Achievement Series Scan Station Troubleshooting Guide

Common Scanning Issues

This guide identifies the most common issues encountered when scanning answer sheets using Scan Station software and troubleshooting tactics that can be used to resolve each issue. The specific issues addressed in this guide are the following:

- Answer sheets do not scan properly

- Paper jam

- Scanner times out

- Unable to scan answer sheets

- Scan Station does not launch

- None of the above issues apply

▶ Issue 1: Answer Sheets Do Not Scan Properly

In most cases if the answer sheets do not scan properly, the answer sheets will go through the scanner correctly, but a red X will appear in the Scan Station window. This indicates a major form error.

1. Stray Marks

If the answer sheet has stray pencil marks, this could keep the scanner from scanning the form correctly. The solution is to erase the stray pencil marks (often in the registration area at the top right of the answer sheet) and to rescan the answer sheet. If it doesn't take the answer sheet the second time, then you may need to do a manual entry of students' answers.

NOTE: See Addendum 2 for directions about how to manually enter students' answers in Scan Station at the end of this guide.

2. Xeroxed Answer Sheets

If the answer sheets have been printed and then copied, they most likely will not be read by the scanner correctly. This is because when answer sheets are copied, the scaling of the copied answer sheet most likely will be different than the original answer sheet. In this case there are two choices.

a. Complete a manual entry of students' answers into Scan Station.

b. Reprint the answer sheets. Transfer students' answer choices onto the newly printed answer sheets and rescan them using Scan Station.

NOTE: See Addendum 2 for directions about how to manually enter students' answers in Scan Station.

3. **Improper Feeding of Answer Sheets**

> It is recommended that no more than 30 pages (answer sheets) are scanned at once. If only a few answer sheets in a large set do not scan, just try to rescan those few that were originally unsuccessful. Be sure to always insert answer sheets face up in the scanner. Additionally, when scanning two-page answer sheets make sure that page 1 is immediately followed by page 2 for each student.

4. **Improper Printing of Answer Sheets**

   a. Adobe Acrobat print options have not been chosen properly. When you select the student answer sheets to be printed, you will be reminded of print option selections as the answer sheets are generated into a PDF document. This reminder will tell you to make sure that **Auto Rotate is set to OFF** and **Page Scaling is set to NONE**. These should be the default settings, but they should be checked before printing each batch of student answer sheets. If the test has not yet been given, the answer sheets can be reprinted with the correct settings applied. If the test has already been administered, a manual entry of students' answer choices can be performed. Alternatively, the answer sheets can be reprinted, then students' answer choices can be transfered and the answer sheets can be rescanned using Scan Station.

   b. Answer sheets may have printed out very lightly. This generally occurs when the answer sheets are not printed to the designated Scan Station printer. If the test has not been given, the answer sheets can be reprinted to the designated printer. If the test has already been administered, a manual entry of students' answer choices can be performed or the answer sheets can be printed, then students' answer choices can be transferred and the answer sheets can be rescanned using Scan Station.

   c. Answer sheets may have printed askew. There are two possible causes for this issue. One, there may be a paper jam in the printer. Two, paper was loaded improperly into the printer. In either case, check for a paper jam and check that the paper is loaded correctly into the printer. Then reprint the answer sheets.

   NOTE: See Addendum 2 for directions about how to manually enter students' answers in Scan Station at the end of this guide.

5. **Scanner Has Become Uncalibrated**

> This generally happens if the Scan Station has been moved. If a scanner is moved, the moving parts of the scanner can become unaligned. You will receive one of two errors when trying to scan the answer sheets. First, the Scan button in the Scan Station will be grayed out, or after scanning the answer sheets, you will get a red X indicating a major form error. In either case, the scanner will need to be recalibrated. This will need to be done by the ITSS at the school.

   NOTE: See Addendum 1 for directions about how to calibrate the scanner at the end of this guide.

6. **Wrong Test Selected When Printing Answer Sheets (Prior to Scanning)**

If the wrong test has been selected from the Scan Station when printing the answer sheets and the test **HAS NOT** been given, reprint the answer sheets. If the test has been given and that test (the wrong assessment) is a direct match to the one that should have been given (the correct assessment-same number and type of questions), then when scanning follow these steps below:

    a. Select the **correct** test from Scan Station and press the Scan button.

    b. On the left side of the Scan window, uncheck the **Blocked Test ID** button.

    c. Scan the assessments as you normally would.

If the test has been given and that test (the wrong assessment) is **NOT** a direct match to the one that should have been given (the correct assessment-different number and/or type of questions), then either students' answer choices can be entered manually or the correct answer sheets can be reprinted, correctly bubbled with students' answer choices and rescanned.

