Use keys shaded in gray to enter grades.
Use * to interrupt. Use 9 with grade keys to hear reference response.

Scoring keys		
1	2	3
4	5	6
7	8	9
✳	0	#

Use # with other keys shaded in gray to enter commands.

Command keys		
response 1	question 2	rubric 3
number 4	delete 5	6
7	8	end 9
interrupt ✳	0	help #

Press	For
2-6	Scores
9[2-6]	Play reference response that has a score of [2-6]
0	Ungradeable response
#1	Repeat current response
#2	Repeat current question
#3	Hear grading rubric
#4	Identify response number
#5	Delete last-entered grade
#9	End call
##	Help
*	Interrupt

Keypad command detail

This section provides more details about and gives examples of keypad commands.

2-6   Scores
- Press a key once to enter that score for the current response.
- When scoring a response, you must listen to the entire response once before you can enter a score. After entering a grade, you'll hear "Grade accepted" and the system will play the next response for grading, if any.

0   Ungradeable response
- Press 0 when a technical problem prevents you from hearing a response clearly and you have attempted to repeat hearing the response with no success.
- Press 0 if the response is silent or if there is something unusual about the response.
- In either case, press #4 to identify the response, then report the problem to your lead rater.

9[2-6] Play reference response that has a score of [2-6]

- If you're unsure about what score to give a response, press 9 and then a number from 2 to 6 to hear a reference (sample) response for that score. For example, press 94 to hear a reference response that would be given a score of 4.

- If there are several reference responses for a score, pressing 9 and the number again will cycle through the different reference responses.

#1 Repeat current response

- Replays the current response from the beginning.

#2 Repeat current question

- Replays the current question as it is heard by the test taker, but without any pauses or preparation times.

#3 Hear grading rubric

- Press #3 to hear the current test name and grading rubric (the criteria for each grade). If you are in the middle of listening to a response for the first time when you choose to listen to the rubric, then once the rubric finishes, press #1 to replay the response.

#4 Identify response number

- Press #4 to hear the unique identifier for this response.

- Each response from a test taker is given a unique identifier consisting of several digits. If there is ever any problem with grading, you can listen to this identifier, write it down, and give it to your Lead Rater or Rater Administrator when reporting the problem.

#5 Delete last-entered grade

- Anytime before you enter another grade or end your call, you can press #5 to delete your last entered grade. That response will then be put back in the grading pool.

- You will hear "The last rating entered has been deleted" as a confirmation.

Introduction

This guide describes how you use the eVox™ system to score the verbal responses given by spoken English test takers. You score responses using a touch-tone telephone.

For each rating period, you will receive a rater identification number (PIN) to access the eVox system. Once the rating period ends, the PIN is no longer valid.

Scoring

Before you begin scoring, you will need your rater PIN for the current rating period. During a scoring session, you will score responses from the Test of Spoken English (TSE), which is graded on a scale of 2-6.

You can end the scoring session call at any time by hanging up, and all scores you have entered will be saved. You can call back to continue grading.

▶ *To start a scoring session:*

1. Call the eVox system.

   You will hear "Thank you for calling Ordinate. Please enter your rater identification number on the telephone keypad."

2. Enter your rater identification number (PIN).

3. Listen to the introduction and to the grading rubrics.

4. Begin scoring.

   You will hear a question followed by one or more test takers' responses. Before and after each response, you will hear a beep. After the beep following each response, score the response on your phone keypad (see key on page 2).

   Note: You must listen to a complete response once before you can assign a grade. Some responses do not fill the allotted time, so you may hear some silence during the response time.

After grading all the responses assigned to you, you'll hear "All grading complete" and the call will end automatically.

#9 End call

- Ends the current call and saves all grades that have been entered.

Help

- The Help system describes the keys you press to grade and to enter system commands.

* Interrupt

- Press * at any time to interrupt the playing audio. You can then enter a grade (if you've heard the response at least once) or a command.

Troubleshooting

Problem	Potential cause	Solution
No response after entry of your 8-digit rater PIN.	A problem with the phone line (including possible disconnect).	Hang up and start over.
	The eVox system is not receiving touch-tone signals when numbers are entered. Some countries may block the transmission of touch-tone data to prevent use of callback services.	Contact your operations staff and report the problem. It may be necessary to provide alternate telephone services.
"This rater identification number is not valid" message.	Rater PIN was entered incorrectly.	Re-enter PIN correctly when prompted. You get 3 tries to enter the number correctly.
"Your rater identification number is not active" message, then call ends.	Rater PIN is not active.	Contact your lead rater to get your PIN reactivated.
Call is disconnected.	A problem with the phone line.	Call back. (All previously entered grades are saved.)
System reports a "system error."	A problem with the eVox system.	Contact support staff with the following information: ▪ Time ▪ Number called ▪ Your rater identification number ▪ What you were doing when the error occurred Hang up and call back to resume grading.
Unclear response recording.	Voice file damaged, test taker did not have headset adjusted properly, background noise.	Use option #4 to identify the response, write down the response identifier and give that, with a description of the problem, to your lead rater.
"All grading complete" message.	No more responses assigned to you for grading.	Contact your lead rater to be assigned more responses to grade.

Appendix A: Grading rubrics

This appendix describes the grading rubrics for the Test of Spoken English (TSE).

CONTENTS

6 Communication almost always effective: task performed very competently
- Functions performed clearly and effectively
- Appropriate response to audience/situation
- Coherent with effective use of cohesive devices
- Use of linguistic features almost always effective; communication not affected by minor errors

5 Communication generally effective: task performed competently
- Functions generally performed clearly and effectively
- Generally appropriate response to audience/situation
- Coherent with some effective use of cohesive devices
- Use of linguistic features generally effective; communication generally not affected by errors

4 Communication somewhat effective: task performed somewhat competently
- Functions performed somewhat clearly and effectively
- Somewhat appropriate response to audience/situation
- Somewhat coherent with some use of cohesive devices
- Use of linguistic features somewhat effective; communication sometimes affected by errors

3 Communication generally performed unclearly and ineffectively
- Generally inappropriate response to audience/situation
- Generally incoherent with little use of cohesive devices
- Use of linguistic features generally poor; communication often impeded by major errors

2 No effective communication: no evidence of ability to perform task
- No evidence that functions were performed
- No evidence of ability to respond appropriately to audience/situation
- Incoherent with no use of cohesive devices
- Use of linguistic features poor; communication ineffective due to major errors

ORDINATE

eVox Rater Guide

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