KTS Data Exchange: Grade Sync Issues & Transcript Posting

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Course Setup

The first step to ensure a successful grades sync is proper course setup

Proper Setup of Courses

- Proper initial setup of the courses for the KTS Data Exchange is of the utmost importance
- Improper setup can cause a multitude of issues
- Familiarize yourself with the KTS Data Exchange webpage
- Refer to these important setup documents and previous PowerPoint trainings to assist you with proper setup:
  - KTS Course Setup Guide
  - KTS Grading Task Setup
  - KTS Grade Calc Options Setup (Technical Schools Only)
  - Grade Sync Troubleshooting Guide

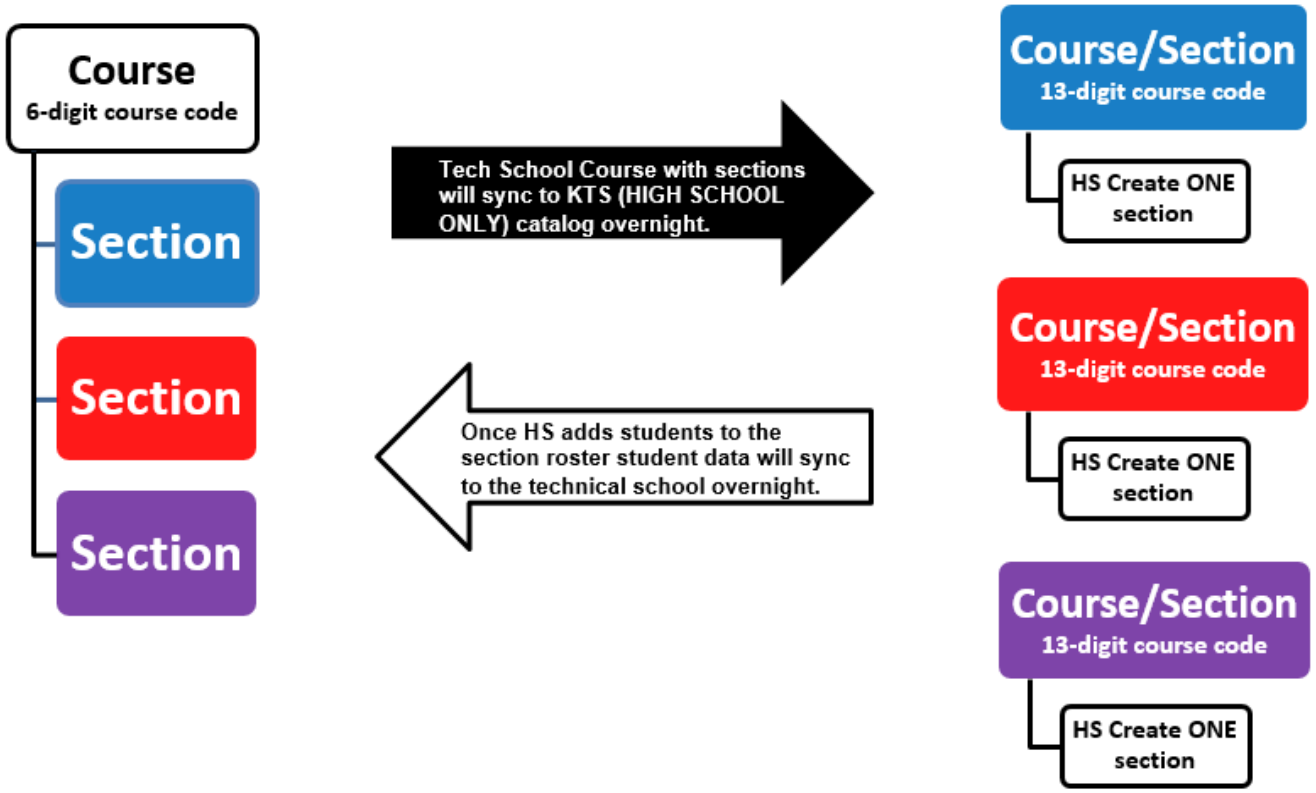
KTS Data Exchange
Course Creation Flow

Technical School

The course creation process must begin at the technical school.
{Scheduling > Add Course}

Home High School

High School will switch to KTS Course Catalog (HIGH SCHOOL ONLY)
{System Administration > Resources > Schools}
Pull courses into HS database which contain the correct 2-digit Tech School ID prefix.
{Scheduling > Add Course}



