hours in upcoming DAC communications.

ACT Office Hours: (All times listed below are Eastern Standard Time)

[Tuesday, Dec. 10, 2024, 1:30 p.m. – 2:30 p.m. ET](#)

[Thursday, Jan. 16, 2025, 10:00 a.m. – 11:00 a.m. ET](#)

[Thursday, Feb. 20, 2025, 10:00 a.m. – 11:00 a.m. ET](#)

[Tuesday, March 4, 2025, 11:00 a.m. – 12:00 p.m. ET](#)

SECTION 6: PEARSONACCESS^{next} (PAN) FOR ACT and THE TEST ACCESSIBILITY and ACCOMMODATIONS (TAA) SYSTEMS

PAN is used to manage user accounts and contacts, select test dates, verify enrollment, order materials, manage examinee information, manage online test sessions, and run reports. [TAA](#) is the system used to request accommodations EL supports and submit accompanying documentation.

How is a new user account set up in PAN for the ACT?

DACs should contact [Christen Roseberry](#) by email or phone at (502) 564-4394. BACs should contact the DAC to request an account.

If access to an account in PAN for ACT is denied, what are the steps to correct the issue?

First, ensure the correct URL address is used:

<https://testadmin.act.org/customer/index.action>.

If the URL address is correct, try clicking "Forgot Username" or "Forgot Password," whichever applies. If those steps do not lead to access, contact ACT Customer Support at ACT General: 800.553.6244, ext. 2800.

How is the Trusted Agent assigned in the [ACT Success Site](#)?

The Trusted Agent manages user access to ACT's Test Accommodations and Accessibility (TAA) and Online Reporting systems. There are two ways for Trusted Agents to be assigned.

1. A Trusted Agent for the district can approve the access request. The Trusted Agent could be the District Superintendent or District Test Coordinator (DAC).
2. Request a Trusted Agent code through ACT, which must be used when establishing a Trusted Agent account, to be emailed to the District Superintendent. Even though the Superintendent must receive the code, she/he is not the individual who must establish the Trusted Agent account.

ACT encourages district staff to discuss who is best suited to serve in the Trusted Agent role. If the district needs the Trusted Agent access code resent, please contact [Christen Roseberry](#).

How is a Test Accommodations Coordinator (TAC) assigned access to the Test Accessibility and Accommodations (TAA) system?

The Trusted Agent can invite the TAC to access the TAA system, or the TAC can request access and role permissions through the TAA system. If the TAC requests access, a notification is sent to the Trusted Agent requesting the TAC approval. If a Trusted Agent disapproves of a TAC, the TAC will not receive access. Please see the [TAA User Guide](#) for directions.

How is a Test Coordinator changed in PAN?

This should be completed by the District Test Coordinator (DAC). Please see the [Directions for changing a Test Coordinator](#) for assistance.

SECTION 7: PAN SELECT TEST DATE TASK

Select Test Date Task is required in PAN. Submitting test date information is important because it verifies the following information for the school: The Initial Standard Test Date, the Initial Accommodations Test Window Start Date; the materials receipt date; or a reason if the school is not participating. The deadline to complete this task is Dec. 6.

Please select the same date for the paper standard time test date, the paper accommodations test window start date, and the online test window start date. Failure to complete this step means the school would be marked not testing and will no longer receive administrative communications from ACT for the spring administration cycle.

Alternative schools testing students on-site should indicate participation by selecting a test date. If scores are to be reported to the A1 school, the students should be loaded at the A1 school in PAN and can test offsite at the Alternative school. Alternative schools whose students will likely not test should indicate that they are not participating and provide the reason. Students enrolled at this school will not receive materials.

Should a paper standard-time test date and an online test date be selected?

Yes, the same date should be selected for both.

Will the student roster be available in PAN when selecting test dates?

No. Students will be loaded on Jan. 14, 2024.

How should alternative schools complete the select test date task?

- Alternative schools need to select test dates only if the scores of the students who test there will be reported to the alternative school. If all scores will be reported to home schools, the alternative school should indicate they are not testing. If students are enrolled after the verified enrollment deadline, students can be added to online test sessions and tested online.

- Alternative schools whose students will likely not test (for example, some psychiatric units) should indicate that they do not participate and provide the reason. Students enrolled at this school will not receive materials.

