



December 9, 2016

Digital Teaching and Learning

ACADEMIC AND DIGITAL LEARNING



NC SIS Weekly Email Bulletin

In this issue:

1. Home Base Maintenance Weekend Activity
2. OCR/CRDC Updates
3. CFU Update
4. Deadline for Military Student Data Collection
5. NC Endorsement Programming Resolution
6. Transcript Not Showing Missing Requirements Resolution
7. SAR Update for December 2016 Maintenance Weekend
8. A Message from the NCDPI Technology Support Center
9. Regional Host Sites for PowerScheduler Workshops



Home Base Maintenance Weekend Activity

The next Home Base maintenance weekend is scheduled for Friday, December 9, through Sunday, December 11. Maintenance will be performed on the PowerSchool and Schoolnet applications. Once overall maintenance is completed, a message will be sent to notify users that the system is up and available for use.

A hotfix to correct an indexing problem resulting in item counts appearing differently for like teachers across districts/charters will be applied to Schoolnet tonight, at 6 p.m. This hotfix will require a brief outage between the hours of 6 p.m. and 7 p.m. Schoolnet users should refrain from working in the application during this time. Afterwards, an indexing process on test items (Elastic Search) will be performed from 9 a.m. - 12 p.m., Saturday. Users will be able to access the application during this time frame, but may experience slowness or receive inaccurate returns when using "Find and Item" queries.

PowerSchool will shut down Friday, Dec. 9, at 5 p.m. Once maintenance is completed, a message will be sent to notify users that the system is up and available for use. PowerSchool will be returned to service no later than 6 a.m., Monday, Dec. 12. If a delay in bringing up the system should occur, users will be notified via email.

This maintenance weekend will include a North Carolina State Compliance Reporting Release with the following updates:

- Resolution for SAR Class Size Calculation
- Resolution to Common Follow-up Detail View
- Update to CRDC Part I and II End Dates - Feb. 1

Detailed information concerning these updates can be found in the [NC State Compliance Release Notes](#) located on the NC SIS website as well as below. A listing of all planned [2016-17 Home Base Maintenance Weekends](#) is also located on the site. Questions pertaining to this maintenance weekend may be addressed to the Home Base Support Center at (919) 807-4357, or by submitting a ticket to the [Remedy Portal](#).

OCR/CRDC Updates

First CRDC Lab Opened Today, December 9, 2016

Today, was the opening of the first CRDC Lab. These labs are not webinars; they are designed to give district level staff working on the Office of Civil Rights Data Collection assistance with PowerSchool set-up in real-time, and an understanding on how to review the PowerSchool CRDC Preview reports.



These are not formal events. Two staff members from an LEA or Charter may attend. The lab will be open from 9 a.m. to 5 p.m. So come join us at a time that works best for you. Please note, the room may be closed from noon to 1 p.m.

Labs will be located in the 5th floor Computer Training Room (Rm 564) at the NC DPI Building located at 301 N. Wilmington Street, Raleigh, NC 27601-2825. (Google maps link for location: <https://www.google.com/#q=301+n.+wilmington+street>)

The next labs are scheduled for the following dates:

December 16, 2016

January 13, 2017

January 20, 2017

Please register for a date in the lab using the following

link: <https://attendee.gotowebinar.com/rt/8336383191098240770>

PowerSchool Maintenance Weekend Updates for the CRDC - December 9 through 12

1. **The PowerSchool Submission End dates for the CRDC will be updated to February 1, 2017.** Please do not Approve the LEA level reports until notified by the NC DPI. Continue to run the LEA level CRDC PowerSchool Preview reports and notify the NC DPI of any concerns.
2. **The Special Education data on the PowerSchool CRDC Preview Part 1** report is incorrectly reporting as 'No' for those schools that have updated the EDDIE system. This issue will be resolved during the December PowerSchool Maintenance weekend.

PowerSchool Updates for the CRDC Scheduled for December 27, 2016

1. The Alternative school indicator in the CRDC PowerSchool Preview Report Part 1 is displaying 'No' for schools identified in EDDIE as Alternative. The CRDC School level screen has been corrected and accurately reflects the data coming from EDDIE. The user may now update the type of Alternative program in the screen. The CRDC PowerSchool Preview Report Part 1 will be updated to reflect the settings from the screen and the data coming from the EDDIE system.
2. The report logic for the CRDC PowerSchool Preview Report, Part 2 will be updated to capture students who passed:
 - Algebra courses with a 60% or greater.
 - Credit Recovery Algebra I courses with a grade of P.
 - Algebra I in 7th grade.
 - Algebra I in 8th grade and exclude students in 6th and 7th grade from the count.
3. The CRDC school screen may be indicating schools provide PK services when the LEA does not provide PK services. The screen may be looking at enrollments within the LEA's DPI FTE School. This issue was initially scheduled to be resolved during the December PowerSchool Maintenance weekend.