Selecting the Correct Course Code

- To ensure the high schools locate the correct course, it is recommended that the technical schools supply their feeder high schools with a master schedule which contains the deciphered 13-digit codes.
  - Explanation of Course Codes
  - KTS School ID Numbers

Read & follow the setup documents

- DO NOT…
  - ✓ deviate from the setup directions.
  - ✓ set the courses up using any "discovered short-cuts"
- DO…
  - ✓ reference, read and follow the KTS Course Setup Guide to properly set the CTE Courses up in your district database.
  - ✓ make sure you refer to page 2 of the KTS Course Setup Guide to switch to the correct course catalog *before* you try to locate the course through Scheduling > Add Course
  - ✓ contact your technical school principals with any questions regarding proper setup, if you are a high school
  - ✓ contact KTS Support with any questions regarding proper setup, if you are a technical school

Grading Tasks Setup

Do not forget to setup the Grading Tasks, according to recommendations, for each CTE course

Important Grading Tasks Details

- Reference the KTS Grading Task Setup document to assist with proper setup
- Technical schools only should also reference the KTS Grade Calc Options Setup document to complete the setup process for their courses
- Only use CTE Term Grade, CTE Final Grade and CTE Final Exam grading tasks
  - Other grading tasks can be used for calculating purposes, but they will not sync
- For CTE Term Grade, CTE Final Grade and CTE Final Exam grading tasks – use each of those grading tasks only ONCE
  - If you notice more than one of these grading tasks attached to a course, DO NOT DELETE, notify KTS Support immediately.
- Only one Active Mask should be checked at a time
  - More than one checked will produce an error and an unsuccessful sync of grades
- Use the Grading Window feature to change the Active Masks in mass
  - Grading & Standards > Grading Window

Process Alert Messages

- I am still finding school districts who have not completed the basic group setup process to allow their staff and the KDEAdmin account to view KTS messages
  - Follow the directions in the Data Exchange User Group Setup document to complete this process for your district
  - I use the KDEAdmin account to view your district data, and it is impossible for me to assist with KTS Support issues if my account is not properly setup to view KTS messages
- Check the Process Alert area of your IC homepage for any possible KTS messages
  - Process alert messages explain issues down to the specific course number and section
  - KTS messages will vary depending on the setup issue involved
  - KTS messages are the first step to troubleshooting a grade sync issue

Troubleshooting Grade Sync Issues

Troubleshooting Steps for High Schools

- If you have an issue with the syncing of your technical school grades:
  1. Check the Process Alert area for any KTS messages
  2. Run a Grades Report (Grading & Standards > Reports > Grades Report)
  3. Check course Grading Tasks tab and make sure t he grading tasks have the proper Active Mask checked and that multiple Active Masks are not checked
  4. Refer to the documentation made available to you through the KTS Data Exchange webpage
     - ✓ The Grade Sync Troubleshooting Guide is a two-page document that will walk you through the steps you should take when troubleshooting grade sync issues
  5. Communicate the issue with your technical school principal

Troubleshooting Steps for Tech Schools

- If the high school makes you aware of a grade sync issue:
  1. Run a Grades Report (Grading & Standards > Reports > Grades Report)
  2. Run a Grade Book Usage Report (Grading & Standards > Reports > Gradebook Usage)
     - ✓ Only POSTED grades will sync
  3. Check course Grading Tasks tab to ensure the grading task that is not syncing has the correct Active Mask checked
     - ✓ Only ONE Active Mask can be checked at a time
  4. Make sure the Grade Calc Options tab has been properly setup for the course.
  5. Communicate with the high school to coordinate the syncing process by selecting the correct Active Masks at both schools
  6. Refer to the documentation made available to you through the KTS Data Exchange webpage
     - ✓ The Grade Sync Troubleshooting Guide is a two-page document that will walk you through the steps you should take when troubleshooting grade sync issues

Also Keep in Mind the Date Ranges

- If the date ranges of the term schedule for the high school vary from the date ranges of the term schedule at the technical school, this will affect the Active Mask selected
  - Example: It's October 1st, and the technical school is now in their 2nd Term date range; however, in the high school database it is still Term 1. To sync a grade on October 1, the high school's Active Mask should be set to Term 1, and the technical school's Active Mask should be set to Term 2.

