



DRC INSIGHT™ Technology Training LAS Links Lead Information Technology Coordinators Connecticut English Learners Assessments

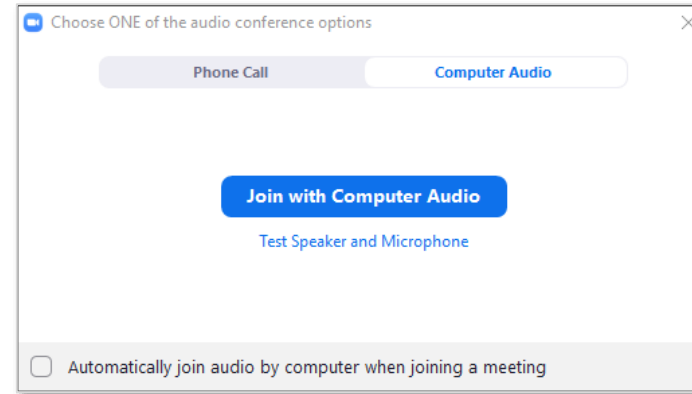
November 2023

DRC INSIGHT™ Technology Training

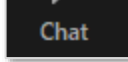


Connecting to Audio

- Call in using your computer audio (preferred) or through your phone
- Your audio has been Muted on entry
- Remain muted during the training

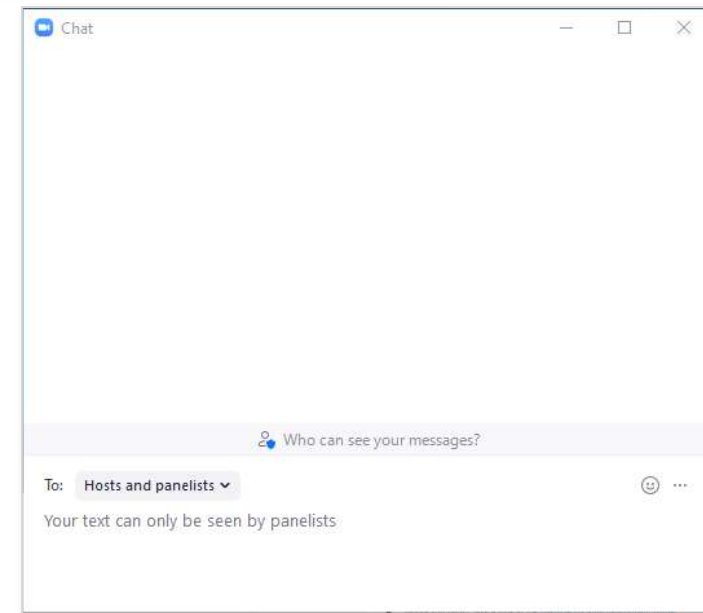


Asking Questions

- Use chat for questions 
- Send them to "Hosts and panelists"
- We will pause during the session to answer the questions in the chat and there will be Q&A time at the end of the presentation

Accessing This Presentation

- These slides and a recording of this session will be posted on the Connecticut DRC LAS Links Website <https://laslinks.com/connecticut-information/>



CSDE EL Team Contact Information



Abe Krisst

Bureau Chief Performance Office

Abe.Krisst@ct.gov

Cristi Alberino, Ph.D.

- Smarter Balanced Interim and Summative, LAS Links, Appeals
- 860-713-6862

Cristi.Alberino@ct.gov

Megan Alubicki-Flick, Ph.D.

- Grants, PD, CELP Standards
- (860) 713-6786

Megan.Alubicki@ct.gov

Katherine Seifert

- Special Populations
- 860.713.6722

Katherine.Seifert@ct.gov

Michael Sabados, Ph.D.

- Accountability, EdSight and Reporting
- (860) 713-6856

Michael.Sabados@ct.gov



Topics

- Key Dates
- What's Changing and What's Not
- DRC INSIGHT Solution Overview
- DRC INSIGHT System & Network Requirements
- DRC INSIGHT Technology Setup
- Support and Troubleshooting Resources
- Questions and Answers

Key Dates



Key Dates

Date	Item
November 30	<ul style="list-style-type: none">• Repeat of this Technology Webinar Training
January 2 – March 1, 2024	<ul style="list-style-type: none">• 2023-24 LAS Links Test Window
December 4	<ul style="list-style-type: none">• ELACs receive access to the LAS Links DRC INSIGHT Portal
December 4	<ul style="list-style-type: none">• Districts begin entering student accommodations in the DRC INSIGHT Portal

What's Changing and What's Not



What Has Changed and What Has Not

What Has Been Updated

- Supported operating systems – see System Requirements
- DRC INSIGHT Secure Applications updated to version 14.x
- Security updates released in June require admin rights to update Windows, MacOS devices
 - This change only applies to sites that manually update the browser on each machine after launching the DRC INSIGHT Secure Browser.
 - If your site uses deployment software for updates, you are unaffected since an Admin user handles the deployments.
 - Previously, users, including students, could initiate an update by clicking the Upgrade button on a device for sites that manually updated testing devices after launching the DRC INSIGHT Secure Browser.



What Has Changed and What Has Not (cont.)

What Has Been Updated – Cont.

- COS Service Device updated to version 7.x
 - Auto-updates, if left on overnight with an Internet connection
 - Or go into the COS Application to update manually

What Has Not Changed


- Supported Testing Device platforms – Windows, macOS, Linux, iPadOS and Chrome OS
- COS Service Device and testing device specifications
- Use the same COS Configurations and COS Org Unit ID



Solution Overview




DRC INSIGHT™ Solution Overview



English Learner Assessment Coordinator

DRC INSIGHT Portal Student and Test Setup


Test Tutorials Videos **Online Tools Training (OTT)**



Technology Coordinator

DRC INSIGHT Portal Installation and Configuration
Central Office Services (COS)
- COS Configurations
- COS Service Device

Test Tutorials Videos **Online Tools Training (OTT)**



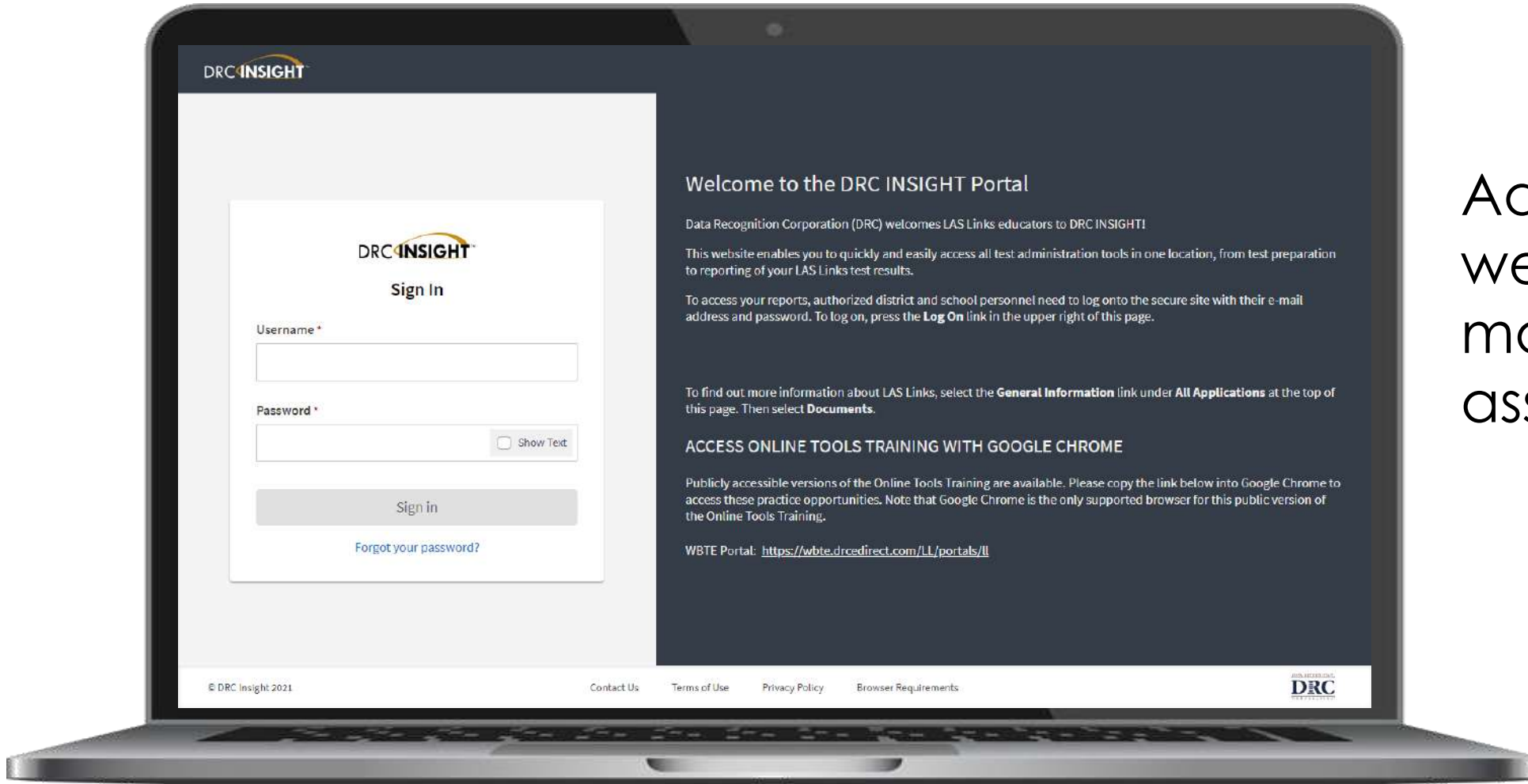
Student

Test Tutorials Videos **Online Tools Training (OTT)**

DRC INSIGHT Secure Application
- Online Tools Training
- Online Assessment



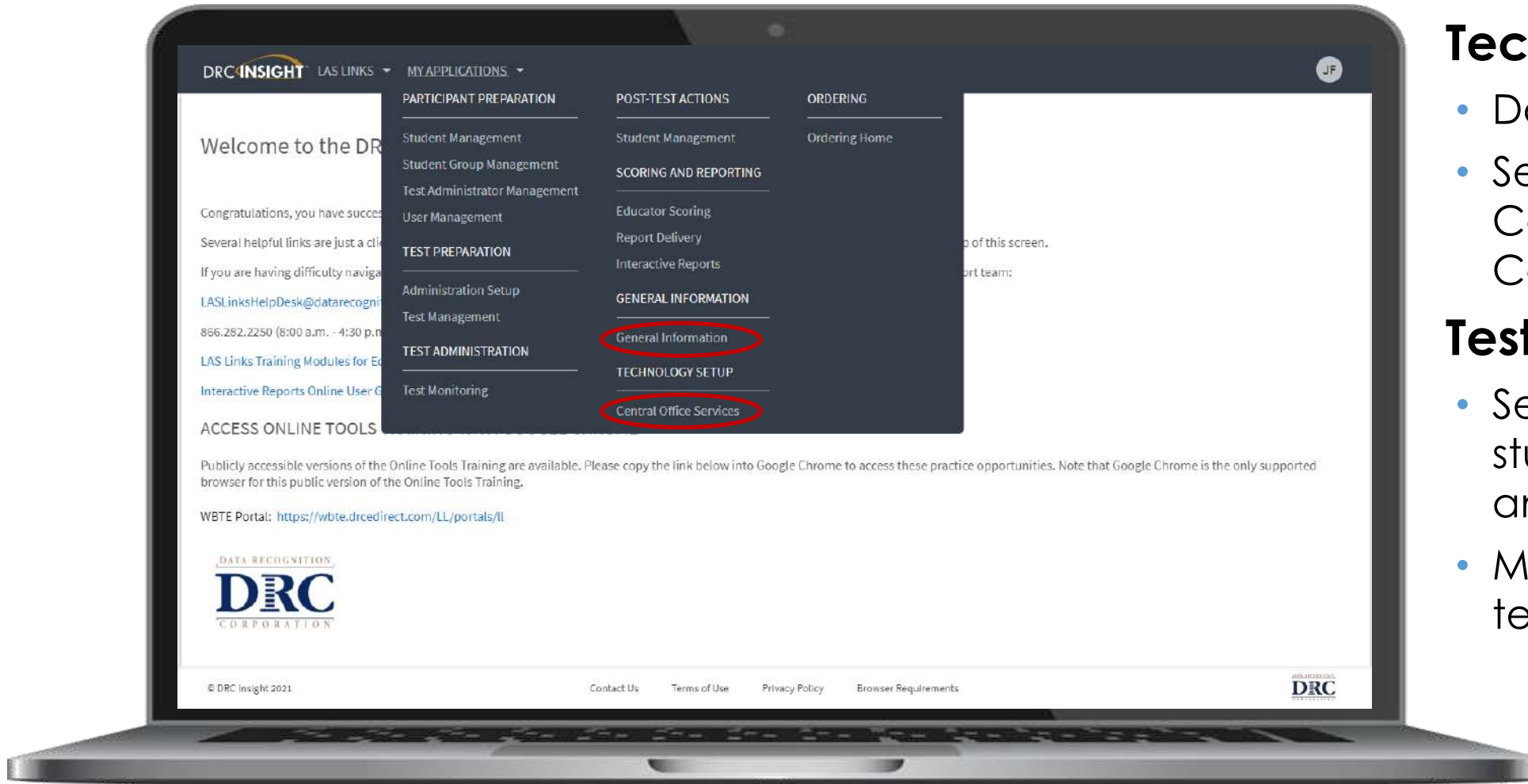
DRC INSIGHT Portal – <https://ll.drcedirect.com/>



Administrative website for managing assessments



DRC INSIGHT Portal – <https://ll.drcedirect.com/>



Technology Set

- Download installers
- Set up and manage Central Office Service Configurations

Test Administration

- Set up and manage student information and test sessions
- Manage and monitor testing



Site Installation and Support



COS Service Device



Central Office Services (COS) Service Device for local content hosting

Testing Devices



DRC INSIGHT Secure Application is installed on testing devices to ensure a secure testing experience

- User-friendly installation wizards
- No reliance or dependencies on third-party software
- No conflicts with other software running on devices
- Software automatically updates



DRC INSIGHT Secure Applications Overview

- Installed on testing devices to help provide a secure testing experience

Windows, macOS, and Linux Installer

Available in the DRC INSIGHT Portal under the Downloads tab in General Information



iPadOS, Chrome OS device, and Windows 10 in S mode Installer

Available in Apple's App Store, Google Play, and Microsoft Store

- For iPads, the installer is only available in the App Store directly to the device or downloaded and deployed using a Mobile Device Manager (MDM) solution
- For Chrome OS, the installer is only available via a URL link to the Google Play store and deployed using the Google Admin console
- Windows 10 in S mode installer is only available in the Microsoft Store directly to the device

COS Service Device Overview

Activity 1



- Content Hosting service
- Installers are on DRC INSIGHT Portal Downloads page
- Auto-updates to new version
- Pool of COS Service Device delivers basic load balancing



Why Use a COS Service Device?

- Provides additional test security
 - Requires testing device to have the same network connection during the assessment
- Hosts testing content closer to the student
- Reduces wide-area network and/or Internet bandwidth
- Offers more consistent experience across sites
 - Especially for assessments with audio, images and video
- Addresses equity concerns around delivering equivalent student experiences

DRC INSIGHT System and Network Requirements



System Requirements



DRC INSIGHT Device Hardware Requirements

Testing Devices

Hardware Requirements

These hardware requirements apply to all device types and operating systems unless noted.

- **Processor**
 - iPad – N/A
 - Minimum – CPU benchmark rating of 600*
 - Recommended – CPU benchmark rating of 3000* or higher
- **Available Memory**
 - Minimum – 2 GB RAM
 - Recommended – 4 GB RAM or higher
- **Available Disk Space**
 - Minimum/Recommended – 1 GB
- **Screen Size** – Required – 9.5" or larger
- **Actual Screen Resolution** – 1024 x 768 or better
- **Scale/Display Size** – 100%
- **Network Connection** – Wired or wireless network connection – 3 Mbps or better
- **Internet** – Required
- **Power Supply**
 - Minimum – Battery powered devices, a fully charged battery with a two-hour life
 - Recommended – Device plugged into a power supply

COS Service Device

Hardware Requirements

These base hardware requirements apply to all device types and operating systems.

- **Processor**
 - CPU benchmark rating of 3000 or higher*
- **Available Memory**
 - 4 GB RAM or higher
- **Available Disk Space**
 - Minimum – 10 GB
 - Recommended – 20 GB or more
- **Network**
 - Connected to the network through a wired connection

*A processor's CPU benchmark rating is based on a common set of factors used by PassMark Software to assess relative processor performance. Processors with the same CPU benchmark rating will perform at relatively the same level.

- Use the link www.cpubenchmark.net/cpu_list.php for a searchable list of processors with their benchmark ratings and other information.
- To determine processor capability on a macOS device, Open a Terminal Window and run the following command:
`sysctl machdep.cpu.brand_string`

- Detailed system requirements for DRC INSIGHT Online Testing
- Updated System Requirements posted to the DRC INSIGHT Portal June 30
- Updated three times during the year
 - June – Upcoming year's specifications
 - October – Operating System updates
 - February – Operating System updates



System Requirements

DRC INSIGHT Operating System Requirements

Testing Devices

- Testing Devices are supported on the following operating systems:

- ChromeOS
- 64-bit Windows
- 64-bit macOS
- iPadOS
- 64-bit Linux

COS Service Device

- COS Service Device software is supported on the following operating systems:

- 64-bit Windows
- 64-bit macOS
- 64-bit Linux

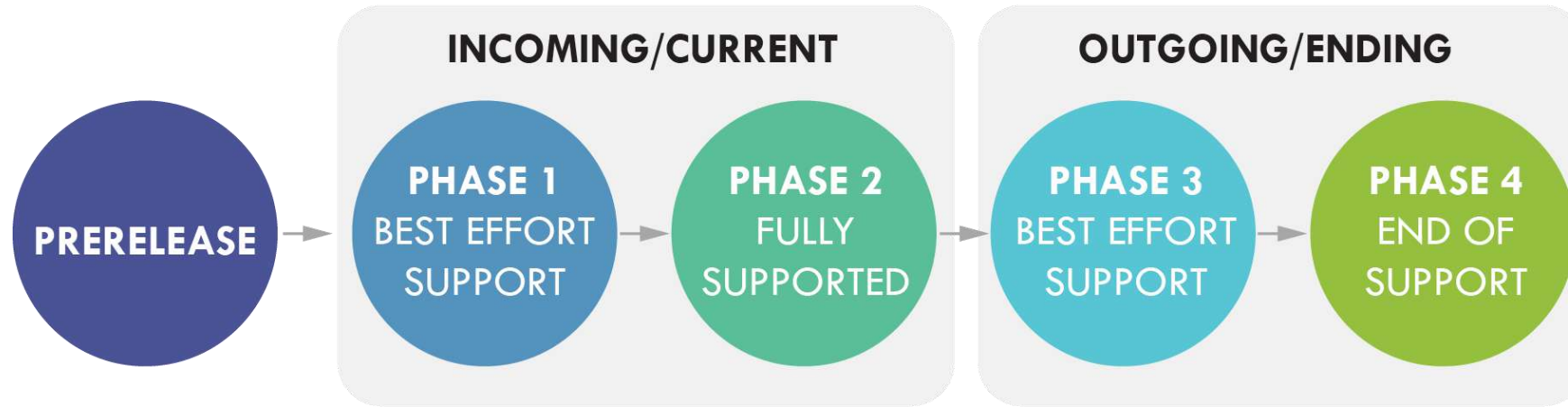
- COS Service Device software **cannot** be installed on an iPadOS or Chrome OS device.

