



# Technology User Guide

## Volume I: Introduction to Online Testing

### WISCONSIN

Data Recognition Corporation (DRC)  
13490 Bass Lake Road  
Maple Grove, MN 55311

Wisconsin Service Line: 1-800-459-6530  
eDIRECT: <https://wi.drctdirect.com>  
Email: [WIHelpDesk@datarecognitioncorp.com](mailto:WIHelpDesk@datarecognitioncorp.com)  
Revision Date: February 13, 2020

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# Introduction

## **About This Guide**

This user guide is part of a multi-volume set that describes how to configure, install, manage, and troubleshoot the DRC INSIGHT Online Learning System. This volume, *Volume I: Introduction to Online Testing*, introduces DRC INSIGHT, a major component of the DRC INSIGHT Online Learning System. The guide also references configuration, installation, network, and system requirement information; and provides state-specific testing information as well as a glossary of common online testing terms.

All of the volumes in this guide are designed primarily for the District Technology Coordinators (DTCs) who are responsible for setting up and managing online testing, and ensuring their systems work effectively and securely. DTCs should be knowledgeable about the technical details of the various operating systems and have the necessary security privileges to perform the tasks discussed in this guide.

This guide is also designed to help District Assessment Coordinators (DACs) and School Assessment Coordinators (SACs) use the DRC INSIGHT Online Learning System more effectively.

## **Important Information**

**!** **Important:** Throughout this user guide, the Information icon **!** indicates important information or crucial tips.

## **DRC INSIGHT Online Learning System Overview**

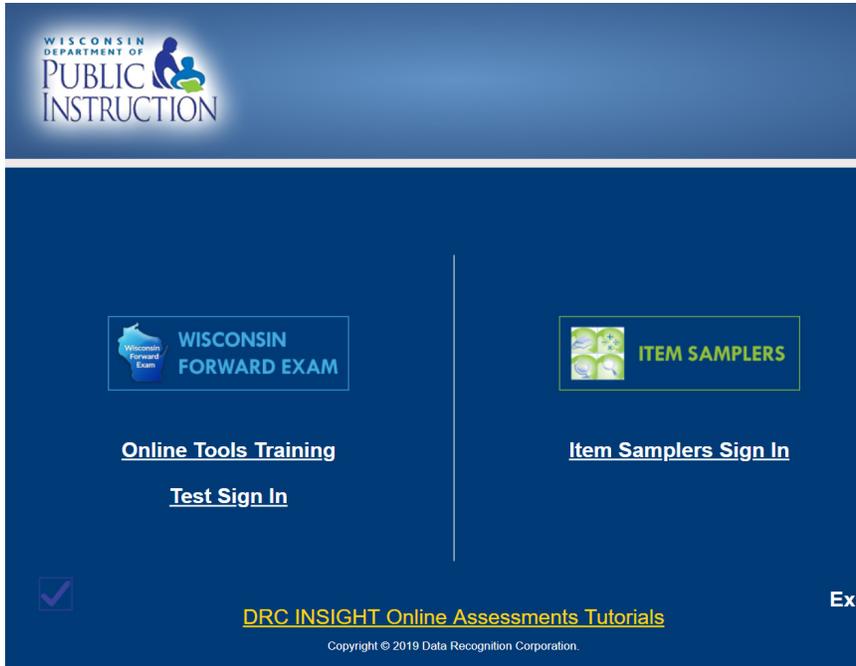
The DRC INSIGHT Secure Application (or DRC INSIGHT) is a secure, web-browser testing interface that is installed on each Testing Device to provide a secure testing experience. DRC INSIGHT works with various software and hardware components to provide a secure, proven online testing system that successfully delivers statewide assessments. DRC INSIGHT delivers assessments and related resources online for all content areas and grade levels by incorporating computerized testing, related resources, dynamic reporting, and a suite of tools. It works with the Central Office Services (COS) to help manage network traffic, maintain connectivity, and handle bandwidth issues.

## **DRC INSIGHT Web Browser and DRC INSIGHT Server**

The main component of DRC INSIGHT is the secure web-browser testing interface installed on each Testing Device. This software communicates with the DRC INSIGHT server to provide online tools training and test questions to the test taker and to send responses to the DRC INSIGHT server, which stores them securely.

## **Main DRC INSIGHT Page**

When a Testing Device is successfully registered with DRC INSIGHT, the main testing page appears. This page appears when you start DRC INSIGHT and contains links to online tests, tutorials, item samplers, and Online Tools Training (OTT).



## **Online Tools Training (OTT)**

DRC INSIGHT's Online Tools Training (OTT) simulates online testing and allows students to practice using the testing interface's online tools.

- The OTT allows students to become familiar with the online test environment and the suite of online testing tools, such as the Line Guide tool and the Highlighting tool.
- The OTT contains sample test questions to help students become familiar with the tools and features available during online testing.

**Note:** Install DRC INSIGHT on the testing computers as early as possible to give students time to familiarize themselves with the DRC INSIGHT test environment and the testing tools.

## ***System Readiness Check***

The System Readiness Check runs when DRC INSIGHT is installed or starts. It helps you verify that the Testing Device is configured correctly and ready for testing.

## ***Tutorials***

DRC offers online tutorials to help students become familiar with all aspects of online testing. Students can access the tutorials from the DRC INSIGHT Online Assessments Tutorials link from the main DRC INSIGHT testing page.

## ***Testing Accommodations***

DRC INSIGHT also offers many accommodations, including optional testing accommodations, to help students test successfully.

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**!** **Important:** A COS - SD configured for Content Management and Content Hosting is required for testing accommodations.

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## **Text-To-Speech**

Text-To-Speech (TTS) is an audio accommodation that allows a student to hear the test recorded by a computer-simulated voice

## **Video Sign Language**

Video Sign Language (VSL) is a video accommodation that allows a student to see both the test instructions and the test content signed visually through an online video. This accommodation is available in American Sign Language (ASL).

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**!** **Important:** Throughout this user guide, all references to VSL refer to signed content presented in the ASL version.

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## ***The DRC INSIGHT Portal***

The DRC INSIGHT Portal, formerly known as eDIRECT, is a secure gateway to the various testing programs and tools that you have permission to use. The DRC INSIGHT Portal provides distribution and administrative functions for the DRC INSIGHT Online Learning System.

- Technical users download COS, DRC INSIGHT, and other software and links from the DRC INSIGHT Portal to set up their testing environment.
- Administrative users use the DRC INSIGHT Portal to create student records, test sessions, and test groups to help manage or monitor their testing environment and report the results.

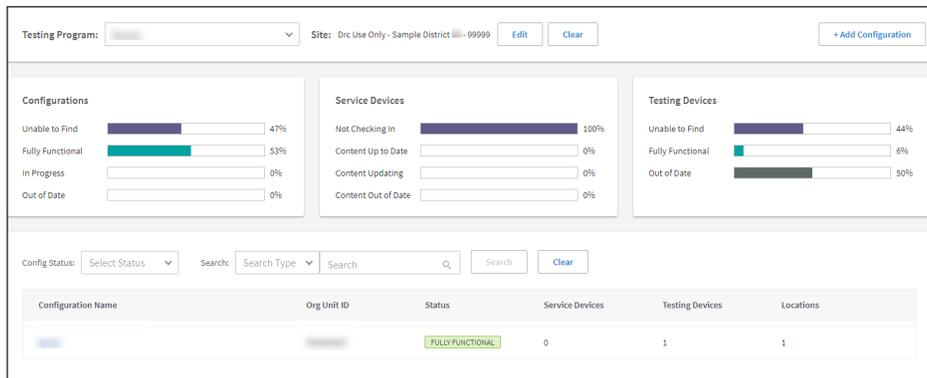
# Introduction

## Central Office Services (COS)

Central Office Services (COS) is a software tool that allows you to install, configure, and manage your online testing environment from a central location. The complete COS software consists of a number of functional components, including the COS Service Device (COS - SD) software which offers Content Management and Content Hosting.

### COS Dashboard

COS allows you to seamlessly configure and organize your devices using the COS Dashboard. The COS Dashboard is a visual dashboard of the COS Configurations that currently exist in COS. The COS Dashboard displays status information about all of the COS Configurations, as well as links to information about specific COS Configurations and the Testing Devices and COS - SDs associated with each COS Configuration.

