



# DRC INSIGHT Technology Training

## Wisconsin Forward Exam

### **Video 6: Support and Troubleshooting Resources**

November 2023

# Technology Training Overview

**Technology Training is broken into separate shorter videos:**

1. Key Dates and Key Changes
2. DRC INSIGHT System & Network Requirements
3. DRC INSIGHT Solution Overview
4. Central Office Services (COS) and Service Devices (COS-SD)  
Installing, Configuring, and Managing COS
5. Testing Device Preparation Recommendations
- ➔ **6. Support and Troubleshooting Resources**

## Accessing these presentations:

The recorded presentations are posted to YouTube:

<https://www.youtube.com/@wiprojectmanagement3061/videos>

Links to each video and a PDF of associated slides can be found in the DRC INSIGHT Portal (General Information > Documents), or at the WI DPI website here:

<https://dpi.wi.gov/assessment/forward/technology#tech%20trainings>

# Troubleshooting Common Issues

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

Common issues include:

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



# Frequently Asked Questions

Home | Strategic Planning | Licensing | Families & Students | Schools & Educators | Libraries | Data & Media

WISCONSIN DEPARTMENT OF Public Instruction

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ASSESSMENT / WISCONSIN STATE ASSESSMENTS / FORWARD EXAM / FORWARD EXAM TECHNOLOGY RESOURCES AND REQUIREMENTS

## Forward Exam Technology Resources and Requirements

Visit the [Forward Exam Calendar webpage](#) for dates of 2023-24 resource availability.

Select a topic to jump to that section:

- ["How To" Informational Handouts](#)
- [Tech Bulletins](#)
- [Manuals/Guides](#)
- [FAQs](#)
- [System/Device Requirements](#)
- [Technology Trainings](#)

### "How To" Informational Handouts

- [Changing ChromeOS Auto Update Settings](#)
- [How to Change Keyboard Settings to English/Smart Punctuation](#)
- [Information on Testing from an Alternate Site](#)
- [Install COS and INSIGHT on a Chromebook](#)
- [Install COS and INSIGHT on a Single MAC](#)

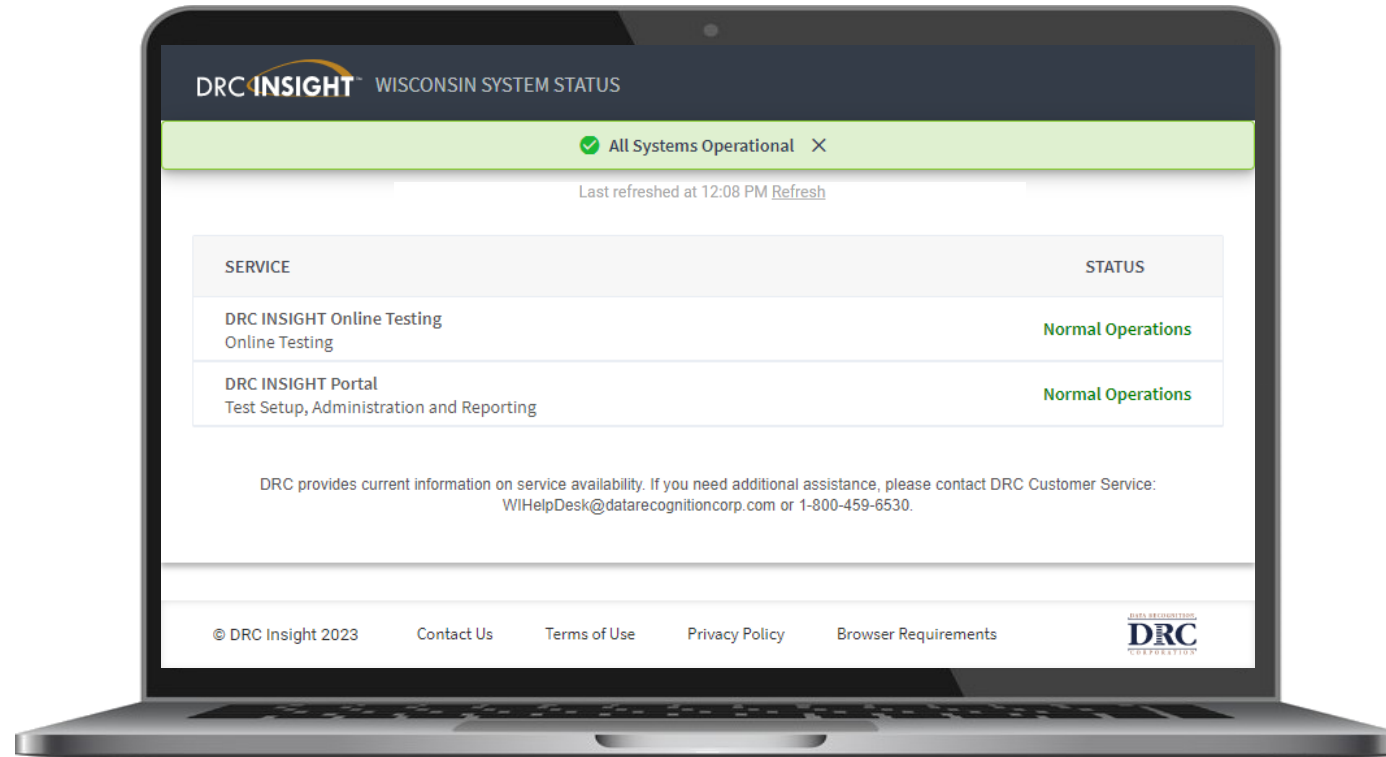
Answers to the most common questions can be found in the **Technology FAQ document:**  
<https://dpi.wi.gov/assessment/forward/technology#FAQs>

