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Digital Teaching and Learning

ACADEMIC SERVICES AND DIGITAL LEARNING



NC SIS Weekly Email Bulletin

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Restart Window for SCR Update - Friday at 9 p.m.

As a reminder, all NC database servers are restarted weekly. This has helped to stabilize the production environment and maintain product performance at the highest possible level. These restarts occur each Friday, starting at 10 p.m.

This week's restarts will also include an update to the NC State Compliance Reporting package to correct the error that prevents the discipline report from running if a student is assigned the incident action "accepts transfer". Due to the additional time needed to complete the package installation,

today's restarts will begin at 9 p.m. and are scheduled to complete before 3 a.m. Individual systems will not be down for the entire window.

W2T/Pre-GDV Clarification

Students who have completed their North Carolina high school graduation requirements following the new Adult High School program (AHS) are not displayed in the GDV collection underway (Preliminary Graduation Data Verification - submission start 4/24/2016 and submission end 6/30/2016). This known issue's resolution is under development for reporting next year's 2016-17 Adult High School graduates, and our developer confirms that these students will display correctly on the final GDV report (Final Graduation Verification – submission start 8/2/2016 and submission end 8/12/2016).

The Final Graduation Verification reports against the prior school year 2015-2016 data and will run at the beginning of the 2016-2017 school year. The final reporting for GDV comes from the report that will run at the beginning of next school year 2016-17. The Pre-GDV, Preliminary Graduation Data Verification, currently underway is a preview only.

ReportWorks Preferences/SCR Dashboard Performance

In response to the slow state reporting dashboard performance experienced by some users, the HBSC has worked with the vendor, PowerSchool, LLC to attempt to improve performance. It has been determined that in some cases this issue is being caused by the Report Works "Completed Reports" queue being full of completed reports. Based on this, PowerSchool and the HBSC recommend setting the ReportWorks preferences to only keep completed reports for a maximum of 30 days. Additionally, NCDPI is also working with PowerSchool to execute a script to clear old items from the queue.

To change this setting In PowerSchool, navigate to:

- System > ReportWorks Administration > ReportWorks Preferences
- Set "Completed Report Retention Period" to 30 (days). Note: "Keep Forever" should never be used
- Click Submit

To verify what is currently in your ReportWorks "Completed Reports," navigate in PowerSchool to:

- System > Report Queue Settings
- Select the ReportWorks tab
- Select "Completed Reports"

Note: This could take some time to load.

Endorsements/DAR Update:

NCDPI has continued work with PowerSchool to address functionality issues with Endorsements, CTE Concentrators and the Diploma Assessment Report. While this work has led to the remedy of several long-standing issues, it has also uncovered additional areas that require redevelopment. As this development work continues, new versions are released when updates become available.

Currently, we are aware of the following functionality issues:

- Overnight system calculation is not matching the manual “by student” calculation. This leads to the appearance that changes made one day are “disappearing” with the overnight or periodic student system calculations.
- The Diploma Assessment Report calculation does not match the student-level screens. This discrepancy is being investigated for resolution.
- Half credits of World Language do not complete the requirements for endorsements even when a student has the sufficient number of credits. This error is currently in redevelopment with PowerSchool.

NCDPI understands the sensitive, critical nature of endorsements’ role in end of year reporting. Resolutions to these issues remain a top priority with both NCDPI and PowerSchool. Until these issues are completely resolved, NCDPI is aware that associated reporting on achievement of endorsements and student transcripts will be negatively affected. NCDPI also acknowledges that these reporting and transcript errors are the fault of product functionality, not LEA-based work or processes. We appreciate your continued patience as these issues are brought to resolution. LEAs are encouraged to continue reporting any errors or discrepancies found with endorsements/transcripts. These reportings are crucial in finding the resolutions.

Note: Endorsement overrides can be used to correct this information for a graduating student when necessary. NCDPI recommends the limited use of overrides to those cases which require immediate correction. Underclassmen and graduated students will continue to receive calculations that should correct these errors as the underlying issues are resolved.

e-Transcript Update

CFNC has identified a significant number of student transcripts being sent to colleges in an incomplete state. Due to this, processing of e-Transcripts has been suspended. Processing will resume on Wednesday, June 22, 2016. It is critical that before this date, all final marks are stored and all graduates have their diploma issued date populated on the student academics screen within PowerSchool.

As a reminder, e-Transcripts can be requested in advance by students. CFNC **automatically** processes these requests when two conditions are met:

1. Ten days has passed since the end of the student’s term.
2. The student has a diploma issued date populated within PowerSchool.

Incomplete transcripts are the result of final marks not being stored before the ten days has elapsed AND students having their diploma issued date populated within PowerSchool. In order to avoid this, schools must store grades within the ten day period to allow for proper processing. Students’ whose diploma issued date is not populated are also unable to receive transcripts. Requests where no diploma issued date is found are automatically re-queued to run three days later. Three attempts are automatically made (over nine days) before the request fails and notifies the student.

Again, e-Transcript processing has been suspended (effective 6/16/16) until 6/21/16 to allow schools time to store final marks and ensure that diploma issued dates are populated correctly.

Thank you for your attention to this critical matter.

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.

Graduation Date Reminder:

As a reminder, the GDV report will look for a student's graduation date in the "diploma issued" field on the student academics page. This date should be the date the student completed his/her graduation requirements. Graduate classifications (regular, early, or summer) are determined and reported on the GDV based on the dates entered in this field. Note: This date for a regular graduate should be between the exit date (final day of school) and June 30. Diploma issued dates earlier than this date cause errors with the e-transcript service.

Student Rank:

In order to ensure proper EOY processing and Prior-year reporting, all secondary students must have a rank run at least one time during the school year. NCDPI will not be force running rank at EOY. LEAs should ensure this step is taken prior to the EOY cutoff date (June 30, 5 p.m.). This rank is automatically copied into the historical rank table for each student which is used in various queries and for transcript purposes.

EOY Contact:

Each LEA and charter must submit a ticket with the subject "2016 EOY Contact" to the Home Base Support Center indicating their 24/7 EOY contact and their choice to either run EOY or have NCDPI run the process on their behalf. The ticket should include:

- Name
- Phone and alternate phone numbers
- Email address
- LEA name and number

Whether the LEA/charter intends to run EOY (LEA EOY) or wants DPI to execute EOY (DPI EOY).

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) 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>

B) 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.
2. School Setup
3. Security
4. Basic Navigation
5. State Reporting Overview
6. PowerSchool Relationships
7. Reports
8. Data Extraction
9. Record Maintenance
10. 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>

C) 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>

D) 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>

PowerSchool Q & A for 2015 -2016 Calendar Year (Last 3 sessions)

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

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 p.m. - 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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