



DYNAMIC[®]
LEARNING MAPS

TECHNOLOGY SPECIFICATIONS MANUAL 2016-17

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DYNAMIC LEARNING MAPS CONSORTIUM
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FINDING HELP

When the information in this manual and resources from your state DLM webpage do not lead to solutions, these contacts can provide additional support.

Hint: Print this page and keep it handy!

For these items:	Contact:
<ul style="list-style-type: none">• KITE Client installation• General computer support• Internet availability• Display resolution• Issues with sound, headphones, speakers, etc.	Local technology representative
<ul style="list-style-type: none">• How to use KITE Client and Educator Portal• Training requirements• Assessment questions• Assessment scheduling	Local assessment coordinator
<ul style="list-style-type: none">• Data issues (rosters, enrollment, etc.)	The DLM Service Desk* 1-855-277-9751 (toll-free) or DLM-support@ku.edu
<ul style="list-style-type: none">• Test invalidation requirements• Student IEP requirements• Test window dates, extensions, requirements, etc.• Test resets (may take up to 72 hours)	State education agency

**PLEASE REMEMBER, IF YOU CONTACT THE DLM SERVICE DESK:*

- **Do not send any Personally Identifiable Information (PII)** for a student via email. This is a federal violation of the Family Education Rights and Privacy Act (FERPA). PII includes information such as a student's name or state identification number. Each state has unique PII requirements. Please check with your assessment coordinator to find out what student information can be legally emailed in your state.
- Do send:
 - your contact information (email address and name)
 - the state and district in which your school is located
 - error messages, including the testlet number if applicable to the problem
 - the Service Desk ticket number when following up on a previously submitted issue

TROUBLESHOOTING

The TEST ADMINISTRATION MANUAL includes this table, which guides users to contact the appropriate representatives depending on the issue they experience.

For these items	Contact
<ul style="list-style-type: none">• KITE Client installation• General desktop support	District technology personnel
<ul style="list-style-type: none">• Test invalidation requirements• Student IEP requirements• Test window dates, extensions, and requirements• Test resets	State education agency
<ul style="list-style-type: none">• Data issues (roster; enrollment; Test, Edit, Clear)• General questions about the DLM Alternate Assessment System• General guidance on how to use Educator Portal and KITE Client	DLM Service Desk

TECHNOLOGY SPECIFICATIONS MANUAL 2016-17

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AUDIENCE AND PURPOSE

This document supports technology personnel in preparing schools for the technology needs of the Dynamic Learning Maps® (DLM®) Alternate Assessment System. It provides an overview of the DLM assessments and includes a checklist of key duties. It covers procedures, resources, and troubleshooting of specific applications and features of Educator Portal and KITE® Client.

Most reference materials are written by the KITE technology team and apply to various programs, not strictly to the DLM Alternate Assessment System. For further questions, please contact the Service Desk at 1-855-277-9751.

INTRODUCTION

ABOUT THE DYNAMIC LEARNING MAPS ALTERNATE ASSESSMENT SYSTEM

The Dynamic Learning Maps Alternate Assessment System assesses what students with the most significant cognitive disabilities know and can do in English language arts (ELA), mathematics, and science in grades 3–8 and high school. Check with your state department of education to learn which subjects and which grades are assessed in your state. The DLM system provides accessibility by design and is guided by the core beliefs that all students should have access to challenging, grade-level content, and that test administrators should adhere to the highest levels of integrity in providing instruction and in administering assessments based on this challenging content.

ADDITIONAL RESOURCES

Additional resources for technology personnel are available on the DLM website under States on the blue navigation ribbon at the top. To find materials specific to your state, choose your state from the menu under the Year-End heading.

These are the standard technology personnel resources available across all states:

TECHNOLOGY SPECIFICATIONS MANUAL (PDF)	Supports technology personnel in preparing schools for the technology needs of the DLM assessment.
KITE webpage	Provides information about KITE Client, Educator Portal, operating systems, browsers, and troubleshooting. Also supplies software downloads. http://www.dynamiclearningmaps.org/kite
Test Updates webpage	Provides breaking news on test administration activities. Sign up to receive alerts when new resources become available. http://www.dynamiclearningmaps.org/test-updates

CHECKLIST TO MANAGE TECHNOLOGY FOR DLM ALTERNATE ASSESSMENTS

Hint: Print these pages and keep them handy!

Work with your assessment coordinator to determine due dates to meet your district testing schedule.

