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System Administrator Tools

This document outlines some commonly used system administrator tools.

Disabling the System

Issues may arise that require the system to be disabled.

Examples of this kind of situation are:

FERPA or privacy issue

System has fatal error that requires shut down to fix

Users having concerns about a particular metric

Process for disabling:

In dashboard, click on Site Configuration

Click the box next to 'Deactivate the website for the entire district'

Click 'Save'

System Wide Messages

The system offers the ability to post broad messages to users. This is helpful in notifying users of data availability, new data coming soon, and training materials, etc.

Process for submitting system wide messages:

In dashboard, click on Site Configuration

Enter message in the space labeled 'District-wide system message'

Click 'Save'

The message will appear in yellow at the top of every dashboard page for every user

Impersonating Users

The ability to impersonate a user is helpful in troubleshooting a user's specific issue such as trouble logging in.

How to impersonate a user:
Type the first few letters of the person's name in the search bar

Click the arrow button

Click the 'Staff' button

Search for the person on the list (if person is not listed, they are not in the dashboard database)

Click the 'Logon As' button to impersonate their log in

Once logged in as another person, you must log back in to impersonate another user

Configuring Dashboards: Grades Below C Metric Settings

In dashboard, select the 'Metric Settings' tab at the top right
Enter the correct threshold value
Click 'Save'

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Superintendent FAQ

This document outlines frequently asked questions for superintendents.

How do I see district wide data?

Log into the dashboard.
Your landing page is an overview of your district's data points.
Click on the metric category you are interested in viewing.
Click on details on the far right hand side to see the data broken down by school.
You can drill down even further on the next page by clicking on the grade level chart or student list under the details section.

How do I export campus specific data?

Log into the dashboard.
Your landing page is an overview of your district's data points.
Click on the District button on the left hand navigation.
Click on School List.
Then choose the school from the list in the center of the page.
Now you can click on 'Export All' at the top right hand corner in order to export data for this specific school.
You are able to export data from all of the pages of the dashboard.

How do I search for a specific student or teacher?

Log into the dashboard.
Your landing page is an overview of your district's data points.
Type the first and/or last name in the search button on the left navigation.
Click on the name of the person you are looking for once it populates in the center of the page.

How do I obtain student contact information?

Log into the dashboard.
Your landing page is an overview of your school's data points..
Enter the student's name in the search box.
Click on the student's name when it appears in the search results.
Click on the Parent Contact Info hyperlink.

How do I customize my view of the dashboard?

Log into the dashboard.
Begin at your class homepage and click on 'Customize View'.
Click on 'See More Data'.
Columns will populate for all available metrics. Click the desired metrics boxes. Select 'Save Columns'.

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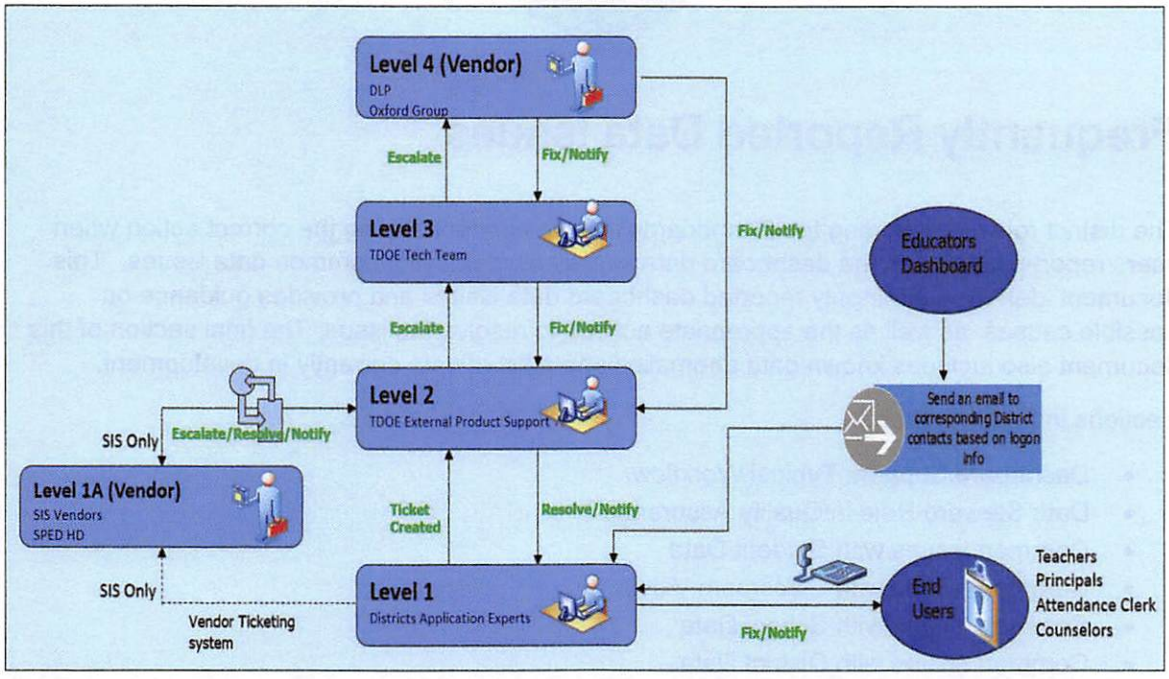
Frequently Reported Data Issues

