



September 9, 2016

# Digital Teaching and Learning

ACADEMIC SERVICES AND DIGITAL LEARNING



## NC SIS Weekly Email Bulletin

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## Home Base Maintenance Weekend for September 2016

The next Home Base maintenance weekend is scheduled for Friday, September 16 through Sunday, September 18. Maintenance will be performed on PowerSchool and Truenorthlogic applications.

PowerSchool will shut down Friday, at 5 p.m. Once maintenance is completed, a message will be sent to notify users that the system is up and available for use. PowerSchool will be returned to service no later than 6 a.m., Monday morning. If a delay in bringing up the system should occur, users will be notified via email.

For a listing of all Home Base maintenance weekends, remember to visit the NC SIS website's [2016-17 Maintenance Schedule](#).

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## Maintenance Planned for the Remedy Ticketing System - Sept. 2016

The next maintenance window for the Remedy ticketing system is scheduled for Saturday, Sept 17, from 1 p.m. - 6 p.m., ET. Both, Remedy and the customer self-submit web portal will be unavailable.

The planned maintenance will include a server migration to a new data center. Once completed, if a delay in bringing up the system should occur, users will be notified.

Questions concerning this maintenance may be addressed to the Home Base Support Center at (919) 807-4357 or through the [Remedy Portal](#).

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## 2016-17 SAR Update

The first webinars for the SAR reporting in 2016/17 were conducted September 7, 2016. We hope that the information provided was helpful.

The SAR collection time-frame for 2016/17 is September 2 - November 15. While we strongly encourage you to start working on the SAR by running the report in PowerSchool and looking at your exceptions and all SAR reports. Please do not submit your SAR before November due to future updates to new courses for the high/low grade level used for the average class size calculation, and updates to a few exceptions that were mentioned in the webinar. Remember, all EC data must be in PowerSchool for accurate reporting.

Changes to the following exceptions should take place during the October maintenance weekend. These exceptions will be changed from a fatal to a warning for the following exceptions:

SAR-2  
SAR-8  
SAR-29  
SAR-34

During one of the previously held webinars, a question concerning long-term subs was raised. The following information may help with answers to questions on this subject. This has been updated from what was shared in the past as a result of PowerSchool functionality and the transitioning of highly qualified reporting during the 2016/17 school year.

### **Long-term Substitute Teachers –**

- a. When a long-term (4 consecutive weeks or more) substitute is assigned to a class, that person should become the teacher of record replacing the original teacher. The substitute should be entered in PowerSchool as the teacher of record for the class.
- b. When one or more short-term substitutes are used for a class and there is no original teacher of record for the class, then the substitute in the classroom each time the SAR data extraction is done for the school should be the teacher of record in PowerSchool for the class.
- c. When one or more short-term substitutes are used for a class and there is an original teacher of record for the class, then the original teacher of record should remain in PowerSchool as the teacher of record for the class. You can put the sub in PowerSchool as an additional staff member if you are giving that person access to enter grades and or attendance. Make sure the appropriate role for the security access needed is used.

**Because of all of the above options, be sure to populate the correct start and end dates for the teacher of record which is the lead teacher in PowerSchool.**

As you work on the SAR please submit tickets for functional assistance to:

Remedy on Demand at <https://nc-myit.us.onbmc.com>. For all other SAR questions, contact Sandra Johnson at [sandra.johnson@dpi.nc.gov](mailto:sandra.johnson@dpi.nc.gov) or at 919-807-3727.

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## **Scheduling Course Enrollment for Math I, II and III (2013 Content Standards) Credit Recovery**

Math I, II, and III (2013 content standards) will only be available for credit recovery using the old content standards in Fall 2016. Beginning in Spring 2017, these credits must be recovered using the new NC Math 1, 2, and 3 (2016 content standards) courses. The guidance below explains how to schedule credit recovery for the old content standards math courses depending on the course being used to recover the credit.

### **1. Scheduling Credit Recovery via Math I, II, or III (2013 Content Standards) – Scheduling option available only through Fall 2016**

- Schedule the students using the generic “Credit Recovery Prev. Grad. Req. Course” code: 96162X0(XR)
- The local extension “XR” must still be used with this course code
- The Section Credit Recovery attribute must be indicated by selecting “Yes”
- The name of the original course should be used in the local title field
- The grade of pass (P) or fail (F) must be manually entered into the student’s historical grades using the original course code with the extension “XR” (this will allow the use of course codes that are now closed by the State (e.g. Math I)) (view this [memo](#) for a crosswalk of 2013 content standards math course codes)
- The generic Credit Recovery scheduling course code (96162X0) will not appear on the student’s transcript (it is excluded from storing final grades). This information must be manually entered into the student’s historical grades using the correct/original course code after the P/F is determined.

