

ReviewScan



A Guide to ReviewScan, Version 3.0.1

For ReviewScan software Version 3.0.1

Copyright © 2009 CORE Education and Consulting Solutions, Inc.

Permission is granted to reproduce this manual, in whole or in part, for use by customers of CORE K12 during the term of their subscription to Assessment Center.

ReviewScan and Assessment Center are trademarks of CORE K12

Table of Contents

Before You Begin	4
Hook Up Your Scanner	6
Install ReviewScan Software.....	6
Login.....	7
Scanner Setup.....	8
Advanced Settings.....	9
Changing Scanner Type	9
Pre-Printing Answer Sheets.....	9
Scanning Answer Sheets	15
Accessing and Administering an Assessment.....	15
Printing Assessments and ReviewScan IDs.....	15
Scoring an Assessment Using ReviewScan.....	16
Editing Student Responses.....	20
Missing or Incorrect ID	21
Rescanning an Answer Sheet.....	21
Canceling a Scanning Job	22
Deleting the Responses of a Single Student.....	22
Printing Student Scores	22
Sending Scanned Scores	23
Errors in Sending Scores	23
Check for Updates	24
Benchmark Test Proctoring Instructions.....	25
Troubleshooting	27
What If I Need Help?	34

ReviewScan

Welcome to ReviewScan, CORE K12's student answer sheet scanning software and management application for Assessment Center. Adding ReviewScan to your Assessment Center Program will support Assessment Center's Print Student Version option that allows all assigned online assessments to be available as a PDF. Once Assessment Center creates the PDF, the assessment can be printed on any available printer or even sent to commercial print services. The assessments may then be administered like any printed assessment using ReviewScan compatible answer sheets, thus allowing for the processing of large numbers of benchmark and formative assessments. ReviewScan offers an assessment summary report as assessments are scored by ReviewScan. Student results may also be viewed online through select Assessment Center Reports within four hours, providing you with the data you need to make timely, effective decisions about instruction.

Before You Begin

Please note: you must uninstall any prior versions of ReviewScan in order to install the latest version.

1. In order to use ReviewScan, you will need a PC that meets the following specifications:

- Intel Pentium or equivalent with 300 Mhz–256 MB RAM (Pentium 2 or higher recommended)
- Windows XP, Windows 2000 (please make sure all Windows 2000 updates have been installed), OS 6.0 or higher
- one free COM port
- 100 MB free disk space
- Connectivity speed of 56K or higher
- Internet Explorer 6.0 or later

2. One of the following types of scanners:
 - Advantage 1200 by Apperson
 - Scantron Scanmark Series
 - Scanmark 2000 Series
 - Scanmark 4000 Series
 - Scanmark 5000 Series
 - Scanmark ES Series
 - NCS Pearson (Specifically the Pearson Opscan 4U)

3. One or more of the ReviewScan custom answer sheet forms:
 - for Apperson Advantage 1200
 - Form 2896, 100 answers, two-sided (formerly Form 2603)
 - Form 2895, 200 answers, two-sided (formerly Form 2602)
 - for all compatible Scantron and Pearson scanners:
 - Form 3641, 60 answers, 4 answer choices (alternating answer choices)
 - Form 2899, 135 answers, 5 answer choices (replaces Forms 2824 and 2825)

Purchasing ReviewScan Answer Sheets

To purchase ReviewScan answer sheets, visit the Apperson Website at www.appersonedu.com or call Apperson Print Management Services at (800) 321-8558.

For the Apperson Advantage 1200

- Form 2896, 100 answers, 5 answer choices, two-sided (formerly Form 2603)
- Form 2895, 200 answers, 5 answer choices, two-sided (formerly Form 2602)

For all compatible Scantron and NCS Pearson scanners

- Form 3641, 60 answers, 4 answer choices (alternating answer choices)
- Form 2899, 135 answers, 5 answer choices (replaces Forms 2824 and 2825)

For the 2007/2008 school year, all student answer sheet forms have been updated to include a 9-digit ReviewScan ID.

Hook Up Your Scanner

Before you begin, make sure you have

- a ReviewScan compatible scanner
- a standard 9-pin serial interface cable

To attach your scanner to your computer, do the following:

- Read the chapter in your scanner's user manual on connecting your scanner to your computer.
- Unpack the scanner and all other contents provided.
- Check to see that you have a 9-pin serial interface cable with which to connect your scanner to your PC.
- Attach the serial interface cable to the scanner's communication port.
- Connect the other end of the cable to your computer's serial communication port.
- Tighten the locking screws on both ends of the cable.
- Check the scanner configuration according to the guidelines in the scanner user manual.

If you do not have the appropriate cable or if you have any other problem connecting or configuring your scanner, contact the company from which you purchased your scanner:

- Apperson Print Management Services (800-321-8558)
- Scantron Corporation (800-445-3141)

Install ReviewScan Software

To install ReviewScan software

1. Go to ac.corek12.com/support
2. Select the link **Review Scan 3.0.1**
3. Select **Run** from the download window
4. Once the download is complete, follow the prompts to install ReviewScan
5. If asked for publisher verification, select **Run**
6. Select **Next** when prompted, change the default installation path if desired

Once you have finished downloading the application, a shortcut will appear on your desktop.

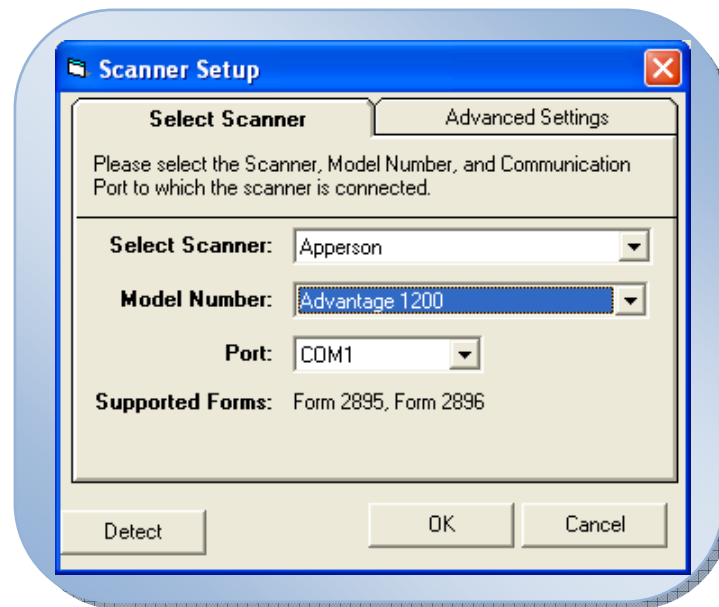
Login

When you open ReviewScan for the first time, a login box will appear prompting you to enter your username and password. Your username and password will be identical to what is used to log onto ac.corek12.com.

Please note: you must have a Teacher or School Administrator account in Assessment Center to use ReviewScan.

Scanner Setup

Next, you will see the Scanner Setup Dialog Box.



Select your scanner type and model number from the drop-down menus. If you do not see your scanner model number listed, double-check the model number of your scanner and check this list again.

To check the compatibility of your scanner, click the Detect button. This test will tell you whether your scanner is compatible with ReviewScan or if there is a communication problem between your PC and your scanner.

