



July 26, 2019

# Digital Teaching and Learning

DISTRICT SUPPORT



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## NC SIS Weekly Email Bulletin

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## PowerSchool Support Reminders

### In case You Missed It!

Effective July 15th, PowerSchool Support provides all technical support for your SIS instance.

### Three 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 **NEW! - This is a dedicated NC Support line**

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

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## PowerSchool Upgrade - version 19.4.2

PowerSchool Phase I upgrade to version 19.4.2.0 will occur the weekend of August 16-19. PowerSchool will be brought down on Friday, August 16, 2019 at 5 p.m. and returned to service no later than Monday, August 19, 2019 at 6 a.m.

In order to be fully prepared, please consider completing the following items prior to the upgrade on August 16, 2019.

- Run any AutoComm/AutoSend which are currently using FTP because FTP will not be available after the upgrade. This includes third party applications your Public School Unit (LEAs/Charters) may use.
- Upgrade your AutoComm/AutoSend from FTP to SFTP
- Save/Print any of the following you may need for Open House, return of Teachers, etc. (These are just a sampling of items)
  - Homeroom Lists
  - Class Rosters
  - Student Schedules
  - Student Parent Contacts (Reports>NCDPI Reports>Auto Dialer Extracts)
  - Progress Reports (Year-round schools)
  - Report Cards (Year-round schools)



PowerSchool Phase II upgrade, which will improve the functionality of contacts, will occur January 2020. More detailed communications addressing the impact of the new contact functionality will be forthcoming.



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## Graduation Data Verification Report - Deadline Extended to July 31

**All LEAs must run the GDV Report, even if you did not make corrections/edits. See message below.**

DPI and PowerSchool have received several requests for clarification on the GDV report that was originally due today, July 26. We are offering the following information in hopes that it will bring clarity to the report, specifically regarding summer graduates. In addition, **we are extending the GDV deadline to July 31**. Even if you have already approved your district's GDV report, after reading the

following information, you may want to go back and make corrections to graduate records and submit again.

**In order for 2019 summer graduates to be included in this year's cohort graduation rate, students who graduate between July 1, 2019 and July 15, 2019, must have a graduation date that is June 30, 2019 or earlier.** As the current report is designed, all graduates with a diploma issued/granted date of July 1, 2019 or after are flowing into the

2019-20 GDV. This will be changed to include the fifteen day extension for the 2019-2020 report, but for now you must modify the diploma dates for your summer graduates to be captured. ***This year's GDV report should include all students with a diploma date of July 1, 2018- June 30, 2019.*** You may ignore the fact that this year's summer graduates will not be labeled as such on the current report.

Public School Units experiencing further issues with the GDV report should contact PowerSchool Support.

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### EDDIE Sync Update



NCDPI is aware that EDDIE and PowerSchool are still out of sync. PowerSchool Hosting identified the problem yesterday, but could not make the change prior to the 8pm nightly process. NCDPI has asked PowerSchool to load the latest file prior to the close of business today. DPI and PowerSchool staff will monitor this process over the weekend in hopes of having both applications in sync by Monday morning. We will continue to keep you informed as we learn more. At this time, there is no need to contact PowerSchool or Home Base Support about these sync errors.

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### Teacher In-Field Out-of-Field

The Teacher In-Field Out-of-Field report deadline set for July 19 was extended. A new date is being determined and will be communicated once confirmed.





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State Board of Education | Department of Public Instruction



**Remember to Register for the Next Home Base Meet-Ups!**

The first round of Home Base Meet-Ups for the 2019-20 school year is scheduled for Monday, August 5 through Thursday, August 8. These collaborative sessions are great opportunities for networking and sharing ideas.

**Note: Canvas will be offered on Wednesday, August 7 only. There will be a streaming option available for those who want to join virtually.**

For complete registration details, please link to the [August 2019-20 HBMU Invite](#). Click on the following bi.tly to register: [http://bit.ly/HBMU\\_Aug2019REG](http://bit.ly/HBMU_Aug2019REG).

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## Upcoming Training Event

### PowerSchool New User 3-Day Training

This three day workshop is designed to be an introduction to PowerSchool SIS for administrative users. The workshop covers basic navigation of the PowerSchool start page, functions of the main menu, how to search for students/staff/contacts, managing attendance, managing staff security, and more. Attendees must be an employee of the school and not a management company. This workshop will be limited to 30 attendees so that maximum interaction is possible.

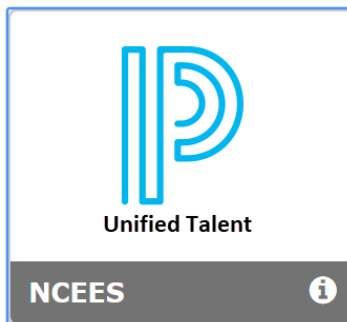


**Dates:** August 12, 13, 14, 2019

**Where:** NCDPI Bldg, Room 150 N, 301 N. Wilmington Street, Raleigh, NC

**Registration Link:** <http://bit.ly/PSNewUserRegister2019>

Please visit the [NC SIS Calendar](#) and [Home Base Calendar](#) frequently for upcoming trainings and webinars.



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## New NCEES Vendor Support- PowerSchool

As a result of the 2018 acquisition of the North Carolina Educator Effectiveness System (NCEES) solution by PowerSchool, NCDPI has moved vendor maintenance and support of NCEES directly to PowerSchool by adding it to the main PowerSchool contract effective 7/1/2019. This is a contractual change and has no impact on the usage, implementation or support for the system.

NCEES district admins should continue to submit system issues to the ServiceNow Support Desk until further notice from NCDPI. To open a help desk ticket access the Support Portal at: [https://ncgov.service-now.com/sp\\_dpi](https://ncgov.service-now.com/sp_dpi) (Login with your NCID) Or call: 919-807-4357. Support for our Public School Units (LEAs and Charters) is very important to NCDPI and we look forward to continuing to serve our district's needs.

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## New Charter Shout Out!

The Digital Teaching and Learning Team would like to thank the fourteen new charter schools opening in the 2019-2020 school year for their hard work over the past two weeks. Charter leaders worked diligently to set-up their new instances in preparation for their very first year! We appreciate your time and dedication in preparing for a successful opening of your charter school!



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

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