SECTION 8: REQUEST ACCOMMODATIONS

ACT strives to ensure equitable access to the exam by offering suitable accommodations based on the examinee's diagnosis and individual needs. Students have the option to test using ACT-authorized accommodations, EL supports, or non-college reportable (NCR) accommodations. The ACT Accommodations team will automatically facilitate ordering ACT-authorized materials, provided submission deadlines are met. For NCR materials that have received prior approval from KDE, an additional order must be placed through PAN. For further details, contact ACT Accommodations at ACTStateAccoms@ACT.org or 800-553-6244 x 1788.

The consent to release form seen below for accommodations is no longer required or recommended.

KDE has reviewed the document and the policy requiring the form. We have determined that the form is not required. ***Please Note: ACT documentation will still ask if the form has been completed.***



CONSENT TO RELEASE INFORMATION TO ACT Examinee TAA Information

SCHOOL OFFICIALS: Print this document, have it signed, and keep on file for one year as a record of your administration. Delete this statement before printing.

Print the examinee's first and last name.

Examinee First Name

Examinee Last Name

Parent/Guardian/Student Consent

I authorize the release of documents or other information related to requesting accommodations or English learner (EL) supports to ACT by school officials, physicians, or other having such information, as requested by ACT

Accommodations Reconsideration and Qualified Exceptions

If a request for accommodations is denied, the TAC can request a **reconsideration** within the timeframe specified in the Schedule of Events. Reconsideration can be requested as soon as the notification is received that a request has been denied. Reconsideration is used when a denial letter is received for the following reasons:

- Expired documentation
- Denied
- Changes in Accommodations

Qualified exceptions to the deadline are applicable to scenarios where requests couldn't be submitted by the original deadline. This includes requests for newly enrolled students or students whose accommodations status has changed since the initial deadline. However, it's vital to note that missing the initial deadline does not qualify for an exception. It's a requirement that all accommodations requests are submitted by the original deadline, if possible.

Urgent Alert Regarding Accommodation Deadline

The period from Nov. 11, 2024, to Jan. 24, 2025, marks the window during which schools can request accommodations for the spring administration. Both ACT and OAA strongly encourage schools and districts to submit accommodation requests via the TAA system before the winter break. This approach ensures ample time for testing staff to provide any supplementary information and documentation required to secure authorized accommodations and supports. Please remember that the deadline to accomplish this task is Jan. 24, 2025.

Timely Submission is Key

It's important to emphasize that waiting until the deadline to request accommodations may lead to students not being approved for the desired accommodations. If a school misses the deadline, the student's accommodations request will be denied.

Failure to Request Accommodations

It's crucial to understand that if a school neglects to request accommodations for a student, this constitutes a potential allegation. The DAC should enter the allegation into the online KDE/[CAVEON Core reporting system](#).

English Learner supports do not carry over from one academic year to the next and must be requested again, unlike approved accommodations, which can be reassigned to a new test administration. For more information on EL Supports, please visit the [ACT Test Accessibility and Accommodations System \(TAA\) User Guide](#), page 20, [Accessibility Supports Guide for the ACT](#) and the [ACT Knowledge Hub](#).

Accommodations Request Windows	Accommodations Deadline Date
Accommodation Request	Nov. 11, 2024 – Jan. 24, 2025
Reconsideration Window	Nov. 11, 2024 – Jan. 31, 2025
Qualified to the Deadline Window	Jan. 27, 2025 – March 7, 2025

Accommodations Roster Report within PAN

It is recommended that each district and/or school access an Accommodations Roster Report well in advance of the testing period. This report serves the purpose of confirming that students eligible for ACT-approved accommodations have had their Test Accessibility and Accommodations (TAA) Personal Identification Numbers (PINs) correctly applied in PAN. In the event that any discrepancies or missing students who qualify for accommodations are identified, it is imperative that the district or school promptly contact ACT to address these issues.

The provided report presents a comprehensive list of all students within the district or school who have successfully registered TAA PINs in the PAN system. Within the report, Column I indicates the chosen delivery format for each student's assessment, distinguishing between paper-based and online formats. Column J specifies the unique TAA PIN assigned to each student, facilitating precise identification and verification. Lastly, Column M indicates whether any supplementary paper-based materials are required for the testing process.