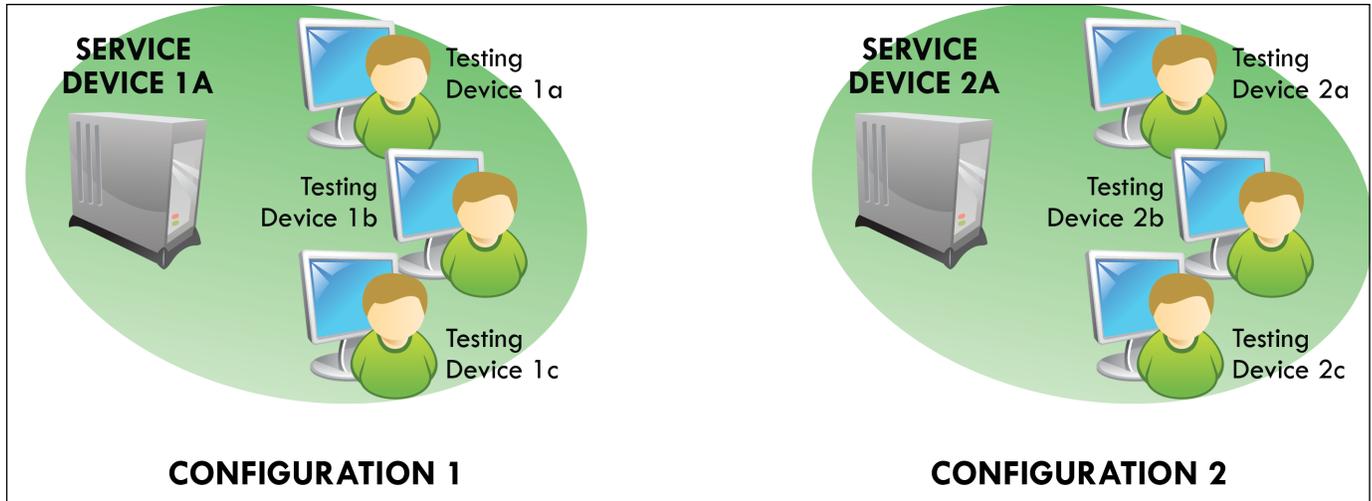


## COS Terminology

Refer to the “Glossary” on page 45 for descriptions of the various COS terms.

## Visual Overview of COS

The COS software consists of COS Configurations, COS - SDs, Testing Devices, and related options. The diagram below visually overviews a sample relationship between these COS components.



### COS Configurations

A COS Configuration has two primary functions:

- It allows you to logically group Testing Devices and COS - SDs.
- It allows you to easily specify the settings for all of the devices in the COS Configuration.

In the diagram above, when a student logs into DRC INSIGHT on any Testing Device in CONFIGURATION 1, their test content comes from SERVICE DEVICE 1A. When a student logs into DRC INSIGHT on any Testing Device in CONFIGURATION 2, their test content comes from SERVICE DEVICE 2A.

### COS Service Devices

The COS - SDs provide the test content and test hosting services for the COS Configuration, if those services are enabled by the COS Configuration. Once a COS - SD is registered with a COS Configuration it cannot be used in another COS Configuration without moving the device. If there are multiple COS - SDs in the COS Configuration, the device becomes part of the pool of COS - SDs associated with the COS Configuration.

### Testing Devices

For a student to test using DRC INSIGHT on a Testing Device, the Testing Device must be registered to a COS Configuration and cannot be used in another COS Configuration without moving the device. After a Testing Device is registered with a COS Configuration, the device becomes part of the pool of Testing Devices associated with that COS Configuration. Registering a Testing Device to a COS Configuration defines which COS - SD will provide test content to the Testing Device.

In the diagram above, moving a Testing Device from CONFIGURATION 1 to CONFIGURATION 2 causes the device to receive test content from SERVICE DEVICE 2A. Moving a Testing Device from CONFIGURATION 2 to CONFIGURATION 1 causes the device to receive test content from SERVICE DEVICE 1A.

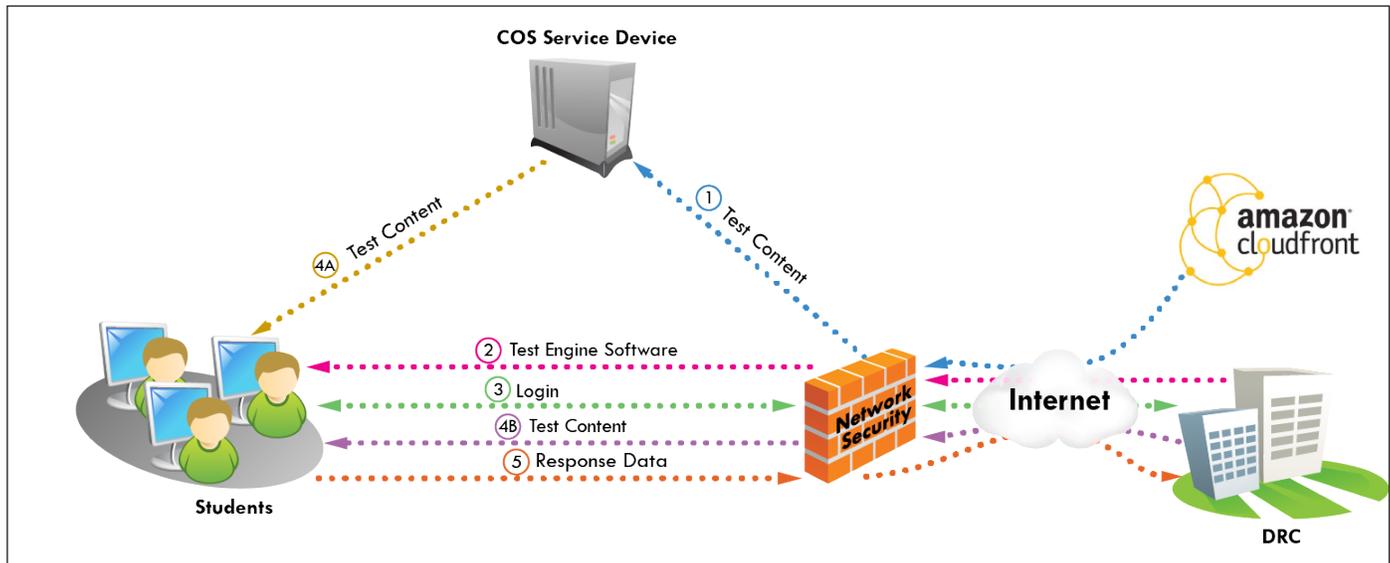
### COS Options

Within a COS Configuration, you can indicate whether a Testing Device receives automatic updates of the DRC INSIGHT software, determine which administrations will be available from the COS - SD, specify an optional proxy host for offline testing, and other settings.

## COS Testing With and Without a Service Device

The following diagram provides a visual overview of the process of testing with COS, with and without a COS - SD configured for Content Management.

Diagram: COS Testing with and without a COS - SD Configured



### TEST CONTENT and TEST ENGINE SOFTWARE

- (1) This path represents the initial path for test content with a COS - SD configured to use Content Management and Content Hosting. When the COS - SD is installed, test content stored on the Amazon Web Services (AWS) Cloudfront is automatically sent to the COS - SD. The Content Management service automatically checks for new content several times a day and updates the COS - SD.
- (2) When a student starts DRC INSIGHT (the secure browser or secure App is launched), the test engine software is automatically loaded from the DRC servers to the Testing Device.
- (3) When a student logs in to the test, their login is verified by the DRC servers and their scheduled test sessions are sent to the Testing Device.
- (4A) When students select a test and a COS - SD is configured, the COS - SD delivers the test content to their Testing Devices, reducing the startup time for these testers. All of the test content is encrypted for security.
- (4B) When students select a test in situations when no COS - SD is configured (for example, for tests with no accommodations), the test content is delivered directly from the DRC servers to the Testing Devices. Again, all of the test content is encrypted for security.

### TEST RESPONSES

- (5) This path represents the path for test response data. During testing, if the Testing Devices can communicate with the DRC server, the test responses (labeled Response Data in the diagram) go directly to the DRC server. If the Testing Devices cannot communicate with DRC, testing ends.

### ***DRC INSIGHT, COS - SDs, Computers, Devices, and Testing Programs***

You can install a COS - SD and DRC INSIGHT on a computer, and configure DRC INSIGHT to support one or more testing programs.

- You can install a COS - SD on a Windows, Mac, or Linux computer, but you can only install one COS - SD per computer.
- You can use the same COS - SD for multiple testing programs. You specify different locations for the COS - SD within the COS Configuration.
- You can install DRC INSIGHT on a Windows, Mac, or Linux computer, or on a Chromebook or iPad device. From that single computer or device, you can use DRC INSIGHT to access multiple testing programs. When you start DRC INSIGHT, a page lists the different testing programs from which you can select.
- You can install a COS - SD and DRC INSIGHT on the same Windows, Mac, or Linux computer.
- You can install DRC INSIGHT on a Windows, Mac or Linux computer and configure it to work with a COS - SD that is installed on a different Windows, Mac, or Linux computer.
- You can install DRC INSIGHT on a Chromebook or iPad device and configure it to work with a COS - SD that is installed on a Windows, Mac, or Linux computer.

