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Chapter 1

General Information

PsychCorpCenter Platform

PsychCorpCenter is an assessment platform that will support cross-battery assessments. Within this platform, you are able to enter examinee data once and then use the data with all assessments that reside on the platform. For example, if you are entering both a WISC–IV Australian and a WIAT–II Australian assessment, you will only enter the examinee data once.

WISC–IV Australian Writer

The WISC–IV Australian Writer efficiently and accurately scores assessments and allows you to generate reports ranging from a basic profile of test scores to a comprehensive interpretation of the examinee’s intellectual functioning and achievement.

TIP If the WIAT–II Scoring Assistant is currently installed, the WISC–IV Australian Writer will interact with the WIAT–II Australian Scoring Assistant to provide ability–achievement discrepancy analysis.

Technical Support Contact Information

If you need assistance using the WISC–IV Australian Writer or the PsychCorpCenter platform, refer to either the online Help or this user’s guide. Call Software Technical Support at these numbers for further assistance:

Australia 1800 882 385 or 02 9517 8958 (Direct)
(8:30 AM to 5:30 PM Eastern Standard Time)

New Zealand 0800 942 722 or +61 2 9517 8958 (Direct)
(10:30 AM to 7:30 PM)

Email address: customerservice@harcourt-au.com
When you call, you must be at your computer with the program running and the following information ready:

- the WISC–IV Australian Writer version number (on your CD–ROM label or select Help | About PsychCorpCenter and click the Product Information button), and
- a description of the hardware and software you are using, including any network software, a description of the problem, what you were doing when the problem occurred, and the exact wording of any error message you might have received.

**WISC–IV Australian Writer System Requirements**

The system requirements for WISC–IV Australian Writer are as follows:

- Windows® 98/2000/Me/XP
- 133MHz processor (Recommended: 300MHz processor)
- 32 MB RAM (Recommended: 128MB RAM; more memory improves performance)
- 2 MB video card capable of 800 × 600 resolution (16-bit colour) (Recommended: 2 MB video card capable of 1024 × 768 resolution [32 bit colour])
- 100 MB free hard disk space when installing PsychCorpCenter for the first time (Recommended: 175 MB free hard disk space)
- 75 MB of free hard disk space if PsychCorpCenter has been installed with another product
- CD–ROM drive
- Internet Explorer Version 5.0 or above
Installation Instructions

**TIP** If you are running Windows® 2000 or XP and connect to the Internet using a dial-up modem, you will need to modify your Internet options prior to installing this application via the web. To do this, select Control Panel | Internet Options. Click the Connections window. Select the Always dial my default connection option.

**Note:** It is recommended that you turn off all background applications prior to installing the WISC–IV Australian Writer. To do this, use the right mouse button to click on the application icon in the taskbar. Select Disable, Close or Exit from the pop-up menu.

Installing the WISC–IV Australian Writer

To install the WISC–IV Australian Writer via the Internet or the License Key Diskette, follow the steps below. If you do not have Internet access or a connected floppy diskette drive, see Installation by Calling Technical Support on page 9.

1. Insert the CD–ROM into your computer’s CD–ROM drive. The WISC–IV Australian Writer Installation Wizard window will appear after the splash screen. If the installation program does not automatically start, choose Run from the Start menu, type x:\setup.exe (where x represents your CD–ROM drive), and then click OK.

2. Click the Next button to display the License Agreement.

3. Click the Yes button after you have read the license agreement to open the Customer Information window. If you click the No or Cancel buttons, the installation window closes and the installation ends.

4. Type in your first name, last name, organisation name and serial number in the corresponding fields. This information is collected for licensing purposes. Click the Privacy Information button to view the Harcourt Assessment, Inc. policy regarding the storage and use of customer information.
Note: The serial number is located on the back of your CD–ROM case in the lower left corner. The serial number is formatted so that an A represents where a letter should be and 9 represents where a number should be; for example, A99–A99A9–9A99– A99

5. Click the Next button to open the Confirm User Information window.

6. Click the Yes button to verify the displayed information is correct and begin the installation. If you have entered an invalid serial number, a message will appear when you click the Yes button. **You must enter the correct information before proceeding with the installation.** See chapter 7 for a complete listing of warning messages and actions that need to be taken in order to resume the installation.

If you are not connected to the Internet, but have a configured Internet connection, the Dial Up Prompt window appears. Click the Dial button on this window to open your Internet connection and begin the installation. **Proceed to step 7.**

If an Internet configuration does not exist, click the No button on the Unable to Communicate with Server window. You will be prompted to continue your installation using the License Key Diskette method below:

a. Click the No button on the Unable to Connect with Server window to open the Diskette Drive window.

   If you do not have a diskette drive, click the No button and follow the directions under **Installation by Calling Technical Support** on page 9 of this User’s Guide.

b. Click the Yes button to open the License Diskette window.

   If you do not have the license key diskette that came with your product, click the No button and follow the directions under **Installation by Calling Technical Support** on page 9 of this User’s Guide.

c. Click the Yes button to open the Insert Diskette window.

d. Insert your diskette into the drive and click the OK button to begin the installation.
e. Once the installation is complete, you are asked to reboot your computer. During this process, do not remove the CD–ROM from the drive. After you have rebooted your computer, you are ready to use the application.

7. Once the installation is complete, you are asked to reboot your computer. During this process, do not remove the CD–ROM from the drive.

8. After you reboot your computer, you are ready to use the application.

Installation by Calling Technical Support

If you do not have an active Internet connection or disk drive, you must call technical support to finish the installation.

1. Click the No button on either the Diskette Drive or License Diskette windows to open the Authorisation Code window with the information already entered.

2. Call Technical Support on 1800 882 385 from Australia, and 0800 942 722 from New Zealand. A technical support analyst will request the Serial Number and Install ID (on screen).

Note: During this process ensure that you enter the Serial Number correctly and the correct Install ID is given to the technical support analyst. If any code is entered incorrectly you will get a warning message. See Chapter 7 for a complete list of warning messages.

3. Enter the authorisation code supplied by technical support in the Authorisation Code field.

4. Click the OK button to begin the installation.

5. Once the installation is complete, you will be asked to reboot your computer. During this process, do not remove the CD–ROM from the drive. After you have rebooted your computer, you are ready to use the application.
Registration Information

A software registration screen will appear upon launching PsychCorpCenter, allowing you to register the product either via the Internet or by printing the registration form and faxing the information to Customer Service. If you choose not to register the product during installation, an icon will be placed in the program group to register later.

Quick Reference for this Guide

This user’s guide provides clear, concise instructions for using your WISC–IV Australian Writer beginning with software installation and ending with troubleshooting techniques and warning messages. If you are already familiar with the PsychCorpCenter product line, skip to chapter 2. The chapter list below will help you determine what information is necessary for you.

- **Chapter 1** provides basic information about the WISC–IV Australian Writer, including symbols used, where to look for additional help, how to log onto the application, navigation information and an overview of the many options available in the PsychCorpCenter product platform.

- **Chapter 2** contains information about entering examinee data as well as information about each history window and their impacts on the interpretive report.

- **Chapter 3** contains information about entering assessment data as well as the raw score ranges for the corresponding age ranges.

- **Chapter 4** contains information about generating and customising reports, as well as a detailed description of the available report options.

- **Chapter 5** contains information about setting the options in PsychCorpCenter, including setting a default examiner, backing up, archiving, restoring data and password–related information.

- **Chapter 6** contains troubleshooting techniques, categorised by section.

- **Chapter 7** contains the application warning messages, their corresponding meanings and recommendations.

**TIP** First-time users of the PsychCorpCenter platform should refer to the booklet insert inside the CD–ROM case for important getting started information.
Using the “Read Me” File

The WISC–IV Australian Writer “Read Me” file contains compatibility notes and/or last minute documentation changes that were unavailable at the time this user’s guide was printed. During the installation, you will have the opportunity to view the contents of the file. It can also be accessed from your CD–ROM.

Viewing the “Read Me” File

1. Insert your WISC–IV Australian Writer CD–ROM in your CD–ROM drive. If the Installation Wizard opens, click the Cancel button.
2. Open your Windows® Explorer and select the CD–ROM drive.
3. Double click the WISC–IV Australian Writer Read Me.txt file to view, save or print.

Online Help

The WISC–IV Australian Writer online help is quick and easy to use. From here, you can find answers to your questions or get information on a particular feature. You can access the online help by clicking the Help icon on the WISC–IV Australian Writer toolbar.

Information Icon

Many of the windows in the WISC–IV Australian Writer application contain an Information icon. Click this icon to open the online help for the specific page.

PsychCorpCenter

This section provides you with information needed to access PsychCorpCenter for the first time, including opening and logging into the WISC–IV Australian Writer.
Logging On

1. Select Start | Programs | PsychCorpCenter | WISC–IV Australian Writer to open the Set Password window. This window only appears when logging onto PsychCorpCenter for the first time.

Note: If you already have other PsychCorpCenter programs installed, use the password you set previously.

2. From here, you are required to set your password for logging onto the system. You may set any password that is between 1 and 6 characters in length. After logging on, you can change the initial password or turn off the password feature (see page 46 for more information).

3. Enter your password in the New Password field.

4. Re-enter your password in the Confirm New Password field. If the passwords in New Password and Confirm New Password fields are not identical, you will be asked to re-enter your password.

5. Click OK to save your password.

Options

There are many options available to you when running this application. You can:

- set a default examiner;
- back up and restore data;
- archive and restore data;
- change and disable the password; and
- check for updates
TIP Any options that you set apply to all assessments installed on the PsychCorpCenter platform. See chapter 5 for more information on setting up options.

Navigation Information

The information in this section is designed to familiarise you with the PsychCorpCenter platform as well as the menus and toolbar icons used in the WISC–IV Australian Writer.

TIP If you are already familiar with PsychCorpCenter functionality, go to chapter 2.

WISC–IV Australian Writer Menus

This application includes: File, View, Options, and Help menus. A menu item followed by an ellipsis (... ) indicates its selection opens a dialog box or data entry screen. A menu item followed by a right pointing triangle ( ▶ ) indicates a cascaded menu from which you can select another item. A menu item followed by no marking starts the feature. Menu items which are Windows–standard functionality are not discussed in detail.

Options Menu

See chapter 5 for a complete list of the options available in PsychCorpCenter.

Help Menu

The help menu allows you to select Contents, Contact Technical Support and About PsychCorpCenter.

Contents

Opens the Help file with the contents page displayed. From the Contents window, you can go directly to any major topic of the help file.
Contact Technical Support
Opens Harcourt Assessment’s website if you have an active internet connection. From here, go to the Contact Us page for information on reporting technical issues.

About PsychCorpCenter
Displays the About PsychCorpCenter window. Click the Product Information button in this window to display a list of the products currently installed on the platform, including version numbers and copyright information.

Status Bar
Displays the application processes on the bottom of the screen.

The Toolbar
The toolbar is visible after opening examinee (see page 16) or assessment (see page 28) data and contains a button for each of the following: New, Open, Save, Cut, Copy, Paste, Help, Examinee Data Group, Assessment Group and Report Group. To activate a feature in the toolbar, click the corresponding button.

TIP New, Open, Cut, Copy, Save and Paste follow standard Windows functionality.

Save As
Click the Save As button to open the Save As window with the option to save the generated report in a format compatible to a word processing application. This toolbar option is only enabled in the Print Preview window and is the same as selecting File | Save As from the main menu.
Help
Opens the WISC–IV Australian Writer Help file. This is the same as selecting Help | Contents from the main menu. In addition, the WISC–IV Australian Writer includes a context-sensitive help file that can be accessed from any window by clicking the Information icon located at the bottom right of the window.

