



## NC SIS Weekly Email Bulletin

This NC SIS Weekly Email Bulletin highlights issues and announcements that were communicated to users this week. It also features late-breaking and recurring news about NC SIS (PowerSchool).

In this issue:

1. PowerTeacher Gradebook
2. PowerSchool 9.2.1 NC Known Issues List
3. Upcoming Training Webinars and Workshops (See Build and Load 2 Day Update for April 28)

### 1. PowerTeacher Gradebook

During the migration of NC PowerSchool to the Rackspace hosting environment, our vendor, PowerSchool, LLC, failed to apply a configuration change that governs the functionality of the PowerTeacher Gradebook within the Rackspace environment. Monday, March 14, at 8:45 a.m., the missing configuration change was applied to all NC PowerSchool instances.

Teachers who launched their gradebook prior to the implementation of this configuration change (8:45 a.m.) received a corrupt binary file that caused a complete failure of the PT gradebook on their devices. Teachers who launched the gradebook after the configuration change was applied were not affected.

Simply re-launching the gradebook does not fix the issue. There are currently three known resolutions as cited below.

#### Resolution One: Old Launch

Users may use the old launch method to access the gradebook (PowerTeacher > use the old Launch) – located below the blue launch button.



Please note – PowerSchool 9.X requires **Java 8** for PowerTeacher Gradebook. This is a change from Java 6 with PowerSchool 8.X.

#### Resolution Two: Subdirectory Purge

Users may also resolve the gradebook corruption error by purging a set of files from their computer. These files/steps can be found in knowledgebase article 73638. Below is the text from that article detailing the steps necessary to correct the issue.

**Note:** Caution is needed when deleting files. Deleting files other than the those indicated below may require the reinstall of PTG on the client desktop.

**Mac:**

1. From Finder select Go from the toolbar menu
2. Select Go to Folder...
3. Enter: ~/Library/Caches/Pearson/
4. Click Go
5. Delete the numbered folders starting with 2.8.0.x.x

**Windows:**

1. From Windows Explorer
2. In the address bar/current location enter: %USERPROFILE%\AppData\local\Pearson\
3. Enter
4. Delete the numbered folders starting with 2.8.0.x.x

**Resolution Three: Update New Launch**

The third resolution to the gradebook issue is to update the new launch application and download a new gradebook file. These steps are detailed in the attached file, courtesy of Debora Smith from Watauga County Schools.

**Note:** After downloading the new installer it is necessary for teachers to return to PowerTeacher and click the blue "Launch" button one time before using their desktop application.

Thank you for your patience and feedback as we work to resolve this high-priority item.

**2. PowerSchool 9.2.1 Known Issues List**

As previously mentioned, there is a PowerSchool 9.2.1 Known Issues spreadsheet which identifies functional and cosmetic defects that appear with this upgrade. You may access this spreadsheet by clicking on the following link: <https://docs.google.com/spreadsheets/d/10FjNUEo4ZFFR7XDbUj80O7Dpdrxw4Mv2EdUYxm2L1S4/edit?usp=sharing>. Please view this spreadsheet periodically for status changes.

**3. Upcoming Training Webinars and Workshops**

**a) Athletic Eligibility in PowerSchool**

This webinar will demonstrate the new Athletic Eligibility functionality in PowerSchool. The webinar will be recorded and posted to the [www.nc-sis.org](http://www.nc-sis.org) website.

**Date, Time and Registration Link**

Thursday, May 26, 2016 1:00 p.m. - 3:00 p.m. <https://attendee.gotowebinar.com/register/2653270361947006210>

**b) 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**

Monday, March 28, 2016 9:00 a.m. - 11:00 a.m.  
<https://attendee.gotowebinar.com/register/2758246234607665410>

Wednesday, April 13, 2016 1:00 p.m. - 3:00 p.m.

