



RIVERSIDE SCORING SERVICE

Riverside Scoring Service Ordering Instructions

- *Iowa Algebra Aptitude Test™*,
Fifth Edition (*IAAT™*)



Ordering Instructions Riverside Scoring Service



Contents

Introduction 3

Ordering Reports 3

Preparing Answer Documents for Scoring 4

Purchase Orders and Billing 5

Inquiries 5

Other Information 6

Introduction

Iowa Algebra Aptitude Test, Fifth Edition, (IAAT) was developed to help educators make the most informed decisions possible regarding the initial placement into the secondary mathematics curriculum. Ordering professional scoring services and reports helps reduce the time needed for administration by eliminating the time needed for hand-scoring answer documents. Using scoring services also provides professional score reports to help facilitate the identification of students ready for algebra coursework.

This document outlines the procedures for ordering scoring services and reports. Review it carefully prior to submitting your order to ensure you have completed all the steps needed for expeditious processing of students' assessments.

Ordering Reports

Your Order Form for Riverside Scoring Service (OSS)

The order form included in this package is for the *Iowa Algebra Aptitude Test*, Fifth Edition (IAAT). Be sure to complete all the requested information on the form to avoid processing delays.

Basic Information

- Page 1 of the order form is where you record all of the basic information about your school system.
- Fill in the "System Name for Reports," "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.
- Enter building names on every other line (marked with two diamonds) and indicate the answer document count by grade in the spaces provided.

Indicate which reports you would like to order

- Your order for scoring services includes processing of answer documents and one copy of a Ranked List of Student Scores with Class, Building, and System Summaries.
- You can order extra copies of these reports by checking the boxes provided and indicating the number of extra copies per grade in the space provided.

Ordering Additional Reports after Original Processing

Additional copies of reports may be requested after you receive your initial order (Late Service Requests). To obtain additional copies after receiving your initial order, you must:

- Call Customer Service at 800.323.9540.
- Provide the order number from your original order, report title(s) and number of copies 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.

Preparing Answer Documents for Scoring

Before Packaging Answer Documents, Check for the Following

- The student name grid on each answer document must be marked correctly.
- The date of birth must be coded correctly as month and year.
- The form administered (A or B) is coded correctly on the answer document.
- Responses have been marked as prescribed for all tests, and all stray marks have been erased.
- All Grade/Class Identification Sheets (blue) have been marked correctly and show the number of documents being submitted and the correct form administered. These sheets should 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.
- 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 (purple) must be marked properly and placed on top of the stack for each building.

Packaging Answer Documents

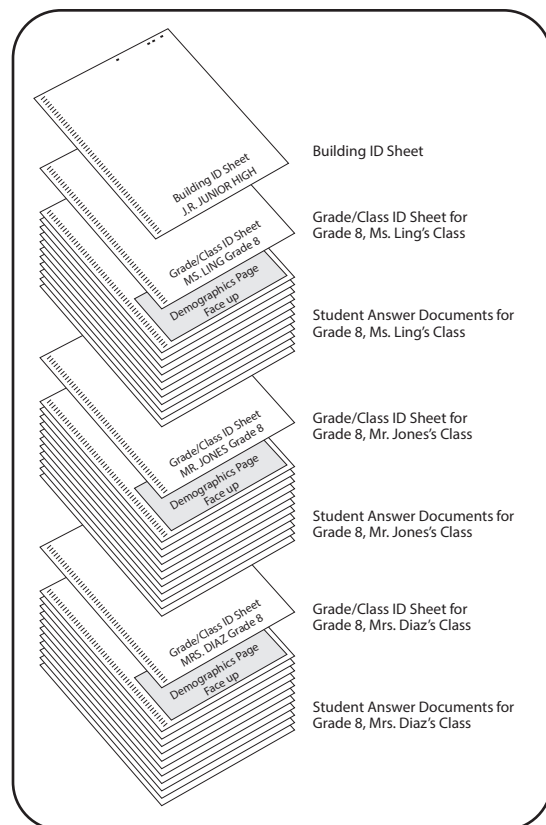
- Package all answer documents by building. The order of the buildings is unimportant, but for processing purposes it is best not to split a building into separate boxes.
- Use rigid, sturdy cartons to ship your materials. If you use two or more envelopes or small cartons, consider consolidating them 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.
- If you have one carton, 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.
- If you have more than one carton to ship:
- Identify the sequence of cartons by writing "package 1 of _" on the first box, "package 2 of _" on the second box, etc. Include the OSS in the carton designated as "package 1 of _".
- Seal the cartons 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.

Shipping Answer Documents

- Ship your documents prepaid via a traceable carrier.
- When planning your testing program, schedule enough time between test administration and post-test use of the results for Riverside 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.

Unless otherwise instructed, ship answer documents, prepaid, to

Riverside Scoring Service
IAAT
9200 Earhart Lane SW
Cedar Rapids, IA 52404-9078



Organizing Answer Documents and Identification (ID) Sheets for Shipment

Purchase Orders and Billing

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 Customer Service 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, Riverside Insights® is not responsible for fulfilling billing requests made on short notice. **Terms are net 30 days.**

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 orders to:

Customer Service
Riverside Insights
One Pierce Place, Suite 900W
Itasca, IL 60143
Phone: 800.323.9540
Email: inquiry@riversideinsights.com

Send payments to:

Riverside Insights Accounts Receivable
One Pierce Place, Suite 900W
Itasca, IL 60143

Minimum Charges

Minimum charges are applied to scoring services. 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 are not returnable for credit.

Inquiries

Requesting Additional Scoring Service Materials

- The instructions for sending answer documents, the OSS, and the preaddressed mailing labels are all included in this package.
- Check that you have enough of each of the identification sheets needed to assemble your materials for shipment to the Riverside 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 Riverside Insights Customer Service at 800.323.9540. The instruction sheets and OSS may be photocopied as needed.
- Grade/Class and Building Identification sheets should not be photocopied because they will be scanned at the Riverside Scoring Service.

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 a Riverside Insights 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 to:

Customer Service
Riverside Insights
One Pierce Place, Suite 900W
Itasca, IL 60143
Phone: 800.323.9540
Email: inquiry@riversideinsights.com

Other Information

Copyright Restrictions

To produce score reports, Riverside Insights 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.

Confidentiality of Reports

The distribution of reports to the appropriate people is the responsibility of the scoring service purchaser and user. The facilities used by Riverside Scoring Service meet stringent government security regulations. Riverside Scoring Service will not send reports 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.

Avoiding Processing Delays

- Typical processing time is 10 business days from the day Riverside Insights receives your documents.
- To avoid delays, carefully check your OSS and other forms.
- If any information is missing, unclear, or incorrect, Riverside 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 an *IAAT* label. The absence of this label could delay your order.



Customer Service
1.800.323.9540

