

# Classroom Diagnostic Tools (CDT) Frequently asked Questions

## Table of Contents

General CDT Questions .....	2
Q: What is CDT? .....	2
Q: How much time should be allotted for each CDT assessment? .....	2
Q: Which CDT assessments will I complete? .....	2
Q: Do the CDT assessments have a time limit for student completion? May a student complete an exam the next day? .....	2
Q: How do I take the CDT assessments? .....	2
CDT Installation Questions.....	3
Q: How do I install or update the DRC INSIGHT software?.....	3
1. Returning High School Students that installed the INSIGHT software on your computer last year 3	
2. Middle School students, new students, and anyone who does not already have the DRC INSIGHT software installed .....	3
Q: I am a returning student and I installed the INSIGHT software last year, but now it's not working. What should I do? .....	3
Q: I have file to install the software but I can't get the file to download. What should I do? .....	3
Q: The installation started, but it doesn't seem to finish? .....	4
Q: The installation seemed to work, but when it automatically ran the 'System Readiness Check' there were several boxes that did not pass, is that ok? .....	4
Q: Can I install INSIGHT and take the CDT assessments on a non-Agora issued computer? .....	4
Q: Why wasn't the software pre-installed on my school computer? .....	4
Accessing the CDT assessments after successful installation .....	4
Q: Now that the program is installed, how do I access the CDTs .....	4
Q: What do I do if my username and/or password aren't working? .....	5

## General CDT Questions

### Q: What is CDT?

A: CDT stands for Classroom Diagnostic tools. It is a set of online tools designed to provide diagnostic information in order to guide instruction and provide support to students and teachers. These tools assist educators in identifying students' academic strengths and areas of need, providing links to classroom resources. The CDT is:

- Based on content assessed by the Keystone Exams and the Pennsylvania System of School Assessment (PSSA).
- Comprised of multiple-choice items.
- Delivered as an online computer adaptive test (CAT), ensuring valid and reliable measures of a student's skills, while minimizing testing time.

### Q: How much time should be allotted for each CDT assessment?

A: Each CDT should take the typical student 50 to 90 minutes to complete. Each CDT assessment is between 48 and 60 items in length.

### Q: Which CDT assessments will I complete?

A: Middle School students will complete the Literacy and Mathematics CDT assessments. All High School students will complete the Literacy CDT assessment. High school students enrolled in an Algebra I course will take the Mathematics CDT assessment. High school students enrolled in a Biology course will take the Science CDT assessment.

### Q: Do the CDT assessments have a time limit for student completion? May a student complete an exam the next day?

A: There is no time limit for a student to complete a CDT assessment. Students are encouraged to use the pause feature to take a break if needed, and can even pause overnight and finish the next day.

### Q: How do I take the CDT assessments?

A: CDT assessments are taken on the student's Agora issued computer.

1. First you will need to install the program. Installation directions are emailed to you and available in the "CDT Installation Questions" section below.
2. Once the program is installed and login provided through email, you will access the program on your computer and click 'Test Sign In' under Classroom Diagnostic Tools
3. Your CDT username and password will be sent to your Online School email address. You will receive a login for each CDT assessment you are required to complete.
4. Enter your username and password and click 'Sign In'

## CDT Installation Questions

### Q: How do I install or update the DRC INSIGHT software?

1. Returning High School students who installed the INSIGHT software on their school computer during the 2016-17 school year:
  - a. Start the program by clicking on the 'DRC INSIGHT Online Assessments' desktop icon or go to your Windows start menu and click 'DRC INSIGHT Online Assessments'.
  - b. You will most likely see a screen that says "Your client is out of date, **Please raise your hand and wait for help.**" There is no need to wait. Instead click the 'Upgrade' button in the bottom-left corner of the screen.
  - c. **Be patient** – it can take a few minutes for the upgrade to install and your computer may appear to be 'locked' while it is updating.
  - d. Once the upgrade is complete, a 'System Readiness Check' will appear (several items related to caching/TSM on that list that are not used for this student installation so it's okay that those boxes aren't checked) , then just click the 'Exit' button at the bottom-right.
  - e. **If something goes wrong during the upgrade and your computer locks up, restart and see the next question which deals with uninstalling and reinstalling the program.**

You can also refer to the following guide for step-by-step directions to update the program

[Guide: Update INSIGHT Software](#)

2. Middle School students, new students, and anyone who does not already have the DRC INSIGHT software installed will need to install the software. Refer to the following guide for step-by-step directions to update the program [Guide: Install INSIGHT Software](#).