The district role in supporting the Dashboards involves understanding the correct action when users report problems in the dashboard data as well as identifying common data issues. This document identifies commonly reported dashboard data issues and provides guidance on possible causes, as well as the appropriate actions to resolve the issue. The final section of this document also includes known data anomalies and a list of data currently in development.

Sections in this document:

- Dashboard Support: Typical Workflow
- Data Steward Role in Quality Assurance
- Common Issues with Student Data
- Common Issues with Classroom View
- Common Issues with School Data
- Common Issues with District Data
- Common System Errors
- Addressing Feature Requests
- Known Issues/Data Anomalies

Dashboard Support: Typical Workflow



Data Steward Quality Assurance

Data Stewards can proactively check metrics and campus information for accuracy. Best practice is to perform this QA before the dashboard launch in your district, and periodically throughout the year. If you see an issue in the district's dashboard similar to what is described below, escalate the problem.

- Student enrollment count – check this on the District Information page. Does the student enrollment match currently enrolled students in the district? If drastically different, there may be a problem with the data load.
- School list and type – Is the count of schools correct? Are the schools appropriately categorized by level (e.g., elementary, middle, high school, alternative, etc.) There may be a problem if every school in your district is not loaded in to the dashboard.
- Program participation and Students by Demographic percentages – Do the percentages of students in programs appear correct for currently enrolled students at each school? It is best to check these by school, because district averages can mask schools that may have values of 0 or 100%.
- Teacher and Staff Count – Does count of staff and teachers in the district appear correct? Staff List includes all staff persons listed in the SIS; Teacher List includes all staff persons classified as "Teacher" in the Staff Classification table. If these counts appear wrong, there may be a problem with loading teachers/staff into the dashboard.

- Metric performance – Metric performance will reflect the student attainment percentage of currently enrolled students, so it may not exactly match snapshot data reported periodically during the school year in accountability systems. However, Data Stewards can look for unexpected percentages such as 0% or 100% on metrics. These extreme values may signify a problem with the metric calculation.
- Date of Refresh – Is the date of refresh more than two days old? If so, there may be a problem with the dashboard build.

Common Questions and Suggested Actions Regarding Student Data

Why are some of my students missing data? Possible causes may include:

- If data is missing for all students on the school, the data may not be fully loaded into the dashboard. For example, if no student in the district appears to have taken the SAT, the district may not yet have loaded the data.

- Data from the SIS is refreshed nightly if all builds are successful. Students may have recently entered the district and are awaiting a transfer of their information or may have relocated from another state. If students are new to the state, for example, they may not have transcript information loaded.
    - Check the SIS to confirm the data in question for the student.
    - If data was recently added, wait until the next day for a successful build of the dashboard. Use the date of refresh (in parentheses next to metric titles) to verify the build was successful.
    - If student does not have data entered into the SIS, enter the data into the SIS and then wait for a successful build. Use the date of refresh to verify the timing of a successful new build.
    - After a successful build, check to make sure the student data is present and accurate in the dashboard. Then email the user to debrief and let them know that the issue is resolved.
- Assessment files may not be up to date or have been loaded to the system.
    - Oftentimes users report issues with students missing assessment information.
    - The assessment vendors provide districts with files based on the most recent administration. If a student enters the district after the administration date, their data will not appear until the next administration.
- Student record has been removed as a duplicate record.
    - If data appears to be present in the SIS or assessment file, but is not displaying in the dashboard, there may be an irregularity in the data.
    - Check to see if there has been a ticket issued notifying the district of students with duplicate or irregular data. It is the expectation of the district to coordinate these fixes with the vendor and provide an updated file with these fixes.
    - If there is not a ticket, escalate with the following information: student name, student ID #, student campus, expected data result, and latest test administration and test type for an assessment result.

Why does a student's information or performance look inaccurate?

