*School Year 2020-2021:* **Synergy email communication to Synergy users and school administrators. Ordered by most recent date**
Last updated 05/13/2021

**Synergy Support Guidelines**
**Step 1:** Seek solutions using **Synergy > Help**:  Help link is located in the top right corner of the **Synergy** application at https://synergy.cobbk12.org/Help-PDF/welcome.htm .  Synergy & CCSD guides are provided.
**Step 2:** Contact School Synergy Representative (Gradebook Manager, Scheduler, PVUE Coordinator, or Attendance Manager)
**Step 3:** Contact the Customer Care Center at 770-426-3330 or enter a Web Help ticket at https://webhelp.cobbk12.org SELECT **Application > Synergy** to be routed to the appropriate support team.
*Note – Parent support:*  For ParentVUE support, parents should always contact the school's **PVUE Coordinator** and not the central office, Customer Care, or Technology Department.  If a school contact is unable to assist a parent, the school contact is to enter a Web Help ticket.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Thursday, May 13, 2021 8:53 AM
**Subject:** Summer Schedule: Synergy Upgrade & CSIS Rollup and Year-End Processing

**To:  Synergy & CCSD Portal Users**

**This summer the Synergy upgrade and CSIS rollup/year-end processing will be completed at different times.**
For planning purposes, we want to notify you of the following dates:

**Synergy Upgrade:  Sunday, June 6 and Monday, June 7, 2021**
- Synergy will be unavailable both days.
- Please do not attempt to access Synergy beginning at 6:00 AM on Sunday, June 6, 2021.
- A District-Wide email will be sent from *Techhelp Support* on June 7th*,* notifying users when Synergy is available.

**CSIS Rollup and Year-End Processing:  Monday, July 12, 2021**
- Some applications in the CCSD Portal will be unavailable beginning at 7:00 AM on Monday, July 12, 2021.
  *Applications affected include:*
    - **CSIS**
    - **OnTrack**
    - **State Reporting**
- A District-Wide email will be sent from *Techhelp Support* on July 12th, notifying users when the applications are available.

**Please share this information with your staff**.  If you have any questions, please contact the Customer Care Center at 770-426-3330.
We apologize for any inconvenience this may cause.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Monday, May 10, 2021 10:44 AM
**Subject:** ES: 2020-21 Important End-of-Year Processes & Information

TO: ALL ES School Grade Book Managers, Report Card Administrators, and Teachers
RE: 2020-21 Important End-Of-Year Processes & Information

**Please contact the Customer Care Center or enter a Help Ticket if access is needed for OnTrack Reports, CSIS Quick Entry Screens, or CSIS Transcripts Screens. Check early, to confirm access, before deadlines.**

- **IMPORTANT: Please forward this email and the attached K-5 Final Grades Requirements to your teachers.**
- The attached Final Grades Requirements contains important instructions for **teachers and report card administrators**.
- Attached are procedures from the Accountability Dept. for ***Action: K-5 Final Grade Requirements.***

## ADMINISTRATORS

*The district window for teachers to access to the Q4 report card screens will open on Wednesday, May 12, 2021. School administrators may request an earlier date by entering a Web Help Ticket.*

- ➢ **Required Synergy Processes: *The steps below must be completed before teachers have full access to the report card screens.***
    1. *School Setup Screen:* **Set to Quarter 4**
    2. *School Setup Screen:* Use the Menu button to **Update Homeroom Data**
    3. *Update Grade Screen:* **Update Grading Records**

## TEACHERS' STEPS

- ➢ The Q4 comment section should include **students' grade placement for SY2021-22**.
- ➢ K-3 teachers will enter Final Grades of E, M, or N <u>in addition</u> to the Q4 standards grades.
- ➢ Teachers should complete report cards by May 27, 2021.

## ADMINISTRATORS: *Processing Report Cards & CSIS Transcripts*

- ➢ Review OnTrack > Reports > Grade > ES Pre-Processing reports to confirm all grades were completed.
- ➢ On or after the last day of school, run **Update Absences** on the *Update Grade Screen*.
- ➢ Refer to the directions in the admin processing guide to:
    1. **Attach the electronic PDF report card** to the students' record so it can be printed by parents and viewed on mobile devices.
    2. **Enable the Grade Module in PVUE & SVUE** so the report cards are available to parents and students.
    3. **Save an electronic copy of the final report card file for future reference.**
    4. ***Place a printed copy of the final report card in the students' permanent record folders.***
- ➢ Post CSIS transcripts.

1. CSIS > Modules > Transcripts > Post Transcript: *Grades should be posted to transcripts by May 28, 2021.*
2. Review CSIS Transcript > Reports.
3. Run and save OnTrack > Post-Processing reports for future reference.

   **The Post-Processing reports will no longer be available after CSIS rollup in July 2021.**

If you have questions or need assistance with the report card or transcript posting processes, please enter a Web Help Ticket.

--------Attached email from Accountability Dept.------  (see the actual email for attached documents.)
**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Monday, May 10, 2021 9:49 AM
**Subject:** Action: K-5 Final Grades Requirements

# Action: K-5 Final Grades Requirements SY2020-21

Good Morning,

Please share the following information with the appropriate personnel at your school who support the completion of the entry of final grades and transcripts.

**Final Grades for State Reporting***:  Final grades are required for all K-5 students for State Reporting and CCRPI for the 2020-21 school year (if applicable)*,and includes all General Ed, Special Ed, Fine Arts, and PE.   Final grades are one of the indicators on the 2020-21 CCRPI for K-5 Elementary Schools.
The attached document will guide you through the process of reporting final grades for the 2020-2021 school year.

**Report Cards**
***Remind homeroom teachers to place a printed copy of the final report card in the student's permanent record folder.***
- o  The report card should include in the Q4 comment section the student's grade placement for the next school year.
- o  Report cards do not need to be mailed to the enrolling adult.  They can access the final report card electronically in ParentVUE through July 11th.
- o  After CSIS Year End Processing is complete on July 12th, the final report card will no longer be available in ParentVUE.  If needed after July 12, the enrolling adult can complete Form JR-3 to request a copy of the final report card for 2021.

**Student Record End of Year Checklist**
The Student Record End of Year Checklist is posted on the Student Reporting website for your school clerk to print and complete.
<div align="center">https://cobbk12org.sharepoint.com/sites/Student-Reporting</div>
Following this checklist will assist your school to successfully report accurate data for this school year, along with meeting assigned dates of completion for required tasks.

If you have further questions, please do not hesitate to contact me.

Regards,
Ehsan
**Ehsan Kattoula, Ph.D.**
**Assistant Superintendent**
*Accountability Division*
**Cobb County School District**
**514 Glover Street**
**Marietta, GA 30060**
**P: 770-420-4918**

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Monday, May 10, 2021 10:33 AM
**Subject:** HS: 2020-21 Important End-Of-Year Processes & Information

TO:  ALL HS School Grade Book Managers, Report Card Administrators, and Teachers
RE:  2020-21 Important End-Of-Year Processes & Information

**Please contact the Customer Care Center or enter a Help Ticket if access is needed for OnTrack Reports, CSIS Quick Entry Screens, or CSIS Transcripts Screens. Check early, to confirm access, before deadlines.**

- **IMPORTANT:  Please forward this email and the attachments to your teachers.**
- The attached End-of-Year guide contains important instructions for **teachers and report card administrators**.
- Attached are procedures from the Accountability Dept. for ***Action: Final Grades Process and Transcript Posting***.

**ADMINISTRATORS**
- *The district window for teachers to post report cards opens on Wednesday, May 12, 2021*
- **Required Synergy Processes:  *The steps below must be completed before teachers have full access to the report card screens.***
    1. *School Setup Screen:*  Set to 6^(th) Six Weeks
    2. *School Setup Screen:* Use the Menu button to run **Update Homeroom Data**
    3. *Update Grade Screen:*  **Update Grading Records**

**TEACHERS**
- **Teachers, please refer to both of the attached guides for instructions and procedures for completing Semester 2 grades.**

**ADMINISTRATORS:  *Processing Report Cards & Posting CSIS Transcripts***
- *Review OnTrack > Reports > Grade > Post-Processing reports to confirm that all grades were posted.*
- On or after the last day of school, run **Update Absences** on the *Update Grade Screen*.
- Refer to the directions in the admin processing guide to:
    1. Setup the GRD201 to process the report cards.
    2. **Attach the electronic PDF report card** to the students' record so it can be printed by parents and viewed on mobile devices.
        - Report cards will only be available in PVUE/SVUE until July 11, 2021.

3. **Enable the Grade Module in PVUE & SVUE** so the report cards are available to parents and students.
4. **Save an electronic copy of the final report card file for future reference.**

➢ Post CSIS transcripts.

4. *CSIS > Modules > Transcripts > Post Transcripts – <span style="color:red">Grades should be posted to transcripts by May 28, 2021</span>*
5. Review CSIS Transcript reports.
6. Run and save OnTrack > Post-Processing reports for future reference.  **These reports will no longer be available after CSIS rollup in July 2021.**

If you have questions or need assistance with the report card or transcript posting processes, please enter a Web Help Ticket.

**--------Attached email from Accountability Dept.------  (see the actual email for attached documents.)**

**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Monday, May 10, 2021 9:52 AM
**Subject:** Action: Final Grades Process and Transcript Posting

<span style="color:red">**Action:  Final Grades Process and Transcript Posting**</span>

Good morning.

To minimize transcript and EOC score reporting errors, the Accountability Department recommends the attached MS/HS Final Grades Process and Transcript Posting procedures. We've also included additional documentation to assist teachers in EOC gradebook setup, grade record sign-off, and the grade change form. Please share this information with your Grade Record Administrator and any other appropriate personnel in your building.

If you have questions, please do not hesitate to contact me.
Regards,
Ehsan
*Ehsan Kattoula, Ph.D.*
*Assistant Superintendent*
*Accountability Division*
**Cobb County School District**
**514 Glover Street**
**Marietta, GA  30060**
**P: 770-420-4918**
**F: 678-594-8573**

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Monday, May 10, 2021 10:33 AM
**Subject:** <mark>MS: 2020-21 Important End-Of-Year Processes & Information</mark>

TO:  MS Grade Book Managers, Report Card Administrators, and Teachers
RE:  2020-21 Important End-Of-Year Processes & Information

**Please contact the Customer Care Center or enter a Help Ticket if access is needed for OnTrack Reports, CSIS Quick Entry Screens, or CSIS Transcripts Screens. Check early, to confirm access, before deadlines.**

- **IMPORTANT:** <mark>Please forward this email and the End-of-Year guide to your teachers.</mark>
- The End-of-Year guide contains important instructions for **teachers and report card administrators.**
- <mark>Attached are procedures from the Accountability Dept. for *Action: Final Grades Process and Transcript Posting*.</mark>

**ADMINISTRATORS**

- The district window for teachers to post report cards opens on *Wednesday, May 12, 2021.*
- **Required Synergy Processes:** *The steps below must be completed before teachers have full access to Q4 report card screens.*
     1. *School Setup Screen:* <mark>Set to Quarter 4</mark>
     2. *School Setup Screen:* Use the Menu button to run <mark>Update Homeroom Data</mark>
     3. *Update Grade Screen:* <mark>Update Grading Records</mark>

**TEACHERS' STEPS**

- **Teachers, please refer to both of the attached guides for instructions and procedures for completing Quarter 4 grades.**

**ADMINISTRATORS:** *Processing Report Cards & Posting CSIS Transcripts*

- *Review OnTrack > Reports > Grade > Post-Processing* reports to confirm that all grades were posted.
- <u>On or after the last day of school</u>, run <mark>Update Absences</mark> on the *Update Grade Screen.*
- Refer to the directions in the admin processing guide to:
     5. Setup the GRD201 to process the report cards.
     6. **Attach the electronic PDF report card** to the students' record so it can be printed by parents and viewed on mobile devices.
          - Report cards will only be available in PVUE/SVUE until July 11, 2021.
     7. **Enable the Grade Module in PVUE & SVUE** so the report cards are available to parents and students.
     8. **Save an electronic copy of the final report card file for future reference.**
     9. NOTE: The *next year placement message* can be requested using a Web Help ticket again this year. The placement selection is a manual, **<u>handwritten</u>** choice and there is no way to provide this information on the digital version. Therefore, the placement message data is reflected only as part of the students' permanent records. (see #6 below)
          - Example message for MS report cards:     ___Promoted ___Placed ___Retained
     10. *Place a printed copy of the final report card in the students' permanent record folders.*

- Post CSIS transcripts.
     7. *CSIS > Modules > Transcripts > Post Transcripts – Grades should be posted to transcripts by May 28, 2021*

8. Review CSIS Transcript reports to look for omissions or other errors.
9. Run and save OnTrack > Post-Processing reports for future reference. **These reports will no longer be available after CSIS rollup in July 2021.**

If you have questions or need assistance with the report card or transcript posting processes, please enter a Web Help Ticket.

--------Attached email from Accountability Dept.------ (see the actual email for attached documents.)

**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Monday, May 10, 2021 9:52 AM
**Subject:** Action: Final Grades Process and Transcript Posting

**Action: Final Grades Process and Transcript Posting**

Good morning.

To minimize transcript and EOC score reporting errors, the Accountability Department recommends the attached MS/HS Final Grades Process and Transcript Posting procedures. We've also included additional documentation to assist teachers in EOC gradebook setup, grade record sign-off, and the grade change form. Please share this information with your Grade Record Administrator and any other appropriate personnel in your building.

If you have questions, please do not hesitate to contact me.
Regards,
Ehsan
*Ehsan Kattoula, Ph.D.*
*Assistant Superintendent*
*Accountability Division*
**Cobb County School District**
**514 Glover Street**
**Marietta, GA  30060**
**P: 770-420-4918**
**F: 678-594-8573**

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Tuesday, April 20, 2021 12:23 PM
**Subject:** Creating Elementary Schedules for Next School Year

**Creating Schedules for Next School Year**

Each spring schools begin planning schedules for the next school year.  In order to begin working on the Master Schedule for the next school year, you should gather all known information, which at a minimum should be teacher assignments by grade level.  In addition, administrators and teachers will determine the classroom models to be used the following year.  For example, Special Ed, EIP, ESOL, and Gifted models.

- Your scheduling strategy will take one of two paths:
  1. You will begin creating your master schedule from scratch.
     **Note:** *If a new scheduler has never created a master schedule from scratch, this path is recommended.  Creating a schedule from scratch provides schedulers a better understanding of the entire process.*

     **OR**

2. Your AP will submit a request that the current year's schedule be copied into your next year's focus. Make the request via a **Web Help ticket**, to the Synergy Team in Technology Services. https://webhelp.cobbk12.org

- Once you determine which path you will use, please review the attached document that matches your selection: ***Creating Sections from Scratch*** or ***Creating Next Year's Sections Using a Copy of the Current Year***.
- Based on the scheduling path, see the choices below for TEAMS training.

❖ Elementary ==*refresher*== training for ***returning*** scheduling clerks will be held online through TEAMS on Wednesday, ==April 28 from 8:30 – 10:00 AM.== A link to join the training will be available in the ES Scheduling TEAM. If you are unable to attend the live session, a recorded version will be available in the Elementary Schedulers TEAMS file for you to review at your convenience.

*The refresher will cover the following items:*

- How to review and begin editing the sections copied to your next year's focus.
- How to set up Linked Sections.
- How to combine sections for 4th & 5th grade teachers' gradebooks.

❖ Elementary training for *new* scheduling clerks will be held online through TEAMS on Wednesday, April 28 from 12:30 – 2:00 PM. A link to join the training will be available in the ES Scheduling TEAM. If you are unable to attend the live session, a recorded version will be available on the Elementary Schedulers TEAMS file for you to review at your convenience.

*The training will cover the following items:*

- How to add & duplicate new sections to create a 2021-22 master schedule.
- How to set up Linked Sections.
- If time allows, directions for combining sections for 4th & 5th grade teachers' gradebooks will be covered.
- Additional training and/or work sessions may be needed before the end of the school year.

If you have questions, please contact a member of the Synergy Team or enter a help ticket.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Monday, April 19, 2021 4:35 PM
**Subject:** ==ACTION: Elementary Scheduling for 2021-22==

**To: Elementary Administrators and Scheduling Clerks**

*ACTION: Creation of SY2021-22 sections and schedules in Synergy*

*Please thoroughly read each area below.*
**It is time to begin planning and preparing schedules for next year. Administrators, please review next year's allotments to determine grade level assignments and the classroom models you plan to use for SY2021-22.**

> **Things to consider when planning teaching assignments and schedules for 2021-22**

| |
|---|
| ✓  Identify the teachers who will only teach Gen Ed. classes. |
| ✓  Identify Gen Ed teachers who will work with SPED teachers/students (Collaborative &/or Co-Teaching) |
| ✓  Identify teachers who will have an EIP classroom.  Determine *specifically which EIP model* will be used for each teacher. |
| ✓  Identify teachers who are ESOL endorsed, if needed for approved models. |
| ✓  Identify teachers who will use Gifted AP, Cluster, &/or Collaborative Models.  Identify Gifted Endorsed teachers.<br>•  *A yearlong commitment* to Accelerated Learning Models should be agreed upon by administrators & teachers. |
| ✓  If your school is departmentalizing, identify grade level partners &/or the subject area(s) the teachers will teach for 2021-22.<br>•  *A yearlong commitment* to departmentalizing should be agreed upon by administrators & teachers. |

## *Preparation for SY2021-22 Elementary Schedules in Synergy:*

❖  Schedulers can begin working on 2021-22 sections now.  *Be sure to change your Synergy focus to School Year 2021-22 (BROWN screen)*.

❖  **Administrators and returning/experienced schedulers, must decide if they are going to:**

▪  Create next year's schedule from scratch, using Add/Duplicate to create sections (recommended for new schedulers and schools with numerous changes or staff movement/turnover)

**OR**

▪  Copy their current schedule to next year (recommended only for returning/experienced schedulers if few staff changes or movement is expected.)

*It is recommended that schools with new clerks, who have never created a master schedule, prepare schedules for 2021-22 from scratch using Add/Duplicate to create sections.*

**Changes for SY2021-22:**
❖  Directions for EIP scheduling have changed.  Review the EIP portion of the scheduling guide.
❖  Special Ed co-teachers will **no longer** be added as additional staff on Gen Ed, EIP, or Gifted sections.

