

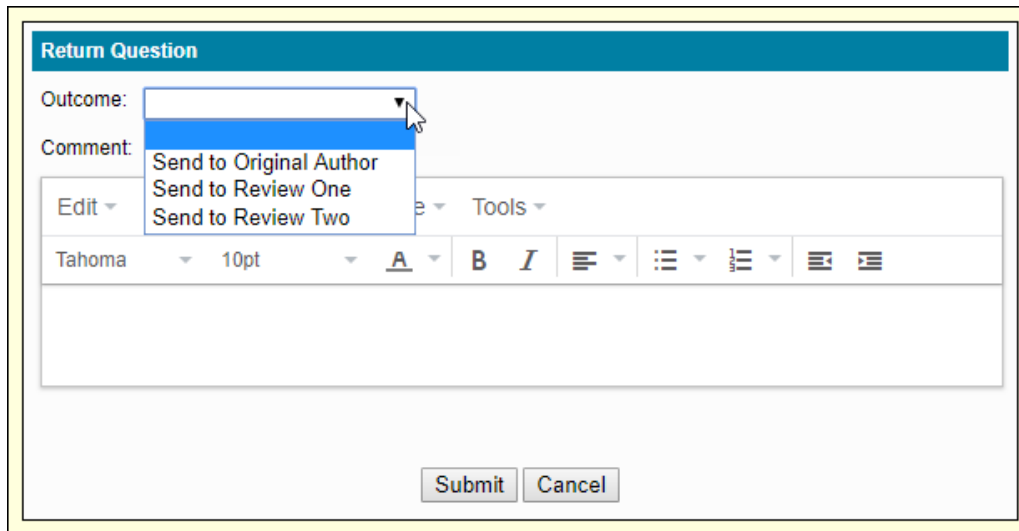
## 2.7.3 Return an Item

### Return an Item

For an item to reach the final Returned state depends on the number of Reviewers assigned for the item.

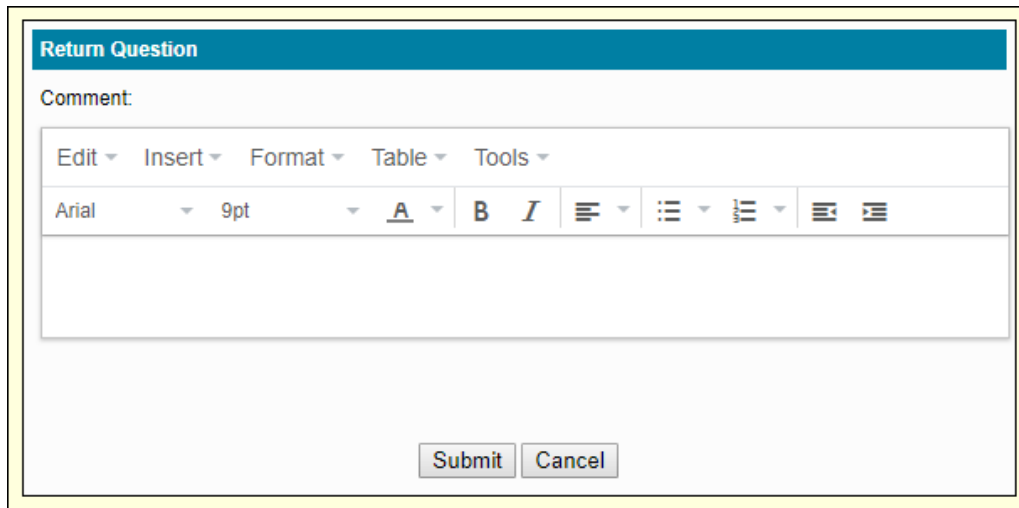
As a Reviewer, if you feel the item does not meet the requirements, then you should return the item. Upon clicking the **Return** button, a dialog box asks you to enter a mandatory explanation for returning the item.

When multiple Outcomes are possible, only the last reviewer has the ability to choose where to send the item when returning it. Select where to return the item to from the **Outcomes** drop-down list.