- A teacher may report that a student has an inaccurate program designation.
  - Check to see what program designations are listed for the student in the SIS. Modify the designations in the SIS if incorrect.
  - If the SIS designation is accurate, but is not displaying correctly in the dashboards, escalate the issue with complete information about the student and the expected result.
- A teacher may report that a student's assessment result does not match the actual assessment result.
  - Check to see if the student recently re-took the exam. If the dashboard does not display the most recent result, work with your assessment division to update the assessment files.
  - If there is a difference between the dashboard display and internal assessment records (for student performance level, scale score, etc.), it may be a problem with the way the data has been loaded. Escalate the issue with the following information: **student name, student ID #, student campus, expected data result, and latest test administration and test type for an assessment result.**
  - If the issue is related to benchmark assessments, check on the date of the most recent load. It is possible that a test was administered after that point and the data needs to be updated. Notify the user of the next load date and check to be sure the student data is present.

Why does the More Menu say "No Data Available"?

- Some detailed views will appear only after the first year of implementation or after the first grading period of the school year. This is particularly true of historical trends for attendance and discipline. To help answer user questions and set expectations, consult the Knowledge Base articles.

Why can I not search for my student?

- Verify that the user is associated with the student in the SIS.
- A user may be requesting access to a student for whom they have educational responsibility, which is a user access issue.
- The user may be using the state ID from another system. Instruct the user to search by the student's name.

Common Questions and Suggested Actions Regarding Classroom Data

Why do I not see the class sections I expect to see?

- If a user is seeing more than his/her sections, or sections from a previous semester or year, look at the teacher's assignment end date in the SIS. Check to see if the assignment record has expired or the end date not updated (this often happens prior to

the start of a school year). Correct it in the SIS and wait for a successful build to verify. Impersonate the user and make sure that the issue has been resolved in their dropdown list of sections.
- If a user is seeing too few sections, check their assignment records and ensure that they are the primary teacher of record for the section.
- If all information about the section assignment appears correct in the SIS, escalate the issues with the staff name, staff ID, expected course sections, and beginning and end dates for each assignment.

Why do I not see the students I expect to see?

- If a teacher appears to be missing an entire section, see above.
- If a teacher appears to be missing only a few students in a single section, check to see if the teacher is the primary teacher of record. If this is a co-teacher or push-in/pull-out scenario, correct it in the SIS for the appropriate students. Wait for a successful build and verify by impersonating the user.
- If all SIS records appear accurate, escalate issue with the teacher name, staff ID, and expected students in the section.
- Some users will expect to see the members of their sport teams and other extracurricular activities. This requires setting up a cohort group and coordinating this with the vendor so that these can be read in with the nightly builds.

Why can I not create/save a Watch List?

- Impersonate the user and attempt to create the Watch List.
- Verify that the user is attempting to create a Watch List on his/her own classroom view.
    - Administrators viewing a teacher's classroom will not have the option to create a Watch List on that teacher's page.
- Administrators can create their own Watch Lists from the Students By Level, Students By Grade, or Students By Demographic pages on the Campus/District Information page.
- If none of the above is true, impersonate the user and attempt the action. If the Data Steward verifies that it is a problem, escalate with the staff name, staff ID, and the browser type.

Common Questions Regarding School Metrics

Why does the denominator for Student Attainment not match my student enrollment?

- Not all students are included in every metric. For example, early education and pre-kindergarten students are not included in metrics like Average Daily Attendance, in accordance with state policy. These students will be excluded from the metric's denominator.
- Only students with data for a metric will be included in the school/district metric calculation. If many students are missing data for a particular metric, the denominator will be less than student enrollment.

- **Action**: If discrepancies in student attainment denominators are not explained by planned exclusions from metrics, there may be a problem in the dashboard. Escalate the issue with information on expected denominators based on enrollment.

Why do I not see all of my students in the Student List?

- School metric Student Lists are designed to identify students not meeting goal. If the student attainment is 10 of 40 students meeting goal, the Student List will display the 30 students that did not meet the goal.
- Student List drill downs are filtered to include only students with whom the user is associated. In the example above, a teacher will see that 10 of 40 students met goal, but his/her Student List will display only those students assigned to him/her that did not meet the goal (will most likely be less than 30).

Who is included in the Operational Dashboard's teacher metrics?

- Only employees classified as "Teacher" in the Staff Classification table will be included in the metric calculations for teacher attendance, experience, etc.
- The denominator in Teacher Attainment should match the number of teachers in the Teacher List on the School Information Page.

Common Questions Regarding District Metrics

Why are all of my district's schools not included in the denominator for this metric?

- Denominators for Campus Attainment will only include schools that have students included in a metric. For example, elementary students will not have College Entrance Exam data, so elementary schools will not be included in College Entrance Exam metrics. The Campus Attainment denominator will include only middle and high schools.

Common Questions Regarding System Functionality

Why are features on the dashboard displaying incorrectly?

