Wisconsin Technology FAQ

Spring 2018

FAQ

It is suggested to review both the **WI Spring 2018 Technology Overview** and the **Technology User Guide** *before* reviewing this document. The questions below represent detailed questions District Technology Coordinators frequently have *after* reviewing the **Technology User Guide.**

Type	Question	Answer
COS, TSM, and INSIGHT	**How do I get access to the COS and TSM installers?**	The TSM and INSIGHT software will both be available on eDIRECT under Test Setup → General Information → Downloads. In order to access the software, you will need to be granted permissions within the eDIRECT site and a login will be required. Note: COS and TSM installers for Forward 2018 will be available in eDIRECT beginning 1/17/2018.
COS, TSM, and INSIGHT	**How do I know what hardware platforms and operating system software are supported for use with INSIGHT and the TSM?**	DRC releases a list of system requirements ("DRC INSIGHT Supported System Requirements") quarterly. The most current version of this online document is available via eDIRECT and on the DPI website. If you have questions about your hardware or software readiness, please consult the most recent version of this documentation. The direct link to this document is: https://wi-insight-client.drcedirect.com/contentservices/download/resources/drc-insight-system-requirements.htm
COS, TSM, and INSIGHT	**Can the TSM and the INSIGHT client that were used last year still be used, or does the whole thing need to be re-installed?**	Both the TSM and the INSIGHT client have an auto-update capability. If you successfully used a 32-bit TSM last year and you want to continue using the same TSM it will automatically update. If you wish to upgrade to a 64-bit version of the TSM, you will have to uninstall the existing 32-bit TSM before installing the new TSM. The 64-bit TSM will auto-update going forward. With INSIGHT installed on Windows and Mac or Linux, you can enable the auto-update feature in the Central Office Services - Device Toolkit associated with those testing devices. All Chromebook testing devices that still have INSIGHT installed will update automatically to the most recent version when INSIGHT is launched. iPads that have a version of INSIGHT downloaded from iTunes will also automatically update whenever a newer version is available.
COS, TSM, and INSIGHT	**Our ORG Units from last year are still in the COS - DTK. Will these be cleared before start of testing or can we use the same ORG Units.**	You can use the same ORG Units (also referred to as Configurations) from last year. Note that the ORG Unit ID has changed format to an all-numeric ID. If the client is still installed on the devices in your ORG Units all those devices are still registered. IMPORTANT: If you are planning to continue using a TSM you will need to ensure that the TSM service is still running and that the content is up to date before testing begins. You can also add a COS device to an existing ORG Unit, replacing an existing TSM.
COS and TSM	**Do we have to have a TSM server in each school, or can it be on a shared district server? If so, which approach do you recommend?**	Because student computers need uninterrupted connectivity to the content hosting device (COS or TSM), it is important to design an implementation solution that best fits the needs and infrastructure of your district or school. For 2018, users will have the option of using either COS or TSM as their local content caching solution. Both will work in a broad range of implementation scenarios but understanding what fits your circumstances best is important. One of the important features of the new Central Office system is to allow

