



October 11, 2019

# Digital Teaching and Learning

DISTRICT SUPPORT



## NC SIS Weekly Email Bulletin

### In this issue:

1. Special Maintenance Weekend - Oct. 11-13, 2019
2. The SIS Survey is Here!
3. Reminder: PowerSchool Certification Exam Deadline Extended to October 31, 2019
4. IPT Training/Certification for PowerSchool Support - Update
5. Retention/Promotion Collection Reminder
6. Military Recruitment Collection
7. New Document and Recording on the Web!
8. Contacting PowerSchool Support
9. Upcoming Webinars (PowerSchool and NCEES)



## Special Maintenance Weekend October 11-13, 2019

As previously mentioned, 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 resolution for 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. PS version 19.4.4 resolves this issue.
- 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 also 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. This 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.

Please share this information with your public school units. Questions pertaining to this maintenance may be addressed to the Home Base Team ([home\\_base@dpi.nc.gov](mailto:home_base@dpi.nc.gov)).

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## The SIS Survey is Here!

This is a gentle reminder to complete the SIS Modernization Survey. The survey closes at midnight on **October 29, 2019**. Please disregard this reminder if you have already completed it.

[Link to SIS Modernization Survey](#)



Thank you for your assistance and continued support. If you have any questions about this survey, email us at - [SISModernization@dpi.nc.gov](mailto:SISModernization@dpi.nc.gov).




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## 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**

NCDPI is pleased to announce that a virtual session for the IPT certification course is now available for the week of Nov 18 - 22, 2019. This is not a self-paced course. Training for this session will be held via a zoom meeting that you will be required to log into daily to attend. A link to a server will be provided by the trainer on the first day of

training.

Registration for this option is now open via the [Google Form](#). If you have previously registered for training and would like to modify your current registration to the virtual training in November, please contact [Tessa Parker Hine](#) to have your current registration updated.

***NOTE: In an effort to consolidate training locations and dates, we have canceled many scheduled training dates. If you were scheduled for one of the canceled sessions, you have been notified via email. If you are scheduled for a training date/location that has been canceled and you need to update your registration, please reach out to [Tessa Parker Hine](#) to have your registration updated.***

<b>DATES</b>	<b>LOCATIONS</b>
October 7 - 11, 2019 - <b>Canceled due to low registration numbers</b>	Lenoir County Professional Development Center 601 Cunningham Rd, Kinston, NC 28501
October 7 - 11, 2019 - <b>In Progress - registration closed</b>	American Renaissance School: Donovan Cook Center 132 E Broad St, Statesville, NC 28677
October 14 - 18, 2019 - <b>Canceled due to low registration numbers</b>	Mills River Academy 96 School House Rd, Mills River, NC 28759
October 14 - 18, 2019 - <b>Canceled due to low registration numbers</b>	Washington County PLC Center 115 Middle St, Creswell, NC 27928
October 21 - 25, 2019 - <b>Canceled due to low registration numbers</b>	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 28655
October 28 - November 1, 2019	West Campus Computer Lab 211 E. Rose St, Smithfield, NC 27577
October 28 - November 1, 2019 - <b>Canceled due to low registration numbers</b>	Winston-Salem Forsyth County Schools, 475 Corporate Drive Winston-Salem, NC 27150
November 4 - 8, 2019	Union County Public Schools Technology Services Center 721 Brewer Dr. Monroe, NC 28112
November 4 - 8, 2019 - <b>Canceled due to low registration numbers</b>	Dennis A. Wicker Civic Center 1801 Nash St. Sanford, NC 27330
November 18 - 22, 2019	Virtual training held online via a zoom meeting
November 18 - 22, 2019	Winston-Salem Forsyth County Schools 475 Corporate Drive Winston-Salem, NC 27150
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

If you prefer to submit a new registration via the link below instead of emailing, we will update your current registration with the newly submitted information. Please ensure you use the same email address.

[IPT Certification Registration](#)

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

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## Retention/Promotion (RP) 2019-20 Collection Reminder

RP collects retention and promotion data for students that were in membership on the last instructional day of the 2018-19 school year. **The RP collection period expires October 27, 2019.** Please run the report in PowerSchool, review the data for accuracy, and approve.

For technical issues with the report, please submit a ticket to PowerSchool Support at <http://help.powerschool.com> or call 1-855-339-4790. Please forward a copy of the email confirmation from PowerSchool Support to [studentaccounting@dpi.nc.gov](mailto:studentaccounting@dpi.nc.gov). All other questions pertaining to RP reporting can also be sent to this email.



## 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](http://www.nc-sis.org/Documents/student_info/PS_QRD_Military_Recruitment_v2.pdf).

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## New Document and Recording on the Web

If you were not able to attend the PMR webinar held Oct. 9, 2019, you may do so now. The recording and presentation are available on the NC SIS website. If you experience any problems accessing the file, please notify the Home Base team at [home\\_base@dpi.nc.gov](mailto:home_base@dpi.nc.gov).

- [PMR Webinar - 10/09/2019](#)
- [PMR Presentation - 10/09/2019](#)





## ServiceNow Update from the DPI Technology Support Center

The NC Department of Information Technology will upgrade NCDPI's ServiceNow ticketing system from Kingston to Madrid during the scheduled monthly maintenance window of 1 p.m. – 7 p.m. this Saturday, October 12. Enhancements to the customer web portal

page include as follows:

- The listing of your Incidents and Requests will now be sorted **newest to oldest**, and
- All incidents and requests will now remain visible on your landing page until 30 days after they have been closed. (Currently, it is 7 days.)

Please be advised that the application may experience several outages during the maintenance window.

### COMING SOON!

Shortly after the upgrade, an enhancement will be scheduled allowing web portal customers to see ticket summaries on their incident and request dashboards. Currently, customers see only the 'assigned group' instead of their ticket summary. Stay tuned for details as we continue working to improve your support experience.

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## 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](https://ncgov.service-now.com/sp_dpi) or phone: (919) 807-4357, Monday - Friday, 7 a.m. to 4 p.m.





## 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 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 playlist 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.

### 2. [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.

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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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