

Cogsci Remark User Documentation

V1.0

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Before the exam

Updated scantron form

The scantron form has been updated from the old version to reduce scanning errors. You can find the new form at <<I'm still working on a permanent location for the files. For now, just email e1morgan@ucsd.edu for the files>>. Please use this form instead of the old one. The new form can be identified by the greater separation between the bubbles and row/column labels.

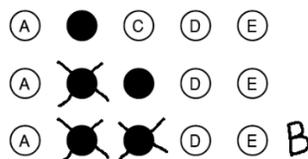
Server Access

Note that only CogSci grad students and staff have access to the Remark server for grading, so please do not assign grading duties to IAs or grad students from other departments, unless absolutely necessary. If IAs or outside students need access to Remark, please contact SSCF to have access granted as soon as possible. Cogsci grad students and faculty should automatically have access, but if you have not used Remark before, it is recommended to connect to the server just to make sure you have access at least one week before you need to use it.

Student instructions

The department's scanner and the Remark software both have a few quirks that can make grading easy or hellish, depending on how the students fill out the exam forms. If the students are given the following instructions before the exam, it should help the process go more smoothly:

1. Use dark blue or black pen only. Do not use pencil or pens with light/pastel-colored ink.
2. If you want to change your answer, X out your previous answer and bubble in a new one. If you decide later to change your answer back to the original one, X out any filled in bubbles and write your answer next to the bubbles as shown below:



3. **DO NOT** use any form of whiteout or whiteout tape on your exam form. This can cause damage to the department's equipment and may require costly repairs.

The rule for using pen only is due to the way our copier scans the forms. The graphite from some pencils is particularly reflective, and the copier will scan these as partially or entirely blank, even though the penciled-in bubbles are easily visible to the naked eye. Using pen only eliminates this problem. Likewise, some students use light-colored ink pens, and these tend to show up very faintly in the scans. Blue or black ink shows up the best.

Crossing out a changed answer is the best way for students to change answers, because Remark is generally able to ignore X'd out answers, and the ones that Remark is not able to figure out are easy to determine.

Whiteout, whiteout tape, or anything else added to the exam forms are dangerous for the department's copier. There is a significant chance that these will attach to the rollers in the copier, and either come off onto some random document that is scanned later, or potentially cause paper jams. In either case, the solution is usually to replace the rollers, which can be costly. Feel free to use any means necessary to discourage students from using whiteout or whiteout tape on their exam forms.

Other notes

One of the old "rules" for Remark stated that the exam forms all needed to come from the same printer. This is not the case, and a batch of exam forms can come from any combination of printers and/or copiers available, but please note that different devices may have different margin settings, resulting in cutoffs or scaling differences. As long as the forms used for an exam have the same scaling and margin settings, any device(s) can be used to print out the forms.

If you are using multiple exam versions, it is often helpful to collect the completed exams in different piles by version. This is entirely optional – the Remark software doesn't care – but it makes it easier when the students inevitably forget to bubble in the test version. When grading, if you come across an exam with a blank version ID and you have separated them by version when you collected them, you can safely assume the version without having to check anything else.

Scanning the exams

Preparation for scanning

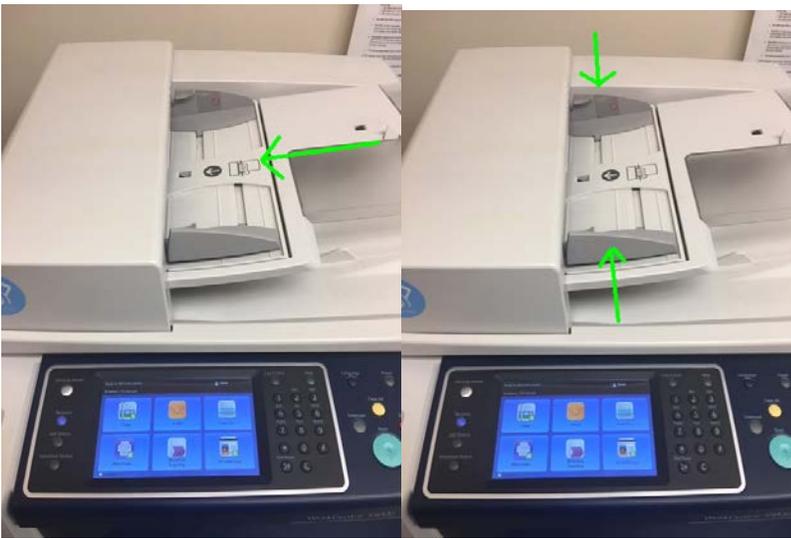
For easiest processing by Remark, you should have the following items in addition to the completed exams to be scanned:

1. One blank exam form
2. One filled in exam key for each exam version

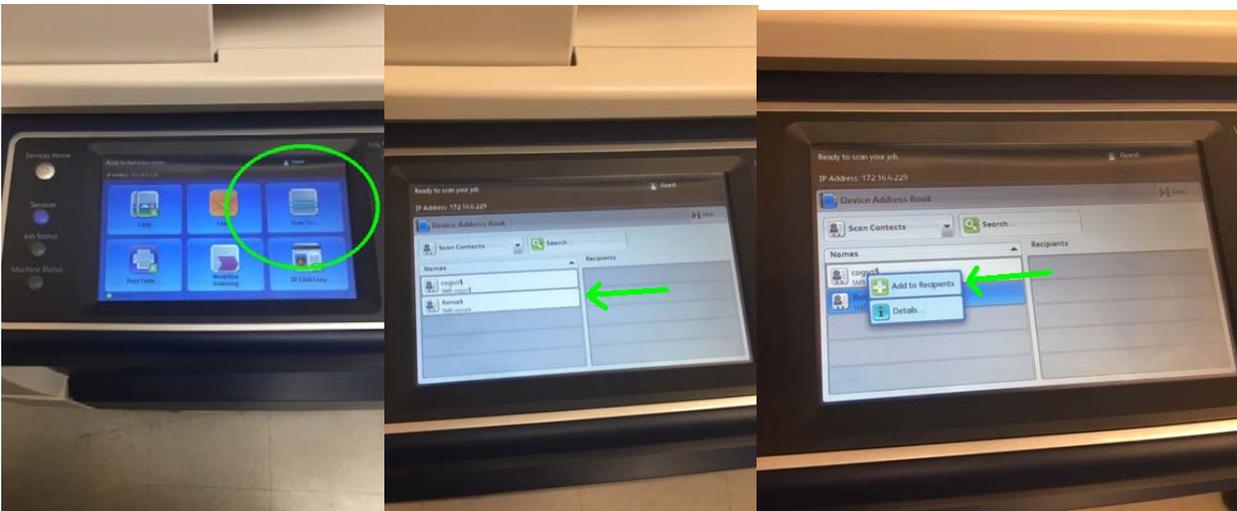
Note that scanning in exams does not incur any charges, so you do not need to swipe any cards or enter any codes before scanning.

Scanning procedure

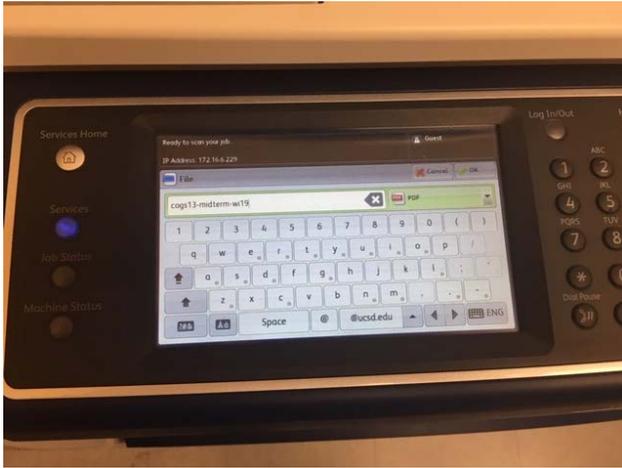
1. Place the blank exam form by itself in the feeder tray at the top of the department copier, facing up. Make sure that the paper guides are snugly against the sheet. It is especially important that the first blank sheet is feeded into the copier straight, as this will be used as the template for the rest of the sheets.



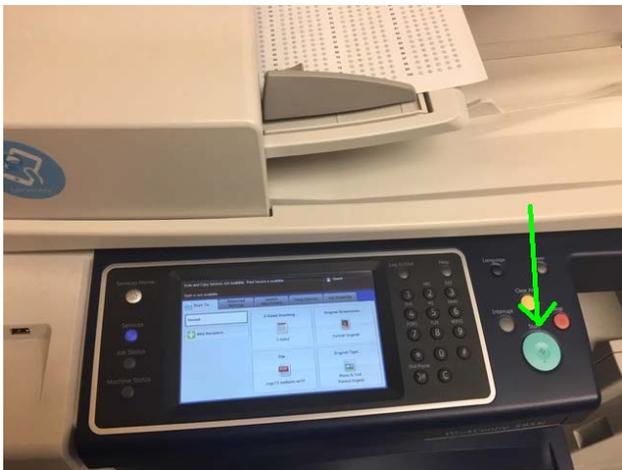
2. On the copier's control panel, press the Scan To button. In the recipient list, select Remark, then Add to Recipients. This tells the copier to scan the files to the CogSci network share for Remark.



3. On the control panel, click on File, make sure the output file type shows as PDF, and enter a descriptive name for the files you are scanning. Click the OK button to proceed.



4. Press the big green Start button on the copier to scan the blank sheet. Note that the copier will put each scanned document in a different file each time you press the start button. Each file will have the same filename, with increasing numbers appended to the end (MyFilename.pdf, MyFilename1.pdf, MyFilename2.pdf, etc). By scanning the blank sheet on its own, you will end up with a file with only that sheet, which makes it easier to make the template for grading.



