



## 2019 Illinois WIDA ACCESS Technology Overview

January 04, 2019

# ● ● ● Agenda



- Objectives
- Key Dates
- DRC INSIGHT System Overview
- Software Overview
- Support Resources
- Questions/Answers

## ● ● ● Objectives



- Review DRC INSIGHT solutions related to Illinois WIDA ACCESS administration
- Present an overview and next steps of the setup and configuration process
- Provide direction on where to start and tasks that should be performed
- Offer awareness of existing readiness documents and tools
- Provide a path to a successful testing experience for students, educators and administrative staff

## ● ● ● Key Dates



| Date Available           | Availability  |
|--------------------------|---|
| June 26, 2018            | <ul style="list-style-type: none"><li>• TSM installers available on WIDA AMS Portal</li><li>• DRC INSIGHT Secure Browsers available on WIDA AMS Portal</li><li>• Technical User Guide posted to WIDA AMS Portal Documents</li></ul> |
| January 16 – February 19 | <ul style="list-style-type: none"><li>• 2018/2019 Illinois WIDA ACCESS for ELLs test window</li></ul>   |

# ● ● ● DRC INSIGHT™ Online Learning System



# ● ● ● DRC INSIGHT™ System Overview



## DRC INSIGHT™ ONLINE LEARNING SYSTEM



### Assessment Coordinator

**WIDA AMS  
Portal  
Student and  
Test Setup**

**Test Demo  
Videos**

**Test Practice**



### Technology Coordinator

**WIDA AMS  
Portal  
Installation &  
Configuration**

**Testing Site  
Manager  
(TSM)**

**Test Demo  
Videos**

**Test Practice**



### Student

**Test Demo  
Videos**

**Test Practice**

**Secure Browser / App**  
- Online Tools Training  
- Online Assessment



## DRC ANNUAL ONLINE TESTING

- DRC INSIGHT launched in 2010
- Currently used in 50 states, 3 territories, D.C., and internationally
- Nearly 50,000 testing locations
- 25+ million tests delivered in 2015–16
- 32+ million tests delivered in 2016–17
- 41+ million tests delivered in 2017–18
- 57+ million tests projected in 2018–19
- 616,000+ IL WIDA Test Sessions in 2018 for 162,000+ students (ACCESS and Screener) in over 2,900 sites

## DRC PEAK ONLINE VOLUMES

- 15.3 million tests completed in a month
- 5.2 million tests completed in a week
- 1.3 million tests completed in a day
- 329,150 students testing at the same time
- 7,000 responses processed per second
- Less than .05 seconds to process a response





# Software Overview





## ● ● ● Site Installation and Support



- DRC INSIGHT's Secure Browser or App installed on testing devices to ensure a secure testing experience
- Centralized Content Hosting with Testing Site Manager (TSM)
- User-friendly installation wizards for all supported platforms
- No reliance or dependencies on third software
- No conflict with other software running on devices
- Automatic content updates
- Automatic software updates

# ● ● ● DRC INSIGHT Secure Browsers/Apps



## Windows And Mac Installer

Available in the Download tab under General Information in the WIDA AMS Portal.

## iPad, Chromebook, Windows 10 in S mode Installer

Available in Apple's App Store, Google's Chrome Store and the Microsoft Store.

- For Chromebooks can only be installed via the Chrome Store.
- For the iPad, update via the App Store or download the version to the Mobile Device Manager (MDM) and deployed out via the MDM.
- Windows 10 in S mode can only be installed via the Microsoft Store.

DRC INSIGHT Secure Browsers and DRC INSIGHT Secure Apps can be configured to automatic update.

- With Auto-Update Enabled: Launching INSIGHT presents a message with options to 'Yes, run the update or cancel'.
- With Auto-Update NOT Enabled: Launching INSIGHT presents a message with the only option to close/cancel. The user has two options:
  - Uninstall/install (and silent install command could address that)
  - Update the auto update flag in Device Toolkit (DTK) (check the checkbox) and then relaunch INSIGHT.

# Secure Browser Installation



- User-friendly software installation tools
  - Guided installation wizard
  - Network distribution (mass deploy)



- System Readiness Check
  - Verifies testing devices meet minimum system requirements for testing
  - Confirms devices are operating properly prior to testing
  - Limits delays on the day of testing

## ● ● ● Overview of Central Office Services



### COS includes two components:

- COS Device Toolkit (COS-DTK)
  - Configuration Management Interface
- Legacy Testing Site Manager (TSM)
  - Content Hosting is the service that provides content to student testing devices.
  - TSM software is installed locally on one or more dedicated devices at testing sites.