❖  **The attached guides are updated for 2021-22.  The guides will be added to the Elementary Scheduling TEAMS file and the Synergy Help menu.**
❖  **Online training classes will be held on April 28th through TEAMS.**  CLICK HERE to access the **Elementary Scheduling TEAM** in Office 365.  If you are not already a member, send a request to join from the TEAM.  Specific training details will be announced in a separate email.

➢  *Copying Schedules to Next Year*:  **Returning/experienced clerks** can request that their current year's master schedule be copied over to next year.  A Web Help ticket is required and must be entered by the **Assistant Principal**  http://webhelp.cobbk12.org

1.  Scheduling clerks should work closely with administrators to review the current year's Synergy MST402 report.  Compare the report to next year's allotments and staff list assignments to decide if the current schedule should be copied.

- o *Please Note: Only the sections are copied – students will still need to be scheduled in the sections.*
2. Unless specifically requested by the school's administration, Master Schedules from 2020-21 (this current year) will <u>not</u> be copied over to next year's focus in Synergy.
   - o If sections are not copied over they will need to be completely re-created from scratch.
   - o Master Schedules that are copied over should be carefully reviewed:
     - ▪ *Be sure to change your Synergy focus to School Year 2021-22 (BROWN screen).*

If you have questions, please contact a member of the Synergy Team or enter a help ticket.

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**From:** Techhelp Support <Techhelp.Support@cobbk12.org>
**Sent:** Tuesday, February 16, 2021 4:10 PM
**To:** .Entire Organization <EntireOrganization365@cobbk12org.onmicrosoft.com>
**Subject:** Synergy Maintenance is Complete

**Synergy Update:**

**The scheduled maintenance for Synergy is complete and the application is now available.**
If you have questions, please contact the Customer Care Center at 770-426-3330.

Thank you,

Technology Services       Technology Services

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**From:** Techhelp Support <Techhelp.Support@cobbk12.org>
**Sent:** Friday, February 12, 2021 8:31 AM
**To:** .Entire Organization <EntireOrganization365@cobbk12org.onmicrosoft.com>
**Subject:** Scheduled Synergy Maintenance

To:  Synergy Users

Technology Services will be performing scheduled Synergy maintenance on **Tuesday, February 16, 2021, beginning at 7:00 AM**.
An email will be sent notifying users when Synergy is available.

If you have questions, please contact the Customer Care Center at 770-426-3330.
We apologize for any inconvenience this may cause.

Thank you,       Technology Services
Technology Services

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Thursday, January 28, 2021 2:05 PM
**Subject:** New Step Required When Activating Returning Students In Synergy
**Importance:** High

To All Schedulers:

When activating **returning** students in Synergy using the Menu button on the Student screen, a new option is now required in the New Year Action field.

- Please select option: ***Do not enroll student in the new year.***
- Students are enrolled in CSIS.  Therefore, to ensure all records are correct and *not duplicated*, students' Synergy enrollments for next school year are handled by Technology.



If you have questions or need assistance, please contact a member of the Synergy Team or enter a Web Help Ticket.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Thursday, January 14, 2021 3:31 PM
**Subject:** <mark>Updating HS Attendance on Report Cards Due to VPQ Attendance Code</mark>

Good afternoon,
The attendance code **VPQ** (Virtually Present – Quarantined) was updated on 1/7/2021 so it will no longer count in the total number of absences on students' report cards.  **If the report card administrator ran the Update Absences process for all students on 1/8/2021 or after, no action is required for this update.**

- To update students' report cards, the administrator must rerun the Update Absences process for the 3rd Six Weeks.
- If the PDF document was already attached for parents to view in PVUE, revised report cards need to be attached.
- Please see the attached directions.

If you have questions or need assistance, please contact a member of the Synergy Team or enter a help ticket.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Thursday, January 14, 2021 3:30 PM
**Subject:** <mark>Updating MS Attendance on Report Cards Due to VPQ Attendance Code</mark>

Good afternoon,
The attendance code **VPQ** (Virtually Present – Quarantined) was updated on 1/7/2021 so it will no longer count in the total number of absences on students' report cards. **If the report card administrator ran the Update Absences process for all students on 1/8/2021 or after, no action is required for this update.**

- To update students' report cards, the administrator must rerun the Update Absences process for Q2.
- If the PDF document was already attached for parents to view in PVUE, revised report cards need to be attached.
- Please see the attached directions.

If you have questions or need assistance, please contact a member of the Synergy Team or enter a help ticket.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Thursday, January 14, 2021 3:30 PM
**Subject:** Updating ES Attendance on Report Cards Due to VPQ Attendance Code

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Friday, January 8, 2021 12:39 PM
**Subject:** FW: Attendance Codes Update

Good morning,
Please see the email below from Dr. Kattoula.

Best Regards,
Synergy Team
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~

**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Friday, January 8, 2021 12:06 PM
**Subject:** FYI: Attendance Codes Update

**FYI: Attendance Codes Update**

Good afternoon. Yesterday, CCSD began implementing a new attendance policy that addresses our need to produce attendance records that clearly reflect who is physically on campus at any given time and to encourage class participation, whether face-to-face or virtual, from all students whenever possible.

As with any new procedure, upon implementation we quickly discovered two unintended outcomes. Parents of students marked VP (virtually present) began receiving email notifications that their students were present. Teachers were concerned that marking students as VP required four clicks per student, making it a time-consuming task to take attendance.

We prioritized these concerns and our dedicated Synergy technicians have addressed both issues. At this time, parents who have turned on attendance notifications in PVue will only receive notifications when students are marked absent or tardy. For teachers, when marking attendance, VP now requires only one click.

Thank you for the input some of you have shared. If you have questions, please do not hesitate to contact me.

Regards,
Ehsan

*Ehsan Kattoula, Ph.D.*
*Assistant Superintendent*
*Accountability Division*
**Cobb County School District**
**1595 Hawthorne Avenue**
**Smyrna, GA  30080**
**P: 770-420-4918**

---

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Wednesday, January 6, 2021 10:59 AM
**Subject:** FW: Action: ES Attendance Procedure Update-January 2021

Good morning,
Please see the email below from Dr. Kattoula.

Best Regards,
Synergy Team
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Wednesday, January 6, 2021 9:05 AM
**Subject:** Action: ES Attendance Procedure Update-January 2021

**Attendance Procedure Update-January 2021**

Good morning.
As we continue to serve students in both face-to-face and remote learning settings, we have refined our attendance procedures to provide clearer information to both parents and school staff. The procedures below will be implemented beginning January 7, 2021.

**Procedures**
**Teachers**
Teachers will take attendance each school day / period based solely on how students are attending class that day, *regardless of the learning choice of each student*. This means that a face-to-face student who is attending virtually, regardless of the reason, should not be marked absent.

| Code | Description |
|------|-------------|
| **(blank)** | Student is **physically present** in face-to-face class |
| **NEW!** **VP** | Student is **virtually present** in remote live session (new code—counts as present in Synergy) |
| **A** | Student is **absent** from both face-to-face AND remote live session |
| **T** | Student is **tardy** in face-to-face class. Tardy is unexcused pending excuse submitted to clerk. |
| **NEW!** **VT** | Student is tardy to virtual live session. **Virtual tardy** is unexcused pending excuse submitted to clerk. |

**Teachers should not enter attendance on Wednesdays.**

**Clerks**

Each school day, attendance clerks will update attendance records based on the documentation they receive as in the past.  One new code has been added:

| Code | Description |
|------|-------------|
| **NEW!** **VTE** | Excuse has been submitted to clerk for **virtual tardy** |

Due to the changes in attendance procedures for teachers, clerks should no longer use the codes below beginning in 2021. **Clerks should not remove these codes from attendance records prior to January 2021.**

**DO NOT USE**   **AVP**   Absent – Virtually Present – Unverified
**DO NOT USE**   **VPE**   Virtually Present-Absent Excused

**Goals** & **Rationale for New Procedures**

1. Encourage class participation from all students
2. Encourage students to stay home when ill (or potentially ill)
3. Simplify the procedures for taking attendance for teachers
4. Produce attendance records that clearly reflect who is physically on campus at any given time

Consistently recognizing participation in remote sessions as present for all students, regardless of their choice, encourages students who are ill, quarantining, or exhibiting possible COVID-19 symptoms to stay at home AND to continue to engage in instruction.

Taking attendance without regard to each student's choice but simply based on how they are attending the class (face-to-face or virtually) simplifies the attendance process for teachers.

Distinguishing between virtual participation and face-to-face participation allows attendance records to easily and accurately reflect which students are on campus using attendance reports that are currently available in OnTrack.

If you have further questions, please don't hesitate to contact them.

Regards,
Ehsan
*Ehsan Kattoula, Ph.D.*
*Assistant Superintendent*
*Accountability Division*

**Cobb County School District**
**1595 Hawthorne Avenue**
**Smyrna, GA 30080**
**P: 770-420-4918**

---

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Wednesday, January 6, 2021 10:57 AM
**Subject:** FW: Action: MS Attendance Procedure Update-January 2021

Good morning,
Please see the email below from Dr. Kattoula.

Best Regards,
Synergy Team
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~

**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Wednesday, January 6, 2021 9:04 AM
**Subject:** Action: MS Attendance Procedure Update-January 2021

**Attendance Procedure Update-January 2021**

Good morning.
As we continue to serve students in both face-to-face and remote learning settings, we have refined our attendance procedures to provide clearer information to both parents and school staff. The procedures below will be implemented beginning January 7, 2021.

**Procedures**
**Teachers**
Teachers will take attendance each school day / period based solely on how students are attending class that day, *regardless of the learning choice of each student*. This means that a face-to-face student who is attending virtually, regardless of the reason, should not be marked absent.

|  | Code | Description |
|---|---|---|
|  | **(blank)** | Student is **physically present** in face-to-face class |
| **NEW!** | **VP** | Student is **virtually present** in remote live session (new code—counts as present in Synergy) |
|  | **A** | Student is **absent** from both face-to-face AND remote live session |
|  | **T** | Student is **tardy** in face-to-face class. Tardy is unexcused pending excuse submitted to clerk. |
| **NEW!** | **VT** | Student is tardy to virtual live session. **Virtual tardy** is unexcused pending excuse submitted to clerk. |

**Teachers should not enter attendance on Wednesdays.**

**Clerks**
Each school day, attendance clerks will update attendance records based on the documentation they receive as in the past. One new code has been added:

|  | Code | Description |
|---|---|---|
| **NEW!** | **VTE** | Excuse has been submitted to clerk for **virtual tardy** |

Due to the changes in attendance procedures for teachers, clerks should no longer use the codes below beginning in 2021. **Clerks should not remove these codes from attendance records prior to January 2021.**

**DO NOT USE**    **AVP**       Absent – Virtually Present – Unverified
**DO NOT USE**    **VPE**       Virtually Present-Absent Excused

**Goals** & **Rationale for New Procedures**

1. Encourage class participation from all students
2. Encourage students to stay home when ill (or potentially ill)
3. Simplify the procedures for taking attendance for teachers
4. Produce attendance records that clearly reflect who is physically on campus at any given time

Consistently recognizing participation in remote sessions as present for all students, regardless of their choice, encourages students who are ill, quarantining, or exhibiting possible COVID-19 symptoms to stay at home AND to continue to engage in instruction.

Taking attendance without regard to each student's choice but simply based on how they are attending the class (face-to-face or virtually) simplifies the attendance process for teachers.

Distinguishing between virtual participation and face-to-face participation allows attendance records to easily and accurately reflect which students are on campus using attendance reports that are currently available in OnTrack.

If you have further questions, please don't hesitate to contact them.

Regards,
Ehsan

***Ehsan Kattoula, Ph.D.***
***Assistant Superintendent***
***Accountability Division***
**Cobb County School District**
**1595 Hawthorne Avenue**
**Smyrna, GA  30080**
**P: 770-420-4918**

---

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Wednesday, January 6, 2021 10:55 AM
**Subject:** <mark>FW: Action: HS Attendance Procedure Update-January 2021</mark>

Good morning,
Please see the email below from Dr. Kattoula.

Best Regards,
Synergy Team
       ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~

**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Wednesday, January 6, 2021 9:04 AM
**Subject:** Action: HS Attendance Procedure Update-January 2021

**Attendance Procedure Update-January 2021**

Good morning.

As we continue to serve students in both face-to-face and remote learning settings, we have refined our attendance procedures to provide clearer information to both parents and school staff. The procedures below will be implemented beginning January 7, 2021.

## Procedures
### Teachers
Teachers will take attendance each school day / period based solely on how students are attending class that day, *regardless of the learning choice of each student*. This means that a face-to-face student who is attending virtually, regardless of the reason, should not be marked absent.

| | Code | Description |
|---|---|---|
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| NEW! | VP | Student is **virtually present** in remote live session (new code—counts as present in Synergy) |
| | A | Student is **absent** from both face-to-face AND remote live session |
| | T | Student is **tardy** in face-to-face class. Tardy is unexcused pending excuse submitted to clerk. |
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Each school day, attendance clerks will update attendance records based on the documentation they receive as in the past.  One new code has been added:

| | Code | Description |
|---|---|---|
| NEW! | VTE | Excuse has been submitted to clerk for **virtual tardy** |

Due to the changes in attendance procedures for teachers, clerks should no longer use the codes below beginning in 2021. **Clerks should not remove these codes from attendance records prior to January 2021.**

| | | |
|---|---|---|
| DO NOT USE | AVP | Absent – Virtually Present – Unverified |
| DO NOT USE | VPE | Virtually Present-Absent Excused |

## Goals & Rationale for New Procedures

1. Encourage class participation from all students
2. Encourage students to stay home when ill (or potentially ill)
3. Simplify the procedures for taking attendance for teachers
4. Produce attendance records that clearly reflect who is physically on campus at any given time

Consistently recognizing participation in remote sessions as present for all students, regardless of their choice, encourages students who are ill, quarantining, or exhibiting possible COVID-19 symptoms to stay at home AND to continue to engage in instruction.

Taking attendance without regard to each student's choice but simply based on how they are attending the class (face-to-face or virtually) simplifies the attendance process for teachers.

Distinguishing between virtual participation and face-to-face participation allows attendance records to easily and accurately reflect which students are on campus using attendance reports that are currently available in OnTrack.

If you have further questions, please don't hesitate to contact them.

Regards,
Ehsan

**Ehsan Kattoula, Ph.D.**
**Assistant Superintendent**
**Accountability Division**
**Cobb County School District**
**1595 Hawthorne Avenue**
**Smyrna, GA 30080**
**P: 770-420-4918**

---

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Monday, January 4, 2021 6:41 AM
**Subject:** MS - Quarter 3 Grade Book Setup AND Scheduling Reminders

# HAPPY NEW YEAR!!!

**To: Middle School Administrators, Grade Book Managers, Schedulers, and Teachers**
*****Please forward the Grade Book Setup information below to your teachers*****

The first Grade Book Synchronization for Quarter 3 occurred this morning, **Monday, January 4, 2021.**

- **IMPORTANT NOTE**: If your scheduler is still working to combine sections into one main class for the teachers' gradebooks – teachers should WAIT to add assignment type weights and assignments until AFTER the sections have been combined and the gradebook synced.
- Teachers should complete their Grade Book Setup for Q3/S2 classes, before adding assignments and grades into the gradebook.
- Grade Book Managers – see the suggested OnTrack reports listed below for help reviewing teachers' assignment type weighting.

## Schedulers - Reminders:

- The first Grade Book Synchronization for Quarter 3/Semester 2 occurred this morning, **Monday, January 4, 2021**.
  - Schedule changes and section editing can still be done as needed until January 6, 2020.
  - After January 6th, the first day of Q3/S2, if schedule changes are needed please enter a leave date for students instead of deleting classes from their schedule.
  - If a student was scheduled incorrectly, *prior to deleting the section*, ensure that any assigned grades are documented, as deleting the course **will** delete the grades from the teacher's gradebook.
- If you plan to combine sections for Q3/S2, and have not completed the classes for all teachers, notify the gradebook manager that teachers should WAIT to add Q3/S2 assignment type weights until you have finished the process. A sync is needed to complete the combining process in the teachers' gradebooks.

- o *A District-wide gradebook sync runs each Mon. – Fri. at 4:00 AM.* If a manual sync is needed, please contact a member of the Synergy Team or enter a Help ticket.
- o Use the *OnTrack > Reports > Schedules > Combined Sections Report (SSP4663)* to review combined sections.

## TEACHERS:
### *Grade Book Setup > Assignment Weighting Tab for Quarter 3 or Semester 2 Classes*
If you have multiple sections in the same period, your scheduler may still be working to combine sections into one main gradebook class.

BEFORE adding assignment type weights, contact your school's scheduler &/or gradebook manager to find out if your sections are going to be combined.

- **Review all sections to verify students but hold off adding weights and creating assignments until all sections have been combined by the school's scheduler and a sync runs to update the classes in the gradebook.**

*Grade Book > Gradebook Setup – Weighting Tab*

- Assignment Type Weights for Quarter 3 must be set up. **If additional sections are added later, the weighting must be added.**
- *Assignment Type Weights are **not** automatically assigned to Q3 or S2 classes.*
- Teachers will select Q3 or S2 classes for the Progress 3 period – to set up weights on the **Gradebook Setup > Assignment Weighting Tab**.
  - o **DO NOT change Quarter 1, Quarter 2, Semester 1, or Yearlong assignment type weights** unless there were errors and after you have contacted your school's gradebook manager first.



- Middle School Teachers with Semester &/or Yearlong Classes
  - o Teachers may have a mixture of Quarter, Semester, and Yearlong classes in their schedules.
  - o *Do NOT change weighting, for Semester 1 classes, unless it was set up incorrectly and your administrator is aware of the change.*

- o ***Do NOT change weighting, for Yearlong classes, unless it was set up incorrectly and your administrator is aware of the change.***
- o ***Be sure to set up weighting for every Quarter 3 & Semester 2 class in your schedule. If additional sections are added later, the weighting needs to be added.***

*Reminders:*
- Set up assignment type weights BEFORE adding assignments and grades to Progress 3 gradebooks.
- Weights must total 100% for each class/section.
- Do not delete assignment types used in previous quarters. If an assignment type is not needed for Q3 or S2, simply leave the weight at zero.
    - o An unwanted assignment type may be secured for specific sections on the Assignment Types screen, if desired.