Examinee Data Group
Displays the Examinee List window (see page 16). From there, you can open the Examinee Data window (see page 17) to enter a new, edit an existing or delete a student record.

Assessment Group
Displays the Assessment List window (see page 29). If you click the arrow next to the Assessment Group icon, a submenu appears that allows you to highlight the assessment you wish to open.

Report Group
Displays the Report Wizard window (see page 33). If you click the arrow next to the Report Group icon, a submenu appears that allows you to highlight the appropriate report wizard.

TIP To display either the toolbar or status bar, select from the View menu. When either is displayed, a tick appears next to the item in the View menu.
Chapter 2

Entering Examinee Data

Examinee Data

This chapter provides step-by-step instructions for entering examinee information, including a comprehensive section about entering information in the background history windows.

You can enter multiple assessments for each examinee without re-entering the examinee data.

Once you are logged in to the application, you may begin entering examinee data.

Entering Examinee Data

1. Click the Examinee Data icon on the Navigation Panel to open the Examinee Data List window.

Note: If no examinees have been entered into the database, the Open and Delete buttons on this window are disabled.
2. Click the **New** button on the right side of the window to open the Examinee Data window. The fields requiring information are marked with an asterisk (*).

3. Enter information in the following fields:
   - **First Name**
   - **Middle Name**
   - **Last Name**
   - **Examinee ID**

4. Select the appropriate information from the following drop down boxes:
   - **Home Language**
   - **Gender**
   - **Handedness**
   - **Race/Ethnicity**

   If the Other option is selected for **Home Language** or **Race/Ethnicity**, a text box appears for you to type in your response. **What you type in this text box will appear verbatim on the report.**

   **Note:** If gender is not specified on the **Examinee Data** window, the male gender is assumed. Therefore, the pronouns, he and him, are used in all reports.
5. Click the down arrow to select the **Date of Birth** from the **Calendar Control** window. Use the right and left arrows to scroll to the appropriate month and year, then click on the date, or, choose the month from the drop-down list. To access this list, click the month in the grey area at the top of the calendar. To scroll to the appropriate year, click the year displayed and use the up and down arrows.

You can also manually enter a date by using the arrow keys to navigate from the Date, Month and Year fields. You **cannot tab from within the field**.

![Calendar Control window](image)

**Note:** The examinee’s age is automatically calculated when you leave this field.

6. Click the \[ icon when finished entering the examinee information.

You are now ready to begin entering a history profile.

**History Profile**

After entering the appropriate examinee data, you may begin entering the history profile. **A history profile is encouraged, but is not required to run an interpretive report.** Because the information is optional, you may enter as much or as little as you choose. However, the more background information you enter the more comprehensive the interpretive report will be. The history profile screens allow you to enter/select the following information about the examinee:

- **Referral** allows you to enter information about the referral source and reasons.
- **Home Environment** allows you to enter information about the examinee’s current home environment, including the name, address and education level of the examinee’s parents/guardians as well as current living arrangements and events that may be producing family stress.
Language allows you to enter information about the examinee’s dominant language as well as other languages spoken by the examinee. You may also enter how long the examinee has been exposed to and/or speaking English and any behavioural observations related to language.

Development allows you to select information about the foetal development and early development of the examinee and when he/she achieved important milestones.

Sensory/Motor allows you to select information about the examinee’s hearing, vision and any sensory/motor difficulties that he/she might have as well as any behavioural observations related to the examinee’s sensory/motor difficulties.

Medical/Psychiatric/Neurological allows you to select information regarding any medical or neurological issues that might either be currently affecting the examinee or have affected the examinee in the past, as well as related behavioural observations.

Medication/Substance Use allows you to select information regarding any medication or substances that the examinee has taken or is currently taking, as well as related behavioural observations.

Education allows you to select information regarding the examinee’s schooling, including statements about his/her early education, school assignment, retention and current schooling situation.

School Performance allows you to select information regarding the examinee’s schooling, including statements about his/her attendance, conduct and academic performance.

Achievements allows you to select information about the examinee’s past and present standardised achievement test performance.

Behavioural Observations allows you to select information about the examinee’s appearance, affect, attitude and behaviour during the testing session.

TIP All selections in the history profile offer you the flexibility of entering your own response rather than selecting the preset responses.
Note: You may use the Background History Checklist in Appendix B to gather the information from the examinee’s parent(s)/guardian(s) during your clinical interview.

WISC–IV Australian History Windows

The WISC–IV Australian History List window is the first window shown when you click on the WISC–IV Australian History page. It displays any existing history records. From here, you can create, edit and delete history profiles.

Note: If you select a blank field in any history window or select other from a list, you must enter information in the corresponding text field in order for it to appear on the report. What you enter in this field will be displayed verbatim on the report.

Creating a History Profile

1. After entering the examinee information in the Examinee Data window, click the WISC–IV Australian History tab to open the History List window.

Note: If there are no history records in the list, the Open and Delete buttons are disabled.

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2. Click **New** at the bottom of the window to open the **History Data** window.

3. Enter the desired name in the **History Name** field.

4. Enter a description for the history in the **History Description** field. Both fields are required to save a history and move on to the next window.

   **Note:** A history profile is not required to run a report, but it is encouraged. The History Name and History Description text fields are required to save the history profile. A description is important if you have two history profiles that share a name.

5. Click the icon on the toolbar when finished entering the history name and description.

6. Click **Next** to open the **Referral** window.

   **TIP** You may select any of the history windows from the **Section** drop-down menu. All of the available windows are listed.
7. Enter the name of the person who referred the examinee in the Name of Referral Source field.

8. Select the role of the referral source from the Role of Referral Source drop down menu.

9. Tick the appropriate boxes under Referral Reasons.

10. Click Next to open the Home Environment window.

**TIP** The Next button functions in the same manner as the Section drop down at the top of the window.

11. Enter the name of the examinee’s parent(s) or guardian in the Name field. You may enter multiple names by separating them with commas.

12. Enter the address, city, state, postcode and telephone number for the parents/guardian in the appropriate fields.

13. Select the mother’s, father’s and/or guardian’s highest level of education completed from the corresponding menus.

14. Enter the name of the person with whom the examinee currently lives in The Child Currently Lives With field. You may enter multiple names by separating them with commas.
15. Select the number of other children with whom the examinee lives from the How Many Other Children Live with the Child? menu. The options are: not specified, none, one, two, three, four and five or more.

16. Select the length of time that the examinee has been in the present living arrangement from the How Long in Present Living Arrangement menu. The options are: not specified, less than 2 months, less than 6 months, less than 1 year, less than 18 months, less than 2 years, less than 3 years, more than three years and other.

*Note:* If other is selected, you must enter a description in the corresponding text field.

17. Select how often the examinee’s custodial arrangements have changed in the last three years from the corresponding menu. The options are: not specified, never, one time, two times, three times, four times and more than four times.

18. Tick any events that may be producing family stress. You may select as many as apply.

19. Click the Next button to open the Language window.

20. Tick the appropriate boxes under Languages Spoken by Child. If you tick one of the blank fields, you must enter a description in the corresponding text field for it to display on the report.

21. Tick the appropriate boxes under Child’s Dominant Language(s). If you tick one of the blank fields, you must enter a description in the corresponding text field for it to display on the report.

22. Select the length of time the examinee has been exposed to English from the Exposed to English menu. The options are: not specified, since birth, for 1–3 years, for 4–5 years, for longer than 5 years and other.

23. Select the length of time the examinee has been speaking English from the Speaking English drop-down menu. The options are: not specified, since talking, for 1–3 years, for 4–5 years, for longer than 5 years, and other.
24. Select any articulation-related behavioural observations from the Articulation drop-down menu. The options are: not specified, child’s speech was clear and intelligible, child’s speech was typically clear but slurred or mumbled at times, child’s speech was garbled and unintelligible and other.

25. Select the behavioural observations describing the child’s English ability from the Use of English menu. The options are: not specified, child demonstrated English proficiency, child reverted to non-English at times during testing, child used English during testing but spoke non-English with others, child had limited English proficiency and other.

26. Click Next to open the Development window.

27. Select the person who rated the child for each of the developmental milestones from the According to menu.

28. Tick the appropriate boxes under Birth Information. If you select was born with no apparent complications box, all other boxes are disabled and cannot be selected.

29. Select when the Developmental Milestones were achieved using the following scale: Early, Typical, Late or Unknown.

30. Click Next to open the Sensory/Motor window.

30. Select the person who rated the child for each of the developmental milestones from the According to menu.

32. Enter the date of the examinee’s last vision screening in the Date of Vision Screening or Testing field. You may enter the date in any format.

33. Select the results of the last screening from the Results of Vision Screening menu. The options are: not specified, normal visual acuity, normal visual acuity with the aid of corrective lenses, need for complete vision examination and other.

34. Enter the date of the examinee’s last hearing screening in the Date of Hearing Screening or Testing field. You may enter the date in any format.

35. Select the results of the last screening from the Results of Hearing Screening menu. The options are: not specified, normal auditory acuity, normal auditory acuity with the use of a hearing aid, need for complete audiological examination and other.

36. Tick the appropriate boxes for each status option.
37. Tick the appropriate boxes for each behavioural observation.
38. Click Next to open the Medical/Psychiatric/Neurological window.
39. Select the person who rated the child for each of the medical/psychiatric conditions from the According to menu.
40. Tick the appropriate boxes for each medical/psychiatric condition.
41. Select the person who rated the child’s neurological status from the According to menu.
42. Tick whether the neurological status was In The Past or Recently for each option.
43. Tick the corresponding boxes for each health-related behavioural observation.
44. Click Next to open the Medication/Substance Use window.
45. Select the person who rated the child’s medication use from the According to menu.
46. Tick whether the medication use was In The Past or Currently for each option.
47. Tick whether the substance use was In The Past or Currently for each option.
48. Select the appropriate medication-related behavioural observation from the Behavioural Observation drop-down menu. The options are: not specified, did not appear under the influence of any medication or substance, appeared to be under the influence of a medication or substance and other.
49. Click Next to open the Education History window.
50. Select the person who rated the child’s early education experience from the According to menu.
51. Select the examinee’s pre-kindergarten experience from the Pre-Kindergarten Experience menu.
52. Select the examinee’s pre-Year 1 experience from the Pre-Year 1 Experience menu.
53. Tick the appropriate options for the examinee’s current school assignment under School Assignment.
54. Select the year in which the examinee has been retained under Retention. The options are: Kindergarten to Year 12 and not specified.
55. Select the number of times the examinee has been retained from the How Many Times? menu. The options are: not specified, one time, two times, three times, four times and more than four times.

56. Select the examinee's current attendance status from the corresponding boxes. The options are: classes full-time, classes part-time, gifted and talented classes, regular classes, special education classes and a blank entry field.

57. Click **Next** to open the School Performance window.

58. Select the statement describing the examinee's past attendance from the In the Past menu. The options are: not specified, had an excellent attendance record, had no significant attendance problems, had frequent unexcused absences, had frequent excused absences and other.

59. Select the statement describing the examinee's present attendance from the Currently menu. The options are: not specified, is maintaining good attendance, has no significant attendance problems, has many unexcused absences, has many excused absences and other.

60. Select the statement describing the examinee's past conduct from the In the Past menu. The options are: not specified, had an exemplary conduct record, had no disciplinary problems, had only minor disciplinary problems, had frequent disciplinary problems, had severe disciplinary problems, had been suspended from school, had been expelled from school and other.