# Central Office Services-Device Toolkit (COS-DTK) and Dashboard



- Centralized dashboard with real-time status information.
- Supports program configuration.
- Manage centralized district-wide configurations.

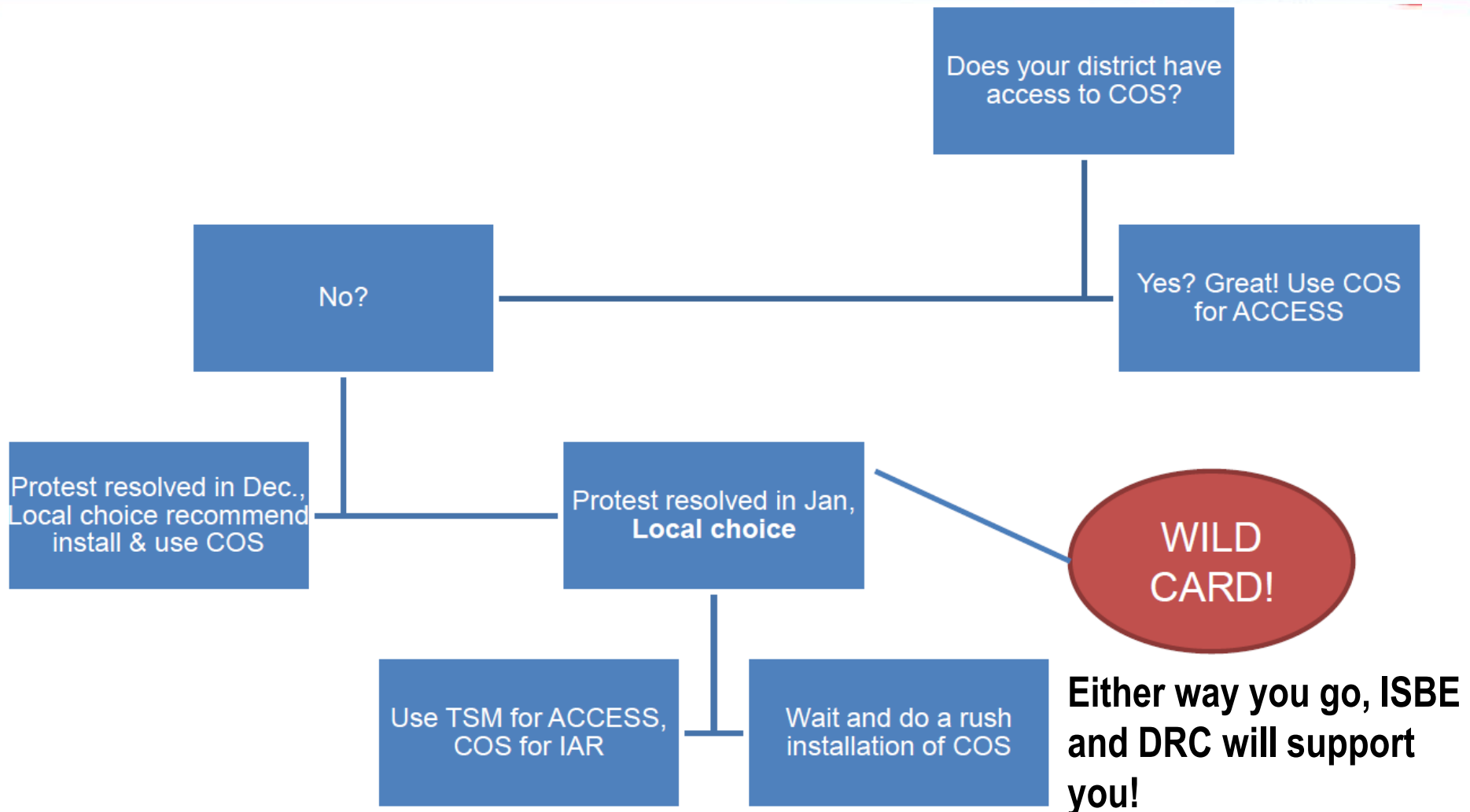


**Content Management** ☒

If you set Content Management to Yes, the test content for the administrations and accommodations that are selected in the below grid will be automatically downloaded to your Central Office device. All available administrations and accommodations default to being selected. If you need to save space on the device, you can deselect items that you don't need by clicking the checkboxes. Once you have made your selections, click Next.

