

## 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.

Blank Scantron sheets may be acquired through the Office of the Registrar using the [Scantron Request Form](#). We only process our own standard University of Michigan Scantron form, which consists of 130 multiple choice items, each with 5 answer options (ABCDE).

**ALL EXAMS BEING DROPPED OFF FOR SCORING MUST BE IN “READY TO SCAN” CONDITION.** Failure to adhere to these instructions will result in your exam being placed at the back of the scoring queue.

1. A completed [Exam Scoring Request Form](#) must be included
2. All keys must be filled out on a Scantron form with the key version clearly marked
3. All forms must be stacked uniformly, with all of the sheets flipped and facing in the same direction (use the notched corner for alignment)

Exams may be dropped off for scoring during regular business hours, **Monday through Friday, 8:00 am to 5:00 pm**, at the Office of the Registrar:

Office of the Registrar  
LS&A Bldg., Suite 5000  
500 South State Street  
Ann Arbor, MI 48109-1382

Our estimated turnaround time for exam scoring is within 48 hours, or 2 business days, if not sooner. For example, if you were to drop off your exam on Tuesday, the longest you can expect to wait for results would be sometime on Thursday. Or, if you were to drop off your exams on Thursday, you would likely receive the results the following Monday afternoon.

Keep in mind that turnaround times may vary depending on the volume of exams that are being dropped off. Whereas during non-peak periods you may receive your exam within a day, during peak times such as mid-terms and finals, your exam results may take more than 48 hours to arrive.

In order to be consistent and fair, exams are processed on a “First In, First Out” basis. We do not schedule times where faculty can have their exam scored, nor do we bump exams to the front of the queue upon request.

We strongly suggest that you **do not send your exams by Campus Mail**. Although Campus Mail is generally very reliable, there is always a chance that your exam could be lost in transit. It is best to drop the exam off at the RO in person.

## Important Things to Keep In Mind When Using the Exam Scoring Service:

1) **UMID NUMBERS ARE REQUIRED ON EVERY SCANTRON. STUDENTS MUST BOTH PRINT AND BUBBLE IN THEIR UMID NUMBER ON THEIR SCANTRON.** The scoring software requires UMID's for processing. Failing to bubble in the UMID number will cause the scoring software to shut down until the missing information is manually entered, thus creating an unnecessary bottleneck in the scoring process.

It is strongly recommended that you go through all of the exams and enter any missing UMID numbers 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) **KEY VERSION IS REQUIRED ON EVERY SCANTRON WHEN THE EXAM HAS MULTIPLE KEYS. 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, which in turn disrupts our ability to provide timely scoring of exams.

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 reserve the right to return any forms with a missing key version without scoring them.

3) **ALL SCANTRON FORMS MUST BE FILLED OUT IN No.2 PENCIL ONLY.** Students **MUST** use No.2 pencil **ONLY**. Ink is not permitted as elements of various inks prevent the scanner from being able to read the mark.

4) Students **MUST** fill in the bubbles **darkly and completely**. Light marks, checks, circles, X's, etc., are considered insufficient and run the risk of being missed by the scanner as the software is looking for marks within a certain range of darkness.

5) Students need to erase as thoroughly as possible as dark marks left on partial or poorly erased items may be read by the scanner as responses.

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. Additionally, damaged forms also run the risk of being read incorrectly by the scanner, resulting in an incorrect score.

Again, we reserve the right to return any non-compliant Scantron forms without scoring them.

## A Few Things to Keep in Mind When Writing Your Exam:

- 1) The Scantron consists of 130 multiple choice items, each with 5 answer options (ABCDE)
- 2) Students can only enter one answer for any question (with the exception of “and” questions). Bubbling in more than one answer will result in that item being scored as incorrect.
- 3) 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**.  
Answering both A and C would result in the item being scored as incorrect.

Be sure to make a note on the Exam Scoring Request Form as to which questions are to be scored as “either/or” questions. Bubble in all of the applicable responses on the Scantron key.

- 4) We can score “**and**” 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

A student would only receive credit for answering **both A and C**.  
Answering **only A** or **only C** would result in the item being scored as incorrect.  
Answering in any combination other than A and C (e.g. A and D; C and D; A and B and C; etc.) will result in the item being scored as incorrect.

Be sure to make a note on the Exam Scoring Request Form as to which questions are to be scored as “and” questions. Bubble in all of the applicable responses on the Scantron key.

- 5) There is a difference between “**everyone receives credit**,” “**all answers receive credit**,” and “**drop the item**.” Occasionally, after writing your test, you may decide that a question may be poorly worded or ambiguous. Rather than re-writing and re-printing the exam, you may decide to leave the question in the exam as is, and account for it in scoring. 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 attempts to answer the question and bubbles in any 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.

6) The default point value for all exams is 1 point for correct, no deduction for wrong answers; however you can 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. Be sure to include scoring requests on the Exam Scoring Request Form.

7) 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.

8) 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.

Please feel free to contact the Office of the Registrar Exam Scoring Service with any other questions you may have at [ro.examinations@umich.edu](mailto:ro.examinations@umich.edu).