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TASC Readiness Remote Testing FAQs

Release v 1.0

Data Recognition Corporation (DRC)

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DRC INSIGHT Portal for TASC: <https://tasc.drccedirect.com>

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Access to TASC Readiness Tests for Remote Testing

Question: Our program has not used online testing before. How do we get DRC INSIGHT?

Answer: Contact our Order Management Department: Shelf Customer Service at 800-538-9547 or ShelfCustomerService@datarecognitioncorp.com.

Question: We use TASC Readiness paper tests to administer the exam. Can we switch to online testing? Is there an additional cost for the switch?

Answer: If your location currently tests using paper and would like to administer TASC Readiness tests online, a purchase of online licenses is required.

Question: Is there a charge to the programs for third-party proctoring? For example: Examinity or ProctorU.

Answer: The current options for TASC Readiness tests do not involve third-party proctoring.

Question: Which TASC Readiness tests can be used with the remote testing option?

Answer: The remote testing option is available for TASC Readiness forms 6&7 and 8&9 only. Remote testing options are not available for TASC Operational at this time.

Question: Your ability to help us capture assessment data for students is much appreciated. Do you foresee this option continuing beyond the COVID-19 situation into next year?

Answer: DRC is investigating additional third-party proctoring services that would allow us to expand our remote testing options for TASC Readiness in the long term. With third-party proctoring companies, the test registration, administration, and reporting services would be hosted/conducted through a third-party system (subject to OCTAE approval). More information will be provided in the coming weeks as DRC explores this option.



Remote Testing and Web Meeting Issues

Question: Why are remote testing sessions limited to five students?

Answer: Remote testing requires the TASC Readiness Administrator to manage a web meeting with multiple students, which involves validating credentials and close monitoring of all students in the web meeting. Currently, the number of simultaneous testers is limited to five students to keep web sessions manageable and more secure.

Question: Does DRC provide web conference services?

Answer: DRC does not provide web conference services. You need to use a third-party vendor. Most free or trial versions of web conference services do not include sufficient functionality to meet our recommendations for remote proctoring.

Question: How long are the recordings of remote test sessions retained, and what is recorded?

Answer: DRC does not provide, retain, or have access to recordings from remotely proctored test sessions. Recordings are used to review testing sessions if issues are reported locally. What is available for recording, including options and retention policies, varies by web conference service. Your web conference vendor should be able to provide clarification.

Question: What do I do if a student is dropped out of a web meeting?

Answer: During web meetings, students may encounter technical or Internet problems caused by bandwidth issues in their local environment or by their connection to the Internet. These issues are beyond DRC's control. If the student experiences short, intermittent problems, you can choose whether or not to allow them to re-join the web meeting in progress. Students can usually rejoin by clicking the link again. If connection problems are significant or disruptive to the flow of your meeting, you should reschedule them for a later time. If you choose to reschedule a student, you may want to invalidate their test and create a new test session for them.

Question: What do I do if a student is disruptive during the web meeting?

Answer: Most video conference services have functionality to remove a participant. Follow the instructions for your service to remove the participant. If the student already started the test, you may want to invalidate their test.



Remote Testing and Web Meeting Issues—cont.

Question: How do I stop a test while the student is testing?

Answer: It is possible to “kick a student out of a test” by logging in to the same test, with the student’s login credentials, while the student is still in the test. If you do interrupt a student’s test, make sure to invalidate the test results.

Question: How can I tell if the student is using a cell phone during the test?

Answer: Preview each student’s environment at the onset of the web meeting, and monitor them for any suspicious behavior, such as looking down or away from the camera during testing. Instruct the students to turn their phones off and place them out of reach prior to testing.

Question: With audio and video on, how do you minimize test disruption if a tester has a question, or if you need to interact with a tester regarding a potential security infraction?

Answer: You should use a web conference service that allows the web host to control audio during a web meeting. Participant audio should be muted. At the beginning of the web meeting, instruct the attendees on how to get your attention via private chat (or by “raising their hand” if the software allows this). Use the breakout rooms if you need to interact with the student privately.

Question: Instead of Zoom, can we use Google Hangouts or Microsoft Teams?

Answer: Customers can use whatever web conference service they choose, as long as the functionality meets our guidelines for remote testing.

Question: How do we prevent students from letting someone else take the test for them?

Answer: To ensure that the student is not letting someone else take their test, TASC Readiness Administrators should validate the identity of students entering the web meeting for testing. They should also be documenting the time that the test was taken to ensure that the test was completed during the web meeting.



Test Administration Issues

Question: Is there any way to disable the timer?

Answer: To disable the timer, the student needs to be given an accommodation for an “untimed test”. Confirm with your State or Program director whether this is allowed, as some programs have specific rules or guidelines regarding accommodations. Adding the “untimed test” accommodation needs to be done for each student individually. There is no way to disable the timer globally or by test session.

Question: If I already have a TASC Readiness test session set up, do I have to create a new one?

Answer: No. You can provide the student with the credentials from their existing tests session. However, we recommend that you document in the student’s record which tests have been administered remotely.

Technical Issues

Question: What are the System Requirements for testing devices used by the students?

Answer: System Requirements are available in the DRC INSIGHT Portal. Go to **My Applications > General Information > Downloads** and click on the View System Requirements button at the bottom of the page. Requirements for testing devices can be found in the section [DRC INSIGHT Testing Device Requirements](#) and in the [Important Notes](#) which follow.

If your student is having trouble accessing the test 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. A good way to check this is to have them go through the Online Tools Training prior to testing.

DRC is not able to provide support directly to students, but we may be able to assist you with basic issues.

Question: If I have trouble with, or questions about, my web meeting or video conference software, what do I do?

Answer: DRC is not able to provide support for web conference software. Reach out to your vendor for support.

Question: Will remote testing work with the iOS platform?

Answer: As noted in the [DRC INSIGHT Testing Device Requirements](#), certain iOS devices are supported; however, tablets (including iPads), phones, and mobile devices are not allowed as test devices for the full Remote Testing solution.



Technical Issues—cont.

Question: Does remote testing require any special software?

Answer: TASC Readiness tests, when accessed by the remote testing link, do not require any special software. Students are taken directly to the test from the provided link. However, a small software application may be required for your web meeting software. If the user does not have the meeting application already installed, they will usually be prompted to download and launch the meeting software.

Question: If a student is dropped from of a test due to connectivity issues, do they have to complete the test the same day, or can they resume the test the following day?

Answer: Incomplete tests are processed and scored overnight. If the student does not continue the test the same day, the TASC Readiness Test Administrator must unlock the test on the day the student is ready to continue it.

Question: Can remote testing be done on a Mac not using Chrome?

Answer: Remote testing requires the Google Chrome browser, which can be installed on a Mac.

Question: Are students required to have a webcam?

Answer: A webcam is required for proctored remote testing.

Question: Does remote testing require the student to have two devices (a device for the web conference and a device for test access)?

Answer: No, the web conference and testing occur on the same device.

Question: Why can't students use their cell phones for remote testing?

Answer: TASC Readiness tests are designed for a minimum screen size of 9.5" and a minimum resolution of 1024 x 768 pixels. Cell phones do not meet this requirement. If a user attempts to log in to the TASC Readiness test, they will receive an error indicating that their device has not passed the System Readiness Check (a system check run by the application, prior to launching the test).

If you have additional questions about Remote Testing, please contact the TASC Help Desk. Support hours are: Monday through Friday, 8:00 to 4:30 CDT.