### ***Software Installation and Update Rights for DRC INSIGHT and COS***

Certain software rights are required to install and/or automatically update DRC INSIGHT and the COS - SD software.

- DRC INSIGHT requires Administrator rights to install it and Write access to perform the software Auto Update function.
- The COS - SD software requires Administrator rights to install it.

COS - SDs are automatically updated with new software releases without manual intervention, assuming that the computer is turned on, active (not asleep or hibernating), and has Internet access.

## ***Online Testing Setup Options***

You can create a variety of online testing setups using COS and DRC INSIGHT. Documentation to install, configure, manage, and troubleshoot COS and DRC INSIGHT for these various setup options is available in the following volumes:

### *Volume I: Introduction to Online Testing*

This volume introduces the components that make up DRC INSIGHT and COS; references configuration, installation, network, and system requirement information; and provides state-specific testing information, as well as a glossary of common online testing terms.

### *Volume II: Central Office Services (COS)*

This volume describes how to install and set up COS for Content Management and Content Hosting.

#### *COS Online Help*

After you have installed COS, you use the [COS Online Help](#) to understand how to use the COS interface to work with COS - SDs, Testing Devices, and COS Configurations.

**Note:** Any site that plans to use proxy hosts during testing (computers that act as an intermediary between a COS - SD and the Internet to prevent direct Internet access) should reference the *COS Online Help*.

### *Volume III: DRC INSIGHT*

This volume describes how to install DRC INSIGHT on Testing Devices, register the devices, and use the System Readiness Check to verify that the devices are ready for online testing.

### *Volume IV: Troubleshooting*

This volume describes how to use various testing resources and tools, contains frequently asked online testing Q &As, and provides a list of common error messages plus corrective action.

## Online Testing Setup Options (cont.)

The particular information you need to know varies based on how you plan to perform online testing. The *COS Online Testing Setup Options and Tasks* table lists the online testing setup options (A & B) that are available, indicates which volumes to reference, and highlights the tasks required for each option.

**COS Online Testing Setup Options and Tasks**

Online Testing Setup A	Reference	Tasks
Install COS and use the COS interface to manage COS - SDs and Testing Devices.  One or more COS - SD are configured for Content Management and Content Hosting.	<i>Volume I: Introduction to Online Testing</i>	Review whitelisting information and other network considerations.
	<i>Volume II: Central Office Services (COS) and the COS Online Help</i>	Install COS - SDs and use the COS interface to create, configure, monitor, and manage COS Configurations/ locations containing COS - SDs and Testing Devices.
	<i>Volume III: DRC INSIGHT</i>	Install, configure, and manage DRC INSIGHT, including registering Testing Devices with COS Configurations.
	<i>Volume IV: Troubleshooting</i>	Use testing tools and troubleshoot issues.
Online Testing Setup B	Reference	Tasks
Use the COS interface to manage one or more COS Configurations containing Testing Devices only. Test content is received directly from DRC without caching of any type.  <ul style="list-style-type: none"> <li>You do not need to install COS - SD software.</li> <li>No COS - SDs are configured for Content Management or Content Hosting.</li> </ul>	<i>Volume I: Introduction to Online Testing</i>	Review whitelisting information and other network considerations.
	<i>Volume II: Central Office Services (COS) and the COS Online Help</i>	Use the COS interface to create, monitor, and manage COS Configurations/ locations containing Testing Devices only—no caching is performed.
	<i>Volume III: DRC INSIGHT</i>	Install, configure, and manage DRC INSIGHT, including registering Testing Devices with COS Configurations.
	<i>Volume IV: Troubleshooting</i>	Use testing tools and troubleshoot issues.

### Setup Options for a COS Configuration

The following table provides an overview of COS Configuration online testing setup options for online testing setups A & B. These testing setups include COS - SDs, with or without Content Management (CM)/Content Hosting (CH) turned on and locations within the COS Configuration.

Setup	COS Installed <sup>①</sup>	CM/CH <sup>②</sup>	Setup Description/Notes
A	Yes	Yes or No	The COS interface with one or more COS - SDs, CM/CH on or off.
B	No	NA	The COS interface only—no COS - SDs.

### Table Notes

<sup>①</sup> COS Installed indicates a combination of the COS interface and one or more COS - SDs. The COS interface monitors and manages COS - SDs, and Testing Devices, and is required for online testing.

<sup>②</sup> After the COS software is installed, CM/CH can be turned on for a COS - SD.



# The System Readiness Check

### ***What's Covered in This Section***

This section points to the document describing the specific hardware, software, network, and desktop requirements to configure Central Office Services (COS), DRC INSIGHT, and automatic software updates. This section also discusses the tasks necessary to configure the DRC INSIGHT software environment, including the tasks to configure DRC INSIGHT to connect directly to DRC servers and databases through the Internet.

### ***Wisconsin Configuration Information***

This guide includes information about the operating systems, software, devices, and accommodations that work with DRC INSIGHT and COS. The specific technical information covered in this user guide (and related Technical Bulletins) that pertains to Wisconsin is shown below. Use this information as reference throughout the volumes in this user guide.

#### **Operating Systems**

- Windows
- Mac (OS X and macOS)
- Linux
- Apple iOS and iPadOS
- Chrome OS

#### **Central Office Services (COS) Caching and Other Options\***

- Content Management
- Content Hosting
- Proxy Host and Restricted Proxy Host

\*A COS Service Device (SD) is required.

#### **Accommodation(s)**

- Text-To-Speech (TTS)
- Video Sign Language (VSL)\*

\*Throughout this user guide, VSL refers to the American Sign Language (ASL) version.

#### **Testing and Capacity Tools**

- Testing Site Capacity Estimator
- Load Balancing

### ***System Requirements Information***

The DRC system requirements information describes the specific hardware, software, network, and desktop requirements to configure DRC INSIGHT and COS to work with various Testing Devices in different testing scenarios. This information is updated regularly based on various factors, including changes in vendor support of various operating systems and hardware devices.

To review the current information, refer to the *DRC INSIGHT Online System Supported System Requirements*, available at your state's Portal site, by navigating to **General Information–Downloads** and clicking at the bottom of the Test Setup General Information page.

## **Automatic Software Updates**

For online testing, the COS and DRC INSIGHT software must be up to date. You can use the System Readiness Check to confirm that you have the latest version of the COS and DRC INSIGHT software (see *Using the System Readiness Check* in *Volume III: DRC INSIGHT*).

## **Operating System Updates**

COS and DRC INSIGHT software updates are different than operating system updates. On testing days, Testing Devices should not be set to automatically update the operating system.

Operating system vendors such as Google, Microsoft, and Apple are moving to a model where operating system updates occur automatically in the background. Update processes running in the background on Testing Devices consume CPU and memory, and can affect the testing experience.

To avoid this situation, verify that no background processes are running on Testing Devices during testing. Also, if a Testing Device is set to accept operating system updates automatically, verify that it has the most current supported version of the operating system before the test session starts.

## **COS Software Updates**

COS software is designed to automatically receive updates. After you install the software, COS will automatically retrieve and install updates as they become available.

## **DRC INSIGHT Software Updates**

To specify that the DRC INSIGHT software automatically updates the Testing Devices, use the COS interface to select **Enable Auto Update** during the configuration process (see *Volume II: Central Office Services [COS]*).

- If the Auto Update feature is enabled, the software checks the version each time DRC INSIGHT is launched and provides the option to install any software updates.
- If the Auto Update feature is not enabled, the software also checks the version when DRC INSIGHT starts.
  - When a student attempts to log in to a test, the student is notified that they do not have the latest version of the software and cannot continue.
  - You must either update the software manually by downloading the latest version from the Portal and reinstalling, or change the COS Configuration setting to allow automatic updates and restart DRC INSIGHT (see [COS Online Help](#)).

Update your software *before* testing begins to avoid delays.

---

**!** **Important:** DRC INSIGHT requires Administrator rights to install and Write access to the installation folder to perform the Auto Update function.

---

### ***Network Requirements for Testing Computers***

This section describes various network considerations for online testing.

#### ***Network Connectivity***

To ensure proper network connectivity for testing, keep the following information in mind.

- All testing computers should have access to the Internet and be able to access the DRC servers using HTTP/HTTPS protocols on ports 55222, 55223, 55224, and 55225.
- All firewalls at the testing computer and network level should allow connectivity on ports 55222, 55223, 55224, and 55225.
- Whitelist the following file types, both internally and externally:
  - **enc**
  - **exe** (for updates)
  - **msi** (for updates)
  - **gif**
  - **html**
  - **jar**
  - **jpeg**
  - **json**
  - **xml**
- Prioritize and whitelist DRC INSIGHT traffic on firewalls, Internet packet shapers, routers, switches, proxies, and other network devices that you use.

