Frequently Asked Questions

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Getting Started Questions

Q: What email address should I use for DLM communications?

A: Your work/school email address must be used.

Q: I will be administering the DLM assessment to my students, what do I do first?

A: Communicate with your PASA Assessment Coordinator (AC) and become familiar with PASA activities and timelines (e.g., Required Test Administrator Training and other requirements, enrollment and testing windows, etc.). Activate your account in Kite Educator Portal using the activation email sent from your PASA AC. Next visit websites to gather information. Visit the DLM webpage and select Pennsylvania from” For States”. Visit the PaTTAN PASA webpage. Refer to the Quick Start Guide for Assessors on the PaTTAN PASA webpage and other resources. Login to Kite Educator Portal to complete the required annual Security Agreement. For more information on training or the Security Agreement, see Guide to Required Training and page 16 in the Educator Portal User Guide.

IMPORTANT! Test Administrators will not be permitted into Kite Educator Portal until the annual security agreement is first completed.

Q: How do I know my login credentials for the Kite® system?

A: If you are a new Test Administrator, your PASA AC will upload your user information into Educator Portal. You will receive a Kite® Suite activation email message from kite-support@ku.edu. If you do not receive it immediately, search the junk/spam folder. To avoid messages being sent to junk/spam folders in the future, contact your IT department and request that kite-support@ku.edu is added to the ‘safe senders list’.

The email activation link is good for 20 days. If it has been more than 20 days or your kite-support@ku.edu was recently added to your ‘safe senders list’, please email your PASA AC to request a new activation email. Once you activate your credentials, you will be able to log into the DLM system through the Kite Educator Portal at the bottom of the page. If you feel you should have received an activation email message but have not received it, ask your PASA AC to resend the Kite activation email. Once you receive the email, select the link to access the Active User screen. Complete all fields on the Active User screen and select Activate. You will receive a confirmation message. Select Back to Login.

If you were an active user in the system last year, your login credentials will be the same. When you first log into Educator Portal, you will be asked to accept the terms of the security agreement. Unlike last year, you will not be able to use Educator Portal until you agree to security agreement terms.
**Q: What is Educator Portal?**

Educator Portal is a website educators use to access and manage student data. Data managers upload and edit users, students, and rosters as needed. Test administrators complete each student's Personal Needs and Preferences (PNP) Profile and First Contact survey in Educator Portal. Also, educators access each student’s login credentials for Student Portal, the application students use to take the assessment, in Educator Portal. Educator Portal is also where all educators involved with the DLM alternate assessment complete the test security agreement. Educator Portal can be accessed through the PA DLM homepage.

**⭐ Q: Who will create accounts in Educator Portal for DTCs/ACs?**

Staff from the State Education Agency (SEA) will create Educator Portal accounts for assessment coordinators who also serve the role of District Test Coordinator (DTC). If you are a DTC and need an account, contact the PA Alternate Assessment Team at alternateassessment@pattankop.net. Data managers and assessment coordinators can create all other Educator Portal accounts for the district.

**Q: How do I log into Educator Portal?**

A: Using a supported web browser, select Educator Portal on the PA DLM web page. Once on the Sign In screen, complete the Username (usually your email address, all lowercase letters) and Password (case sensitive) fields and select Sign In. Returning users may be prompted to update the password.

**Training Questions**

**Q: What are the required PASA DLM Trainings for District Test Coordinators (DTCs)? How many trainings are there? How long are the trainings? When are they offered?**

A: All PASA ACs should reference the PASA DLM Instruction and Assessment Calendar for details regarding required trainings, timelines, and registration details. PASA ACs are required to complete PASA DLM Data Management 101 for the Assessment Coordinator (all four modules are available beginning December 3 – December 31; Asynchronous recording). PASA ACs/DTCs must register for this training through the PaTTAN Training Event Calendar, complete all four modules, and complete/submit the survey/quiz at the conclusion of the training. Each module is approximately 30 minutes.

