



Michigan Spring 2021
Summative Online Testing

M-STEP

**District and Building Coordinator
Administration Training**





Agenda



- Introduction
- Updates for 2021
- Software for Online Test Administration
- Opportunities for Student Training
- Online Testing Tips
- Resources
- Key Dates
- Customer Support

●●● Introduction



- **Michigan Department of Education (MDE)**
- **Data Recognition Corporation (DRC)**
- Spring 2021 Assessments
 - **M-STEP**
 - MI-Access
 - Early Literacy and Mathematics Benchmark for grades K-2
- Roles
 - **District Coordinator**
 - **Building Coordinator**
 - Test Administrator
 - Technology Coordinator



Updates for 2021



- Social Studies is now a one-part test for grades 5 and 8
- The Science assessments are operational
 - Now that science is an operational test, it will follow the unlocking procedures for all operational tests: if more than 5 questions have been answered an Incident Report must be submitted in the OEAA Secure Site for MDE review
- Update to the M-STEP Spring 2021 Test Schedule
 - April 12, 2021 - May 7, 2021 – Grades 5, 8, and 11
 - April 26, 2021 – May 21, 2021 – Grades 3, 4, 6, and 7
 - Two week (rather than one week) overlap in the two test windows (April 26-May 7)
- Spanish Language M-STEP Tutorial is available



Software for Online Test Administration



- **DRC INSIGHT Portal**
- **DRC INSIGHT**
- **Central Office Services (COS)**
 - COS Configurations
 - COS Service Device (COS-SD)

Software for Online Test Administration



Central Office Services (COS)

Central Office Services (COS) is a software tool that allows your Technology Coordinator to install, configure, and manage your online testing environment from a central location.

Central Office Services is made up of two components:

1. COS Configurations

- Configuration user interface that allows you to seamlessly organize and configure your testing devices

2. Central Office Services - Service Device (COS-SD)

- Provides test content management and hosting services for COS Configurations
- Required for accommodations

Software for Online Test Administration



Central Office Services (COS) is accessed through the DRC INSIGHT Portal with a log-in (<https://mi.drctedirect.com>).

Note: Available menu items may vary depending on your permissions.

The screenshot shows the DRC INSIGHT portal interface. The top navigation bar includes 'DRC INSIGHT', 'MICHIGAN ONLINE ASSESSMENTS', and a dropdown menu labeled 'MY APPLICATIONS'. The dropdown menu is open, showing several categories: PARTICIPANT PREPARATION, SCORING AND REPORTING, CONFIGURE APPLICATIONS, TEST PREPARATION, GENERAL INFORMATION, and TECHNOLOGY SETUP. Under TECHNOLOGY SETUP, 'Central Office Services' is highlighted with a red box. Below the dropdown, the 'CENTRAL OFFICE SERVICES' page is visible, featuring a 'Testing Program' dropdown, a 'Site' dropdown, and three main sections: 'COS Configurations', 'COS Service Devices', and 'Testing Devices'. Each section contains progress bars and percentages for various status categories.

Category	Functional	Unable to Find	Processing Content	Content Outdated	COS-SD Version Outdated
COS Configurations	97%	3%	0%	0%	0%
COS Service Devices	42%	58%	0%	0%	0%
Testing Devices	Recently Active	5%	Idle for 31+ days	95%	



Watch the [Winter/Spring 2021 Technology Coordinator Training Presentation](#)

Also available in the DRC INSIGHT Portal (<https://mi.drctedirect.com>) under General Information – Documents – Training Presentations & FAQ.

Software for Online Test Administration



DRC INSIGHT Portal (<https://mi.drctdirect.com>)

- **Web-based test management site**

- ✓ Access TAMs and online test directions
- ✓ Assign universal tools, designated supports, or accommodations to students
- ✓ Assign students to online test sessions
- ✓ Print test tickets
- ✓ Student and staff training
- ✓ Monitor testing progress

