

# FAQ: Remark Test Grading Cloud – at Hunter (v2)

XEROX-REMARK QUESTIONS AT THE WEB PORTAL

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## WHAT IS REMARK TEST GRADING CLOUD?

### Q 1 **What is Remark Test Grading Cloud?**

Gravic Software's Remark Test Grading Cloud is a test grading alternative to Hunter's traditional Scantron process for automatic grading. This solution is provided via the partnership of Xerox Corp. hardware (Multifunction printer devices) and the Remark software (Cloud application). It is an easy-to-use approach to grade online quickly and on paper tests, saving time and money. At this time at Hunter, we prioritize the **Paper Test** workflow. Rapid turnaround of test results with the ultimate test grading software, Remark Test Grading, helps you focus your energy where it is needed the most. By knowing where your students stand academically, you can focus your time on assisting them to learn and achieve their goals.

- **You are in control of your assessments**

- Instructors create, print, and scan their exams.
- Deliver exams on paper or online.
- Results are obtained almost instantly!
- Provides powerful and meaningful reports enabling real insight into the class, student, test, and item performance.

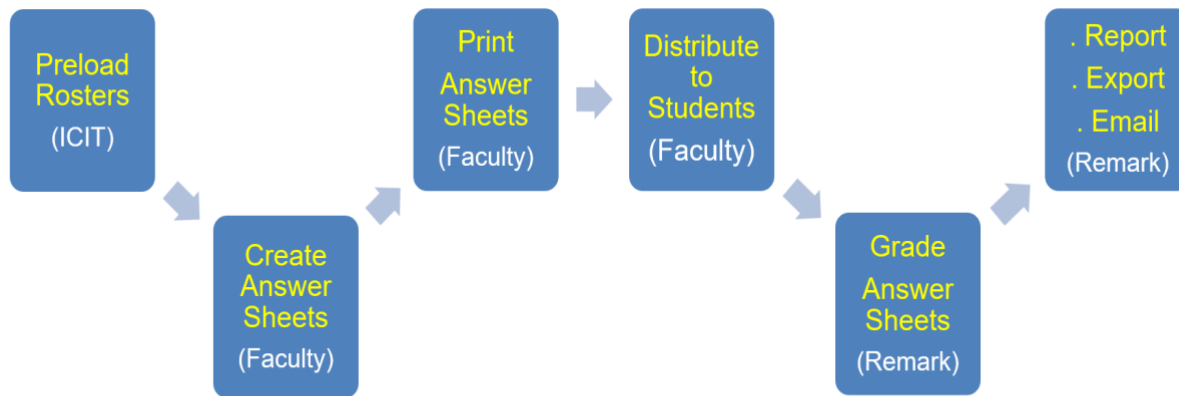
- **Use your equipment and work where and when you want**

- Print and scan with any copier or image scanner.
- Access the Remark Portal through any web browser.
- No more manual grading!

- **Integrates with existing applications**

Seamlessly transfer grades from Remark to popular systems like [Blackboard and others.](#)

## 2- THE GRADING PROCESS



### Q 2 How do I log into Remark Test Grading at Hunter?

- For Cloud access, go to your browser bar and type: `grading.remark.cl`oud then enter your username and password.
- At the multifunction printer device (MFP), tap on the Remark Test Grading app, select your name, and enter your PIN. If this is your first time, you can create your PIN with your Remark Cloud credentials available.

### Q 3 How do I log out of my cloud account?

Click on your name in the top right corner of the page. This will trigger a dropdown menu. Click on “Sign Out.”

## 3- THE MyCLASSES, CLASS AND NEW TEST PAGES

### Q 4 What is the first page displayed when I first log in?

The [MyClasses page](#). This is the top-level page where all the classes you're teaching for the semester are listed.

Q 5 **On the MyClasses page, what actions can I perform on a Class item?**

Edit Class  
Copy Class  
Delete Class  
Export Class Grades  
Import Test

Q 6 **How do I create a test for a class?**

From the [MyClasses page](#), click on the specific class name to display the [Class page](#) where tests are listed. Then, click on the New Test button to land on the [NewTest page](#).

