



Online System Requirements for Delaware System of Student Assessments (DeSSA)

2016–2017

Delaware Department of Education
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If you have any questions regarding the *Paper and Pencil Test Administration Manual, Delaware Comprehensive Assessment System (DCAS) for Science, Social Studies, and End-of-Course (EOCs)* please contact the Delaware Department of Education, Office of Assessment, at (302) 857-3391.

For questions or additional assistance regarding the online testing system, please contact the Delaware System of Student Assessments (DeSSA) Help Desk at the American Institutes for Research (AIR).

Important Contact Numbers

DeSSA Help Desk	(877) 560-8331
DCAS-Alt1 Help Desk	(877) 206-7039
Delaware Department of Education Office of Assessment	(302) 857-3391

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1.0 Introduction

This document contains basic technology requirements for online testing using American Institutes for Research's (AIR) systems for the 2016–2017 test administration. This document contains the following sections:

- [2.0 Supported Operating Systems for Student Testing](#)
- [3.0 Supported Web Browsers for Online Systems](#)
- [4.0 Requirements for Peripheral Equipment](#)

The following publications provide additional information:



- For information about installing secure browsers, refer to the *Secure Browser Installation Manual*.
- For information about network and Internet requirements, general peripheral and software requirements, and configuring text-to-speech settings, see the *Technical Specifications Manual for Online Testing*.
- For information about securing a computer before a test session, see the *Test Administrator User Guide*.
- For information about supported hardware and software for Braille testing as well as information about configuring JAWS, refer to the *Braille Requirements and Testing Manual*.

The above resources, as well as secure browsers and user guides for other systems, are available on the (DeSSA) [Portal](http://de.portal.airast.org) at <http://de.portal.airast.org>.

1.1 Document Conventions


Table 1-1 lists typographical icons and key symbols in this document.

Table 1-1: Document conventions

Icon	Description
	Warning: This symbol accompanies important information regarding actions that may cause fatal errors.
	Note: This symbol accompanies additional information that may be of interest.

2.0 Supported Operating Systems for Student Testing

This section describes the supported operating systems for online testing.

	<p>Warning: Support for New Desktop Operating Systems</p> <p>Operating systems that become available but do not appear in the following tables are not supported. Do not upgrade to new operating systems on computers that will be used to administer online assessments without ensuring the updates meet the required specifications.</p>
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2.1 Desktops and Laptops

Table 2-1 lists the operating systems and hardware required for student testing. Online testing functions effectively with the minimum requirements listed. However, the recommended specifications provide improved performance.

Table 2-1: Supported Desktop Operating Systems

Supported Operating Systems	Minimum Requirements	Recommended Specifications
Windows Vista, 7, 8.0 (Professional), 8.1, 10 (Educational and Professional) Server 2008, 2012 (thin client)	Pentium 4 or newer processor that supports SSE2 512 MB of RAM 200 MB of hard drive space	Pentium 4 or newer processor that supports SSE2 2 GB+ RAM 80 GB+ hard drive
Mac OS X (Intel) 10.7–10.11	Intel x86 processor 512 MB of RAM 200 MB hard drive space	Pentium 4 or newer processor 2+ GB RAM 80+ GB hard drive
Linux Fedora 23, 24 openSUSE 13.1, 13.2 Red Hat Enterprise Linux 6.5 Ubuntu (LTS) 12.04, 14.04, 16.04	Intel x86 processor 512 MB of RAM 200 MB hard drive space Required Libraries/Packages: <ul style="list-style-type: none"> • GTK+ 2.18 or higher • GLib 2.22 or higher • Pango 1.14 or higher • X.Org 1.0 or higher (1.7+ recommended) • libstdc++ 4.3 or higher • libreadline6:i386 (required for Ubuntu only) • GNOME 2.16 or higher 	Pentium 4 or newer processor 2 GB RAM 80 GB hard drive Recommended Libraries/Packages: In addition to the required libraries listed under minimum requirements, the following should be installed: <ul style="list-style-type: none"> • NetworkManager 0.7 or higher • DBus 1.0 or higher • HAL 0.5.8 or higher

2.2 Tablets

Table 2-2 lists the supported tablets, operating systems, and related requirements. See the *Technical Specifications Manual for Online Testing* for information about configuring these devices for online testing.