- The Math I End-of-Course (EOC) must be requested under a Flexible Testing Schedule Waiver (please see [this memo](#) for further testing information)

2. Scheduling Credit Recovery via NC Math 1, 2, or 3 (2016 Content Standards) – **Scheduling option available in Fall 2016 and beyond**

- Schedule the students using the new “NC Math” codes: 21092X0(XR) (NC Math 1); 22012X0(XR) (NC Math 2); 23012X0(XR) (NC Math 3)
- The local extension “XR” must still be used with this course code
- The Section Credit Recovery attribute must be indicated by selecting “Yes”
- The grade of P/F will show on the student’s transcript (as well as the previous failing mark for Math I, Math II, or Math III)
- The associated EOC for NC Math 1 will not be available until December 5, 2016 (refer to the [memo](#) above for further testing information)

| Math content standard courses to be used for scheduling credit recovery | Fall 2016 | Spring 2017 |
|---|-----------|-------------|
| Math I, Math II, Math III (2013 content standards)                      | ✓         | ✗           |
| NC Math 1, NC Math 2, NC Math 3 (2016 content standards)                | ✓         | ✓           |

\*Please note the following:

- Math I (2013 content standards) credit recovery course will only be offered by the North Carolina Virtual Public School (NCVPS) through the Fall of 2016.
- North Carolina Final Exams (NCFEs) are not offered for credit recovery courses.
- The Math I EOC will only be available until September 23, 2016 and the new NC Math 1 (2016 content standards) EOC will be not be available until December 5, 2016
- When scheduling credit recovery, please give careful consideration to NC State Board of Education policy ([GCS-M-001 § 6\(6.6\)](#)) which states that “the End-of-Course (EOC) exam associated with the credit recovery course may be administered no later than 30 days upon the completion of the credit recovery course.”

If you have questions regarding scheduling, please submit a Home Base Support Center (HBSC) ticket [here](#). If you have questions regarding testing, please contact your local accountability coordinator.

## Call for UAB Agenda Items

### Email Agenda Items

The next User Advisory Board (UAB) meeting will be held Thursday, Sept. 15, 2016 from 10:00 a.m. – 12:00 p.m. Suggested topics for discussion should be emailed by **COB, Monday, Sept. 12, 2016**, to Chris Stewart, Program Assistant for Home Base, [christine.stewart@dpi.nc.gov](mailto:christine.stewart@dpi.nc.gov). You may also call Chris at 919-807-3655 with questions or comments.

Due to time constraints, the agenda must be limited to 5 items. If your topic cannot be included in the meeting, Chris will let you know before the meeting.

### Registration Links for UAB and CCB Meetings

If you would like to attend the UAB and/or CCB meetings scheduled through Dec. 2016, click on the links below. You will only need to register once for each meeting.

[UAB Meetings](#)

[CCB Meetings](#)

Visit the NC SIS website's [CCB and UAB Meetings](#) page for a complete list of all upcoming meetings.

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## Reminder: 2016-2017 Home Base Meet Ups

### **#HBmeetups - Collaborate with your peers via this hashtag!!**

Don't miss it! The NCDPI Home Base Team is gearing up for another great year of networking and collaborative experiences through the Home Base Meet-Ups (formerly known as the Home Base User Group Meetings). Click on the invite below for more details and how to register.

- [16-17HomeBaseMeet-Up-SeptemberInvite.pdf](#)
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## Reminder: NCEdCloud Rapid Identity Support

The NCDPI Technology Support Center began providing support for NCEdCloud/Rapid Identity (IAM) as of July 1, 2016. Requests for support no longer go to MCNC.

Designated LEA / Charter School IAM administrators and coordinators may request support by calling 919-807-4357 or accessing the web portal at <https://nc-myit.us.onbmc.com/>. Users within the LEA or Charter School should contact their local IAM administrator.

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## Reminder: Tips from the Support Center

With the beginning of the school year upon us, the Technology Support Center has released a reference document titled, [Common PowerSchool Start of Year Issues](#).

Inside is a collection of tips, resolutions to FAQs and support documentation geared towards LEA/Charter School coordinators and data managers for navigating common Start of Year issues.