Note: iPadOS and Chrome OS testing devices that have the DRC INSIGHT Secure App installed on them can be associated with any COS Service Device, regardless of its operating system. For example, an iPad or Chrome OS testing device can connect to a Windows, macOS, or Linux COS Service Device.

- DRC INSIGHT Secure Applications are supported on Windows, macOS, Linux, iPadOS, and Chrome OS Operating System devices
- COS Service Devices are supported on Windows, macOS, and Linux devices

- **Note:** Any testing device operating system type can connect to any COS Service Device operating system type; the two operating system types do not need to match

Change Management—Operating Systems Support



- **Prerelease: Beta Channel**
 - Regression testing of beta release about 2-4 weeks before OS release
- **Phase 1: Best Effort Support for Vendor Recently Release Versions**
 - Additional rounds of regression testing to verify actual production release
 - Troubleshoot any issues to resolution
- **Phase 2: Fully Supported**
 - Fully tested and certified with full support if any issues are uncovered
- **Phase 3: Best Effort Support for Vendor Recently Unsupported Versions**
 - Assistance troubleshooting issues as best we can without a guaranteed resolution
- **Phase 4: End of Support**
 - DRC cannot offer any level of support for our software on this version and may restrict its use



Operating System Version Support



DRC INSIGHT Operating System Requirements

Supported Operating System Versions

See [DRC's Operating System Support Policy](#) for information on DRC support by phase.

Phase 1 Best Effort Support

- Currently no operating systems

Phase 2: Fully Supported

Unless otherwise stated, the most **current version** of the operating system is included in under full support.

Windows (1)(2)

- Windows 8.1
- Windows 10 (3)(4)
 - Versions 20H2, 21H1, and 21H2
- Windows 10 in S mode
- Windows 11 (3)(4)
- Windows Server 2012 R2
- Windows Server 2016
- Windows Server 2019
- Windows Server 2022

iPadOS (5)

- iPadOS 14.x
- iPadOS 15.x

Chrome OS

- Chrome OS current stable channel (6)(7)(8)

macOS (9)

- macOS 10.15
- macOS 11.x
- macOS 12.x

Linux (9)

- Ubuntu 18.04 LTS version with Gnome Shell
- Ubuntu 20.04 LTS version with Gnome Shell
- Ubuntu 22.04 LTS version with Gnome Shell

Phase 3: Best Effort Support

- Currently no operating systems

Note: DRC recommends using operating system levels that are Fully Supported. When End of Support occurs during a typical testing cycle, DRC will continue to provide Best Effort Support until the testing cycle ends. DRC recommends that sites upgrade to a fully supported level before the testing cycle begins.

Phase 4: End of Support

- Currently no operating systems

Operating System Notes

- (1) DRC does not offer support for Windows versions under Microsoft's Long-Term Servicing Channel (LTSC).
- (2) DRC does not support high contrast mode for Windows Devices.
- (3) DRC fully supports the most recent version of Windows 10 and Windows 11 available for the Semi-Annual Channel servicing options within 90 days of public availability of the new version. DRC will offer Best Effort support for previous versions of Windows 10 and Windows 11 available for the Semi-Annual Channel servicing options that Microsoft maintains support for with servicing updates. For details, see the Windows 10 and Windows 11 version support website and support.microsoft.com/en-us/help/13853/windows-life-cycle-factsheet.
- (4) DRC currently supports the Home, Pro, Enterprise, and Education editions of Windows 10 and Windows 11.
- (5) See iPadOS Support section below.
- (6) See Chrome OS Support section below.
- (7) DRC offers Best Effort Support for unmanaged Chrome OS devices (the DRC INSIGHT Secure App for Chrome OS was manually installed) that meet the system device and supported operating system requirements.
- (8) DRC offers Best Effort Support for version 102 to the current stable channel level.
- (9) macOS and Linux server software are not supported.

iPadOS Support

The iPadOS release strategy provides both major and minor release versions.

- Major release versions are indicated by the number to the left of the decimal point. For example, release 14.x and release 15.x are major release versions.
- Minor release versions are indicated by the number to the right of the decimal point. For example, release 15.1 and release 15.2 are minor release versions of major release version 15.

DRC offers the following levels of support:

- **Full Support** for the most recent **major release version** of iPadOS within 90 days of public availability of the new version. During the 90 days of testing/verification, DRC provides Best Effort Support of the new major release version.
- **Best Effort Support** for **minor release versions** of iPadOS as soon as they are made available to the public and will fully support these versions as soon as DRC completes testing/verification. DRC will attempt to fully support minor release versions within 30 days of their release.

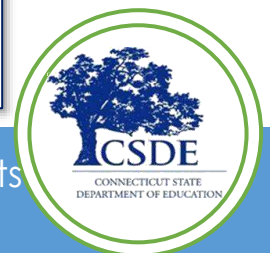
Note: DRC offers Best Effort Support for any previous versions of iPadOS for which Apple maintains support.

Chrome OS Support

DRC offers the following levels of support:

- **Full Support** for the current stable channel level.
- **Best Effort Support** for stable channel levels between level 102 and the current stable channel level.
Note: DRC offers Best Effort Support for unmanaged Chrome OS devices (the DRC INSIGHT Secure App for Chrome OS was manually installed) that meet the system device and supported operating system requirements.
- **End of Support** (no support) for stable channel levels before 102.

Check DRC INSIGHT Portal for Most Current Information





2023-24 System Requirements Updates

- No changes to Test Device or COS Service Device specifications
- Google Chrome OS v109 and above
- Microsoft
 - Windows: 8.1, 10- 20H2, 10-20H1 and Windows Server 2012 R2 are no longer supported
 - Best Effort Support for Windows 10 in S mode and Windows 10SE
- Apple
 - macOS 13 and iPadOS 16 are fully supported
 - iPadOS 14.X, 15.4.X, and macOS 10.15 are no longer supported
- Linux
 - Ubuntu 22.04 is fully supported
 - Ubuntu 18.04 is no longer supported



DRC Device Support Policy



- Full Support of DRC software on vendor-supported devices that meet device and supported operating system requirements
- Once vendor ends support for a device, DRC provides Best Effort Support for a short period before ending support
- Apple bases iPad model support on whether the model supports the latest operating system update
- All Chrome OS device support is based on Google's Auto Update Expiration (AUE) date
 - Based Chrome OS device model's first production date, **not** its purchase date; typically, 5-6 years after first production release
 - Google's Auto Update policy and the list of Chrome devices with AUE dates: support.google.com/chrome/a/answer/6220366



Chrome OS Device Support

- When AUE date is reached:
 - Operating system updates are no longer guaranteed
 - Necessary security and functionality upgrades cease
 - Availability of Google Management Console for device is suspended
- DRC offers Best Effort Support for unmanaged Chrome OS device if:
 - A supported DRC INSIGHT Secure App for Chrome OS was installed before it became unmanaged
 - Chrome OS devices meets the device and supported operating system requirements

Google Chrome OS Flex

- Chrome OS Flex is a reduced-feature Chrome operating system
- Designed for older PC and MAC hardware with limited resources
- Sites need to partner with Google for the Chrome OS Flex solution
- Chrome OS Flex is supported for testing with DRC INSIGHT if testing devices meets DRC's Chrome OS system requirements
- Sites using Chrome OS Flex should follow the DRC INSIGHT Secure App for Chrome OS installation instructions

Accessing DRC System Requirements

- Connecticut DRC LAS Links Website <https://laslinks.com/connecticut-information/>
- DRC INSIGHT Portal (<https://ll.drcedirect.com>)



DRC INSIGHT GENERAL INFORMATION

General Information | Announcements | Documents | **Downloads** | Test Tutorials

Test Setup General Information

Downloads

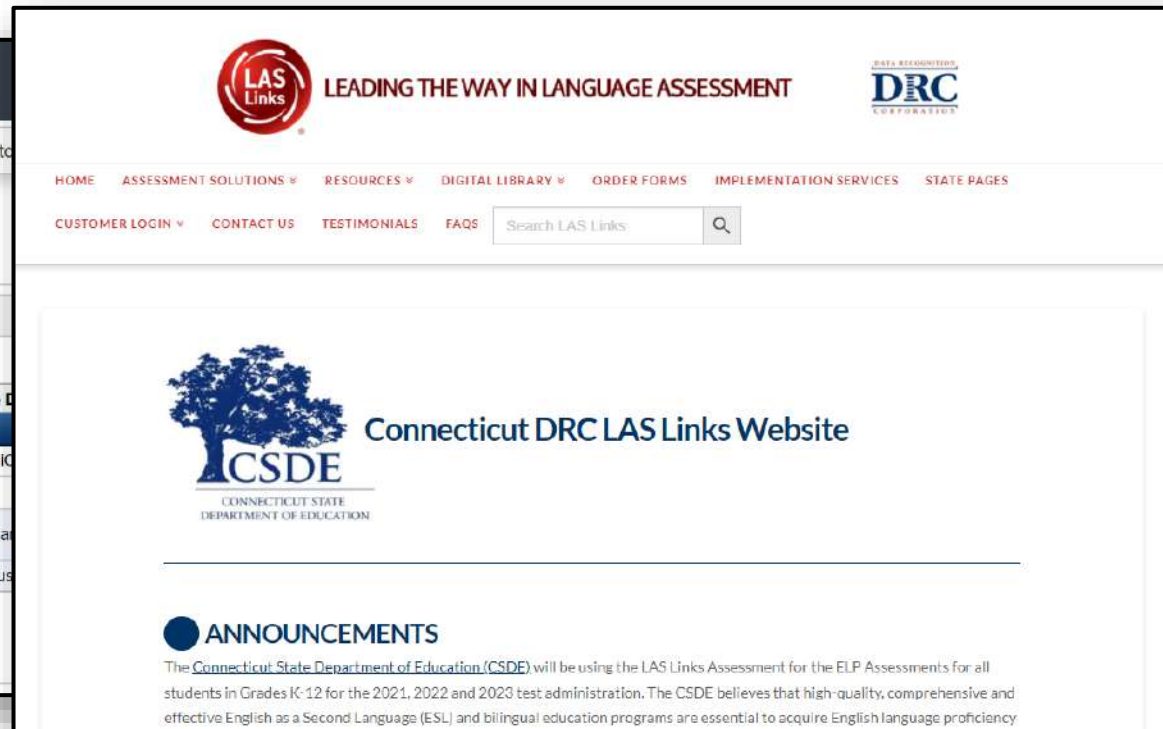
[Instructions](#)

Software Downloads

Testing Software Downloads		
Title	Platform	Operating Systems
DRC INSIGHT iPad	iPadOS/iOS	iPadOS 13.1, iPadOS 13.0, iOS 13.1, iOS 13.0
The DRC INSIGHT iPad app is now available from the Apple App Store. Search for DRC INSIGHT.		
Capacity Estimator	Excel	Microsoft Excel Excel 2007 and later

Use the installer above to download the Capacity Estimator. This tool estimates testing response times by using the Capacity Estimator.

[View System Requirements](#) [Monitor Setting Verification](#)



LAS Links LEADING THE WAY IN LANGUAGE ASSESSMENT

DATA RECOGNITION **DRC** CORPORATION

HOME | ASSESSMENT SOLUTIONS | RESOURCES | DIGITAL LIBRARY | ORDER FORMS | IMPLEMENTATION SERVICES | STATE PAGES

CUSTOMER LOGIN | CONTACT US | TESTIMONIALS | FAQs | Search LAS Links

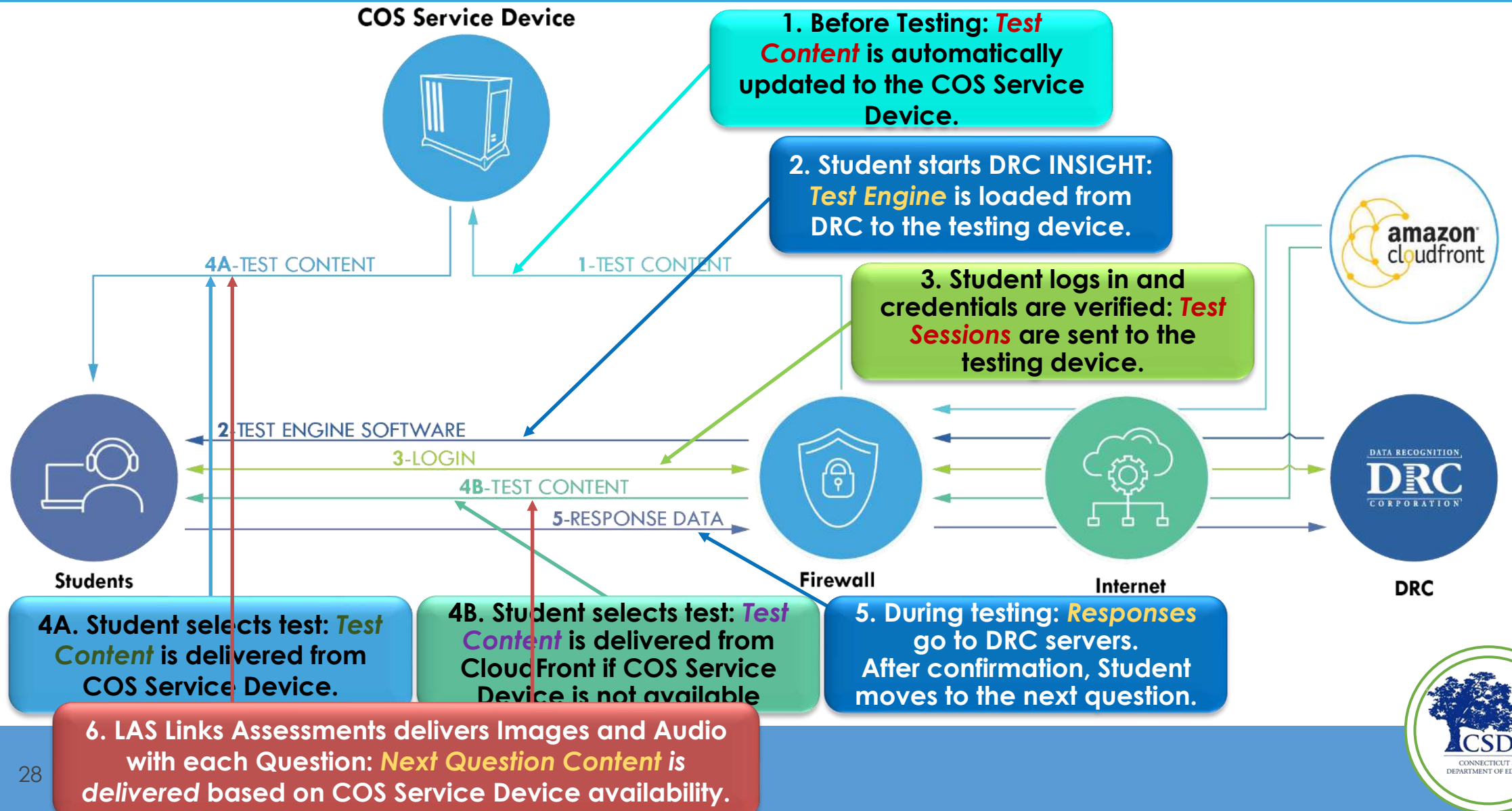
Connecticut DRC LAS Links Website

CSDE
CONNECTICUT STATE
DEPARTMENT OF EDUCATION

ANNOUNCEMENTS

The Connecticut State Department of Education (CSDE) will be using the LAS Links Assessment for the ELP Assessments for all students in Grades K-12 for the 2021, 2022 and 2023 test administration. The CSDE believes that high-quality, comprehensive and effective English as a Second Language (ESL) and bilingual education programs are essential to acquire English language proficiency.

