



Welcome to Wednesday's Wisdom

Your weekly dose of support!

May 29, 2019

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Don't Miss Out - Next Week's Workshop!

The MA State Reporting Workshop *PLUS* one-on-one coaching will give you the skills and strategies to report your district's data with great efficiency.

Support Announcements

MA End-of-Year State Reporting

The SIMS certification deadline is July 5, SSDR is July 18, and SCS and EPIMS is August 1. We encourage you to work on resolving your errors now.

The Support team has started receiving weekly updates from the DESE with the error count for iPass districts for SIMS, SCS, EPIMS, and SSDR errors. We are proactively

reviewing sites with large error counts to see if this is related to system setup. We will be in contact as needed.

Guidelines for Submitting State Reporting Support Tickets

The iPass Support Team will be using Personalized Coaching Sessions to review State Reporting errors with users. We suggest that all SIF districts participate in the [MA State Reporting Workshop](#) to receive the most up-to-date training and one-on-one coaching to gain the skills and strategies for reporting, troubleshooting and resolving errors. The **MA State Reporting Workshop is scheduled for June 3 and includes 4 hours of training/review and coaching** for \$500 per district. The Workshop is open to unlimited staff. iPass Support can also be engaged for Personalized Coaching on State Reporting as needed. Refer to the Upcoming Events & Workshops section below for more information.

At this point, districts that have been reporting via SIF should be able to troubleshoot the majority of their errors on their own. If you have errors you can't resolve, you should submit a ticket to the [iPass Support Hub](#). Please avoid putting in a ticket that says "please review my errors." The ticket must provide the details of what you have found on the DESE Security Portal for individual students, courses, staff, and/or discipline, provide a comparison of what the DESE has on record versus what is in iPass, and provide details of what you have done so far to clear the error(s).

Important Reminder: When creating support tickets, always protect student and staff confidentiality. Please include only the student SASID or Student ID number or the staff MEPID or Employee ID number along with the specific error message that you are getting. Make sure the student or staff name is not included in what you provide in the ticket.

EPIMS Errors – Known Issues

The Support Team has identified the following:

- Errors on staff reported as Exited in October EPIMS – DESE is working on fixing validation errors. Watch for these errors to clear.
- Errors for [2310 Teacher Support Content NO COURSE](#) – DESE changed the way they are handling the data sent for these teachers with non-course Work Assignments. Teachers are being assigned to a random course and therefore may exceed the allowed number of reported teachers. We are working with DESE to resolve the issue. There will be a patch update needed and we will provide directions on how to clear these errors.

iPass Support – June 4-5

Reminder – Members of the iPass Support Team will be attending training on June 4 and 5. Please be aware that our response times will be affected. Support requests should be logged in the ticket system by using one of the below methods and will be responded to in the order in which they are received.

iPass Support Hub: <https://ipass.na2.teamsupport.com/login/user>

[Click here](#) for the *iPass Support Hub Guide*

Support email: ipasssupport@harriscomputer.com

iPass Tips & Tricks

Prepare for Final Report Cards

It is important to check your Report Cards now and not wait for the day you need to print them. It is highly recommended that you prepare in advance by running some example Report Cards to make sure that the Grades, Comments, and Attendance totals are printing as you expect. This will avoid printing errors and last minute struggles.

We recommend selecting some sample students at each school, entering some fake grades, and creating example Report Cards to review. Look for any misalignments, missing, or incorrect data.

If you find that you are experiencing any issues with your Report Cards, please submit a ticket to the [iPass Support Hub](#) with detailed information about your issue and provide an example Report Card.

Upcoming Events & Workshops

End-of-Year MA State Reporting Workshop

Success Services Pack – Training/Review Session + Coaching

June 3, 2019 ** NEXT WEEK **

- **2-Hour Remote Classroom Workshop** will take users through the steps to report EOY Massachusetts SIMS, SCS, EPIMS and SDR via SIF Transmission. The Workshop is open to **unlimited district staff** to allow all staff involved in the state reporting process to participate. Districts will receive a recording of the session.
- **2 Hours of Personalized Small Group Coaching** can be scheduled anytime to provide assistance in using the iPass tools to report the EOY State Reports and troubleshoot validation errors. The coaching hours are scheduled in 1-Hour blocks, may only be used for 2019 MA State Reporting and expire 10/1/2019.

<i>EOY MA State Reporting Success Services Pack 2-Hour Remote Classroom Workshop PLUS Coaching (Sign up for 2 Hours of coaching in 1-Hour Blocks)</i>	District Price	Registration Link
June 3, 2019, 10:00 a.m. – 12:00 p.m.	\$500	Click to register

Elementary School Scheduling Workshop *Success Services Pack – Training/Review Session + Coaching*

June 11, 2019

- **UPDATE:** Now offering just **ONE 2-Hour Remote Classroom Workshop in June** that will cover the steps for Phase I: Assigning teachers, homerooms, courses and students for next year and Phase II: ‘Quick Scheduling’ students into courses. The Workshop is open to **unlimited district staff** to allow all staff involved in the elementary scheduling process to participate in the instructional/review session and provide them with the steps to prepare next year students, teachers, and homeroom assignments **prior to the summer break**. This will allow for more efficient ‘Quick Scheduling’ of the students before school starts.
- **2 Hours of Personalized Small Group Coaching** can be scheduled anytime to insure your elementary school students are scheduled with success for the first day of school. The coaching hours are scheduled in 1-Hour blocks, may only be used for Elementary School Scheduling and expire 10/1/2019.

<i>Elementary School Scheduling Success Services Pack 2-Hour Remote Classroom Workshop PLUS Coaching (Sign up for 2 Hours of coaching in 1-Hour Blocks)</i>	NEW District Price	Registration Link

June 11, 2019, 10:00 a.m. – 12:00 p.m.	\$500	Click to register
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EOY Procedures Workshop + Coaching

If you missed last week’s EOY Procedures Workshop – Don’t worry. We can provide your district with a 2-Hour Workshop and 2 Hours of Personalized Coaching to help you through Phase I, II and III of the EOY Procedures. Please contact Laura Patton at lpatton@harriscomputer.com for more information.

Personalized Coaching

Personalized coaching hours are available for purchase on their own or in addition to the *Success Service Packs* coaching hours outlined above. Coaching is available in 2-Hour blocks. The coaching hours are scheduled in 1-Hour blocks, may be used for any topic, and expire 10/1/2019. Please contact Laura Patton at lpatton@harriscomputer.com to get more information.

<i>Personalized Coaching</i>	Price
2 Hours	\$370
4 Hours	\$740
6 Hours **(\$1,110 value, 20% Discount applied)	\$888

Harris School Solutions

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