



■ ■ ■ 2014-2015 NeSA Test Administration Training for NeSA Technology Assessment Contacts

January 5 and 6, 2015



WebEx Rules of Engagement

- **Participants' phones are muted.**
- **Submit questions as we go using Chat.**
- **At the end of the session, there will be a question-and-answer period.**
 - Use the “Raise hand” button under the participant list to indicate you have a question.
 - The Host will un-mute your phone in turn so you can ask your question.



Agenda

- Purpose of the Training
- Key Dates
- What N-TACs need to know and do before testing
- What N-TACs need to know and do during testing
- Questions & Answers

Purpose of the Training

- To provide N-TACs with information they may need to handle and, ideally, prevent situations that disrupt online NeSA testing.
- ***NOTE: Training has already been provided for INSIGHT and TSM Installation, Management, and Capacity Load Testing.***

DRC INSIGHT Technology User Guide

- **New version includes...**
 - **Installation Instructions**
 - **System and Network requirements**
 - **System Readiness Guidance**
 - **Troubleshooting Tips**
 - **Frequently Asked Questions**

Find it at eDIRECT → General Information → Documents

Key Dates

Test Administration Training for N-TACs	January 5 and 6, 2015
NeSA-Writing Test Administration Training	January 5 and 7, 2015
NeSA-Writing eDIRECT Test Setup Available	January 7, 2015
NeSA-Writing Testing Window	January 19-February 6, 2015
NeSA-Reading, Mathematics, and Science Test Administration Training	February 24-26, 2014
NeSA-Reading, Mathematics, and Science eDIRECT Test Setup Available	March 2, 2015
NeSA-Reading, Mathematics, and Science Testing Window	March 23-May 1, 2015

What N-TACs need to know and do before testing

- **Ensure necessary eDIRECT permissions have been assigned**
- **Check INSIGHT Secure Browser and Testing Site Manager (TSM) versions**
- **System readiness checks**
- **Know how the TSM is configured**
- **Practice testing**

INSIGHT Secure Browser & TSM Versions

- **Version 5.2.0 of INSIGHT released on August 29, 2014 is still supported.**
- **Version 7.0.1 of the Testing Site Manager (TSM) released on August 29, 2014 is still supported.**
- **Run the System Readiness Check at any time to see if the latest version of INSIGHT is installed.**

INSIGHT Secure Browser Updates

- No further updates planned for 2014-2015 at this time.
- If the latest version of the INSIGHT software is not installed, students receive a “Client is Out-of-Date” message at login and are unable to test until the the software is updated.
- See [INSIGHT and TSM Installation Training for N-TACs](#) if you have not yet installed or updated to the current version.

INSIGHT System Readiness Checks

System Information			
Client Version		Installation Directory	
5.2.0		C:\Program Files\NE Online Assessment System	
Machine Name	User Name	OS Level	OS Version
MGLT11682	jborn	Microsoft Windows 7 Enterprise Edition Service Pack 1 (build 7601), 32-bit	6.1
Response Caching TSM Connection	Response Caching TSM Configuration	Content Caching TSM Connection	Content Caching TSM Configuration
https://10.1.98.81:8443/	Yes	https://10.1.98.81:8443/	Yes
HTTPS Proxy			

Required Test List		
Status	Test Name	Details
✔	Screen Resolution	Details
✔	Internet Connection	Details
✔	RAM	Details
✔	Audio Capability	Details
✔	OS Level	Details
✔	User Agent	Details
✔	Response Caching TSM Connection	Details
✔	Response Caching TSM Status	Details
✔	Response Caching TSM Version	Details
✔	Content Caching TSM Connection	Details
✔	Content Caching TSM Version	Details

Load Results Execute Tests Test Audio DRC INSIGHT Properties Exit

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https://10.1.98.81:8443/	Yes	https://10.1.98.81:8443/	Yes
HTTPS Proxy			

DRC INSIGHT Client Configuration Properties
✖

Enable DRC INSIGHT Auto Update:

Enable Content Caching:

Enable Load Simulation:

TSM Content Caching and Simulation Server Name:

Enable Response Caching TSM:

TSM Response Caching Server Name:

HTTPS Proxy Host:

District Name: *

School Name: *

*required

Load Results Execute Tests Test Audio DRC INSIGHT Properties Exit

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INSIGHT System Readiness Checks

- Installed on all computers that have INSIGHT installed.
- Run when INSIGHT is installed and each time INSIGHT is started in the background.
- Designed to help you troubleshoot issues that might occur.
- Can be executed on-demand from the same directory where INSIGHT was installed.
 - The Start Menu for Windows
 - Applications → NE Online Assessment System for Macs

INSIGHT Network Requirements

- Allow INSIGHT traffic to bypass firewalls and proxies.
- Check Internet connection idle timeout settings.
- Check screensaver timeout limits.
- Whitelist the following URLs and IP addresses:

State	URL	IP Address	Port/Protocol
Nebraska	http://ne-insight-client.drccdirect.com	50.58.190.64	80/http; 443/https
	https://ne-insight.drccdirect.com	50.58.190.63	80/http; 443/https
	https://wbte.drccdirect.com	50.58.190.53	80/http; 443/https

INSIGHT Connectivity Requirements

- **INSIGHT must have connectivity to the Internet at the time of login to authenticate students' usernames and passwords.**
- **INSIGHT must maintain connectivity to the Internet or a TSM throughout the test.**
- **If connected to a TSM, test content is loaded to student computers from the TSM. If not, test content is loaded from DRC servers—requiring more Internet bandwidth.**

TSM Configuration

- If connected to a TSM with content caching enabled, test content is loaded to student computers from the TSM. If not, test content is loaded from DRC servers—requiring more Internet bandwidth.
- Response caching allows students to continue testing if the Internet connection to DRC is lost after a successful login. Note that the connection between the testing computers and TSM must still be functioning.

