



July 8, 2016

Digital Teaching and Learning

ACADEMIC SERVICES AND DIGITAL LEARNING



NC SIS Weekly Email Bulletin

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2015-16 EOY

NCDPI would like to extend its appreciation to NC Home Base customers for their support through the EOY process. This year's process completed Wednesday, at 3 p.m., with the reopening of the final Home Base applications. All applications are currently up and available for school year 2016-2017 business. Please submit a ticket to the HBSC if any issues are encountered.

Post-EOY Recommendations

Reset Section Meetings

PowerSchool has identified a known issue with the commit process that can affect the section meeting table. During the commit process, this table is cleared for the scheduling year and repopulated with data contained in the scheduling scenario. Each school's commit process is intended to only clear and repopulate that school's data. It has been found that in some cases the commit for a single school clears the entire table and repopulates only that school's data. This can cause several issues within PowerSchool including: periods not displaying in correct order, manually scheduling student screen does not render correctly, and student/teacher schedules to appear incomplete.

This issue can be corrected at either the LEA (run for entire district) or school (single school correction) level through the special operation (System>Special Operations) Reset Section Meetings. The following settings must be used to run this operation:

Param 1: 2016 (to indicate the 2016-2017 school year)

Param 2: blank

Code: resetsm (all lower case)

This operation will repopulate the section meeting table data for the LEA/School (depending where ran) to correct the issues mentioned above.

Calendar Setup

It is also recommended that each LEA/School complete the calendar setup as quickly as possible. Incomplete calendars can also adversely affect displays and functionality within PowerSchool. For student schedules to render correctly, the first and last day of each term must be set up within the school calendar and one of each rotation day must exist in each term. Complete calendar setup is required for PMR and other reports to function properly.

Class Counts

The enrollment number displayed for a section can also be adversely affected by the section meeting table issue mentioned above. After completing the reset section meeting special operation it is also recommended that the LEA/school run the special operation Reset Class Counts (system>special operations>Reset Class Counts). The school calendar must be setup completely before running Reset Class Counts in order for the system to correctly display the enrollment number. Also, as scheduling of students resumes, this operation can be re-run periodically to ensure that the system display is current based on schedule changes.

Keynote Monitor User

All LEAs should have a staff user with the name "Keynote Monitor." This user is utilized by PowerSchool to perform system monitoring through their automated utility. The user's access should always be active. During EOY and other times, the need arises for coordinators to "lock out" users. Please be sure that these "lock outs" do not revoke the access for the Keynote Monitor. Doing so impedes the ability of PowerSchool to verify that the system is performing up to expectation. Further, when this user access is revoked, it shows as a "false positive" on the monitoring tool. As part of the effort to streamline system monitoring and support, we appreciate attention to this detail.

Next Maintenance Weekend

The next Home Base maintenance weekend is scheduled for Friday, July 15 through Sunday, July 17. Maintenance will be performed only on the PowerSchool application. If this should change, a message will be communicated.

PowerSchool will shut down Friday, at approximately 5:00 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 6:00 a.m., Monday morning. If a delay in bringing up the system should occur, users will be notified.

Remember to visit the NC SIS website's [2016 - 17 Maintenance Schedule](#) for a listing of all Home Base maintenance weekends.

Reminder: New Remedy System Goes Live July 15

The NCDPI and the Technology Support Center are pleased to announce that we will be converting to the new 'Remedy on Demand' support ticketing system beginning Friday morning, July 15.

Some important user details and highlights include:

- Using their NCID username and password, designated lead LEA/Charter School customers will submit and manage requests for support via a new Remedy web portal.
- The URL address to the new portal will be sent out next week.
- Training on the new web portal can be found at: <https://vimeo.com/171937223>.
- Designated customers are encouraged to check that their NCID account is active and to contact their local NCID admin with any issues.
- In addition to the web portal, designated customers may call the support center for assistance at: 919-807-4357.
- Designated users will continue to use the existing Remedy support system until 5:00pm EDT Thursday, July 14.

Please note: Under this new system, Designated LEA / Charter customers can no longer open tickets for assistance via email.

