

# Riverside Insights™ General Information and Conditions of Sale

## Test Security

Test security is crucial to obtain valid and reliable test results. It is the direct responsibility of the purchaser as well as all individuals who administer the tests and/or use the results to follow test security practices. Test instruments and items are to be used solely for testing purposes and may not be disclosed or used for any other purpose. By accepting delivery of or using Riverside Insights tests, the recipient acknowledges the professional and legal responsibility for maintaining test security that complies with professional standards as well as state and local policies and regulations. Federal copyright law prohibits unauthorized reproduction and use of copyrighted test materials.

Test security involves procedures for shipping, receiving, storing, disseminating, and controlling test materials. Materials should be released only to qualified persons designated as participants in the local testing program. School administrators should establish a specific test-security policy that denotes the proper handling and use of test materials. Administrators also should provide in-service training to ensure that all examiners clearly understand the importance and requirements of maintaining test security and, further, that they are qualified to administer the tests.

The following points constitute Riverside Insights security requirements and recommendations. Should Riverside Insights personnel learn that test security has been deliberately compromised in any manner, Riverside Insights reserves the right to take appropriate remedial action.

- Test materials shall not be reproduced, in whole or in part, in any fashion unless permission has been obtained in writing from the publisher. Reproduction of test materials without proper permission represents a violation of copyright law.
- Test instruments shall not be released, in whole or in part, to newspapers, radio stations, or other media sources for any reason.
- Test instruments shall not be released to any persons who are not directly associated with the purchasing agency's testing program. This restriction includes parents, private tutors, personnel from other schools or districts, libraries, and resale/salvage businesses.
- Practice tests may be used as an orientation to various tests. Actual test instruments shall not be used, in original or in copied form, to provide test-taking practice, or to enhance test-taking skills.
- Test items, actual or similar, shall not be placed on the chalkboard for demonstration to teach students how to mark responses or for any other reason.

Riverside Insights™ is the new name of Houghton Mifflin Harcourt's former clinical and standardized testing business, which was divested from HMH in October 2018 and is now independent. Copyrights for Riverside Insights products are owned by Riverside Assessments, LLC. All Rights Reserved.

**For the latest information on products, including pricing,  
please visit [www.riversideinsights.com](http://www.riversideinsights.com)**

- Test items, actual or similar, shall not be used for discussion, review, or for any other purpose.
- During test administration, provisions shall be established that maintain test security between testing sessions and/or overnight.
- Between test administrations, all test materials shall be stored in a secure, locked area that is accessible only to authorized personnel.
- Directions must not be paraphrased when administering tests; this practice may invalidate results.
- Directions must be followed exactly as prescribed, and administration times for timed tests must be strictly observed to avoid invalidating results.
- Some state or local laws or regulations require that a student, parent, or guardian shall be allowed to review a test and/or the examinee's responses to the test. The most appropriate response to such requests is to review the test results. Exposing actual test items is seldom appropriate or necessary. When honoring a request for test review, the review should be done in the school with certified personnel present at all times.

Some tests published or distributed by Riverside Insights must be administered by a trained, certified examiner. Purchase of these tests is restricted to qualified institutions and examiners, as defined below. Some products we offer, including many books and intervention or instructional materials, are not restricted.

## Qualifications for Ordering Tests

Riverside Insights requires all first-time test purchasers to furnish evidence of their qualifications to use tests. (See Test Purchaser Qualification Form at [riversideinsights.com](http://riversideinsights.com)) Riverside Insights reserves the right to require evidence of qualification on any or all subsequent purchases. Riverside Insights reserves the right to accept, reject, or withdraw whole or partial orders for materials when the recommended standards are not met. Riverside Insights may also reject orders that conflict with local school district or state department of education policies that restrict the distribution of test materials.

### • Educational Institutions

Accredited schools and colleges must submit orders on an official purchase order form or the school's official stationery. The order must be signed by a school administrator. Initial orders from private schools must be submitted with the Test Purchaser Qualification Form.

### • Teachers

Teachers must submit orders on the school's stationery, accompanied by a purchase order if required by the school. The order must be countersigned by the school principal or by another authorized administrator.

