



HMH SCORING SERVICE®

**HMH Scoring Service®
Ordering Instructions**

- *Logramos®* Third Edition



**Ordering Instructions
HMH Scoring Service**



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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 and web-based analysis tools—to help your school system get the most out of its assessment program. Our Scoring Packages streamline your scoring services order by providing you with a pre-set combination of valuable score reporting services. Or, if you would like to hand-pick your reports, our flexible services can be customized to meet your needs. If you would like to create a customized reporting program for your school or district or if you have any questions whatsoever, please contact your local Assessment Account Executive, or HMH Customer Experience.

For a listing of Assessment Account Executives in your area, visit <http://hnhco.force.com/relocator>. For HMH Customer Experience, please call 800-323-9540.

Now that you have finished testing, carefully review each topic on the next several pages to ensure your scoring order is processed quickly and accurately.

Selecting Your Primary Reporting Plan

The first step in ordering your score reports is selecting a primary reporting plan. All customers that have their tests scored at HMH Scoring Service must select a primary reporting plan, which covers processing and scoring of answer documents and provides an initial set of reports for you to review your assessment results. You have two options for your primary reporting plan: Basic Data Package or DataPlus Package. Pricing is tiered within these service packages, based upon the levels: <http://www.hnhco.com/hnh-assessments/bilingual/logramos-3/scoring-services>.

Basic Data Package (Paper Reporting as primary plan)

The Basic Data Package includes the processing and scoring of answer documents and one paper copy of the List of Student Scores with Class, Building, and System Summaries. Basic Data is automatically included and billed with your order unless you indicate you would prefer HMH's DataPlus Package.

DataPlus Package (Web Reporting as primary plan)

For school systems interested in eliminating paper reports, HMH Scoring Service offers the DataPlus Package. The DataPlus Package includes processing and scoring of answer documents and access to your assessment results through *DataManager*, HMH's web-based reporting tool suite. **Please note: A Profile Narrative Report for each student tested is now available to you as an Adobe Acrobat PDF file, right from *DataManager*. No separate CD-ROM is shipped.**

Whether Basic Data or DataPlus is the best option for your needs, don't forget to also ask your Assessment Account Executive or HMH Customer Experience about access to the HMH's *DataManager* Digital Resource library, where you'll find important interpretive information and other ancillaries needed for optimal management of your assessment program.

When Using Multiple Administration Modes

If in addition to shipping paper answer documents to HMH for central scanning and scoring service, you also scan and score answer documents locally within your school system, you will still need to select either the Basic Data Package or DataPlus Package on the OSS for the portion of your paper answer document processing that HMH will be handling in our central scoring facility. Additional information will be required from you on the OSS. Please see Basic Information under Your Order Form for HMH Scoring Service (OSS) on page 4.

Your Order Form for HMH Scoring Service (OSS)

The OSS included in this package is for Scoring Packages for *Logramos*® Third Edition. It simplifies your ordering process by offering a pre-set grouping of scoring services. If you would like to customize your assessment program with other reports and scores, please contact your local Assessment Account Executive, or HMH Customer Experience. For a listing of Assessment Account Executives in your area, visit <http://hmhco.force.com/relocator>. To contact HMH Customer Experience, please call 800-323-9540.

Basic Information

Page 1 of the OSS is where you record all of the basic information about your school system or independent school building. Under “Location Name(s) For Reports”, add a check if you are ordering as part of a Public School System or Private School Group, or if you are ordering independently. (This indicates to HMH how your reporting data will need to be aggregated.) If you are ordering as part of a Public School System or Private School Group, please provide your System or Group name in the spaces provided. (Note: this is the name that will appear on reports. There is a 20-character limit in this field.) Fill in the “Test Date,” “Ship To,” “Bill To,” and “Other Information” fields. **Please be sure to include your e-mail address in this area.** Indicate if you would like your answer documents returned. (Return service requires an additional fee plus shipping and handling. Please check with HMH Customer Experience for current rates.)

