

# Nevada Online Assessments – DRC INSIGHT

## Lessons Learned, Tips & Troubleshooting

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### Assessment Update 02/20/2020

- Call or email Assessment Support first for most issues: 775-348-0248
- Report test item issues directly to DRC Nevada Help Desk: 1-866-588-4978

Description	What to Do
What do I do if the students are unable to login and an internet connection error appears?	<ol style="list-style-type: none"> <li>1. Check the COS server to ensure that it is turned on and connected to the network. If the COS server is not on, power it on and allow for up to 10 minutes for the COS server to launch. There is no need to log into the COS server.</li> <li>2. If connectivity is still not found, contact Assessment Support.</li> </ol>
What should I do when the student is unable to login with their test ticket?	<ul style="list-style-type: none"> <li>• Verify that the student’s Username and Password identified on the test ticket was entered correctly. If the name looks correct, check that there are no extra spaces or characters, particularly before and after the actual username and password.</li> <li>• Verify with the Testing Coordinator that the printed test ticket matches the ticket information in eDirect.</li> <li>• Make sure the student has selected the correct test.</li> </ul>
What do I do if a student starts the test and has the text-to-speech designated support but the sound isn’t working?	<ol style="list-style-type: none"> <li>1. Pause and exit the test. <ul style="list-style-type: none"> <li>• Verify that the headphones are plugged into the correct outlet on the computer. Attempt to test the headset outside of the software to confirm if it is hardware or volume control issue and then relaunch the software.</li> </ul> <p style="margin-left: 20px;"><b>Note:</b> Best practice is to plug in the headphones prior to starting the Insight browser.</p> </li> <li>2. If the sound still does not work, contact the Testing Coordinator to verify that the student’s text-to-speech support has been selected.</li> </ol>
What should I do if the sound is not working for a given item?	<p>To ensure that the sound will work properly during testing, it is good practice to plug in the headphones prior to launching the Insight Browser.</p> <p>If sound issues persist, test the sound outside of the Insight browser, such as with a YouTube video. The volume may need to be adjusted. Once the sound is verified, start the Insight browser.</p>
What should I do if a student gets automatically logged out while testing?	<p>After 30 minutes of inactivity the Insight secure browser will automatically exit a student from the test. The student should return to the login screen and re-enter his/her login information using the same test ticket.</p>
What should I do if the student computer freezes or a white/gray screen appears without content?	<p>If you cannot close the browser, try <b>[Ctrl] + [Alt] + [Delete]</b> and restart the computer.</p> <p>If this occurs, it is typically due to overloaded access points or poor communication between the COS server and the Insight browser as the student computer is attempting to pull content from the COS server, and the network is preventing them from doing so (traffic, switch, etc.).</p>

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What should I do if a keyboard freezes while the student is testing?	<p>Occasionally, a student will accidentally touch the touchscreen, click somewhere outside the text box, or slightly touch the touchpad on the laptop. These actions may appear to disable the text box.</p> <p>Check to ensure that a cursor is flashing in the text box.</p> <ol style="list-style-type: none"> <li>1. Cursor is not flashing— click inside the box.</li> <li>2. Cursor still does not appear—exit the browser and have the student re-login; the computer may need to be restarted.</li> </ol>
What should I do when a student may not progress after typing a response?	<p>Ask the student to look for possible quotation marks or special characters. These characters are not allowed for all questions and must be removed in order for students to progress to the next question.</p> <p>If a student must use quotation marks, they may substitute the single quotation mark.</p>
What should I do if a student cannot progress to the next question because the <b>Next</b> button is grayed out?	<p>This is not a technical error. The student has not completed all the tasks required to answer the question.</p> <p><b>SAY:</b> <i>Reread the question and make sure you selected or entered a response.</i></p>
How do I properly exit a test?	<p><i>Except for a break between days on the CAT tests, students must be supervised throughout the completion of each section of a test from start to finish.</i></p> <p><b>When it is appropriate to pause and exit a test.</b></p> <p>Students <b>Pause</b> their test and then select the <b>Exit</b> button. When the student returns, use the same test ticket.</p>
How does the Pause function work?	<p><i>Except for breaks between days on the CAT tests, students must be supervised throughout the completion of each section of a test from start to finish.</i></p> <p>Once a student clicks on the “Pause” button, the test questions are removed from the screen, and a countdown beginning with 20 minutes appears on the screen notifying the student of the time left before the system automatically exits the test.</p> <ul style="list-style-type: none"> <li>• When a student resumes the test after a pause, all answer choices that have been selected and all responses that have been typed or recorded prior to pausing will be saved. Students will continue where they left off.</li> <li>• If the test is not resumed within the 20 minutes, the student must log back in to the Insight browser to finish the test.</li> </ul> <p><i>Depending on the specific test, students will be able to return to previous questions. See specific manual for further details.</i></p>
How do I unlock a test ticket?	Contact Assessment Support for assistance.

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What should I do if there is a loss of internet connectivity?	<p><i>Contact Assessment support for guidance prior to releasing any students.</i></p> <p>If internet connectivity is lost during the test, a warning message will display informing students of the lost connectivity.</p> <ul style="list-style-type: none"> <li>• While the popup message is displayed, the system will continue to attempt to send the student response.</li> <li>• If reconnection is established, the popup closes and testing continues.</li> <li>• Proctors may direct students to press “Exit the Test” button to exit the test OR students can leave the popup open to continue attempting to send the response.</li> <li>• After 5 minutes, if the response is not successfully sent, the popup closes, an “internet connection error” message is displayed, and the student exits DRC Insight.</li> </ul>
What should I do if a student must be moved to another device due to technical issues <b>NOT</b> related to loss of internet connectivity?	<p>If a student experiences technical issues, or any other issues such as a distraction, direct the student to pause the test until the issue can be resolved.</p> <p>In the case that an issue cannot be resolved, the student may be moved to another desktop or laptop. The Test Administrator should instruct the student to exit the test before logging in to another device. To exit a test:</p> <ul style="list-style-type: none"> <li>• Click the Pause button</li> <li>• Click the Exit button and confirm by clicking the Yes, Exit button</li> </ul> <p>The student may then log into a different device using the same login information. The student’s answer choices, typed responses, or recorded responses are saved. The student will start the test where he or she left off.</p>
What should we do if a student is testing and their laptop (wireless device) shuts down because the battery runs out?	<p>Always monitor the battery life in laptops and wireless devices used for testing. Do not allow devices to run out of battery while student is testing.</p> <ul style="list-style-type: none"> <li>• If the battery is about to run out, immediately plug the device into a power source and resume the test on the same device.</li> <li>• If the laptop battery runs out, students may login on another computer and continue testing. It is possible that the most recent response may not have been recorded.</li> </ul>