

## Frequently Asked Questions

### STUDENTS

#### What is LiveText?

*LiveText* Inc. is a team of education professionals dedicated to using technology to improve learning for individuals and organizations. Since 1997, *LiveText* has developed the most intuitive technology to enable immediate feedback for learners, which becomes the basis for generating assessment reports, facilitating continuous improvements, and advancing learning. (Source: <https://www.livetext.com/about-us/>)

#### Why do I need to purchase *LiveText*?

Your pursuit of higher education offers the chance to learn what's possible for your future. *LiveText* will help you organize the past and future learning experiences of your journey and through reflection, you sharpen the skills needed to achieve your goals. (Source: <https://www.livetext.com/what-we-do/students/>)

To assist in our program improvement efforts and to meet the multiple standards of our accrediting agencies, the College of Education has adopted *LiveText* as the new assessment system to replace the UF COE Educator Assessment System (EAS). *LiveText*, has been adopted by over 500 universities across the country, and will allow us to integrate a number of assessment and evaluation tasks that students and faculty complete during their educator preparation programs. It is a valuable technology tool that will be used for assessment of program competencies aligned with the Florida Educator Accomplished Practices (FEAPs), application and evaluation of field experiences for required practicum and internship, and to track and ensure all requirements are met for program completion, clearance for graduation, and certification.

#### How do I purchase *LiveText* and Register my Account?

1. Visit [https://www.livetext.com/purchase\\_membership/](https://www.livetext.com/purchase_membership/)
2. Enter your personal information (Please use your UF e-mail in all fields)
3. Create a *LiveText* Account
4. Select "*LiveText* Student Membership Field Experience Edition - \$133" from the drop-down menu.
5. Enter payment information and click Submit Billing and Create Account

#### How much does it cost?

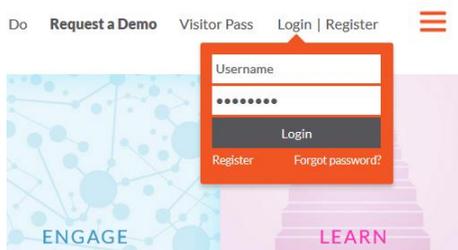
*LiveText* Student Membership Field Experience Edition costs \$133

#### Why do I have to purchase the Field Experience Edition?

This is the membership that includes the Field Experience Module, in which all your internship placements, forms, and evaluations will be centralized. You will have access to your evaluation rating guides and will also be able to create PDF files, which will serve as evidence of your mastery of necessary competencies and accomplished practices required by the Florida Department of Education.

#### What do I do if I forget my password?

Use the "Forgot password?" link in the login box



#### Who should I contact if I need help with *LiveText*?

Contact your COE LiveText Coordinator at [mleite@coe.ufl.edu](mailto:mleite@coe.ufl.edu) (Phone#: 352.273.4260), or contact *LiveText* Support at [support@livetext.com](mailto:support@livetext.com)

## Do I submit my complete tasks in LiveText?

Mostly, students will not submit complete tasks in LiveText. Students will continue to submit their complete task using the previous system in place (e.g. Canvas, Hard copies to instructors). Exception: School Psychology Ed. S. and Ph. D. (Portfolio).

## How do I access my complete ratings in LiveText?

Upon logging into any LiveText account, the user is brought to the Dashboard. The Dashboard displays assignments, recent files, and course announcements.

The screenshot shows the LiveText dashboard interface. At the top, there is a navigation bar with various menu items. Below this, the 'Assignments' section is displayed, featuring a grid of assignment cards. Each card includes the assignment title, a status indicator (red for 'Not submitted', green for 'Assessment Published'), and a corresponding action button. To the right of the assignments, there are sections for 'Recent Files' and 'Announcements'. The 'Announcements' section contains a notice about changes in due dates for assignments.

Each assignment has a title and a button. The button you will see is dependent upon the current status of the assignment.

- If the assignment has a red status indicator, then the status is not submitted, which means the instructor did not start rating the assignment.
- If the assignment has a yellow status indicator, then status is awaiting assessment, which means the instructor started the rating process, but did not submit the assessment.
- If the assignment has a green status indicator, then the assignment has an assessment published status, which means the instructor completed the rating, and students may view the assessment by clicking “View Assessment.”

On the Dashboard, assignments are ordered by submission status. Assignments with status “not submitted” (RED) appear first. Next, any assignment which is “awaiting an assessment” (YELLOW) appears and, finally, any assignment which has a published assessment is displayed (GREEN).

## What if I have a LiveText account from a previous institution, do I still need to purchase a membership?

No, if your previous account is not expired, there is no need to purchase a new membership. Contact LiveText Support and they will transfer your account to UF. LiveText Support: [866.548.3839](tel:866.548.3839) e-mail: [support@livetext.com](mailto:support@livetext.com)

## I was confused and purchased LiveText. However, I realized my program does not require LiveText. How can I receive a refund?

Please call LiveText Support at [866.548.3839](tel:866.548.3839) Mon-Thurs 7:00am-9:00pm CT, Fri 7:00am-6:00pm CT, Sun 12:00pm - 9:00pm CT

## I already have a LiveText Account from my previous institution, which will expire before I complete my program at UF. Can I extend my account to complete the program? What are my options?

Yes, students in this situation have 3 renewal options 1-year= \$30, 2-year= \$50, 3-year= \$68. The student can wait until their account expires and when they log in, they will be prompted to go through the renewal process. None of their data/ artifacts/ info will be lost if their account expires.

## F.A.Q. for Students (Electronic version) - Visitor Pass: 4D914E12

1. Go to [www.livetext.com](http://www.livetext.com)
2. Click Visitor Pass
3. Enter the number provided
4. Click the document to open