5. Once the blank sheet has been scanned, place the answer key(s) in the feeder tray and press the Start button.

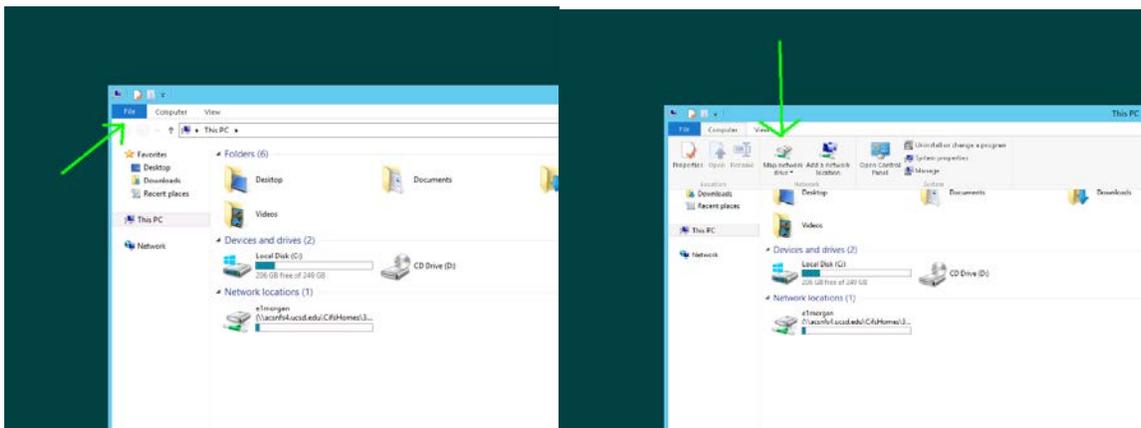
6. Separate the exams into piles approximately the thickness of your thumb, and feed each pile separately into the feed tray. Make sure that the tops and bottoms of the sheets in the pile are well aligned, and make sure the paper guides are flush against the sheets before scanning each pile – this helps prevent the sheets from scanning crooked. I recommend keeping each scan pile separate and in the scanned order after scanning – this makes it easier to find the physical sheet if you need to reference it for any reason during the grading process, but is not necessary.

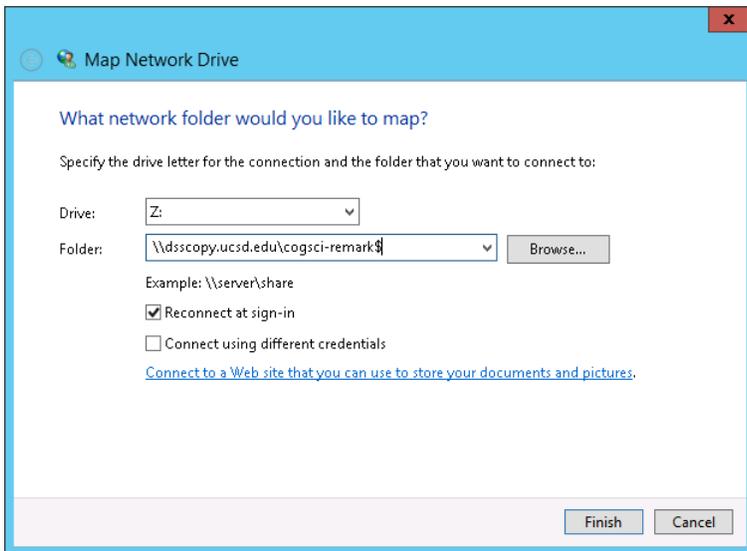
7. Once all of the sheets have been scanned, the copies will take a few minutes to finish creating the files in the network drive. This should take no longer than 10 minutes, and if you need to see if it has completed, you can click on the Job Status button on the front panel of the copier.

Accessing the server and accessing files

The server is accessed via Microsoft Remote Desktop. This application should be installed by default on Windows PCs, and can be found in the Apple Store for Macs. There are various programs for MS Remote Desktop (RDP protocol) access in Linux, so choose whichever suits you. I personally use the Remmina Remote Desktop Client on my Linux box.

1. Start up the Remote Desktop client. The server/host name is **new-remark.ucsd.edu**. If you are unable to connect to the server, you may need to use VPN (even if you are on a laptop on campus).
2. Log in to the Remark server when prompted. The user ID and password should be your Single Sign On ID credentials, but if you get an invalid user name prompt, try using you're your full email address and Single Sign On password.
3. Once you have connected to the server, create a folder on the desktop to hold the files for this exam, and copy the scanned files from the shared drive. The shared drive location is [\\dsscopic.ucsd.edu\cogsci-remark\\$](\\dsscopic.ucsd.edu\cogsci-remark$). I highly recommend mapping a network drive to this location so you don't have to remember it. To do so, open the File Explorer, click on the File menu, then Map Network Drive. Select any available drive letter (Z: is a good choice), use [\\dsscopic.ucsd.edu\cogsci-remark\\$](\\dsscopic.ucsd.edu\cogsci-remark$) as the Folder location, and make sure the "Reconnect at sign-in" checkbox is checked. Once this is done, the Z: drive will be available every time you use the Remark server, and you won't need to retype the dsscopic location.





4. In the network folder, look for the files that you scanned. Move them to the folder you created for this exam's files (you can drag with the right mouse button to get the option to Move instead of Copy).

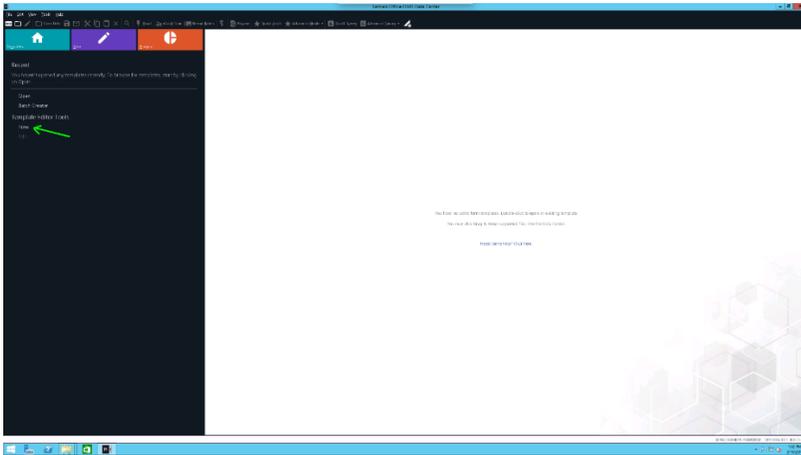
5. Open each of the files to double check that everything looks good. Note that the first time Adobe Acrobat is opened, it will show an intro window, and it won't show the file you clicked on. You will need to close Acrobat and click on the file again to actually open it. If the scans look good, proceed to the next step. If there are any significant problem with the scans, jump to the Troubleshooting section of this document for fixes.

Grading

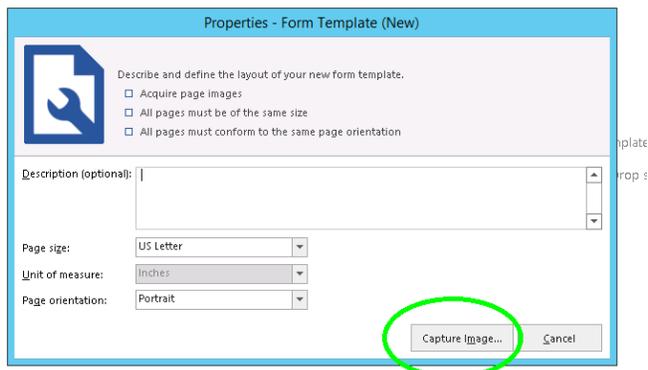
Creating a template

Importing a blank form

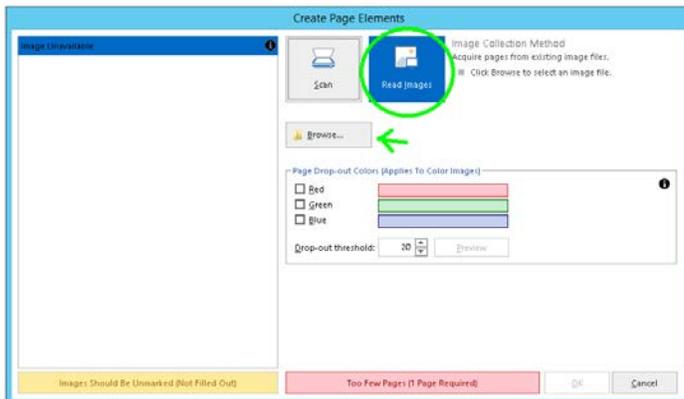
1. Open the Remark software (the icon is on the desktop).
2. Click on New from the Template Editor Tools section on the left hand side. If you do not see this section, click on the blue/green Template button in the upper left and you should see it below that.



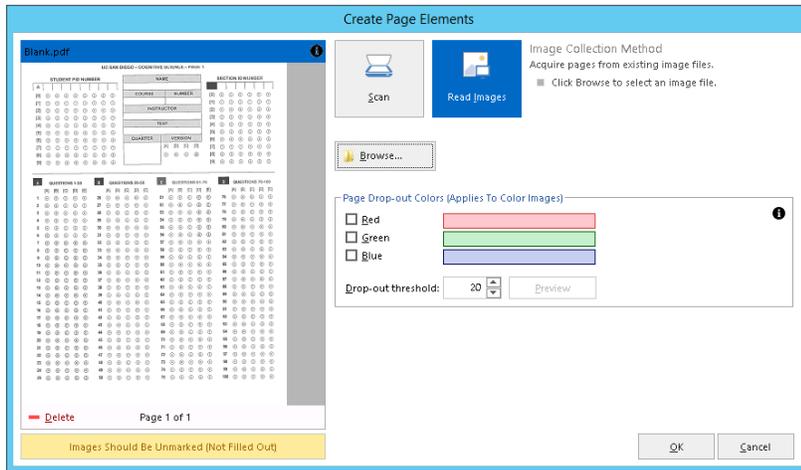
3. In the window that appears, click on Capture Image...



4. In the next window, click on Read Images, then the Browse button that appears.



5. Choose the first file from the scanner files you copied from the network folder. You should see the blank form in the left side of the window after the file is selected. Click OK to continue.



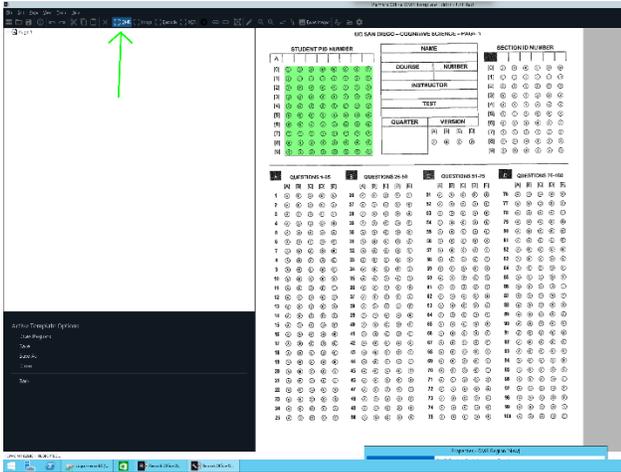
Important note on OMR regions

For each of the OMR regions you will define in the steps below, Remark will automatically identify the number of rows and columns, and will offer correct options for the Possible label scales. If it does not show the correct number of rows and columns, and/or the Possible label scales are off (for instance, showing 0 to 7 as the label scales for PID), that means that the region you have dragged across the bubble area has a problem (typically this happens if the box is on top of one edge of the bubbles). If this occurs, it is best to cancel and redraw the region.