*It is recommended (not required) that PASA ACs/DTCs also complete the Required Test Administrator Training (RTAT) so they may best support Test Administrators. These trainings are required trainings for Test Administrators.

**Q: What are the required PASA DLM Trainings for Test Administrators? How many trainings are there? How long are the trainings? When are they offered?**
A: All PASA ACs and Test Administrators should reference the PASA DLM Instruction and Assessment Calendar for details regarding required trainings, timelines, and registration details.

- **Required Test Administrator Training** is an annual required training available December 3, 2021 – February 28, 2022 and is provided in an asynchronous format via the PA DLM website. New Assessors for 2021-22 will complete the full RTAT consisting of four modules. Returning assessors who completed the RTAT last year will complete an abbreviated refresher training this year. Returning assessors who completed RTAT early because of testing students in September are not required to complete it again. The RTAT refresher requires assessors to answer five questions per topic with 80% accuracy. Failure to meet 80% will require assessors to review the full module on the training topic.

- **Lessons Learned from 2021 PASA DLM Test Administration** is a required training for all Test Administrators. Assessors must complete this training after completing the RTAT. The PA Alternate Assessment Team will emphasize areas of importance that will lead to an improved testing experience for teachers and students. Assessors are required to complete a survey at the conclusion of the training. This verifies completion of the training. The PA Alternate Assessment Team maintains a list of assessors who completed the training.

**Q: What do I need to do/how do I complete the Required Test Administrator Training (RTAT)?**

A: Beginning December 3rd, access the RTAT on the Kite Educator Portal under Training Courses on the DLM website. Returning Test Administrators may log in using their credentials from last year. New Test Administrators must be added to Kite Educator Portal by the PASA AC using the User Upload Template before beginning the training.

**IMPORTANT NOTE:** For the Moodle training under ‘Training Courses’/RTAT, your username is the same email address used for Educator Portal. For the initial login, the temporary password for Training Courses is your email address up to the “@” symbol. (i.e., Username = jess@abc.edu and Password = jess). If you logged in previously, you may have updated the password.

**Q: How do I track my completion of the Required Test Administrator Training (RTAT)?**

A: RTAT progress is saved within DLM Kite Educator Portal. Once a Test Administrator has completed the Required Test Administrator Training, it is recommended that they print their Certificate of Completion for the records.

**Q: As a District Test Coordinator (DTC), how do I track teachers’ completion of the Required Test Administrator Training (RTAT)?**

⭐ A: DT Cs can track completion of the RTAT by accessing the Data Extracts under the Reports tab within Kite Educator Portal called Training Status.

**Q: Do I need to register for Required Test Administrator Training (RTAT) and Lessons Learned from 2021 PASA DLM Test Administration?**

⭐ **AC FAQ**
A: ACs must register for Lessons Learned from 2021 PASA DLM Test Administration through PaTTAN Events Calendar. To start registration, select December 3 on the PaTTAN Events calendar. Participation in this required training is verified through the completion of the survey. Registration is not required for RTAT. Participation in this required training is also verified through the completion of the quiz after each module.

Enrollment Questions

Q: How do I know if I am enrolled in the DLM system?

A: If you were designated as the District Test Coordinator last year or if you have notified the alternate assessment team of your status as a DTC at any point during the year, you should have a DTC account in Educator Portal that is active. If you are a new DTC, notify alternateassessment@pattankop.net. Provide your first and last name, PPID if available, your email address and the district/school name. Please note if you are replacing the previous AC/DTC or if you are serving as AC/DTC with the other individual.

⭐ Q: As a District Test Coordinator (DTC), do I have to manage Test Administrator user accounts?

