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## Support System Overview



### Megan Tatum

*Career Development & SDMyLife Specialist, SD Department of Education*

Megan leads SDMyLife efforts in SD by working with Xello, managing the website, and providing technical assistance, professional development and access.



Megan.Tatum@state.sd.us



605-773-4726



### Janeen Outka

*Instructional Leader, Teachwell*

Janeen works with educators, counselors and administrators to provide technical assistance, professional development and one-on-one support for SDMyLife/Xello.



Janeen.Outka@teachwell.org



605-216-4884



### Gilbert Ho

*Customer Success Associate, Xello*

Gilbert assists districts with setting up Xello features and consults with districts interested in add-on features. Brian also provides implementation ideas and one-on-one support to districts.



Gilberth@xello.world



1 (800) 965-8541 ext. 210



### Matt Krawczyk

*Territory Manager, Xello*

Matt works with Megan to develop a strategic plan, achieve SD goals, and customize Xello to meet SD needs.



Matthewk@xello.world



1 (800) 965-8541 ext. 163



### Online Support

<https://sdmylife.com/educators/lessons-resources>

<https://sdmylife.com/educators/tutorials-training>

<https://help.xello.world>

<https://sdmylife.com>



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## Who to Contact



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605-773-4726



[Janeen.Outka@teachwell.org](mailto:Janeen.Outka@teachwell.org)  
605-216-4884



[Gilberth@xello.world](mailto:Gilberth@xello.world)  
1 (800) 965-8541 ext. 210

Topic	Contact
Technical Assistance Ex: FAQs, how-to questions, error messages, immediate implementation questions, etc.	Megan Tatum Janeen Outka
Student Access	Megan Tatum
Educator Access	Megan Tatum Janeen Outka
Professional Development	Janeen Outka Megan Tatum
One-On-One Support Ex. Incorporating SDMyLife into my classroom, onboarding staff, meeting requirements, etc.	Janeen Outka Gilbert Ho
Administrative Rules 24:43:11:01 and 24:43:11:08 Personal Learning Plans and Career Interest and Aptitude Assessments	Megan Tatum
Xello Feature Setup Ex. Transcripts, Letters of Recommendation, SD Specific Scope & Sequence	Gilbert Ho
Course Planner Setup	Gilbert Ho
SDMyLife.com Website Updates	Megan Tatum
Interest in Xello Add-On Features: Xello Elementary, Xello Work-Based learning	Gilbert Ho

### Online Support

How-To Flyers & Videos: <https://sdmylife.com/educators/how-to-resources>

K-12 Career Development Lessons & Resources: <https://sdmylife.com/educators/lessons-resources>

Recorded Trainings: <https://sdmylife.com/educators/tutorials-training>

Xello's Support Portal: <https://help.xello.world>

<https://sdmylife.com>