61. Select the statement describing the examinee's present conduct from the Currently menu. The options are: not specified, is extremely well behaved, has no disciplinary problems, has only minor disciplinary problems, has frequent disciplinary problems, has severe disciplinary problems, is suspended from school, is expelled from school and other.

62. Select the statement describing the examinee's past academic performance from the In the Past menu. The options are: not specified, had an outstanding academic record, had no serious academic difficulties, had some academic difficulties, had many academic difficulties and other.

63. Select the statement describing the examinee's present academic performance from the Currently menu. The options are: not specified, is performing well, has no academic difficulties, has only minor academic difficulties, has some academic difficulties, has many academic difficulties and other.
64. Click **Next** to open the **Achievements** window.

65. Select ratings for the examinee’s past academic achievement test performance using the following scale: Above Average, Average, Below Average, or Unknown for Reading, Maths, Science and Other.

66. Select ratings for the examinee’s most recent academic achievement test performance using the above scale for Reading, Maths, Science and Other.

67. Click **Next** to open the **Additional Behavioural Observations** window.

68. Tick the appropriate boxes for examiner observations related to the examinee’s **Physical Appearance/Affect**.

69. Tick the appropriate boxes for examiner observations related to the examinee’s **Test Taking Attitude/Behaviour**.

70. Click **Finish** to open the **Save Examinee History** window.

71. Click **OK** to save the displayed history record and return to the **WISC–IV Australian History List** window.

You are now ready to enter the assessment data for the examinee who has been added.
Chapter 3
Entering Assessment Data

Assessment Data
After you have entered the examinee information (see Entering Examinee Data, page 16) and completed the WISC–IV Australian History windows (see WISC–IV Australian History windows, page 20), you are ready to enter the assessment information. This includes filling out the Administrative Information and the Raw Scores windows.

Tip You can enter multiple assessments for each examinee without re-entering the examinee data.

Entering Administrative Information
1. Click the Assessments slider bar to open the Assessment navigation panel. The Assessments slider bar may be at the top or the bottom of the screen.
2. Click the WISC–IV Australian icon from the Navigation Panel to open the Assessment List window.

3. Click the examinee’s name to highlight it in the list. If no examinees appear in the list, you must go back to the Examinee Data window by clicking the Examinee Data slider bar, then the Examinee Data icon to fill in the required information. See Entering Examinee Data, page 16, for more information.

4. Click the New button at the bottom of the window to open the Administrative Information window.

Note: If no assessments have been entered, the Open and Delete buttons are disabled.
5 Enter the examiner’s first, middle and last name in the corresponding fields.

6. Click the down arrow to select the assessment date from the Calendar Control window. Use the arrows on this window to change the month and year. You can also manually enter a date by using the arrow keys to navigate from the Month, Date and Year fields. You cannot tab from within a field.

7. Select the examinee’s School Year from the drop-down menu.

8. Tick Is this a retest? if the examinee has been previously tested using the WISC–IV Australian. If a WISC–IV Australian assessment already exists for the examinee, this box is automatically ticked.

9. Enter comments in the Comments field. Any comments entered in this field are included verbatim on the report.

10. Click the icon to save your data. If any required information fields are blank, you will receive a message. You must fill in all required fields prior to saving the data. See chapter 7 for a complete list of warning messages.

You are now ready to enter raw scores for the examinee.
**Raw Scores**

There are two windows available for entry of raw scores. The correct raw score range is shown in parenthesis to the right of the text field. All supplemental subtests will have parenthesis around the subtest name. There are **10** core and **7** supplemental subtests.

<table>
<thead>
<tr>
<th>Subtest Name</th>
<th>Raw Scores Totals</th>
<th>All Ages</th>
<th>6–7</th>
<th>8–16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Block Design</td>
<td></td>
<td>0–68</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Block Design No Time Bonus</td>
<td></td>
<td>0–50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Similarities</td>
<td></td>
<td>0–44</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Digit Span Forwards</td>
<td></td>
<td>0–16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Digit Span Backwards</td>
<td></td>
<td>0–16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Longest Span Forwards</td>
<td></td>
<td>0, 2–9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Longest Span Backwards</td>
<td></td>
<td>0, 2–8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Picture Concepts</td>
<td></td>
<td>0–28</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coding</td>
<td></td>
<td>0–65</td>
<td>0–119</td>
<td></td>
</tr>
<tr>
<td>Vocabulary</td>
<td></td>
<td>0–68</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Letter-Number Sequencing</td>
<td></td>
<td>0–30</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Matrix Reasoning</td>
<td></td>
<td>0–35</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comprehension</td>
<td></td>
<td>0–42</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Symbol Search</td>
<td></td>
<td>0–45</td>
<td>0–60</td>
<td></td>
</tr>
<tr>
<td>Picture Completion</td>
<td></td>
<td>0–38</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cancellation Random</td>
<td></td>
<td>0–68</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cancellation Structured</td>
<td></td>
<td>0–68</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information</td>
<td></td>
<td>0–33</td>
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<td></td>
</tr>
<tr>
<td>Arithmetic</td>
<td></td>
<td>0–34</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Word Reasoning</td>
<td></td>
<td>0–24</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Entering Raw Scores

1. Click the Raw Scores Part 1 window.
2. Enter the scores into the corresponding fields. You must enter a score within the range shown on screen.

⚠️ Note: There are two calculated scores on this window. Digit Span Total Score is the sum of Digit Span Forwards and Digit Span Backwards. Span Difference is the difference between Longest Span Forwards and Longest Span Backwards.

3. Click the icon to save the entered scores.
4. Click the Raw Scores Part 2 window.
5. Enter the scores into the corresponding fields. You must enter a score within the range shown on screen.

⚠️ Note: The Cancellation Total Score is the sum of Item 1 Random Organisation and Item 2 Structured Organisation.

6. Click the icon to save the entered scores.

You are now ready to run reports.
Chapter 4
Generating and Customising Reports

The WISC–IV Australian Writer uses the data you enter to generate four types of reports, which you can view, edit, print and/or save.

- **Interpretive Report** is a narrative of interpretation of the WISC–IV Australian scores with an option to include tables and graphs.
- **Clinical and Background Reviews** is a narrative of the analysis of the background data.
- **Parent Report** is a general, non-technical narrative of interpretation of the WISC–IV Australian scores and a summary of the most important scores.
- **Tables and Graphs Report** is a series of tables and graphs representing the scores.

Depending on the information you enter and choices you make, the reports can range from a basic profile of test scores to a comprehensive interpretation of the examinee's intellectual functioning and achievement.

**Report Icons**

The following report icons are available for selecting the different reports. **You must click the appropriate report icon when generating reports.**

- Click the WISC–IV Australian icon to generate a Tables and Graphs only report.
- Click the WISC–IV Australian Writer icon to generate the Interpretive Report, Clinical and Background Reviews, or the Parent Report.
WISC–IV Australian Report Options for Tables and Graphs

There are eight table and graph options available with the WISC–IV Australian Writer. These options allow you to select which information you wish to include on the report. The more options you select, the more comprehensive the report will be.

- **Composite Scores Table** is a tabular display of the WISC–IV Australian composite scores, confidence intervals, percentile rank, and qualitative description of each composite score.

- **Graph of Composite Scores** is a graphical display of the WISC–IV Australian composite scores and standard error of measurement.

- **Subtest Scores Table** is a tabular display of the WISC–IV Australian subtest scores, test age equivalent, and percentile rank.

- **Graph of Subtest Scores** is a graphical display of the WISC–IV Australian subtest scores and standard error of measurement.

- **Composite and Subtest Differences Table** is a tabular display of the composite and subtest differences, critical value, significance, and base rate.

- **Subtest and Means Table** is a tabular display of the subtest and means, difference from mean, critical value, and base rate.

- **Process Summary and Discrepancy Comparisons** is a tabular display of the process summary and discrepancy comparisons.

- **Raw Scores Table** is a tabular display of the WISC–IV Australian raw scores.

If you have the WIAT–II Australian Scoring Assistant installed on PsychCorpCenter, you are able to do ability–achievement discrepancy analysis between the WISC–IV Australian and the WIAT–II Australian.

**Note:** If the WIAT–II Australian and WISC–IV Australian assessments were administered six months to one year apart, a warning message appears advising you that the results should be viewed with caution. If the assessments are more than 1 year apart, results will not be calculated for the ability–achievement discrepancy.
When generating a WISC–IV Australian and WIAT–II Australian combined report for Ability–Achievement Discrepancy Analysis, the maximum age at testing for the WIAT–II Australian is 17 years and 11 months (17:11).

Subtest Comparison Group

The available Subtest Comparison Group options are Overall Mean and Verbal Comprehension and Perceptual Reasoning Means.

Overall Mean is selected by default, unless the user has run a previous report with different criterion. In this case, settings for the previous report are used.

Source of Base Rate

The source of base rate is a cumulative percentage of the standardisation sample and can be displayed using either Overall Sample or Ability Level.

Significance Levels

The radio buttons for the significance levels default to .05 unless a previous report has been run in which case the previous settings are used for the report.

- Confidence Intervals 90% or 95%
- Composite/Subtest Discrepancies .15 or .05
- Subtest vs Mean of Subtest .15 or .05
- Process Discrepancies .15 or .05
- Ability–Achievement Discrepancy .05 or .01

Note: Ability–Achievement Discrepancy will not display if the WIAT–II Australian is not selected in the Report Wizard window.
Substituting Subtest Scores

In some situations (e.g. a core subtest is invalidated), you may substitute the score of a supplemental subtest for a core subtest score. A supplemental Verbal subtest score may be used to replace one core Verbal subtest score and a supplemental Perceptual Reasoning subtest score may be used to substitute for one core Perceptual Reasoning subtest score. However, only one substitution is allowed for either a core Verbal or core Perceptual Reasoning subtest when deriving the VCI or PRI.

No more than two substitutions from different indexes are allowed when deriving the FSIQ composite score. However, if a score from a core subtest is invalid, substitution is the preferred method over proration.

The two supplemental subtests that can be substituted for one of the Verbal Comprehension subtests are Information and Word Reasoning.

The supplemental subtest that can be substituted for one of the Perceptual Reasoning subtests is Picture Completion.

The supplemental subtest that can be substituted for one of the Working Memory subtests is Arithmetic.

The supplemental subtest that that can be substituted for one of the Processing Speed subtests is Cancellation.

Note: If you have not entered a score for a core subtest and you didn’t choose a substitute subtest in the Report Options window, the program automatically prorates the scores.

If a supplemental subtest score is not provided, the corresponding box and drop down boxes will be disabled. Thus, Not Available will be displayed in the substitution subtest list box.
WISC–IV Australian Writer Reports

The WISC–IV Australian Writer can generate four types of reports: Tables and Graphs Report, Interpretive Report, Clinical/Background Reviews, and a Parent Report. You can include information from both WISC–IV Australian and WIAT–II Australian assessments if you already have the WIAT–II Australian Scoring Assistant installed on your computer.

To generate a report, you must fill out and save all of the required information on the Examinee Data (see page 16), Administrative (see page 30) and Raw Scores (see page 32) windows.

Generating the Tables and Graphs Report

1. Click the Reports slider bar to open the Reports navigation panel.
2. Click the WISC–IV Australian report icon to open the WISC–IV Australian Report Wizard window.
3. Click the examinee’s name to highlight it in the list. If no examinees appear in the list, you must go back to the Examinee Data window and fill in the required information. See Entering Examinee Data, page 16.

4. Click the box next to the assessment you wish to include in the report. A tick √ will appear in the box indicating your selection. 

   If no assessments appear in the list, you must go back to the Administrative and Raw Scores windows and fill in the required information. See Entering Administrative Data, page 30.