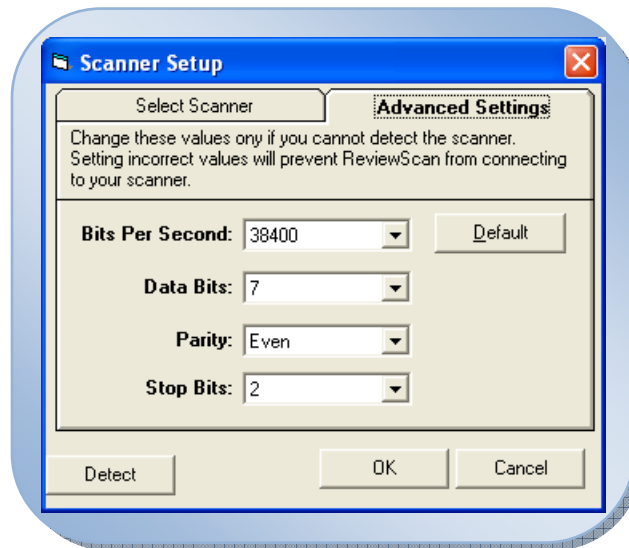
Select the appropriate communication port (the system will default to COM Port 1).

EXPERT TIP – COM PORTS

The COM port is the port in your computer that manages the communication between your scanner and your PC. It typically coincides with the number of the port on the back of your computer into which you plugged the cable. Your computer will select by default the communication port into which your scanner is plugged (typically COM1). If you have multiple COM ports on the back of your PC, make sure that this number corresponds to the port to which your scanner is attached.

Advanced Settings

The Advanced Communication Settings default to settings that are compatible with most scanners. If you are having communication errors between your PC and your scanner, check your communication settings against the settings listed in your scanner's user manual. To check your communication settings, click Options, select Scanner Setup, and then click on the Advanced Settings tab. Select the Default button to reset the parameters to the manufacturer's settings for the scanner you have chosen.



Changing Scanner Type

Any time you wish to change the scanner type you have selected, select Scanner from the main menu, then Scanner Setup. Select the new scanner type from the drop-down menu, and then click Submit.

Pre-Printing Answer Sheets

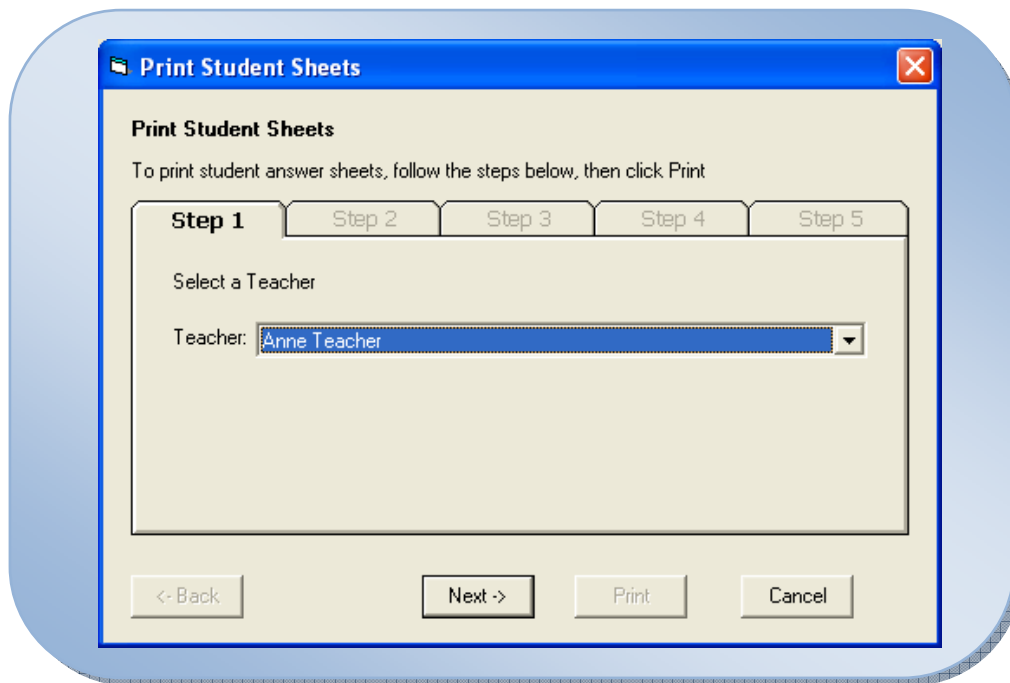
Please note: You must be using a full student answer sheet and a compatible printer to use this feature. This is not available for use with the Apperson 1200 and associated half sheet.

Before administering the hard copy assessments to the students, you may pre-print information on the answer sheets. Select File button from top, left-hand corner and drop down the options. Click on Print Student Sheets.

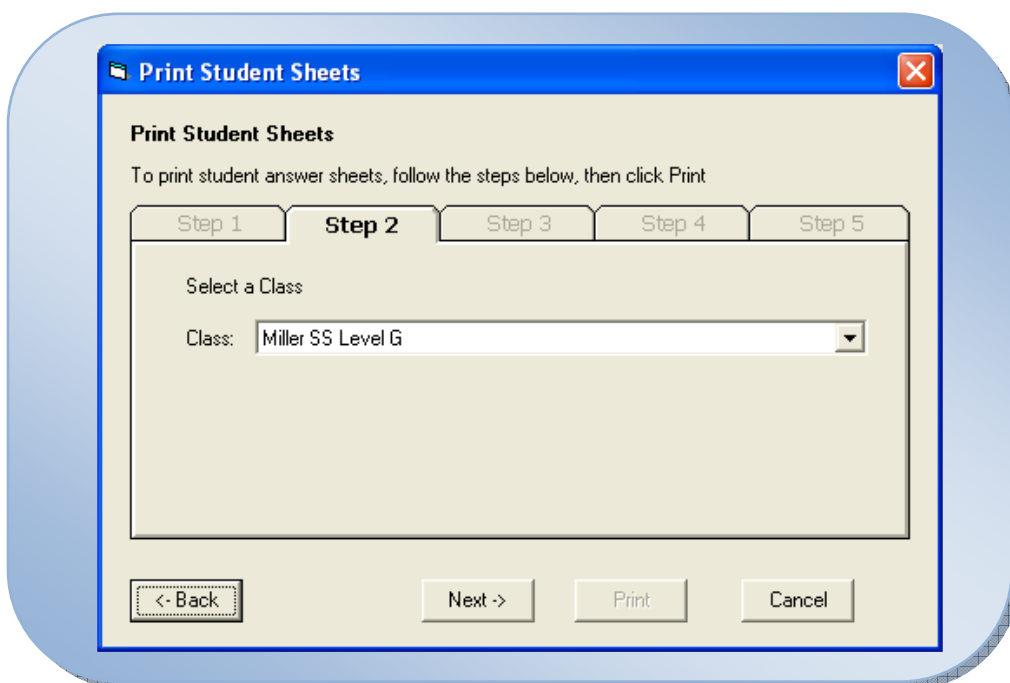
You will only be able to pre-print information for students that are assigned the assessment in Assessment Center. Please check assignment details before pre-printing.

Please note: The pre-print functionality is available for all scanners EXCEPT the Apperson Advantage 1200. For this model the "Print Student Sheets" functionality will be disabled in the file menu.