- If new assignment types are needed, add them on the Assignment Types screen.
    - o **NOTE:** If yearlong classes are scheduled do not adjust weighting *unless there are errors*.
        - ▪ If weighting errors exist on yearlong classes, please notify administrators prior to changing weights since this could affect grade calculations in previous grading periods.

***Grade Book Setup > Grade Book Settings Tab***
- Confirm settings on Gradebook Setup > Grade Book Settings Tab BEFORE adding assignments and grades to classes.
- Reminder: Collaborate with your department & grade level to use consistent Grade Book Settings, Assignment Types and Weights.
- Rounding should be ***ON*** and ***Assignment Due Date*** should be selected for the default for new assignments.
    - ▪ If rounding was off, changing it now could affect students' gradebook calculations in Q1 & Q2.
    - ▪ *Please notify administrators prior to changing the rounding setting since posted Q1/Q2 grades may need to be corrected.*
    - ▪ Confirm that the Class Final Grade Rounding Settings underline match the default Final Grade Rounding Settings.
        - If edits are needed, click the Class Settings submenu to make updates.
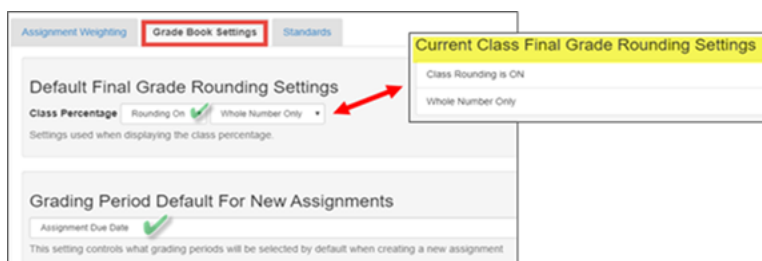
User guides are located under the Help link in the upper right corner of the Synergy screen.

## Grade Book Managers:

- To review assignment type weighting at your school, run the OnTrack > Reports > Grade > *Assignment Types: Weighting Report (SSP4646)* **AND/OR** *Weighting Verification (SSP4662).*
- To review Grade Book Setup, run the OnTrack > Reports > Grade > *Grade Book Settings (SSP4671).*

If you have any questions or need assistance, please enter a Web Help ticket and someone from the Synergy Team will contact you.

---

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Monday, January 4, 2021 6:37 AM
**Subject:** HS - Semester 2/Quarter 3 Grade Book Setup AND Scheduling Reminders

# HAPPY NEW YEAR!!!

**To:  High School Administrators, Grade Book Managers, Schedulers and Teachers**
*\*\*\*Please forward the Grade Book Setup information below to your teachers\*\*\**

The first Grade Book Synchronization for Semester 2 occurred this morning, **Monday, January 4, 2021**.

- **IMPORTANT NOTE**:  If your scheduler is still working to combine sections into one main class for the teachers' gradebooks – teachers should WAIT to add assignment type weights and assignments until AFTER the sections have been combined and the gradebook synced.
- Teachers should complete their Grade Book Setup, for S2/Q3 classes, before adding assignments and grades into the gradebook.
- Grade Book Managers – see the suggested OnTrack reports listed below for help reviewing teachers' assignment type weighting.

## *Schedulers - Reminders:*

- The first Grade Book Synchronization for Semester 2 occurred this morning, **Monday, January 4, 2021** (unless you requested a one-day delay for your synchronization.)
  - Schedule changes and section editing can still be done as needed until January 6, 2021.
  - After January 6th, the first day of S2, if schedule changes are needed please enter a leave date for students instead of deleting classes from their schedule.

- o If a student was scheduled incorrectly, ***prior to deleting the section***, ensure that any assigned grades are documented, as deleting the course **will** delete the grades from the teacher's gradebook.
- If you plan to combine sections for S2/Q3, and have not completed the classes for all teachers, notify the gradebook manager that teachers should <u>WAIT</u> to add S2/Q3 assignment type weights until you have finished the process. A sync is needed to complete the combining process in the teachers' gradebooks.
  - o *A District-wide gradebook sync runs each Mon. – Fri. at 4:00 AM.* If a manual sync is needed, please contact a member of the Synergy Team, or enter a Help ticket.
  - o Use the *OnTrack > Reports > Schedules > Combined Sections Report (SSP4663)* to review combined sections.

## Teachers:

### Grade Book Setup: Assignment Weighting for Semester 2 Classes

If you have multiple sections in the same period, your scheduler may still be working to combine sections into one main gradebook class.

<u>BEFORE</u> adding assignment type weights, contact your school's scheduler &/or gradebook manager to find out if your sections are going to be combined.

- **Review all sections to verify students but hold off adding weights and creating assignments until all sections have been combined by the school's scheduler and a sync runs to update the classes in the gradebook.**

*Grade Book > Gradebook Setup – Weighting Tab*

*DO NOT change Semester 1, Q1, Q2, or Yearlong assignment type weights unless there were errors and you have contacted your school's gradebook manager first.*

- ALL Semester 2 classes require the Assignment Type Weights to be added – the default weight is zero.
  - o *Assignment Type Weights are <u>not</u> automatically assigned to new classes or to S2 classes.*
  - o If quarter classes are scheduled, follow the same steps to set up Q3/Q4 assignment type weights.
  - o Set up assignment type weights BEFORE adding assignments and grades to any S2 classes.
  - o Weights must total 100% for each class/section.
  - o Do not delete assignment types. If an assignment type is no longer needed, simply leave the weight at zero.
    - ▪ An unwanted assignment type may be secured for specific sections on the Assignment Types screen, if desired.



  - o If new assignment types are needed, add them on the Assignment Types screen.

- o **NOTE:** If yearlong classes are scheduled <span style="color:red">do not</span> adjust weighting *unless there are errors*.
  - ▪ If weighting errors exist on yearlong classes, please notify administrators prior to changing weights since this could affect grade calculations in previous grading periods.

### *Grade Book Setup: Grade Book Settings Tab*

Confirm settings on Gradebook Setup > Grade Book Settings Tab BEFORE adding assignments and grades to S2 classes.

- o Rounding should be **ON** and ***Assignment Due Date*** should be selected for the default for new assignments.
  - ▪ If rounding was off for Semester 1, changing it now could affect students' gradebook calculations.
  - ▪ *Please notify administrators prior to changing the rounding setting since S1 grades may need to be corrected.*
  - ▪ Confirm that the Class Final Grade Rounding Settings <u>match</u> the default Final Grade Rounding Settings.
    - • If edits are needed, click the Class Settings submenu to make updates.
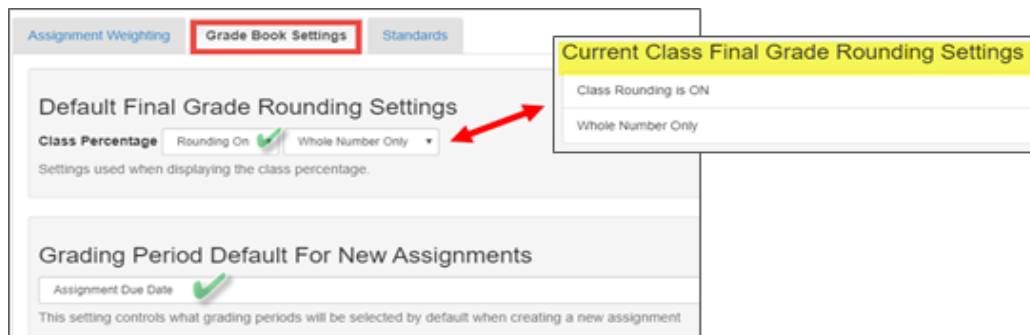


User guides are located under the [Help link] in the upper right corner of the Synergy screen.

## <mark>Grade Book Managers:</mark>

- • To review assignment type weighting at your school, run the OnTrack > Reports > Grade > *Assignment Types: Weighting Report (SSP4646)* **AND/OR** *Assignment Types Weighting Verification (SSP4662).*
- • To review Grade Book Setup, run the OnTrack > Reports > Grade > *Grade Book Settings (SSP4671).*

If you have questions or need assistance, please enter a Web Help ticket and someone from the Synergy Team will contact you.

---

<span style="color:red">Good afternoon,</span>
<span style="color:red">Please see the email below from Dr. Kattoula.</span>

Best Regards,
Synergy Team
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~

**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Wednesday, December 16, 2020 1:33 PM
**Subject:** FYI: HS Thursday and Friday Attendance Protocol

FYI: Thursday and Friday Attendance Protocol

Good afternoon.

All students will automatically be marked present in Synergy for Thursday, December 17 and Friday, December 18. Teachers should **not** enter attendance for any student on these dates.

High School students will log into CTLS to take final exams. The school will need to allow these students to complete final exams at a later date.

If you have further questions, please don't hesitate to contact me.

Regards,
Ehsan

*Ehsan Kattoula, Ph.D.*
*Assistant Superintendent*
*Accountability Division*
**Cobb County School District**
**514 Glover Street**
**Marietta, GA  30060**
**P: 770-420-4918**
**F: 678-594-8573**

---

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Wednesday, December 16, 2020 2:45 PM
**Subject:** FW: Thursday and Friday Attendance Protocol

Good afternoon,
Please see the email below from Dr. Kattoula.

Best Regards,
Synergy Team
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~

**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Wednesday, December 16, 2020 1:31 PM
**Subject:** FYI: Thursday and Friday Attendance Protocol

FYI: Thursday and Friday Attendance Protocol

Good afternoon.

All students will automatically be marked present in Synergy for Thursday, December 17 and Friday, December 18. Teachers should **not** enter attendance for any student on these dates.

All Elementary and Middle School students will need to log into CTLS to complete assessments or other activities for remote learning that are planned on December 17th or December 18th.

If you have further questions, please don't hesitate to contact me.

Regards,
Ehsan

**Ehsan Kattoula, Ph.D.**
**Assistant Superintendent**
**Accountability Division**
**Cobb County School District**
**514 Glover Street**
**Marietta, GA  30060**
**P: 770-420-4918**
**F: 678-594-8573**

---

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Monday, December 14, 2020 3:59 PM
**Subject:** Important Report Card Posting Information

**To:  High School Administrators, Gradebook Managers, and Teachers**

PLEASE SHARE THIS IMPORTANT INFORMATION WITH YOUR TEACHERS
For complete admin and teacher directions, see the user guides located under *CCSD-HS menu* on the Synergy Help site.

*Grade Book Managers/Report Card Administrators:*
- Review the **OnTrack > Reports > Grade**  (*Grade Book Settings & Assignment Type Weighting reports – before teachers post grades*)
- **HS Pre-processing reports** (*EOC usage on required and non-required classes – before teachers post grades*)
    - *After teachers post, use the Synergy Report Card Conditions &/or Report Card Posting Activity to confirm all grades posted as required*.

| | |
|---|---|
| Assignment Types: Weighting<br>Assignment Types: Weighting Verification<br>Assignments Without Points<br>Classes Missing Assignment Types<br>Grade Book Settings | EOC Used For Non-Required Courses<br>Gradebook Errors for EOC Required Courses<br>Report Card Posting Activity<br>Synergy Report Card Conditions |

*Teachers:*
Comments and Conduct for Semester 1 report cards should be entered on the **3ʳᵈ Six Week Grade Period**.
- ALL teachers will post grades from the 3ʳᵈ Six Weeks Grade Period.
- Do not select the EOC period on the *Report Card > Students* screen to enter comments and conduct.

*Teachers' Steps (See screen shots for corresponding numbered steps.)*
1. On the Report Cards > Students screen, confirm the ***3ʳᵈ Six Weeks Grade Period*** displays along with the first class to post.
2. Click the green button to ***Edit Final Grade and Comments***, located in the 3ʳᵈ Six Week Grade Period column.

3. On the next screen, enter comments and conduct.
4. Click **Save Changes**.
5. Click the green **Post** button.



6. When the message below displays, click OK.  If EOC grades exist for the class, they will be posted along with the students' 3rd Six Weeks grades.
   *Only EOC-Required classes should have EOC grades.*



7. **Wait** for the Alert message to display that the grades have posted successfully.



*Select the next class, from the focus drop down, and follow the same steps until all classes have been posted.*
*Select **View Grades** from the Home menu to review posted grades, conduct, and comments.*

If you have questions or need assistance, please contact a member of the Synergy Team or enter a Web Help Ticket.

**Action:  Posting Final Grades and Transcript Procedures**

To minimize transcript and EOC score reporting errors, the Accountability Department would like you to follow these end-of-semester grade procedures.

**EOC Scores**

The DOE may change the required weight of the EOC for SY 2020-2021 to 0.01%, pending the GA State Board Of Education vote on December 21st. In CCSD, student course grades will be either unaffected or improved by their EOC scores. For students with EOC scores *greater* than their course grades, the EOC will make up 20% of the final grade. For all other students, EOC scores will make up 0.01% of the final grade.  **Please refer to the detailed gradebook setup instructions for EOC attached.**

**Grade Posting**

These procedures will protect all parties involved if questions arise about a student grade and an audit is performed.

- **Final exam grades** should not be left blank. Students missing final exams or other work should have zeroes entered for those assignments and a final grade issued that includes the zeroes. If the final exam or EOC score is left blank in the grade book, the final course grade will exempt these assignments from the calculation.
- If EOC scores are delayed from the DOE, we will send an update with further instructions.
- No grades of **Incomplete** should be assigned for final exams or for final grades.
- All teachers should **sign off** with the department lead to verify grades are accurately posted.
- Documentation of teacher grade sign-off should be maintained by the Grade Record Administrator at the end of each semester.
- Non-EOC teachers should post grades once the final exam scores are entered.
- **All teachers should post grades by end of day January 5.**
- End of semester withdrawals should not be completed in CSIS until *after* grades are posted to transcript to ensure that grades are posted correctly.
- Grades should be posted to transcript by **January 6**.
- The Grade Record Administrator should complete this form as soon as grades have been posted to transcript—Verification of Transcript Posting.

**Grade Change Process**

- Teacher enters missing grade in Synergy Gradebook (final exam grade, EOC score, EOC retest, etc.).
- Final course grade is recalculated and teacher re-posts grades.
- Teacher completes grade change form.
- Transcript is updated. Signature from the person modifying the transcript is required.
- Grade change form is placed in student's permanent file.

Note: Any grade change to the transcript is always initiated by the teacher who completes the appropriate form.  Principals, administrators and counselors should not sign the grade change form without a teacher's signature already in place. We have developed a grade change form for all schools to use (see attached). This form can be customized for your school. The attached form contains the requirements to be filled out before a grade is changed on the transcript.

Please share/forward this email with appropriate personnel in your building. If you have questions, please do not hesitate to contact me.

Regards,
Ehsan

*Ehsan Kattoula, Ph.D.*
*Assistant Superintendent*
*Accountability Division*
**Cobb County School District**
**1595 Hawthorne Avenue**
**Smyrna, GA  30080**
**P: 770-420-4918**

---

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Friday, December 11, 2020 7:53 AM
**Subject:** <mark>MS Quarter 3/Semester 2: Scheduling & Grade Book Synchronization</mark>

**To:  Middle School Grade Book Managers, Schedulers, and Scheduling Administrators**

## <mark>*Quarter 3/Semester 2 Grade Book Synchronization*</mark>
As we look ahead to the beginning of Quarter 3/Semester 2 on January 6, 2021, a Grade Book Synchronization is required to move the students into the gradebook and create new classes for the teachers.

The first Grade Book Synchronization for Quarter 3/Semester 2 is scheduled to occur on the morning of **Monday, January 4, 2021.**
- It is important to have the Quarter 3/Semester 2 schedules as complete and accurate as possible prior to that date.
  - As usual, schedule changes and section editing can still be done as needed on an ongoing basis until the first day of Q3/S2.
  - Reminder – if you plan to combine sections, it is most helpful to have the steps completed prior to the first Q3/S2 sync runs.
- If you need your school's synchronization postponed one day, notify the Synergy Team as soon as possible by entering a Web Help Ticket at http://webhelp.cobbk12.org.

### *Reminder for schedulers and administrators*

- **If you have set your *ParentVUE and StudentVUE School Configuration* to suppress Q3 classes,** please remove the option if/when you want the classes visible to parents and students.
  - Refer to the help guide for instructions:  How To Enable or Disable Modules In PVUE & SVUE

***<u>What the synchronization means to your teachers</u>*** *(Please share this information with your teachers.)*

- Teachers **will** be able to see all of their scheduled Q3/S2 students in the seating chart as schedules are added. However, they will ***<u>not</u>*** be able to access their Q3/S2 grade book until after the synchronization on January 4<sup>th</sup>.
- Teachers will ***not*** be able to setup their Q3/S2 *Grade Book Setup > Assignment Type Weighting* until **after** the synchronization.
    - Additional information regarding gradebook setup will be communicated on January 4<sup>th</sup>.
- NOTE: Yearlong classes will continue to display in the gradebook as they currently do.
- Please <mark>notify your teachers</mark> so they will be aware of how TeacherVUE and grade book will appear both before and after the synchronization.

If you have questions or need assistance, please enter a Web Help ticket and someone from the Synergy Team will contact you.

---

**TO: High School Grade Book Managers, Schedulers, and Scheduling Administrators**

## <mark>*<u>Semester 2 Grade Book Synchronization</u>*</mark>

As we look ahead to the beginning of Semester 2 on January 6, 2021, a Grade Book Synchronization is required to move the students into the gradebook and create new classes for the teachers.

The first Grade Book Synchronization for Semester 2 is scheduled to occur on the morning of **Monday, January 4, 2021.**

- It is important to have the S2/Q3 schedules as complete and accurate as possible prior to that date.
    - As usual, schedule changes and section editing can still be done as needed on an ongoing basis until the first day of Semester 2.
    - Reminder – if you plan to combine sections, it is most helpful to have the steps completed prior to the first S2 sync runs.
- If you need your school's synchronization postponed one day, notify the Synergy Team as soon as possible by entering a Web Help Ticket at http://webhelp.cobbk12.org.

