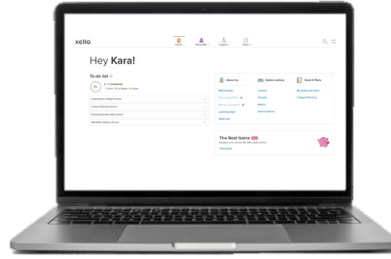




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Support System Overview



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



Mona Hendesi

Territory Manager, Xello

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

✉ Monah@xello.world ☎ 1 (800) 965-8541 ext. 197



Kurlysha Lander, Lauren West, Mark Luguya

Customer Success Associates, Xello

Kurlysha, Lauren and Mark 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 ✉ markl@xello.world



Online Support

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

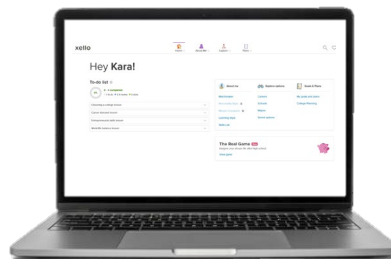
<https://sdmylife.com/educators/tutorials-training>

<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>