Q 7 **On the [Class page](#), what actions can I perform on a test item?**

Edit Test  
Copy Test  
Delete Test  
Export Test

Q 8 **What is the recommended naming convention when creating a new test?**

[Suggested Naming Convention for a Test](#)

On the [New Test page](#), the name of your test is required. I suggest the following abbreviated 3-section hyphenated format because, at present, there is limited space in the space reserved for this (at the top of answer sheets and at the top of reports' pages as well. For example:

**Term - Test name - Type of test**

**Spring23 - Hunter 101-Spelling - Quiz #1**

1- Term can be **Fall, Winter, Spring, or Summer**. Then append the last two digits of the year, in this case, "23".

2- The **Test name** can be any relevant but not excessively long name. Here, we are using the class example "*Hunter 101-Spelling*".

4-The **Type of test** can be either **Quiz #n, Midterm, Final, Period #n, Spelling**, etc.

## FEATURES ON THE TEST PAGE

The [Test page](#) provides information for your selected test. Here, you can create answer keys, print tests, send email information to online tests, review data, and access reports. At Hunter, we implement the Paper Test workflow which involves the Remark Web portal and the Xerox multifunction printer (MFP).

If you do not have an answer key defined [Create Answer Key](#) displays under Answer Keys. If you have already created an answer key, an [Edit button](#) appears for making modifications. You can create an answer key on this page by selecting [Create Answer Key](#). In addition, for a paper test, you can scan an answer key to an image and process the answer key when you grade your tests.

Selecting [For Paper \(Download and Print\)](#) brings you to the [Print Tests](#) page where you can select the student tests you want to download and print. Note: You have the option to select to include the answer key.

### **Grade Tests**

Ignore this button. This is because our grading is done via the Xerox Test Grading app installed on the control panel of your office's Xerox multifunction printer (MFP).

### **Test Summary**

The Test Summary displays the number of [Exceptions](#), [Flagged Images](#), and [Open Responses](#) that are generated when processing paper tests. **Note:** Open responses also display if there are open responses for an online test that need to be reviewed to assign points (not currently part of Hunter's implementation).

### **Reports**

Once a test is graded you can click **Reports** to run several different reports on your data.

### **Data**

Use the [Export Data](#) button to export the test data to another format, such as Excel. You also can export the test scores to one of the available gradebook formats such as Blackboard.

### **Test Objectives**

The Test Objectives area displays any learning objectives defined in the answer key for this test. Learning Objectives are groups of questions that are graded separately to measure class or individual performance

in a specific subject area.

### **Test Document**

The Test Document area allows you to upload a PDF or Word document containing your test questions. Students can pair this document with the answer sheet you designed in Remark Test Grading. Uploading a test document allows you to print that document along with the student answer sheets when you distribute a paper test.

## SOME FEATURES ON THE ANSWER KEY PAGE

### **Q 9 Print Answer Key**

Optionally, an instructor can print an Answer Key sheet for reference.

#### **Scoring**

Test Grade Scale:

- Correct Response Points
- Incorrect Response Points
- No response Points

#### **Toggle check boxes to:**

- Treat all points as extra credit.
- Require all correct answers to be selected.

#### **Multiple Responses addressed:**

(i.e. the correct answer can be allowed to be either choice A or B or choice A and B).

#### **Aligned Objectives**

Set learning objectives. Learning Objectives are groups of questions that are graded separately to measure class or individual performance in a specific subject area.

#### **Test Benchmark**

**Extra Credit**

**Test Grade Scale**

**Data Exceptions**

**Modify Answer Key**

**Export Data**

**Multiple Pre-defined Statistical Reports**

## THE HUNTER FACULTY MEMBERS ASK: (PART 1)

**Q 10 Can I print just a blank answer key and not a student's answer sheet?**

Yes.

**Q 11 How Do I Access Remark Test Grading Cloud?**

- You can access Remark Test Grading Cloud via the Web Portal ([grading.remark.cloud](http://grading.remark.cloud))
- You may access Remark Test Grading Cloud via the Xerox Multifunction printer device located in your office.

**Q 12 At which point does someone need to ask for a Remark license (since those are not automatically granted) What is the turnaround time on that request? Who should be asked?**

Create a request in ServiceNow (or contact Helpdesk to create a ticket) as soon as you get appointed. Everyone who used to drop off Scantrons in the past was entered into Remark, so they've already got a license. Any new instructor who wishes to use this software should contact MIS (ICIT) via a ticket.