		users to create district-wide ORG Units (Configurations). Due to the enhanced scalability of the new COS devices, many users with centralized network infrastructure will find it easier to share COS resources across multiple schools in the district. Using a TSM, which supports limited device scaling and resource pooling only with a load balancer appliance, may be better suited to distributed (school-level) implementation plans.
COS and TSM	Do I install a TSM or COS device on an iPad or Chromebook?	Neither COS nor TSM software can be installed directly on mobile devices such as iPads and Chromebooks. TSM and COS software must be installed on a host device running Windows, Mac, or Linux (Ubuntu) OS software that meets the current system requirements.
COS and TSM	When you say that the COS or TSM and INSIGHT clients need to be on the same network, does that mean they need to be on the same subnet/VLAN?	As long as the clients can reach the content hosting device (COS or TSM) and the traffic isn't blocked, it can be located anywhere on the network. Generally, closer to the student workstations will be faster. The system readiness application will help verify this connectivity.
COS and TSM	Can you install multiple TSMs or COS devices on the same virtual server?	Because each TSM needs access to port 80, only one TSM can be installed on each server environment concurrently. If a physical server is virtualized into multiple virtual servers, each of those VMs can host a TSM. Similarly, while COS devices allow users to configure the communications ports used for each device, it is not recommended to install more than one COS device on a single virtual or physical host machine.
COS and TSM	Do we still need separate TSMs for ACCESS/Screener and Forward?	Yes. Currently the TSM works exclusively for only one testing program. You must install the TSM available on https://wi.drcedirect.com for use with WI Forward Testing. For ACCESS For ELLs testing, download and install the TSM available on www.wida-ams.us
COS and TSM	Do we need separate COS devices for ACCESS/Screener and Forward?	COS devices are only available in 2017-2018 for use with WI Forward tests. ACCESS for ELLs 2.0 and Screener tests require the use of a TSM downloaded from www.wida-ams.us
COS and TSM	Do you need a separate TSM by school building? Also, do you have to have a separate TSM for iOS vs Windows?	Because the TSM works best when it's as close to the student as possible, DRC's recommendation is that in most cases TSMs are installed at a school level. If your network architecture is sufficiently robust, you may prefer the more centralized features of COS devices. You do not need a separate TSM or COS device for different student testing device types.
COS and TSM	Can a COS device or TSM be on a virtual machine or does it need to be a physical machine?	Both COS and TSM software works well in virtual environments. Because of the ease of replicating a pre-configured COS installation, and other COS features, many will find server-based VMs to be the easiest implementation solution for COS devices.

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COS and TSM	Can the TSM or COS software be installed on a different hard drive besides the primary one?	This is possible. Please contact the DRC Help Desk for more information.
COS and TSM	Can you point DRC INSIGHT to multiple TSMs or COS devices? I have more than 150 students testing in a building at the same time.	This is an important difference between COS devices and TSMs. A single configuration (ORG Unit) in the COS-DTK can support many COS devices in a pool by simply associating multiple COS devices to that configuration. Any particular COS device, however, cannot be associated with more than one configuration
COS and TSM	Do you download the TSM to all computers in the testing room, or just to one computer that acts as host?	Like COS devices, TSMs should be downloaded and installed on a host machine and configured to serve as a content source for many student testing machines. The number of student machines that may be configured to point to a COS or TSM server should follow the recommended system requirements.
COS and TSM	Can I install a COS device or TSM on a student testing device running INSIGHT?	Generally, COS and TSM should be installed on dedicated host machines and should not be used for student testing. In some circumstances, however, such as off-site testing, it may be necessary to host a COS or TSM on a student testing device. In such cases the COS or TSM should not be configured to provide test content to other student testing devices.
COS and TSM	Are the maximum number of students per COS device or TSM hard limits or estimations?	For COS devices, DRC recommends a maximum number of concurrently testing students to be ~900 when installed on host machines that meet the recommended specifications. This number is meant to help users plan for the number of COS devices they need to include in each configuration (ORG Unit) to meet the maximum number of students testing at any given time. Because additional COS devices can easily be added to an existing configuration as part of the COS pool, users can readily provision their configurations with sufficient COS devices to meet any maximum demand. To create a similar pool of TSMs requires the use of a load balancer appliance. The maximum number of 150 concurrent testing machines applies to TSMs running on 32-bit architecture. TSMs running on 64-bit host machines will support up to a maximum of 500 concurrent clients. While it is possible for the TSM or COS device to manage more concurrent users than the recommended maximum (150/500/900) DRC advises users not to exceed these limits to avoid overloading the host machines. Please note that the recommended maximum of 150 (32-bit TSM) or 500 (64-bit TSM) or 900 (COS) concurrently testing client machines is only supported when installed and configured using the recommended levels of host machine resources.
COS and TSM	Can TSMs and COS devices be installed on virtual servers?	Yes.
COS and TSM	Are there any issues	Generally speaking, because the TSM works best when it is closest to the