DRC INSIGHT Testing Network Traffic



DRC INSIGHT Testing Network Traffic



	LAS Links
Test Type (Fixed Form or Computer Adaptive)	Fixed Form
Content Delivery	Delivered throughout test
Average Assessment Content Size	2-3 MB per Item
Average Response Size	< 5 KB to > 600 KB
Additional Peripherals	Headset with Microphone
Network Requirements During Test	Higher



Network Setup



- Prioritize DRC INSIGHT traffic on the network
- Ensure these URLs are allowed on all content filters, firewalls, and antivirus software (**Bold URL is new this year**)
- Wildcard *.drcedirect.com
- Port/Protocol - applies to all the URLs
 - 80/http
 - 443/https

URL Allowlist

ELL Assessments

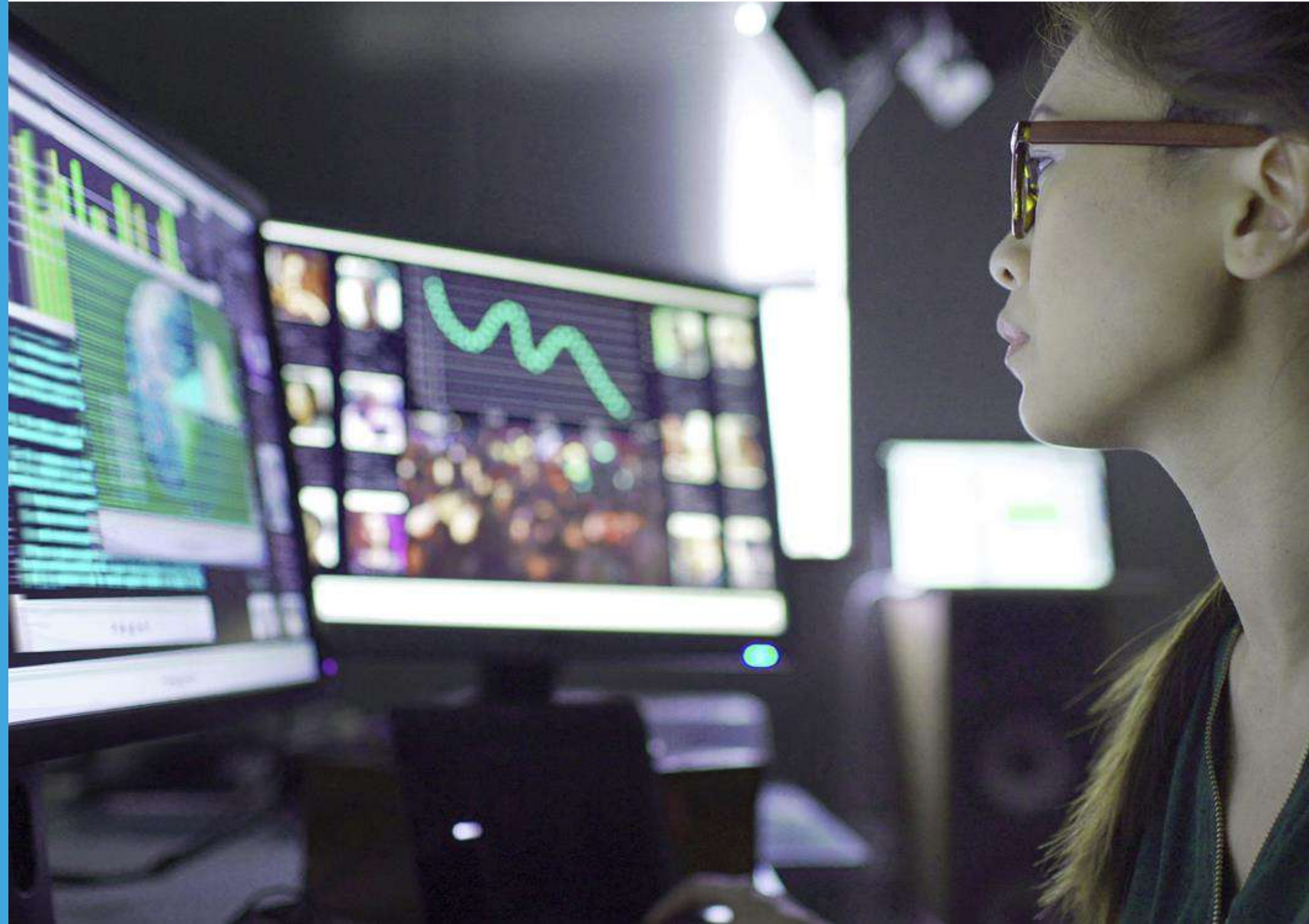
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<https://east-2-drc-wbte-prod-ll.s3.amazonaws.com>
<https://ll.drcedirect.com>
<https://ll-insight.drcedirect.com>
<https://ll-insight-client.drcedirect.com>
<https://ll-te.drcedirect.com>
[**https://eca-test-engine-service-ll.te.drcedirect.com**](https://eca-test-engine-service-ll.te.drcedirect.com)

Shared by all Assessments:

<https://api-gateway.drcedirect.com>
<https://api-gateway-cloud.drcedirect.com>
<https://cdn-content-prod.drcedirect.com>
<https://cdn-download-prod.drcedirect.com>
<https://drc-centraloffice.com>
<https://drc-wbte-prod.s3.amazonaws.com>
<https://dtk.drcedirect.com>
<https://wbte.drcedirect.com>
<https://us-east-1-content-hosting-form-locker-prod.s3.us-east-1.amazonaws.com>
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<https://www.drcedirect.com>



DRC INSIGHT™ Technology Setup

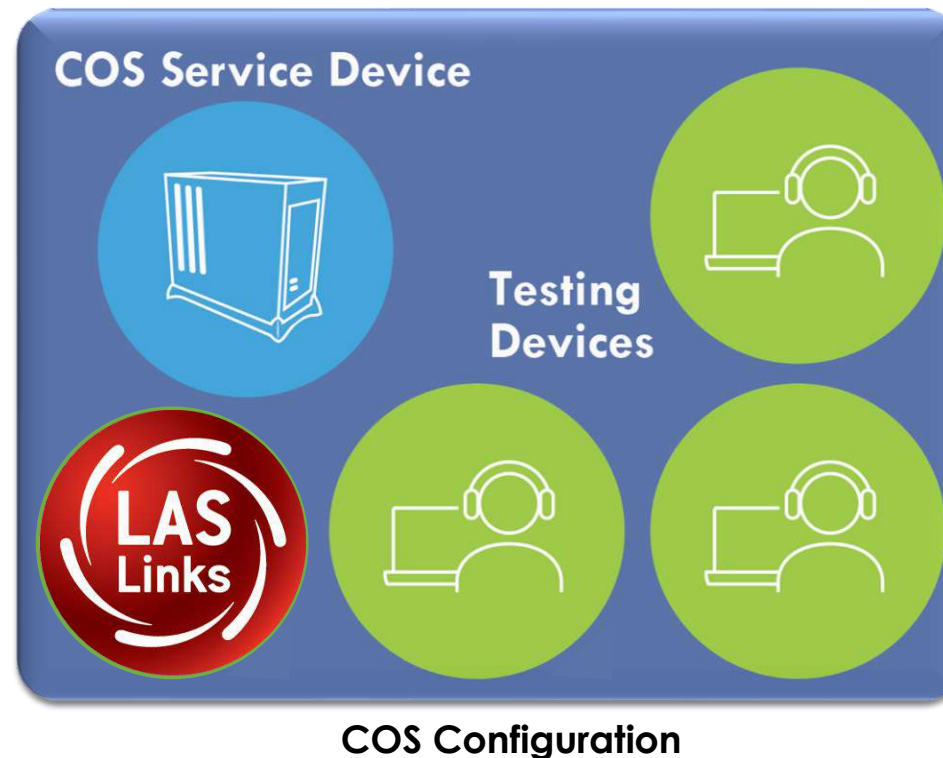


Central Office Services (COS) Application

- Use COS to create, monitor and maintain COS Configurations
- COS Configurations establish for **testing devices** the association of available **testing programs** and **where testing devices get test content**

COS Service Devices **provide** local content hosting services to the COS Configuration

If COS Service Device is not included or is unavailable for more than 4 hours, content comes from DRC



Devices with a DRC INSIGHT Secure Application are **registered** to the COS Configuration

DRC INSIGHT Technology Setup



Activity 1: Installing a New COS Service Device

Activity 2: Installing DRC INSIGHT Secure Applications

Activity 3: Managing COS Configurations



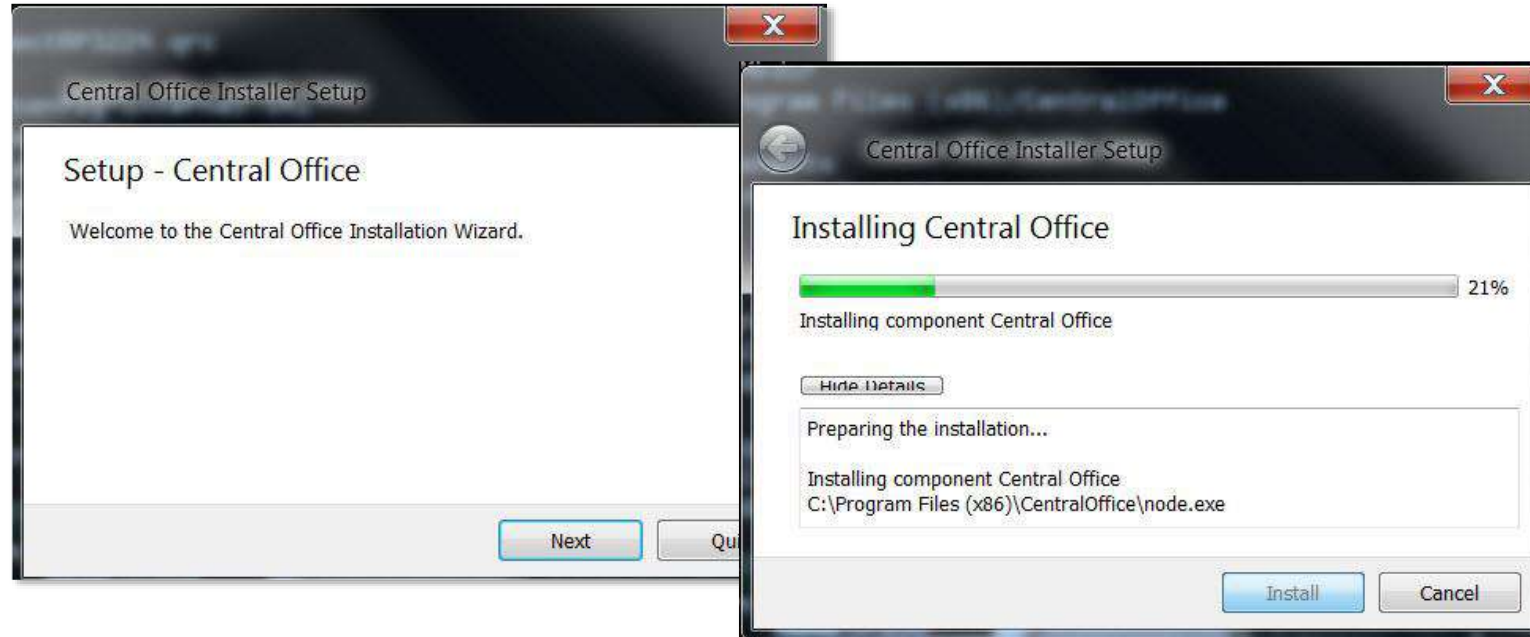
Activity 1

Install a New COS
Service Device



Installing a New COS Service Device

Activity 1

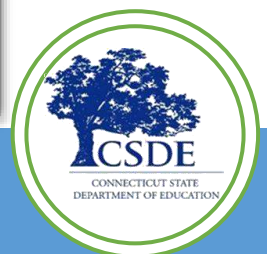
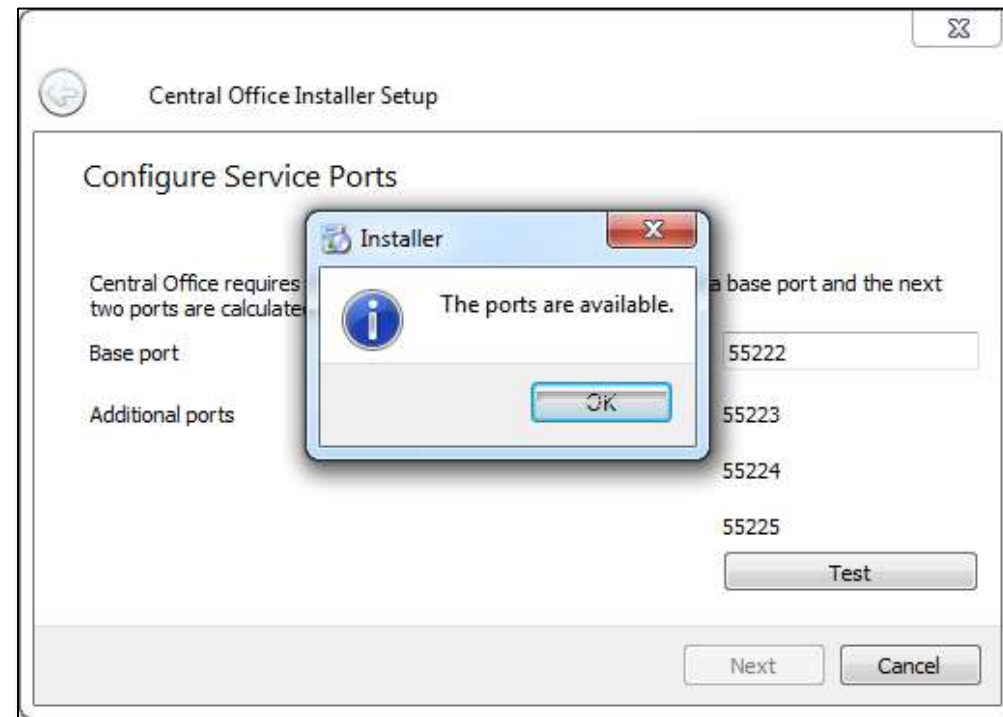


- Prepare a host machine with a supported operating system
- Download and launch the installer to begin the wizard install process
- When prompted, it is recommended to use the default locations

Installing a New COS Service Device



- Configure Service Ports
 - Specify the base port (usually the default value of 55222 will work)
 - After entering the base port, the install automatically selects consecutively numbered ports
- Test Service Ports
 - Click “Test” to verify port availability
 - Click “OK” and “Next” (or “Cancel” to exit the installation)

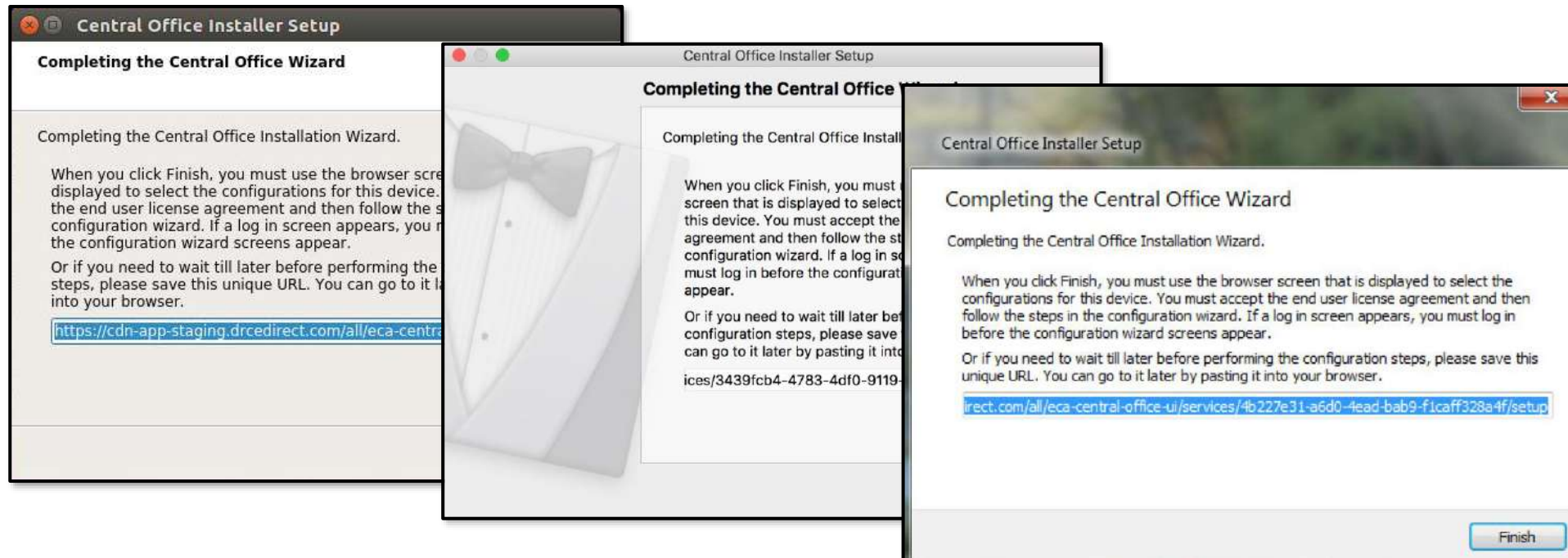


Installing a New COS Service Device

Activity 1

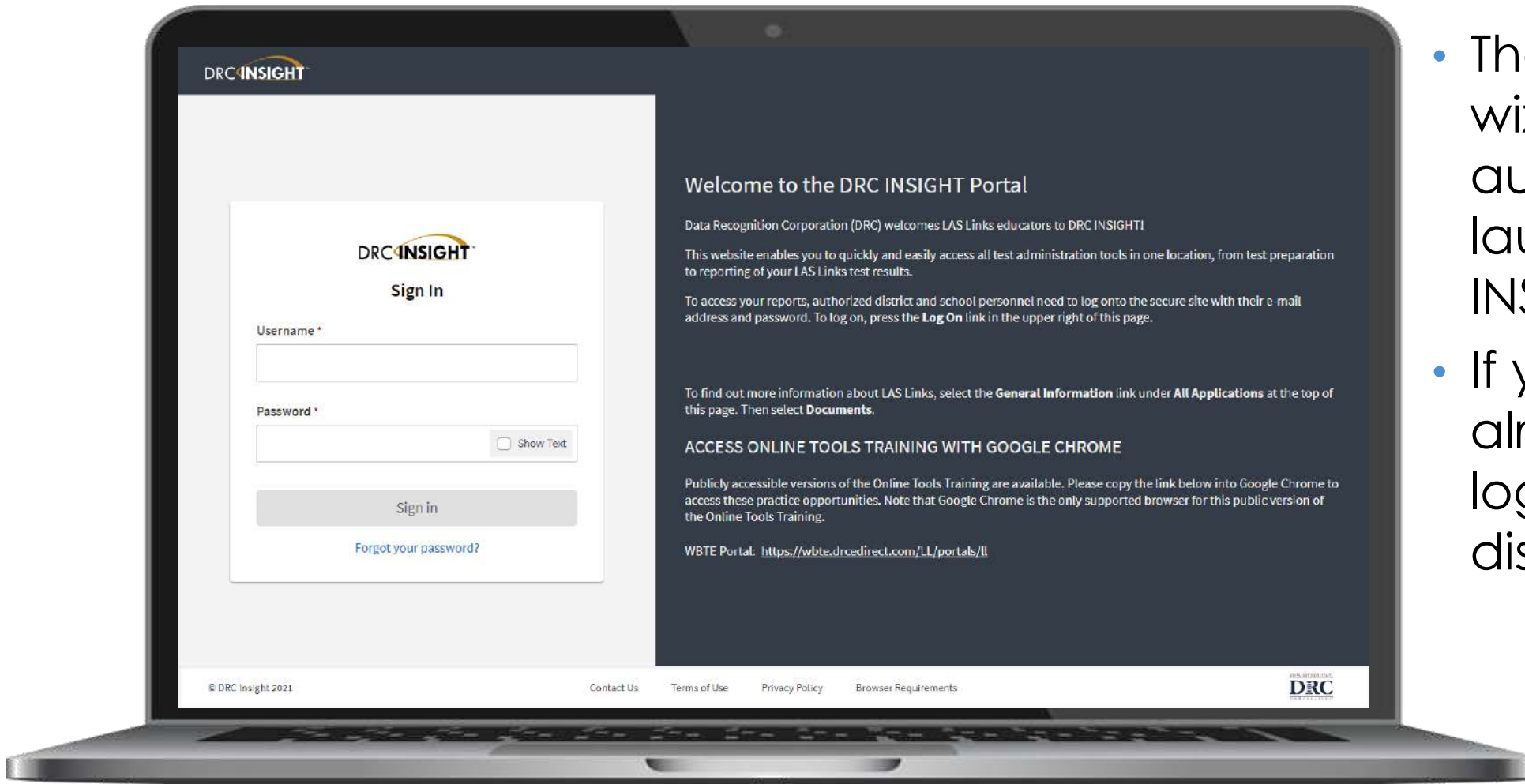


- The “Completing the Central Office Wizard” window appears
 - Save the URL that displays in this window.
 - The URL can be used to resume the process, if necessary, without re-installing the COS Service Device



Installing a New COS Service Device

Activity 1



- The installation wizard will automatically launch the DRC INSIGHT Portal
- If you are not already signed in, login window displays



Installing a New COS Service Device

Activity 1



DRC INSIGHT SHOWCASE MY APPLICATIONS

Device: 16813120-d5b1-4d05-b20c-2a00e2839baa

Configure Central Office Service

Step 1

Service Device Name

Service Device Configuration
Use Existing Configuration?