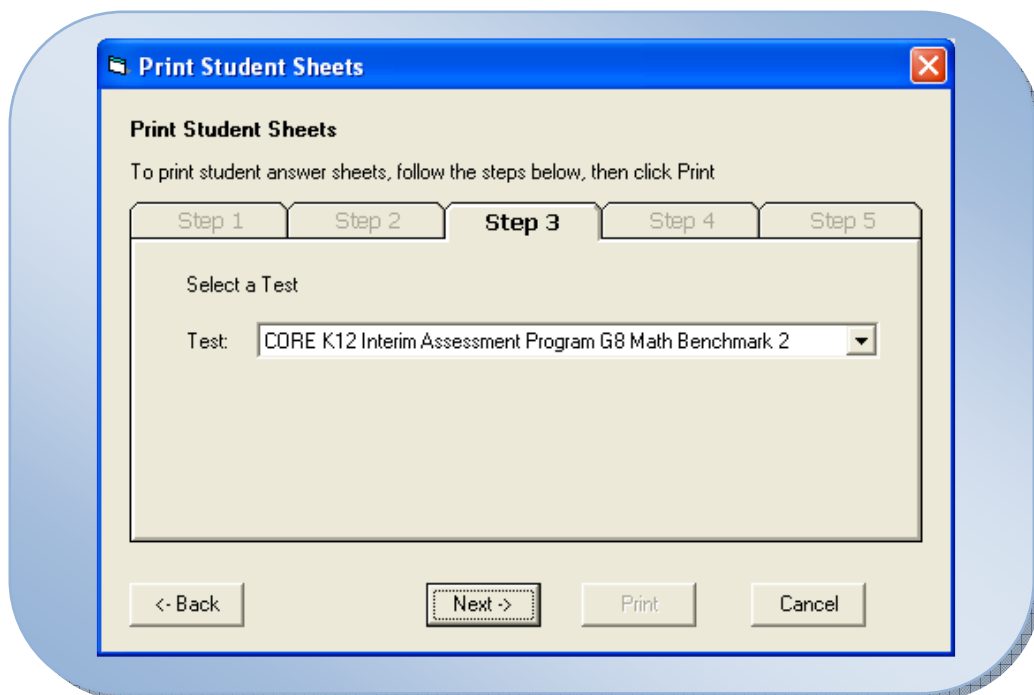
The Print Student Sheets Wizard walks you through the process of pre-printing test sheets for a class of students assigned to a test. First, select the class teacher and click Next.



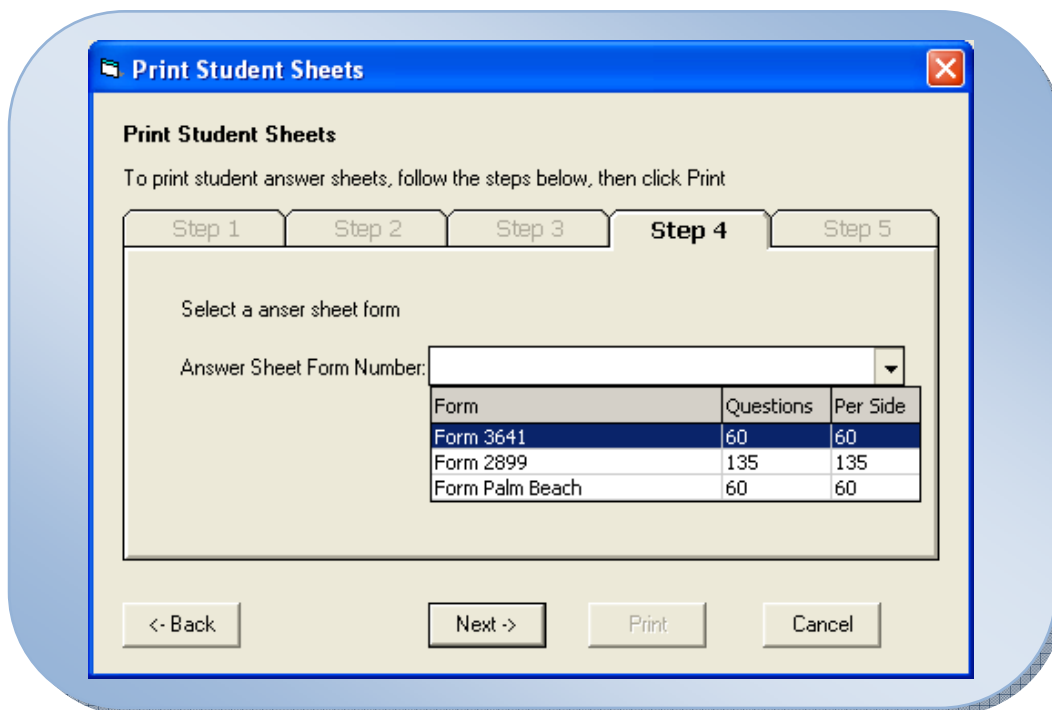
In step 2, you can select from the available classes for the selected teacher. After selecting a class, click Next. At any time in the Print Student Sheets Wizard, you can click Back to go back to the previous step, or Cancel to exit the wizard.



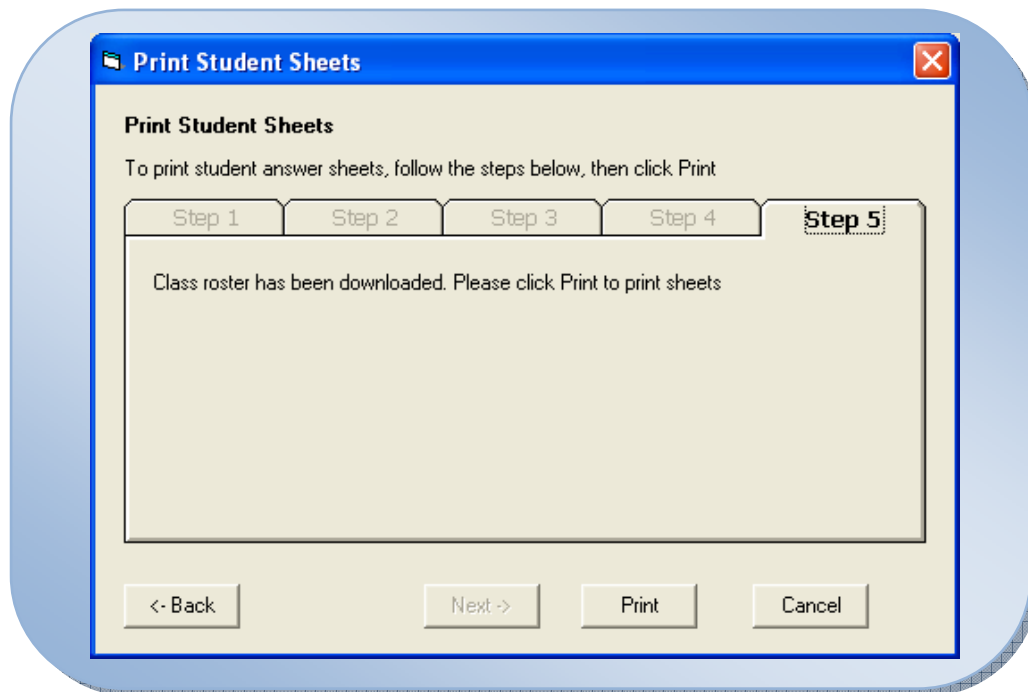
Now, select an assessment from those assigned to the selected class. Click Next when you are done.