	having our ISD host the COS device or TSM offsite?	student, DRC recommends that the TSM be installed at the building level. Connection speed and network reliability would also be other factors when considering this option. COS devices support server-class scalability and load balancer integration that generally will make centralized implementations preferable. Both COS and TSM can securely deliver test content from any location that is accessible to student testing devices. Contact the WI Help Desk if you have questions about which approach best suits your needs.
INSIGHT	**Will automatic updates be able to update under an account without administrator privileges?**	Yes, this is true for INSIGHT.
INSIGHT	**On Windows, does the logged-in user need to be a local administrator for INSIGHT automatic updates to occur?**	No.
COS and TSM	**If our local content host (COS or TSM) "goes down" or is unavailable, will a test automatically bypass the TSM, or are we stuck until the TSM is running again?**	Because COS-DTK allows multiple COS devices to be added to a single configuration, users can plan to build additional capacity and redundancy in their configurations by including additional COS devices to the configuration. If the student testing device is unable to contact any COS devices in the configuration pool, test stops. If the TSM goes down, testing stops. If the computers are configured to use a TSM, the TSM must be available.
COS and TSM	**Is there a way to provide failover TSM service? Or a quick way to redirect service if a server fails during the testing window?**	Because the COS devices and TSMs are configured using COS-DTK ORG Units, it is possible to quickly switch between COS devices and/or TSMs if necessary. To change from a COS device to an existing TSM, enable TSM Content Caching and provide the TSM server domain URL in the Locations tab of the COS-DTK. To change from a TSM to an existing COS device, disable TSM Content Caching in the Locations tab and enable Content Management in the Content Management tab of the COS-DTK. To change from one TSM to another TSM, you specify the location to the new TSM in the Locations tab in the COS-DTK. When it starts, INSIGHT automatically uses the latest configuration from the Central Office Services - Device Toolkit.
Host machines	**Any problems with specific VM software?**	Ensure enough CPU, RAM, and disk space are allocated using the recommended specs.
Host machines	**What are the specs for VMware servers?**	The specs listed in the System Requirements documentation are identical for both physical and virtual host machines. Always set the VM specs to the DRC recommended levels for the architecture of the host machine.
TSM	**If I enable response**	The TSM will cache responses as long as necessary and transmit to DRC once

	caching, how long will the response cache server hold answers, like an Internet outage?	Internet connectivity is regained.
TSM	Is the TSM in the Mac environment a true service that runs when no one is logged in to the server?	Both COS and TSMs run as services (or multiple services) on the host device — it runs using the "Launchd" capability of OS X.
TSM	If I enable response caching on a TSM, does the TSM need to be accessible to testing proctors?	It is not necessary. However, if the technology contact is not going to be onsite for testing, it may make sense to have someone at the school who knows how/where to locate the TSM should they need to manually transmit unsent responses.
COS and TSM	Like the TSM, can we only access each COS device individually? Do they all have to be touched each day or only if there was an interruption in Internet connection?	Only COS devices can be directly managed in the COS-DTK interface. Changes made in the COS-DTK configuration affect all COS devices associated with that configuration. TSMs need to be accessed individually. There is no need to access the TSM on a daily basis if the server/computer with the TSM installed on it is always running and you have enabled Automatic Updates. If you've enabled response caching, it's recommended that you check all TSMs at the end of the day to verify there are no unsent responses, but this is not a requirement.
TSM	Does the TSM have to be 64-bit?	32-bit is also supported but can serve a maximum of 150 concurrent client machines when running on the recommended hardware specifications. 64-bit versions of the TSM run as native applications on 64-bit host machines and require higher minimum hardware specs to service up to 500 concurrent users.
COS	Is there a 32-bit version of COS?	No, COS is only available as a 64-bit application.
	Will it be possible to configure the MSI using a MST file?	Yes.
TSM	Are there .msi switches that specify which TSM the deployment will point to?	You will point to a Device Toolkit Org. Unit ID. The ORG unit has the TSM information for each group of testing devices.
Device Setup	We have Deep Freeze on all student machines. Do we have to disable that for the test?	Deep Freeze has been used, and works well with the INSIGHT testing engine. It does not need to be disabled during testing but does need to be disabled during installation of the INSIGHT software and until the devices have been registered successfully to the Device Tool Kit.
COS and TSM	Can the Video Sign Language version of	There is not a separate version of INSIGHT for Video Sign Language (VSL -

