Online Assessments 2018 -- DRC INSIGHT
Lessons Learned, Tips & Troubleshooting

Assessment Update 03/08/2018

Description	What to Do
What do I do if the students are unable to login and an internet connection error appears?	1. Check the TSM to ensure that it is turned on and connected to the network. If the TSM is not on, power it on and login using your Windows login credentials. The Test Site Manager application will start on its own. 2. If connectivity is still not found, contact Assessment Support.
What should I do when the Student is unable to login with their test ticket?	Verify that the following have been entered correctly: • Student Username and Password identified on the test ticket. • Check that there are no extra spaces or characters, particularly before and after the actual username and password. • Verify with the Testing Coordinator that the printed test ticket matches the ticket information in eDirect.
What do I do if a student starts the test and has the text-to speech designated support but sound doesn't work later on within the test? What do I do if the sound isn't working for listening items?	Pause and exit the test. Verify that the headphones are plugged into the correct outlet on the computer. Attempt to test the headset outside of the software to confirm if it is hardware or volume control issue and then relaunch the software. **Note:** Best practice is to plug in the headphones prior to starting the Insight browser.
What should I do if a student gets automatically logged out while testing?	After 30 minutes of inactivity the Insight secure browser will automatically exit a student from the test. The student should return to the login screen and re-enter his/her login information using the same test ticket. *Student progress is saved to the TSM. If the student logs into a different computer, he/she may need to wait 15 minutes to log back into the test.*
What should I do if the student computer freezes or a white/gray screen appears without content?	If you cannot close the browser, try **[Ctrl] + [Alt] + [Delete]** and restart the computer. If this occurs, it is typically due to overloaded access points or poor communication between the TSM and the Insight browser as the student computer is attempting to pull content from the TSM and the network is preventing them from doing so (traffic, switch, etc.).
What should I do if a keyboard freezes while the student is testing?	Occasionally, a student will accidently touch the touchscreen, click somewhere outside the text box, or slightly touch the touchpad on the laptop. These actions may appear to disable the text box. Check to ensure that a cursor is flashing in the text box. 1. Cursor is not flashing— click inside the box. 2. Cursor still does not appear—exit the browser and have the student re-login; the computer may need to be restarted.
What should we do if a student is testing and their laptop (wireless device) it shuts down because the battery runs out?	If the battery is about to run out or the device powers down, immediately plug the device into a power source and resume the test on the same device. The student may need to wait 15 minutes before the test may be resumed and responses transmit. Monitor the battery life in laptops and wireless devices used for testing. Do not allow devices to run out of battery while student is testing and do not change devices where possible.

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What should I do when a student may not progress after typing a response?	Ask the student to look for possible quotation marks or special characters. These characters are not allowed for all questions and must be removed in order for students to progress to the next question. If a student must use quotation marks, they may substitute the single quotation mark.
What should I do if a student cannot progress to the next question because the **Next** button is grayed out?	This is not a technical error. The student has not completed all the tasks required to answer the question. **SAY:** *Reread the question and make sure you selected or entered a response.*
What should I do if a student is typing and finds himself/herself in overtype mode?	This error has occurred in previous years and may have been corrected for the spring 2018 administrations. • If this error occurs in a Performance Task, once toggled on, the Overtype Mode does not go away unless that option is un-toggled. This must be done on a question that provides extra tools. Instruct students to navigate to this type of question and press the INSERT key to turn off the Overtype Mode. • If this error occurs in the CAT test, the student may need to pause and exit the test, login into a ***practice performance task*** and toggle the overtype mode to off.
How do I properly exit a test? *Except for a break between days on the CAT tests, students must be supervised throughout the completion of each section of a test…start to finish.*	**In some situations, it may be appropriate to pause and exit a test.** Students **Pause** their test and then select the **Exit** button. If the student is able to return on the same day, use the same test ticket. If the student will resume on another day, they will also use the same test ticket.
How does the Pause function work? *Except for between day breaks on the CAT tests, students must be supervised throughout the completion of each section of a test.*	Once a student clicks on this button, the test questions are removed from the screen, and a countdown beginning with 20 minutes appears on the screen notifying the student of the time left before the system automatically exits the test. • When a student resumes the test after a pause, all answer choices that have been selected and all responses that have been typed or recorded prior to pausing will be saved. Students will continue where they left off. • If the test is not resumed within the 20 minutes, the student must log back in to the Insight browser to finish the test. *Depending on the specific test, students will be able to return to previous questions. See specific manual for further details.* **Note:** Except for between day breaks on the CAT tests, students must be supervised throughout the completion of each section of a fixed-form test, from start to finish (Performance Task, Science, EOC).

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What should I do if there is a loss of internet connectivity? *Contact Assessment support for guidance prior to releasing any students.*	If internet connectivity is lost during testing, the student can continue testing without any interruption. The TSM automatically stores student responses. Once the internet connection is restored, the TSM will transmit the stored responses to DRC for scoring. If internet connectivity is lost during the test, a warning message will display to indicate that there may be unsent responses saved in the TSM and inform students of the lost connectivity. • The stored responses will attempt to transmit every 15 minutes; however, in some cases, you may need to contact Assessment Support to have them transmit the responses manually (rare cases). • If a student continues testing despite lost connectivity, that student should NOT log in to another device to complete testing or to submit a completed test.
What should I do if a student must be moved to another device due to technical issues NOT related to loss of internet connectivity?	If a student experiences technical issues or any other issues such as a distraction, the student should pause the test until the issue can be resolved. In the case that an issue cannot be resolved, the student may be moved to another desktop or laptop if one is available. The Test Administrator should instruct the student to exit the test before logging in to another device. • Click the Pause button • Click the Exit button and confirm by clicking the Yes, Exit button This will exit the student from the test and allow him or her to log in at a different device using the same login information. The student's answer choices, typed responses, or recorded responses will be saved to the TSM. The student will start the test where he or she left off. *When a student logs into a different computer, he/she may need to wait up to 15 minutes to log back into the test.*
What should I do if I need to move a student to another computer and I receive an error message that there are unsent test responses?	There are two options: • Wait 15 minutes for the TSM to automatically transmit responses on the original computer, or • In rare cases, contact Assessment Support to manually transmit responses from your site TSM A student will not be able to login and test on another computer if there are unsent test responses from a previous login.
What should I do if the sound is not working?	To ensure that the sound will work properly during testing, it is good practice to plug in the headphones prior to launching the Insight Browser. Why? When the sound check occurs and headphones are plugged in at that point or after launching the browser, the audio properties window may open in the background, disabling the sound until it is closed. If sound issues persist, test the sound outside of the Insight browser, such as with a YouTube video. The volume may need to be adjusted. Once the sound is verified, start the Insight browser.