HARRIS
School Solutions

Email not displaying correctly?
View it in iPass Help.

iPASS

Welcome to Wednesday's Wisdom

Your weekly dose of support!

June 13, 2018

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Let Us Help You Get it Done!

Check out our new Personal Coaching options and upcoming Elementary Scheduling Workshop. We can help your district wrap up this school and prepare for the next.

Support Announcements

TODAY – June Online User Group Meeting

Date: June 13, 2018
Time: 1:00 p.m. to 2:00 p.m.

1. **News & Updates**

2. **Featured Topic: iPass Import/Export Options**

Laura Patton will review the different options in iPass to import/export data. This includes:

- Staff Data Import/Export – Helpful this time of year for EOY EPIMS Attendance and Evaluation data
- DOE Import/Export – Helpful this time of year for SIMS data
- Staff Roster
- Student Data – Helpful this time of year for incoming students
- Guardian Data – Helpful this time of year for incoming students
- Student Email Addresses
- Grade Import

Meeting Link: Click here for the [User Group Meeting Webex link](#). Meeting Number is 635 513 566, Meeting Password is Harris. Audio Connections is 1-855-699-3239 Call-in toll-free number (US/Canada).

The Support Team hosts monthly online user group meetings the second Wednesday of every month. Meetings start with important news and updates for all users and include an in-depth review of timely topics.

Registration Now Open for Elementary Scheduling Workshop

Harris School Solutions will be offering our annual iPass Elementary School Scheduling Workshop on August 15, 2018.

This workshop will be appropriate for the person(s) responsible for creating and maintaining the master schedule and students schedules at the elementary school level.

This year's Workshop will be given in our new format that will deliver valuable training to more district staff and provide "hands-on" personalized coaching for registered attendees.

Refer to the Upcoming Events & Workshops section below for more information.

Personal Coaching Sessions Available

The Support Team is available for personalized one-on-one "coaching" beyond the scope of typical support ticket resolution.

During a Personalized Coaching Session a Support Team member will work one-on-one with the user to help with iPass setup and walk a user through the required steps to reach the desired outcome. Coaching sessions are recommended when a district is looking to implement a new iPass feature, when a user wants someone to walk them through a process, or when a user wants help reviewing and clearing state reporting errors.

Coaching Options:

Personalized Coaching Session
- User defined topic/need
- Fee: $185/hour, typically booked in 1-2 hour blocks
- For more information email lpatton@harriscomputer.com

Workshop *Plus* Personalized Coaching

Several times a year the Support Team offers Workshops that include one-on-one coaching sessions. These bundles offer special pricing and offer the greatest benefit to the district.

Special Introductory Offer through August 2018:

We have had such positive feedback about our new workshop format with coaching hours that we want to offer this opportunity to those that may not have signed up to participate in the live workshop webinar.

- **EOY Procedures Workshop Recording + Coaching Hours for $250**

  Receive a link to the End of Year Procedures Workshop webinar recording. This link can be shared with other staff in the district. This workshop covers preparing for the next school year (Phase I), ending the current school year (Phase II), and starting the new school year (Phase III).

  Receive 2 Hours Total of Personalized Coaching – Book in 1-Hour blocks. Hour 1 will cover Phase I & II and Hour 2 will cover Phase III.

  For more information email lpatton@harriscomputer.com.

- **EOY MA State Reporting Workshop Recording + Coaching Hours for $250**

  Receive a link to the Massachusetts State Reporting Workshop webinar recording. This link can be shared with other staff in the district. This workshop covers SIMS, SCS, EPIMS, and SSDR SIF State Reporting.

Receive 3 Hours Total of Personalized Coaching – Book in 1-Hour blocks.

For more information email lpatton@harriscomputer.com.

iPass Support

Districts have asked us to explain the difference between the support provided for iPass included in your maintenance agreement and the optional Personalized Coaching Sessions.

The Support Team provides support and guidance to users to resolve issues submitted in Support tickets. The expectation is that the user has been trained to use iPass, has consulted with the iPass specialist in their district, has consulted the self-help options in iPass Help, and has made every attempt to resolve the issue on their own. When a ticket is submitted, the Support Representative will work to resolve the issue and/or provide recommendations and suggestions to accomplish the desired outcome.

