# **A picture containing logo Description automatically generated Tip sheet – Training 1**

# Montana Alternate Student Testing (MAST) Pilot Program

## What you need to know for the pilot

#### OPI will provide the roster information on your behalf to New Meridian

#### There are four two-week administrations throughout the year

* Administration 1:

November 7 – 18, 2022

* Administration 2:

January 17-30, 2023

* Administration 3:

TBD

* Administration 4:

TBD

#### Each administration will include three math testlets and two ELA testlets

#### Each testlet should take around 10 minutes for a student to complete

#### Accommodations and Tools in the Pilot

##### Accommodations

* Spanish Testlets available online
* Printable paper testlets in both English and Spanish
* Printable paper testlet directions translated into Spanish
* Alternative color schemes for enhanced contrast

##### Tools

* Text to Speech (TTS) online (English Forms only)
* Zoom magnification of screen up to five times
* Highlighter
* Bookmark
* Notes
* Pointers
* Strikers
* Calculator (Specific Math Forms only)
* Test pause / resume

#### Items include multiple-choice and technology enhanced items and were developed in collaboration with Montana educators. There are no constructed-response items for this year.

#### Reports for the pilots will be available within 10 business days of the close of the administration window and will include:

* The content standards the item is measuring
* A brief description of the standard
* Indication if the student received full, partial, or no credit for the item

## Kite information

1. See introduction video: <https://vimeo.com/716465995>

This is what you will see when you log on:

A picture containing text, screenshot, person

Description automatically generated

#### Functions of Kite

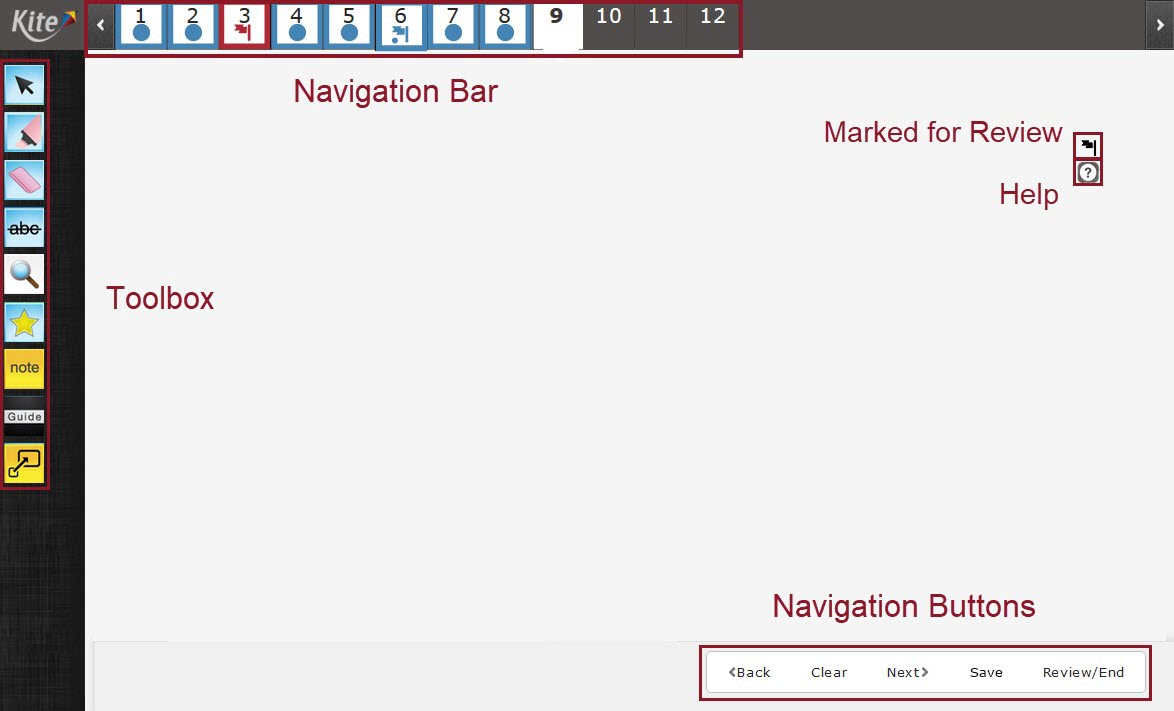
Facilitates the exchange and management of:

* Student data
* Score reporting
* Student monitoring capabilities
* Test administrators
* Enter student accommodations
* Monitor test sessions
* Retrieve data

This is what students will see:

Graphical user interface, application

Description automatically generated



#### Before the next training, please check it out!

Link:

<https://student-testlet.kiteaai.org/TDE/logIn.htm>

Practice Login:

Username: tech.demo

Password: MAZE8

#### Instillation

##### Supported operating system versions

##### The following devices and operating systems are supported:

* ChromeOS 91+
* iPadOS 14.3 - 15.5
* macOS 11.1 – 12.01
* Windows 8.1, 10 & 11

Mac and Windows

* The current version is 10.0.0

iPad and Chromebook

* Current version is 10.0.0 for Chromebooks and 10.0.0 for iPad
  + If enabled, Kite Student Portal will auto-update

