



HMH[®] SCORING SERVICE

Ordering Instructions

- *Gates-MacGinitie Reading Tests[®] (GMRT[®]), Fourth Edition, Forms S and T*



Houghton
Mifflin
Harcourt

Ordering Instructions
HMH Scoring Service



Houghton Mifflin Harcourt

Contents

Introduction 4

Your Basic Service Plan 4

Your Order Form for HMH Scoring Service (OSS)..... 4

Preparing Answer Documents for Scoring 5

Packaging Answer Documents 6

Requesting Additional Scoring Service Materials 6

Shipping Answer Documents 7

Avoiding Processing Delays 7

Purchase Orders 7

Inquiries about Scoring Service Orders 7

Making Payments 8

Copyright Restrictions 8

Special Scoring Services 8

Confidentiality of Reports 8

Minimum Charges..... 8

Return Policy 8

Ordering Additional Reports after Original Processing (Late Service Requests)..... 9

Introduction

Managing assessment results to inform classroom instruction is by far the most beneficial aspect of an effective assessment program. Teachers need information about the relative strengths and weaknesses of their students and classes so that they can select the most appropriate instructional techniques and educational materials, as well as communicate important information to parents. Likewise, students need to understand their own strengths and weaknesses so that they can target skills that may need additional development outside of the classroom. Administrators also benefit from an effective assessment program because achievement data can help identify where they can best support teachers as they help students learn and where professional development resources may be needed.

Getting Started

HMH Scoring Service offers a comprehensive portfolio of results-management tools including paper reports, web-based analysis tools, and local scoring solutions to help your school system get the most out of its assessment program. Our flexible services can be customized to meet your needs.

Once you have finished testing, carefully review each topic on the next several pages to ensure your scoring order is processed quickly and accurately. If you have any questions, your local Account Executive Consultant will work with you to determine the best results-management program for your school system. For a listing of consultants in your area, visit www.hmhco.com/HMHAAssessments or contact HMH Customer Experience at 800.323.9540.

Your Basic Service Plan

Your Basic Service plan includes passwords to the *Interactive Results Manager*[™] (*iRM*[™]), the HMH secure web-based reporting service for the Gates MacGinitie Reading Tests[®] (*GMRT*[®]). It is automatically included with your scoring and reporting order and includes summary reports, individual student reports, roster reports, and more. Passwords will be sent to the e-mail address indicated on page one of the Order Form for HMH Scoring Service (OSS). Passwords are provided for system-level access, building-level access, and class-level access.

Your Order Form for HMH Scoring Service (OSS)

The OSS included in this package is for *GMRT* Forms S and T. It allows you to customize your assessment program with the reports, scores, and options that will most benefit your school system. If you have any questions about the OSS, contact your local Assessment Account Executive or Customer Experience, or visit www.hmhco.com/HMHAAssessments.

Basic Information

Record all of the basic information about your school system on page 1 of the OSS. Fill in the “System Name for Reports,” “Test Date,” “Ship to,” “Bill to,” and “Other Information” fields. Indicate whether your documents have bar codes and whether you would like your answer documents returned. Enter building names on every other line and indicate the answer document count by grade in the spaces provided. **Fields with an asterisk (*) are required to process your order completely.**

Selecting Reports and Options

Step 1) Select One Norm Year and Period.

In this section, indicate the norm year and period you would like to use for scoring. You have two options for norm year: 1999 or 2006. Check the appropriate box on the OSS for the norms you would like to receive. Be sure to check only one box.

Once you have selected a norm year, you will need to select a norm period. Check the appropriate box on the OSS for the norm period you would like to use. Be sure to check only one box next to one of the following choices on the OSS:

- Fall (Before Jan. 1)
- Winter (Jan. 1 to Feb. 29)
- Spring (March 1 or later)
- Quarter-month (interpolated: interpolates the NPR, NS and NCE, if ordered)

Step 2) Enter Date of School Opening.

Enter the date your school opened in the boxes provided. You may skip this step if you DO NOT order quarter-month norms.

Step 3) Select Universal Reporting Options.

There is one (1) universal reporting option available for *GMRT*: exclude students coded in column Z of the “Office Use” grid. If selected, individual student scores will be provided, but these students will be excluded from all group summaries.

Step 4) Select Basic Service Plan Options.

You can select two (2) options for your basic service plan order, local norms and Lexile® measures. Check the appropriate boxes to order these services. Local norms are available at no additional charge. Lexiles are available for an additional per-student charge.

Step 5) Select Additional Reports and Options.

You can select and customize all of the reports offered for *GMRT*, Forms S and T, on the OSS. To order additional reports, check the box next to each service you want. Be sure to indicate the number of copies you would like per grade and the scores you would like reported. If no scores are checked, only default scores in bold and underlined will be provided. If any scores are checked, only those checked scores will be provided.