The screenshot shows a dialog box titled "Return Question". It features an "Outcome:" dropdown menu with a mouse cursor pointing to it. The dropdown is open, showing three options: "Send to Original Author", "Send to Review One", and "Send to Review Two". Below the dropdown is a "Comment:" text area with a rich text editor toolbar. The toolbar includes an "Edit" dropdown, a font face dropdown set to "Tahoma", a font size dropdown set to "10pt", and icons for bold (A), italic (I), text alignment (left, center, right, justified), bulleted list, numbered list, and link. At the bottom of the dialog are "Submit" and "Cancel" buttons.

All other reviewers may only supply a reason for returning the item.



The screenshot shows a dialog box titled "Return Question". It features a "Comment:" text area with a rich text editor toolbar. The toolbar includes an "Edit" dropdown, an "Insert" dropdown, a "Format" dropdown, a "Table" dropdown, and a "Tools" dropdown. Below these are a font face dropdown set to "Arial", a font size dropdown set to "9pt", and icons for bold (A), italic (I), text alignment (left, center, right, justified), bulleted list, numbered list, and link. At the bottom of the dialog are "Submit" and "Cancel" buttons.

If there is more than one Reviewer, the return process must meet the return criteria assigned for the item.

For example, if the Project Manager has configured the project so two Reviewers are required to return an item, a minimum of 2 Reviewers is required to return the item.

The final reviewer returning the item gets the pop-up window to choose the Outcome, if the state of the item is going to be changed.

**i** Only the last Reviewer sees the drop-down option to choose where to send the item. All other reviewers may only add a comment and Submit. Also, only the last reviewer is given the option to retain statistics on the current revision. The ability to retain statistics is not available for other reviewers.

**!** If an item being reviewed has statistics attached to it, and the **last** Reviewer **returns** it, then a pop-up window appears prompting the Reviewer to explain the reason for returning the item in a Rich Text Editor window. All other reviewers except the last reviewer can only add comments on why they are returning the item. Also, there are two radio buttons:

- **Retain Statistics:** Statistics are retained while rejecting the item.
- **Do not retain statistics:** Statistics are removed from the item being rejected.

If there are more than one Outcomes for returning the item you must select where to return the item to from the **Outcomes** drop-down list.

If there is only one Outcome for returning the item, the Outcome is listed.

**Return Question**

Outcome: **Send to Original Author**

Comment:


Edit ▾ Insert ▾ Format ▾ Table ▾ Tools ▾

Tahoma ▾ 10pt ▾ A ▾ **B** *I* ☰ ▾ ☰ ▾ ☰ ▾ ☰ ▾

Statistics:

Retain  Do not retain

- **Submit** button: The item is returned to the author so that he/she incorporates changes as usually specified in the Rich Text editor. The item state changes to Returned if all Reviewers return it. The pop-up window closes and the Reviewer is returned to the **Project Review Summary** page.
- **Cancel** button: The pop-up window closes while discarding any changes it contains and the Reviewer returns to the **Review Questions** page for that item.

 If you do not select an **Outcome**, enter a **Comment** in the Rich Text editor, or select what to do regarding **Statistics** and click **Submit** button, then the following error message is displayed.

**Return Question**

Outcome: **Send to Original Author**

Comment:

Edit ▾ Insert ▾ Format ▾ Table ▾ Tools ▾

Tahoma ▾ 10pt ▾ A ▾ **B** *I* ☰ ▾ ☰ ▾ ☰ ▾ ☰ ▾

Statistics:

Retain  Do not retain

A comment is required.  
 A decision on statistics is required.

Select an Outcome, enter an appropriate reason for returning the item and also select a radio button for retention or non-retention of statistics before clicking **Submit** button to avoid the above errors

- When an item is returned by a sufficient number of Reviewers, the author of the item is able to view it in the **Draft/Returned Questions** tab of the **Project Writing Summary** page. The writer is able to view the explanations for the returned item.

Develop Questions

[Write Item](#)
[Review](#)

Welcome question1 (Last Login: Never)
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Summary

**Project Writing Summary**
Project: Vikys Project [Help](#)

You are in the Writer section of ExamDeveloper. In this role, you are asked to write questions in specific areas of the exam blueprint.

The table below shows your writing assignments. The table also shows the number of questions you have written thus far, the number of questions written by all users in the project, and the project goal for each blueprint area.