⭐ A: Yes. You must review all current users and be sure to deactivate any user who has left your organization. Identify users for the upcoming school year who are new or who had been inactivated (e.g., test administrators). Reactivate or add users using the online interface or the user upload template. You will need to enter the PPID for each Test Administrator under the Educator_Identifier column. PPIDs can be found using the Public Access link. Additionally, you will need to enter a unique DLM school code under Organization. The codes for schools appear in the State Organization Table PA which can be found under Templates on the PA DLM webpage. Additional information regarding maintenance and upload of users will be provided through the required Data Management training.

⭐ Q: If related service providers or paraprofessionals will be assisting with preparation and/or test administration and will be viewing test materials, do they need to sign a required security agreement?

⭐ A: Yes. Anyone who will view test materials or assist during test administration must sign a security agreement which can be found on the PA DLM website or by clicking this link (PASA DLM Test Security Affidavit for Support Staff and Related Service Personnel). DTCs are required to maintain signed security agreements on file and make them available upon request if monitored or requested. Paraprofessionals and other related service providers are not required to have an account in Educator Portal nor are they required to take the RTAT.

⭐ Q: As a District Test Coordinator (DTC), do I have to enroll students?
⭐ A: Yes. Student-level data in the DLM system does not carry over from year to year. For 2021-22, DTCs are required to use the PASA PIMS enrollment report to create the Student Upload Template. It is no longer permissible to enter student data into Educator Portal or the online interface manually. Additional details regarding this process will be discussed in the Data Management Training Series.

⭐ Q: As a District Test Coordinator (DTC), do I need to enroll students who are in out of district placements (e.g., APS, licensed private academic, IU programs)?

⭐ A: No. Entities like an APS or IU will enroll students, although the students must be coded in PIMS correctly. (Field 212 indicates that PASA will be taken and the PIMS grade level is 3-8 and 11). Coordinate with the service provider to ensure that they have accurately identified PASA student test takers in the PIMS system. Licensed Private Academic schools do not have access to PIMS data. The alternate assessment team will coordinate directly with those entities to extract reports to create student upload templates.

Q: If a district has a PASA eligible student who is retained in a tested grade, is the student required to be assessed again?

A: Yes. Regardless of IEP status, any student who is retained in a tested grade is required to participate in state assessment annually. The student will be assessed according to the grade enrolled.

⭐ Q: I am an IU District Test Coordinator. How do I enroll Test Administrators (also called Users)?

⭐ A: If you are entering User information on the User Template, and have IU teachers servicing students in various districts and schools across the IU region, you do not enter unique district/school names or school numbers for the Users. Rather, use the information in the School Organizational Table under Templates on the PA DLM webpage. Below is a screenshot for a sample IU from the State Organizational Table (under Templates).

<table>
<thead>
<tr>
<th>School Name: Not used in data upload. Name of the school. Associated with the number in column B.</th>
<th>School Number: Matches Organization in User file. Matches Attendance_School_Program_Identifier in Enrollment, Roster, and TEC files. Matches AYP_School_Identifier in Enrollment file.</th>
<th>District Name: Not used in data upload. Name of the district that the school is assigned to. Associated with the number in column D.</th>
<th>District Number: matches Attendance_District_Identifier in the Enrollment and Roster files.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Susquehanna IU 16</td>
<td>P116000000</td>
<td>Central Susquehanna IU 16</td>
<td>116000000</td>
</tr>
</tbody>
</table>

In this instance, the IU was assigned the school code with the P and AUN number. This is what would be entered for each User.
Test Administration Questions

Q: Are test administrators required to be special education teachers or can they have any teaching certification?

A: Test administrators must be certified teachers/professionals. It is recommended that test administrators also be familiar with the student and his/her needs and accommodations as the assessment is administered one on one. Additionally, all test administrators must be uploaded into the Kite Educator Portal as a user, sign the Test Security Agreement, and complete the Required Test Administrator Training prior to administering the assessment.

Q: What is the First Contact Survey (FCS) and the Personal Needs and Preferences (PNP) Profile and who completes these?