Step 2

Configuration Name*

Testing Devices Configuration
Enable Auto Updates for testing devices
Use Proxy Host

Step 3

Testing Programs (0)

Testing Program: Site:

Location

Step 4

Content Management
Enable Content Management

<input type="checkbox"/> Admin	<input type="checkbox"/> TTS/HVA	<input type="checkbox"/> VSL
--------------------------------	----------------------------------	------------------------------

Step 5

Content Hosting
Enable Content Hosting
Content Hosting is currently not available. Turn on Content Management to allow activation.

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Check this checkbox to change this page to the 2-Step process

The configuration wizard defaults to the 5-step process for creating a new COS Configuration.

Check the “Use Existing Configuration” checkbox



Installing a New COS Service Device

Activity 1



Device: 16813120-d5bf-4d05-b20c-2a00e2839baa

Configure Central Office Service

Step 1

Service Device Name 1

Service Device Configuration
Use Existing Configuration? Yes

Step 2

Link Device to Existing Configuration

2 Testing Program: 3 Site:

Searching In:

4

Selected Configuration:

Name:

Org Unit Id:

5 Complete

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Step 1: Naming the new COS Service Device

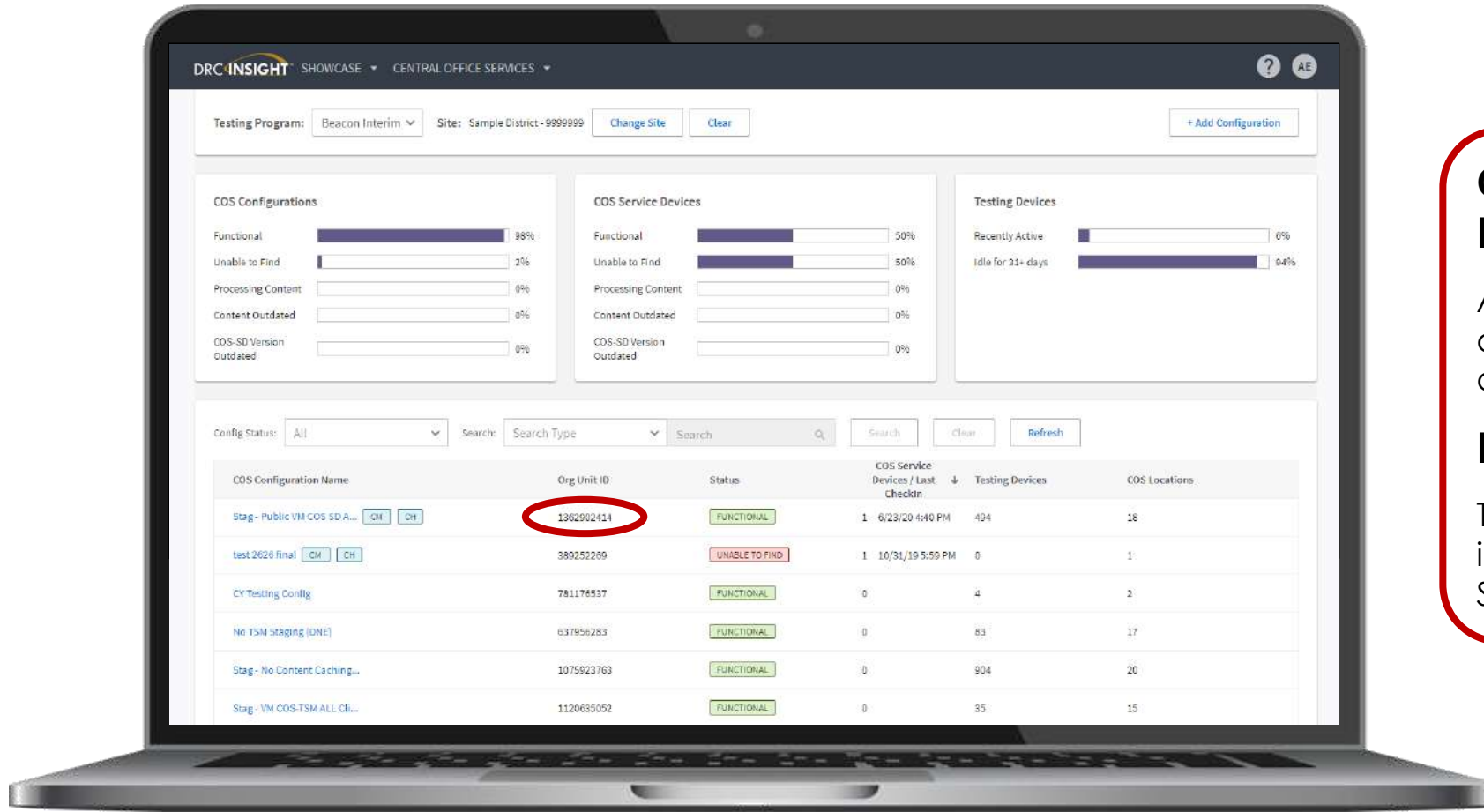
1. Give the new COS Service Device a name (3-50 characters)

Step 2: Find the existing COS Configuration to which we want to associate the new COS-SD

2. Select the Testing Program
3. Search for the Site (School or District)
4. Search for the existing COS Configuration
5. Verify the name and Org Unit ID and then click "Complete" to complete the configuration wizard

COS Dashboard

Activity 1



Central Office Services Dashboard

A new COS Configuration will appear on the COS Dashboard after about 3-5 minutes

Note the COS Org Unit ID

This will be used for manual installs of the DRC INSIGHT Secure Applications



Activity 2

Installing DRC INSIGHT Secure Applications

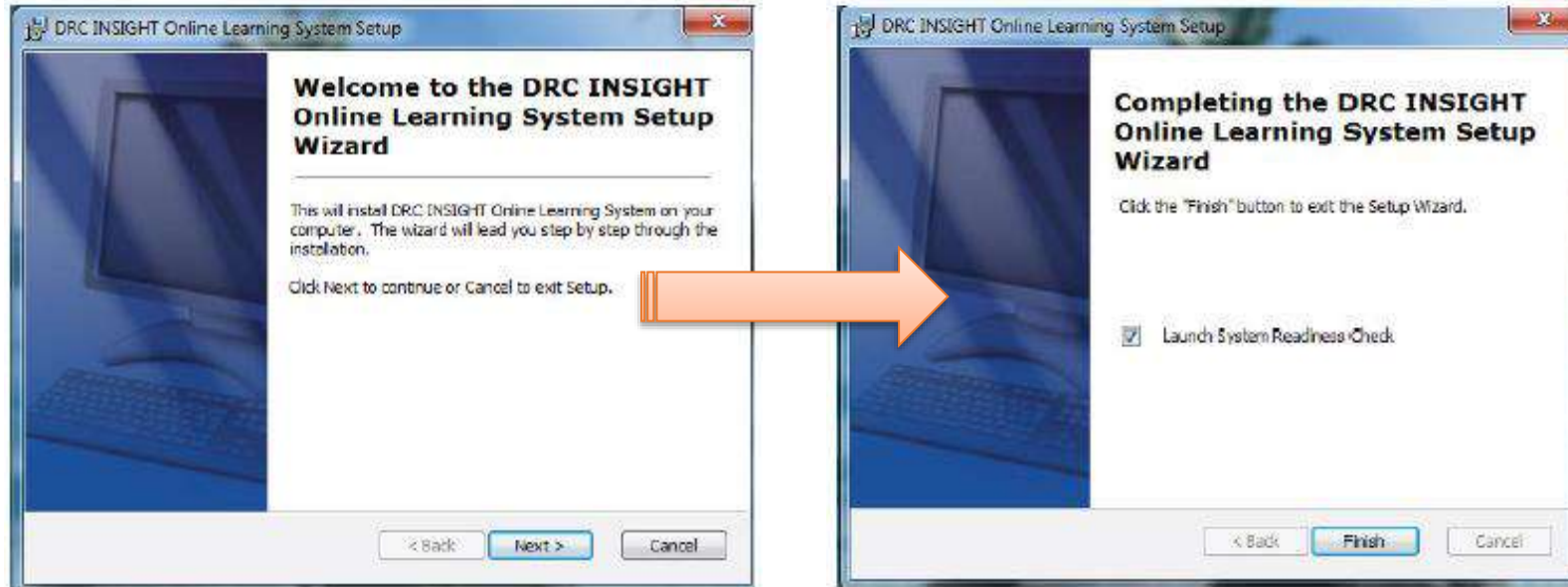


Installing DRC INSIGHT Secure Applications

Activity 2



DRC INSIGHT Secure Applications are installed on each testing device
This software can be manually installed on each testing device or using mass distribution solutions to install on a group of testing device



DRC INSIGHT System Readiness Check

Activity 2



System Information

Client Version	Configuration Source	Installation Directory	
14.0.0	Device Toolkit	C:\Program Files (x86)\DRC INSIGHT Online Assessments	
Machine Name	User Name	Operating System Level	OS Version
DRC28237	LVelhe	Microsoft (build 18362), 64-bit	10.0
Testing Device ID	Service Device ID	Content Hosting	HTTPS Proxy
CAB2F0BC-BA62-48F6-B3E7-C0BF45A1352B	E4404BBF-B243-43F9-9406-7B82A5D9D463	Yes	
COS Configuration Name	COS Org Unit ID	Location	
Luke	2089187281	Drc Use Only - Sample District N/A	

Required Test List

Status	Test Name	Details
✓	Audio Capability	Details
✓	Client Version	Details
✓	Internet Connection	Details
✓	Operating System Level	Details
✓	RAM	Details
✓	Screen Resolution	Details
✓	Service Device Connection	Details
✓	User Agent	Details

Load Results Execute Tests Test Audio Exit

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- Verifies that each testing device meets the minimum system requirements for testing
- Ensures testing device is operating properly prior to testing
- Limits delays on the day of testing



Installing DRC INSIGHT Secure Applications

Activity 2



Configuration Not Found

Please raise your hand and wait for help.

Contact your technical resource and provide them with the following information:

DRC INSIGHT cannot retrieve the configuration profile associated with this device because it cannot find the Device Toolkit ORG Unit ID. The ORG Unit ID was entered incorrectly, was deleted, or was not assigned to this device.

Click **Assign Device to ORG Unit** to enter the correct ORG Unit ID or click **Cancel** to end the process.

Assign Device
to ORG Unit

Cancel

- Launch DRC INSIGHT
- Register with a COS Configuration by clicking “Assign Device to ORG Unit”

Device Registration

1. To add the device to a Device Toolkit ORG Unit, enter the ORG Unit ID (or copy and paste it) and click **Add**.
Note: You can repeat this step if you want to access more than one testing program from this device.

2. When you are ready, click **Register** to register the device or **Cancel** to cancel the process.

1362902414

Add

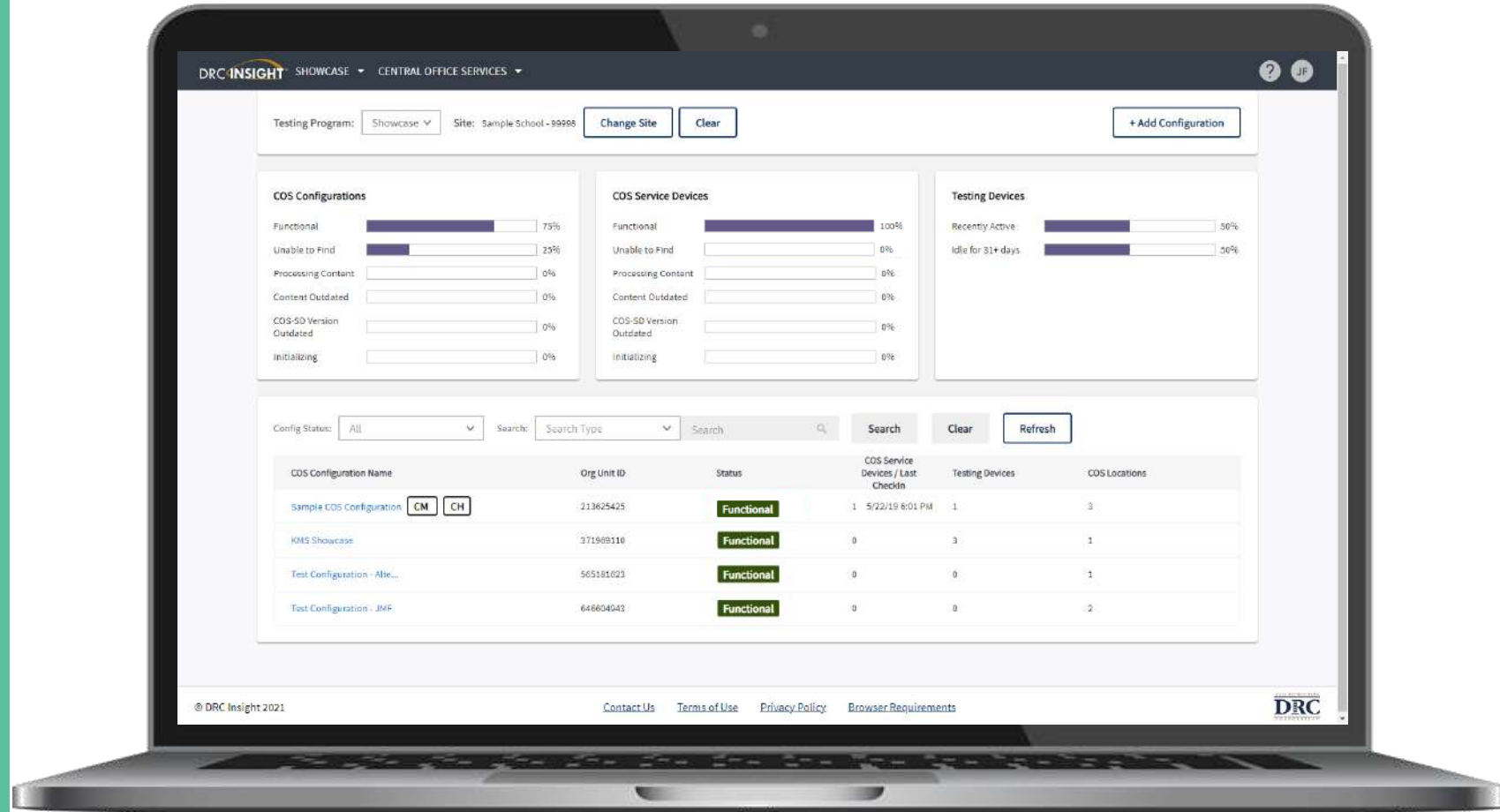
Register

Cancel

- Enter the ORG Unit ID from Activity 2 click “Add”
- After adding the ORG Unit, click “Register”

