

## ● ● ● Tips for Keyboard Settings

### Background

When students take a writing test using either a Chromebook or iPad, sites should verify device keyboard configurations before students start their test session. Specifically, this should be done when there is the possibility students are going to be using quotation marks (") and apostrophes (') in their responses. These characters are commonly used in Text-Dependent Analysis (TDA) responses where the student's response is based on the passage presented and they are required to provide evidence from the passage to support their claims, opinions, and ideas.

There are configurations in ChromeOS and iOS 11, that may result in these characters not displaying properly or in an error message. The DRC INSIGHT Secure Browser and Apps do not adjust system settings in the operating systems so these settings should be reviewed before testing starts.

### Changing Keyboard Settings



#### Chromebooks

ChromeOS devices should have the keyboard set to "US Keyboard" to ensure quotation marks and apostrophes to display properly in DRC INSIGHT.

#### To change the keyboard setting using keyboard shortcuts

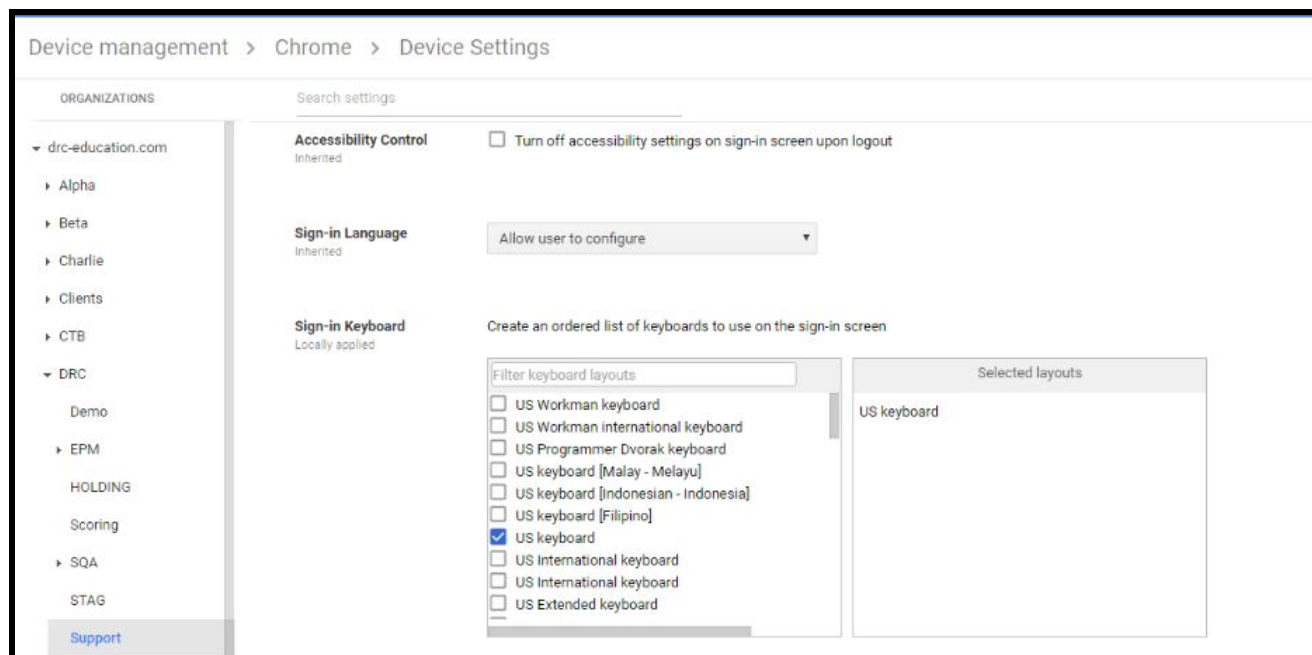
Press the Ctrl + Shift + Spacebar to toggle through the keyboard types configured on the device until "US" is displayed in the status area in the bottom-right of the desktop.

#### To verify the keyboard setting

1. Click the status area in the bottom-right of your desktop.
2. If you see the keyboard icon  click on it and verify the "US keyboard" is selected.
3. Otherwise, click the Settings icon  and the Chromebook Settings page will load in the Chrome browser.
4. Scroll to the Device section and click Keyboard Settings and the Keyboard Settings dialog box will appear.
5. Click on Change language and input settings to verify the Language is set to "English (United States)" and the Input method is set to "US keyboard".

#### To set the keyboard setting using the Google Admin Console

Navigate to the Device Settings in the Google Admin Console and select "US keyboard" as shown below.



The screenshot shows the Google Admin Console interface for Device Settings. The breadcrumb trail is "Device management > Chrome > Device Settings". On the left, a sidebar lists organizations, with "DRC" expanded to show "Support". The main content area is titled "Sign-in Keyboard" and includes the instruction "Create an ordered list of keyboards to use on the sign-in screen". A list of keyboard layouts is shown with checkboxes, where "US keyboard" is checked. To the right, a box labeled "Selected layouts" contains "US keyboard".

### iPads

Smart Punctuation functionality was introduced in iOS 11. When it is enabled, it blocks students from using quotation marks and apostrophes in DRC INSIGHT App. The Smart Punctuation feature should be disabled before a student launches the DRC INSIGHT App.

To verify Smart Punctuation is disabled:

1. Open the Settings App
2. Select General
3. Select Keyboard
4. Verify that the Smart Punctuation is in the off position 