|   | TTS                                 | HVA                                 | VSL                                 |
|---|-------------------------------------|-------------------------------------|-------------------------------------|
| <input checked="" type="checkbox"/> Admin                   |                                     |                                     |                                     |
| <input checked="" type="checkbox"/> XXX999 - Sample Admin 1 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| <input checked="" type="checkbox"/> XXX999 - Sample Admin 2 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

## ● ● ● WIDA Decision Tree: TSM vs COS Service Device





## ● ● ● WIDA – TSM



- Same functionality and version (TSM 9.2) used the last two years
- Requires a TSM for the WIDA administrations
- Scales to a maximum of 275 concurrent WIDA ACCESS testers
  - Mega-TSM offers increase number of concurrent testers (documentation on WIDA AMS)
- Requires a hardware load balancer to create TSM pools
- Each TSM's content download is managed separately
- Minimal integration with COS-DTK dashboard functionality

**Testing Site Manager (TSM)**  
(includes Local Caching Service [LCS] capabilities)

TSM Name: Field Support WIDA Production TSM  
TSM Version: 9.1.0\_2  
TSM Server Domain: 0137d4f3-legacy-prod.drc-centraloffice.com  
TSM Server IP: 172.21.3.88

[Content Caching](#) [Response Caching](#) [Tools](#)

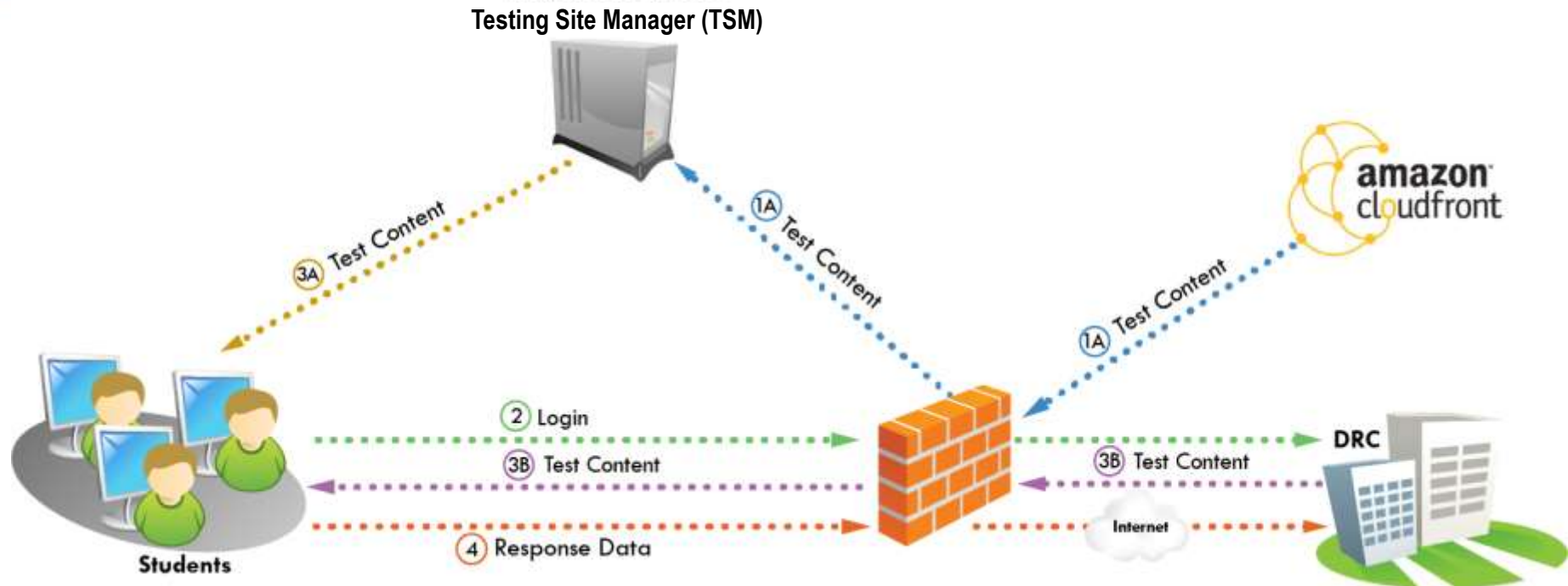
Last Updated: 09/23/2016 11:36:44 AM  
[Update Content](#) [Recheck Content](#)