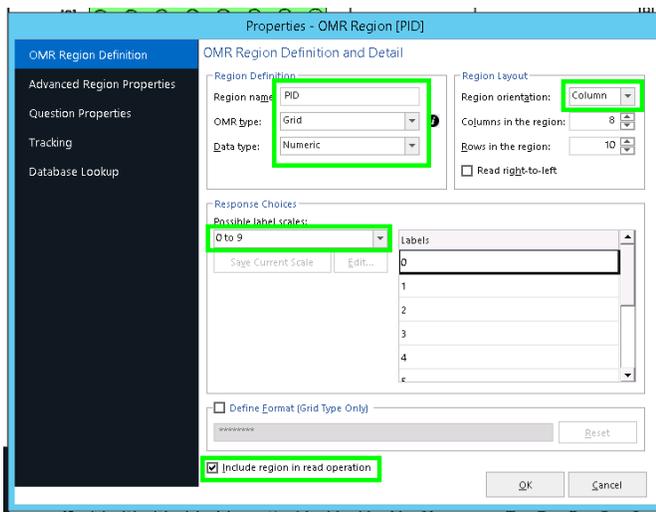
If you forget to set any of the region properties correctly, or want to change them later (such as making a section of questions worth extra credit, or a different point value), you can right click on an existing region and select Properties to edit the region properties.

PID

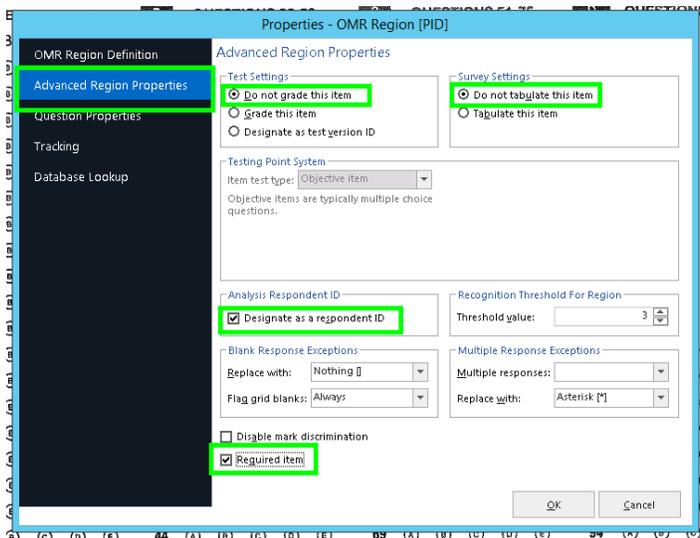
6. In the main Template Editor window, click on the OMR button at the top of the page, then drag a box over all of the bubbles for the PID portion of the exam form. It is recommended to make the box just slightly bigger than the bubble area, but completely including all of the bubbles (see image below). If the box does not completely cover the bubbles, Remark may not read all of the values, and if the box is too big, it can potentially reach across spaces in the form and incorrectly try to read non-bubble areas of the form.



7. Once you have finished dragging the box, a window will appear with properties for that scan area. If you misclicked and the box is not covering the area you want, you can cancel this window and click the OMR button to try again. Otherwise, for Region Name, type “PID”. Set OMR Type to “Grid”, and Data Type to “Numeric”. Set the Region Orientation to “Column”, and in the fields below it should show 8 columns and 10 rows in the region. If it is showing a different number of rows and columns, there is something wrong with the OMR region, and it should be redone. Select “0 to 9” in the Possible Label Scales field, and make sure “Include region in read operation” is checked. Do not click OK yet.



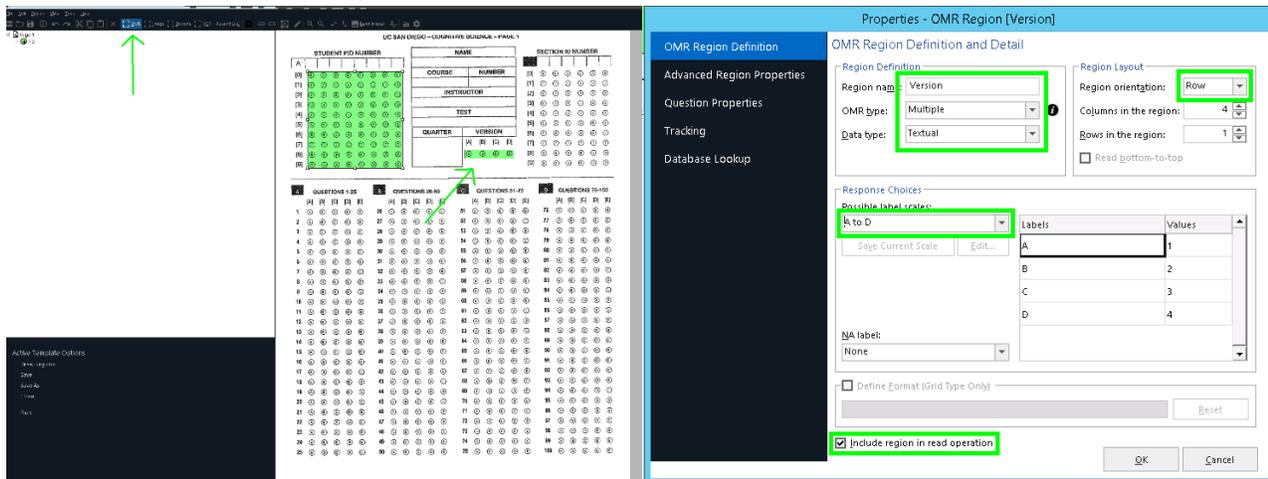
8. Select “Advanced Region Properties”, and on this screen, make sure “Do not grade this item”, “Do not tabulate this item”, “Designate as respondent ID”, and “Required Item” are selected, then click OK.



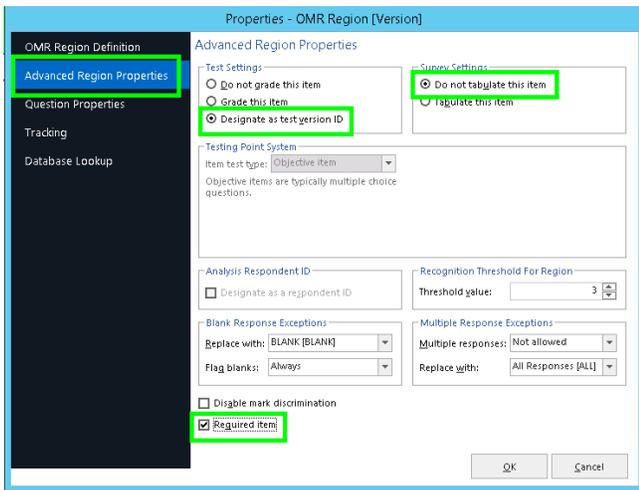
Test Version (optional)

(If not using different versions for your exam, you can skip to the next section)

9. Click the OMR button again and draw a box around the test version bubbles. In the window that appears, type “Version” for the Region Name, leave the OMR type as “Multiple”, the Data type as “Textual”, and the Region Orientation as “Row”. Set the Possible label scale to “A to D”, and make sure “include region in read operation” is checked. Do not click OK yet.



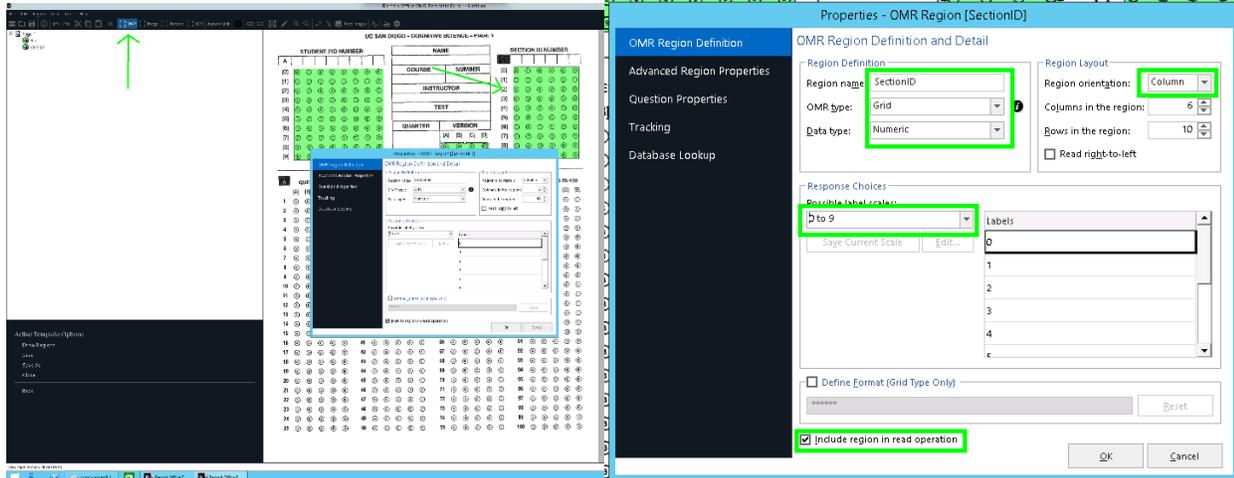
10. Select “Advanced Region Properties” and on this screen, select “Designate as test version ID”, Do not tabulate this item”, and “Required Item”, then click OK.



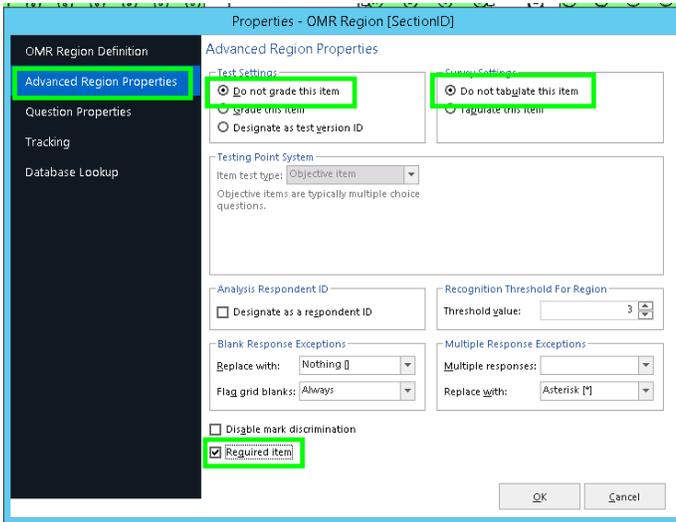
Section ID (Optional)

(if not using the section ID portion of the exam form, you can skip to the next section)

11. Click the OMR button and draw a box around the section ID bubbles. In the window that appears, type “SectionID” for the Region Name, set the OMR type to “Grid”, the Data type as “Numeric”, and the Region Orientation as “Column”. Set the Possible label scale to “0 to 9”, and make sure “include region in read operation” is checked. Do not click OK yet.



