**School Year 2018-2019:** Synergy email communication to Synergy users and school administrators.

**Ordered by most recent date**

Last updated **07/01/2019**

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](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](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:** Techhelp Support <Techhelp.Support@cobbk12.org>

**Sent:** Wednesday, June 26, 2019 9:48 AM

**To:** Entire Organization <EntireOrganization365@cobbk12org.onmicrosoft.com>

**Subject:** **IMPORTANT: CSIS Year-End Processing & Synergy Upgrade (July 8-9, 2019)**

**Importance:** High

**Purpose:**

Information regarding the CCSD Portal, CSIS Year-End Processing, and Synergy upgrade.

- CSIS Year-End Processing will take place on **Monday, July 8, 2019.**
- A Synergy upgrade will take place on **Monday, July 8, 2019 and Tuesday, July 9, 2019.**
- As a result, some applications in the CCSD Portal and Synergy will be unavailable during this time.

**Applications affected include:**

- Synergy
- CSIS
- OnTrack
- State Reporting

**Action Required:**

Please do not attempt to access the applications listed above during this timeframe.

- We anticipate that CSIS, OnTrack, and State Reporting will be unavailable from **7:00 AM – 12:00 PM on Monday, July 8, 2019.**
  - An email notification, from Techhelp Support, will be sent when CSIS, OnTrack, and State Reporting are available.
- **Synergy will be unavailable on Monday, July 8, 2019 and Tuesday, July 9, 2019.**
  - An email notification from Synergy and Techhelp Support will be sent when Synergy is available.

**Closing:**

If you have any questions, please contact the Customer Care Center at 770-426-3330. We apologize for any inconvenience this may cause.
From: Synergy <Synergy@cobbk12.org>
Sent: Thursday, June 20, 2019 1:19 PM
Subject: Synergy Training For NEW Attendance Clerks & NEW Elementary Schedulers

To: Secretaries, Assistant Principals, PPO - Attendance Clerks, and Elementary Schedulers

We realize that pre-planning is a busy time for everyone. If a new employee, or someone new to a Synergy role, is unable to attend a training or work session described below, please contact a member of the Synergy Team, or enter a help ticket, to arrange another day and/or time.

Reminder: We will continue to offer monthly Synergy work sessions throughout the school year. The work sessions provide users a great opportunity to ask questions, work one-on-one with the Synergy Team, and catch up on Synergy &/or CSIS tasks in a quiet environment.

- User guides are available under the Synergy Help link located in the top, right corner of the Synergy application screen.
- Several guides are being updated for SY2019-20, and will be added to the help site soon.
- CCSD custom guides display by level: CCSD-ES (Elementary), CCSD-MS (Middle), and CCSD-HS (High), and are grouped by topic under the main level’s link.

NEW ES, MS & HS Attendance Clerk Training & NEW Elementary Scheduler Training:
Please communicate the dates & times for the training classes to your new employees so they (or you) can sign up for their preferred class.

Training classes – click this link to sign up.
- Users will be asked to login to Office 365.
- NOTE: Someone from the school may need to sign up new employees if they are unable to access the form in Office 365.
  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.

Training Overview & Scheduled Classes- REVIEW CAREFULLY – DIFFERENT LOCATIONS ARE OFFERED.
- Training opportunities for employees new to Synergy attendance and Elementary scheduling will be offered.
  - If a new PPO or clerk is unable to attend one of the training classes listed below, please contact a member of the Synergy Team, by July 24th, to arrange for training during a work session.
  - Mass scheduling, used in middle and high schools, will not be covered during these scheduler training classes.
    - If a middle or high school scheduler needs assistance with scheduling, please enter a Web Help ticket or contact a member of the Synergy Team.
  - Refresher classes will not be offered during pre-planning. However work sessions are scheduled during pre-planning, in August, and throughout the school year.
    Work sessions provide assistance with attendance, scheduling, ParentVUE, report cards, and grading.

NEW PPO & Attendance Clerk Training: Middle School & High School
Location: 440 Glover Street Training Lab
440 Glover Street, Marietta, 30060 (See the attachment for parking information and how to locate the entrance door for the lab.)