	INSIGHT be installed on all student testing computers, even if some of the testers do not require this accommodation?	online delivery of American Sign Language content). Instead, VSL content is downloaded to the TSM or COS. If you have students whose test tickets include the VSL accommodation, you must download VSL content in the Content Management tab of the COS-DTK configuration (if you are opting to use COS devices) or in the TSM management page if you choose to use TSMs and your content host.
COS and TSM	Will the content update automatically on COS and TSMs if no one is logged on to the machine on which it's installed? Does it run as a service?	COS has a dedicated Content Management service to ensure that content on the device remains up to date automatically. No intervention by the user is necessary once the content download options are selected in the Content Management tab of the COS-DTK configuration. The TSM will update automatically and silently overnight as long as the TSM service is running and remains connected to DRC servers. Content is only updated when new content is available.
INSIGHT	Will the INSIGHT software pull updates from the TSM or the Internet?	Software version updates will be downloaded over the Internet.
COS and TSM	Can content updates be scheduled on the TSM or COS?	COS actively manages content through a dedicated content management web service. This means that a COS device can check for updates continuously, even while students are testing. On the TSM checks will run automatically from 6pm – 6am on a 6 hour interval. Additionally, contents can be run manually using the TSM web portal as long as no students are currently testing.
TSM	Can the Content Caching and Response Caching servers be different?	Yes, this is possible.
Thin clients	Do you have information about installation on Windows machines using NComputing software?	It is possible to support NComputing, however there are limitations. Please see the Technology User Guide or call the Help Desk for assistance with installing and configuring INSIGHT on NComputing hardware.
INSIGHT	Can we install INSIGHT on one central server/computer and use shortcuts, or other links, to share it for testing across different machines?	No. DRC assumes that INSIGHT is installed on each computer that will be used for testing. Any other configuration is unsupported and may produce unexpected results.
INSIGHT	The INSIGHT Configuration process includes "building." Does this	No, it does not need to be altered. This information is used for us to help sites troubleshoot any issues at certain locations. The COS-DTK allows users to create district-wide configurations. All devices, regardless of their assigned location in the COS-DTK can be used anywhere that they are able to connect

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	need to be altered if students from multiple buildings use the same laptops for testing?	to DRC Servers and the COS or TSM devices listed in their configurations. In other words, if your network supports connections among school buildings, the devices can be used anywhere on that network.
INSIGHT	Our middle school will test at our high school building. Can both levels of students use the same computer, or will the INSIGHT software need to be reconfigured for each?	No reconfiguration is needed as long as all the content has been downloaded to the TSM for all grades in advance. The System Readiness Check will help verify that all testing computers can reach DRC server and COS or TSM to which they are assigned.
INSIGHT	Do we need to go to each student's computer to enable automatic updates?	No. Just remember to enable automatic updates when you install the INSIGHT software. After installation, INSIGHT automatically checks for software updates and installs them whenever it is launched.
INSIGHT	I noticed during the install of INSIGHT, there were .jar files. Is Java required for install or use of INSIGHT?	No, JAVA is not required for INSIGHT.
Remote clients	Any special directions for Remote Desktop units?	Please reference the "INSIGHT and Virtual or Remote Desktops" in the Technology User Guide Volume I: Introduction to Online Testing for specifics on remote connections and virtual desktops. Additional security steps may be needed.
TSM	Our district proxy already uses 8080. Are there other preferred ports for the TSM?	Because the IP for each of these devices is different, this shouldn't create an issue. Any machine that hosts a TSM needs to have port 8080 available in order to access the TSM Manager web page.
INSIGHT	Is there an msi for INSIGHT? Or just an exe?	There is an .msi file for INSIGHT and an .exe file for the TSM. Please refer the "Installing INSIGHT from a Command Line" section of the Technology User Guide Volume IV: DRC INSIGHT for more specific information.
INSIGHT	Is there any documentation on deploying the msi to clients? Do you have a list of install parameters, and can a transform file be used to automate the configuration?	Documentation on the various methods that can be used to install INSIGHT on Windows devices (including automated deployment of the .msi files) can be found in the Technology User Guide Volume IV: DRC INSIGHT. You can find the Technology User Guide by going to eDIRECT and selecting General Information →Documents → Document Type-Manuals & Directions. Select "Show Documents" and scroll down to find the Technology User Guide.