**Network Connectivity (cont.)**

Each testing program uses its own URLs to communicate from the INSIGHT software to DRC servers. Whitelist the URLs shown in the table below on the content filtering systems or other proxy/firewall software that you use locally.

Program	URLs	Ports
Wisconsin	https://drc-centraloffice.com https://wi-insight-client.drccdirect.com https://wi-insight.drccdirect.com https://wi.drccdirect.com https://www.drccdirect.com https://wbte.drccdirect.com https://dtk.drccdirect.com https://api-gateway-cloud.drccdirect.com https://api-gateway.drccdirect.com https://cdn-content-prod.drccdirect.com https://cdn-download-prod.drccdirect.com	80/http 443/https (applies to all of the URLs)

**Notes:**

- When whitelisting, you can whitelist \*.drccdirect.com if your filter allows wildcard addresses. DRC recommends that you whitelist \*.drccdirect.com if possible. Some locations may have to whitelist both the individual address and the wildcard address.
- If your location uses an Internet connection idle timeout, verify that the timeout limit is sufficient to allow students to complete testing.
- If your location uses screensavers, verify that the timeout limit is sufficient to allow students to complete testing.
- DRC recommends allowing DRC INSIGHT traffic to bypass your firewalls and proxies if possible.
- Besides whitelisting these sites, you may need to allow them to pass through the proxy server without requiring authentication credentials to be passed by DRC INSIGHT.

### ***Wireless Networking***

DRC INSIGHT supports wireless networks. However, sites may experience issues on less reliable wireless networks or if too many students attempt to connect to a single access point. When you test load capacity in a wireless network, verify that your access points and network can handle the number of simultaneous users that will be testing.

---

**ⓘ Important:** Some access points interpret COS-to-DRC INSIGHT communication as peer-to-peer networking. If you have Layer 7 or peer-to-peer web filtering rules in your filters and access points, DRC recommends that you disable them.

---

### ***Desktop Monitoring***

If your testing location uses remote desktop monitoring software to monitor the computers that will be used for testing, that software may interfere with the testing software.

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**ⓘ Important:** If possible, disable the monitoring software on testing computers during test times to guarantee adequate security. The particular steps you need to take vary, depending on the monitoring software you are using and the operating system of the testing computer. If it is not feasible to disable your monitoring software, ensure that any staff members who can use the monitoring software refrain from using it during testing periods.

---

## ***DRC INSIGHT Bandwidth and Connectivity Requirements***

To start a test, DRC INSIGHT contacts DRC to log in. After a successful login, DRC INSIGHT downloads the test from the DRC server, or a configured Central Office Services (COS) Service Device (COS - SD). DRC INSIGHT sends answers to the DRC server every time the page is changed. If a testing computer cannot communicate with DRC, the student cannot log on to start a test.

- Throughout the test, DRC INSIGHT must maintain connectivity to a source of test content. The source can be either a COS - SD, or a DRC server via the Internet.
- DRC INSIGHT supports wireless networks. If you test using wireless networks, be careful not to overload the network access points.
- DRC recommends Ethernet networks where available for online testing.

## **Bandwidth Calculation Guidelines**

Bandwidth requirements and recommendations are based on the *actual amount of bandwidth available*. Even with a high-speed communication line, only part of the connection may be available for online testing due to Internet traffic. The greatest amount of bandwidth is required when students download tests.

## **Calculating Bandwidths**

You can estimate bandwidth requirements by dividing the size of the test by your target wait time (the amount of time it should take the test to load).

## ***Bandwidth Required with a Content Hosting COS - SD***

With a Content Hosting device, more students can load the test at a time. Using a Content Hosting COS - SD decreases your Internet bandwidth requirements because you can load the test from the COS - SD rather than from the DRC server, which greatly increases your capacity.

.....  
**ⓘ Important:** Bandwidth calculations are estimates. There are many variables, including network traffic, that can impact actual network performance.  
.....

## ***Background Applications and Online Testing***

You should turn off all background applications such as email, streaming, and so forth on your Testing Devices before online testing begins to ensure that email notifications and other processes do not interrupt online testing.

### ***Video Sign Language (VSL) Configuration***

The hardware and software requirements differ for VSL.

- You can download the VSL content on any machine whose hardware meets the minimum VSL system requirements.
- VSL does not run on remote or virtual configurations/Testing Devices.
- VSL requires more memory for DRC INSIGHT.
- VSL requires more disk space for the COS - SD than a standard configuration.
- VSL requires a COS - SD configured with Content Management to download the VSL test content for testing (refer to [COS Online Help](#)).

## Changing the Monitor Display for VSL

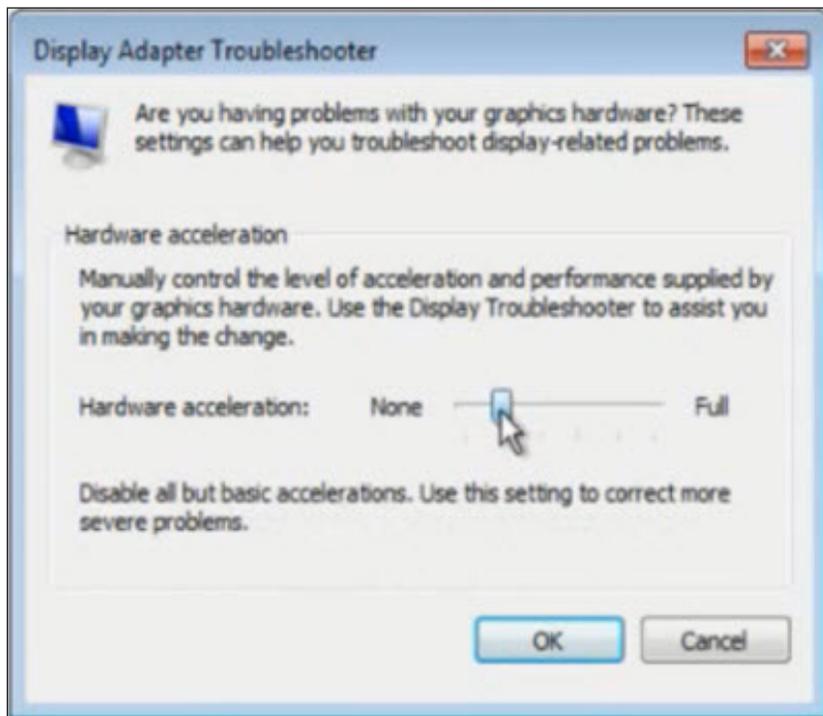
After you have installed VSL, if the video looks pixelated or there is a semi-transparent grid or halo displaying over the video, you may need to change the testing computer's hardware acceleration setting from **None** to **Full**. Hardware acceleration uses the computer's hardware to perform certain tasks faster than is possible with software. This can cause smoother rendering of graphics and better application performance. The hardware accelerator is often described as either a graphics card or a video card.

### Windows 7

1. To reset this setting on a Windows 7 computer, select **Control Panel–Display–Change Display Settings–Advanced settings–Troubleshoot** and click the **Change Settings** button.

**Note:** If the Change Settings button is greyed out, you do not have the necessary permissions to change the setting.

2. When the Display Adaptor Troubleshooter window displays, move the Hardware acceleration slider to Full and click **OK**.



### Changing the Monitor Display for VSL (cont.)

#### Windows 10

1. To reset this setting on a Windows 10 computer, right-click on the Desktop and select **Display settings**.
2. When the Display settings page displays, scroll down and click **Advanced display settings**.
3. From the Advanced display settings, window, click the **Display adapter properties for Display x** link.
4. The Monitor and Graphics Properties window displays. Select the **Troubleshoot** tab and click **Change settings**.

**Note:** If the Change settings button is grayed out, your current display driver does not allow you to change the settings.

5. When the Display Adapter Troubleshooter window displays, move the pointer to the extreme left to disable or reduce the hardware acceleration and click **OK**.

**Note:** These settings can help you troubleshoot display-related problems with your graphics hardware.



### ***Text-To-Speech (TTS) Configuration (Audio)***

The hardware and software requirements differ for TTS.

- Sites are responsible for supplying the headphones required for TTS.
- TTS does not run on remote or virtual configurations/Testing Devices.
- TTS requires a COS - SD configured with Content Management to download the TTS test content for testing (refer to [COS Online Help](#)).

### ***DRC INSIGHT and Virtual or Remote Desktops***

DRC INSIGHT is a desktop-installed application that runs natively\* on specific operating systems. To successfully launch and run DRC INSIGHT, you must meet system requirements, such as operating system level, processor, disk space, memory, Internet connectivity, and screen resolution.

*\*Running natively refers to running without external support, as opposed to running in an emulation.*

As long as your virtual/remote machines meet these requirements, you can run DRC INSIGHT in a virtual or remote desktop environment. However, if your site uses virtual computing technology and runs DRC INSIGHT on virtual/remote operating systems and/or devices, you must implement appropriate security measures to ensure that these virtual/remote desktops cannot access other applications during the administration of an online assessment.