A: The Test Administrator responsible for administering the PASA DLM to a student must complete a FCS and a PNP Profile for every student enrolled in the KITE Educator Portal. The FCS is used to collect background information beyond basic demographic information and includes questions on communication, assistive technology devices, motor and sensory impairments, and academic performance. **Answers on the FCS determine the first level of testlet administered to the student. Therefore, accurate information updated annually is critical.** While the Test Administrator may complete all sections of the FCS for each student, PA only requires the Communication and Academic sections to be completed. **Note: once a FCS is completed for a student, it follows the student within the system. The Test Administrator must review it annually and update it accordingly.**

The PNP Profile collects student-specific information that informs Kite Student Portal about an individual student’s personal needs and preferences (i.e., accommodation needs). The PNP Profile includes information the system needs to make the student’s user interface compatible with their accessibility needs. **Note: The PNP will re-set annually. That is the accommodations entered from the prior year will not ‘roll over’. The Test Administrator must complete it annually for each student.**

Q: If an LEA knows that a student will not be participating in the assessment as a result of religious opt out, must the student be enrolled and rostered? Must the First Contact Survey (FCS) and the Personal Needs and Preferences (PNP) Profile be completed?

A: Yes. If the LEA knows that the student will not be participating in the assessment, the student must still be enrolled, rostered and have a completed FCS. This is necessary so that the system generates the first testlet in each subject. During the testing window, the DTC must enter the appropriate special circumstance code identifying why the student did not participate in each tested area.
Q: If a Test Administrator has completed the PNP profile and FCS for a student but is unable to administer the test or complete testing, can that student be transferred to another Test Administrator’s roster? Will the PNP profile and FCS need to be completed again or does it transfer with the student?

A: The student can be transferred to another trained teacher’s roster and the PNP and FCS follows the student and does not need to be completed again.

Q: What if I don’t see the Test Management tab in Educator Portal?

A: Access to the Test Management tab in Educator Portal is restricted until you do the following:

- Complete all Required Test Administrator Training modules with a passing score of 80% on each post-test.
- Agree to the annual security agreement in Educator Portal.

Test Administrators will not have access to Test Management until rosters are created by the PASA AC/DTC in each subject area. Rosters link students to the Test Administrators.

Q: What if I don’t have access to Student Testlets?

A: During the spring assessment, a student is not assigned testlets until the following steps are completed correctly:

- The student is listed on the Test Administrator’s roster (one roster per subject area).
- The student is rostered to the correct subjects for the DLM alternate assessment (grades 3-8 and 11 for ELA and Math and grade 4, 8 and 11 for science).
- The First Contact Survey (FCS) is updated/completed and submitted. Only the AC can enroll and roster a student.

Q: What grade level(s)/subjects should a DTC include on each roster?

Although non-tested grades appear in the DLM system (e.g., 2nd grade, 9th grade, etc.), these are not relevant in Pennsylvania. Use of the PIMS PASA Enrollment Template will ensure that only students in PA-tested grades are included.

Science in Pennsylvania is only administered in grades 4, 8 and 11. Be sure to add students to science rosters only if they are in the tested grades. Because DLM is used by multiple states with different tested grades, the system will not prohibit you from rostering and testing a student in science in a non-tested grade.

Social Studies is not administered in Pennsylvania. Do not include students on a Social Studies roster.

Q: Can a District Test Coordinator or District User access the TIPS sheets in the Kite Educator Portal?
A: Yes. The DTC or District User (DU) can go into Test Management and view the Testlet Information Page (TIP – details about materials that may be needed for test administration, level of testlet, guidance, etc.). Once a testlet is submitted, the TIP is no longer available.

Q: How do I decide what role to assign to an individual?

Reference the Data Management manual for a full description of the levels of access for different users (beginning on Page 17). The most common roles within PA are District Test Coordinator, District User, Building Test Coordinator, and Teacher. In Pennsylvania, the roles of Regional Test Coordinator and Regional User are not available.

