ESQ

Employee Screening Questionnaire

Great Clips®

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.

Employee Selection

The ESQ-GC is scored automatically using SIGMA's Fax-In Scoring Service. This scoring system was designed to make the administration and scoring of the ESQ-GC simple and convenient. Please read this Fax-In Scoring Guide prior to administering the ESQ-GC to minimize the chance of transmission errors and to ensure that you receive your reports in a timely manner. 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 $10.00.

The ESQ-GC can be administered and scored in four simple steps:

1. The applicant answers the 27 items by filling in bubbles on a printed answer sheet.
2. The answer sheet is faxed to SIGMA's toll-free number, dedicated entirely to the scoring of assessments.
3. The expert system reads the fax, scores, and analyzes the results.
4. Reports are returned by fax within 15 minutes.

SIGMA's expert system will combine a validated job applicant screening device with the fast, accurate turnaround that your business requires.

Requirements and Recommendations

1. Please ensure that your fax machine is working properly.
    a. 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 ESQ-GC automatic 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 the manual for your fax machine if you are not sure whether your machine is properly programmed.
3. If you are using a combination phone/fax line, please ensure that all employees answering the 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.

Step-by-Step Guide

1. Please ensure that you have read and understood the ESQ-GC User Guide, and the instructions on the back of the answer sheet.

2. Please ensure that the applicant understands the ESQ-GC instructions and fills in his or her name in the box provided on the answer sheet.

3. Once the applicant is finished, please ensure that the ESQ-GC has been completed according to the instructions. Common problems include:

   a. Missing responses.
   b. Applicants making 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.

   If there are 3 or more missing or improper responses, SIGMA will be unable to provide you with an ESQ-GC report for the candidate.

4. If an applicant makes an error on the answer sheet, please make sure that all stray marks are completely removed by either using an eraser or "liquid paper".

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

5. If you would like your salon to be identified on the report, please write your salon name or ID number next to the applicant's name in the box provided.

6. Please 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, please contact SIGMA at 800-265-1285 with the new fax number.

7. Fax only the bubble side of the answer sheet to 866-295-8015. A report will be faxed back to your designated fax number within 15 minutes.

For Best Results

1. Please ensure 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 form.
   c. Do not send a cover page. Extra pages are printed out as error pages and must be matched to forms stored digitally. Unless there are problems scanning, the extra pages are never seen or printed by an operator at all.
   d. The most important marks on the answer sheet are the four blocks in the corners, the form code 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.

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.

   a. If your fax machine is set to "Standard Mode", try adjusting this to "Fine Mode" or "High Resolution". For a single answer form this typically increases the send time by about 50%-100%.

3. If you **still** have not received your ESQ-GC report, please call us at 800-265-1285 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 ESQ-GC 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 8:30 AM to 4:30 PM Eastern Time, Monday to Friday.

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

Error Message	Explanation / Remedy
Serial number on answer form has already been used (Duplicate serial number)	We have already received an answer form 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 candidate 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 stuck "off". **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 dark streaks on the fax machine caused by defective scanners, or responses that were not completely erased.
Serial number on answer form 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.