

Welcome to Wednesday's Wisdom – A weekly dose of support! June 24, 2015

Announcements

TODAY at 11:00am – iPASS End of Year Procedures WebEx – We will be offering a Webinar on End of Year Procedures for our Massachusetts users on June 24th at 11:00am. Join Sharon O'Connor as she reviews the steps for preparing for a new school year, ending the current year, and rolling over your database to the new school year. **Registration is required for this WebEx.** After your request is approved you will receive instructions for joining the meeting. [Click here to Register](#)

Monthly User's Group WebEx Meeting – July 8 – Q & A / Reporting & EOY Procedures

We will answer your questions on the various State and Federal Reports (SCS, EPIMS, SDDR, CRDC) and End-of-Year Procedures at the next Monthly iPASS User's Group WebEx meeting on Wednesday, July 8 at 1:00pm. **Please submit questions in advance, no later than the close of day Monday July 6. Send questions to mleporati@harriscomputer.com with Subject: Ask Support Questions.** [Click here for User's Group WebEx details.](#)

Creating eSupport Tickets – This time of year the Support Team receives a large volume of support call tickets. We do our best to prioritize the support calls and depend on details included in the ticket. We recommend the following information be provided by the originator of the support call:

Call Description/Details:

| Caller Information | Description |
|--------------------------|---|
| Your Name | Who to contact for follow up - provide contact name, phone, and email address. |
| School Name | If the problem is occurring at a particular school, provide the full name of the school. |
| Security Role | If applicable, provide the security role of the User ID that is experiencing the problem (ie. teacher, administrator, secretary). |
| Operating System | Indicate if the problem is MAC or PC based and version of the operating system. |
| Browser Name and Version | Indicate the browser name (ie. Internet Explorer, Firefox, Chrome) and the browser version. |

| Call Detail | Description |
|--|---|
| Call Summary | Briefly describe the problem you are having. |
| Description <i>Provide as much detail as you can so that we can begin investigating</i> | What you are experiencing; what was your expected outcome; what is working and what is not; the name of the form (report card, transcript) or the report you are trying to run and the selections/filters/sorts used; what system/tab/screen you are on; is the issue grade specific or school specific; what is the Student ID#, Teacher name, Course ID#, school name, etc. |
| Steps | Prior to contacting the Support Center make sure that you can relate the exact steps you took up to the point where the problem occurred. This information will be necessary in order to recreate the issue. |
| Location | If applicable, indicate any location details. Is the issue only happening in one school or at a certain time of day? |
| Module | If applicable, provide the name of the system folder where the problem is occurring. |
| Page ID or Menu Path | If applicable, include the menu path (from main menu) or breadcrumb. |

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| Screen shots and Error Messages | If applicable, attach screen shots and provide the full text of the error message. |
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Selecting Software Package (Call Type) – Problem Description & Priority Levels:

| Tech - iPASS | Description |
|--------------|--|
| Priority 1 | Site Down (ex. Webspeed error at login, can't reach URL) System Slow/unresponsive Webspeed error on screen Report processors down Insufficient disk space or write access denied Security vulnerability |
| Priority 2 | System performance concerns/questions Email issues Camera issues Printer issues (related to printer itself, not reports) Third party interface/export not sending data |
| Priority 3 | Update issues Update requests sFTP set up FTP set up IP changes Photo issues/upload request |

| Student - iPASS | Description |
|-----------------|--|
| Priority 1 | SIF data errors State report due, not able to complete submission Critical report not running Inability to take attendance Inability to enter data (ie. When I click on ___ it takes me to the home screen Program errors without workarounds Incorrect calculation errors impacting a majority of records (ie. GPA/Honor Roll) Aborted postings or error message preventing data integration and update Performance issues of severe nature impacting critical processes (ie. Scheduling) |
| Priority 2 | System errors that have workarounds Calculation errors impacting a minority of records Report calculation issues Printing related issues (related to reports and display and not the printer itself) Security access/access issues Performance issues not impacting critical processes |
| Priority 3 | Usability issues Browser related issues (ie. printing) Report formatting issues Training questions, how to, or implementing new processes Aesthetic issues Issues with workaround for large majority of accounts Questions on documentation |

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| iAutoAlert - iPASS | All iAutoAlert support calls |
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More details can be found in iPASS Help > Technical Support FAQ > *Are there guidelines for entering a Harris eSupport ticket?*

