

## Background

When students take a writing test using either a Chrome OS or iPad device sites should verify device keyboard configurations before students start their test session. Specifically, this should be done when there is the possibility students are going to be using quotation marks (") and apostrophes (') in their responses. These characters are commonly used in Text-Dependent Analysis (TDA) and Passage-Based Writing responses where the student's response is based on the passage presented and they are required to provide evidence from the passage to support their claims, opinions, and ideas.

There are configurations in Chrome OS and iPadOS that may result in these characters not displaying properly or in an error message. The DRC INSIGHT Secure Applications do not adjust system settings in the operating systems so these settings should be reviewed before testing starts.

## Changing Keyboard Settings



### Chrome OS

Chrome OS devices should have the keyboard set to "US Keyboard" to ensure quotation marks and apostrophes to display properly in DRC INSIGHT.

#### To change the keyboard setting using keyboard shortcuts

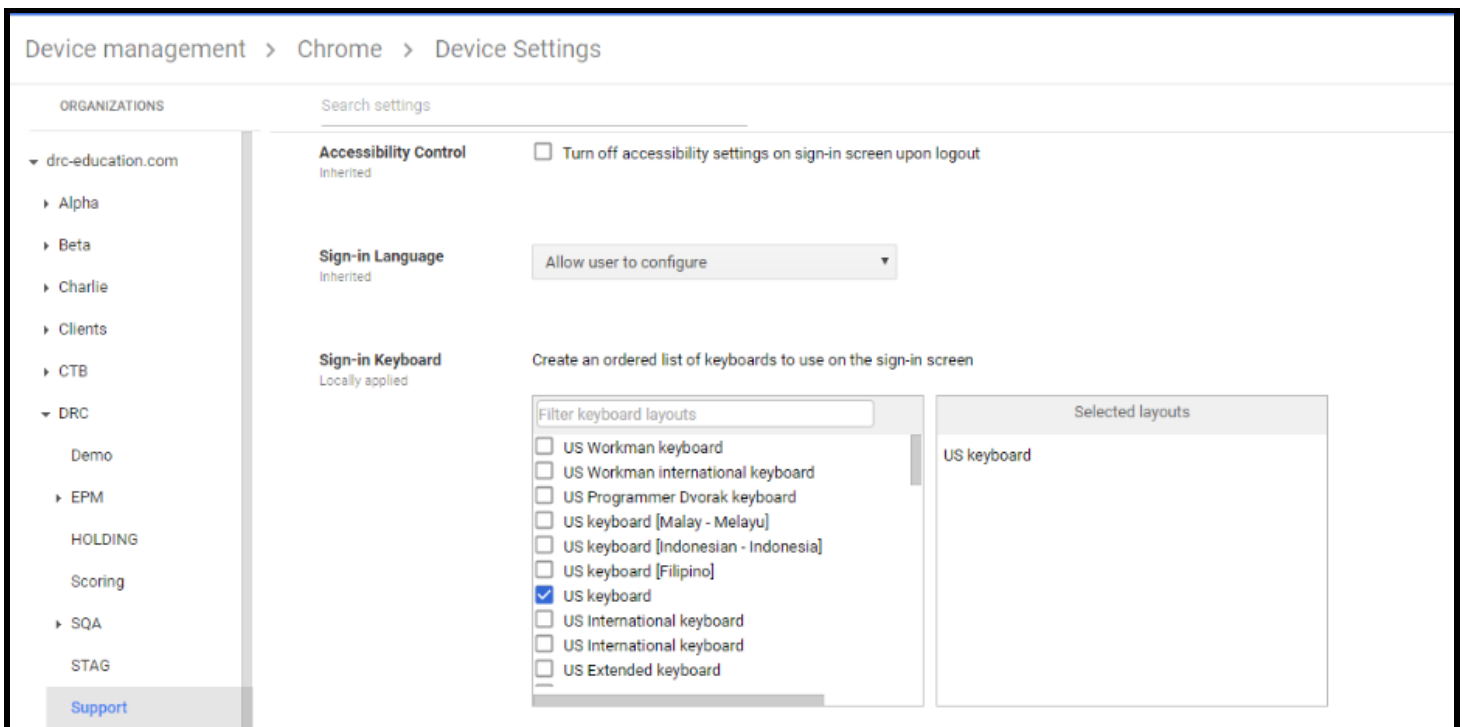
Press the Ctrl + Shift + Spacebar to toggle through the keyboard types configured on the device until "US" is displayed in the status area in the bottom-right of the desktop.

#### To verify the keyboard setting

1. Click the status area in the bottom-right of your desktop.
2. If you see the keyboard icon  click on it and verify the "US keyboard" is selected.
3. Otherwise, click the Settings icon  and the Chromebook Settings page will load in the Chrome browser.
4. Scroll to the Device section and click Keyboard Settings and the Keyboard Settings dialog box will appear.
5. Click on Change language and input settings to verify the Language is set to "English (United States)" and the Input method is set to "US keyboard".

#### To set the keyboard setting using the Google Admin Console

Navigate to the Device Settings in the Google Admin Console and select "US keyboard" as shown below.



The screenshot displays the Google Admin Console interface for managing Chrome OS devices. The breadcrumb trail at the top reads "Device management > Chrome > Device Settings". On the left sidebar, under the "drc-education.com" organization, the "DRC" group is expanded, showing various device groups like "Demo", "EPM", "HOLDING", "Scoring", "SQA", "STAG", and "Support". The main content area shows settings for "Sign-in Keyboard" (Locally applied). It includes a search bar for settings and a section titled "Create an ordered list of keyboards to use on the sign-in screen". This section contains a list of keyboard layouts with checkboxes: "US Workman keyboard", "US Workman international keyboard", "US Programmer Dvorak keyboard", "US keyboard [Malay - Melayu]", "US keyboard [Indonesian - Indonesia]", "US keyboard [Filipino]", "US keyboard" (checked), "US International keyboard", "US International keyboard", and "US Extended keyboard". To the right of this list is a box labeled "Selected layouts" which contains "US keyboard".

### iPads

When Smart Punctuation is enabled, it blocks students from using quotation marks and apostrophes in the DRC INSIGHT Secure App. The Smart Punctuation feature should be disabled before a student launches the DRC INSIGHT Secure App.

To verify Smart Punctuation is disabled:

1. Open the Settings App
2. Select General
3. Select Keyboard
4. Verify that the Smart Punctuation is in the off position 