

# Frequently Asked Questions

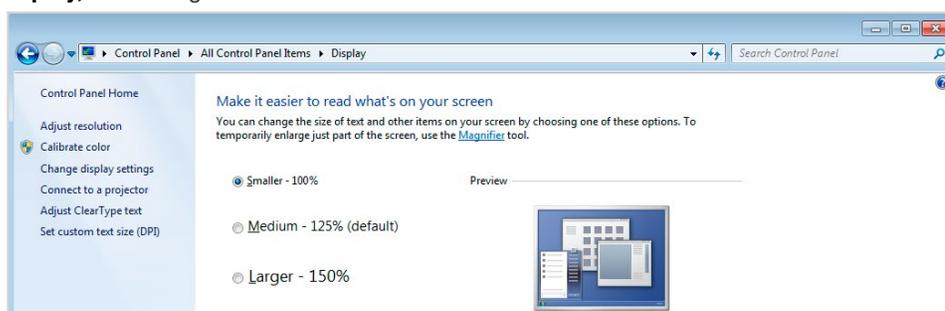
## General Questions

1. How can I download the app to scan and upload the bubble sheets?

Download the ScanNGrade app at [lds.org/si/seminary/learning-assessments](https://lds.org/si/seminary/learning-assessments). Once you have the app installed, you can capture each bubble sheet and automatically upload it to the system.

2. Can I fix how the program appears on my laptop or iPad?

If the display seems odd, adjust the text size. For computers using a Windows operating system, go to the Control Panel, click **Display**, and change the size of the text on the screen.



For an iOS device, such as an iPad, go to Settings, tap **Display & Brightness**, and adjust the size of the text. The vertical view is usually better.

3. What browser should I use?

The best browsers to use are Google Chrome and Safari.

4. I do not see my classes. How can I view them?

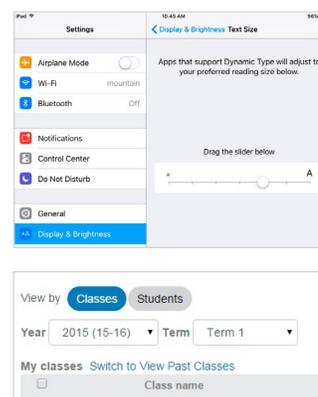
Click **Switch to View Past Classes** at the top of the screen. Make sure the correct year and term are listed. If you still do not see your classes, contact the Global Service Center.

5. Does the online assessment include the “Belief and Apply Surveys” section?

No. At this time, the online assessment does not include the “Belief and Apply Surveys” section. To print the surveys, use the assessment version on the Seminaries and Institutes of Religion website: [si.lds.org/learning-assessments](https://si.lds.org/learning-assessments).

6. How can I give feedback on this system?

You can email comments about the system to [la-feedback@ldschurch.org](mailto:la-feedback@ldschurch.org).



## Printing Assessments

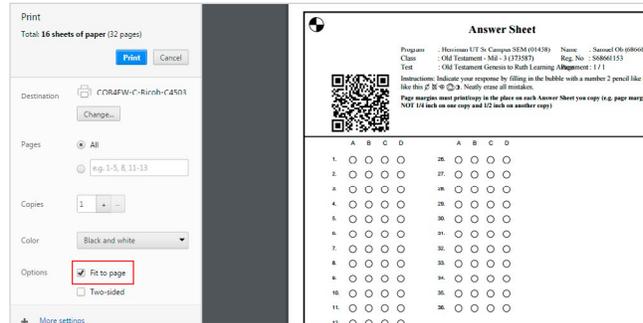
7. Why does nothing appear when I click **Print assessment** or **Print bubble sheet**?

You need to allow your pop-up blocker to accept pop-ups from the site.

- On Google Chrome, in the address bar, click the **popup blocker** icon (  ), and select **Always show pop-ups from this site**.
- On Safari, at the top left, click **Safari** and select **Preferences**. At the top, click **Security**. Uncheck the “Block pop-up windows” box.

