TECHNOLOGY SPECIFICATIONS MANUAL 2016-17

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FINDING HELP

When the information in this manual and resources from your state DLM webpage do not lead to solutions, these contacts can provide additional support.

> Hint: Print this page and keep it handy!

For these items:	Contact:
• KITE Client installation • General computer support • Internet availability • Display resolution • Issues with sound, headphones, speakers, etc.	Local technology representative
• How to use KITE Client and Educator Portal • Training requirements • Assessment questions • Assessment scheduling	Local assessment coordinator
• Data issues (rosters, enrollment, etc.)	The DLM Service Desk* 1-855-277-9751 (toll-free) or DLM-support@ku.edu
• Test invalidation requirements • Student IEP requirements • Test window dates, extensions, requirements, etc. • Test resets	State education agency

*PLEASE REMEMBER, IF YOU CONTACT THE DLM SERVICE DESK:

- **Do not send any Personally Identifiable Information** (PII) for a student via email. This is a federal violation of the Family Education Rights and Privacy Act (FERPA). PII includes information such as a student's name or state identification number. Each state has unique PII requirements. Please check with your assessment coordinator to find out what student information can be legally emailed in your state.
- Do send:
    - o your contact information (email address and name)
    - o the state and district in which your school is located
    - o error messages, including the testlet number if applicable to the problem
    - o the Service Desk ticket number when following up on a previously submitted issue

TROUBLESHOOTING

The TEST ADMINISTRATION MANUAL includes this table, which guides users to contact the appropriate representatives depending on the issue they experience.

For these items	Contact
• KITE Client installation • General desktop support	District technology personnel
• Test invalidation requirements • Student IEP requirements • Test window dates, extensions, and requirements • Test resets	State education agency
• Data issues (roster; enrollment; Test, Edit, Clear) • General questions about the DLM Alternate Assessment System • General guidance on how to use Educator Portal and KITE Client	DLM Service Desk

TECHNOLOGY SPECIFICATIONS MANUAL 2016-17

CONTENTS

AUDIENCE AND PURPOSE

This document supports technology personnel in preparing schools for the technology needs of the Dynamic Learning Maps® (DLM®) Alternate Assessment System. It provides an overview of the DLM assessments and includes a checklist of key duties. It covers procedures, resources, and troubleshooting of specific applications and features of Educator Portal and KITE™ Client.

Most reference materials are written by the KITE technology team and apply to various programs, not strictly to the DLM Alternate Assessment System. For further questions, please contact the Service Desk at 1-855-277-9751.

WHAT'S NEW IN THIS VERSION?

Information about these topics has been added or enhanced in this version.

Topic	Starting Page

A more comprehensive list of changes is included in the Appendix under **Document History**.

INTRODUCTION

ABOUT THE DYNAMIC LEARNING MAPS ALTERNATE ASSESSMENT SYSTEM

The Dynamic Learning Maps Alternate Assessment System assesses what students with the most significant cognitive disabilities know and can do in English language arts (ELA), mathematics, and science[1] in grades 3−8 and high school.[2] The DLM system provides accessibility by design and is guided by the core beliefs that all students should have access to challenging, grade-level content, and that test administrators should adhere to the highest levels of integrity in providing instruction and in administering assessments based on this challenging content.

The DLM Alternate Assessment System includes computer-based assessments and an online dashboard for educators to manage student information. The DLM assessments can be administered on a variety of devices. DLM technology personnel support the technology needs of test administrators and students who participate in the DLM alternate assessments.

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[1] Science is available in some states.

[2] Each state determines the required high school grades.

ADDITIONAL RESOURCES

Additional resources for technology personnel are available on the DLM website under Assessments | Operational Testing: http://dynamiclearningmaps.org/content/operational-testing.

- To find materials specific to your state, choose your state from the menu.
- To find materials specific to a role, choose the role from the menu.

These are the standard technology personnel resources available across all states:

TECHNOLOGY SPECIFICATIONS MANUAL (PDF)	Supports technology personnel in preparing schools for the technology needs of the DLM assessment.
KITE webpage	Provides information about KITE Client, Educator Portal, operating systems, browsers, and troubleshooting. Also supplies software downloads. http://dynamiclearningmaps.org/content/kite
Test Updates webpage	Provides breaking news on test administration activities. Sign up to receive alerts when new resources become available. http://dynamiclearningmaps.org/content/test-updates

CHECKLIST TO MANAGE TECHNOLOGY FOR DLM ALTERNATE ASSESSMENTS

> Hint: Print these pages and keep them handy!