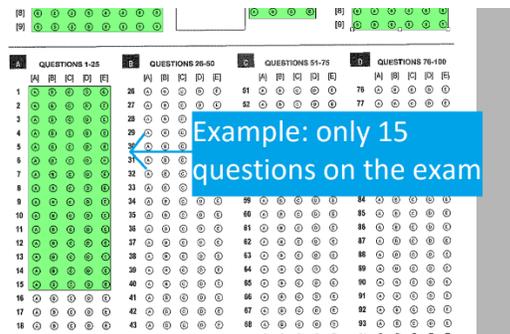
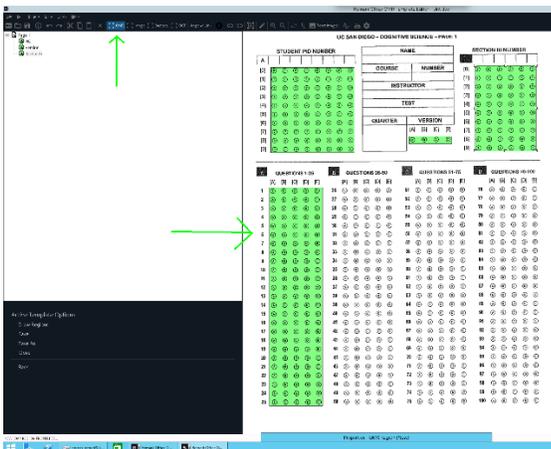
12. Select “Advanced Region Properties” and on this screen, leave everything as default, except check the “Required Item” checkbox, then click OK.



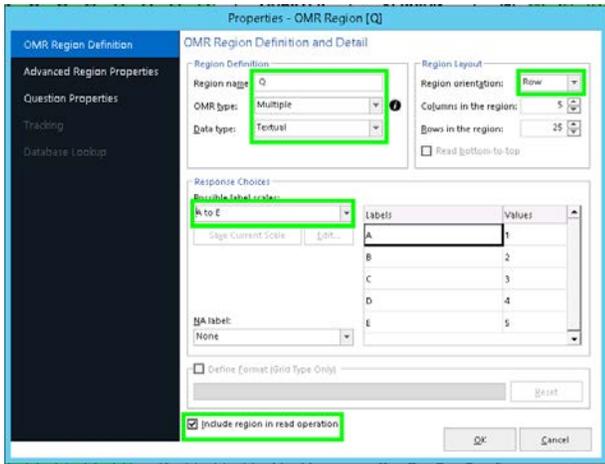
Exam questions

Note: depending on the number of exam questions used, the OMR region for this section may have multiple parts. If you name the parts with the same name, Remark will continue the numbering from the previous part. For example, if you have 40 questions on the exam, you would make one OMR region covering the bubbles in the first column of the form, and name it “Q”, and Remark will identify the rows as Q1 through Q25. If you then make another region covering the bubbles for questions 26 through 40 in the second column of the exam, and also name it “Q”, Remark will identify those rows as Q26 through Q40. If you instead were to name the second region with a different name from the first, Remark will identify the rows as 1 through 15 of the second section, which makes everything confusing.

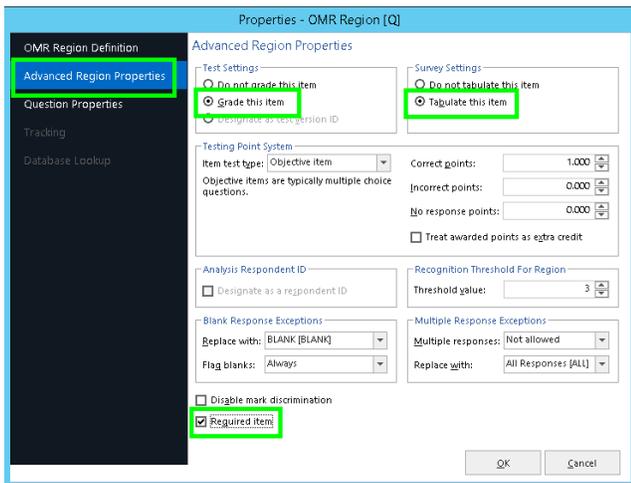
13. Click the OMR button again and select all of the bubbles from the first row that are used in the exam. If you have fewer than 25 questions in the exam, only cover the rows used. If you have more than 25 questions in the exam, keep adding new regions until all of the used rows are covered, and no more.



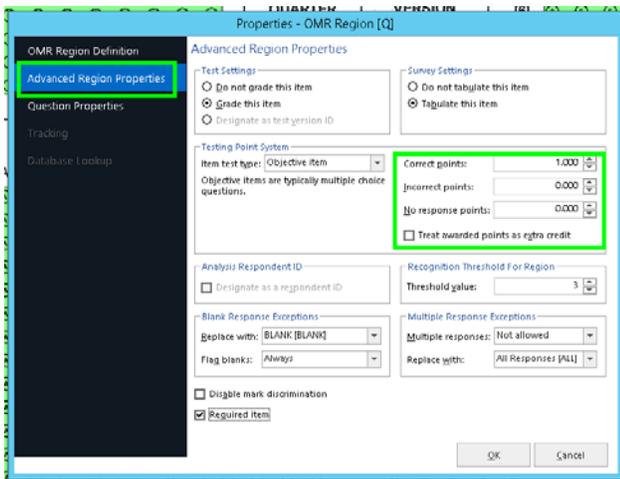
14. In the window that appears, type “Q” for the region name, and set the Possible label scales to “A to E”. Leave the rest of the options as default and click on Advanced Region Properties



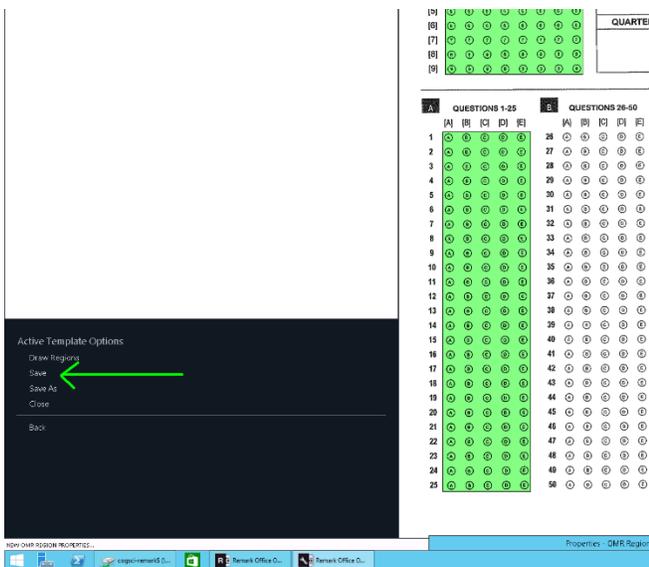
15. In the Advanced Region Properties window, make sure “Grade this item” and “Tabulate this item” are selected, and check the “Required Item” checkbox, and click OK.



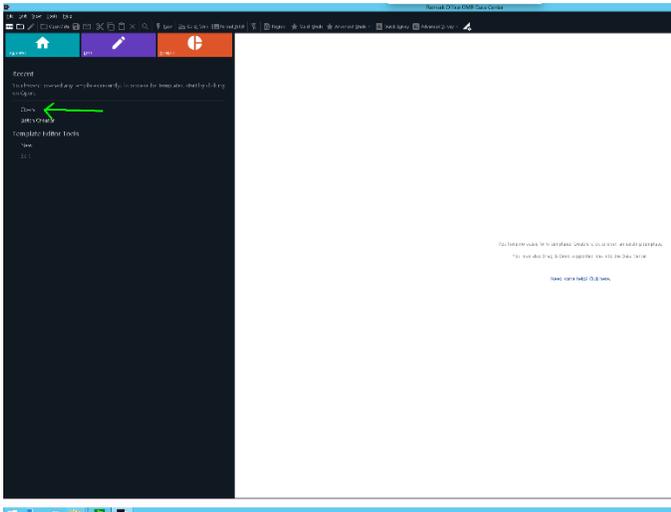
16. Repeat steps 13 through 15 until all you have covered all of the question rows used in the exam. If you are using different points for blocks of questions on the exam (such as questions 5 through 20 being worth ½ point), you can easily set this up during this process. For each block of questions using a different point system, make a new region (retaining the name “Q” for each one), and on the Advanced Region Properties page, change the “Correct points” field to the desired value. For instance, if you have a 40-question exam, and questions 10-20 are worth ½ point each, make on region covering rows 1-9, another region covering 10-20 and set this to ½ point, then another region covering row 21 to the end.



17. Click on Save in the bottom left area of the window, and save the template to a directory you can find easily (I recommend saving it to the directory you have the rest of the scammed files in). Once you have saved the template, close the Template Editor window.

