



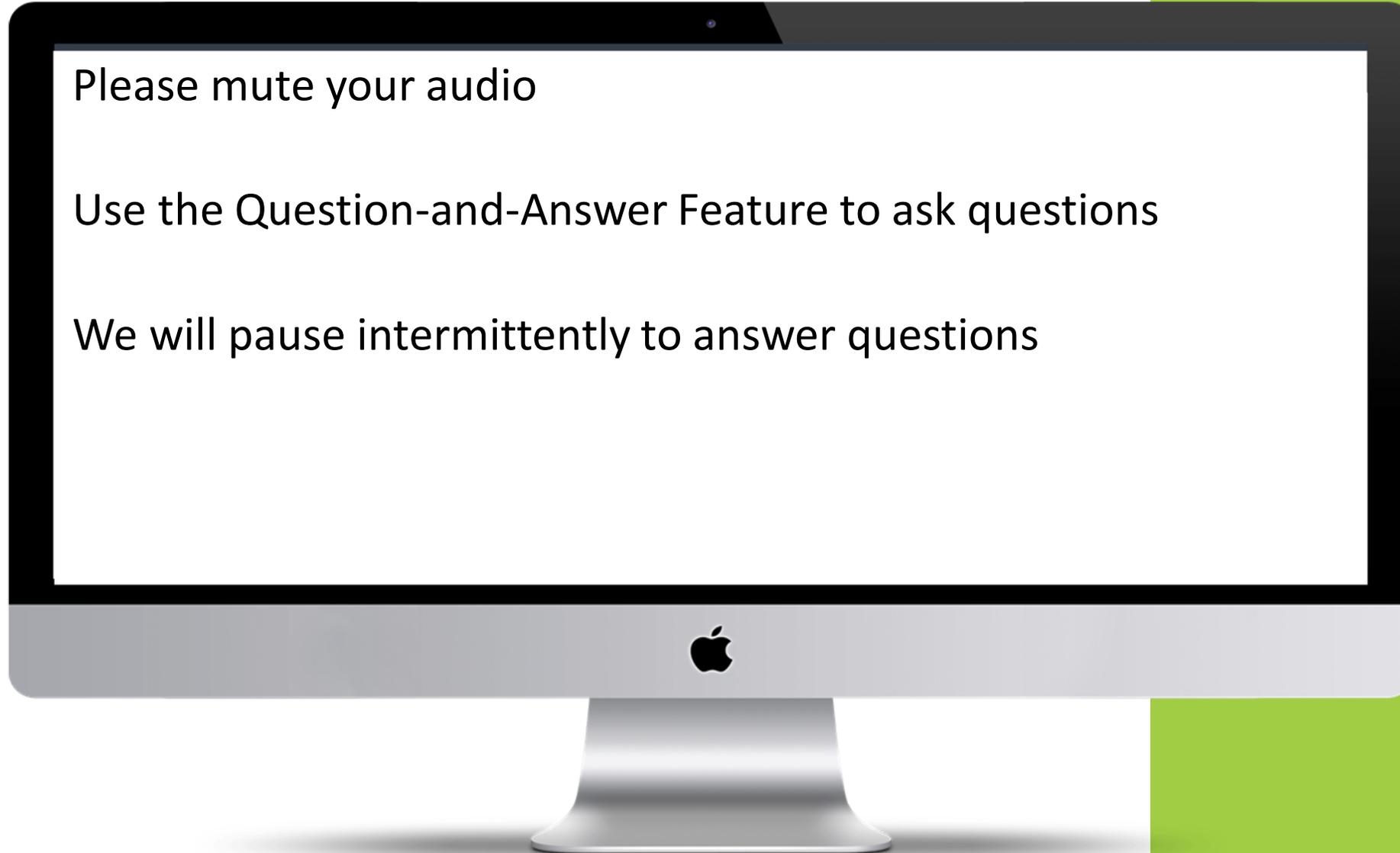
DRC INSIGHT Technology Training LAS Battery of Assessments

Before we begin...

Please mute your audio

Use the Question-and-Answer Feature to ask questions

We will pause intermittently to answer questions



Topics

-
- Texas Contract/Program Overview
 - DRC INSIGHT Solution Overview
 - DRC INSIGHT System & Network Requirements
 - DRC INSIGHT Technology Setup
 - Support and Troubleshooting Resources
 - Questions and Answers

Texas Contract/Program Overview

- 2019 – TEA contracted with DRC to provide the LAS Battery of Assessments as the single statewide assessment for Emergent Bilingual identification.
- LAS Battery includes:
 - **preLAS** – preK3 – Kindergarten assessment (paper and online)
 - **LAS Links**: Grades 1-12 assessment (paper and online)
- All 1,200 LEAs were onboarding to the DRC INSIGHT platform in 2019 regardless of mode
- 2021 - House Bill (HB) 3261, enacted by the 87th Texas Legislature, requires state assessments to be administered **online** by the 2022–2023 school year.
 - Legislature dates of 2022-23 SY pertained to STAAR and TELPAS
 - 2024: TEA announces that the LAS Battery will align to this legislature by transitioning all LEAs who currently use the paper assessments to full online testing:
 - All Texas LEAs must start testing all students online, both *preLAS* Online and LAS Links Online starting on the first day of the **2025-2026 school year**.



LAS Battery of Tests Overview

- The preLAS and LAS Links Online assessments are language proficiency assessments (similar to TELPAS)
- Assessments measures 4 domains: Speaking, Listening, Reading and Writing
- **preLAS (prek3 – K)**: test administrator interviews each student individually and inputs the student's response via radio buttons and text box into their device
- **LAS Links Online (1 – 12)**: using their own device, students go to the computer, put their headset (with a microphone on) and take the test
- Devices that are supported: Chromebooks, iPads, Macs and PCs
 - More detail will be provided later in this training
- District IT will need access to the INSIGHT portal to install the software needed
 - District's POC (usually the Bilingual/ESL director) must give the District IT access by adding you as a User in the portal
 - If you are unsure of who is the POC DRC has on file, please contact the Texas helpdesk after this training.



Solution Overview



DRC INSIGHT™ Solution Overview



Bilingual/ESL Director

DRC INSIGHT Portal
Student and Test Setup

Test Tutorials Videos

Online Tools Training (OTT)



Technology Coordinator

DRC INSIGHT Portal
Installation and Configuration
Central Office Services (COS)
- COS Configurations
- COS Service Device

Test Tutorials Videos

Online Tools Training (OTT)



Student

Test Tutorials Videos

Online Tools Training (OTT)

DRC INSIGHT Secure Application
- Online Tools Training
- Online Assessment

COS Service Device



Central Office Services (COS) Service Device for local content hosting

Testing Devices



DRC INSIGHT Secure Application is installed on testing devices to ensure a secure testing experience

- User-friendly installation wizards
- No reliance or dependencies on third-party software
- No conflicts with other software running on devices
- Software automatically updates

DRC INSIGHT System and Network Requirements



System Requirements

DRC INSIGHT Device Hardware Requirements

Testing Devices

Hardware Requirements

These hardware requirements apply to all device types and operating systems unless noted.

- **Processor**
 - iPad – N/A
 - Minimum – CPU benchmark rating of 600*
 - Recommended – CPU benchmark rating of 3000* or higher
- **Available Memory**
 - Minimum – 2 GB RAM
 - Recommended – 4 GB RAM or higher
- **Available Disk Space**
 - Minimum/Recommended – 1 GB
- **Screen Size** – Required – 9.5" or larger
- **Actual Screen Resolution** – 1024 x 768 or better
- **Scale/Display Size** – 100%
- **Network Connection** – Wired or wireless network connection – 3 Mbps or better
- **Internet** – Required
- **Power Supply**
 - Minimum – Battery powered devices, a fully charged battery with a two-hour life
 - Recommended – Device plugged into a power supply
- **Headset with Microphone** – See "DRC INSIGHT Headset Guidance" found in the DRC INSIGHT Portal, General Information under the Documents section.

COS Service Device

Hardware Requirements

These base hardware requirements apply to all device types and operating systems.

- **Processor**
 - CPU benchmark rating of 3000* or higher*
- **Available Memory**
 - 4 GB RAM or higher
- **Available Disk Space**
 - Minimum – 10 GB
 - Recommended – 20 GB or more
- **Network**
 - Connected to the network through a wired connection

*A processor's CPU benchmark rating is based on a common set of factors used by PassMark Software to assess relative processor performance. Processors with the same CPU benchmark rating will perform at relatively the same level.

- Use the link www.cpubenchmark.net/cpu-list.php for a searchable list of processors with their benchmark ratings and other information.
- To determine processor capability on a macOS device, Open a Terminal Window and run the following command: `sysctl machdep.cpu.brand_string`

- Detailed system requirements for DRC INSIGHT Online Testing
- Updated System Requirements posted to the DRC INSIGHT Portal in June
- Updated three times during the year
 - June – Upcoming year's specifications
 - October – Operating System updates
 - February – Operating System updates
- Check the DRC INSIGHT Portal for the most current information



System Requirements (cont.)

DRC INSIGHT Operating System Requirements

Supported Operating System Versions

See [DRC's Operating System Support Policy](#) for information on DRC support by phase.

Operating System	Level	Incoming/Current		Outgoing/Ending	
		Phase 1: Best Effort Support	Phase 2: Fully Supported	Phase 3: Best Effort Support	Phase 4: End of Support
Windows (1)(2)(3)(4)	Windows 10 - 20H2				X
	Windows 10 - 21H1				X
	Windows 10 - 21H2		X		
	Windows 10 - 22H2		X		
	Windows 10 in S mode		X		
	Windows 11 in S mode	X			
	Windows 11 - 21H2		X		
	Windows 11 - 22H2		X		
	Windows Server 2016		X		
	Windows Server 2019		X		
	Windows Server 2022		X		
iPadOS (5)	iPadOS 15.x		X		
	iPadOS 15.4.x				X

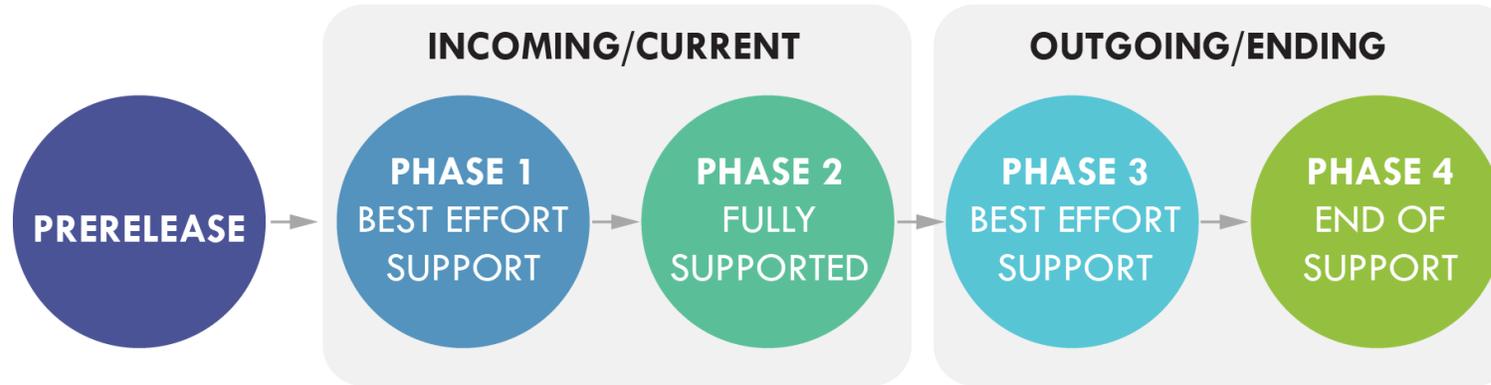
- DRC INSIGHT Secure Applications are supported on Windows, Mac, Linux, iPad, and Chrome Operating System devices
- COS Service Devices are supported on Windows, Mac, and Linux devices

• **Note:** Any testing device operating system type can connect to any COS Service Device operating system type; the two operating system types do not need to match

➤ Check the DRC INSIGHT Portal for the most current information



Change Management — Operating Systems Support



- **Prerelease: Beta Channel**
Regression testing of beta release about 2-4 weeks before OS release
- **Phase 1: Best Effort Support for Vendor Recently Release Versions**
Additional rounds of regression testing to verify actual production release; Troubleshoot any issues to resolution
- **Phase 2: Fully Supported**
Fully tested and certified with full support if any issues are uncovered
- **Phase 3: Best Effort Support for Vendor Recently Unsupported Versions**
Assistance troubleshooting issues as best we can without a guaranteed resolution
- **Phase 4: End of Support**
DRC cannot offer any level of support for our software on this version and may restrict its use

Operating System Version Support

DRC INSIGHT Operating System Requirements

Supported Operating System Versions

See [DRC's Operating System Support Policy](#) for information on DRC support by phase.

Operating System	Level	Incoming/Current		Outgoing/Ending	
		Phase 1: Best Effort Support	Phase 2: Fully Supported	Phase 3: Best Effort Support	Phase 4: End of Support
Windows (1)(2)(3)(4)	Windows 10 - 20H2				X
	Windows 10 - 21H1				X
	Windows 10 - 21H2		X		
	Windows 10 - 22H2		X		
	Windows 10 in S mode		X		
	Windows 11 in S mode	X			
	Windows 11 - 21H2		X		
	Windows 11 - 22H2		X		
	Windows Server 2016		X		
	Windows Server 2019		X		
Windows Server 2022		X			
iPadOS (5)	iPadOS 15.x		X		
	iPadOS 15.4.x				X
	iPadOS 16.x		X		
	iPadOS 17.x		X		
ChromeOS (6)(7)(8)	ChromeOS current stable channel		X		
	Flex				X
macOS (9)	macOS 11.x				X
	macOS 12.x		X		
	macOS 13.x		X		
	macOS 14.x		X		
Linux (9)	Ubuntu 20.04 LTS version with Gnome Shell		X		
	Ubuntu 22.04 LTS version with Gnome Shell		X		

Operating System Notes

(1) DRC does not offer support for Windows versions under Microsoft's Long-Term Servicing Channel (LTSC), Windows N and Windows KN.

Check the DRC INSIGHT Portal for the most current information.

[DRC INSIGHT System Requirements](#)



2024-25 System Requirements

Testing Devices

- Testing Devices are supported on the following operating systems:
 - ChromeOS
 - 64-bit Windows
 - 64-bit macOS
 - iPadOS
 - 64-bit Linux

COS Service Device

- COS Service Device software is supported on the following operating systems:
 - 64-bit Windows
 - 64-bit macOS
 - 64-bit Linux
 - COS Service Device software cannot be installed on an iPadOS or ChromeOS device.

