EC Division Webinar

October 1, 2019

Technical Concerns

- Losing Information:
  - Users will enter information and then it is lost or not saved (ex: therapy notes in service documentation module, assessments entered in special ed module).

- User Roles/Access/Setting Up Team Members

Technical Concerns

- Cut-paste limitations

- Users have to enter assessment subtests as their own assessment

Technical Concerns

- Incomplete or inaccurate data migration from PowerSchool:

  – students showing up some days, not others.

  – not all students are accessible in the system; (some students have graduated)

  – Data transferring over incorrectly (emergency contacts as parents)

Technical Concerns

- The final document that prints is excessive.
  - EX: a kindergarten student's IEP - print every assessment the child could possibly take throughout school career; then notes participating/not participating
  - Excessive printing of classroom activities
  - Progress reports are excessive (24-64 pages)
  - Making a complicated process for parents even more complicated

Technical Concerns

- Review of Accommodations Form:
  - Users feel this will become a bigger issue as the semester ends and testing begins.
  - There are too many restrictions on who can run the reports
  - This will be a problem for testing coordinators

- Assessment menus are massive and not alphabetized

Technical Concerns

- Lack of existing data in the system
  - past assessments
  - attendance

- All of the above mentioned issues are causing a lack of confidence concerning the ability to have an accurate December 1 child count

Technical Concerns

- Pre-school User Roles and Settings

- Helpful Links:
  - Monday Messages

    https://ec.ncpublicschools.gov/ecats/monday_messages

  - User Type Guide and Detailed User Type Listing
  - https://ec.ncpublicschools.gov/ecats/special-education/training

Training Concerns

- Require training that allows end users to see an active site - work through procedure and rationale

ZenDesk Concerns

- Response time of ZenDesk

- Closing of tickets and marking as solved