### • Hospitals, Rehabilitation Centers, and Private Practices

Accredited hospitals, rehabilitation centers, and other medical facilities must submit orders on an official purchase order form or the institution's official stationery. The order must be signed by an administrator. Initial orders from private practice groups must be submitted with the Test Purchaser Qualification Form.

- **Individuals, Non-Educational Institutions, and Home Schools**

Individuals in private practice and business and government agency staff members who have not previously ordered Riverside Insights test materials must submit a statement of purchase eligibility with their orders. The Test Purchaser Qualification Form, or a letter outlining all the information requested on the Test Purchaser Qualification Form, must be used for this purpose. This form may be obtained from Customer Service or found at [www.riversideinsights.com](http://www.riversideinsights.com). The form may be photocopied.

Additional verification of qualifications may be required. Home schools and tutoring agencies must arrange for testing with a school or agency approved by the publisher.

- **University Students**

Graduate and undergraduate students and researchers may order test materials for research purposes. Their orders must be countersigned by the professor heading the research study or by another qualified administrator who is willing to accept responsibility for guaranteeing security and proper use of materials and services. A Test Purchaser Qualification form may be required.

## University Training Programs

Riverside Insights supports and encourages the use of its assessments in college and university courses for training professionals. Faculty who teach these courses know the need for test security and the ethical and professional standards for valid use of these tests.

College or university faculty using tests published by Riverside Insights may qualify for a discount on complete/basic test kits or packages of record forms. This discount does not apply to tests that Riverside Insights distributes but does not publish, training materials, central scoring, or university libraries ordering tests for uses other than training students in a specific course.

To qualify for this discount, all orders must be placed using the University Training Program Order Form. Call Customer Service for details. All orders are subject to a shipping service fee. See shipping service fee table below.

## Prohibition Against Sale and Distribution of Tests

Riverside Insights products may not be resold or distributed without prior written permission from the publisher.

## Copyright Restrictions

All Riverside Insights publications<sup>1</sup> and many specialized forms and services are copyrighted. The purchaser and/or user acknowledges and agrees when ordering that the contents of the company's tests, including proprietary and confidential material, property, procedures, and information owned by Riverside Insights and/or its authors, constitute what is legally termed trade secrets.

The tests and ancillary test materials, including answer documents, score reports, software, and norms tables, are copyrighted. As such, they may not be reproduced, replicated, or transmitted, for any purpose, in whole or in part, in any form or by

<sup>1</sup>Copyrights for Riverside Insights products are owned by Riverside Assessments, LLC (formerly a division of HMH).

any means, electronic or mechanical, or be stored in a database or retrieval system, without prior written permission by an officer of the company.

To produce scoring service reports, Riverside Insights uses copyrighted tables. The provision of the data from these tables does not give or imply permission to replicate norms data listed on the reports or to derive or extract data from the norms or other copyrighted tables. Such replication without prior written permission from an officer of the company is a violation of copyright laws.

## Permissions and Licensing

Riverside Insights requires a license of all users of norms tables, including users in nonprofit institutions. Test norms are an integral part of the test. Copying test norms without authorization is a violation of copyright. Information about licensing procedures for use of norms tables and similar copyrighted tables may be obtained by writing to:

### **Riverside Insights**

#### **ATTN: Permissions**

One Pierce Place, Suite 900W

Itasca, IL 60143

Email: [permissions@riversideinsights.com](mailto:permissions@riversideinsights.com)

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answer sheets, answer folders, and answer booklets—are an integral part of the tests and are protected by copyright laws. All users, including school personnel, who wish to reproduce, modify, or adapt answer documents in any manner, including overprinting of generalized documents, are required to obtain licenses. Procedures for royalty payment, based on number of answer sheets reproduced, are included in the licensing arrangement. Write Riverside Insights Permissions for additional information.

## Software Licenses

Select products have single and multiuser licenses available for clinical software products. You may install Riverside Insights education software products only onto a single computer for use solely with that computer. If you need to use multiple computers, you must purchase a separate copy of the software for each computer from Riverside Insights. Riverside Insights offers a quantity discount on all orders of five or more software products.