To produce the roster:

1. Sign into PAN. Select the organization that you want a roster for in the upper right corner.
2. Go to Reports>Operational Reports.
3. Select Students & Registrations on the left, then click on Accommodations and Supports Roster from the list that appears (it will be at the top).
4. Click Download Report to produce the most recent report that has been compiled, but it is recommended to select Request Report Refresh to get the most current information.
5. Under Report Parameters, select the school in the drop-down list under Filtered Organization, or leave this blank if you want a report for the entire district.
6. Select The ACT under Test. Do not select The ACT with Writing for Kentucky schools.
7. Select Retrieved under Accommodation Status. This includes all accommodations in the report that have been retrieved by applying the TAA PINs.
8. Click Refresh Report at the bottom of the page.
9. The report may take a minute or two to run. You can check the status by clicking the blue circular arrows next to Accommodations and Supports Roster.
10. When the report is ready, the Download Report button appears. Click it to download the report.

Paper Based Accommodation	Online Equivalent
Pre-Recorded Audio (USB)	Text-to-speech
Human Reader/Reader's Script	Text-to-speech
Blank Paper/Notecard	Answer masking/Custom Masking
Color Overlay	Color Contrast Tool
Highlighter	Highlighter Tool
Large Print	Magnification/Zoom Tool
Magnification	Magnification/Zoom Tool
Notification of time remaining	5-minute warning (Embedded in the testing platform)

SECTION 9: STUDENT DATA UPLOAD FILE and PREPRINTED BARCODE LABELS

The Student Data Upload (SDU) process is pivotal in preparing for a successful testing cycle. On Jan. 14, the SDU will be entered into ACT PAN. Test coordinators will subsequently be responsible for reviewing and confirming student details and making any essential adjustments in PAN before Jan. 31. Schools will receive preprinted barcode labels and personalized non-test instructions for students who are in PAN on Jan. 31, 2025.

Vital Steps for Test Coordinators

Test Coordinators (TCs) hold the crucial role of ensuring accuracy and completeness during this phase:

- Verify student counts, including any changes, from the SDU upload.
- Promptly add any new students to the system once the upload process concludes by submitting an enroll request.

- It's vital to note that once the verified enrollment window closes, students newly entered into the system will not receive the initial shipment of preprinted barcode labels or personalized non-test instructions.

Crucial Details for DACs and Alternative Schools

DACs play a significant part in this process. It's of utmost importance that enrollment at alternative schools is meticulously reviewed and confirmed. This step often needs to be noticed but is pivotal in avoiding potential issues related to student material distribution.

Preprinted Barcode Labels

Preprinted barcode labels will be provided for students assigned to test with a paper delivery format only and present in PAN on January 31. Notably, preprinted barcode labels are required explicitly for paper accommodations testing. Any surplus barcode labels that are not needed should be securely destroyed. Note that barcode labels will no longer be provided to students assigned to test with the online delivery format.

How does this affect creating test sessions?

Students loaded via the SDU file will have an online delivery format. Schools will create test sessions in PAN and add students to those sessions. Testing staff can begin creating and adding students to test sessions for the Initial Test Window 1 on February 10. See the Create and Assign Test Sessions [training tutorial](#) within step 4 of the ACT-hosted website.

Should ACT students be showing up in PAN yet? If not, when will they be uploaded and available for verification?

Yes, students should be showing in PAN on Jan. 14. The SDU file will be loaded in PAN by Jan. 14. ACT will email TCs and DACs when it is time to verify enrollment accuracy and student demographic information. The published deadline to complete this task is Jan. 31; however, examinees may continue to be enrolled within PAN leading up to the test administration dates.

Will KDE upload another SDU file closer to the initial test date?

No, any students who enroll after the initial data file is uploaded will need to be added manually by following the [How to Verify and Enroll Tutorial](#). Students testing with paper will not receive a preprinted barcode label; the answer documents must be gridded with the student code, as well as demographic information.

SECTION 10: VERIFY ENROLLMENT

The role of Test Coordinators (TCs) in the successful execution of the testing process cannot be overstated. A pivotal task entrusted to TCs involves the verification of student counts derived from the SDU process. This process, initiated once KDE provides ACT with the SDU file, holds significant importance. TCs are granted the authority to begin this essential task in PAN on Jan. 14, with the activity required to be completed by Jan. 31.

Verifying Student Counts and Ensuring Accuracy

TCs play a vital role in ensuring the accuracy of student counts. This encompasses the verification of existing student records and the addition of any new students. This meticulous process guarantees that the school's testing materials are aligned with the precise number of enrolled students.