DRC Device Support Policy

Full Support of DRC software on vendor-supported devices that meet device and supported operating system requirements

Once vendor ends support for a device, DRC provides Best Effort Support for a short period before ending support

Apple bases iPad model support on whether the model has a supported operating system

Google bases Chrome OS device support on its Auto Update Expiration (AUE) date

- AUE based on model's first production date, **not** its purchase date; typically, 5-6 years after first production release
- Google's Auto Update policy and the list of Chrome devices with AUE dates:
support.google.com/chrome/a/answer/6220366

Chrome OS Device Support

- When the AUE date is reached:
 - Operating system updates are no longer guaranteed
 - Necessary security and functionality upgrades cease
 - Availability of Google Management Console for the device is suspended
- DRC offers Best Effort Support for unmanaged Chrome OS devices if:
 - A supported DRC INSIGHT Secure App for Chrome OS was installed before it became unmanaged. [Check out this resource for more information on ChromeOS.](#)
 - Chrome OS devices still meet the device and supported operating system requirements
- To determine the AUE date for a ChromeOS device, use the following link to [Google's Auto Update policy and the list of ChromeOS devices with their AUE dates.](#)

The iPadOS release strategy provides both major and minor release versions.

- **Major release** versions are indicated by the number to the left of the decimal point. For example, release 15. x and release 16. x are major release versions.
- **Minor release** versions are indicated by the number to the right of the decimal point. For example, release 15.1 and release 15.2 are minor release versions of major release version 15.

DRC offers the following levels of support:

- **Full Support** for the most recent **major release version** of iPadOS within 90 days of public availability of the new version. During the 90 days of testing/verification, DRC provides Best Effort Support for the latest major release version.
- **Best Effort Support for minor release versions** of iPad as soon as they are made available to the public. They will fully support these versions once DRC completes testing/verification. DRC will attempt to fully support minor release versions within 30 days of their release.

Accessing DRC System Requirements

Select My Applications → General Information → Downloads

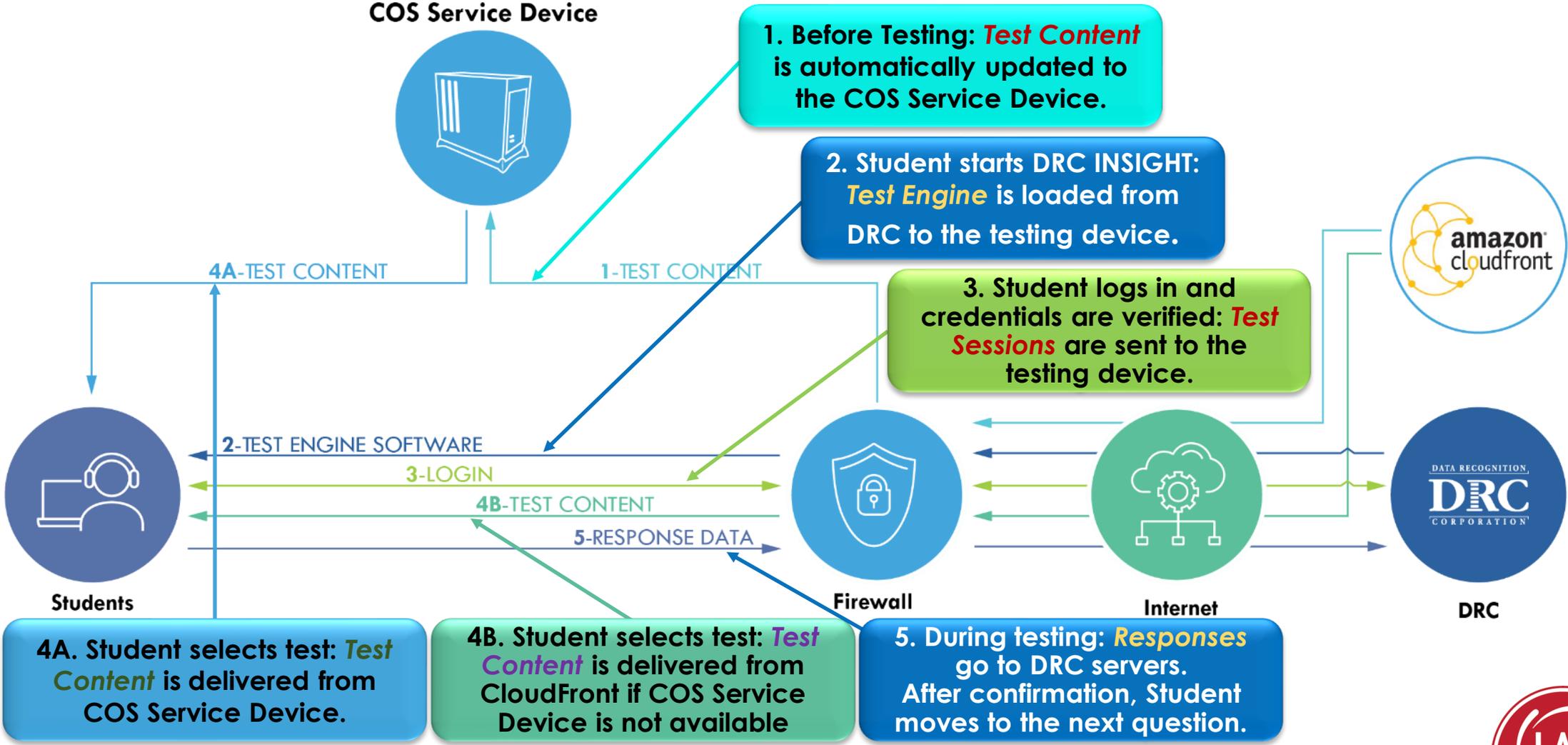
The screenshot shows the DRC INSIGHT web application interface. At the top, there is a navigation bar with the DRC INSIGHT logo, a dropdown menu for 'GENERAL INFORMATION', and a user profile icon labeled 'JF'. Below the navigation bar, there are tabs for 'General Information', 'Announcements', 'Documents', 'Downloads', and 'Test Tutorials'. The 'Downloads' tab is selected. The main content area is titled 'Test Setup General Information' and contains a sub-section for 'Downloads'. Under 'Downloads', there is a link for 'Instructions'. Below that, there is a section for 'Software Downloads' which contains a table titled 'Testing Software Downloads'. The table has columns for 'Title', 'Platform', 'Operating Systems', 'Version', and 'Action'. Two rows are visible: one for 'DRC INSIGHT iPad' on 'iPadOS/iOS' and one for 'Capacity Estimator' on 'Excel'. Below the table, there is a note about the Capacity Estimator. At the bottom of the page, there are two buttons: 'View System Requirements' (which is circled in red) and 'Monitor Setting Verification'.

Title	Platform	Operating Systems	Version	Action
DRC INSIGHT iPad	iPadOS/iOS			
The DRC INSIGHT iPad app is now available from the Apple App Store. Search for DRC INSIGHT.				
Capacity Estimator	Excel	Microsoft Excel Excel 2007 and later		

Use the installer above to download the Capacity Estimator. This tool estimates testing response times by using the number of students testing, as well as network capacity and utilization.

[View System Requirements](#) [Monitor Setting Verification](#)

DRC INSIGHT Testing Network Traffic



Network Setup

- Prioritize DRC INSIGHT traffic on the network
- Ensure these URLs are allowed on all content filters, firewalls, and antivirus software (**Bold URLs are new this year**)
- Wildcard *.drcedirect.com
- Port/Protocol
 - 80/HTTP
 - 443/HTTPS

URL Allowlist

Shared by all Assessments:

<https://api-gateway.drcedirect.com>
<https://api-gateway-cloud.drcedirect.com>
<https://cdn-content-prod.drcedirect.com>
<https://cdn-download-prod.drcedirect.com>
<https://drc-centraloffice.com>
<https://drc-wbte-prod.s3.amazonaws.com>
<https://dtk.drcedirect.com>
<https://wbte.drcedirect.com>
<https://us-east-1-content-hosting-form-locker-prod.s3.us-east-1.amazonaws.com>
<https://us-east-2-content-hosting-form-locker-prod.s3.us-east-2.amazonaws.com>
<https://www.drcedirect.com>

Check Technology User
Guide in DRC INSIGHT
Portal for Most Current
Information

DRC INSIGHT™ Technology Setup

7/22/2021



Changes Occurring Yearly – ACTION REQUIRED

ACTION NEEDED: Yearly Updates

- New URLs added to the network allow-list
- DRC INSIGHT updates require admin rights on Windows and Mac testing devices

ACTION NEEDED: What's Being Updated (YEARLY)

- **Supported operating systems** – see System Requirements
- **DRC INSIGHT Secure Applications** updated to version 15. X this year
 - Will prompt to update when the application is launched
- **COS Service Device** updated to version 8. X this year.
 - Auto-updates if left on overnight with an Internet connection
 - Or use the COS Application to update manually

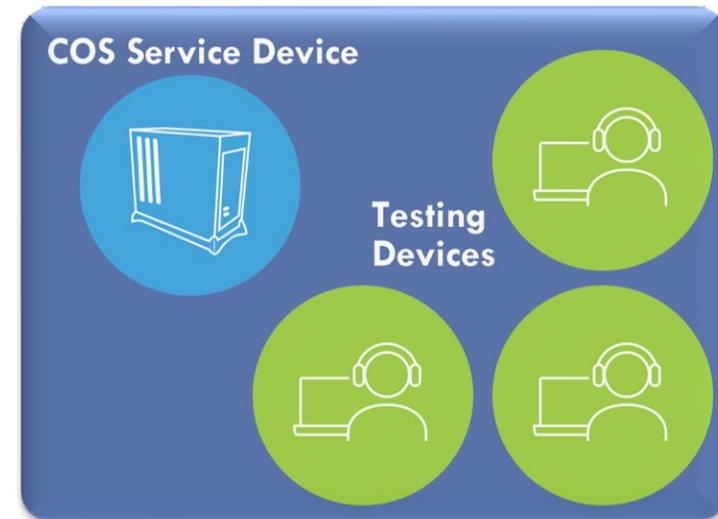
What does not Change:

- Use the same COS Configurations and COS Org Unit ID year over year



Central Office Services (COS) Application

- Use COS to create, monitor, and maintain COS Configurations
- COS Configurations establish testing devices, the association of available testing programs, and where testing devices get test content
- COS Service Devices *provide* local content hosting services to the COS Configuration
- If the COS Service Device is not included or is unavailable for more than 4 hours, content comes from DRC
- Devices with a DRC INSIGHT Secure Application are *registered* to the COS Configuration

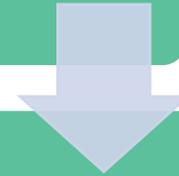


COS Configuration



Activity 1:

COS Service Device
Install and Configuration



Activity 2:

Testing Device Setup



Activity 3:

Managing COS Configurations

Activity 1

Install a New COS Service Device



- COS Software is a Content Hosting Service
- Installers are on the DRC INSIGHT Portal under the Downloads page
- COS software auto-updates to the new version each year
- A pool of COS Service Devices delivers basic load-balancing

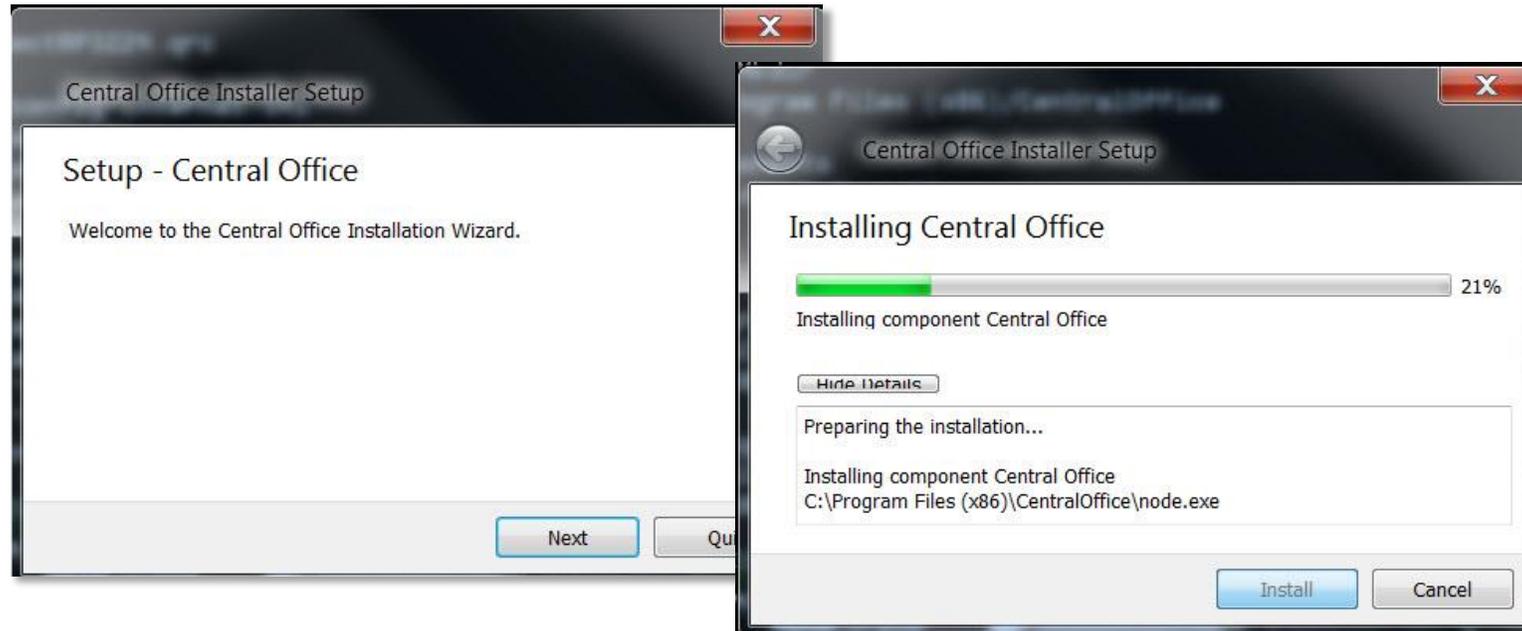
Benefits of Using a COS Service Device

Activity 1

- Provides additional test security
 - Requires testing device to have the same network connection during the assessment
- Hosts testing content within the network (closer to the student)
- Reduces demand on wide-area network and/or Internet bandwidth
 - Strongly recommended for accommodations (TTS) and assessments with audio, images, and video.
- Addresses equity concerns around delivering equivalent and consistent student experiences across sites