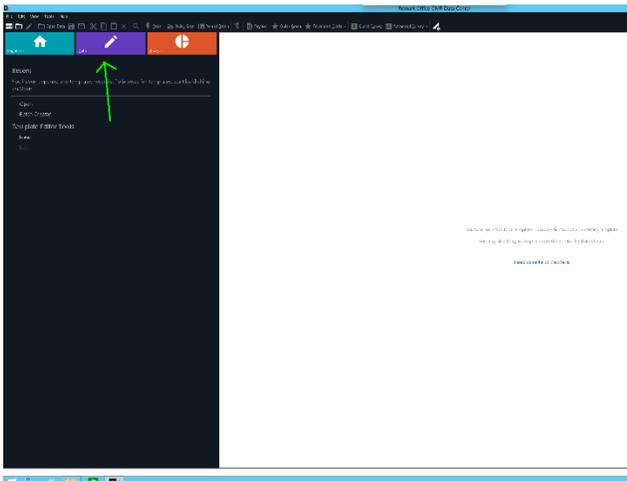


18. In the main Remark window, click on Open in the upper left area, and open the template file you just saved.

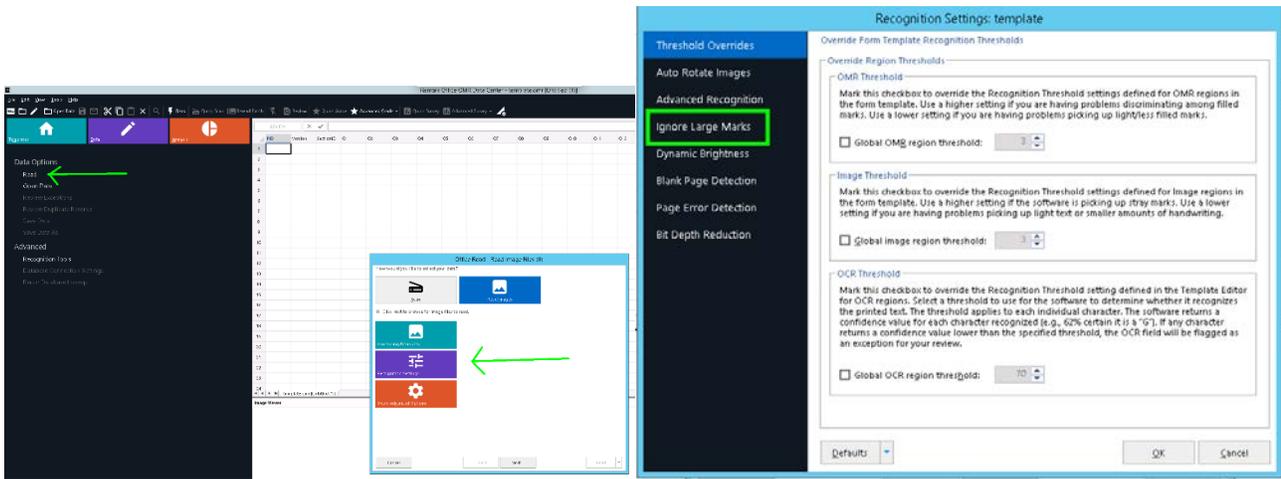


Reading the exam data

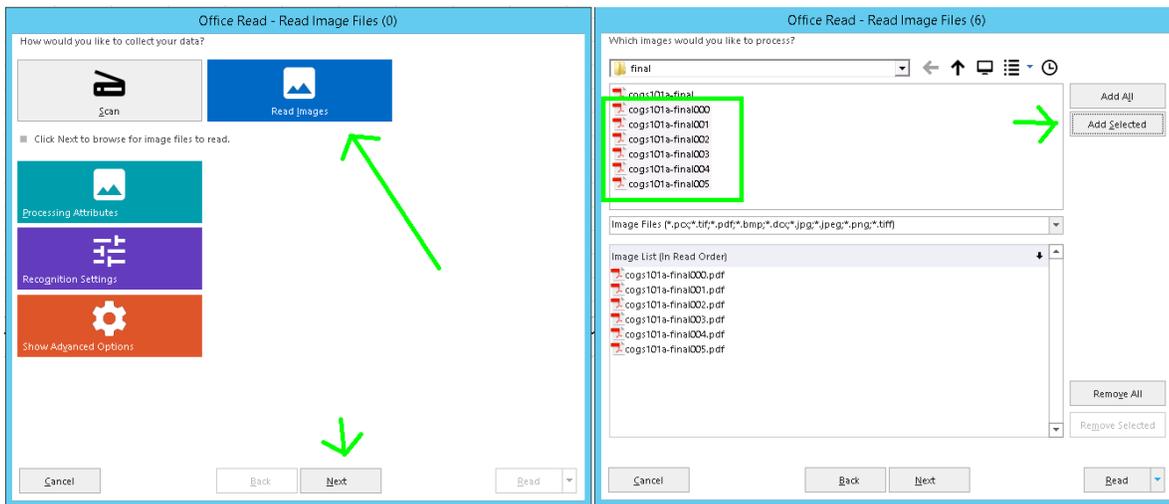
Once you have opened the template file, Remark should automatically switch to the Data portion of the process. If you do not see “Data Options” in the upper left area, or are reopening old data and did not go through the template process, simply click the purple Data button to get to this portion.

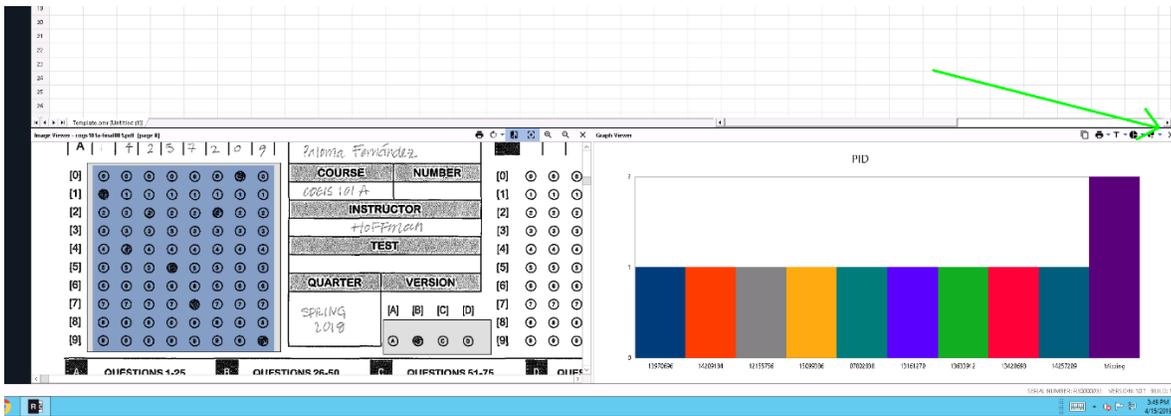


1. Click on Read in the upper left portion of the Remark window. In the window that appears, click on Recognition Settings, then select Ignore Large Marks from the menu on the side, and check the “Ignore Large Marks” checkbox and click OK. This is the option that allows Remark to ignore filled in bubbles that are X’d out.



2. Click on Read Images, then the Next button. Navigate to the folder holding your scanned files, and select all of the files except the first one (remember the first one is the blank form used as a template). Click the Add Selected button, then click the Read button at the bottom. It will take several minutes for the read operation to complete. Also note that the first time you use Remark, there will be a constantly-updating histogram of responses in the lower right corner. Feel free to close it, as it is mostly useless, and may cause some slowing of the read operation.





Reviewing data

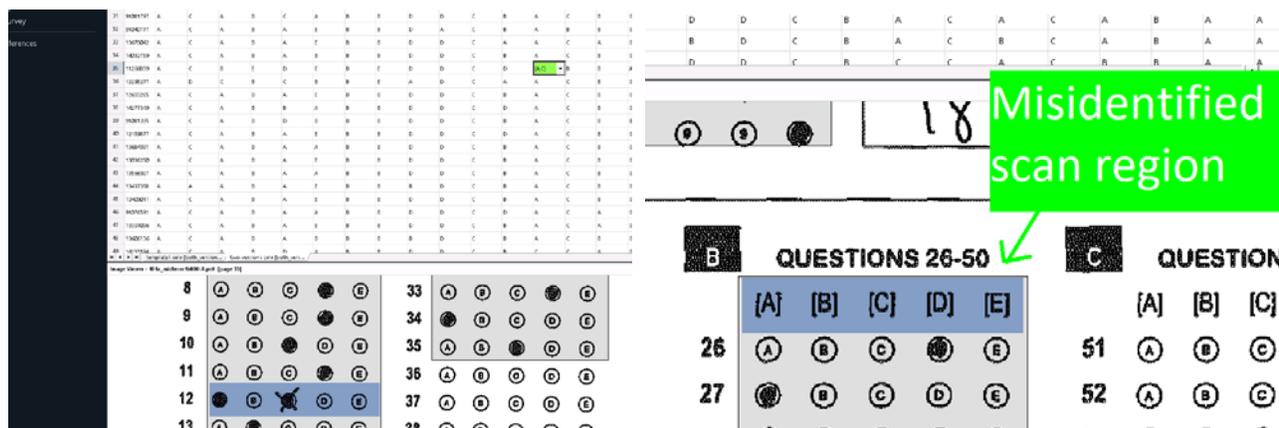
Once the data has been read by Remark, you must manually go correct and read errors that may be present before grading. To do this, click on the REVIEW button in the upper left of the data area of the screen, and it will take you to the first error to be fixed. Once an error has been corrected, the system will jump to the next error automatically. You can also review the errors manually if you wish, scrolling through the entries and editing the ones marked in green (double entries), yellow (blank entries), or red (unreadable entries) and fixing them. As each error is selected, Remark will show the area of the scanned form that it read to get that response.

PID	Q1	Q2	Q3	Q4
1	A	B	D	B
2	B	C	A	D
3	B	C	A	D
4	B	C	A	D
5	B	C	E	D
6	BLANK	C	A	D
7	B	C	A	D
8	B	C	A	D
9	B	C	A	D
10	B	D	A	D
11	B	C	A	D
12	B	C	A	D

The following are the most common errors and how to fix them:

1. Multiple entries (green highlighted errors): These occur when Remark reads multiple marked bubbles in a row or column that requires only one response. These are most commonly found when multiple bubbles are filled in but some are X'd out, or a student filled in multiple answers for a question, or a stray mark or bit of dirt partially darkened another bubble. For these errors, determine which response is correct by looking at the scanned area at the bottom of the screen and select the response from the dropdown list. **IMPORTANT:** if you see that remark is trying to read the column headers (the [A] [B] [C] [D] [E] at the top of each column) as the first answer of that column, Remark

has misidentified the scan region – see the Troubleshooting section of this document to fix it before continuing.

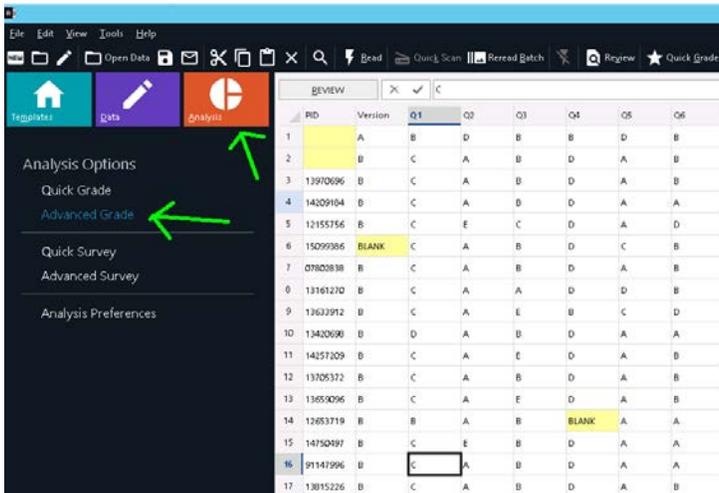


2. Blank entries (yellow highlighted errors): These are usually due to a student leaving an answer blank instead of guessing, but are occasionally due to overly faint marks that Remark cannot read precisely (typically from the student only partially filling in the bubbles). In these cases, click the NEXT button by the REVIEW button to jump to the next error if the scanned area shows it as actually blank, or select an answer from the dropdown if it is a partially filled mark. Please make sure that PIDs (except for the answer key(s) and the version field) DO NOT have blank entries, but blank entries for question responses are fine if the student didn't bother to fill in any. NOTE: if one student's sheet has a very large number of blank entries, this is typically because they used pencil or very light pen, and the copier has not picked up the marks. Check the physical sheet to see if they answered the questions (you can enter the answers into that row in Remark to keep all the grades in one place).

