**NEO Staff Refresher Webinar Q&A**

Does the system still time you out? I noticed it times out very quickly.

Yes, it times you out after 15 minutes. It could be a browser cache issue if it’s a repeated error.

Can you explain the difference between the Years of Experience and the CTE Professional Years of Experience?

Years of Experience is the years of experience in the teaching field. Professional years is the years of experience in the profession they're teaching. (plumber, electrician, etc.).

I have a staff member who was mistakenly entered twice and has two accounts. Should I call the help desk to consolidate?

Yes, please email/call the helpdesk.

I work at a SPPS and public schools’ contract with speech providers to send to us to provide services. Do I put them in NEO under my staff or does the public school enter them in NEO?

The local district they are coming from should enter them.

So, is there a way to extend it time-out time?

No, it's built into the browser.

How close is the State in changing to uploads from payroll/HR software?

We are still actively discussing uploads in staff. There is currently no timeframe as of now, but it will be discussed further going forward.

Sorry, late to the webinar. You may have already answered this...... when we input coaches, what are we putting for an FTE.

FTE is dependent on how many hours of the work week they are spending in that position.

Is there a report, that shows the complete NEO information from prior years? It seems prior year reports only show certain positions. i.e. teachers

No. You can use the Staff FTE report at EOY to get that saved.

So, if a staff member is a full-time teacher and coaches one sport, should the FTE for the teaching position be 1.0 and the coach position be .10? Can you go over 100%?

Regular FTE can go over 100%, EPS FTE Cannot.

Has the staff data been rolled over for SY 20-21 yet?

Yes, it has.

The position start date does not update?

No. If they are rolling over, it will remain the date that was initially entered.

Is the certification office linked to NEO. We have had teachers who recertify certificate and fingerprinting. Because they have worked two different school systems, I have needed to write a letter that they have worked for us for x amount of years, even though all that information is in NEO.

Yes, NEO Staff and MEIS (MDOE online certification system) undergo a two-way data exchange nightly. If you have an example, please send it to the helpdesk.

But years of experience increased by one year?

Correct.

You probably already stated this. When is the Staff certification report due this year?

October 31st, 2020