***<u>Reminder for schedulers and administrators</u>***

- **If you have set your *ParentVUE and StudentVUE School Configuration* to suppress S2 classes**, please remove the option if/when you want the classes visible to parents and students.
    - Refer to the help guide for instructions: How To Enable or Disable Modules In PVUE & SVUE

***<u>What the synchronization means to your teachers</u>*** *(Please share this information with your teachers.)*

- Teachers **will** be able to see all of their scheduled S2/Q3 students in the seating chart as schedules are added. However, they will _**not**_ be able to access their S2/Q3 grade book until after the synchronization on January 4th.
- Teachers will _**not**_ be able to setup their S2/Q3 *Grade Book Setup > Assignment Type Weighting* until **after** the synchronization.
  o Additional information regarding gradebook setup will be communicated on January 4th.
- NOTE:  Yearlong classes will continue to display in the gradebook as they currently do.
- Please notify your teachers so they will be aware of how TeacherVUE and grade book will appear both before and after the synchronization.

If you have questions or need assistance, please enter a Web Help ticket and someone from the Synergy Team will contact you.

---

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Tuesday, November 10, 2020 4:49 PM
**Subject:** FW: FYI: HS Attendance Updates
Good afternoon,
Please see the email below from Dr. Kattoula.
Best Regards,
Synergy Team

~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~

**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Tuesday, November 10, 2020 2:58 PM
**Subject:** FYI: HS Attendance Updates

### FYI: HS Attendance Updates
**ParentVUE Attendance**
Starting Thursday, 11/12, the attendance module in ParentVUE will be activated for all schools. Parents will be able to review student attendance throughout this school year in ParentVUE. Parents who have set up automatic email notification for attendance will begin receiving those email notifications on Thurs., 11/12. The system reviews attendance entries hourly and sends out notification emails based on the settings in each ParentVUE account.
Instructions on setting up ParentVUE to receive email notifications are attached and will be emailed to all CCSD parents.

**ParentVue Attendance Detail**
In ParentVUE, absences entered while all students were engaged in remote learning will look slightly different than absences recorded since face-to-face learning has resumed. Absences recorded prior to November 5 will be indicated only in period 20, CTLS Attendance. Beginning on November 5, absences are recorded for every class period for both face-to-face and remote learners. You may find it helpful to share this information with parents.

**New Attendance Codes**
Three new attendance codes have been added to assist schools in recording and reviewing student absences.

| User | Students | Code | Description | Absent? | Excused? |
|------|----------|------|-------------|---------|----------|
| Teacher | F2F | AVP | Absent – Virtually Present – Unverified | Yes | No |
| Clerk | F2F | VPE | Virtually Present – Absent Excused | Yes | Yes |
| Clerk | F2F | VPQ | Virtually Present – Quarantined | No | N/A |

**AVP** *(Absent – Virtually Present – Unverified)* should be used by **teachers** when a face-to-face student is participating remotely in a live session. While the student will still be recorded as absent, the AVP code lets the teacher and parent know that the student participated in the lesson remotely. AVP absences are considered unexcused until the parent/guardian supplies appropriate documentation.

**VPE** *(Virtually Present – Absent Excused)* should be used by **clerks** to change an AVP absence to an excused absence once documentation has been received.

**VPQ** *(Virtually Present – Quarantined)* should be used by **clerks** to indicate absences for face-to-face students due to quarantining. These absences are not weighted and do not add to the total number of absences for the student.

**Attendance Reports and Student Choice**

Technology is currently working on updating several OnTrack attendance reports to include student choice information (F2F/Remote) for both semester 1 and semester 2. We will notify you once the updated reports are available.

If you have further questions, please don't hesitate to contact me.

Regards,
Ehsan

*Ehsan Kattoula, Ph.D.*
*Assistant Superintendent*
*Accountability Division*
**Cobb County School District**
**1595 Hawthorne Avenue**
**Smyrna, GA  30080**
**P: 770-420-4918**

---

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Tuesday, November 10, 2020 4:47 PM
**Subject:** FW: FYI: MS Attendance Updates

Good afternoon,
Please see the email below from Dr. Kattoula.
Best Regards,
Synergy Team
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Tuesday, November 10, 2020 2:58 PM
**Subject:** FYI: MS Attendance Updates

**FYI:  MS Attendance Updates**

**ParentVUE Attendance**
Starting Thursday, 11/12, the attendance module in ParentVUE will be activated for all schools. Parents will be able to review student attendance throughout this school year in ParentVUE. Parents who have set up automatic email notification for attendance will begin receiving those email notifications on Thurs., 11/12. The system reviews attendance entries hourly and sends out notification emails based on the settings in each ParentVUE account.
Instructions on setting up ParentVUE to receive email notifications are attached and will be emailed to all CCSD parents.

**ParentVUE Attendance Detail**
In ParentVUE, absences entered while all students were engaged in remote learning will look slightly different from absences recorded since face-to-face learning has resumed. Absences recorded prior to

October 19 will be indicated only in period 20, CTLS Attendance. Beginning on October 19, absences are recorded for every class period for both face-to-face and remote learners. You may find it helpful to share this information with parents.

**New Attendance Codes**
Three new attendance codes have been added to assist schools in recording and reviewing student absences.

| User | Students | Code | Description | Absent? | Excused? |
|------|----------|------|-------------|---------|----------|
| Teacher | F2F | AVP | Absent – Virtually Present – Unverified | Yes | No |
| Clerk | F2F | VPE | Virtually Present – Absent Excused | Yes | Yes |
| Clerk | F2F | VPQ | Virtually Present – Quarantined | No | N/A |

**AVP** *(Absent – Virtually Present – Unverified)* should be used by **teachers** when a face-to-face student is participating remotely in a live session. While the student will still be recorded as absent, the AVP code lets the teacher and parent know that the student participated in the lesson remotely. AVP absences are considered unexcused until the parent/guardian supplies appropriate documentation.

**VPE** *(Virtually Present – Absent Excused)* should be used by **clerks** to change an AVP absence to an excused absence once documentation has been received.

**VPQ** *(Virtually Present – Quarantined)* should be used by **clerks** to indicate absences for face-to-face students due to quarantining. These absences are not weighted and do not add to the total number of absences for the student.

**Attendance Reports and Student Choice**
Technology is currently working on updating several OnTrack attendance reports to include student choice information (F2F/Remote) for both semester 1 and semester 2. We will notify you once the updated reports are available.

If you have further questions, please don't hesitate to contact me.

Regards,
Ehsan

*Ehsan Kattoula, Ph.D.*
*Assistant Superintendent*
*Accountability Division*
**Cobb County School District**
**1595 Hawthorne Avenue**
**Smyrna, GA  30080**
**P: 770-420-4918**

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Tuesday, November 10, 2020 4:44 PM
**Subject:** FW: FYI: Elementary Attendance Updates

Good afternoon,
Please see the email below from Dr. Kattoula.
Best Regards,
Synergy Team
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Tuesday, November 10, 2020 2:58 PM
**Subject:** FYI: Elementary Attendance Updates

**FYI: Elementary Attendance Updates**

**ParentVUE Attendance**
Starting Thursday, 11/12, the attendance module in ParentVUE will be activated for all schools. Parents will be able to review student attendance throughout this school year in ParentVUE. Parents who have set up automatic email notification for attendance will begin receiving those email notifications on Thurs., 11/12. The system reviews attendance entries hourly and sends out notification emails based on the settings in each ParentVUE account.
Instructions on setting up ParentVUE to receive email notifications are attached and will be emailed to all CCSD parents.

**New Attendance Codes**
Three new attendance codes have been added to assist schools in recording and reviewing student absences.

| User | Students | Code | Description | Absent? | Excused? |
|------|----------|------|-------------|---------|----------|
| Teacher | F2F | AVP | Absent – Virtually Present – Unverified | Yes | No |
| Clerk | F2F | VPE | Virtually Present – Absent Excused | Yes | Yes |
| Clerk | F2F | VPQ | Virtually Present – Quarantined | No | N/A |

**AVP** *(Absent – Virtually Present – Unverified)* should be used by **teachers** when a face-to-face student is participating remotely in a live session. While the student will still be recorded as absent, the AVP code lets the teacher and parent know that the student participated in the lesson remotely. AVP absences are considered unexcused until the parent/guardian supplies appropriate documentation.
**VPE** *(Virtually Present – Absent Excused)* should be used by **clerks** to change an AVP absence to an excused absence once documentation has been received.
**VPQ** *(Virtually Present – Quarantined)* should be used by **clerks** to indicate absences for face-to-face students due to quarantining. These absences are not weighted and do not add to the total number of absences for the student.

**Attendance Reports and Student Choice**
Technology is currently working on updating several OnTrack attendance reports to include student choice information (F2F/Remote) for both semester 1 and semester 2. We will notify you once the updated reports are available.

If you have further questions, please don't hesitate to contact me.

Regards,
Ehsan

*Ehsan Kattoula, Ph.D.*
*Assistant Superintendent*
*Accountability Division*
**Cobb County School District**
**1595 Hawthorne Avenue**
**Smyrna, GA 30080**
**P: 770-420-4918**



**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Thursday, November 5, 2020 6:34 AM
**Subject:** Sending Student Emails Using Synergy Mass Email

Good morning,

**Principals and Assistant Principals** now have the ability to send messages to students in their new Office 365 email accounts.  Using the Mass Email feature in Synergy, **administrators** can send emails to one grade level at a time, one or more classes at a time, or Student Groups set up at your school.

**Synergy Navigation:  PAD Tree > Synergy SIS > Student > Mass Email**
**Quick Launch:  Type Mass Email and press enter**

Attached are detailed directions.  If you have questions or need assistance, please contact a member of the Synergy Team or enter a Help Ticket.

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**From:** Techhelp Support <Techhelp.Support@cobbk12.org>
**Sent:** Saturday, October 31, 2020 2:38 PM
**To:** .Entire Organization <EntireOrganization365@cobbk12org.onmicrosoft.com>
**Subject:** Synergy Maintenance is Complete

**Synergy Update:**

**The scheduled maintenance for Synergy is complete and the application is now available.**
If you have questions, please contact the Customer Care Center at 770-426-3330.

Thank you,

Technology Services

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Friday, October 30, 2020 11:24 AM
**Subject:** FW: Action: HS Attendance Procedures

Good morning,
Please see the email below from Dr. Kattoula.
Best Regards,
Synergy Team
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Thursday, October 29, 2020 12:28 PM
**Subject:** Action: HS Attendance Procedures

**Action: HS Attendance Procedures**

Good morning.  Hopefully everyone is safe this today.
The district must return to traditional attendance procedures for the safety and security of the students who are physically present in the school building as we resume face-to-face instruction.

The announced shared synchronous model of instruction requires that remote students participate in the live video sessions during the scheduled class time. **NEW: Remote students who only access CTLS outside of the live session will NOT be counted as present.**

**Starting Nov. 5, 2020, attendance will no longer be taken in the CTLS Attendance sections (Period 20).**

## Absences

**High school teachers will record period attendance in Synergy for both face-to-face and remote students**. All students, whether face-to-face or remote, will have the same attendance procedures. Students must be physically attending in the classroom (face-to-face students) or present in the live video session (full remote students) to be counted as present. **NEW: Remote students who only access CTLS outside of the live session will NOT be counted as present.**

Teachers should verify remote student attendance at the end of the live session prior to transitioning to guided practice or independent work.

No staff should take attendance on Wednesdays—all students will automatically be counted as present.

All students (face-to-face and remote) who are absent should submit appropriate excuse notes to the attendance clerk. If a remote student has technology issues, an excuse note may be submitted by the parent to indicate that issue.

## Tardies

Tardies will be documented in Synergy for both face-to-face and remote students. (Teachers may give the first few minutes of the period to allow remote students to login.) Tardies documented in Synergy will be used to notify the enrolling adult.

## New Absence and Tardy Codes

Two new attendance codes have been added to address technology issues.

- **TTY**    Excused tardy for remote students with technology issues
- **ATY**    Excused absence for remote students with technology issues

Absences and tardies coded as TTY or ATY will not be counted in the total tardies or absences for students.

## Exceptions Recognized for COVID-related absences only

- Out with normal illnesses, etc. Coded absent, unexcused or excused with a letter. May access assignments in CTLS.
- Out due to COVID -with documentation of diagnosis Coded present if able to participate fully remotely. Coded absent if unable to participate.
- Out due to quarantine that is school/DPH directed. Coded present if able to participate fully remotely. Coded absent if unable to participate.
- Out quarantining because of close contact with someone who has tested positive (and documented). Coded present if able to participate fully remotely. Coded absent if unable to participate.
- Self-quarantining in an abundance of caution – Coded absent, medically excused. May access work in CTLS

If you have further questions, or as different scenarios arise, please don't hesitate to contact me.

Regards,
Ehsan

*Ehsan Kattoula, Ph.D.*
*Assistant Superintendent*
*Accountability Division*

**Cobb County School District**
**514 Glover Street**
**Marietta, GA  30060**
**P: 770-420-4918**
**F: 678-594-8573**

ONE TEAM
ONE GOAL
STUDENT SUCCESS

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Thursday, October 29, 2020 1:16 PM
**Subject:** FW: Attendance for October 29, 2020

Good afternoon,
Please see the email below from Dr. Kattoula.
Best Regards,
Synergy Team
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Thursday, October 29, 2020 1:03 PM
**Subject:** FYI: Attendance for October 29, 2020

FYI:  Attendance for October 29, 2020

Due to the inclement weather produced by Hurricane Zeta, students will be marked present for today (the default in Synergy is set at present). As the district text stated, students with connectivity issues due to power outages will not be negatively impacted regarding attendance.

If you have questions, please do not hesitate to contact me.

Regards,
Ehsan

*Ehsan Kattoula, Ph.D.*
*Assistant Superintendent*
*Accountability Division*
**Cobb County School District**
**514 Glover Street**
**Marietta, GA  30060**
**P: 770-420-4918**
**F: 678-594-8573**

ONE TEAM
ONE GOAL
STUDENT SUCCESS

---

**From:** Techhelp Support <Techhelp.Support@cobbk12.org>
**Sent:** Wednesday, October 28, 2020 7:57 AM
**To:** .Entire Organization <EntireOrganization365@cobbk12org.onmicrosoft.com>
**Subject:** Scheduled Synergy Maintenance

To:  Synergy Users

Technology Services will be performing scheduled Synergy maintenance on **Saturday, October 31, 2020, beginning at 8:00 AM**.
An email will be sent notifying users when Synergy is available.

If you have questions, please contact the Customer Care Center at 770-426-3330.

We apologize for any inconvenience this may cause.

Thank you,
Technology Services

Technology Services

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Tuesday, October 20, 2020 2:24 PM
**Subject:** Creating Custom Seating Charts in TeacherVUE

To Administrators and Gradebook Managers:
*Please share this information with your teachers who take attendance in Synergy.*

With students returning to the classroom, the attached document provides teachers with two options for using the TeacherVUE seating chart to distinguish between face-to-face and remote learning groups.  Using the chart option to take attendance, teachers will see a visual separation in the two groups.

If you have questions or need assistance, please contact a member of the Synergy Team or enter a Help ticket.

---

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Friday, October 16, 2020 11:53 AM
**Subject:** FW: Action: MS Attendance Instructions

Good morning,
Please see the email below from Dr. Kattoula.

Best Regards,
Synergy Team
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Friday, October 16, 2020 10:02 AM
**Subject:** Action: MS Attendance Instructions

**Action: MS Attendance Procedures**

**The district must return to traditional attendance procedures for the safety and security of the students who are physically present in the school building as we resume face-to-face instruction.** The announced shared synchronous model of instruction requires that remote students participate in the live video sessions during the scheduled class time. **NEW: Remote students who only access CTLS outside of the live session will NOT be counted as present.**

**Starting Oct. 19, 2020, attendance will no longer be taken in the CTLS Attendance sections (Period 20).**

**Absences**

**Middle school teachers will record period attendance in Synergy for both face-to-face and remote students**. All students, whether face-to-face or remote, will have the same attendance procedures. Students must be physically attending in the classroom (face-to-face students) or present in the live video session (full remote students) to be counted as present. **NEW: Remote students who only access CTLS outside of the live session will NOT be counted as present.**

Teachers should verify remote student attendance at the end of the live session prior to transitioning to guided practice or independent work.

No staff should take attendance on Wednesdays—all students will automatically be counted as present.

All students (face-to-face and remote) who are absent should submit appropriate excuse notes to the attendance clerk. If a remote student has technology issues, an excuse note may be submitted by the parent to indicate that issue.

## Tardies

Tardies will be documented in Synergy for both face-to-face and remote students. (Teachers may give the first few minutes of the period to allow remote students to login.) Tardies documented in Synergy will be used to notify the enrolling adult.

## New Absence and Tardy Codes

Two new attendance codes have been added to address technology issues.

**TTY**      Excused tardy for remote students with technology issues
**ATY**      Excused absence for remote students with technology issues

Absences and tardies coded as TTY or ATY will not be counted in the total tardies or absences for students.

## Exceptions Recognized for COVID-related absences only

- Out with normal illnesses, etc. Coded absent, unexcused or excused with a letter. May access assignments in CTLS.
- Out due to COVID -with documentation of diagnosis Coded present if able to participate fully remotely. Coded absent if unable to participate.
- Out due to quarantine that is school/DPH directed. Coded present if able to participate fully remotely. Coded absent if unable to participate.
- Out quarantining because of close contact with someone who has tested positive (and documented). Coded present if able to participate fully remotely. Coded absent if unable to participate.
- Self-quarantining in an abundance of caution – Coded absent, medically excused. May access work in CTLS

If you have further questions, or scenarios, that come up please don't hesitate to contact me.

Regards,
Ehsan

*Ehsan Kattoula, Ph.D.*
*Assistant Superintendent*
*Accountability Division*
**Cobb County School District**
**1595 Hawthorne Avenue**
**Smyrna, GA  30080**
**P: 770-420-4918**

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[10/16 9:50 AM] Middle School Grade Book Managers TEAMS Post
Quarter 2: Gradebook Setup & Assignment Type Weighting

TO: Middle School Grade Book Managers & Schedulers
Quarter 2 begins on 10/19/20 and will be the first day for a Q2 gradebook synchronization.