Table 2-2: Supported Tablets and Operating Systems

Supported Operating Systems	Supported Tablets
iOS (iPads) 8.0–8.2 9.x 10.2	iPad 2 iPad 3 Fourth-generation (Retina Display) iPad Air iPad Air 2
Android 4.4, 5.0, 5.1, 6.0*	Google Nexus 10 Motorola Xoom Samsung Galaxy Note (2014 edition) Samsung Galaxy Tab 3 and 4 LearnPad Quarto
Windows 8.0, 8.1, 10 (Educational and Professional)	AIR supports any tablet running Windows 8.0, 8.1 Pro, and 10, but has done extensive testing only on Surface Pro, Surface Pro 3, Asus Transformer, and Dell Venue.

***Support for this version depends on its availability at the start of the school year**

2.3 Chromebooks and Chromebases

Table 2-3 lists the supported operating systems for Chromebooks and Chromebases.


	<p>Note: About Chrome OS and Automatic Updates</p> <p>AIR recommends turning off or delaying automatic updates of the Chrome operating system. Doing so allows AIR to review changes from Google and address any updates that pose a potential risk to student testing. The recommended period for delaying automatic updates is two weeks.</p> <p>Automatic update settings are configured in Google’s admin console.</p>
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Table 2-3: Supported Chromebooks

Supported Operating Systems	Related Requirements
Chrome OS 50+*	See the <i>Secure Browser Installation Manual</i> for information about installing the secure browser in kiosk mode, a requirement for online testing.

***Support for this version depends on its availability at the start of the school year.**

2.4 Thin Clients: NComputing and Terminal Servers for Windows NComputing

NComputing

Table 2-4 lists the supported hardware and software for NComputing solutions.

Table 2-4: Supported NComputing solutions


Supported Server Host	Supported Server Software	Supported Terminals
Windows 2008 R2	vSpace Server 8	L300

Terminal Servers

Table 2-5 the supported terminal servers for use with a thin client machine.

Table 2-5: Supported terminal servers

Supported Terminal Servers	Supported Thin Client
Windows Server 2008, 2012	Any thin client that supports a Windows Server.

	<p>Warning: Security Issues with Terminal Services or Remote Desktop Connections to Servers</p> <p>Using a terminal services or remote desktop connection to access a Windows Server or workstation that has the secure browser installed is typically not a secure test environment.</p>
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3.0 Supported Web Browsers for Online Systems

This section lists the supported web browsers for the 2016–2017 test year. It also addresses AIR’s secure browsers for student testing.

3.1 Supported Web Browsers By Operating System

Table 3.1 lists the supported operating systems and corresponding web browsers for each AIR application. AIR recommends using recent versions of supported web browsers. Each application requires disabling pop-up blocking software and enabling JavaScript. Be sure to use the correct combination of operating system and web browser. For example, Windows 10 requires Internet Explorer 11 or Edge.

Table 3-1: Supported Web Browsers by Operating System

Operating Systems	Browsers	TA Sites	Student Practice Test	TIDE	ORS	THSS
Windows						
Vista	Chrome 50+	✓	✓	✓	✓	✓
	Firefox 45+	✓	✓	✓	✓	✓
7	Chrome 50+	✓	✓	✓	✓	✓
	Firefox 45+	✓	✓	✓	✓	✓
	Internet Explorer 11	✓	✓	✓	✓	✓
8.0 RT	Internet Explorer 11	✓	✓			✓
8.0 Pro, 8.1	Chrome 50+	✓	✓	✓	✓	✓
	Firefox 45+	✓	✓	✓	✓	✓
	Internet Explorer 11	✓	✓	✓	✓	✓
10 (Education and Pro)	Chrome 50+	✓	✓	✓	✓	✓
	Firefox 45+	✓	✓	✓	✓	✓
	Internet Explorer 11, Edge	✓	✓	✓	✓	✓
10 RT	Chrome 50+	✓	✓	✓	✓	✓
	Firefox 45+	✓	✓	✓	✓	✓
	Internet Explorer 11	✓	✓	✓	✓	✓
Mac OS X						
10.7	Chrome 50+	✓	✓	✓	✓	✓
	Firefox 45+	✓	✓	✓	✓	✓
10.8	Chrome 50+	✓	✓	✓	✓	✓