Enrollment Changes and ACT Assistance

For instances where a student's enrollment status undergoes changes, such as enrollment or un-enrollment, TCs must submit a request to ACT staff for the appropriate adjustments. This is particularly crucial if these changes occur before the test administration. Reference the "Add or Remove Students" section in the [PearsonAccessNext User Guide for the ACT® Test](#) to navigate this process effectively.

Material Distribution and Enrolled Students

It's essential to underscore that schools will exclusively receive testing materials for students who are formally enrolled. This underscores the importance of accurate student counts and diligent enrollment management.

The Test Coordinator Role in a Smooth Testing Cycle

A TC plays a pivotal role in ensuring a seamless testing cycle. Adhering to the deadlines and processes outlined significantly contributes to the successful administration of the ACT test.

SECTION 11: TRAINING REQUIREMENTS

Each year, anyone administering a state-required assessment must be trained in the [Administration Code for Kentucky's Educational Assessment Program \(703 KAR 5:080\)](#). Anyone providing accommodations must also be trained in the [Inclusion of Special Populations in the State Required Assessment and Accountability Program \(703 KAR 5:070\)](#). However, administrators trained in fall 2024 in the Administration Code or Inclusion of Special Populations **do not** have to repeat that training for the spring ACT administration.

In addition to KDE-required training, ACT also has training requirements. ACT requires training its room supervisors, proctors, accommodations providers and other testing staff. Near the end of the ACT Test Administration Manuals (standard time and accommodations) is a section titled "Training Session Outline and Topics for Discussion." Subjects include the *Security of Test Materials, Room Preparation, Pretest Activities, Test Day* and *After the Test*.

During a training session, the TC is expected to discuss the topics described in each section with the testing staff. The TAC must also attend and share relevant topics with accommodations staff in a separate training session.

ACT and OAA required - Appropriate Administration Manuals

The following resources are available for training:

- [ACT Administration Manual - Accommodations Paper \(pdf\)](#)
- [ACT Administration Manual - Non-College Reportable Paper \(pdf\)](#)
- [ACT Administration Manual - Online Testing \(pdf\)](#)
- [ACT Test Coordinator Information Manual \(pdf\)](#)
- [Test Day Overview for Room Supervisors \(video\)](#)
- [ACT Calculator Policy](#)
- [ACT Accommodations Webinar – Nov. 7, 2024, 10:00 a.m. – 11:00 a.m. ET](#)
- [ACT Test Administration Training #1 – Dec. 3, 2024, 11:00 a.m. – 12:00 p.m. ET](#)
- [ACT Test Administration Training #2 – Feb. 13, 2025, 10:00 a.m. – 11:00 a.m. ET](#)

SECTION 12: OFFSITE TESTING AND HOME/HOSPITAL SETTING

There is a provision for offsite testing in certain situations where a student's circumstances prevent them from testing at the school premises. Notably, offsite testing for students in such situations as being homebound or hospitalized due to medical emergencies does not necessitate a formal request in [TAA](#).

Guidance and Resources for Offsite Testing

For a comprehensive understanding of offsite testing, including crucial test security precautions and facility requirements, refer to the [Offsite Testing Procedures](#) detailed on page 11 of the Test Coordinator Information Manual. If a TC intends to transport testing materials, please ensure to complete a Secure Storage and Transport of Test Materials Form and include it with the returned materials.

Flexible Approach for Homebound or Hospitalized Students

Homebound or hospitalized students remain eligible for testing, yet the specific approach hinges upon the nature of the medical condition or disability. The situation will be handled according to the individual circumstances.

Understanding Offsite Testing

Offsite testing is a viable option for homebound or hospitalized students due to diagnosed disabilities, such as diabetes. Online testing offers a practical avenue for offsite testing. It's essential to recognize that offsite testing is regarded as a local arrangement rather than an ACT-authorized accommodation. Consequently, it does not require an application in TAA. For detailed insights into offsite testing, consult page 11 of the Test Coordinator Information Manual. This manual is readily accessible on the ACT-hosted website and will also be included in the material shipment the receive.

Options for testing students enrolled at virtual schools.

- Students can test at a nearby physical high school willing to test them. It could be the school they would attend if they were not enrolled at the virtual school or any nearby high school. The virtual school student does not have to be enrolled at the other high school. The TC for the virtual school would contact the TC of the other high school and

ask them to enroll the student(s) in PAN for that high school. KDE requires the scores to be reported to the school where the student tests, so they would be enrolled in PAN at the high school where they test using the high school code of that school, not the high school code of the virtual school.