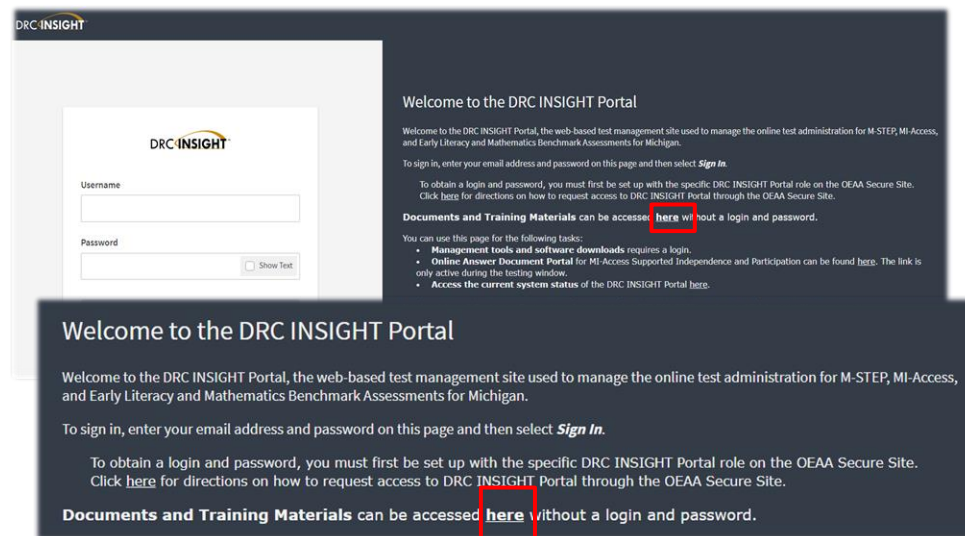
- **Login required for some users**

- District, Building, and Technology Coordinators will need access.
- Test Administrators do NOT need access – student tutorials, mini-modules, and TAMs can all be accessed on the DRC INSIGHT Portal **without** a login through a link on the sign-in page.
- DRC INSIGHT Portal accounts are generated from roles assigned in the OEAA Secure Site.
 - Complete instructions on how to get access to the DRC INSIGHT Portal can be found at www.michigan.gov/securesitetraining under the Security section.



Watch the mini-module: [Accessing Documents](#)

Also available in the DRC INSIGHT Portal (<https://mi.drctdirect.com>) under General Information – Documents – Document Type: Mini-Modules.





Software for Online Test Administration



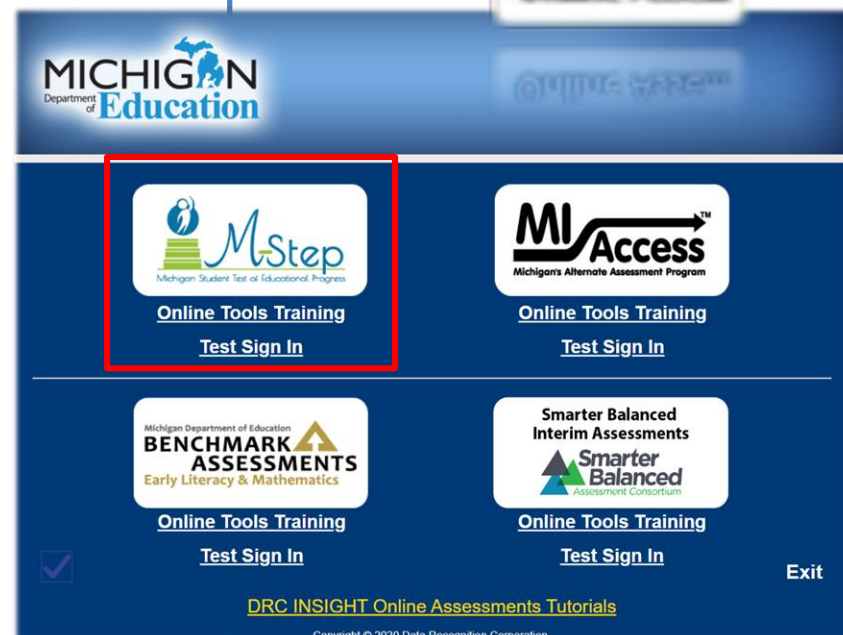
DRC INSIGHT

DRC INSIGHT is the name of the online testing engine

- Secure web browser (Windows and Mac machines)
 - Prevents students from accessing any other programs once launched
- “App” on iPads
- “Kiosk Mode” on Chromebook
- Updated to version 11.x in June 2020

DRC INSIGHT

- ✓ Provides access to test (Test Sign In)
- ✓ Provides access to Online Tools Training (OTT)



●●● Opportunities for Student Training



Student Tutorials

- The tutorial will guide Building/School Coordinators, Assessment Administrators and students through the use of the testing software, including tools and test navigation.
- These short instructional videos also show students how to sign in, pause, exit, and submit a test.
- These tutorials are essential to successful participation in the M-STEP assessment.

★ **NEW!** A Spanish language M-STEP Tutorial is now available.

●●● Opportunities for Student Training



Student Tutorial Access

✓ DRC INSIGHT Portal

- ✓ Access without a login through the training materials link on the Sign-In page

- ✓ Access with a login at My Applications – General Information – Test Tutorials

OR

- ✓ Open the DRC INSIGHT Testing Engine and selecting the Tutorial link at the bottom of the screen

Note: The tutorial(s) are optimally viewed at 1024 X 768 screen setting. A sound card is required to hear the tutorial

Welcome to the DRC INSIGHT Portal

Welcome to the DRC INSIGHT Portal, the web-based test management site used to manage the online test administration for M-STEP, MI-Access, and Early Literacy and Mathematics Benchmark Assessments for Michigan.

To sign in, enter your email address and password on this page and then select **Sign In**.