Technology Requirements and Resources webpage:  
<https://dpi.wi.gov/assessment/forward/technology>

# Online Testing System Status

<https://status.drcedirect.com/WI>

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



# Chrome Screen Resolution

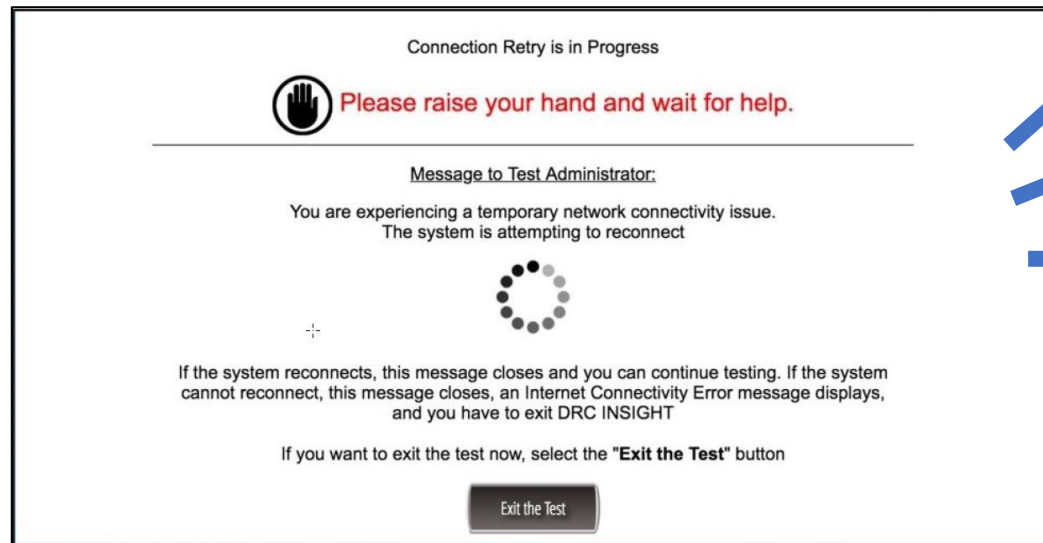
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The make, model, version, and local settings on a student's Chromebook could potentially impact how much of a question / response space that they see.

