

2019-2020 Quarter 1 Webinar QA

Q1: I want to double check: if a student misses exactly half their instructional day, they count as present for the whole day?

A1: They would be present

Q2: If you do not have a bullying incident what steps do you take

A2: You still need to certify the report, but you do not need to take additional steps

Q3: Back to enrollment: Has there been a change in private school reporting for enrollment? A town in my district has school choice and I don't see any enrollments from the private schools in my out of district placements report yet.

A3: Private schools are required to enter any publicly funded students into Synergy. You will need to work with the private school to get them to enter in these enrollments.

Q4: When I ran a student personnel report, I received a lot of "Home Phone contains alpha characters" errors. Is there an issue with this upload?

A4: It is a known issue. It's with area codes that are not 207. A fix from Synergy will be coming, but for now you can remove those phone numbers from the upload

Q5: Should Q4 be due in July?

A5: It is set in June, but we are aware some schools will not be finished. We'll discuss this date later

Q6: Is it possible to get a copy of these slides? I was not able to watch the whole presentation and would like to review the slides when I have a minute. Thanks

A6: Available on Helpdesk webpage

Q7: How are excuse absences considered toward truancy?

A7: Excused absences count towards chronic absenteeism, but not truancy

Q8: Is there information somewhere about the new requirements for Restraint and Seclusion reporting?

A8: Gayle Erdheim is the best resource, but there is a slideshow located on the Helpdesk's Webinars & presentation webpage

Q9: Schools may not be done by June 15....

A9: We have reviewed the dates for quarter 4 attendance and will now have the report encompass the rest of the school year. The report will open on June 15th and will be available until July 15th

Q10:off subject - why doesn't Enrollment Type show on the enrollment tab in Synergy

A10: Enrollment type is dictated by the school type

Q11: Just a clarification, Superintendents cannot certify until October 16? (Quarter 1)

A11: Due before October 15th. Can certify after the 1st

Q12: Since the Staff Certification webinar is the day after the Staff Certification is due, could important issues be posted prior to the due date?

A12: Miscommunication. Staff is open, but certification it is not actually due until the 31st

Q13: If we have EL students who have exited how can we exit them out of Synergy? That field is locked.

A13: Send a communication to April Perkins

Q14: if enrollment type is by school why do we need to upload it?

A14: We will look into that.

Q15: when I click on the Truancy Details Reports it brings me back to the log in page

A15: If it's not an issue with logging in, we will look into that. **Our best guess is that the user timed out and will need to log out, clear their cache and log back in.*