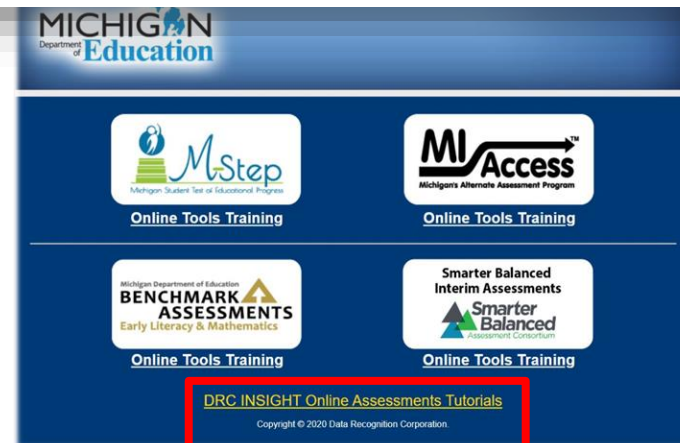
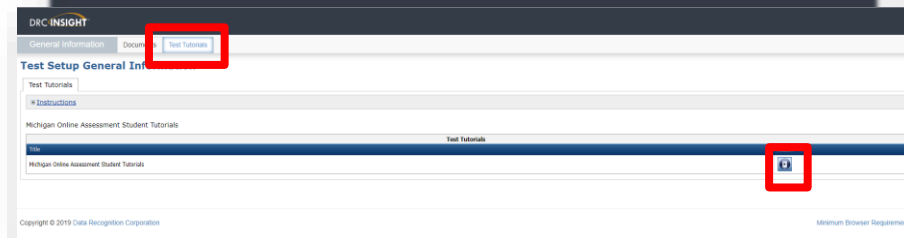
To obtain a login and password, you must first be set up with the specific DRC INSIGHT Portal role on the OEAA Secure Site. Click [here](#) for directions on how to request access to DRC INSIGHT Portal through the OEAA Secure Site.

Documents and Training Materials can be accessed [here](#) without a login and password.

You can use this page for the following tasks:

- **Management tools and software downloads** requires a login.
- **Online Answer Document Portal** for MI-Access Supported Independence and Participation can be found [here](#). The link is only active during the testing window.
- **Access the current system status** of the DRC INSIGHT Portal [here](#).

Need assistance? **Customer Support** can be contacted at 877-560-8378 or misupport@datarecognitioncorp.com.



●●● Opportunities for Student Training



Online Tools Training (OTTs, Sample Item Sets)

- The OTTs are sets of sample test questions intended to introduce students to the tools available during testing and prepare them for online testing.
- This training allows students to try the features of the testing software before the actual test.
- OTTs are not scored – the goal is to provide practice using the tools available in the testing application, not to assess content area knowledge.

➤ Access the OTTs in two places:

- ✓ In a Chrome browser by navigating to
<https://wbte.drcdirect.com/MI/portals/mi/>
- ✓ If you receive an error when trying to access the OTTs, please be sure that your Chrome browser is up-to-date.
- ✓ Open the DRC INSIGHT Testing Engine and select the Online Tools Training link.

★ Watch the mini-module: [Accessing the OTTs](#)

Also available in the DRC INSIGHT Portal (<https://mi.drcdirect.com>) under General Information – Documents – Document Type: Mini-Modules.





Online Testing Tips



Before Testing

Technology Coordinators should ensure that INSIGHT is launched or opened before the day of testing on the testing devices.

- ✓ This will ensure that any updates to the operating systems/programs have been completed before testing.
- ✓ This can also be checked by having students launch DRC INSIGHT to complete the OTTs before testing begins.

Site Technology Readiness Checklist for Deploying DRC INSIGHT Online Assessments



Version 2.1.1

July 2020



Online Testing Tips



Test Tickets

M-STEP Spring 2021
Test Ticket - GR5 - Math
Student Name: [REDACTED]
Date of Birth: 4/19/2008
Username: [REDACTED]
Password: [REDACTED]

(Note: Username and password are not case sensitive.)

Universal Tools - Designated Supports - Accommodations: TTS

Test Session: Math 5 EPM

- ✓ Username displayed in all CAPS
- ✓ Note: Usernames and Passwords are not case sensitive
 - ✓ Layout with centered text
 - ✓ Clarification text
- ✓ UIC is no longer on the ticket
- ✓ Universal Tools, Designated Supports, and/or Accommodations displayed



Watch the mini-module: [How to Create Test Sessions and Print Test Tickets](#)

Also available in the DRC INSIGHT Portal (<https://mi.drcdirect.com>) under General Information – Documents – Document Type: Mini-Modules.



Online Testing Tips



Moving a student to a different computer

- If you need to move a student to a different computer during science, social studies, and some accommodated versions of the ELA and mathematics tests, select **Pause** and then **Exit**. **DO NOT** select the **Review/End Test** button if the student has not finished testing.
- Move the student to a different computer.

Username and passwords ARE NOT case sensitive

Students receive an “Invalid Login” error if they try to log-in to the wrong assessment or if they are typing in the username and/or password incorrectly

- Double-check that the student has the correct test ticket, username.
- Have the student back out to the main screen and confirm they are logging in to the M-STEP assessment at the top left-hand corner of the screen.
- Watch the student type the username and password.
- If the above steps do not resolve the issue, the TA may type the username and password while the student observes.

Note: Detailed steps for this situation are also outlined in the Test Administrator’s Online Directions and Manuals.

If needed, the teacher/proctor may provide administrative help throughout the test.