New Remedy Ticketing System Q & A Webinars

The NCDPI Technology Support Center is pleased to offer a series of live Q & A webinars where you, our LEA/Charter School and Internal DPI customers can have questions answered regarding how to submit and manage your tickets in the new Remedy ticketing system.

Please feel free to register to any of the following offerings:

Tues, July 12 @ 10:00 a.m.

<https://attendee.gotowebinar.com/register/8991842751334510850>

Wed, July 20 @ 10:00 a.m.

<https://attendee.gotowebinar.com/register/2199003839841505538>

Course Code Update

A revised Course Code Master List has been posted to the [NC-SIS website](#). Please note the following updates:

NC Math Courses

Following an extensive standards review and revision process, the North Carolina State Board of Education (SBE) approved new high school math standards on June 2, 2016 for Math I, Math II, and

Math III. The new standards will be fully implemented during the 2016-17 school year and will now be named **NC Math 1, NC Math 2, and NC Math 3**. New course codes will be available in PowerSchool on July 8, 2016, titled NC Math 1, NC Math 2, and NC Math 3. Beginning with the 2016-17 school year, districts are to no longer use the course codes for the old standards for Math I, Math II and Math III. The [Course Coding Guidance for New NC Math Courses](#) memo provides greater details about this update.

Career and Technical Education (CTE) Courses

This release includes new course codes for Career and College Promise courses that are part of a technical pathway. In addition, the original course codes for exploratory middle grades courses are made unavailable. Beginning with Fall 2016, students must be enrolled in the appropriate “courselets” for the exploratory middle grades courses.

For questions regarding course codes, please submit a HBSC ticket (homebase.incidents@its.nc.gov).

Upcoming Training Webinars and Workshops

The Home Base Professional Learning Team is pleased to announce its initial Training Calendar for the 2016-17 school year. Training sessions will be onsite, hands-on workshops or live, online webinars. The audience for each session is based on user roles.

The PowerSchool sessions listed below are also posted on the NC SIS website's [Training Calendar](#) and [Course List](#) pages. Please review these pages frequently for PowerSchool training schedule changes or additional trainings for September 2016 - June 2017.

Hands-on training sessions will be held at the NC Department of Public Instruction, 301 N. Wilmington Street, Room 564, Raleigh, NC, unless stated otherwise. All attendees must be an employee of the NC Public School system to participate. **Management companies are not permitted to attend.** Registration links are provided below. Please try to register early for workshops due to space limitations.

Note: All registration information is subject to the North Carolina Public Records Law.

Upcoming Training Workshops for PowerSchool

A) Accommodations in PowerSchool Webinar

This webinar will cover policy and demonstrate Accommodations functionality in PowerSchool.

Date: September 21, 2016

Time: 10:00 a.m., EDT

Registration Link: <https://attendee.gotowebinar.com/register/1115826557069742083>

B) ALP/ALS in PowerSchool Webinar

This webinar will discuss policy and functionality in PowerSchool as related to students in Alternative Learning Programs and/or Alternative Learning Schools.

Date: September 8, 2016

Time: 10:00 a.m., EDT

Registration Link: <https://attendee.gotowebinar.com/register/5214583804069249539>

Date: September 23, 2016

Time: 1:00 p.m., EDT

Registration Link: <https://attendee.gotowebinar.com/register/8653586795403927043>

C) Discipline Incidents in PowerSchool

This session is geared to those responsible for entering Incident data into the PowerSchool application. It will include a demonstration on how to enter disciplinary incidents into PowerSchool and include discussions on policy and functionality.

Date: August 29, 2016

Time: 1:00 p.m.

Registration Link: <https://attendee.gotowebinar.com/register/643363112077895172>

Date: September 19, 2016

Time: 10:00 a.m.

Registration Link: <https://attendee.gotowebinar.com/register/7161010755814230787>

D) Drop Out Reporting Webinar

This webinar will discuss Drop Out Reporting in PowerSchool - how to run the reports as well as how to enter/clean up data.