| Content                                     | Status     | File Count  | Download Results         | Retry Content          |
|---|------------|-------------|--------------------------|------------------------|
| 595372 - WIDA Sample Items ALL 2015-2016    | Up to Date | 3348/3348   | <a href="#">Download</a> | <a href="#">Update</a> |
| 595408 - WIDA Screener ALL 2016             | Up to Date | 14885/14885 | <a href="#">Download</a> | <a href="#">Update</a> |
| 596504 - WIDA ACCESS for ELLs ALL 2016-2017 | Up to Date | 6896/6896   | <a href="#">Download</a> | <a href="#">Update</a> |

Showing 1 to 3 of 3 entries

-- Previous 1 Next --





- (1A) With the Testing Site Manager (TSM), test content stored on the Amazon Workspace (AWS) CloudFront is automatically sent to the TSM. The TSM automatically checks for new content overnight and updates the TSM as needed.
- (2) When a student logs in to the test, their login is verified by servers at DRC and their test sessions are returned to the testing device.
- (3A) When students select the test and a TSM is configured, the TSM delivers the test content to their testing devices, reducing the startup time for these testers. All of the test content is encrypted for security.
- (3B) When students select the test in situations when no TSM is configured, the test content is delivered directly from the DRC servers to the testing devices. This is not recommended for the WIDA ACCESS testing because the test content is rich with large image and audio files
- (4) During testing, the test responses (labelled Response Data in the diagram) go directly to the DRC server.



# Support Resources



● ● ● DRC Online Support



# DRC Online Readiness Documents & Tools



## **SITE READINESS OVERVIEW**

Comprehensive overview of the approach to determine site readiness to deliver online testing.

## **SYSTEM REQUIREMENTS**

Detailed information on supported devices and operating systems with quarterly updates including sunset and sunrise information

## **TECHNOLOGY USER GUIDES**

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

## **CAPACITY ESTIMATOR**

Estimates test response times based on site-specific factors such as number of concurrent testers, connection speed, etc.

## **ONLINE TESTING NETWORK EVALUATION CHECKLIST**

Reference checklist and planning tool for sites to assess the sites network readiness

# ● ● ● System Requirements



## Supported System Requirements for ACCESS for ELLs 2.0 and Screener

**Effective October–February 2019**

This document describes the current system requirements recommended by WIDA for the DRC INSIGHT Online Testing System and the Testing Site Manager (TSM). These requirements cover the following items:

- Hardware devices
- Accessories and peripherals
- Operating systems and levels
- Processor, disk space, and memory
- Screen size and resolution

DRC aggressively seeks out, validates, and adopts new technology to offer the best testing solutions to our customers while keeping pace with constantly changing and evolving technology standards. In general, DRC software applications offer Best Effort Support of new versions of an operating system within one month of public availability of the new version and Full Support within three months of public availability of the new version, or by the next release date of the DRC application, whichever duration is greater.

**Current Update: October 1, 2018**  
**Next Update: February 2019**

This document is updated three times each calendar year.



# ● ● ● System Requirements



## UPDATE: Support Starting and Ending

The following is a quick overview of upcoming changes to the hardware and software supported for DRC INSIGHT and/or the TSM. For details, see the appropriate section.

### Device Support Beginning

DRC no longer lists specific supported devices for Windows and Chrome OS. DRC will support devices (including touch-screen devices) that meet the minimum system requirements.

### Device Support Ending

NA

### Device Support Ended

iPad 4th Generation (July 2018)\*

*\*This device is not capable of running iOS 10.x or newer releases. Apple ended support for iOS 10.x in September of 2017. DRC Support for iOS 10.x ends in July of 2018, resulting in the end of support for this device.*

### Software Support Beginning

**Mac OS X 10.14** (anticipated October 2018)

**iOS 12.x** (anticipated October 2018)

**Windows 10 S** (pending final testing)

### Software Support Ending

**Mac OS X 10.11** (July 2019)

**Ubuntu 14.04** (July 2019)

### Software Support Ended

**Mac OS X 10.10** (July 2018)

**iOS 10.3.x** (July 2018)

## Minimum vs. Recommended

Throughout this document, the Minimum level of requirements represents a low compliance threshold. Districts or schools planning to test more than a minimum number of students should exceed the minimum level of requirements. DRC advises using the Recommended level or above.

