Tips for Keyboard Settings

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Background

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

There are configurations in ChromeOS and iOS 11, that if not set properly, will result in these characters not displaying properly and leading to in confusion for the student. The DRC INSIGHT Secure Browser and Apps do not adjust system settings in the operating systems so these settings should be reviewed before testing starts.

Tips

Chromebooks

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

To verify the keyboard setting:

1. Click the status area in the bottom-right of your desktop, click the Settings icon ⚙ and the settings panel will appear.

2. Select Settings and the Chromebook Settings page will load in the Chrome browser.

3. Scroll down to the Device section and click Keyboard Settings and the Keyboard Settings dialog box will appear.

4. Verify the Language is set to "English (United States)" and the Input method is set to "US Keyboard".

iPads

Smart Punctuation functionality was introduced in iOS 11. When it is enabled, it blocks students from using quotation marks and apostrophes in DRC INSIGHT App. The Smart Punctuation feature should be disabled before a student launches the DRC INSIGHT App.

To verify Smart Punctuation is disabled:

1. Open the Settings App

2. Select General

3. Select Keyboard

4. Verify that the Smart Punctuation is in the off position ⊙