Note: individuals can have multiple roles assigned. An individual MUST have the role of Teacher in order to administer the assessment.

Q: What are the major differences between PASA DLM and PASA that had been administered in 2018-19 and before?

A: Changes include the following:

- DLM is delivered online with built-in accessibility features but flexibility to be ‘teacher delivered’ for students requiring it.
- DLM does not require a separate ‘student’ and ‘assessor’ device to administer the assessment.
- DLM contains a series of testlets (i.e., series of small assessments containing three to nine test items) associated with each assessment that can be accessed over multiple sessions within the specified testing window.
- No video recording or mailing of materials to/from the vendor.
- Students are not placed into set levels of the assessment (i.e., Tiers). The DLM assessment is adaptive and adjusts each testlet level based upon the student’s responses in the prior testlet. ELA and Mathematics have five levels; Science has three levels; Writing has two levels. Please note, there is up to a 15-minute delay between completion of one testlet and delivery of the next testlet in that subject area.

Q: What accessibility features are available?

A: Many online and teacher delivered accommodations are available. Refer to the Accessibility Manual for details. The information provided in the PNP profile for each student directs the system as to which accommodations will be provided. The information provided in the FCS also directs the system as to level of the first testlet delivered to the student. Together the FCS and the PNP profile are called the Personal Learning Profile.

Q: Will I have an opportunity to view sample assessment items (i.e., Testlets) before administering the assessment?

A: Yes. There are opportunities to complete practice activities and view released testlets. This information is available in the Guide to Practice Activities and Released Testlets. Released testlets
are also available by selecting the Instructional Resources link at the top of the PA DLM web page and selecting the subject.

**Q: Where are student usernames and passwords found and when are they available?**

A: Once all teachers and students are enrolled and rostered in the system, the RTAT is completed, FCS are updated/completed, and the testing window opens, teachers will be able to access student usernames/passwords in Educator Portal. Specific directions to access student usernames/passwords can be found in the Educator Portal User Guide on p. 50. Kite Student Portal must be loaded on all devices students will be using to complete the assessment. The most up to date version of Kite Student Portal must be used. Updates may need to occur from year to year.

**Q: Once I begin administering the assessment to a student, can I stop in the middle?**

A: DLM is made up of a series of testlets (sets of 3-9 test items). It is best to complete each testlet in its entirety. You may take breaks in between testlets as often and for as long as needed. Testlets can be administered across several days, if necessary but a single testlet should be completed within the day.

**Q: How do I know that I have completed all testlets for a student?**

A: The number of testlets vary by subject area, grade and/or linkage level. The only way to ensure that all testlets are completed is to check directly by searching completed testlets (for example verify that testlet 9 of 9 has been completed). The teacher should not assume that not having a testlet currently available means the student has completed all testlets. There is a delay in delivery of testlets as well as delays if any PNP settings are changed. District Test Coordinators can verify completion using the Data Extract ‘DLM Test Administration Monitoring’. The updated extract can be delayed for up to 24 hours, however.

⭐ **Q: How should District Test Coordinators (DTC) manage students who are not being tested?**

A: All eligible students must be enrolled and rostered in the KITE Educator Portal, even if they will not be participating. In addition, the test administrator must complete the First Contact Survey (FCS) for the student. The FCS must be completed so that the system generates the first testlet in each subject area. The first testlet in each subject area must be coded appropriately with the reason for non-participation. These codes are referred to as “Special Circumstance Codes” and will be provided by the PA Alternate Assessment Team. Special Circumstance Codes will be provided annually to DTCs during the assessment window and made available on the PA DLM homepage. DTCs have until the end of the testing window to enter codes. Only DTCs can enter “Special Circumstance Codes”. Teachers/Test Administrators cannot do this.
Instructional/IEP Questions

Q: Previously we wrote IEP goals and STOs that reflected all the areas of the PASA including science. Is that a current best practice, or have we moved away from that?