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**Important:** Virtual and remote desktop software does not work with audio accommodations such as Text-To-Speech (TTS).

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### ***Kiosk Mode and Security***

The risk of running DRC INSIGHT on virtual/remote operating systems and devices in a virtual or remote desktop environment is the loss of built-in security. When DRC INSIGHT runs on a supported device and operating system, it uses Kiosk Mode to secure student access and prevent students from performing inappropriate testing activities, such as accessing the Internet.

DRC INSIGHT's Kiosk Mode is not available for unsupported operating systems and devices. Sites using virtual computing technology for unsupported operating systems and devices must implement security measures to ensure that any virtual or remote desktop a student is using cannot access other applications while online assessments are being administered.

### ***Native Operating Systems and Devices***

To review the supported operating systems on which DRC INSIGHT runs natively, as well as the devices that can currently run DRC INSIGHT-supported operating systems natively if they meet the minimum system requirements, refer to the latest version of the *DRC INSIGHT Online Learning System Supported System Requirements*.

***Virtual Desktop Operating Systems***

Besides the physical devices that host operating systems directly, virtual desktops can indirectly host some supported operating systems for DRC INSIGHT. Typically, users access these virtual desktops from another operating system, on another device, across a network boundary. The following table lists the supported and unsupported operating systems for virtual or remote desktop sessions.

<b>Supported Operating Systems</b>	<b>Unsupported Operating Systems</b>
<ul style="list-style-type: none"> <li>• Microsoft Windows</li> <li>• Mac (OS X and macOS)</li> <li>• Linux</li> <li>• nComputing vSpace</li> </ul>	<ul style="list-style-type: none"> <li>• Google Chrome OS</li> <li>• Apple iOS</li> <li>• Google Android</li> </ul>

***Virtual Desktop Devices***

The device a student interacts with is actually a gateway to the virtual or remote desktop. However, the device may or may not be capable of supporting DRC INSIGHT natively or be able to run an operating system that DRC INSIGHT supports. The following table lists the types of devices that can run the various operating systems that DRC INSIGHT supports.

<b>Supported Devices</b>	<b>Unsupported Devices*</b>
<ul style="list-style-type: none"> <li>• Desktop computers</li> <li>• Laptops</li> <li>• Netbooks/tablets</li> <li>• Servers</li> <li>• Wyse Thin Clients and Wyse Zero Clients</li> <li>• nComputing devices</li> </ul>	<ul style="list-style-type: none"> <li>• Chromebooks</li> <li>• tablets</li> <li>• Convertible devices and hybrid devices</li> <li>• Phones</li> <li>• iPods</li> <li>• Other UNIX devices</li> </ul>

**⚠ Important:** \*Virtual and remote desktop software can access supported operating systems. If you test using unsupported devices, ensure that students cannot access the Internet and other resources.

### **Windows 7 and Windows 10 Desktop Font Size Requirements**

The testing computers' font size settings must match the test settings to guarantee that line breaks and other items display correctly during testing. The following table shows the correct font size setting for testing and how to specify it for the Windows 7 and Windows 10 operating systems.

<b>Operating System</b>	<b>Font Size Setting</b>	<b>How to Check or Change</b>
Windows 7	100% (Custom DPI)	Select <b>Control Panel–Appearance and Personalization–Display–Set custom text size (DPI)</b> .  When you click <b>Apply</b> , your new font size setting will be used in your Windows programs.
Windows 10	100% (Custom DPI)	Right-click the desktop and select <b>Display settings</b> .  Select <b>Scale and layout–Change the size of text, apps, and other items</b> and choose the (Recommended) DPI.  The DPI scaling changes are applied instantly.

### ***Windows 7 and Windows 10 Taskbar Security Requirement***

During testing, each testing computer is locked down while DRC INSIGHT is active to prevent the student from having access to outside information. For Windows computers, you must be sure the **Auto-hide the taskbar** setting is turned off to secure the testing computer.

#### ***Windows 7***

To turn off the **Auto-hide the taskbar** setting on a Windows 7 computer, perform the following steps:

1. Right-click on the Windows logo on the taskbar and select **Properties**.
2. From the Taskbar tab on the Taskbar and Start Menu Properties dialog box, uncheck the **Auto-hide the taskbar** checkbox (if it is checked).
3. Click **Apply** to verify your change and **OK** to save it.

#### ***Windows 10***

To turn off the **Auto-hide the taskbar** setting on a Windows 10 computer, perform the following steps:

1. Right click on the Taskbar and select **Taskbar settings**.
2. Toggle **Automatically hide the taskbar in desktop mode** and **Automatically hide the taskbar in tablet mode** to **Off** (in case the Windows 10 machine is being used in tablet mode).

## System Requirements and Testing Information

### Online Testing, Testing Devices, Peripheral Devices, and Software Features

This topic discusses various configuration details related to Testing Devices, peripheral devices, and software features for online testing.

Peripheral/Feature	Device	Description	Reference
Game Bar	Windows 10	<p>Sites must disable the Game Bar feature on Windows 10 devices before testing, either manually or by using group policy.</p> <p>DRC has confirmed that testers testing on Windows 10 computers can capture screen shots of test questions within DRC INSIGHT if the Game Bar feature is active.</p>	See “Testing and the Windows 10 Game Bar” on page 33
Cortana	Windows 10	For Windows 10 devices, Cortana must be disabled for testing, either manually or by using group policy.	See “Disabling Cortana in Windows 10 Devices” on page 36
Microphone	iPad	The first time sites launch DRC INSIGHT on an iPad, they must enable the microphone even if they are not taking a speaking test.	See “Enabling the Microphone on an iPad” on page 37
	MacBook	When DRC INSIGHT is launched on a MacBook, testers are prompted to enable the microphone.	See “Enabling the Microphone on a MacBook Device” on page 38
Keyboard	Chrome (plus a note about iPads)	<p>Before students start taking a writing test using a Chrome device, the testing site must verify that the device’s keyboard configurations are correct for online testing. Specifically, sites must verify the keyboard configurations if students might use quotation marks (“ ”) and/or apostrophes (‘) in test responses.</p> <p>Because some users may be prohibited from using these characters, DRC recommends configuring your device to use the US keyboard.</p>	See “Keyboard Settings for Chrome Devices” on page 39 (for iPads, see the “Keyboard Note Regarding iPad Devices” that follows)
Trackpad/mousepad	MacBook	<p>Before testing, sites must manually disable both Look up and Three finger drag/Gestures functionality. Look up allows users to tap a word with three fingers to display a definition of the word. Three finger drag/Gestures allows users to access multiple applications by swiping between two full-screen apps.</p> <p>This functionality is activated via the device’s trackpad/mousepad. If it is enabled, students have the potential to access unauthorized information and/or applications during the online assessment.</p>	See “MacBook Trackpad/Mousepad Settings” on page 41
Timeout Settings	Mac (OS X and macOS)	For Mac (OS X and macOS) computers, it is important that various timeout settings are set to work with the DRC INSIGHT timeout value to avoid timing out during testing.	See “Manually Adjusting the Timeout Settings on a Mac Computer” on page 42

## ***Testing and the Windows 10 Game Bar***

When DRC INSIGHT is started on a Windows 10 machine, the software detects whether the Game Bar feature is active. If the Game Bar is active, DRC INSIGHT displays the message shown below.



To continue, the user must click OK, which closes the message and shuts down DRC INSIGHT. To successfully launch DRC INSIGHT and use it for testing, the Game Bar feature must be turned off (see “Turning Off the Game Bar Feature in Windows 10” on page 35) or disabled (see “Disabling the Windows 10 Game Bar” on page 34). After the game bar feature is turned off or disabled, the user can launch DRC INSIGHT and log in to it without the message displaying.

### ***Disabling the Windows 10 Game Bar***

Testing site personnel must disable the Game Bar feature on Windows 10 computers, prior to testing. There are multiple methods available to accomplish this task.

#### ***Method 1: Turn Off the Feature on Each Computer***

The first method is to turn off the Windows 10 Game Bar on each computer on which it is active. There are two ways to accomplish this:

- Testing personnel can turn the feature off manually for all users of the computer (see “Turning Off the Game Bar Feature in Windows 10” on page 35).
- Administrators can use the Windows Local Group Policy Editor to edit the local policy for the computer and turn the feature off, either for all users, or for a group of users of the computer.
  - The Local Group Policy Editor is only available in the Windows 10 Pro, Enterprise, and Education editions.
  - A user must be signed in as an administrator to use the Local Group Policy Editor.
  - By default, policies set in the Local Group Policy Editor are applied to all users unless the administrator applies user policy settings for *administrators*, *specific users*, or *all users except administrators*.

