Common PowerSchool Start of Year Issues

This document identifies common PowerSchool start of year issues and references documents and helpful tips to assist.

1. Setting Up Attendance Conversions and FTEs

Years & Terms and an FTE must be setup at all schools. This includes program schools such as the DPI FTE School, Graduated Students, CECAS, etc. At these schools, set the dates to the full school year (ex. 7/6/20XX to 6/30/20XX).

Attendance Conversion Setup QRD:
http://www.nc-sis.org/Documents/attendance/PS_QRD_NCPowerSchool_Setup_Attd_Conv_Parameters.pdf

FTE - How it works (PowerSource Article):
https://support.powerschool.com/article/8134

2. Fee Setup QRD

http://www.nc-sis.org/Documents/school_info/PS_QRD_Fees_12092013.pdf

3. Incorrect Dates on State Reporting Dashboard

Go to the PMR Interval Setup page. Select school > system setup >PMR interval setup. Verify PMR interval dates are correct and click submit. This should correct the issue with dates on the State Reporting Dashboard.

PMR Interval Setup QRD:

http://www.nc-sis.org/Documents/school_info/PS_QRD_PMR_Interval_Setup.pdf

4. PMR Interval Setup page is reflecting tracks for a non-track school.

If one track box is selected on any day during the year on a non-track school (or if one is set and all the rest are not), the system assumes it is a track school. The result is the display of separate interval setups for each track on the PMR Interval Setup page. To correct this issue, check the calendar setup. Non-track schools should either select all of the track boxes for each day or not select any at all.

****Hint - On the PMR Interval Setup page, the intervals are incorrect, but they may display a specific date. Go to that date on the calendar, ensure tracks are selected if needed. Correct any issues on that date and then click submit on the page.

PMR Interval Setup QRD:
http://www.nc-sis.org/Documents/school_info/PS_QRD_PMR_Interval_Setup.pdf

5. Entering Non-Proficiently Label for Read to Achieve

Setting Read to Achieve Label:

http://www.livebinders.com/play/play/850102?tabid=b1ae0b03-7695-ae94-f23a-db04aecef44a

Entering Read to Achieve Scores:

http://www.nc-sis.org/Documents/student_info/PS_QRD_Entering_ReadtoAchieveScores.pdf

6. Exporting Student Lists/LEA of Residence for Billing

The field is on the Student's table. You can see it in the View Field List on the Start Page. It is called:

DistrictOfResidence

Note that what is listed is the number associated to your District/LEA. (Example: 920) You can set this field in mass using the Student Field Value group function but be sure to always set it to the number, not the name.

Run a quick List Students with:
LastFirst
DistrictOfResidence

All students should have a District of Residence. If they do not, you can set them in mass or you can set them individually on the student's Transfer Info screen. Just click their Current Enrollment and select the appropriate value from the LEA of Residence drop down.

7. Teacher Schedules are reflected -0- enrollment in classes, but students have a schedule for the year.

Use the Reset Class Counts function from the Special Operations list. (start > system setup > special operations > reset class counts).

8. Teachers are not seeing their sections and students when they login to PowerTeacher. The students are showing on the PS side and in the gradebook.

Workaround: Click submit on the sections individually.

9. When making changes to student schedules, an LEA may be able to make changes to the students Semester 1 classes, but they cannot make changes to the Semester 2 classes. Attempts to make changes to the Semester 2 courses produces the following message: "Unable to create section enrollment record in database."

Ensure that the school calendar is fully setup with cycle days, bell schedule, membership and session status for each day of the year/all terms.

10. Transfer Student Record Process results in No Previous District message, but the student was previously enrolled in a North Carolina Public School.

Check the student's UID number in the student UID system. It could be an issue where the student was previously assigned a different UID number that has been retired. If that is the case, the student's enrollment records in the previous LEA still has the old UID number.

This is not an issue of a duplicate student number. It simply means that the student was assigned a new UID number after they were already enrolled in the previous LEA with the old UID number.

To resolve this issue, please submit a ticket to the DPI Technology Support Center for assistance.

11. Student was enrolled with an invalid five-digit student number. (Example: 10054)

Is this student new to NC Public Schools?

Yes - A new number will need to be generated for the student. Please submit a ticket to the DPI Technology Support Center for assistance.

No - If the student was previously enrolled in a NC Public School, they should already have a valid UID assigned to them. Check the student UID system. Submit a ticket to the

DPI Technology Support Center for assistance in correcting the student's enrollment records with the current assigned UID number.

12. Other Student Enrollment Information

Enrolling students: (references use of student UID when enrolling students)
http://www.nc-sis.org/Documents/admit_withdraw/PS_QRD_Enrolling_New_Student.pdf

Student UID Quick Reference Guide:

http://www.ncpublicschools.org/docs/cedars/uniqueid/student/training/support/search-guide.pdf

Re-enrolling a student:

http://www.nc-sis.org/Documents/admit_withdraw/PS_QRD_Re-Enrolling_A_Student.pdf

Transfer of historical enrollment information:

http://www.nc-sis.org/Documents/admit_withdraw/North_Carolina_Historical_Enrollment_Tracking_Guide.pdf

13: If you are using Attendance Tracking, you must update the calculation year so that it will be looking at this year's attendance.

LEA > Attendance Tracking and Notification > Update Calculation Year
- Note: Beneath the list of schools is a statement indicating that the calculation year for the schools will be updated to match the term at the top of the screen on Submit.
- Click Submit (even if the years appear correct already).