Online Testing Tips



New Testing Features

Text-to-Speech (TTS) for Test Directions

- An Audio Check has been added to the Test Directions (excluding American Sign Language and Spanish tests).
- If using TTS for Test Directions, all test sessions will include directions to be read aloud by the Test Administrator for the Sign-in screen, Welcome screen, Test Selection screen, and Audio Check screen.
- Students will be able to listen to all subsequent screens using TTS by selecting Play. The test directions automatically play as the student moves through the remaining test directions screens.
- The Test Administrator's Manuals include directions to be used with TTS for Test Directions and without TTS for Test Directions.
- District or Building Assessment Coordinators should determine whether TTS for Test Directions will be used, then Test Administrators should follow the directions according to their district or schools' established administration procedures.



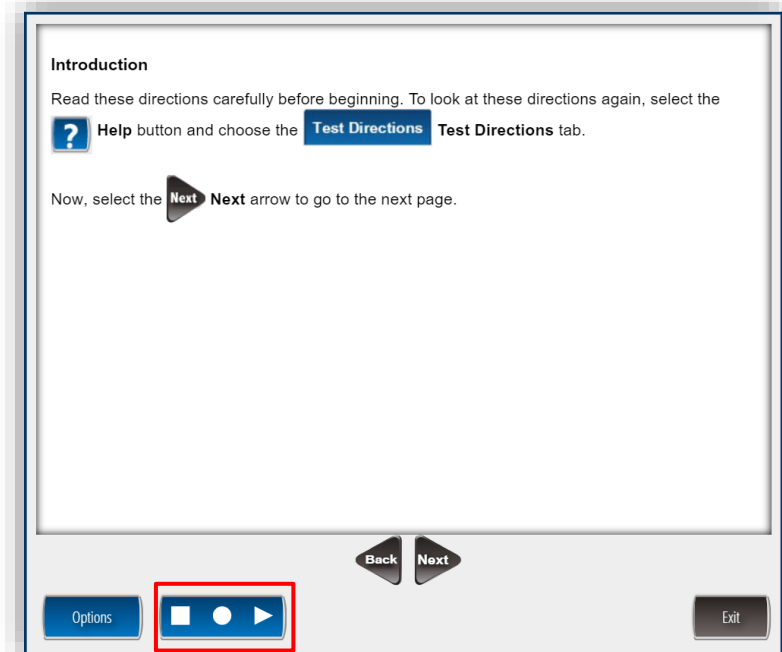
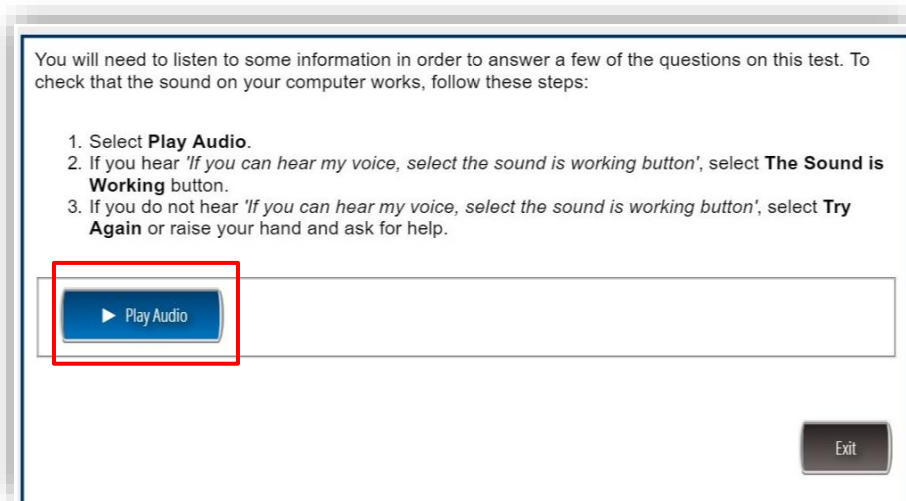
Online Testing Tips



New Testing Features

Text-to-Speech (TTS) for Test Directions (cont'd)

- All Test Directions (except ASL and Spanish) now have the Audio Check added and audio controls are included on the Test Directions pages.





Online Testing Tips



New Testing Features

Text-to-Speech (TTS) for Test Directions (cont'd)

- The Audio Check screen will still display on all tests, even if the TTS for Test Directions is not being used.
- If not using TTS for Test Directions, students who are not using TTS as a designated support or accommodation on a non-ELA test will still have the Audio Check screen even though they will not be using the audio.
- The Test Administrator's Directions and Manual contains instructions for Test Administrators to direct students who do not have audio.
 - It is important that Test Administrators have read the Test Administrator's Directions and Manual and understand what to do on the Audio Check screen for students who do not have audio on their test.
 - If the computer's volume settings are turned up, the audio check will play aloud, *"If you can hear my voice, select The Sound is Working button."*
 - » If not using TTS for Test Directions, student testing devices should be muted before administration.