**Q 13 At which point should we ask for rosters to be combined and how long will the request take? Who should be asked?**

MIS (ICIT) will combine rosters automatically: whoever has sections combined in Blackboard will also have them combined in Remark. If they are not combined in Blackboard, we will combine them based on lecture + meeting pattern + location, i.e. sections (lectures only) that are meeting at the same time at the same location for the same course ID

will be combined. [Will we be notified when our rosters are loaded into the system? \(So that we know ahead of time if a student was missed because they registered late, etc.\)?](#)

Yes. Every time a roster is loaded/updated an instructor receives a notification via email.

**Q 14 [Is there a way for instructors to load these rosters into Remark themselves?](#)**

There is a role "user with data management access". If we assign an instructor this role, the instructor will be able to both update and upload the roster. We are looking into this, to make sure that granting this role would not interfere with the Admin uploads.

**Q 15 [Can I combine sections into one roster class?](#)**

Yes. we combined your sections and reuploaded the rosters. Please verify.

**Q 16 [Can I create ad-hoc tests and rosters to allow me to give tests and incompletes and grade appeals?](#)**

Yes. This feature is enabled.

**Q 17 [Can I assign multiple Teacher's Assistants \(TAs\) to a section?](#)**

Only one instructor per roster can be assigned at a time. It is possible to transfer a roster to an instructor or a TA, but not possible to assign multiple TAs/Instructors to the same class. A Class Transfer can be done by the Remark Administrator upon request. An enhancement request was sent to Remark and the answer is pending.

**Q 18 [Can the Student Name be entered on the answer sheet for error-checking?](#)**

Yes, by selecting the appropriate answer sheet with a slotted name box.

**Q 19 [How long does it take to transfer instructors - in case we must make a quick switch due to an emergency?](#)**

The instructor will create a ticket in ServiceNow, and MIS (ICIT) will process it as soon as possible, most likely the same or the next business day.

**Q 20 [Will Winter rosters be loaded into Remark?](#)**

Yes. Although we are skipping this Winter 2024, starting in Spring 2024 we will be loading rosters every semester, including Winter and Summer.

**Q 21 [Do you have an expected reply date from Remark regarding item 3 on your list \(multiple instructor/TA roles\)?](#)**

No. Another solution could be to copy the whole roster to a second/third TA, but this would decrease the number of remaining licenses.



Q 22 **If we have students who need to be added, how long does that request take? Whom should we ask?**

Remark allows you to add a student who already exists anywhere in the semester upload. For example, if a student is taking another class with an instructor with Remark, the function Add Student will allow to search and add the student to the class roster. However, if this is the student's only class, and you are in between the two data loads, you would need to request MIS to update the roster via a ticket.

Q 23 **At what point in time does MIS (ICIT) import rosters?**

MIS will import rosters twice a semester, for everyone with the license who is teaching in the semester  
1 day before the semester starts  
15 days into the semester - after the add/drop period

Note: We are working under the assumption that there won't be any tests at the very start of the semester. However, we can set up a different schedule of uploads. Please let us know.

## THE HUNTER FACULTY MEMBERS ASK: (PART 2)

Q 24 **How do I retain a record of which test is given and when?**

Use recommended format to include year/semester, course or topic identifier, and identifier within the course as follows:

Suggested Naming Convention for a Test

On the New Test page, the name of your test is required. I suggest the following abbreviated 3-section hyphenated format because, at present, there is limited space in the space reserved for this (at the top of answer sheets and at the top of reports' pages as well. For example:

**Term - Test name - Type of test**

**Spring23 - Hunter 101-Spelling - Quiz #1**

1- Term can be **Fall, Winter, Spring, or Summer**. Then append the last two digits of the year, in this case, "23".

2- The **Test name** can be any relevant but not excessively long name. Here, we are using the class example "*Hunter 101-Spelling*".

4-The **Type of test** can be either **Quiz #n, Midterm, Final, Period #n, Spelling**, etc.

**Q 25 What happens to my courses and tests if I leave for a semester?**

Your Remark cloud account may be deactivated, but data in your account including tests and answer keys, will be retained.

**Q 26 What happens if a student appeals their grade from a prior semester or has an incomplete? Can I let them retake a previous test?**

You may re-administer the test copied from a previous semester.

**Q 27 How do I merge sections to match what is done in Blackboard?**

This task will be performed automatically by MIS (ICIT) at the beginning of the semester.

