

From: NCWise
To: wisecoord.prod@lists.dpi.state.nc.us; wisecoord.wave3@lists.dpi.state.n...
Date: 12/5/2008 3:54 PM
Subject: NC WISE/SIMS Weekly Email Bulletin
Attachments: NCWise.vcf

The NC WISE/SIMS 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 WISE and SIMS. In this issue:

1. New on the NC WISE Web site
2. NC WISE Symposium
3. Athletic Eligibility Refresher
4. HEAT Self Service and HEAT Plus Knowledge Will No Longer Be Available
5. Wave 3 Year 2 Conversion Update

1. New on the NC WISE Web site

The following items have been posted to the NC WISE Web Site:

2. NC WISE Symposium

The NC WISE staff and management at the North Carolina Department of Public Instruction are pleased to invite you to the 2009 NC WISE Symposium. The event will be held February 9-11, 2009, at the Sheraton Greensboro at Four Seasons.

Please read the attached memo for details and instructions on how to register for the symposium. This information is also posted to the NC WISE Web at www.ncwise.org/symposium09.html.

If you have any questions or need additional registration materials, please contact Sandra Johnson on the NCDPI Service Desk at 919-807-HELP (4357) or send an email to Symposium2009@dpi.state.nc.us.

We look forward to seeing you in Greensboro for the 2009 NC WISE Symposium.

3. Athletic Eligibility Refresher

The NC WISE Training Team is holding Athletic Eligibility refreshers for Pilots, Wave 1, Wave 2 and Wave 3 Year 1 schools during the week of Dec. 9-11, 2008.

This 2 hour refresher is designed to address functionality of the Athletic Eligibility module, including a review of time lines, setups, and resources related to AE, as well as a discussion regarding state reporting resources. Questions that cannot be answered during the refresher will be documented, researched, and returned to you via email.

Athletic Eligibility refreshers will be held during the following dates and times:

December 9 - 9:30 AM - 11:30 AM
 1:30 PM - 3:30 PM
December 10 - 9:30 AM - 1:30 AM
 1:30 PM - 3:30 PM
December 11 - 9:30 AM - 11:30 AM
 1:30 PM - 3:30 PM

LEA Coordinators are asked to register for a session, by logging onto the NC WISE website at

www.ncwise.org and navigating to the NC WISE Training home page. Once on the NC WISE Training home page, click on the Register link under the Course Information section. A confirmation will follow shortly after the registration process has been completed.

Please feel free to contact the NC WISE training mailbox at ncwisetraining@dpi.state.nc.us with any questions.

4. HEAT Self Service and HEAT Plus Knowledge Will No Longer Be Available

As of Dec. 15, 2008, HEAT Self Service (HSS), the ticket logging system used by NC WISE customers requesting technical support, and HEAT Plus Knowledge (HPK), a knowledge base of NC WISE and SIMS will become obsolete as a result of the launch of Remedy - the new automated tracking system for NCDPI technical support issues. As we move forward with Remedy, we plan to explore the self service feature and look into rolling it out to our customers in the near future.

Please ensure all affected personnel are aware of this change.

5. NC WISE Wave 3 Year 2 Conversion Update

The following LEAs and Charters were successfully converted to NC WISE on Nov. 21

Macon
Swain
Jackson
Cherokee
Clay

NC WISE
NC Department of Public Instruction
Education Building, Room 320
301 North Wilmington Street
Raleigh, NC 27601

919-807-3190 Office
919-807-3421 Fax
email: ncwise@dpi.state.nc.us

All e-mail correspondence to and from this address is subject to the North Carolina Public Records Law, which may result in monitoring and disclosure to third parties, including law enforcement.