*After the gradebook sync:*

- Teachers must add assignment type weighting for all Q2 classes, before adding assignments and grades into the gradebook.  New sections default to zero weights.
- **Weighting for Semester 1 and Yearlong classes should <u>not</u> be changed unless they were set up incorrectly.**

- Grade Book Managers:
  - To review gradebook settings and assignment type weighting, run the OnTrack > Reports > Grade >
  - *1 - Assignment Types: Weighting Report (SSP4646)* **AND/OR** *Weighting Verification (SSP4662).*
  - *2 - Grade Book Settings (SSP4674)* Round <u>ON</u> & Assignment Due Date are needed

- **IMPORTANT NOTE**:  If your school is combining sections into one main class for the teachers' gradebooks – ask teachers to **WAIT** to add Q2 assignment type weights and assignments until AFTER the sections have been combined and a gradebook sync runs.
  - *A District-wide gradebook sync runs each Mon.- Fri. at 4:00 AM.*  If a manual sync is needed, please contact a member of the Synergy Team or enter a Help ticket.

---

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Tuesday, October 13, 2020 5:55 AM
**Subject:** ES Report Cards & Comments

**To:  Elementary Report Card Administrators**
*Please see the important message below that was posted, in the Elementary Grade Book Managers & ES Scheduling TEAMS, by the Accountability Dept.*
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ES Report Cards & Comments

**Teachers with concerns regarding student progress for Q1 can address these concerns using the comments section of the student report card.**

**K-3rd grade report card comments:**

Content teachers (ELA/Reading, Math, SS, Science) should use the comment field for that subject to specify any concerns regarding student progress on standards.

Specialists should use the Report Card Matrix screen to enter comments. Space is limited in the *Specials Comment* field and reflects **all** specials subjects (PE, Art, Music, etc.).  Specialist teachers must work together to avoid the risk of editing or overwriting another teacher's comment.

**4th – 5th grade report card comments:**

4th-5th grade report cards have only a single comment field for all subjects, both academic and specials. Specialist teachers **should provide the homeroom teacher** with the suggested comments for the quarter/grading period.  Working together will eliminate the risk of editing or overwriting another teacher's comment.

**Refer to the teachers' guides for detailed instructions:**

K-3 DIGITAL REPORT CARDS
ES SPECIALISTS REPORT CARDS
GRADES 4-5 REPORT CARDS

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Monday, October 12, 2020 6:06 AM
**Subject:** <mark>Viewing Report Card in ParentVUE & StudentVUE</mark>

**To:  Elementary Report Card Administrators**
*If you are not the Report Card Administrator, please forward to the appropriate school admin in charge of Synergy Gradebook & Report Cards.*

End of Quarter 1 (1st eight weeks) - Friday, October 16, 2020
Viewing Kindergarten - 3rd Grade Quarter 1 Report Cards in ParentVUE & StudentVUE

Please be aware that grades for Quarter 1 standards-based report cards do not display next to the standards in grades K – 3 in ParentVUE/StudentVUE.  Additionally, the link to open the PDF report card document cannot be seen when first accessing the report card screen.

Please share this important information with **Kindergarten through Third grade** parents at your school.  The attached guide lists the steps, with screen shots, that parents will follow.

We apologize for this inconvenience.  The vendor is correcting the problem in a new version of Synergy.

---

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Friday, October 9, 2020 3:02 PM
**Subject:** <mark>FW: SNP Attendance Instructions</mark>

Good afternoon,
Please see the email below and attachments regarding SNP attendance.
Best Regards,
Synergy Team
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
**From:** Terri Stanley <TERRI.STANLEY@cobbk12.org>
**Sent:** Friday, October 9, 2020 9:43 AM
**Subject:** FW: SNP attendance instructions

Good Morning,
Please review the attached information regarding procedures for PK Attendance sent to your school principal.

Elementary Principals –
Please see the attached documents regarding SNP attendance. These procedures were created in collaboration with the Office of Accountability. Your clerks will receive these instructions from the Office of Accountability as well.

Thank you in advance for sharing with your clerk and SNP staff.

Dr. Tracie Doe
Assistant Superintendent
Teaching and Learning Support and Specialized Services
Cobb County School District

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Monday, October 5, 2020 3:26 PM
**Subject:** <mark>FW: Action: ES Attendance</mark>

Good afternoon,
Please see the email below from Dr. Kattoula.
Best Regards,
Synergy Team
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~

**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Monday, October 5, 2020 2:56 PM
**Subject:** Action: ES Attendance

## Action: ES Attendance

## ES Attendance Procedures Starting October 5, 2020

**Starting October 5, 2020, attendance will no longer be taken in the CTLS Attendance sections (Period 20).**
**The district must return to traditional attendance procedures for the safety and security of the students who are physically present in the school building as we resume face-to-face instruction.**
The announced shared synchronous model of instruction requires that remote students participate in the live video sessions during the scheduled class time. **NEW: Remote students who only access CTLS outside of the live session will NOT be counted as present.**

### Absences

**Elementary teachers will record attendance in the homeroom sections in Synergy for both face-to-face and remote students by 11:15 am each day**. All students, whether face-to-face or remote, will have the same attendance procedures. Students must be physically attending in the classroom or present in the live video session to be counted as present.
**NEW: Remote students who only access CTLS outside of the live session will NOT be counted as present.**

Teachers should verify remote student attendance at the end of the live session prior to transitioning to guided practice or independent work.

No staff should take attendance on Wednesdays—all students will automatically be counted as present.

All students (face-to-face and remote) who are absent should submit appropriate excuse notes to the attendance clerk. If a remote student has technology issues, an excuse note may be submitted by the parent to indicate that issue.

### Tardies

Tardies will be documented in the homeroom sections in Synergy for both face-to-face and remote students. (Teachers may give the first few minutes of the period to allow remote students to login.) Tardies documented in Synergy will be used to notify the enrolling adult.

### New Absence and Tardy Codes

Two new attendance codes have been added to address technology issues.
    **TTY**    Excused tardy for remote students with technology issues
    **ATY**    Excused absence for remote students with technology issues
Absences and tardies coded as TTY or ATY will not be counted in the total tardies or absences for students.

If you have further questions, please don't hesitate to contact me.

Regards,
Ehsan
***Ehsan Kattoula, Ph.D.***
***Assistant Superintendent***
**Accountability Division**
**Cobb County School District**
**1595 Hawthorne Avenue**
**Smyrna, GA  30080**
**P: 770-420-4918**

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Sunday, October 4, 2020 1:03 PM
**Subject:** <mark>Elementary Report Card Administrators: Report Card Processing & Training</mark>

**To:  Elementary Report Card Administrators**
***If you are not the Report Card Administrator, please forward to the appropriate school admin in charge of Synergy Gradebook & Report Cards.***

End of Quarter 1 (1$^{st}$ eight weeks) - Friday, October 16, 2020

- Training for *NEW* report card administrators will be held on Thursday, 10/8/2020 from 9:00 – 10:30 AM, in TEAMS.
  - *The steps for Synergy report card processing have not changed.*
  - The attached Report Card Admin Guide provides detailed directions.

**The training will be setup through the <u>Elementary School Grade Book Managers TEAMS</u>.  Please click the link at left to confirm you are a member or send a request to join if needed.**

**Homeroom Sections:  *Include in Grading***
Please confirm all K-5 teachers can access their homeroom class in **Gradebook Main**.  This should be done now before teachers begin working on their report cards.
- From the TeacherVUE homeroom seating chart, teachers will point to Grade Book in the main menu and click on *Gradebook Main*.
  - The screen will open to Gradebook Main.  The **homeroom class** name should be visible at the top of the screen in the class focus window.
  - Since teachers will access the report cards screens via the homeroom class, it is important to confirm the homeroom section is available in the gradebook.
  *Note:  Assignments should never be created in the homeroom class.*
- If a teacher does not see their homeroom class in the gradebook, please notify the school scheduler.
  - The scheduler must edit the homeroom section to:  ***Include in Grading***.
  - An overnight synchronization is required to update the teacher's gradebook.  A District-wide sync runs at 4:00 AM Monday – Friday.

<mark>*Administrator Reminders:*</mark>
- ***Review Reports Before Teachers Complete the Quarter 1 Report Cards***
  - OnTrack > Reports > *Grade*
    - **Grade Book Settings** to confirm gradebook rounding settings are ON and consistent within the school.
    - **Assignment Type Weighting** reports.  *Weighting is not required at the elementary level.*

*If weighing is used, these reports are helpful to confirm weights were applied, are correct, and consistent within grade levels.*

- o **OnTrack > Reports > Grade > ES Pre-Processing Reports**
  - ▪ *SSP6035 Elementary Assignment Correlations Conditions* to identify assignment errors <u>before</u> teachers begin to transfer grades to the report cards.
    *Continue to review the correlation conditions report throughout the school year to identify assignment errors for 4th & 5th grade teachers.*

- **Run Synergy Processes** *(Required before teachers can access and complete report cards)*
  - o **School Setup Screen** > set to Quarter 1 & Update Homeroom Data
  - o **Update Grade Screen** > Update Grading Records for Quarter 1
    - ▪ *Reminder*: Select ALL grade levels **K – 5** when running the Update Grading Records and Absences Processes.

- *Review Reports <u>After</u> Teachers Complete the Quarter 1 Report Cards*
  - o **OnTrack > Reports > Grade > ES Pre-Processing Reports**
    - ▪ **SSP4667 ES Report Card Posting Activity** – This report will identify teachers who have not completed their report cards near the designated time.
    - ▪ **SSP4665 K-5 Missing Marks Report** – Run this report after the teachers' deadline for report cards completion. Notify teachers of any missing grades so they can be added prior to running report cards.

- *Online Report Cards in PVUE/SVUE*
  - o Attach a PDF of the report cards to students' records so parents/students can view them on a mobile device and print their own copy if desired.
  - o Enable the Grade Module for PVUE/SVUE on the ParentVUE and StudentVUE School Configuration Screen
    - ▪ All grade level report cards (K – 5) will be visible in PVUE/SVUE when the module is enabled on the ParentVUE and StudentVUE School Configuration Screen.
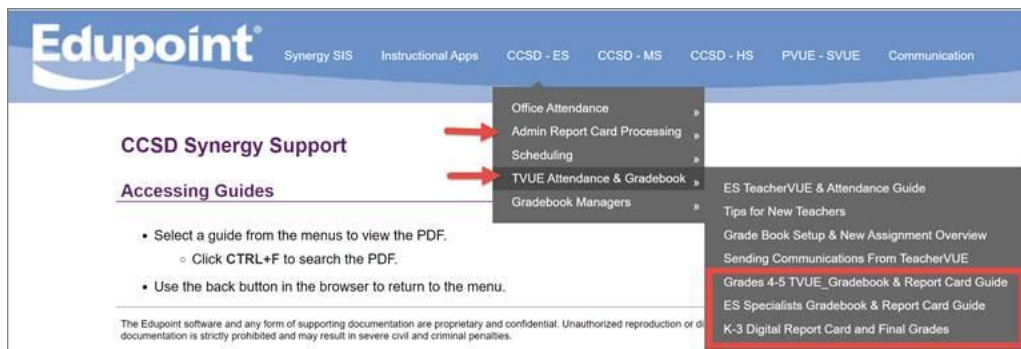
<u>*Synergy Help Guides*</u>:

- Synergy user guides are located in the **_Help_** link located in the top, right corner of the Synergy application.



- To view the entire Help menu, be sure that your browser window is fully expanded.
- The attached admin guide is available under CCSD-ES > Admin Report Card Processing.
- The teachers' guides are available in the Help menu under CCSD-ES > TVUE Attendance & Gradebook Guides .
  *Please share the location of the Synergy user guides with the teachers at your school.*

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**From:** Techhelp Support <Techhelp.Support@cobbk12.org>
**Sent:** Tuesday, September 29, 2020 3:28 PM
**To:** .Entire Organization <EntireOrganization365@cobbk12org.onmicrosoft.com>
**Subject:** Scheduled Synergy Maintenance - **POSTPONED**

To:  Synergy Users

The Synergy maintenance scheduled for Wednesday; September 30, 2020 is **postponed**.  We will send communication when it is rescheduled.

If you have questions, please contact the Customer Care Center at 770-426-3330.
We apologize for any inconvenience this may cause.

Thank you,
Technology Services

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**From:** Techhelp Support <Techhelp.Support@cobbk12.org>
**Sent:** Monday, September 28, 2020 7:18 AM
**To:** .Entire Organization <EntireOrganization365@cobbk12org.onmicrosoft.com>
**Subject:** Scheduled Synergy Maintenance

To:  Synergy Users

Technology Services will be performing scheduled Synergy maintenance all day on **Wednesday, September 30, 2020, beginning at 8:00 AM**.
An email will be sent notifying users when Synergy is available.

If you have questions, please contact the Customer Care Center at 770-426-3330.
We apologize for any inconvenience this may cause.

Thank you,
Technology Services

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Friday, September 25, 2020 1:20 PM
**Subject:** Middle School Report Card Administrators: Quarter Report Card Processing & Training

**TO: Middle School Report Card Administrators**
*If you are not the Report Card Administrator, please forward to the appropriate school admin in charge of Synergy Gradebook & Report Cards.*

## End of Quarter 1 (1ˢᵗ eight weeks) - Friday, October 16, 2020

- Training for *NEW* report card administrators will be held on Wednesday, 10/7/2020 1:00 – 2:30 PM, in TEAMS.
    - *The steps for Synergy report card processing have not changed.*
    - The attached Report Card Admin Guide provides detailed directions.

**The training will be setup through the [Middle School Grade Book Managers TEAMS](#).  Please click the link at left, to confirm you are a member, or send a request to join if needed.**
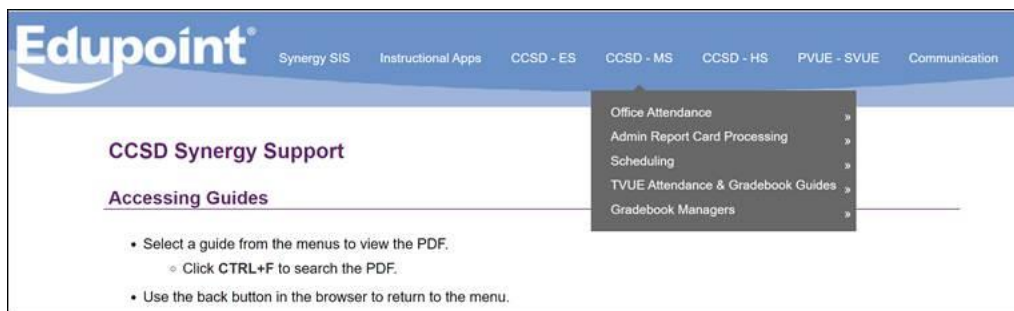
*REMINDERS:*
- *Review Reports Before Teachers Post the Quarter 1 Report Cards*
    - OnTrack > Reports > *Grade*
        - **Grade Book Settings** to confirm gradebook rounding settings and **Assignment Due Date**.
        - **Assignment Type Weighting** reports to confirm weights were applied, are correct and consistent within departments.
    - OnTrack > Reports > Grades > all *MS Pre-Processing Grade Reports*
        - Review EOC reports to look for potential errors in weighting for EOC-Required and Non-Required classes.

- *Run Synergy Processes*
    - School Setup Screen > set to Quarter 1 & Update Homeroom Data
    - Update Grade Screen > Update Grading Records for Quarter 1

- *Online Report Cards in PVUE/SVUE*
    - Attach a PDF of the report cards to students' records so parents/students can view them on a mobile device and print their own copy if desired.
    - Enable the Grade Module for PVUE/SVUE on the ParentVUE and StudentVUE School Configuration Screen

*Synergy Help Guides:*
- Synergy help guides and documentation, are located in the [Help](#) link located in the top, right corner of the Synergy application.
- The attached report card guides will be added to the Synergy Help menu soon.



- To view the entire Help menu, be sure that your browser window is fully expanded.
  The teachers' guide is attached and will soon be available in the Help link under CCSD-MS > TVUE Attendance & Gradebook Guide >
  *Please forward the attached teachers' guide and share the location of the Synergy help guides for their future reference.*

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Friday, September 25, 2020 9:00 AM
**Subject:** Steps for Using the Gradebook 'Missing Comment'

To: Grade Book Managers
*Please forward this email to your teachers who use Synergy Gradebook.*

If teachers want to notify parents and students of missing assignments, the teachers must add the Gradebook Comment '*Missing*' to the assignment.  Otherwise there is no way for Synergy gradebook to identify the assignments as missing on detailed or summary progress reports, or in ParentVUE and StudentVUE.

**Grade Book Assignment**
The *Missing comment* <u>must</u> be added on assignments that the teacher wants to identify as missing.
- Teachers will enter an 'M' on the assignments in gradebook main.
- Teachers can click the assignments and select 'Enter Scores.'  Select the 'missing' comment for the students.

**Grade Book Setup > Grade Book Comments** *(Departments should be consistent with the comments' not scored values and penalty percentage.)*
Optional:  If desired, teachers may choose to edit the District comment.
- Click the edit button on the Grade Book comments screen to enable editing on the screen.
- Teachers may enter a 'Not Scored Value' or a 'Penalty %' value for a missing assignment.
  - If these options are used, they **will** be calculated in the class grade.
- On the *Missing comment*, teachers may toggle the 'Remove When Scored' to a **NO**. (The default is YES)
  - This means that the missing comment will remain even if the teacher enters a grade on the assignment.  For example, if a zero is entered it **will** be calculated in the class grade.



*Filters & Options* button in Gradebook Main
These options are helpful settings for the teachers' gradebook view.
- Check the box to '*Show Comment Codes*.'   This setting will display any comments added on assignments.
- Teachers may also select '*Show Total Missing*' to add an extra column in the gradebook that displays total number of missing assignments.

### *Missing Assignments are Identified in PVUE/SVUE*

- When an assignment is associated with the Missing comment, it will be identified as missing in PVUE/SVUE.



- The total number of missing assignments in a class will display on the main grade book screen in PVUE/SVUE.



If you have questions or need assistance, please contact the Customer Care Center or enter a help ticket.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Tuesday, September 22, 2020 1:14 PM
**Subject:** Sending Communications from TeacherVUE

Good afternoon,
Many teachers are already using the Communication feature in TeacherVUE. Along with the message displaying in StudentVUE, students can now receive emails in their new Office 365 accounts.