Please contact Terra Dominguez at terra.dominguez@dpi.nc.gov or 919-807-3272 with any questions.



CFU Update

When viewing Common Follow Up data, the data appears incorrectly on the screen; however, in the background, it is accurate. A resolution will be deployed in PowerSchool this weekend to correct the view.

Because the data was accurate in the background, and only the view was misrepresented, the collection has been sent. NCDPI will reopen the data, not for the purpose of resending, but for those customers who would like to run another report. The data will remain open until December 31, 2016.

Deadline for Military Student Data Collection

The deadline for reporting military student data is set for Tuesday, January 31. Questions concerning this deadline should be addressed to the Home Base Support Center at (919) 807-4357 or by submitting a ticket to the [Remedy Portal](#).

PowerSchool

NC Endorsement Programming Resolution

On Tuesday, December 13, a resolution will be deployed to correct an issue where PowerSchool Endorsements are not calculating properly, thus resulting in incorrect transcripts. Once deployed, users are advised to contact the Home Base Support Center if the issue persists.

Transcripts Not Showing Missing Requirements Resolution

On Tuesday, December 13, a resolution will be deployed into PowerSchool to correct an issue with transcripts not showing missing requirements. Students were not being marked properly for recalculation after grades were being updated and, as a result, students' transcripts reflected no remaining courses for UNC minimum course requirements.

If the problem continues after the resolution has been implemented, please notify the Home Base Support Center.



SAR Update for December 2016 Maintenance Weekend

SAR Extension

Due to various outstanding SAR issues, the SAR is being extended to December 16. The submission date will be updated in production this maintenance weekend (December 9 – 12). As a result of this change, the SAR will be unlocked after maintenance weekend has completed.

All schools with combination classes must re-run the SAR to have updated data. If a school has approved the SAR and has the average class size calculation issue, a Remedy ticket must be submitted requesting to have the SAR unapproved, if the LEA is unable to do so, after maintenance weekend.

It is imperative that all fatal exceptions and unresolved SAR issues are finalized by the December 16 deadline.

SAR Class Size Average Calculation for Combination Classes

A fix for the SAR Class Size calculation will be placed in PowerSchool during this maintenance weekend. This resolution will correct class size reporting for teachers who have multiple grade levels and multiple sections in a classroom during one period by identifying the combination class (same teacher, same subject and same expression), combining the students in the majority grade level and putting that total of students in the calculation for one grade level.

Example:

The example below has Section 52, Course 10542Z0, inclusive of eight 4th graders, and Section 52, Course 10552Z0, inclusive of twenty 5th graders, taught by the same teacher (UID removed for privacy) with the same expression and same subject content. Because 5th graders make up the majority of the classroom, all the students in the class will be populated in the 5th grade average class size calculation. The detailed report (SAR Class Size) will show the following:

Section 52 4th graders will be listed with the 4th grade sections and included in the totals for the 4th grade. However, the eight 4th graders and teacher of Section 52 will not be included in the 4th grade calculation of the average class size. Section 52 5th graders will be listed with the 5th grade sections and included in the totals for the 5th grade. The average class size calculation for the 5th grade will have all 5th graders from the sections listed and the eight 4th

graders from the combination class. The teacher of this combination class will only be counted one time in the 5th grade average calculation.

Screen shot of SAR Class Size example:

