KTS Data Exchange

Grade Sync Troubleshooting Guide-New View

When the technical school and high school are experiencing issues with the syncing of grades, most issues can be resolved by following the checklist below. Please check the items below and refer to the documentation and other tools supplied on the KTS Data Exchange webpage BEFORE submitting a support request to ktssupport@education.ky.gov.

1. Check the Process Alert area of your Infinite Campus homepage for any possible KTS Project Error messages.
    a. These messages will tell you exactly what the problem is, down to the specific course number and section.
    b. If you are a high school and KTS errors do not populate in your Process Alert area, forward the Data Exchange User Group document to your district Infinite Campus system administrator and ask them to follow the directions to properly set up the high school.
2. Check the Grades Reports at both locations.
    a. The technical school should run a Grades Report (Grading & Standards > Reports > Grades Report) for the specific grading task (i.e. CTE Term or CTE Final), and the specific Term to ensure that the technical school teacher has in fact posted grades for the course in question.
        i. If the grade **_has not_** been posted, the grade cannot sync to the high school. Ask the technical school teacher to post the grades. After the nightly sync, verify the posted grade synced to the high school the next day.
        ii. If the grade **_has_** been posted, check the Term Mask settings on the Grading Tasks tab for the course in question, and then verify that a Grading Window has been properly scheduled in the technical school (Grading & Standards>Grading & Standards Administration>Grading Window)
    b. The high school should run a Grades Report (Grading & Standards > Reports > Grades Report) for the specific grading task (i.e. CTE Term or CTE Final), and the specific Term to check if the POSTED grade from the technical school has synced to the high school database.
        i. If the grade **_is_** showing on the report, this means the grades have successfully transferred. The grades may not appear on the progress report or report card because the CTE Term and CTE Final Grade grading task have yet to be added to the report card templates. Contact your IC system administrator to have this corrected.
        ii. If the grade **_is not_** showing, the Technical School must complete their processes (refer to item A – Grades Reports), OR the high school should check the Term Mask settings in the Grading Tasks for the course in question, and then verify that a Grading Window has been properly scheduled in the technical school (Grading & Standards > Grading & Standards Administration>Grading Window)

3. Additional Information – Please keep in mind the following:
    a. Only use the CTE Term Grade, CTE Final Grade and CTE Final Exam grading tasks. For each course use only ONE of each of those grading tasks. If you notice more than one of these grading tasks attached to a course notify KTS Data Exchange support immediately.
    b. Grading Window schedules must be set up in both the technical school and the high school databases.
    c. Keep in mind that for grades to successfully sync from the technical school to the high school, both entities must have the CTE Term Grade, CTE Final Grade and/or the CTE Final Exam Grade grading tasks independently set up so they do not overlap in date ranges.
        i. For example, for the CTE Term Grade in a four-term school year, do not overlap the dates between terms (**Wrong example**: Term 1 start 8-1-2019 end 10-1-2019, Term 2 start 9-20-2019 end 12-31-2019, Term 3 start 12-20-2019 end 3-15-2020. Term 4 start 3-1-2020 end 5-15-2020). (**Correct example**: Term 1 start 8-1-2019 end 10-1-2019, Term 2 start 10-2-2019 end 12-31-2019, Term 3 start 1-1-2020 end 3-15-2020, Term 4 start 3-16-2020 end 5-15-2020). Below is a visual **correct example** of the proper way to schedule the grading windows for the CTE Term Grade, CTE Final Grade and CTE Final Exam grading tasks. Of course you would choose the date ranges associated with the needs of your school, but this visual shows you that for the CTE Term Grade, there are no overlapping date ranges from term to term.

Grading Window

	Main			
	GP1	GP2	GP3	GP4
CTE Term Grade	08/01 12:00 AM - 10/01 11:59 PM	10/02 12:00 AM - 12/31 11:59 PM	01/20 12:00 AM - 03/15 11:59 PM	03/16 12:00 AM - 05/15 11:59 PM
CTE Final Exam		12/20 12:00 AM - 12/31 11:59 PM		05/01 12:00 AM - 05/15 11:59 PM
CTE Final Grade		12/20 12:00 AM - 12/31 11:59 PM		05/01 12:00 AM - 05/15 11:59 PM

    d. Only set up Grade Calc Options at the technical school. The CTE Final Grade received at the high school will be a composite grade, therefore it is not necessary for the high school to set up any additional Grade Calc Options for the KTS courses.
    e. A high school is not required to use the CTE Numeric Score Group, but it is important for the high school to use a score group that matches the CTE Numeric Score Group on the Minimum % column. Additionally, for technical school grades to successfully post to transcripts at the high school, GPA values must be completed for any score group chosen.
    f. Report card templates at the high school must be updated to add the CTE Term Grade and CTE Final Grade grading tasks. Without these grading tasks, KTS grades will not

show up on a high school progress report or report card.

If you continue to have issues after checking the items above, please send a request for assistance to ktssupport@education.ky.gov. Please remember:

- It is difficult to troubleshoot without details. Please be sure to include examples if available. (i.e. course numbers, SSID numbers of specific students to assist with troubleshooting, screen shots)
- Be careful not to include a student's name, social security number or date of birth in a screen shot. This is FERPA violation.