

October 9, 2020



Digital Teaching and Learning

DISTRICT SUPPORT



NC SIS Weekly Email Bulletin

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Important IT Preparations for NC Countdown to College from CFNC.org

In preparation for the NC Countdown to College campaign, we are providing these technical preparation guidelines and testing procedure to help you avoid website access issues and ensure that your event is successful!

Please be sure that the technical teams supporting your school have a copy of the guidelines below and have ensured that all of the URLs listed on page 2 are accessible through your school's firewall or internet security system, especially if you use Zscaler or a similar product.

<https://www.cfnc.org/media/tupjle0/cfnc-technology-guidelines-for-countdown-to-college.pdf>

In addition, please test at your school well in advance of your NC Countdown to College/College Application Week activities to ensure you don't have any technical issues. Testing instructions are listed in the link below.

<https://www.cfnc.org/media/xe0ehdcw/cfnc-test-instructions-for-college-apps-and-rds.pdf>

If you encounter technical issues, please request Technical Assistance through the portal on the Schools page under CFNC.org/C2C.

<https://www.cfnc.org/apply-to-college/nc-countdown-to-college/nc-c2c-contact-us/>

We are excited about this year's Countdown to College and are here to help if you run into any problems!

Next Home Base Maintenance

The next Home Base maintenance is scheduled for **October 16 - 19, 2020**. PowerSchool is the only application that will undergo maintenance. All other Home Base applications will remain available.

The PowerSchool application will be brought down for one night only, **Friday, October 16 at 7 p.m. and returned to service by 7 a.m., Saturday morning, Oct. 17**. Systems will be made accessible to all users.



Note: Each year, a list of scheduled maintenance windows are published by NCDPI. This is published in advance to help teachers and administrators better prepare for temporary outages and loss of access. Please review the [2020-2021 maintenance schedule](#) and put these dates on your calendar. In most cases, the entire window is not necessary and we can return systems to service earlier than listed. If emergency maintenance is required in addition to these scheduled dates, all users will be notified in advance.

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



Parent Portal Password Reset

It has been reported by PSUs that the password reset function for parents fails to send the email to the parent to reset the password, or displays an error message when clicking the Forgot Password link. The root cause of this issue may be the Email Setup in PowerSchool Admin.

Please review the following guide for the proper setup for this process to function correctly:

<https://help.powerschool.com/t5/PowerSchool-SIS-Knowledge-Base/PowerSchool-Email-Setup/ta-p/12636>.

You will need a PowerSchool Community account to view the link.

Note: North Carolina is a PowerSchool hosted customer.

After reviewing the documentation, if you are still having an issue, please enter a ticket with [PowerSchool Support](#) to investigate.

NC Report Card

Please be reminded that the NC Report Card no longer shows cumulative absences. However, daily schools may show cumulative absences by displaying the attendance taking period on the report card. For questions about the NC Report Card, please contact the Home Base Team at home_base@dpi.nc.gov. For display, setup, or calculation issues with the NC Report Card, please submit a case to PowerSchool support for assistance <https://help.powerschool.com/>.



Reminder: NC Contact Page

The Home Base Team would like to remind PSUs that the NC Contacts screen in PowerSchool will be retired in favor of the new Core Contacts screen.

In the 2019-2020 school year, a PowerSchool upgrade deployed the **new Core Contacts** page into NC PowerSchool instances and migrated data from core Demographics (mother and father) into the new Contacts page. Data from the custom NC Contacts page was not automatically migrated into the new Core Contacts page and must be moved manually. Information on Core Contacts was provided during the September 2019 Home Base Meet-Ups, and many PSUs have finished manually moving data from NC Contacts to the new Core Contacts page.

Navigation Paths

NC Student Contact Screen

Start Page > Student Selection > **NC Information:** NC Student Contacts

New Core Contact Screen

Start Page > Student Selection > **Information:** Contacts

For PSUs who have not completed data migration from NC Contacts to Core Contacts, the resources below from PowerSchool Support may assist in this process. A PowerSchool Community account is required to access the linked resources.