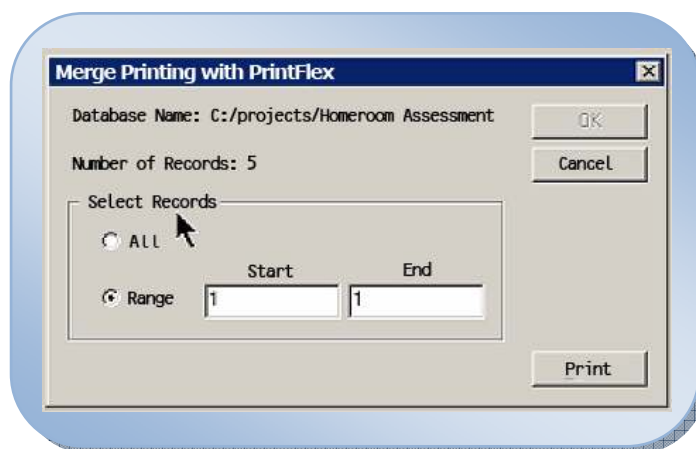
Next, you will select the correct answer sheet.



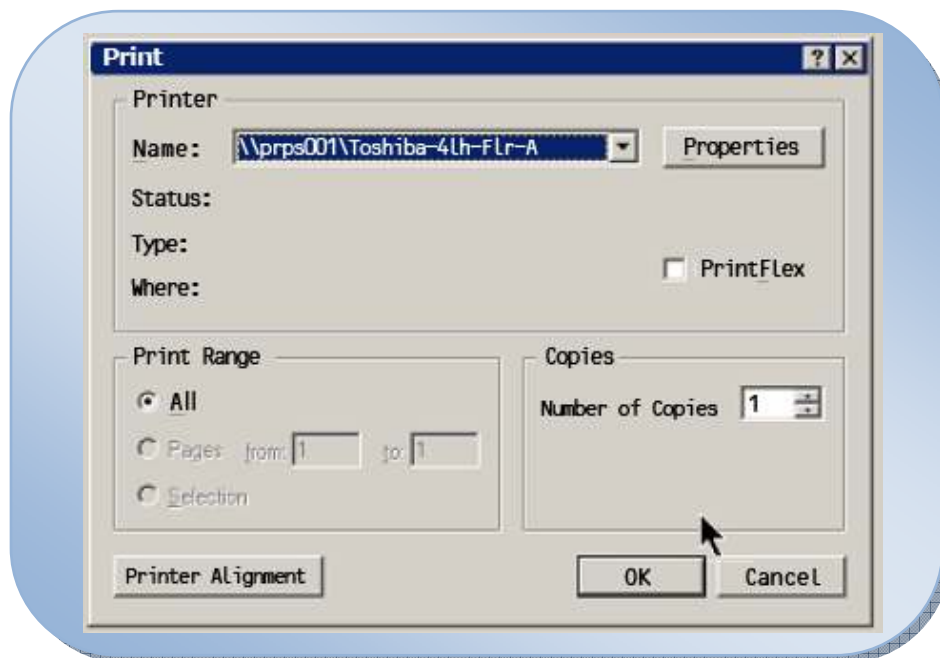
Finally in step 5, the class roster that matches the previous teacher, class, and assessment selections is loaded from the Assessment Center database into the scanning application. Put the blank scanning forms in the printer and click Print.



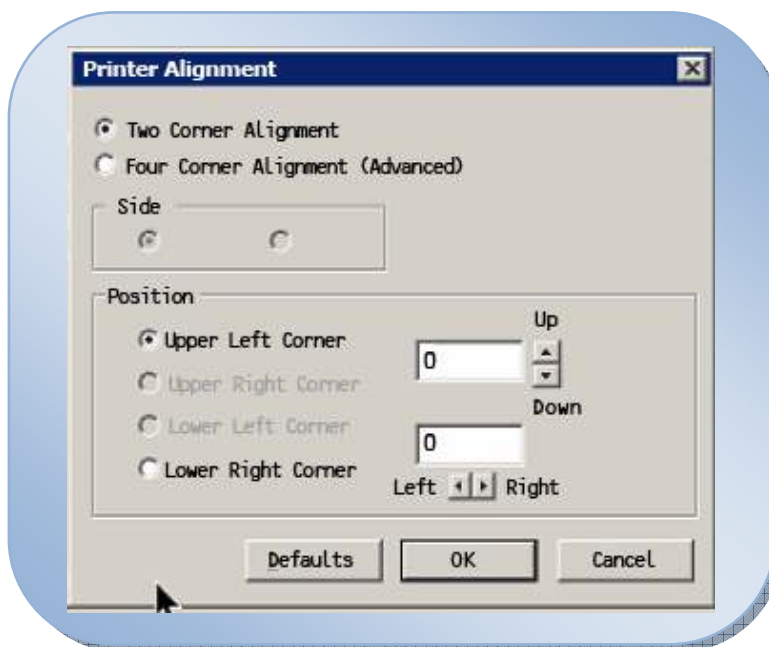
A Merge Print dialogue box will appear that asks you if you wish to print all records in the class roster or just a select few. After you make your selection, click Print. You can click Cancel from this screen to exit the process.



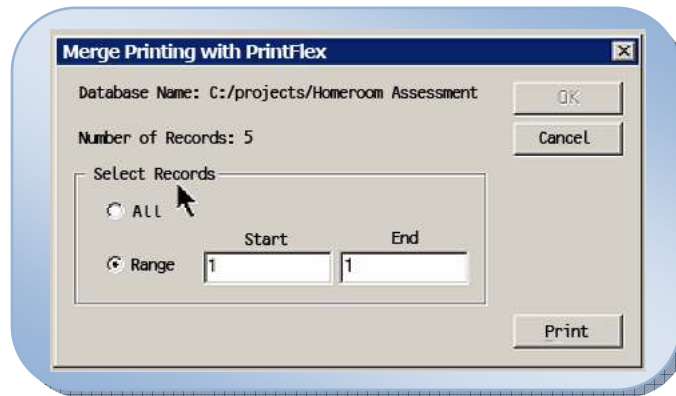
A standard print dialogue box is then opened. From here, you can select your printer and go into the Properties of that printer to select specific information, such as the tray that has the blank sheets loaded. If this is your first time using the selected printer for pre-printing test sheets, click Printer Alignment.



The Printer Alignment screen prints an alignment page on your printer to be sure it is in proper alignment. It is important to do this at least once with every printer you use for pre-printing. If the alignment on your printer is off, the scanning application may not properly read the pre-printed information. To print the alignment page, select OK. Hold the alignment page and a blank test sheet together, and follow the directions on the alignment page to be sure the settings are correct. It may take a couple of tries to get it just right. When you are done, click Cancel. **We also recommend that every time you use the scanner you test with a single answer sheet or single class to confirm the alignment option has worked.**



When your printer is aligned, be sure the printer is loaded with blank test sheets and click OK from the Print dialogue box. When the sheets have finished printing, you will be taken back to the Merge Print dialogue box, which you can exit by hitting Cancel.



