Digital Teaching and Learning

DISTRICT SUPPORT

HOME BASE

NC SIS Weekly Email Bulletin

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Special Maintenance Weekend
October 11-13, 2019

A special maintenance weekend has been scheduled for October 11-13. The purpose of this maintenance is to upgrade all North Carolina PowerSchool instances to 19.4.4. This version upgrade has many key fixes, but the most important one for NC customers is the transfer of student records issue.

Key fixes include the following:

- The PowerScheduler Student List Report currently sorts in random order. After upgrading to 19.4.4, the report will sort by grade level, then alphabetically by name.
- Transfer of student records currently fails when students leave a school and return at a later date. This has been resolved in PS 19.4.4.

- The school Course page Print function does not load the list of courses as expected. This has been resolved in PS 19.4.4.
- The Traditional Grade Calculation page errors out when there are reporting terms with duplicate dates. This has been resolved in PS 19.4.4.
- As part of this release a number of stability issues around Attendance Nightly have been resolved. Some of the key items include:
  - In the event that the DB was restarted while the Attendance Nightly was processing the Attendance Nightly job would no longer run. **Note:** On database startup the Attendance Nightly job will be dropped and any invalid indexes due to the process will be rebuilt. This may cause the database service to take longer to start.
  - In the event of an error the Attendance Nightly job will stop and any invalid indexes due to the process will be rebuilt to maintain acceptable PowerSchool SIS performance.
  - The Attendance Nightly job will commit more frequently to reduce the length of time of table locks.
  - Depending on the number of physical CPU's available to Oracle, indexes may be rebuilt in parallel to enable faster index rebuilds.
  - The Refresh Premier Attendance function can cause Attendance Nightly to fail or result in severe performance degradation. With this release, the Refresh Premier Attendance function will result in an error in the logs and not run if Attendance Nightly is running. The report will show completed even though it did not run. A future PowerSchool SIS version will fix the report to accurately report the failure as well as prevent the execution of the report while Attendance Nightly is executing.

Questions pertaining to this maintenance may be addressed to the Home Base team (home_base@dpi.nc.gov).

Student Information System Modernization Survey

Superintendent Johnson recently sent out a communication to all PSU superintendents about the effort to modernize North Carolina's Student Information System (SIS) into an integrated, next-generation, comprehensive, multi-module system. The attachment in this email was shared by the State Superintendent on September 20, 2019.

As mentioned in the attached communication, we are excited to announce the launch of the Student Information System (SIS) Modernization Survey on **October 7, 2019**. The survey will remain open for three (3) weeks and close at midnight on **October 29, 2019**.

The survey is designed to obtain your inputs to:
1. Identify areas for improvement.
2. Discover opportunities to better support your needs.

The priorities listed in the Superintendent's memo will serve as the guiding principle for the modernization effort:
1. Adoption of configurable non-customized platforms;
2. Dedication to protecting data confidentiality and data ownership;

3. Development of contemporary data integration and reporting environment;
4. Highly accessible and reliable services with scalable infrastructure; and
5. Standards-based integration with third-party systems and services.

The inputs from the survey will be the backbone to further refine the principles and develop an action plan for the Modernization effort.

You are our critical partner in this engagement. Please complete the survey and provide candid feedback and encourage your teams to complete the survey.

Survey results and next steps in the modernization effort will be shared. If you have any questions about the survey, please do not hesitate to reach us at - SISModernization@dpi.nc.gov.

- Modernization letter.pdf

PowerSchool Certification Exam Deadline Extended to Oct. 31, 2019

NCDPI is pleased to share that we have come to an agreement with PowerSchool to extend the initial certification exam for those wanting to attempt to "test-out" and not attend the 5-day IPT training. We realize many of our technical contacts were tasked with multiple responsibilities and may not have been able to take, or finish, the exam prior to the initial September 30 deadline. For those who have already tested, we appreciate your promptness.

Important: Unfortunately, this extension is not granted to those who have already taken the test. Per the contract, each technical contact only has one opportunity to attempt to test out and if they fail, they must attend training before attempting to retest. This is based on the terms of the contract with regards to funding and the agreed-upon budget within the contract.

The **new deadline** for completing the initial free exam is **October 31, 2019**. Please be mindful that some of our IPT trainings are filling up, so the sooner you take the test, the better your chances will be of securing a seat at an IPT session that is most convenient for you. Click the link below to submit a request for the IPT test link.

Request the IPT test link

If you fail the initial certification test and are not able to secure a seat in an upcoming training due to limited availability, your PSU will be responsible for the cost incurred to have a certified PowerSchool SIS technical contact. The cost to retest in this instance will be $500.

IPT Training/Certification for PowerSchool Support - Update

As previously announced, NCDPI has coordinated with many districts across the state to setup 13 locations for the required PowerSchool IPT certification training starting October 7, 2019. **Two locations, Lenoir County Professional Development Center (Oct. 7-11)**

and Mills River Academy (Oct. 14-18), have been canceled due to low registration numbers. If you plan to register for the training, please do so as soon as possible by clicking the following link: IPT Training. This will prevent further cancellations.

When registering, only complete the form once. Seats are limited and those who have not taken and passed the IPT certification test will receive priority. If you have already passed the certification test you will be moved to the waiting list for that location, and we will notify you if space is available. If we do not receive at least 20 registered attendees for a training, we will unfortunately need to cancel the training and notify all who have registered. For more details regarding the required training and certification, review the IPT Certification Training FAQs.

