

DataScanner FAQs

1. Why do I need to calibrate?
 - This is necessary to adjust the scanner to render the registration/"T" marks on your answer sheet.
 - Calibrating allows accurate answers to be picked up by DataScanner.
 - As answer sheets are printed from different printers, calibrating adjusts to the "T." marks on the answer sheets in order to accurately identify student responses.
2. Why are commas in my student id?
 - This happens when the scanner does not read the student ID bubbles correctly.
 - Most often this is due to answer sheets that were not calibrated.
 - Another possibility could be the bubble sensitivity is not adjusted appropriately.
 - The scanner may have dog-eared your sheets. If the upper left or right corners were folded over and covering the registration marks, this will affect the readability of the answer sheets.
3. Can I edit my student's responses?
 - Yes, once you have scanned the answer sheets you may make adjustments to the image scanned on the right side of the screen.
 - You may also make corrections to the student's responses within DataDirector. After scanning, proceed to DataDirector and locate your exam. From there, click on the **Student Responses** link on the left navigation to make the necessary fixes.
 - If you would like to rescan a student's sheet that has already been committed, you must delete their responses from DataDirector first.
4. What does the bubble sensitivity do?
 - Bubble sensitivity allows you to adjust for those students that did not mark heavy (dark) enough. Simply raise or lower the sensitivity levels. Lighter bubbles require lower sensitivity and vice-versa. Bubble over/under-sensitivity may also cause commas in your student or teacher id's
5. How do I scan more answer sheets once I have committed?
 - If you have more answer sheets to scan after committing a batch, click **Clear data and start over**.
6. What is "An unhandled exception error has occurred"?
 - Check your system configurations, i.e. .Net Framework 1.1 and the .Net Framework 1.1 extension.
7. Why is the image on my screen blank when I am scanning?
 - You may have placed one of your answer sheets in upside down.
 - One or more of your "T" marks were covered by a folded corner on the sheet itself.
8. How can I best maintain my scanner? How should I clean it? (for Multi-Function Brother Scanners)
 - It is recommended that you clean your glass with glass cleaner and a lint free cloth.
 - It is also recommended that you have your scanners either professionally maintained or purchase scanner cleaner kits.
9. I get the error message "The scanner is offline" what should I do?
 - Go to file > Configurations > Connections – make sure the address has www.achievedata.com and the site name matches the URL in the address bar used when logged into DataDirector.
10. Who do I call for help?
 - Achieve! Data Solutions, LLC. • (877) 993-2633 • www.AchieveData.com