   To deselect an assessment, click the box again and the tick will disappear. The Next button will remain disabled until an assessment is selected.

5. Click Next to open the WISC–IV Australian Report Options window.
Note: If you selected a WIAT–II Australian assessment in the Report Wizard window, the WIAT–II Australian Options window appears after selecting the WISC–IV Australian Report Options.

6. Tick the box next to each table and graph you wish to include on the report. A tick ✓ will appear next to each option you select.

7. Select the subtest comparison group mean by clicking on Overall Mean or Verbal Comprehension and Perceptual Reasoning Means.

8. Select the source of base rate by clicking on Overall Sample or Ability Level.

9. Select the appropriate Significance Levels.

10. Select the subtest substitutions from the Substitution drop-down menus, if applicable. See Substituting Subtest Scores, page 36, for more information.

11. Click Preview to display the generated report in the Report Preview window. From here, you can save, edit and/or print your report.
Generating an Interpretive Report

1. Click the Reports slider bar to open the Reports navigation panel.
2. Click the WISC–IV Australian Writer icon to open the WISC–IV Australian Report Wizard window.
3. Click the examinee name to highlight it in the list (see Entering Examinee Data, page 16).
4. Click the box next to the assessment on which you wish to report. A tick ✓ will appear in the box, indicating that you have selected that assessment.
5. Click Next to open the Report Wizard – Profile List window.

6. Select the history profile by clicking on an examinee name. If there is not a report history in the list, you may click the Examinee Data icon from the Examinee slider bar to go back and create a history. To do this, click the Cancel button to close this window (see Creating a History Profile, page 20).

Note: If you choose not to create a history profile, the software will automatically create one for you, with a history name and description. All other information will be blank.
7. Click **Next** to open the **Report Wizard – Report Type** window.

![Report Wizard - Report Type](image)

8. Select **Interpretive Report** and tick the **Include Recommendations** box if you wish to include the recommendations on the report.


10. Select a recommendation category to view the list of recommendations for the selected category. **You may select recommendations from each available recommendation category.**
11. Select the desired recommendations. To view the description that will be printed on the report, click to highlight a recommendation on the left side of the window. Some of the text in the recommendations incorporates tokens, which are generic placeholders. The token characters are replaced with examinee-specific text in the interpretive report.

12. Click Next to open the WISC–IV Australian Report Options window (see picture under Step 5 of Generating the Tables and Graphs Report, page 39, for more information).

13. Select the desired options.

14. Click Preview to display the generated report in the Report Preview window. From here, you can edit, save and/or print the report.

TIP For a complete list of the recommendations and the corresponding tokens, please see the Recommendations topic in the WISC–IV Australian Writer online help file or the PDF file on the main directory of your CD–ROM.

Generating the Parent Report

1. Click the Reports slider bar to open the Reports navigation panel.

2. Click the WISC–IV Australian Writer icon to open the WISC–IV Australian Report Wizard window.

3. Click the examinee’s name to highlight it in the list.

4. Click the box next to the assessment on which you wish to report. A tick ✓ will appear in the box indicating that you have selected that assessment.

5. Click Next to open the Report Wizard – Profile List window (see picture under step 5 of Generating an Interpretive Report, page 40, for more information).

6. Highlight the desired report history in the list.

7. Click Next to open the Report Wizard – Report Type window.

9. Click Next to open the WISC–IV Australian Report Options window.

10. Select the desired report options.

11. Click Preview to display the report in the Report Preview window. From here, you can edit, save and/or print the report.

### Generating the Clinical and Background History Reviews

Follow the steps for generating the Parent report, but select Clinical and Background Reviews from the Report Wizard – Report Type window.

⚠️ **Note:** Report options that appear greyed are not available for selection in either the Parent Report or the Clinical and Background History Reviews.

### Customising Reports

The WISC–IV Australian Writer allows you to customise your report. The Report Preview window is similar to a word processor in that you can make changes to the content and/or formatting of your report.

### Saving Report Data

1. After you have made the desired changes, click the Save icon on the toolbar to open the Save As window.

2. Select the desired format.

3. Enter the desired file name.

4. Click the OK button to save your report. You can also click the Cancel button to exit the window without saving your report.

⚠️ **Note:** Once you have modified and saved your report, you can no longer open it from within the PsychCorpCenter application.
Copying and Pasting Report Data

1. Hold the left mouse button to highlight the text you wish to copy.

2. Click the Copy icon on the toolbar to copy the highlighted text.

Note: If you want to remove the section from the report rather than copy it, click the Cut icon on the toolbar.

3. Place your cursor in the area where you want to insert the copied text.

4. Click the Paste icon on the toolbar to paste the copied section.
Chapter 5

Setting Up Options

This chapter includes information about the Options menu. From this menu, you can set the default examiner, back up and restore data, archive and restore data and change or disable the password.

**TIP** Any options you set for the WISC–IV Australian Writer will apply to all assessments installed on the PsychCorpCenter platform.

### Options Menu

The Options menu includes Password, Database Utilities, Set Default Examiner and Enable Automatic Updates.

### Password Information

Selecting the Password option opens the Password submenu. From this submenu, you can change or disable your password.

Passwords are specific to each user and must contain at least one but not more than six characters. **All passwords should be stored in a safe place.**
Changing Your Password

From the Main Menu, select **Options | Password | Change Password** to open the **Change Password** window.

1. Enter your current password in the **Old Password** field. Press the **Tab** key to move the cursor to the next field.

2. Enter your new password in the **New Password** field. Press the **Tab** key again to move the cursor to the next field.

3. Enter your new password a second time in the **Confirm New Password** field.

4. Click the **OK** button.

Disabling Your Password

This option turns off the password for PsychCorpCenter. **If you turn off the password, access to the application and your examinee data is not protected.** The password may be turned on again at any time. However, you will be required to set a new password when turning it back on.

**Note:** For protection of examinee data, it is not recommended you turn off your password.

Disabling Your Password

From the **Main Menu**, select **Options | Password | Turn off Password** to open the Login window.
1. Enter your password in the Login window.
2. Click the OK button. The password is now turned off.

Enabling Your Password

From the Main Menu, select Options | Password | Turn off Password to open the Set Password window.

1. Enter your new password in the New Password field.
2. Re-enter your new password in the Confirm New Password field.
3. Click the OK button to set your password.

Database Utilities

Selecting the Database Utilities option from Main Menu | Options Menu opens the Database Utilities submenu. From this submenu, you can turn off the Backup Prompt, Backup and Restore data, and Archive and Restore Archive data.

The Backup Prompt prompts you to backup your data each time you exit the application. To turn off this prompt, click to highlight the Turn Off Backup Prompt option. A tick ✓ will appear next to the option when it has been turned off.
It is recommended that you backup your data regularly to prevent any data loss.

Back up your data is a copy that is stored in a separate location from the original. If the original becomes corrupted, you can recover your data by restoring the backed up file.

A good backup strategy should ensure that you have access to a recent copy of your data at all times.

It is extremely important that you backup your data on a regular basis. This allows you to return your database to its previous state and prevent the loss of data in case of a computer outage.

If you want to remove the data completely to save space, Archive is the option to use. Backing up data makes a copy of the database, but does not remove any records.

**Backing Up Data**

1. From the Main Menu, select Options | Database Utilities | Backup to open the Backup window.

2. Enter the location for data backup or click to browse through your files and find the desired backup location.
**Note:** The program defaults to the following location: \Program Files \PsychCorpCenter \Backup. The file name represents the year, month, day, and time of the database backup. This is based on the system clock and date. It is recommended that you backup to the default backup directory.

3. Click **Backup** to back up your data. When the backup is complete, the **Confirmation** window is displayed.
4. Click **OK** in the **Confirmation Window**
5. Click **Close** to close the window.

**Restoring Data**

1. From the **Main Menu**, select **Options | Database Utilities | Restore** to open the **Restore** window.
2. Enter the location of your backed up data or click \...\ to browse through your files. If you backed up your data to the default location, the correct path is automatically displayed. **Any assessments entered since the last time you backed up your database will be overwritten with the backed up data.**
3. Click **Restore** to restore the data.
4. Click **OK** in the **Confirmation** window
5. Click **Close** to close the window.

**Archiving and Restoring Data**

The WISC–IV Australian Writer can archive unneeded data. Archiving data is different from backing up data because the data is removed from the database rather than copied into another directory. By archiving the data you no longer access regularly, you free up space within the PsychCorpCenter platform. **Once the data is archived, it can be restored at any time.** The Archive Data option provides an easy-to-use wizard that guides you through the entire process.

**TIP** You can archive records for any assessment installed on the PsychCorpCenter platform.
Archiving Data

1. From the Main Menu, select Options | Database Utilities | Archive to open the Archive Wizard window.

2. Click Browse to select a path for the archived file. You can also enter a location in the corresponding field.

Note: If you have previously archived data, the path is displayed in the field. It is important to remember any user-specified archive location.

3. Enter the archive name in the corresponding field. The date and the time of the archive is appended to the archive name.

4. Click Next to open the Archive Options window. You will not be able to click the Next button until a valid extension is entered. The archive file extension must be .asa.

5. Select the archive method. The options are:
   - By Examinee archives all records by examinee name.
   - By Assessment Type archives all records by the type of assessment.
   - By Date Range archives all records in chronological order by date.

Another archive window loads based on your selection.

When you choose to Archive by Examinee or Assessment Type, you are prompted to select which examinees or assessment types you wish to archive.
Note: If you select the Examinee option, the corresponding assessments will be archived as well. If you select the Assessment Type option and archive an assessment for an examinee who has no other associated assessments, the examinee will be removed from the database. However, if the examinee has other associated assessments, he/she will remain in the database.

When you choose to Archive by Date Range, you are prompted to enter the start and end dates for the archive.

6. Click Archive to archive your data based on your previous selections. **If you specify a drive without enough space to complete the archive** you will receive a warning message. You should either specify a different drive or reduce the number of records. For a complete list of warning messages, see chapter 7.

During the archive, you will see a window with a progress meter displaying how much has been archived.

7. Click Done to close the window when the archive is complete.

Restoring Data

1. From the Main Menu, select Options | Database Utilities | Restore Archive option to open the Restore Archive Wizard.

2. Enter the path name where your archive resides in the corresponding field. **If you don’t remember the archived path**, click to browse all files on your computer.

3. Click the Restore button to restore your previous data. If there is conflicting information in an examinee record during database restore, you will have the choice to restore anyway or keep the existing record. **If you specify a drive that does not have enough space to complete the restore** you will receive an error message. You should either specify a different drive or reduce the number of records.
Set Default Examiner

Selecting the Set Default Examiner option from the Options menu opens the Examiner Information window. From this window, you can create, set and delete examiners. Once you create and set a default examiner, his or her first and last name will automatically be filled in on the Administrative Information window. See Assessment Data, page 28.

Note: Once you set a default examiner, change the first and last name fields when entering an assessment given by a different examiner.

Creating a New Examiner

1. Select Options | Set Default Examiner to open the Examiner Information window.

2. Click the New button on the right side of the window to open the Examiner Information sub window.

Note: If there are no examiners listed, the Open and Delete buttons will be disabled.
3. Enter the examiner’s first, middle (optional) and last names in the corresponding fields.

4. Click OK to add the new examiner. The newly entered examiner will appear in the list. You can also click the Cancel button to exit the window without entering an examiner.

**Editing Examiner Information**

1. From the Examiner Information window (see picture under step 1 of Creating a New Examiner, page 52), click the examiner name to highlight it in the list.