Pre-printed data includes the following:

1. Teacher name
2. Class name
3. Student name
4. Student ReviewScan ID
5. Date of birth
6. Grade of the class
7. Subject of the assessment
8. School code
9. Test code

You are now ready to administer the assessments to the students. Please exit the program by selecting the File button from the top, left-hand corner and drop down the options. Click on Exit.

Scanning Answer Sheets

Accessing and Administering an Assessment

Any assessment available in Assessment Center can be scored using ReviewScan. However, in order to score the assessment, the student must be assigned the assessment within a class in Assessment Center. This includes all Benchmark tests created by administrators.

Proctors should write the ReviewScan Test Code (printed on hard copy of the assessment) on the board. If the answer sheet has not been pre-printed, then students will need to fill in the appropriate information on the student answer sheet. Each student needs a copy of the assessment, the appropriate answer sheet, a ReviewScan Student ID, a ReviewScan Test Code and a number 2 pencil. If a student who is taking the assessment does not have an Assessment Center account, he or she will not have a ReviewScan ID number.

Printing Assessments and ReviewScan IDs

At the end of the assessment creation process in Assessment Center, copies of the assessment and ReviewScan IDs can be printed by using the Print Menu for an assessment. In addition, this information can also be accessed for any saved assessment. Select ReviewScan IDs for a list of the ID numbers for students who will take the test. Select Student Version for a printable PDF version of the assessment.

The screenshot displays the 'Review Assessment Details' page. At the top right, it says 'Hello Lisa | Your Profile | Sign Out' and 'ASE Training School 3 - District A' with 'Class: Grade 3 Period 2'. The main title is 'Review Assessment Details'. Below the title, there are navigation links: 'Home > Class Main Page > Assessments > Review Assessments'. On the left, there are menu items: 'Reports', 'Assessments', 'Skill Resources', 'Class Details', and 'Program Materials'. The main content area shows details for 'Math 3 Assessment 2' with fields for Name, Assessment Code (8248872), Subject (Math), Grade Course (3rd), Assessment Alignment (Texas Assessment of Knowledge and Skills (TAKS) - Math TX Texas Essential Knowledge and Skills for Mathematics 2006), Number of Questions (15), Created by (Bordenk, Lisa), and Assigned (Yes). Above these details are buttons for 'ASSIGN', 'EDIT', 'RESET', 'DELETE', 'PREVIEW', and 'PRINT'. The 'PRINT' button is highlighted, and a dropdown menu is open showing options: 'Answer Key', 'ReviewScan IDs', 'Student Version', and 'Student Usernames and Passwords'.

EXPERT TIP – REVIEWSCAN STUDENT ID NUMBERS

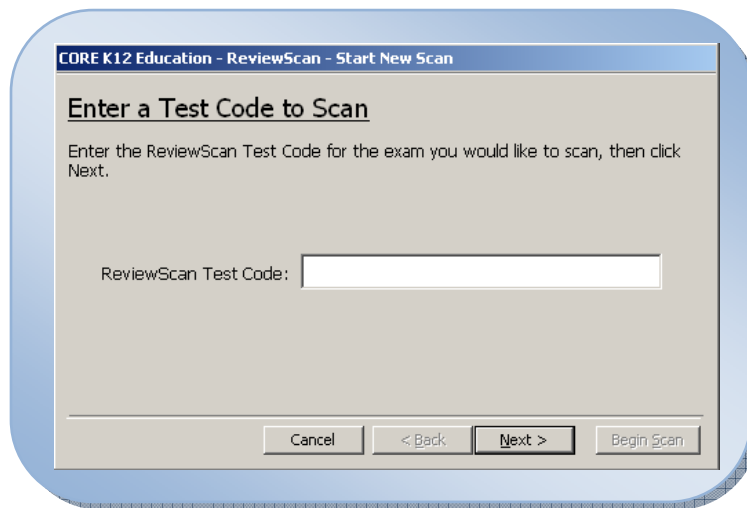
A student's ReviewScan ID number is the same for every class. To save time, hand out student ReviewScan IDs prior to the administration of the test.

Scoring an Assessment Using ReviewScan

To enter student responses, click the ReviewScan icon on your desktop. This will open your ReviewScan application. You will need to log in.

From the File menu, select Scan New Batch. The system will then prompt you to enter a ReviewScan test code

Enter the ReviewScan Test Code for this assessment. The ReviewScan Test Code is printed on the top of the assessment that was administered and should have been filled in on the answer sheets by the students. Once you have entered the test code, click Next.



TROUBLESHOOTING ON THE SPOT—TEST CODE NOT FOUND OR NOT AVAILABLE

You must be able to verify the test code in Assessment Center in order to score an assessment. Therefore, if your Internet connection is not available or the CORE K12 Web site is down, ReviewScan will not be able to score your assessment at this time. If you receive an error message stating that your Internet connection is not available, check your Internet connection by opening your Internet browser and going to any Web site. If you cannot open your Internet browser, contact your IT department. If CORE K12 Web site is down, check your email to see if you received notification that the site would be down.

If you enter a test code that does not exist in Assessment Center, you will be instructed to re-enter the test code. Check the test code that you entered. If you acquired the test code from a student answer sheet, secure a copy of the assessment and check the ReviewScan Test Code that is printed on the top of the assessment. If you have entered the correct test code but it is still not recognized as a test code in Assessment Center, contact CORE K12's technical support department (1-888-778-7737).

TROUBLESHOOTING ON THE SPOT—SCANNER NOT DETECTED

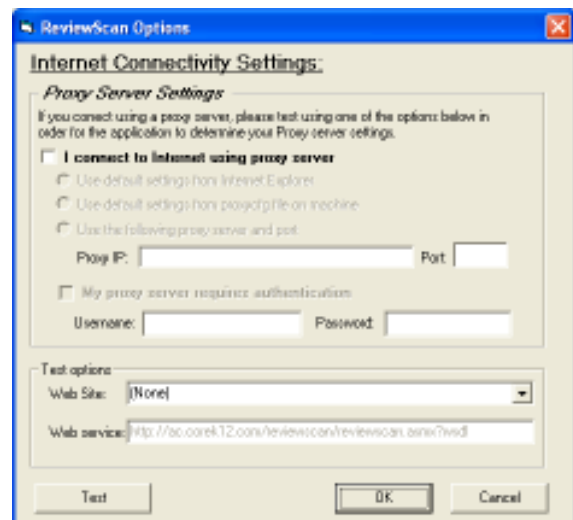
If ReviewScan does not detect your scanner upon starting, you will receive the following message:



1. Check first that your scanner is turned on and that the serial interface cable is securely connected to both your PC and your scanner.
2. Check that you have selected the correct scanner. Look at the name and model number of your scanner, then go to Options and select Scanner Setup. Select the correct scanner from the dropdown menu. Also make sure that your scanner is attached to the COM port selected on this screen (look on the back of your PC to see the COM port number to which your cable is attached. If there is only one port, then the port is called COM1).
3. Check that no other application is using the scanner (another scoring program on your PC) or, if your scanner is part of your school's network, check that no one else is using the scanner.
4. Click on Options, and then click Test Scanner to be sure that your scanner is ReviewScan compatible.

If you have completed all of these steps and ReviewScan still cannot detect your scanner, contact CORE K12's technical support department (1-888-778-7737).