1. Installing a New COS Service Device

Activity 1

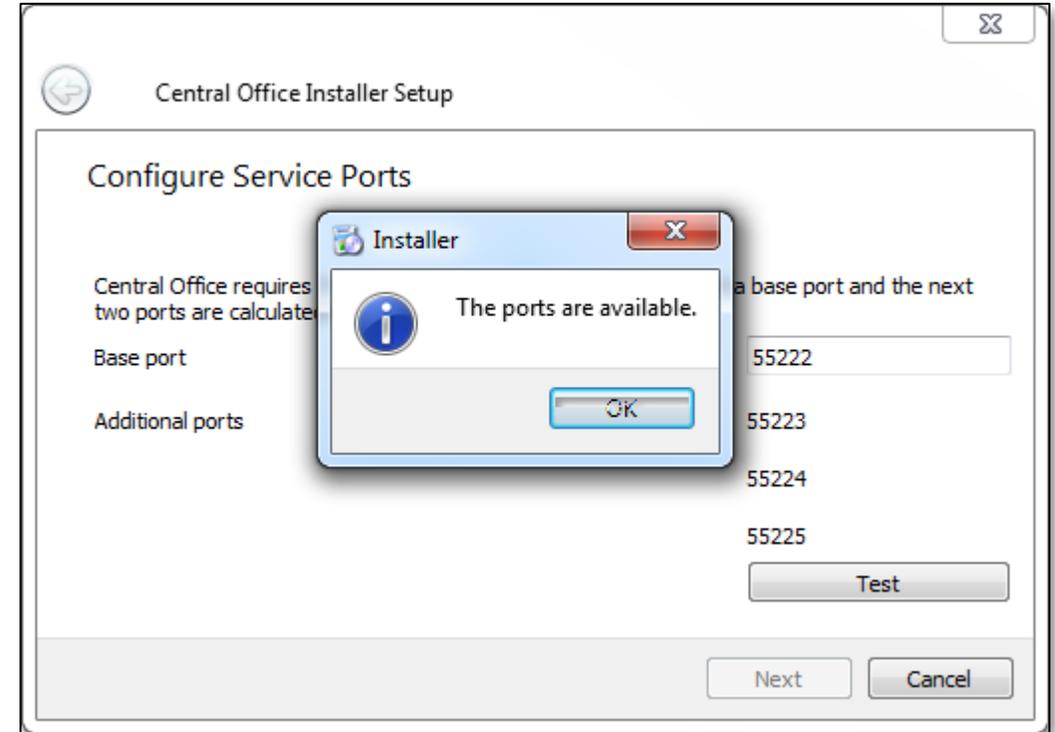


- Identify a device with a supported operating system
- DRC recommends a dedicated device for improved scalability
- Download and launch the installer to begin the wizard install process
- When prompted, it is recommended to use the default locations

2. Installing a New COS Service Device

Activity 1

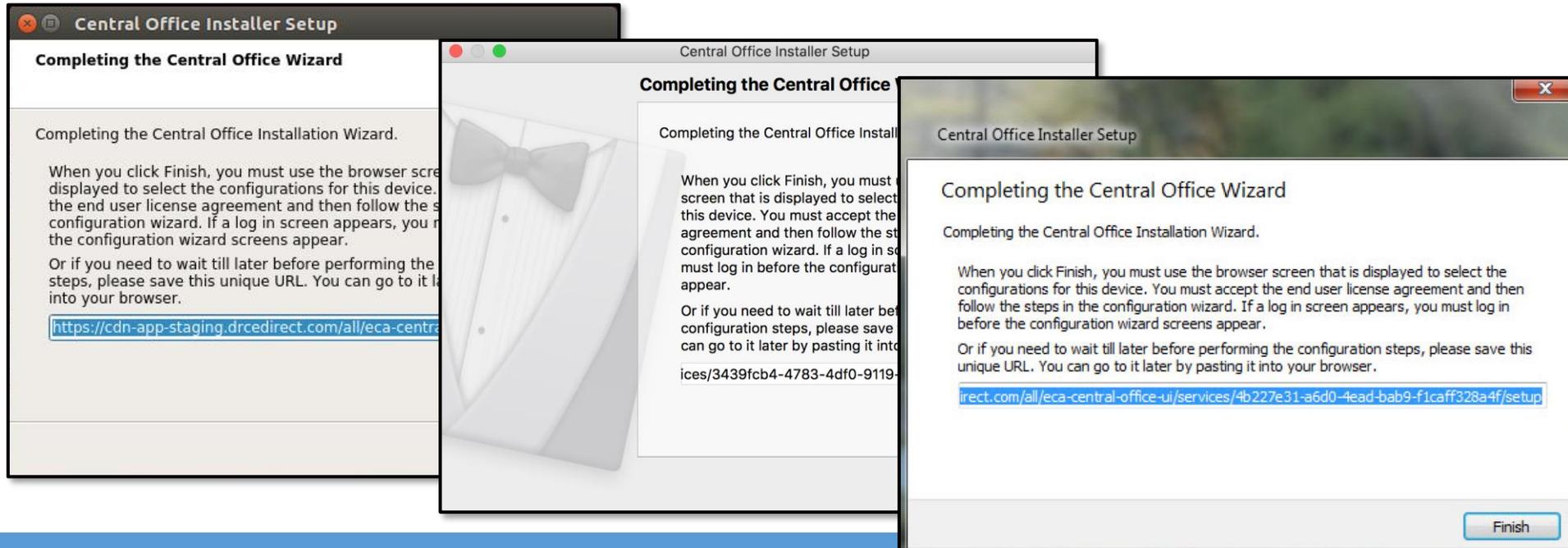
- Configure Service Ports
 - Specify the base port (usually the default value of 55222 will work)
 - After entering the base port, the install automatically selects consecutively numbered ports
- Test Service Ports
 - Click “Test” to verify port availability
 - Click “OK” and “Next” (or “Cancel” to exit the installation)



3. Installing a New COS Service Device

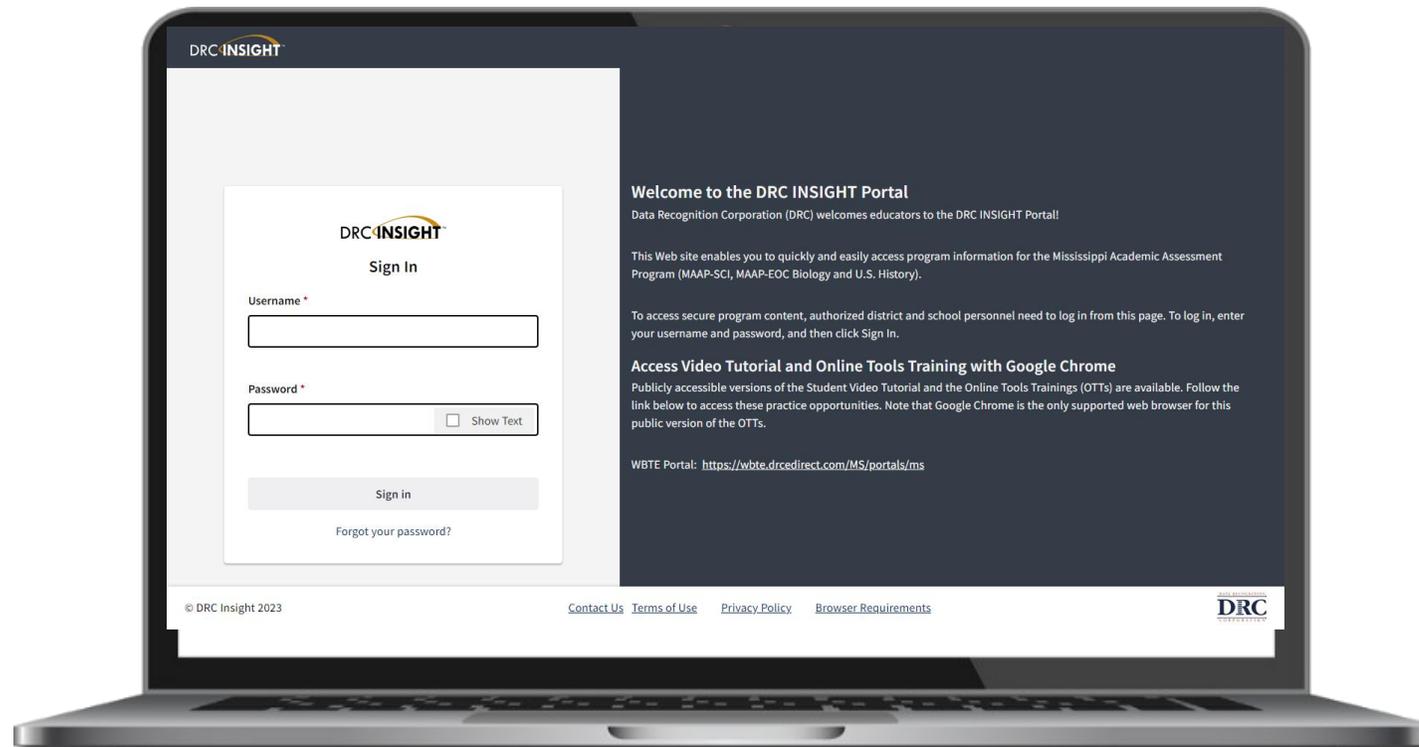
The “Completing the Central Office Wizard” window appears

- Save the URL that displays in this window
- The URL can be used to resume the process, if necessary, without re-installing the COS Service Device



Modifying Existing COS Configuration

Activity 1



- The installation wizard will automatically launch the DRC INSIGHT Portal
- If you are not already signed in, the login window displays

4. Installing a New COS Service Device

Device: 16813120-d5bf-4d05-b20c-2a00e2839baa

Configure Central Office Service

Step 1

Service Device Name

Service Device Configuration
Use Existing Configuration?

Step 2

Configuration Name*

Testing Devices Configuration
Enable Auto Updates for testing devices
Use Proxy Host

Step 3

Testing Programs (0)

Testing Program: Select Testing P... Site: Select a Site ... Remove

Location

Step 4

Content Management
Enable Content Management

Admin TTS/HVA VSL

Step 5

Content Hosting
Enable Content Hosting
Content Hosting is currently not available. Turn on Content Management to allow activation.

Complete

© DRC Insight 2020 Privacy Policy Terms of Use Contact Us

The configuration wizard defaults to the 5-step process for creating a new COS Configuration.

Check the “Use Existing Configuration” checkbox.



5. Installing a New COS Service Device

Activity 1

Device: 16813120-d5bf-4d05-b20c-2a00e2839baa

Configure Central Office Service

Step 1

Service Device Name **1**

Service Device Configuration
Use Existing Configuration? Yes

Step 2

Link Device to Existing Configuration

2 Testing Program: Site: **3**

Searching In:

4

Selected Configuration:

Name:
Org Unit Id:

5

© DRC Insight 2020 Privacy Policy Terms of Use Contact Us

Step 1: Naming the new COS Service Device

1. Give the new COS Service Device a name (3-50 characters)

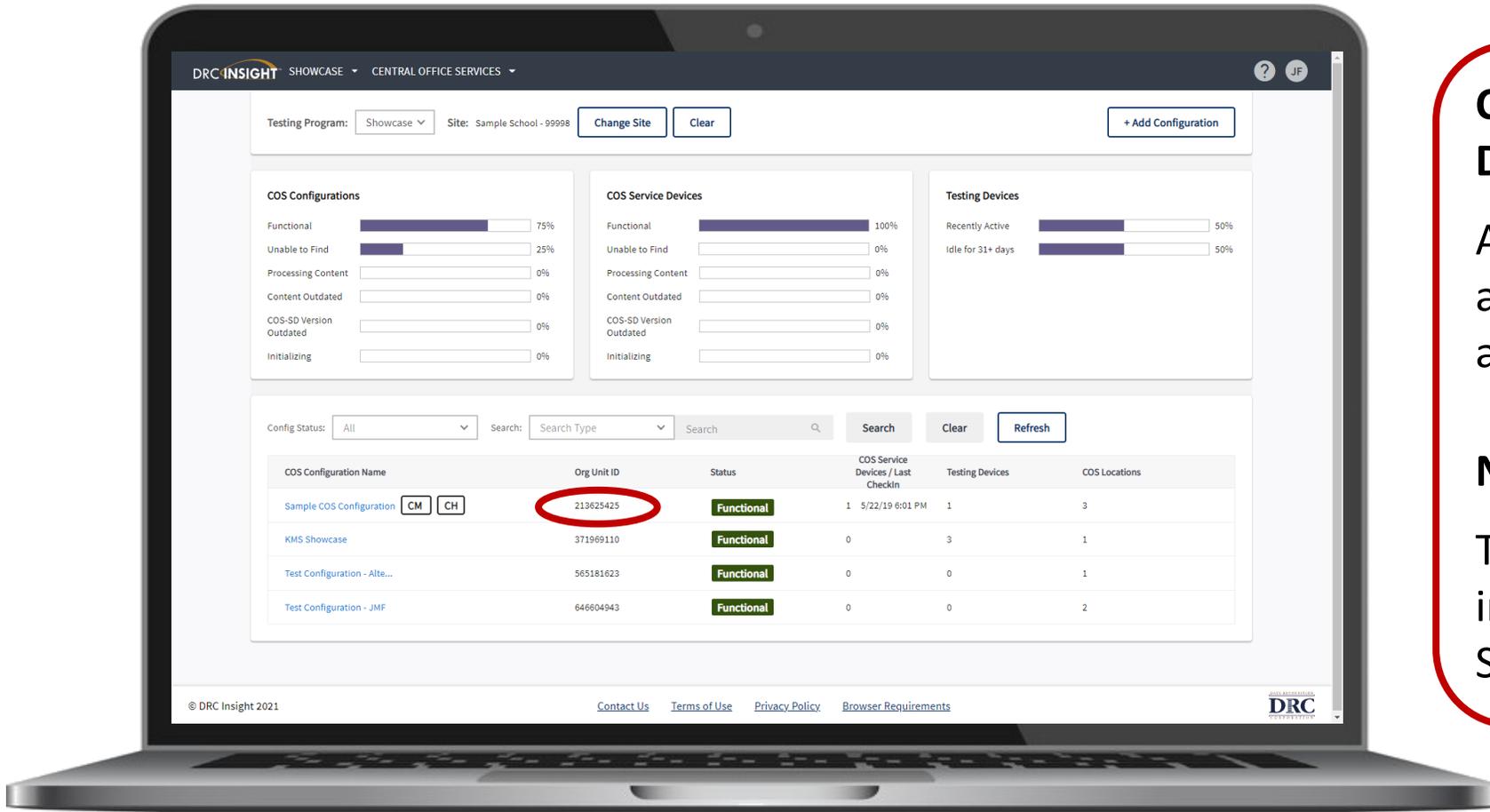
Step 2: Find the existing COS Configuration to which we want to associate the new COS-D