# System Requirements



## DRC INSIGHT Testing Device Requirements for ACCESS for ELLs 2.0 and Screener

The tables that follow indicate the current DRC INSIGHT device requirements, as well as devices that DRC fully supports and devices that are known to be unsuitable for online testing.

| Fully Supported Devices   | Processor  | Available Memory   | Unused Disk Space  | Screen Size                   | Resolution                          |
|---|--|--|--|-------------------------------|-------------------------------------|
| <b><u>Windows</u></b><br>Both touch-screen and non-touch-screen devices that meet the requirements in this table  | <b><u>Minimum</u></b><br>Intel 4th Generation Core i3 4005U (or AMD equivalent)<br><br>Intel 5th Generation Celeron N3050 (or AMD equivalent)  | <b><u>Minimum</u></b><br>2 GB RAM<br><br><b><u>Recommended</u></b><br>4 GB RAM   | <b><u>Minimum</u></b><br>10 GB<br><br><b><u>Recommended</u></b><br>20 GB or more | <b><u>Minimum</u></b><br>9.5" | <b><u>Minimum</u></b><br>1024 x 768 |
| <b><u>Mac (OS X and macOS) and Linux</u></b><br>Non-touch-screen devices only   | <b><u>Recommended</u></b><br>Intel 6th generation product family or greater (or AMD equivalent)  |  |  |                               |                                     |
| <b><u>Chrome OS</u></b><br>Both touch-screen and non-touch-screen devices that meet the requirements in this table  | <b><u>Minimum</u></b><br>Intel 4th Generation Celeron 2955U (or AMD equivalent)<br><br><b><u>Recommended</u></b><br>Intel 6th generation product family or greater (or AMD equivalent) | <b><u>Minimum</u></b><br>2 GB RAM or more<br><br><b><u>Recommended</u></b><br>4 GB RAM or more   | NA—See the <b>Important Notes</b> that follow the table                          |                               |                                     |
| <b><u>Apple iOS</u></b><br>iPad 2017<br>iPad 2018<br>iPad Air devices<br>iPad Pro Devices: 9.7", 10.5", and 12.9"<br><br><b>Note:</b> iPad mini devices <b>are not</b> supported. | NA   | <b><u>Minimum</u></b><br>1 GB if no other Apps are running and wireless network connectivity is optimized<br><br><b><u>Recommended</u></b><br>2 GB<br><br>See the <b>Important Notes</b> that follow the table | NA—See the <b>Important Notes</b> that follow the table                          | 9.7" or greater               | <b><u>Minimum</u></b><br>1024 x 768 |



# System Requirements



## DRC TSM Device Requirements for ACCESS for ELLs 2.0 and Screener

The following table lists the supported devices, number of concurrent testers, processor, memory (RAM), LAN bandwidth, and available disk space requirements for both the 32-bit and 64-bit versions of the TSM. Note that these requirements apply across all domains of WIDA testing.

| Test   | TSM Version | Supported Devices   | Number of Concurrent Testers | Processor                                | Available Memory | Minimum Available LAN Bandwidth | Available Disk Space |
|--|-------------|---|------------------------------|--|------------------|---------------------------------|----------------------|
| All Domains—<br>Reading,<br>Writing,<br>Listening, and<br>Speaking | 32-bit TSM  | 32-bit Windows, Mac (OS X and macOS), and Linux, desktop and laptop devices | 1–25                         | 2x dual-core i5 at 2.4 GHz or equivalent | 2 GB RAM         | 50 Mb                           | 20 GB or more        |
|  |             |   | 26–150                       | 2x dual-core i5 at 2.4 GHz or equivalent | 4 GB RAM         | 100 Mb                          |                      |
|  | 64-bit TSM  | 64-bit Windows, Mac (OS X and macOS), and Linux desktop and laptop devices  | 1–25                         | 2x dual-core i5 at 2.4 GHz or equivalent | 2 GB RAM         | 50 Mb                           | 20 GB or more        |
|  |             |   | 26–150                       | 2x dual-core i5 at 2.4 GHz or equivalent | 4 GB RAM         | 100 Mb                          |                      |
|  |             |   | 151–275                      | 4x dual-core i5 at 2.4 GHz or equivalent | 8 GB RAM         | 200 Mb                          |                      |

### Important Notes

- The TSM **should not** be installed on mobile or touch-screen devices.
- The TSM **should be** connected to the network through a wired connection.
- A TSM configured for response caching is optional. For the Writing test, the TSM can handle fewer concurrent testers if response caching is active.