### Q: I am a returning student and I installed the INSIGHT software last year, but now it's not working. What should I do?

A: No problem! You will simply uninstall the current non-working version and re-install a new copy.

1. Click the 'Windows Start' button (usually at the bottom-left corner of your screen).
2. Next click 'All programs,' and scroll down and click on the 'DRC INSIGHT Online Assessments' folder.
3. Then click 'DRC INSIGHT Uninstaller.'
4. From there click, 'Ok' or 'Yes', when asked if it is okay to remove the software.
5. Once the software is uninstalled, refer to the following guide for step-by-step directions to re-install the program [Guide: Install INSIGHT Software](#).

### Q. I have the file to install the software but I can't get the file to download. What should I do?

A: Below are several common issues that may arise during installation and the solutions

1. Be sure you are NOT using Internet Explorer (IE) for your browser. Both Chrome and Firefox work fine but IE will not allow the file to download. If IE is set as your default browser you may

need to right click on the link to copy the URL, open Chrome or Firefox, and paste the URL directly into the address box.

2. If for some reason the link in the directions isn't working, copy and paste the following url into your Chrome or Firefox address box - <https://drive.google.com/file/d/0B-q8iCCPY1RdS1aOGM2S0pFZXM/view>
3. You will see a number of permission pop ups and may get several warnings about the safety of downloading the installation file – be sure you click 'Download Anyway,' 'Ok' or 'Yes' whenever a permission box pops up. Occasionally, especially when using Chrome, a permission box may pop up in the background which may be indicated by flashing icon on the taskbar at the bottom of your screen.
4. The installation file is large so be sure you have a strong internet connection. If using Wi-Fi in your home, you may want connect your computer directly to your router with an Ethernet cable for this installation.

Q: The installation started, but it doesn't seem to finish?

A: Make sure that there are no permission pop-ups waiting for your approval.

Q: The installation seemed to work, but when it automatically ran the 'System Readiness Check' there were several boxes that did not pass, is that okay?

A: Yes that's okay! There are several items related to caching/TSM on that list that are not used for this student installation so it's okay that those boxes aren't checked.

Q: Can I install INSIGHT and take the CDT assessments on a non-Agora issued computer?

A: You can, but it is not advised. For all school related work you should use your Agora issued computer so that we can fully assist you if you have any difficulties. However, the installation will not work on a Mac.

Q: Why wasn't the software pre-installed on my school computer?

A: Unfortunately the installation files are not made available in time to have them pre-installed on student computers. Fortunately the installation process is very easy. Your teachers will assist you if you have any problems.

## Accessing the CDTs after successful installation

Q: Now that the program is installed, how do I access the CDT assessments?

1. First, make sure you have your username and password. This information is provided to you through your Online School email. Print the email or write down your username and password because your computer will lock all other programs while the DRC INSIGHT software is running.

2. Next, start the program by clicking the desktop 'DRC INSIGHT Online Assessments' icon or go to your Windows Start menu and click 'DRC INSIGHT Online Assessments'.
3. Then, you will see the 'Welcome to Pennsylvania Online Assessments' window. There are three different assessments areas but be sure you are looking in the 'Classroom Diagnostic Tools' area on the left side.
  - a. You can practice completing an assessment by clicking 'Online Tools Training'.
  - b. If you are ready to begin the assessment, click 'Test sign In' .
4. Then, you will enter your 10 digit 'Username' and a 'Password' that is a combination of capital letters and numbers
5. Finally, click the 'Sign In' button.

Q: What do I do if my username and/or password aren't working?

1. First, double and triple check that you are entering the characters correctly. Be sure you are not confusing a Q for an O, or a capital I for a 1.
2. Second, double and triple check that you are clicking on 'Test Sign In' and NOT 'Online Tools Training'
3. Third, double and triple check that you are trying to sign in in the Classroom Diagnostic Tools on the left side area and NOT Pennsylvania System of School Assessment or Pennsylvania Keystone areas.