NOTE: See Addendum 2 for directions about how to manually enter students' answers in Scan Station.

7. **Wrong Test Selected When Scanning**

If answer sheets have been scanned in under the wrong assessment (ex: NSL for Honors NSL), those incorrect scores will need to be spoiled (removed). To do this, contact the Help Desk with the following information:

    a. Name of teacher

    b. Name of course

    c. Name of assessment

    d. Name of students with student ID for the test needing to be spoiled

NOTE: Allow 48 hours from the time the Help Desk ticket has been assigned for spoiling of test scores.

▶ Issue 2: Paper Jam

If there is a paper jam during the scanning of assessments, follow the steps below:

    a. Stop the scanning of answer sheets by pressing cancel on the Scan Station window.

    b. Clear the paper jam.

    c. Re-bubble students' answer sheets caught in the paper jam if necessary.

    d. Restart the computer and turn off/turn back on the scanner.

    e. Rescan the answer sheets.

▶ Issue 3: Scan Station Times Out

Infrequently if you are logged into Scan Station to either print or scan answer sheets, you will receive a message stating that Scan Station has timed out. If this happens, follow these steps below:

    a. Close all open Scan Station windows.

    b. Double click to open the Scan Station software again.

▶ Issue 4: Unable to Scan Answer Sheets

If you are attempting to scan completed student answer sheets and are unable to do so because the Scan button is grayed out in Scan Station, this means that the scanner calibration process has not been completed for the printer where the answer sheets were printed from. In order to scan answer sheets, calibrate the scanner/printer combination using the directions provided in Addendum 1.

▶ Issue 5: Scan Station does not Launch

If the Scan Station software does not launch or give an error message when attempting to launch, this usually is a result of the Scan Station computer not being connected to the internet. Follow the steps below to reconnect to the internet.

    a. Make sure the Ethernet cord is connected to the back of the computer and to an Ethernet port on the wall.

    b. Restart and log into the computer under the Scan Station login.

    c. Launch the Scan Station software.

    d. If for some reason the software still does not launch or you still receive an error message, check with your ITSS to make sure the Ethernet port you are connected to in the room is active.

▶ Issue 6: None of the Above Issues Apply

If your scanning issues persist after using this guide to resolve them and/or you have encountered a different issue that has not been addressed in this guide complete the following steps in the order they are listed below.

    a. Contact your school's ITSS for assistance with resolving the issue.

   b. Contact the MCPS Help Desk if your school's ITSS is not able to resolve the scanning issue.

Addendum 1

Calibrating Scanner

Scan Station does not support multiple scanner configurations on the same computer. If you have more than one scanner, set up a separate Scan Station computer for each one.

▶ **To Download and Install Scan Station:**

1. Go to **http://www.achievementseries.com**
2. Click **Staff Member**.
3. Login with the School Site ID, Staff ID and Password.
4. At the Achievement Series home page, select **Site Admin**.
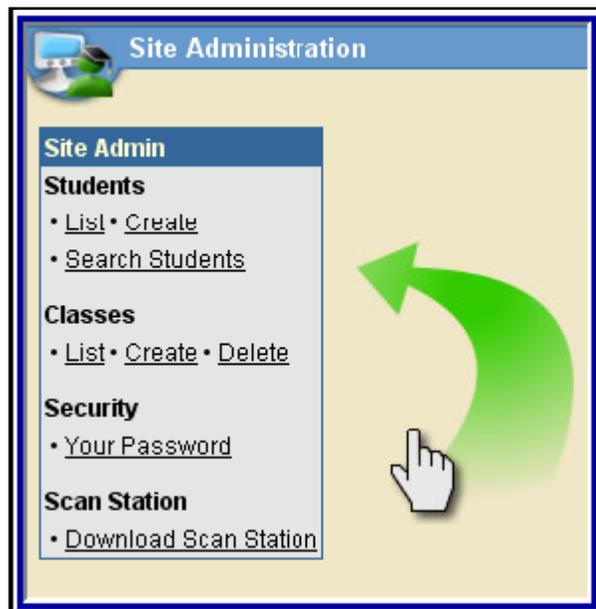
Site administration toolbar of Achievement Series website