Preparing Answer Documents for Scoring**Before packing materials, check the following:**

- All test editions in the shipment must be the same (Fourth Edition, Forms S and T only).
- If more than one level of the same form is administered within a grade, there is no need to separate answer documents by level. All answer documents for a grade/class group may be packaged together. The scanner identifies the test level for each student within the grade.
- If local norms are being ordered, all answer documents must be packaged in one shipment. If answer documents are not packaged in one shipment, late charges may apply.
- The name grid on each answer document must be marked correctly, or the scannable bar code label must be affixed properly.
- Responses must be marked as prescribed for all tests, and all stray marks must be erased.
- All Grade/Class Identification sheets must be marked correctly and show the number of documents being submitted. These sheets must be placed on top of each class group’s stack of answer documents. (This information is also found on the back of the Grade/Class Identification Sheet.)
- To prevent the book spines from bending, the machine-scorable test booklets must be stacked in groups of five. Alternate the spines of the booklets, placing the stapled edge of the first group on the right and the stapled edge of the second group on the left. Continue alternating the remaining groups of five.
- Do not use paper clips, string, etc., to bind class or building groups together. Use of these or other devices may tear the edges of your documents or cause them to be unscannable.
- The Building Identification Sheet must be marked properly and placed on top of the stack for each building. (Please refer to the sequence for assembled documents on page 7. This information is also found on the back of the Building Identification Sheet.)

Packaging Answer Documents

- Package all answer documents by building. The order of the buildings is unimportant, but for processing purposes, it is best not to split documents for a building into separate boxes.
- Use rigid, sturdy boxes to ship your materials. If you use two or more envelopes or small cartons, consider consolidating them into one sturdy carton to avoid separation and possible delay of processing part of your shipment.
- Pack the box(es) well, using crushed or shredded paper on the sides of and between stacks. Do not leave space for documents to move within the box. If documents shift within the box, they may be shuffled out of order and become damaged in shipment, possibly causing your order to be delayed.
- If you have one box or envelope, mark it “package 1 of 1” and include your OSS on top of the documents of the box. Complete all requested information on the OSS to avoid processing delays.
- If you have more than one box to ship:
 - Identify the sequence of boxes by writing “package 1 of _” on the first box, “package 2 of _” on the second box, etc.
 - Include the OSS on top of the documents in the box labeled “package 1 of _.”
 - Seal the boxes securely so that the answer documents will not be lost in transit. If you must split documents for a building, then use only one Building ID Sheet for this building and be sure the rest of the building’s documents are in the next consecutive package.
 - Ship your documents prepaid via a traceable carrier.

Requesting Additional Scoring Service Materials

- The instructions for sending answer documents, the OSS, and the preaddressed mailing labels are included in this package.
- As soon as you receive your answer documents, remove the identification sheets and put them in a safe place to use later for packaging.
- Check that you have enough of each of the identification sheets needed to assemble your materials for shipment to the HMH Scoring Service.
- If you do not have all the necessary materials to package your answer documents and order your scoring services, you may request additional materials from HMH Customer Experience at 800.323.9540. The instruction sheets and OSS may be photocopied, as needed. Identification sheets should not be photocopied because photocopies will not be able to be scanned at the HMH Scoring Center.

Shipping Answer Documents

When planning your testing program, schedule enough time between test administration and posttest use of the results for the HMH Scoring Service to process your answer documents and ship your reports. Once we receive your shipment, processing may take up to 10 business days. If answer documents are not in processable condition when they arrive, results may be delayed beyond this time frame. Test results will be shipped to you via 2-day air unless otherwise specified.

Avoiding Processing Delays

- Typical processing time is 10 business days from the day the HMH Scoring Service receives your documents.
- To avoid delays, carefully check your OSS and other forms.
- If any information is missing, unclear, or incorrect, HMH Scoring Service reserves the right to process the order using standard processing rules to avoid delays. If we must contact you for resolution, we cannot guarantee that reports will be shipped within the 10-day period.
- Ensure that each box has a shipping label. The absence of this label will delay your order.

