



Technology Specifications Video Script

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Hello and welcome to the Technology Specifications training for Dynamic Learning Maps Alternate Assessment for the 2016-2017 testing year.

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This pre-recorded video, the PowerPoint slides and script, and a PDF of frequently asked questions are recommended if you wish to register for an optional Question and Answer chat session scheduled later this fall. Registration information is available at the end of this video.

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In this training we will review what is new and different this year. We will look at other roles and responsibilities for the assessment. And finally, we will cover the resources available to you.

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If you supported technology for DLM assessments last year, then the key points you should know are that supported platforms and browsers have changed, a new KITE Client application will be available mid to late September, and district staff Q&A chat sessions will use Skype for Business. No audio will be available for those Q&A sessions.

Please help users download and install the plug-in before their session by having them access the meeting link.

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We will now look at your roles and responsibilities, as well as those of others.

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The key duties of technology personnel are to provide technical support for Educator Portal and KITE Client, install KITE Client on testing devices, modify spam and favorites lists to support educators in receiving email communications from DLM staff and the Service Desk, support educators in checking compatibility of testing devices and accessibility supports, verify the network meets requirements (which is a minimum 3mbps/and a recommended 5mbps per student testing), and escalate technology questions to the DLM Service Desk.

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Other key participants in DLM assessments include the assessment coordinator, data manager, test administrator and students. Technology personnel ensure that the assessment administration is ready by supporting each of these participants as needed.

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You will primarily support the educators, also referred to as test administrators.

Install the new KITE Client after its September release.

Ensure a supported browser is installed, and verify your users are familiar with clearing the cache.

Reinforce for educators the difference between the KITE Client application and the Educator Portal website.

Please ensure that your educators can view and print PDFs.

You also may need to assist with the installation and configuration of assistive input devices, for instance switches.

Please refer to the Accessibility Manual for supported devices.

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In this section, we will talk about Educator Portal, KITE Client, and whitelisting.

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The KITE Suite has two main parts, and confusion between the two should be avoided.

Educator Portal is the website used by educators, data managers, and others to facilitate the DLM assessment. It is accessed using the user's login information.

KITE Client is the test delivery engine—the application installed on the testing device that students use to take assessments. It is accessed using the student's login credentials.

A common error occurs when educators attempt to log into KITE Client using their Educator Portal credentials.

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These are the requirements for the KITE Suite.

Educator Portal is supported on Firefox 38.7.1 and above, Safari 9.0.3, Internet Explorer 11, and Google Chrome 35 and above.

KITE Client is supported on Windows 7, 8.1, and 10 desktops and laptops, Mac OS X 10.10 through 10.11, Chromebook, and iOS 9 on the iPad.

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This is what the KITE Client icon looks like. It will appear on the desktop, ribbon, or screen of the device.

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This is the KITE Client login screen where the student's login information is entered.

KITE Client is a secure testing application, so while it is in use no other programs are accessible.

A second device should be available if the educator wants or needs to access Educator Portal, other websites, or programs during the testing session.

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To ensure your firewall will allow data to pass through to our servers, please ensure the following are whitelisted at your location: *.cete.us and email from @ku.edu.

It may help to allow the following programs access through the firewall: kiteclientae.exe, kiteclient.exe and tde.exe.

For error messages, content issues, or persistent CAPTCHA requests, contact the DLM Service Desk.

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Service Desk agents may suggest whitelisting the entire IP range of our content distribution network for troubleshooting purposes.

This slide lists the addresses that you may be asked to whitelist.

This whitelisting is meant to be temporary and for troubleshooting only.

We do not expect you to keep the range open on a long-term basis.

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The DLM Service Desk is ready to help after you have exhausted provided resources for troubleshooting issues. You are the contact person for your district to escalate technology issues on behalf of district users.

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Many resources are available to support your work.

They include the Technology Specifications Manual, which has a checklist of your key responsibilities.

Your state-specific DLM webpage is located at www.dynamiclearningmaps.org forward slash your state's name.

On that page you are able to subscribe to test updates.

The KITE Suite page is where you can find the KITE Client installer and technical documentation. Please remember that these will not be updated until this year's KITE Client is released—which will be later in September—and should not be accessed until the consortium announces the release via Test Updates.

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Two technology specifications Q&A chat sessions will be offered.

These sessions are intended to answer questions that remain after you have watched this video, read the FAQs, and reviewed provided resources.

Registration information is available after completion of this video.

If you need to ask a question before the Q and A sessions, or if you are unable to attend one of listed times, the DLM Service Desk is available to answer questions via phone at 1-855-277-9751 or via email at DLM-support@ku.edu.

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When contacting the Service Desk, provide as much detail as possible about the issues encountered and the system on which it occurred.

Please include your contact information including email address and name, the state and district in which the school is located, error messages (and testlet number, if applicable), operating system and browser information, and information about network configuration.

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Please do not email personally identifiable information, or PII. Doing so violates the Family Educational Rights and Privacy Act (or FERPA). States have different standards about what combinations of information are considered personally identifiable. For instance, some states allow a student's state ID to be emailed, while others do not. If you have any questions about what is allowable in your state, contact your state assessment administrator

Service Desk analysts are required to report any violations to your state's education department.

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Thank you for viewing the DLM Technology Specifications training video. Be sure to check out the Frequently Asked Questions PDF document. The slides and the script from this video are also available for your use.