DATES	LOCATIONS
October 7 - 11, 2019 **Canceled due to low registration numbers.**	~~Lenoir County Professional Development Center~~ ~~601 Cunningham Rd~~ ~~Kinston, NC~~
October 7 - 11, 2019	American Renaissance School: Donovan Cook Center 132 E Broad St Statesville NC
October 14 - 18, 2019	Washington County PLC Center 115 Middle St Creswell, NC
October 14 - 18, 2019 **Canceled due to low registration numbers.**	~~Mills River Academy~~ ~~96 School House Rd~~ ~~Mills River, NC~~
October 21 - 25, 2019	Booker T. Washington Educational Resource Center 66 Booker T. Washington School Road Clarkton, NC
October 21 - 25, 2019	Olive Hill Resource Room 509 West Concord Street Morganton, NC
October 28 - November 1, 2019	West Campus Computer Lab 211 E. Rose St Smithfield, NC
October 28 - November 1, 2019	Winston-Salem Forsyth County Schools 475 Corporate Drive Winston-Salem, NC
November 4 - 8, 2019	Lee County TBA
November 4 - 8, 2019	Union County Public Schools-Technology Services Center 721 Brewer Dr. Monroe, NC
November 18 - 22, 2019	Winston-Salem Forsyth County Schools 475 Corporate Drive Winston-Salem, NC
December 2 - 6, 2019	North Carolina Department of Public Instruction, 301 N Wilmington St Raleigh, NC 27601
December 16 - 20, 2019	Carolina Beach Road Complex 2814 Carolina Beach Road Wilmington NC 28412

NOTE: *All registration information is subject to North Carolina Public Records Law.*

Military Recruitment Data Collection

The Military Recruitment Data Collection (student directory) deadline for inputs and outputs is **Thursday, October 31**. The data pull will be based on two values:

1.   The value of the 'No Military Recruitment' field in the student record - on the 'Other Information' page.
2.   The value of the 'Release of Information' field.

NCDPI is requesting for the data to be set according to the above criteria **BEFORE Nov. 1, 2019**. The following QRD can assist in this work endeavor: http://www.nc-sis.org/Documents/student_info/PS_QRD_Military_Recruitment_v2.pdf.

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.

NCEES "Start New Plans" Issue - Fix Scheduled for Oct. 4

The NCEES "Start New Plans" fix is scheduled for Friday, Oct. 4 at 5 p.m. EST.

IMPORTANT TO SHARE WITH YOUR PSU (Public School Unit):
All staff must be logged out of NCEES (both Evaluations and Professional Development) by 5 p.m on Friday, Oct. 4, 2019 as the system will need at least a couple of hours of down time to implement the fix. NCDPI will communicate to NCEES Leads when staff may again access the evaluation system.

The vendor found that the root cause of the issue was due to the number of plans created in the data base. The servers will be taken down to increase this capacity. The fix down time is scheduled to last from 5 p.m., Oct. 4 through 3 a.m., Oct. 5. Testing will be performed Saturday morning and a communication of findings will be provided.

NCEES Feature Release 19.10.0.0 - Scheduled Oct. 4

This is also the weekend that system Feature Release 19.10.0.0 updates will be implemented into NCEES production.

New features will include:
- Eval & PD: New PS Help Site (under the Question Mark icon at the top of the NCEES page)
- PD: Copy Registration Link (of created PD Learning Opportunities)
- PD: SCORM courses - Access to Course Details

For more details view the following document and webinar.
- 19.10.0.0 - Document & Webinar

Principal Monthly Report (PMR) Webinar

Register now for the upcoming PMR webinar. Time, date and registration link are below.

Date: October 9, 2019
Time: 1:30 p.m.
Registration link:
https://attendee.gotowebinar.com/register/6643001167186142221

After registering, you will receive a confirmation email containing information on how to join the webinar.

NCEES October Webinars

Mark your calendars for the NCEES October webinars. All webinars will be recorded and posted to the Webinar Series document located on NCEES Support. Please click here to review the full list: NCEES 2019-2020 Webinars .

1. NCEES PD Office: Building Local PD Opportunities

Description: Want to know more about a NCEES PD Office? This session will show how to set PD Office Roles and how to build out and manage all types of differentiated staff PD Learning Opportunities that earn staff CEU credit that will show on their NCEES Transcript. We will specifically look at setting up

the CEU/Credit Type Shell and the related settings for tagging Standards, focus areas and more. As time allows we will take a look at managing the Roster.

Target Audience: NCEES PD Office Admins and Course Requestors/Approvers, PD Leads
Date: Tuesday, Oct 8, 2019
Time: 4-5 p.m.

2. **NCEES Transfer Credit Manager & PD Playlist Focus Session**

Description: Learn more about the new settings in Transfer Credit Manager and how to utilize PD Playlists. Participants will learn in Transfer Credit Manager how to set up and utilize entering staff requests to be approved for credits earned outside of NCEES that will be added to the NCEES Staff transcript. Information about the new process for teachers/staff to enter their credit requests through the NCEES online tool and who approves those requests are included. Participants will learn how to moderate and build out PD Playlists for one staff member or a group of staff to take. An example would be to build a playlists with required and elective courses: build a course playlist for beginning teachers.

Target Audience: PD Leads, District PD Office Administrators, PD Playlist Moderator/Curators/Approvers
Date: Tuesday, Oct 15, 2019
Time: 4-5 p.m.

3. **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.
Also 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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