If you have any questions regarding these tips, please contact the support center by submitting a ticket through the [Remedy Portal](#) or by calling 919.807.4357.

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## Reminder: Remedy On Demand

Still needing assistance with the new Remedy system? Here are some helpful user details and highlights including a video and PowerPoint presentation:

- Using their NCID username and password, all designated lead customers can submit and manage requests for support via the new Remedy web portal.

- The URL for the web portal is <https://nc-myit.us.onbmc.com>.
- Designated leads should login and test portal access. If you experience issues logging in, call the Support Center, (919) 807-4357.
- Training on the new web portal can be found at <https://vimeo.com/171937223>.
- The Link to the PowerPoint used in the training is located at <http://bit.ly/29GOPbY>.

**Please note: Under this new system, designated LEA and charter customers can no longer open tickets for assistance via email.**

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## Reminder: Viewing Your Ticket Activity in the Remedy Web Portal

Customers who use the Remedy Web Portal can view / manage their tickets by clicking on the 'View in My Activity' button on the portal landing page. Inside, users will see a chronological listing of all active tickets submitted and have the ability to filter the view to view resolved or cancelled tickets. At present, the 'Summary' line for each ticket does not display the summary the customer provided in the submission form; rather the system populates the type of ticket the customer submitted, e.g., PowerSchool Request, Schoolnet Request, NCEES Request. This is due to how the Remedy ticketing system is mapped to the web portal and is not an error.

We understand that this is less than optimal information if a user wishes to have a quick summary glance of all of their tickets. Therefore, we have reached out to the vendor with an enhancement request to hopefully have this changed. We will keep you posted with our efforts.

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## New Information on the Web

[Course Code Systems Map - 09/07/2016](#)

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## Upcoming Training Webinars and Workshops

The Home Base Professional Learning Team's Training Calendar for the 2016-17 school year is now available. 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 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) Accommodations in PowerSchool Webinar

This webinar will cover policy and demonstrate Accommodations functionality in PowerSchool.

**Date:** September 21, 2016

**Time:** 10:00 a.m., EDT

**Registration Link:** <https://attendee.gotowebinar.com/register/1115826557069742083>

#### **B) ALP/ALS in PowerSchool Webinar**

This webinar will discuss policy and functionality in PowerSchool as related to students in Alternative Learning Programs and/or Alternative Learning Schools.

**Date:** September 23, 2016

**Time:** 1:00 p.m., EDT

**Registration Link:** <https://attendee.gotowebinar.com/register/8653586795403927043>

#### **C) Discipline Incidents in PowerSchool**

This session is geared to those responsible for entering Incident data into the PowerSchool application. It will include a demonstration on how to enter disciplinary incidents into PowerSchool and include discussions on policy and functionality.

**Date:** September 19, 2016

**Time:** 10:00 a.m.

**Registration Link:** <https://attendee.gotowebinar.com/register/7161010755814230787>

#### **D) Drop Out Reporting Webinar**

This webinar will discuss Drop Out Reporting in PowerSchool - how to run the reports as well as how to enter/clean up data.

**Date:** September 19, 2016

**Time:** 1:00 p.m., EDT

**Registration Link:** <https://attendee.gotowebinar.com/register/6574335540488809219>

#### **E) Principal Monthly Reporting Webinar**

This webinar will include discussions on PMR policy, fatal errors and exceptions, and PowerSchool functionality as needed.

**Date:** September 20, 2016

**Time:** 10:00 a.m.

**Registration Link:** <https://attendee.gotowebinar.com/register/6849272822257781250>

**Date:** October 3, 2016

**Time:** 10:00 a.m.

**Registration Link:** <https://attendee.gotowebinar.com/register/7655752505406783491>

**F) Retention/Promotion Report Webinar**

This webinar will cover Retention/Promotion reporting, policy, and PowerSchool functionality.

**Date:** September 28, 2016

**Time:** 10:00 a.m.

**Date:** September 28, 2016

**Time:** 1:00 p.m.

**Registration Link:** <https://attendee.gotowebinar.com/rt/392418274737541123>

**G) SAR Webinar**

This webinar will discuss SAR policy, fatal errors and exceptions, and PowerSchool functionality as needed.

**Date and Time:** October 12 @ 10:00 a.m.

**Date and Time:** October 12 @ 1:00 p.m.

**Registration Link:** <https://attendee.gotowebinar.com/rt/6607806873461928963>

\*\*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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