If you are still experiencing difficulties, this may be due to your firewall or proxy settings. Please have your IT department run the advanced proxy-setting checks by clicking under options (from the ReviewScan menu bar) and then clicking on proxy settings. These checks will verify that the correct ports are open and available.



Once you've entered the test code, a Verify Test & Scan box will appear. Double-check the details in this box to make sure that you have entered the proper test code. **Then select the appropriate answer sheet form from the drop-down menu.**

Once you have chosen the answer sheet form, click Begin Scan.

CORE K12 Education - ReviewScan - Start New Scan

Verify Test Code & Scan

Below are the details for the ReviewScan Test Code you entered. If this information is correct, select a Form Number and click on Begin Scan. If the information is incorrect, click Back to reenter the ReviewScan Test Code.

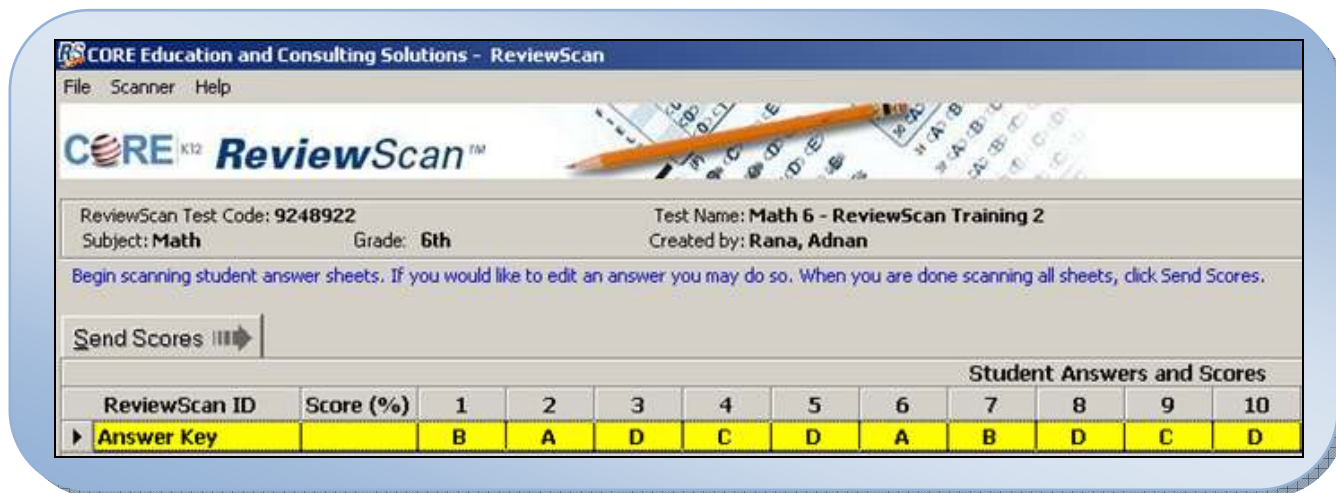
Name: **Math 6 - ReviewScan Training 2**
Test Code: **9248922**
Subject: **Math**
Grade: **6th**
Number of Questions: **18**
Created By: **Rana, Adnan**

Answer Sheet Form Number:

TROUBLESHOOTING ON THE SPOT—WRONG FORM CODE

You cannot select an answer form that has fewer questions than the questions on the assessment. In other words, if the assessment that was administered had 150 questions, you cannot select an answer form code for an answer sheet that holds only 100 responses. Double-check the code printed in the top right corner of the answer sheet.

When you see this screen, you may begin scanning assessments. The yellow row contains the correct answers to the assessment.



Each student's responses will appear as you scan the answer sheet, as will the student's overall score. Answers that are incorrect will be highlighted in red.

Select **Send Score** when you are ready to send this data to Assessment Center.

This screenshot is similar to the previous one but includes several callout boxes with arrows pointing to specific parts of the interface:

- Click here when you are ready to send this data to Assessment Center.** (Points to the 'Send Scores' button)
- The percent correct.** (Points to the 'Score (%)' column header)
- Click here to see a Print Score Summary Report.** (Points to the 'Print Score Summary' button)
- Each Student's ReviewScan ID number appears here.** (Points to the 'ReviewScan ID' column header)
- The scanner detected two responses for this question. Check the answer sheet, and then edit this response.** (Points to the '3' column for student ID 102134090, which contains 'AD')
- Errors are highlighted in red and indicate the wrong answer selected by the student.** (Points to the red cells in the '3' column for student ID 102133538, which contains 'AD')

ReviewScan ID	Score (%)	1	2	3	4	5	6	7	8	9	10
▶ Answer Key		B	A	D	C	D	A	B	D	C	D
102133987	83	+	+	+	+	+	+	+	+	+	+
102133538	72			C	B	AD	B	C			
▶ 102134090	94			D							

Editing Student Responses

As you scan, watch for oddities such as numerous blanks or double answers. To edit these errors, click on the appropriate cells. Make the necessary changes, and then continue scanning. Data are changed once another student's responses are entered or when scores are sent. If you need to remove the responses of one student, click on the arrow for that row to highlight it and then click the Delete button on your keyboard. Making edits while other assessments are being scanned may cause errors; either take a break from scanning or wait for scanning to be completed before editing student data.

Specifically, watch for the following:

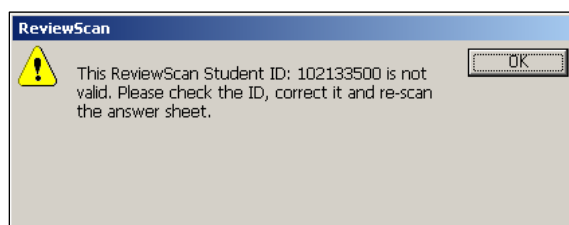
- If a double answer appears, check the student's answer sheet. If you can tell what answer the student intended, highlight that cell and type in the intended response.
- Please note: when multiple responses are detected the Apperson and Scantron scanners will list the multiple choices. The Pearson scanner will display an asterisk.
- Is there a clear answer but an incomplete erasure of another response? If so, enter the intended answer.
- Is there an errant pencil mark that caused the double response? If so, enter the intended answer.
- Is there any other clear indication of the student's intended answer? If so, enter the intended answer.
- If a student's responses show many blank questions, check the student answer sheet.
- If the student's markings are too light to be read by the scanner enter the student's intended responses by hand, or darken them with a number 2 pencil and rescan.
- Did the student complete the answer sheet using something other than a number 2 pencil such as a pen or marker? If so, enter the student's intended responses by hand, or darken them with a number 2 pencil and rescan.

Missing or Incorrect ID

If a student does not have an Assessment Center account at the time of the assessment administration, the student's account must be created either via the Info Import process or by manual account creation in Assessment Center.

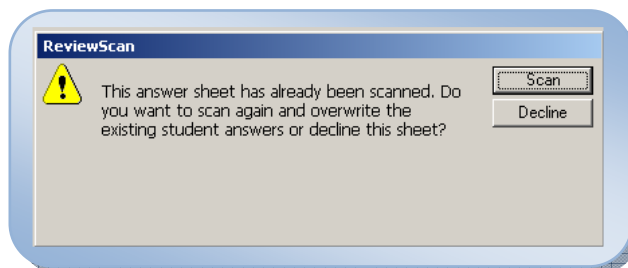
TROUBLESHOOTING ON THE SPOT—INVALID REVIEWSCAN ID

If a ReviewScan ID is invalid, a warning box will appear. Keep an alphabetical list of students and their ReviewScan ID numbers so that you can correct any missing or invalid ID numbers. Correct the ID number on the answer sheet and then rescan the answer sheet.