5. On the Site Administration page, click **Download Scan Station**.
6. **Download** (Save) the Scan Station executable file to the computer desktop.
7. After the download has finished, click **Open** to initiate the installation or click the Scan Station .exe icon saved on the desktop.
8. Click **Next** at each screen to accept the default installation process in order to install Scan Station to C:/Program Files/Scantron/ Scan Station.
9. Click **Finish** at the last screen to complete the installation process.
10. After Scan Station launches, enter your Achievement Series login information, including your school site ID, your staff ID and your password. Afterwards, click the **Login** button.
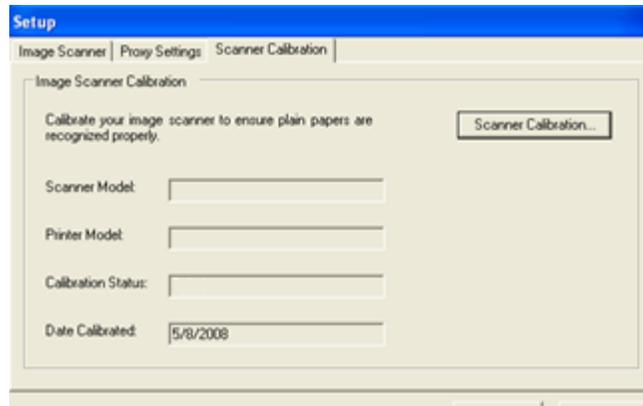
Scan Station login window

11. Click the **Setup** button.
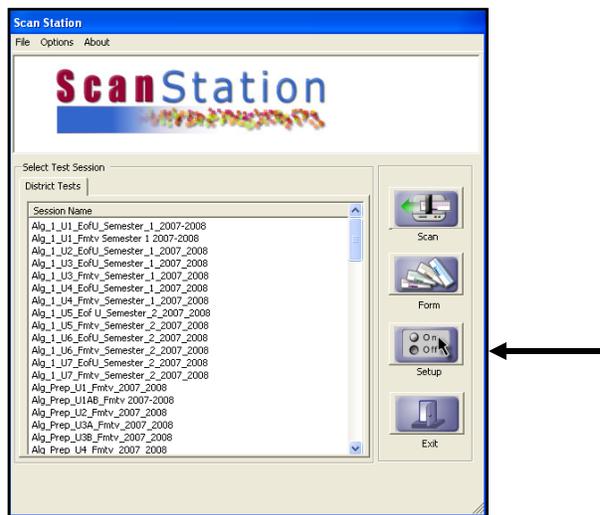
Scan Station window

12. From the Setup window, click the **Scanner Calibration** tab at the top, then click the **Scanner Calibration** button.
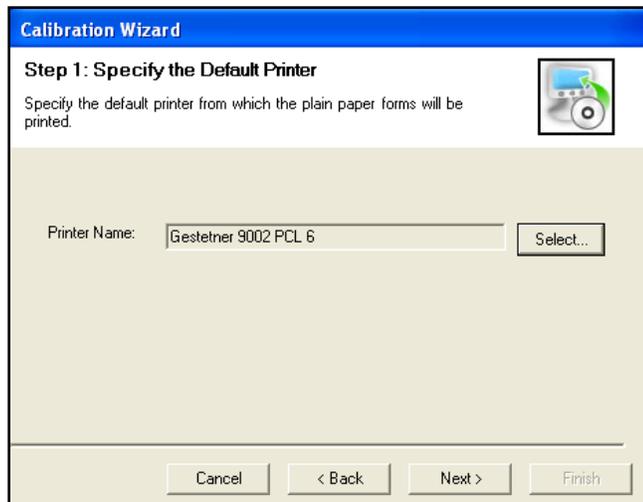
Setup window

13. At the Welcome to Scan Station Setup Wizard screen, click **Next**.
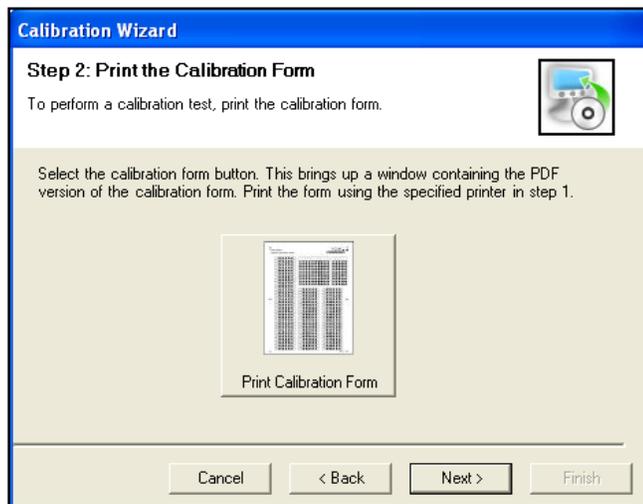

Setup wizard window

14. Click the **Select** button to choose the printer you wish to use for printing student answer sheets.

NOTE: In most MCPS schools, you should pick the Gestetner printer/copier of another high volume printer. Do not print to the scanner.

