



Dear ELACs and LAS Links Lead Information Technology Coordinators,

Due to a very small percentage of students having difficulty moving beyond Item 24 on the listening subtest in Grades 6 - 8, we investigated and found that some staff or students may have altered the magnification settings on Chromebooks. The DRC test delivery system requires the native magnification setting of 100% to be utilized during testing. In these cases, the Chromebook magnification being set **above 100%** during testing causes the necessary content to drop off the bottom of the displayed screen, therefore the Play button to listen to the audio prompt is not visible or accessible.

To avoid difficulty moving through the listening subtest, it is strongly recommended that student Chromebooks are set to the native magnification of 100% by simply pressing and holding [Ctrl + Shift + 0] just prior to opening DRC INSIGHT.

If further assistance or guidance is needed, reach out to the LAS Links Help Desk.

**LAS Links Help Desk**

Phone: 866-282-2250 Option 2

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