



### Slide 1

Hello and welcome to the Technology Specifications training for the Dynamic Learning Maps<sup>®</sup> alternate assessment.

### Slide 2

Before registering for one of the optional Question and Answer chat sessions schedule later this fall, we recommend watching the pre-recorded video, viewing the PowerPoint slides, reading the script and the frequently asked questions. Registration information is available at the end of this video.

### Slide 3

In this training, we will review what is new and different this year. We will look at other roles and responsibilities for the DLM alternate assessments. We will examine Kite<sup>®</sup> suite. Finally, we will cover the resources available to you.

### Slide 4

The key points that technology personnel should know is that KITE Client has been renamed Student Portal. Student Portal includes a great many accessibility updates, and therefore requires a new download and installation.

### Slide 5

As in previous years, the optional district staff Q&A chat sessions will use Skype for Business. Help users download and install the Skype for Business plug-in before their session by having them access the meeting link.

### Slide 6

We will now look at your role and responsibilities and the roles and responsibilities of others you may support.

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The key duties of technology personnel are to 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 the DLM staff and Service Desk, support educators in checking compatibility of testing devices and accessibility supports, verify the network meets requirements, which are a minimum three megabits per second and a recommended five megabits per second per student testing, and to 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 assessment administration is ready by supporting each of these participants as needed.

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

- Uninstall any old versions of KITE Client
- Install Student Portal on testing devices.
- Ensure a supported browser is installed for improved access to Educator Portal, and verify your users know how to clear their cache.
- Emphasize the difference between Student Portal and Educator Portal.
  - Ensure that your teachers can view and print PDFs with Adobe Reader or another similar tool.
  - Make sure that teachers can print from devices while using Educator Portal.
- You also may need to assist with the installation and configuration of assistive input devices, for example, switches.
  - Refer to the ACCESSIBILITY MANUAL for supported devices.

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In this section, we will discuss Educator Portal, Student Portal, and whitelisting.

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Kite Suite has two main parts, one for controlling user and student data, and one for students taking assessments.

Educator Portal is the website used by teachers, data managers, and others to facilitate the DLM assessment. Staff have login credentials for Educator Portal.

Student Portal is the secure test delivery platform—the application installed on the testing device that students use to take assessments. Students have login credentials for Student Portal. A common error that test administrators experience is attempting to log into the Student Portal using their own credentials. They can only use the student's credentials or a demonstration login to access Student Portal.

## Slide 12

The Kite Suite requirements are listed on this screen.

Educator Portal is supported on Firefox, Internet Explorer, and Chrome. We recommend using the most recent version.

Student Portal is supported on desktops and laptops with Windows 7, 8.1, or 10, desktops/laptops with MacOS X 10.12 and 10.13, Chromebooks with Chrome OS, iPads with iOS 10 or 11.

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This is what the Student Portal icon looks like when it has been downloaded and installed. It will appear on the desktop, ribbon, or screen of the device.

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This is the Student Portal login screen where the student's login information is entered. Student Portal is a secure testing platform, so while it is in use no other programs are accessible. A second device with an internet connection should be available if the teacher 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: \*.kiteaai.org & email from @ku.edu

It may help to allow the following programs access through the firewall: kitestudentportal.exe and kite.exe

If you have error messages or persistent CAPTCHA requests, contact the DLM Service Desk.

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There are numerous resources to assist technology personnel that include manuals, helplet videos, and the DLM Service Desk. The 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.

#### Slide 18

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 page is located at [www.dynamiclearningmaps.org](http://www.dynamiclearningmaps.org) forward slash your state's name. On that page you can subscribe to test updates. The Student Portal installer and technical documentation are on the Kite Suite meu.

#### Slide 19

DLM staff will offer two technology specifications Q&A chat sessions. 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 at completion of this video.

#### Slide 20

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](mailto: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. Include your contact information: email address and name, the state and district in which the school is located, error messages (testlet number, if applicable), operating system, browser information, and any pertinent information about network configuration.

#### Slide 22

Do not email a student's personally identifiable information or PII. Doing so violates the Family Educational Rights and Privacy Act, also known as FERPA. States have different standards about what combinations of information are considered personally identifiable. For example, 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.

#### Slide 23

Thank you for viewing the DLM technology specifications training video. Be sure to check out the Frequently Asked Questions PDF. The slides and the transcript from this video are available for your use.