2. Select the Testing Program

3. Search for the Site (School or District)

4. Search for the existing COS Configuration

5. Verify the name and Org Unit ID and then click “Complete” to complete the configuration wizard



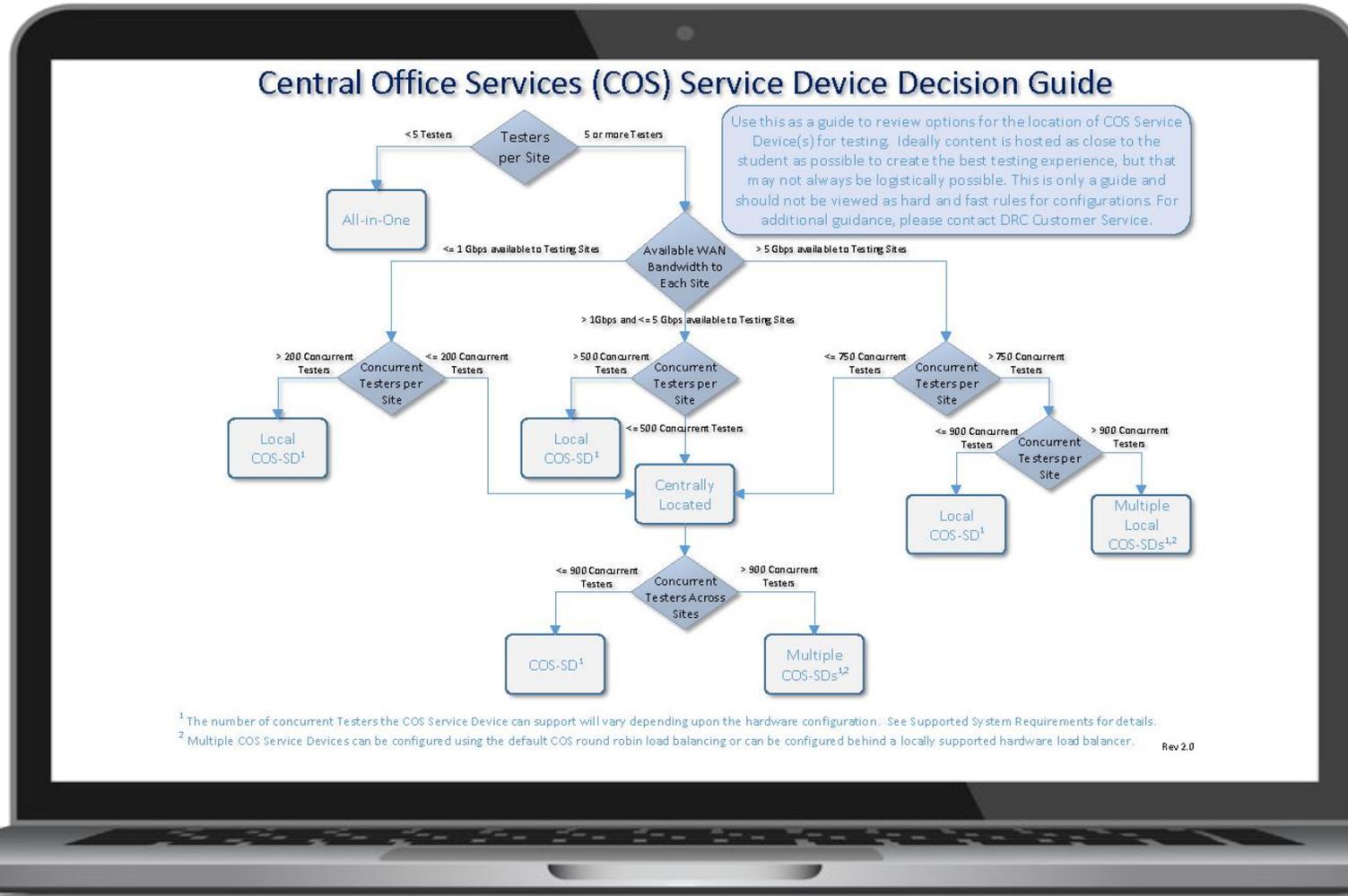
Central Office Services Dashboard

A new COS Configuration will appear on the COS Dashboard after about 3-5 minutes

Note the COS Org Unit ID

This will be used for manual installs of the DRC INSIGHT Secure Applications

COS Service Device Decision Guide



Helps answer:
“Where should the COS Service Device be located?”

Location *guidance* based on testing population and available network capacity.

Testing Site Capacity Estimator

Activity 1



Assists site planning by factoring in site variables and showing how they may impact performance and student's testing experience

Activity 2

Testing Device Setup



DRC INSIGHT Secure Application Overview

Activity 2

- Installed on testing devices to help provide a secure testing experience
- Install once and used by all DRC-administered test programs



Windows, macOS, and Linux Installer

Available in the DRC INSIGHT Portal (My Applications – General Information – Downloads)

iPadOS, Chrome OS device, and Windows in S mode Installer

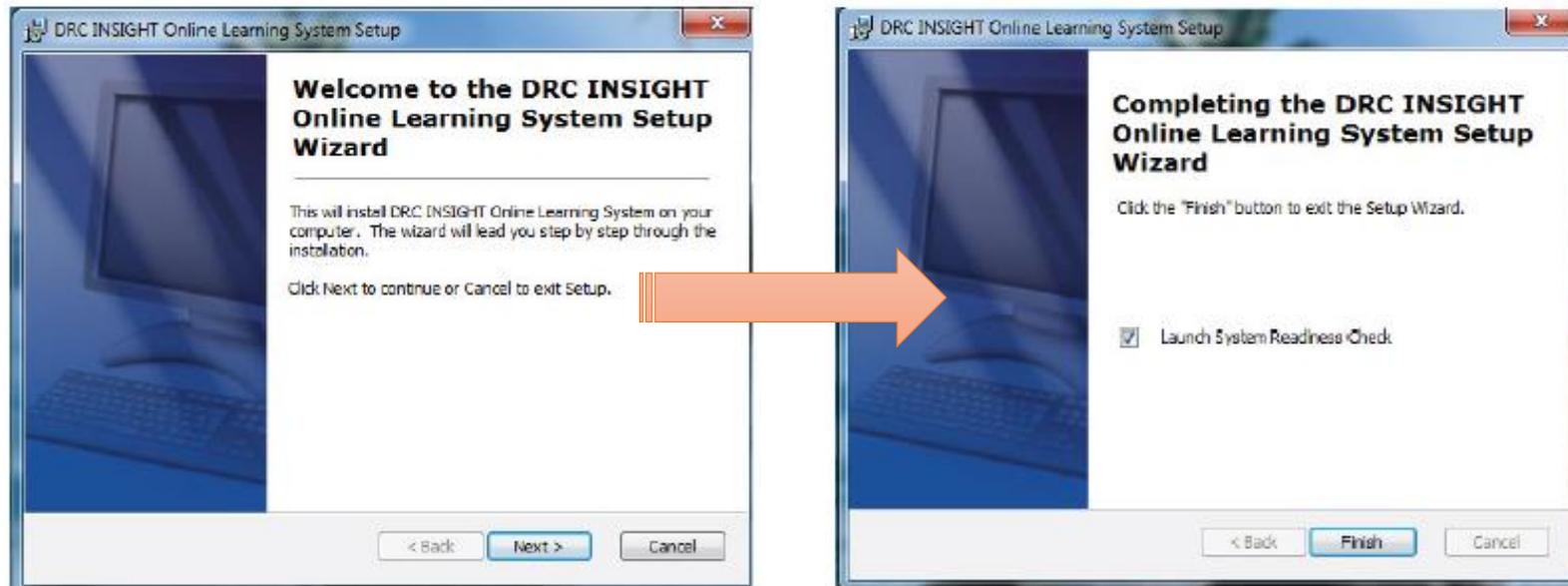
Available in Apple's App Store, Google Play, and Microsoft Store

- For iPads, the installer is only available in the App Store directly to the device or downloaded to a Mobile Device Manager (MDM) and deployed via MDM
- For Chrome OS, the installer is only available via a URL link to the Google Play store and deployed using the Google Admin console
- Windows in S mode installer is only available in the Microsoft Store



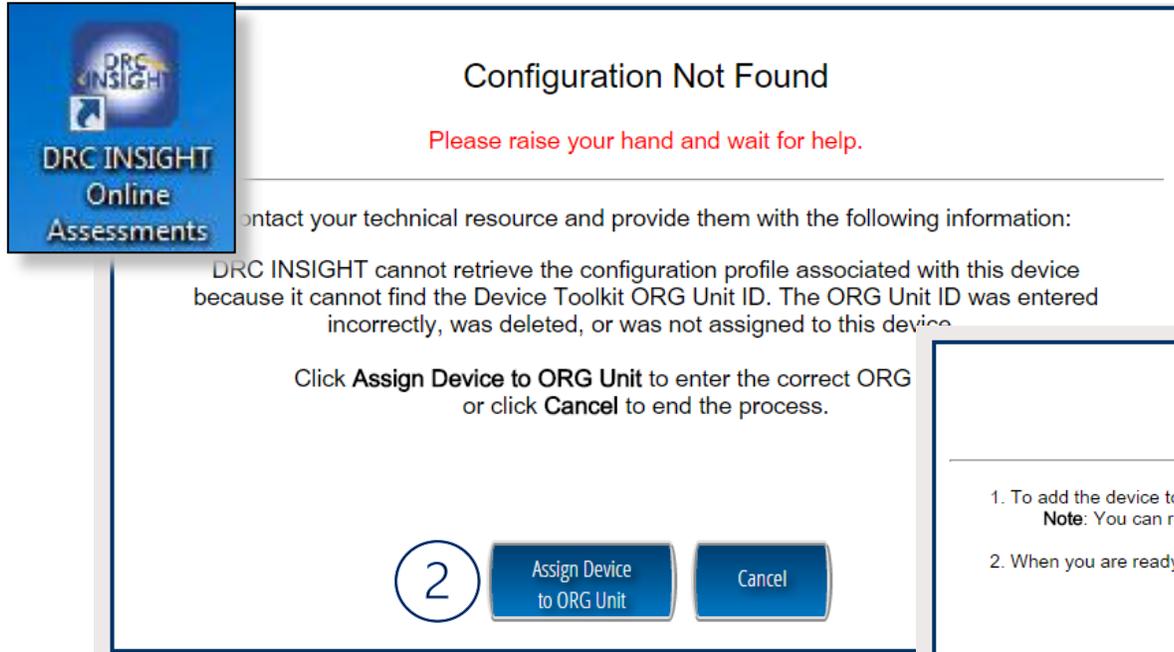
DRC INSIGHT Secure Applications are installed on each testing device

This software can be manually installed on each testing device or mass distribution solutions can be used to install on a group of testing devices



Installing DRC INSIGHT Secure Applications

1



DRC INSIGHT Online Assessments

Configuration Not Found

Please raise your hand and wait for help.

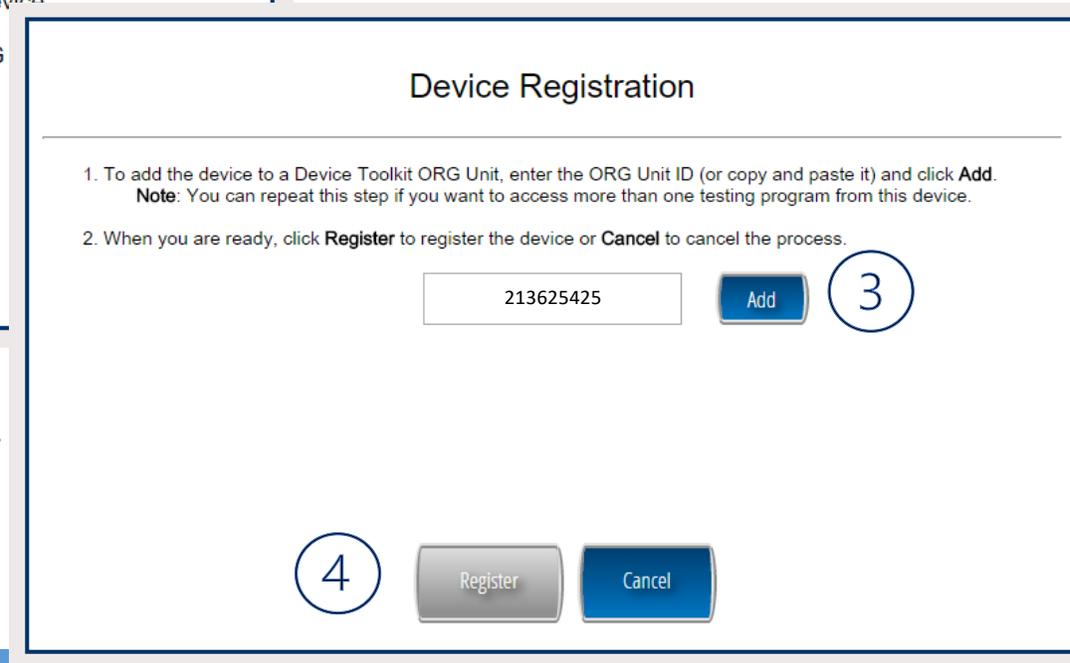
Contact your technical resource and provide them with the following information:
DRC INSIGHT cannot retrieve the configuration profile associated with this device because it cannot find the Device Toolkit ORG Unit ID. The ORG Unit ID was entered incorrectly, was deleted, or was not assigned to this device.

Click **Assign Device to ORG Unit** to enter the correct ORG Unit ID or click **Cancel** to end the process.

2 **Assign Device to ORG Unit** **Cancel**

1. Launch DRC INSIGHT
2. Register with a COS Configuration by selecting “Assign Device to ORG Unit”

3. Add the ORG Unit ID from Activity 2
4. Then, select “Register”



Device Registration

1. To add the device to a Device Toolkit ORG Unit, enter the ORG Unit ID (or copy and paste it) and click **Add**.
Note: You can repeat this step if you want to access more than one testing program from this device.