**Sign up - click this link**

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<tr>
<th>DATE</th>
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<tr>
<td>Tues., July 23, 2019</td>
<td>9:00 PM – 12:00 PM</td>
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NEW Attendance Clerk Training *(All levels: ES, MS, & HS)*
Location: Kemp Elementary District Lab
865 Corner Road, Powder Springs, 30127

**Sign up - click this link**

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<th>DATE</th>
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<tr>
<td>Thurs., July 25, 2019</td>
<td>8:30 AM – 11:30 AM</td>
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</table>

NEW Attendance Clerk Training *(All levels: ES, MS, & HS)*
Location: Lewis Elementary Training Lab, Room #402
4179 Jim Owens Road, Kennesaw, 30152

**Sign up - click this link**

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<tr>
<td>Fri., July 26, 2019</td>
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Please download & print the appropriate level *attendance guide* *(if desired)* and it bring to the training class.

*Guides are currently being updated for SY19-20*, and will soon be added to the Synergy Help link located in the top, right corner of the Synergy application screen.

- Look for the Attendance guides in the appropriate menu link for your level:
  - **CCSD-ES:** Elementary > Office Attendance > Daily Attendance Guide
  - **CCSD-MS:** Middle > Office Attendance > Period Attendance Guide *(Unless you work at a special location that takes Daily Attendance.)*
  - **CCSD-HS:** High > Office Attendance > Period Attendance Guide *(Unless you work at a special location that takes Daily Attendance.)*

NEW Elementary Scheduler Training
Location: Kemp Elementary District Lab
865 Corner Road, Powder Springs, 30127

**Sign up - click this link**

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NEW Elementary Scheduler Training
Location: Lewis Elementary Training Lab, Room #402
4179 Jim Owens Road, Kennesaw, 30152

**Sign up - click this link**

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Please download & print the user ES scheduling guide and course list *(if desired)* and bring them to the training class.
Guides are currently being updated for SY2019-20, and will soon be added to the Synergy Help link located in the top, right corner of the Synergy application screen.

- CCSD-ES > Scheduling > Complete Scheduling Guide AND Master Course List
- NOTE: Mass scheduling, used by middle and high schools, will not be covered during these elementary training classes.

Pre-Planning Work Sessions:

- The work sessions are open to any Synergy user.
- Click here to sign up for a work session; Drop-in as desired from 7:00 AM – 3:30 PM.
- These are not formal training classes. Please bring work with you.
  - If a new clerk is unable to attend one of the training classes listed above, please contact a member of the Synergy Team, by July 24th, to arrange for training during a work session.
- Assistance will be available for Synergy Attendance, Scheduling, TeacherVUE, Grade Book, etc.

<table>
<thead>
<tr>
<th>Pre-Planning Drop-In Work Session</th>
<th>Click here to sign-up</th>
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<tbody>
<tr>
<td><strong>DATE</strong></td>
<td><strong>TIME</strong></td>
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<tr>
<td>Mon., July 29, 2019</td>
<td>7:00 AM – 3:30 PM</td>
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<tr>
<td>Wed., July 31, 2019</td>
<td>7:00 AM – 3:30 PM</td>
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August Work Sessions:

- Three opportunities for drop-in work sessions are scheduled in August.
- The work sessions are open to any Synergy user.
- Click here to sign up for a work session; Drop-in as desired from 7:00 AM – 3:30 PM.
- These are not formal training classes. Please bring work with you.
- Assistance will be available for Synergy Attendance, Scheduling, TeacherVUE, PVUE, Grade Book, and Report Cards.

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<thead>
<tr>
<th>August Drop-In Work Sessions</th>
<th>See dates and locations listed below – Click here to sign up</th>
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<tr>
<td><strong>DATE</strong></td>
<td><strong>TIME</strong></td>
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<tr>
<td>Wed., Aug. 7, 2019</td>
<td>7:00 AM – 3:30 PM</td>
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<tr>
<td>Mon., Aug. 12, 2019</td>
<td>7:00 AM – 3:30 PM</td>
</tr>
<tr>
<td>Fri., Aug., 23, 2019</td>
<td>7:00 AM – 3:30 PM</td>
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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.
We hope your summer is going well! Due to the number of requests received, we are offering another elementary scheduling summer work session.

