

July 10, 2020



Digital Teaching and Learning

DISTRICT SUPPORT



NC SIS Weekly Email Bulletin

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Thank You for Opting into Home Base!

Thank you, NC public school units, for opting into Home Base for the 2020-2021 school year! Your dedication to the children of NC never ceases to amaze us, and you have shown, despite these uncertain times and unexpected challenges, your commitment to ensuring our educators receive the best tools and resources available for instructing NC public school students.

The NC DTL Home Base Team looks forward to servicing, partnering, and collaborating with you throughout the 2020-2021 school year. Please visit our [Home Base website](#) for a listing of all the tools Home Base offers. We want you to take advantage of every resource and its capabilities for improving the classroom experience. To view a listing of all PSUs that have opted into Home Base this calendar year, click on the [Home Base Opt-in Status](#) report.

Congratulations on a Successful EOY Process!

Hats off to our PSUs, NCDPI staff and NCDPI vendor partners for making the 2019-2020 End of Year Process a smooth transition. EOY ended two days ahead of schedule! PowerSchool and Schoolnet have been returned to service and are available for use.

NOTE: NCEES PD and the [viewing](#) of staff are available for now; however, please review the details in the article below concerning this weekend's maintenance and the request for NCEES administrators to refrain from using the system until July 14 or thereafter to ensure staff UID records are up to date.



If you experience problems while accessing any Home Base application, please contact support as follows: **Support availability for Schoolnet, NCEES/Unified Talent, IAM/SSO (NCEdCloud), and Staff & Student UID (eScholar):** Web: https://ncgov.service-now.com/sp_dpi - 24/7
Phone: (919) 716-1840, Monday - Friday, 7 a.m. to 4 p.m. (excluding state holidays)

There are 3 ways to request PowerSchool support:

1. CHAT: Chat support will be available for you through the PowerSchool Community at [Launch Chat Support](#)
2. CASE: Submit a case via the PS PORTAL: <https://help.powerschool.com/>
3. CALL: **1-855-339-4790 (This is a dedicated NC Support line.)**

*Please ensure you are dialing the dedicated NC line when contacting support via phone.

** If you are reporting an outage or performance issue (P0 or P1), please CALL or use CHAT. This ensures immediate attention by PowerSchool support.

We look forward to serving you in the 2020-2021 school year!



PowerSchool's Upcoming Maintenance 7/11-12/2020 will affect NCEES Access Only

This maintenance only affects the NC Educator Effectiveness System (Perform Enterprise and Professional Learning). It does not affect that status of the PowerSchool Student Information System (SIS).

On Saturday, July 11, starting at 8:00 a.m. PDT (11:00 a.m. EST) and ending Sunday, July 12 at 4:00 p.m. PDT (7:00 p.m. EST), PowerSchool will be performing infrastructure upgrades in preparation for the new school year. These improvements will provide PowerSchool with additional capacity to handle increased system usage due to COVID-19. During this time, users may experience system inaccessibility or degraded performance. In addition, there may be disruption in regularly scheduled processes including imports, exports, and email. PowerSchool Support advises that data should not be entered, imported, or updated during this time.

NCDPI is also recommending that NCEES users not access the system on Saturday, July 11 (11:00 a.m. EST) through Sunday, July 12 (7:00 p.m. EST). NCDPI will send out a communication when NCEES (TNL) Person Imports are processed successfully after this scheduled maintenance.

PSUs should plan on being able to access NCEES to set plan types, access rights, etc. on or after Tuesday, July 14, 2020. This is to ensure all Staff UID records are up to date and have processed into the TNL Person Import file for the updates for staff location, roles and active status to be as close to current as possible. Administrators, please work closely with your HR & Payroll Departments to ensure staff are inactivated and activated in NCDPI Staff UID as soon as possible. Staff that remain active with the previous employer district may have issues with which location an assigned evaluation or professional development plan is connected to.

Click here, [NCEES Data v7](#), for an updated listing of staff budget/payroll codes and provisioned staff roles into NCEES. A new budget code and role has been added to the list for object code 128 - Re-employed Retired Teacher (Teacher Evaluation Rubric). Additional information on this role will be communicated soon.

Any changes to the above expected dates will be communicated by NCDPI promptly.



NCEdCloud IAM Service Upgrade Reminder

As a reminder, the NCEdCloud IAM Service will be upgraded this evening, between 6:00 p.m. and 7:00 p.m. The NCEdCloud IAM Service will be unavailable during this time. In addition to several back-end changes, this upgrade will allow for the implementation of two new school-level help desk roles, which are scheduled to be rolled out to PSUs later this month. Additional information and documentation will be distributed to PSUs regarding the new roles prior to them being enabled in the service.

Next Home Base Maintenance Weekend

The next maintenance weekend is scheduled to occur **July 17-20, 2020**. The PowerSchool application will be brought down on Friday evening at 7 p.m. and returned to service on Saturday morning at 7 a.m. The system will be taken down again for the second part of maintenance on Saturday evening at 7 p.m. and returned to service on Sunday morning at 7 a.m. Maintenance will entail adding security patches to PowerSchool.



If you have any questions pertaining to this maintenance, please contact the Home Base team at home_base@dpi.nc.gov.



EC Pullout Scheduling for the 2020-2021 School Year

The Home Base Team has confirmed that EC Pullouts are to be scheduled for the 2020-2021 school year. Please use the [Scheduling Resource Students](#) document for guidance on how to schedule.

Reminder: Grading in 2020-2021

Once the EOY Process is complete and PowerSchool returns to service, the 2020-2021 becomes the current school year. Therefore, PSUs will return to normal grading rules; they are no longer required to use the COVID-19 grading rules.





