



THE CARTER RHODES MEMORIAL TESTING CENTER

NEWSLETTER

Term: Fall | Issue 7 | November, 2017

Fall 2017

SPOTLIGHT ON FAVORITE REPORTS!

Thanks to [Calendly's](#) ability to feature all our reporting options, we've seen a huge increase in customer use of Remark reports! We love data, so check out what we learned about what's been most helpful to our customers...

Of the 239 exams we have scanned in Fall 2017 as of November 9th, 113 (47%) were scheduled ahead of time in Calendly. Those customers requested reports beyond the 3 defaults at the following rates:

- 34% -Item Statistics Report
- 34%- Test Statistics Report
- 34%- Student Statistics Report
- 33% - Student Grade Report
- 31%- Condensed Item Analysis Report
- 27%-Item Analysis Graph Report
- 19%-Detailed Item Analysis Report
- 3%- Changed Answer Report by Item
- 3%- Changed Answer Report by Student

Request any or all of these when you schedule your next exam via [Calendly](#)! If you're just dropping off and using our [regular cover sheet](#), simply write a note of what reports you want, and we'll be happy to include them. Don't forget you can view samples of [all our Remark reports anytime on our website!](#)

FEATURED FAQ: WHY DO I SOMETIMES SEE RANDOM NUMBERS INSTEAD OF STUDENT NAMES IN MY EXAM RESULTS?

In these cases, the student did not bubble in any identifying info, so the scanner references the scanning sequence number. (For example, #12 was the 12th sheet scanned.) On request, we are happy to email you the e-copies of these Scantrons or upload them to Emory Box, which can help you identify the owner of the mystery Scantron. However, to avoid this in future exams, please remind students to bubble in their names and IDs, so we can provide the most accurate results possible!

WHY WAIT? SET UP YOUR FINAL EXAM SCANNING APPOINTMENT TODAY!

Confirm a time that works for you via [Calendly's online scheduling portal](#) (tutorial [available here](#)) OR call us at 77780, and we'll schedule for you! Either way, you can print Calendly's confirmation email and use it as a cover sheet, or you're welcome to continue using our [regular intake forms available online](#) or at the front desk. As long as we have a completed cover sheet, key(s), and exams oriented the same way, we're good to go! **Pro tip:** *if you don't know exactly when you'll come by, simply select an appointment for your latest possible drop off time and drop off anytime before for quickest possible scanning. And don't forget: appointments occurring before 2pm almost always receive same day turnaround on results!*

SERVICE CLOSURE DATES: NOV 2017

T&E Staff Unavailable:

Thursday, November 16th
12-2pm (*The Office of the Registrar will be closed for a holiday lunch*)

Wednesday, November 22nd-
Friday, November 24th (*The Office of the Registrar will close 11/22 at 2pm and reopen 8:30am on 11/27*).

Future dates:

Wednesday, December 6th
8:30-10:30

Friday, December 22nd -
Monday, January 1st (*The Office of the Registrar will close 12/22 at 2pm and reopen 8:30am on Tuesday, 1/2/18*).

A GUIDE TO T&E NEWSLETTERS!

Ever wonder where to learn more about a specific T&E topic or policy? Newsletters are a great place to go, and we thought a guide might help you navigate topics that most interest you. Below are some of the features that have been most helpful to customers since our inaugural edition in December 2016:

- October 2017 Edition:
 - Discussion of the new four week filing policy for hardcopy Scantrons
- September 2017 Edition:
 - Spotlight on faculty use of T&E Services: A Guide to Reusing Answer Sheets
- April 2017 Edition:
 - Report Spotlight on Student Grade Report, which offers individual reports for each student
- February 2017 Edition:
 - Results from our Fall 2016 customer survey
- December 2016 Edition:
 - Discussion on our phase out of the "scan while you wait" service (now a FAQ on the website)
- In EVERY edition we work to include...
 - Service and Office closure dates (*Pro tip: the difference between these two is that the office is open on "service closure dates" unless office closure is noted, although T&E staff is out and will not be available to answer questions or take appointments*)
 - Tips and tricks for upcoming big events, including advice on scheduling appointments for final exams
 - Results from any surveys we sent out or lunch and learns we hosted (plus invitations to upcoming ones!) Since September 2016, we have hosted six lunch and learns/in person trainings and sent out three surveys, all of which gave us fantastic information and helped dictate the future of our policies and service offerings!
 - A Quick Reference Guide with links to policies, our appointment scheduling portal, and reminder on office hours and expected turnaround times for drop offs
 - Answers to your FAQs. These are put together based on the questions we get via email and phone, so please continue to let us know what features or services are confusing, as we will always work to clarify them as quickly and effectively as possible!

QUICK REFERENCE GUIDE

Pick up standard [answer sheets](#) from [our office](#), or call us at 404-727-7780

When you need your results within 24 hours or less and/or have special reporting requests for T&E staff, please request an appointment at least one business day in advance through [our online scheduling portal](#), emailing us at registr@emory.edu, or by calling 404-727-7780.

When 24-48 hours is an acceptable turnaround time, please feel welcome to walk in anytime during normal business hours (M-F 8:30-4:30)!

Once your exams have been processed and results sent via registr@emory.edu, you are welcome to pick up your Scantrons anytime at the front desk during business hours (M-F 8:30-4:30). Hardcopies are held for four weeks following email delivery of your results, and no appointment is needed to stop by for pick up!

Please read [our complete policy](#) for more details on our process.