- The virtual school can identify a location where they can test their students. This location could be at another high school or at any space that would meet the requirements for testing. The virtual school would then conduct testing at this site, managed in PAN under the virtual school's name and code. This would be considered offsite testing and would be indicated as such on the Test Administration forms. Virtual Academies can utilize offsite online testing. The same site readiness requirements apply; follow site readiness procedures at the offsite location to determine if online testing can be completed.

What procedures should be followed for students at an alternative school who will take the ACT at the home high school?

No action is required. Students who will take the test at the home school should be enrolled at the home school in PAN.

A student who was expelled but received services is not allowed on campus. How does the school provide student services?

The student may participate in offsite testing. DACs should use discretion on whether or not a student's situation safely allows for offsite testing.

SECTION 13: MyACT ACTIVITIES AND PARENTAL CONSENT POLICY

With each ACT administration, it is the responsibility of all Kentucky DACs to accurately document students within the districts who are under 18 years old and lack parental consent to opt into ACT's Educational Opportunity Service (EOS) or to designate score recipients. This pivotal task entails selecting a response to a state-use question within the PearsonAccessNext (PAN) platform. Importantly, it's imperative to recognize that parental consent must be acquired for each administration, as consent does not carry over from previous instances.

Guiding Students through Non-Test Activities in MyACT

Students' engagement in non-test activities is facilitated through the MyACT online platform. Comprehensive instructions on navigating MyACT are available in the Taking the ACT guide. Once students establish an account, they gain access to numerous features, including updating the demographics, receiving vital ACT notifications, accessing preparatory materials for the ACT exam, retrieving scores, and more.

Flexibility and Pretest Activities

The online platform introduces increased flexibility for students. With parental consent, students have the opportunity to complete pretest activities at home, guided by a parent or guardian, prior to the official test day. However, it is the expectation of the Kentucky Department of Education (KDE) that schools conduct a pretest session for all students. This ensures that every student is afforded the chance to fulfill the requisite pretest activities.

TCs' Critical Role: Ensuring Completion

The Test Coordinator (TC) shoulders the responsibility of confirming the completion of this activity for all students. Failure to fulfill this task can potentially impede students' ability to send scores to educational institutions and access scores online. For enhanced visibility into the progress of non-test activities, schools will gain access to a new daily Student Code Usage Status report following the initial material shipment. This report, found in the Published Reports section of PAN, provides a clear indication ("Yes" or "No") for students who haven't utilized the Student Code or have not finalized the college choices.

Below are resources for testing staff and parents on parental consent policy:

[2024-2025 ACT Parental Consent Guidance Document](#)

[2024-2025 ACT Parental Consent Parent Letter](#)

[Parental Consent Form](#)

Manually Marking the State Use Question Response

Below are instructions for two methods for manually marking the response in PAN for each student or indicating the response on an exported file.

BACs can manually change the state use question values in PAN, student by student, but only DACs have the ability to complete the update by exporting and importing a file.

A response to the State Use Question is only required for students who do not have parental consent. For students who have parental consent, the response is left blank.

To manually change the state, use the question value:

1. Sign into the ACT PAN at testadmin.act.org.
2. Select the **Setup** icon.
3. Select the **Students** title.
4. Result: The student's screen is displayed with a table of students. Note that at the top of the table, on the right, the BAC can change the Displaying setting to show 10, 25, 50, or 100 students at a time.
5. Select the checkbox next to an examinee or multiple examinees (or the checkbox at the top of the column to select all examinees).
6. Under Tasks, use the Start dropdown and select **Create / Edit Students**

The screenshot shows the 'Students' management interface. At the top, there's a 'Tasks' section with '0 Selected' and a 'Start' dropdown menu. The dropdown menu is open, showing options: 'All Tasks', 'Create / Edit Students', 'Registration', and 'Delete Students'. Below this, there's a 'Find Students' section with a search bar and a 'Search' button. To the left, there are filter options for 'Across All Organizations' and 'Student Code'. A table of students is displayed with columns for 'Student Code' and 'Last Name'. Two students are listed: '8290676501' (STUDENTA) and '4336290514' (STUDENTB), both with checked checkboxes.

7. To change the state, use the question response and select a student on the left.
8. The details for the examinees are displayed.
9. Scroll down to State Use Question #1.

