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Welcome to Wednesday's Wisdom

Your weekly dose of support!

November 14, 2018

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SSDR Workshop – Still Time to Register!

This workshop is designed to train your Discipline staff to report incidents in the End of Year SSDR report. Refer to the Upcoming Events & Workshops section below for more information.

Support Announcements

TODAY – November Online User Group Meeting

Date: November 14, 2018

Time: 1:00 p.m. to 2:00 p.m.

1. News & Updates

2. Featured Topics: EEO-5 Survey, CRDC, SDR Update

iPass Support will review methods to get data out of iPass for the Federal EEO-5 Survey and the Civil Rights Data Collection (CRDC). An update will also be provided on planned updates for the FY19 School Safety and Discipline Report (SSDR). If you are unable to attend, we will be recording the meeting and will post it to iPass Help > User Group Meetings.

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.

Preparing for New Ticket System – Clean Up eSupport Tickets

As mentioned recently, Harris Computer and the iPass Support Team are finalizing plans to move to a new support ticket system. We anticipate rolling it out as the new year starts. As part of the process, all open and closed tickets from the current system will be imported into TeamSupport.

We are asking districts to review all open tickets and requesting tickets that are resolved or no longer applicable to be closed. If you have tickets requesting feature enhancements, please make sure that the word “Enhancement” is in the ticket Summary. We hope to be able to share requested enhancements in a community group to poll the level of interest across all of our districts.

Thanksgiving Holiday Hours

Harris iPass Support will be closed for the Thanksgiving holiday recess on Thursday, November 22 and Friday, November 23. Support will be available during the business hours of 7:30 a.m. – 5:00 p.m. on Wednesday, November 21.

No Wednesday’s Wisdom Email Next Week

Due to the holiday next week we will not be sending out a Wednesday’s Wisdom email on November 21. In the event we have any important announcements, we will send out a special email and post the information to the iPass User Support Google Group.

iPass Tips & Tricks

Dropped Courses With Final Grades Query

iPass Support has created a query that will help identify dropped courses with Final Grades. Since dropped courses with grades/final grades will print on Report Cards and Transcripts, this will be helpful to find Term 1 courses that may have been graded in error. Once identified and if appropriate, the grades can be removed or transferred to other courses.

This query can be found in iPass Help > My Queries > Query Files for Download > [Dropped Courses With Grades Query](#)

Student Voc Tech Show Info Query

This query lists Students and their Shop Week, Shop Code and Description, Chapter 74 Status, CIP Number, Tech Ed Code and Description. This query is useful for vocational schools because this information is entered on 3 different screens in iPass so this query brings the information together in one report to confirm all the data is aligned.

This query can be found in iPass Help > My Queries > Query Files for Download > [Student Voc Tech Show Info Query](#).

Upcoming Events & Workshops

iPass User Training Webinar Series

***District-wide pricing makes training all iPass users in your district affordable!
Special Bundled Series Pricing!***

The District iPass User Training Webinar Series offers **district-wide training** targeted at specific job types and responsibilities for both **new users** and to **provide current users with a refresher** of iPass features and functionality.

Each training session is comprised of a **3-Hour Webinar Recording** and a **1-hour Q&A Follow-Up Session** (*live sessions still scheduled to occur are listed below*).

Participating districts may share the webinar recording with **unlimited staff** to reference throughout the school year.

Contact Laura Patton at lpatton@harriscomputer.com if you are interested in purchasing training sessions for your district

Session (Target Users)	Topics Covered	Session Fee (Per District)
Administrative Assistants	Biographical System, Attendance System, Grading System, Report Cards, Competencies, Reports, iParent/iStudent, Publishing Dashboard	\$500
Gradebook Support Staff & Lead Teachers	Gradebook, iTeacher, Grading, Competencies, Report Cards, Progress Reports, iParent/iStudent	\$500
Discipline Staff	Overview of Discipline System, Discipline Records, Reports, Data Requirements for SDR State Reporting	\$500
Human Resources Staff	iStaff Best Practices, Career records, Compensation, Attendance, Time Rollover, EPIMS Requirements, Contracts	\$500
Scheduling Staff	Scheduling Students, Drop/Add, Transfer Grades, Course Catalog Maintenance, Printing Schedules	\$500
Guidance Staff	Overview of Scheduling System, Grading System, Transcripts, GPA, Honor Roll	\$500
School Administrators	iPass Overview, Discipline, Grading & Report Cards, Transcripts, GPA, Honor Roll, Scheduling, Dashboard Views, Data & Reporting, iParent/iStudent, Publishing Dashboard	\$500
Bundled Series	Savings of \$500	\$3,000

Q&A Follow Up Sessions

Districts that registered for the iPass User Training Sessions are invited to attend a scheduled Follow Up Q&A Session to ask questions on the training topic. Registered districts will be sent a meeting link for the Q&A Session. The following are still scheduled for “live” Q&A Sessions:

iPass User Training Follow Up Q&A Sessions	Date	Time
School Administrators	November 28, 2018	1:00-2:00pm

State Reporting Workshop Series:

Small-group registration makes Workshops + Coaching more affordable!

Special Bundled Series Pricing!

The State Reporting Workshop Series breaks **SIMS, SCS, EPIMS, and SSDR** Workshops down into individual sessions. These sessions are offered to coincide with October State Reporting.

The Workshops are comprised of a **webinar training session for unlimited staff members *plus* follow-up personalized small group coaching sessions for up to 3 users per session.**

Workshop participants will receive a link to the recording to share with other district users and to use for reference through the end of the school year. The personalized small group coaching sessions are scheduled in 1-hour blocks with a member of the iPass Support Team.

*** Training webinar recordings are available after the live webinar date. Contact [Laura Patton](#) if you are interested in purchasing access for your district. ***

Date	Workshop	Webinar + Coaching (Hours)	Fee (Webinar Unlimited Users + Coaching for up to 3 Users)
September 27, 2018 <i>Webinar Recording Available</i>	October SIMS State Report	1 + 1	\$400
October 16, 2018 <i>Webinar Recording Available</i>	October SCS State Report	2 + 2	\$750
October 17, 2018 <i>Webinar Recording Available</i>	October EPIMS State Report	2 + 2	\$750
October 23, 2018 <i>Webinar Recording Available</i>	October Cross Validations	1 + 1	\$400
RESCHEDULED November 28, 2018	Start Now - SSDR State Report	2 + 2	\$750
Bundled Series	All Workshops Included	8 + 8	\$2500 (Save \$550)

State Reporting Workshop Registration:

- Start Now - SSDR State Report – [Click here to register](#) **RESCHEDULED**
- Bundled Workshop Series – [Click here to register](#)

[Click here](#) for more details about the new iPass User Training Series and State Reporting Workshop + Coaching Series.

iPass Support Services

Personalized Mentoring & Coaching Sessions

The Support Team is available for personalized **one-on-one Mentoring** for new users and **outcome-based Coaching** beyond the scope of typical support ticket resolution.

During a **Personalized Mentoring Session** a Support Team member will work one-on-one with the user to teach them about iPass features and functionality.

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.

Mentoring/Coaching Options:

Personalized Session

- User defined topic/need
- Fee: \$185/hour, typically booked in 1-2 hour blocks

For more information email lpatton@harriscomputer.com.

Harris School Solutions

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