# System Requirements



## DRC INSIGHT Software Requirements: Supported Operating System Levels and Support Timeline

| Operating System | Level   | Incoming/Current             |                                       | Outgoing/Ending              |                                      |
|------------------|---|------------------------------|---------------------------------------|------------------------------|--------------------------------------|
|                  |   | Phase 1: Best Effort Support | Phase 2: Fully Supported <sup>1</sup> | Phase 3: Best Effort Support | Phase 4: End of Support <sup>2</sup> |
| Windows          | Windows 7, SP1  |                              | X                                     |                              |                                      |
|                  | Windows 8.1   |                              | X                                     |                              |                                      |
|                  | Windows 10 Semi-Annual Channel servicing options <sup>3</sup> |                              | X <sup>4</sup>                        |                              |                                      |
|                  | Windows 10 In S mode <sup>5</sup>                             |                              | X                                     |                              |                                      |
|                  | Windows Server 2008, R2 SP1                                   |                              | X                                     |                              |                                      |
|                  | Windows Server 2012   |                              | X                                     |                              |                                      |
|                  | Windows Server 2012, R2                                       |                              | X                                     |                              |                                      |
|                  | Windows Server 2016   |                              | X                                     |                              |                                      |

<sup>1</sup> DRC recommends using operating system levels that are Fully Supported.

<sup>2</sup> 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.

<sup>3</sup> DRC currently supports the Home, Pro, Enterprise, and Education editions of Windows 10.

<sup>4</sup> DRC fully supports the most recent version of Windows 10 available for the Semi-Annual Channel (SAC) servicing options within 90 days of public availability of the new version. DRC will offer Best Effort support for previous versions of Windows 10 available for the SAC servicing options that Microsoft maintains support for with servicing updates. For details, see the Microsoft Windows 10 version support website and <https://support.microsoft.com/en-us/help/13853/windows-lifecycle-fact-sheet>.

<sup>5</sup> DRC anticipates a fully supported Windows App for Windows 10 in S mode to be available, pending final testing.

# System Requirements



**DRC INSIGHT Software Requirements: Supported Operating System Levels and Support Timeline (cont.)**

| Operating System  | Level   | Incoming/Current             |                                       | Outgoing/Ending              |                                      |
|---|---|------------------------------|---------------------------------------|------------------------------|--------------------------------------|
|   |   | Phase 1: Best Effort Support | Phase 2: Fully Supported <sup>1</sup> | Phase 3: Best Effort Support | Phase 4: End of Support <sup>2</sup> |
| <b>Mac (OS X and macOS)</b><br><br><b>Note:</b> Mac server software is not supported. | OS X 10.11  |                              |                                       | X                            |                                      |
|   | macOS 10.12   |                              | X                                     |                              |                                      |
|   | macOS 10.13   |                              | X <sup>3</sup>                        |                              |                                      |
|   | macOS 10.14   | X                            | November 2018 (anticipated)           |                              |                                      |
| <b>Linux</b><br><br><b>Note:</b> Linux server software is not supported.              | Ubuntu 14.04 LTS version, with 64-bit Gnome 3.4, Unity Shell  |                              | X                                     | April 2019                   | July 2019                            |
|   | Ubuntu 16.04, LTS version, with 64-bit Gnome 3.4, Unity Shell |                              | X                                     |                              |                                      |
|   | Ubuntu 18.04, LTS version Gnome Shell                         |                              | X                                     |                              |                                      |
| <b>iOS<sup>4</sup></b>  | 11.x (latest version)   |                              | X                                     | November 2018 (anticipated)  |                                      |
|   | 12.x (latest version)   | X                            | November 2018 (anticipated)           |                              |                                      |
| <b>Chrome</b>   | Chrome OS recent stable channel                               |                              | X                                     |                              |                                      |

<sup>1</sup> DRC recommends using operating system levels that are Fully Supported.

<sup>2</sup> 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.

<sup>3</sup> The macOS 10.13 software is currently Fully Supported for testing devices. To use a TSM with macOS 10.13, you must use the URL <https://localhost:8443> to access the TSM.

<sup>4</sup> See the iOS Release Strategy Note that follows.