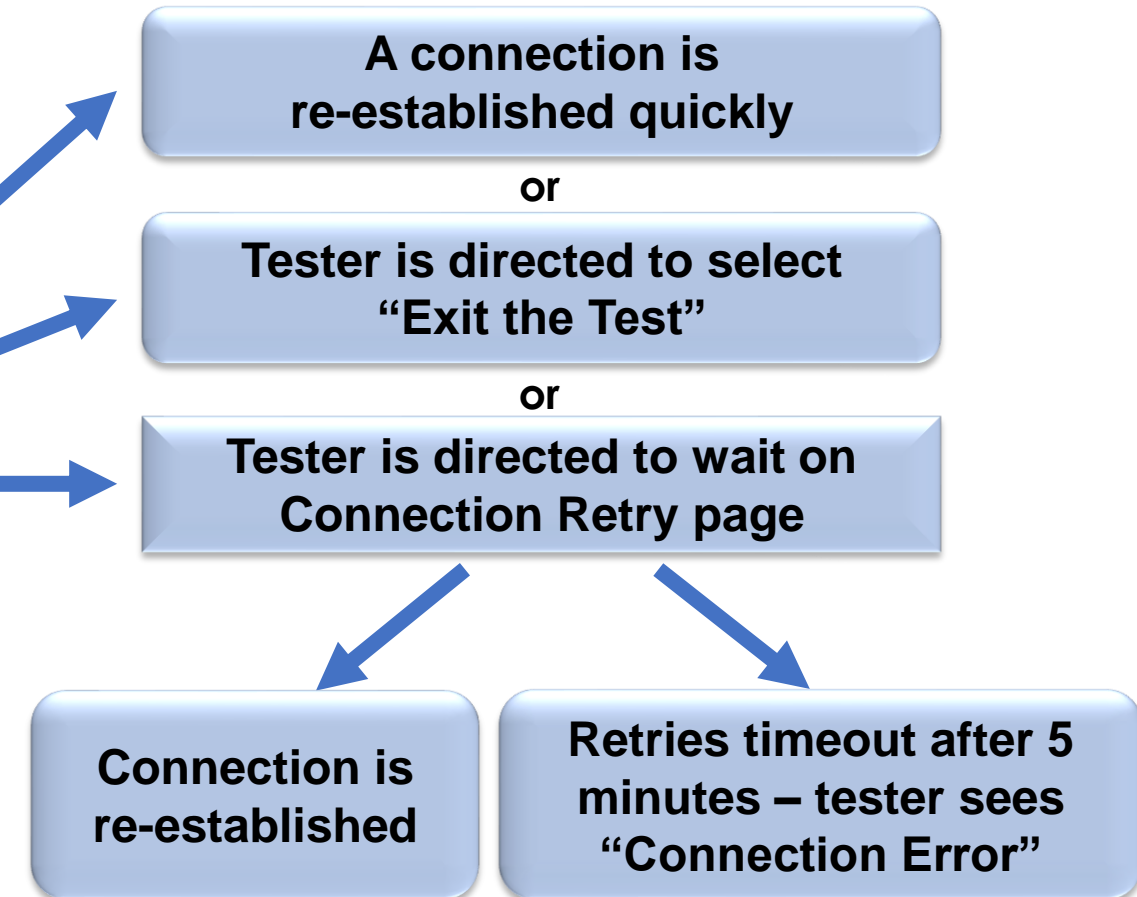
- If there is ever a situation where a student is saying that they cannot complete a required testing action, one common troubleshooting step would be to check their screen resolution.
- Typically, setting the screen resolution to 90% or zooming out will allow the student to see and respond to all presented items on screen.

# Response Processing – Extended Retry Logic

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



[Tech Bulletin: Extended Retries](#)



# DRC Online Readiness Documents and Tools

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

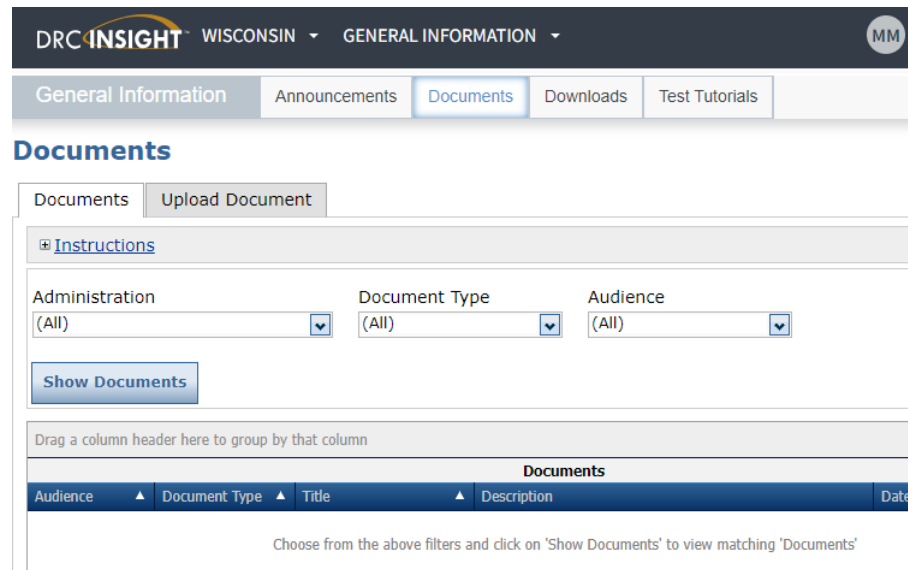


# Accessing DRC Online Readiness Documents and Tools

Available in 2 locations:

## DRC INSIGHT PORTAL

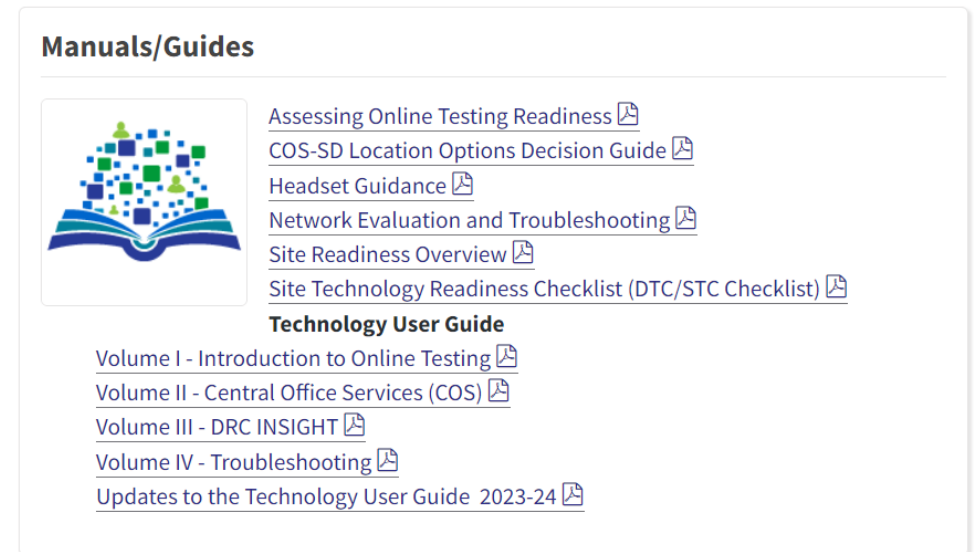
My Applications → General Information → Documents  
 My Applications → General Information → Downloads



OR

## WI DPI website:

<https://dpi.wi.gov/assessment/forward/technology#manuals>



# Technology User Guide


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

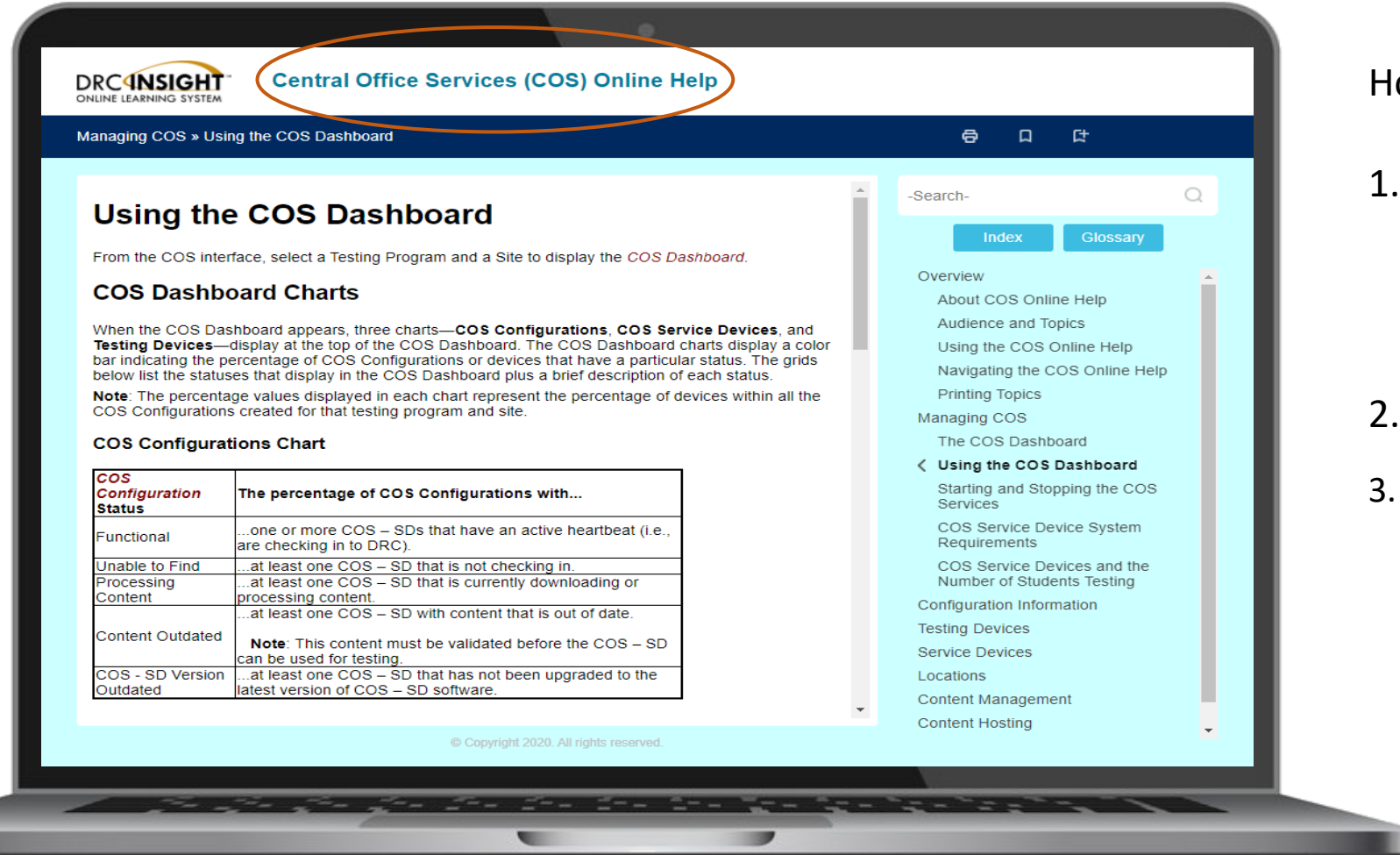
Posted in 2 locations:

1. DRC INSIGHT PORTAL → My Applications → General Information → Documents
2. WI DPI website: <https://dpi.wi.gov/assessment/forward/technology#manuals>

# Central Office Services Embedded Online Help

How to access:

1. DRC INSIGHT Portal > Central Office Services  
 (Click question mark icon  in top right corner)
2. [Direct link](#)
3. The link can also be found in the Technology User Guide (Volume I, page 12), and is referenced multiple times in the Technology FAQ document:  
<https://dpi.wi.gov/assessment/forward/technology#FAQs>



# Site Technology Readiness Checklist

**Site Technology Readiness Checklist**  
 Deploying DRC Online

**CHECKLIST INTRODUCTION**

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

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

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

**Timeframes**

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

**Categories**

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

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

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

Day of Testing
<b>Communication</b> <input type="checkbox"/> Send a reminder email to staff to avoid using the network (LAN, WAN, and Internet) for bandwidth-intensive projects during testing.
<b>Site Planning, Scheduling and Logistics</b> <input type="checkbox"/> Check with building administration regarding the timing of building bells, alarms, or announcements that may go off during the test session.
<b>Technology – COS Service Device Setup</b> <input type="checkbox"/> On the Service Device tab of Central Office Services application, ensure that the COS Service Device status is "Functional". <input type="checkbox"/> On the Content Management tab of Central Office Services application, confirm the testing content for the necessary test administrations are checked and that the correct content has been downloaded to the COS Service Devices.
<b>Technology – Testing Device Setup</b> <input type="checkbox"/> Test each device at the beginning of the day (including charging equipment as applicable). <input type="checkbox"/> Perform a System Readiness Check on at least one testing device. <input type="checkbox"/> Verify that no background processes are running on testing devices during testing. <input type="checkbox"/> If testing device accept automatic operating system updates, verify that it has the most current version of the operating system before the test session starts to avoid any software updates occurring during a test. <input type="checkbox"/> Ensure that testing devices are far enough apart to avoid interference or distractions. <input type="checkbox"/> Chrome devices launch very quickly. Direct students to wait for the device to successfully connect to the network before launching the DRC INSIGHT Secure App. If DRC INSIGHT is launched before the device connects to the network, the student will receive an Internet Connection Error (ICE). If this occurs, relaunch DRC INSIGHT after the connection is established. <input type="checkbox"/> If a portable device will be used on battery power, verify that the charge will last for the duration of the test. <b>Note:</b> It is recommended that all devices be plugged in to power during the test.
<b>Technology – Network Configuration</b> <input type="checkbox"/> Technology staff should verify that the wireless access points are fully operational. <input type="checkbox"/> Require anyone in the testing room(s) and anyone sharing the testing room's wireless access point to turn off any wireless devices not used for testing. <input type="checkbox"/> Stagger the logins to the testing system. For example, have 10 to 15 students per room log in to the system over 20-30 second intervals. <input type="checkbox"/> If a room is having difficulties testing, verify the connection speed from a device in the testing rooms, ideally when the other devices are using the network. Run a Speed Test using <a href="http://www.speedtest.net">www.speedtest.net</a> to a server in Minnesota. Results of less than 3 Mbps download and 3 Mbps upload per testing device indicate there may be insufficient available bandwidth.