**Q 28 My department will not like it if I printed hundreds of tests and answer sheets. Can I print from somewhere else or copy the answer sheet?**

There are Xerox/Remark printers in multiple departments and one in the Faculty Lounge on the Library's 5<sup>th</sup> floor. Copy a test is generally not recommended. However, you can copy an answer sheet as long as it is for the same exam.

**Q 29 If I change an answer key after the students have taken a test, will the students who already took the test be re-graded?**

YES. To modify an answer key without regrading the tests already given, copy the test and rename it accordingly.

**Q 30 What serves as a login into Remark?**

Hunter Staff email (netid@hunter.cuny.edu). You will be invited to create a password on the first use.

**Q 31 Are all instructors enrolled with Remark?**

No. Only those who've used Scantron in the North Building were granted licenses.

**Q 32 How to enroll a new instructor who has never used a Scantron at Hunter with Remark?**

Please get in touch with the Helpdesk or create a request in ServiceNow.

**Q 33 At which point does someone need to ask for a Remark license (since those aren't automatically granted), and what's the turnaround time on that request? Who should ask for those?**

Create a request in ServiceNow (or contact the Helpdesk to create a ticket) as soon as you get appointed. Any new instructor who wishes to use this software should contact MIS via a ticket.

**Q 34 Can more than one instructor be assigned to a course?**

No, only one instructor per course is allowed.

**Q 35 Is it possible to transfer a course to another instructor?**

Yes.

**Q 36 How long does it take to transfer instructors if we must make a quick switch due to an emergency?**

Once you create a ticket in ServiceNow, MIS will process it as soon as possible, most likely the same or the next business day.

**Q 37 Can I assign my TA to my course in Remark?**

Yes, but this will be done via transfer of your license so that TA will be assigned to all your classes.

**Q 38 Which semesters will be loaded in Remark?**

Starting with Spring 2024, ICIT will automatically load rosters every semester on day one and day 15 of the semester.

**Q 39 When should we ask for rosters to be combined, and how long will the request take? Who should we ask?**

MIS will combine sections automatically: whoever has sections combined in Blackboard will also have them combined in Remark.

**Q 40 Will we be notified when our rosters are loaded into the system? (So that we know beforehand if a student was missed because they registered late, etc.)**

The instructor receives a notification email whenever a roster is loaded/updated.

**Q 41 If we have students who need to be added, how long does that request take? Who should we ask?**

ICIT will load up the roster before the start of a semester and after the Census date. If you need an updated roster in between, please create a request in ServiceNow for MIS via a ticket. We will process it within two business days.

**Q 42 Can an instructor add a student to a roster?**

Remark allows the instructor to add a student already in the semester upload. For example, if a student is taking another class with a different instructor within Remark, the "Add Student" function will allow one to search and add the student to the class roster. However, if the student does not exist in the semester roster, only ICIT can add them.

## Q 43 Can instructor load their rosters by themselves?

No, data upload can only be done by ICIT.

## HOW TO GET HELP

### Help!

If you have questions about using the application, which includes account opening, rosters, or instructor assignments, please do at least one of the following:

1. Contact the Hunter College ICIT Helpdesk (212-772-4357), which will direct you appropriately or open a ticket in ServiceNow <https://cunyithelp.cuny.edu>
2. Request a demonstration or workshop via the Helpdesk.
3. Visit this Introductory User Guide page at the Hunter College website by clicking on:
4. <https://hunter.cuny.edu/information-technology/services/learning-resources/remark-test-grading/>
5. Frequently Asked Questions (Q&A) documents can be found at <https://hunter.cuny.edu/information-technology/services/learning-resources/remark-test-grading/>
6. Login from **remark.grading.cloud**. At the top right corner of the screen, Click on the **Help Center (?)** between the **Notification Center\*** and your name. The **Help Center's** drop-down menu is composed of the following items:
  - a. **Contents**, with more details on specific topics.
  - b. **Getting Access Guide**.
  - c. **Training videos** on specific topics reflecting the information found in **Contents**.
7. Contact Remark Support by filling out the support contact form or emailing [support@gravic.com](mailto:support@gravic.com). The Gravic's Remark

team is very interested in your feedback. Should you have product suggestions, thoughts, or ideas, please submit the [contact form](#) or email [sales@gravic.com](mailto:sales@gravic.com).

\* The **Notification Center** is where Remark informs the instructors on updates - in chronological order.

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