- Getting started with Contacts Guide: (Includes Importing/Exporting and field mapping information) <https://help.powerschool.com/t5/PowerSchool-SIS-Administrator/Getting-Started-with-Student-Contacts/ta-p/79724>

On January 1, 2021, the NC Contacts page will be disabled, and the data will no longer be visible to PSUs. All NCDPI integrations that rely upon the NC Contacts page will instead rely on core Contacts. ***Please also be reminded that third-party integrations installed by PSUs should be reviewed to ensure they are not pulling data from the NC Contacts page any longer — for example, many SchoolMessenger customers are currently pulling data from this custom page.*** PSUs will need to reach out to their vendors to initiate any changes to their data integration configurations.

PSUs requiring additional assistance with this data migration process should log a ticket with PowerSchool Support by calling the NC-specific support number **1-855-339-4790** or by visiting <https://help.powerschool.com>.

Reminder: How to Submit Duplicate Student Tickets to PowerSchool

All duplicate student cases are to be entered into PowerSchool as a “P2” Priority 2. Please work with your PowerSchool personnel to ensure that the tickets are filed with the proper information. The ECATS duplicate student tickets should have “**ECATS Duplicate**” in the subject to identify the duplicate ticket as a priority to meet federal guidelines.



Reporting Reminder: Annual Military Student Identifier Collection

The military student identifier is a required annual collection of data on military-connected students. The data collection should be updated by providing a form (paper or electronic) to the parent once at the beginning of each school year. LEAs are required to enter and update the data from these forms into PowerSchool. NC DPI recommends completing these updates by **December 15, 2020**. A [QRD](#) is available for PowerSchool functionality on the military student identifier. An updated [sample form](#) is also available.

When reviewing this information please keep the following in mind.

IMPORTANT: The field options **must** be in place as described even if the form has been edited for local use. There must be room for six relationships included on the local form. The form must also describe these specific values:

- **Relationship:** Mother, Father, Stepfather, Stepmother, Guardian, Sibling, Other
- **Branches:** Air Force, Army, Coast Guard, Marine Corps, Navy
- **Status Options:** Active Duty, Activated Guard/Reserve, National Guard, Reserves, Retired Military, Disabled Veteran, Veteran, Federal Civil Service, Deceased, Deceased – KIA, Foreign Military
- **Pay Grade (Optional):** Enlisted (“E 1” through “E 9” separately), Warrant Officer (“W 1” through “W 5” separately), Officer (“O 1” through “O 10” separately). E 1, E 2, E 3, E 4, E 5, E 6, E 7, E 8, E 9, W 1, W 2, W 3, W 4, W 5, O 1, O 2, O 3, O 4, O 5, O 6, O 7, O 8, O 9, and O 10 are the required value list names. Previously, some systems interpreted this too literally, so we’re providing the value list. Any dashes should be removed and replaced with the space.
- **Military Installation (Optional):** The facility where the service member fulfills their duty role in the military. [text field in PS] (e.g., Fort Bragg, NG Raleigh Armory, Knightdale Reserve Center etc.)

Unit or Squadron (NOT REQUIRED): This field will be repurposed as a “Note” labelled text field in a future version of PowerSchool and will still be optional.



Learning that works
for North Carolina

Reminder: Perkins V CTE Concentrator Update

In order to maintain the utmost continuity and customer service, pages related to the CTE Concentrator calculation will be hidden while PowerSchool works to implement the new CTE Concentrator calculation under Perkins V. We are diligently working with PowerSchool on a functional tool that services both students and advisors. We expect to have all of these reports functional by January 2021. While we are implementing this new system please refer to the NC Career Pathway Guide <https://center.ncsu.edu/nccte-cms/>.

In the interim, we have decided to hide all items related to a CTE Concentrator that display data under Perkins IV regulations while we work to implement Perkins V regulatory requirements. Below, please see the following items that will be hidden at both the school and LEA views within PowerSchool:

- CTE Graduation Requirements
 - CTE tab only
 - Start Page > Student Selection > NC Graduation Requirements
- Diploma Assessment Report (DAR)
 - CTE Concentrators field within the report
 - Career field within the report
 - Start Page > Reports > NCDPI Reports > Diploma Assessment Report
- Career Endorsement
 - Career Endorsement section only within the endorsement tab
 - Start Page > Student Selection > NC Graduation Requirements
- CTE Plan Data Override
 - CTE Override only
 - Start Page > Student Selection > Student Academics
- CTE Web Reports Home Page
 - All reports
 - Start Page > Federal > CTE > CTE Web Reports Home Page

- eTranscript and Paper Transcript
 - CTE clusters achieved

NC DPI CTE has partnered with DTL and Accountability to develop a way to deliver a concentrator file to the Accountability Division to share for the Fall 2020 Work Keys exams. This list will also be shared via Vault, a secure CTE server, to all local CTE CIMCs and Directors. We will continue to provide transparent updates from all NC DPI partners as we have them on this work.