3. Read Errors (Red highlighted errors): These are typically due to a mismatched scan region. Please see the troubleshooting area of this document to fix it if the error occurs in the scored section, or look at the scanned area to find the correct value if the error occurs in the PID section.

Grading

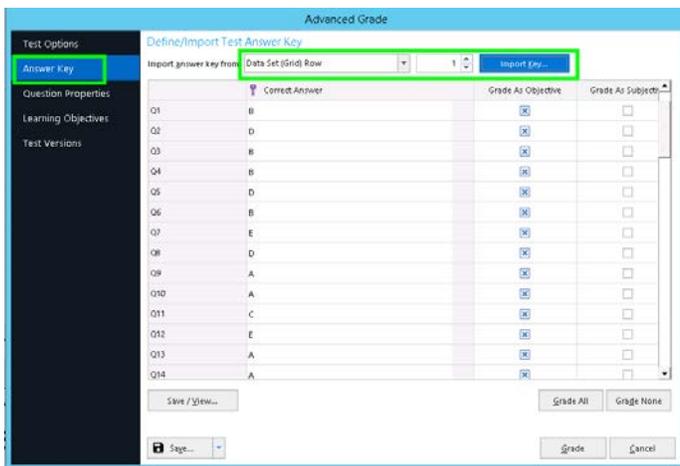
Once all errors have been cleared through the REVIEW process, click on the Analysis button to start the grading process, and click on the Advanced Grade option that appears in the upper left.



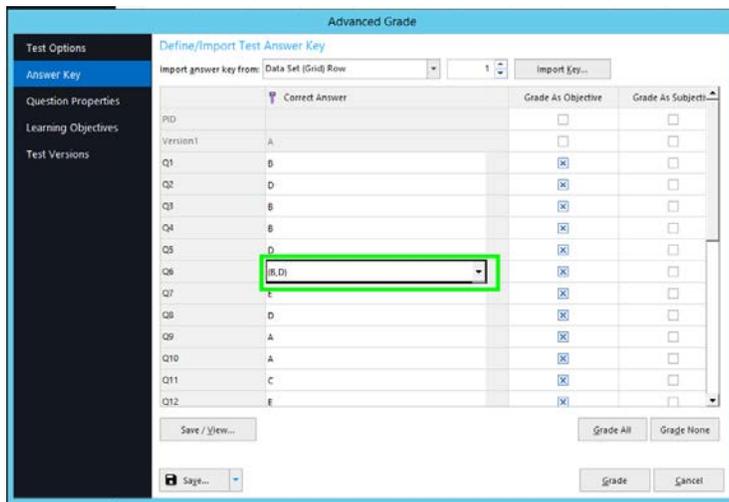
Setting up the answer key(s)

If using a single version/key for the exam:

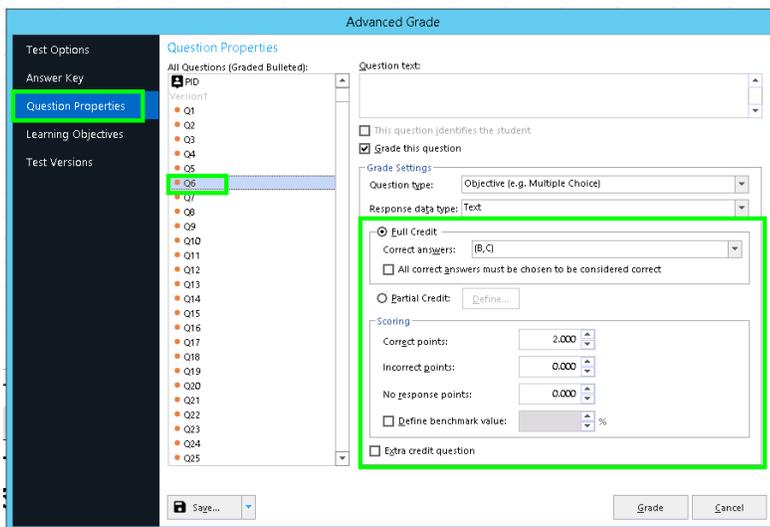
1. In the window that appears after clicking Advanced Grade, select the Answer Key option on the left. In the “Import answer key from” dropdown, select “Data Set (Grid) Row”. If you followed the directions for scanning the files, the key should appear as the first row in your data. If this is the case, select “1” as the data row to import from, and click the Import Key button. If your key is not the first row of your data, either select the correct row number, or you can enter the key manually if you wish.



2. If you have decided to allow multiple correct answers for any of the questions, you may set that here. Highlight the question in the Correct Answer column and type the allowed answers separated by a comma, then hit enter. In the image below, I have selected question 6 to have B or D as a correct answer. If you wish to give credit for any answer as long as they put something, you can set the correct answer to A,B,C,D,E (if you want to give credit for a question regardless of whether a student answered it, that is covered in the next step).



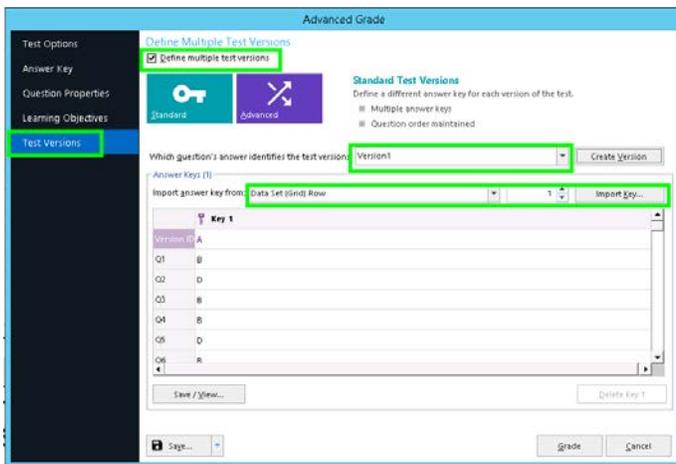
3. If you need to grant special scoring to individual questions, or make some questions extra credit, you can do so in the Question Properties option on the left side of the window. Select the question you want to modify, and check the “Extra credit question” checkbox, or modify the points for correct or incorrect answers, or any other changes you want to make for that question’s scoring. Changes to each question are automatically saved when you click on a different question to modify. If you wish to provide credit for a question regardless of whether a student answered it, you can set the “Correct answers” to “A,B,C,D,E” and set the “No response points” to 1.0.



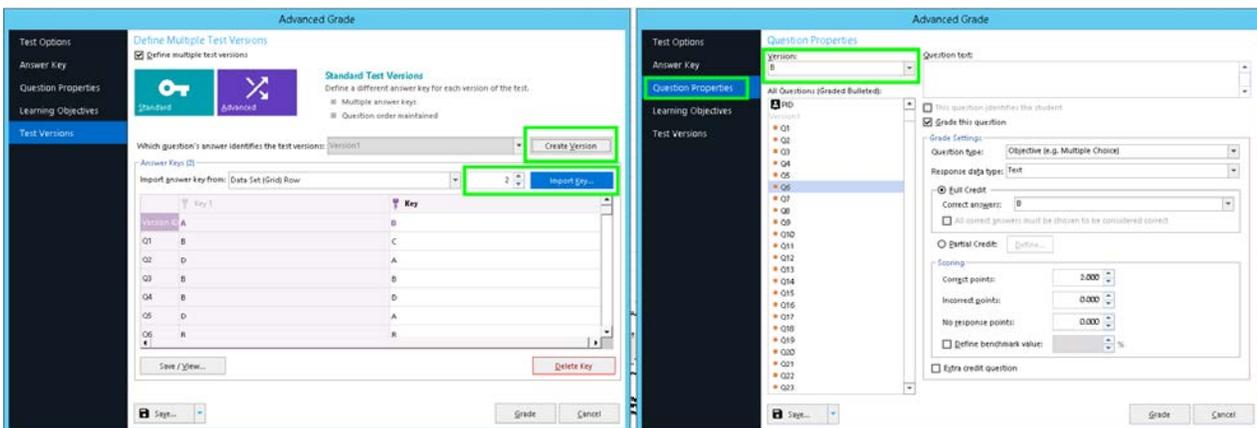
4. Once the key has been set up, click the Grade button in the lower right corner to grade the exams. Remark will prompt you to save the answer key, and I recommend that you do so, especially if you have heavily modified the question scoring.

If you are using multiple exam versions/keys:

1. In the window that appears after clicking Advanced Grade, click on the Test Versions option on the left. Click the “Define multiple test versions” checkbox. For the first exam version key, the checkbox next to “Which question’s answer identifies the test versions” should already have Version selected (or whatever name you chose for the test version OMR region in the template). Click on the dropdown list marked “Import answer key from”, and select “Data Set (Grid) Row”. If you followed the directions for scanning the files, the key should appear as the first row in your data. If this is the case, select “1” as the data row to import from, and click the Import Key button. If your key is not the first row of your data, either select the correct row number, or you can enter the key manually if you wish.