Release Notes for 7.0.20150617 – The patch that went out on June 17th contained updates to fix errors in SIF SIMS for the following:

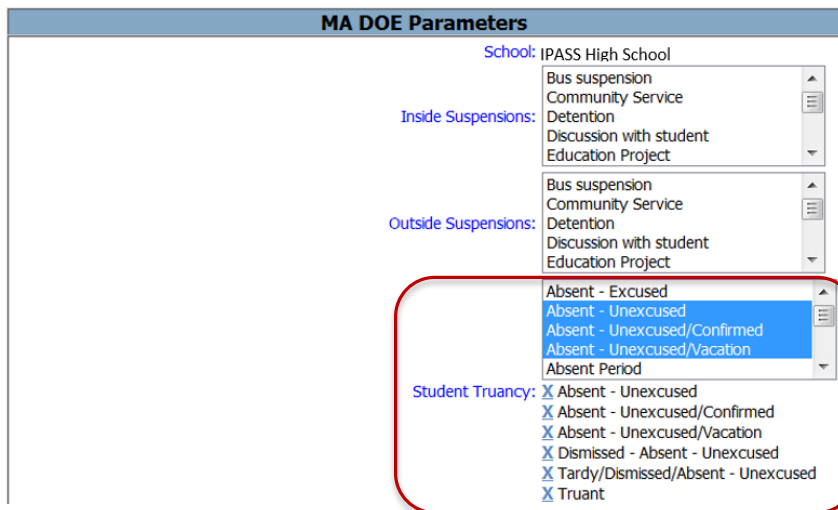
- SIMS - SPED errors
- SIMS - Enrollment DOE011, DOE012, DOE013 issues

Full Release Notes can be found in iPASS Help > iPass Patch Release Notes folder.

Frequently Asked Questions

Q. How is the DOE052 (Unexcused Student Absences) field value generated from iPASS?

A. This value is calculated based on the Attendance codes selected for “Student Truancy” on the MA DOE Parameters screen. Please check that all Attendance codes for Daily “Absent Unexcused” have been selected in the “Student Truancy” box at each of your schools. Go to DOE ID Manager > Maintenance DOE > Parameters. Repeat for each of your schools.



The screenshot shows the 'MA DOE Parameters' configuration screen for 'IPASS High School'. It features several dropdown menus for 'Inside Suspensions' and 'Outside Suspensions', both containing options like 'Bus suspension', 'Community Service', 'Detention', 'Discussion with student', and 'Education Project'. The 'Student Truancy' section is highlighted with a red box and contains the following checked items: 'Absent - Unexcused', 'Absent - Unexcused/Confirmed', 'Absent - Unexcused/Vacation', 'Absent Period', 'Absent - Excused', 'Absent - Unexcused/Confirmed', 'Absent - Unexcused/Vacation', 'Dismissed - Absent - Unexcused', 'Tardy/Dismissed/Absent - Unexcused', and 'Truant'.

NOTE: The DOE updated the DOE052 in August 2011 to replace ‘truant’ language with ‘days of unexcused absences.’

DOE052 Unexcused Student Absences

The number of school days a student was recorded with an unexcused absence.

Type: Alphanumeric **Length:** Minimum 1
Maximum 3

Acceptable Values/Code Description:

| | |
|---------|---|
| 000–261 | Number of days with an unexcused absence. |
|---------|---|

Notes:

1. The definition of an unexcused absence is based on local school district definition.
2. Unexcused absences are cumulative throughout the school year. If the student had four days by October 1st and accumulated four more in January, March data should report eight days.

Dependencies:

1. The sum of days of unexcused absence plus the number of days in attendance (DOE017) cannot be greater than the number of days in membership (DOE018).

Q. How do you get the date of Graduation to print on the senior's Final Transcript?

A. The Grade 12 students must have a 'Graduated' enrollment record entered with the entry/withdrawal date of the graduation day. Transcript PCL forms must be set up to print the entry/withdrawal date on the form.

NOTE: Some districts use an alternative method to add an 'Anticipated Date of Graduation' or 'Date of Graduation'. This is done in Transcript Parameters. Go to Grading System > Maintenance-Grading > Transcript Parameters. Enter the Date of Graduation in the Graduation Month field.

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| Graduation Month: <input type="text" value="May 31, 2015"/> |
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