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## Welcome to Wednesday's Wisdom

*Your weekly dose of support!*

February 13, 2019

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### Lots of News & Updates to Share

Be sure to check out all the news and updates this week. Join us at today's User Group Meeting to learn more.

## Support Announcements

### **TODAY** – February User Group Meeting

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

1. News & Updates: New Patch Release, CRDC Collection 2017-18, SSDR
2. Feature Topics: MA Gender Identification Project: Phase I and iPass Support Hub Tips

In addition to news and updates related to the recent patch release, CRDC Collection and SDR Report, Laura Patton will review the Gender Identification Project for Massachusetts sites that provides screen display for Male, Female or Non-Binary gender identification. We will also review tips for using the iPass Support Hub when reporting issues and update you on the Knowledge Base and Community sections. If you can't make the meeting, we will be recording it and will post a link in iPass Help and the iPass Support Hub Knowledge Base.

**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.

## **Update: 2017-2018 CRDC Update**

As a follow up to last week's CRDC update, we want to clarify that the CRDC v2 export will be modified to meet the requirements for the 2017-18 CRDC Collection. Once the update is pushed out, the CRDC v2 export will no longer meet the file requirements for previous year CRDC Collections.

## **Presidents Day Holiday**

Harris Support will be closed Monday, February 18. Please log into the iPass Support Hub to submit a ticket for any issues you have during this time. We will try to address emergency issues in a timely manner. Normal operations will resume on Tuesday, February 19.

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

Tickets can also be created via email. Send to: [ipasssupport@harriscomputer.com](mailto:ipasssupport@harriscomputer.com)

The iPass Support Hub Guide is available in iPass Help > Technical Support FAQ > [iPass Support Hub Guide \(January 2019\)](#).

## Patch Release – Version 7.0.20190206\_sync

A patch release went out on February 11, 2019 (v. 7.0.20190206\_sync). The patch included several enhancements, improvements, and corrections.

Refer to iPass Help > [iPass Patch Release Notes](#) or the iPass Support Hub Knowledge Base for the full Release Notes for important changes that you will want to communicate to your district users.

### Enhancements:

- **Phase I of the Gender Identification Project for Massachusetts sites:** The following screens are now referencing the Gender - DOE009 field (Male, Female, Non-Binary):
  - Student Profile will display both the radio button for Male/Female and the Gender-DOE009 field.
  - View Only Biographical will display Gender-DOE009 field only.
  - Student counts at the bottom of the teacher's Gradebook/Rankbook Class Roster, Seating Chart, Lookup Behavior Referral and Custom Data screen will display the Gender-DOE009 field count.
  - Gradebook/Rankbook Settings for Student Data Option 'Show Gender' will use abbreviations M, F, N based on the Gender-DOE009 field.
  - Gradebook Student Data Sheet will use abbreviations M, F, N based on the Gender-DOE009 field.
- **PIMS for Pennsylvania sites:** Added ability to override the Staff Student Subtest Report Teacher Percentages and Assessment Tests for specific students/courses.
- **Extra Security Options:** Field added to User Account Information screen to store 3rd party password for One Roster 1.1 ClassLink Export.

**The patch release also included improvements & corrections related to:** SIF Transmission, Student Recommendations, Student Scheduler, Student Schedules, Mass Update Students, SIF Homeless Reporting, Clever Export, One Roster 1.1 Export, iStaff Attendance List, iHealth BMI Chart, PCL Progress Reports, Dropped Courses in 3rd Party Exports, Shading in Competency Report Cards, and Performance.

Upcoming Events & Workshops

## Can't Make A Live Event? Don't Worry – We've Got It Covered

The following upcoming events have scheduled 'live' interactive group webinar sessions. These sessions are recorded. So don't worry if you can't attend on the date listed, we will give you a link to the recorded session. Coaching sessions can be scheduled at a time convenient to you and your team.

### CRDC Collection Workshop + Coaching

The iPass Support Team will be offering a new option to assist users in preparing their district's 2017-2018 CRDC Collection. This will include a **90-minute interactive group webinar** to learn how to use the iPass CRDC Tools followed by a **1-hour personalized small group coaching session** to help you troubleshoot your data mapping and generating files.

CRDC Collection Workshop Dates	Workshop Session (Webex 9-10:30am)	Coaching Session	Promotional District Price	Registration Link
February 28, 2019	1.5 Hours	1 Hour	\$350	<a href="#">Click to Register</a>

### 'Start Now – SSDR' State Report Workshop + Coaching

The iPass Support Team is offering a mid-year SSDR State Reporting Workshop + Coaching option to provide districts with an opportunity to jump start the process of reporting discipline in the end of year SSDR Report. This is a great time to get district staff responsible for discipline actively involved with preparing the iPass discipline records for the SSDR report and clearing the SIF validation errors as they go. This will include a **2-hour interactive group webinar** followed by **2 hours of personalized small group coaching sessions**.

Start Now - SSDR Workshop Dates	Workshop Session (Webex 9-11:0am)	Coaching Session	Promotional District Price	Registration Link
February 26, 2019	2 Hours	2 Hours	\$750	<a href="#">Click to Register</a>

### Scheduling Success Services Packs

#### *Training + Planning + Coaching*

- **2 Days Interactive Group Training – Remote Classroom (Webex 9am-12pm)**
- **1 Hour Personalized Small Group Schedule Planning Session**
- **2 Hours of One-on-One Small Group Coaching**

>> [Click here](#) to learn more about the *Scheduling Success Services Packs*.

<i>Scheduling Success Packs Train + Plan + Coach</i>	Dates	Value	Promotional District Price	Registration Link
High School	Feb 5 & April 2*	\$1,665	<b>\$1,250</b>	<a href="#">Click to Register</a>
Middle School	April 9 & May 21	\$1,665	<b>\$1,250</b>	<a href="#">Click to Register</a>
Elementary School	June 11 & Aug 20	\$1,665	<b>\$1,250</b>	<a href="#">Click to Register</a>
<b>Multi-School Bundles:</b>			<b>Save More:</b>	
3 School Bundle	(see above)	\$4,995	<b>\$3,000</b>	<a href="#">Click to Register</a>
2 School Bundle	(see above)	\$3,300	<b>\$2,000</b>	<a href="#">Click to Register</a>

\*There is still time to register for the High School Scheduling Services Pack. We will send you a link to the Webex recording of the session held on February 5<sup>th</sup>.

## iPass Support Services

### Additional Scheduling Planning & Coaching Options

The iPass Support Team is available to help you and your team review your scheduling needs, develop a plan, and coach you through the process.

These options are tailored to districts making schedule changes, users that want to use the Master Schedule Builder and users that want to be coached through setting up scheduling for next year.

>> [Click here](#) to learn more about all of our *Scheduling Success Services options* and to register for upcoming sessions.

### District iPass User Training Series

The District iPass User Training 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.

>> [Click here](#) to learn more about the topics covered in each session.

### MA State Reporting Workshop Series + Personalized Coaching

The Massachusetts State Reporting Workshops offered this fall for October SIMS, SCS, EPIMS and Cross Validations were recorded. These pre-recorded workshop sessions are available along with personalized one-on-one small group coaching.

For more information email [lpatton@harriscomputer.com](mailto:lpatton@harriscomputer.com).

## **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.

For more information email [lpatton@harriscomputer.com](mailto:lpatton@harriscomputer.com).

**Harris School Solutions**

1-866-450-6696

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