Reminder: Student Learning Preferences

The NCDPI team has added a Student Learning Preferences Screen into PowerSchool. This screen will give districts the ability to record a student's preferences for learning (remote, blended, or face to face), type of computer, and home connectivity information. The Student Learning Preferences Screen was implemented at the request of PSUs. Please refer to the [Student Learning Preferences QRD](#) for more details and functional use.



**Home Base
Webinars**
2020-2021 School Year



Pre-Recorded State Reporting Webinars

<https://youtu.be/wyH4sSdmn6g>

- [Principal Monthly Report \(PMR\)](#)
- [Grade Race Sex \(GRS\)](#)
- [Retention Promotion \(RP\)](#)
- [School Activity Report \(SAR\)](#)
- [PowerTeacher Attendance Tips for 2020-20201 and Beyond](#)

Become a Home Base Empowered Educator!

To kickoff the 2020-2021 school year, the Home Base Team has created a series of eight 30 minute mini-webinars that are available on demand to help you make the most of Schoolnet, Canvas, and #GoOpenNC! CEU credit and a digital badge can be earned by watching at least two webinars. For more information, please visit bit.ly/homebaseb2school20



Canvas Monthly Webinars



Join us, starting in September, for monthly webinars to learn more about Canvas. Webinars will be one hour long and offered at 3 p.m. and 7 p.m. to help you attend the session that best fits your schedule. Educators who attend a live webinar will receive a CEU certificate for 0.1 CEU that is recommended for Digital Learning Competency Credit. All webinars will be recorded and archived on our YouTube channel to rewatch as needed. To register for our Canvas webinars, please visit: bit.ly/nccanvaswebinars

#GoOpenNC Monthly Webinars

Join us, starting in September, for monthly webinars to learn more about #GoOpenNC. Webinars will be one hour long and offered at 10 a.m., 3 p.m., and 7 p.m. to help you attend the session that best fits your schedule. Educators who attend a live webinar will receive a CEU certificate for 0.1 CEU that is recommended for Digital Learning Competency Credit. All webinars will be recorded and archived on our YouTube channel to rewatch as needed. Make sure you [register today](#) for our upcoming webinars!



Schoolnet Monthly Webinars

Join us, starting in September, for monthly webinars to learn more about Schoolnet. Webinars will be one hour long and offered at 10 a.m., 3 p.m., and 7 p.m. to help you attend the session that best fits your schedule. Educators who attend a live webinar will receive a CEU certificate for 0.1 CEU that is recommended for Digital Learning Competency Credit. All webinars will be recorded and archived on our YouTube channel to rewatch as needed. To register for our Schoolnet webinars, please visit: bit.ly/ncschoolnetresources



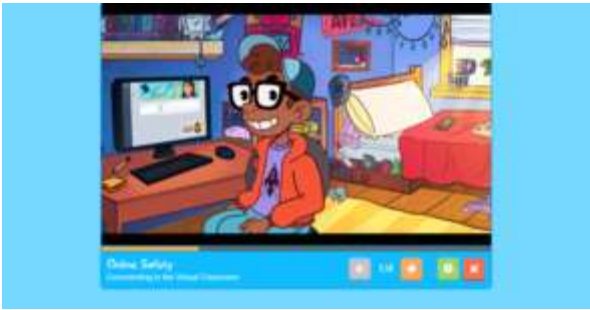
NCEES October Webinars

Please click titles to register.

