Digital Teaching and Learning

ACADEMIC SERVICES AND DIGITAL LEARNING

NC SIS Weekly Email Bulletin

In this issue:

1. **Upgrade to the Remedy Ticketing System - July 15**
2. **New Remedy Ticketing System Training**
3. **EOY Reminders: Mid-year/Early Graduates and Running EOY Validations**
4. **PMR Reminders**
5. **New and Updated Documents on the Web**
6. **Upcoming Training Webinars and Workshops**

Upgrade to the Remedy Ticketing System - July 15

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

- can submit support tickets using a new web portal, or by phone: (919-807-4357)
- will access web portal using their NCID login credentials (details to follow)
- can manage their tickets directly in the portal
- can access knowledge base containing support related materials

Users will continue to use the existing Remedy support system until COB, Thursday, July 14.

***Note, the new system does not include email as a method of requesting support. Users can continue to submit support request via email up until 5 p.m., EST, July 14, at which time the old system will become unavailable.

Stay tuned. Additional details, including Login details, will be published in a future bulletin.

New Remedy Ticketing System Training

LEAs, charter schools and internal DPI customers may access a training video prior to the 'Go Live' date by clicking on the following link: https://vimeo.com/170165433. The PowerPoint used in the video is available at http://bit.ly/22Y9viv.

A series of live Q & A webinars for LEA, charter school and internal DPI customers are scheduled in the weeks prior to the conversion. Stay tuned for more details.

EOY Reminders

Mid-year/Early Graduates

NCDPI has developed a method for processing early graduates and mid-year graduates with the EOY process. This method eliminates the need for LEAs to move these students during post-EOY. In order for these students to process correctly, it is critical that they are coded correctly. Please refer to the QRDs on early graduates and summer graduates to ensure this is complete. No other action is required for these students.

Running EOY Validations

LEAs and charter schools that have opted for DPI to run the EOY process are still responsible for running their own EOY validations and correcting student information for any issues that are noted by the validation process.

If there are any issues that arise from an inability to correct information that is noted by running the validation process, please submit a ticket to the NCDPI Technology Support Center with the subject line of "EOY 2016 - Validation Assistance Needed" as soon as possible.

PMR Reminders

Now that we are coming to the close of another school year, it is imperative that LEAs and charters do the following for a successful close out.

- **Make sure to run your PMR reports at least once during the 9th month collection.** By not running your PMR report at least once prior to your collection month end date, you are running

the risk of the collection month expiring and no data being collected for your school in addition to delaying the End of Year closeout process.

- **Clear all fatal errors prior to the end date for your collection month.** All fatal exceptions must be corrected prior to submitting your 9th month PMR report. Examples of the fatal exceptions that are repeated each collection month are:

1. PMR 9 – Students missing admission status
2. PMR 17 – Enrolled students with no schedule
3. PMR 19 – Student missing valid gender
4. PMR 27 – Student with too few instructional minutes for PMR Reporting

We have recently added PMR 32 – Membership Last Day (MLD) for Reporting Month equals Zero. If you see the exception reported on your PMR Exceptions list, you need to verify that your calendar setup is correct, and if you need assistance with making corrections, contact the Support Center immediately.

In addition to the calendar setup, invalid school enrollment dates on the student's Transfer Info screen or invalid class enrollment dates on the All Enrollment screen can also trigger the PMR 32 exception. For example, the Calendar Info Setup and the student's class enrollment may be fine, but the student's school enrollment may trigger the exception in the case where an LEA/charter adjusted the calendar for a snow day, but forgot to update the student's last day of school. Since it was a day earlier than the scheduled last day of school, the system interpreted it as being absent on the last day of school because their enrollment showed them as enrolled on the true last day. Running your report prior to your submission end date will reveal if you are experiencing this issue or any others, and it will provide adequate time for you to work with the support center to correct the issue.

Please remember that students in violation must be resolved before the 9th PMR is approved. Students that are in violation on the last day of the school year are to be withdrawn as a W2 on the day after the last day the student attended. PMR 30 will assist with the identification of the students in violation. Focusing on running the PMR in a timely manner, clearing your fatal exceptions and resolving student violations prior to your collection month end date will benefit you with finalizing your PMR data for 2015/16 and assuring the accuracy of your data.

If you need assistance clearing the exceptions, submit a remedy ticket with the subject, "PMR EOY Request," to the Home Base Support Center at homebase.incidents@its.nc.gov. For all other PMR related questions, contact Ozella Wiggins at ozella.wiggins@dpi.nc.gov or via phone at (919) 807-3721.

New and Updated Documents on the Website

Early Graduates QRD - 06/07/2016

2016 End of Year User Guide - 06/07/2016

Summer Graduates QRD - 06/07/2016

Upcoming Training Webinars and Workshops

a) PowerSchool Q & A

This webinar will not contain any presentation. It will be an open forum for attendees to ask their scheduling questions to a panel of DPI staff members.

Dates, Times and Registration Links
Tuesday, June 14, 2016
9:00 a.m. - 11:00 a.m.
https://attendee.gotowebinar.com/register/6209691299522393089

Thursday, June 16, 2016
1:00 p.m. - 3:00 p.m.
https://attendee.gotowebinar.com/register/8912773566200419841

Monday, June 20, 2016
9:00 a.m. - 11:00 a.m.
https://attendee.gotowebinar.com/register/3112422019658833921

Thursday, June 23, 2016
9:00 a.m. - 11:00 a.m.
https://attendee.gotowebinar.com/register/8078778603369568001

Thursday, June 23, 2016
1:00 - 3:00 p.m.
https://attendee.gotowebinar.com/register/4978574726971441921

 **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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