If you are sending in *Logramos* Third Edition answer documents and would like to have the data from these documents merged with a previously placed order (i.e. for example, if you are sending in “straggler” documents from make-up testing), provide the previous order number under the section “Do these scores need to be merged into a previous order with the same Test Date?”. **Please note: only data that falls within the same testing window (norming period) can be merged.**

If you are a local scanning *DataManager* system user, and thus send data in to HMH electronically for scoring and reporting, please tell us if locally scanned data files will need to be merged with paper answer documents being shipped to HMH for central scanning service prior to reporting by checking “Yes” and providing the *DataManager* Test Event Name under which this electronic data was collected and submitted. (Note: A Test Event Name is the name applied to your overall test program for the season, i.e. “Logramos Fall 2015”, and is found under the ‘Assessments’ application in *DataManager*.) **Please submit no more than one merge request per OSS.**

Enter building names in the rows marked with a double diamond and indicate the answer document count by grade. **Fields marked with a double diamond on page 1 are required to process your order completely.**

Selecting Reports and Options

Step 1) Select Norm Period

Logramos Third Edition uses a 2014 Norm Year. Additionally, HMH Scoring Service will automatically apply a Norm Period (or Season) of “Spring”, “Fall”, or “Midyear”, based on your provided Test Date.

There is an option to request Interpolated (or, “Quartermonth”) Norms instead of these seasonal ones. Interpolated Norms provide normative data based on the specific week of testing as opposed to the entire fall, midyear, or spring semester/season.

Note: Fall norms are not available for grade K for *Logramos*. Midyear norms for K will be reported only for Level 5. Spring norms for K are reported for Level 5 and for Level 5/6 for *Logramos*.

Step 2) Select Global Options for Reporting

Review each Global Reporting Option carefully and select those you would like applied to your score reports. Global Reporting Options are applied to all paper reports you order from HMH Scoring Service. Options include:

- Exclude Math Computation when calculating Math Total in Core Composite and Complete Composite calculations (optional). *Math Computation is included in all reporting unless excluded with this option.*
- Include **Extended LA Total (Word Analysis and Listening)** in Core Composite and Complete Composite calculations (optional). *LA Total is included in all reporting unless Extended LA Total is requested with this option.*
- Exclude students coded in the ‘Office Use Only’ section (including students coded Z) from group averages (applies only to those tests coded). *Individual student scores will be provided for all subtests. Students who have subtests coded for exclusion on their answer documents will have those subtests excluded from all group summaries. See the Supplemental Coding Guide for instructions on how to code for subtest exclusion.*
- Do not print Program Descriptions (for example, Free/Reduced Lunch) on List of Student Scores and Student Score Labels. *If not selected, program information, such as any special programs in which a student is enrolled, will print on the List of Student Scores and Student Score Labels.*

Step 3) Select Scoring Package

Select the specific Scoring Package you would like to order. Each Scoring Package includes processing of answer documents. The Basic Data Package provides paper reporting as the primary output. The DataPlus Package provides web reporting as the primary output. *DataManager* local scanning customers choose from one of these two scoring package types as well, depending upon the desired *Logramos* reporting output - paper, or web-based, through *DataManager*. After you have selected a package, please select the scores unique to a specific reporting service in that package. Default scores are underlined and in bold.

Step 4) Select Additional Services

While the Scoring Packages offer a pre-set bundle of scoring services, you may still elect to add additional optional reports. Be aware that additional reports include additional costs.

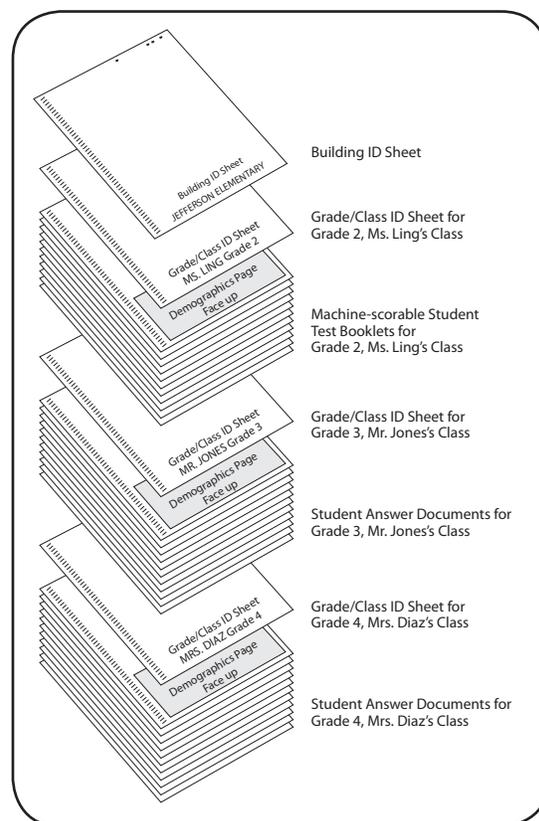
Preparing Answer Documents for Scoring

Before packing materials, check for the following:

- If local norms are being ordered, all answer documents must be shipped in one order. If answer documents are not shipped in one order, late charges may apply.
- The name grid on each answer document must be marked correctly, or the scannable barcode label must be affixed properly.
- The date of birth must be coded correctly as month, day, and year.
- Home Reporting codes have been marked, where applicable (i.e. for Profile Narrative reports to be generated in Spanish for those students who are coded with a '2').
- Responses have been marked as prescribed for all tests, and all stray marks have been erased.
- All Grade/Class Identification sheets have been completed correctly, and show the number of documents being submitted, the Grade, and the Form of the test administered. One completed Grade/Class ID sheet should be placed on top of the stack of answer documents for each class group. See the Packaging Answer Documents section on this page for an example. This information is also found on the back of the Grade/Class Identification Sheet.
- To prevent the book spines from bending, stack the machine-scorable test booklets 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.
- Remove all post-it notes and scratch paper from answer documents. Such items can result in processing delays.
- 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 in the Packaging Answer Documents section below. This information is also found on the back of the Building Identification Sheet.
- If submitting more than one data merge request, submit a separate OSS for each Test Event.

Packaging Answer Documents

- Package all answer documents by building. The order of the buildings is unimportant, but packaging all answer documents for a building in the same box is best for processing purposes. If this causes the box to become too heavy, package the answer documents in consecutive boxes in your shipment to avoid the risk of the box breaking open while in transit.
- Use rigid, sturdy cartons 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 part of your shipment.
- Pack the carton(s) 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 carton, they may be shuffled out of order and become damaged in shipment, possibly causing your order to be delayed.
- Answer documents for the *Logramos*® Form A or Second Edition must be packed separately from answer documents for *Logramos* Third Edition.
- If you have one container, mark it “package 1 of 1” and include your OSS in the top of the box. Complete all requested information on the OSS to avoid processing delays.



Organizing Answer Documents and Identification (ID) Sheets for Shipment

- If you have more than one container to ship:
 - Identify the sequence of containers by writing “package 1 of _” on the first box, “package 2 of _” on the second box, etc.
 - Include the OSS in the container designated as “package 1 of _”.
- Seal the containers securely so that the answer documents will not be lost. If you must split buildings, 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 all 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 Building and Grade/Class Identification Sheets needed to assemble your materials for shipment to 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. Building and Grade/Class Identification Sheets should not be photocopied because they will be scanned by HMH Scoring Service.

Shipping Answer Documents

When planning your testing program, schedule enough time between test administration and post-test use of the results for HMH Scoring Service to process your answer documents and ship your reports. Once we receive your shipment, it may take up to 10 business days to process. 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 HMH 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 in order to avoid delays. If we must contact you for resolution, we cannot guarantee that reports will be shipped within the allotted time period.
- Ensure that each box has a *Logramos* Third Edition label. The absence of this label could delay your order. **Do not package answer documents for *Logramos*® Form A or Second Edition with answer documents for *Logramos* Third Edition.**

Expedited Scoring Service

Expedited processing may be requested for a 5-day turnaround (5 business days) from receipt of your scoring order at HMH Scoring Service. Expedited processing is at an additional cost for your scoring order. Advanced scheduling for this special service is necessary.

- Basic scoring service including paper reports may be expedited for 5-day turnaround from receipt of materials at our facility to shipment of reports from our facility for a 10% surcharge.
- Paperless scoring plans, including web-based DataPlus with reporting in *DataManager*, may be expedited for 5-day turnaround from receipt of materials at our facility to web-based publishing of reports for a 15% surcharge.

Contact HMH Customer Experience at 800.323.9540 for more information and to schedule your expedited order.

Please follow these processing prioritization procedures when submitting your request.

- Contact HMH Customer Experience to obtain the Customer Approved Priority Expedite (CAPE) form.
- Complete the CAPE form and e-mail it to HMH Customer Experience (RPC_Customer_Service@hnhco.com) to schedule expedited processing for your scoring order.
- Your Customer Experience Representative will return the CAPE form to you with scheduling confirmation.

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- Check the box in the upper right hand corner of your Order for Scoring Services (OSS) indicating your expedited service is confirmed and scheduled. Include a copy of the completed, HMH approved, Customer Approved Priority Expedite (CAPE) form with your Order for Scoring Service (OSS) in Box 1 of your shipment.

Expedited orders must be confirmed with HMH Customer Experience and scheduled prior to shipping materials to HMH Scoring Service.

HMH Scoring Service is committed to processing your expedited order to meet the promised 5-day turnaround time so that you can have your reports when they are needed. However, our ability to process your documents quickly is directly impacted by the condition in which they are received. Orders should be complete, properly organized and in good condition. Please carefully follow all of the guidelines outlined in these Ordering Instructions with respect to preparing, organizing, and shipping your documents to ensure maximum efficiency in processing your scoring order.

