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Digital Teaching and Learning

ACADEMIC SERVICES AND DIGITAL LEARNING



NC SIS Weekly Email Bulletin

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2016-17 Home Base Maintenance Schedule

The new [2016-17 Home Base Maintenance Schedule](#) has been approved and posted to the NC SIS website. Please review this schedule periodically to stay aware of upcoming maintenance weekends.

e-Transcript Update

Processing of e-Transcripts was returned to service Wednesday, June 22. The system was purposely brought down on Thursday, June 16, to give schools an opportunity to store final marks before the ten days after the end of the student's term elapsed.

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.
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Course Code Master Lists Update

Updated Course Code Master lists for 2015-16 and 2016-17 have been posted to the NC SIS website's [Courses and Course Codes](#) page.

All Content Areas

The new 2016-17 Master List includes revised course titles that incorporate aesthetic changes as well as current industry technical language for CTE. These course title changes will be reflected in PowerSchool following the 2016 EOY process.

CTE

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 grade courses have been made unavailable. Beginning with Fall 2016, students must be enrolled in the appropriate "courselets" for the exploratory middle grade courses.

If you have questions concerning the updated lists, contact Hunter Huffman at hunter.huffman@dpi.nc.gov.

Reminder: Upgrade to the Remedy Ticketing System - 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.

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. Links to sign up for training webinars pertaining to this topic are listed below under the "Upcoming Training Webinars and Workshops."

***Note, the new system does not include email as a method of requesting support. Users can continue to submit support requests 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.

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.

Schedule Commit Process:

Schedules for Schools utilizing the PowerScheduler utility must be committed prior to the EOY process but not before the end of the school year. Schools are asked to run the schedule commit process one week prior to EOY or as soon as permitted by calendar, after the end of school. Running the process well in advance of EOY allows time for corrections should commit errors occur.

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).
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New and/or Updated Documents on the Web

[2016 Home Base EOY Newsletter - 06/22/2016](#)

[2016-17 Home Base Maintenance Schedule - 06/23/2016](#)

[2015-16 Course Code Master List - 06/22/2016](#)

[2016-17 Course Code Master List - 06/22/2016](#)

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. 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>

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>

New Remedy System Training

A) New Remedy Ticketing System Training Video *Contains New Features*****

LEA, Charter School and Internal DPI customers can access a training video in advance of the go live date by clicking on the link below:

<https://vimeo.com/171937223>

The PowerPoint used in the video is available at: bit.ly/28ZrcJy .

B) 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 three offerings:

Thursday, July 7, 1:00 pm

<https://attendee.gotowebinar.com/rt/4659528343873668354>

Tuesday, July 12, 10:00 am

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

Wednesday, July 20, 10:00 am

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

**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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