

EXAM SCORING SERVICE

OFFICE OF THE REGISTRAR, UNIVERSITY OF MICHIGAN



General Tips, Guidelines, and Information About the Exam Scoring Service

The Office of the Registrar provides Scantron scoring services for departments across campus using University of Michigan Scantron Forms. Our office supplies the blank forms, as well as quick processing for scoring and analysis services.

Acquiring Scantron Forms

Blank Scantron forms can be acquired through the Office of the Registrar. We only process our own standard University of Michigan Scantron form, consisting of 130 multiple choice items, each with 5 answer options (ABCDE). There is no charge for blank Scantron forms.

You may request forms by filling out the Scantron Request Form (<http://www.ro.umich.edu/forms/scantron-request-form.pdf>) and emailing it to ro.examinations@umich.edu. You may request to have the Scantrons sent via campus mail, which typically takes 2 business days depending on pick-up and delivery times, or you can have them held at the front desk of the RO during regular business hours.

Exam Scoring

Exams being dropped off for scoring must include the exam key(s) filled out on a Scantron form, which should be marked as "Key." If there are multiple keys for an exam, please indicate the key version on the Scantron form as well. Fill in the correct answers for each question for that key version.

Exams can be dropped off at the Office of the Registrar for processing during regular office hours, Monday through Friday, 8:00 am to 5:00 pm. You will need to fill out the Exam Scoring Request Form (<http://www.ro.umich.edu/forms/exam-scoring-request.pdf>) and include it with the Scantrons.

The Office of the Registrar
1210 Literature, Science & Arts Building
500 South State Street
Ann Arbor, MI 48109-1382

We strongly suggest that you **do not** send your exams by campus mail for scoring. Although campus mail is generally very reliable, there is always a chance that your exam could be lost in transit. It is best if you, a GSI, or an office admin drop the exam off at the RO in person.

Our turnaround time for exam scoring is approximately 1 business day. For example, if you were to drop off your exam on Monday morning, you can expect the results to be sent by email sometime Tuesday morning. Or, if you were to drop off your exams on Friday afternoon, you would likely receive the results Monday afternoon.

Keep in mind that turnaround times may vary depending on the time of year and the volume of exams that are being dropped off for processing. During non-peak periods you may receive your exam results in less than half a day; however, during peak times such as mid-terms and finals, your exam results may take more than 24 hours to arrive. In order to be consistent and fair, exams are processed on a “First In, First Out” basis. We do not schedule appointments for exam scoring, nor do we bump exams to the front of the queue.

Returning Scantron Forms After Scoring

When filling out the Exam Scoring Request Form you will be asked to indicate how you wish to have the exam returned. The default option is to send them via campus mail to the address you provide on the request form. The RO is not responsible for exams that may be lost due to any inaccurate address information provided on the request form.

Please note that our current campus mail pick up time is 2:00 pm Monday through Friday, so if your exam is processed after 2:00 pm, it will not be picked up by campus mail until the following afternoon.

The second option for reclaiming your exam is to have it held for pick-up at the RO. Exams are ready for pick-up once you have received your results via email. Exams will be held at the front desk for 7 business days, at which time they will be placed into campus mail, using the address provided on the Exam Scoring Request Form. If no address is provided, we will use the address information listed for the instructor on MCommunity.

Things To Keep In Mind When Writing A Scantron Exam

- 1) The Standard University of Michigan Scantron form consists of 130 multiple choice items, each with 5 answer options (ABCDE).
- 2) It is not required that all questions or response options be utilized. For example, a True or False question would use just A and B, while other questions may utilize ABC, ABCD, or ABCDE. You are free to vary the count throughout the exam.
- 3) Students can **only enter one answer** any question. Bubbling in more than one answer will result in that item being scored as incorrect.
- 4) We can score "either/or" questions, where more than one item can be answered for credit. For example, if the question was:

Which of these are facts about Abraham Lincoln (**select one**)

- A) 16th President of the United States**
- B) Born in Alaska
- C) Born on February 12, 1809**
- D) Loved playing video games

A student would receive credit for answering **either A or C**.

