Technical Concerns

• Losing Information:
  – Users will enter information and then it is lost or not saved (ex: therapy notes in service documentation module, assessments entered in special ed module).

• User Roles/Access/Setting Up Team Members
Technical Concerns

• Cut-paste limitations

• Users have to enter assessment subtests as their own assessment
Technical Concerns

• Incomplete or inaccurate data migration from PowerSchool:
  – students showing up some days, not others.
  – not all students are accessible in the system; (some students have graduated)
  – Data transferring over incorrectly (emergency contacts as parents)
Technical Concerns

• The final document that prints is excessive.
  – EX: a kindergarten student's IEP - print every assessment the child could possibly take throughout school career; then notes participating/not participating
  – Excessive printing of classroom activities
  – Progress reports are excessive (24-64 pages)
  – Making a complicated process for parents even more complicated
Technical Concerns

• Review of Accommodations Form:
  – Users feel this will become a bigger issue as the semester ends and testing begins.
  – There are too many restrictions on who can run the reports
  – This will be a problem for testing coordinators

• Assessment menus are massive and not alphabetized
Technical Concerns

• Lack of existing data in the system
  – past assessments
  – attendance

• All of the above mentioned issues are causing a lack of confidence concerning the ability to have an accurate December 1 child count
Technical Concerns

• Pre-school User Roles and Settings

• Helpful Links:
  – Monday Messages
    https://ec.ncpublicschools.gov/ecats/monday_messages
  – User Type Guide and Detailed User Type Listing
    https://ec.ncpublicschools.gov/ecats/special-education/training
Training Concerns

- Require training that allows end users to see an active site - work through procedure and rationale
ZenDesk Concerns

• Response time of ZenDesk

• Closing of tickets and marking as solved