2. Click Open on the right side of the window to open the Examiner Information sub window (see picture under step 2 of Creating a New Examiner, page 52).

3. Make the desired changes in the appropriate fields.

4. Click OK to change the examiner’s information. The examiner will appear in the list with the edited information. You can also click Cancel to exit the screen without editing examiner information.

**Setting a Default Examiner**

1. Select Options | Set Default Examiner to open the Examiner Information window (see picture under step 1 of Creating a New Examiner, page 52).

2. Click the box next to the examiner you wish to set as the default examiner. A tick will appear in the box, indicating the examiner has been set as the default for PsychCorpCenter.

**Deleting an Examiner**

1. From the Examiner Information window click the examiner’s name to highlight the examiner you wish to delete.

2. Click Delete on the right side of the window. The selected examiner is deleted from the list. If you delete an examiner with assessments associated with his or her name, the associated assessments will remain connected to the deleted examiner.
Did you see a strange error during installation? Is your report not displaying the expected information? Are the tables and graphs not printing as expected? There are certain occasions where your actions might not get the desired results, but you can’t identify the issue. This section helps you pinpoint the issues and suggest possible solutions.

### Installation

<table>
<thead>
<tr>
<th>Issue</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am running the application for the first time and the display looks distorted.</td>
<td>Check your system settings to ensure that your system meets the minimum setting requirements (800 x 600, small fonts, 16–bit colour) to run the application.</td>
</tr>
<tr>
<td>The <strong>Uninstall</strong> option is missing from the <strong>Program Group</strong>.</td>
<td>The installation did not complete properly. Turn off all background applications and run the repair. To do this, insert the CD–ROM in the drive and select the <strong>Repair</strong> option.</td>
</tr>
<tr>
<td>After installing the WISC–IV Australian Writer, I was asked to set a password, but when installing other applications, the password was predetermined.</td>
<td>The first time the PsychCorpCenter application is installed, you are required to set a password. The password belongs to the platform and not the installed product. Therefore, the set password will be used with every application installed on this platform.</td>
</tr>
<tr>
<td>I have a new computer and must transfer my data and applications to that computer. Is there any way to automate this, or must I manually re-enter the data?</td>
<td>The database can be transferred to the new computer. This must be done after all the PsychCorpCenter applications have been installed onto the new computer. Once completed, if they were installed to the default path (C:\Program Files\PsychCorpCenter), you can copy the file <strong>AS_DATA.mdb</strong> inside of C:\Program Files\PsychCorpCenter\Data and place it in the same location on the new computer. It is recommended that you back up your data before moving it to the new computer (see <strong>Backing up Data</strong>, page 48, for more information).</td>
</tr>
<tr>
<td>Issue</td>
<td>Recommendation</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>I share my computer with many associates. Do we have to share a password?</td>
<td>If running any NT based computers such as Windows NT, 2000 or XP, the password is user-specific. The password of PsychCorpCenter is associated with the login name of the operating system. For example, if an Administrator is logged in to Windows 2000, that person will have his/her own password.</td>
</tr>
<tr>
<td>If the WISC–IV Australian Writer is uninstalled, will the new features on the PsychCorpCenter platform be removed?</td>
<td>The new features will not be removed because they are part of the PsychCorpCenter platform. This platform is designed to be both forward and backward compatible. The most current PsychCorpCenter version will always work with any earlier version produced by Harcourt Assessment.</td>
</tr>
<tr>
<td>Another person installed the WISC–IV Australian Writer on my system and now I cannot see the application.</td>
<td>The Program Group changes depending on the user logged into the system. This is most likely on NT based computers, such as Windows NT, 2000 and XP. If the person who installed it has a different user name for the computer, you may not be able to see the shortcuts in the Program Group for PsychCorpCenter. If it was installed to the default path, you can open PsychCorpCenter by double-clicking on Acenter.exe. This file resides in the following path: C:\Program Files\PsychCorpCenter. If you are unable to find the file, perform a search by clicking Start</td>
</tr>
<tr>
<td>I am attempting my third installation of the application, but the installation will not complete.</td>
<td>There is a 2-installation limit as stated in the license agreement. To install on a third computer, you must first uninstall.</td>
</tr>
<tr>
<td>Will I lose data when uninstalling and reinstalling the WISC–IV Australian Writer?</td>
<td>When uninstalling this application, the client database, which contains both the examinee and assessment information, remains on your system. This allows you to reinstall the application without losing any data.</td>
</tr>
</tbody>
</table>
### Application Start

<table>
<thead>
<tr>
<th>Issue</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>I installed the software and cannot find the application</td>
<td>Check to ensure that you have the required user rights to install software. You must be an Administrator in order to install this software.</td>
</tr>
<tr>
<td>The WISC–IV Australian Writer shortcut is missing from the desktop.</td>
<td>The application is functioning normally. To access the application, select **Start</td>
</tr>
<tr>
<td>Why do I have both WISC–IV Australian Writer and WIAT–II Australian report icons?</td>
<td>The WISC–IV Australian Writer is part of the PsychCorpCenter platform. When the WIAT–II Australian is installed, it is integrated with the WISC–IV Australian Writer. You can use this icon to generate Interpretive, Parent and Background &amp; Clinical reports containing WIAT–II data.</td>
</tr>
</tbody>
</table>
## PsychCorpCenter Options

### Issue | Recommendation
--- | ---
I ticked the **Don't display this message again** box in the **Backup Database** window and want to turn it back on. | This message can be turned back on by selecting **Options | Turn off Backup Prompt**. When the prompt is turned back on you will be asked to backup your database each time you exit PsychCorpCenter.

I previously backed up my PsychCorpCenter database, but cannot find the backups when I attempt to restore. | PsychCorpCenter has two separate database maintenance options. First, there is a Backup and Restore option. Second, there is an Archive and Restore Archive option. The Backup options saves the database as a *.BKP* file. The Archive/Restore Archive options saves the database as an *.ASA* file. If you are unable to view the backed up database (.BKP), you may be in the **Restore Archive** window. Close this window and select **Options | Database Utilities | Restore Database**. Then, click the Ellipses button. Select the database you wish to restore and click the **Restore** button.

I previously archived WISC–IV Australian assessments and now cannot find some of the examinees. | When a specific assessment is archived and the examinee is only associated with the archived assessment, the examinee data will be archived as well. Restore the archive to bring the examinee data back.

I exported data, but do not understand the meaning of the exported items. | The export map (document containing explanation of all fields in the export) can be found in the associated Help File. For example, to find the WISC–IV Australian Writer Export Map, you can open the WISC–IV Australian Writer’s help file by first opening the WISC–IV Australian Writer Assessment Window, and then clicking the Help icon in the Toolbar. Click the Index, type Export, then click Search. The Export map for the WISC–IV Australian Writer is in Appendix A.

I generated an export, but the file is empty. | The **From Date** in the **Export Wizard** defaults to January 1st of the current year. Change this date to a previous year, then click the **Export** button to export all assessments within the specified time frame.

The examinee name is not listed in the export file. | Open the **Export Wizard** window and tick the **Include Examinee Name** box, specify the date range, delimiter, path and assessment type, then click the **Export** button. If **Include Examinee Name** is not ticked, the examinee name will not be included in the export file.
<table>
<thead>
<tr>
<th>Issue</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>I exported two or more files, but can only find the file with data</td>
<td>The Export Wizard defaults to the same path every time it’s opened: C:\Program Files\PsychCorpCenter\Export.txt. If creating multiple exports, the path or file name must be changed between exports. Otherwise, the previously exported file will be overwritten with the new data.</td>
</tr>
<tr>
<td>from the last export.</td>
<td></td>
</tr>
<tr>
<td>I cannot see any/all of the indexes and/or scaled scores in the</td>
<td>The Export Wizard defaults to the same type every time it’s opened. For example, if the last specified option was Export Input Data Only, change the option to Export Input Data and Calculated Scores. This will export all Index and Scaled Scores along with the Raw Scores.</td>
</tr>
<tr>
<td>export file.</td>
<td></td>
</tr>
<tr>
<td>It seems like a different Help file pops up when I click either the</td>
<td>Since PsychCorpCenter is a platform supporting multiple applications, the help files for each application are separate. Therefore, different Help Files appear from different windows when the Help Icon is clicked. When the main PsychCorpCenter window is open, the PsychCorpCenter Help File will open when you click the Help Icon in the Toolbar. This help file will also appear when you click on the Information Icons in the Examinee Data, Examinee List, and Assessment List windows. When an Assessment window is open, the Help File specific to that assessment opens. For example, if you open the WISC–IV Australian Assessment window, click the Help Icon on the Toolbar to open the WISC–IV Australian Writer Help File.</td>
</tr>
<tr>
<td>Help or Information icon.</td>
<td></td>
</tr>
</tbody>
</table>

**Examinee Data and Background History**

<table>
<thead>
<tr>
<th>Issue</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>I can only see the top of the two buttons on the bottom of the</td>
<td>This is caused by the display settings. There are two possible solutions to this issue. Select View</td>
</tr>
<tr>
<td>bottom of the window when opening the History windows from within</td>
<td></td>
</tr>
<tr>
<td>the Examinee Data window.</td>
<td></td>
</tr>
<tr>
<td>I cannot change the year in the date fields without going through</td>
<td>Click directly to the right of the year to display Arrow buttons. From here, you can scroll to the desired year. You can also enter a date manually using the Arrow keys to move from field to field. These keys are next to the number pad on your keyboard.</td>
</tr>
<tr>
<td>all of the months in the year.</td>
<td></td>
</tr>
<tr>
<td>Issue</td>
<td>Recommendation</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>I entered a date in the Date of Birth field and the format is different from what I entered.</td>
<td>The date fields are based on your computer’s regional settings. Select Start</td>
</tr>
<tr>
<td>When looking at the demographic information collected on the WISC–IV Australian record form and the information collected on the Examinee Data window, the software requires information that is not part of the WISC–IV Australian test.</td>
<td>The Examinee Data window is part of the PsychCorpCenter platform, which accommodates many different assessments. This allows a centralised interface for use with different types of assessments.</td>
</tr>
<tr>
<td>I have many assessments associated with one examinee. When I make modifications to the examinee information, will the changes apply to all assessments?</td>
<td>Since the examinee portion is part of the PsychCorpCenter platform, any modifications made to the examinee data will apply to all assessments and reports.</td>
</tr>
</tbody>
</table>

## Assessment Data

<table>
<thead>
<tr>
<th>Issue</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why can’t I enter scores for an administered subtest, not in the examinee’s age range?</td>
<td>The WISC–IV Australian Writer does not support out-of-range testing. The Raw Scores window is designed to only display the appropriate subtests for the age range of the examinee.</td>
</tr>
<tr>
<td>The application will not let me enter the subtest raw score.</td>
<td>The raw score ranges are listed on the screen to the right of the entry field. If you enter a raw score out of the appropriate range, you must re-enter the score.</td>
</tr>
</tbody>
</table>
# Reports