- **Please forward this information and the attached directions to your teachers who use Synergy TeacherVUE and Gradebook.**

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Tuesday, September 15, 2020 5:00 PM
**Subject:** ParentVUE Support and Troubleshooting

Good evening,

**This email is to ensure that all ParentVUE Coordinators are on the front line to assist parents who are having issues with their ParentVUE account.**

**These issues below are not related to CTLS and parents should not be referred to the** CTLSParent.Support@cobbk12.org

***Parents cannot login to their PVUE account:***
- The account may be disabled.  Select the small menu button in the top left corner of the Parent screen and click 'Edit Parent Data.'  Uncheck the account disabled box and SAVE.
- There may be two parent records.  *See below for more information.*
- The parent may have forgotten their User ID &/or Password.  *See below for more information.*
- The parent may be attempting to use an old activation key to create their PVUE account.
  - After confirming their identify, provide the parent with a new action key letter with the correct key.

***Parents cannot see all of their children in the PVUE account:***
- The children must be connected to the same family record and enrolling adult in CSIS > Families.  If corrections or updates are made to the family record, an overnight update is needed for the new information to be available in Synergy.
  - *If family changes are completed on a Friday, the parent record will not update in Synergy until after the Monday morning processing.*
- When the updated record is in Synergy, review the ParentVUE Tab to determine if a new activation key is needed so the parent can create a new PVUE account.

***Parents are unable to make a School Choice Selection for their child:***
- Non-enrolling adults, who have a PVUE account from a second family record in CSIS Families, are not authorized to make the selection.  Only the enrolling adult may make the School Choice selection.
- There may be two parent records for the enrolling adult.  *See below for more information*.
- The student does not have an active CCSD enrollment.  This is required for the parents to make a School Choice.
  - If a student has enrolled for a later start date, for Phase 1 for example, ensure that the student is correctly enrolled in CSIS and is activated in Synergy.
  - *Reminder*:  Inactive students in Synergy have parenthesis around their names.
  - *Reminder*:  If a student has been re-activated in Synergy, review the Classes Tab to ensure there are no leave dates on the new or upcoming classes.

## Troubleshooting:
- Open the **Student screen** to search for the student.  Click the **Parent/Guardian Tab** to review the parents listed.
  - Click the parent's name to open the Parent Screen and review the ParentVUE Tab.
  - ***By opening the student first and linking to the parent screen, it will be easier to identify duplicate parent records.***
- If a duplicate record exists for the enrolling adult, and the parent is having trouble logging in, the record with the incorrect Adult ID will need to be deleted.  Please contact a member of the Synergy Team or enter a Help ticket for assistance.

## Troubleshooting Existing Accounts & OLR-Created Accounts:
- After confirming their identify, a parent can be reminded what the User ID is for the account.
- If the parent is unable to login to ParentVUE, and is using the correct User ID, the ParentVUE Coordinator can follow the steps below to set a new, temporary password for the parent.  These steps are also provided in the ParentVUE Coordinator Guide.

- o On the Student screen, search for the student. Click the Parent/Guardian Tab to review the parents listed. Click the parent's name to link to the Parent screen.
- o On the Parent screen, select the **ParentVUE** Tab.
- o Point to the small menu button in the top left corner of the screen.
- o Select 'Edit Parent Data.'
- o <u>Completely delete</u> the password (black dots are used to protect the existing password.) Click at the end and backspace or highlight the entire password and press the delete key.
- o Type a new password into the space provided. Re-type the password again into the Confirm Password space. (The actual password will not display. Black dots are used instead.)
- o Passwords must have a <u>minimum of six characters</u>, and can consist of special characters, numbers, and letters. **User IDs and Passwords ARE case sensitive.**
- o **Do not** use the Force Password Reset option.
- o Click **Save**.
- o *When creating a password for a parent, use something that can be easily remembered, but still secure enough to protect the account.*
- o *Inform the parent of the new password. Ask the parent to login to the account, as soon as possible, and change the password to one of their own.*

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**From:** Techhelp Support <Techhelp.Support@cobbk12.org>
**Sent:** Monday, September 14, 2020 9:13 PM
**To:** .Entire Organization <EntireOrganization365@cobbk12org.onmicrosoft.com>
**Subject:** Synergy Maintenance is Complete

 **Synergy Update:**

**The scheduled maintenance for Synergy is complete and the application is now available.**

Thank you,
Technology Services

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**From:** Techhelp Support <Techhelp.Support@cobbk12.org>
**Sent:** Monday, September 14, 2020 2:46 PM
**To:** .Entire Organization <EntireOrganization365@cobbk12org.onmicrosoft.com>
**Subject:** Scheduled Synergy Maintenance (September 14, 2020)
To:  Synergy Users

Technology Services will be performing scheduled Synergy maintenance this evening **September 14, 2020, beginning at 6:00 PM**.
An email will be sent notifying users when Synergy is available.

If you have questions, please contact the Customer Care Center at 770-426-3330.
We apologize for any inconvenience this may cause.

Thank you,
Technology Services

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Monday, August 31, 2020 3:19 PM
**Subject:** <mark>CTLS Assessment: Assignment Imports to Synergy</mark>

To: Assistant Principals and Grade Book Managers

<mark>**Please forward this email to your teachers who use Synergy gradebook.**</mark>

The auto-import of CTLS assessments into gradebooks began last week.  Imports are processed Monday – Friday at the following times:
- **6:10 AM, 10:21 AM, 1:21 PM, 4:21 PM, 5:01 PM**

The attached document, *CTLS Assessments in Synergy SY2020-21*, explains what teachers must do to manage the assessment results in the gradebooks.

Important Notes for all teachers regarding imported assessments:
- Imported assignments:
  - The assignments that imported last week may or may <u>not</u> be hidden from ParentVUE. Please review all imported assignments and <u>Delete</u> or <u>Edit</u> them, as desired.
  - Assignments will be imported using the **Percentage Score Type** with a Max Score of 100 and Point value of zero.
    - Teachers should mark the assignment '*Not for Grading*' <u>if</u> it is left in the gradebook at zero points.
  - **Teachers will be unable to change the assignment score type.**
    - If Raw Score is used on all other assignments, the imported assignment can remain a Percentage score type.
      - If teachers want an imported assignment to remain a Percentage score type, a point value consistent with other assignments <u>must be assigned</u> so it will calculate appropriately in the overall grade.
  - Future imports <u>will</u> be hidden from ParentVUE.
- District Assignment Type called *CTLS Assessments:*
  - These assignments will have weights only **IF** weighting has been applied by teachers.
  - If the District Assignment Type called *CTLS Assessments* is not displayed, the imported assignment will show up as 'Hidden.'
  - If an assessment is repeated for the same student, **gradebook scores will <u>not</u> be overwritten**; Teachers must make manual updates to the gradebook scores, if desired.

*<mark>Additional Information for Elementary Teachers – Grades 4 & 5</mark>*
- Assignment type weighting:
  - Elementary teachers are <u>not</u> required to use assignment type weighting.
  - If assignment type weighting is used, Elementary teachers should only apply weights to the imported CTLS Assessment assignment <u>if</u> they want it to count toward a class grade.
  - If all assignment types are left at zero weight, the assignments will be evenly averaged together to determine the students' overall grade calculation.
  - For consistency, it is recommended that teachers at the same school <u>set up assignment types using the same weights within the grade levels</u>.

Please enter a Web Help ticket if you have questions or need assistance.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Monday, August 31, 2020 1:07 PM
**Subject:** <mark>FW: Daily Process for High School Attendance Clerks</mark>

Best Regards,
Synergy Team
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**From:** Terri Stanley <TERRI.STANLEY@cobbk12.org>
**Sent:** Monday, August 31, 2020 12:45 PM
**To:** DL-SIS CONTACTS-HS <DL-SISCONTACTS-HS@cobbk12.org>
**Subject:** Daily Process for High School Attendance Clerks

## Please forward this additional information regarding attendance reports to your attendance/PPO clerk.

*High Schools – Period Class Attendance Schools*

**Beginning on Tues., Sept. 1, attendance will be taken in Synergy by attendance clerks only**. Clerks will indicate absences in the CTLS Attendance sections in Synergy based on the CTLS Attendance Query in OnTrack (OnTrack>>Queries>>Attendance>>CTLS Attendance). The report produced by the query will list only students who did not show activity in CTLS for the selected school day. These students should be marked absent in Synergy for period 20.

**Change in Process: Teachers will not record attendance in Synergy.** Teachers should maintain their own records of student participation in full remote learning and be prepared to share that information with their school leaders and/or parents if requested.

Attendance Clerks will not need to send the daily reminder in the Classroom Taken Attendance Summary report to teachers to enter their attendance in Synergy.

**Absences for all students prior to Aug. 31 should be deleted.**

*Daily Processes for Attendance Clerks beginning September 1st.*

1. Synergy Report - ATP404: Period Class Attendance for *the previous school day*.
   - Select the appropriate Beginning & Ending Period dropdown options for your school (Do not include period 20).
   - Select the previous school day for both the **Start and End** date fields.
   - Sort/Output Tab – use the default PDF or select Excel as output if desired.
   - This report should produce no data.
   - If there are absences, these should be removed.

2. Run OnTrack>Queries>Attendance>CTLS Attendance to produce CTLS Attendance for *the previous school day*.

3. Use the Synergy CTLS Attendance Sections (period 20) to record CTLS Attendance from the Query in Step 2 above on the Class Period Attendance screen.

4. Review the list of HS students who do not engage with CTLS due to the nature of their coursework (CVA, GAVS, Dual Enrollment). These students should not be marked absent. (Schedulers should provide a list of those students to the attendance clerk.)

5. Run OnTrack>Reports>Attendance>Data as of Now>Absence List by School CTLS (SSP4071A) for *the previous school day*.  (Note:  This report is different from Step 1

above). Use this version of the report to check the coding you completed in Step 3 above.

- **NOTE**: If the Excel output is selected, when the report completes a blank white screen will display. **Fully expand the white screen** and look in the bottom left corner to locate the Excel file.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Monday, August 31, 2020 1:04 PM
**Subject:** FW: Daily Process for Middle School Attendance Clerks

Please see the email below from Student Reporting and Accountability.
Best Regards,
Synergy Team
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**From:** Terri Stanley <TERRI.STANLEY@cobbk12.org>
**Sent:** Monday, August 31, 2020 12:42 PM
**To:** DL-SIS CONTACTS-MS <DL-SISCONTACTS-MS@cobbk12.org>
**Subject:** Daily Process for Middle School Attendance Clerks

## Please forward this additional information regarding attendance reports to your attendance clerk.

*Middle Schools – Period Class Attendance Schools*

**Beginning on Tues., Sept. 1, attendance will be taken in Synergy by attendance clerks only**. Clerks will indicate absences in the CTLS Attendance sections in Synergy based on the CTLS Attendance Query in OnTrack (OnTrack>>Queries>>Attendance>>CTLS Attendance). The report produced by the query will list only students who did not show activity in CTLS for the selected school day. These students should be marked absent in Synergy for period 20.

**Change in Process: Teachers will not record attendance in Synergy**. Teachers should maintain their own records of student participation in full remote learning and be prepared to share that information with their school leaders and/or parents if requested.

Attendance Clerks will not need to send the daily reminder in the Classroom Taken Attendance Summary report to teachers to enter their attendance in Synergy.

**Absences for all students prior to Aug. 31 should be deleted.**

*Daily Processes for Attendance Clerks beginning September 1st.*

1. Synergy Report - ATP404: Period Class Attendance for *the previous school day*.
   - Select the appropriate Beginning & Ending Period dropdown options for your school (Do not include period 20).
   - Select the previous school day for both the **Start and End** date fields.
   - Sort/Output Tab – use the default PDF or select Excel as output if desired.
   - This report should produce no data.
   - If there are absences, these should be removed.

2. Run OnTrack>Queries>Attendance>CTLS Attendance to produce CTLS Attendance for *the previous school day*.

3. Use the Synergy CTLS Attendance Sections (period 20) to record CTLS Attendance from the Query in Step 2 above on the Class Period Attendance screen.

4. Run OnTrack>Reports>Attendance>Data as of Now>Absence List by School CTLS (SSP4071A) for *the previous school day*. (Note: This report is different from Step 1 above). Use this version of the report to check the coding you completed in Step 3 above.

- **NOTE**: If the Excel output is selected, when the report completes a blank white screen will display. **Fully expand the white screen** and look in the bottom left corner to locate the Excel file.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Monday, August 31, 2020 1:02 PM
**Subject:** FW: Daily Processes for Elementary Attendance Clerks

Please see the email below from Student Reporting and Accountability.
Best Regards,
Synergy Team
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**From:** Terri Stanley <TERRI.STANLEY@cobbk12.org>
**Sent:** Monday, August 31, 2020 12:40 PM
**To:** DL-SIS CONTACTS-ES <DL-SISCONTACTS-ES@cobbk12.org>
**Subject:** Daily Processes for Elementary Attendance Clerks

# Please forward this additional information regarding attendance reports to your attendance clerk.

*Elementary Schools and other Daily Attendance Schools*

 **Beginning on Tues., Sept. 1**, **attendance will be taken in Synergy by attendance clerks only**. Clerks will indicate absences in the CTLS Attendance sections in Synergy based on the CTLS Attendance Query in OnTrack (OnTrack>>Queries>>Attendance>>CTLS Attendance). The report produced by the query will list only students who did not show activity in CTLS for the selected school day. These students should be marked absent in Synergy for period 20.

**Change in Process: Teachers will not record attendance in Synergy**. Teachers should maintain their own records of student participation in full remote learning and be prepared to share that information with their school leaders and/or parents if requested.

Attendance Clerks will not need to send the daily reminder in the Classroom Taken Attendance Summary report to teachers to enter their attendance in Synergy.

**Absences for all students prior to Aug. 31 should be deleted.**

*Daily Processes for Attendance Clerks beginning September 1st.*

1. Run OnTrack>Reports>Attendance>Data as of Now>Absence List by School (SSP4071) for *the previous school day*.
   - The report is a list of all students marked absent for the selected school date. Excel will allow users to filter/sort by grade level.

- This report should produce no data (since teachers are not recording attendance in Synergy).
- If there are absences, these should be removed.

2. Run OnTrack>Queries>Attendance>CTLS Attendance to produce CTLS Attendance for *the previous school day*.

3. Use the Synergy CTLS Attendance Sections (period 20) to record CTLS Attendance from the Query in Step 2 above on the Class Daily Attendance screen.

4. Run OnTrack>Reports>Attendance>Data as of Now>Absence List by School CTLS (SSP4071A) for *the previous school day*. (Note: This report is different from Step 1 above). Use this version of the report to check the coding you completed in Step 3 above.

**NOTE**: If the Excel output is selected, when the report completes a blank white screen will display. **Fully expand the white screen** and look in the bottom left corner to locate the Excel file.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Tuesday, August 25, 2020 10:07 AM
**Subject:** FW: Action: Attendance for this week
Good morning,
Please see the email below from Dr. Kattoula.
Best Regards,
Synergy Team
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Tuesday, August 25, 2020 9:23 AM
**Subject:** Action: Attendance for this week

Action: Attendance for this week.

We are aware CTLS was down this morning. For the purpose of attendance, every student should be marked present.

**PPO clerks will begin entering CTLS attendance next Tuesday, Sept. 1.**

If you have further questions, please don't hesitate to contact me.

Regards,
Ehsan

*Ehsan Kattoula, Ph.D.*
*Assistant Superintendent*
*Accountability Division*
**Cobb County School District**
**1595 Hawthorne Avenue**
**Smyrna, GA  30080**
**P: 770-420-4918**



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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Friday, August 21, 2020 12:13 PM
**Subject:** FW: ACTION: HS Student Attendance SY 20-21

<span style="color:red">Good afternoon,</span>
<span style="color:red">Please see the email below from Dr. Kattoula.</span>
Best Regards,
Synergy Team

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**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Friday, August 21, 2020 11:41 AM
**Subject:** ACTION: HS Student Attendance SY 20-21

**ACTION:  HS Student Attendance SY 20-21**

**Official Attendance – Attendance Clerks**
- Official attendance will be used for state reporting and FTE.
- Students are absent on a date if no CTLS activity is logged between 12:00 am and 11:59 pm.
- Attendance clerks will record official attendance for all students before 10 am the next day. (Clerks will record Monday's attendance on Tuesday morning; Tuesday's attendance on Wednesday morning, etc.)
- Clerks will not mark anyone absent on Wednesdays.
- A section called CTLS Attendance was created in Synergy for clerks to record official attendance.
- A report will be available in OnTrack starting Tuesday, August 25, that will indicate which students were absent in CTLS each attendance day.  Academic Portal>>OnTrack 3.0>>Queries>>Attendance>>CTLS Attendance
- Students marked absent whose parent contacts the clerk and indicates that the student could not access CTLS for technology reasons on the attendance date should be changed to present.
- Other absence reasons should be coded as we have in the past (illness, doctor, etc.).

**Live Session Attendance – Teachers**
- Teachers will monitor student participation in live video sessions.
- Beginning Monday, August 24, teachers will mark any student who is not present in the live video session as absent in Synergy.
- Teachers should mark student absences in Synergy by the end of their workday.
- Teachers should not mark any students absent on Wednesdays.
- Live session attendance is intended to aid school personnel and families in identifying students who do not join in the live video sessions. This attendance record will not be used for state reporting.
- Teachers whose classes meet on alternate days, AB schedule, will also be able to take attendance in Synergy starting Monday.  The issue of meeting days in an alternate block schedule being out of sync with our fully remote calendar should be resolved by Monday.

If you have questions, please do not hesitate to contact me.
Regards,
Ehsan
*Ehsan Kattoula, Ph.D.*
*Assistant Superintendent*
*Accountability Division*
**Cobb County School District**
**1595 Hawthorne Avenue**
**Smyrna, GA  30080**
**P: 770-420-4918**

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Friday, August 21, 2020 12:10 PM
**Subject:** FW: ACTION: MS Student Attendance SY 20-21

Good afternoon,
Please see the email below from Dr. Kattoula.
Best Regards,
Synergy Team
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**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Friday, August 21, 2020 11:19 AM
**Subject:** ACTION: MS Student Attendance SY 20-21

### ACTION:  MS Student Attendance SY 20-21

**Official Attendance – Attendance Clerks**
- Official attendance will be used for state reporting and FTE.
- Students are absent on a date if no CTLS activity is logged between 12:00 am and 11:59 pm.
- Attendance clerks will record official attendance for all students before 10 am the next day. (Clerks will record Monday's attendance on Tuesday morning; Tuesday's attendance on Wednesday morning, etc.)
- Clerks will not mark anyone absent on Wednesdays.
- A section called CTLS Attendance was created in Synergy for clerks to record official attendance.
- A report will be available in OnTrack starting Tuesday, August 25, that will indicate which students were absent in CTLS each attendance day.  Academic Portal>>OnTrack 3.0>>Queries>>Attendance>>CTLS Attendance
- Students marked absent whose parent contacts the clerk and indicates that the student could not access CTLS for technology reasons on the attendance date should be changed to present.
- Other absence reasons should be coded as we have in the past (illness, doctor, etc.).