- 5) We **DO NOT** score "and" or "answer all that apply" questions, where a student must answer all applicable options to receive credit. For example, if the question was:

Which of these are facts about Abraham Lincoln (**answer all that apply**):

- A) 16th President of the United States
- B) Born in Alaska
- C) Born on February 12, 1809
- D) Loved playing video games

- 6) There is a difference between "everyone receives credit" and "all answers receive credit." Occasionally, after the exam is written or administered, you may decide that a question was poorly worded or ambiguous. Rather than editing and re-printing the exam, you may opt to leave the question in the exam as is. There are three ways this can be dealt with during scoring.

Everyone Receives Credit: This means that everyone in the class, whether they answered the question or not, will receive credit for that item. What you will need to do is bubble in all of the options for that item on your key **and** note on your Exam Scoring Request Form that all students are to receive credit for that item.

All Answers Receive Credit: This means that any student who bubbles in a response will receive credit for the item. However, students who may leave the item blank *will not* receive credit for the item. Again, you will want to bubble in all of the options on the key and make a note on the Exam Scoring Request Form that only students who responded to the item should receive credit; blank responses do not receive credit.

Drop the Item: This means that you do not want the bad item being included in the scoring of the exam. What you will do is leave the item blank on the key and make a note on the Exam Scoring Request Form that the item is not to be scored. Please note, the percentage correct for each student, as well as the overall exam, will be calculated based on the remaining number of item on the exam. For example, if you have 50 items on the exam, all worth 1 point and you drop one item, the max score would be 49 and the percentage correct would be based on 49 items, not 50.

- 7) The default point value for all exams is 1 point for correct, no deduction for wrong answers; however you may specify point values and deductions for any question. If you want item 1 to be worth 10 points and items 2 through 15 worth 1 point, you may do so. If you want every question to be worth 2 points, with deductions or .25 for incorrect answers, you may do so as well. Point values should be included on the on the Exam Scoring Request Form.
- 8) We **do not** allow for varying point values within a single item. For example, we do not allow for a single question to give 1 point for answering A, 3 points for answering B, .50 points for answering C, D, or E.
- 9) Exams exceeding 130 items will be scored as two exams. If you write an exam that is 150 questions and you have students fill out items 1 through 130 on one Scantron, and items 131 through 150 on a second Scantron, they will be scored as separate exams.

Things To Keep In Mind Before Submitting Your Exam For Scoring

1) **STUDENTS MUST BOTH PRINT AND BUBBLE IN THEIR UMID NUMBER ON THE SCANTRON.**

The scoring software requires UMID#'s for processing. Failing to bubble in the UMID# will cause the scoring process to stop until the missing information is manually entered. As exam volume increases throughout the year, repeatedly stopping to enter required information creates an unnecessary bottleneck in the scoring process.

It is strongly recommended that you go through all of the exams and enter any missing UMID's prior to dropping them off for scoring. Please note that we reserve the right to return any forms with missing UMID's without scoring them.

2) **WHEN THE EXAM HAS MORE THAN ONE KEY, STUDENTS MUST BOTH PRINT AND BUBBLE IN THEIR KEY VERSION ON THE SCANTRON.**

The scoring software requires that the key version be included on each Scantron. Failing to bubble in the key version will cause the scoring process to stop until the missing information is manually entered. The process for determining "best fit" is lengthy and time consuming. As exam volume increases throughout the year, repeatedly stopping to enter required information creates an unnecessary bottleneck in the scoring process.

It is strongly recommended that you go through all of the exams and enter any missing key versions prior to dropping them off for scoring. Please note that we do reserve the right to return any forms with missing key version without scoring them.

3) **No. 2 pencil ONLY.** Ink is not permitted as elements in many inks prevent the scanner from being able to read the mark. This also applies to the keys that are dropped off with the exam.

4) Students **MUST** fill in the bubbles darkly and completely. Light marks run the risk of being missed by the scanner as it is looking for marks within a certain range of darkness. The same goes for insufficient marks such as checks, circles, dots, or X's.

5) Students should erase stray marks or changed answers as thoroughly as possible. The scanner is looking for marks within a range of darkness. If an erased mark is still dark enough to fall within the specified range, it will be read as a response, possibly resulting in an incorrect answer.

6) The Scantron forms should not be folded, bent, rolled up, ripped, stained with beverages, etc. They must remain as close to perfect condition as possible. Damaged sheets may jam the scanner and damage the gears. Please note that we do reserve the right to return any damaged forms without scoring them.

7) Again, we reserve the right to return any Scantron forms that do not comply to acceptable standards without scoring them.

Please feel free to contact the Office of the Registrar with any questions you may have, at ro.examinations@umich.edu.