For more information, refer to <https://www.tenforums.com/tutorials/51180-enable-disable-windows-game-recording-broadcasting-windows-10-a.html>.

#### ***Method 2: Turn Off the Feature for a Group of Computers***

The second method is for site administrators to turn off the feature for a group of computers within a network domain by editing the Domain Group Policy which affects all of the computers in the domain. For more information about this method, refer to your Windows network policy documentation.

### ***Turning Off the Game Bar Feature in Windows 10***

Perform the following steps to turn off the Windows 10 Game Bar feature if this feature has not already been disabled. You can reverse these steps after testing is complete to turn the Game Bar feature on again.

1. Exit DRC INSIGHT, open the **Settings** menu, and navigate to **Gaming**.
2. Select **Game bar** from the left menu.
3. Toggle the **Record game clips, screenshots and broadcasting using Game bar** toggle from **On** to **Off**.
4. If checked, uncheck the **Open the Game bar using this button on a controller** checkbox and the **Show Game bar when I play full-screen games Microsoft has verified** checkbox.
5. Close the **Settings** menu. To verify your results, restart DRC INSIGHT and press the **Windows–Alt–PrtScn** key combination. If the Game Bar feature is disabled, nothing should happen. Check the **Videos\Captures** folder to verify that no new screenshots exist.

### ***Disabling Cortana in Windows 10 Devices***

For Windows 10 devices, Cortana must be disabled for testing, either manually or by using group policy.

#### ***Disabling Cortana Manually***

To disable Cortana manually on a Windows 10 device, do the following:

1. Launch **Cortana** from the Search bar on the Taskbar.
2. From the left pane click **Settings**.
3. Under Cortana, toggle the switch to **Off**.

#### ***Disabling Cortana by Using Group Policy***

To disable Cortana using Group Policy on Windows 10 devices, do the following:

1. Type **gpedit.msc** in the Task bar search bar and press **Enter** to open the Local Group Policy Editor.
2. Navigate to **Computer Configuration–Administrative Templates–Windows Components–Search**.
3. Double-click on **Allow Cortana** to open the Settings box.

The Allow Cortana group policy setting specifies whether Cortana is allowed on the device. If you enable or don't configure this setting, Cortana is allowed on the device. If you disable this setting, Cortana is turned off on the device.

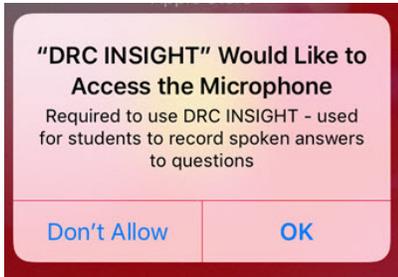
4. Set **Allow Cortana** to **Disabled**, click **OK**, and close the group policy editor.
5. Sign out and sign back in—or restart your PC—to make the change take effect.

## Enabling the Microphone on an iPad

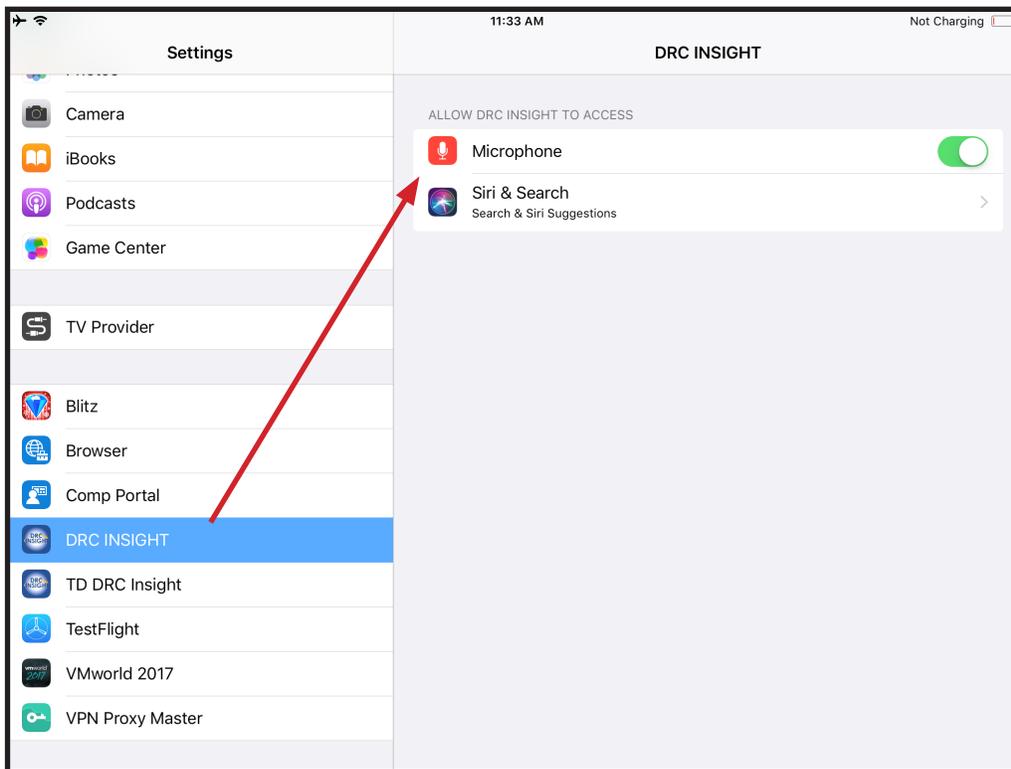
Before DRC INSIGHT is installed on an iPad, there is no microphone access setting under **Settings-Privacy-Microphone** (see below).

1. After DRC INSIGHT is installed, the first time it is launched a prompt displays to disallow/allow microphone access. Tap **OK**.

**! Important:** Even if the testing administration does not use a microphone or include any speaking-response tests, the test administrator **MUST** tap **OK** to allow microphone access.

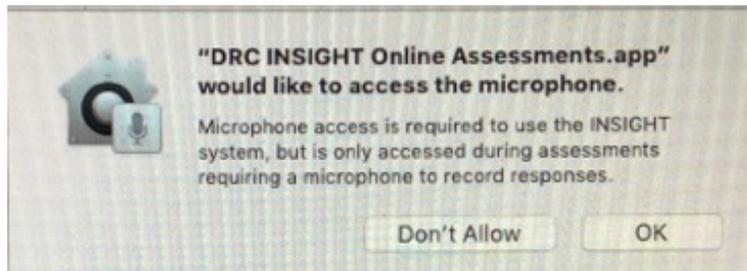


2. If the test administrator selects **Don't Allow** instead of **OK**, DRC INSIGHT displays the message, *Microphone Required - Permission to use the microphone is required*, and testing cannot continue.
3. If this happens, the test administrator must click **Settings**, manually enable the microphone for DRC INSIGHT using the **DRC INSIGHT** slider (see below), and restart DRC INSIGHT.



### ***Enabling the Microphone on a MacBook Device***

When DRC INSIGHT is first launched on a MacBook device, the following message displays:



- If you select **OK** (recommended), the DRC INSIGHT Online Assessments App will be listed as **accepted** in the MacBooks settings and you can continue testing, regardless of whether or not the test requires a microphone.

**Note:** To verify this setting, navigate to **System Preferences–Security & Privacy–Privacy–Microphone settings**.

- If you select **Don't Allow**, the result depends on whether the test requires a microphone.
  - If the test requires a microphone, the MacBook device will not pass the internal microphone check and the tester will be unable to continue testing.

To change the setting manually, you must navigate to **System Preferences–Security & Privacy–Privacy–Microphone settings**, check the checkbox next to the DRC INSIGHT Online Assessments App, and restart DRC INSIGHT.

- If the test does not require a microphone, the internal microphone check does not execute and the tester can use the MacBook to test.

## ***Keyboard Settings for Chrome Devices***

Before students start taking a writing test using a Chrome device, the testing site should verify that the device’s keyboard configurations are correct for online testing. Specifically, if students might use quotation marks (“ ”) and/or apostrophes (‘) in test responses, sites must verify that the Testing Device is configured correctly.

As background, both quotation marks and apostrophes are commonly used in Passage Based Writing (PBW) responses where a student’s response is based on a passage presented to the student and the student must provide evidence from the passage to support claims, opinions, and ideas. Some Chrome OS configurations may cause these characters to not display properly, or cause an error message to display.

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**ⓘ Important:** DRC INSIGHT does not adjust operating system settings, so these keyboard settings should be reviewed before testing begins.

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## ***Keyboard Note Regarding iPad Devices***

For the DRC INSIGHT iPad App, DRC INSIGHT is automatically placed in Guided Access Mode regardless of whether Mobile Device Management (MDM) software is used to deploy the App.