#### Installers

ChromeOS

* Still to be determined

iPadOS

* Available in the App Store
* Can be installed individually or through MDM software

Mac

* Available in .dmg
* Can be pushed or installed on a single computer

Windows

* Available in .exe and .msi
* Can be pushed or installed on a single computer

#### Install links

Mac

* + <https://files.kiteaai.org/installers/test/New%20Meridian/1.0.0/Testlet%20Kite%20Student%20Portal.dmg>

Windows

* + .exe
    - <https://files.kiteaai.org/installers/test/New%20Meridian/1.0.0/Testlet%20Kite%20Student%20Portal.exe>
  + .msi
    - <https://files.kiteaai.org/installers/test/New%20Meridian/1.0.0/Testlet%20Kite%20Student%20Portal.msi>

#### Whitelisting

Here is the list of the sites that the Technology Director/ IT Team will want to ensure are whitelisted.

Whitelisting using wildcards (recommended):

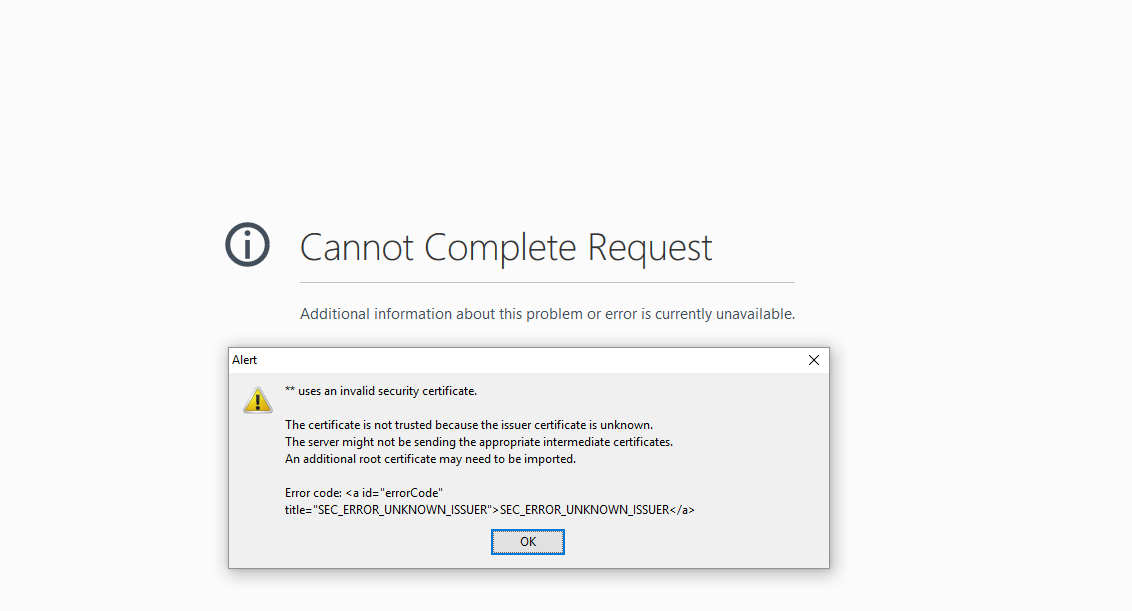
\*.kiteaai.org  
https://ssl.google-analytics.com

Whitelisting for applications that do NOT allow wildcards:

https://educator-testlet.kiteaai.org  
https://student-testlet.kiteaai.org  
https://kite-ohnp-student-login.kiteaai.org/  
https://kite-ohnp-secondary-student-login.kiteaai.org/  
https://kite-ohnp-student-click-history.kiteaai.org/  
<https://kite-ohnp-secondary-student-click-history.kiteaai.org/>

#### Troubleshooting – common errors and their solutions

##### Certificate error



Issue:

* “\*\*uses an invalid security certificate” error

Cause:

* This is caused by SSL inspection/decryption

Resolution:

* Add the URLs from the whitelisting information in to pass through this process untouched

##### Failed to start a new session

Issue:

* Error message: “Kite failed to start a new session! Please consult the log files for more information” or “Failed to initialize the Kite service! Kite will now terminate since the service is configured to be mandatory.”

Cause:

* Services are not running and not set to automatic

Resolution:

* Open Task Manager and use the services tab to ensure the service is running and set to automatic
* If the issue persists, uninstall remove the app data folders and then reinstall

##### Missing power options (Windows)

Graphical user interface, text

Description automatically generated

Issue:

* No options on the computer to shut down or restart
* Text: "No Power Options Available"

