



September 27, 2019

Digital Teaching and Learning

DISTRICT SUPPORT



NC SIS Weekly Email Bulletin

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PowerSchool ODS Sync Issue

PowerSchool identified an issue that is causing a delay in data syncing from the Student Information System to the Operational Data Store (ODS). This is impacting third-party systems, which include IAM, iStation, ECATS, Schoolnet and reporting.

The data reloads from the instances to the ODS are in progress. PowerSchool resources will be working 24 hours a day through the weekend and will not cease until the issue is resolved. PowerSchool estimates the time to resolve the sync issue is by mid-day Sunday.

We apologize for the inconvenience and will keep you updated.





IPT Training/Certification for PowerSchool Support

NCDPI has coordinated with many districts across the state to setup 13 locations for the required PowerSchool IPT certification training starting October 7, 2019. Please review the IPT Certification Training FAQ for information regarding the required training and certification.

[IPT Certification FAQ](#)

DATES	LOCATIONS
October 7 - 11, 2019	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	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

Click the link below to register for the date and location you would like to attend. Please only fill this form out once.

Please note: 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.

Registration Link: [IPT Training](#)

We would like to thank all our gracious hosts for volunteering their locations to assist with these trainings. For questions or concerns, please contact Home Base team.

**Please note: all registration information is subject to North Carolina Public Records Law.

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.



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.

Duplicate Student ID Numbers in ECATS

If you locate a student in ECATS that has two different Student ID numbers but both ID numbers identify the exact same student, the correction must be made in the State Student UID system and PowerSchool before they can be merged in ECATS. Once both ID's are located in ECATS, contact your PowerSchool LEA Coordinator and provide them with both of the Student ID numbers. They will then submit a ticket to the PowerSchool service desk, with the description, "ECATS Duplicate Student Numbers". Once they have completed submitting the ticket, they can provide you with the ticket number. You can then file a ZenDesk ticket with the PowerSchool ticket number, the LEA/School, and both Student ID numbers.

This description and process will allow the PowerSchool Service desk to know it is an ECATS Student, and they can work these tickets so Federal Reporting and Child Counts can be completed on time. This also will allow DPI to follow the ticket, and when resolved in the State Student UID system and in PowerSchool, DPI can then have the data merged in ECATS keeping the correct student ID number.



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.



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 <http://bit.ly/ncees-support>. Please click here to review the full list: [NCEES 2019-2020 Webinars](#) .

1. [Understanding and Applying the Rubric](#)

Description: It is crucial for evaluators to understand how performance indicators are interpreted and applied to observations and feedback. This webinar focuses on the rubric framework and looks for teacher and student actions that embody and align with the elements and indicators laid out in the evaluation instrument. Goals for this webinar include:

1. Identify and understand what the rubric looks like and sounds like at different levels of performance.
2. Interpret and apply a level of deep understanding to their practice when collecting evidence during observations, and when discussing feedback and student learning implications with teachers.

Target Audience: Teachers and Administrators

Date: Tuesday, Oct 1, 2019

Time: 4-5 p.m.

2. [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.

3. [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.

4. [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](#).

NC SIS
NC Department of Public Instruction
Education Building, 7th Floor North
301 North Wilmington Street
Raleigh, NC 27601

919-807-3190 Office

919-807-3290 Fax

Email: ncsis@dpi.nc.gov