When DRC INSIGHT launches, the software prompts you to lock DRC INSIGHT in Single App Mode and you should select Yes. When the iPad is locked in Single App Mode, the Smart Punctuation feature is turned off. Turning this feature off removes the issues discussed above concerning quotation marks (“ ”) and/or apostrophes (‘). For more details, refer to *Preparing the iPad for Testing in Volume III: DRC INSIGHT*.

### ***Chrome Keyboard Settings***

For Chrome OS devices, to ensure that quotation marks and apostrophes display properly in DRC INSIGHT, the keyboard should be set to **US Keyboard**, the language should be set to **English (United States)**.

#### ***Changing Chrome Keyboard Setting by Using Shortcuts***

On the Chrome device, press **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.

#### ***Changing Chrome Keyboard Setting by Using the Google Admin Console***

Within the Google Admin Console, navigate to **Device management–Chrome–Device Settings** and select **US Keyboard**.

#### ***Changing the Chrome Keyboard Language Setting***

If the language setting on a Chromebook keyboard is set to International English (vs. US English), it can cause the quotation marks button to become unavailable. Remove International English and add US English to the available languages.

1. Sign on to the Chromebook and click the Status area.
2. Click **Settings–Show advanced settings**.
3. In the Languages section, click **Language and input settings**.
4. Select **English (United States)**. If it is not available, click **Add**, select **English (United States)**, and click **OK**.
5. In the right column, click the **English (United States)** box.
6. Click **Done**

Ensure that the Chromebook keyboard is set to US keyboard and not US international keyboard.

## **MacBook Trackpad/Mousepad Settings**

On MacBook devices, OS X level 10.11 and later, sites must manually disable the **Scrolling** and **Enable dragging with drag lock** functionality. Scrolling allows users to tap a word with three fingers to display a definition of the word. Enabling dragging with drag lock prevents users from accessing multiple applications by swiping between two full-screen apps.

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**ⓘ Important:** DRC strongly recommends that sites disable this functionality *before* online testing. If school technology personnel cannot disable the functionality without disrupting testing, sites must closely monitor sessions using MacBooks to watch for any use of this functionality.

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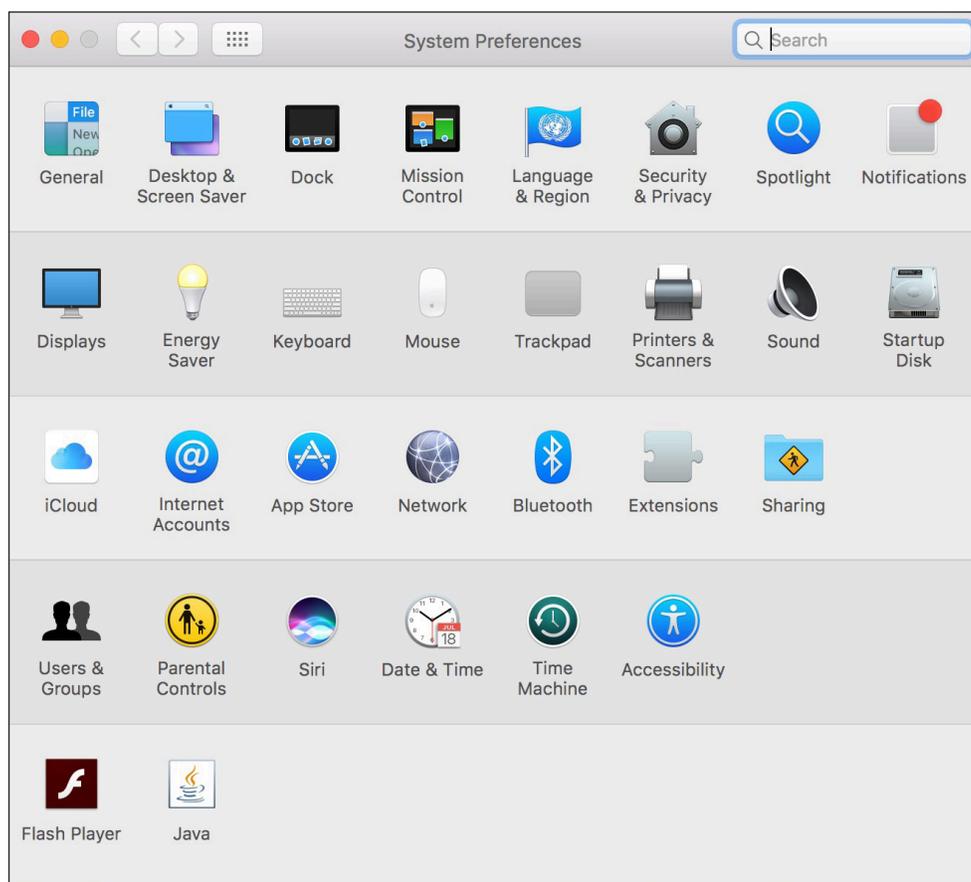
1. To disable the Scrolling feature and enable the Dragging feature manually, use the Finder (or click on the Apple icon in the upper left-hand corner of the screen) and select **System Preferences...** to display the System Preferences page.
2. Select **Accessibility–Mouse and Trackpad–Trackpad Options**.
3. Uncheck **Scrolling** and check **Enable dragging**. From the drop-down menu that displays, select **with drag lock**.

## Manually Adjusting the Timeout Settings on a Mac Computer

Online testers that are using Mac (OS X and macOS) devices for testing must verify that the various computer timeout settings are set in combination to a value that works with the DRC INSIGHT timeout value. DRC recommends that the combination of screen saver and energy-saving timeout settings on Mac Testing Devices should be greater than the DRC INSIGHT timeout value.

**⚠ Important:** For most DRC clients, DRC INSIGHT is set to time out after twenty minutes of inactivity during a test session (a sixty-second countdown/warning displays before the timeout begins). Some clients have requested different timeout values for DRC INSIGHT. Please verify with your site administrator if you are unsure which timeout value you are testing with. These instructions assume the standard value of twenty minutes.

On a Mac computer, the Mac administrator must verify that the three timeout settings for Security Privacy, Energy Saver, and Desktop & Screen Saver are set correctly. These timeout settings are adjusted from the System Preferences page. To display the System Preferences page, use the Finder (or click on the Apple icon in the upper left-hand corner of the screen) and select **System Preferences....**



### ***Manually Adjusting the Timeout Settings on a Mac Computer (cont.)***

On a Mac computer, the best way to prevent screen display timeout issues is to disable the Security Privacy setting **Require Password after sleep or screen saver begins during testing**. If this setting is disabled, the computer will not require a screen password during testing.

1. To disable the setting, select **Security & Privacy** from the System Preferences page.
2. Uncheck **Require Password after sleep or screen saver begins**.
3. Click **Turn Off Screen Lock**.

If the **Require password after sleep or screen saver begins** setting is not disabled during testing, the combined time for various timeout settings on the System Preferences page—Require Password X Minutes after sleep or screen saver begins, the Energy Saver settings for Computer sleep and Display sleep, and the Screen Saver start time—must total twenty minutes or more (based on the DRC INSIGHT timeout setting).

#### ***Example of Combining Timeout Settings***

The example below shows how to combine timeout settings for testing with DRC INSIGHT. With these settings, the testing computer will wait more than twenty minutes before requiring a password, fifteen minutes before sleeping, twenty minutes before starting the screen saver, and five minutes after going to sleep or starting the screen saver. Note that this is one example—other combinations of timeout settings also work well.

1. Set the **Security & Privacy** password to **Require Password 5 minutes after sleep or screen saver begins**.
2. Set the **Energy Saver** screen slider settings for **Computer sleep** and **Display sleep** to a value of 15 minutes or greater.
3. Set the **Desktop & Screen Saver** setting to start the screen saver to **Start after 20 minutes**.



# Glossary

### ***Accommodation***

Modifications or enhancements made to tests or test environments that allow students with physical or learning disabilities and/or limited English-language ability to more accurately demonstrate their knowledge and skills in an assessment situation.

### ***Central Office Services (COS)***

A set of software tools for the setup, configuration, and management of the DRC INSIGHT locally installed software, the COS Service Device (COS - SD), and the secure Testing Devices.

### ***Concurrent Users***

The number of students actively testing during a five-minute window.

### ***Content Hosting***

A COS- SD function used to provide content to student Testing Devices. Content Hosting authenticates content requests, decrypts content, and aggregates items into forms.

### ***Content Hosting Server Domain Name***

A unique, identifying URL generated on the COS - SD. The COS Server Domain address points to DRC to retrieve the local IP address for the COS - SD. The actual local IP address that is used is determined by the priority set on the COS - SD's Network Interface Card (NIC).

### ***Content Management***

A COS - SD function used to manage the delivery of test content to each site that needs Content Hosting. Sites can be configured to download only the test content needed to reduce download times and storage space requirements. For example, a site could download test content for only one test administration. Content Management can also be set up to download content to a network shared location that multiple Content Hosting services can access.