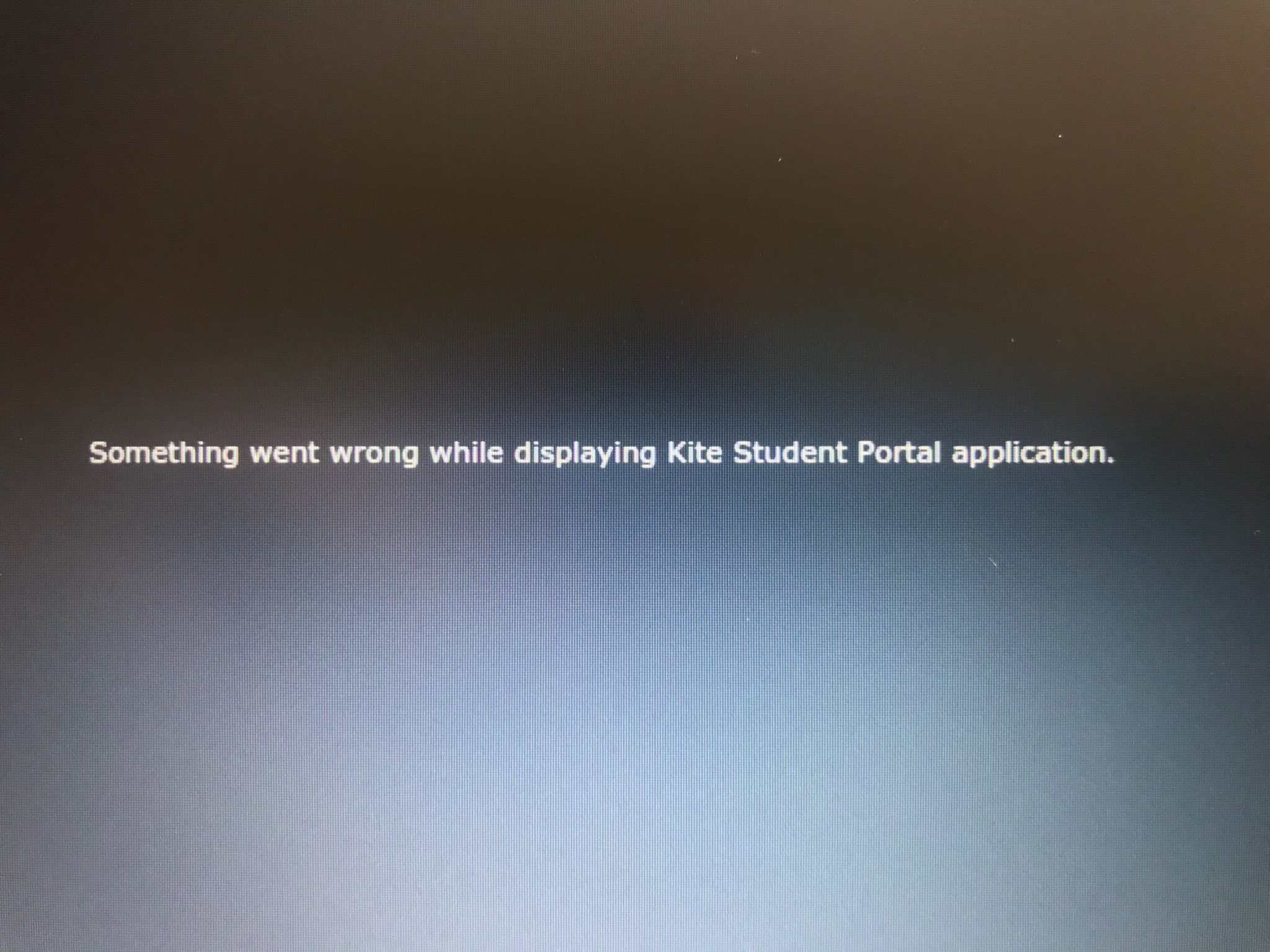
Cause:

* Rebooting the computer while Student Portal is running does not allow all the lock down features to close properly

Resolution:

* There is an executable file in *C:\Program Files (x86)\KiteStudentPortal\Reset\****KiteStudentPortal.ResetUtility***
* Needs to be run as administrator. (The steps can be found in the Testlet Kite Student Portal Installation Guide Windows)

##### “Something went wrong” (Chromebook)



Issue:

* “Something went wrong while displaying Kite Student Portal”

Cause:

* The Chromebook cannot connect to the Kite servers

Resolution:

* Make sure the Chromebook has an internet connection
* Make sure the whitelisting has been done

Verify the URL has not been changed

##### Loading

Graphical user interface, application

Description automatically generated

Issue:

* A student is testing and a "Loading ..." message appears

Cause:

* Bandwidth or connection issue

Resolution:

* This usually resolves itself when the connection has been reestablished or the process of downloading/uploading is complete
* If the message does not go away, exit the test by rebooting the device, verify connection and proceed with testing

##### Red screen

Text

Description automatically generated

Issue:

* Red screen that cannot be exited. Could happen on Mac, PC, and iPads

Cause:

* Student Portal was shutdown improperly

Resolution:

* Enter the quit password
* Student portal needs to be closed with the “Close Kite” button every time

#### For questions and issues, contact:

Kite Service Desk

855-277-9752  
7:30 a.m. – 5:00 p.m. Central

7:30 a.m. – 5:30 p.m. Central (During Assessment Window)

[Kite-support@ku.edu](mailto:Kite-support@ku.edu)