Rescanning an Answer Sheet

If you scan an assessment and then attempt to scan it a second time, you will receive the following warning:



If you are intentionally rescanning an assessment, click Scan. Otherwise, click Decline.

Canceling a Scanning Job

If for any reason you realize that what you have scanned thus far is incorrect or inaccurate (e.g., you selected the wrong answer key and need to start over), click on File, and then click the Cancel Current Test Batch option. After you confirm this choice, any data you have already scanned in will be deleted.

Deleting the Responses of a Single Student

You can delete the responses of a single student by highlighting the appropriate row and then pressing the Delete button on your keyboard.

Printing Student Scores

Once you have finished scanning the assessment, you can print a summary of the students' scores by going to File and then clicking Print Score Summary. Or click the Print Score Summary button located above the Student Names on the Student Answers and Scores screen. Detailed results will be available in Assessment Center within four hours after an assessment is scanned and scores are sent.

Please note: Once you have sent student scores, the Print Score Summary will no longer be available.

CORE ReviewScan™

Test Code: 9248922 Tuesday, September 29, 2009
 Test Name: Math 6 - ReviewScan Training 2
 Teacher: Adnan Rana Created By: Rana, Adnan

Student ID	Last Name	First Name	Score	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	
Answer Key				B	A	D	C	D	A	B	D	C	D	B	C	C	C	C	B	D	A	
102133987	Lawson	William	83	+	+	+	+	+	+	+	+	+	+	+	+	+	+	B	D	AD	+	
102133538	Hoard	Carol	72	C	B	AD	B	CD	+	+	+	+	+	+	+	+	+	+	+	+	+	
102134090	Burroughs	Keri	94	+	D	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	
%Correct				67%	33%	67%	67%	67%	100	100	100	100	100	100	100	100	100	100	67%	67%	67%	100

Sending Scanned Scores

Once you have completed scanning a batch of assessments and have made any corrections to student responses, click Send Scores. This will send the data to CORE K12. These data will be available within four hours in administrators', teachers', and students' Assessment Center accounts for the designated school(s) and grade(s). Once you have sent these data, you may begin scanning another assessment or you may exit the program.

EXPERT TIP - SHORTCUTS

You can quickly and easily perform ReviewScan tasks by using the following shortcuts:

Ctrl+P Print score summary

Ctrl+S Send scores

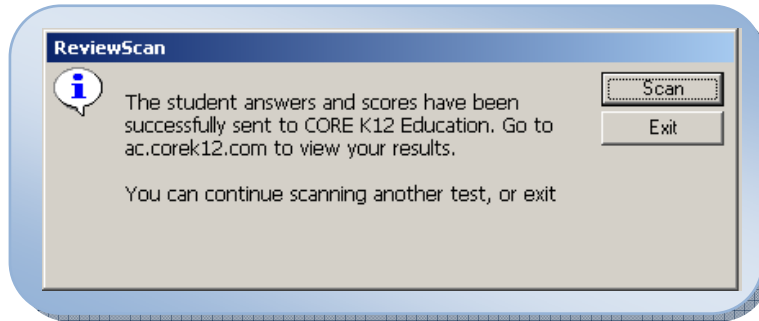
Ctrl+N Scan a New batch of tests

Ctrl+H Print Student Sheets

Errors in Sending Scores

If the data are not successfully sent to CORE K12 at the end of a scanning session, they are saved in ReviewScan to be sent at a later time. Your data are not lost simply because they have not been sent. Your data will be sent the next time you open ReviewScan.

Please note: if you exit ReviewScan, but did not send the student scores to CORE K12, the application will automatically send the scores for you. Additionally, if your computer is not connected to the internet then student scores will be saved so they can be sent when the internet connection has been restored.



TROUBLESHOOTING ON THE SPOT—DATA TRANSMISSION ERRORS

If you click Send Scores and receive an error message, either your Internet connection is down or CORE K12's Web site is down. A message box will appear to let you know what the error is. To check your Internet connection, open your Internet Browser and go to any Web site. If you are unsuccessful, there is a problem with your Internet connection, and you should contact your IT department. If you cannot send data because CORE K12's Web site is down, save the data and send them later. If this problem continues and you have not received an email notification that the site is down, contact CORE K12's technical support department (1-888-778-7737).

Check for Updates

Periodically you may wish to check for updates to ReviewScan. Click on Help and then select Check for ReviewScan Updates. Once you have updated your system, begin scanning.

Benchmark Test Proctoring Instructions

Fill in all missing information and distribute to proctors with the assessment.

Test Information

Name of Assessment: _____

Created by: _____

School(s) and Grade(s) taking the assessment: _____

Assessment Type: _____

Number of Sections: _____

Total Number of Questions: _____

Estimated Testing Time: _____

ReviewScan Test Code (top of printed assessment): _____

Instructions

Prior to the Start of the Assessment

1. Distribute the materials. Each student should receive

- one assessment
- _____ answer sheet(s)
- answer form(s) for this assessment
- Grade: _____ Form Code: _____
- Grade: _____ Form Code: _____
- Grade: _____ Form Code: _____
- Grade: _____ Form Code: _____
- ReviewScan ID
- number 2 pencils
- scratch paper (circle one): yes no

2. Write the ReviewScan Test Code on the board (ReviewScan Test Code is listed above and appears on the top of each assessment).

3. Instruct students to fill in their ReviewScan ID in the box at the top of the page.

4. If necessary instruct students to rotate the page to the left so that they can complete the information box on the answer sheet.

5. Instruct students to fill in the ReviewScan Test Code box with the ReviewScan Test Code.
6. Walk students through the completion of the rest of the information in the information box on the answer sheet.

Assessment Administration

Number of Sections: _____

Timing per section: _____

Breaks: _____

Additional instructions: _____

After the Assessment Is Over

Do the following with the answer sheets: _____

Do the following with the assessment booklets: _____

Troubleshooting

Below is a list of solutions to potential problems you may encounter while using ReviewScan. Some of these solutions appeared in the Troubleshooting on the Spot boxes throughout the text but are reprinted here for easy reference.

What's Happening	What it Could Mean	Solution
Scanner is not detected upon startup.	Scanner is off.	Turn scanner on.
	Cable that connects scanner and PC is loose or not attached.	Plug cable into scanner and PC, and tighten locking screws.
	Cable is plugged into wrong communication port or the wrong COM port has been selected in Scanner Setup.	Make sure that the port the cable is plugged into is the same as the COM port selected under Scanner Setup. To change this setting, go to Options and then to Scanner Setup to enter the correct COM port.
	Scanner was not turned on prior to the start of the ReviewScan application or there has been an interruption in scanner power	Make sure scanner power is on, and then go to Options and select Test Scanner.
	You have selected the wrong scanner from the drop-down menu	Check the name and model number of your scanner, and then go to Options and select Scanner Setup. Select the correct scanner from the drop-down menu.
	Another application on your PC is using the scanner or someone else is using the scanner.	Close all other scanning applications on your PC. If someone else is using the scanner, wait until that user is finished.

