ESQ2

Employee Screening Questionnaire - *2*

SIGMA'S FAX-IN SCORING GUIDE:
HOW TO GET THE MOST OUT OF SIGMA'S FAX-IN SCORING SYSTEM

SIGMA
ASSESSMENT SYSTEMS INC.

Advancing the Science of Human Assessment since 1967.

The ESQ2 is scored automatically using SIGMA's Fax-In Scoring Service. This scoring system was designed to make the administration and scoring of the ESQ2 simple and convenient. Prior to administering the ESQ2, read this Fax-In Scoring Guide to minimize the chance of transmission errors and to ensure that you receive your reports in a timely manner. If you would like more information about interpreting results or frequently asked questions, refer to the ESQ2 User's Guide and the ESQ2 Technical Manual.

Requirements and Recommendations

1. Make sure that your fax machine is working properly. If a fax machine produces "track marks," this will often interfere with SIGMA's scoring mechanism. When either light or dark marks appear on the incoming fax transmission, the ESQ2 scoring mechanism will misread responses, often resulting in an unscorable report. One way to check your fax machine for scanning problems is to copy a page with text using the fax machine and examine it for missing text or dark lines.

2. Your fax machine should have its Call Station Identifier (CSID) properly programmed to your fax number. This will help the system identify your machine if there are problems reading the answer sheet. Refer to your fax machine manual if you are not sure whether your machine is properly programmed.

3. If you are using a combination phone/fax line, ensure that all people answering your phone are instructed on how to switch to fax calls, or set up the machine to automatically answer fax calls.

4. Do NOT use photocopies of answer sheets or reuse answer sheets for different candidates. Each answer sheet has a unique serial number in the lower left-hand corner, and can only be used by one applicant. Keep your answer sheets in a safe place as each one costs approximately $20.00.

Step-By-Step Guide

1. Ensure that you have read and understood the ESQ2 User's Guide and the instructions on the back of the answer sheet.

2. Make sure that the applicant understands the ESQ2 instructions and fills in his or her name in the box provided on the answer sheet.

3. Once the applicant is finished, check that the ESQ2 has been completed according to the instructions. If there are 3 or more missing or improper responses, SIGMA will be unable to provide you with an ESQ2 report. Common problems to check for include:
   a. Missing responses
   b. The same selection for "MOST" and "LEAST" on any of the questions (e.g., two selections for "B")
   c. More than one response for either "MOST" or "LEAST"

4. If an applicant makes an error on the answer sheet, make sure that all stray marks are completely removed by either using an eraser or "liquid paper." Crossing out responses is not a valid means for correcting errors. This will result in duplicate responses, making that question unscorable.

5. Ensure that you have accurately bubbled in the Return Fax number in the top right-hand corner of the answer sheet. Reports will be faxed back to this fax number. If the Return Fax number is not indicated, the reports will be faxed back to the fax number in our database. If your fax number changes or you want to change where your reports are sent, contact SIGMA at 800-265-1285 with the new fax number.

6. Only fax the bubble side of the answer sheet to 888-TEST-555 (888-837-8555). A report will be faxed back to your designated fax number within 15 minutes.

Batch Processing

SIGMA's Fax-In Scoring System is designed to fax back reports within 15 minutes of receiving the answer sheet. Therefore, large batches of answer sheets that may take longer than 15 minutes to be faxed to us can create problems. If you are going to be processing large batches of answer sheets, review the following guidelines:

1. Limit batch size to 10-15 answer sheets per fax to increase the likelihood of us receiving the entire fax. For example, if 29 answer sheets are faxed at once, and the faxing fails after the 27th answer sheet, your fax machine may send the entire job again. Each page takes approximately one minute to fax, so it is quicker to wait for the reports to return first to determine which pages we did not receive (See Item 5).

2. If you have more than one fax machine, we recommend that you use one to send us the answer sheets and another to receive the reports. Ensure that the fax number of the receiving machine is correctly bubbled in on all answer sheets.

3. If you only have one fax machine, fax small batches of answer sheets and wait for the reports to come back to you before faxing the next batch.

4. If you are going to be faxing more than three batches, notify us so we can monitor the process to ensure everything runs smoothly.

5. Wait to see which reports are received back before re-faxing any answer sheets to avoid receiving duplicate reports.

6. The full version of the ESQ2 report contains a third page that describes the ESQ2 scales. If you are faxing a large batch of answer sheets, you may not need the scale descriptions attached to each report. If you do not need the third page, let us know so we can change your account to send the brief, two-page report instead. This will shorten your return time by a third.

For Best Results

1. Make sure that the fax is sent in the following manner:
   a. Straight, not on an angle. Use your paper guides to ensure a straight paper path.
   b. If possible, send title side first. Upside down faxes can be processed, but the time/date information from the fax machine may overwrite important parts of the answer sheet.

c. Do not send a cover page. Extra pages are automatically identified as error pages and must be matched to forms stored digitally. Unless there are problems scanning, the extra pages are never seen by an operator.

d. The most important marks on the answer sheet are the four blocks in the corners, the code in the top left-hand corner, and the serial number at the bottom. If these are modified or obscured in any way, delays in processing can occur.

2. If you don't receive a report within 15 minutes, the quickest way to have it processed is to resend the answer sheet. Slight variations in the fax transmissions may solve the problem. For example, if your fax machine is set to "Standard Mode," try adjusting this to "Fine Mode" or "High Resolution." For a single answer sheet, this typically increases the send time by 50%-100%.

3. If you still have not received your ESQ2 report, call us at 800-265-1285 with the serial number of the answer sheet and the Return Fax number. Note that if an error occurs at night, or on the weekends, we will be unable to manually process it until the following business day. Our regular office hours are 8:30 AM to 4:30 PM Eastern Standard Time, Monday to Friday.

If you receive an Error Message, see the following table to determine what action you should take.

Error Message	Explanation/Remedy
Serial number on answer sheet has already been used (duplicate serial number)	We have already received an answer sheet with the same serial number. Duplicates will not be processed. It may also mean that the serial number was incorrectly identified. If the error report contains a serial number you did not send but the name is correct, then try resending.
Too many missing or duplicate responses	Either there were too many answers for each question or too few answers for a valid report. Too many missing responses: • If the responses are light, try to darken them. If there are missing responses, have the applicant fill them in. • Too few answers may also be caused by dropped answers due to white lines on the fax machine caused by defective scanners. Too many duplicate responses: • If an answer has been filled in with more than one response for A, B, C, or D, this is considered a duplicate response. • This error may also be caused by misread answers due to responses that were not completely erased or dark streaks on the fax machine caused by defective scanners.
Serial number on answer sheet not in database	We do not have that serial number on file. If the error report contains a serial number that you did not send, but the name is correct, then try resending.