The Support Team requests that when an issue is submitted to Support that the user provide a detailed description of the issue, the steps taken to try and resolve the issue, what the user found during their own troubleshooting, and specific examples and screen shots that demonstrate what is occurring. Providing Support with findings and examples in the initial ticket submission will allow the Support Representative to start working to resolve the issue when the ticket is received.

iPass Tips & Tricks

SCS Errors – Large Count Errors

District Name	Validation ID	Error Message	Error Count
Quick Validation			
	SCS2010	Course Enrollment Status (SCS08) not valid for Course Credit Earned (SCS11)	703
	SCS2280	Course Enrollment Status (SCS08) not valid for Course Letter mark (SCS12)	1
	SCS2290	Course Enrollment Status (SCS08) not valid for Course Numeric mark (SCS13)	1
	SCS2390	Student is still enrolled in class at end of year.	12625
Total			**13330**

Error #1:

SCS2010 - Course Enrollment Status (SCS08) not valid for Course Credit Earned (SCS11)

Example:

Core / Relevant Elements					
SCS04: 8800	SCS05: 01006	SCS06: 190-02	SCS07: 01	SCS08: 01	SCS11: 10.00

These are the Graduated seniors. They have Final Grades but are not set to SCS08 = 03 Completed UNTIL the last day of school is reached. We are looking into this one to see if we can change this issue with DOE validations or not. In the mean time you can <u>ignore</u> these until you reach/pass the last day of school.

Error #2:

SCS2390 - Student is still enrolled in class at end of year.

Example:

Core / Relevant Elements					
SCS04: 8972	SCS05: 52036	SCS06: 6221-05		SCS07: 01	SCS08: 01

This error for all students will remain UNTIL the last day of school is reached. The DOE has turned on their validations that check for last day of school/Term Dates. You should <u>ignore</u> these errors until you reach/pass the last day of school.

iPass FAQs

Q. **How do I figure out which students have 'Perfect Attendance' for the year?**

A. There is a Perfect Attendance Report available in Attendance System > Reports – Attendance. For this report to be accurate you need to make sure your Attendance Codes are set correctly to be included in Perfect Attendance. Click here for more information.

Q. **Why is iPass reporting Post Graduate Plans (DOE033) as '500' for all students and not what is entered on the MA DOE screen**

A. Students must have a "Graduated" withdrawal record in order for the Post Grade Plan (DOE033) code entered on the student's MA DOE screen to be

reported. If you wish to view the actual codes prior to graduating the students, go to DOE ID Manager > DOE Import/Export > select fields such as Student ID, First Name, Last Name, Grade Level (for easy identification and filtering) and then select the DOE code for Post Graduate Plan (DOE033). The resulting report can be used to see which students still have 500 and which ones have the correct value.

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Upcoming Events & Workshops

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Elementary Scheduling Workshop

Harris will be offering our annual Elementary School Scheduling Workshop in our new Workshop format this year.

- **Part I: Group-Based Training Webinar** – Each registered workshop attendee will be sent a link to a scheduled online training webinar for the workshop. The webinar will be interactive, allowing participants to ask questions and learn from others in the session. The webinar link can be shared with other district users so that they can benefit from the training session along with you at no extra cost per person. The online format will also reduce your time away from other duties and eliminate travel time and costs. Registered users will receive a recording of the session.

- **Part II: Personalized Online Coaching** – Each registered workshop attendee will receive a block of "hands-on" personalized coaching hours with an iPass Support Team member. The online coaching will be scheduled in one-hour sessions. Breaking the time up into multiple sessions will allow you to receive timely assistance as you move through the process. The Support Team member will provide guidance tailored to your level of experience and need. Registered workshop attendees will be provided with a calendar of available time slots to schedule their coaching sessions.

  Note: You may invite additional staff to listen in during your coaching sessions but to receive their own coaching sessions, they must register for the workshop.

Elementary School Scheduling Workshop
This workshop will review the iPass scheduling tools and take users through the steps to schedule the Elementary Schools for the 2018-2019 school year. The Elementary Scheduling Workshop will cover: • Homeroom assignments • Mass Loading student schedules • Setting up and using the Quick Scheduler • Drop/Add feature • Withdrawn students features • Editing Teachers in the course catalog • Adding and removing Courses to the course catalog • Adding and removing sections from a course • Moving students from one course to another • Printing student and teacher schedules
Part I: Group Webinar Training Session (3 Hours) **Date: August 15, 2018** **Time: 9:00 a.m. to 12:00 p.m.** Registered workshop attendees will be sent a link to the online webinar. The webinar link may be shared with other district staff. Registered users will receive a recording of the session.
Part II: Personalized Coaching Sessions (Total: 2 Hours) Registered workshop attendees will schedule a total of two (2) hours of online coaching with a member of the iPass Support Team to help them use the iPass tools to schedule the Elementary School(s) for 2018-2019. Sessions can be scheduled in either two (2) one-hour blocks or one (1) two-hour block. The Support Team will provide registered workshop attendees with a calendar of available time slots to schedule their coaching sessions. Personalized coaching sessions are only available to paid workshop attendees. Additional personalized coaching time is available in one-hour blocks at an additional cost. Contact the Support Team for more information (lpatton@harriscomputer.com).
Fee: $250.00 Per Person
Registration Link: Click here to Register. ** Please register by August 14, 2018. **

Harris School Solutions

1-866-450-6696

To opt-out of receiving emails from iPass Support please reply to <u>email</u> with your request.