Work with your assessment coordinator to determine due dates to meet your district testing schedule.

☑	Step	Resources
1.	Bookmark the KITE webpage on the DLM website. Use the resources to become familiar with your role and responsibilities and the procedures and materials needed to prepare for the assessment.	http://www. dynamiclearningmaps.org /content/kite
2.	Participate in technology specifications training. States may also provide their own training for technology personnel.	DLM website Year-end states: http://www.dynamiclea rningmaps.org/content/ district-staff-training-resources-ye Instructionally embedded states: http://www.dynamiclea rningmaps.org/content/ district-staff-training-resources-im
3.	Modify spam and favorites lists, and whitelist websites and email addresses to access the DLM content. Ensure all educators who are involved with the DLM alternate assessment are able to receive emails from addresses ending in @ku.edu.	See Whitelist to Access Content, page 11.
4.	Determine which devices will be used for testing, and verify that devices meet the requirements.	See KITE Testing Devices, page 11.

☑	Step	Resources
	5. Install KITE Client on devices to be used for testing. Downloads and instructions are available on the KITE webpage. (Administrative rights to the testing devices may be necessary.) Devices which have a previous version of KITE Client will require the old version to be removed and the new version to be installed. KITE Client must be re-installed every year. Older versions of KITE Client may not be compatible with the 2016-17 assessments.	http://www. dynamiclearningmaps.org /content/kite
	6. Support educators in checking the compatibility of testing devices and accessibility supports. Use practice activities and released testlets.	TEST ADMINISTRATION MANUAL
	7. Verify that the network meets requirements. Use the KITE Client bandwidth requirements on the KITE webpage.	http://www. dynamiclearningmaps.org /content/kite
	8. Install Adobe Acrobat Reader DC or another PDF reader on computers that educators will use to access Educator Portal.	http://www. adobe.com/products/reader.html
	9. If you are given an Educator Portal account • Activate the account. • Complete the Security Agreement (in your Educator Portal profile). *Access to Educator Portal is determined at the state or district level and is not typically required for technology personnel. Contact your assessment coordinator for more information.*	https://educator.cete.us
	10. Provide technical support for Educator Portal and KITE Client, using troubleshooting information provided on the KITE webpage.	http://www. dynamiclearningmaps.org/ content/kite

ACCESSING CONTENT

WHITELIST

Whitelisting includes modifying spam and junk-mail filters to allow specific email addresses to deliver messages to your email address.

EMAIL

Various email messages are sent to users from @ku.edu accounts. These include messages to set up an Educator Portal account, messages to reset a password in Educator Portal, testing updates, and Service Desk replies. Consider whitelisting or setting spam-filter control of the state or district email system to allow messages from @ku.edu accounts. Ensure all educators involved with the DLM alternate assessment are able to receive emails from @ku.edu addresses.

KITE CLIENT CONTENT

During test administration, if KITE Client does not correctly display an onscreen image, it may be necessary to whitelist items on the district's firewall. See the KITE Client Whitelist Settings (PDF) for current information. Issues may include images not displaying fully or correctly, test items not fully appearing, or test answer choices not appearing on the screen. The local technology personnel are the first point of contact for test administrators.

VIDEOS AND TRAINING

Educators who will administer the DLM alternate assessments must complete required training before they can become test administrators. This training includes videos and is delivered through an online site at http://training.dynamiclearningmaps.org. Additionally, personnel conducting facilitated training may plan to show these videos to several people in a classroom setting.

A complete list of professional development videos available via YouTube is here: dlmpd.com/clds/video-links.

Occasionally, videos are hosted through YouTube or Vimeo are retrievable through Dropbox. Please ensure your test administrators are able to access the training videos.

KITE CLIENT & EDUCATOR PORTAL

The KITE™ system was designed and developed to meet the needs of the next generation of large-scale assessments. Users encounter two applications in the KITE system. Students and educators each use a different application.

Students have accounts in **KITE Client**.

