



Questar Hand-Scoring

Hand-Scoring in the Digital Age

With the rising popularity of complex technology-enhanced item types and performance tasks offered in online testing environments, **human validation and hand-scoring are needed for more than just paper/pencil assessment scoring.** Because of our ongoing and unwavering commitment to the hand-scoring process, Questar Assessment has the scalability and expertise to hand-score high volumes of extended-response, essay, and performance task items.

Exceptional Hand-Scoring Starts with Quality Scoring Professionals

- **Questar scorers are required to possess a four-year college degree. No exceptions.** New additions to our hand-scoring team must provide Questar with an original copy of their degree or transcript upon an offer of employment — no photocopies allowed — to ensure the greatest degree of integrity during our hiring process.
- We give **employment preference to any current or former classroom teachers**, which results in a hand-scoring team with direct experience in K–12 education and instruction.
- Hand-scorers are **assigned to projects based on background and college degree field.**
- Each scorer is **thoroughly trained by Questar subject matter experts**, and must qualify by scoring sample items prior to scoring any student responses.

Veteran Hand-Scorers — Experienced Scoring Professionals Who Keep Coming Back Year After Year

We pride ourselves on our high rate of scorer retention. Year after year, many of our seasoned scoring staff return to Questar for the fall and spring test-scoring seasons, and many now lead and train teams of new hand-scorers as they are brought on board.

- We keep a **database of every Questar hand-scorer**, including their performance history on every single project they have ever scored for us.
- When a new scoring project comes through our door, we **begin recruitment by matching the project needs against the qualifications and skills of the thousands of qualified hand-scorers in our database** — and invite back past scorers with a good track record before seeking new applicants.

Filling the Empty Seats

Once we have recruited from our pool of veteran hand-scorers, **we fill openings on our scoring projects through a rigorous interview and selection process.**

- Many of our new scorers come to us by way of **referrals from experienced scorers** who recommend us to their co-workers, friends, and family.
- After we screen hand-scoring applicants for qualifications that meet our standards, **we require qualified applicants to visit our office in person to interview**, and to hand-score sample test items for review and evaluation by a Questar scoring services expert.
- We review information about the applicant and **independently verify degrees and work history** before any applicant is extended a job offer.
- Questar **monitors hand-scoring** through a series of reliability and production tools to ensure high-quality, accurate scoring.



That Extra Mile:

Our hand-scorers are known for going above and beyond for students. For example, we enjoy telling the story of a time Questar received a completed test in a plastic bag. Whether from nerves, illness, or a bad lunch, the student had fallen ill while testing — unfortunately all over the test form. Yet the student had still done their best and completed the test, and our scoring team understood the importance of making sure that effort did not go to waste. Our scoring team was able to decipher the student's responses and submit a score for the assessment, in spite of the unfortunate condition of the test form.