[Review Full Exam Blueprint](#) [Write Question](#)

Write Questions
Draft/Returned Questions (1)

Here are questions that you have written that are not yet submitted for review, or have been returned to you for modifications after reviews. If questions have been returned for revision, please review the comments below to assist with the revision. Click on to continue editing the question or to submit it for review.

Write	Question	Last Modified	State
	<p>Select the vowel.</p> <p>Free Text: Returned: Too easy</p> <p>(3, Reviewer, 09/17/2018 01:38 PM)Free Text: Returned: too easy</p> <p>(2, Reviewer, 09/17/2018 01:31 PM)Free Text: Returned: Too easy.</p> <p>(One, Reviewer, 09/17/2018 01:29 PM)</p>	9/17/2018	Returned

- The Project Manager must specify how many Reviewers must return an item before the author reviews it as Returned.

## Change Return review action to Advance for previously reviewed items

When you return an item, you have the option to change your mind and advance the item as long as the item is still in the current review state and you currently have more than just the one item in the review queue. For instance, the review workflow is configured so that two users are required to return an item. The first reviewer has the option to change the review state from Return to Advance. The Final reviewer would not have the option to change the review state.

This action is only possible if multiple items are in the review queue for the reviewer.

1. Open an item for review and click the **Return** button.
2. Click the **Previous** navigation button to move back to the item.  
A message in red states **You have reviewed this question recently**. The **User Tracking** tab lists the review state as **Return**.

Develop Questions | Observe | **Review** | Validate

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**Review Questions** Project: Vikys Project [Help](#)

You have reviewed this question recently.

[Advance](#) [Return](#) [Modify](#)   1 of 2 Jump to  ▾

**Question Summary**

**Type:** MCQ, One Correct Option **State:** Review: Review Two

**Stem:**  
What is the name of the Disney character that falls asleep when she pricks her finger on a spinning wheel?

**Options:**

- A. Maleficent
- B. Flora
- \*C. Aurora
- D. Merryweather

To add comments, click on the Comments tab.

[Question Metadata](#) [User Tracking](#) [Comments](#) [History](#)

<b>Validate:</b>	Not validated
<b>Review: Review Three:</b>	Not reviewed
<b>Review: Review Two:</b>	Return by Reviewer2 smith on Jan 15, 2019 at 14:29
<b>Review: Review One:</b>	Advance by Reviewer1 smith on Jan 14, 2019 at 16:10 to Review Two

3. Click the **Advance** button.
4. Click the **Previous** navigation button to move back to the item.  
The **User Tracking** tab now lists the review state as **Advance**.

Develop Questions | Observe | **Review** | Validate

Welcome rev2 (Last Login: Never) Home Tasks Logout

**Review Questions** Project: Vikys Project [Help](#)

You have reviewed this question recently.

[Advance](#)
[Return](#)
[Modify](#)


1 of 2
Jump to

**Question Summary**

Type: MCQ, One Correct Option State: Review: Review Two

**Stem:**  
What is the name of the Disney character that falls asleep when she pricks her finger on a spinning wheel?

**Options:**

- A. Maleficent
- B. Flora
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- D. Merryweather

To add comments, click on the Comments tab.

[Question Metadata](#)
[User Tracking](#)
[Comments](#)
[History](#)

Validate:	Not validated
Review: Review Three:	Not reviewed
Review: Review Two:	Advance by Reviewer2 smith on Jan 15, 2019 at 14:56
Review: Review One:	Advance by Reviewer1 smith on Jan 14, 2019 at 16:10 to Review Two



The "Return" button text, "Return" text for button description in the review process explanation paragraph near the top of the page, "Returned By" text in User Tracking, title text of the Return Question Comment box, additional occurrences for returned Question: State text and Comment title text. For HTML Report obtained after rejecting an item during Review and clicking Print: Status text, "Returned By" text, and Comment title in Question Report on the **Review Questions** page may appear using other words, depending on the text provided in the **Return Button** and **Return State Text** settings of the Item Bank's configuration.

In ExamDeveloper versions prior to 1809, these buttons were labeled as Reject and Rejected. For existing projects after 1809, these buttons will retain whatever you named the Custom Label. If you had Reject and Rejected, that will remain as Reject and Rejected.