**Live Session Attendance – Teachers**
- Teachers will monitor student participation in live video sessions.
- Beginning Monday, August 24, teachers will mark any student who is not present in the live video session as absent in Synergy.
- Teachers should mark student absences in Synergy by the end of their workday.
- Teachers should not mark any students absent on Wednesdays.
- Live session attendance is intended to aid school personnel and families in identifying students who do not join in the live video sessions. This attendance record will not be used for state reporting.

If you have questions, please do not hesitate to contact me.

Regards,
Ehsan

*Ehsan Kattoula, Ph.D.*
*Assistant Superintendent*
*Accountability Division*
**Cobb County School District**
**1595 Hawthorne Avenue**
**Smyrna, GA  30080**
**P: 770-420-4918**

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Friday, August 21, 2020 12:07 PM
**Subject:** FW: ACTION: ES Student Attendance SY 20-21

Good afternoon,
Please see the email below from Dr. Kattoula.
Best Regards,
Synergy Team
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~

**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>
**Sent:** Friday, August 21, 2020 11:16 AM
**Subject:** ACTION: ES Student Attendance SY 20-21

### ACTION:  ES Student Attendance SY 20-21

**Official Attendance – Attendance Clerks**
- Official attendance will be used for state reporting and FTE.
- Students are absent on a date if no CTLS activity is logged between 12:00 am and 11:59 pm.
- Attendance clerks will record official attendance for all students before 10 am the next day. (Clerks will record Monday's attendance on Tuesday morning; Tuesday's attendance on Wednesday morning, etc.)
- Clerks will not mark anyone absent on Wednesdays.
- A section called CTLS Attendance was created in Synergy for clerks to record official attendance.
- A report will be available in OnTrack starting Tuesday, August 25, that will indicate which students were absent in CTLS each attendance day.  Academic Portal>>OnTrack 3.0>>Queries>>Attendance>>CTLS Attendance
- Students marked absent whose parent contacts the clerk and indicates that the student could not access CTLS for technology reasons on the attendance date should be changed to present.
- Other absence reasons should be coded as we have in the past (illness, doctor, etc.).

**Live Session Attendance – Homeroom Teachers**
- Teachers will monitor student participation in live video sessions.
- Beginning Monday, August 24, teachers will mark any student who is not present in the live video session as absent in Synergy.
- Teachers should mark student absences in Synergy by the end of their workday.
- Teachers should not mark any students absent on Wednesdays.
- Live session attendance is intended to aid school personnel and families in identifying students who do not join in the live video sessions. This attendance record will not be used for state reporting.

Regards,
Ehsan

*Ehsan Kattoula, Ph.D.*
*Assistant Superintendent*
*Accountability Division*
**Cobb County School District**
**1595 Hawthorne Avenue**
**Smyrna, GA  30080**
**P: 770-420-4918**

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Monday, August 17, 2020 3:16 PM
**Subject:** Enabling ParentVUE & StudentVUE Modules and Creating Activation Keys

**To: Administrators, Grade Book Managers, & ParentVUE Coordinators**
*Please confirm that new Grade Book Managers and new ParentVUE Coordinators at your school receive this email.*

The *ParentVUE and StudentVUE Coordinator Guide for 2020-21* is attached and also available on the Synergy *Help* link under **PVUE-SVUE**.  The Help link is located in the top, right corner of the screen in the Synergy application.

*ACTION:*
The Grade Book Manager &/or ParentVUE Coordinator should review the *ParentVUE and StudentVUE School Configuration* screen in Synergy to determine the current setting for all modules at your school.
Reminder:  Confirm you are focused to the current school year, 2020-21.

*Enabled Modules at the District:*
1. ***Athletic Registration*** – available only to 8$^{th}$ – 12$^{th}$ grade parents and students 18 years of age & older.
2. ***Family Engagement Registration*** – used for events at Title I Schools.
3. ***Meal Benefits*** – available to all parents.
4. ***Office 365 Consent*** – available to all parents.
5. ***Office 365 Account Login Information*** – available to students.
   - All CCSD students (K-12) will have access to the Office 365 digital tools suite unless a parent previously selected the opt-out decision.  If a parent wants to confirm student access and/or ascertain their student's Office 365 username, they can locate this information via ParentVUE (https://parentvue.cobbk12.org/).
   - To determine students' Office 365 usernames, **teachers** can run the SIS4130 report using the Report Search widget in the CCSD Portal (https://aportal.cobbk12.org).
   - **Administrators and other employees** with access to the SIS Office 365 reports in CSIS>Modules>Students>Reports can run selected reports to determine Office 365 information.
6. *Online Registration* – available to all parents.
7. ***Change My Information*** – available to all parents
8. ***Course Requests*** – available to all parents and students, *if the module is enabled at your location*.
9. ***Current Schedules*** – available to all parents and students, *if the module is enabled at your location*.

**The ParentVUE & StudentVUE modules below are enabled, at the District level, effective** <u>**Monday, August 17, 2020.**</u>
Local school coordinators will need to enable the modules on the *ParentVUE and StudentVUE School Configuration* screen, as desired.
1. **Grade Book**
2. **Grade (Online Report Card)**

**The Attendance module will be enabled at the district level at a later date.**

Follow the steps in the attached guide to enable or disable modules.  The guide provides directions to navigate to the screen and make the desired selections **for your school**.

- Once activated it **may** take an overnight process the change and make modules available to parents and students, so plan accordingly.
- Be prepared for the information to be available <u>immediately</u>, since that does occur with some modules in the mobile apps.
- Synergy *Help* is located in the top, right corner of the *Synergy application*.

*ParentVUE Accounts:*
- <mark>Changes to existing accounts</mark>:  If a parent or guardian has created a ParentVUE account for their child or children, and the enrolling adult changes in CSIS, the account for the original parent or guardian will no longer exist.  The new enrolling adult must receive the required acceptable use policy and user agreement paperwork then register to create a new account.  <span style="color:red">The Digital acceptable use policy is available in the PVUE-SVUE Synergy Help menu.</span>

- <mark>Activation Keys,</mark> for parents or guardians who do not already have an activation key, can be created in mass by the local school's ParentVUE Coordinator when desired, using the PVU202 report.
    - The attached coordinators' guide lists detailed instructions for creating activation keys and letters in mass.
- Check the *Create Parent Activation Keys* box, prior to printing the letters from the PVU202 report.
- Review the *Report Options* section of the report and add students' names and ID numbers, if desired.
    - It is helpful to include the students' names and/or ID's on the letters for parent distribution.
    - Check the box to ***Exclude Activated Parents*** from the mass printing of the letters.
      *If parents already have an active PVUE account, there is no need for them to create a new one.  They will not need an activation letter*.
    - **Check *Show Adult ID*** if you want the information included on the letters. This ID displays on the Parent screen > Demographics Tab in Synergy.  *It is **not** the activation key.*
    - **Check *Group Students By Parent,*** if desired.  This option lists siblings, at the same school, on the same activation letter.

If you have questions, please enter a Web Help ticket and someone from the Synergy Team will assist you.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Friday, August 7, 2020 11:02 AM
**Subject:** ES: TeacherVUE & Grade Book Synchronization

**To:  Elementary Grade Book Managers, Schedulers and Scheduling Administrators:**
*Please forward this email to your teachers.*

*Teachers' Synergy Focus*
- The teachers' Synergy focus was changed to SY2020-21 today.  Teachers now have access to this year's students in the TVUE seating chart.
  - From the TVUE seating chart, teachers can print a Class List (STU408) or Class Roster (STU409) before school starts by clicking the icon to open the report interface.
  - **Enter the first day of school in the date field**.  Use the second day of school to remove inactive students from displaying the report.



*4th & 5th Grade Teachers – Grade Book*
Teachers will not have access to this year's classes in the gradebook until after the first gradebook synchronization.
**The first District-Wide synchronization is planned for the morning of Wednesday, August 12, 2020.**
  - Schools may request an early synchronization for either August 10th or 11th.  Details below.

- **AFTER the gradebook synchronization 4ᵗʰ & 5ᵗʰ grade teachers must set up their gradebook, assignment types, and weights.**
- **NOTE:  Assignment Type weighting is not required in elementary.  However, when weighting is used it should be consistent within the grade level.**

*Use the attached guide* *for assistance with Grade Book Setup, creating new assignment types, and applying weights to the types.*

➢ Grade Book Setup should be completed for *Final Grade Rounding Settings:  Rounding ON*
   o *For consistency, teachers should collaborate to determine the decimal-place setting for rounding.  Additional details are provided in the attached document.*
➢ Grading Period Default for New Assignments set to *Current Period in Gradebook*
➢ *Assignment Types*
   o The only District Assignment Type is *CTLS Assessments*.  This is the assignment type that will be associated with imported CTLS assessments.
   o Assignment types, previously created by returning teachers, **may be hidden**.
      ▪ **Returning teachers** should review hidden assignment types to determine if they should be enabled and used again for SY20-21.
      ▪ Review hidden types before creating new types.
   o ==**New teachers, or those new to using the gradebook, must create their own assignment types.**==
   o When creating new assignment types, keep the names at a high level.  Use the actual assignment name for details about specific standards, chapters, or lessons during the grading period.
   o If using weights, teachers must apply weights for all new classes (sections), if new ones are added later to their schedules.
➢ *Copying Assignments*
   o If assignments are copied from a previous year, teachers **MUST** edit the dates on ALL assignments to be within the current school year.
   o If assignments are copied from one class to another, teachers **MUST** review the new assignments to ensure they are associated with the correct subject and report card correlation.
   o If assignments are copied from one grade level class to a different grade level, teachers **MUST** review each copied assignment individually to ensure it is correlated correctly.
   o **SAVE** the assignment after reviewing and confirming all areas are correct.

==*Gradebook Managers & Schedulers – Scheduling Info & Gradebook Synchronization*==
*A district-wide synchronization will automatically run the morning of* **Wednesday, August 12, 2020.**
Schedulers – if you will be combining sections for teachers' gradebooks, please create the needed sections and complete the combining process prior to the sync.  *Sections can be combined even if there are no students added.*
   o *If the combining process is not complete prior to the sync, please ask teachers to wait to set up the gradebook for sections that will be combined and to hold off entering assignments as well.*
- If your schedules are complete and you are ready for the gradebook synchronization to occur ==prior== to the morning of August 12, please submit a Web Help Ticket stating you would like the Synergy Team to run a synchronization for your school.  Please include the date you would like the sync to be done.
- ***Please enter a Web Help ticket only if your schedules are complete and you want a synchronization to occur prior to August 12, 2020.***
   o The synchronization cannot be done before Monday, Aug. 10, 2020.
- Please note, if changes to schedules continue to occur after synchronization, teachers' gradebook rosters will change.

***Teachers that use Synergy Gradebook***
- Please notify your teachers so they will be aware of how TeacherVUE and gradebook will appear BOTH before and after the synchronization.
- Teachers should confirm with the scheduler that all sections have been combined, if that step is being done at your school, before gradebooks are setup and before adding assignments.
- Please notify your teachers that their rosters may change due to schedule changes during the first 10 days of school.  Ask teachers to keep a backup record of grades or hold off entering grades into Synergy until schedules are set.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Friday, August 7, 2020 11:02 AM
**Subject:** MS: TeacherVUE & Grade Book Synchronization

**To:  Grade Book Managers, Schedulers and Scheduling Administrators:**
*Please forward this email to your teachers.*

*Please note the following information is applicable to schedules that have been moved from Mass Scheduling to 'LIVE.'*

Once the scheduler has updated the Synergy schedule to 'live,' a Grade Book synchronization is required to move the students into the gradebook and create classes for the teachers.
   o   It is recommended that schools go 'live' with schedules by Monday, August 10, 2020.
**The first District-Wide synchronization is planned for the morning of Wednesday, August 12, 2020**.
   o   Schools may request an early synchronization for either August 10th or 11th.  Details below.

***Teachers' Synergy Focus***
- The teachers' Synergy focus was changed to SY2020-21 today.  Teachers now have access to this year's students in the TVUE seating chart.
   o   From the TVUE seating chart, Teachers can print a Class List (STU408) or Class Roster (STU409), before school starts, by clicking the icon to open the report interface.
   o   **Enter the first day of school in the date field**.  Use the second day of school to remove inactive students from displaying the report.



- **AFTER the gradebook synchronization, teachers must set up their gradebook assignment types and weights.**

***Use the attached guide*** *for assistance with Grade Book Setup, creating new assignment types, and applying weights to the types.*
➢ Grade Book Setup should be completed for *Final Grade Rounding Settings:  Rounding **ON***
   o   *For consistency, teachers should collaborate with their team/CCC to determine the decimal-place setting for rounding.  Additional details are provided in the attached document.*
➢ Grading Period Default for New Assignments set to *Assignment Due Date (required setting)*
➢ *Assignment Types & Weighting*
   o   The only District Assignment Type is *CTLS Assessments*.  This is the assignment type that will be associated with imported CTLS assessments.
   o   Assignment types, previously created by returning teachers, **may be hidden**.

- **Returning teachers** should review hidden assignment types to determine if they should be enabled and used again for SY2020-21.
- Review hidden types before creating new types.
- <mark>**New teachers, or those new to using the gradebook,** must create their own assignment types.</mark>
- When creating new assignment types, keep the names at a high level. Use the actual assignment name for details about specific standards, modules, chapters, or lessons during the grading period.
- Hold off applying weights for **EOC-Required classes** until you receive directions from the Accountability Department.
- Teachers must apply weights for all new classes (sections), if new ones are added later to their schedules.

➢ *Copying Assignments*
- If assignments are copied from a previous year, teachers **MUST** edit the dates on ALL assignments to be within the current school year.

<mark>*Gradebook Managers & Schedulers – Scheduling Info & Gradebook Synchronization*</mark>
*A district-wide gradebook synchronization will automatically run the morning of Wednesday, August 12, 2020.*
- It is recommended that schools go 'live' with schedules by Monday, August 10, 2020.
  - After going live, use the time before the sync to complete all Homeroom sections.
  - After going live, and before the sync work on combining sections for teachers' gradebooks. *Sections can be combined even if there are no students added.*
  - *If the combining process is not complete prior to the sync, please ask teachers to wait to set up the gradebook for sections that will be combined and to hold off entering assignments as well.*
- If your schedules are 'live' and/or complete and you are ready for the gradebook synchronization to occur prior to the morning of August 12, 2020, please submit a Web Help Ticket stating you would like the Synergy Team to run a synchronization for your school. Please include the date you would like the sync to be done.
- *Please enter a Web Help ticket only if your schedules are complete and you want a synchronization to occur prior to August 12, 2020.*
  - The synchronization cannot be done before Monday, Aug. 10, 2020.
- Please note, if changes to schedules continue to occur after synchronization, teachers' gradebook rosters will change.

<mark>*Notify Teachers*</mark>
- Please notify your teachers so they will be aware of how TeacherVUE and gradebook will appear BOTH before and after the synchronization.
- Teachers should confirm with the scheduler that all sections have been combined, if that step is being done at your school, before gradebooks are setup and before adding assignments.
- Please notify your teachers that their rosters may change due to schedule changes during the first 10 days of school. Ask teachers to keep a backup record of grades or hold off entering grades into Synergy until schedules are set.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Friday, August 7, 2020 11:01 AM
**Subject:** HS: TeacherVUE & Grade Book Synchronization

**To: Grade Book Managers, Schedulers and Scheduling Administrators:**
*Please forward this email to your teachers.*

*Please note the following information is applicable to schedules that have been moved from Mass Scheduling to 'LIVE.'*

Once the scheduler has updated the Synergy schedule to 'live,' a Grade Book synchronization is required to move the students into the gradebook and create classes for the teachers.
- o It is recommended that schools go 'live' with schedules by Monday, August 10, 2020.

**The first District-Wide synchronization is planned for the morning of Wednesday, August 12, 2020**.
- o Schools may request an early synchronization for either August 10th or 11th. Details below.

- The teachers' Synergy focus was changed to SY2020-21 today. Teachers now have access to this year's students in the TVUE seating chart.
  - o From the TVUE seating chart, Teachers can print a Class List (STU408) or Class Roster (STU409), before school starts, by <u>clicking the icon to open the report interface</u>.
  - o **Enter the first day of school in the date field**. Use the second day of school to remove inactive students from displaying the report.



- **AFTER the gradebook synchronization, teachers must set up their gradebook assignment types and weights.**

*Use the attached guide* for assistance with Grade Book Setup, creating new assignment types, and applying weights to the types.
- ➢ Grade Book Setup should be completed for *Final Grade Rounding Settings: Rounding ON*
  - o *For consistency, teachers should collaborate with their team/CCC to determine the decimal-place setting for rounding. Additional details are provided in the attached document.*
- ➢ Grading Period Default for New Assignments set to *Assignment Due Date (required setting)*
- ➢ *Assignment Types & Weighting*
  - o The only District Assignment Type is *CTLS Assessments*. This is the assignment type that will be associated with imported CTLS assessments.
  - o Assignment types, previously created by returning teachers, **may be hidden**.
    - ▪ **Returning teachers** should review hidden assignment types to determine if they should be enabled and used again for SY2020-21.
    - ▪ Review hidden types before creating new types.
  - o **New teachers, or those new to using the gradebook,** must create their own assignment types.
  - o When creating new assignment types, keep the names at a high level. Use the actual assignment name for details about specific standards, modules, chapters, or lessons during the grading period.
  - o Hold off applying weights for **EOC-Required classes** until you receive directions from the Accountability Department.
  - o Teachers must apply weights for all new classes (sections), if new ones are added later to their schedules.
- ➢ *Copying Assignments*
  - o If assignments are copied from a previous year, teachers **MUST** edit the dates on ALL assignments to be within the current school year.