☑	Step	Resources
	1. Bookmark the KITE webpage on the DLM website. Use the resources to become familiar with your role and responsibilities and the procedures and materials needed to prepare for the assessment.	http://www.dynamiclearningmaps.org/kite
	2. Participate in technology specifications training. States may also provide their own training for technology personnel.	DLM website Year-end states: http://www.dynamiclearningmaps.org/district-staff-training-resources-ye
	3. Modify spam and favorites lists, and whitelist websites and email addresses to access the DLM content. Ensure all educators who are involved with the DLM alternate assessment are able to receive emails from addresses ending in @ku.edu.	See Whitelist to Access Content, page 10.
	4. Determine which devices will be used for testing, and verify that devices meet the requirements.	See KITE Testing Devices, page 10.
	5. Install KITE Client on devices to be used for testing. Downloads and instructions are available on the KITE webpage. (Administrative rights to the testing devices may be necessary.) KITE Client must be re-installed every year.	http://www.dynamiclearningmaps.org/kite

☑	Step	Resources
	6. Support educators in checking the compatibility of testing devices and accessibility supports. Use practice activities and released testlets.	TEST ADMINISTRATION MANUAL
	7. Verify that the network meets requirements. Use the KITE Client bandwidth requirements on the KITE webpage.	http://www.dynamiclearningmaps.org/kite
	8. Install Adobe Acrobat Reader DC or another PDF reader on computers that educators will use to access Educator Portal.	http://www.adobe.com/products/reader.html
	9. If you are given an Educator Portal account <ul style="list-style-type: none"> ◆ Activate the account. ◆ Complete the Security Agreement (in your Educator Portal profile). <i>Access to Educator Portal is determined at the state or district level and is not typically required for technology personnel. Contact your assessment coordinator for more information.</i>	https://educator.cete.us
	10. Provide technical support for Educator Portal and KITE Client, using troubleshooting information provided on the KITE webpage.	http://www.dynamiclearningmaps.org/kite

ACCESSING CONTENT

WHITELIST

Whitelisting includes modifying spam and junk-mail filters to allow specific email addresses to deliver messages to your email address.

EMAIL

Various email messages are sent to users from @ku.edu accounts. These include messages to set up an Educator Portal account, messages to reset a password in Educator Portal, testing updates, and Service Desk replies. Consider whitelisting or setting spam-filter control of the state or district email system to allow messages from @ku.edu accounts. Ensure all educators involved with the DLM alternate assessment are able to receive emails from @ku.edu addresses.

KITE CLIENT CONTENT

During test administration, if KITE Client does not correctly display an onscreen image, it may be necessary to whitelist items on the district's firewall. See the [KITE Client Whitelist Settings \(PDF\)](#) for current information. Issues may include images not displaying fully or correctly, test items not fully appearing, or test answer choices not appearing on the screen. The local technology personnel are the first point of contact for test administrators.

VIDEOS AND TRAINING

Educators who will administer the DLM alternate assessments must complete required training before they can become test administrators. This training includes videos and is delivered through an online site at <http://training.dynamiclearningmaps.org>. Additionally, personnel conducting facilitated training may plan to show these videos to several people in a classroom setting.

A complete list of professional development videos available via YouTube is here: dlmpd.com/clds/video-links.

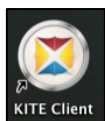
Occasionally, videos are hosted through YouTube or Vimeo are retrievable through Dropbox. Please ensure your test administrators are able to access the training videos.

KITE CLIENT & EDUCATOR PORTAL

NOTE: Information in this section is also included in the TEST ADMINISTRATION MANUAL, the ASSESSMENT COORDINATOR MANUAL, and the DATA MANAGEMENT MANUAL. These manuals direct their audiences to contact district technology personnel if they need more information or support.

The KITE® system was designed and developed to meet the needs of the next generation of large-scale assessments. Users encounter two applications in the KITE system. Students and educators each use a different application.

Students have accounts in **KITE Client**.



KITE Client delivers assessments to students through the use of a customized, secure web browser accessible on multiple devices. Practice activities and released testlets are also available to students through KITE Client. *Educators and staff do **not** have accounts in KITE Client.*

Staff and educators have accounts in **Educator Portal**.



Educator Portal is the administrative application where staff and test administrators manage student data and retrieve reports. Users can access Educator Portal via <https://educator.cete.us>.

KITE Client must be re-installed every year.



NOTE: Software release dates may impact availability of KITE Client and Educator Portal features. Check your DLM state webpage to see if your state offers a calendar with software release dates.

KITE STATUS

The DLM website provides the current status of KITE at <http://dynamiclearningmaps.org/kite>.

KITE™ SUITE

Status

KITE Client (TDE)	Educator Portal
 Status: No Issue	 Status: No Issue
The KITE Client application is operating normally.	The KITE Educator Portal is operating normally.

The KITE status is indicated by a color and a custom message. Sample messages are shown in the table below.

Color	Status
Green	System is operating normally.
Yellow	System issues present.
Red	System offline.


TESTING DEVICES COMPATIBLE WITH KITE CLIENT

The DLM alternate assessments may be administered on the following devices:

Windows PC desktops	Via KITE Client with Windows and Mac instructions
Mac desktops	
Laptops (PC or Mac)	
iPads	Via KITE Client app with iPad instructions (previous versions of the app are not supported)
Chromebooks	Via KITE Client or Google app with Chromebook instructions

NOTE: The DLM Consortium does not recommend using multiple devices to administer a single testlet. A student should begin and finish a single testlet on the same device.