- You do not need to wait for or attend a work session for assistance over the summer.
- If you have questions or need assistance preparing schedules for next year, please contact a member of the Synergy Team or enter a Help Ticket. We are happy to help you.
- Please note, there will be work sessions held during pre-planning in July and others during August.
- Speak with your school’s administration for approval before attending a summer work session.
- The summer work sessions are **not** required.

Click here to sign up for the work session

If you have problems accessing the Office 365 sign-up form, please email Synergy@cobbk12.org if you would like to attend the session.

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<tr>
<th>Elementary Scheduling: Synergy Summer Work Session</th>
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<tr>
<td>Date</td>
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<td>Mon., July 15, 2019</td>
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5. **Family Engagement Registration** – available to parents.
6. **Meal Benefits** – available to all parents.
7. **Online Registration** – available to all parents.
8. **Grade Module (Report Card)** – available to all parents & students until roll-up if schools have enabled the module.
   - **NOTE:** The Report Card module will be **disabled at the District level on July 8, 2019** – at summer roll-up.

**Additional Information & Possible Action:**

- **Current Schedule Module:** This module is **disabled** at the District level.
  - If you **want** schedules visible for your school in ParentVUE & StudentVUE after **summer roll-up** on July 8, 2019, please enter a help ticket for this request.
  - If you do **NOT** want the students’ schedules visible in ParentVUE & StudentVUE **KEEP THE MODULE DISABLED FOR YOUR SCHOOL.**

- **Grade Module (Report Card):** This module will be **disabled at the District level on July 8, 2019 - at summer roll-up,** and will remain disabled until school begins.
  - Schools can enable the Report Card module when the first grading period is over and report cards are complete.

**User Guide:**

- Follow the attached guide, *How to Enable and Disable Modules in ParentVUE and StudentVUE,* to make the desired selections for your school **during the summer months, when school begins, and throughout the school year.**
  - The attached guide will be added to the Synergy Help menu. Several user guides are available, in the Synergy Help link, which is located in the top, right corner of the Synergy screen.

**Closing & Future Action:**

- The District will enable the **Attendance, Current Schedule, Gradebook, and Grade (Report Card) modules on Thursday, August 1, 2019.**
- However, the modules **will need to be enabled by someone at the local school** when Administrators, Grade Book Managers &/or ParentVUE Coordinators are ready for the parents and students to view this information in ParentVUE & StudentVUE.

If you need additional assistance, 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: Monday, June 17, 2019 6:56 AM
Subject: Action Requested: Synergy Contacts for SY2019-20

To: Administrators and School Secretaries:

**ACTION REQUESTED**

Hello,

We hope that you are having a wonderful summer.
The Synergy team needs your assistance. In order to provide security for employees and to ensure the Synergy distribution lists are accurate and up-to-date, we request that someone from each school completes the Synergy Contacts survey for SY2019-20.

- Please complete the online survey by July 15, 2019.
  Only one survey response per school, please. Multiple users are receiving this email - Please coordinate with administration to determine who will complete the survey for your school.

- Click this link to open the survey. You may need to log into Office 365.
  - NOTE: When completing the survey, use the tab key to go to the next question and click ‘Submit’ at the end.

- If necessary, enter that you have a vacancy, in the place of a person’s name, and then notify us when the new employee is hired or the employee for the role is determined.
  - Notify us of changes or late hires by replying to this email or sending a new email to Synergy: Synergy@cobbk12.org

- If an employee is new to the Synergy role, and needs Synergy access/security, please select ‘YES’ on the survey to identify them as new. Then, enter their Badge or Employee Number in the field provided on the survey.

- Even if you have no changes for 2019-20, please complete the survey to ensure all contacts at your school are correctly included on the Synergy distribution lists.

Need a Synergy role or security access removed for Synergy contacts? (Grade Book Manager, Report Card Administrator, Scheduler, Attendance Clerk, or ParentVUE Coordinator)

- Please respond to the question within the survey with the employee’s name, Badge ID or Employee number, and the Synergy roles/access that need to be removed.
- Please note: The employee will also be removed from the Synergy distribution list for that particular role.
- For additional security requests, please enter a Web Help ticket: http://webhelp.cobbk12.org

Please let us know if you have any questions. Thank you in advance for your assistance.