14. If you are using Attendance Tracking, periodically run the School Enrollment Audit and Section Enrollment Audit reports located under System Reports.

Correct all issues reported by the Section Enrollment Audit. For the School Enrollment Audit, you only need to fix records in the current school year. Failure to keep these cleaned up throughout the year can eventually cause your Attendance Tracking to fail. It is also required that they are cleaned up prior to EOY, so don't let them build up.

15. Ensure that the Import File Term # is set up in Years and Terms

- Navigate to Years and Terms at the school level.

- Select Edit Terms on the current school year.
- Click on the Term.
- Enter the term number in the "Import File Term #" entry box.

16. Ensure that the Attendance Categories are setup properly on the Attendance Codes and that only the following DPI approved Attendance Codes are setup:

- Note that all Attendance Codes should have only one Attendance Category set unless you are using Attendance Tracking, then the 2A will have two categories set, one as per the above and one for Attendance Tracking.

- Refer to the table below for valid NC Attendance Codes and their settings:

Code	Description	Teachers Assign	Counts ADA	Presence	Sort	Attendance Category	Counts for ADA	Counts for ADM
	Present	Yes	Yes	Present	1	None	Checked	Checked
1A	Illness or injury		Yes	Absent	2	Excused	Checked	Checked
1B	Medical/Dental Appt		Yes	Absent	3	Excused	Checked	Checked
1C	Death in family		Yes	Absent	4	Excused	Checked	Checked
1D	Quarantine		Yes	Absent	5	Excused	Checked	Checked
1E	Court/Admin Proc		Yes	Absent	6	Excused	Checked	Checked
1F	Religious Observance		Yes	Absent	7	Excused	Checked	Checked
1G	Educational Oppor		Yes	Absent	8	Excused	Checked	Checked
1H	Teacher-in-Treatment		Yes	Absent	9	Excused	Checked	Checked
1I	Local Sch Bd Policy		Yes	Absent	10	Excused	Checked	Checked
1K	Child Care		Yes	Absent	11	Excused	Checked	Checked
1L	Excused Tardy	Yes	Yes	Present	12	Tardy	Checked	Checked
2L	Unexcused Tardy	Yes	Yes	Present	13	Tardy	Checked	Checked
1M	Medically Fragile		Yes	Absent	14	Excused	Checked	Checked
1N	Deployment Activity		Yes	Absent	15	Excused	Checked	Checked
2A	Unexcused Absence	Yes	Yes	Absent	16	Unexcused	Checked	Checked
2B	Unex No Immunization		Yes	Absent	17	Unexcused	Checked	Checked
3	Suspensions		Yes	Absent	18	Excused	Checked	Checked

17. If you have multiple Bell Schedules, ensure that you have a separate Attendance Conversion setup for each schedule that reflects exactly 50% of the instructional minutes defined on the Bell Schedule. For more information on setting up Bell Schedules refer to the following:

Daily Attendance QRD:
http://www.nc-sis.org/Documents/attendance/PS_QRD_Bell_Schedules_Daily.pdf

Meeting Attendance QRD:
http://www.nc-sis.org/Documents/attendance/PS_QRD_Bell_Schedules_Meeting.pdf

18. If you are using Daily Attendance, ensure that you have setup one period to use for Attendance (referred to as the Attendance Bridge Period) and that the times in this period cover your entire school day including the attendance period itself. Also ensure that "Counts for ADA" is checked in this period.

19. If you have multiple Bell Schedules, ensure that only one it set to be used for PMR and SAR reporting.

- At the school level navigate to your Bell Schedules.
- Click on the Bell Schedule Name itself.
- Set "Use for PMR and SAR Calculation of Minutes" to Yes on your "typical day" Bell Schedule.
- Set to "No" on all remaining Bell Schedules.

20. Counts for ADA should be checked in all Bell Schedule periods except for non-instructional periods such as lunch or recess. This includes the Attendance Bridge Period at a Daily Attendance school as noted above.

21. Ensure that your PMR Instructional Minutes Setup is configured properly.

It should be setup to your "instructional day", not your school day. It should coincide with your typical day Attendance Conversion. So if your Attendance Conversion define half the school day as 180 minutes, the PMR Instruction Minutes would be set to 360 minutes.

- To set it, at the school level, navigate to School > PMR Instructional Minutes Setup.
- Set "Daily Instructional Minutes" to your full instructional day.

22. Verify that your Attendance settings are correct as per one of the following documents. Note that you cannot mix and match these settings. Each school must be setup as one or the other.

Daily Attendance QRD:
http://www.nc-sis.org/Documents/attendance/PS_QRD_Attendance_Preferences_Daily.pdf

Meeting Attendance QRD:
http://www.nc-sis.org/Documents/attendance/PS_QRD_Attendance_Preferences_Meeting.pdf

23.   Note that when referring to information on the Enrollment Summary, the data being viewed is from the previous day. The information in these views are refreshed each night but, if you want to see the current day's attendance, you must refresh the data. Refer to the following document on how to refresh your attendance data:

Refresh Premier Attendance View QRD: http://www.nc-sis.org/Documents/attendance/PS_QRD_Refresh_Premier_Attd_View_Data.pdf

Note that if this is for a Daily Attendance school you will also want to run the "Recalculate Daily Attendance Minutes" after performing the steps in the above document.