

## The Personnel Exchange

### Past Exchange Summary Reports

**Initiating Agency:** Utah State Office of Education

**Cooperating Agencies:** Dallas Independent School District (TX);  
Clackamus County Education Service District (OR)

**Dates of Exchange:** January 25-26, 2000

**Title of Exchange:** CRT and SAT Scanning

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Our purpose in visiting Clackamus County Education Service District and Dallas Independent School District was:

1. To observe the 5000si scanner, to ask questions on down time, editing capabilities, bar code problems, and general scanning procedures.
2. Preparation of their testing materials including packaging, box weight, volume, preprinting, and shipping capabilities. Methods in which they handle repeated lifting, boxing, shipping were also of interest.
3. Review their policies, if any, for receiving and processing data from their users. Also, if there are any consequences if data is not submitted correctly.
4. Inquire as to how their testing is received back to their site for scoring.
5. Review their work area and how they store their materials for editing. Find out how long they store their materials for backup and where they store them.

On January 25-26, 2000, we visited two different testing sites. We were at Dallas School District on January 25 between 11:00 and 2:30 and met with David Vines. We were at Clackamus on January 26 between 12:30 and 3:00 and met with Eric Bigler.

David Vines took us on a tour of his facility including an offsite shipping and warehouse building. After touring his operation, we then sat down in his office and discussed the following concerns:

1. On their job application, he showed us that they require anyone that is hired to be able to lift 50 lbs. Clackamus and Dallas ship to individual schools which cuts down on weight and volume. They do not have to wrap or weigh their results because they have couriers that deliver everything from their shipping departments to their schools. Our volume of shipping is higher because we mail all schools in a district to one central location which is usually their district office. Because we send everything UPS, all of our boxes have to be secured with tape and weighed to be recorded in the UPS billing log. We have 40

school districts and 5 charter schools for which we provide testing services at District Computer Services in Utah. Our school districts range in size from 4 schools to 85 schools.

2. Both sites were pleased with the performance on the 5000si. Both sites experienced very little down time. There was a difference of opinion on bar code labels. Clackamus had more problems using them than Dallas had, therefore, they decided not to use them anymore. Bar codes were found to not slow down the scanning process. David Vines at Dallas showed us a bar code where the ink had been scratched and looked like it would not read; however, the machine was able to read it. In Clackamus, Eric Bigler was scanning a survey and showed us some of the edits that can be done right on the 5000si. It was valuable for us to see the editing capabilities on the machine and we plan on implementing this at our site.
3. Both sites had instructions that they sent to their users telling them how to send their materials back for scanning. However, neither site had any consequences if instructions were not followed. In Dallas, they had a quality control department that fixed problems before the materials were sent to the scan area. In Clackamus, they fixed their errors as they were scanning. Eric Bigler said they did not have time to send materials back for correction nor wait for anyone to come in and fix them. During their peak periods, both sites worked overtime and also hired temporary help.
4. At both sites their materials were delivered and picked up by their own couriers when they needed to come back for scanning.
5. Both sites had large warehouses where they could store their materials for a specified period of time. Their scan areas are only used for scanning not for storage. At our site, we don't have enough space in our storage area to store our materials after they are scanned so we have to leave them in our NCS scan room.

In summary, we thought it was of great benefit to be able to visit these sites. It gave us a chance to see how the 5000si operated. At both sites, we were able to exchange information with each other that will benefit everyone. Both sites were very interested in visiting our operation during our peak periods. They were interested in observing how we handle such a large volume of data. Also, our department is responsible for all aspects of testing from preprinting, packaging, shipping, receiving materials for scoring, editing, final reports, and shipping back to the district. However, neither side has the volume we deal with nor the problems with shipping because they both have their own warehouse and shipping department which do their deliveries as well. We still have a lot of unanswered questions on weight, volume, repeated lifting, etc.

We would like to visit a site that does extensive moving of boxes weighing 50 lbs. or more and determine what special accommodations are used.

**Utah State Office of Education Contact:**

Vicky Walsh, Computer Production Control Supervisor, [vwalsh@usoe.k12.ut.us](mailto:vwalsh@usoe.k12.ut.us)

Sharon Marsh, Computer Production Control Asst. Supervisor, [smarsh@usoe.k12.ut.us](mailto:smarsh@usoe.k12.ut.us)