What's Happening	What it Could Mean	Solution
<p>Scanner configuration does not match.</p>	<p>The Scanner has been programmed to work with a speed setting other than the default.</p>	<p>Go to Options and select Scanner Setup. Use the Advanced tab to change the settings so that they match the scanner settings. You may click the Default button to default to the factory settings of the scanner you have selected. Alternatively, reset the scanner to its default factory setting by following the guidelines in the scanner's user manual.</p>
<p>I followed the alignment procedures in the manual, but I can't seem to pre-print the scan sheets correctly.</p>	<p>You may not have selected the correct printer or printer tray.</p>	<p>The default printer will be selected already, however, you can change the printer if needed.</p> <ol style="list-style-type: none"> 1. Go into the "Properties" of a printer and select the name of the printer you wish to use. You may need to consult your schools technology specialist to verify which printers are connected and best to use. 2. In the Properties of the printer, you can select specific information, such as the printer tray.

What's Happening	What it Could Mean	Solution
<p>I pre-printed a class set of scan sheets, however, not all the students in the class printed out.</p>	<p>The students or tests may not be assigned properly to the class.</p>	<p>All students and tests are assigned to a class in the Assessment Center program. ReviewScan collects this information from Assessment Center in order to print and score scan sheets.</p> <ol style="list-style-type: none"> 1. You should log into your Assessment Center account and verify the student roster and test assignments are correct. 2. If the information is not correct, then you should contact your program manager.
<p>Test code is not found.</p>	<p>The test code that you have entered is incorrect.</p>	<p>Check the test code on the top of the actual assessment and then reenter the correct test code. If you do not have a copy of the assessment, check the test code on multiple students' answer sheets and enter that code. If it is still incorrect, ask your administrator for a copy of the actual assessment that was given in order to confirm the test code. If you have entered the correct test code but it is still not recognized, contact CORE K12 technical support department (1-888-778-7737).</p>

What's Happening	What it Could Mean	Solution
The provided Test Code does not have any questions assigned to it.	Incorrect test code.	Check the test code at the top of the assessment. If the test code was provided by your administrator, double-check with your administrator or ask for a copy of the assessment that was given. If the correct test code was entered but the error continues to appear, contact CORE K12's technical support department (1-888-778-7737)
The provided Test Code does not have any schools assigned to it.	Either the test code is incorrect or the administrator did not assign the assessment to specific schools.	Double-check that the test code you entered is correct. If the code is correct, ask your administrator to activate the schools for this assessment. You may continue scanning test results for all students that have an account.
Incorrect answer sheet form code.	The form code you have entered for the answer sheet has too few answers for the assessment you have selected.	<p>Check the code printed in the top right corner of the answer sheet, and then reenter the correct answer sheet form code.</p> <p>If the code you entered is correct but ReviewScan continues to give you the same error message, go back and check the test code entered to make sure you are about to scan the correct assessment. Also check the number of questions on the assessment against the number of questions on the answer sheet.</p>

What's Happening	What it Could Mean	Solution
Invalid ReviewScan ID.		Check that the ReviewScan Student ID was filled in completely. Keep an alphabetical list of students and their ReviewScan ID numbers so that you can correct any missing or invalid ID numbers. Correct the ID number on the answer sheet, and then rescan.
Scanner is no longer detected.	Power was interrupted during scanning.	Make sure power has been restored to the scanner and that scanner reinitializing steps have been taken (see scanner user manual for reinitializing procedures).Go to File and select Reinitialize Scanner. Check the settings and then click begin scanning. All previously scanned data are saved. Begin scanning where you left off (or at the beginning if you do not recall where you left off).
Scanner is no longer detected. (continued)	Power was interrupted during scanning. "Reinitialize Scanner" does not locate scanner.	Make sure power has been restored to the scanner and that scanner reinitializing steps have been taken (see scanner user manual for reinitializing procedures).Go to Options and select Test Scanner. Once the scanner is detected, go to File and Select Reinitialize Scanner. Check settings, and then begin scanning where you left off.
Advantage 1200 scanner display shows "KEY 0" after downloading test or reinitialization.	A communication error occurred.	Make sure there is no paper in the scanner, then go to File and select Reinitialize Scanner.
Answer sheet will not feed.	Answer sheet processing has been stalled.	Go to File. Select Process Current Sheet.

What's Happening	What it Could Mean	Solution
	There is a paper jam.	See the scanner user manual for instructions on clearing a paper jam. Clear the jam as instructed, and then go to File and select Process Current Sheet if necessary.
Scanner stops scanning.	There has been an interruption in power.	Make sure power has been restored to the scanner and that scanner reinitializing steps have been taken (see scanner user manual for reinitializing procedures). Go to File and select Reinitialize Scanner. Check the settings and then click Begin Scanning. All previously scanned data are saved. Begin scanning where you left off (or at the beginning if you do not recall where you left off).
Scanner stops scanning. (continued)	There has been an interruption in power and the problem has not been corrected.	Make sure that power has been restored to the scanner (see scanner user manual for troubleshooting your scanning device). Check that the cable is connected and that the scanner settings are correct (go to Options, select Scanner Setup and check settings, and then select the Advanced Settings tab and make sure the settings match the requirements listed in the scanner user manual). Next, go to Options. Select Test Scanner.
Answer sheet is jammed.	See the scanner user manual for instructions on clearing a paper jam.	Clear the jam as instructed, and then go to File and select Process Current Sheet if necessary.

What's Happening	What it Could Mean	Solution
Scanner is not detecting student responses.	Student's marks are too light or were made using something other than a number 2 pencil.	Look at the answer sheet. If marks are too light, use a number 2 pencil to darken student responses, and then rescan answer sheet. If marks were made in pen, use a number 2 pencil to darken the answer bubbles over the pen marks, and then rescan. Alternatively, enter student responses by hand.
Scanner is not detecting student responses even though responses were clearly marked using a number 2 pencil.	There is something wrong with the scanner.	See the scanner user manual's troubleshooting section for a solution to this problem.
Data are not successfully transmitted to CORE K12 after scanning.	Your Internet connection is down.	Open your internet browser and attempt to go to any Web site. If you cannot go to a Web site, your Internet connection is down. Contact your IT department.
Data are not successfully transmitted to CORE K12 after scanning. (continued)	CORE K12 Web site is down.	Check your email for notification that The Review Web site is down. If you continue to receive this error message and have not received notification that the site is down, contact CORE K12's technical support department (1-888-778-7737). All data that has been scanned are saved even if they are not transmitted.
You did not transmit data to CORE K12 prior to closing.		The next time you open ReviewScan with Internet connectivity, your data will be automatically sent.
Student data entered using ReviewScan do not appear in the appropriate Assessment Center accounts.	Data were entered today.	ReviewScan data are processed in the middle of the night. Data scanned today will appear in Assessment Center accounts tomorrow.

What's Happening	What it Could Mean	Solution
	The data were not successfully transmitted.	Open ReviewScan. If a dialog box appears stating that you have unsent data, click Yes to send the data. Scores will appear in Assessment Center accounts tomorrow.

What If I Need Help?

If at any time you need additional help, CORE K12 is available. You can reach Customer Support in three ways:

- Send email to k12support@corek12.com. Your email will be responded to within 24 hours (Monday through Friday).
- Call our Customer Service department at 1-888-778-7737.