2. When you are ready, click **Register** to register the device or **Cancel** to cancel the process.

213625425 **Add** 3

4 **Register** **Cancel**

DRC INSIGHT System Readiness Check

Activity 2

System Information			
Client Version	Configuration Source	Installation Directory	
14.0.0	Device Toolkit	C:\Program Files (x86)\DRC INSIGHT Online Assessments	
Machine Name	User Name	Operating System Level	OS Version
DRC28237	LVethe	Microsoft (build 18362), 64-bit	10.0
Testing Device ID	Service Device ID	Content Hosting	HTTPS Proxy
CAB2F0BC-BA62-48F6-B3E7-C0BF45A1352B	E4404BBF-B243-43F9-9406-7B82A5D9D463	Yes	
COS Configuration Name	COS Org Unit ID	Location	
Luke	2089187281	Drc Use Only - Sample District N/A	

Required Test List		
Status	Test Name	Details
✓	Audio Capability	Details
✓	Client Version	Details
✓	Internet Connection	Details
✓	Operating System Level	Details
✓	RAM	Details
✓	Screen Resolution	Details
✓	Service Device Connection	Details
✓	User Agent	Details

Load Results Execute Tests Test Audio Exit

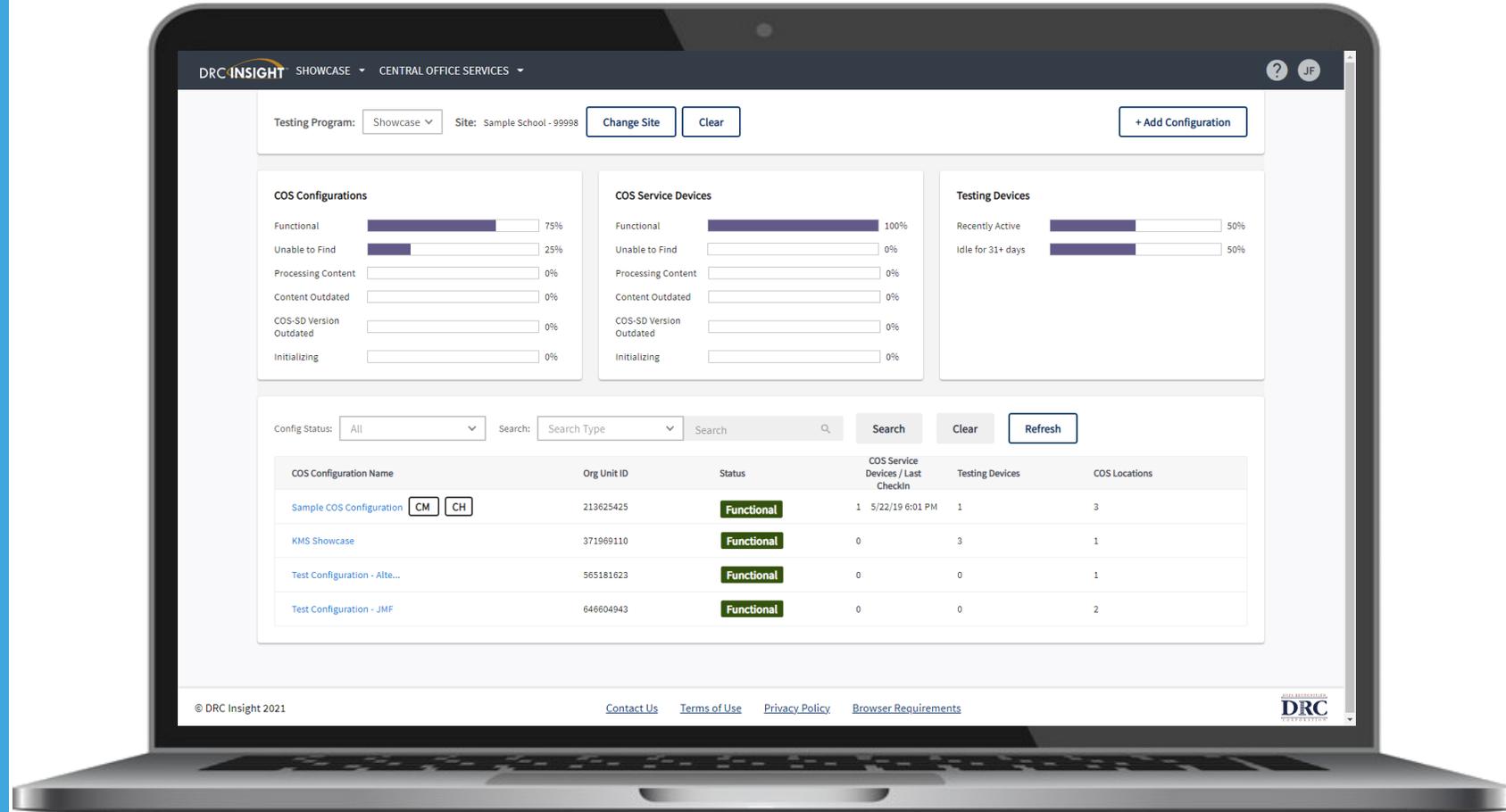
Copyright © 2019 Data Recognition Corporation.

- Verifies that each testing device meets the minimum system requirements for testing
- Ensures testing device is operating properly prior to testing
- Limits delays on the day of testing



Activity 3

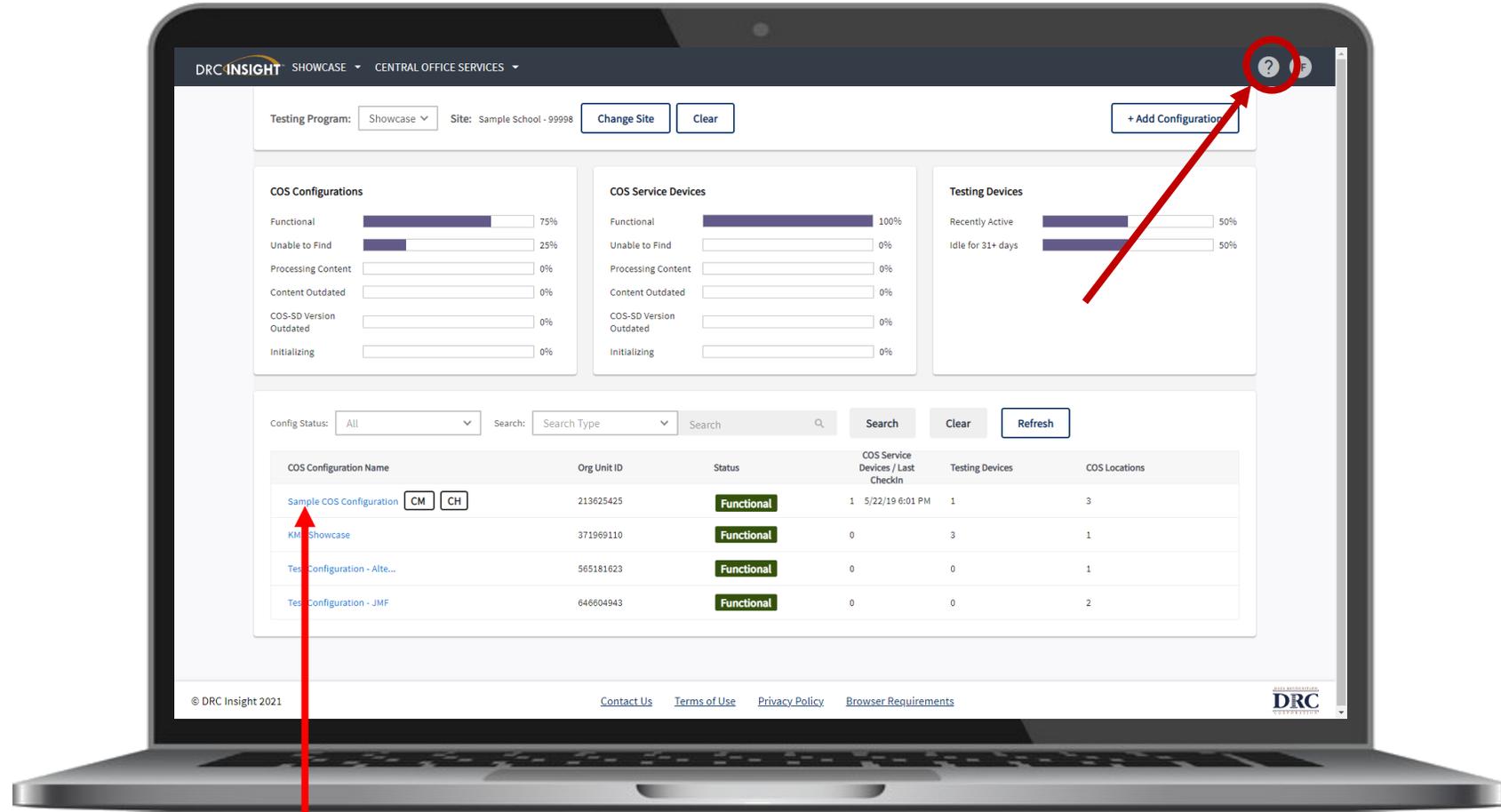
Managing COS Configurations



Managing COS Configurations

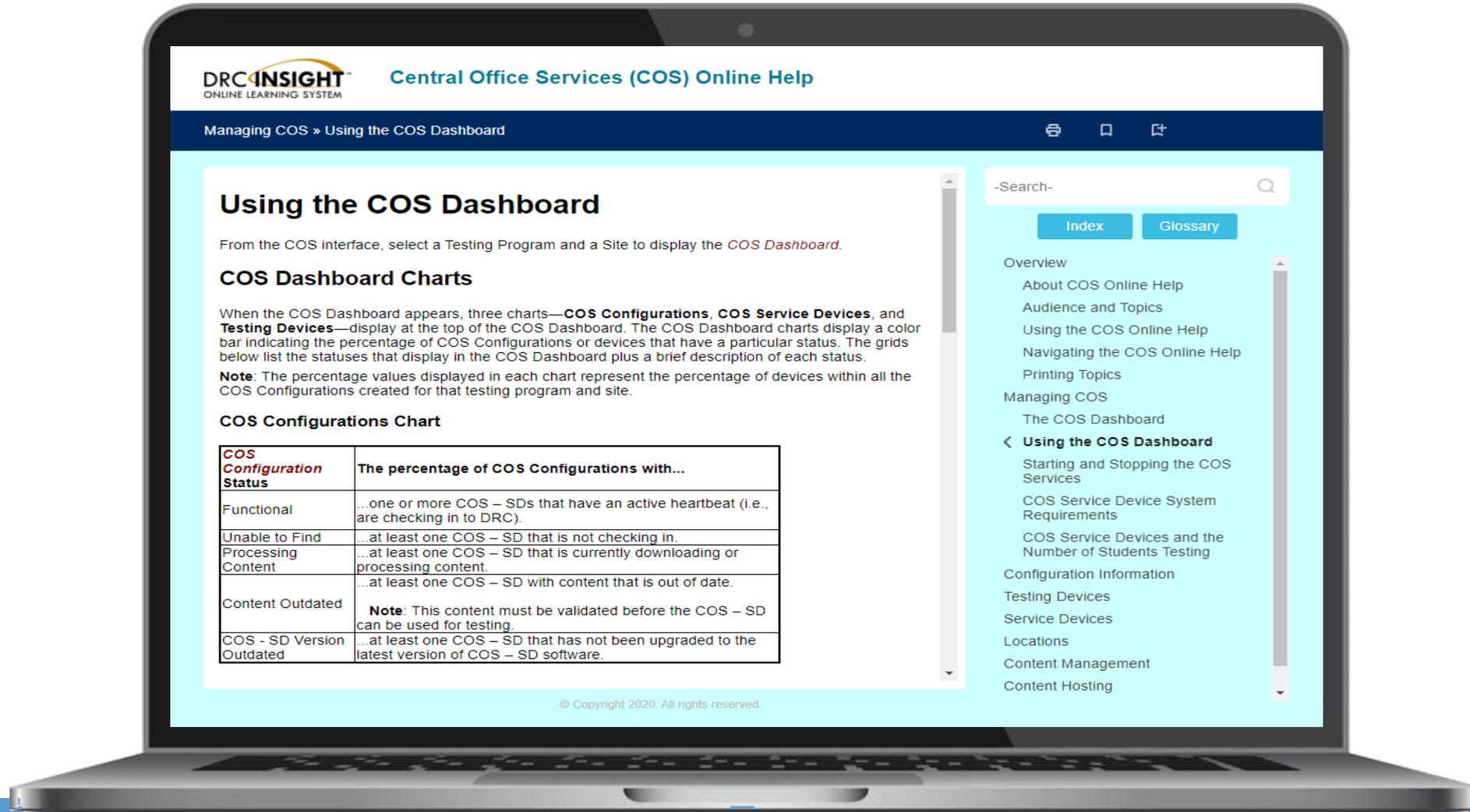
COS Configurations are managed from the COS Dashboard

- Use **Locations** to manage testing program
- Use **Content Management** to manage content hosted by the COS Configurations
- Manage Devices in COS Configurations



Select COS Configuration name





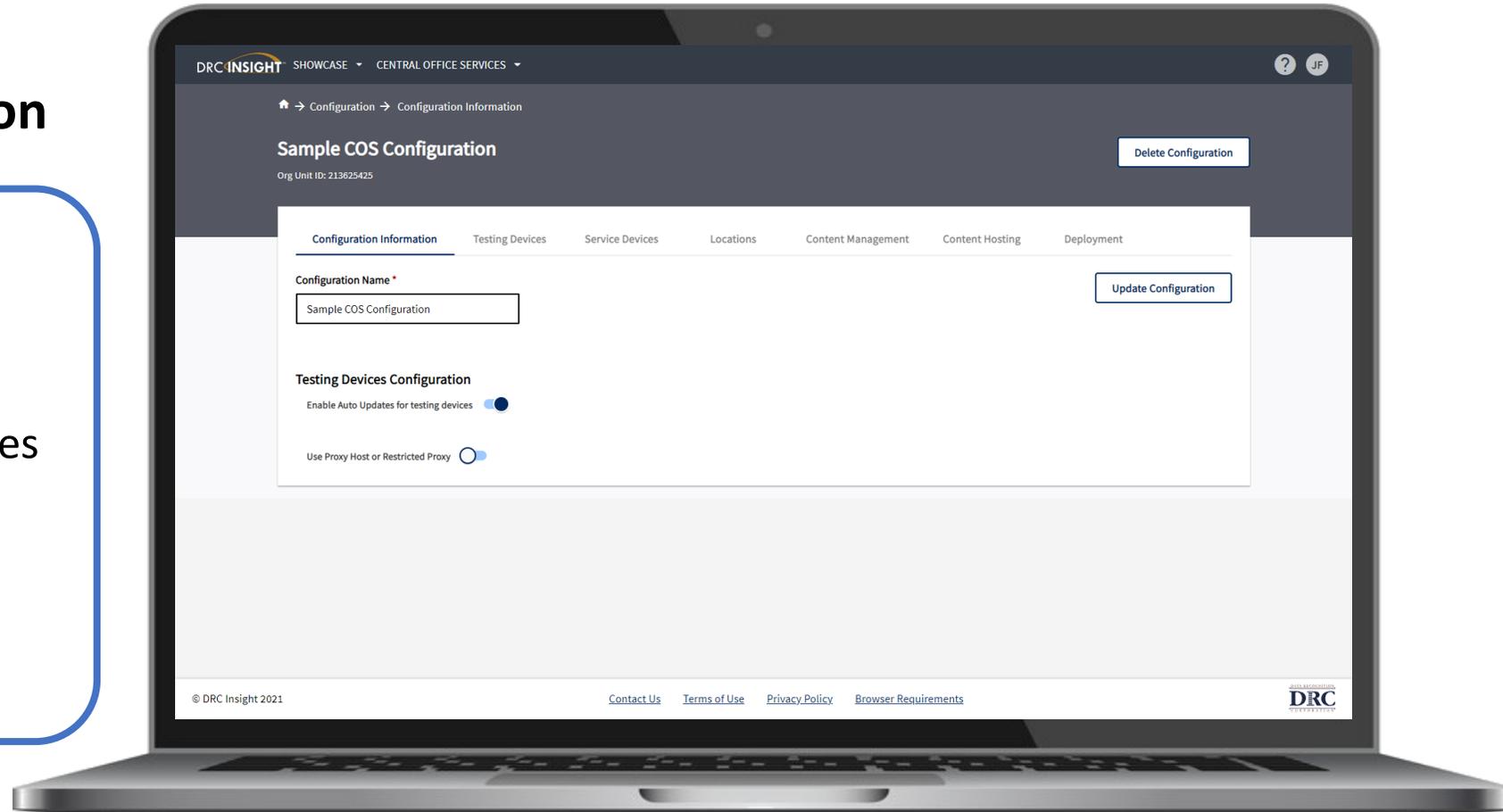
1. Managing COS Configurations

Activity 3

Configuration Information

Ability to:

- Update COS Configuration name
- Change Enable Auto Updates for Windows, macOS and Linux testing devices
- Change the use of a proxy host if required