Calibration wizard window: step 1

15. Click the **Print Calibration Form** button. This will bring up a new window containing the PDF version of the calibration form. **Print** the form using the printer specified in the last step.

16. Once you have printed the calibration form, return to the Calibration Wizard window and, click **Next**.
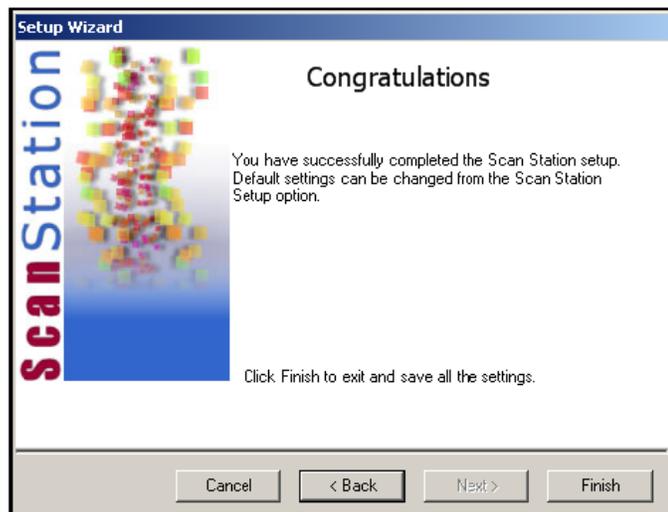

Calibration wizard window: step 2

17. Place the printed calibration form in the automatic feeder of the scanner and press **Start** on the scanner to begin the calibration process.

18. Click **Next** when the calibration form has completely scanned.

Calibration wizard window: step 3

19. If calibration is successful, you will receive a confirmation message. Click **OK**.

20. When the Congratulations screen appears, click **Finish**.

Calibration wizard window: congratulations

✎ **NOTE:** If the calibration was not successful or if you receive an error message, you may contact Scantron Technical Support by phone at **1-800-445-3141** or via email at **Support@Scantron.com**

Addendum 2

Manual Input of Student Answers in Achievement Series

If a test fails to scan properly, you can manually input students' scores for the test. This should only be done if you have tried to scan unsuccessfully several times. For final exams, you should have a resource teacher or a second school staff person present when manually entering scores.
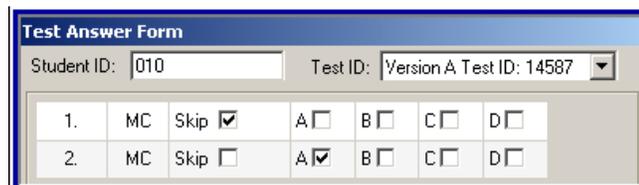
▶ **To manually input students' scores:**

1. From the Scan Station Scanning window, click **Manual Input**.
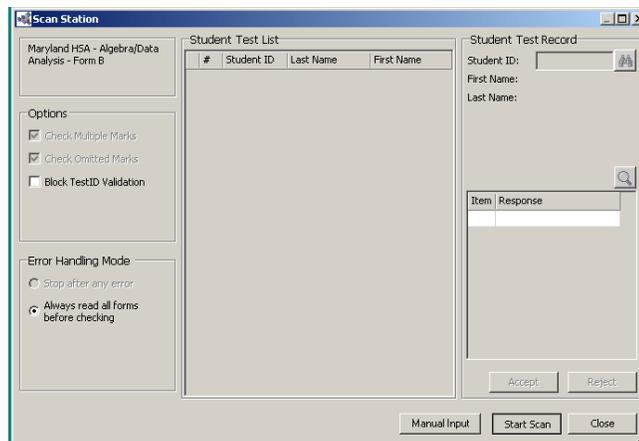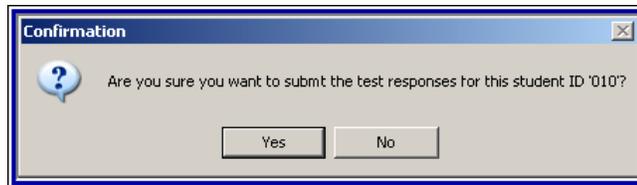

Scanning window

2. The Test Answer Form will display.

3. Type in the Student ID and then select the Test ID.

4. Check the lettered boxes representing the answers the student marked on their form.

Test answer form window

5. Check **Skip** if the student did not answer an item.

6. For an extended response item check the box equating to the student's points earned.

7. When you are ready to 'turn in' the form, click **Submit**.

8. When the confirmation message appears, click **Yes**.

Confirmation window