<table>
<thead>
<tr>
<th>Issue</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>The tables and graphs are not printing on the report.</td>
<td>Open the Report Wizard – WISC–IV Australian Options and ensure all required options are ticked.</td>
</tr>
<tr>
<td>My Background History selections are not printing on the Interpretive Report.</td>
<td>Open the Background History windows and ensure the options are selected.</td>
</tr>
<tr>
<td>I do not see the Interpretive Report option when attempting to generate reports.</td>
<td>To generate an interpretive report, you must select the WISC–IV Australian Writer report icon. Go back to the Report Navigation Panel and click the WISC–IV Australian Writer icon.</td>
</tr>
<tr>
<td>Some of the sentences from the Background History section of the Interpretive Report appear to be stated out of context or have missing information.</td>
<td>When selecting boxes in the Background History windows in which you are able to enter text in the corresponding fields, the entered information will be displayed on the reports verbatim.</td>
</tr>
<tr>
<td>The Ability–Achievement Discrepancy is not displaying on the report.</td>
<td>Open the Report Wizard – Assessment List and ensure that both the WISC–IV Australian and WIAT–II Australian assessments were selected as well as the Ability Score Type on the WISC–IV Australian Report Options window.</td>
</tr>
<tr>
<td>I cannot find my saved report in the Report Viewer window.</td>
<td>Once a report has been saved, it can no longer be viewed in the Report Viewer window since PsychCorpCenter is not designed to open saved reports. However, you can open the report from word-processing applications.</td>
</tr>
<tr>
<td>My hand scored report does not match the Tables and Graphs Report.</td>
<td>There may be an error in the hand scoring. Re-score the report and if it still does not match, call Technical Support for help. You can also send an email to Technical Support at <a href="mailto:customerservice@harcourt-au.com">customerservice@harcourt-au.com</a></td>
</tr>
<tr>
<td>My word–processor application’s spell checker is not working on my saved report.</td>
<td>To turn the spell checker back on in Word 97, press &lt;Ctrl &gt; and A simultaneously to select the entire report. Go to Tools / Language / Set Language. Change from do not proof to English (Australia) and click OK.</td>
</tr>
<tr>
<td></td>
<td>To turn the spell checker back on in Word 2000, press &lt;Ctrl &gt; and A simultaneously to select the entire report. Go to Tools / Language / Set Language. Click the box for do not check spelling or grammar to deselect it and click OK.</td>
</tr>
<tr>
<td>Issue</td>
<td>Recommendation</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>When running an interpretive report, a window appears showing a</td>
<td>Once you create the examinee, enter the assessment data, then open the <strong>Report Wizard</strong>, you must have a history profile for that examinee. In</td>
</tr>
<tr>
<td>history profile even though I never created one.</td>
<td>previous applications, you had to go back to the <strong>Examinee Data</strong> window to create a history profile for that examinee. However, in the WISC–IV Australian Writer, a history profile is automatically created.</td>
</tr>
<tr>
<td>There is a considerable delay between clicking the <strong>Preview</strong> button</td>
<td>Each time a report is generated, the application re-scores the assessment. This accommodates for any changes that may have occurred since the</td>
</tr>
<tr>
<td>and viewing the generated report.</td>
<td>last time the report was run. To quickly reference a report, run the report, select **File</td>
</tr>
<tr>
<td>It seems like my computer has frozen when generating the interpretive report.</td>
<td>The WISC–IV Australian Writer has many report options as well as automated scoring. This process takes some time to complete. You may speed up the generation process by removing some report options and recommendations.</td>
</tr>
</tbody>
</table>
# Chapter 7

## Warning Messages

### Installation/Application Start

<table>
<thead>
<tr>
<th>Message</th>
<th>Meaning</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unable to Logon: Logon Failure: unknown user or bad password.</td>
<td>This window appears if the currently logged on user attempts to run the setup under a different user ID, but provides invalid credentials for the new user ID.</td>
<td>Call your system administrator to get the appropriate user rights for installing software.</td>
</tr>
<tr>
<td>You do not have sufficient privileges to complete the installation. Log on as administrator and then retry this installation.</td>
<td>This window appears if your user ID has insufficient privileges to install the application. You will not be able to complete the installation.</td>
<td>Call your system administrator to get the appropriate user rights for installing software.</td>
</tr>
<tr>
<td>WISC–IV Australian Writer requires Internet Explorer 5.0 or above. Do you want to install IE v 5.5 now? Select YES to install IE and continue the installation or select NO to abort the installation.</td>
<td>This window appears if either you do not have Internet Explorer (IE) or your version is prior to 5.0. IE 5.0 is required to complete the installation. If you select YES, the application will begin installing IE.</td>
<td>Internet Explorer must be installed before installing the WISC–IV Australian Writer.</td>
</tr>
<tr>
<td>You may run ‘ie5setup.exe’ from the X:\iexplore5’ folder. The WISC–IV Australian Writer setup will now terminate.</td>
<td>This window appears if you select NO in the previous message about installing IE. You will not be able to continue with the installation until IE is installed on your system.</td>
<td>Internet Explorer must be installed before installing the WISC–IV Australian Writer.</td>
</tr>
<tr>
<td>Message</td>
<td>Meaning</td>
<td>Recommendation</td>
</tr>
<tr>
<td>---------</td>
<td>---------</td>
<td>---------------</td>
</tr>
<tr>
<td>The serial number entered is not valid. Please verify the serial number entered in the Customer Information Window against the Serial Number printed on the back of the product jewel case.</td>
<td>This window appears if you have entered an invalid character in the serial number field on the <strong>Customer Information</strong> window. You will not be able to continue with the installation until a valid serial number is entered.</td>
<td>Enter a valid serial number. The serial number is located in the lower left corner on the back of your CD–ROM case. <strong>Some common errors encountered while entering the serial number include mistaking the number zero for the letter O or the number 1 for the letter L. Please verify all letters and numbers entered.</strong></td>
</tr>
<tr>
<td>A connection could not be established. Do you want to retry? Click YES to retry, or No to display an alternate way of obtaining authorisation.</td>
<td>This message appears if the installation is unable to connect to the server.</td>
<td>You have the option to attempt connection again or be given alternate choices for obtaining authorisation.</td>
</tr>
<tr>
<td>No installations remain for the serial number. Please contact technical support for assistance. Click OK to display contact information.</td>
<td>This message appears when the website denies permission to continue with the installation.</td>
<td>In order to complete the installation, you need to uninstall the application from one of your other computers.</td>
</tr>
<tr>
<td>The authorisation number entered does not match the serial number and install ID number shown. Please enter a different authorisation number.</td>
<td>This message appears when the authorisation number generated by technical support and entered on the manual authorisation screen is incorrect. Click <strong>OK</strong> to re-enter this number.</td>
<td>Verify the number given to you by Technical Support and re-enter it in the <strong>Authorisation Number</strong> field. Also check that you provided Technical Support the correct Serial Number and install ID.</td>
</tr>
<tr>
<td>The drive you have chosen to install this product to is a removable drive. Please choose another installation path.</td>
<td>This message appears when the selected drive for installation is an invalid drive type (e.g. CD–ROM drive).</td>
<td>You must select another drive before continuing. A local drive (e.g. C:) is recommended.</td>
</tr>
<tr>
<td>Message</td>
<td>Meaning</td>
<td>Recommendation</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------</td>
</tr>
<tr>
<td>You may not install this product to the ROOT directory. Please choose another installation path.</td>
<td>This message appears when the target directory directory for the installation is the root directory (e.g. C:).</td>
<td>You must select another directory prior to continuing the installation.</td>
</tr>
<tr>
<td>The target drive (C:) does not have sufficient disk space to install the WISC–IV Australian Writer. The setup program will now terminate.</td>
<td>This message appears if the selected drive for installation does not have enough disk space to install the application. The installation will abort.</td>
<td>You should either uninstall unneeded applications or install the WISC–IV Australian Writer to a different drive.</td>
</tr>
<tr>
<td>Although the target drive (C:) has sufficient space to install the product, it may have insufficient space to function correctly. Do you want to continue installing the WISC–IV Australian Writer?</td>
<td>This message appears if the target drive has just enough space to install the application but leaves little room for examinee data.</td>
<td>You can continue with the installation but may run out of disk space when entering data. If possible, uninstall unneeded applications to increase disk space.</td>
</tr>
<tr>
<td>Remember to restart your computer before using the WISC–IV Australian Writer.</td>
<td>This message appears if you select NO when asked if you would like to reboot the computer. The installation is not complete until you reboot.</td>
<td>Reboot your computer before using the application. <strong>When rebooting, leave the CD–ROM in the drive.</strong></td>
</tr>
<tr>
<td>The Key Delivery Server was unable to restore an install count to serial number __________. Continue with uninstall anyway? Select YES to continue or NO to cancel uninstall.</td>
<td>This message appears when the install count cannot be restored.</td>
<td>Print the log file and call Technical Support on 1800 882 385 from Australia or 0800 942 722 from New Zealand.</td>
</tr>
<tr>
<td>Message</td>
<td>Meaning</td>
<td>Recommendation</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Setup is not complete. If you quit the setup program now, the components you requested to add/remove will not be installed/uninstalled. You may run the setup program at a later time to complete the operations. Are you sure you want to quit the setup?</td>
<td>This message appears if you click Cancel during the installation process.</td>
<td>You must choose to continue the installation or abort the installation.</td>
</tr>
<tr>
<td>Authorisation is complete. If you wish to install the WISC–IV Australian Writer on another workstation in the future, you must first uninstall it from another workstation.</td>
<td>This message appears after an authorisation code is given and the installation successfully begins.</td>
<td>There is no action required.</td>
</tr>
<tr>
<td>The password you have entered is incorrect.</td>
<td>This message appears if you enter an incorrect password when logging on to the system. You will not be able to log on until you enter the correct password.</td>
<td>If you have forgotten your password you may call Technical Support on 1800 882 385 from Australia or 0800 942 722 from New Zealand.</td>
</tr>
</tbody>
</table>

**Examinee Data and History Windows**

<table>
<thead>
<tr>
<th>Message</th>
<th>Meaning</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>The date entered must be earlier than the current date. Please correct.</td>
<td>This message appears on the Examinee Data window if you enter an examinee birth date that is either the same or later than the current date.</td>
<td>The examinee birth date defaults to the current date. Re-enter the examinee birth date on the Examinee Data window (see Entering Examinee Data, page 16).</td>
</tr>
</tbody>
</table>
### Required Information Has Either Been Left Blank or Contains an Invalid Entry. Please Correct.

This message appears if you try to save or leave the Examinee Data window without entering data in all the required fields.

The required fields on the Examinee Data window are:
1. Examinee First Name
2. Examinee Last Name
3. Date of Birth

You will have to either enter or correct data (see Entering Examinee Data, page 16).

### The Database Search is Complete. The Search Item Was Not Found.

This message appears when no records are found matching the criteria entered in the Examinee List window.

Go back to the Examinee List window and re-enter search criteria.

### Deleting This Examinee File Will Delete Both the Examinee Information and Any Assessments Associated with the Examinee. Are You Sure You Want to Delete This Examinee File?

This message appears when an examinee record is selected for deletion from the application.

From here, you can continue with the deletion or cancel.