- [NCEES Do you know tips](#) - Tuesday, Oct. 13, 4-5 p.m.
 - Do you know what you don't know? In this session participants will learn tips that may help improve timely processing within NCEES on the My Staff page, the Staff Evaluation page, professional development and more.
- [Cultural Leadership for Principals](#) - Tuesday, Oct. 20, 4-5 p.m.
 - Examine the practices that reflect Cultural Leadership
 - Recall how to ensure teachers share their instructional resources
 - Understand the importance of a leaders visual presence
 - Identify failure as an opportunity to begin again
 - Explore the impact of efficacy and empowerment on student achievement.
 - Provide evidence, artifacts and questions for the self assessment and evaluation.
 - This session will:
- [Using Staff Groups, PD Playlists](#) - Tuesday, Oct. 27, 4-5 p.m.



Participants will learn how creating Staff Groups in NCEES can be utilized for evaluation and professional development, and will be creating PD Playlists.



NEW: Learning.com Remote Learning Lessons

Four new remote learning lessons are now available to help learners better navigate remote and hybrid learning. These new lessons are intended for use with students in grades 3-8 and lay the foundation for effective remote learning by teaching students how to communicate

virtually and troubleshoot their tech issues independently.

New Lessons

- Navigating common virtual classroom applications
- Actively participating in online discussions and virtual meetings
- Practicing good etiquette by respecting other students and the teacher
- Troubleshooting common tech problems such as turning on their device or connecting to their webcam and audio

These lessons are located under the Library's NC Remote Learning Sequences, Online Safety and Digital Citizenship tile, and in Tech Quest.

Additionally, infographics (e.g., Tips for Successful Online Learning, and Troubleshooting Tips) are available on the Student Resources Help screen that can be used by students (all grades) and parents to help them establish processes at home for successful remote learning.

NCWiseOwl EBSCO Webinars 2020-2021

PSUs, please share this message with your teachers.

Want to love and utilize [NCWiseOwl](https://www.ncwiseowl.org) even more? Attend the upcoming webinars available from our database vendors!

Britannica School:

- Britannica School for Remote Learning
- Britannica School for Parents
- Britannica Basics for Elementary Educators
- Britannica Basics for Secondary Educators
- Sharing Britannica Content on Google Platforms
- Preparing Digital Content Sets for Instruction
- Britannica Tools to Support Reluctant Readers
- Britannica School - STEAM in Focus
- Britannica School - Arts & Humanities in Focus
- Britannica Tools to Support English Language Learners

EBSCO:

- EBSCO Reference Center Exploration
- EBSCO Online Classroom Tools and Integration Tips
- EBSCO Online Classroom Tools and Integration Tips

Please visit the [Toolkit](#) professional learning section for detailed descriptions and registration information. All webinars are recorded and posted after the sessions.





Learning.com

In this week's Friday Round Up, we are spotlighting one of our very own Home Base Tools, [Learning.com](#).

Remote Learning Essentials: Word Processing - Keyboarding, Online Safety and Digital Citizenships, Earn PD and Continuing Education Units

[Learning.com](#) offers every tool to aid the teacher in remote instruction and making remote learning simplistic for the student. The site is set up as a gamified system and the student can choose their own avatar. Additionally, infographics called Tips for Successful Online Learning and Troubleshooting Tips are available from the Student Resources Help screen that can be used by students (all grades) and parents to help them establish processes at home for successful remote learning.

On the home page you can explore all 12 curriculum sections that are offered. In addition to those mentioned above, the others are coding, computational thinking, computer fundamentals, multimedia, internet usage & communications and presentations. Each section has lessons, application exercises, discussions, skills checks and quizzes to aid the teacher with instruction of the course. The teacher can also create their own class and use information provided in the library section.

Tech Quest, another tool within Learning.com, can be used to auto assign a sequential grade curriculum and it will auto score the lesson for the teacher. The sequential curriculum can be either focused where the student has to complete the curriculum in sequence or it can be open where they do not have to complete the curriculum in sequence. There is an [on-line training center](#) that guides teachers on the usage of Learning.com: how to create classes, downloadable pacing guides that can also be customized, and how to assign the sequential lessons, etc.

This tool is available to both Tier 1 and Non Tier 1 PSUs. To learn more about Learning.com and how your PSU can take advantage of this great remote learning tool and in addition, how Professional Development Units can be earned and free training can be customized to your district or charter school needs, please contact [Tiffany Kinney](#), Learning.com State Program Manager.

IMPORTANT: 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 **(NEW)**

URL: https://ncgov.servicenowservices.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, phone, or by opening a case ticket.

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

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