



THE CARTER RHODES MEMORIAL TESTING CENTER

NEWSLETTER

Term: Fall | Issue 12 | 2018

October 2018

DON'T FORGET OUR FALL 2018 SURVEYS!

We have...

[a survey for new and prospective customers](#)

and also

[a survey for customers who have been with us awhile.](#)

Please take a moment to complete the one most relevant for you, and feel welcome to share the links!

Want to learn more about how your feedback is used? Please reference the "Did you know...?" section of our ["Back to School" \(August 2018\) Edition newsletter](#) for Fall 2018! This and all past newsletters are now available on our website:

<http://registrar.emory.edu/faculty-staff/testing-evaluation/newsletters.html>

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 just 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!

***Please feel welcome to [reference all our FAQs anytime on our website!](#) ***

UPCOMING DATES

T&E Staff Unavailable:

-Thursday, October 25th 9:00-11:30am (*The Office of the Registrar will be open for drop off and pick up, but T&E staff will not be available for consultation or appointments*)

-Friday, October 26th (*The Office of the Registrar will be open for drop off and pick up, but T&E staff will not be available for consultation or appointments*)

Did you know...

...we have a list of "[Common Errors and Problems](#)" on our website?

Like our FAQs and other web resources, these can be accessed anytime and help ensure more quality exam and survey results.

Here are some of the biggest ones, along with "best practice" solutions and a little context from "behind the scenes":

- Mis-keyed items.
 - **Why it matters:** mis-keyed answers lead to inaccurate exam data and a delay on the quality results you expect
 - **Best practice solution:** Please double check your key answers before submission! We know it can be a hassle, but it will save you (and your students) time in the long run. Of course we understand that it does happen occasionally. When it does, please email us at registr@emory.edu , and we'll be happy to help with a re-grade.
- Respondent names and/or IDs not bubbled in
 - **Why it matters:** The scanner ignores handprint. We don't care, but you will—your reports (and datafiles) will have scores with no identifying information.
 - **Best practice solution:** Remind respondents early and often that "bubbling in" is even more important than writing their names. Feel welcome to [share our "Just for Students" slides](#), which explains ways students can help ensure quality results and a better exam experience for everyone
- Answer sheets not uniformly oriented in a stack
 - **Why it matters:** The scanner can't take them this way, and unfortunately we don't have time to fix it for you.
 - **Best practice solution:** Consider engaging the students in this process during the "turn in" portion of your exam. The more they know "the why" behind the process, the more likely they may be to help get your materials in order

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 , 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)! Office hours can be verified by calling the Registrar main line: 404-727-6042.

If you did not opt in to confidential recycling for your processed exam/survey: once your results have been 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](#) and the "[T&E Overview Video](#)" for more details on our process!