A: Nothing has changed in this area. All students with IEPs, including our most complex learners, should continue to have academic goals aligned to standards/alternate eligible content (AEC) and short-term objectives. There may be some questions in the field over terminology. The DLM refers to the skills assessed (and obviously taught) as essential elements (EEs). The AEC and EEs are aligned. The PDE has had crosswalks completed and is in the process of finalizing details for formal alignment studies.

Q: Are there resources available to help support instruction in academic subject areas?

A: Yes. Please see the Professional Development modules available on the DLM website.

Key Roles and Terminology

Q: What are the key roles and duties for PASA DLM?

A: The assessment coordinator’s key responsibility is to serve as a resource for test administrators, data managers, and technology personnel. The ASSESSMENT COORDINATOR MANUAL includes a checklist of key duties to help you support assessment in your district or school.

The data manager’s key responsibility is to upload user and student data to Kite® Educator Portal, to verify information, and to make changes as necessary. The Data Management Manual includes a checklist of key duties to help you support assessment in your district or school.

The key responsibility of technology personnel is to download Kite Student Portal onto all testing devices (desktop computers, laptops, and iPads). The Technology Specifications Manual includes a checklist of key duties to help you support assessment in your district or school.

Assessment coordinators, data managers, and technology personnel must read their respective manuals, explore the DLM website (particularly the state’s specific page and the helplet videos), and watch the district training video. An optional follow-up Q&A session is offered and recommended.

Details are also provided in the chart.
<table>
<thead>
<tr>
<th>DLM Title</th>
<th>Description</th>
<th>Pennsylvania/Other Interchangeable Titles</th>
</tr>
</thead>
</table>
| Test Administrator        | Educator responsible for administering the DLM assessment to students and ensuring accessibility support is entered in the Educator Portal. Also responsible for:                                                                 | Teacher
|                           | ● Completing the Personal Learning Profile including the First Contact Survey and Personal Needs and Preferences for each student                                                                                                                                   | Assessor
|                           | ● Completing the Required Test Administrator Training                                                                                                                                                                                                               | User                                                             |
|                           | ● Reviewing and verifying student data                                                                                                                                                                                                                               |                                                                  |
|                           | ● Preparing students for assessment                                                                                                                                                                                                                                 |                                                                  |
|                           | ● Administering the DLM alternate assessment to students                                                                                                                                                                                                             |                                                                  |
| District Test Coordinator (DTC)* | Recommended to be the Special Education Administrator associated with the LEA and is the main point of contact between PDE/BSE, the DLM service desk, and the district. Key duties include:                                                                 | Assessment Coordinator (AC)*                                    |
|                           | ● Overseeing the assessment process                                                                                                                                                                                                                                 |                                                                  |
|                           | ● Enroll Test Administrators and eligible students                                                                                                                                                                                                                 |                                                                  |
|                           | ● Managing staff and educator roles and responsibilities                                                                                                                                                                                                             |                                                                  |
|                           | ● Developing and implementing a training plan                                                                                                                                                                                                                      |                                                                  |
|                           | ● Developing a schedule for assessment implementation (in line with the state mandated assessment window)                                                                                                                                                         |                                                                  |
|                           | ● Monitoring and supporting assessment preparations and administration                                                                                                                                                                                               |                                                                  |
|                           | ● Developing a plan to facilitate communication with parents/guardians and staff                                                                                                                                                                                       |                                                                  |

*There are other roles to assist the DTC/AC with data management.

