



**LiveText**™

# Information Technology Integration

## Your assessment and technology partner.

LiveText provides a central, cloud-based solution for managing all planning, assessment, and e-Portfolio activities across your institution. We understand the challenges that many face when engaging their learning communities in this work. With LiveText's assessment and accreditation management system, you're able to:

- ✔ Manage planning and assessment at all levels
- ✔ Align outcomes to strategic and institution-wide goals
- ✔ Know how students are performing on critical learning outcomes
- ✔ Collect and archive direct evidence of learning with e-Portfolios
- ✔ Generate powerful analytics reports for data-based decision making
- ✔ Prepare for upcoming accreditation visits

With constant innovations, minimal downtime, planned periodic maintenance communicated in advance, and on-going product communications and training material for your campus users, LiveText not only becomes a student learning and assessment partner for your campus' administrators and faculty but also a technology partner for you.



### Security & Privacy

#### Security / SSAE16 Compliance

LiveText fully manages and administers its entire server and network system environment. These activities are not outsourced to any external or third-party individuals. LiveText utilizes a co-locating / hosting facility for its systems, Equinix, which undergoes rigorous and regular security and IT audits. Our SSAE16 certification supersedes the SAS70 certification.

Additionally, LiveText utilizes a third-party vendor to perform a formal security assessment and penetration tests of its systems on a yearly basis. LiveText leverages a variety of networking tools for performing self assessments and scans of its environment on a quarterly basis. All communication in LiveText is done via https using secure protocols. All data is safe and secure, and owned by you.

#### FERPA Compliance

With ongoing employee education and training efforts, LiveText adheres and conforms to the Family Education Rights and Privacy Act (FERPA) regulation. "Non-Directory" information which belongs to the students is not shared with anyone externally. On a yearly basis, a FERPA audit is conducted by an external party to gauge compliance. On a per request basis, LiveText issues a formal FERPA compliance letter to any institution. Your institution and your users own your own work, not LiveText.



### Accessibility

LiveText adheres to all ADA Section 508 compliance requirements. Our application is subjected to rigorous testing and is fully compatible with the JAWS Screen Reader software.



### Performance & Support

- ✔ 99.99% uptime
- ✔ State -of-the art application and web servers for hosting
- ✔ Call center support for all users 6 days a week
- ✔ Email support available 24/7
- ✔ Browser compatibilities (FireFox as preferred)



### Integration with your Campus Architecture

- ✔ LTI v1.0 and v1.1 Compliant with Learning Management Systems
- ✔ Single Sign-On & Grade Return
- ✔ Blackboard building block
- ✔ Automated course, roster, and demographic uploads
- ✔ Ability to perform custom integrations

## Deeper LMS Integration

LiveText has official IMS Learning Tools Interoperability™ certification for LTI 1.1 and can be found in IMS Global's LTI Certified catalog, <http://developers.imsglobal.org/catalog.html>. Learning Tools Interoperability (LTI)™ is a specification developed by the IMS Global Learning Consortium, whose principal concept is to establish a standard way of integrating remotely-hosted learning applications with platforms like learning management systems.

Having achieved LTI v1.0 and v1.1, LiveText provides its partner institutions with a standard method of establishing a secure link that allows for Single-Sign On as well as passing an outcome/grade back to an any LTI v1.1-ready LMS – creating a more seamless teaching and learning experience for instructors and students.

See the IMS Global  
LTI Certified Catalog



### How is SSO accomplished?

SSO uses centralized authentication servers that independent applications utilize for authentication purposes, and combines this with techniques to ensure that users do not have to actively enter their credentials more than once – reducing password fatigue, the time spent re-entering credentials, and the number of credential-based inquiries to your campus IT departments. A user logs in and is able to gain access to all approved systems, in this case, LiveText and your LMS.

LiveText needs to be configured in your LMS as an LTI Tool Provider – which will allow admins or faculty to configure an LTI Tool Link in their courses. Once configured, students and faculty can log into the LMS. Their username/passwords are verified by the LMS, and the user will see a tool link to LiveText. Upon first click of this link inside the LMS, the user is passed over to LiveText as an authenticated LMS user. LiveText receives the user's LMS ID, and we match it to a LiveText user account. The user is asked to enter a LiveText username and password once. This allows LiveText to associate the LMS ID with the LiveText ID.

Every time after this, users bypass the LiveText login page.

### How is Grade Return accomplished?

LiveText integrates even more deeply using a Grade Return feature. While using SSO, faculty can create links from their LMS to specific assignments in LiveText, not just a link to the user's LiveText dashboard, thereby reducing navigation time for students. Once a linked assignment has been created in your LMS, the student uses SSO to access the assignment. The faculty member then uses SSO to grade the assignment in LiveText. This action brings the student user's authentication information as well as the LMS's grade center location into LiveText – allowing LiveText to direct the grade back to your LMS. The grading information is automatically sent back to the LMS to populate the grade book, eliminating the need to enter grades twice.

## SIS Integration

LiveText can integrate seamlessly with any institution's Student Information System, including but not limited to Banner, Datatel, Jenzabar, and PeopleSoft. Individuals are able to upload complete catalogs, demographic profiles, and roster imports into LiveText. LiveText uses course information from the Student Information System (SIS) to facilitate assignment distribution, organization, and reporting related to LiveText assessments.

### How is SIS integration accomplished?

Information from your SIS can be added to LiveText through a data upload using .csv files or Excel spreadsheets. An extract file pulls the desired data from the SIS to store it as a flat .csv or .xls file. Institutions can determine which data fields to include, although LiveText recommends importing all fields in order to take full advantage of the comprehensive assessment reporting capabilities within LiveText.

The output of this extract can be loaded into LiveText either manually using the administrator's graphical interface or using a small executable program provided by LiveText. LiveText recommends automating using the executable program. Commonly, institutions will create two scheduled tasks that run nightly: First, a script that extracts the necessary information from the SIS and creates the .csv file on a local machine; second, a task that runs the executable program which takes the file from that local machine and sends it to the LiveText servers. The file is processed using a proprietary application, and all data is transmitted securely via HTTPS (via port 443).

From here, all information is pushed into LiveText from the SIS including course rosters, the course catalog, and student demographic information, such as Major, Program, Gender, Ethnicity, GPA, and Standardized Test scores. The data pulled into LiveText is used to populate course numbers, assign faculty and students, and ultimately provide capability for the program, college, or institution to collect data on student learning and disaggregate it to determine validity and biases. Imported data points, such as student or faculty IDs and emails, are used to validate users with the information they provide when they register their LiveText membership accounts. This validation checks users' names, IDs, emails, and birth dates to ensure that courses and assignments are added to the appropriate accounts.

*LiveText Implementation is fully available to consult with your institution on all the details of integration into your existing architecture.*