State Use Questions

State Use Question 1

▼

10. Select response "A." The student is not yet 18 years of age, and the school has NOT received parental consent to release scores or information to third parties" using the dropdown menu. **If the student has consent or is 18, do not select a response.**
11. Select the **Save** button. A "Success – changes saved" message is displayed.

Changing the State Use Question Response with a file export/import

The state-use question response can also be changed by exporting an Excel file from PAN, changing the values, and importing the file back to PAN. DACs have the importer role in PAN, which allows them to export and import files.

DACs can opt to filter the exported files for individual schools to send to BACs and ask them to change the state-use question response for examinees who do not obtain parental consent. After the value has been entered and saved, DACs can upload the school-specific files one by one or upload a single aggregate file.

Please note: No value other than the State Use Question #1 (column S) can be changed when manipulating these files. No student data can be changed or corrected in the file, and no students can be added or removed.

Exporting and Updating the SDU File

This section describes the steps for exporting student data from PAN and updating it to add new student records or update existing ones.

Export a Data File for the ACT

DACs can export the student data from PAN and use the exported data to accurately update student data for the state use question about parental consent.

1. Sign into the ACT PAN at testadmin.act.org.
2. At the top right of the screen, select the **ACT Spring 2025** administration. Ensure the district, not an individual school, is in the upper right corner.
3. Select the **Setup** icon, then the **Import/Export Data** option.
4. On the Import/Export Data screen, select the dropdown on the **Start** button, then select the **Import/Export Data** option. The Import / Export data page appears.
5. In the Type field, select the Student Registration Export option.
6. Delete "assign" and "testing" from the Test Status filter field.
7. Select the **Process** button.
8. The View File Details screen appears.
9. *Note: Depending on the system load and the number of student records being processed, the data import can take several minutes to complete.*
10. Watch for information that the system has finished processing the file by doing the following:

- i. Monitor email for a message from PAN regarding the status of the export. or
- ii. Using the **Refresh** icon (circular arrows) to the right of **Details** to refresh the page until the **Complete** message appears.

11. Select **Download File** and save the file onto the computer.

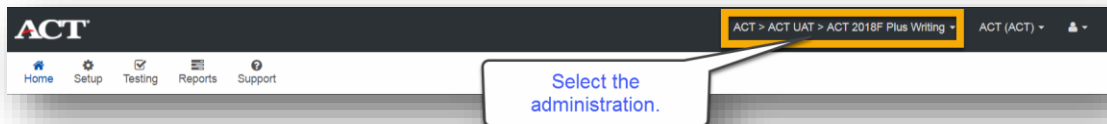
Update the Student Data

1. Open the comma-delimited (.csv) file exported from PAN in Excel.
2. Make the desired updates to **column S only**. For Column S/State Use Question #1, no response (blank) indicates parental consent has been obtained or the student is 18 or older, and A indicates no parental consent.
3. Save the file as a comma-delimited (.csv) file for importing to P PAN. (PAN will only accept .csv files.)

Import the SDU File

The SDU file can now be imported into PAN to update existing student records.

1. Go to ACT PAN at testadmin.act.org.
2. Select the **Sign In** button.
3. Enter the DAC username and password, then select the **Login** button.
4. At the top right of the screen, select the **ACT** administration.



5. Select the **Setup** icon, then select the **Import/Export Data** option.
6. Select the dropdown on the **Start** button, then select **Import/Export Data**.
7. In the **Type** field, select **Student Registration Import**.
8. Select the **Browse** or **Choose File** button (depending on browser) and navigate to the file that you saved in .csv format.

9. Select the file, then the **Open** button.

The screenshot shows a web form with the following elements:

- Type***: A dropdown menu with "Student Registration Import" selected.
- ACT Use Only**: An unchecked checkbox.
- Source File**: A "Browse..." button followed by the text "No file selected."
- Additional e-mails**: A text input field with the placeholder "Enter a valid e-mail address".
- Process**: A blue button.
- Reset**: A light gray button.

10. Optionally, enter additional email addresses in the **Additional emails** field, separated by semicolons (;).
11. When the system finishes processing the file, the import status and any additional email addresses provided are emailed to you.
12. Select the **Process** button to start the import process. The View File Details screen appears.
13. *Note: Depending on the system load and the number of student records being processed, the import can take several minutes to complete.*
14. **Please Note: Do not check the ACT Use Only checkbox.**
15. Watch for information that the system has finished processing the file by doing the following:
 - a. Monitoring email for a message from PAN regarding the import status. or
 - b. Using the **Refresh** icon (circular arrows) to the right of **Details** to refresh the page until the appropriate message appears. A status message indicates whether all records were imported successfully:
 - i. **Complete**. All records were imported and saved successfully.
 - ii. **Complete with Issues**. Some records were not able to be imported and saved. Please contact ACT for assistance.

