



Best Practices : An Example

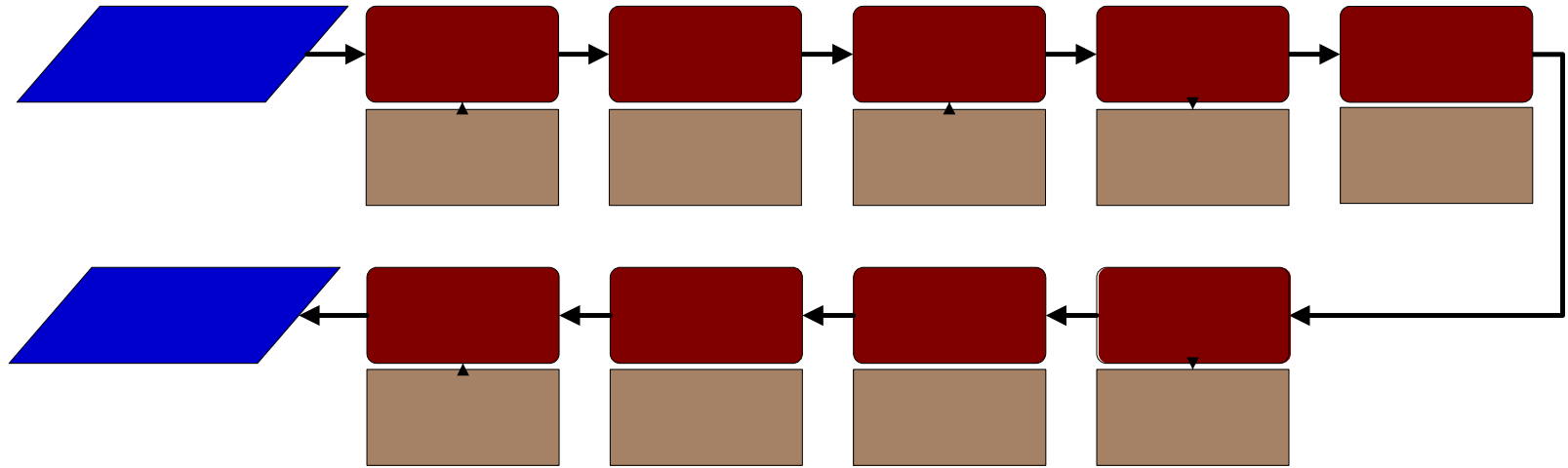
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Measured Progress

Sneak Peek at Operational Best Practices



Project Delivery Process



Contract
Awarded

Planning

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Document Layout

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Scanning and Editing

The Operational Best Practices in this chapter describe the processes and procedures that are necessary to help ensure accuracy throughout the scanning and editing of Student Answer Documents.

It is the responsibility of:

- Service Provider to provide an environment that achieves the highest possible degree of accuracy throughout this critical phase.
- Client, in concert with the Service Provider, to develop detail specifications for the edit rules to be applied to Student Demographic and item Response information.

Scanning and Editing

- 12.1 A process will be established to help ensure accurate scanning.
- 12.2 A process will be established to help ensure that booklet integrity and student response document integrity are maintained during the scanning process (i.e., the correct pages are scanned, in order, and the page counts match the booklet specifications).
- 12.3 A process will be established to help ensure that all documents requiring scanning are scanned.
- 12.4 An editing process will be established to help ensure accurate collection of data from scanned documents.
- 12.5 A contingency plan or system, approved by both the service provider and the client, should be in place such that any issues encountered in scanning will not delay scoring and reporting.

Scanning and Editing

12.1 A process will be established to help ensure accurate scanning.

12.1.1 Documents to be scanned should meet production specifications as defined by relevant technologies. For example, the specifications should include rules and procedures for the use of:

- Anchor points
- Timing tracks
- Dropout ink (refer to Chapter 6: Manufacturing of Test Materials for more information)

Scanning and Editing

- 12.1.2 Documents should be scanned in a secure, climate-controlled environment.
- Documents should be conditioned/acclimatized prior to scanning.
- 12.1.3 The scanning hardware and supporting software should be calibrated and the calibration plan should be documented.
- 12.1.4 Scanner operators should be trained and the training should be documented.
- 12.1.5 A specifications document should be created and agreed upon by the client and service provider that delineates the attributes of the scoring process (i.e., how a mark is recognized and scored). These attributes may include but are not limited to:
- Multiple marks
 - Incomplete marks
 - Light marks
 - Erasures
 - Other nonconforming marks

Scanning and Editing

12.1.6 Process should be established and used to verify the accuracy of scanning hardware and supporting software.

- A test deck or other appropriate process should be used to validate the accuracy of the data collected on each scanner.
- A User Acceptance Test (UAT) should be conducted.
- When a scanner fails to meet calibration requirements, there should be a plan to intervene and to identify documents and data potentially affected. A plan to rescan affected documents, if required, should be developed and implemented.

Scanning and Editing

12.2 A process will be established to help ensure that booklet integrity and student response document integrity are maintained during the scanning process (i.e., the correct pages are scanned, in order, and the page counts match the booklet specifications).

12.2.1 Documents will be checked for total page count.

12.2.2 Documents will be checked for image completeness and clarity.

12.2.3 A litho code, bar code, or other identifying strategy should be used on each page or sheet.

Scanning and Editing

12.3 A process will be established to help ensure that all documents requiring scanning are scanned.

12.3.1 An exception-handling process for damaged and nonscannable documents should be developed and documented. This process should include, but is not limited to:

- Key entry with verification
- Flatbed image scanning
- Alternative processing as defined

12.3.2 A procedure should be in place to reconcile the number of documents received with the number of documents actually scanned.

Scanning and Editing

12.4 An editing process will be established to help ensure accurate collection of data from scanned documents.

12.4.1 A specification document should be created that delineates how a mark read by the scanner is identified and edited. This document should include, but is not limited to:

- Edited fields values (e.g., names as A-Z, multiple choice scores as 1-4, etc.)
- Multiple marks
- Omitted marks (i.e., leading, trailing, or embedded)
- Blank marks
- Editing quality control rules

Scanning and Editing

- 12.4.2 A User Acceptance Test (UAT) of the editing software should be completed prior to implementation of the full production system.
- 12.4.3 Editors should be trained and the training should be documented.
- 12.5 A contingency plan or system, approved by both the service provider and the client, should be in place such that any issues encountered in scanning will not delay scoring and reporting.