<https://attendee.gotowebinar.com/register/3271220086011695874>

Friday, June 10, 2016 1:00 p.m. - 3:00 p.m. <https://attendee.gotowebinar.com/register/3370667614209404161>

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>

**c) Build and Load 2 Day Workshops (Scheduling) - Please note location update for April 28-29 workshop.**

These sessions are designed for schools creating a master schedule using the "build and load" method. Prior to attending this session, schools must have completed steps A-K in the "PowerScheduler: Prepare to Build" workbook and have validated their build data, clearing validation errors that result. Schools will work with their scheduling teams to complete the build and load processes to the extent that time allows. This is not a training session. It is a hands-on work session. Schools should plan to send all personnel needed to complete the build and load processes. Up to 4 people per school may attend. The LEA/Charter School Coordinator is to sign up for the session. In registration, indicate which school will be attending. Note only 1 school per LEA may sign up for a regional build session at this time. It is only necessary to create one registration for each school - not one for each person that may attend. Each registration allows 4 people from that school to attend.

Sessions will run from 9 a.m. - 4 p.m. daily. Lunch will be on your own.

1. **Region 4 Build and Load 2 Day Workshop Date:** April 18 - 19, 2016 **Location:** Sampson Middle School, 1201 West Elizabeth Street, Clinton, NC 28328 **Registration Link:** <https://www.timetosignup.com/powerschooltraining/form/7354>
2. **Region 4 Build and Load 2 Day Workshop Date:** April 21-22, 2016 **Location:** Sampson Middle School, 1201 West Elizabeth Street, Clinton, NC 28328 **Registration Link:** <https://www.timetosignup.com/powerschooltraining/form/7355>
3. **Region 8 Build and Load 2 Day Workshop Date:** April 18-19, 2016 **Location:** Cool Springs Administration Offices, 382 West Main Street, Forest City, NC 28043 **Registration Link:** <https://www.timetosignup.com/powerschooltraining/form/7362>
4. **Region 8 Build and Load 2 Day Workshop Date:** April 21-22, 2016 **Location:** Cool Springs Administration Offices, 382 West Main Street, Forest City, NC 28043 **Registration Link:** <https://www.timetosignup.com/powerschooltraining/form/7363>
5. **Region 1 Build and Load 2 Day Workshop Date:** April 25-26, 2016 **Location:** The Central Service Office, 715 US Highway, 13 North, Windsor, NC 27983 **Registration Link:** <https://www.timetosignup.com/powerschooltraining/form/7340>

6. **Region 1 Build and Load 2 Day Workshop - \*\*Correction to Location Date:** April 28-29, 2016  
**\*\*Location:** The Central Service Office, 715 US Highway, 13 North, Windsor, NC 27983  
**Registration Link:** <https://www.timetosignup.com/powerschooltraining/form/7341>
7. **Region 6 Build and Load 2 Day Workshop Date:** April 25-26, 2016 **Location:** Union County Schools, 721 Brewer Drive, Monroe, NC 28112 **Registration Link:**  
<https://www.timetosignup.com/powerschooltraining/form/7358>
8. **Region 6 Build and Load 2 Day Workshop Date:** April 28-29, 2016 **Location:** Union County Schools, 721 Brewer Drive, Monroe, NC 28112 **Registration Link:**  
<https://www.timetosignup.com/powerschooltraining/form/7359>
9. **Region 3 Build and Load 2 Day Workshop Date:** May 2-3, 2016 **Location:** Facility Services, 601 A. West Market Street, Smithfield, NC 27577 **Registration Link:**  
<https://www.timetosignup.com/powerschooltraining/form/7352>
10. **Region 3 Build and Load 2 Day Workshop Date:** May 5-6, 2016 **Location:** Facility Services, 601 A. West Market Street, Smithfield, NC 27577 **Registration Link:**  
<https://www.timetosignup.com/powerschooltraining/form/7353>
11. **Region 7 Build and Load 2 Day Workshop Date:** May 2-3, 2016 **Location:** Watauga High School, 300 Go Pioneers Drive, Boone, NC 28607 - Room 2202 *(After checking in at the office, proceed straight down the entry hall to the end. Room is to the right.)* **Registration Link:**  
<https://www.timetosignup.com/powerschooltraining/form/7360>
12. **Region 7 Build and Load 2 Day Workshop Date:** May 5-6, 2016 **Location:** Watauga High School, 300 Go Pioneers Drive, Boone, NC 28607 - Room 2202 *(After checking in at the office, proceed straight down the entry hall to the end. Room is to the right.)* **Registration Link:**  
<https://www.timetosignup.com/powerschooltraining/form/7361>
13. **Region 2 Build and Load 2 Day Workshop Date:** May 9-10, 2016 **Location:** New Hanover County Board of Education Center 1805 South 15th Street, Wilmington, NC 28401 **Registration Link:** <https://www.timetosignup.com/powerschooltraining/form/7350>
14. **Region 2 Build and Load 2 Day Workshop Date:** May 12-13, 2016 **Location:** New Hanover County Board of Education Center 1805 South 15th Street, Wilmington, NC 28401 **Registration Link:** <https://www.timetosignup.com/powerschooltraining/form/7351>
15. **Region 5 Build and Load 2 Day Workshop Date:** May 9-10, 2016 **Location:** Office Support, Guilford County Schools, Laughlin Professional Development Center, 7911 Summerfield Rd., Summerfield, NC 27358 **Registration Link:**  
<https://www.timetosignup.com/powerschooltraining/form/7356>
16. **Region5 Build and Load 2 Day Workshop Date:** May 12-13, 2016 **Location:** Office Support, Guilford County Schools, Laughlin Professional Development Center, 7911 Summerfield Rd., Summerfield, NC 27358 **Registration Link:**  
<https://www.timetosignup.com/powerschooltraining/form/7357>