Additional help and guidance for creating MyACT accounts and completing the non-test online can be found in step 4/Preparation of the [ACT-hosted Kentucky website](#).

MyACT Student Account

The two screenshots below are from the MyACT Student Account. On the first screenshot, if a student **has consent**, they can mark yes on this section. ACT will provide information about the student to colleges, universities, financial aid agencies, scholarship agencies, and educational and military government agencies. On the second screenshot, if a student **has consent**, the student will have the ability to select four colleges to send and select save and continue.

On the first screenshot, if a student **does not have consent**, they must mark **NO** on this section. ACT **will not** provide information about the student to colleges, universities, financial aid agencies, scholarship agencies, and educational and military government agencies. On the second screenshot, if a student **does not have consent**, they simply select save and continue.

Regardless of the selection on the first screenshot, students will see the same set of questions. For students without consent, ACT will not provide information to colleges, universities, financial aid agencies, scholarship agencies, and educational and military government agencies.

College and Financial Aid Opportunities (required)


Select "yes" if you would like to be part of ACT's free, voluntary program that connects students with colleges, scholarships, and other educational and career opportunities. With the information in your MyACT account, including contact information, demographics, interests, and your ACT score range, the Educational Opportunity Service (EOS) will connect you with colleges and career-related resources that match your background and your interests.

Benefits of EOS

- Be discovered by your best-fit colleges
- Find financial resources to help make college affordable
- College and career-related planning resources to help you plan for life after high school

Yes, I would like to connect!

 No, I am not interested in connecting.



Score Preferences

Fill in the information below to complete the registration

1
Info

2
College Choices

3
Preferences

4
Review

Where should we send your scores?

You can add up to 6 recipients to receive your scores right when they are available. The first 4 are free! List in order of preference (1 = most preferred).

Select score recipients Can't find it?

Select a category to see all its items.

Select a category...

List all by US State

List all by non-U.S. country/region

National Scholarships (eg NCAA, ROTC)

Vice President and Senate

House of Representatives

Search by 4-digit ACT Code

any score recipients in your list.

[Back](#)

Tips & FAQs

- ▶ When will I get my scores?
- ▶ How do colleges get my scores?
- ▶ How much does it cost to send my score?
- ▶ Not sure where to send your scores?

[Save & Continue](#)

When can students complete pretesting activities (answering all the questions about complete interests, colleges, etc.)?

Students have the opportunity to complete the pretest activities at home with a parent or guardian prior to test day.

However, it is the expectation of KDE that a pretest session is held in school for all students to ensure every student has the opportunity to complete the required pretest activities.

The Test Coordinator's responsibility is to guarantee that all students have completed this activity.

All pretest information is now collected online on the MyACT platform. Additional details about non-test activities in MyACT can be found on the ACT-hosted Kentucky website in section 4/Preparation.

SECTION 14: SCORE REPORTING

As the State ACT Spring Administration draws to a close, the collaboration between ACT and KDE remains steadfast in providing school and district testing staff with essential access to data and reports from this administration. To offer a clear timeline, specific deliverables are anticipated to be accessible within approximately 3-8 weeks after the submission of online exams for scoring or the receipt of paper answer documents for scoring.

Communication and Access: Streamlined and Efficient

Ensuring a seamless process, ACT will promptly send email notifications to school and district testing staff once final student-level data files, aggregate reports, and non-college reportable score notification letters are accessible via ACT's online reporting system. The exact date for the availability of final data and reports will be communicated through an upcoming DAC email. This comprehensive reporting system is seamlessly integrated into the ACT Success Site, enabling school and district staff with authorized access to retrieve data as soon as scores are released into the system.

Prompt Data Processing and Accessibility

An important aspect to note is that materials are processed as they are received; there's no embargo on data. Scores are not held back for an entire school's processing; they are

released as soon as they are ready. It's important to understand that scores might not be released simultaneously for all students within a single school or district.

Support for Students and Staff

In the event that a student or a group of students have not received the scores within the 8-week timeframe or require assistance accessing data within the online reporting system, please utilize the ACT Contact Webform for prompt support.