Online Testing Tips



New Testing Features

Desmos Calculator

- DRC INSIGHT now uses the Desmos basic four function and scientific calculators.
- The M-STEP Student Tutorial contains “Basic Calculator” and “Scientific Calculator” sections which guide students through how to use the Desmos calculators.
- New for Spring 2021 - The basic calculator will be available on all items of the grade 5 science assessment, and the scientific calculator will be available on all items of the grades 8 and 11 science assessments.
- There has been no change to the mathematics calculator policy.
 - The basic calculator will be available on some items of the grade 6 mathematics assessment, and the scientific calculator will be available on some items of the grade 7 mathematics assessment.
- Further information on the Desmos calculators can be found at www.desmos.com



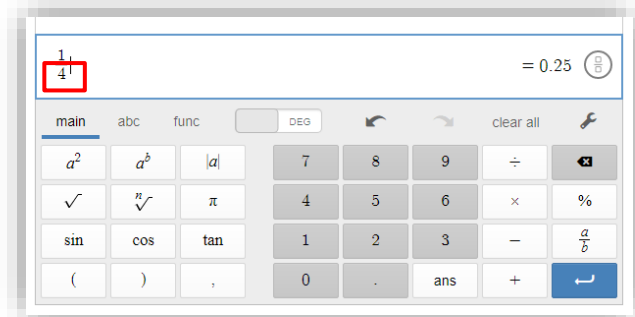
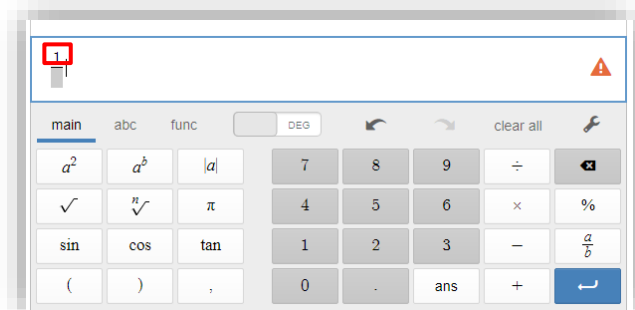
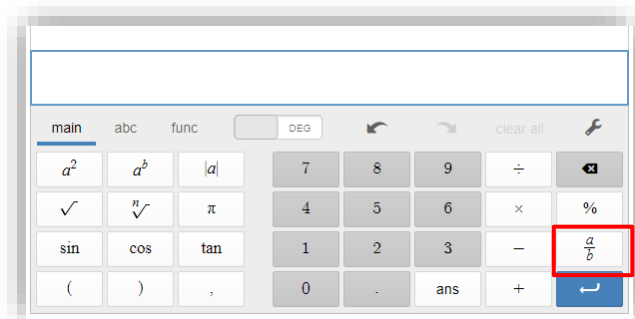


Online Testing Tips



Using the fraction button on the Desmos Scientific Calculator

1. Select the fraction button once
2. Type in the value for the numerator
3. Put the cursor in the box or tab to the value for the denominator



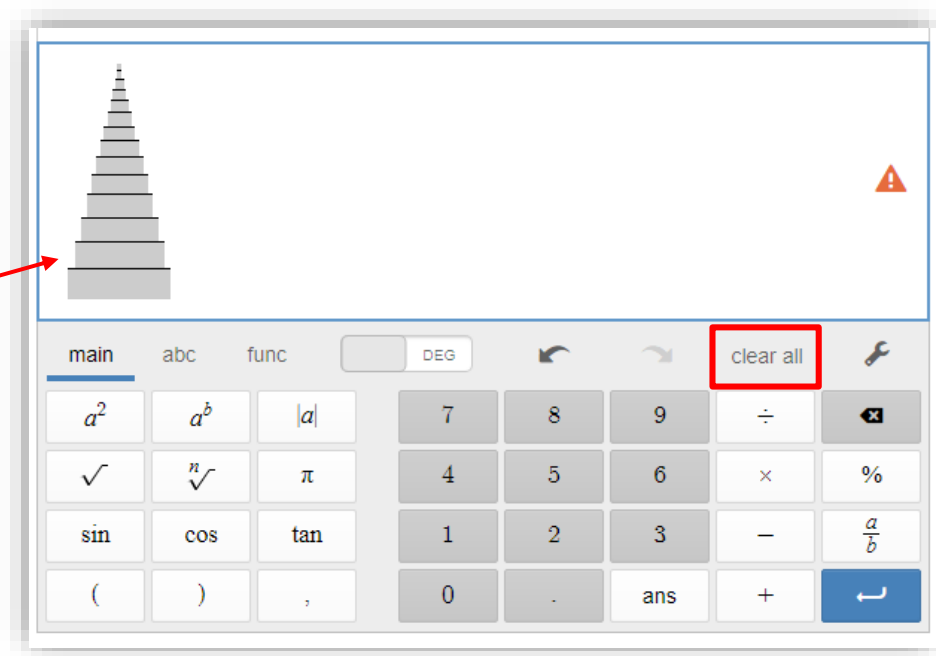


Online Testing Tips



Using the fraction button on the Desmos Scientific Calculator (cont'd)

- If the student clicks the fraction button multiple times, additional fractions will begin to populate and create a pyramid in the answer area.
- The student needs to delete the fraction by pressing the **clear all** button.
- The student will then select the fraction button one time only to proceed.