Term Schedule Overlap Issue

- If a technical school services more than one high school they will probably experience term schedule overlap issues, especially if the technical school has one term courses on their master schedule
- Students will disappear from the technical school roster when the term dates at the high school end before the technical school's term dates
  - Technical school teachers will no longer be able to take attendance or modify gradebook records for these students
- The issue must be corrected in the high school database:
  - The high school must go to the section of the course and check the previous and/or the next term box in the section schedule placement
  - This will repopulate the students data back into the roster at the technical school the next day

Active Mask Information

- You may have noticed A LOT of discussion about Active Masks in this presentation. This is because Active Masks are the KEY to the KTS Data Exchange. More times than not if you experience a grade sync issue the reason is due to an Active Mask issue.
  - Remember…
    - ✓ Only ONE Active Mask term should be checked at a time
    - ✓ If the date ranges of the term schedule for your high schools are different than the date ranges of the term schedule at the technical school, this may affect the Active Mask you want to select
    - ✓ The Active Mask selected at the technical school must be on the Term within the date range of the Term selected at the high school
    - ✓ Grades will not sync if the date range of the Terms at the high school and technical school do not overlap

Score Groups

- Area Technology Centers (ATCs) **must** use the CTE Numeric or the CTE Pass/Fail Score Groups
- High schools and CTCs are not required to use the CTE Numeric Score Group, but the high school must use a score group that matches the CTE Numeric Score Group on the Minimum % column
- Any courses in a district that utilize the CTE Numeric Score Group WILL NOT post to transcripts unless the GPA Value columns are completed. For example, an A is worth 4, a B is worth 3, etc.
  - For technical school grades to successfully post to transcripts at the high school, GPA values must be completed for any score group chosen
- The CTE Numeric Score Group was pushed out to all districts for use with the KTS Data Exchange. Once in your district database, you have the ability to modify this score group according to your district needs. However, there are a few things within the score group that you DO NOT want to change:
  - ✓ Do not change the name of the score group
  - ✓ Do not change the Minimum % column at all
  - ✓ Do not delete any of the rows
- You MAY change:
  - ✓ The Name column and the Score to accommodate your district needs. For example, right now you only see a numeric entry for both the Name and the Score columns (example: 100)
  - ✓ You MAY change that to add a letter grade as well, but you have to do it for BOTH the Name and the Score columns, (example: 100/A)
  - ✓ You MAY check and uncheck the Passing Score boxes to accommodate your district policy

High School Report Card Templates

- 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 are having trouble with KTS grades not showing on your report cards, contact your district Infinite Campus administrator

Transcripts

Transcripts for High Schools & CTCs

- Each high school is in charge of when they want to post transcripts in their district
- Things high schools & district must keep in mind with posting CTE Final Grades:
  - Posted CTE Final Grades that successfully sync to the high schools are what will post to transcripts
  - If CTE Final Grades do not post to transcripts check the following:
    - ✓ Run a Grades Report (Grading & Standards > Reports > Grades Report) to see if the CTE Final Grades have synced into your high school database
      - If no CTE Final Grades populate on the Grades Report, contact your technical school so you both can begin Grade Sync Troubleshooting
    - ✓ Check the score group used for your CTE courses (i.e. CTE Numeric) to ensure the GPA Value columns have been properly filled in
    - ✓ Check the CTE Final Grade grading task (Grading & Standards > Grading Tasks) to ensure the Post to Transcript box is checked
    - ✓ From the course level, go to the Grading Tasks tab and select the CTE Final Grade. Ensure that a Score Group is selected, a Credit value is entered, and a Credit Type is selected. Make sure the proper Term Mask and Active Mask box is checked

Transcripts for ATCs

- Tanya Fluke will send out notification at least one week before transcripts will be posted in the technical school database
- Tanya Fluke will run the Transcript Post tool
- Make sure the course is properly set up BEFORE Tanya Fluke runs the Transcript Post tool.
- From the course level, go to the Grading Tasks tab and select the CTE Final Grade. Ensure that a Score Group is selected, a Credit value is entered, and a Credit Type is selected. Make sure the proper Term Mask and Active Mask box is checked
- Remember that only <u>posted</u> CTE Final Grades will post to transcripts
- If CTE Final Grades do not post to transcripts check the following:
  - ✓ Run a Grades Report (Grading & Standards > Reports > Grades Report) to see if the teacher has posted a grade to the CTE Final Grade grading task

Support

- 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 student names, social security numbers, dates of birth, or other personally identifiable information in a screen shot or in an email – this is a FERPA violation
- KTS Data Exchange webpage
- ktssupport@education.ky.gov
- Campus Community