Student Notifications and Transcript Labels

Students will receive email notifications upon the release of testing scores, which can be conveniently accessed within the MyACT account. For transcript purposes, labels will be dispatched to high school counselors along with the paper score reports.

Most of the students have received the score reports, but a few students have not received anything from the ACT. When is it necessary to contact ACT?

Student assessments are scored in batches, and students in the same school might not receive scores simultaneously. If an irregularity report involves a student, the score report could be delayed while ACT resolves the situation. Issues with individual answer documents can delay scoring, while ACT resolves the problem. If the student is tested with non-college reportable accommodations, he/she will not receive an official score report.

The BAC has received students' individual ACT score reports. When can the report be distributed?

Distribute reports when received, if needed. Students will be mailed a score report. Students will also be able to obtain scores from the MyACT account.

When will the schools receive score information for students who tested with Non-College Reportable (NCR) accommodations?

Non-College Reportable Individual Score Reports will be made available based on the deadlines referenced on the Reporting Schedule, which will be posted to the ACT-hosted website near the end of the administration cycle.

How can students' ACT scores from a previous year be reviewed?

As scores are reported, students' scores will be available on the MyACT platform or through ACT's online reporting system. The online reporting system is accessed through

the [ACT Success Site](#). Users with the appropriate role can access ACT's online reporting platform to obtain student score reports.

SECTION 15: ACCOUNTABILITY

The ACT is one of several options students can use to demonstrate academic readiness in the Postsecondary Readiness indicator. Schools may use scores from any ACT administration, national or state, to demonstrate academic readiness in the Postsecondary Readiness indicator.

The spring 2025 administration is required for all Kentucky Public School juniors. Grade 10 students in the Early Graduation Pathway (EGP) are permitted to take a one-time state-funded ACT exam. Students participating in the EGP must pass Council on Post-Secondary Education (CPE) established benchmarks on the ACT as part of the program requirements.

How is the ACT used in state accountability?

The ACT is one of several options students can use to demonstrate academic readiness in the Postsecondary Readiness indicator. Schools may use scores from any ACT administration, national or state, to demonstrate academic readiness in the Postsecondary Readiness indicator.

SECTION 16: SDRR

With ACT being one of many assessments students can use to demonstrate Postsecondary Readiness, OAA will not collect nonparticipations for ACT Rosters in the Student Data Review and Rosters (SDRR) application. ACT will continue to be included in SDRR during spring rosters and in postsecondary scores in the fall data review as part of the Postsecondary Readiness indicator in grade 12 and/or upon graduation.

SECTION 17: MISCELLANEOUS

Is meeting benchmarks on the ACT a graduation requirement?

Although the Spring 2025 Administration of the ACT is required for all Kentucky public school juniors, it is not a requirement for graduation with a regular high school diploma. However, students participating in the EGP must pass CPE-established benchmarks on the ACT as part of the program requirements.

Are two different seating charts (one for the ACT and one for KDE) necessary?

KDE requires completed seating charts for all state-required assessments. Additionally, ACT requires a completed seating chart to be uploaded in PAN using the Support Requests functionality. It is not necessary to create a separate chart for KDE. Simply keep a copy of the ACT seating chart on file.

What resources are available to help students prepare for the ACT?

ACT has migrated away from student web accounts to [MyACT](#). Once students have created an account, they can update demographics, receive ACT notifications, access information to prep for the ACT exam, access scores, and more. Please review the [MyACT Video](#) for my information.

The online system does offer more flexibility for students. Students will have the opportunity to complete the non-test activities at home with a parent or guardian prior to test day. However, it is the expectation of KDE that a non-test session is held in school for all students to ensure every student has the opportunity to complete the required non-test activities. The TC's responsibility is to guarantee all students have completed this activity. Failure to complete this activity can result in students' inability to send scores to colleges and universities and receive scores.

SECTION 19: CONTACT INFORMATION

Christen Roseberry

KDE Program Consultant

Email: christen.roseberry@education.ky.gov

Websites: [KDE Website](#) & [ACT-Hosted Website](#)

Phone: 502-564-4394

ACT General Inquiries

Phone: 800.553.6244, ext. 2800

Phone during testing: 319-337-1577

Website: <https://www.act.org/content/act/en/contact-act.html>

Accommodations Questions

Phone: 800.553.6244, ext. 1788

Email: ACTStateAccoms@act.org

Customer service hours (excluding ACT holidays):

Monday – Friday: 7 a.m. – 5 p.m. Central Time