KITE Client delivers assessments to students through the use of a customized, secure web browser accessible on multiple devices. Practice activities and released testlets are also available to students through KITE Client. *Educators and staff do **not** have accounts in KITE Client.*

Staff and educators have accounts in **Educator Portal.**

Educator Portal is the administrative application where staff and test administrators manage student data and retrieve reports. Users can access Educator Portal via https://educator.cete.us.

KITE Client must be re-installed every year. Older versions of KITE Client may not be compatible with the 2016-17 assessments.

KITE STATUS

The DLM website provides the current status of KITE at
http://dynamiclearningmaps.org/content/kite.

KITE™ SUITE

Status

KITE Client (TDE)	Educator Portal
● Status: No Issue	● Status: No Issue
The KITE Client application is operating normally.	The KITE Educator Portal is operating normally.

The KITE status is indicated by a color and a custom message. Sample messages are
shown in the table below.

Color	Status
Green	System is operating normally.
Yellow	System issues present.
Red	System offline.

NOTE: KITE Client 3.0 is scheduled to release in mid-September. All users must install the new KITE Client in order to deliver the DLM alternate assessment during the 2016-17 school year. The new software update covers all platforms and includes new Chrome and iPad apps.

TESTING DEVICES COMPATIBLE WITH KITE CLIENT

The DLM alternate assessments may be administered on the following devices:

Windows PC desktops	Via KITE Client with Windows and Mac instructions
Mac desktops	
Laptops (PC or Mac)	
iPads	Via KITE Client app with iPad instructions (previous versions are not supported)
Chromebooks	Via KITE Client or Google app with Chromebook instructions

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NOTE: The DLM Consortium does not recommend using multiple devices to administer a single testlet. A student should begin and finish a single testlet on the same device.

For downloads and instructions, see resources on the KITE webpage: (http://dynamiclearningmaps.org/content/kite).

K·I·T·E

KITE Client Downloads and Instructions
Download KITE Client 2.1 for Windows 64-bit
 • View Windows Instructions
Download KITE Client 2.1 for Windows 32-bit
 • View Windows Instructions
Download KITE Client 2.1 for Mac
 • View Mac Instructions
Download KITE Client for iPad
 • View iPad Instructions
Download KITE Client for Chromebook
 • View Chromebook Instructions

KITE Requirements
Requirements for KITE Client and Educator Portal

Local devices attached to these machines, such as interactive whiteboards, are also acceptable. Interactive whiteboards (brand names SMART, Promethean, etc.) may be used in testing. The same hardware, software, and screen resolution constraints apply. The projector associated with the interactive whiteboard must project the computer screen at a resolution of no lower than 1024 x 768.

INTERNET CONNECTIVITY

An internet connection is required to deliver assessments using KITE Client.

REQUIRED SOFTWARE

SUPPORTED BROWSERS

See the KITE Suite Requirements webpage to choose a browser that will work well with Educator Portal. Firefox (24.3 ESR and above) is strongly recommended.

To access the KITE Client Requirements webpage, follow these steps.
1. Go to http://dynamiclearningmaps.org/requirements.
2. Click **KITE™ Suite**.

DYNAMIC® LEARNING MAPS					
LEARNING MAPS	ASSESSMENTS	PROFESSIONAL DEVELOPMENT	RESEARCH	KITE™ SUITE	ABOUT US

3. On the right, click **Requirements for KITE Client and Educator Portal**.

KITE Requirements

Requirements for KITE Client and Educator Portal

4. Scroll down to the section on supported browsers.

NOTE: Procedures for accessing KITE Client and Educator Portal are included in the EDUCATOR PORTAL USER GUIDE.

PDF VIEWER

For educators and test administrators to view PDFs inside of Educator Portal, they will need Adobe Acrobat Reader DC or other software, which allows the test administrator to view and print PDFs. Download Adobe Acrobat Reader DC from http://get.adobe.com/reader/.

ACCESSING EDUCATOR PORTAL

Technology personnel do not usually require access to Educator Portal. If you require access, first work with your assessment coordinator or data manager to have an account created for you. For procedures to navigate Educator Portal, see the EDUCATOR PORTAL USER GUIDE.

DOCUMENT HISTORY

NOTE: Page numbers are valid **only** for the date and version noted.
They may change in future versions.

Date	Section Name/ Summary of Changes	Starting Page