- The following browsers have been tested to be compatible with the dashboard:
  - Internet Explorer versions 8 and above (IE10 has not yet been fully tested)
  - Firefox 3x and 4x
  - Safari and Safari Lite
- The Dashboard only supports IOS 5 and above on iPads.
- If the error is occurring in a supported browser version, impersonate the user and attempt to recreate the problem. Escalate the issue with the staff name and ID, date and time, browser type, and a screenshot of the error.

Why does the date of refresh not show today's date?

- The date of refresh will show yesterday's date. If by mid-day the date is less recent than yesterday, the build may still be in progress or may not have been successful.
- Some student metrics may show a date of refresh that reflects either the latest administration date or the date of latest file transfer. A good rule of thumb is to check the date of refresh on attendance metrics, which should be refreshed daily.
- Report this issue when the date of refresh is more than three days old.

Addressing Feature Requests

The support button should be used to submit feature requests. Common feature requests are below with guidance on how to respond.

- Additional data
  - User will request that they see additional data or metrics in the dashboard. Otherwise, log the feature request.
- Higher level of access
  - A common feature request is to request access to more students or a higher level of access. We recommend the data steward work with the senior technology staff to determine data governance policy for such requests.
- Functionality
  - First, impersonate what the user is seeing to verify that it is truly a request for new functionality rather than a lack of understanding of current dashboard features.
  - Consult the district's dashboard trainer if the user needs more help understanding current dashboard functionality.
  - If it is a feature that does not currently exist, submit a ticket and escalate.

Known Data and System Issues

Users may notice a few data anomalies that are either due to limitations of the metric calculation or data availability.

Examples of data anomalies or missing data that may be noted include:

Attendance and Discipline:

- Daily attendance and days absent metrics and may not align with class period absences. Daily attendance and class period absence events are pulled from different sources; daily absences are not triggered based on a set number of class period absences in the dashboards.

- Daily attendance and class period absence rates are calculated based on the school calendar, the days the student may actually be enrolled in the school. This may cause an understatement of attendance for students who enroll late.
- Likewise, discipline infractions for the current year represent only those reported in the student's currently enrolled school.
- Class period absence rate does not account for block schedules. If classes do not meet daily, the class period absence rate may be skewed downward by including more possible attendance periods than actual in the denominator (classes missed/total periods offered in given timeframe).
- The class period absence student drill down calendar is listed in alphabetical order and not by class period order – it is not possible to list by class period order due to block scheduling.
- The days absent metric monitors year-to-date daily absences. The detailed absence calendar drilldown associated with the class period absence metric at middle and high school displays class period, not daily, absences for the last 40 instructional days, not year to date. This may cause confusion among end users.
- The dashboards report red/green status for days absent based on a threshold of 10 days. Districts will need to interpret red/green status on days absent in accordance with their individual district policies.

Grades and Credits:

- The number of course grades appearing in the historical drill down are based on courses that were taken at the designated time period – if a student dropped a course after the grading period, the course count is not adjusted.
- The credit accumulation metric tracks student level progress toward the Recommended Graduation Plan. Districts will need to interpret the student data in the context of individual district policies as well.

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Dashboard Help Topics

Attendance for late enrollees

Late enrollees will be missing attendance date, but the calculation for daily attendance rate is not dynamic. Students are assumed to have been present all the days prior to enrollment.

Attendance data is missing

The following should be verified before escalating:

- Has the attendance data been recorded in the source system for the time period in question?
- Was the attendance data reported at a classroom or school level?
    - A campus taking class period attendance, such as middle school and high schools, will report attendance at a classroom level.
    - A campus taking daily attendance, such as elementary schools, will report attendance at a school level.
- Is there a 6 week and/or 9 week grading period assigned to each campus reporting attendance?
- Have attendance calendar days been defined for each campus reporting attendance?

Daily attendance drill down

Data from the granular time periods (daily, weekly) may not match up with the data from the four and eight week time periods. This is because the values for the granular periods are calculated based on smaller sample sizes or time periods. This can cause wide variations in the data. For example, if many students miss one day in a specified week, the daily attendance figures for that week will appear to not meet the campus threshold (that is, when looking at weekly attendance, if a student misses just one day, they are not meeting the campus threshold of 90 attendance, since four divided by five equals 80 percent). However, if you look at a longer time period with more data points (in this case days to record attendance) then you may obtain a more accurate picture of the data and trends for the time period.

Attendance for re-enrollees

Currently, there is no way to account for students who withdraw and re-enroll at a campus. The attendance metrics account for their attendance from the most recent enrollment date; however, their detail views of Daily Attendance, Tardy, and Class Period Absences will show the full history of their enrollment.

No dynamic attendance calculations for late entry

If a student enters school later than the first day, he or she is considered present for the entire time he or she missed. Thus, if a student enters school on the 15th day, it is assumed he or she had perfect attendance for the first 14 days. This protocol is true for the entire school year.