Operating Systems	Browsers	TA Sites	Student Practice Test	TIDE	ORS	THSS
	Firefox 45+	✓	✓	✓	✓	✓
	Safari 6	✓	✓	✓	✓	✓
10.9	Chrome 50+	✓	✓	✓	✓	✓
	Firefox 45+	✓	✓	✓	✓	✓
	Safari 7	✓	✓	✓	✓	✓
10.10	Chrome 50+	✓	✓	✓	✓	✓
	Firefox 45+	✓	✓	✓	✓	✓
	Safari 8	✓	✓	✓	✓	✓
10.11	Chrome 50+	✓	✓	✓	✓	✓
	Firefox 45+	✓	✓	✓	✓	✓
	Safari 9	✓	✓	✓	✓	✓
Linux						
Fedora 23–24	Chrome 50+	✓	✓	✓	✓	✓
	Firefox 45+	✓	✓	✓	✓	✓
openSUSE 13.1, 13.2	Chrome 50+	✓	✓	✓	✓	✓
	Firefox 45+	✓	✓	✓	✓	✓
Red Hat Enterprise 6.5	Chrome 50+	✓	✓	✓	✓	✓
	Firefox 45+	✓	✓	✓	✓	✓
Ubuntu (LTS) 12.04, 14.04, 16.04	Chrome 50+	✓	✓	✓	✓	✓
	Firefox 45+	✓	✓	✓	✓	✓

Operating Systems	Browsers	TA Sites	Student Practice Test	TIDE	ORS	THSS
iOS						
8.0–8.2	Safari 8	✓	✓			✓
9.2, 9.3	Safari 9	✓	✓			✓
10.2	Safari 10	✓	✓			✓
Android						
4.4, 5.0, 5.1, 6.0	Chrome 50+	✓	✓			✓
Chrome OS						
50+*	Chrome 50+	✓	✓			✓

***Support for this version depends on its availability at the start of the school year.**

3.2 Secure Browsers for Online Testing

Table 3-2 lists the AIR secure browsers for each operating system. A secure browser must be downloaded and installed on each computer used for student testing. Districts that installed a secure browser with an older version than the versions listed below must uninstall it before installing the secure browser for the 2016–2017 school year. For instructions on downloading and installing the secure browsers, refer to the *Secure Browser Installation Manual*.

Table 3-2: Secure Browsers by Operating System

Operating Systems	Secure Browser
Windows Vista, 7, 8.0 (Professional), 8.1, 10 (Educational and Professional) Server 2008, 2012	8.0
Mac OS X (Intel) 10.7–10.11	8.0
Linux Fedora 23–24 openSUSE 13.1, 13.2 Red Hat Enterprise 6.5 Ubuntu 12.04, 14.04 (LTS), 16.04 (LTS)	8.0
iOS (iPads) 8.0–8.2 9.2, 9.3 10.2	AIRSecureTest Mobile Secure Browser
Android 4.4–6.0	AIRSecureTest Mobile Secure Browser
Chrome OS 50+*	AIRSecureTest kiosk application

***Support for this version depends on its availability at the start of the school year.**

3.3 Delaying Firefox Updates

AIR conducts quality assurance on the most recent Firefox versions for each system except the Student Testing Site (which requires the secure browser). You should wait before installing new versions of Firefox, which could impact system performance. Delaying updates allows AIR time to review changes and verify each system works correctly with the new version.

To learn how to disable auto-updates for Firefox, see <https://support.mozilla.org/en-US/kb/forum-response-turning-auto-update>. You may need to disable auto-updates again after installing a newer version.

3.4 Available Audio Settings by Browser

Some test items play audio files, and some students have the text-to-speech (TTS) accommodation. In either case, the student should be able to adjust the audio settings for those items. [Table 3-3: Available Audio Settings by Browser](#) lists the browsers and their associated capability to modify such settings. Use Table 3-3 to ensure that you deploy a browser with the required capability.