Reminder: National School Lunch Program

Any student who is involved in the National School Lunch Program cannot be identified as such in the student information system (SIS). Any references within the SIS that could possibly associate a student with the National School Lunch Program must be removed immediately. If you need assistance in removing the data from your instance, please submit a ticket to PowerSchool Support.

Newly Designated PowerSchool Technical Contacts Training - Updated Link

The Home Base team is planning a PowerSchool IPT Certification and Training session for PowerSchool coordinators who were designated as PowerSchool technical contacts (TCs) for their PSUs on or after 12/31/2019. Please complete this [Google Form](#) to request certification testing and/or training.



NCWiseOwl Webinars

Check out these NCWiseOwl professional learning opportunities for educators during July!

Enhance Project-based Learning with Gale In Context July 10, 2020, 11:00 AM - 11:45 AM (ET)

[Register for Enhance Project-based Learning with Gale In Context](#)

Your Gale In Context resources support Project-based Learning that teaches valuable problem-solving skills and inspires your students regardless of instructional format. In this session, we will apply Project-based Learning concepts to the content, tools and features in your Gale resources so that you can use these techniques in your classes! This session will be recorded for those that are unable to attend.

For NCWiseOwl: Integrate Gale Resources into Student Learning July 14, 2020, 12:00 AM - 1:45 PM (ET)

[Register for For NCWiseOwl: Integrate Gale Resources into Student Learning](#)

Increase Student Learning from anywhere with Learning Management System (LMS) Integration! Did you know that several of your Gale resources from NCWiseOwl can integrate with your LMS (Canvas, Schoology, Blackboard)? Using Google Classroom or LibGuides to connect content with students? We've got you covered! Join this webinar, as we will explore the possibilities all of these systems provide and share how you can get your school set up for enabling students' access to Gale content directly from your

LMS, Google Classroom, or LibGuides, within their workflow. This session will be recorded for those who can't attend.

Market Your Gale K-12 Library Resources July 16, 2020, 1:00 PM - 1:30 PM (ET)

[Register for Market Your Gale K-12 Library Resources](#)

You've invested in the creation of an amazing digital collection for your students and teachers; make sure it gets the use it deserves! Join Stephanie Baroni, Gale Marketing Director for K-12 Libraries and Stacey Knibloe, Senior Gale Training Consultant to learn to incorporate Gale content into curriculum and discuss effective strategies for spreading the word about your Gale digital collection.

Create Online Student Connections with Gale July 21, 2020, 1:00 PM - 1:30 PM (ET)

[Register for Create Online Student Connections with Gale](#)

Gale resources can facilitate connections between learners even when your learning community is working virtually. In this session we will review collaboration and sharing tools found within *Gale in Context* and *Gale OneFile* collections to support students and teachers.



Common Sense Media - Learning Differences and Special Needs Guides

This Friday we visit a site that has been featured previously but we will be viewing another golden nugget hidden within its pages: [Common Sense Media – Learning Differences and Special Needs Guides](#).

As we all know these are challenging times for everyone of all ages. But our children are the ones that are of a major concern. No matter what their style of learning is, read/write, aural, visual or kinesthetic or if they have a special need, it is important that we as educators help them maintain a form of normalcy through this period. Common Sense Media has a section that addresses learning differences and a guide for children with special needs.

There are six categories to choose from: communication, social interaction, organization, reading/writing, math and motor skills; and there are three skill levels: beginner, intermediate and advanced. Each category provides an overview of that section and within that drop down the site goes on to discuss the

common challenges, common signs of children that are experiencing problems in that specific category, ways to aid, how to determine the best apps for that child and what to look for in an app for a child experiencing problems in that category. The power tip on each page is just as the name says, a powerful tip on how to boost the learning for the child in that subject matter.

Did you know that there are features on both the iOS and Android phones that can be customized for people with disabilities? Hover over the block that says “How to use accessibility settings on your device” to find out how. What if a parent feels their child would benefit from Assistive Technology (AT)? Under “How can I request that my school include technology in my child’s IEP?” will give guidance on how to assist the parent with that concern. There is also a video on “Tips for Kids with Learning Difficulties.”

This site offers exceptional needs teachers and parents of exceptional needs children a library of information dedicated to their progress and continued success in the world in which we live, today, tomorrow and in the years to come. Please visit and share with others.

Please check PSU policies and consider HIPPA, FERPA, and COPPA laws with regards to student privacy BEFORE implementing any **free resources**.



NCDPI Technology Support Center

NCDPI's Technology Support Center continues to meet your support needs for:

- Schoolnet
- NCEES/Unified Talent
- IAM/SSO (NCEdCloud)
- Staff & Student UID (eScholar)



Support availability: Web: https://ncgov.service-now.com/sp_dpi - 24/7

Phone: **919-716-1840**, Monday - Friday, 7 a.m. to 4 p.m. (excluding state holidays)

Technical support for SIS needs is handled directly by PowerSchool support using Chat, Call, or opening a Case ticket.

Reminder! Phone Number for NCDPI Technology Support Center has Changed to 919-716-1840

Last year, NCDPI's Technology Support Center changed its phone number to **919-716-1840**. Calls to the old number have been forwarded, but the phone company's forwarding service **will be ending soon**. To ensure we continue to meet your support needs without issue, please make sure you are calling us at our new support center number.

Remember to visit the [NC SIS website](#) for additional information including webinars and training documentation. Follow us on twitter [@NCHomeBase](#).

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