



# Parent/Guardian Remote Testing with Test Administration Frequently Asked Questions

## Testing Device Questions

**Question: What are the system requirements for testing devices used by my child?**

**Answer:** A high-level set of system requirements are provided in the Parent/Guardian Remote Testing with Test Administrator Guide document. If you have questions about them, contact your child's teacher, the school's technology staff, and/or the school office for technical support.

**Question: What should I do if I don't have a testing device that meets the system requirements and/or our Internet service does not meet the reliability or bandwidth requirements?**

**Answer:** You should contact your child's teacher to see what options the school or district have for your child. Oftentimes, they may have options available to address this issue.

**Question: What type of device does my child need for this assessment?**

**Answer:** Windows, Mac, iPad, or Chromebook devices can be used for this assessment. DRC recommends that iPads and any other tablet have a keyboard for this assessment.

**Question: Why does an iPad need a keyboard?**

**Answer:** For the Test Administrator to best view your child during the assessment, an iPad with a keyboard is recommended so the iPad's camera can be better positioned on your child.

## Technical Questions

**Question: What do I do if my child receives the message "Connection Retry is in Progress"?**

**Answer:** This message means the testing device has lost its network connection. That could be due to issues with Wi-Fi or the Internet connection.

For the next five minutes, while this message is displayed, DRC INSIGHT will attempt to successfully reconnect to the network. During this time, if a connection is re-established, the message will close and your child can continue the assessment. If a connection is not re-established during this time, the message will close and a "Connection Error" message will be displayed. At any time during the five-minute interval, your child can click **Exit the Test** to temporarily end the assessment session.

**Note:** Loss of a network connection also impacts your child's connection to the web meeting. There will not be the ability to chat or connect with the Test Administrator in the web meeting until the connection is restored.

### What Should I Do?

- If the message disappears and your child returns to the assessment, you do not need to do anything—your child can resume the assessment. You may want to confirm that your child has also returned to the web meeting.
- If the message disappears and the "Connection Error" message is displayed, your child will need to discontinue the assessment session by clicking **Ok** to exit DRC INSIGHT. You should contact your child's teacher, the school's technology staff, and/or the school office for technical support. Your child can resume the assessment once the issue is resolved.
- If your child clicks **Exit the Test** while the "Connection Retry is in Progress" message is displayed, the assessment ends and your child must re-enter the assessment.
- If your child is having trouble staying connected, make sure they are using a currently supported device and operating system, and that they have sufficient memory, hard drive space, and bandwidth for testing.



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- If you are comfortable with the process, you can also try to power off and restart your home's network device. Sometimes, refreshing the connection to the Internet will help resolve the issue.
- **Note:** In all situations, all of your child's assessment information has been recorded and saved. Once your child is able to return to the assessment, they can re-enter their username and password and resume the assessment at the question they were on when the issue occurred.

## **Question: What do I do if my child's assessment is interrupted?**

**Answer:** If your child is having trouble accessing the assessment or staying connected, make sure they are using a currently supported device and operating system, and that they have sufficient memory, hard drive space, and bandwidth for testing. Once your child is able to return to the assessment, they can re-enter their username and password and resume the assessment at the question they were on when the issue occurred.

## **Question: If my child's assessment is interrupted, are all the responses for questions they have completed lost and do they need to start the assessment over from the beginning?**

**Answer:** If there is any type of interruption during the assessment, all your child's work and prior responses up to that point have been recorded and saved. Once your child is able to return to the assessment, they can re-enter their username and password and resume the assessment at the question they were on when the issue occurred.

## **Question: If my child is having technical issues, who can I contact for support?**

**Answer:** If technical issues arise and/or an error message displays during the assessment, contact your child's teacher, the school's technology staff, and/or the school office for technical support. If additional support is required, a school or district representative will reach out to DRC to determine a resolution. Do not attempt to contact DRC customer service directly for support. Any issue related to your home's technology configurations must first be relayed to your child's school and they will contact DRC if necessary.

## **Question: My child received an error message with a Customer Service number on it. Can I call that number for help?**

**Answer:** Do not attempt to contact DRC customer service directly for support. Any issue related to your child's assessment must first be relayed to your child's school and they will contact DRC if necessary.

## **Question: Can my child use a browser other than the Google Chrome browser to take this assessment?**

**Answer:** If your child is using an iPad, they can use the Safari browser. On all other supported devices, your child needs to use the Google Chrome browser. The test software may not function properly using any other Internet browser. If the Google Chrome browser is not installed, follow the step-by-step instructions for downloading and installing the current version of the Chrome browser at [www.google.com/chrome](http://www.google.com/chrome). The Chrome browser is free and should be the default browser on the testing device.

## **Web Conferencing Questions**

### **Question: Will there be training for my child before the assessment is delivered?**

**Answer:** Your child's teacher will schedule a practice session where they will walk through the web meeting process and allow your child time to use the system's Online Tools Training feature. Here, your child will have time to work with sample assessment questions to become familiar with the type of questions they will see during the assessment. They can also become familiar with the testing interface and all the testing tools that will be available to them during the assessment.



# Parent/Guardian Remote Testing with Test Administration Frequently Asked Questions

## Question: Why is a webcam and microphone necessary?

**Answer:** The webcam and microphone allow the Test Administrator to monitor and support your child during the assessment much the same as they would if your child was taking the assessment in their classroom.

## Question: Do I have to be present while my child is taking the assessment?

**Answer:** Yes. You are an extra set of eyes and ears for the Test Administrator during the assessment. All parents or guardians are asked to:

- Encourage your child to try their best and to approach the assessment in a positive manner.
- Make sure your child has an adequate testing device and peripherals to take the assessment.
- Do your best to find a room for your child to test in that is quiet, private, and well-lit.
- Turn off any music, TV, or other background noise.
- Only help your child if there are difficulties with the testing device, issues logging into the web conference, and/or issues logging into the assessment.
- Not help your child with any questions on the assessment.
- Not read the assessment questions or answers to your child.
- Ensure your child stays in the testing interface and does not use other tools, devices, or applications outside of the testing interface during the assessment.
- Emphasize that the security of the assessment questions must be maintained at all times. None of the materials from the online test may be copied, photographed, or recorded in any manner.

## Question: What type of headset and microphone will my child need for testing?

**Answer:** The following are guidelines for audio and microphones to help maximize the potential for testing success:

- Make sure the browser has the proper permissions enabled to access the microphone.
- Make sure your audio is not muted and the volume is turned up.

The following chart provides headset and microphone recommendations:

Configuration	Suitability	Pros and Cons
Over the ear headset with microphone	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 canceling out more noise.
Noise canceling headphones	Not applicable without a secondary device to capture student audio	Noise cancellation often does not cancel out the sound of human voices, so this feature provides little benefit. Most of these devices do not have an integrated microphone so they cannot be used for speaking without providing a second device to capture student's audio responses while in the web meeting.  Many headsets with a noise cancellation feature require a power source (e.g., batteries or USB connection).
Ear buds or ear headphones with microphone	Acceptable	Sound volume can vary based on the positioning of the buds in the ear, resulting in inconsistent audio playback. Many ear buds come with the microphone attached to the cord, making capturing the students' voice more of a challenge.
Device speakers and device microphone	Marginal	Audio playback and audio capture built into devices generally do not offer very high fidelity, which can lead to poor response capture. 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.