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iPASS

Welcome to Wednesday's Wisdom

Your weekly dose of support!

August 1, 2018

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Elementary Scheduling Workshop

Let the Support Team train and coach you through scheduling your elementary school students. Refer to the Upcoming Events & Workshops section below for more information.

Support Announcements

Lead iPass Support Contacts in Your District – 2018-2019

Districts identified as highly successful using iPass have selected lead support contacts within their district to be their staff go-to person for help. We recommend the following be identified at each school district:

- iPass Administrator – This is the key point person for all iPass related issues. This person should have an understanding of all iPass systems available to the district. This person will be the main contact for Harris and the Support Team. This person will receive all iPass communication from Harris and should share all pertinent information to the other lead contacts in the district.
- Lead Contact(s) for State Reporting – Each state report may have a different lead contact, but it is recommended that there be a top level contact knowledgeable in how all the state reports interact and how the SIF reporting process works.
- Lead Contact(s) for Scheduling – Typically this is Guidance Counselor or School Administrator
- Lead Contact for Transcripts, GPA and Grading – Typically this is a member of the Guidance Department.
- Lead Contact for Gradebook, Rankbook and iTeacher – This has to be a staff member that will have access to assume the ID of a teacher so that they can support Gradebook.
- Lead Contact for Discipline – Typically a School Administrator.
- Lead Secretary – Someone that understands the process of Enrollment, Attendance, Report Cards, etc.
- Lead Nurse for iHealth (if used in the school district)
- Lead Contact for School Rush (if used by your district)
- Lead Contact for EZSchoolEnroll (if used by your district)
- Lead Contact for your call notification system (specify application)
- Tech Director
- Superintendent
- Principal at each school

At the start of each new school year we would like you to identify the key iPass support contacts in your district. We want to make sure all of these contacts are on our weekly Wednesday Wisdom email distribution list so that they receive important news and information about iPass.

Please submit an eSupport ticket and attach a spreadsheet or document with the up-to-date contact information. We have supplied a template in iPass Help > Districts New to iPass. Let us know if you have new staff members that should have the privilege to submit eSupport tickets.

If you have new staff responsible for iPass this year, please contact Laura Patton at lpatton@harricomputer.com to discuss the available options for training and personal coaching sessions.

August Online User Group Meeting

Date: August 8, 2018
Time: 1:00 p.m. to 2:00 p.m.

1. **News & Updates**
2. **Featured Topic: Transitioning to the New School Year**

   Laura Patton will review the transition from one school year to another to insure a successful start to the new school year.

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.

iPass Tips & Tricks

Adjusting Student Schedules

Prior to school starting, when adjusting student schedules be sure to use "Remove" to permanently delete a course from a student's schedule. The "Drop/Restore" feature is used after school has begun and a record of the course must be maintained for state reporting or grades.

When to use **Drop** versus **Remove**

- **DROP:** Used when a student has spent any amount of time in the class. The schedule row for that class will remain in the student's schedule but will have a status of DROPPED and can be viewed/hidden with the "Show Dropped Courses" checkbox.

- **REMOVE:** Used when a student has <u>not</u> spent any time in a class and the schedule was accidentally attached to the student. As before, a class that is REMOVED will not be included in the student's schedule.

For more information refer to iPass Help > Scheduling > Help > Quick Guide: Modify Schedules – Drop/Restore & Remove Courses.

Q. *District that has rolled over to 2018-2019:* **Why do my batch reports show the wrong school for the student?**

A. <u>Reminder: Batch Processing Reports are school-year specific</u>. After you rollover your database, you need to delete existing batch reports and create new ones for the new academic school year. This includes the ConnectEd Export, eSped Export, Advanced Export Reports, Attendance Call Reports, etc., that have been set up to run as Recurring Scheduled Reports.

Upcoming Events & Workshops

Elementary Scheduling Workshop *Plus* Coaching Sessions

The annual Harris iPass Elementary School Scheduling Workshop will be offered on **August 15, 2018** in our new Workshop format consisting of a training webinar and follow-up personalized coaching sessions.

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. *

iPass Support Services

Personalized 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.

Harris School Solutions
1-866-450-6696

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