Exam Grading Service Level Agreement

You must provide your name, e-mail address and accept the agreement at the bottom of the page in order for UCit to process your exams.

- All exams will be processed with a 24-hour turnaround. If you require a shorter turnaround, please notify Exam Grading at least 24 hours before you drop-off the exam. UCit will notify instructors by e-mail when the exams are ready to be picked up.

- Exams dropped off on Friday will be available for pickup by noon the following Monday.

- All users need to submit a completed “Exam User Form” with each batch of exams for grading. UCit staff will not process any exams without a completed form. A “completed” EXAM User Form requires the following data:
  - All professor information: Name, Department, Phone, Email
  - All course information: Course #, Course Title, Exam #
  - Any multiple marks questions
  - Any reports requested

An updated “Exam User Form” can be printed from the exam grading website or can be obtained while submitting exams for processing. UCit will not accept old “Exam User Forms.”

- All exam response sheets must have student identification numbers coded on the form. UCit staff will not process any forms without an identification number or without the corresponding circles filled in. Each student must have a unique identifying number. The unique number does not have to be the student ID, but must be at least 4 numbers in length. All ID numbers must be of the same length for an exam.

- If 15 or more scantrons lack an M#, the exam will be rejected.

- UCit staff will not alter response sheets under any circumstances. This includes sheets rejected because of multiple marks, incorrectly coded versions, sections, IDs, etc. Directions for completing the answer sheets are on the exam grading website. (http://www.ucit.uc.edu/examgrading/)

- UCit will only scan the 5-item blue response sheet (form NSC 4521), the 10-item green response sheet (form NSC 4887), and the red UC 1000
forms, which can be obtained from Central Stores. Sample images of the forms can be viewed on the exam grading website.

- Faculty who use multiple versions of the same exam, or multiple sections of the same class need to code the forms appropriately. Exams that have multiple sections and multiple keys must also have multiple versions, otherwise they must be entered as separate exams.

- UCit will store each semester’s exam data electronically for one year after the semester. All older data will be purged.

- If the professor so desires, UCit will store student response sheets for 2 weeks after scanning. Older scantrons will be shredded.

- UCit will always provide at least one electronic report that contains the grades. These reports include Roster.csv, Roster BB.csv, and ECR.csv (Extended Class Response)

- Faculty or their representative must sign on the acceptance line of the “Exam User Form” when picking up processed exams. The signature verifies that the exam has been processed according to specifications. If discrepancies are found prior to the acceptance signature, UCit will reprocess the exam as soon as the scanner is available to correct mistakes. Any discrepancies found after the signature will be treated as a new request, which requires a new “Exam User Form” to be submitted with a 24 hour turnaround time. UCit will not exam EXAM User Forms that have already been signed.

- When reports are emailed, any discrepancies caused by UCit will be corrected as soon as the scanner is available. However, corrections must be submitted in email for documentation purposes.

I have read and accept the terms of this agreement.

Full name : __________________________________________

UC E-mail address : __________________________________

Signature : _________________________________________