From: Synergy <Synergy@cobbk12.org>
Sent: Thursday, May 30, 2019 2:00 PM
Subject: District Year-End Processing & Scheduling Information for Synergy Schedulers
To: 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 District Year-End Processing and CSIS roll-up will be done on Monday, July 8, 2019. In addition, we will be installing a Synergy upgrade at the same time.

- We anticipate that CSIS, OnTrack, & State Reporting will be unavailable from 7:00 AM – 12:00 PM on Monday July 8, 2019.
- An email notification, from Techhelp Support, will be sent when CSIS, OnTrack, & State Reporting are available.
• Synergy will be unavailable on Monday, July 8, 2019 and Tuesday, July 9, 2019.
• An email notification from Synergy and Techhelp Support will be sent when Synergy is available.

✓ When the roll-up process is complete, the new current year in Synergy will be 2019-2020, and your screen will be blue instead of brown.
✓ Elementary schedulers may continue working on schedules, but please confirm you are focused to 2019-2020 to continue working on schedules.
✓ MS & HS schedulers may continue working in Mass Scheduling, but please confirm you are focused to 2019-2020 to continue working on schedules.

✓ After the upgrade, the Navigation, Bookmarks, PAD Tree, and History menus will look different, but still display in the same area on the left side of the screen. Additionally, new icons will display.
  • For example the Student icon (below) will change from the look on the left to the new one on the right.

![Student](image)

Important Middle Schools & High Schools Scheduler Information:

**MS and HS schedulers:** Please do not “go live” in Synergy mass scheduling, with 2019-2020 schedules, until AFTER roll-up and the Synergy upgrade are complete on July 9th.

It is recommended that all schools “go live” by Wednesday, July 24, 2019. After go-live, any additional scheduling required will need to be completed in “live.”

• **ONCE YOU GO LIVE, DO NOT RETURN TO MASS SCHEDULING TO MAKE SCHEDULE CHANGES. BE SURE TO MAKE ALL OF YOUR CHANGES IN LIVE.**
• **DO NOT TUMBLE THE STUDENTS AGAIN AFTER YOU GO LIVE.**

If you have any questions regarding roll-up, the upgrade, next year’s scheduling, or “going live” (MS and HS), please submit a Web Help ticket for assistance.

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From: Synergy <Synergy@cobbk12.org>
Sent: Tuesday, May 21, 2019 10:30 AM
Subject: Optional Summer Synergy Work Session

To Elementary Administrators and Scheduling Clerks:

We realize that clerks are not required to work in the summer. However, we received several requests for a summer work session again this year and have arranged the session below.

• You do not need to wait for or attend a work session for assistance over the summer.
• If you have questions or need assistance preparing schedules for next year, please contact a member of the Synergy Team or enter a Help Ticket. We are happy to help you.
• Please note, there will be at least one work session held during pre-planning in July and another sometime within first week of school.
Speak with your school’s administration for approval before attending any of the summer work sessions.
The summer work sessions are not required.

Click here to sign up for the work session
If you have problems accessing the Office 365 sign-up form, please email Sheri.Hawkins@cobbk12.org if you would like to attend the session.

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<tr>
<th>Summer Synergy Work Session</th>
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<tr>
<td><strong>Date</strong></td>
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<tr>
<td>Wed., June 12, 2019</td>
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*If no one answers the bell for the front door, call the lab phone number. Please bring your CCSD badge ID.*

We hope you have a great summer!

From: Synergy <Synergy@cobbk12.org>
Sent: Monday, May 20, 2019 1:26 PM
Subject: New Elementary Scheduling Guides: SY2019-20

To Elementary Administrators and Schedulers:

The *Elementary Scheduling - Complete Guide for SY2019-20* has been updated.
The *ES Course Numbers by Grade for SY2019-20* has been updated to version 2.

- Attached are the updated guides that will also be added to the Synergy Help link.
- **NOTE:** Screen shots, provided in the updated guide, reflect how the Synergy icons will appear after a new version is applied this summer.

- **The changes listed below begin next school year, 2019-20.**
  Do not make any of the updates below to the current year’s schedules.

1. **ESOL:**
   Per a change in the State requirements for 2019-20, elementary ESOL teachers will no longer need sections with 55.X course numbers.
   a. If you have 55.X course number sections already created in your next year’s focus (SY2019-20) the sections can be edited and used for a different teacher and course. Or, the sections can be deleted from your next year’s focus.
   b. Please delete or re-use the 55.X sections in your next year’s focus no later than pre-planning, July 2019.
   c. Students will not need to be scheduled in 55.X course numbers and will not have an ESOL period as part of their schedule for SY2019-20.

