Digital Teaching and Learning

ACADEMIC SERVICES AND DIGITAL LEARNING

HOME BASE

NC SIS Weekly Email Bulletin

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IN CASE YOU MISSED IT

Maintenance Planned for the Remedy Ticketing System - Oct. 1

The previously postponed maintenance window for the Remedy ticketing system will now occur Saturday, Oct. 1, from 1 p.m. - 6 p.m., ET. Both, Remedy and the customer self-submit web portal will be unavailable during this time.

The planned maintenance will include a server migration to a new data center. Once completed, if there is a delay in bringing up the system, users will be notified.

Questions concerning this maintenance may be addressed to the Home Base Support Center at (919) 807-4357 or through the Remedy Portal.

The NCDPI Technology Support Team

Deadline for Recording Read-to-Achieve Status in PowerSchool

Previously, we communicated that LEAs and charters must complete the 2016 Post-EOY process to record Read-to-Achieve statuses in PowerSchool by close of business, Friday, September 30, 2016. This deadline is being extended to **close of business, Friday, October 7**. During this process, the student's promotion status in the PowerSchool EOY enrollment record is updated to reflect the Retention – Reading label. Test scores are entered by NCDPI Accountability, so there is no need for districts to enter them.

Please remember to refer to the instructions given at this link, http://www.livebinders.com/play/play/850102?tabid=b1ae0b03-7695-ae94-f23a-db04aecef44a, when making your updates. Further inquiries pertaining to this process may be addressed to the Home Base Support Center by calling (919) 807-4357, or submitting a ticket through the Remedy Portal.

First Month Principal's Monthly Report Submission Reminder

As we near the end of the collection period for month 1 of the Principal's Monthly Report, please make sure you have submitted your PMR within the collection timeframe determined by your PMR interval calendar. If you have missed your submission end date, request to have the report unapproved by submitting a Remedy ticket to the support center.
In addition, check your reports for the following:
- Make sure all fatal errors have been cleared and if you are unable to clear the fatal exceptions, log a remedy ticket with the support center immediately.
- Review all remaining exceptions to confirm you are submitting the data you intend to report for the LEA.
- Use the ADM column on your PMR as a guide to determine if you have reported all students correctly. Please note that the ADM column on your PMR report is an unofficial count until the data has been verified by NCDPI.

Also, remember to check your Grade, Race, Sex (GRS) report, which is attached to your 1st month PMR, for fatal error exceptions such as PMR 8 (Students not assigned to a Valid Race/Ethnicity) that will affect the accuracy of the data submitted.

If you have questions pertaining to the PMR or GRS reports, contact the Home Base Support Center at (919) 807-4357, or submit a ticket through the Remedy Portal.

Retention/Promotion (RP)

The collection time-frame for the RP report is September 23, 2016 through October 27, 2016. Please run the report in PowerSchool and review the data for accuracy.

The RP collects only data for students that were in membership on the last instructional day of 2015/16. VST1 students are not included in this data collection.

Please note that currently the report title reads, "Retention/Promotion/Graduation Data Collection in PowerSchool." The title will be changed in the future to "Retention/Promotion Data Collection."

There are also a couple of lines on the RP Summary that indicate graduate data. These also will be removed in the future. The RP is not collecting graduate data, and we apologize for any confusion the screen views of the report may have caused.

If you have questions on any RP related issues, please contact Sandra Johnson at sandra.johnson@dpi.nc.gov.

Call for 2017-18 SY Course Code Suggestions

The North Carolina Department of Public Instruction is in the process of preparing the release of the 2017-18 school year course codes. A critical part of this process is to review and consider feedback from stakeholders. If you have suggestions for specific course codes or feedback for how the course coding system could be improved, please submit a survey response at: https://goo.gl/forms/iBhUXAIxvu5LKZev2. All responses must be submitted by the close of business on Friday, October 7. For your reference, course code background and guidance information can be found here.

Thank you in advance for your input as we strive to best serve your needs!

Reminder: Tips from the Support Center

With the beginning of a new school year, the Technology Support Center has released a reference document titled, Common PowerSchool Start of Year Issues. Inside is a collection of tips, resolutions to FAQs and support documentation geared towards LEA/Charter School coordinators and data managers for navigating common Start of Year issues.

If you have any questions regarding these tips, please contact the support center by submitting a ticket through the Remedy Portal or by calling 919.807.4357.

Upcoming Training Webinars and Workshops

The Home Base Professional Learning Team's Training Calendar for the 2016-17 school year is now available. Training sessions will be onsite, hands-on workshops or live, online webinars. The audience for each session is based on user roles.

The PowerSchool sessions listed below are posted on the NC SIS website's Training Calendar and Course List pages. Please review these pages frequently for PowerSchool training schedule changes or additional trainings for September 2016 - June 2017.

Hands-on training sessions will be held at the NC Department of Public Instruction, 301 N. Wilmington Street, Room 564, Raleigh, NC, unless stated otherwise. All attendees must be an employee of the NC Public School system to participate. **Management companies are not permitted to attend.** Registration links are provided below. Please try to register early for workshops due to space limitations. Note: All registration information is subject to the North Carolina Public Records Law.

Upcoming Training Workshops for PowerSchool

A) Principal Monthly Reporting Webinar

This webinar will include discussions on PMR policy, fatal errors and exceptions, and PowerSchool functionality as needed.

Date: October 3, 2016
Time: 10:00 a.m.
Registration Link: https://attendee.gotowebinar.com/register/7655752505406783491

B) SAR Webinar
This webinar will discuss SAR policy, fatal errors and exceptions, and PowerSchool functionality as needed.

Date and Time: October 12 @ 10:00 a.m.
Date and Time: October 12 @ 1:00 p.m.

Registration Link: https://attendee.gotowebinar.com/rt/6607806873461928963

**Attendees must be an employee of a North Carolina Public school. Management companies are not permitted to attend.
 **Please note, all registration information is subject to NC Public Records Law.

Visit the NC SIS website for additional information including webinars and training documentation.

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