Date: August 30, 2016

Time: 10:00 a.m., EDT

Link: <https://attendee.gotowebinar.com/register/8152964857626331651>

Date: September 19, 2016

Time: 1:00 p.m., EDT

Link: <https://attendee.gotowebinar.com/register/6574335540488809219>

E) New User Training (2 day workshop)

This two day workshop is suited for new PowerSchool users working with day-to-day school business at the data manager/school administrator level. This workshop is available to new elementary, middle, and high school users. It is NOT teacher training.

Attendees must be an employee of the school and not a management company.

This session will include, but is not limited to:

1. Logging in to PowerSchool
2. Navigating the system
3. Enrolling students
4. Withdrawing students
5. Attendance
6. Adding Teachers/Staff
7. Adding or changing course sections

8. Scheduling students and teachers to classes
9. PMR Overview
10. SAR Overview

Date: July 7-8

Registration: <https://www.timetosignup.com/powerschooltraining/form/7800>

Date: July 18-19

Registration: <https://www.timetosignup.com/powerschooltraining/form/7801>

F) New Coordinators Training

This two day workshop is for new PowerSchool coordinators who have not attended the 5 day IPT Certification training or the 8 day District Certification training. It is designed to give new coordinators some training on certain topics provided in these Pearson trainings. This is NOT an extension of the 5 day IPT or 8 day District certification sessions.

Sessions will include, but are not limited to:

1. School Setup
2. Security
3. Basic Navigation
4. State Reporting Overview
5. PowerSchool Relationships
6. Reports
7. Data Extraction
8. Record Maintenance
9. Resources

Date: July 12-13

Registration: <https://www.timetosignup.com/powerschooltraining/form/7804>

Date: August 18-19

Registration: <https://www.timetosignup.com/powerschooltraining/form/7895>

G) New Counselors Training (High Schools Only)

This one day workshop is offered to high school guidance counselors. It will be a hands-on type training covering the basic functionality of PowerSchool pertinent to School Counselors. Topics covered include: basic functionality, navigation, state reports, attendance and graduation plans/progress monitoring. Attendees need to know their login information for their LEA/school instance so they will be able to log in and follow along. If they do not have access to their school instance because school has not yet started, we will provide access to a training database. Attendees must be an employee of the school and not a management company.

Date: July 20

Registration: <https://www.timetosignup.com/powerschooltraining/form/7810>

Date: July 21

Registration: <https://www.timetosignup.com/powerschooltraining/form/7809>

H) New Charter Training

This is a four day workshop designed to walk new users through the process of setting up their school for the new year. This session will include, but is not limited to:

1. Logging in & navigating PowerSchool
2. Enrolling students
3. Withdrawing students
4. Adding teachers/staff
5. Creating the master schedule
6. Scheduling students and teachers to classes
7. Completing school setup items.

Date: August 1-4

Registration: <https://www.timetosignup.com/powerschooltraining/form/7798>

Date: August 8-11

Registration: <https://www.timetosignup.com/powerschooltraining/form/7799>

I) Principal Monthly Reporting Webinar

This webinar will include discussions on PMR policy, fatal errors and exceptions, and PowerSchool functionality as needed.

Date: October 3, 2016

Time: 10:00 a.m.

Registration Link: <https://attendee.gotowebinar.com/register/7655752505406783491>

J) Retention/Promotion Report Webinar

This webinar will cover Retention/Promotion reporting, policy, and PowerSchool functionality.

Dates: September 28, 2016

Time: 10:00 a.m.

Date: September 28, 2016

Time: 1:00 p.m.

Registration Link: <https://attendee.gotowebinar.com/rt/392418274737541123>

K) SAR Webinar

This webinar will discuss SAR policy, fatal errors and exceptions, and PowerSchool functionality as needed.

Date and Time: September 7 @ 10:00 a.m.

Date and Time: September 7 @ 1:00 p.m.

Date and Time: October 12 @ 10:00 a.m.

Date and Time: October 12 @ 1:00 p.m.

Registration Link: <https://attendee.gotowebinar.com/rt/6607806873461928963>

**Attendees must be an employee of a North Carolina Public school. Management companies are not permitted to attend.

**Please note, all registration information is subject to NC Public Records Law.

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

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