2. **ESOL Pull Out:**
   a. On the subject-area section where a student is receiving ESOL Pull Out services, add the *ESOL Delivery Model – 1: Pull-Out*
   b. List the ESOL teacher as additional staff on the Additional Staff Tab. Even if another additional staff is listed such as EIP or Special Education, the ESOL teacher should be added.

**NOTE:**
o If ESOL Push In and ESOL Pull Out services are provided for different students in the same section, an additional, separate section must be created so both models can be reported.

o Tip: The new section can be combined with the original section (by the scheduler) so it appears as one in 4th & 5th grade teachers’ gradebooks.

o Add the appropriate different Delivery Model and additional staff on each section.

3. **Periods for Elementary Scheduling:**
   Since ESOL 55.X sections will not be part of elementary students’ schedules beginning SY2019-20, only 12 periods will be needed.
   a. If World Language is part of your school’s master schedule, edit the Spanish Language sections to 12th period in your next year’s focus.
   b. 13th period will be removed after summer rollup in July.

4. **Dual Language Instruction (DLI):**
   Directions for adding the DLI Delivery Model have been updated for SY2019-20.
   a. The DLI Delivery Model should only be added to Reading and/or Language Arts if students are receiving ESOL services in either of those sections.
   b. No other sections need the DLI Delivery Model.
   c. If the teacher of record for the Reading and/or Language Arts class is not ESOL endorsed, do not code the DLI Delivery Model.
   d. If a student needs ESOL services in a class where the teacher is not ESOL endorsed, use ESOL Push In or ESOL Push Out.

If you have questions or need assistance, please enter a help ticket and someone will assist you.

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From: Ehsan Kattoula  
Sent: Friday, May 03, 2019 7:57 AM  
To: ES Administrators  
Subject: Action: K-5 Final Grades Requirements SY2018-19

**Action: K-5 Final Grades Requirements SY2018-19**

**Final Grades for State Reporting:** Final grades are required for all K-5 students for State Reporting and CCRPI for the 2018-19 school year, and includes all General Ed, Special Ed, Fine Arts, and PE. Final grades are one of the indicators on the 2018-19 CCRPI for K-5 Elementary Schools. Please see the attached document to guide you through the process. Please share with appropriate personnel who supports in completion of the information.

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  
F: 678-594-8573
Final Grades for State Reporting: Final grades are required for all K-5 students for State Reporting and CCRPI for the 2018-19 school year, and includes all General Ed, Special Ed, Fine Arts, and PE. Final grades are one of the indicators on the 2018-19 CCRPI for K-5 Elementary Schools. Below is useful information to guide you through this process.

- Student Reporting has provided the FY2019 Student Record End of Year checklist with deadlines for data entry. This checklist was distributed by a separate email as a support for your CSIS contacts.
- The checklist will also be posted at the following link: [http://support.cobbk12.org/studentreporting/Student%20Record.html](http://support.cobbk12.org/studentreporting/Student%20Record.html)
- Please contact the Customer Care Center if access is needed for OnTrack Reports, CSIS Quick Entry Screens, or CSIS Transcripts Screens. Check early, to confirm access, before deadlines.

The district window for elementary teachers to complete report cards and enter final grades will open on Wednesday May 8, 2019. To request an earlier date, please enter a Help Ticket for the Synergy Team’s assistance. Report cards and final grade entries must be completed by May 24, 2019 for all K-5 teachers in your building.

My recommendation is for your leadership team to develop a procedure so the teacher of record is held accountable for the students’ grades. This will be critical if teachers have left your building for the year and they have not completed their report cards or final-grade entries. From previous experience, we have seen that teachers have left for the summer without completing these steps. **It will be your responsibility to finalize those grades if the teacher has not done so.** Our goal is for teachers to complete these steps so a principal will not have to work in a teacher’s Gradebook or enter Final Grades. Also, the earlier that grades are completed, the sooner state reports are available for you to review before they are submitted to GaDOE.