Activity 3

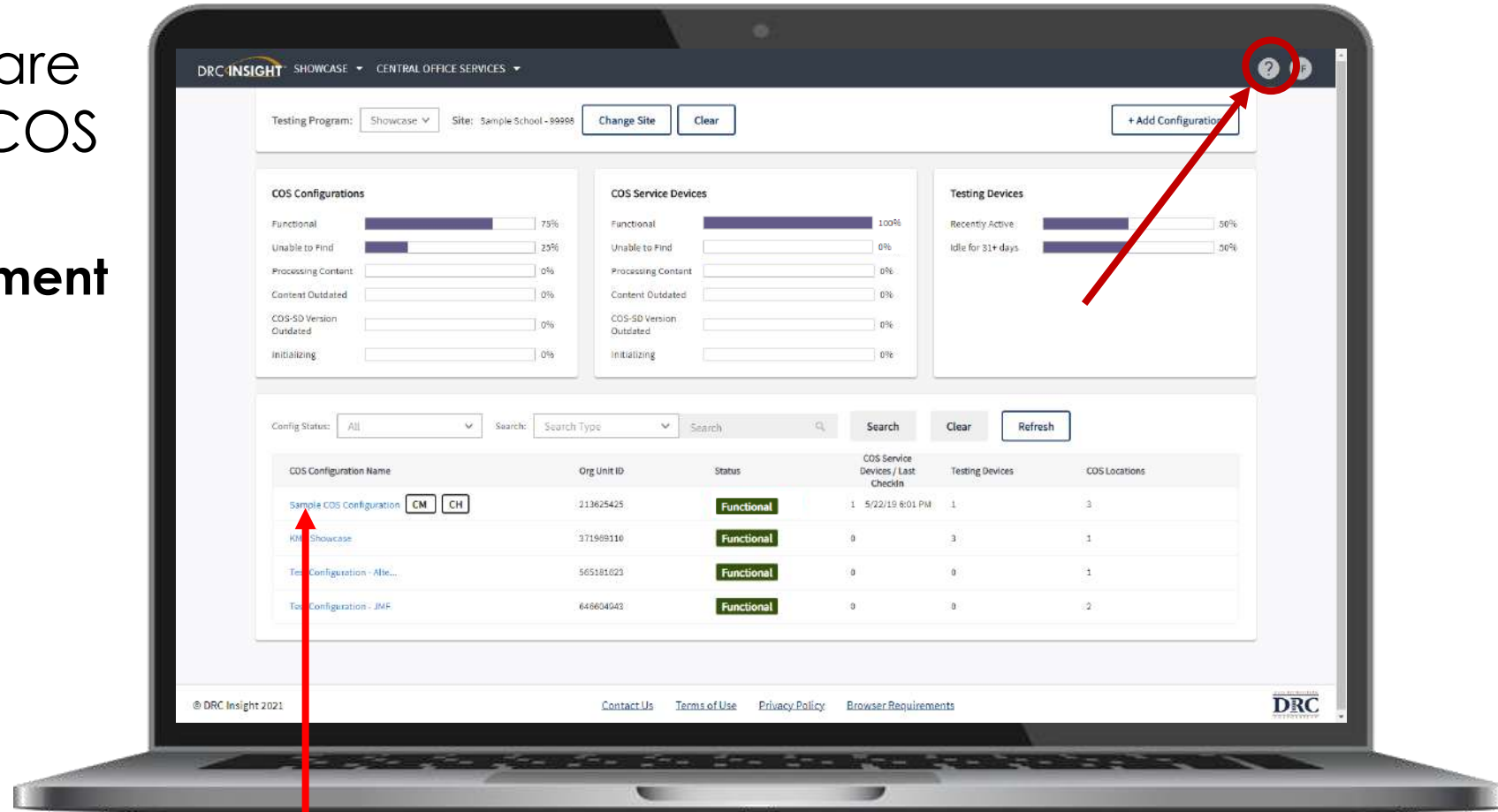
Managing COS Configurations



Managing COS Configurations

COS Configurations are managed from the COS Dashboard

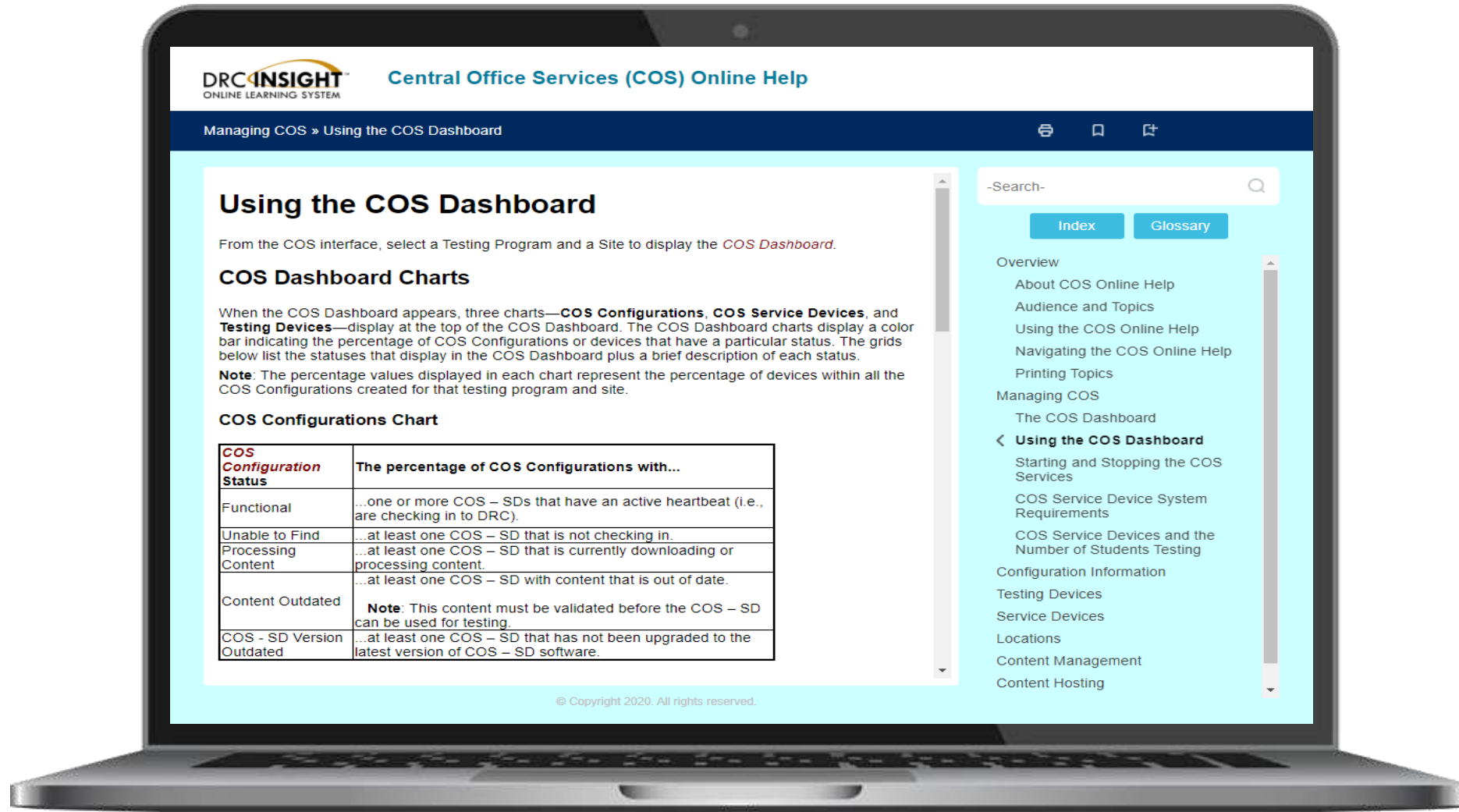
- Use **Content Management** to manage content hosted by the COS Configurations
- Manage Devices in COS Configurations



Select COS Configuration name

Central Office Service Embedded Online Help

Activity 3



Central Office Services (COS) Online Help

Managing COS » Using the COS Dashboard

Using the COS Dashboard

From the COS interface, select a Testing Program and a Site to display the *COS Dashboard*.

COS Dashboard Charts

When the COS Dashboard appears, three charts—**COS Configurations**, **COS Service Devices**, and **Testing Devices**—display at the top of the COS Dashboard. The COS Dashboard charts display a color bar indicating the percentage of COS Configurations or devices that have a particular status. The grids below list the statuses that display in the COS Dashboard plus a brief description of each status.

Note: The percentage values displayed in each chart represent the percentage of devices within all the COS Configurations created for that testing program and site.

COS Configurations Chart

COS Configuration Status	The percentage of COS Configurations with...
Functional	...one or more COS – SDs that have an active heartbeat (i.e., are checking in to DRC).
Unable to Find	...at least one COS – SD that is not checking in.
Processing Content	...at least one COS – SD that is currently downloading or processing content.
Content Outdated	...at least one COS – SD with content that is out of date. Note: This content must be validated before the COS – SD can be used for testing.
COS - SD Version Outdated	...at least one COS – SD that has not been upgraded to the latest version of COS – SD software.

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-Search-

Index Glossary

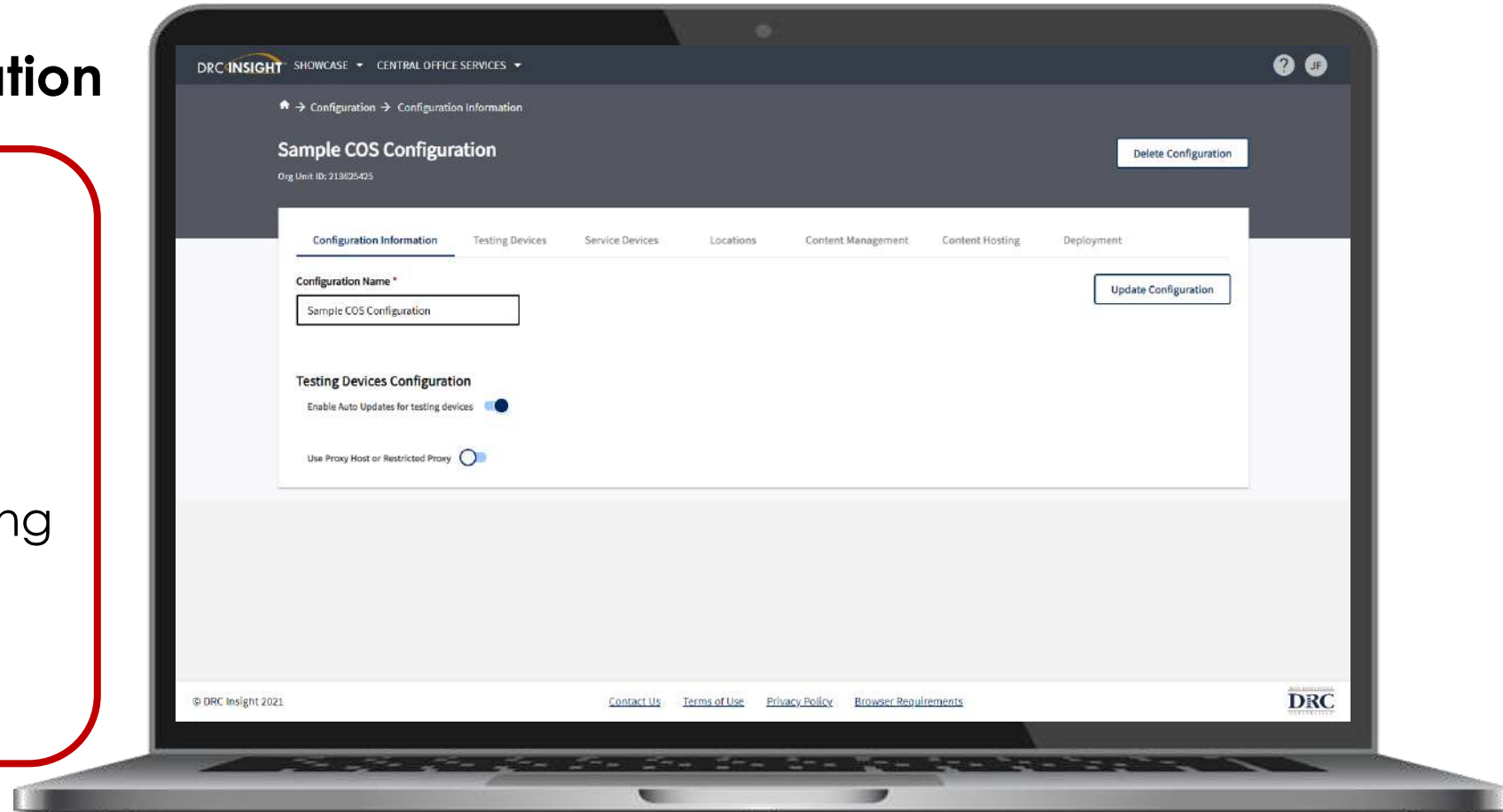
- Overview
 - About COS Online Help
 - Audience and Topics
 - Using the COS Online Help
 - Navigating the COS Online Help
 - Printing Topics
- Managing COS
 - The COS Dashboard
 - < Using the COS Dashboard**
 - Starting and Stopping the COS Services
 - COS Service Device System Requirements
 - COS Service Devices and the Number of Students Testing
- Configuration Information
 - Testing Devices
 - Service Devices
 - Locations
 - Content Management
 - Content Hosting



Configuration Information

Ability to:

- Update COS Configuration name
- Change Enable Auto Updates for Windows, macOS and Linux testing devices
- Change the use of a proxy host if required



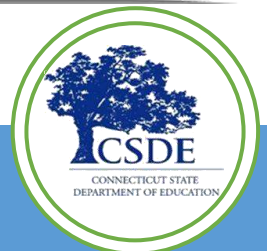
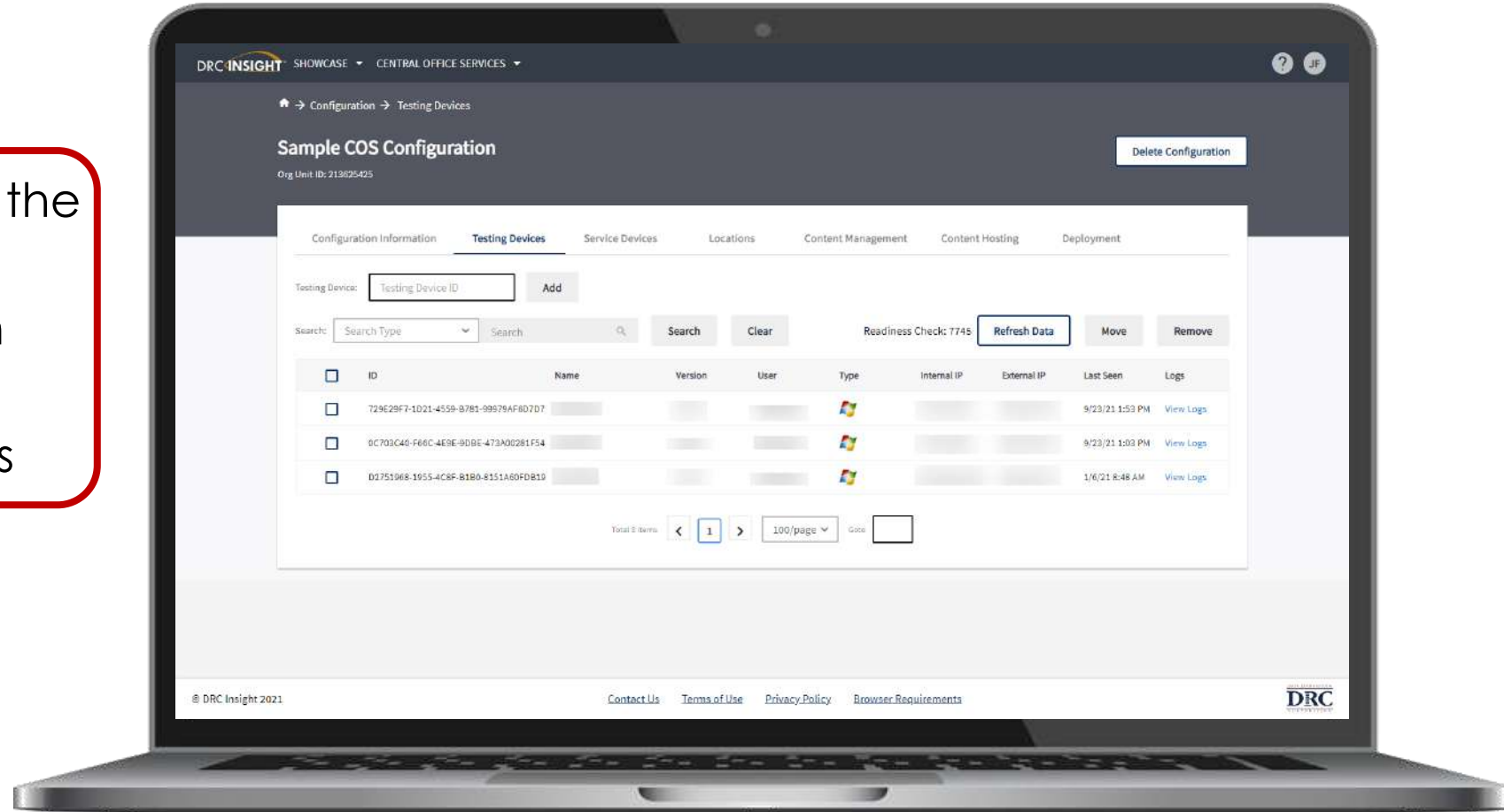
Managing COS Configurations

Activity 3



Testing Devices

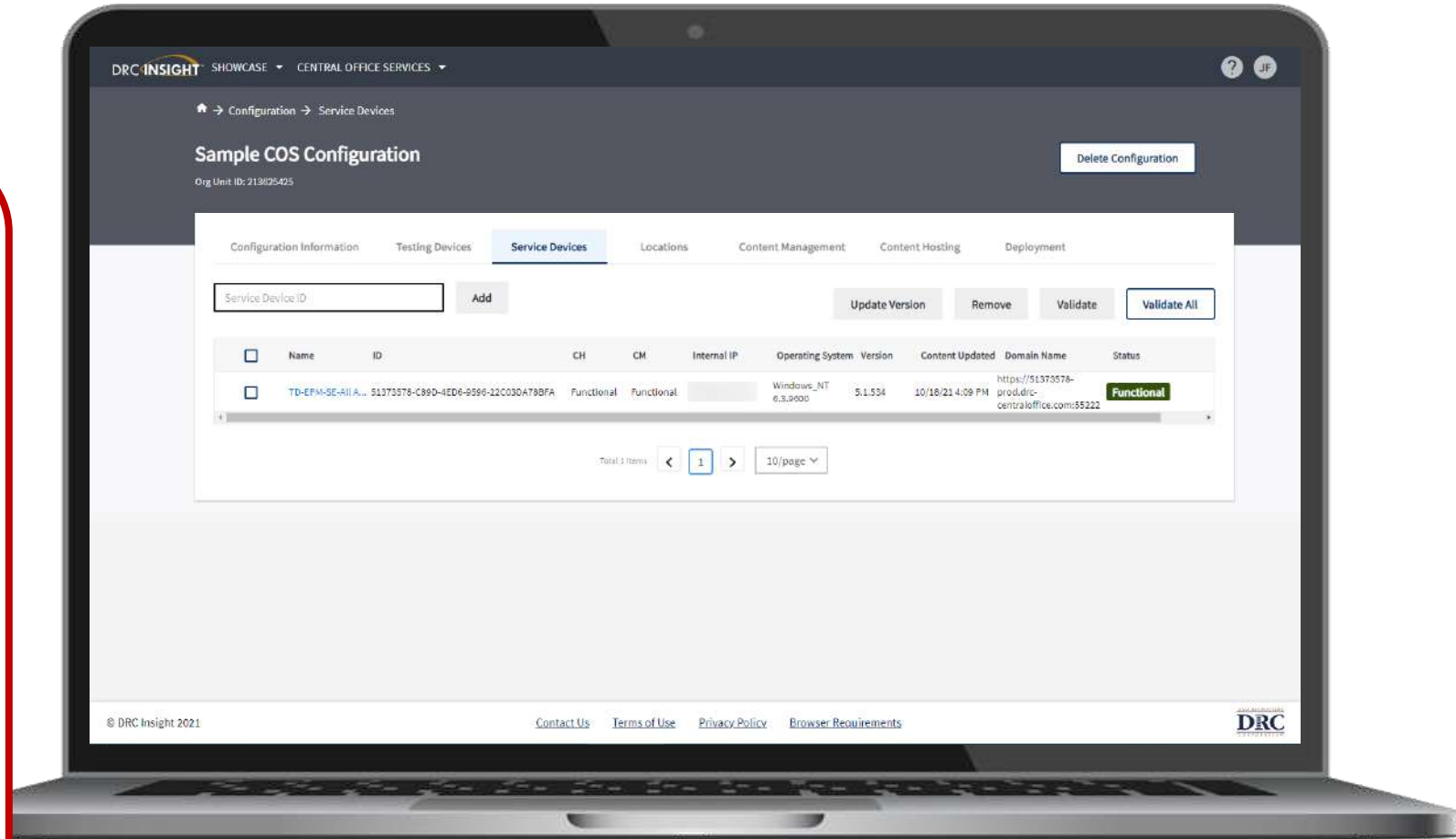
- Verify Devices' status in the COS Configuration
- Move devices between COS Configurations
- Remove Testing Devices