Table 3-3: Available Audio Settings by Browser

Operating System	Browser	System Volume	TTS Volume	TTS Pitch	TTS Rate	Pause	Resume
Windows	Secure browser	Y	Y	Y	Y	Y	Y
	IE 11	N	N	N	N	N	N
	Edge	N	N	N	N	N	N
	Chrome*	Y	Y	Y	Y	N	N
	Firefox	N	N	N	N	N	N
OS X	Secure browser	Y	Y	Y	Y	Y	Y
	Safari	N	N	N	N	N	N
	Chrome*	Y	Y	Y	Y	N	N
Linux	Secure browser	Y	Y	Y	Y	Y	Y
	Firefox	N	N	N	N	N	N
	Chrome*	Y	Y	Y	Y	N	N
iOS	Mobile secure browser	N	Y**	Y**	Y**	N	N
	Safari	N	N	N	N	N	N

Android	Mobile secure browser	N	N	N	N	N	N
	Chrome*	Y	Y	Y	Y	N	N
Chrome OS	Secure browser	N	Y	Y	Y	N	N
	Chrome*	Y	Y	Y	Y	N	N

***TTS features for practice tests are available on Chrome only if the client explicitly enables them.**

****Available for mobile secure browser version 3.1 or later.**

4.0 Requirements for Peripheral Equipment

This section describes the requirements for peripheral equipment: monitors, screens, keyboards, and headphones.

4.1 Monitors and Screen Display Requirements

All supported computers, laptops, netbooks, and tablets must meet the following requirements.

Screen Dimensions

Screen dimensions must be 10" or larger (iPads with a 9.7" display are included). This means the following devices are **not** supported:

- Apple iPad Mini
- Google Nexus 7 and similar-sized Android tablets
- Netbooks with screen dimensions smaller than 10"

Screen Resolution

All devices must meet the following minimum resolution. Larger resolutions can be applied as appropriate for the monitor or screen being used.

- Desktops, laptops, and tablets: 1024 × 768
- Netbooks: 1024 × 600

Depending on the screen size, students may need to use vertical or horizontal scroll bars to view all test-related information. Students may also use the Zoom tool in the online test to enlarge the content on the screen.

4.2 Keyboards

External keyboards are strongly recommended for tablets used for testing, and some states require external keyboards for such devices. Students may use mechanical, manual, and Bluetooth-based keyboards. Some external keyboards have additional "shortcut" buttons that can create security issues. These buttons may allow students to open another application or the tablet's default on-screen keyboard. AIR strongly cautions against using keyboards that have these shortcut buttons.

Keyboards with the Android

The Android mobile secure browser requires the secure browser keyboard to disable predictive text. Therefore, any external keyboard that has a shortcut button to open the tablet's default keyboard is not permitted, as this default keyboard will override the mobile secure browser keyboard.

AIR has determined that the EZOWare Slim Full Size Keyboard contains a shortcut button that opens the default keyboard and should NOT be used with Android tablets.

4.3 Headsets and Headphones

Students may need headphones to listen to audio in online assessments, and may use headsets to record answers to tests.

- Students with the text-to-speech feature can listen to stimuli or test items being read aloud.
- Students with the enhanced accessibility mode feature can use the Job Access with Speech (JAWS®) or other similar screen reading software.
- Each NComputing terminal used for testing must have a USB headphone or headset.

Test Coordinators should determine how many students will need headphones prior to testing to ensure that there is an adequate supply on hand.

The following headphones and headsets are supported:

- Logitech 390 USB wired (includes microphone)
- Panasonic XBS headset RP-HT21
- Logitech Analog (stereo headset for iOS and Android;)
- Plantronics 326 (includes microphone)*
- Senheizer 151 (Analog; includes microphone)*
- Plantronics Audio 355 (includes microphone)*
- Wired headphones with a 3.5 mm connector
- USB headphones with a wired connection

***These models have two connectors, one each for headphone and microphone. They require a 3.5 mm headphone splitter when used with a computer having a single speaker-microphone port.**

4.4 Mice

Mice on mobile devices are not supported. Wireless or wired mice on desktops and laptops that are compatible with the operating system are supported

Appendix A: User Support

Appendix A. User Support

If this document does not answer your questions, please contact the DeSSA Help Desk.

The Help Desk is open Monday–Friday from 6:30 a.m. to 6:30 p.m. Eastern Standard Time (except holidays).

**Oregon Assessment of Knowledge and Skills(DeSSA)
Help Desk**

Toll-Free Phone Support: 1-877-560-8331

Email Support: dessahelpdesk@air.org

If you contact the Help Desk, you will be asked to provide as much detail as possible about the issues you encountered.

Include the following information:

- Test Administrator name and IT/network contact person and contact information
- SSIDs of affected students
- Results ID for the affected student tests
- Operating system and browser version information
- Any error messages and codes that appeared, if applicable
- Information about your network configuration:
 - Secure browser installation (to individual machines or network)
 - Wired or wireless Internet network setup