8. The bubble sheets are not printing correctly. How do I fix this?

In the print settings, click **Fit to Page**.



## Scanning Assessments

9. Why does the system not seem to be reading the bubble sheets accurately?

Make sure students are filling the bubbles darkly and completely. When scanning on a copy machine, set the resolution to 300 dpi and make sure the sheets are positioned vertically in the file you send. Refer to the *Reviewing Learning Assessments* handout or video for how to review the bubble sheets and fix any incorrect scoring by the system.

10. How large can the file of scanned bubble sheets be that I send to [la@ldschurch.org](mailto:la@ldschurch.org)?

The maximum file size is 10 MB.

11. I have emailed the scanned bubble sheets. Why am I not seeing the results?

Make sure the scanned sheets are positioned vertically in the file you sent. Make sure that you sent the bubble sheets to [la@ldschurch.org](mailto:la@ldschurch.org). Depending on the size of the file and the number of people uploading files at that time, the results could take more time to upload.

## Online Assessments

12. How can students obtain an LDS Account so they can take the online assessment?

Students can create an LDS Account at [ldsaccount.lds.org/register](https://ldsaccount.lds.org/register). They will need their membership record number (MRN), which can be obtained from a ward leader or clerk. As a teacher, you can view a student's MRN on WISE.

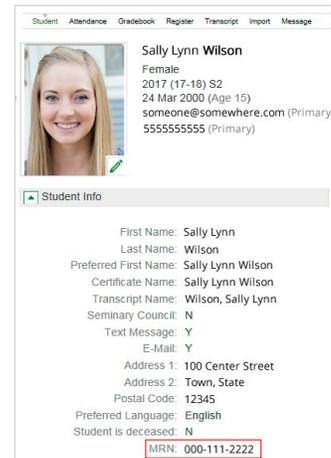
13. How can I look up a student's MRN on WISE to help the student register for an LDS Account?

In WISE, click **Student Info**. The MRN will be listed.

14. Why are my students unable to log in and take the online assessment?

Check the following:

- Verify that they have an active LDS Account and that they remember their username and password. Are they able to sign in to other LDS sites, such as Personal Progress, Duty to God, or FamilySearch? If they have forgotten their username or password, have them use the links to recover them.
- Make sure you have scheduled an online assessment for them using [la.ldschurch.org](https://la.ldschurch.org).
- Make sure the student is going to the link you provided to access the online assessment.
- Make sure the student's browser is not blocking pop-ups. If so, have the student click the message to allow pop-ups from this website.



15. After students have registered for an LDS Account, how can they take the online assessment?

You need to schedule the online assessment. Refer to the *Elevate Learning Assessments* handout or video for instructions on how to do this. Students go to [la.ldschurch.org/online](http://la.ldschurch.org/online) and sign in with their LDS Account to take the assessment.

16. How do nonmembers take the online assessment?

At this time, students must have an LDS Account to take the online assessment. Nonmembers will need to use the printed version.

17. Do I need to reschedule an online assessment for students who want to retake the assessment online?

Yes. Refer to the *Elevate Learning Assessments* handout or video for instructions on how to do this. Instead of selecting a whole class, select those students who need to retake the assessment.

18. What mobile devices are supported for the online learning assessment?

Both Android and iOS devices are supported.

## Reports

19. How long does it take for the results to appear at [la.ldschurch.org](http://la.ldschurch.org)?

This varies according to the number of people trying to upload bubble sheets at the same time.

20. How can I provide information to students about their scores on the assessment and the questions they missed?

Students who take the online assessment can view the report as soon as they complete the assessment. You can also view student reports. Refer to the *Reviewing Learning Assessments* handout or video for how to review student reports.

21. Can I get a report that includes results for my entire program, my area, or all the classes I teach?

This feature is not currently available.

22. How can I view the online assessment?

Refer to the *Reviewing Learning Assessments* handout or video for how to review student reports.