### Assessment Data

<table>
<thead>
<tr>
<th>Message</th>
<th>Meaning</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Examinee age is out of range. The subtest scores cannot be accepted for this age range. Please verify the Examinee's Date of Birth/Assessment date.</td>
<td>This message appears if you click the Raw Scores window and the examinee's age is not between 6:0–16:11.</td>
<td>You must go back and change either the assessment date or birth date before entering raw scores for the examinee. To do this, click the Examinee Data window and re-enter the date of birth (see Entering Examinee Data, page 16) or click the Administrative Information window (see Entering Administrative Information, page 28).</td>
</tr>
<tr>
<td>Message</td>
<td>Meaning</td>
<td>Recommendation</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Value greater than____.</td>
<td>This message appears if an entered raw score is out of the valid range.</td>
<td>You will have to re-enter the raw score before leaving this field.</td>
</tr>
<tr>
<td>Deleting an examiner will remove him/her from the list. Any assessments associated with the examiner will not be deleted. Do you wish to delete this examiner?</td>
<td>This message appears if you delete an examiner who has associated assessments. Deleting the examiner will not delete the assessments.</td>
<td>If you wish to delete the examiner, click Yes. If you do not want to delete the examiner click No to close the window without deleting any information.</td>
</tr>
</tbody>
</table>

## Reports

<table>
<thead>
<tr>
<th>Message</th>
<th>Meaning</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>One or more subtests cannot be scored. Do you wish to continue?</td>
<td>This message appears if no raw scores were entered. You can still generate a report, but you will not receive scores for the subtest(s) containing the invalid data.</td>
<td>Go back to the Raw Scores window and enter the appropriate scores (see Entering Raw Scores, page 32).</td>
</tr>
<tr>
<td>The testing interval between the WISC-IV Australian and WIAT–II Australian is more than 6 months. Therefore, the interpretation of the ability–achievement discrepancy analysis results should be viewed with caution.</td>
<td>This message appears if both a WISC-IV Australian and WIAT–II Australian are selected that have an administration time difference of more than 6 months.</td>
<td>This is an information message. The report will still display the ability–achievement discrepancy. However, the interpretation of those results should be made with caution.</td>
</tr>
<tr>
<td>There is more than 12 months chronological difference between the two assessments. The Ability–Achievement Discrepancy table will not be available. Do you wish to continue?</td>
<td>This message appears if both a WISC-IV Australian and WIAT–II Australian are selected that have a time difference of more than 12 months.</td>
<td>This is an information message. The report will not display the ability–achievement discrepancy.</td>
</tr>
<tr>
<td>Message</td>
<td>Meaning</td>
<td>Recommendation</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Norms not available for this examinee age. The provided subtest total raw scores cannot be scored. Do you wish to continue?</td>
<td>This message appears if the examinee’s age is not within the normative data range. No other validations on the scores will be performed.</td>
<td>Go back and change the examinee’s date of birth (see Entering Examinee Data, page 16).</td>
</tr>
<tr>
<td>The date of birth has changed since the assessment was given. Changing the date of birth moves this assessment to a different norm group: Coding and Symbol Search subtest scores may not be displayed. Do you wish to continue?</td>
<td>This message appears in the Report Preview window when the date of birth or assessment date associated with an existing assessment is changed, resulting in the assessment moving from the 8–16 norm group to the 6–7 norm group.</td>
<td>Click Yes to view the report or No to exit this message and return to the Administrative Information window to change the examinee’s information (see page 28 for more information about the Administrative Information window).</td>
</tr>
<tr>
<td>One core [Verbal Comprehension, Perceptual Reasoning, Processing Speed, Working Memory] subtest is missing; however, a substitute subtest was administered. No substitutions have been made; therefore, the score will be prorated. As substitution is preferred over proration, would you like to go back and select a substitution option?</td>
<td>This message appears if you have substituted an optional subtest for one of the core subtests, but did not specify a substitution in the Report Options Window. The message changes based on which core subtest is missing.</td>
<td>Click Yes to return to the Report Options Window in order to specify a substitution.</td>
</tr>
</tbody>
</table>
Exporting, Backing Up/Archiving and Restoring Data

<table>
<thead>
<tr>
<th>Message</th>
<th>Meaning</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid date range.</td>
<td>This message appears in the Export Wizard when either the From Date is greater than the To Date or the entered date does not exist.</td>
<td>Go back to the Export Wizard window and change the export dates.</td>
</tr>
<tr>
<td>No records that match the entered criteria are available for export.</td>
<td>This message appears if there are no records to export from the system.</td>
<td>This is an information message.</td>
</tr>
<tr>
<td>The selected database is not a valid PsychCorpCenter database.</td>
<td>This message appears if a database has been selected for restore that is not a valid database.</td>
<td>You will not be able to continue with the database restore until you select a valid PsychCorpCenter database (see Restoring Data, page 51).</td>
</tr>
<tr>
<td>Do you want to overwrite the existing file?</td>
<td>This message appears when the Backup button is clicked in the Backup Database window and the specified file already exists.</td>
<td>From here, you can overwrite the existing file with the new data or cancel the backup.</td>
</tr>
<tr>
<td>The path entered is not a valid path. Please ensure that the specified folder exists and the file extension is ‘.BKP’</td>
<td>This message appears if the entered path doesn’t exist or the file extension is not .BKP (backup) or .ASA (archive).</td>
<td>The backup or archive will not continue until the entered extension is valid.</td>
</tr>
<tr>
<td>Unable to locate the PsychCorpCenter database. You will need to restore from a previous backup.</td>
<td>This message appears when the PsychCorpCenter database cannot be located.</td>
<td>You will not be able to continue until you restore the database (see Restoring Data, page 51).</td>
</tr>
<tr>
<td>A filename cannot contain any of the following characters:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>? : /* ” &lt;&gt;</td>
<td>You will not be able to continue until you correct the filename. Go back and re-enter the file name without the invalid characters.</td>
</tr>
<tr>
<td>Message</td>
<td>Meaning</td>
<td>Recommendation</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>The drive specified does not have sufficient space for the archive. Please specify a different drive or reduce the number of records being archived.</td>
<td>This message appears if there is insufficient disk space for the records selected for archiving.</td>
<td>You will not be able to continue with the archive until you decrease the number of selected records (see Archiving Data, page 50).</td>
</tr>
<tr>
<td>There is insufficient disk space to restore the archive. Please clear space on the drive and try again.</td>
<td>This message appears when the disk space is too low to restore a previously archived database. You will not be able to continue with the restore until sufficient space is available.</td>
<td>You will not be able to continue with the restore until sufficient space is available. You must decrease the number of archived records (see Restoring Data, page 51).</td>
</tr>
<tr>
<td>Examinee record in the archive does not match the examinee record in the database. Do you want to overwrite anyway?</td>
<td>This message appears if you restore an archive with conflicting information. The window will show the record and which entry does not match.</td>
<td>You can either continue with the restoration of the database or cancel (see Restoring Data, page 51).</td>
</tr>
</tbody>
</table>
Appendix A

WISC–IV Australian Export Map

The data will be sorted by assessment dates in descending order.

I. INPUT DATA ENTRIES ONLY

By selecting the 'Export Input Data Only' option from the Export window, to export the following items:
1. TPCDemoID (Auto-generated)
2. Examinee ID
3. Examinee Last Name
4. Examinee First Name
5. Examinee Middle Name
6. Date of Birth
7. Gender (0= “Not Specified”, 1=”Male”, 2=”Female”)
8. Race/Ethnicity (0 = “Not Specified”, 999=Other, 5=English, 26=Australian, 27=Greek, 28=Italian, 29=Chinese, 30=Irish, 31=Aboriginal/Torres Strait Islander, 32=Scottish, 33=Welsh, 34=Asian Other, 35=Arabic Including Lebanese, 36=New Zealander, 37=Maori/Pacific Islander)
9. Handedness (0=”Not Specified”, 1=”Left”, 2=”Right”, 3=”Ambidextrous”)  
10. Home Language (5=English, 14=Mandarin, 28=Cantonese, 30=Greek, 31=Italian, 32=Arabic Including Lebanese, 33=Maori/Pacific Islander, 34=Aboriginal/Torres Strait Islander, 35=Asian Other, 0=Not Specified, 999=Other)
11. School Year (17 = Preschool, 0 = Kindergarten, 1 = Year 1…, Year 12, 99 = “Not Specified”, “” = the blank option)
12. Is this a retest? Yes= True / No = False
13. Assessment Date
14. Examiner’s Last Name
15. Examiner’s First Name
16. Examiner’s Middle Name
17. Block Design Raw Score
18. Block Design No Time Bonus Raw Score
19. Similarities Raw Score
20. Digit Span Forward Raw Score
21. Digit Span Backward Raw Score
22. Digit Span Total Raw Score
23. Longest Digit Span Forward Raw Score
24. Longest Digit Span Backward Raw Score
25. Longest Digit Span Difference
26. Picture Concepts Raw Score
27. Coding Raw Score
28. Vocabulary Raw Score
29. Letter Number Sequencing Raw Score
30. Matrix Reasoning Raw Score
31. Comprehension Raw Score
32. Symbol Search Raw Score
33. Picture Completion Raw Score
34. Cancellation – Random Raw Score
35. Cancellation – Structured Raw Score
36. Cancellation Total Raw Score
37. Information Raw Score
38. Arithmetic Raw Score
39. Word Reasoning Raw Score

II. INPUT DATA ENTRIES WITH CALCULATED SCORES

By selecting the ‘Export Input Data and Calculated Scores’ option from the Export window, the items in the table below will be exported, following the Input Data items.

40. Block Design Scaled Score
41. Block Design No Time Bonus Scaled Score
42. Similarities Scaled Score
43. Digit Span Forward Scaled Score
44. Digit Span Backward Scaled Score
45. Digit Span Total Scaled Score
46. Longest Digit Span Forward Base Rate
47. Longest Digit Span Backward Base Rate
48. Longest Digit Span Difference Base Rate
49. Picture Concepts Scaled Score
50. Coding Scaled Score
51. Vocabulary Scaled Score
52. Letter Number Sequencing Scaled Score
53. Matrix Reasoning Scaled Score
54. Comprehension Scaled Score
55. Symbol Search Scaled Score
56. Picture Completion Scaled Score
57. Cancellation – Random Scaled Score
58. Cancellation – Structured Scaled Score
59. Cancellation Total Scaled Score
60. Information Scaled Score
61. Arithmetic Scaled Score
62. Word Reasoning Scaled Score
63. Full Scale Index
64. Verbal Comprehension Index
65. Perceptual Reasoning Index
66. Working Memory Index
67. Processing Speed Index
68. Full Scale PR
69. Verbal Comprehension PR
70. Perceptual Reasoning PR
71. Working Memory PR
72. Processing Speed PR

Importing data into Excel with the Column Headings

1. Copy the data export map.
2. Open Excel and select Paste from the Edit menu. All fields will be displayed as rows.
3. Select the specific rows and click the next worksheet.
4. Select Paste Special from the Edit menu and tick the Transpose Option box. All fields will now be displayed as column headings per the export data map.
5. Select Data from the Tools menu.
6. Select Get External Data, then select Import Text File.
7. Select the PsychCorpCenter folder from Program Files (or the location in which PsychCorpCenter was installed).
8. Highlight Export.txt
9. Click the Import button to import the file. The file should import with the appropriate column headings.
## Appendix B

### Background History Checklist

You may copy this section from the user’s guide to use during the clinical interview with clients. This printout contains the information from the Background History Windows.

### Referral Information

Name of Referral Source: ____________________________

### Role(s) of the Referral Source(s)

Select the role of the referral source from the following list.

<table>
<thead>
<tr>
<th>Role(s)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>not specified</td>
<td>social worker</td>
</tr>
<tr>
<td>mother</td>
<td>speech pathologist</td>
</tr>
<tr>
<td>father</td>
<td>psychologist</td>
</tr>
<tr>
<td>guardian</td>
<td>psychiatrist</td>
</tr>
<tr>
<td>teacher</td>
<td>medical practitioner</td>
</tr>
<tr>
<td>counsellor</td>
<td>government agency</td>
</tr>
<tr>
<td>case worker</td>
<td>other</td>
</tr>
</tbody>
</table>

### Referral Reasons

Tick all that apply.