### ***COS Configuration***

A logical grouping of devices, usually consisting of one or more COS - SDs and Testing Devices. A COS Configuration has two primary functions: It allows you to logically group Testing Devices and COS - SDs and it allows you to easily specify the settings for all of the devices in the COS Configuration.

**Note:** For simple testing scenarios, COS provides options to create COS Configurations containing Testing Devices only.

### ***COS Dashboard***

Provides visual status information for all COS Configurations, COS - SDs, and Testing Devices plus links that can be used to manage each COS Configuration, including COS - SDs and Testing Devices.

### ***COS Location***

Within COS, a COS Location is a site within a client testing program. For example, a specific school within a state testing program. A COS Configuration can have multiple locations and testing programs. A single COS - SD can be used in multiple locations within a COS Configuration.

### ***COS Org Unit ID***

A specific identifier for each COS ORG Unit within a COS Configuration. COS uses this identifier to register a Testing Device with the COS ORG Unit for DRC INSIGHT online testing. Among other things, during testing this identifier indicates to COS which COS - SD (if any) will provide test content to the Testing Device.

### ***COS Service Device (COS - SD)***

The COS Service Device (COS - SD) software consists of a number of functional components. A device with the COS - SD software installed and configured on it provides one or more testing services, such as Content Management and Content Hosting, to the Testing Devices in a COS Configuration.

### ***DRC INSIGHT Landing Page***

After a Testing Device is successfully registered with DRC INSIGHT, the DRC INSIGHT Landing Page appears. This page typically contains links to Test Administrations, Practice Test, Test Demos, and Online Tools Training (OTT).

### ***DRC INSIGHT Online Learning System***

DRC's system to deliver assessments and related resources online for all content areas and grade levels by incorporating computerized testing, related resources, dynamic reporting, and a suite of educator tools.

The DRC INSIGHT Online Learning System consists of a secure web-based testing interface, a central administration portal, and local test Content Management and Content Hosting to help manage network traffic, connectivity, and bandwidth during online testing.

### ***DRC INSIGHT Portal***

A permissions-based, secure, central gateway for managing testing programs, formerly known as eDIRECT. It includes the DRC INSIGHT Portal Applications, software applications necessary to administer an assessment and consists of the following menus:

<b><u>Menu</u></b>	<b><u>Description</u></b>
Primary	The main DRC INSIGHT Portal navigation menu.
Product	Provides a way to move between different assessment products and programs, including state programs, WIDA, DRC BEACON, and Smarter Balanced.
Application	Provides navigation between DRC INSIGHT Portal Applications, such as Student Management and Test Management.
Secondary	Provides access to the configured functions within a specific DRC INSIGHT Portal Application. For example, Manage Students and Student Lookup within Student Management.

### ***DRC INSIGHT Portal Applications***

The major capabilities within the DRC INSIGHT Portal, including: Administration Setup, Central Office Services, Educator Scoring, General Information, Materials, Report Delivery, Student Management, Test Management, and User Management.

### ***DRC INSIGHT Secure Application (DRC INSIGHT)***

A major component of the DRC INSIGHT Online Learning System, the DRC INSIGHT Secure Application (or DRC INSIGHT) is a secure, web-browser testing interface that is installed on each Testing Device to provide a secure testing experience.

- DRC INSIGHT secures the Testing Device so that a student cannot gain an unfair advantage by accessing the Internet or other software applications from the device.
- DRC INSIGHT works in conjunction with the DRC INSIGHT Test Engine software and the DRC INSIGHT servers.

### ***DRC INSIGHT Test Engine***

Software that is automatically downloaded to Testing Devices after DRC INSIGHT is launched. The DRC Test Engine software provides the user interface to display test items, as well as appropriate tools and accommodations. This software also manages the process of sending test responses to the DRC INSIGHT server for secure storage.

### ***Dynamic IP Address***

An IP address that can change when the computer or device is restarted or rebooted based on the pool of IP addresses that are available at the time.

### ***Extended Retries***

A software feature to help maintain connection during with the DRC INSIGHT servers during online testing. If the connection necessary to transmit test response is lost during testing, for the next five minutes DRC INSIGHT automatically attempts to restore contact with the DRC INSIGHT servers.

### ***Kiosk Mode***

When DRC INSIGHT runs on a supported device and operating system, it uses Kiosk Mode to “lock down” student access and prevent students from performing inappropriate testing activities, such as accessing the Internet. On an iPad device, Kiosk Mode is referred to as Single App Mode.

### ***Latency***

The rate of data transfer across a network is referred to as latency. Knowing the latency of a network is useful for helping to determine peak network traffic times and for analyzing the best times for testing.

### ***Media Files***

Audio and/or video content used to expand or enhance the online testing experience.

### ***Native Device***

A device that can run DRC INSIGHT-supported operating systems natively if it meets the minimum system requirements. Running natively means running without external support, as opposed to running in an emulation.

### ***Online Tools Training (OTT)***

An optional, customized feature of DRC INSIGHT that allows students, administrators and other stakeholders to become familiar with the online test environment and the suite of testing tools and features available during online testing.

The OTT simulates online testing and provides an opportunity to practice using DRC INSIGHT's online tools, such as the Line Guide tool and the Highlighter tool. It also contains sample test questions similar to the questions students see during the test. Optionally, the OTT may also include hints for students to consider using during an actual online test. Responses entered during an OTT are not sent to DRC, so they are neither scored nor saved.

The OTT can be accessed multiple times. Because the OTT content is not considered secure, it can be accessed through either DRC INSIGHT or through a Chrome browser using a public URL.

### ***Practice Tests***

Optional tests administered much like a standard operational test administration. Students are placed into a test session, complete the Practice Test using DRC INSIGHT, and the responses are sent to DRC and saved.

Practice Tests give students exposure to the type of questions they will see in an operational test and give them exposure to the secure DRC INSIGHT online testing experience and tools.

Optionally, Practice Tests can be scored. Responses to machine-scorable items (such as multiple-choice and auto-scored items) can be scored by DRC and responses to constructed-response items can be made available for local scoring via the Educator Scoring software. The students' results are posted in the DRC INSIGHT Portal.

Practice Tests can be taken multiple times by a student and the results are not used to evaluate the student's performance. Unlike the OTT, the content is considered secure, so these tests require DRC INSIGHT and are not available through a public URL.

### ***Sample Items***

Test items that give students, parents, and educators a better understanding of the online assessment by providing a close approximation of the items students will see on the test. Sample items do not appear on the operational test.

### ***Static IP Address***

An IP address that is permanently assigned to a computer or device and does not change when the computer or device is restarted or rebooted.

### ***System Readiness Check (SRC)***

A software program that helps you troubleshoot issues that may occur when DRC INSIGHT is installed or running. The SRC is installed automatically when you install DRC INSIGHT, runs anytime DRC INSIGHT is launched, and performs a series of tests that you can use to diagnose, prevent, or correct most errors easily. It verifies that a Testing Device meets the necessary hardware and software requirements for testing, indicates any checks the Testing Device failed, and provides suggestions for success.

***Test Demos/Tutorials***

A series of videos that explain and demonstrate how students will take the online test and interact with the online testing platform.

***Testing Device***

A device used for student testing that has the DRC INSIGHT software installed on it. A device can be configured to work with one or more COS - SDs and in one or more COS Configuration.

***Testing Site Capacity Estimator Testing Site Capacity Estimator***

An Excel spreadsheet file you can download and use to estimate the following testing times:

- The time it will take to initially download the test engine software based on the number of students who test at the same time.
- The times a student will wait for a test to load.
- The time required for a student to receive the next test question when the student is finished with a question (the time required for the testing computer to save the test response and retrieve the next question).

***Thin Client***

A computer that relies on servers for information processing and other tasks.

***Text-To-Speech (TTS)***

An optional audio testing accommodation offered with DRC INSIGHT that allows a student to hear the test recorded by a computer-simulated voice.

***Video Sign Language***

An optional testing accommodation offered with DRC INSIGHT that allows a student to see both test instructions and content signed visually through an online video.

***Virtual Desktop***

Desktops that can indirectly host some supported operating systems for DRC INSIGHT (other physical devices host operating systems directly). Typically, users access virtual desktops from another operating system, on another device, across a network boundary.

***Virtual Desktop Device***

A device a student interacts with, which is actually a gateway to the virtual or remote desktop. The device may or may not be capable of supporting DRC INSIGHT natively or be able to run an operating system that DRC INSIGHT supports.



Data Recognition Corporation (DRC)  
13490 Bass Lake Road  
Maple Grove, MN 55311

Wisconsin Service Line: 1-800-459-6530  
eDIRECT: <https://wi.drcedirect.com>  
Email: [WIHelpDesk@datarecognitioncorp.com](mailto:WIHelpDesk@datarecognitioncorp.com)  
Revision Date: February 13, 2020