



Tip sheet – Training 1

Montana Alternate Student Testing (MAST) Pilot Program

What you need to know for the pilot

- 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

5. 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.
6. 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:

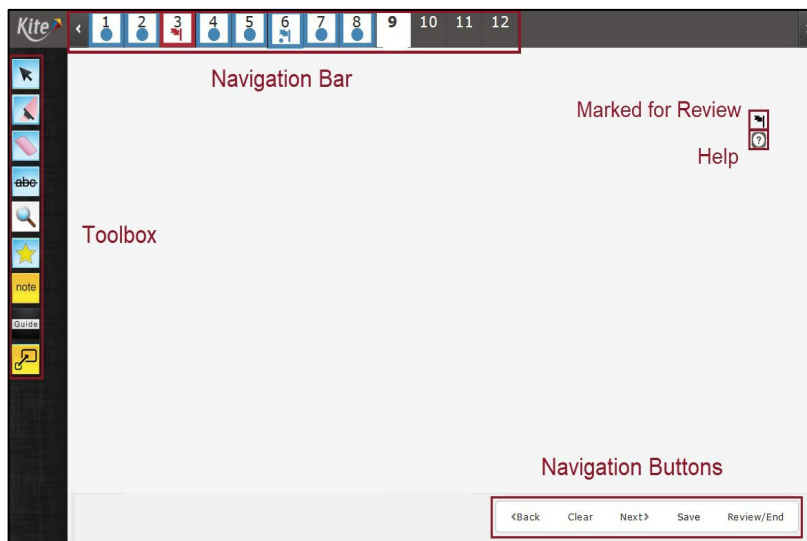
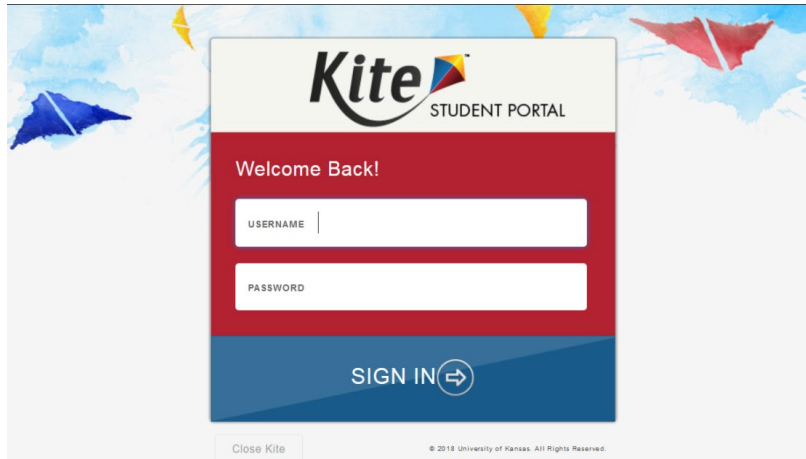
The screenshot shows the Kite dashboard interface. On the left is the Kite logo, a stylized kite. Below it is a navigation bar with buttons for Home, SETTINGS, REPORTS, DASHBOARD, and HELP. The main content area features a large image of a teacher interacting with students around a tablet. To the right of the image is a user profile section titled 'My Profile' with a placeholder for a user picture. Below that is a 'Quick Links' section with icons and text for 'Rosters' and 'Extracts'. At the top right, there is a user status bar showing 'Logged in as Kite Administrator' with a 'Sign Out' link, and three dropdown menus for 'Role' (District Test Coordinator), 'Organization' (QA QC District), and 'Assessment Program' (Testlet). At the bottom of the page, there are links for 'Live Chat', '© 2022. University of Kansas', and 'Site Map'.

2. 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:



3. *Before the next training, please check it out!*

Link:

<https://student-testlet.kiteaii.org/TDE/login.htm>

Practice Login:

Username: tech.demo

Password: MAZE8

4. *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

5. *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

6. *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>

7. *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/>

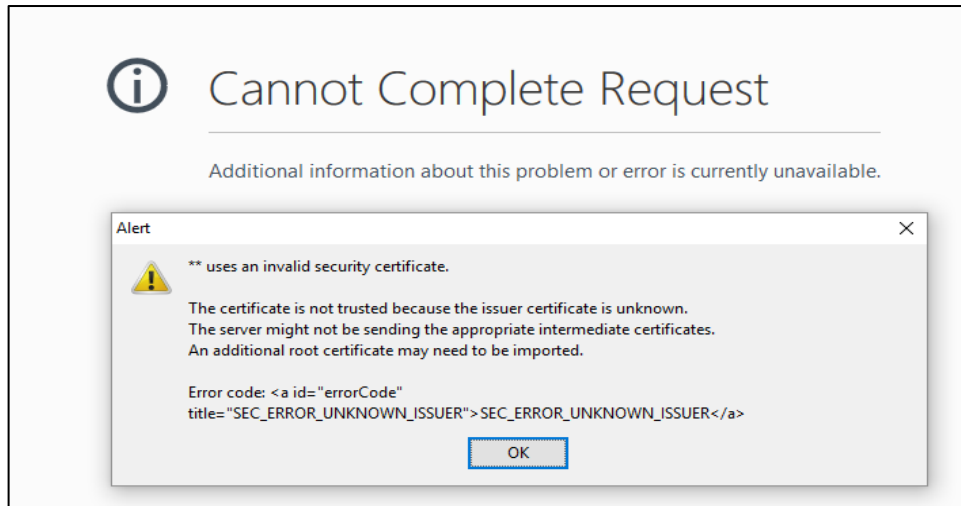
<https://kite-ohnp-secondary-student-login.kiteaai.org/>

<https://kite-ohnp-student-click-history.kiteaai.org/>

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

8. Troubleshooting – common errors and their solutions

a. 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

b. 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.”