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COS and TSM	**Do the COS and TSM servers load balance amongst themselves?**	All devices are configured within ORG Units in the Central Office Services - Device Toolkit. To ensure smooth testing, the ORG Units should be planned so that at any given time no more than the maximum concurrent devices (150 for 32-bit TSM, 500 for 64-bit TSM and 950 for COS devices) are connecting to the content hosting devices in the configuration. To increase the capacity of any single configuration it is possible to create pools of COS and TSM. COS can be configured in the COS-DTK to work behind a load balancer appliance. Multiple COS devices can also be added to a configuration without the need for a load balancer appliance and the requests coming from the INSIGHT clients in that configuration will be distributed to the COS devices in the configuration in a simple round-robin order. Multiple TSMs can be configured using the TSM management page to work behind a load balance to create a pool of TSMs in a single configuration. If a load balancer is not available, only one TSM can be added to a single configuration in the COS-DTK. Note that the TSM does <u>not support</u> response caching when configured with a load balancer.
Netbooks	**Can I use netbooks, which have a max res of 1024x600?**	The minimum resolution requirement is 1024 x 768.
Off-site testing	**We are a Cyber Charter/Virtual School with no local networks, what are our options?**	Because Cyber Charter and Virtual Schools vary widely in how they administer the WI Forward test, each case may require individual support recommendations. For example, some schools travel with their own computer hardware and set it up to work on different networks. Others use rented or borrowed computer hardware and must configure it to work with the INSIGHT system. Be aware that one of the special challenges of using network infrastructure controlled by others can be convincing them to help you configure (including whitelisting DRC assets) INSIGHT on their network. However you decide will work best for your particular needs, we are here to help you make it work. Please contact the Help Desk and we will be able to assist you.
BYOD	**Are BYOD environments supported for WI Forward testing?**	The INSIGHT systems can work well in BYOD (Bring Your Own Device) systems. Depending on the types of devices employed, the resources available a workable solution can be devised. Keep in mind that DRC does not recommend all BYOD implementations (such as un-managed Chromebooks) but we encourage you to contact the Help Desk for assistance in finding an approach that works for you.
Testing Window	**When does testing begin?**	Online testing begins March 19, 2018 and closes May 4, 2018.
Headphones	**Are headphones required for testing?**	Yes. All Wisconsin Forward Exam ELA assessments contain a listening section which requires headphones. Additionally, any student who uses the Text-To-Speech audio support will also require headphones.
Non-secure testing	**Will a Chrome browser on a Windows machine work?**	No, this is not supported for student testing. Access to Online Tools Training and Item Samplers is supported in the Chrome browser.
Android	**Are Android devices**	No. Android is not supported for WI Forward testing in 2018.

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	supported?	
eDIRECT Access	**What is the process of obtaining a login on the wi.drcedirect.com site?**	To obtain eDIRECT login credentials, contact your District Assessment Coordinator.
	I forgot my eDIRECT username and password or my password has expired. How can I reset it?	If you forget your eDIRECT user password, get locked out of your account, or your password has expired, click the "Forgot your username or password?" hyperlink on the eDIRECT login page to request a password reset via email. If you do not yet have an account in eDIRECT, contact your district's Assessment Coordinator.
Load Simulation Testing Questions	**What is the Load Simulation Tool?**	The Load Simulation tool is a software tool available on the TSM that District Technology Coordinators can use to help verify connectivity between TSM and student testing devices and estimate the time needed to transmit test content to student testing devices. The Load Simulation tool is not available without a TSM. Users should not enable Load Simulation in the COS-DTK except when actually conducting load simulations to avoid conflicts with student testing..
Load Simulation	**How many times should I run the simulation?**	DRC recommends that you run the simulation three times during the timeframe you have established for load simulation testing. Run it twice specifying the TSM as the source for form content, and run it once specifying DRC as the source for form content (see "Load Simulation Testing" in the Technology User Guide Volume II: Testing Site Manager (TSM)).
Load Simulation	**What metrics are reported?**	A load simulation test reports the following results for the individual testing computers: • The source for the content: TSM, DRC, or the client computer (based on configuration) • The amount of time it took to load the test to the testing computer, on average. • The time it took to submit the result to DRC. • The combined time for the load test and submit result. For more information and a description of the summary results, refer to the section, "Load Simulation Testing" of the Technology User Guide Volume II: Testing Site Manager (TSM).
	What are acceptable results for test load and response times?	As a result of Technology Readiness Assessments that DRC has performed, we suggest that the test load time should be less than 60 seconds. Ideally, individual test response times should be less than one second, but a district may determine that up to two seconds is acceptable. Districts should analyze their results and set what they feel are acceptable response times for their students. If necessary, they can make adjustments to