Online Testing Tips



New Testing Features

New Universal Tool “Continuous Magnification”

- Continuous Magnification allows the student to experience continuous magnification at 200% throughout their testing experience when the tool is applied in the DRC INSIGHT Portal *before* testing.
- The student will no longer need to click the magnifier on each test page; instead the magnification stays in place throughout the test.
- Continuous Magnification must be applied in the DRC INSIGHT Portal in the Manage Students section (My Applications – Student Management – Manage Students) **before** generating test tickets and before the student begins testing.



Online Testing Tips



How to Assign and Mass Assign Student Supports and Accommodations

- Most Universal Tools, Designated Supports, and/or Accommodations must be assigned to a student in the DRC INSIGHT Portal **before** the student test ticket is printed. Double check the student's test ticket to ensure that the appropriate universal tool, designated support, and/or accommodation is listed on the ticket.
- Universal Tools – Designated Supports – Accommodations can be applied to one or multiple students in the DRC INSIGHT Portal (My Applications – Student Management – Manage Students).
- A mini-module “How to Assign and Mass Assign Student Supports and Accommodations” is available on the DRC INSIGHT Portal under My Applications – General Information – Documents or by clicking the Documents and Training Materials link on the main sign-in page of the DRC INSIGHT Portal.
- Instructions are also available in the DRC INSIGHT Portal User Guide which is available in the Documents section of the DRC INSIGHT Portal.



Watch the mini-module: [How to Assign and Mass-Assign Student Supports and Accommodations](#)

Also available in the DRC INSIGHT Portal (<https://mi.drcedirect.com>) under General Information – Documents – Document Type: Mini-Modules.

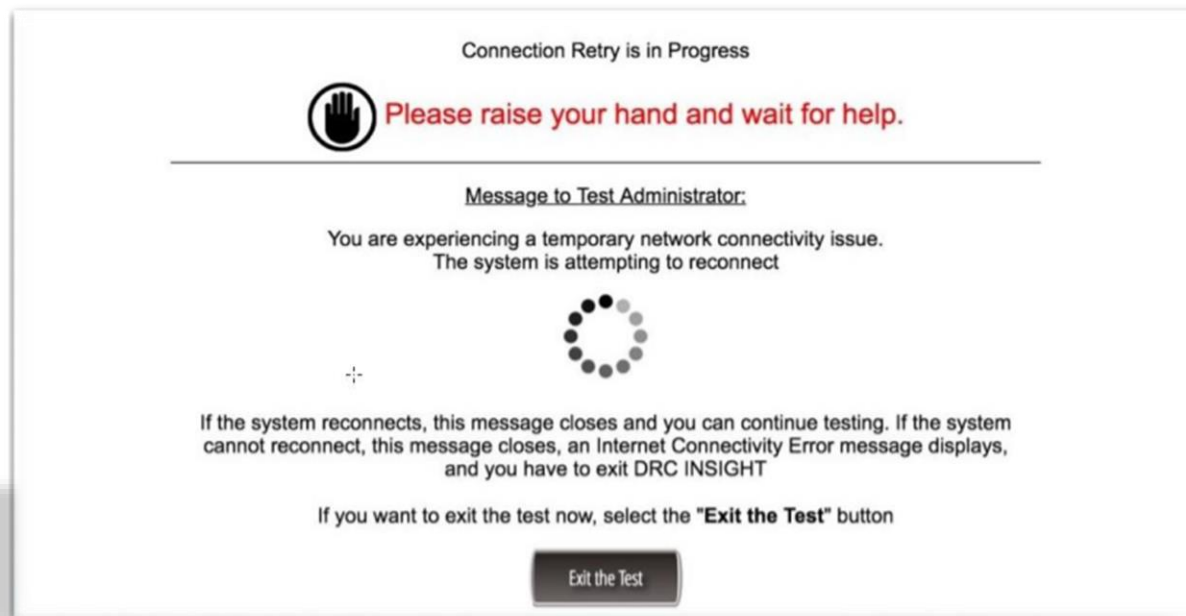


Online Testing Tips



Extended Retries

- If DRC INSIGHT cannot send the student's response to DRC due to connectivity issues, the following error message will display:





Online Testing Tips



Extended Retries (cont'd)

- In most cases, the connection is restored quickly, usually within seconds.
- Once the connection is restored, the error message disappears.
- There are several scenarios:
 - **Scenario I:** A connection is re-established quickly.
 - The error message closes and the test continues.
 - **Note:** It is possible that a student receives the message and raises his/her hand for help, but the connection is re-established before the Test Administrator arrives to help and the error message has disappeared. In this case, Test Administrators should instruct students to continue testing.
 - **Scenario II:** The student is directed to close the message.
 - The Test Administrator directs the student to click the Exit the Test button, DRC INSIGHT closes, and testing ends for the student.





Online Testing Tips



Extended Retries (cont'd)

- **Scenario III:** The student is directed to wait and to leave the message displayed.
1. If the connection is re-established within five minutes, the student's response is sent to DRC, the message closes, and the test continues.
 2. If the connection is not re-established within five minutes, the message closes and an Internet Connection Error message displays, requiring the tester to exit DRC INSIGHT by clicking the **OK** button.