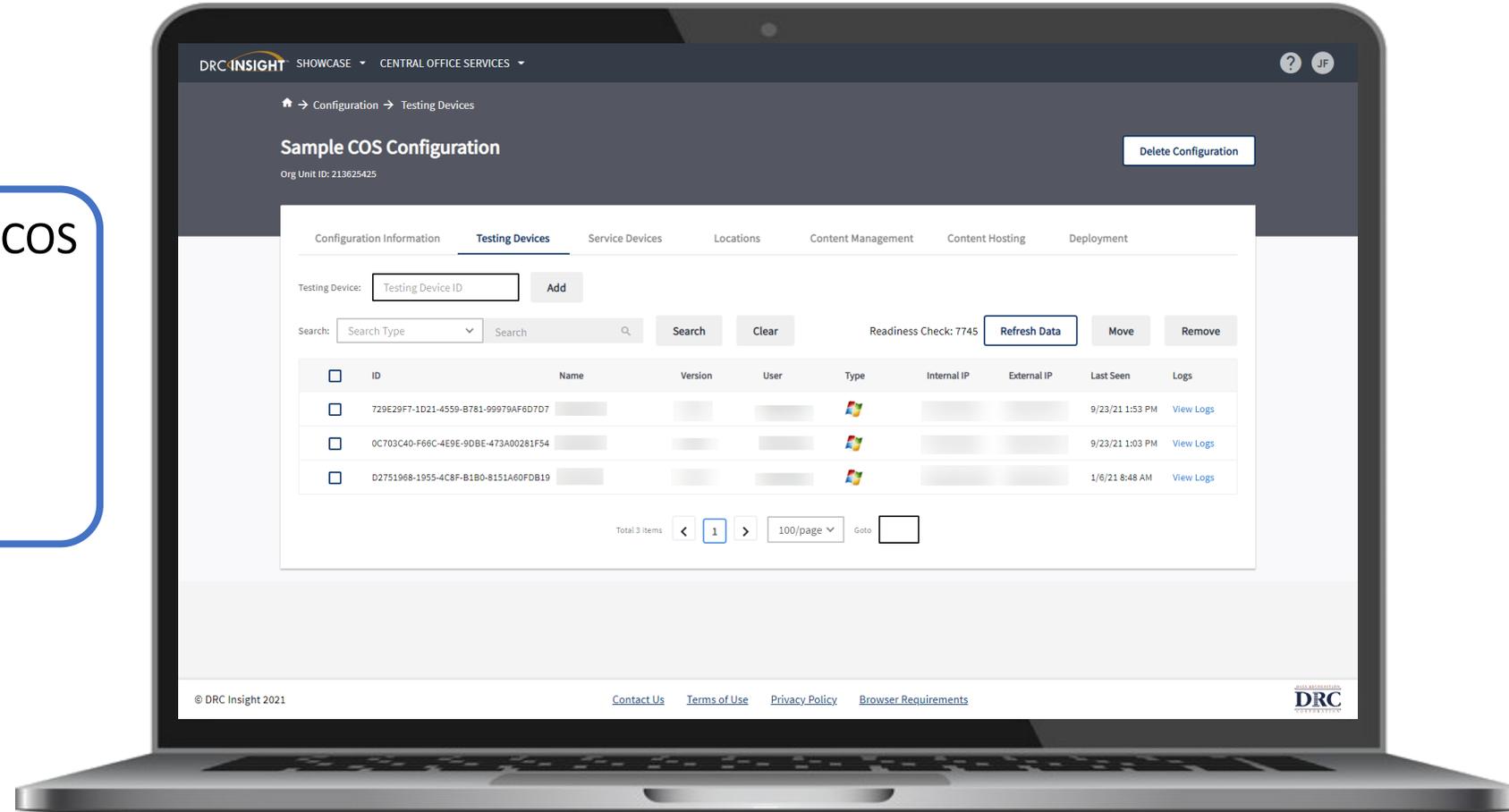


2. Managing COS Configurations

Activity 3

Testing Devices

- Verify Devices' status in the COS Configuration
- Move devices between COS Configurations
- Remove Testing Devices

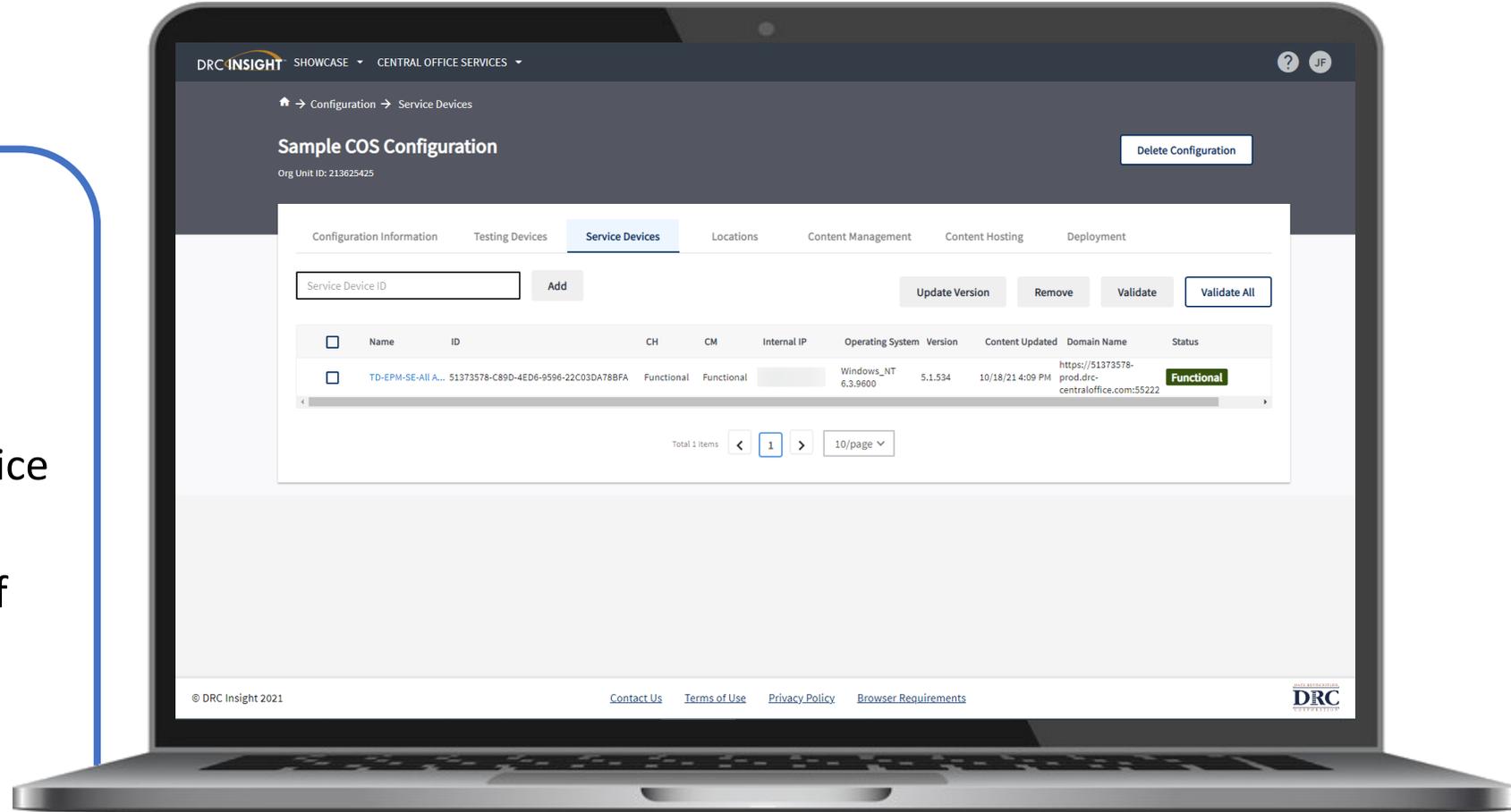


3. Managing COS Configurations

Service Devices

Ability to:

- Verify status of the COS Service Devices in the COS Configuration
- Add and Remove COS Service Devices
- Update software version of the device
- Validate device content
- Change the COS Service Device name

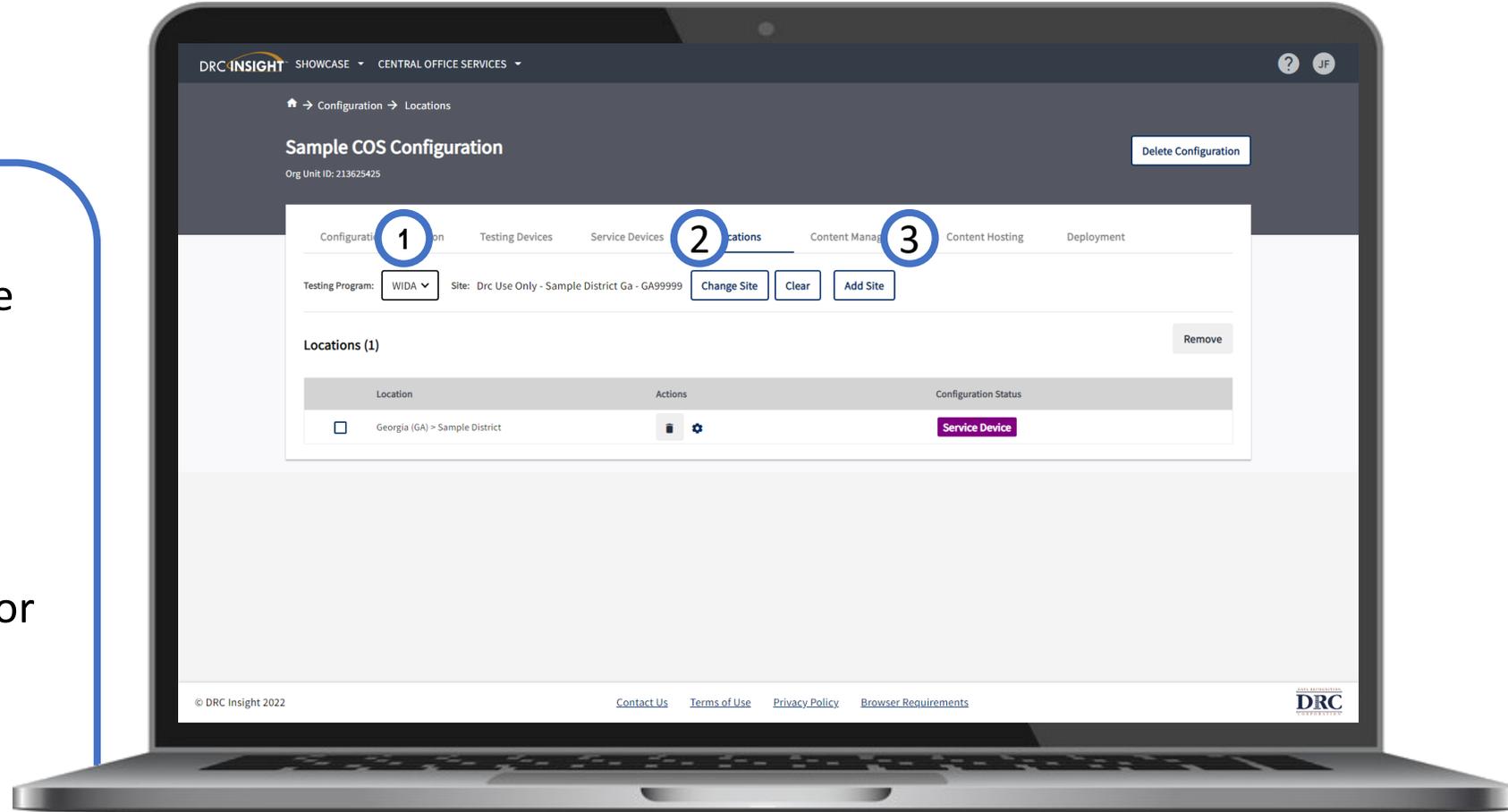


4. Managing COS Configurations

Locations

Ability to:

- Manage the testing programs the COS Configuration supports
- Add or remove testing programs
 1. Select a Testing Program from the dropdown list
 2. Select a Site and find the site or district using the name or site code
 3. Select Add Site to add the testing program location