Service Devices

Ability to:

- Verify status of the COS Service Devices in the COS Configuration
- Add and Remove COS Service Devices
- Update software version of the device
- Validate device content
- Change the COS Service Device name

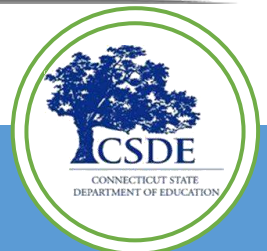
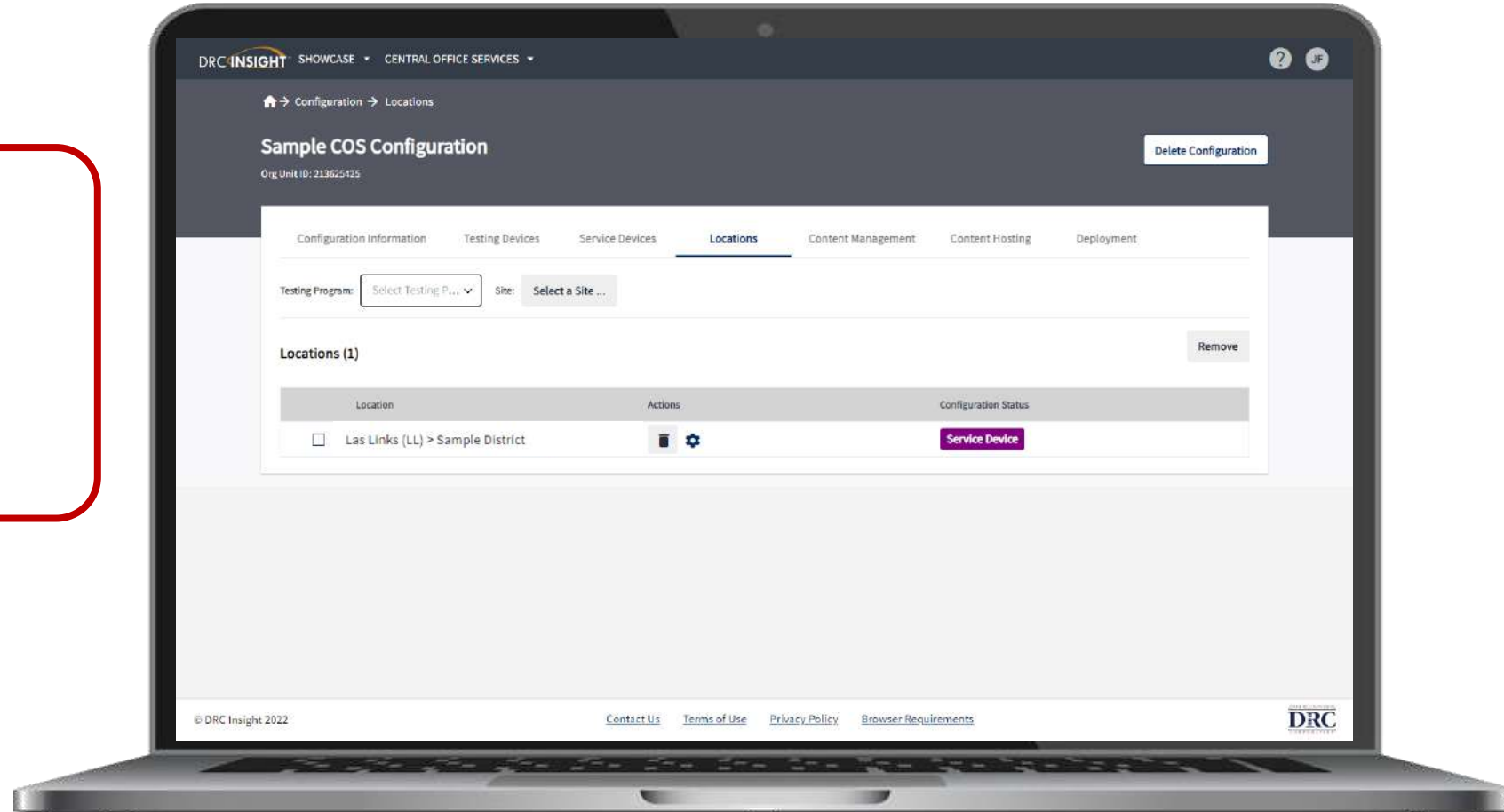




Locations

Ability to:

- Verify status of the testing programs in the COS Configuration
- Add and Remove testing programs

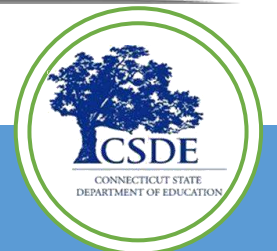
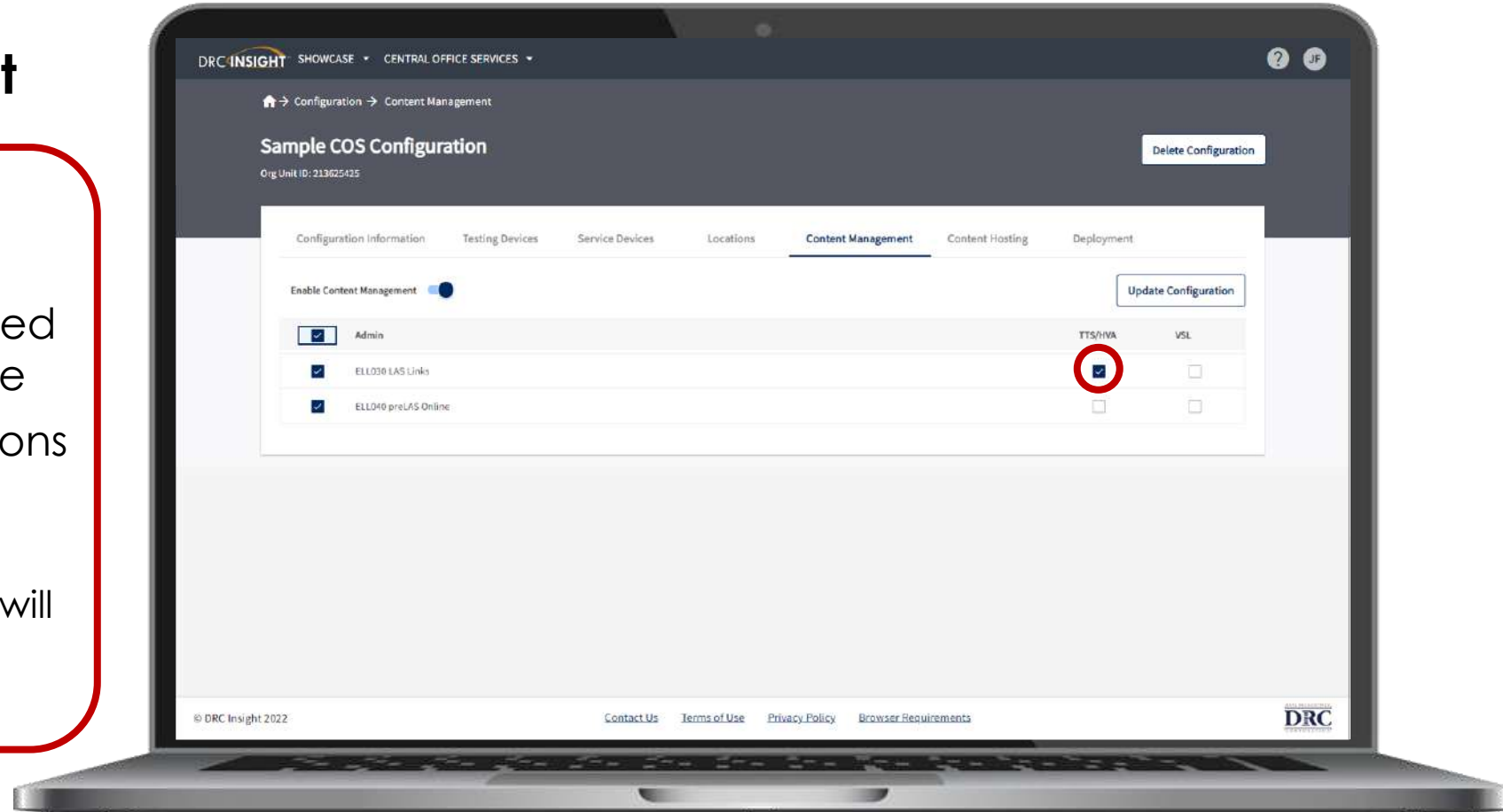




Content Management

Ability to:

- Select the appropriate testing content to be hosted on the COS Service Device
- Select any accommodations to be hosted on the COS Service Device
 - TTS/HVA accommodations will be "checked" if they were selected in the prior year

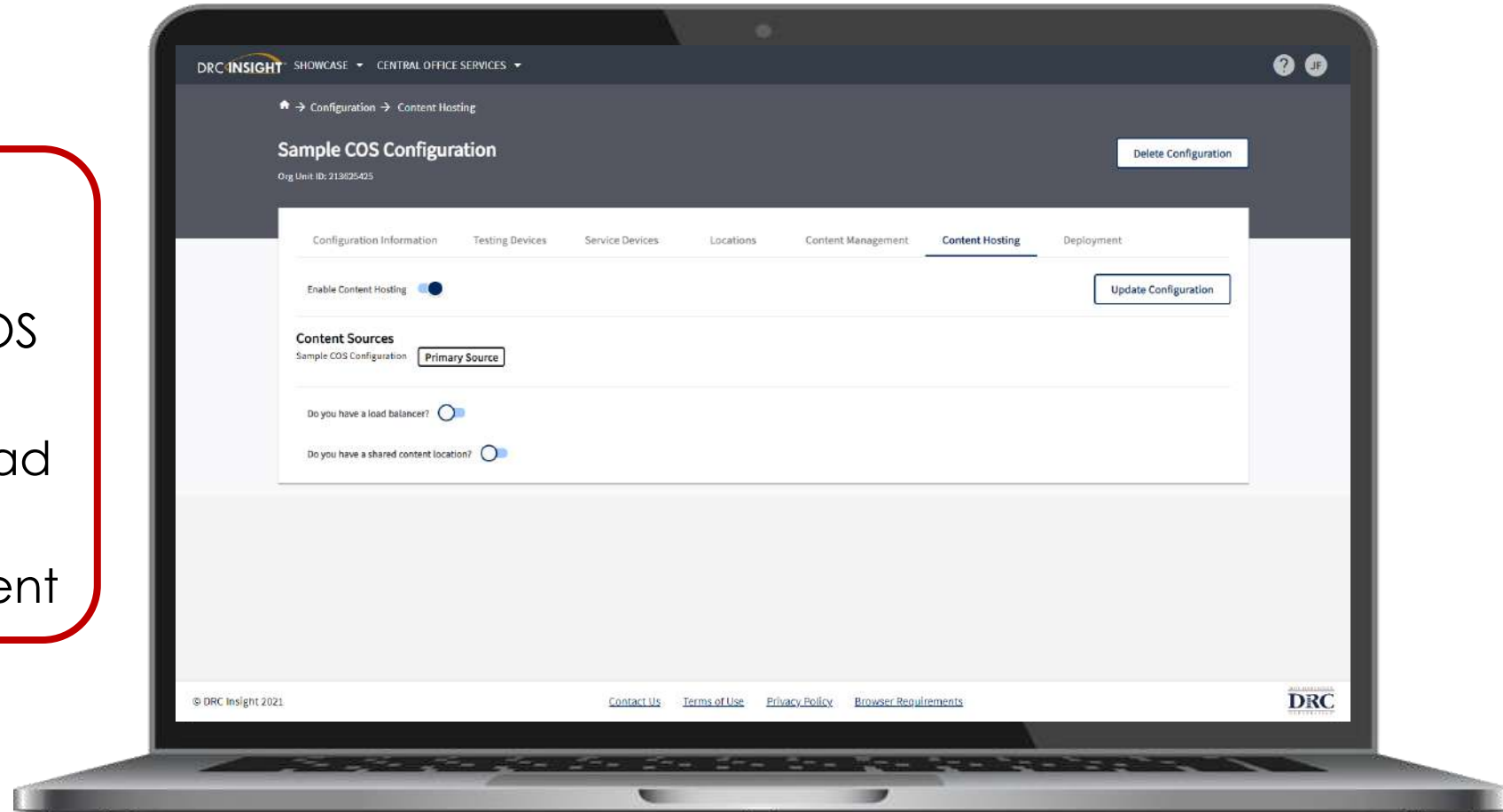




Content Hosting

Ability to:

- Enable or disable Content Hosting by COS Configuration
- Manage Hardware Load Balancers
- Manage Shared Content



Assign Testing Devices to a COS Configuration

Activity 3



Two methods to assign testing devices:

1. Manually assign COS ORG Unit ID to testing devices (Activity 2)
2. Within COS, create configuration script for deployment to testing devices

Create Configuration Script for Deployment to Testing Devices

Activity 3

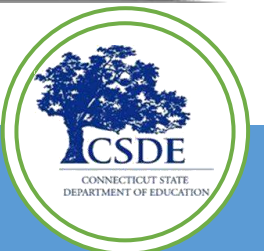
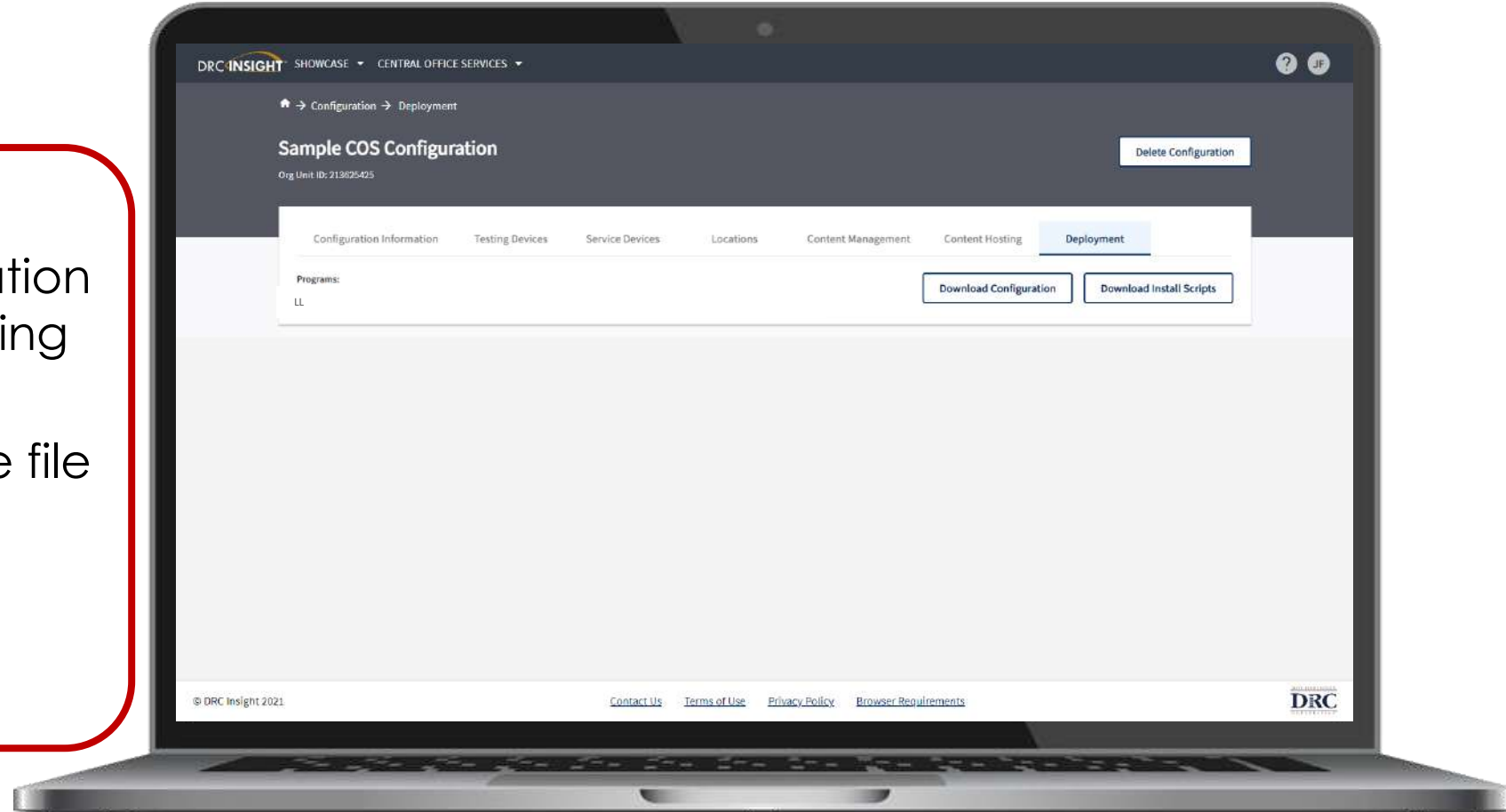