- Establishes timelines and identifies various factors and steps to be completed to ensure a positive student online testing experience.
- It is recommended to pay close attention to the **Day of Testing** checklist items

Available in 2 locations:

1. DRC INSIGHT Portal  
 My Applications → General Information → Documents
2. WI DPI Website:  
<https://dpi.wi.gov/assessment/forward/technology#manuals>

# DRC INSIGHT Headset Guidance

## DRC INSIGHT Headset Guidance

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

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

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

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

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

**NEW: All students must have headphones since Text-to-Speech (TTS) is now a universal support available to all students taking the Forward Exam. (They do not need to have microphones)**

Available in 2 locations:

1. DRC INSIGHT Portal  
My Applications → General Information → Documents

2. WI DPI Website:  
<https://dpi.wi.gov/assessment/forward/technology#manuals>  
 or  
 Direct link:  
[https://dpi.wi.gov/sites/default/files/imce/assessment/pdf/DRC\\_INSIGHT\\_Headset\\_Guidance.pdf](https://dpi.wi.gov/sites/default/files/imce/assessment/pdf/DRC_INSIGHT_Headset_Guidance.pdf)

# Testing Site Capacity Estimator

**ELL Testing Site Capacity Estimator**

**Content Management Information**  
 Using COS Service Device for Content Hosting: Yes - At the District  
 Testing Region: US-Midwest

**Testing Volume Information**  
 Students Testing Reading Domain at the Same Time: 0  
 Students Testing Listening Domain at the Same Time: 0  
 Students Testing Writing Domain at the Same Time: 0  
 Students Testing Speaking Domain at the Same Time: 0  
 Total Students Testing at the Same Time: 0  
 Estimated % of Students Starting the Test at Nearly the Same Time: 50%  
 Estimated % of Students Responding at Nearly the Same Time: 10%

**Network Information**  
 Internet Service Provider Connection Capacity: 1000 (Mbps)  
 Wide Area Network (WAN) Connection Capacity: 1000 (Mbps)  
 Local Area Network (LAN) Connection Capacity: 1000 (Mbps)  
 Testing Devices Average Connection Speed: 10 (Mbps)  
 Percent of Bandwidth Available for Testing: 80%  
 Type of Internet Connection: Fiber

**Performance Summary:**

Launch of DRC INSIGHT: Average Time to Download Test Engine: 0.000 Seconds (Good)

**Start of Test:**

- Average Time to Download a Reading Domain Testing Form: 0.000 Seconds (Good)
- Average Time to Download a Listening Domain Testing Form: 0.000 Seconds (Good)
- Average Time to Download a Writing Domain Testing Form: 0.000 Seconds (Good)
- Average Time to Download a Speaking Domain Testing Form: 0.000 Seconds (Good)

**During the Test:**

- Average Wait Time Between Reading Items: 0.000 Seconds (Good)
- Average Wait Time Between Listening Items: 0.000 Seconds (Good)
- Average Wait Time Between Writing Items: 0.000 Seconds (Good)
- Average Wait Time Between Speaking Items: 0.000 Seconds (Good)

Good Performance | Acceptable Performance | Poor Performance

	Average Form Size per Test	Average Size of Each Response	Average Size of Next Item
Reading Domain	1.0 MB	5.0 KB	2.5 MB
Listening Domain	1.0 MB	5.0 KB	2.5 MB
Writing Domain	1.0 MB	25.0 KB	2.5 MB
Speaking Domain*	1.0 MB	1.2 MB	2.5 MB
Test Engine	5.7 MB		*80 KB slices/sec for 15 secs

Important: The Testing Site Capacity Estimator can only provide an estimate—it cannot factor in all possible variables and possible network traffic that can impact performance. ver. 7.0

The **Testing Site Capacity Estimator** is a tool built in Excel that assists site planning by factoring in site variables and showing how they may impact performance and students' testing experience.