## Large-Print and Braille Editions

Large-print and Braille editions of several Riverside Insights tests are now available. For information about other tests available in large-print and Braille, contact the American Printing House for the Blind, P.O. Box 6085, Louisville, KY 40206, 502-895-2405. For information about other large-print editions only, contact Library Reproduction Services, 14214 S. Figueroa St., Los Angeles, CA 90061-1034, 800-255-5002. For further information about special editions, call the Riverside Insights Customer Service Department.

## How to Order Test Materials

Orders for test materials should be placed at least six weeks before the testing dates. This allows adequate time for shipping, checking materials upon receipt, and providing in-service prior to testing. Please allow at least 21 calendar days from the date of your order for receipt of materials.

Materials are usually shipped by UPS®. All orders within the continental U.S. will be shipped standard ground delivery. Next Day and/or Second Day Air shipping are available upon request, except for orders placed online. Test results will be shipped second-day air. A shipping service fee is prepaid and added to the invoice.

| Order Subtotal            | Standard Ground Shipping Service Fee |
|---------------------------|--------------------------------------|
| Under \$100.00            | \$10.00 minimum                      |
| \$100.00–\$3,000.00       | 10% of subtotal                      |
| \$3,000.01–\$10,000.00    | 8% of subtotal                       |
| \$10,000.01–\$50,000.00   | 7.5% of subtotal                     |
| \$50,000.01–\$100,000.00  | 7% of subtotal                       |
| \$100,000.01–\$200,000.00 | 6% of subtotal                       |
| Over \$200,000.01         | 5% of subtotal                       |

The shipping service fee for Next Day Air is 17% of the order subtotal (\$20.00 minimum) and/or 15% of the order subtotal (\$10.00 minimum) for Second Day Air. International shipments should estimate 25% of the order subtotal (\$27.50 minimum). Rush orders with short timelines will be shipped by the most efficient means needed to meet the date requested and should be authorized by, and will be charged to, the purchaser. Check all shipments for accuracy as soon as they are received. All claims relating to any shipment and/or applicable invoice and/or merchandise must be made in writing within 45 days of the date of invoice. When reporting discrepancies, include name of purchaser, shipping address, billing address if different, purchase order number and date, and a description of the order. Also provide the invoice number and date if available.

## International Orders and Sales Inquiries

### CANADIAN ORDERS

The Canadian distributor for Riverside Insights assessment products is Nelson Assessment. For a Canadian catalog and price list, or to place an order, contact:

### Nelson Assessment

1120 Birchmount Rd  
Toronto, ON M1K 5G4

Website: [nelson.com/assessment](http://nelson.com/assessment)

Assessment Coordinator: 1.800.914.7776 ext. 8200

Manager Assessment Resources and Services:

Janet Murphy 416.752.9100 ext. 4268

Email: [Nelson.Clinical@nelson.com](mailto:Nelson.Clinical@nelson.com)

## INTERNATIONAL ORDERS

Customers outside of the USA and Canada (including those in the Virgin Islands, Pacific Islands, and APO/FPO facilities) should send their orders to:

### Riverside Insights Customer Service

One Pierce Place, Suite 900W

Itasca, IL 60143

Phone: 630.467.7000

Fax: 630.467.7192

Email Inquiries:

[international@riversideinsights.com](mailto:international@riversideinsights.com)

Email Orders:

[internationalorders@riversideinsights.com](mailto:internationalorders@riversideinsights.com)

Customer Service:

800.323.9540 or +1 630.467.7000

NOTE: All payments must be made in U.S. funds. All international orders should include a shipping charge of 25% of the total price of all materials purchased. Please indicate preferred method of shipment.

Please also be aware that there may be additional customs charges. You will want to check with your country's customs department prior to ordering to obtain standard customs fees that you will incur. Customs fees are not part of Riverside Insights' billing to you.

## CREDIT CARDS

Riverside Insights offers a range of payment methods. To pay for a new order with a credit card, please contact our customer service team at 800.323.9541, then select "Option 1" and "Option 1" again.

