# SIGMA's Fax-in Scoring Guide
## for Cognitive Ability Assessments

1. **Ensure that your fax machine is free from errors.**

   a. If a fax machine produces "track marks", this may interfere with SIGMA's scoring mechanism. When either light or dark marks appear on the incoming fax transmission, the automatic scoring mechanism may misread responses, 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 then examine it for missing or dark lines.

   b. The fax machine contrast should be set to high or medium so that light answers are properly recognized. It is possible to set it on a per fax basis, so for best results, the setting should be made permanent.

   c. The fax machine should have error correction enabled. If it is not enabled, line noise can cause parts of the fax to not be transmitted.

   d. If your fax machine is set to "Standard Mode", try adjusting this to "Fine Mode" or "High Resolution", and make the setting permanent.

   e. When replacing your fax machine, or sending from a new location, review the settings on the new machine and especially review the results of the first few reports.

2. **Ensure that applicants understand the instructions.**

   a. If there are too many missing or improper responses, SIGMA may be unable to provide you with a report for the candidate, or may indicate in the Notes section that the report validity is in question. <span style="color:red">IMPORTANT: Check the detection summary page, if there is a discrepancy in missing or duplicate responses, errors may have occurred during transmission. If this is the case, correct and re-fax the answer sheet.</span>

   b. If an applicant makes an error on the answer sheet, please use an eraser to completely remove the incorrect response, or correction fluid to "white out" pen marks.

   c. Crossing out responses is not a valid means for correcting errors. This may result in duplicate responses making that question unscorable.

3. **Ensure that the fax is transmitted in the following manner.**

   a. Straight, not on an angle. Use your paper guides to ensure 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. Ensure the correct side of the answer sheet is being faxed.

   c. Do not send a cover page. Unless there are recognition problems, answer sheets are never seen or printed by an operator.

d. The most important marks are the four blocks in the corners, the formcode in the top left of the form, and the serial number at the bottom. If these are modified or obscured in any way, delays in processing can result.

e. Ensure the return fax number is filled in correctly, both number bubbles and the printed number. In the case of reports being returned by email, this number should still be filled in for us to send errors messages by fax if we cannot determine the serial number.

f. If you are sending in a large batch, please limit the batch to 10 to 15 answer sheets per fax. Our system cannot start processing faxes until the last page of a batch is received. If you are receiving reports via fax, then it is suggested you use a second fax machine as the return fax, or wait for the reports to be received before sending the next batch.

g. When receiving reports by fax, ensure the fax machine is either a dedicated fax line, or, if a combination fax and voice line, then those answering the phone should know how to properly transfer the call to the fax machine.

## If you do not receive a report…

1. 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.

2. If you still have not received your report, please call with the serial number of the answer sheet and the fax number to which the report should be sent. We will work quickly and efficiently to return test results associated with valid answer sheets. 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 between 9:00 AM and 5:00 PM Eastern Time, Monday to Friday. If you receive an error report, please see the section below to determine what action you should take.

## If you receive an error report…

1. Do not use photocopies of answer sheets, or reuse answer sheets for different candidates. Serial numbers may only be used once. You may refax an answer sheet with corrected marks to upgrade or re-send a report, but duplicate answer sheets with different candidates will not receive a report.

2. If we have detected more than usual missing responses, we may indicate in the Notes section that the report validity is in question. An error report may be sent instead if there are an excessive number of missing responses.

3. If the answer sheet has too many fax transmission errors (i.e. lines missing due to lack of error correction), an error report will request the answer sheet be resent.