		their technical configurations and/or the number of students testing at one time.
	In ping testing, what kind of latency is acceptable if any?	Generally less than 250 ms in ping trends is typical.
iPad Questions	**What features need to be on or off to securely test with an iPad?**	INSIGHT is able to automatically disable Predictive Text, Auto-Correction, and Auto-Capitalization. Similarly, INSIGHT is able to automatically lock and configure iPad with Automatic Assessment Configuration on iPads so that Guided Access or Autonomous Single App Mode do not need to be set by the iPad administrator. Please see "Installing INSIGHT on iPad Devices" the Technology User Guide Volume IV: DRC INSIGHT for more information.
iPad	**For the INSIGHT app on iPads, is there any way to mass deploy the settings that are needed to be entered (like the server URL, etc.)?**	This depends on which Mobile Device Manager (MDM) service you have. Some MDM's have a Managed App Configuration that allow you to mass deploy these settings.
iPad	**Does DRC recommend any particular version of Mobile Device Management (MDM) software?**	No, there are many versions of MDM software, any of which will distribute INSIGHT. To configure INSIGHT using the MDM software, you must use a version that supports the Managed App Configuration feature.
iPad	**Can the DRC INSIGHT iPad App be distributed without an MDM as an .ipa file using iTunes or other software/methods?**	Yes. The INSIGHT app is only available via iTunes and is no longer available as an enterprise app in eDIRECT. The INSIGHT app can be downloaded directly to each device from iTunes or can be re-distributed to managed devices using MDM software. In either case Apple requires the use of an Apple Volume Purchase Program (VPP). See http://images.apple.com/education/docs/vpp_edu_guide.pdf.
iPad	**Any problems with deploying the INSIGHT.ipa using Apple Configurator? We are not using an MDM at this time. All of our iPad configurations are handled via Apple's Apple Configurator system.**	The INSIGHT app can be downloaded to iPad devices directly from iTunes via the Apple Volume Purchase Program (VPP). Through VPP, INSIGHT can also be assigned to devices via Apple Configurator 2. Similarly, an MDM can also be used for the deployment of the VPP INSIGHT app. Several free MDM options are available if needed.
iPad	**Is an external keyboard required for testing with**	An external keyboard is recommended for all tests and required for all tests that include constructed-response items.

	iPads?	Note: while the INSIGHT app does not enforce the use of an external keyboard on iPad or other touch devices, the introduction of a virtual keyboard can make interaction with some item types very cumbersome. Constructed response items (such as the Text Dependent Analysis item) require the student to write extensively which is not practicable on a virtual keyboard.
iPad	**Will you be supporting iOS 10?**	iOS 10.x is supported for spring testing. In general, DRC software applications offer Best Effort Support of new versions of an operating system within one month of public availability of the new version and Full Support within three months of public availability of the new version, or by the next release date of the DRC application, whichever duration is greater. Please see the most current version of "Supported System Requirements" available on eDIRECT for a list of currently supported operating system version.
iPad	**We are using Airwatch. Is this supported?**	If it can deploy a .plist file it should work correctly.
iPad	**for iPad/iOS applications, is the requirement still in place for 'full size' devices or has the iPad mini been approved?**	The minimum supported screen size for INSIGHT is 9.7 inches. The iPad mini is not supported.
Chromebook	**What do I need to setup my Chromebooks for student testing?**	DRC assumes that Chromebook administrators have enrolled all testing devices using the Chrome device management system. The available options for device management are detailed here. https://support.google.com/chrome/a/answer/1289314?hl=en

Detailed instructions for configuring managed Chromebooks for testing is available in the Technology User's Guide.

While it is possible to distribute the INSIGHT app to unmanaged Chromebooks, DRC does not support this method for WI Forward testing.

If you need help setting up your Google Administrator account or enrolling Chromebooks, please contact Google directly. |
| **Chromebook** | **Why does DRC require Google Apps for Education and the Google Administrator accounts?** | The DRC INSIGHT Chrome App requires Single App Kiosk mode to launch and ensure a secure testing environment on Chrome devices. Google Apps for Education and Chrome device management allow Chrome administrators to manage kiosk apps for multiple Chrome devices from a central console. This is the best approach to managing these devices in terms of efficiency and security.