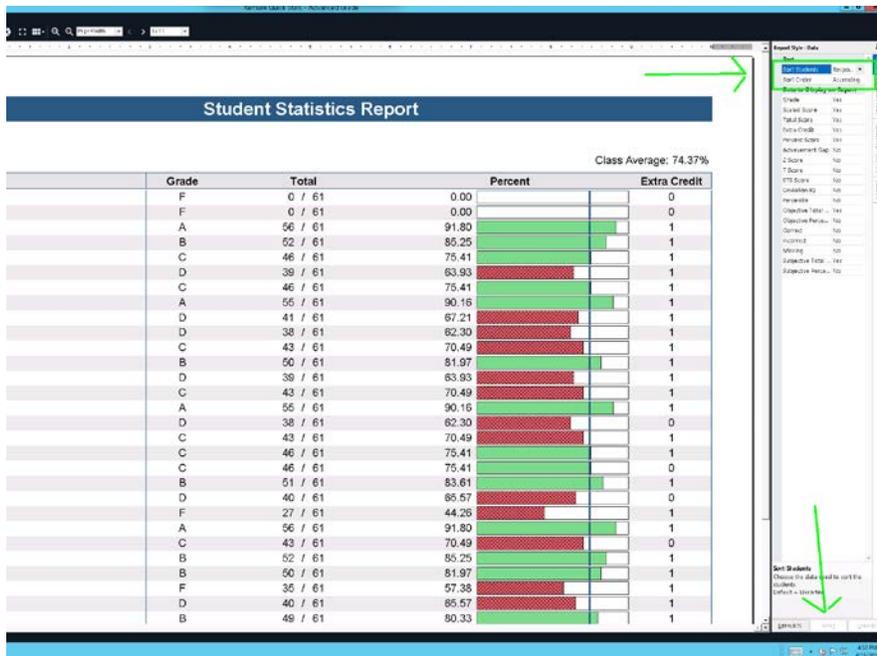
3. For each subsequent exam version key, click the “Create Version” button, select the data row for that version’s key, and click Import Key (or type the answer key in manually if it hasn’t been scanned). If you need to change the allowed answers or scoring for any of the questions, follow the instructions for doing so with a single key, and use the “Version” dropdown list at the upper left of the Question Properties screen to change between the key versions.



Once the Grade button has been pressed, Remark will load the student reports.

Reports/TritonEd import

In the Remark Quick Stats window that appears when grading is complete, it is highly recommended that you sort the students by PID for the reports. To do this, look for the Sort Students field in the Report Style section at the far right of the window, and select “Respondent ID” from the dropdown, then click the Apply button at the bottom.



Popular reports:

For any of these reports, after the report has run you can export it to PDF by clicking the Export Report option in the lower left.

Student Statistics Report

This is the first report that appears with the reporting window, and is good to use for ensuring that everything is working well with your exam and with the grading. It is also the report used to create import files for TritonEd. If the Class Average score is not a reasonable value, this can indicate problems with the key, or scanning template (or your exam was just too hard overall). If you find unexpectedly low scores for a few students, it may be a good idea to double check that Remark scanned their forms accurately by double checking the responses in their row of the data grid in the main Remark window vs the scanned area images that Remark provides.

For importing the grades into TritonEd, click on the Export Excel option in the lower left, and select the Student Statistics report, then click Next to choose a file name and location. The resulting Excel file needs some work to get into a format for import into TritonEd, but the Student Statistics report is the easiest one to modify for this purpose – simply delete the extraneous rows and columns, and you’ll end up with a data file of PIDs and exam scores that you can readily merge into a TritonEd import file. Since we are migrating to Canvas, I’m not going to write up a detailed guide on importing grades into TritonEd, but will do so for Canvas as soon as I get a chance to fiddle with it.

Student Statistics Report

Overall Class Average: 74.37%

Student	Grade	Total	Percent	Extra Credit
	F	0 / 61	0.00	0
	F	0 / 61	0.00	0
03873003	A	56 / 61	91.80	1
07802838	B	52 / 61	85.26	1
10117238	C	46 / 61	75.41	1
10251941	D	38 / 61	62.30	1
10636005	C	46 / 61	75.41	1
10797263	A	55 / 61	90.16	1
11266839	D	41 / 61	67.21	1
11565466	D	38 / 61	62.30	1
11593509	C	43 / 61	70.49	1
11634379	B	50 / 61	81.97	1
11653584	D	39 / 61	63.93	1
11888496	C	43 / 61	70.49	1
11947754	A	55 / 61	90.16	1
11953710	D	38 / 61	62.30	0
12009395	C	43 / 61	70.49	1
12035359	C	46 / 61	75.41	1
12093033	C	46 / 61	75.41	0
12112534	B	51 / 61	83.61	1
12131175	D	40 / 61	65.57	0

Student Response Report

This is the report commonly used by TAs during office hours. It has a simple display of the correct answers for each question, and the response each student made for each question, highlighted in green if they responded correctly or red if they did not. This makes it easy for students in office hours to find how they responded to each question, and what they should have answered.

Student Response Report

Legend: Correct: ■ Incorrect: ■ Partial Credit: ■ Unanswered or Other Incorrect Response: ■ Multiple Responses: *

Version: A

Students:	Total Score	Percent Score	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20	Q21	Q22	Q23	Q24	Q25	Q26	Q27	Q28	Q29	Q30	Q31	Q32	Q33	Q34	Q35	Q36	Q37	Q38	Q39	Q40	Q41	Q42	Q43	Q44	Q45	Q46	Q47	Q48	Q49	Q50			
Answer Key:	61	100.00	B	D	B	B	D	B	E	D	A	A	C	E	A	A	A	D	D	E	A	E	B	D	D	D	E	E	D	B	B	E	C	E	C	C	A	A	A	D	B	B													
0	0	0.00																																																					
11266839	41	67.21	■	■	■																																																		
11565466	38	62.30	■																																																				
11634379	50	81.97	■																																																				
11653584	39	63.93	■	■	■																																																		
11888496	43	70.49	■																																																				
11947754	55	90.16	■																																																				
11983710	38	62.30	■																																																				
12009395	43	70.49	■																																																				
12035359	48	75.41	■																																																				

Student Grade Report

This is basically the Student Response Report on steroids. Each page of the report shows a student's overall score and percentage, the response they chose compared with the correct answer, and the full image of their scanned exam sheet. It is generally overkill for most purposes, but it does provide all the info you'll likely need to answer a student's questions in a convenient format. It is the report preferred by Professor Boyle, so if you're TAing for her, this is the report she'll probably ask for. Note that it will take several minutes to run this report for all students in a class.

Student Grade Report

Legend: Incorrect ■ Partial Credit ■ Extra Credit ■

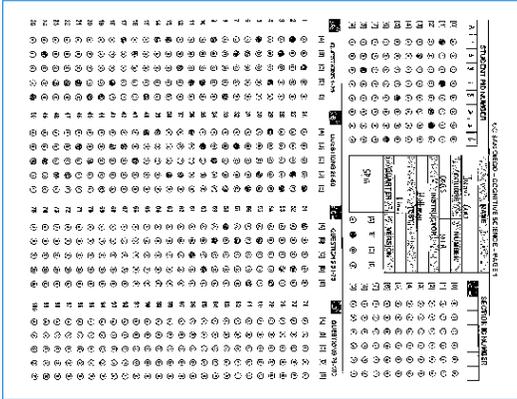
Student: 13815226 **Version: B**

	Grade	Total Score	Score (%)
*Overall	A	58 / 61	95.08

*Includes extra credit

Responses

Question	Response	Correct Answer	Question	Response	Correct Answer	Question	Response	Correct Answer
Q1	C		Q22	D		Q43	B	
Q2	A		Q23	D		Q44	E	
Q3	B		Q24	B		Q45	C	
Q4	D		Q25	E		Q46	B	
Q5	A		Q26	D		Q47	D	
Q6	B		Q27	D		Q48	D	
Q7	E		Q28	E	■	Q49	C	
Q8	A		Q29	A		Q50	C	
Q9	A		Q30	D	■	Q51	A	
Q10	D		Q31	E		Q52	D	
Q11	D		Q32	B		Q53	D	
Q12	C		Q33	E		Q54	E	
Q13	A	■	Q34	C		Q55	B	
Q14	A	E	Q35	B		Q56	E	
Q15	E		Q36	A		Q57	B	
Q16	B		Q37	D		Q58	A	
Q17	A		Q38	D		Q59	B	
Q18	D		Q39	A		Q60	D	
Q19	E		Q40	A		EC	C	■
Q20	E		Q41	C	■			
Q21	D		Q42	B				



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Student Grade Report
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Other reports

Many reports are available in Remark, and some offer analyses to help design better exams in the future, identify questions that everyone got wrong, help identify cheating, and other functions. If you

have a favorite report that you want others to know about, please let me know which report and what you like about it and I'll include it as a popular report in the next version of this document.

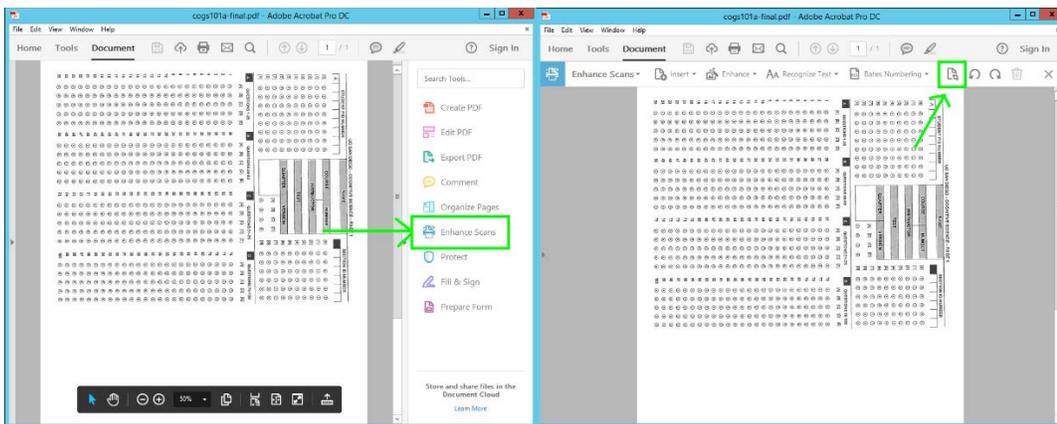
Troubleshooting

Scanning issues

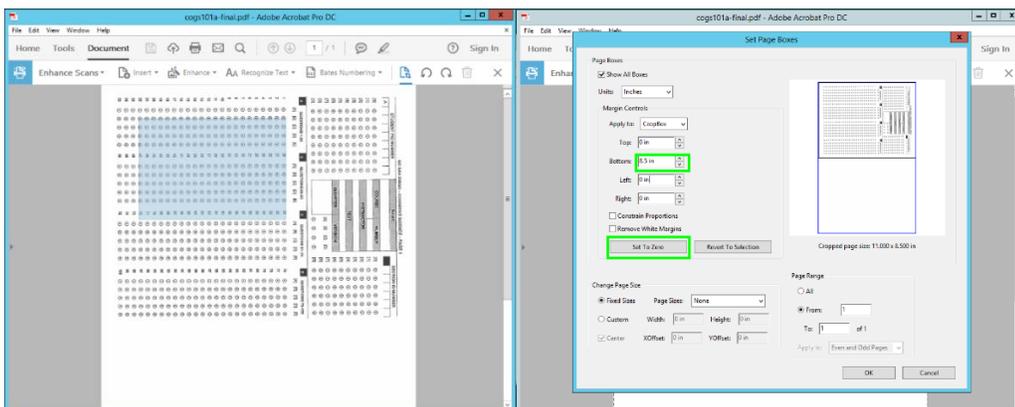
Scans appear as 11x17 instead of 8.5x11

I am not sure why this occurs (I will contact the copier manufacturer if people report it occurring often), but it is readily fixed in Acrobat, which is available on the Remark server:

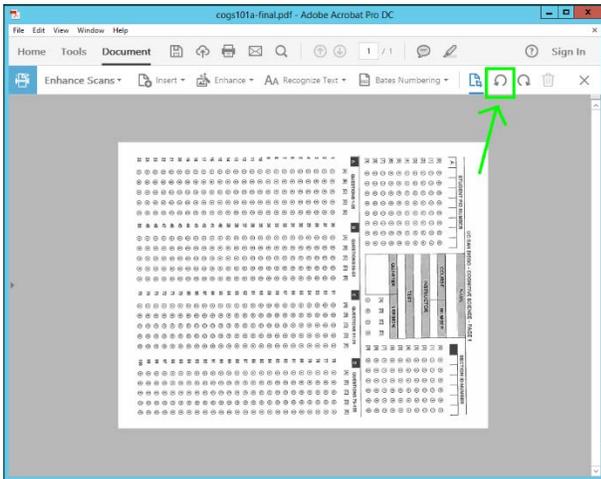
1. Double click on the file to open it in Acrobat Pro. Click on the Enhance Scans option, then the Crop button.