#### d) Load Only 1 Day Workshops

This session is designed for schools creating a master schedule using the "build and load" method. Prior to attending this session, schools must have completed steps A-K in the "PowerScheduler: Prepare to Build" workbook and have validated their build data, clearing validation errors that result. Schools will work with their

scheduling teams to complete the build and load processes to the extent that time allows. This is not a training session. It is a hands-on work session; schools should plan to send all personnel needed to complete the build and load processes. Up to 4 people per school may attend. LEA/Charter School Coordinator is to sign up for the session. In registration, indicate which school will be attending. Note only 1 school per LEA may sign up for a regional build session at this time. It is only necessary to create one registration for each school - not one for each person that may attend. Each registration allows 4 people from that school to attend.

Sessions will run from 9 a.m. to 4 p.m. daily. Lunch will be on your own.

1. **Region 4 Load Only 1 Day Workshop Date:** April 20, 2016 **Location:** Sampson Middle School, 1201 West Elizabeth Street, Clinton, NC 28328 **Registration Link:** <https://www.timetosignup.com/powerschooltraining/form/7345>
2. **Region 8 Load Only 1 Day Workshop Date:** April 20, 2016 **Location:** Cool Springs Administration Offices, 382 West Main Street, Forest City, NC 28043 **Registration Link:** <https://www.timetosignup.com/powerschooltraining/form/7349>
3. **Region 1 Load Only 1 Day Workshop Date:** April 27, 2016 **Location:** The Central Service Office, 715 US Highway 13 North, Windsor, NC 27983 **Registration Link:** <https://www.timetosignup.com/powerschooltraining/form/7342>
4. **Region 6 Load Only 1 Day Workshop Date:** April 27, 2016 **Location:** Union County Schools, 721 Brewer Drive, Monroe, NC 28112 **Registration Link:** <https://www.timetosignup.com/powerschooltraining/form/7347>
5. **Region 3 Load Only 1 Day Workshop Date:** May 4, 2016 **Location:** Facility Services, 601A West Market Street, Smithfield, NC 27577 **Registration Link:** <https://www.timetosignup.com/powerschooltraining/form/7344>
6. **Region 7 Load Only 1 Day Workshop Date:** May 4, 2016 **Location:** Watauga High School, 300 Go Pioneers Drive, Boone, NC 28607 **Registration Link:** <https://www.timetosignup.com/powerschooltraining/form/7348>
7. **Region 2 Load Only 1 Day Workshop Date:** May 11, 2016 **Location:** New Hanover County board of Education Center, 1805 South 15th, Street, Wilmington, NC 28401 **Registration Link:** <https://www.timetosignup.com/powerschooltraining/form/7343>
8. **Region 5 Load Only 1 Day Workshop Date:** May 11, 2016 **Location:** Office Support, Guilford County Schools, Laughlin Professional Development Center, 7911 Summerfield Rd., Summerfield, NC 27358 **Registration Link:** <https://www.timetosignup.com/powerschooltraining/form/7346>

**\*\*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 ([www.nc-sis.org](http://www.nc-sis.org)) for additional information including webinars and training documentation

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- [New Gradebook Setup updated 3-16-16.pdf](#)