Course Number	Section	Seats	Lead Teacher	Special Needs	Non-Students	Non-EC	Non-IEP	Non-ELL	Gifted	Total	EC	Grade Category	Total Lead	Course Teacher
000001	01	45	01	0	0	0	0	0	0	45	0	01	1	000001
000001	02	45	02	0	0	0	0	0	0	45	0	02	1	000001
000001	03	45	03	0	0	0	0	0	0	45	0	03	1	000001
000001	04	45	04	0	0	0	0	0	0	45	0	04	1	000001
000001	05	45	05	0	0	0	0	0	0	45	0	05	1	000001
000001	06	45	06	0	0	0	0	0	0	45	0	06	1	000001
000001	07	45	07	0	0	0	0	0	0	45	0	07	1	000001
000001	08	45	08	0	0	0	0	0	0	45	0	08	1	000001
000001	09	45	09	0	0	0	0	0	0	45	0	09	1	000001
000001	10	45	10	0	0	0	0	0	0	45	0	10	1	000001
000001	11	45	11	0	0	0	0	0	0	45	0	11	1	000001
000001	12	45	12	0	0	0	0	0	0	45	0	12	1	000001
000001	13	45	13	0	0	0	0	0	0	45	0	13	1	000001
000001	14	45	14	0	0	0	0	0	0	45	0	14	1	000001
000001	15	45	15	0	0	0	0	0	0	45	0	15	1	000001
000001	16	45	16	0	0	0	0	0	0	45	0	16	1	000001
000001	17	45	17	0	0	0	0	0	0	45	0	17	1	000001
000001	18	45	18	0	0	0	0	0	0	45	0	18	1	000001
000001	19	45	19	0	0	0	0	0	0	45	0	19	1	000001
000001	20	45	20	0	0	0	0	0	0	45	0	20	1	000001
000001	21	45	21	0	0	0	0	0	0	45	0	21	1	000001
000001	22	45	22	0	0	0	0	0	0	45	0	22	1	000001
000001	23	45	23	0	0	0	0	0	0	45	0	23	1	000001
000001	24	45	24	0	0	0	0	0	0	45	0	24	1	000001
000001	25	45	25	0	0	0	0	0	0	45	0	25	1	000001
000001	26	45	26	0	0	0	0	0	0	45	0	26	1	000001
000001	27	45	27	0	0	0	0	0	0	45	0	27	1	000001
000001	28	45	28	0	0	0	0	0	0	45	0	28	1	000001
000001	29	45	29	0	0	0	0	0	0	45	0	29	1	000001
000001	30	45	30	0	0	0	0	0	0	45	0	30	1	000001
000001	31	45	31	0	0	0	0	0	0	45	0	31	1	000001
000001	32	45	32	0	0	0	0	0	0	45	0	32	1	000001
000001	33	45	33	0	0	0	0	0	0	45	0	33	1	000001
000001	34	45	34	0	0	0	0	0	0	45	0	34	1	000001
000001	35	45	35	0	0	0	0	0	0	45	0	35	1	000001
000001	36	45	36	0	0	0	0	0	0	45	0	36	1	000001
000001	37	45	37	0	0	0	0	0	0	45	0	37	1	000001
000001	38	45	38	0	0	0	0	0	0	45	0	38	1	000001
000001	39	45	39	0	0	0	0	0	0	45	0	39	1	000001
000001	40	45	40	0	0	0	0	0	0	45	0	40	1	000001

A Message from the NCDPI Technology Support Center



The NCDPI Technology Support Center encourages customers experiencing critical issues, such as outages, to contact us immediately by phone at (919) 807-4357. For all general service requests, we encourage the use of the Remedy self-service web portal at <https://nc-myit.us.onbmc.com>. Although general service requests may also be reported by phone, our telephone agents will be creating tickets for those requests and assigning them so that they are addressed in the order they are received.

Thank you for your patience as we work to resolve your tickets as quickly as possible.



Regional Host Sites for PowerScheduler Workshops

The Home Base Professional Learning Team is seeking regional host sites for the upcoming PowerScheduler workshops.

The workshops will be offered during the following weeks:

- April 24 - 28, 2017
- May 1 - 5, 2017
- May 8 - 12, 2017
- May 15 - 19, 2017

Information

During the one-week PowerScheduler workshop, the schedule will be as follows:

- Monday-Tuesday --“Build & Load”
- Wednesday -- “Load Only”
- Thursday-Friday -- “Build & Load”

Workshop sessions may be combined if the minimum number of registrants are not met. The workshop will be held from 9:00 a.m. - 4:00 p.m., with lunch on your own. Each participant must bring their own device.

Host Location Requirements

- Monday-Friday availability at the same location
- Reliable wireless Internet connection
- Workspace for up to 40 attendees
- Provide a list of nearby accommodations
- Projector and screen
- Extension Cords
- Accessible printer for attendees

If you are interested in becoming a regional host for the PowerScheduler workshops, please complete the [PowerScheduler Workshop Hosts](#) form by January 6, 2017.

Thank you,

The Home Base Professional Learning Team

Remember to visit the [NC SIS website](#) for additional information including webinars and training documentation.

NC SIS
NC Department of Public Instruction
Education Building, 7th Floor North
301 North Wilmington Street
Raleigh, NC 27601

919-807-3190 Office
919-807-3421 Fax
Email: ncsis@dpi.nc.gov