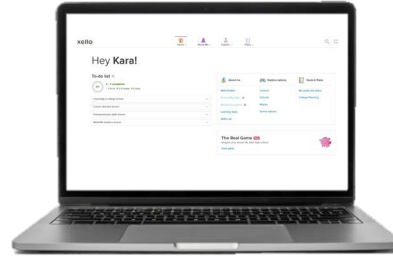




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Support System Overview



Kara Schweitzer

Career Development & SDMyLife Specialist, SD Department of Education

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

✉ Kara.Schweitzer@state.sd.us

☎ 605-280-7501



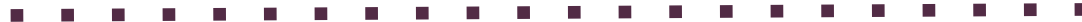
Janeen Outka

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



Melissa Jenkins

Territory Manager, Xello

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

✉ Melissaj@xello.world



Kurlysha Lander, Lauren West

Customer Success Associates, Xello

Kurlysha and Lauren can assist districts with setting up Xello features and consult with districts interested in add-on features. Customer Success Associates can also provide implementation ideas and one-on-one support to districts. To find out which Customer Success Associate is assigned to your school, please reach out to Kara or Mona.

✉ kurlyshal@xello.world

✉ laurenw@xello.world



Online Support

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

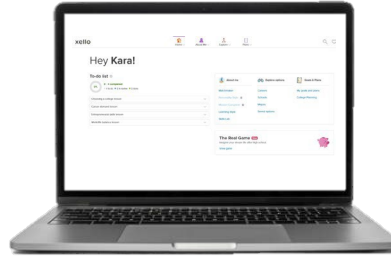
<https://sdmylife.com/educators/tutorials-training>

<https://help.xello.world>

<https://sdmylife.com>



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Who to Contact



Kara.Schweitzer@state.sd.us
605-280-7501



Janeen.Outka@teachwell.org
605-216-4884



Customer Support Associate
@ Xello

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



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>

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

<https://sdmylife.com>