Claimsets: System Administrator, Teacher, and Staff Access to the Dashboards

Job classification claim settings determine the levels of access available to district employees. Each district's claim set is based on current employment statuses and are set by the district's Human Resources department.

Typically, teachers have access to data on all students who are enrolled in their classes. Principals have access to all campus data, while district administrators have access to all district data. This means that principals can view data on students and teachers at their campuses, while a superintendent can view data for all students and teachers in his or her district. Specialists such as counselors and coaches have access to student cohorts that are determined by student rosters and student IDs that are tied to their staff IDs in the Cohort Interchange.

Those who have a claim setting of 'Staff' cannot see any student or classroom information. Due to this limited view, those who have been given a 'Staff' setting will not see the 'Search' button in their dashboard views. 'Staff' employees will not see student or classroom data until the claim set is changed by HR.

Districts may elect to give any dashboard position title the claimset of "SystemAdministrator". All users with that position title, regardless of their campus or district assignments, will be able to act as a System Administrator across the district. The System Administrator will have access to all administrative tools and will see all campuses, staff, teachers, and students. The System Administrator can also edit position titles and user access settings from the district dashboard System Administrator landing page.

Generally speaking, users can use the search function to search for teachers, students, and campuses. Users are unable to search for staff, since staff do not have their own pages. System

administrators and district/campus administrators can search for staff, but these profiles are only available for the purpose of impersonation.

Impersonation and logging back in

System administrators and district/campus administrators can use the search function to search for teachers and staff and then "impersonate" and log in to the dashboards under the identify of that staff person. This allows the administrator to access the view of the dashboard that is accessible to that staff member.

If the administrator tries to impersonate a user who does not have access to the dashboards the administrator will receive an error message and will be redirected to the log-in page. In some cases, the user must then clear his or her cache in order to log back into the dashboards as him or herself.

Cohort

Cohort is a mechanism that joins specific staff and specific students to a group. Examples include speech therapy group with staff and students assigned to the group.

Cohort record count

The total number of students in a district-level cohort list will include one record per student for each school in which that student is enrolled. A dual- enrolled student will be counted for each record at each campus at which he or she is enrolled. If a student has no school enrollment, he or she will not appear in the cohort list.

Courses categorized as NA

In some cases, students with have a course that is categorized under N/A in the Course History even though it has the same course code as a course listed under a Core Subject Area or Other. In order for a course to be categorized it must have a course code and course description, otherwise it will be categorized as N/A.

Courses categorized as 'other'

Courses slated as elective/other as a primary subject area and a secondary/tertiary subject area in a core subject area will be categorized as 'Other' for the purposes of dashboards. Some districts have reported that specific courses that count for credit as an elective may also count toward a core requirement (secondary or tertiary). Because this categorization is a result of a decision by a counselor through the process of graduation plan audit, this is not scalable and will not be included in the dashboard. Block courses can only be categorized as one subject area.

Treatment of accelerated and self-paced courses

Accelerated and self-paced courses are not included in grade metrics, but are included in transcripts and credit-related metrics.

Progress report grades

The dashboard shows grades per grading period. It does not display interim progress report grades.

Grade data is missing

The following should be verified before escalating:

- If the subject area is missing, is the course coded with a subject area in the source?
- If a grade is missing, has the student had a schedule change (section change)?
    - Only current courses are displayed in the 'Current Course' section of the student dashboard. A dropped course does not appear because it is not a 'current course'.
- If a grade is missing, is the student taking an accelerated course, i.e. a full-year course in a single semester?
    - In some cases, the dashboard will only display one of the two grades received during a single semester. It is dependent on vendor mapping/definition of course sessions.
- If all grades are missing for a marking period, did the student enroll late? If yes, have the grades received from the previous school been entered into the source?
- Have all teachers completed the process for submitted grades to the source?
    - Only grading period grades are loaded into the dashboards (grade reported on student report card).
    - There is typically a 'window' of time during which teachers send the grading period grades from the grade book systems to the Student Information System.

Grades given for a partial year

At some schools, certain grade levels only gives grades for part of the year. For example, at some elementary schools first graders only receive grades starting in January. In these cases, certain aspects of the dashboard may appear anomalous. For example, a student's current courses list might change mid-year once the grade book changes. Further, campus and district metrics could change dramatically mid-year once these students are included.

Custom calculations

Custom calculations can be performed by using the export all feature to send the student group in question to excel.

Student List functionality

It is only possible to create a Student List with students for whom a teacher is educationally responsible (those that come through the SIS). Users cannot add students to a Student List if they do not have access to them. If a user should have access, request a higher level from the data steward.

Renaming class sections

It is not possible to rename a class section in the teacher section list. The dashboard is read-only; the only way to change section names is to request the district change it in the SIS. It is possible to rename a teacher-created Student List.

