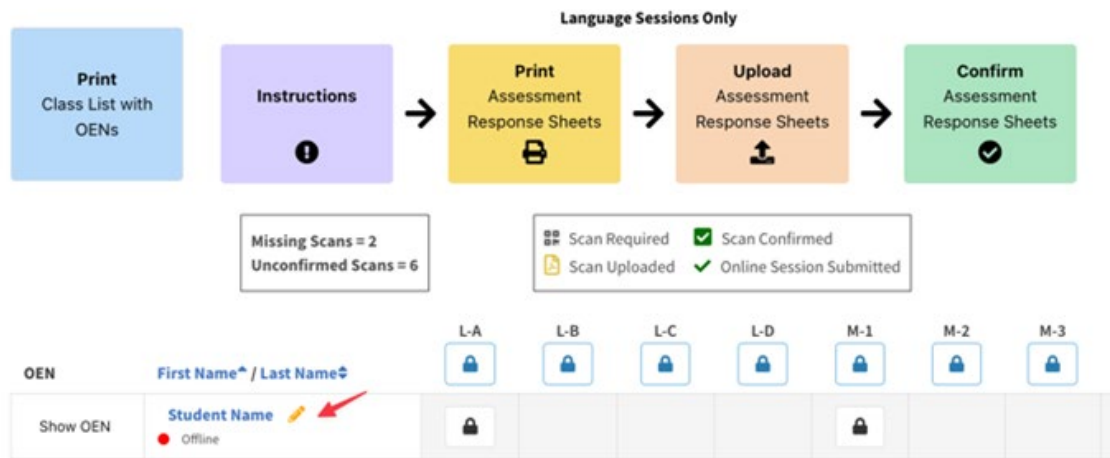# Troubleshooting Sheet for Printing and Scanning

Use the print, upload and confirm buttons within the teacher invigilation page to ensure printed Assessment Response Sheets are submitted to EQAO for scoring.

School Administrators can use the **Invigilate** button under the **Sessions** tab to complete the printing, scanning, uploading and confirming on behalf of teachers.

Printing Assessment Response Sheets

The e-assessment system will generate Assessment Response Sheets only for students who have "Paper Response" associated with their name in the e-assessment system.

- Print the response sheets prior to the day of the assessment. There should be **four** response sheets for each student.
- Print the response sheets single-sided on 8.5 x 11" white paper. Coloured paper is to be used **only** for students who require it as an accommodation. Ensure that the print is not faint (e.g., low ink in the copier) and that there are not spots or marks on the paper.

Distributing Assessment Response Sheets

- Do not hand out all four Assessment Response Sheets at once. Hand out only the sheet students need for the session they are working on. The session label (A,B,C or D) is indicated at the top of each Assessment Response Sheet.
- Be sure to hand out sheets to the correct student. Check the name at the top of the sheet.
- Ensure the QR code is visible on each sheet. This is important for scanning and uploading.
- Instruct students to write their answer on the lines provided. The students' answers are not to be written beyond the lines, in any blank space or on the back of the sheet.

Sample Assessment Response Sheet

A Student Name P. STUDENT **OEN** 2*****183

Class Code SAMPLE CLASS School Mident 43

▣▢▢▢ Session A - Reading Response Sheet

◉   ◉

Write your response on the lines below.

_____

_____

Scanning Assessment Response Sheets

- Wait until all students in the class have completed the open-response questions and then scan the students' Assessment Response Sheets together as a batch. This can be done after each session, or when all four sessions are completed.
- Scan the sheets and ensure you save the file type as a PDF (e.g. Grade3class.pdf). No other file format will be accepted. The system will not accept any zipped files or files that end in .jpeg, .png or .svg
- Most scanners and photocopiers allow you to e-mail the PDF. You may e-mail the file to yourself or another address. Do not e-mail the PDF to EQAO or Vretta technical support.
- Ensure the following configurations are set on your scanner or photocopier:
  - 200dpi resolution
  - grey scale, not black and white or colour
  - PDF file type (other formats will not upload)
- Ensure the PDF file size does not exceed 25MB, or it will be too large to upload.
- Reminder: the large-print assessment response sheets designed to accommodate for students who need more space for printing cannot be scanned. Please see the User Guide for more information.

Uploading Assessment Response Sheets

- Ensure you upload the Assessment Response Sheets into the correct class and corresponding session. The maximum file size that can be uploaded to the e-assessment system is 25MB.
- Ensure that the entire QR code is clearly visible on each page and check for and erase any excess pencil markings made by students that obscures the QR codes or page border symbols on the Reading/Writing response sheets. This may interfere with the successful upload of responses.
- If a sheet does not upload, transcribe the student response verbatim into the e-assessment platform or onto a newly printed Assessment Response Sheet.
- When the Assessment Response Sheets are uploaded, store the paper copies in a secure place determined by the school administrator until the Individual Student Reports are received in the Fall. Delete the PDF file that was used to upload the scans to the system from your computer. After you receive the Individual Student Reports in the Fall, shred all Assessment Response Sheets.

Confirming Uploads

- Verify that all scans are accurate and legible.
- If the scan is not legible, to replace it follow the steps for **Uploading Assessment Response Sheets for Individual Students** to override the previous scan.
- If a scan is not legible, but there is no improved scan to replace it, follow the instructions in the User Guide.
- A "**Confirmed**" notification and a green checkmark beside student names will appear when uploaded accurately.

Technical Support

If you are experiencing technical difficulties with the e-assessment system, contact Vretta support at eqao-support@vretta.com or 1-888-327-7377. **Do not** e-mail Assessment Response Sheets to Vretta support or to EQAO. For technical difficulties related to printers or scanners, please contact your school board or school technical support staff.