DATA RECOGNITION
DRC
CORPORATION

Deployment

Ability to:

- Create COS Configuration distribution files for Testing Devices
- Save and distribute the file to testing devices
(See Technology User Guide Volume III: DRC INSIGHT)



Testing Device Preparation Recommendations



Testing with One-to-one computers

Test security considerations:

- COS Configurations should have a COS Service Device(s) that can only be accessed from the school/district network
 - Prevents students accessing tests when not on site
- Consider adding the DRC INSIGHT Secure Application immediately before the testing session, and remove immediately after the testing session
 - Chrome Device Management Console and other software distribution tools support background installs and uninstall
- Ensure that test tickets are secured at all times

Device Preparation Recommendations

- DRC INSIGHT software does not:
 - Change device settings
 - Turn off background processes
- For **Test Security** and **Device Performance** before testing temporarily disable:
 - Automatic Updates (Operating System and Software)
 - Background software and/or processes

Device Software and Background Processes Examples

- Instructional Software
 - Typing assistant and grammar checking
(e.g., Grammarly, Ginger Software, ProWritingAid)
 - Classroom monitoring
(e.g., Linewize Classwize, Wellbeing, GoGuardian, Securly)
 - Remote access/remote control
(e.g., TeamViewer, AnyDesk, Remote PC, LogMeIn)
- Intelligent Personal Assistant (IPA) (e.g., Siri, Cortana)
- Collaboration (e.g., Teams, Zoom, Google Chat and Meets)
- Screen Capture Software (e.g., Microsoft Game Bar)

Chrome OS Device Settings

Chrome OS Device **Display Size** should be set to **100%**

- Use Ctrl + Shift + 0 (Number zero not the letter O)
- If the size does not change use Ctrl + Shift + - (minus key)
- Or go to Settings, Device, Displays, under Built-in Display set Display Size to 100%

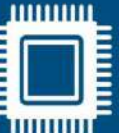
Chrome OS Devices **must** be set to **US English Keyboard**

- Required to display quotation marks and apostrophes
- To allow prior keyboard settings to be cleared from cache at least a week prior to testing either:
 - 1) Set device to “US English Keyboard”
Using Ctrl + Shift + Spacebar, toggle through the keyboard types until US English Keyboard displays
 - 2) Consider removing all keyboards but US English Keyboard

Support and Troubleshooting Resources



TROUBLESHOOTING



Troubleshooting Common Issues

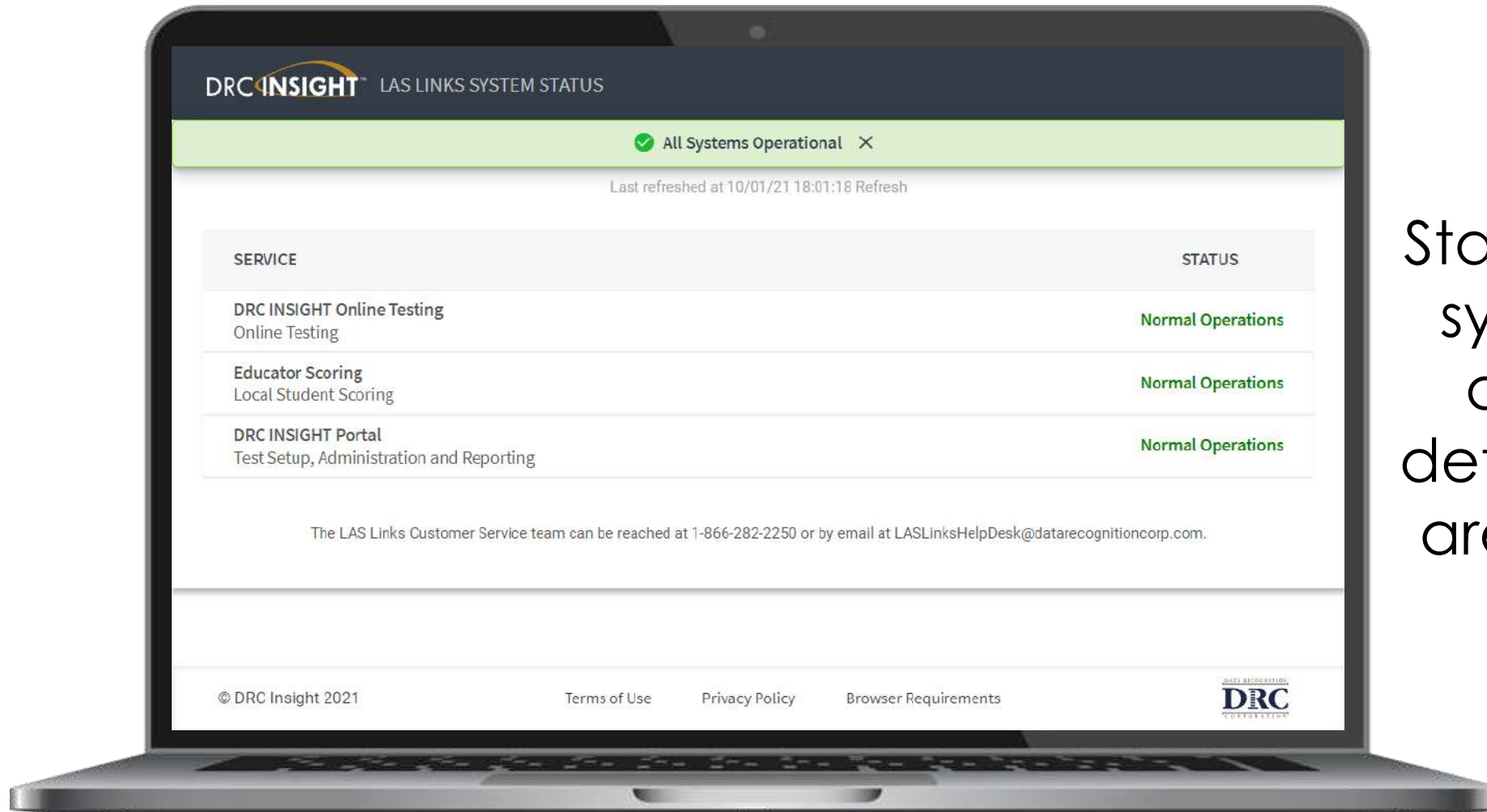
Sites should have a plan for remedying issues during testing and escalating issues when necessary.

Common issues include:

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



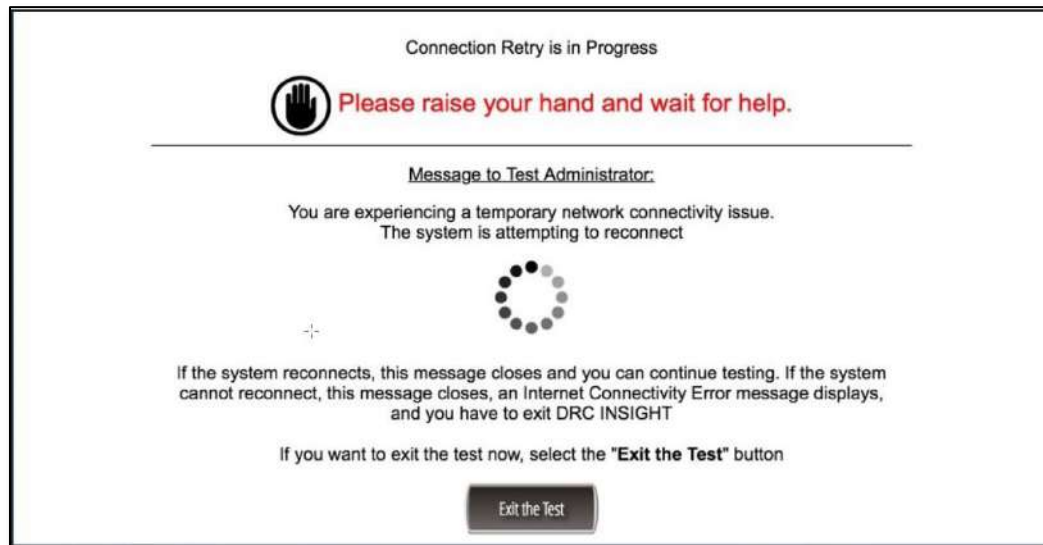
Online System Status



Status of each system, with additional details, if issues are identified

Response Processing – Extended Retry Logic

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



A connection is re-established quickly

or

Tester is directed to select "Exit the Test"

or

Tester is directed to wait on Connection Retry page

Connection is re-established

Retries timeout after 5 minutes – tester sees "Connection Error"

[Tech Bulletin: Extended Retries](#)

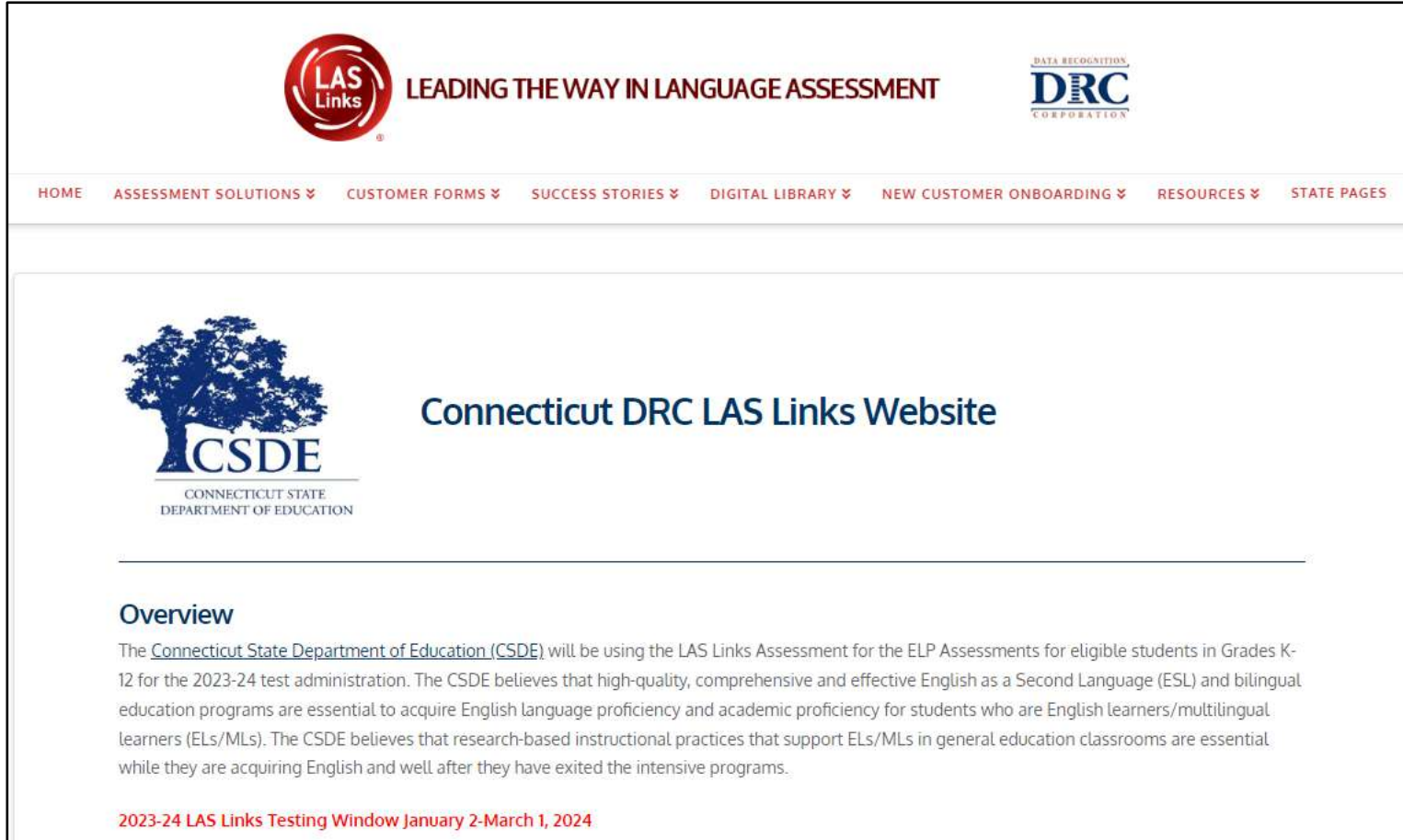
DRC Online Readiness Documents and Tools



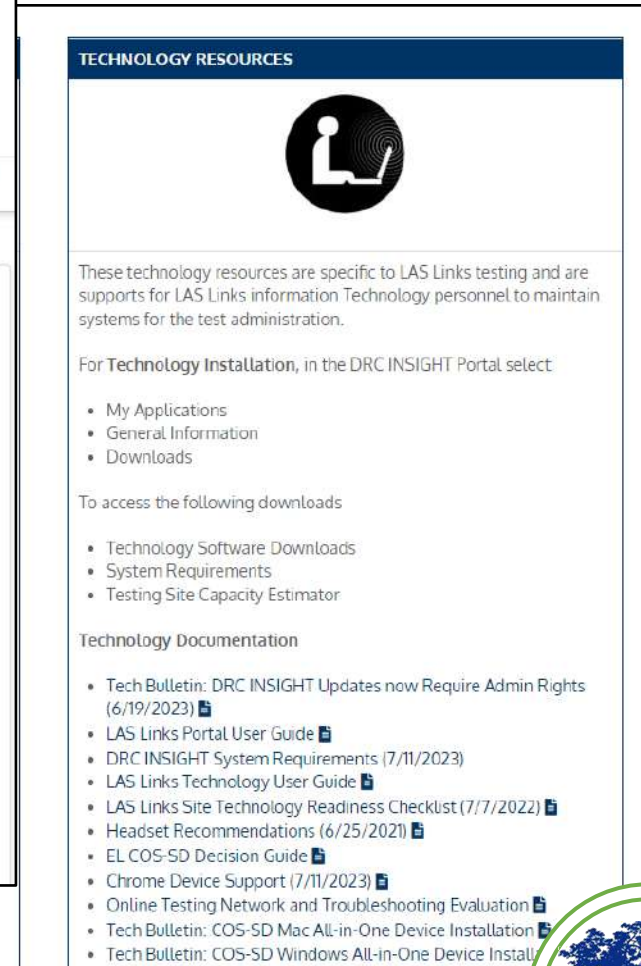
SITE READINESS OVERVIEW	Comprehensive overview of the approach to site readiness to deliver online testing
SYSTEM REQUIREMENTS	Detailed information on supported devices and operating systems
TECHNOLOGY USER GUIDE	Comprehensive, user-friendly set of manuals for school and district users
SITE TECHNOLOGY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



Accessing DRC Online Readiness Documents and Tools



The screenshot shows the top portion of the Connecticut DRC LAS Links website. At the top left is the LAS Links logo with the tagline "LEADING THE WAY IN LANGUAGE ASSESSMENT". To the right is the DRC CORPORATION logo. Below these is a navigation menu with items: HOME, ASSESSMENT SOLUTIONS, CUSTOMER FORMS, SUCCESS STORIES, DIGITAL LIBRARY, NEW CUSTOMER ONBOARDING, RESOURCES, and STATE PAGES. The main content area features the CSDE logo (Connecticut State Department of Education) and the title "Connecticut DRC LAS Links Website". Below this is an "Overview" section with text explaining the use of LAS Links Assessment for ELP Assessments in Grades K-12 for the 2023-24 test administration. A red banner at the bottom of the overview section reads "2023-24 LAS Links Testing Window January 2-March 1, 2024".



The screenshot shows the "TECHNOLOGY RESOURCES" page. It features a circular icon with a person and a fingerprint. The text states: "These technology resources are specific to LAS Links testing and are supports for LAS Links information Technology personnel to maintain systems for the test administration." Below this, it says "For Technology Installation, in the DRC INSIGHT Portal select" followed by a bulleted list: "My Applications", "General Information", and "Downloads". Then it says "To access the following downloads" followed by another bulleted list: "Technology Software Downloads", "System Requirements", and "Testing Site Capacity Estimator". Under "Technology Documentation", there is a bulleted list of links: "Tech Bulletin: DRC INSIGHT Updates now Require Admin Rights (6/19/2023)", "LAS Links Portal User Guide", "DRC INSIGHT System Requirements (7/11/2023)", "LAS Links Technology User Guide", "LAS Links Site Technology Readiness Checklist (7/7/2022)", "Headset Recommendations (6/25/2021)", "EL COS-SD Decision Guide", "Chrome Device Support (7/11/2023)", "Online Testing Network and Troubleshooting Evaluation", "Tech Bulletin: COS-SD Mac All-in-One Device Installation", and "Tech Bulletin: COS-SD Windows All-in-One Device Installation".

