

COMMON SCANNING & PRINTING SOLUTIONS

Scanning Issues and Solutions

- **Problem: A red X appears when the student answer sheet is scanned**

Possible Causes:

The most common reason for a red X to appear is the scanner could not read the scan form. In many cases, the form may have a stray pencil mark in the registration area on the top right of the answer sheet.

- *Solution:* Erase any stray marks and scan again. If it doesn't take the answer sheet the second time, then you may need to do a manual entry. Click on the manual entry button. Enter the student's id number and enter the responses from the student's answer sheet. For final exams, it is recommended that the "scanner operator" do this with another staff member for security purposes.

It is also possible that the answer sheet may have been printed slightly askew. If this is the case, the scanner may not be able to read all of the registration marks.

- *Solution:* Reprint that student's answer sheet and transfer responses to the new sheet. Scan again. For final exams, it is recommended that the "scanner operator" do this with another staff member for security purposes.
- *Solution:* Perform a manual entry. Click on the manual entry button. Enter the student's id number and enter the responses from the student's answer sheet. For final exams, it is recommended that the "scanner operator" do this with another staff member for security purposes.

Too many answer sheets scanned at once

- *Solution:* rescan the forms that were not read properly. It is recommended that you do not feed more than 30 pages at a time

A two page answer sheet was scanned in the incorrect order

- *Solution:* Rescan the answer sheet. Make sure that page 1 is immediately followed by page 2 for each student that was not scanned successfully.

The answer sheets were fed incorrectly into the scanner

- *Solution:* Reinsert the answer sheets face up in the scanner tray and rescan

- **Student scores are lower than anticipated**

Possible Causes

The scanner did not read all of the student's answers due to a light pencil marks or the student used a pencil other than a number 2 pencil.

- Solution: Prevention- remind all students at the time of testing to use a number 2 pencil and to mark their answers completely. While the scanners can read ink, it is best for students to use a number 2 pencil. It is highly recommended to use the brand "**Black Warrior**" no 2 pencils, They seem to be a good dark color, and using these no 2 pencils will result in answers being read correctly by the scanners.

The teacher did not enter the BCR/ECR items on the assessment

- *Solution:* Prevention- Make sure that teachers have recorded the BCR/ECR scores on the student answer sheets before scanning

•

- **Student ID could not be found**

Possible Causes

The student is not in Achievement Series

- Solution: Teacher, class, and student information is uploaded nightly to Achievement Series. If the student is not listed in Achievement Series at the time of printing or scanning, check with the person in the school responsible for sectioning/scheduling to ensure that the student is listed in the right section at the school. Then, attempt to rescan the following day or within 48 hours.

A two page answer sheet was scanned in the incorrect order

- Solution: Rescan the answer sheet. Make sure that page 1 is immediately followed by page 2 for each student that was not scanned successfully.

A blank answer sheet was printed for a new student and the wrong student id was entered on the form

- Solution: Enter the correct student id on the answer sheet and rescan

•

- **Paper Jam**

- Remove the jam. You may need to restart the computer. Log back into Scan Station and rescan the answer sheet

Printing Issues and Solutions

- **Student not listed in Scan Station software**

Possible Causes

Student is new to school and is not in the system yet

- *Solution:* Teacher, class, and student information is uploaded nightly to Achievement Series. If the student is not listed in Achievement Series at the time of printing, check with the person in the school responsible for sectioning/scheduling to ensure that the student is listed in the right section at the school. Then, attempt to reprint the following day or within 48 hours.
- *Solution:* Print a one page blank answer sheet for the student. Follow the same procedures used for printing an answer sheet with the student and testing information pre-slugged. However, uncheck the boxes for student name and student id. (**Note:** For exams with answer sheets that are two pages in length or more, a blank answer sheet cannot be printed in Achievement Series.)

- **Answer sheets print very lightly**

Possible Causes

Answer sheets were printed to wrong printer

- *Solution:* Remind scanner operator or teachers to print to the designated printer, preferably the Gestetner copier or other high speed printer configured for printing

- **Answer sheets print askew**

Possible Causes

Possible jam in selected printer

- *Solution:* Fix jam and reprint

- **Answer sheets do not fit properly on the page**

Possible Causes

Adobe Acrobat print options not chosen properly

- *Solution:* Make sure that **Auto Rotate** option is set to off and **Page Scaling** is set to none in Adobe print options

- **Wrong class or exam was printed**

Possible Causes

Scanner operator or teacher printed answer sheets for the first exam for the desired classes, but did not return to the main scanning screen to select the next exam to be printed

- *Solution:* Before printing any answer sheet for a class, make sure that the correct assessment is chosen. Reprint with correct class and exam

VERY IMPORTANT REMINDER: When generating and printing the PDF answer sheets, in the section referred to as Page Handling make sure you have the following selections:

- Page Scaling: Must be set to **NONE**

Auto Rotate and Center: This box must NOT be checked!