Available in 2 locations:

1. DRC INSIGHT Portal  
 My Applications → General Information → Downloads
2. WI DPI Website:  
<https://dpi.wi.gov/assessment/forward/technology#requirements>

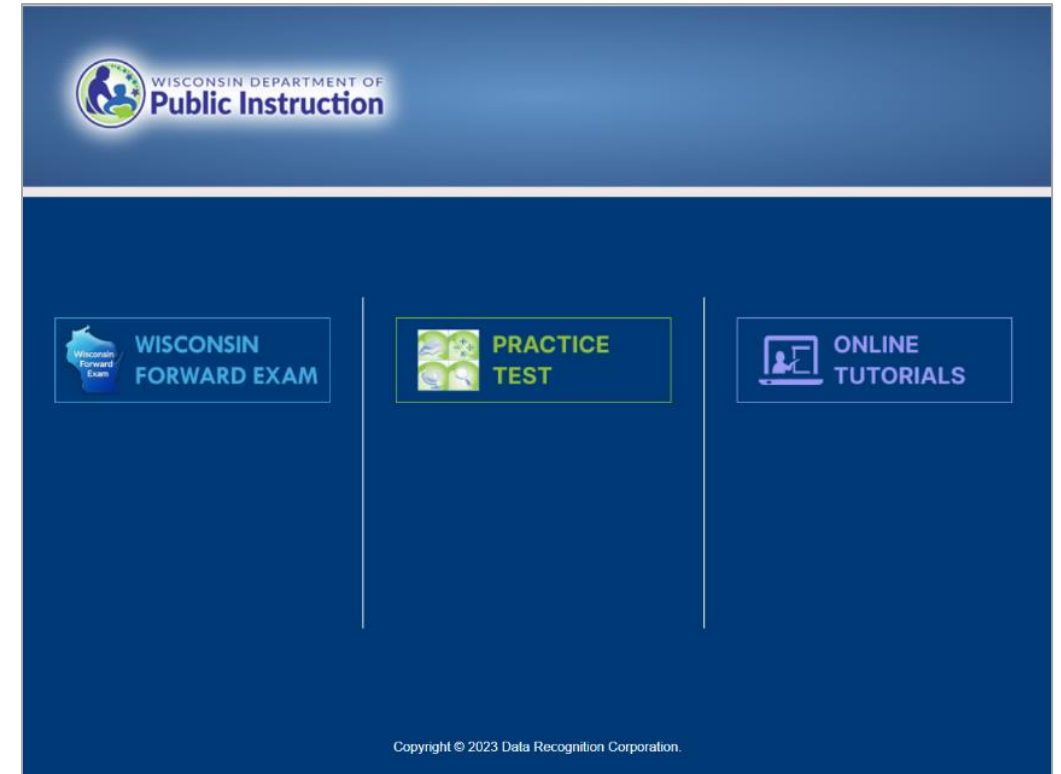
# Practice Test

DRC INSIGHT - Wisconsin Forward Portal:  
<https://wbte.drccedirect.com/WI/portals/wi>

The URL is also linked and easily accessed from the DRC INSIGHT Portal landing page and home page:  
<https://wi.drccedirect.com/>

*(Requires Google Chrome Browser or Safari on iPads)*

The Practice Test is new for Spring 2024. It consolidates and replaces the former Online Tools Training (OTT) and Item Sampler applications.



*^ These applications can also be accessed from the DRC INSIGHT Secure Application*