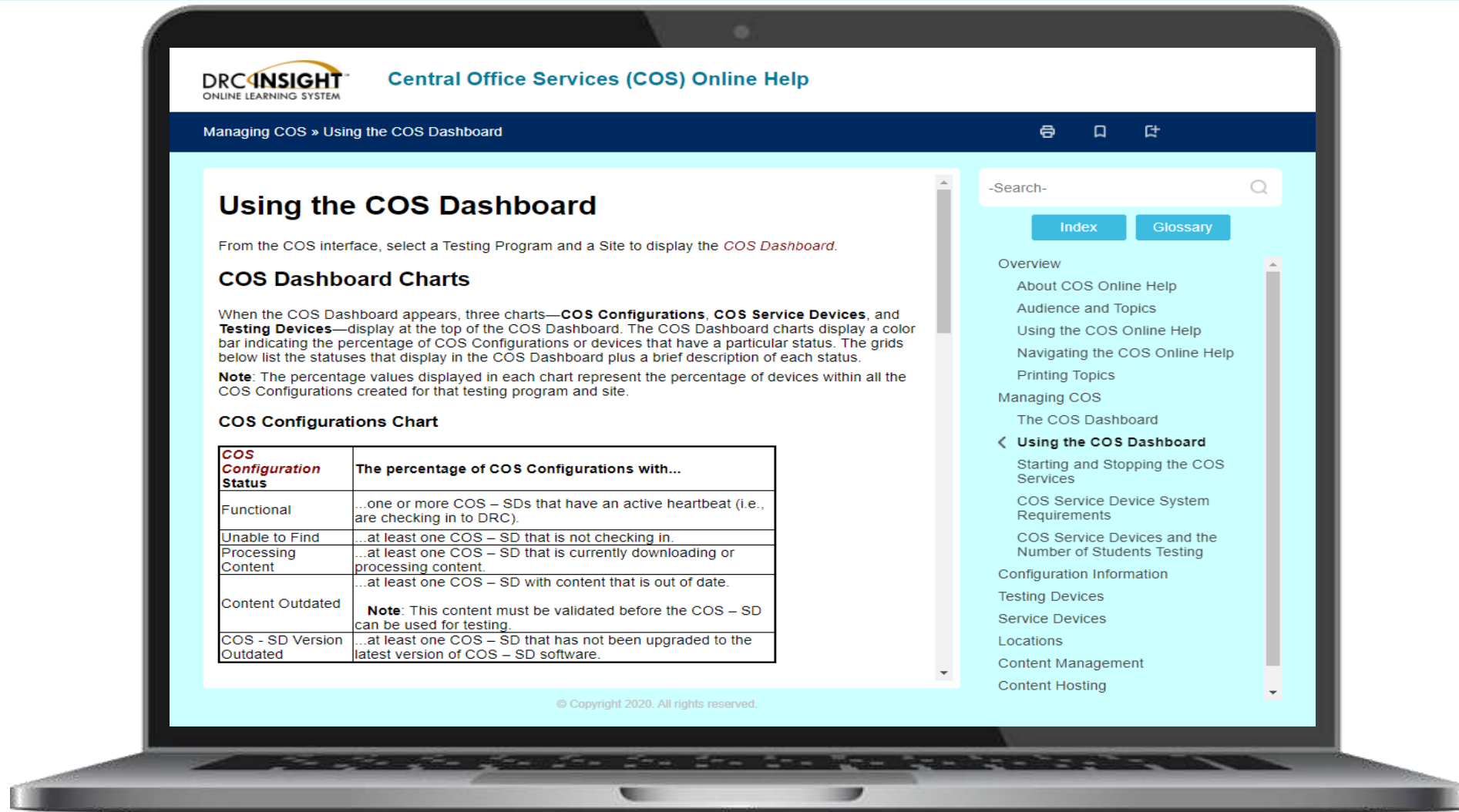
Parent Letter Report Explanations
This letter is a resource to support communication with parents/guardians, who may be receiving copies of their child's LAS



Technology User Guide

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

Central Office Service Embedded Online Help



Site Technology Readiness Checklist



Site Technology Readiness Checklist
Deploying LAS Links Online



CHECKLIST INTRODUCTION

This document is a guide for sites implementing LAS Links Online assessments. Technology Coordinators and other educators within schools and districts should use this checklist to ensure a successful testing experience.

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 recommended timeframes and categories.

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 – Device Setup
- Technology – Network Configuration
- Technology – COS Setup
- Training

Coordinators, Technology Coordinators, District Assessment Coordinators, Directors, and others to work together as a site planning team. This site plan should be completed at least three months before the start of testing.

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

Day of Testing

Communication

- Send a reminder email to staff to avoid using the network (LAN, WAN, and Internet) for bandwidth-intensive projects during testing.

Site Planning, Scheduling and Logistics

- Check with building administration regarding the timing of building bells, alarms, or announcements that may go off during the test session.

Technology – COS Service Device Setup

- On the Service Device tab of Central Office Services application, ensure that the COS Service Device status is "Functional".
- 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.

Technology – Testing Device Setup

- Test each device at the beginning of the day (including charging equipment as applicable).
 - Perform a System Readiness Check on at least one testing device.
 - Verify that no background processes are running on testing devices during testing.
 - 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.
 - Ensure that testing devices are far enough apart to avoid interference or distractions.
 - 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.
 - If a portable device will be used on battery power, verify that the charge will last for the duration of the test.
- Note:** It is recommended that all devices be plugged in to power during the test.

Technology – Network Configuration

- Technology staff should verify that the wireless access points are fully operational.
- 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.
- 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.
- 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 www.speedtest.net 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.



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.

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



Testing Site Capacity Estimator for ELL Assessment



DRC INSIGHT™
ONLINE LEARNING SYSTEM

ELL Testing Site Capacity Estimator

Content Management Information

Using COS Service Device for Content Hosting:

Testing Region:

Testing Volume Information

Students Testing Reading Domain at the Same Time:

Students Testing Listening Domain at the Same Time:

Students Testing Writing Domain at the Same Time:

Students Testing Speaking Domain at the Same Time:

Total Students Testing at the Same Time:

Estimated % of Students Starting the Test at Nearly the Same Time:

Estimated % of Students Responding at Nearly the Same Time:

Network Information

Internet Service Provider Connection Capacity: (Mbps)

Wide Area Network (WAN) Connection Capacity: (Mbps)

Local Area Network (LAN) Connection Capacity: (Mbps)

Testing Devices Average Connection Speed: (Mbps)

Percent of Bandwidth Available for Testing:

Type of Internet Connection:

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	3.6 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. 6.2

Assists site planning by factoring in site variables and showing how they may impact performance and student's testing experience

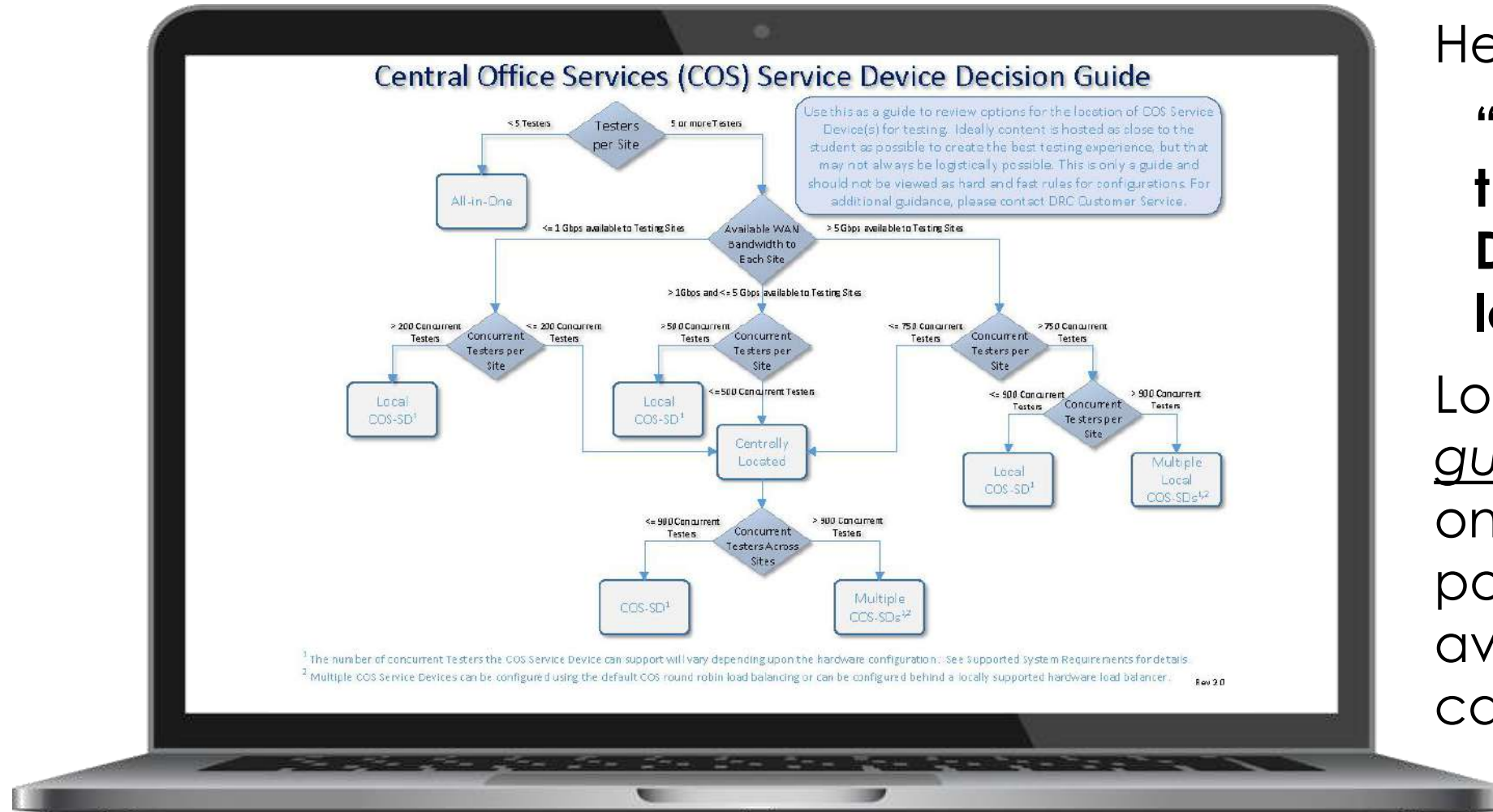


COS Service Device Decision Guide

Helps answer:

“Where should the COS Service Device be located?”

Location guidance based on testing population and available network capacity.



Online Tools Training (OTT)



<https://wbte.drcedirect.com/LL/portals//>

(Requires Google Chrome Browser or Safari on iPads)



PRACTICE TEST

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English
Speaking - Forms A or B
Listening - Forms A or B
Reading - Forms A or B
Writing - Forms A or B
Speaking - Forms C or D
Listening - Forms C or D
 Kindergarten to Grade 1
 Grades 2 to 3
 Grades 4 to 5
 Grades 6 to 12
Reading - Forms C or D
Writing - Forms C or D
Español
Sign in with the following Username
Username: LISTENINGCD612
Password: TEST1234

Username:
Password:
Sign In
Back

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Grades 6 to 12
Question 5 / 7

Listen for Information
Practice A
Directions: Click or tap the "Question" button to hear a conversation. Listen carefully. Then you will answer a question.
Question:
▶ 0:00 / 0:37
 A He thought it was really easy.
 B He thought it was a little difficult.
 C He thought he did pretty well on it.
Check Your Answer:
▶ 0:00 / 0:46
Pause **Options** **Next**

v2021.09 rev:83a4dbb

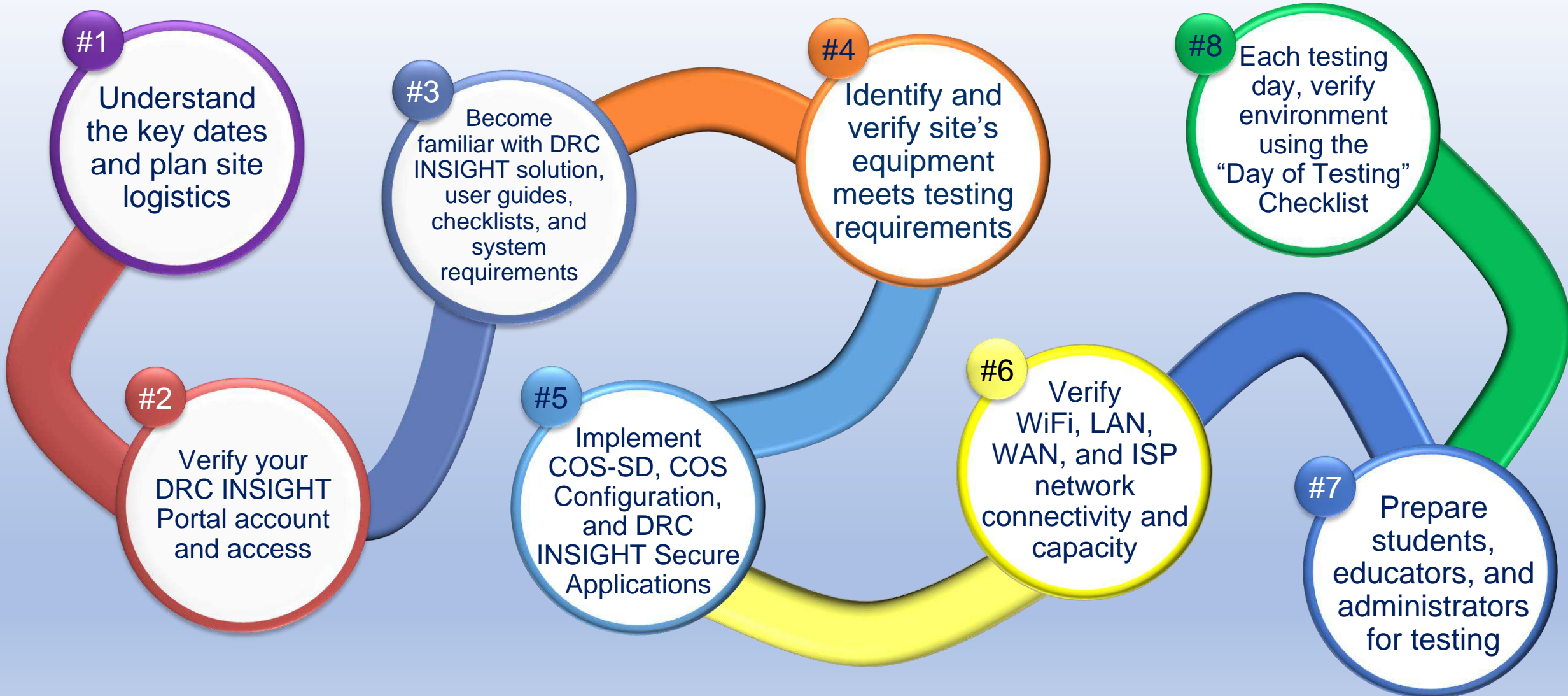


Customer Service

- Dedicated toll-free number and email address automatically directed to certified agents
 - LASLinksHelpDesk@DataRecognitionCorp.com
 - 855-839-1181 Option 2 (9:00 a.m. - 5:30 p.m. ET)
- 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



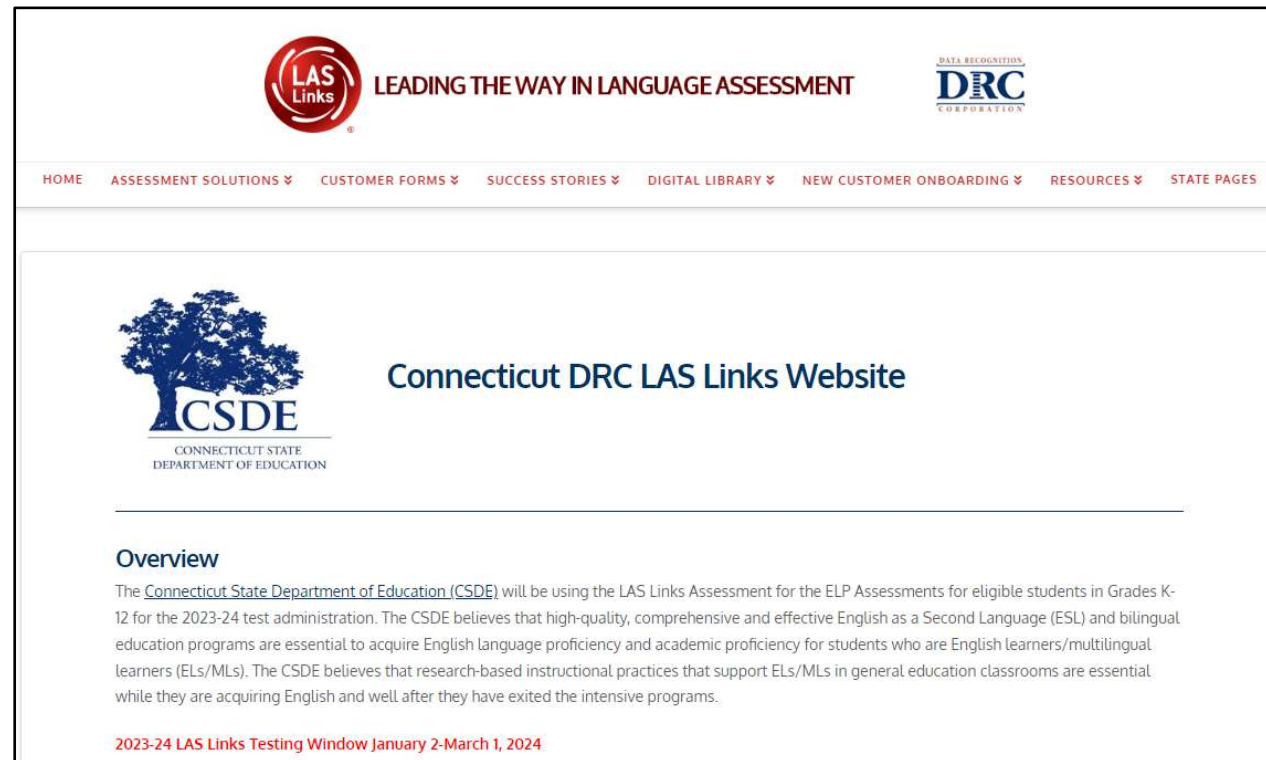
Path to Successful Testing



Accessing This Presentation

These slides and a recording of this session will be posted on:

- Connecticut DRC LAS Links Website <https://laslinks.com/connecticut-information/>



The screenshot shows the top portion of the Connecticut DRC LAS Links Website. At the top left is the LAS Links logo with the tagline "LEADING THE WAY IN LANGUAGE ASSESSMENT". To the right is the DRC CORPORATION logo. Below these is a navigation menu with links: HOME, ASSESSMENT SOLUTIONS, CUSTOMER FORMS, SUCCESS STORIES, DIGITAL LIBRARY, NEW CUSTOMER ONBOARDING, RESOURCES, and STATE PAGES. The main content area features the CSDE logo (Connecticut State Department of Education) and the heading "Connecticut DRC LAS Links Website". Below this is an "Overview" section with text explaining the use of LAS Links Assessment for ELP Assessments in Grades K-12 for the 2023-24 test administration. At the bottom of the screenshot, a red text box states "2023-24 LAS Links Testing Window January 2-March 1, 2024".



Questions



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DATA RECOGNITION
DRC
CORPORATION