Goal setting updates

Changes that are made to goals will appear in the dashboards the next business day, provided the nightly dashboard build was successful.

Inactivity

Users are logged out of the system after 20 minutes of inactivity.

Hover and tooltips on iPad

When using an iPad or other tablet computer, if the user holds the device in portrait orientation and does not scroll, most tooltips and hover-over features work well.

However, if the user holds the tablet in landscape orientation or scrolls on the device, hover-over boxes may appear in strange positions. Additionally, the following tooltips will not appear:

- Columns Headings
- Assessment Dots and Buttons on the Assessment Classroom View and the TEKS Mastery drilldown

For these reasons, the developer recommends that iPads only be used for on-the-go assessment or on-the-fly meetings with teachers or students. In order to have the full functionality of the dashboards, users are encouraged to use a laptop or desktop to access the program.

IOS 7 has not been fully tested and may be some issues that have not yet been reported.

Hotlinks

Any bolded and blue font in the dashboard is a URL hotlink in the system. This means that the user can click on that text and be taken to a different page containing additional information related to that topic.

Supported browsers

The Dashboards support Internet Explorer 8+, Mozilla Firefox, Safari, and Google Chrome. When using older versions of browsers, specifically IE 7, data may not display correctly.

If using an unsupported version of Internet Explorer, the user should make sure that he or she is not using "compatibility view" by doing the following:

- On the far right side of the browser header you should see an option for 'tools.'
- Click this and a menu will appear.
- Select "Compatibility view options'
- Uncheck any of the boxes on the bottom of the screen and remove TSDS from the box that says 'Websites you have added to Compatibility View'
- Click Close
- Open the Tools Menu again.
- Look to ensure the compatibility view has a broken page next to it. If instead there is a check mark, select that option.

Export all

Operational dashboard metrics may be exported through the "Export All" at the top of the page. Teacher and staff lists at the campus level do not have the Export All option.

Turning off a metric for a particular campus

Districts or campuses cannot turn off a metric. Metric availability is determined at the state level.

Who is included or excluded from the dashboards?

Only students who are currently enrolled on a campus will be included in the campus metric calculations. Those campus calculations will roll up to the district level; therefore, students must be enrolled on a campus in order to be included in the district calculations. Records for students

from the previous year or who those who have withdrawn will not appear, not will they be included in the campus and district metric calculations.

Teacher with no classroom view

The most common reason a teacher cannot see their classrooms is because they do not have a Teacher School Association record for the campus(es) to which they are assigned.

This is often reported when the source system (Student Information System) has not yet been updated, such as at the beginning of the school year, or at a change in semester. The dashboards will display the classroom view for teachers who are:

- Assigned to the correct campus(es).
- Assigned to class sections and/or assigned to a cohort group.

These items should be verified before escalating:

- Has the teacher been assigned to the class sections to which they are teaching? If not, correct in source and next data load should resolve the issue.
- If applicable, has the teacher been assigned to a cohort group. If not, correct in source and next data load should resolve the issue.
- Is the teacher assigned to the correct campus(es)?

Incorrect percentages

The dashboard will only show currently enrolled students so a variability of 5% is normal. Users are often used to seeing static snapshot percentages as reported for the previous year and these percentages often include students who are no longer enrolled.

Access to a new class

A teacher can see the students in next semester's class as soon as that semester begins, but not before.

Access to students

Users with teacher-level access can only have access to students in their class. Specialists or sponsors of a program that includes students outside of their sections, should make a request to the district data steward to set up a 'cohort group' that will add the students for whom the user is responsible to their view. This work will be done in conjunction with the SIS vendor through the Cohort Interchange.

Students improperly flagged

Students are associated to programs by way of student reference, based on unique student ID. For a student to be properly flagged with a program designation, a program indicator has to be tied to the unique student ID of the student.

The following should be verified before escalating:

- Is the percentage difference greater than 5%? If yes, can the difference still be reconciled by excluding students who are no longer enrolled?
- Is the user's point of reference based on a prior year snapshot which is based on a different student population?
- Is the student properly associated with the program in the source system?

Data looks old

The data in the dashboards is updated as it arrives and each metric has its own date of refresh.

Attendance metrics are updated daily if the load process completes successfully each night. If the load does not process successfully, the attendance metric date will reflect the latest date for which the attendance data has been uploaded.

Look at the date on the Attendance and Discipline tab on the campus dashboard page to discern the last dashboard load.

Missing data

If a trend arrow does not appear, either data is not available from the source data system or not enough time has elapsed in order for there to be enough data to calculate a trend.

If the metric text and label display but there is no data, this means that there is no data currently available or the metric doesn't apply to a particular student.