### Inquiries and Orders

U.S. orders for select products can be placed online at [www.riversideinsights.com](http://www.riversideinsights.com).

U.S. orders can also be sent to:

### Riverside Insights Customer Service

One Pierce Place, Suite 900W

Itasca, IL 60143

Phone: 800.323.9540

Email Inquiries: [inquiry@riversideinsights.com](mailto:inquiry@riversideinsights.com)

Online PO portal: <https://riversideinsights.info/order>

### Payments

Payments for all U.S. billing should be sent to:

Riverside Insights

PO Box 7410058

Chicago, IL 60674-5058

Terms are net 30 days. Cash discounts are not available. Inquiries about payments and account balances should be directed to:

### Riverside Insights c/o

#### Attn: Credit Department

One Pierce Place, Suite 900W

Itasca, IL 60143

Phone: 800.323.9540

Email: [inquiry@riversideinsights.com](mailto:inquiry@riversideinsights.com)

Please note: Effective July 1, 2019, Riverside Insights began collecting payments directly, as it is no longer affiliated with HMM. Therefore, please enclose a check, money order, or valid purchase order payable to "Riverside Insights" with all orders.

## Shipping Answer Documents

When planning your testing program, be sure to schedule enough time between test administration and post-test use of the results for the Riverside Insights Scoring Service to process your answer documents and ship your scored results. Once your entire shipment arrives, it may take up to 15 business days for multiple-choice tests and 6–8 weeks for tests with openended questions to process during the busy fall and spring testing periods. If answer documents are not in processable condition when they arrive, results may be delayed beyond this time frame. Test results will be shipped to you via Second Day Air. Answer documents for The Iowa Tests, Forms A, B, and C; Iowa Assessments, Forms E, F and G; Cognitive Abilities Test, Forms 6, 7 and 8; Iowa Algebra Aptitude Test; Logramos; Gates-MacGinitie Reading Tests; and Qualls Early Learning Inventory are to be sent to:

### Riverside Insights Scoring Service

761 District Drive  
Itasca, IL 60143-1319

If you are part of a special program and you receive instructions and labels that direct you to another address, please follow those instructions rather than using the above information. Should you have any questions, our Customer Service team will be able to advise you of the correct address.

Note: If any of the previous information is missing or information is not received within a reasonable period of time, Riverside Insights reserves the right to resolve the situation using rules of thumb.

## Purchase Orders

If your school or district requires the use of a purchase order, be certain that the purchase order number is written on your Order for Scoring Services (OSS) order form. Send the purchase order with your answer documents and OSS. A purchase order is not a substitute for an OSS.

## Confidentiality of Reports

The distribution of reports to the appropriate people and the maintenance of report confidentiality are the responsibility of the scoring service purchaser and user. The facilities used by the Riverside Insights Scoring Service meet stringent government security regulations. The Riverside Insights Scoring Service will not send reports to anyone inside or outside the school district without written authorization from the person to whom original results were sent or whoever signed the Order Form for Scoring Service (OSS).

## Late Service Requests

Requests for additional service(s) after reports have been processed will be honored for up to 12 months from the date of original scoring. To obtain additional services after you have already received your reports, you must call Customer Service at 800.323.9540.

## Data Changes

Upon request, Riverside Insights will provide data-change services to process student/staff/location data and reports (paper or web). Estimates for data change requests will be provided freely, with the data changes themselves coming at an additional cost. Riverside Insights' hourly rate for data-change services is \$100 per hour, and estimates must be approved by the customers before Riverside Insights will process the work request. Total cost will vary according to the type of request and the amount of time necessary to perform the work.

## Return Policy

Prior authorization is required for all returns. Returns period is 60 days from invoice date and only unopened items/packages can be returned. Please contact Customer Service for returns authorization via telephone by calling 800.323.9540 or via email at [inquiry@riversideinsights.com](mailto:inquiry@riversideinsights.com). Once the return is received with the appropriate paperwork at our warehouse, the credit is applied to the Riverside Insights account on the original invoice. This can take approximately 4–6 weeks.