DRC assumes that users have registered their Chromebooks as part of the initial implementation. Google specifies two additional requirements for secure testing using any of the three scenarios described in Q1:

• Google administrators must use Chrome device management to manage their Chrome devices from a single location. |

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		• Google administrators must enroll each device in the school's domain.
Chromebook	Does the deployment or installation of DRC INSIGHT require the Chromebooks to be dedicated to testing for the duration of the assessment window?	No, the Chromebook device is not dedicated to testing, but the secure DRC INSIGHT App is. The DRC INSIGHT App is the secure testing environment that the student accesses using a unique test ticket. After a student has finished a test and exits the DRC INSIGHT App, the student can execute other applications and use the Chromebook for other purposes. Test Administrators are responsible for monitoring testing and ensuring students are properly ending and submitting their tests.
Chromebook	Are Chromeboxes supported?	Yes, Chromeboxes are supported.
Chromebook	Is it possible to register your Chromebook to a district other than yours?	This is a somewhat remote possibility. If this were to happen, the site would need to contact the DRC Help Desk 800.459.6530 to have the device(s) in question manually unassigned.
Chromebook	For Chromebooks, can we pre setup the OU and the DRC Toolkit prior to testing. We can't leave our devices in the OU as they need to be used for other reasons. Do we have to repeat the DRC Toolkit registration the day of testing?	Google OU's and Device Toolkit ORG Units are separate. INSIGHT shouldn't affect other educational software. Registration should only need to occur once with each Chromebook.
Chromebook	Can the installation stay on the Chromebooks and be removed at a later date, or should it be removed after the test?	It can remain for later use.
Chromebook	Can we share Chromebooks between buildings?	Yes. It is crucial to verify that the shared Chromebooks (or other mobile devices) are able to successfully connect to all INSIGHT system components (DRC servers, COS, and/or TSM) over the network in all buildings. It may be necessary to assign a different configuration after moving to the new building.
Chromebook	Does the install on a Chromebook change any other configuration of the Chromebook?	No, but User Data will need to be set to: Do not erase all local user data.
Chromebook	If Chromebooks don't	DRC assumes that the Chromebook administrator is using the Google Admin

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	have a management piece, can they be used?	Console to distribute INSIGHT to all devices. While it is possible to distribute the INSIGHT app to unmanaged Chromebooks, DRC does not support this method for WI Forward testing.
Chromebook	**In Chromebooks, does the unique identifier change each time you move from one group to another or is it "fixed?"**	It needs to be registered only once in the Central Office Services - Device Toolkit (unless the device has already been registered to a WIDA Access Device Toolkit ORG Unit).
WIDA Access and the Wisconsin Forward Exam	**Does ACCESS For ELLs 2.0 (WIDA) use the same software as the Wisconsin Forward Exam?**	Yes and no. INSIGHT uses a universal browser, so it works with both Wisconsin-specific and ACCESS For ELLs 2.0 tests and can be downloaded from either the WIDA AMS or Wisconsin eDIRECT site. Similarly, COS software is universal and can be configured to work with multiple testing programs. However, COS will not be available for use with ACCESS for ELLs 2.0 or Screener testing in 2017-2018. TSMs remain linked to a specific testing program (e.g. WI Forward or WIDA) and must be downloaded separately - one from https://wi.drcedirect.com and one from https://www.wida-ams.us/ and they must be installed on separate machines since only one TSM can be installed at a time on a host machine.
WIDA Access and the Wisconsin Forward Exam	**I have already installed the ACCESS For ELLs 2.0 software - do I need to reinstall the INSIGHT software?**	No. The INSIGHT software can easily be configured to support both ACCESS For ELLs 2.0 and Wisconsin Forward Exams on the same device by both testing locations to the configuration associated with that student device. A separate TSM must be downloaded and configured for ACCESS For ELLs 2.0 content. Because COS is only available in 2018 for use with Wisconsin Forward content, it may be most convenient to create separate configurations for Wisconsin Forward testing and WIDA testing and move student devices from one configuration to another as appropriate.
WIDA Access and the Wisconsin Forward Exam	**How will I know if I need to create both a Wisconsin Forward Exam TSM and a ACCESS For ELLs 2.0 TSM?**	Work with your District Assessment Coordinator to determine if ACCESS For ELLs 2.0 is being administered at your location.