2. Drag a box anywhere on the page (it doesn't really matter where, since you will be providing different values for the cropbox area), then double click inside that box. In the window that appears, click on the Set To Zero button, then set the Bottom margin to 8.5 inches. Click OK to crop the document to 8.5x11.

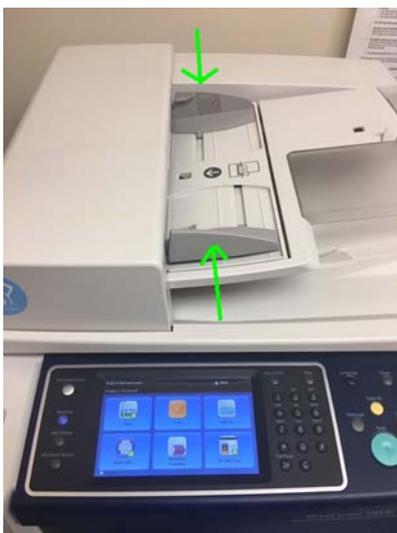


3. Click the Rotate Counterclockwise button. Use Save or Save As to save your changes. The document should now be correctly cropped and ready for reading by Remark.



Excessive rotation/skew of scanned images

Remark is fairly good at reading exams that have rotated somewhat in the scanning process, but occasionally the whole batch of scans is badly skewed and Remark is unable to read, or misreads, several of the scan regions on multiple documents. If this is the case, rescan the documents on the copier, making sure that the tops and bottoms of all pages in a scan pile are even, and that the paper guides are snugly set against the top and bottom edges of the sheets. The paper guides on the copier tend to move very easily, so it is not uncommon for them to move away from the pages and allow skewed scanning if you do not keep a close eye on them.



Student marks showing up very faintly in scans even though they appear dark on the actual page

Tell the student to USE PEN, NOT PENCIL. If you find that this occurs when a student has not used pencil, let me know, and I will investigate the issue with the copier manufacturer.

Login issues

Cannot connect to server

If this occurs on a wired connection on campus, contact SSCF for assistance. If this occurs with a wireless connection on campus, or occurs offcampus, use VPN.

Cannot log in to server

If you can connect to the server, but are getting an error message related to your user ID, try using your full email address instead of just your user ID (for instance, “e1morgan@ucsd.edu” instead of “e1morgan”. If you still cannot log in, contact SSCF. NOTE: Cogsci faculty and grad students all should have access to the Remark server. Undergrads from Cogsci and anyone outside the department does not automatically have access, and access must be requested from SSCF (and requests are subject to review).

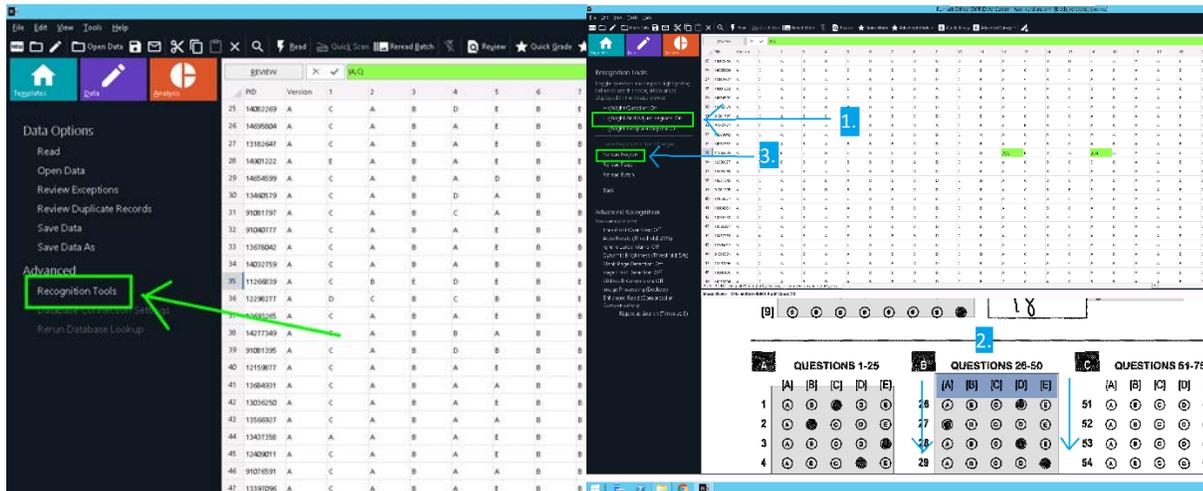
Remark software issues

Misidentified Scan Region

If Remark does not correctly find the region that it is supposed to scan for the response bubbles, it will try to find the closest match, and this can result in the wrong area being scanned. This will occasionally occur in any Remark session, but if it occurs in most of the pages scanned, this generally indicates an issue with the incorrect template being used (a sheet that looks like the exam sheet is not sufficient – the template must be created from an exact copy of a blank exam), badly defined OMR regions (which can be resolved by recreating the template with more care in selecting the OMR regions), or poor form design (this cannot be resolved easily, and each scanned region for each document must generally be manually moved and rescanned).

If only a few regions are misidentified, this can be resolved during the data reading/review process by clicking on the Recognition Tools option on the left side of the window, making sure that “Highlight And Adjust Regions” is set to On (if not, click on it to set it), dragging the appropriate region in the scanned area to the correct spot, then clicking “Reread Region”. Remark will typically accept the new area as the region and scan it correctly, but occasionally it will jump back to an incorrect position, If

this occurs once, try dragging and Rereading the region again, but if it persistently happens, this may indicate an issue with the template, or that student's exam, and the exam's responses may need to be manually entered.



Other

<None at this time>

Exam forms

Current standard forms for the department

The original scantron forms used by the department had some issues that caused misreads in Remark. The form has been designed to reduce these errors, and will be re-designed as needed if any significant errors are found, or the needs of the department change. The current version of the form is v1.1, and it is available at << I'm still working on a permanent location for the files. For now, just email e1morgan@ucsd.edu for the files>>.

There are two files available for use by the department:

Scantron format-page1 v1.1.pdf is the typical form that should be used. It can handle up to 100 multiple choice exam questions.

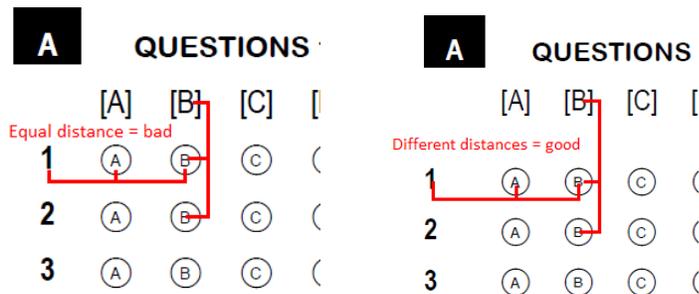
Scantron format v1.1.pdf is the extended 2-page version of the form, and can handle up to 200 multiple choice questions, and has a blank area for short answer or other non-multiple choice questions.

These files are also available in Word format for modification, update, and creation of custom forms. Please contact me for these files.

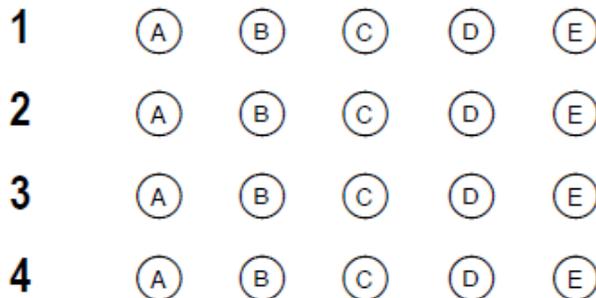
Form design issues for creating custom forms

When creating custom forms, following these rules will help make the forms more readable by Remark:

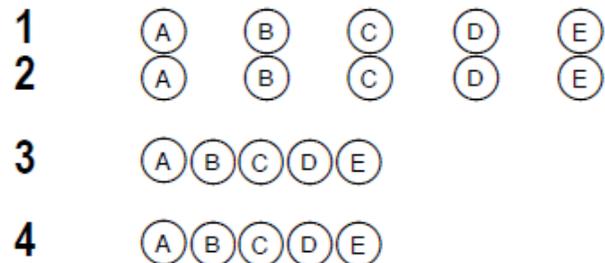
1. Use the Remark OMR bubble font: This font is available at <https://remarksoftware.com/support/office/form-design/fonts/>. If this URL changes, search on Google for “Remark OMR Bubble Font” and you should be able to find it.
2. Ensure that the white space around the bubble areas is greater than the space between rows and columns in the bubble area. This helps prevent Remark from misreading marks around the bubble regions (such as question numbers and column headings) as bubbles.



3. Ensure that there is enough space between the rows of bubbles that the bubbles are obviously distinct from each other. The Remark bubble font should automatically make the correct spacing between bubbles within a row and between rows, but sometimes fancy formatting techniques are needed that can change this spacing. Provided there are at least a few pixels between each bubble, that should be sufficient, but when in doubt, increase the spacing between them.



Good spacing



Bad spacing

Please let me know if you are creating a custom exam form, and I will be happy to help you design it for maximum Remark readability.

Changelog

V1.0:

04/16/19

Original version of document