# Testing Program Selection Page

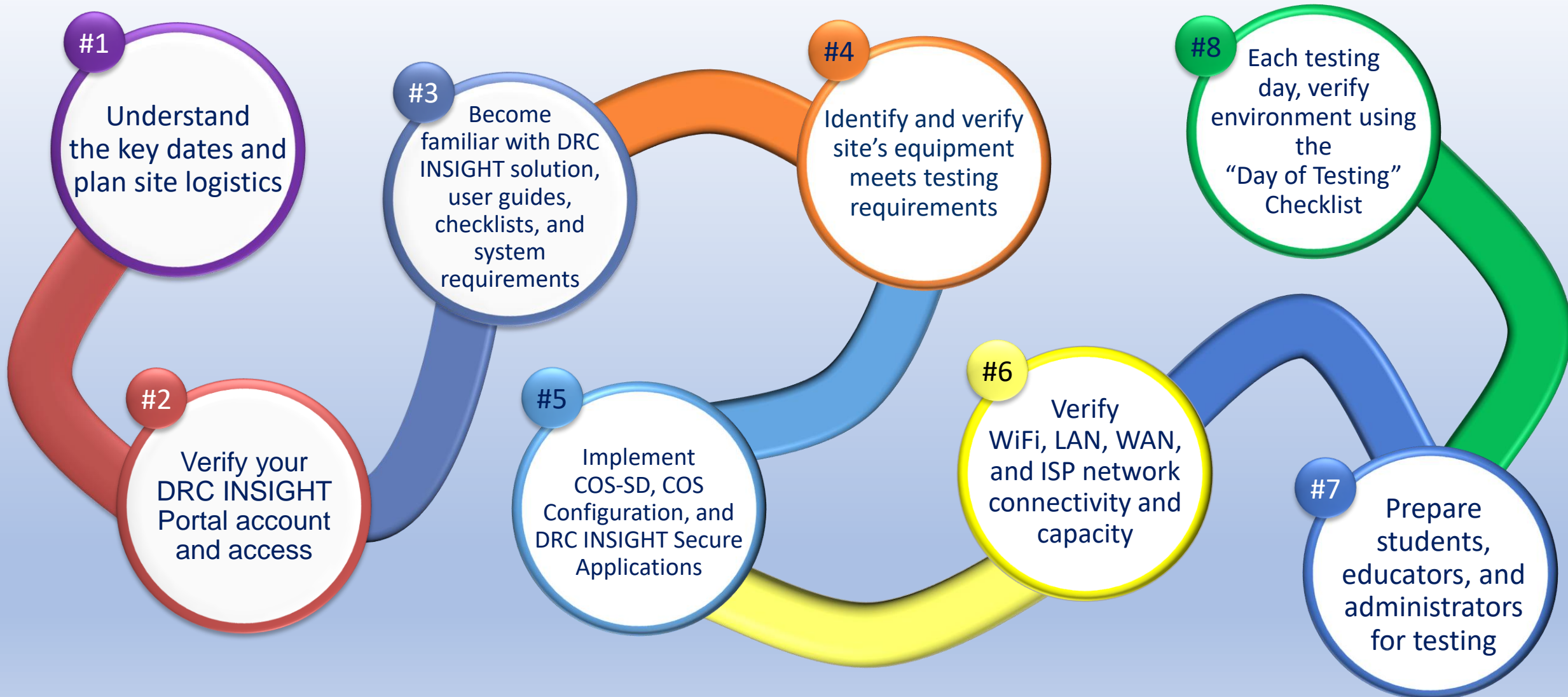
If you have multiple programs within your COS configuration:

When students launch the DRC INSIGHT Secure Application, they will need to select the correct assessment program.





# Path to Successful Testing



# DRC Customer Service

- DRC Customer Service assists in areas such as:
  - Testing device and COS Service Device setup and configuration
  - Troubleshooting
  - Accessing secure documents and materials
  - Providing Username and Password resets
  - Tips for navigating the user interface

## DRC Wisconsin Forward Exam Customer Service

- Hours of Operation: 7:00 am - 5:00 pm CT
- Phone: **(800) 459-6530**
- Email: [WIHelpdesk@datarecognitioncorp.com](mailto:WIHelpdesk@datarecognitioncorp.com)

### DRC WIDA Customer Service

Phone: (855) 787-9615

Email: [wida@datarecognitioncorp.com](mailto:wida@datarecognitioncorp.com)

# DPI Office of Educational Accountability

## General Assessment and Policy Questions

### **Alison O'Hara**

Forward Program Manager

(608) 266-5182

[Alison.Ohara@dpi.wi.gov](mailto:Alison.Ohara@dpi.wi.gov)

### **Jennifer Teasdale**

Education Program Specialist

(608) 266-5193

[Jennifer.Teasdale@dpi.wi.gov](mailto:Jennifer.Teasdale@dpi.wi.gov)

## A Smooth Testing Experience

DPI and DRC are committed to ensuring a smooth testing experience for district and school technology staff, test administrators, teachers, and, most importantly, students.

Should you encounter any issues before or during testing, please don't hesitate to reach out to the DRC Customer Service and/or DPI.