Unless otherwise instructed, ship answer documents, prepaid, to:

HMH Scoring Service
Logramos Third Edition
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:

HMH Customer Experience
3800 Golf Road, Suite 200
Rolling Meadows, IL 60008-4011

Inquiries about Scoring Service Orders

All report shipments should be checked immediately upon receipt. You must report errors within 30 days of receipt and the error must be determined to have resulted from an HMH technical issue to obtain corrections at no charge. If a customer action resulted in the error, there may be billable charges for the correction. To inquire about an order, please be ready with the order number printed on the score report on the top right-hand corner.

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

HMH Customer Experience
3800 Golf Road, Suite 200
Rolling Meadows, IL 60008-4011
Phone: 800.323.9540
Email: RPC_Customer_Service@hnhco.com

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, etc.). 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:

14046 Collections Center
Chicago, IL 60693

Copyright Restrictions

To produce score reports, HMH uses copyrighted tables. 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 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 three months before tests are administered.

Confidentiality of Reports

The distribution of reports or passwords for *DataManager* web reporting (including web reporting keys) to the appropriate people is the responsibility of the scoring service purchaser and user (*DataManager* Account Holder). 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 the person who signed the OSS.

Data Terms of Use-Updated

HMH may utilize data from HMH-published assessments for research purposes. HMH may conduct research that involves the use of individual and summary institutional assessment data. In all cases, HMH will maintain the confidentiality of data it receives for research purposes. We do not publish reports of research containing identifiable information about individual examinees or institutions without express written permission. Generally, research data are grouped so that results do not pertain to a single institution; if they do, we preserve the anonymity of the institution. At no time in our research is individual examinee personally identifiable information shared or disseminated.

Minimum Charges

Minimum charges are applied to some scoring services (e.g., system use reports). Minimum charges and prices are listed in the 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. If the submission of separate OSS's cannot be avoided (for example, due to a request for merging of answer documents into more than one Test Event), indicate the same purchase order number on each OSS submitted.

Return Policy

Scoring service reports and CD-ROMs are not returnable for credit.

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:

- 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(s)
- provide a new purchase order for the services with complete "Ship To" and "Bill To" names and addresses

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

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Quick Reference Chart—Score Reports and Their Users

This Quick Reference Chart lists the primary users of score reports with a ✓ and secondary users of the reports with an X.

SERVICES	STUDENTS	PARENTS	TEACHERS	ADMINISTRATORS
Administrator's Summary Report				✓
Class Item Response Record			✓	
Group Item Analysis			✓	X
Group Longitudinal Report			✓	✓
Individual Longitudinal Report		X	✓	
Class, Bldg., and System Summaries (Basic Data Package Report)			✓	✓
List of Student Scores (Basic Data Package Report)			✓	✓
Profile Narrative (Available in English or Spanish)	X	✓	✓	
Individual Performance Profile*	X	✓	✓	
Group Performance Profile*			X	✓
Student Score Label			✓	X
Student Data on CD-ROM				✓

Quick Reference Chart—Scores

This Quick Reference Chart identifies the default and optional scores for each report. Default scores are indicated in ***bold underlined*** text here, and on your Order Form for HMH Scoring Service (OSS).

REPORT	ACHIEVEMENT SCORES
Administrator's Summary Report	<u>NPR, SS</u> , RS, GE, NCE, NS
Class Item Response Record	<u>Percent Correct</u>
Group Item Analysis	<u>Percent Correct</u>
Group Longitudinal Report	<u>NPR, GE</u> , SS, NCE
Individual Longitudinal Report	<u>NPR, GE</u> , SS, NCE, SS/Estimated SS
Class, Bldg., and System Summaries (Basic Data Package Report)	<u>SS, GE, NPR, NS</u> , RS, NCE
List of Student Scores (Basic Data Package Report)	<u>SS, GE, NPR, NS</u> , RS, NCE, LPR, LS
Profile Narrative (Available in English or Spanish)	<u>NPR</u> , SS, GE, NCE, NS, LPR, LS
Individual Performance Profile*	<u>Percent Correct, SS, GE, NPR, NS</u> , NCE, LPR, LS
Group Performance Profile*	<u>Percent Correct, NPR, SS, GE, NS</u> , NCE
Student Score Labels	<u>SS, GE, NPR, NS</u> , NCE, LPR, LS
Student Data on CD-ROM	All (Student Data only), LPR, LS



HMH Customer Experience
800.323.9540

