



August 23, 2019

Digital Teaching and Learning

DISTRICT SUPPORT



NC SIS Weekly Email Bulletin

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Successful PowerSchool Upgrade!

The 19.4.2 PowerSchool upgrade was a huge success - thanks to our DPI Upgrade team, PowerSchool, and volunteer coordinators from the field. For the first time since North Carolina implemented PowerSchool in 2014, we are running the latest version of the application and have plans to remain no more than 6 months behind the release of the newest versions. Our DTL team worked intensely this week, providing daily resources to assist users in this transition. We understand that there are many eager users ready to jump into contact consolidation and cleanup. That will be our next focus moving into the first few weeks of school. Be on the lookout for more instructions next week.

Check out some of the advantages this upgrade now affords to our public-school units:

- **ACT Release Enhancement**

NCDPI is now required to collect information about disclosing college readiness assessment data to colleges and universities. Parents must consent to the release of this information before it can be collected. During the PowerSchool upgrade process, the Parent Portal was modified to include a new menu option titled "North Carolina Options". This is where the new ACT opt-in enhancement exists for parents to give their consent. We realize that not all public-school units grant web access for parents, therefore we are also planning to place this field in the PowerSchool Admin Portal. More details will be provided as we bring this project to completion; however, information about how to opt-in using the Parent Portal is included in the document below.

- [ACT Enhancement Technical Documentation.pdf](#)

- **Incident Management Enhancements**

The new version of PowerSchool includes several enhancements to Incident Management, including the ability to enter quick incidents, re-associate action elements, and view/filter the student's role(s). A quick tip document has been created to provide more information about these enhancements.

- [Incident Enhancements.pdf](#)

Remember, all public-school units are required to continue using the NC Student Contacts screen. This will remain the authoritative source for student contacts until further notice. During the recent HBMUs, the possibility of disabling the transfer of NC Student Contacts was discussed, however, PowerSchool has confirmed that this functionality cannot be disabled. Therefore, NC Student Contacts will continue to transfer when students move from one public school unit to another within North Carolina.

As mentioned above, members of the Digital Teaching and Learning team have been working to create quick tip documents to assist users in troubleshooting and utilizing some of the new functionality. Those documents are listed below for your convenience:

- [Consolidating Contacts.pdf](#)
- [PTPro Grade Calculation Errors.pdf](#)
- [Hiding Classes from Students and Parents.pdf](#)

Additional documents that may be reviewed are below:

- [PowerSchool-version-19-upgrade-FAQ.pdf](#)
- [PS-QRD-Clearing-Guardian-Email-StudentFieldValue.pdf](#)
- [PS-QRD-Exporting-Guardian-Email.pdf](#)
- [PowerSchool 19.4.2.0 Upgrade Webinar](#)

More details of changes included in this upgrade may be viewed in [PowerSchool 19.4.2.0 release notes](#).

PowerSchool to ECATS Data Flow



Students' contact information is being fed to ECATS from PowerSchool every night. These records, inclusive of the 'Relationship' field required by ECATS, are pulled from the **"NC Student Contacts"** page (Guardians table) in PowerSchool. For contacts to populate in ECATS, the information must be entered on the **"NC Student Contacts"** page which houses all the required information.

The parent records located on the top of the **"NC Student Contacts"** page are populated by PowerSchool from the student "General Demographic" page and do not include all ECATS required fields. Therefore, in order for the mother/father contact records to flow to ECATS, these contacts must also be entered on the **"NC Student Contacts"** page in the Contacts list in order to feed ECATS.

NC Student Contacts

Button, Benjamin B 6 ~~XXXXXXXXXX~~ HIR: ~~XXXXXXXXXX~~ Transferred Out

Important! Please ensure changes made here are also made on the Core Student Contact page. Start Page > Student Selection

Label	Name	Home Phone
Mother	Button, Mama	
Father	Button, Papa	

ECATS IS PULLING FROM CONTACTS 1 and higher. Mother and Father from the top must be entered as contacts at the bottom in order for their contact information to flow to EDDIE.

New Contact

Call Sequence: 1 Prefix: Mr. **Copy to Mother** **Copy to Father**

Type: Parent Living With: Yes **Can Pick Up: Yes**

Relationship: Mother **Can Pick Up: Yes**

Unlisted: No Speaks English: [dropdown]

Correspondence: No

First Name: Mama Last Name: Button E-Mail: [input] **Delete**

Address: [input] Home Phone: [input] Day Phone: [input] Cell Phone: [input]

Call Sequence: 2 Prefix: Select **Copy to Mother** **Copy to Father**

Type: Parent Living With: Yes **Can Pick Up: Yes**

Relationship: Father **Can Pick Up: Yes**

Unlisted: No Speaks English: No

Correspondence: No

First Name: Papa Last Name: Button E-Mail: [input] **Delete**

Address: [input] Home Phone: [input] Day Phone: [input] Cell Phone: [input]

Call Sequence: 3 Prefix: Select **Copy to Mother** **Copy to Father**

Type: Other Living With: No **Can Pick Up: Yes**

Relationship: Aunt **Can Pick Up: Yes**

Unlisted: No Speaks English: No

Correspondence: No

First Name: Snow Last Name: White E-Mail: [input] **Delete**

Address: [input] Home Phone: [input] Day Phone: [input] Cell Phone: [input]



Chrome and NCEdCloud

DPI has been made aware that some Chrome users are not able to login to the NCEdCloud IAM Service when they are also logged into their Google Chrome Profile. The NCEdCloud IAM Service vendor, Identity Automation, has filed a bug report with Google to accelerate a fix for Google Chrome. Until an update for Google Chrome is released, users can use one of the workarounds listed below to access the NCEdCloud IAM Service in such cases:

- Log out of Google Chrome Profile account prior to logging into the NCEdCloud IAM Service
- Use a browser other than Google Chrome

We will update you as we receive new information, and thank you for your patience.