# ● ● ● Technology User Guide



## ■ Technology User Guide Volumes I – V

### ■ Available on WIDA AMS Portal

■ All Applications -> General Information -> Documents -> Administration (All) -> Document Type (Manuals)

### ■ Volume I – Introduction to Online Testing

### ■ Volume II – Testing Site Manager (TSM)

### ■ Volume III – Configuring Devices for Testing

### ■ Volume IV – DRC INSIGHT

### ■ Volume V – Troubleshooting

# ● ● ● Site Technology Readiness Checklist



## Site Technology Readiness Checklist Deploying DRC Online Assessments

### CATEGORIES OVERVIEW

#### Communication

To facilitate a successful online testing experience for all students, it is important to have a clear understanding of the testing process and the expectations associated with the assignment.

#### Site Planning, Scheduling and Logistics

Proper planning is a key to a successful test administration. Spending time on logistics will reduce surprises and should result in a smoother test administration.

#### Technology

- Testing Site Manager (TSM) Setup
- Device Setup
- Network Configuration

Determining if schools and districts have the supported devices, required personnel sufficient to administer the assessments within the designated testing window, deployed appropriately for an efficient and effective administration, are key.

Recognizing that every site has its own technology strategy and infrastructure that will help sites set up the technologies required for providing online assessments, this checklist help staff identify eligible devices, determine network capacity, and students the school and districts can serve.

#### Training

An important factor in successful online testing is adequately preparing those taking the tests. Providing training materials and time for students, educators and administrators is essential.

Student readiness – Students should have an opportunity to use the technology used during testing and become comfortable with the technology.

Administration readiness – Educators should receive the support and knowledge to routinely employ the technology used during testing. Technology staff need to understand infrastructure requirements and what is necessary to properly install and configure the technology to facilitate a good student testing experience.

| DRC<br>Site Technology Readiness Checklist         |  |
|--|--|
| Site Technology Readiness Activities               |  |
| 2-4 Weeks Before Testing                           |  |
| Communication                                      | <ul style="list-style-type: none"> <li>Work with district technology staff, District Test Coordinator, and School Coordinators to develop a support plan to handle testing issues.</li> </ul>  |
| Technology – Device Setup                          | <ul style="list-style-type: none"> <li>Confirm with the District Test Coordinator that all installations have been completed (TSM and RASIGHT Secure Browser) and run a System Readiness Check.</li> </ul>   |
| Technology – Network Configuration                 | <ul style="list-style-type: none"> <li>After test dates have been selected, check to see if other activities are scheduled in the building at the same time that will also require network bandwidth, especially in areas where the same wireless access points will be used for testing.</li> </ul>   |
| Training   | <ul style="list-style-type: none"> <li>Allow students time to practice taking the tests through the Online Tools Training so they are familiar with the testing application before they take the test.</li> </ul>  |
| 1-2 Weeks Before Testing                           |  |
| Communication                                      | <ul style="list-style-type: none"> <li>Reconfirm the final testing plans/schedule with the District Test Coordinator.</li> <li>Send a reminder email to staff to avoid using the network for bandwidth-intensive projects during the testing dates.</li> </ul>   |
| Site Planning, Scheduling and Logistics            | <ul style="list-style-type: none"> <li>Conduct a final technology walkthrough before the first day of testing.</li> </ul>  |
| Training   | <ul style="list-style-type: none"> <li>Ensure that testing staff have the school's Org Unit ID(s) and know how to register devices, if prompted.</li> <li>Ensure that Test Administrators and District Test Coordinators are familiar with the technical troubleshooting information provided in eDIRECT Under General Information/Documents.</li> </ul> |
| Technology – Device Setup                          | <ul style="list-style-type: none"> <li>Perform a System Readiness Check on all testing devices.</li> <li>Log into an Online Tools Training on each student computer.</li> </ul>  |
| DRC Site Technology Readiness Checklist, 2016-2017 |  |

DRC Site Technology Readiness Checklist, 2016-2017



## ● ● ● DRC Customer Service



- Dedicated toll-free number and email address automatically directed to certified agents
  - 1-855-787-9615
  - [WIDA@datarecognitioncorp.com](mailto:WIDA@datarecognitioncorp.com)
- DRC Customer Service assists in areas like:
  - Testing device and COS setup and configuration
  - Troubleshooting
  - Accessing secure documents and materials
  - Providing Username and Password resets
  - Tips for navigating the User Interface
- Customer service tools ensure agents have accurate information
  - Immediate access to client-specific “knowledge database” while with a caller

## ● ● ● Questions and Answers

