

Students: Frequently Asked Questions

1. **What is LiveText?**

LiveText is the web-based accreditation management system selected to electronically manage the SOE Assessment system. In order for data to be collected on our candidates, faculty, and unit, assignment files are uploaded to LiveText, assessed, and the resulting data aggregated and analyzed.

2. **Why do I have to upload to LiveText?**

LiveText is used to evaluate student outcomes as part of accreditation. LiveText is used to assist students in the collection, preservation, organization, evaluation, and dissemination of activities, assignments, evidences and reflections that are associated with competencies and standards throughout their program and the School of Education. It is needed in order to receive accreditation by the State of Missouri and the Council for the Accreditation of Educator Preparation (CAEP).

3. **Who needs a LiveText account?**

Every student enrolled in a course that has one of the major program (key) assessments.

4. **Do I need to purchase LiveText?**

The School of Education assesses each student a per credit hour fee. These funds are used to purchase LiveText accounts. This means that every student enrolled in a course that has a key assessment will receive a LiveText account at no additional charge. Your course syllabus will indicate whether a key assessment is required.

5. **How do I open a LiveText account?**

Students who are enrolled in courses that require LiveText will receive an email shortly after the start of the semester. The email will provide a unique link that will allow the student to open a LiveText account.

6. **How much storage space do I get with LiveText?**

LiveText provides unlimited data space on their servers, however individual files cannot be larger than 1GB in size.

7. **How do I reset my LiveText password? What if I forget my password?**

Please visit: <http://college.livetext.com/misk5/forgot>. If you continue to experience difficulty, you will need to contact LiveText at support@livetext.com.

8. **What if I forget my username?**

Please email the Assessment Coordinator, Carol Sargent, at sargentc@umkc.edu.

9. **What if I only take one course in the School of Education? Do I need to open a LiveText account?**

Yes, if your course has a major program or key assessment, you will need to open a LiveText account.

10. **I've been out of school for a while. Will my work in LiveText be lost?**

LiveText accounts purchased by the School of Education last five years from the date of your initial login. If your subscription expires without renewal, your work is saved on the LiveText server, but made unavailable to you. In order to access your work once again, you will need to renew your LiveText subscription, which can be purchased on a year-by-year basis.

11. **Is LiveText accessible to users with disabilities?**

Yes. LiveText frequently self-audits for Section 508 compliance, and is compatible with the most common accessibility software applications. If you have a disability and run into a specific problem, LiveText is willing to work with you to resolve that problem.