Missing Staff

All staff assigned to a campus will be shown in the Staff List. In order to appear in the Teacher List in the campus dashboard view, the staff member must be assigned to at least one section.
The following should be verified before escalating:

1. In the source system, is the staff member assigned to a campus?

2. In the source system, is the teacher assigned to a campus, and assigned to at least one section?

Missing or too many students in classroom

This occurs often when the source system has not yet been updated at the beginning of the school year, or at a change in semester. Newly enrolled students might also be reported as 'missing' from the classroom view because the source system data entry has not yet been completed. The dashboards will display students in the classroom view who are:

- assigned to a class section, and the class section is assigned to a teacher, and/or
- assigned to a cohort group, and the group is assigned to a staff member

The following should be verified before escalating:

- Have the missing students been assigned to a class section, and has the class section been assigned to a teacher? If not, correct in source and the next data load should resolve the issue.
- Have the missing students been assigned to a cohort group, and has the group been assigned to a staff member? If not, correct in source and the next data load should resolve the issue.
- Has the missing student recently enrolled? If yes, has the source system been updated to reflect the correct information for the student's class assignments? If not, correct in source and the next data load should resolve the issue.
- In the case of too many students, has a district or campus created a grade-level cohort and assigned all teachers to it?
    - Most often occurs in lower elementary grades (K-2)
    - Results in all teachers in a grade level seeing a classroom of all students in their grade level.

State assessment data missing

The following should be verified before escalating:

- If the missing data is student-specific, does the student unique id supplied in the source file match the student's unique id? If no, the student's unique id in the vendor file must be corrected and record resubmitted.

- Is the subject area being reported in the source file correct for the results being sent? If no, contact vendor for correction.
- If the missing data is student specific, is this a student who has recently enrolled in the district?
    - Students new to the district must be submitted to the vendor who will then include data for the student in the next scheduled vendor file.

Withdrawn students

The dashboard only displays students currently enrolled on the campus. The campus does not display those that have withdrawn or moved to a new campus in the district. This is in compliance with FERPA.

Test accommodation

The dashboard currently displays whether a student took an accommodated version of a test. It does not display the type of accommodation.

Over age definition

Students who are more than one year older than the normal age for their grade level will be flagged as 'Over Age'. 'Over Age' is defined as:

- If a student is in 9th grade and Sept1Age>=15 then value is 1
- If a student is in 10th grade and Sept1Age>=16 then value is 1
- If a student is in 11th grade and Sept1Age>=17 then value is 1
- If a student is in 12th grade and Sept1Age>=18 then value is 1

Otherwise value is 0.

Sept1Age: Calculate a student's current age based on a September 1st cutoff date and call this Sept1Age.

Take the current school year and subtract the student's birth year. If the student was born after September 1st then subtract 1 from this number to get Sept1Age.

User cannot log in to the dashboards

The following should be verified before escalating:

- Is the staff member assigned to a campus or district level in the source system?
- Is the position title assigned to the staff member assigned to a dashboard claim set.
    - District dashboard administrators should impersonate the user to identify the position title assigned.
    - District dashboard administrators should go to the claim set mapping tab in the dashboard and verify this position title is mapped to a claim set.

- Is the staff member a teacher? If so, is the teacher assigned to at least one or more campuses in the source system?
- Has the staff member's contract started for the current school year?

Infants and Toddlers

Infants and toddlers will appear on the dashboards and have student pages. They are not included in any of the other metrics due to the flexible nature of attendance and programming. Their information cannot be captured and set to goals and standards like that of elementary, middle and high school students.

The exclusion of early education students from campus metrics like Average Daily Attendance and Daily Attendance Rate are noted in footnotes next to the metric.

Graduation year miscoded

In the event that a student has a miscoded graduation year, there is likely a problem with the source of the data. Such a problem must be resolved at the district level.

Student special education detail

The dashboard cannot display further detail than it already does for Special Education, 504 indicators, and medical alerts/health information. Details associated with these indicators are not currently available in the dashboard due to FERPA and HIPAA provisions. Users should be directed to use other district systems to access this information.

One-year campuses

Campuses that only serve a single grade level will be missing data for any metric that requires students to be enrolled on the campus for the prior year. An example of such a metric is 'AP Completion'.

Late enrollment

Students who enroll more than two weeks after the beginning of the school year (i.e. the begin date of the first grading period) will be flagged as 'late enrollment' students.

Students taking courses on a second campus on which they are not dually-enrolled

Students that are taking courses on a campus on which they are not officially dually enrolled will not appear on that campus. The teacher who has those students on the second campus will not be able to see them in their section lists. The best practice for districts is to signify that the student is dual-enrolled, unless that is not applicable.