Unless otherwise instructed, ship answer documents, prepaid, to the following address:

HMH Scoring Service
GMRT, Forms S and T
761 District Drive
Itasca, IL 60143-1319

Purchase Orders

If your school or district requires the use of a purchase order, be certain that the purchase order number is on your OSS under “Other Information.” However, do not send the purchase order with your answer documents. *The purchase order cannot be used as a substitute for the OSS.*

Send the purchase order to the following address:

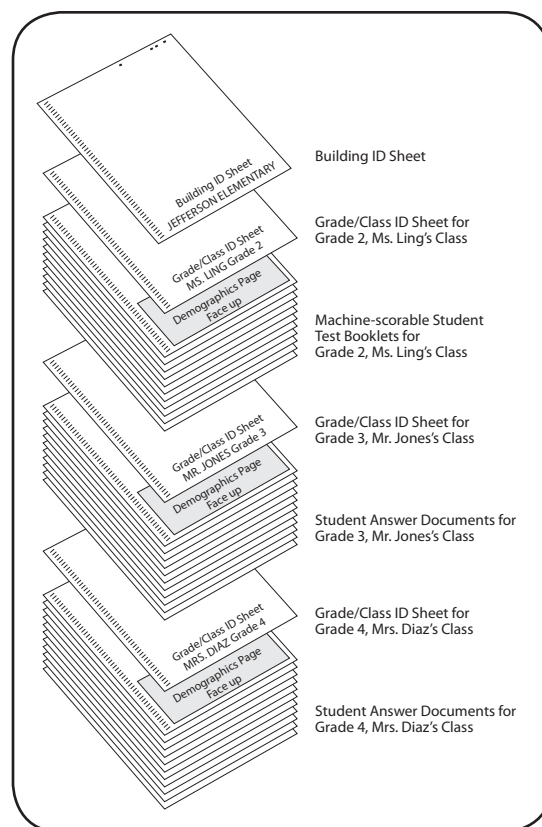
Customer Experience Support—Assessments
Houghton Mifflin Harcourt
255 38th Avenue, Suite L
St. Charles, IL 60174
Phone: 800.323.9540
Email: AssessmentsOrders@hmhco.com

Inquiries about Scoring Service Orders

All report shipments should be checked immediately upon receipt. You must report errors within 30 days of receipt to obtain corrections at no charge. To inquire about a scoring service order, please have the order number that is printed on the score report on the top right-hand corner when you contact HMH Customer Experience.

Direct requests for information about the status of scoring service orders to HMH:

Customer Experience Support—Assessments
Houghton Mifflin Harcourt
255 38th Avenue, Suite L
St. Charles, IL 60174
Phone: 800.323.9540
Email: AssessmentsOrders@hmhco.com



Organizing Answer Documents and Identification (ID) Sheets for Shipment

Making Payments

Invoices for services and shipping and handling charges are normally mailed two to three weeks after the score reports have been sent to your school. If more rapid billing is required at the end of the budget year, please call HMH Customer Experience with your purchase order and information about your order (e.g., date shipped, grades, services requested). Indicate when the billing statement must be received. Every effort will be made to fulfill your billing request. However, HMH is not responsible for fulfilling billing requests made on short notice.

Terms are net 30 days.

Send Payments to:

Houghton Mifflin Harcourt Publishing Company
14046 Collections Center Drive
Chicago, IL 60693

Copyright Restrictions

To produce score reports, HMH uses copyrighted tables of information. The provision of the data from these tables does not give or imply permission to replicate norms data listed on the reports or to derive or extract data from the norms or other copyrighted tables. Such replication without prior written permission from an officer of the company is a violation of copyright laws.

Special Scoring Services

In addition to the scoring services listed in the Education Assessment Catalog, HMH has developed a variety of special services and special programs. Inquiries about the special scoring services and programs for counties, dioceses, and large-school units must be made at least two months before tests are administered.

Confidentiality of Reports

The distribution of reports or passwords for Internet-based reports to the appropriate people is the responsibility of the scoring service purchaser and user. The facilities used by HMH Scoring Service meet stringent government security regulations. HMH Scoring Service will not send reports or passwords to anyone inside or outside the school district without written authorization from the person to whom original results were sent or from the person who signed the OSS.

Minimum Charges

Minimum charges are applied to some scoring services (e.g., disaggregated or system use reports). Minimum charges and prices are listed in the Education Assessment Catalog. To avoid paying minimum charges and to obtain maximum data on your reports, do not ship answer documents for individual grades and buildings under separate order forms. Batch all district answer documents requiring the same services. The most common reason for minimum charges is split shipments of documents for classes, grades, or schools.

Return Policy

Scoring service reports (online or paper) and CD-ROMs are not returnable for credit or refund.

Ordering Additional Reports after Original Processing (Late Service Requests)

Additional scoring services (Late Service Requests) may be requested after you receive your score reports. To obtain additional services after receiving your reports, you must do the following:

- Call HMH Customer Experience at 800.323.9540.
- Provide the order number from your original order, report title(s), number of copies, and options for each grade.
- Provide a new purchase order for the additional services with complete “Ship to” and “Bill to” names and addresses.

Late Service Requests will be processed and shipped within 10 business days.

NOTES:

NOTES:



HMH Customer Experience
800.323.9540



Houghton Mifflin Harcourt