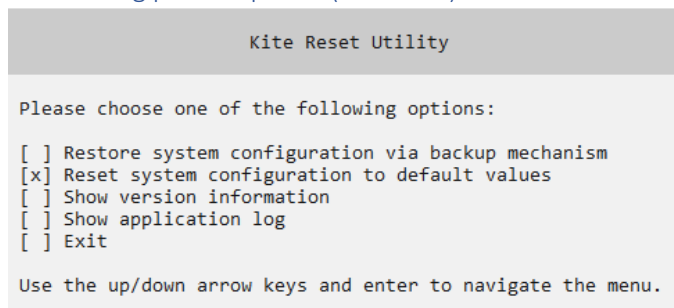
Cause:

- 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

c. Missing power options (Windows)



Issue:

- No options on the computer to shut down or restart

- Text: "No Power Options Available"

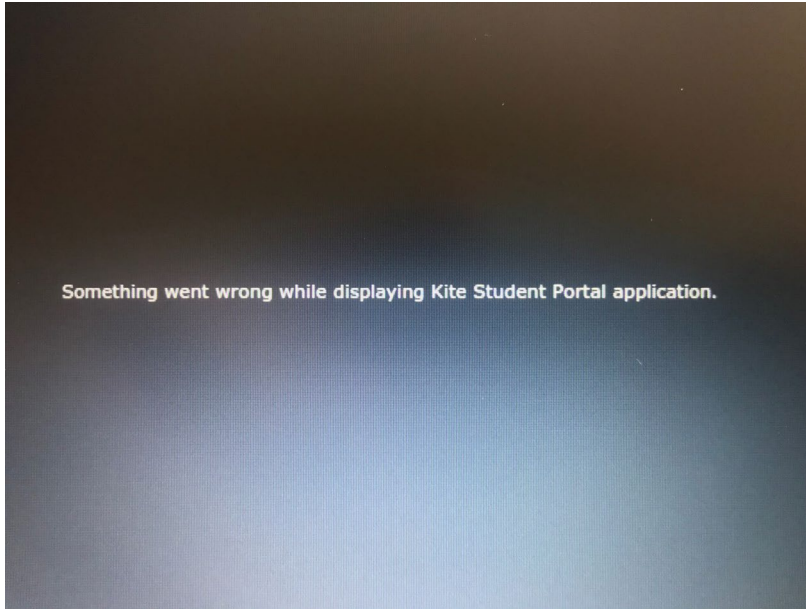
Cause:

- 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)

d. "Something went wrong" (Chromebook)



Issue:

- "Something went wrong while displaying Kite Student Portal"

Cause:

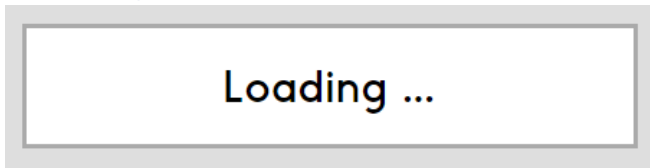
- The Chromebook cannot connect to the Kite servers

Resolution:

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

Verify the URL has not been changed

e. Loading



Issue:

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

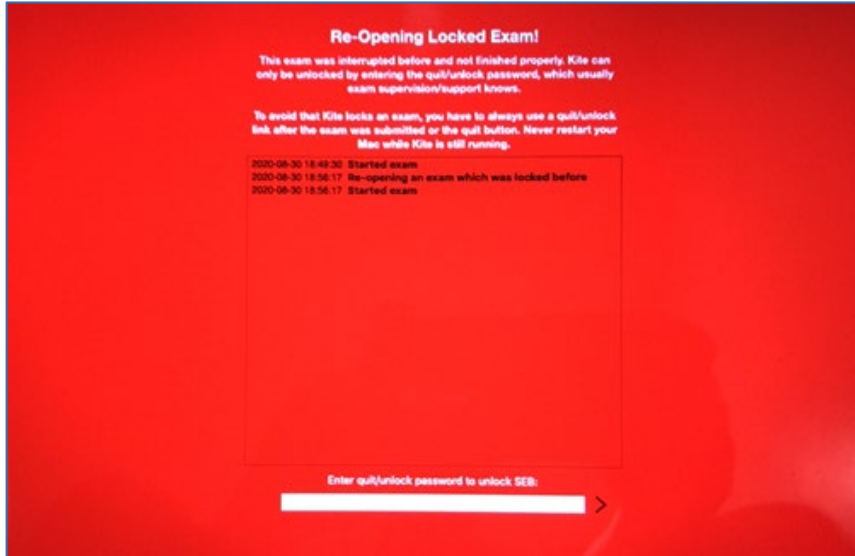
Cause:

- 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

f. Red screen



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

9. 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