Practice Tests and Online Tools Training

- **Taking Practice Tests or OTTs on testing computers after installing INSIGHT and the TSM is the single best way to ensure online testing will go smoothly.**
- **NeSA-Writing Practice Tests use Test Tickets and function in the exact same manner as the required NeSA-Writing test.**
- **Test Directions indicate:** Be sure you have looked at the Writing Tutorial and Practice Test for your grade level before taking the Writing assessment.

INSIGHT Reminders for NeSA-Writing

- NeSA-W testing on Chromebooks or iPads is not supported.
- Dictionary/Thesaurus and Spellcheck tools require a connection to the Internet to work—these tools are disabled when student responses cache to the TSM.
- Text entry changing from insert to overwrite mode in INSIGHT.

INSIGHT Reminders for NeSA-RMS

- NeSA-RMS testing on Chromebooks and iPads is supported.
 - See *Installing and Configuring DRC INSIGHT on iPads and Chromebooks* at [eDIRECT→General Information→Documents](#)
 - For Chromebook installation: [eDIRECT→Test Setup→Device Toolkit](#)
- Computers students use to take Text-to-Speech audio forms of the tests must be connected to a TSM with content caching enabled.

What N-TACs need to know and do during testing

- Keeping students testing
- Reporting technology incidents
- Desktop monitoring software
- Managing the TSM
- Monitoring student testing status
- How DRC will report issues

Troubleshooting during Student Testing

Common Troubleshooting Tips:

- Exit INSIGHT and re-launch the software.
- Restart the computer and re-launch INSIGHT.
- Move the student to a different computer.
- Note the computer(s) experiencing the issue.
Technical staff may need to access the specific computer(s) to investigate and resolve the issue.

Troubleshooting during Student Testing

- Responses cached in the TSM
 - Once a student's response begins caching to a TSM, INSIGHT will not re-establish the Internet connection on the same login.
 - If a response is cached when the student ends/exits the test, the response must be transmitted to DRC before the student can login again.
 - The TSM will attempt to transmit cached responses to DRC every 15 minutes.

Reporting Technology Incidents

- **Online Testing Issue Report Form**
 - **Who's making the report?**
 - **Student(s) affected?**
 - **Description of the problem.**
 - **Specific system or error message.**
 - **Specific computer(s) affected.**
 - **Operating system/hardware/wired or wireless.**

Reporting Technology Incidents

- **Observe test security requirements**
 - **Images or data that would expose confidential student information or secure assessment content are not permitted.**
 - **Send only student NSSRS IDs via email.**

Desktop Monitoring

- Desktop monitoring software should be disabled during test times to guarantee test security.
- If it is not feasible to disable monitoring software, ensure that any staff members that can use the monitoring software refrain from using it during testing periods.

TSM Manager

- Accessed via a web browser.
- “Content Caching” populates test content. Updates test forms automatically every 6 hours. Forms may also be updated manually if status is shown as “Out of Date.”
- “Response Caching” indicates any students whose responses are stored in the TSM. Includes “Historical Data” for any responses stored previously.

Managing your TSM

- Be sure the TSM computer is running throughout the testing window.
- If using content caching, verify all test content is “Up to Date” on the TSM Manager page.
- Check that all students’ responses have been transmitted and the TSM is clear at the end of testing.

How Will DRC Report Issues?

- e-mail to DACs and N-TACs if Customer Service receives four reports of the same issue.
- *Customer Service Technical Updates* found on the eDIRECT home page.

Monitoring Testing Status

- **Status**
 - Not Started
 - In Progress
 - Completed
 - Locked
- **eDIRECT → Reports → Status Reports → Cumulative Student Status Report**
- **eDIRECT → Test Setup → Test Sessions → ACTION: Edit/Print Ticket Status**

Monitoring Testing Status

- **Students who start then Pause/Exit their tests, time out due to inactivity, or are disconnected from their tests will have a status of In Progress until midnight on the day of the original login.**
- **Students with In Progress status may use their original Student Test Tickets to log back into the test until 7:00 p.m. CST on the day of the original login.**

Monitoring Testing Status

- Students in Completed or Locked status cannot login again unless NDE unlocks their Student Test Tickets.
- DACs may email nde.stateassessment@nebraska.gov to request that a Student Test Ticket be unlocked, if circumstances merit.
- Unlocked Student Test Tickets change status from Locked to In Progress and must be used on the date they were unlocked.

Questions & Answers

NeSA Customer Service

Call Toll Free - (866) 342-6280

Fax - (763) 268-2540

email

necustomerservice@datarecognitioncorp.com

8:00 A.M. – 5:00 P.M. CST