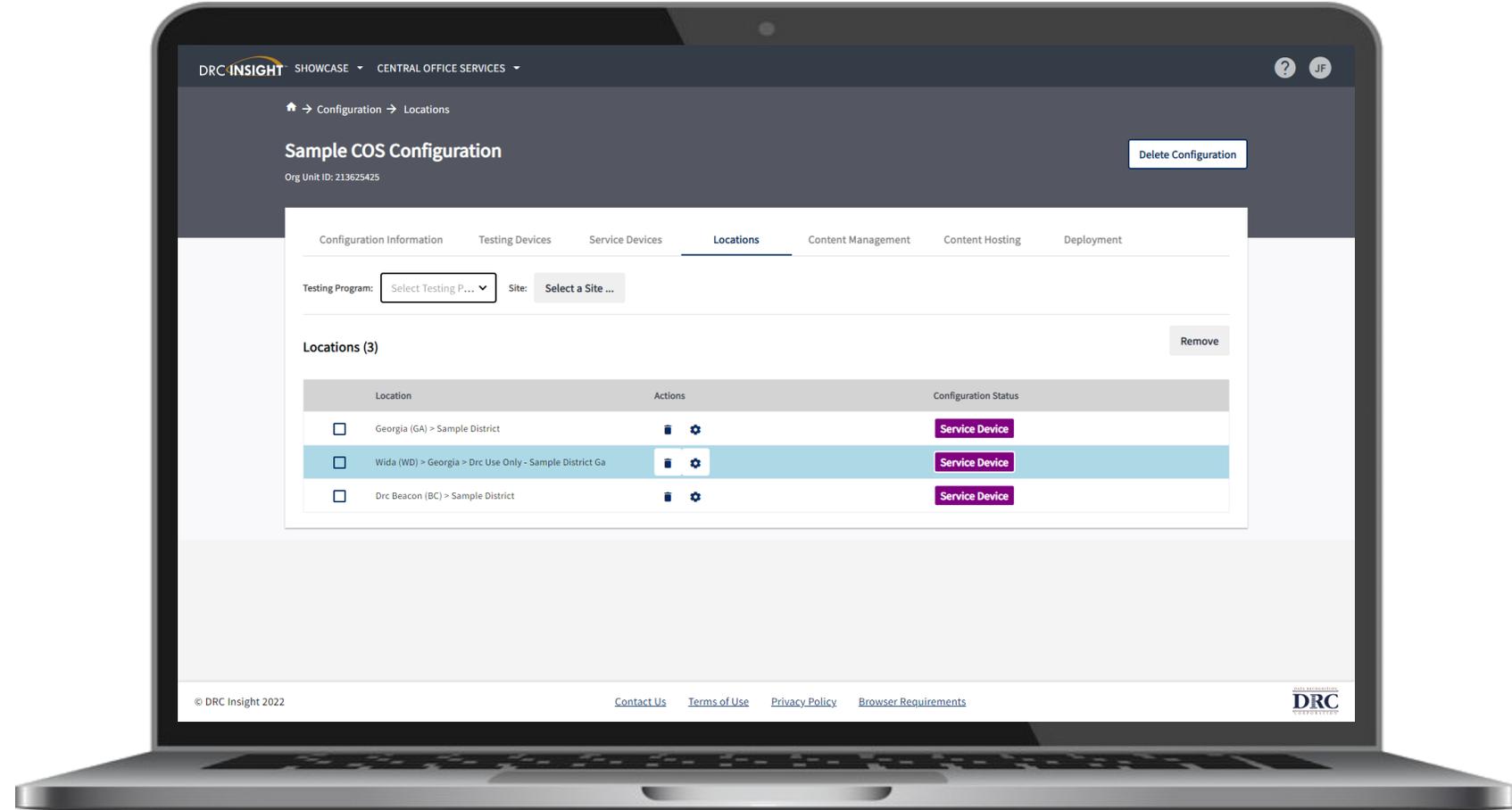


5. Managing COS Configurations

Locations

Repeat these steps to add other Assessments

Now, all three programs are hosted on this COS Configuration



5a. Adding *pre*LAS Online Content

Locations and Content Management

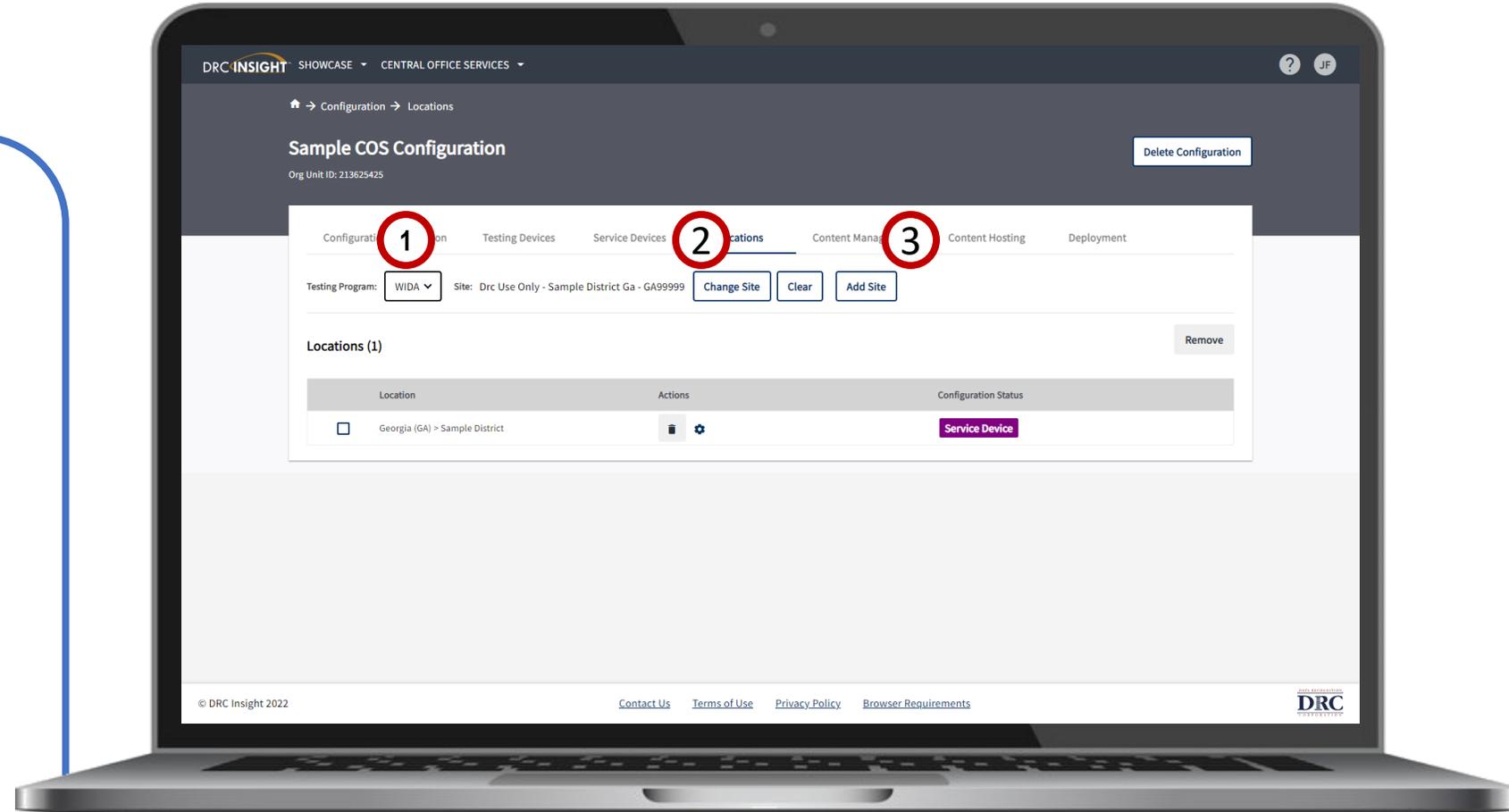
Locations Tab

- Add *pre*LAS

1. Select *pre*LAS from the dropdown list
2. Select your site and find the district using the name or site code
3. Select 'Add Site' to add the testing program location

Content Management

Be sure to check your content management for *pre*LAS.



5a. Adding preLAS Content

Content Management

Ability to:

- Select the appropriate testing content to be hosted on the COS Service Device
- Select any accommodations to be hosted on the COS Service Device
 - TTS/HVA accommodations will be "checked" if they were selected in the prior year

Configuration > Content Management

DRC INSIGHT Servers

Org Unit ID: 12220

Configuration Information Testing Devices Service Devices Locations **Content Management** Content Hosting Deployment

Enable Content Management

Update Configuration

<input type="checkbox"/>	Admin	TTS/HVA	VSL
<input checked="" type="checkbox"/>	ELL030 LAS Links	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	ELL040 preLAS Online	<input type="checkbox"/>	<input type="checkbox"/>



6. Managing COS Configurations

Activity 3

- Select the necessary content for students testing using this COS Configuration
- Ensure the proper administrations and accommodations are selected under the Content Management tab within your COS Configuration(s).
 - After checking the appropriate boxes, **click “Update Configuration.”**
 - Content download times will vary depending on your site’s Internet and network configuration.
- Before testing each day, verify that the configuration(s) is showing green before students start to test.

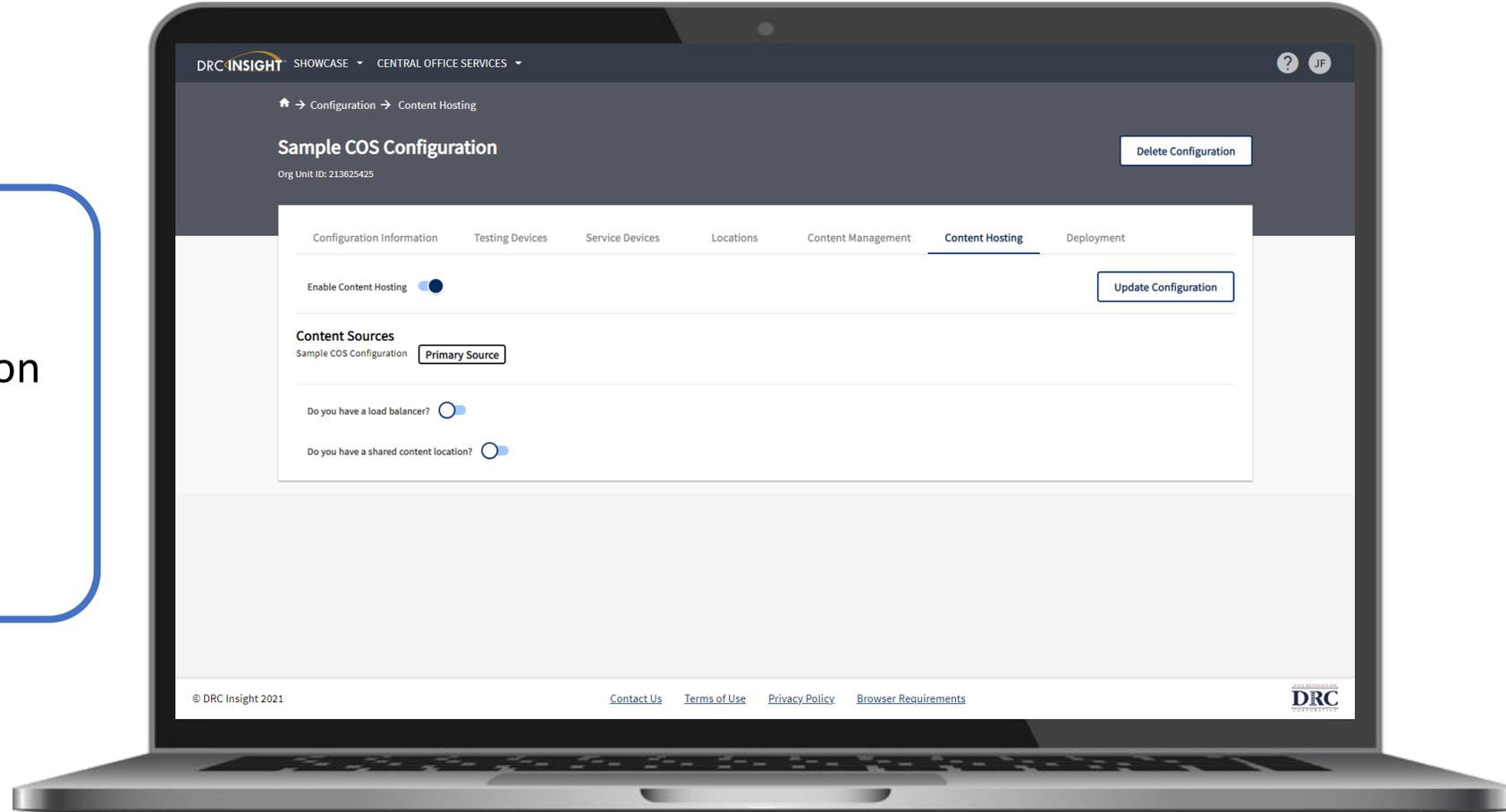
7. Managing COS Configurations

Activity 3

Content Hosting

Ability to:

- Enable or disable Content Hosting by COS Configuration
- Manage Hardware Load Balancers
- Manage Shared Content



Assign Testing Devices to a COS Configuration

Activity 3

Two methods to assign testing devices:

1. Manually assign COS ORG Unit ID to testing devices (Activity 2)
2. Within COS, create configuration script for deployment to testing devices

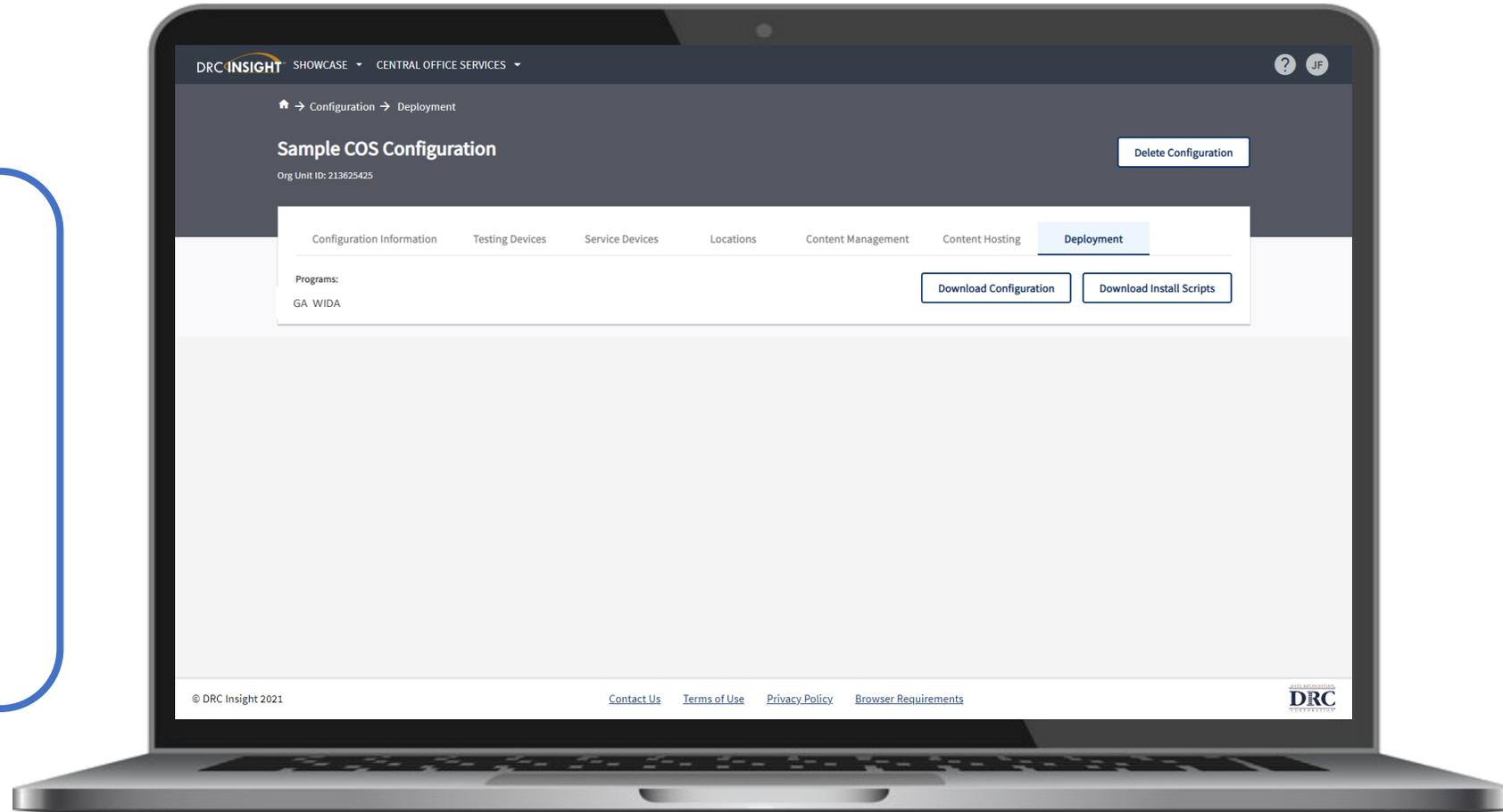
Create Configuration Script for Deployment to Testing Devices

Activity 3

Deployment

Ability to:

- Create COS Configuration distribution files for Testing Devices
- Save and distribute the file to testing devices
(See Technology User Guide Volume III: DRC INSIGHT)



Testing Device Preparation Recommendations



Device Preparation Recommendations

- DRC INSIGHT software does not change device settings or turn off background processes
- **Local Responsibility and Best Practices:**
 - **For Device Performance, Test Security, and Test Reliability,** DRC recommends that sites **review processes** and **software** running in the background and **have a procedure for disabling them** before and enabling them after the evaluation.
 - Temporarily disable automatic updates on Operating Systems and other Software updates
 - Software and/or processes running in the background

Device Software and Background Processes

Testing devices used during classroom instruction may have software that could compromise student responses and/or affect the device's performance during the assessment. Examples include:

- **Typing assistant and grammar checking** (*Grammarly, Ginger Software, ProWritingAid*)
- **Classroom monitoring tools** (*Linewize Classwize, Wellbeing, GoGuardian, Securly*)
- **Remote access/remote control** (*TeamViewer, AnyDesk, Remote PC, LogMeIn*)
- **Intelligent Personal Assistant (IPA)** (*Siri, Cortana*)
- **Collaboration tools** (*Teams, Zoom, Google Chat and Meet, Webex*)
- **Screen Capture Software** (*OBS Studio, Microsoft Game Bar, Snagit, Camtasia, Loom*)
- **Any native accessibility features in use**
 - *Windows and Mac include features like magnification, contrast adjustments, closed captions, narration, and keyboard and mouse options*
- **Note: these are commonly used examples of each category and are NOT a complete list.**



Chrome OS Device Settings

Chrome OS Device **Display Size** should be set to **100%**

- Use Ctrl + Shift + 0 (Number zero, not the letter O)
- If the size does not change use Ctrl + Shift + - (minus key)
- Or go to Settings, Device, Displays, under Built-in Display, set Display Size to 100%

Chrome OS Devices **must be set to US English Keyboard**

- Required to display quotation marks and apostrophes
- To allow prior keyboard settings to be cleared from the cache at least a week before testing either:

1) Set the device to “US English Keyboard.”

