



August 30, 2019

Digital Teaching and Learning

DISTRICT SUPPORT



NC SIS Weekly Email Bulletin

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Welcome back, PSU staff! We hope you had a fantastic summer. While you were away, several exciting things took place in Digital Teaching and Learning. First we would like to start with the new-hires.



Digital Teaching & Learning Gets New Leader

Vanessa Wrenn has joined the Department of Public Instruction as the new director of the Division of Digital Teaching and Learning (DTL) after 22 years of experience working as an educator and administrator. She is focused on innovative approaches to teaching and learning in the digital age, especially broadening equitable access to quality digital resources and also blended instruction and personalized learning.

Prior to joining DPI, Wrenn served in Granville County Public Schools as the director of digital teaching and learning, chief technology officer, director of career and technical education, and online learning. During her time as director of digital teaching and learning with Granville schools, Wrenn led the implementation of the digital learning plan, device equity, infrastructure expansion, and the development of digital learning competencies for teachers and administrators. She has earned CETL and CeCTO certifications and maintains National Board for Professional Teaching Standards certification in career and technical education. Wrenn engaged educators at all levels in innovative models of professional learning and strategic planning to support digital age teaching and learning.

"I am honored to have the opportunity to lead Digital Teaching and Learning," Wrenn said "I'm truly excited about the impact of the DTL community, serving the state, expanding the value of personalized learning and showcasing the importance of the digital age learning voice on important issues facing public education."

A North Carolina native, Wrenn began her career as a career and technical education teacher, where she was awarded NCACTE Marketing Teacher-of-the-Year. She earned a bachelor's degree and a master of science in curriculum and instruction from North Carolina State University, and she holds a doctorate in education from Liberty University. Wrenn has developed and directed blended and online schools, which leverage innovative practices in digital-age learning. Wrenn said she is committed to superior customer service to all public schools and school transformation through digital teaching and learning.

New Trainer Joins DTL Team

Tessa Parker Hine, a professional learning specialist, comes to the Digital Teaching and Learning team with 13 years of customer service and IT experience, six years of PowerSchool experience, and an associate of applied science in computer information technology.

Hine previously worked on the DPI service desk, supporting many applications, including PowerSchool, NCEES, NCID, UID, IAM, and others. She is PowerSchool, PowerScheduler, PowerTeacher Pro, and Frameworks certified.

She has also obtained several IT certifications from A+ to Microsoft certifications, and is currently working on a Google for Education certification. During her six years on the DPI service desk, she



progressed through the ranks from tier 1 to tier 2, and most recently Technical Team lead.

Summer Updates on Home Base Tools



PowerSchool Upgrade!

Upon your return, you are experiencing a recently upgraded PowerSchool application that features many new enhancements to help make your work-life much easier. For the first time since the inception of PowerSchool in the state of NC, 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. Details of changes included in this upgrade may be viewed in [PowerSchool 19.4.2.0 release notes](#).

Schoolnet Upgrade!

Over the summer, Schoolnet was also upgraded to version 21.0. New in this version is an easier search process to find assessment items and create answer key only tests. More information about the new version can be found in the [release notes](#).



NCEES New Orientation Support Resources!

NCDPI has added a Beginning of Year Orientation page on the [NCEES Google Site](#) that can be used as a supplemental resource to the orientation meeting. We recommend staff to view the NC Teacher Orientation recorded webinar presentation together. Click the following link to view support resources for [Beginning of Year Orientation](#).

Stay apprised of all Digital Teaching and Learning happenings by subscribing to our [Home Base Bulletin](#) and [NC SIS newsletter](#).

New and Updated Documents on the Web!



NCDPI Home Base Staff are working to update all PowerSchool documents to the most current version. Below are a few of the documents that have been updated:

- [Attendance Preferences - Meeting Attendance \(QRD\) - 8/29/2019](#)
 - [Clock In/Clock Out - Meeting Attendance \(QRD\) - 08/23/2019](#)
-

2019-2020 Student Accounting Reminders



State Reporting

- Run reports early to allow plenty of time for data validation
- Approve reports at both school level and LEA level
- Review **ALL EXCEPTIONS** and clear **ALL FATALS** before approving
- Principal's Monthly Report (PMR)
 - Submission Due every school month – **BE AWARE OF DUE DATES TO AVOID PMR LOCKS**
 - PMR Intervals for Month 1 and Month 2 must be 20 days
 - ADM is reported in the PMR – **CHECK AND DOUBLE CHECK BEFORE FINALIZED**
- **Grade Race Sex (GRS)**
 - Collected and Submitted with Month 1 PMR
 - State Reports > Month 1 PMR Review > GRS Views
 - **Retention Promotion (RP)**
 - Submission Due 10/27/2019
 - Previous year retentions and promotions in membership last instructional day
 - Does not collect graduate data

Remember...