***A district-wide gradebook synchronization will automatically run the morning of Wednesday, August 12, 2020.***
- It is recommended that schools go 'live' with schedules by Monday, August 10, 2020.
  - After going live, use the time before the sync to complete all Homeroom sections.
  - After going live, and before the sync work on combining sections for teachers' gradebooks. *Sections can be combined even if there are no students added.*
  - ***If the combining process is not complete prior to the sync, please ask teachers to wait to set up the gradebook for sections that will be combined and to hold off entering assignments as well.***
- If your schedules are 'live' and/or complete and you are ready for the gradebook synchronization to occur prior to the morning of August 12, 2020, please submit a [Web Help Ticket](#) stating you would like the Synergy Team to run a synchronization for your school. Please include the date you would like the sync to be done.
- ***Please enter a Web Help ticket only if your schedules are complete and you want a synchronization to occur prior to August 12, 2020.***
  - The synchronization cannot be done before Monday, Aug. 10, 2020.
- Please note, if changes to schedules continue to occur after synchronization, teachers' gradebook rosters will change.

*Notify Teachers*
- Please notify your teachers so they will be aware of how TeacherVUE and gradebook will appear BOTH before and after the synchronization.
- Teachers should confirm with the scheduler that all sections have been combined, if that step is being done at your school, before gradebooks are setup and before adding assignments.
- Please notify your teachers that their rosters may change due to schedule changes during the first 10 days of school. Ask teachers to keep a backup record of grades or hold off entering grades into Synergy until schedules are set.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Thursday, August 6, 2020 2:06 PM
**Subject:** Synergy Training for NEW Attendance Clerks and PPO's

Good Afternoon,

Please review this email carefully if you have a new attendance clerk or PPO. New employees may not be on the Synergy distribution list yet, therefore please ensure that they receive this information and are signed up for the desired training.
- The trainings offered below are designed for **new attendance clerks/PPO's who have <u>never</u> worked with Synergy attendance** and are not refresher or work sessions.
- **More information about how attendance will be taken during remote learning will be sent from the Accountability Department.**

Synergy Attendance - Security

➤ New clerks will need to access CCSD TEAMS in Office 365 to join a training session. A link to the session will be emailed.
  - If a **new** clerk does not have a network login or is otherwise unable to join one of the sessions, please respond to this email so training can be arranged for a different date.

➤ If the new clerk's name was submitted on the Synergy Contact form, their security may already be in place.

- The clerk should login to Synergy to confirm scheduling access prior to the training session.

➢ If the new clerk still needs access to Synergy scheduling, an administrator will need to submit a [Request for System Access Form](#) to the [Help Desk](#) as soon as possible - (links provided only work inside the CCSD network.)  For assistance with a Help Ticket or the request form, please contact the Customer Care Center at 770-426-3330.

Synergy Attendance - Training Sessions

[Click anywhere on this link to sign up for a new attendance training session.](#)

- Each session will close two hours prior to the starting time.
- Attendees will receive an email with a link to join the TEAMS meeting.  Please provide an email address on the sign-up form.

TRAINING SESSIONS OFFERED

| Date | Time |
|------|------|
| Mon., 8/10/2020 - Elementary | 9:00 AM – 11:00 AM |
| Wed., 8/12/2020 – Middle/High | 12:30 PM – 2:30 PM |

If you have problems accessing the Office 365 sign-up form, please email Synergy@cobbk12.org or enter a [Web Help Ticket](#) with the session you want to attend. If you have questions, please contact a member of the Synergy Team or enter a help ticket.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Monday, July 27, 2020 5:39 PM
**Subject:** New Elementary Scheduler Training

Good Evening,

Please review this email carefully if you have a new scheduling clerk.  New clerks may not be on the Synergy distribution list yet, therefore please ensure that they receive this information and are signed up for the desired training.
- The trainings offered below are designed for **new schedulers who have never scheduled in Synergy** and are not refresher or work sessions.
- Information on work sessions will be communicated later.

New ES Scheduling Clerks:  Synergy Security

➢ New clerks will need to access CCSD TEAMS in Office 365 to join a training session.  A link to the session will be emailed.
- If a **new** clerk does not have a network login or is otherwise unable to join one of the sessions, please respond to this email so training can be arranged for a different date.

➢ If the new clerk's name was submitted on the Synergy Contact form, their security may already be in place.
- The clerk should login to Synergy to confirm scheduling access prior to the training session.

➢ If the new clerk still needs access to Synergy scheduling, an administrator will need to submit a Request for System Access Form to the Help Desk as soon as possible - (links provided only work inside the CCSD network.)  For assistance with a Help Ticket or the request form, please contact the Customer Care Center at 770-426-3330.

New ES Scheduler Training Sessions

Click anywhere on this link to sign up for a new ES scheduler training session.

- Each session will close two hours prior to the starting time.
- Attendees will receive an email with a link to join the TEAMS meeting.  Please provide an email address on the sign-up form.

TRAINING SESSIONS OFFERED

| Date | Time |
| --- | --- |
| Wed., 7/29/2020 | 1:00 PM – 3:00 PM |
| Thurs., 7/30/2020 | 8:00 AM – 10:00 AM |
| Fri., 7/31/2020 | 1:00 PM – 3:00 PM |

If you have problems accessing the Office 365 sign-up form, please email Synergy@cobbk12.org or enter a Web Help Ticket with the session you want to attend.
If you have questions, please contact a member of the Synergy Team or enter a help ticket.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Monday, July 27, 2020 5:36 PM
**Subject:** Synergy Update

*Synergy Update:*
Now that the start of school is delayed, the dates for changing teachers' focus and synching the gradebook are delayed as well.

- Teachers' Synergy focus will be updated to SY2020-21 the afternoon of Friday, Aug. 7th.  Afterward, teachers will see this year's students in the seating chart if schedules are live.  However, they will not have access to the SY2020-21 gradebook.
- It is recommended that middle and high schools go live with their schedules by Monday, Aug. 10th.
- All levels should work on combining sections for teachers' gradebooks before the sync.  *Sections can be combined even if there are no students added.*
    o *If the combining process is not complete prior to the sync, please ask teachers to wait to set up the gradebook for sections that will be combined and to hold off entering assignments as well.*

- The first district-wide gradebook synchronization is scheduled for Wednesday., Aug. 12th.

    o If your schedules are 'live' and/or complete and you are ready for the gradebook synchronization to occur prior to the morning of August 12, 2020, please submit a Web Help Ticket stating you would like the Synergy Team to run a synchronization for your school.  Please include the date you would like the sync to be done.
    o ***Please enter a Web Help ticket only if your schedules are complete and you want a synchronization to occur prior to August 12, 2020.***
    o The synchronization cannot be done prior to Monday, Aug. 10, 2020.

Additional information regarding teachers' access to TeacherVUE reports and Gradebook Setup is forthcoming.

If you have questions or need assistance, please enter a help ticket and someone from the Synergy team will contact you.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Wednesday, July 22, 2020 1:50 PM
**Subject:** Updated ES Scheduling Guide for SY2020-21

To Elementary Administrators and Schedulers:

Attached is the updated Elementary Scheduling Guide.  Please share the document with new schedulers who may not be on the Synergy distribution list yet.

- Updated guides for SY2020-21 will be added to the Synergy help.
- The SY2020-21 course numbers by grade document is attached.  Course numbers have not changed for this year.

**What's New in the Scheduling Guide?**

- Directions for adding EIP, ESOL, Gifted, and Special Ed Delivery models and coding are included in the attached guide.
- The new options to add all delivery models and coding are available now on the *Section screen > Student Services tab.*

**Training for New ES Schedulers**

- Training for **new** elementary schedulers will held virtually using TEAMS.
- Training dates and sign-up information will be communicated soon.

**STU202-Student Schedule Synergy Report**

- The scheduling guide provides directions for running the report STU202-Student Schedule, by students' services.  Normally, the report will pull schedules for Special Ed students by following the directions for **User Code 3**.  However, this is not currently working.  Beginning this year, Special Ed will begin using a module in Synergy.  We are making updates for the **User Code 3** and will notify you when the report is working again so you can run it for Special Ed services.

If you have questions or need assistance, please enter a Web Help ticket or contact a member of the Synergy team.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Wednesday, July 15, 2020 10:15 AM
**Subject:** ParentVUE Accounts: Troubleshooting Existing & OLR-Created Accounts

To: ParentVUE Coordinators, School Administrators, Gradebook Managers, and Clerks

**Online Registration & ParentVUE:**

- Parents are using *Online Registration* to register students for school.
- Once their student is enrolled, the **User ID and Password created during Online Registration** will become the parent's ParentVUE account login.
- The parent will be able to login to ParentVUE <u>AFTER</u> an overnight processing.
  - o Processing for parent records runs early in the morning <u>Monday – Friday</u> only.
  - o *Note:  If an enrollment is completed on a Friday, the parent record and ParentVUE information will not display in Synergy until after the Monday morning processing.*

- When viewing the Parent screen > ParentVUE Tab for a parent who used the Online Registration process to create their User ID and Password, there will <u>not</u> be an Activation Key or Date that the Activation Key was used.
  - ***This is <u>normal</u> for accounts created through the Online Registration process. <span style="color:red">No Activation Key is needed.</span>***
- The User ID, password dots, and at least one email will display as shown below.
- <u>**Do not**</u> use the Force Password Reset option.



**<span style="color:red">Troubleshooting Existing Accounts & OLR-Created Accounts:</span>**
- After confirming their identify, a parent can be reminded what the User ID is for the account.
- If the parent is unable to login to ParentVUE, and is using the correct User ID, the ParentVUE Coordinator can follow the steps below to set a new, temporary password for the parent. These steps are also provided in the ParentVUE Coordinator Guide.
  - On the Parent screen, search for the parent needed. Select the **ParentVUE** Tab.
  - *Tip: If the parent cannot be found, search for the student using the Student screen. Select the Parent/Guardian tab and click the parent's name to open the parent screen.*
  - Point to the small **Menu** button in the top left corner of the screen.
  - Select 'Edit Parent Data.'
  - <u>Completely delete</u> the password (black dots are used to protect the existing password.) Click at the end and backspace or highlight the entire password and press the delete key.
  - Type a new password into the space provided. Re-type the password again into the Confirm Password space. (The actual password will not display. Black dots are used instead.)
  - Passwords must have a <u>minimum of six characters</u>, and can consist of special characters, numbers, and letters. **Passwords ARE case sensitive.**
  - <u>**Do not**</u> use the Force Password Reset option.
  - Click **Save**.
  - *<span style="color:red">*When creating a password for a parent, use something that can be easily remembered, but still secure enough to protect the account.</span>*
  - *<span style="color:red">*Inform the parent of the new password. Ask the parent to login to the account, as soon as possible, and change the password to one of their own.</span>*

**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Friday, July 10, 2020 12:47 PM
**Subject:** Synergy Maintenance is Complete

**Synergy Update:**

**The scheduled maintenance for Synergy is complete and the application is now available.**
If you have questions, please contact the Customer Care Center at 770-426-3330.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Wednesday, July 8, 2020 1:17 PM
**Subject:** Scheduled Synergy Maintenance

To:  Synergy Users

Technology Services will be performing scheduled Synergy maintenance all day on **Friday, July 10, 2020, beginning at 6:00 AM**.
An email will be sent notifying users when Synergy is available.

If you have questions, please contact the Customer Care Center at 770-426-3330.
We apologize for any inconvenience this may cause.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Monday, July 6, 2020 11:41 AM
**Subject:** MS & HS: Synergy School Year Update & "Go-Live" Scheduling Information

To:  **MS & HS Schedulers and Scheduling Administrators**

If you are not the Synergy scheduler for your school, or if you share the scheduling responsibility with other staff members, please forward this email to the appropriate personnel.
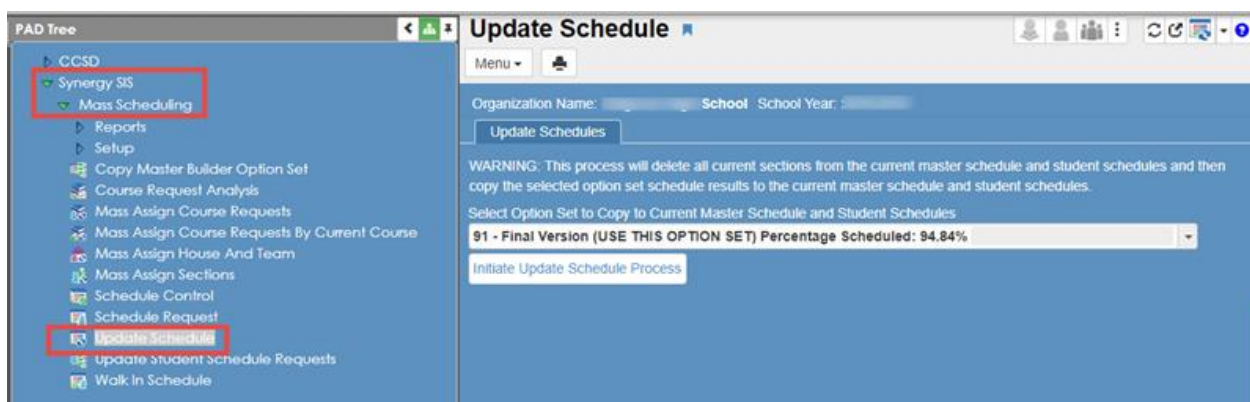Please be sure to read the entire email to review all the steps.

- ➢ **The CSIS rollup and year end processing are complete. The new school start date for SY2020-21 will be updated later in Synergy.**
    - The current year focus in Synergy is now **2020-2021**, and the screen should be *blue*.
    - If you receive this email on the morning of July 6ᵗʰ and are working in Synergy, you must log out and back into Synergy to see the change in the current school year.
      **NOTE:**  **Teachers' Synergy focus will be changed to SY2020-21 on the afternoon of Friday, July 24, 2020.**
    - Please confirm you are focused to 2020-21 to continue working on schedules.
    - *A green screen indicates you are focused to 2019-2020 or earlier.*
    - You may continue to work in Mass Scheduling for **2020-2021**, but the screen should be *blue* instead of brown.

- ➢ The process to load new staff and new student enrollments into Synergy will begin again on Tuesday, July 7, 2020.

***Scheduling – Going Live with Schedules:*** <mark>***FOLLOW THESE INSTRUCTIONS BELOW WHEN YOU ARE*** <span style="color:red">***COMPLETELY FINISHED***</span> ***USING THE MASS SCHEDULING FUNCTIONALITY:***</mark>

➢ ***MS and HS schedulers who are finished using mass scheduling can plan to go live in Synergy with the completed 2020-2021 schedule on or after day, Wednesday, July 8th.***
- It is recommended that ALL schools "go live" by <mark>Friday, July 24, 2020</mark>.
  - Afterward, any additional scheduling needed will be completed in "live" schedule module.
    - PAD Tree > Synergy SIS > Schedule > ***Section*** (or) ***Walk- In Schedule***
    Or
    - PAD Tree > Synergy SIS > Student > ***Student*** *(Classes Tab)*
- <span style="color:red">**ONCE YOU GO LIVE, *DO NOT* RETURN TO MASS SCHEDULING TO MAKE SCHEDULE CHANGES.  BE SURE TO MAKE ALL OF YOUR CHANGES IN LIVE.**</span>
- <span style="color:red">**DO <u>NOT</u> TUMBLE THE STUDENTS AGAIN AFTER YOU GO LIVE.**</span>

- ***MS & HS Update Schedule/Going Live:***
  - <span style="color:red">**Run the Update Schedule Process only ONE time from the Update Schedule screen.**</span>
  - Navigation:  PAD Tree > Synergy SIS > Mass Scheduling > Update Schedule
  - BE SURE TO SELECT THE <span style="color:red">**CORRECT OPTION SET**</span> in the dropdown.
  - Click the button to **Initiate Update Schedule Process.**



<mark>***Required Processes:  After going live:***</mark>

➢ <u>**Synchronizing Sections**</u> **&** <u>**Updating Home Rooms**</u>
  - Schedulers will complete these processes <u>after going live</u>.
➢ Please review the attached directions for these important scheduling processes.
- The ***Update Home Data*** process should be run before student schedules are printed or made available for students and parents.
- ***Synchronize Sections***:  It is important to periodically synchronize section totals in live schedules.
  - During the scheduling process, as many edits are made to sections, the student totals can become inaccurate.  Synchronization will eliminate the possibility of incorrect information displaying on reports.

**If you have questions regarding any of the steps listed in this email, please contact a Synergy team member or submit a Web Help ticket for assistance.**

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Monday, July 6, 2020 11:40 AM
**Subject:** <mark>Elementary: Synergy School Year Update & Scheduling Information</mark>

To: **Elementary Schedulers and Scheduling Administrators**

If you are not the Synergy scheduler for your school, or if you share the scheduling responsibility with other staff members, please forward this email to the appropriate personnel.

➢ **The CSIS rollup and year end processing are complete. <span style="color:red">The new school start date for SY2020-21 will be updated later in Synergy.</span>**
  ▪ The current year focus in Synergy is now **2020-2021**, and the screen should be *<span style="color:blue">blue</span>*.
  ▪ If you receive this email on the morning of July 6<sup>th</sup> and are working in Synergy, you must log out and back into Synergy to see the change in the current school year.
  **<span style="color:red">NOTE: Teachers' Synergy focus will be changed to SY2020-21 on the afternoon of Friday, July 24, 2020.</span>**
  ▪ <u>Please confirm you are focused to 2020-2021 to continue working on schedules.</u>
  ▪ *A <span style="color:green">green</span> screen indicates you are still focused to 2019-20 or earlier.*

➢ The processes to load new staff and new student enrollments into Synergy will begin again on Tuesday, July 7, 2020.

<mark>*Scheduling – Required Processes*</mark>

➢ <u>**Synchronizing Sections**</u> & <u>**Updating Home Rooms**</u>
  o Schedulers will complete these processes as schedules are being created and again when all students have been scheduled for SY2020-21.

➢ Please review the attached directions for these important scheduling processes.
  ▪ The *Update Home Data* process should be run before student schedules are printed or made available for students and parents.
  ▪ *Synchronize Sections:* It is important to periodically synchronize section totals in live schedules.
  o During the scheduling process, as many edits are made to sections, the student totals can become inaccurate. Synchronization will eliminate the possibility of incorrect information displaying on reports.

**If you have questions regarding any of the steps listed in this email, please contact a Synergy team member or submit a Web Help ticket for assistance.**