For downloads and instructions, see resources on the KITE webpage:
(<http://dynamiclearningmaps.org/kite>).



KITE Client Downloads and Instructions

[Download KITE Client 3.0 for Windows](#)

- [View Windows Instructions](#)

[Download KITE Client 3.0 for Mac](#)

- [View Mac Instructions](#)

[Download KITE Client for iPad](#)

- [View iPad Instructions](#)

[Download KITE Client for Chromebook](#)

- [View Chromebook Instructions](#)

KITE Requirements

[Requirements for KITE Client and Educator Portal](#)

Other KITE Resources

[KITE Client bandwidth requirements \(pdf\)](#)

[KITE Client whitelist settings \(pdf\)](#)

[Troubleshooting KITE® Errors](#)

Local devices attached to these machines, such as interactive whiteboards, are also acceptable. Interactive whiteboards (brand names SMART, Promethean, etc.) may be used in testing. The same hardware, software, and screen resolution constraints apply. The projector associated with the interactive whiteboard must project the computer screen at a resolution of no lower than 1024 x 768.

INTERNET CONNECTIVITY

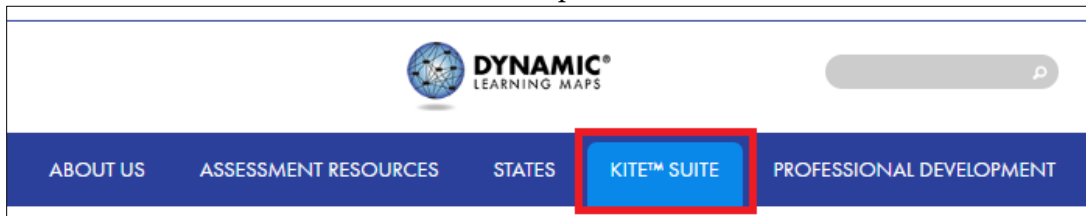
An internet connection is required to deliver assessments using KITE Client.

REQUIRED SOFTWARE

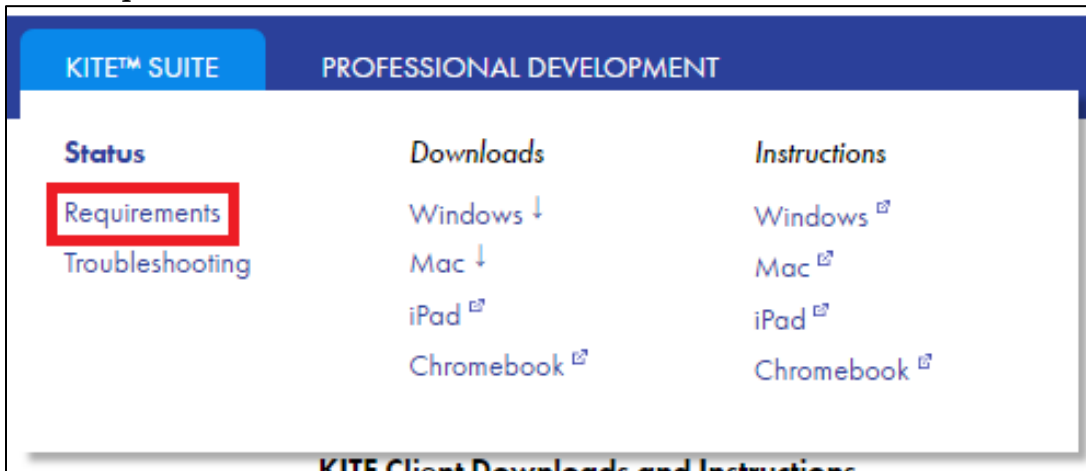
SUPPORTED BROWSERS

See the [KITE Suite Requirements webpage](#) to choose a browser that will work well with Educator Portal. Firefox (38.7.1 ESR and above) is strongly recommended.

1. Go to www.dynamiclearningmaps.org.
2. Hover over **KITE® SUITE** to reveal more options.



3. Click **Requirements**.



NOTE: Procedures for accessing KITE Client and Educator Portal are included in the EDUCATOR PORTAL USER GUIDE.

PDF VIEWER

For educators and test administrators to view PDFs inside of Educator Portal, they will need [Adobe Acrobat Reader DC](#) or other software, which allows the test administrator to view and print PDFs. Download Adobe Acrobat Reader DC from <http://get.adobe.com/reader/>.

ACCESSING EDUCATOR PORTAL

Technology personnel do not usually require access to Educator Portal. If you require access, first work with your assessment coordinator or data manager to have an account created for you. For procedures to navigate Educator Portal, see the EDUCATOR PORTAL USER GUIDE.

STATE APPENDICES
