

Dynamic Learning Maps® Consortium Technology Specifications Training

Fall 2018



Comprehensive Training Overview

Training format

- Watch the pre-recorded video
- Use the video script to read along & take notes
- Read the Frequently Asked Questions document
- Participate in OPTIONAL Q&A chat session

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Topics Covered in this Video

- What's New This Year?
- Roles and Responsibilities
- Kite® Suite
 - Educator Portal
 - Student Portal (formerly KITE Client)
 - Whitelisting
- Finding Help
 - Resources
 - Service Desk

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What's New This Year?

- KITE Client has been renamed to Student Portal
 - Requires new download and installation
 - Uninstall old KITE Client first

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Skype for Business

- **Optional** district staff Q&A chat sessions use Skype for Business
 - Download and install web app plug-in before sessions
 - Clicking on the meeting link for the first time will prompt for the Skype for Business plug-in
 - Can be done anytime on or before the scheduled meeting date

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ROLES AND RESPONSIBILITIES

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Technology Personnel Roles and Responsibilities

- Provide technical support for Educator Portal and Student Portal
- Install Student Portal on testing devices
- Modify spam and favorites lists to support educators in receiving email communications from DLM staff and Service Desk
- Support educators in checking compatibility of testing devices and accessibility supports
- Verify the network meets bandwidth requirements
 - Minimum 3mbps/recommended 5mbps per student testing
- Escalate technology questions to the DLM Service Desk

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Other Participants in DLM Assessments

Participant	Responsibilities
Assessment coordinator	Oversees assessment administration. Relies on your support for technology issues in the district or building
Data manager	Manages educator, student, and roster data in Educator Portal
Test administrator (educator, teacher)	Prepares students for and administers assessments. Most technology activities support this user
Student	Participates in assessments

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Primary Support for Educators

- Uninstall any old versions of KITE Client
- Install Student Portal on testing devices
- Install supported browsers for improved access to Educator Portal
 - Show users how to clear browser cache
- Emphasize the difference between Student Portal and Educator Portal
- Ensure access to read and print PDFs from Educator Portal
 - Adobe Reader® or another tool
 - Printer connectivity
- Help educators test assistive input devices (e.g., switches)
 - See ACCESSIBILITY MANUAL for supported devices

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KITE SUITE

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Kite Suite: Two Parts



Educator Portal (EP)

Student Portal (SP)

<https://educator.kiteaa1.org>

Click desktop icon

Educators and district staff log in online to manage student, user, and assessment data.

Students log in to take assessments.

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Kite Suite Requirements

Educator Portal

Supported browsers

- Firefox®
- Internet Explorer® 11
- Chrome™

Student Portal


Supported platforms

- Windows 7, 8.1, 10 (desktop, laptop)
- Mac OS X 10.12 and 10.13
- Chromebook with Chrome OS
- iPad, iOS 10 or 11


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Student Portal




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Student Portal Restricts Access




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Whitelisting


- To ensure your firewall will allow data to pass through to our servers, please ensure the following are whitelisted at your location:
 - *.kiteaii.org & email from @ku.edu
- It may help to allow the following programs access through the firewall:
 - Kitestudentportal.exe & kite.exe
- Error messages, content issues, or CAPTCHA™ requests
 - If you have error messages or persistent CAPTCHA requests, contact the DLM Service Desk

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FINDING HELP: RESOURCES AND THE DLM SERVICE DESK


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Resources

- TECHNOLOGY SPECIFICATIONS MANUAL
 - Checklist of key responsibilities
- State webpage www.dynamiclearningmaps.org/state
- Test updates
- Kite Suite webpage (<http://dynamiclearningmaps.org/content/kite>)
 - Browser requirements
 - Student Portal downloads
 - System status

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Technology Specifications Q&A Chat Sessions

Registration for and details about each session are available after this video

- September 13 1:00 - 1:30 p.m. Central time
- October 23 2:00 - 2:30 p.m. Central time


- Download Skype for Business for district staff participating in Q&A chat sessions.

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DLM Service Desk


1-855-277-9751 (toll-free)
or
DLM-support@ku.edu

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DLM Service Desk


Provide as much detail as possible.
Please include:

- Your contact information (email address, name)
- The state and district in which your school is located
- Error messages, including the testlet number if applicable to the problem
- Operating system and browser information
- Information about network configuration

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DO NOT EMAIL PII

- Personally Identifiable Information (PII)
- Under no circumstances should you ever email any student identifiable information
- This is a federal violation of the Family Educational Rights and Privacy Act (FERPA)
- If you have any questions about what is allowable in your state, contact your state assessment administrator

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THANK YOU!

For questions, please contact:
dlm-support@ku.edu

