



September 20, 2019

# Digital Teaching and Learning

DISTRICT SUPPORT



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## NC SIS Weekly Email Bulletin

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## Home Base Maintenance Weekend Includes PowerSchool Upgrade

PowerSchool's latest version of SIS, 19.4.3.0, will be installed on all North Carolina instances during this maintenance weekend beginning Friday, September 20 at 5 p.m. Key fixes included in this upgrade are listed below:

- **Issue:** In some cases, changing a section's term or meeting periods could result in orphaned attendance records, which can result in misrepresentation of data.
  - **Fix:** In PS version 19.4.3.0., changes to a section that would orphan existing attendance records is prevented.



- **Issue:** When editing the first or last name of a contact that has an access account, an email of the change is not sent to the contact as expected.
  - **Fix:** In PS version 19.4.3.0, the job sends an email notifying the contact of the change.
- **Issue:** When using the Data Import Manager to delete contacts that have access accounts, orphaned access accounts' records are created.
  - **Fix:** In PS version 19.4.3.0., the #delete function results in an error and any row that contains a contact that has an access account will be skipped. Additionally, any currently orphaned access accounts will be re-migrated to Contacts.

PowerSchool will be returned to service no later than Monday, Sept. 23 at 6 a.m. A message will be sent to PowerSchool Administrators once DPI receives word that the maintenance page has been removed. Be sure to notify your entire staff once you receive the completion message. DPI has been contacted frequently by teachers saying they are not made aware when the system becomes available. Please help us with this communication.



## DTL Professional Learning Job Posting - Deadline Extended

The NCDPI Digital Teaching and Learning Division is seeking to fill the following position. If you are interested or know of someone that may be interested, please share this posting. Application deadline has been extended to 5 p.m. Monday, September 23.

[Professional Learning Specialist](#)

## Reminder: Common Follow-Up Reporting - Due Sept. 30

As a reminder, Common Follow-Up (CFU) collection is due **Monday, September 30** for all schools that include grade levels 9 – 13. All warnings and errors about blank diploma types can be ignored for non-senior students; only seniors who graduated are required to have diploma type information populated. Career plans are only required for students who completed a CTE concentrator; all other students' career data may remain blank.



Please review and correct all your warnings and fatal errors that are listed on the CFU Exception reports before approving your CFU. If the CFU is not populating at a school that includes grade levels 9 – 13, reference the [PowerSchool Assigning Collections to Schools](#) document on how to add the collection to the state compliance dashboard at a school. A quick reference document, [Common Follow Up Data Collection](#), is also available on the NC SIS website.



## IPT Training/Certification for PowerSchool Support

Effective July 15, 2019, PowerSchool product support transitioned from DPI to PowerSchool. As a result, individuals submitting cases to PowerSchool must be IPT certified. IPT certification needs to be completed by January 1, 2020.

We realize we have many great PowerSchool coordinators who are experts in the field. This certification will allow you to showcase your expertise and earn a badge. Others, who are not as experienced, can use this as an opportunity to expand your knowledge and understanding of the PowerSchool tool at no cost to you. This structure will also help us, NCDPI, develop a baseline for skilled PowerSchool coordinators and data managers.

While PowerSchool is offering a 5-day training course for PSU technical contacts, many of our veteran users could likely pass the certification exam without taking the course. **Therefore, technical contacts have until September 30 to test out and gain certification.** Users who do not receive a passing rate of at least 75% or choose not to take advantage of the “test out” opportunity will then be required to attend the 5-day training course.

Several 5-day IPT Certification sessions will be scheduled between October-December. These will be hosted at various locations across the state at no charge to the public school units. Attendees will be required to take an open-book, certification exam at the end of the training. Users who do not receive a passing rate of 75% or more, following this free training opportunity, will not be able to submit cases directly to PowerSchool. The public school unit will then be responsible for the cost (\$500 fee) to have the same or a new technical contact trained and tested.

Our Digital Teaching and Learning team has put together some resources to help public school units have a better understanding of this process. The [agenda](#) for the 5-day Initial Product Training identifies all of the areas on which users will be tested. We have also compiled and published a list of [frequently asked questions](#) for your review.

To help us better prepare for the upcoming training and certification process, we are asking all technical contacts to complete this [needs survey](#). Throughout this entire process, NCDPI will be there to provide support to each and every technical contact in our public school units. For questions or concerns, please contact [Tessa Parker](#) or [Justin Conner](#).

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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.



## Learn More About Learning.com

NCDPI DTL is excited that 46 Title I public school units are participating in NCDPI's K-8 Digital Learning.com initiative. Fall funding will be going out soon to those participants.

While the K-8 Digital Learning Initiative sign-up deadline has passed, districts that would like more information on Learning.com may contact Michelle Spence ([mspence@learning.com](mailto:mspence@learning.com)). For a free two week trial click here: <https://info.learning.com/evaluation>.

Below is a list of Learning.com features:

1. EasyTech - a complete online digital literacy curriculum that provides an engaging way to teach essential digital literacy skills through interactive lessons, application exercises, discussions, and quizzes;
2. Inquiry - a supplemental curriculum that takes a project-based approach to integrating digital literacy into instruction with ready-to-go, technology-infused projects for all core subjects;
3. Digital Literacy Assessment - assessments that provide real-time data to quickly determine students' grasp of digital literacy concepts;
4. Training - workshops and a vast array of on-demand resources such as webinars, downloadable recordings, and online content designed to address schools' and districts' unique instructional goals.
  - An invitation to Learning.com sponsored training is available at <http://bit.ly/lcominvite2019>.
5. Customer Support Team is available 8 a.m. - 8 p.m. ET:
  - Support Website: <https://support.learning.com/>
  - PHONE: 800.580.4640 x2
  - EMAIL: [support@learning.com](mailto:support@learning.com)
  - LIVE WEB CHAT: [Click Here to Start](#)

For more information about the current K-12 Digital Learning Initiative please click here <https://homebase.ncpublicschools.gov/applications/learningcom>.

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## Timely Activation of New Staff in UID System

DPI has received multiple inquiries from LEAs and charter schools regarding the timing of uploading new staff members to the Staff UID System via regular exports from the payroll system. There should be a timely and accurate exchange of data between the LEA/charter school payroll system and the Staff UID System. This includes any new staff members who need access to K-12 related systems (e.g., PowerSchool, Schoolnet, NCEES, etc.).



New staff that have been hired but who are not yet receiving a paycheck can be added to the payroll system, and subsequently included in the Staff UID export file to receive a UID. Non-payroll staff members who work with the LEA/charter school but are not entered into payroll can still be added to the Staff UID System via the 'Add Staff' feature. Documentation for adding non-payroll staff to the Staff UID System can be found at <http://www.ncpublicschools.org/docs/cedars/uniqueid/staff/training/non-payroll-staff.pdf>

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### NCEES September 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 one 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.

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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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