



Monday Message

Short Term Solution for Last Week's Exit Issue

As shared in a message to the field earlier this week, DPI has learned that students are likely not found in ECATS who have previously:

- Exited (unenrolled) from their current North Carolina Public School Unit (PSU);
- Then attend private school, are homeschooled, dropout, or move out of state; and
- Later return to the original North Carolina PSU.

This issue does NOT occur if the student exits and then enrolls in another North Carolina PSU.

If you encounter this issue, please have your PSU's ECATS Designee submit a ZenDesk ticket and include the student PowerSchool number. Due to high volume, please try to focus on sending only those records that are needed for EC purposes at the time. A long-term solution is currently being developed for all records, but please follow the above in the meantime.

Deleting Events/Data Corrections/Data Correction Manager

ECATS users have submitted a series of questions and requests related to the permission to delete events. In order to accommodate these requests, the EC Division will grant permission to **ONE** user (Data Correction Manager) at the local level to delete events. EC Directors should identify this person by completing the survey link below by noon Wednesday, August 21. Any help desk tickets/requests to delete an event received up until noon Wednesday, August 21 will be deleted by PCG. Going forward after this time, it will be the LEA's responsibility to delete any events requested by its users.

https://ncdpi.az1.qualtrics.com/jfe/form/SV_77k3twnqmQLWdqR

Types of ECATS Questions to Submit to ZenDesk

Questions regarding the functionality of the system should be submitted through ZenDesk.

Questions regarding EC policy and procedure should be addressed to the assigned Regional Coordinator or Program Monitor. As previously communicated, no requests for enhancements will be accepted until the full system, including MTSS is up and running.

Frequently Asked Question

An enhanced Frequently Asked Questions sections of the ECATS website is now available. Bookmark <http://ec.ncpublicschools.org/ecats/frequently-asked-questions> today and check back often. New questions and answers are added weekly.