Campus within a campus

The dashboard does not support campuses within a campus (or school within a school), unless the sub-campus has its own education organization ID. Districts may accommodate situations such as these by assigning students to a special group through the cohort interchange.

Retained or repeating students

The dashboard cannot indicate whether a student has been retained or repeating a grade or course.

Advanced course mastery

The Advanced Course Mastery metric is dependent upon results of AP and/or IB exams, not course completion. Because many students take advanced courses their senior year, by the time the results of these exams are available, the students have graduated. If the results are received prior to the end of the year snapshot date, these students will be included in the snapshot. If the results are not received, the mastery value may be lower than expected.

Student changing sections

When a student changes sections of a course, the previous course disappears from their profile. However, the previous grade will count towards their grade and toward attendance metrics.

Teacher years of experience

The 'Teacher Years of Experience' metric appears in several places on the dashboards, including in Operational Staff Metrics tab and on Teacher Lists.

This metric reports a teacher's current completed years of experience. A teacher in his or her first year of teaching will have a metric value of zero years. A teacher in his or her second year of teaching will have a metric value of one year. This number will change at the beginning of each year and is reflective of data in the district's human resources system.

Who is a teacher?

A teacher will only show up in a campus' teacher list or teacher metrics if he or she is associated with a section or cohort at that campus.

Subject area categories on student transcript

Past courses may appear under the wrong subject area on the transcript page if local, district course codes are either not updated or have changed. This may also happen if a district switched SIS systems.

Advanced course metric for Middle School

If a middle school campus does not mark its courses with Pre-AP information, that school will show zero percent taking advanced courses.

Key issues arising during the beginning of the school year

At the beginning of the school year, data in the district/campus student information tends to fluctuate. Several common data issues arise as students and teachers are added or transferred between campuses and student schedules are finalized. Many will be resolved in the early weeks of school but they still need to be monitored to ensure they are resolved. Common issues include:

Teachers unable to log in

- Possible causes
    - Contract date has not yet begun
    - Teacher has not been added to HR and/or SIS

Incorrect section associations - teachers and students

- Possible causes
    - Teachers may be assigned to incorrect classes/class periods
    - Student schedule assignments may change rapidly

Incomplete student/parent records

- Possible cause
  - Districts may be able to add only the student information necessary to enroll the student and generate his/her schedule. Additional program information or parent information may be completed later.

Missing or incorrect/stale cohort information

- Possible cause
  - Unless a district reviews and updates assignments through the cohort interchange at the beginning of the year, the cohort assignments from the prior year will persist.

Missing transcript data for transfer students/incorrect credit accumulation or Algebra 1 metrics

- Possible cause
  - Incomplete transcript information, courses not yet assigned a credit area or incorrect categorization of local courses from a prior district may affect the appearance of student-level credit accumulation and/or Algebra 1 metrics. These issues will be resolved when transcript review is complete.

Key issues arising during a grading period or semester

The dashboard displays grading period (6 week or 9 week) and final grades. It does not include progress report grades. Issues arising at the end of grading periods or at the end of semester focus mostly on grades metrics, but a few issues experienced at the beginning of the year may arise, as well.

Common grades issues include:

Missing grades

- Possible cause
  - Often the grade has not been entered or finalized by the teacher of record. Many campuses/districts have a window during which teachers may post grades.

Grades loaded before grading period is completed

- Possible cause
  - Depending on the SIS mapping, a teacher may be able to enter a grading period or final grade prior to the end of the grading period. The dashboard will pull the value in the field though the grading period has not ended.

Missing final grades

- Possible causes
  - The final grade may not have been entered.
  - The final grade may have been deleted for revision.

- The district may not award final grades.

Issues associated with changes at semester include:

- New teachers unable to log in
- Incorrect section associations - teachers and students
- Missing cohort information
- Teachers leaving during school year

Ongoing key issues during school year

The following common issues arise throughout the school year:

- Teachers leaving and arriving:
  - Contract dates may have not yet begun
  - Teachers may be assigned to the wrong section
  - Former teachers may not have been made inactive
- New students enrolling in the school:
  - Students may have incomplete transcripts
  - Students may have incomplete student/parent records
  - Students may change sections
- Students transferring between campuses and creating possible duplicates:
  - Students transferring between campuses within a district may mistakenly have active enrollment records at two campuses (though they are not dual enrolled), or a student may enter and leave a campus and enroll on a new campus in one day, producing multiple attendance records for the student at different campuses. These and similar cases will create a duplicate record. The first record inserted will be passed through to the dashboard; the second record will be treated as an exception. Research is required to ensure that the correct record is passed through.
- Changes in cohorts:
  - Districts may elect to add new cohorts throughout the year.
- Missing assessment scores:

Appearance of scores on the dashboard will be affected by the turnaround required to make the scores available to districts in a format that m