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Hello and welcome to the Technology Specifications training for the Dynamic Learning Maps alternate assessment.

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Before registering for one of the optional Question and Answer chat session 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.

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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 DLM alternate assessments. We will examine the KITE suite. And finally, we will cover the resources available to you.

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The key point that technology personnel should know is that KITE Client will update automatically this year. When a device is turned on and connects to the internet on or after September 1st, it will update to the newest version, KITE 5.0.

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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.

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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 KITE Client, install KITE Client on testing devices, update KITE Client on testing devices by logging into the device and connecting to the internet (again, on or after September 1st), 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 is a minimum 3mbps/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 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.

- Install KITE Client on new testing devices.
 - Ensure existing devices auto-update to KITE Client 5.0.
- 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 KITE Client and Educator Portal.
 - Ensure that your teachers can view and print PDFs with Adobe Reader or another 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, KITE Client, and whitelisting.

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The 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.

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

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The KITE Suite requirements are listed on this screen.

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

KITE Client is supported on desktops/laptops with Windows 7, 8.1, or 10, desktops/laptops with Mac OS X 10.10, 10.11, 10.12 (Sierra), Chromebooks with Chrome OS, iPads with iOS 9 or 10.

Mac OS X 10.13 and iOS 11 are in beta development at the time of this recording. Both will be evaluated for compatibility when released.

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This is what the KITE Client 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 KITE Client login screen where the student's login information is entered. KITE Client 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: *.cete.us & email from @ku.edu

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

If you have error messages 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 you may be asked to whitelist. This whitelisting is meant to be temporary and for troubleshooting purposes only. We do not expect you to keep the range open on a long-term basis.

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There are a numerous resources to assist technology personnel that include manuals, helplets, 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.

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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 page is located at www.dynamiclearningmaps.org forward slash your state's name. On that page you are able to subscribe to test updates. Find the KITE Client installer and technical documentation on the KITE Suite page.

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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 after completion of this video.

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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. 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 information about network configuration.

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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.

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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.