The NC SIS Email Bulletin highlights issues and announcements that were communicated to users during the week. The bulletin also features late-breaking and recurring news about NC SIS and the PowerSchool project.

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1. Transcript Update

We encourage you to begin running transcripts and reviewing the information. Pearson is still preparing the test data for import. Discrepancies will need to be addressed individually via Remedy tickets.

2. EDDIE

In a previous email we stated that the script which transfers EDDIE data into PowerSchool would be reactivated today, Oct. 11. Because NCDPI is continuing to test the changes that were made, the script will not be turned on at this time. Once testing is completed, we will reactivate the script and notify users via NC SIS email.

3. Correct Exit Dates in PowerSchool
Several LEAs have inquired about the correct Exit date in PowerSchool. The correct Exit date should be the day after the Last day of school in the Years and Terms screen. This will allow schools to take attendance on the last day.

If you have further questions or need clarification on selecting the correct Exit date, please contact the Home Base Support Center at homebase.incidents@its.nc.gov.

4. PowerSchool Scheduling Workshop Survey

The NCDPI Training Team for PowerSchool will be providing Regional PowerSchool Scheduling Workshops for LEAs. To ensure your specific needs are met, we are requesting your feedback during the planning stages of this endeavor. A list of questions have been compiled and included in this survey to give us a clearer picture of when, where and how this training should be conducted.

Please take the time to answer the questions in this survey. There are only nine questions and it should only take 15 to 20 minutes to complete. You may access the survey by clicking on the link below. The deadline for completing the survey is Monday, October 21 at 5 p.m. If you experience any technical problems, please send an email to ncsis@dpi.nc.gov.

Survey link: https://www.surveymonkey.com/s/SBZBTM9

5. Restart of PowerSchool Servers

To alleviate the PowerSchool performance issues related to the high volume of activity in running State Reports (specifically PMRs), Pearson will perform a restart between the hours of 6 p.m. and 8 p.m. nightly on an as-needed basis (those identified with a potential resource issue). This cycle will continue through our next maintenance weekend, October 18.

The root cause of the issue has been identified, and the fix will be deployed into Production before or during the next maintenance weekend. The purpose of the restart is to clear all connections to the LEAs’ PowerSchool databases which are the resources that are being exhausted.

Please know that we understand this is a critical time for running your PMRs. Pearson and DPI have designated two Pearson Project Managers to work with our staff on all PMR issues.

We appreciate your patience and support as we work to resolve these issues. If the problem is resolved prior to the next maintenance weekend, we will update you via NC SIS email.

6. Call for UAB Agenda Items

The next NC SIS User Advisory Board meeting will be held Thursday, October 17 from 10:00 a.m. – 12:00 p.m. Please submit all agenda items to ncsis@dpi.nc.gov by Tuesday, October 15, 2013.
If you did not register for the previously held meetings, please click on the following link to register and attend the meeting via GoTo Webinar: https://www1.gotomeeting.com/register/840838032. Once registered your confirmation link (registration) is good for all UAB meetings through December 19, 2013.

We encourage all attendees to register even if you plan to attend in person.

7. Remedy Upgrade

The Remedy upgrade scheduled for Oct. 5 (previously scheduled for Sept. 14 – 15) took place last weekend as planned. Please remember that this upgraded version will not allow unknown users to submit tickets via email. To avoid getting the "user unknown" message, submit your questions first through your LEA/charter Leads. By doing so, this will help your local school or district identify and troubleshoot local problems for the benefit of all. It may also save you time as these Leads are the subject matter experts.

Districts have identified a "lead" - your first go-to for questions – in each of the main component areas of Home Base: Student Information System or SIS (PowerSchool), Instructional Improvement System or IIS (Schoolnet) and NC Educator Evaluation System (Truenorthlogic). In the case of smaller districts or charter schools, there may be one lead for all three areas.

We suspect that the Remedy upgrade is impacting LEA’s ability to submit tickets. We are working with ITS to find any known issues and we will be back in touch as soon as we have an update.

Please know you are still welcome to reach out to the Home Base Support Center at homebase.incidents@its.nc.gov or (919) 807-4357.

8. New and Updated Documents on the Web

PMR Setup (QRD)

9. Upcoming Training

Reports Workshop – Monday, Oct. 21, 2013 – 10:00 AM – 3:30 PM

This is a face-to-face workshop to be held at DPI in Raleigh. Times for the workshop are 10:00 am to 3:30 pm. This workshop will cover basic PowerSchool report functionality including importing of report templates and running canned reports found within the core product. Attendees will also be shown existing object reports contained within PowerSchool.

For more information and registration click on the following link:
http://www.nc-sis.org/course_list.html#powerschoolreportsobjectreportsworkshop
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