DIT Patching

The NC Department of Information Technology (DIT) will be performing monthly Linux patching, including the UID System servers, this Sunday, August 25, 2019, between 4:00 a.m. and 12:00 p.m. The Staff and Student UID systems will be unavailable during this time. Therefore, please do not enroll, transfer and/or update student demographic information in PowerSchool during this period.



New Alerts for 504 and MEP

This is an update that will satisfy several PowerSchool administrators! A new 504 and Migrant alert has been created and is being pushed out to all instances today. The 504 Alert will notify the user that the student is a student that has a 504 special program. The MEP Alert will notify the user that the student is currently a Migrant Eligible (MEP) student. The alerts are displayed in the Admin Portal on all student screens as well as in the Teacher Portal on the Student Backpack screens. The [Alerts QRD](#) has been updated to reflect these new additions.

Contacting PowerSchool Support

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.



***For all other Home Base support needs (*Schoolnet, NCEES/Unified Talent, IAM/SSO (NCEdCloud), Staff & Student UID (eScholar)*) contact the Home Base Support Center at https://ncgov.service-now.com/sp_dpi or phone: (919) 807-4357, Monday - Friday, 7 a.m. to 4 p.m.



Back to School Reminder - Set Schoolnet Roles in PowerSchool

As we start the 2019-2020 school year, please remember to update teacher and staff roles in PowerSchool for Schoolnet (Select A Staff Member--->Security Settings--->Applications). Any teacher or staff member who has changed schools or is new to the public-school unit will need their Schoolnet role updated in PowerSchool. Without a correct role assigned in PowerSchool, teachers and staff will not be able to access Schoolnet or may see inaccurate information. Please be reminded that any changes to Schoolnet roles in PowerSchool

requires an overnight sync to take effect.

Thank you for your help during this busy time of year!

Back to School Tips for 2019-2020

Common PowerSchool Start of Year Issues

As you prepare to return back to school, remember to review the quick reference document, [Common PowerSchool Start of Year Issues](#). In it you will find reference materials and tips that are useful in answering common start up questions.



Enrolling New Students and Using the Student UID Search

In order to avoid creating duplicate students, please remember to search the Student UID system when enrolling a new student into PowerSchool. This, along with entering the student information into PowerSchool **exactly** as it is in the Student UID system, is one of the key components in executing a successful student enrollment. Changes or updates to student demographic information should be done **after** enrolling the student in your LEA. Explicit instructions on how to perform a student search using the Student UID System can be found in the [Student UID: Student Search Guide](#). If you are not registered to use the Student UID System, a step by step registration process is available at <http://www.ncpublicschools.org/cedars/uniqueid/student/registration/>.

Also, a "[Student Transfer Cheat Sheet](#)"

that gives quick steps to different scenarios of the transfer process is available on the NC SIS site. Please take advantage of this and other resources. If you have questions or need further assistance, contact the Home Base Support Center at (919) 807-4357 or submit a ticket through the [Remedy Portal](#).

NCDPI Standards

Users may now access the new [NCDPI Standards](#) from the NC SIS Home page. This [link](#) has been placed here for easy access. The spreadsheet is also accessible from the [NC SIS Standards Based Grading and Reporting page](#), as well as the [PowerTeacher Pro Resource page](#). For more documents relating to Standard Based Reporting, visit these pages.

Running the PMR (Principal Monthly Report)

If you have the “red circle” by a school’s PMR, here are a few things you can do to hopefully find the issue.

1. Check that students do not have an entry date prior to the first day of school. To search for an entry date prior to the first day of school navigate to the student’s search field and enter **EntryDate < mm/dd/yyyy** (student’s first day of school). Any student returned should have the entry date reviewed and changed to the first day of school if showing a different date.

Note: You can also use the PowerTools > **School Enrollments Outside the Years and Terms** report to find these students.

2. If finding and correcting the entry date does not correct the issue, review the error message. This will sometimes help in determining the issue. If the problem continues, send this error to the support center for further research. To find the error message at the school level, navigate to Start > Setup – System > Reports > Report Queue Settings - ReportWorks tab. Click the Completed Reports to find and open the failed report. The Error Message Area will identify the problem.



Upcoming Training

NCEES August Webinars

Mark your calendars for the NCEES August webinars. All webinars will be recorded and posted to the Webinar Series document located on <http://bit.ly/ncees-support>. Please click here to review the full list: [NCEES 2019-2020 Webinars](#).

New Assistant Principal NCEES Series- Participants only register 1 time for all 10 meetings included in the series.

Description: New assistant principals need consistent ongoing support. This New Assistant Principal NCEES Series will offer 10 meetings over the 2019-20 school year. Each meeting will address *timely topics* to support NCEES, ensuring fair and reliable practices for assistant principals to support teacher growth. This series will also focus on the growth and development of the AP using the NC School Executive Standards within the AP evaluation process. An agenda outline for all 10 meetings has been developed.

In addition, participants will have a [link to submit questions and ideas](#) for topics/ standards to be covered throughout the series. This participant driven agenda will provide relative professional development that is immediately applicable for leader success. A deeper study of the standards will be guided by the feedback survey.

Note: The agenda may change throughout the series depending on professional development needs of the participants.

[Link to agenda outline for all 10 meetings](#)

Target Audience: NEW Assistant Principals

Dates: Tuesday, Aug 27, 2019, September 24, October 29, November 26, January 28, February 25,
March 31, April 28, May 26, June 16

Time: 4-5 p.m.

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

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