- If a student is not present on the first day of school, the student is not considered enrolled unless the student is involved in the staggered kindergarten process or homebound
- Attendance must be taken each day of the school year
- A student must be present at least one-half of the school's instructional day in order to be counted present for that school day
- Students enrolled for a fractional part of the school month will receive only a fractional part of membership
- Students must have a class schedule at least one-half of the instructional day to be included in ADM

Helpful PowerSchool Student Searches. . .

- Missing student admission status
 - `ADMISSION_STATUS_CODE=`
- Missing FTE
 - `FTEID=`
- Student with Entry Date prior to First Day of School
 - `EntryDate <mm/dd/yy (first day of school)`

If you have technical issues running and approving reports or with inaccurate data produced in your reports, please submit a ticket to PowerSchool support: <https://help.powerschool.com/>. Send policy questions to Student Accounting at studentaccounting@dpi.nc.gov.

schoolnet® **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 students 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.

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.



3 Zoom Meeting Invitations

IPT Certification Overview

PowerSchool Coordinators,

You are invited to attend one or all three of the Zoom Meeting webinars that will be hosted by PowerSchool on the dates listed below. The meeting will include details on how to become NCDPI PowerSchool IPT certified. This

certification is essential for serving as a lead support contact for your district. If you have questions, please reach out to the Home Base Team at home_base@dpi.nc.gov.

1. Zoom Meeting

Topic: NCDPI PowerSchool IPT Certification Overview

Time: Sep 10, 2019 10:00 AM Eastern Time (US and Canada)

Join Zoom Meeting

<https://powerschool.zoom.us/j/652806891?pwd=d0N1Yjlpb01za3dzaHFQZWttZkUydz09>

Password: carolina1

One tap mobile

+19294362866,,652806891# US (New York)

+16699006833,,652806891# US (San Jose)

Dial by your location

+1 929 436 2866 US (New York)

+1 669 900 6833 US (San Jose)

+1 647 558 0588 Canada

Meeting ID: 652 806 891

Find your local number: <https://zoom.us/u/acVGuLzIIF>

Join by Skype for Business

<https://powerschool.zoom.us/skype/652806891>

2. Zoom Meeting

Topic: NCDPI PowerSchool IPT Certification Overview

Time: Sep 11, 2019 10:00 AM Eastern Time (US and Canada)

Join Zoom Meeting

<https://powerschool.zoom.us/j/432639211?pwd=ZmpZTU1keStodWk0YVVmWGtZVmxLZz09>

Password: carolina1

One tap mobile

+19294362866,,432639211# US (New York)

+16699006833,,432639211# US (San Jose)

Dial by your location

+1 929 436 2866 US (New York)

+1 669 900 6833 US (San Jose)

+1 647 558 0588 Canada

Meeting ID: 432 639 211

Find your local number: <https://zoom.us/u/acVGuLzIIF>

Join by Skype for Business

<https://powerschool.zoom.us/skype/432639211>

3. Zoom Meeting

Topic: NCDPI PowerSchool IPT Certification Overview

Time: Sep 12, 2019 01:00 PM Eastern Time (US and Canada)

Join Zoom Meeting

<https://powerschool.zoom.us/j/794762137?pwd=ekNoTzZyRTBiZXU1cVd6RmdlY2FSdz09>

Password: carolina1

One tap mobile

+19294362866,,794762137# US (New York)

+16699006833,,794762137# US (San Jose)

Dial by your location

+1 929 436 2866 US (New York)

+1 669 900 6833 US (San Jose)

+1 647 558 0588 Canada

Meeting ID: 794 762 137

Find your local number: <https://zoom.us/u/acVGuLzIIF>

Join by Skype for Business

<https://powerschool.zoom.us/skype/794762137>



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](#) .

1. [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.

2. [BOY for Principals- \(Unified Talent\)](#)

Description: Participants will gain a better understanding of the beginning of the year process for Principals. Outlined topics include Reviewing the Teacher Evaluation Process, Assigning Rights, Confirming Evaluation Plan Types of Staff, Reviewing the Principal Evaluation Process and Beginning the Principal Evaluation Plan. Special attention will be focused on how to use the PDP.

Target Audience: Principals

Date: Tuesday, Sept 10, 2019

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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