<table>
<thead>
<tr>
<th>Reason(s)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>academic difficulties</td>
<td>perceptual difficulties</td>
</tr>
<tr>
<td>allegations of abuse</td>
<td>personal injury claim</td>
</tr>
<tr>
<td>attendance difficulties</td>
<td>possible gifted programme placement</td>
</tr>
<tr>
<td>attention difficulties</td>
<td>request for resources</td>
</tr>
<tr>
<td>behaviour difficulties</td>
<td>reading difficulties</td>
</tr>
<tr>
<td>a court order</td>
<td>receptive language difficulties</td>
</tr>
<tr>
<td>custody issues</td>
<td>required evaluation</td>
</tr>
<tr>
<td>emotional difficulties</td>
<td>required re-evaluation</td>
</tr>
<tr>
<td>expressive language difficulties</td>
<td>traumatic brain injury</td>
</tr>
<tr>
<td>family difficulties</td>
<td>social skills difficulties</td>
</tr>
</tbody>
</table>
Appendix B • Background History Checklist

[ ] health concerns
[ ] home schooling issues
[ ] learning difficulties
[ ] mathematics difficulties
[ ] medical concerns
[ ] memory difficulties
[ ] motor difficulties
[ ] other: __________________________________________________________________

[ ] spelling difficulties
[ ] suspected drug abuse
[ ] suspected hyperactivity
[ ] suspected intellectual disability
[ ] visual–motor coordination difficulties
[ ] written expression difficulties

Home Information

Parents or Guardians

Name: _____________________________________________________________________
Address: __________________________________________________________________
City: _______________________________________________________________________
State: ___________________________ Post Code: ________________________
Phone: ____________________________________________________________________
Mother’s Highest Education Level: ___________________________________________
Father’s Highest Education Level: ____________________________________________
Guardian’s Highest Education Level: __________________________________________

Examinee’s Living Arrangements

The child currently lives with? _______________________________________________
How many other children live with the child? _________________________________
How long in the present living arrangement? _________________________________
How often have the custodial arrangements changed in the last three years?
________________________________________________________________________

Events Currently Producing Family Stress

[ ] the loss of their home
[ ] parental separation
[ ] parental divorce
[ ] death of a family member
[ ] incarceration of a family member
[ ] serious illness of a family member
☐ loss of employment of a major wage earner
☐ unsafe home environment
☐ other: __________________________________________

**Language Information**

**Language(s) spoken by the child:**

☐ English
☐ Italian
☐ Greek
☐ Cantonese
☐ Mandarin
☐ Maori/Pacific Islander
☐ Arabic Including Lebanese
☐ Aboriginal/Torres Strait Islander
☐ Asian Other
☐ Other

**Child's Dominant Language(s):**

☐ English
☐ Italian
☐ Greek
☐ Cantonese
☐ Mandarin
☐ Maori/Pacific Islander
☐ Arabic Including Lebanese
☐ Aboriginal/Torres Strait Islander
☐ Asian Other
☐ Other

**How long has the child been exposed to English?**

Please tick only one of the following options:

☐ since birth
☐ 1–3 years
☐ not specified
☐ 4–5 years
☐ longer than 5 years
☐ other: __________________________________________

**How long has the child been speaking English?**

Please tick only one of the following options:

☐ since birth
☐ 1–3 years
☐ not specified
☐ 4–5 years
☐ longer than 5 years
☐ other: __________________________________________

**Articulation-Related Behavioural Observation**

Please tick only one of the following:

☐ Child's speech was clear and intelligible
☐ Child's speech was typically clear but slurred or mumbles at times
☐ Child’s speech was garbled and unintelligible
☐ Not specified
☐ other: ________________________________

**Use of English Behavioural Observation**
Please tick only one of the following:

☐ Child demonstrated English proficiency
☐ Child reverted to non-English at times during testing
☐ Child used English during testing but non-English with others
☐ Child had limited English proficiency
☐ other: ________________________________

**Developmental Information**

**Pregnancy & Birth Information**

☐ was born with no apparent complications
☐ was born premature
☐ weighed less than 2.5kg at birth
☐ spent time in a neonatal intensive care unit
☐ required assistance with breathing
☐ was born past due date
☐ other: ________________________________

**Developmental Milestones Achieved**
According to: ________________________________

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Early</th>
<th>Typical</th>
<th>Late</th>
<th>Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sitting Alone</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Crawling</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Standing Alone</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Walking Alone</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Speaking first words</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Speaking short sentences</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Using toilet when awake</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Staying dry at night</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Other:</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
Sensory/Motor Information

Vision Testing
According to:______________________________________________________________

Date of Last Vision Testing:________________________________________________

Results of Visual Screening
Tick one of the following options:

☐ normal visual acuity
☐ normal visual acuity with the aid of corrective lenses
☐ need for a complete vision examination
☐ not specified
☐ other: __________________________________________________________________

Hearing Testing
Date of Last Hearing Testing:______________________________________________

Results of Hearing Screening
Tick one of the following options:

☐ normal auditory acuity
☐ normal auditory acuity with the use of a hearing aid
☐ need for a complete audiological examination
☐ not specified
☐ other: __________________________________________________________________

Sensory/Motor Status
☐ has no sensory or motor problems
☐ has a visual difficulty
☐ is supposed to wear corrective lenses in class
☐ has a mild hearing difficulty
☐ has a substantial hearing difficulty
☐ has an allergy related hearing difficulty
☐ is supposed to wear a hearing aid
☐ has pressure equalisation (P/E) tubes
☐ has fine motor movement difficulties
☐ has gross motor movement difficulties
☐ other: __________________________________________________________________
**Behavioural Observations**

- [ ] has a visual difficulty
- [ ] exhibited fine motor difficulties that affected performance
- [ ] exhibited gross motor difficulties that affected performance
- [ ] was not wearing required corrective lenses
- [ ] was not wearing required hearing aid
- [ ] appeared to be having difficulty hearing directions
- [ ] appeared to be having difficulty focusing visually
- [ ] other: __________________________________________________________________

**Medical/Psychiatric/Neurological Information**

According to: ________________________________________________________________

Tick all that apply.

- [ ] no major medical/psychiatric conditions
- [ ] asthma
- [ ] an attention deficit disorder
- [ ] an attention deficit/hyperactivity disorder
- [ ] chronic ear infections
- [ ] depressive disorder
- [ ] diabetes
- [ ] Foetal Alcohol Syndrome
- [ ] lead poisoning
- [ ] Multiple Sclerosis
- [ ] Muscular Dystrophy
- [ ] a seizure disorder
- [ ] severe allergies
- [ ] Spina Bifida
- [ ] other: __________________________________________________________________

**Neurological Status**

According to: ________________________________________________________________

<table>
<thead>
<tr>
<th>In the Past</th>
<th>Currently</th>
</tr>
</thead>
<tbody>
<tr>
<td>No sign of neurological concerns</td>
<td>[ ]</td>
</tr>
<tr>
<td>Episodes of head banging</td>
<td>[ ]</td>
</tr>
<tr>
<td>Seizures or convulsions</td>
<td>[ ]</td>
</tr>
<tr>
<td>A serious head injury</td>
<td>[ ]</td>
</tr>
<tr>
<td>A motor tic</td>
<td>[ ]</td>
</tr>
</tbody>
</table>
Periods of unconsciousness

An unusual number of accidents

Other: __________________________

**Behavioural Observations**

- [ ] appeared to be in good health
- [ ] appeared to be dealing with symptoms of a physical illness
- [ ] other: ___________________________________________________________

**Medication/Substance Use**

**Medication Use**

According to: _______________________________________________________

Indicate whether the use is at test time or in the past.

<table>
<thead>
<tr>
<th>Medication/Condition</th>
<th>In the Past</th>
<th>Currently</th>
</tr>
</thead>
<tbody>
<tr>
<td>No prescription medicines</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Allergy symptoms</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Asthma</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Attention difficulties</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>A cold</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Depression</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Diabetes</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>An ear infection</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Flu symptoms</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Hyperactivity</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Seizure activity</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

**Substance Abuse**

According to: _______________________________________________________

Indicate whether the use is at test time or in the past.

<table>
<thead>
<tr>
<th>Substance</th>
<th>In the Past</th>
<th>Currently</th>
</tr>
</thead>
<tbody>
<tr>
<td>No known substance abuse</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Alcohol</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Amphetamines</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Caffeine</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Cannabis</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Cocaine</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>
Appendix B • Background History Checklist

Hallucinogens
Inhalants
Nicotine
Opioids
Phencyclidine
Sedatives, hypnotics or anxiolytics
Other: __________________________

Behavioural Observations
- did not appear under the influence of any medication or substance
- appeared to be under the influence of a medication or substance
- not specified
- other: __________________________________________________________________

Education Information

Early Education
According to: _______________________________________________________________

Pre-Kindergarten Experience
- no formal program
- preschool program
- Special Services preschool program
- Early Childhood Intervention program
- other: __________________________________________________________________

Pre-Year 1 Experience
- no formal program
- a full day kindergarten
- transitional kindergarten classes
- other: __________________________________________________________________

School Assignment
Tick only one of the following options:
- same school since initial enrolment in school
- several different schools since beginning formal schooling
- more than one school during the current school year
- other: __________________________________________________________________
Retention
If the child has been held back in school:
In which Year? ___________________________________________________________
How many times? _________________________________________________________

Currently Attends
☐ classes full-time
☐ classes part-time
☐ gifted and talented classes
☐ regular classes
☐ special education classes
☐ other: __________________________________________________________________

School Performance

Current Attendance Record
Is maintaining good attendance ☐
Has no significant attendance problems ☐
Has frequent unexcused absences ☐
Has frequent excused absences ☐
Other: ____________________________________________________________________

Past Attendance Record
Had an excellent attendance record ☐
Had no significant attendance problems ☐
Had frequent unexcused absences ☐
Had frequent excused absences ☐
Other: ____________________________________________________________________

Current Conduct
Is extremely well behaved ☐
Has no serious disciplinary problems ☐
Has only minor disciplinary problems ☐
Has frequent disciplinary problems ☐
Has severe disciplinary problems ☐
Is suspended from school ☐
Is expelled from school ☐
Other: ____________________________________________________________________
Past Conduct
Had an exemplary conduct record
Had no serious disciplinary problems
Had only minor disciplinary problems
Had frequent disciplinary problems
Had severe disciplinary problems
Had been suspended from school
Had been expelled from school
Other: __________________________

Current Academic Performance
Is performing well
Has no academic difficulties
Has only minor academic difficulties
Has some academic difficulties
Has many academic difficulties
Other: __________________________

Past Academic Performance
Had an outstanding academic record
Had no serious academic difficulties
Had some serious academic difficulties
Had many academic difficulties
Other: __________________________

Achievement Information
Past Standardised Achievement Testing
Tick only one box for each subject.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Above Average</th>
<th>Average</th>
<th>Below Average</th>
<th>Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maths</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Science</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Most Recent Standardised Achievement Testing

Tick only one box for each subject.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Above Average</th>
<th>Average</th>
<th>Below Average</th>
<th>Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Maths</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Science</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Other</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

### Behavioural Observations

#### Physical Appearance/Affect

Tick all that apply.

- [ ] alert and oriented
- [ ] dishevelled
- [ ] exhibited hyperactivity and excessive energy
- [ ] exhibited slow and sluggish movements
- [ ] fatigued
- [ ] nervous
- [ ] shy
- [ ] inattentive
- [ ] unkempt
- [ ] other: ___________________________________________________________________

#### Test Taking Attitude/Behaviour

Tick all that apply.

- [ ] appeared to put forth best effort
- [ ] appeared concerned about performance
- [ ] appeared distracted
- [ ] appeared unmotivated
- [ ] required frequent redirection
- [ ] was hesitant to make responses
- [ ] was openly hostile
- [ ] was resistant to testing
- [ ] was uncooperative
- [ ] other: ___________________________________________________________________
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