<table>
<thead>
<tr>
<th>DLM Term</th>
<th>Description</th>
<th>Pennsylvania Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dynamic Learning Maps (DLM)</td>
<td>Dynamic Learning Maps® (DLM®) assessments are designed for students with the most significant cognitive disabilities for whom general state assessments are not appropriate, even with accommodations. DLM assessments offer these students a way to show what they know and can do in mathematics, English language arts, and science.</td>
<td>Pennsylvania Alternate System of Assessment (PASA)</td>
</tr>
<tr>
<td>Kite® Suite</td>
<td>Kite® Suite is the technology platform DLM assessments use. Kite Student Portal is an app students use to take their testlets. Kite Educator Portal is a web portal educators use to manage student data and retrieve results.</td>
<td>PASA Digital</td>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
<td></td>
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</tr>
<tr>
<td><strong>Q: Why should the PASA AC/DTC contact the DLM Service Desk or PA Alternate Assessment Team? Can’t the teacher do that?</strong></td>
<td>Test administrators should not be encouraged to call the Service Desk directly since this takes time away from their responsibilities for students in the classroom. Instead, test administrators should provide the assessment coordinator with the pertinent information about any testing issues they encounter or difficulty in using Educator Portal. By serving as the point of contact, the assessment coordinator may identify that several test administrators are having the same issue or question. Technology personnel may be able to assist test administrators. Use the manuals as your guide to troubleshoot. All the manuals contain troubleshooting tips.</td>
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### Getting More Help

**Q: Where can I go to get more help?**

A: There are many places to go for help!

1. [PaTTAN PASA](#) webpage
2. DLM [Manuals & Blueprints](#)
3. DLM [Educator Resources Videos](#)
4. DLM [District Staff Training Resources](#)
5. [Kite Suite Information and Support](#)

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*For a complete list of DLM terminology please see [PASA DLM Terminology and Acronyms](#).*
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<th>If you need help with...</th>
<th>Contact...</th>
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<td>• Adding/revising an AC/DTC</td>
<td><a href="mailto:alternateassessment@pattankop.net">alternateassessment@pattankop.net</a></td>
</tr>
<tr>
<td>• KITE Student Portal installation</td>
<td>Your local technology support/representative</td>
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<td>• General computer support</td>
<td></td>
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<tr>
<td>• Internet availability</td>
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<td>• Display resolution</td>
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<td>• Issues with sound, headphones, speakers, etc.</td>
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<tr>
<td>• How to use Student Portal and Educator Portal</td>
<td>First, contact your District Test Coordinator.</td>
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<tr>
<td>• Training requirements</td>
<td>District Test Coordinators may contact:</td>
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<tr>
<td>• Assessment requirements</td>
<td>• <a href="mailto:alternateassessment@pattankop.net">alternateassessment@pattankop.net</a> OR</td>
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<tr>
<td>• Assessment scheduling</td>
<td>• <a href="mailto:DLM-support@ku.edu">DLM-support@ku.edu</a></td>
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<td>• Test invalidation requirements</td>
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<td>• Student Individualized Education Program (IEP) requirements</td>
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<td>• Test window dates, requirements, etc.</td>
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<td>• Testlet resets (may take up to 72 hours)</td>
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<tr>
<td>• Data issues (rosters, enrollment, etc.)</td>
<td>PA Alternate Assessment Team:</td>
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<td><a href="mailto:alternateassessment@pattankop.net">alternateassessment@pattankop.net</a></td>
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<td></td>
<td>DLM Service Desk</td>
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<td></td>
<td>• 1-855-277-9751 (toll-free)</td>
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<td></td>
<td>• <a href="mailto:DLM-support@ku.edu">DLM-support@ku.edu</a></td>
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<td></td>
<td>• DLM Live Chat (select the Live Chat Link in the lower left corner of the homepage in Educator Portal).</td>
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<tr>
<td></td>
<td>*Do not send any Personally Identifiable Information (PII) for a student via email.</td>
</tr>
<tr>
<td></td>
<td>**Do send</td>
</tr>
<tr>
<td></td>
<td>- contact information (email address and name)</td>
</tr>
<tr>
<td></td>
<td>- your school and district</td>
</tr>
<tr>
<td></td>
<td>- error messages, including testlet number, if applicable.</td>
</tr>
</tbody>
</table>

*AC FAQ*