Online Testing Tips



If you are seeing internet connectivity issues:

- ✓ Check with your Technology Coordinator to see if there are any bandwidth or local internet issues.
- ✓ Stagger student logins.
 - ✓ Initial logins to the test require the most bandwidth.
- ✓ If your site is using a wireless network, ensure that other large downloads (movies, music, etc.) are not using the bandwidth.
- ✓ Utilize Central Office Services for content hosting (required for testing accommodations).
- ✓ If issues persist, please have your Technology Coordinator call DRC Customer Service for more detailed troubleshooting.

There is a “heartbeat” every 45 seconds.

If the “heartbeat” is not able to send the response, extended retries will begin.

- ✓ If the extended retry is successful it will put the student back into the test right where he/she left off.
- ✓ If the internet connection is not resumed within 5 minutes or if the student exits the test, he/she will see the response that was captured by the last successful “heartbeat.”
 - Even on written response items, such as the passage-based writing prompt, the most a student could potentially lose would be 45 seconds of work.

Online Testing Tips



Tech Bulletin: Extended Retries—Two-page summary

- Available on the DRC INSIGHT Portal under My Applications – Documents and in the M-STEP Test Administration Manual (TAM) in Appendix G.

TECH BULLETIN: EXTENDED RETRIES

Revision Date: June 27, 2019



Summary

This Tech Bulletin describes Extended Retries, a new feature of DRC INSIGHT (hereafter referred to in this document as INSIGHT).

Previously, if a communication connection failed during testing and INSIGHT was unable to send a test response to DRC, INSIGHT would try to send the test response three times before displaying an Internet Connection Error message. This message required the tester to exit INSIGHT and discontinue testing.

With the Extended Retries feature, if the connection necessary to transmit test response is lost during testing, for the next five minutes INSIGHT attempts to restore contact with the DRC servers.

How Does Extended Retries Work?

If INSIGHT cannot send a test response to DRC due to connectivity issues, it displays the following error message.



While this message is displayed, INSIGHT attempts to send the test response to DRC for five minutes. During this time, the following scenarios may occur:

Scenario I: A connection is re-established quickly.

In this situation, the error message closes and the tester continues testing. Note that this situation could occur very quickly, even before a test proctor has had time to contact the tester.

Scenario II: The tester is directed to close the message (clicks Exit the Test).

In this situation, a test proctor directs the tester to click **Exit the Test**, INSIGHT closes, and testing ends for the tester.

Note: In this scenario, all of the test information is saved and the tester can resume testing at the same point in the test when they re-enter the test.



Online Testing Tips



Ending the Test

- For fixed-form tests, students can select the **Review/End Test** button at any time, even if they are not finished testing.
 - Fixed-form tests include all science, social studies, stacked Spanish HVA (math only), and American Sign Language (ASL).
- This may accidentally happen at the beginning of the test, when teachers are reading the directions.
- Instruct students that if they find themselves in the test before given the go-ahead by their teacher, they simply need to select the **Pause** button, NOT the **Review/End Test** button, and wait for further instructions.
- If a student selects the **Review/End Test** button in error and has answered 5 questions or fewer, call DRC Customer Service to have the test unlocked.
- If more than 5 questions have been answered, then an Incident Report is required, and the unlock request will need to be evaluated and approved by MDE.





Online Testing Tips



Student Status Dashboard

The Student Status Dashboard allows educators with a DRC INSIGHT Portal login to display student testing status by school administration.

- Dashboard data displays in real time as test scores are populated in the database.
- You need the Test Setup – View Student Status permission in the DRC INSIGHT Portal to use the Student Status Dashboard.
- Directions on using the Student Status Dashboard can be found in the Student Status Dashboard section of the ***DRC INSIGHT Portal User Guide***, which is available on the DRC INSIGHT Portal under My Applications – General Information – Documents.

Note: This feature tracks student progress for students who were pre-identified to test in the OEAA Secure Site, so students who were not pre-identified to test were not pulled into the DRC INSIGHT Portal and will not be included on this report. Please ensure pre-ID counts are correct.

Important! Students who are Pre-ID'd to MI-Access must be removed from M-STEP testing, otherwise they will be pulled into DRC INSIGHT and will appear on this list.



Online Testing Tips



Student Status Dashboard (cont'd)

DRC INSIGHT™ MICHIGAN ONLINE ASSESSMENTS - **STUDENT MANAGEMENT**

Manage Students | **Student Status Dashboard**

Site Selection
Select a Site ...

Student Status Dashboard

Site Selection
Drc Use Only - Edirect Sample School - 99999 | K-2 Winter 2020 - EMI046 [Edit] [Clear]

Status

In Progress Not Started Completed

of 38 total

Grade

01
02
K

0 5 10 15 20

Student Search Results

Export to CSV

Last Name	First Name	Grade	Content Area	Module	Assessment	Status	Start Time	End Time	Duration
Abernathy	Haymitch	02	Mathematics	Math Grade 2 Part 1	Grade 2 Math	In Progress	12/10/2019 12:21 CST		
Abernathy	Haymitch	02	Mathematics	Math Grade 2 Part 2	Grade 2 Math	In Progress	12/10/2019 12:37 CST		
Abernathy	Haymitch	02	ELA	ELA Grade 2 Part 1	Grade 2 ELA	In Progress	12/10/2019 09:00 CST		
Abernathy	Haymitch	02	ELA	ELA Grade 2 Part 2	Grade 2 ELA	Completed	12/10/2019 10:39 EST	12/11/2019 16:45 EST	30 Hours 6 Minutes
Adams	Abigail	01	Mathematics	Math Grade 1 Part 1	Grade 1 Math	In Progress	12/10/2019 11:24 CST		



Watch the mini-module: [How to Find Student Testing Status](#)

Also available in the DRC INSIGHT Portal (<https://mi.drcdirect.com>) under General Information – Documents – Document Type: Mini-Modules.