Using Ctrl + Shift + Spacebar, toggle through the keyboard types until the US English Keyboard displays

2) Consider removing all keyboards but the US English Keyboard

Apple iPad Setting

iPads must have **Smart Punctuation Disabled**

- Required to display quotation marks and apostrophes
- Disable Smart Punctuation before a student launches DRC INSIGHT
 - Using the iPadOS Settings App, Select General, Select Keyboard, and toggle Smart Punctuation to **Off**

Apple requires iPads in COS Configurations with multiple programs to **enable Cross-Website tracking.**

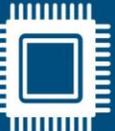
Testing Using iPadOS Settings App, Select DRC INSIGHT and toggle **Cross-Website Tracking to On.**



Support and Troubleshooting Resources



TROUBLESHOOTING

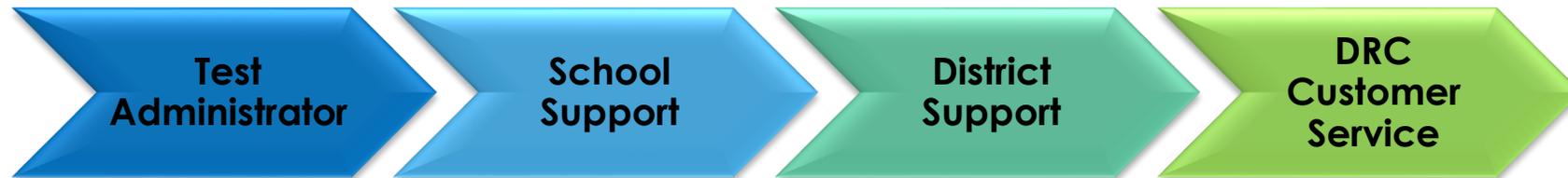


Troubleshooting Common Issues

Schools should have a plan for remedying and escalating issues during testing.

Common issues include:

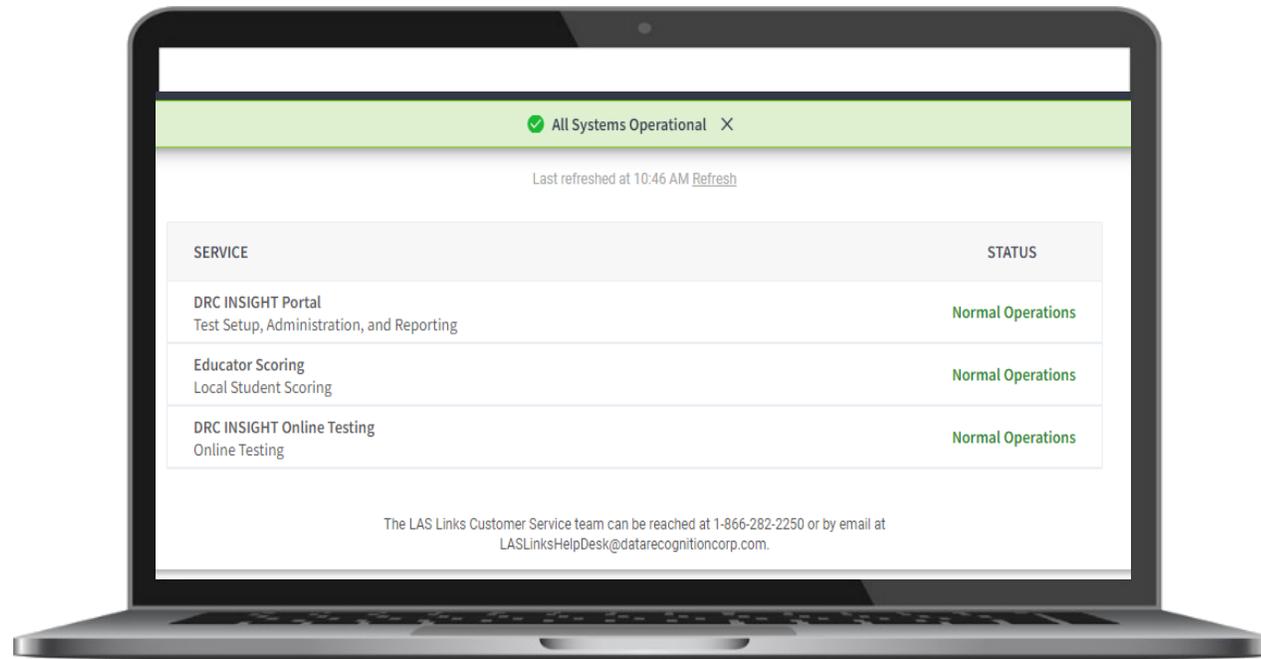
- Network connection issues
- Configuration not found
- Peripherals not setup before testing
- No Audio



LAS Links Online Testing System Status

<https://status.dracedirect.com/LL>

Status of each system, as well as additional details, when issues are identified



Chrome Screen Resolution

The make, model, version, and local settings on a student's Chromebook could impact how much of a question/response space they see. If there is a situation where a student is saying that they cannot complete a required testing action, below are a few troubleshooting options:

- Check screen resolution
- Set the screen resolution to 90%
- Zoom out may allow the student to see and respond to all presented items on screen.

Response Processing – Extended Retry Logic

If DRC INSIGHT cannot send a response due to network connection issues, this error message is displayed



A connection is re-established quickly

or

Tester is directed to select "Exit the Test"

or

Tester is directed to wait on Connection Retry page

Connection is re-established

Retries timeout after 5 minutes – tester sees "Connection Error"



DRC Online Readiness Documents and Tools

SITE READINESS OVERVIEW	Comprehensive overview of the approach to site readiness to deliver online testing
SYSTEM REQUIREMENTS	Detailed information on supported devices and operating systems
TECHNOLOGY USER GUIDE	Comprehensive, user-friendly set of manuals for school and district users
SITE TECHNOLOGY READINESS CHECKLIST	Reference checklist and planning tool for sites administering assessments online
SITE CAPACITY ESTIMATOR	Estimates response times based on site-specific factors
ONLINE TESTING NETWORK EVALUATION CHECKLIST	Reference checklist and planning tool for sites to assess the site's network readiness
COS SERVICE DEVICE DECISION GUIDE	Guide to help determine the best configuration for site content management
ALL-IN-ONE QUICK REFERENCE GUIDES – WINDOWS AND macOS	Install and configure COS Service Device and DRC INSIGHT on a single testing device
TECH BULLETIN: EXTENDED RETRIES	Describes Extended Retries feature to address testing device connection issues



All guides have the same information as the same technology used by all DRC assessments

Title	Content Summary
Volume I: Introduction to Online Testing	Provides overview of the DRC INSIGHT technical components
Volume II: Central Office Services (COS)	Details on Central Office System, including the COS Service Device
Volume III: DRC INSIGHT	Detailed instructions for installing and using DRC INSIGHT
Volume IV: Troubleshooting	Solutions for most common issues



DRC INSIGHT Headset Guidance

DRC INSIGHT Headset Guidance

The following audio guidelines are to help maximize the potential for testing success:

- Make sure the headset is set as the preferred playback device.
- Students will not be able to adjust the volume on their device once the DRC INSIGHT Secure Application is launched. Make sure the audio is not muted and the volume is turned up before launching the application.
- If headsets are shared between students, be sure to properly sanitize the devices between use.
- To optimize the testing experience for all students, it is suggested the testing environment allows for ample space between students. Even with headsets, audio from the assessment may still be audible a few feet away from the student.

The following chart outlines guidance on headset features for use with DRC INSIGHT.

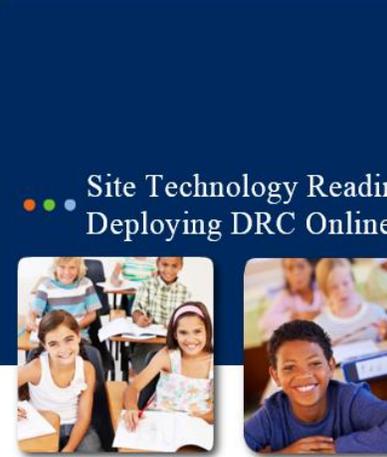
Configuration	Suitability	Pros and Cons
Over the ear headset	Ideal	Comfortable when worn for a longer time period by students of different ages. Weight and size of headsets can be selected based on students' age. Portable headsets are smaller and lighter and hence may be suitable for younger students. Deluxe headsets are larger and heavier but have the advantage of reducing more noise.
Noise canceling headphones	Acceptable	Noise cancellation often does not cancel out the sound of human voices, so this feature provides less benefit. Many headsets with a noise cancellation feature require a power source (e.g., batteries or USB connection).
Ear buds or ear headphones	Acceptable	Sound volume can vary based on the positioning of the buds in the ear, resulting in inconsistent audio playback.
Device speakers	Marginal	Audio playback built into devices generally do not offer very high fidelity, which can lead to poor audio quality. Device speakers do not offer privacy during the test.
Bluetooth or wireless headsets	Acceptable	Bluetooth headphones and earbuds are allowed, but access to other applications or the internet are prohibited during testing. Test Administrators must check the headphones or earbuds students will be using, prior to testing, to verify they are working properly. If personal electronic devices, such as cell phones and smartwatches, are permitted by the school to be present but kept away from students in the classroom, these devices must be turned off to prevent students from accessing them or connecting headphones during testing.
Play Back Mode: Stereo	Optional	The sound files of the assessment are recorded and played back in stereo.
Connector Plug: • USB • Single 3.5 mm plug (TRRS) • Dual 3.5 mm plugs (TRS)	Optional	Many USB-connected headsets require driver installation and need to be manually enabled as the preferred playback device. Some computers have two ports for connecting audio-out and audio-in separately, while others have one port for both. Make sure to check your specific equipment before purchasing headsets. Adapters for both types are widely available.
Volume Control: Inline	Optional	This is a nice optional feature as headsets that do not have an inline volume control will need to be tested for volume prior to launching DRC INSIGHT Secure Application.

Guidance for delivering assessments with audio to help maximize the potential for testing success

[DRC INSIGHT Headset Guidance](#)



Site Technology Readiness Checklist



**Site Technology Readiness
Deploying DRC Online**

CHECKLIST INTRODUCTION

This document is a guide for sites implementing DRC INSIGHT Online assessments. Technology Coordinators and other educators within schools and districts as they implement DRC INSIGHT Online testing.

The checklist is designed to identify various factors that a site should address to provide a positive online testing experience.

The checklist is organized by the timeframes and categories of the activities.

Timeframes

- 2-3 Months Before Testing
- 1-2 Months Before Testing
- 2-4 Weeks Before Testing
- 1-2 Weeks Before Testing
- Day of Testing

Categories

- Communication
- Site Planning, Scheduling and Logistics
- Technology – Testing Device Setup
- Technology – Network Configuration
- Technology – COS Service Device Setup
- Training

Successful implementation of online assessments requires teachers, test administrators, coordinators, district assessment coordinators, principals, curriculum directors, and a site planning team. This site planning team should start meeting at least three months before testing.

As you use this checklist, remember to update it regularly to ensure that it reflects the technological resources at your site.

Day of Testing

Communication

- Send a reminder email to staff to avoid using the network (LAN, WAN, and Internet) for bandwidth-intensive projects during testing.

Site Planning, Scheduling and Logistics

- Check with building administration regarding the timing of building bells, alarms, or announcements that may go off during the test session.

Technology – COS Service Device Setup

- On the Service Device tab of Central Office Services application, ensure that the COS Service Device status is “Functional”.
- On the Content Management tab of Central Office Services application, confirm the testing content for the necessary test administrations are checked and that the correct content has been downloaded to the COS Service Devices.

Technology – Testing Device Setup

- Test each device at the beginning of the day (including charging equipment as applicable).
- Perform a System Readiness Check on at least one testing device.
- Verify that no background processes are running on testing devices during testing.
- If testing device accept automatic operating system updates, verify that it has the most current version of the operating system before the test session starts to avoid any software updates occurring during a test.
- Ensure that testing devices are far enough apart to avoid interference or distractions.
- Chrome devices launch very quickly. Direct students to wait for the device to successfully connect to the network before launching the DRC INSIGHT Secure App. If DRC INSIGHT is launched before the device connects to the network, the student will receive an Internet Connection Error (ICE). If this occurs, relaunch DRC INSIGHT after the connection is established.
- If a portable device will be used on battery power, verify that the charge will last for the duration of the test.

Note: It is recommended that all devices be plugged in to power during the test.

Technology – Network Configuration

- Technology staff should verify that the wireless access points are fully operational.
- Require anyone in the testing room(s) and anyone sharing the testing room's wireless access point to turn off any wireless devices not used for testing.
- Stagger the logins to the testing system. For example, have 10 to 15 students per room log in to the system over 20-30 second intervals.
- If a room is having difficulties testing, verify the connection speed from a device in the testing rooms, ideally when the other devices are using the network. Run a Speed Test using www.speedtest.net to a server in Minnesota. Results of less than 3 Mbps download and 3 Mbps upload per testing device indicate there may be insufficient available bandwidth.



Dedicated Texas Customer Support

DRC Customer Service – Texas

Toll Free: 833-867-5679 Option 1

Order Support

Texas Order Support Email:

LASOrderTX@datarecognitioncorp.com

Toll Free: 833-867-5679 Option 2

Technical Support

Texas Technical Support Email:

LASTechTX@datarecognitioncorp.com

Customer Service Hours: 8:00 am – 4:30pm CT M-F

www.LASLinks.com/Texas

Questions?

