Welcome to Wednesday's Wisdom – A weekly dose of support!
March 30, 2016

Announcements

Harris-IMG iPASS – MA Certified SIF Vender – We are pleased to share that the MA DESE Information Services has officially posted that iPASS is a Certified SIF Vendor. Updated vendor information can be found on the Mass DESE website under School/District Administration > Information Services > Data Collection > SIF. Look for the attachment *MA District Vendor Performance Ratings – March 1, 2016*.

Blackboard Connect Users – Blackboard has merged all the different Connect versions (Connect5, ConnectEd, Connect Attendance) into one product, simply called Connect. We are working with them to get an updated specification document so we can make sure our Connect exports are up to date. If you are experiencing any connection problems with Blackboard please email Blackboard at connectsupport@blackboard.com. Blackboard's Edline products are a different division and should not use this email address.

Patch Release – 7.0.20160325_sync for Massachusetts

Release Notes have been posted to iPASS Help > iPass Patch Release Notes. Please refer to *Patch Release Notes – 7.0.20160325_sync* for specifics of the enhancements and corrections.

Application Enhancements Include:
- **Immunization Requirements Table** – Track and report students' required immunizations
- **Low Income and Lunch Status "View and Update" Extra Security Option**
  NOTE: Requires Update to User Accounts – Users that need access to view and update Low Income and Lunch Status must have their Manage Users > Extra Security Options updated. Go to Security System > Manage Users > Extra Security Options > check off "Can View and Update Low Income and Lunch Status." *Click here for more information*.
- **New Reports**:
  - Immunization Requirements Summary, Detail, and Totals

Minor Enhancements & Corrections To: Recommendations, Student Hall Scheduler, Gradebook Competencies, Gradebook/Rankbook YTD Averages, Baseline Export, GPA Rank Report, ConnectEd Export

Request to Review eSupport Tickets – Support would like your help to manage the eSupport ticket queue. This will help us focus on the active tickets awaiting resolution. We ask that you review your open tickets and close all tickets that have been resolved. Support typically sets these to Status = "Confirm Resolution" or "Waiting for Cust Confirm." Note that we may be waiting for you to supply more information. These tickets are marked "Customer Info Required". Please review your open tickets, update with current status and supply more information if requested, and close tickets that are resolved or no longer active. Support will be following up, reviewing tickets, and closing tickets we believe are resolved and have had no activity or responses.

April User's Group Meeting WebEx – The April 13th User's Group Meeting WebEx will be on the topic of "Massachusetts - SSDR Reporting." Laura Patton will discuss changes to the Discipline Incident Report to DOE screen and new field options for SIF 2.7 reporting. Please join use at 1:00pm on April 13th. *Click here for User's Group WebEx details*

New Queries for Published Documents – Support has created several query reports to help manage and analyze documents published with the Publishing Dashboard. These queries are available to download from iPASS Help and upload to your My Queries folders. These are available in IPASS Help > My Queries > Query Files for Download. Directions on how to import a query to your site can be found in iPASS Help > My Queries > Help > *How do I import a query file into my iPass database?*

- Published Documents by Date Range Query – This query provides a list of Published Document Recipients and whether the document has been viewed. A date range can be specified to filter which documents are listed.
- Published Documents Listed Query – This query provides a list of Published Documents with the total number of Views/Downloads and the User ID of the person that published the document.

Upcoming Training Sessions

*Pennsylvania***:**

The Art of Building Your Master Schedule – April 14

On Thursday April 14th Harris will be offering a Master Scheduling Building class in the Bethel Park, PA office from 9:00-12:00. This class is designed to help both current and new users who have the responsibility of building the school's master schedule. The course is designed to discuss the philosophy behind the entire scheduling process.

- Understanding your Demand Tally
- Interpreting your conflict matrix
- Scheduling teacher exceptions
- Scheduling your inclusion students
- Using the PYRAMID scheduling approach
- Handling your conflicts

Class size is limited to 20, so register early. The cost of the class is $250.00. *Click here to register*.

Location: 1008 Progress Court, Bethel Park, PA, 15102

For more information contact Robert Napierkowski at rnapierkowski@harriscomputer.com or 412-854-5622, x212.

PA Master Scheduling Workshop (Part II) – April 21

On Thursday April 21st Harris will be offering Part II of the PA Master Scheduling Workshop in the Bethel Park, PA office. This will be a working session where we will work one-on-one with each school to resolve scheduling issues. As a follow up to Part I, all course requests should be entered and most of the master schedule should be built by this workshop date. *Specific times and more information will be announced soon.*

*Massachusetts***:** *Last Chance to Register!*

Register for 2-Day Middle School Scheduling Workshops – April 5 and May 12
Harris School Solutions will be hosting iPASS Workshops for Middle School Scheduling for the 2016-2017 school year. Join us and learn how to use Teaming, Linking, and Master Schedule Builder as well as many other time-saving scheduling tips. *Click here for more information.*

Frequently Asked Questions

Q. **How do I create an iStudent account for an individual student?**

A. **An individual account can be created using the Manage User screen**. A shortcut to the Manage User screen is available at the bottom of the Student Biographical Profile screen. *Click here for detailed information.*

Q. *Massachusetts SIF:* **Why is the change to DOE034 Special Education Placement code of "01 – No currently a Special Education Student age 6-21, but was previously a Special Education student during the current school year" not updating through SIF?**

A. **The DOE036 Primary Disability field must have a disability code for the student's Special Education codes (DOE034, DOE036, DOE038 and DOE040) to be included in the daily Student Special Education data pull by the DOE.** Leave the DOE036 and DOE038 codes as they were reported when the student was an active Special Education student. Just change the DOE034 Special Education Placement code and the DOE040 Special Education Evaluation Results code when a student is no longer a Special Education student during the current year.

Q. **How do I adjust credits for a student and update their Transcript History?**

A. **Adjust the credits for the specific course on the Modify Schedules screen and run Transcripts for the entire grade to update the Transcript History.** There are times when a student earns less than the credits set up for a course in the Course Catalog. The Modify Schedules screen must be used to adjust the earned credits for a specific course for a specific student. To update the Transcript History you must then run Transcripts for the entire grade. Note, Transcripts should be run for the applicable school year. *Click here for more details.*