Resources



www.michigan.gov/mstep

- 2021 M-STEP Test Administration Manual
- 2021 M-STEP Important Dates
- 2021 M-STEP Online Test Administrator's Directions and Manuals (grade-specific)
- Assessment Integrity Guide
- New Assessment Coordinator Training Guide
- Guide to State Assessments, Spring 2021
- Supports and Accommodations Resources
- Safe Testing Guidance Document
- Spotlight on Student Assessment and Accountability weekly newsletter
- Spring 2021 Testing Schedule
- Professional Development, including training videos and PowerPoint presentations



www.michigan.gov/securesitetraining

- User and Procedure Manual
- Assigning Roles for the DRC INSIGHT Portal in the Secure Site
- Spring 2021 Pre-Identification



Resources



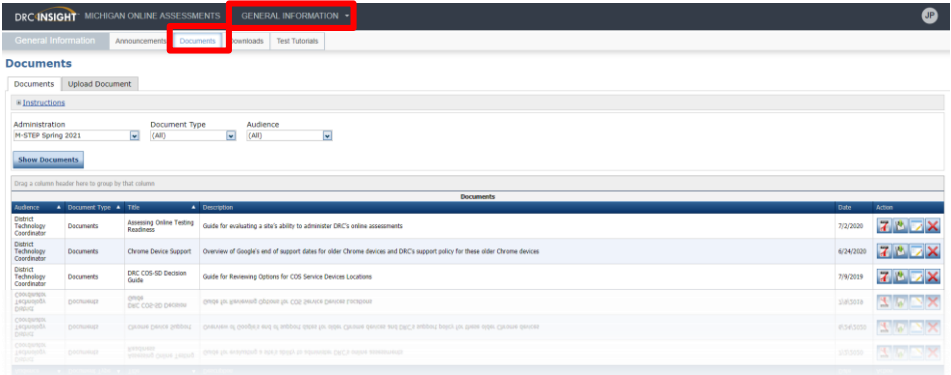
DRC INSIGHT Portal

<https://mi.drcdirect.com>

- ✓ M-STEP Test Administration Manual (TAM)
- ✓ DRC INSIGHT Portal User Guide
- ✓ Training presentations and FAQs
- ✓ Mini-modules (instructional videos on DRC INSIGHT Portal processes)
- ✓ Accommodations videos (instructional videos for using specific supports and accommodations on the online test)
- ✓ Test Administrator's Directions and Manual Documents (available by grade)
- ✓ Checklists (also available in the M-STEP TAM)
- ✓ Additional resources

★ No login is required for most resources, including the TAM and TADMs.

Check back regularly for updates and additions!





Key Dates



Date	Event
Wednesday, March 3	M-STEP District/Building Coordinator Training (this training) posted on the DRC INSIGHT Portal
Friday, March 5	DRC INSIGHT Portal available to add/edit test sessions, assign designated supports and accommodations, print test tickets and rosters
Monday, April 12 – Friday, May 7	Grades 5, 8, and 11 Testing Window
Monday, April 26 – Friday, May 21*	Grades 3, 4, 6, and 7 Testing Window
*Two week overlap in the two test windows	



Customer Support



DRC Customer Support

- 1.877.560.8378 **Option #2**
- Email: misupport@datarecognitioncorp.com
- 8:00am-5:00pm EST [regular hours]
- 7:00am-5:00pm EST [extended hours during testing window]



DRC Customer Support can answer questions directly linked to the use of the DRC INSIGHT Portal, DRC INSIGHT, Central Office Services (COS), or the online assessment tools including:

- DRC INSIGHT Portal password resets
- Unlock requests
- How to set up accommodations and student supports in the DRC INSIGHT Portal (please refer to the mini-modules available at <https://mi.drccdirect.com>)
- Technology issues with the DRC INSIGHT Portal, DRC INSIGHT, or COS
- Use of DRC INSIGHT tools for student supports and accommodations
- Questions about student test tickets



Customer Support



DRC cannot answer questions regarding the test administration rules and policies for paper/pencil or online M-STEP testing including:

- Secure Site assistance
- Timing/sequence of tests and breaks
- COVID-19 related questions about the test administration, accountability, or other requirements
- Assistance with incident reports
- Read by Grade 3 requirements
- Accommodations and supports available and what group of students they apply to (please refer to the Student Supports and Accommodations information at <http://www.michigan.gov/mstep>)
- Reporting
- Which groups of students are expected to test
- Educator evaluations
- Eligibility to test



If you have any questions on the topics above, please contact the OEAA at 877-560-8378, Option #3 or by email at mde-oeaa@michigan.gov



Questions and Answers



Questions?