- Set a deadline for teachers to complete all report cards and final grade entries prior to May 24, 2019. Allow enough time to review error reports for missing grades, BEFORE teachers leave for the summer.
- **Important - Required Synergy Steps ~ Both steps need to be completed before teachers have full access to report card screens:**
  - **School Setup Screen:** Set the Grading Period to Quarter 4
  - **Update Grade Screen:** Complete the Update Grading Records process for K-5 grade levels so that all teachers can complete their report cards and final grade entries.
- Remind teachers to place a printed copy of the final report card in the student’s permanent folder.

**Prior to the last day of school, run the Section Errors Include/Exclude Attend/Grading Report:** OnTrack > Reports > Schedules > Section Errors Include/Exclude Attend/Grading, SSP4644
- SSP4644 – Report shows section errors for options: Include or Exclude in Attendance & Grading.
- Homeroom classes are always **Included in Grading** on the section screen in Synergy.
- Core subjects, including specials classes, must be marked as **Included in Grading** on the section screen in Synergy.
ESOL 55.x course numbers are Excluded from attendance and grading.
Gifted Resource classes (Target) are Excluded from grading.
Pre-K attendance and grades are not required and can be ignored on the SSP4644.

- Review the OnTrack > Reports > Grade > ES Pre-Processing Grade Reports > Elementary Assignment Correlation Conditions report as usual to look for assignment errors.

- K – 3rd grade teachers, including Art, Music, & PE, will complete the online Standards-Based Digital Report Cards for Quarter 4 as they have done all year.

- 4th & 5th grade teachers, including Art, Music & PE, should complete their class report cards for Quarter 4 as they have done all year.

**After posting grades on or before May 24th run: K-5 Missing Mark Report:** OnTrack > Reports > Grade > ES Pre-Processing Grade Reports > K-5 Missing Marks Report, SSP4650
- SSP4650 - The report will assist administrators by listing students who do not have a final grade in K – 3 or a report card grade in grades 4th – 5th.
- Please review the report before teachers leave for the summer, to ensure all grades have been added in Synergy.

- If Spanish is taught at your school, please enter all Spanish K – 5 final grades into CSIS Quick Entry: CSIS > Modules > Transcripts > Quick Entry
  - Contact the Customer Care Center, ASAP, if access to these screens is needed for the teacher or administrator.
  - User guides can be found in CSIS > Help > Transcripts > Transcripts Quick Entry
  - REQUIRED: Enter numerical grades for 4th & 5th grades and E, M, or N for K – 3rd grades.
  - This is a multi-step CSIS process with teachers entering & finalizing grades and an administrator posting each class.
  - All K-3 teachers, including Art, Music, & PE, will ALSO enter final grades of E, M, or N as described below.

- K – 3rd Final Grades, for state reporting, will be entered by teachers using the Matrix Screen or Report Card > Student screen in Synergy.
  - Final Grade entry options are at the end of the Quarter 4 standards.
  - K – 3 Final Grades for state reporting are limited to E, M, or N.
    - E = Exceeds Standards and represents all 3’s and 3+’s.
    - M = Meets Standards and represents predominantly 2’s and 3’s with some 1’s, as long as the 1’s do not appear in the last quarter the standard is assessed.
    - N = Does Not Meet Standards and represents predominantly 1’s, and a student may be in consideration for retention based on this evidence.
  - Confirm that all core subjects as well as Art, Music, and PE grades are entered, using these options.
  - Note: Final Grades (E, M, & N) do not display on the K-3 Standards-Based report cards. These grades are for state reporting purposes only.

- Administrators: Posting Final K – 5 grades to Elementary Transcripts (CSIS Module): CSIS > Modules > Transcripts > Post Transcripts
Contact the Customer Care Center if the administrator needs access to the transcript posting module.

Transcript posting is done **ONE time, AFTER** reviewing the K-5 Missing Marks Report and confirming all report cards and final grade entries are complete.

- All K – 3rd final grades and 4th & 5th grade report cards must be complete prior to posting transcripts.

The deadline for posting elementary transcripts is **May 24, 2019.**

Directions for posting transcripts are included in the Elementary Admin Report Card Processing & Transcript Posting guide linked below.

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**User Guides** are linked below and are also available in **Synergy.** Click the **Help** link located in the top right corner of the **Synergy** screen, underneath the school name.

- In **Synergy,** click – Help. On the **Synergy Support** menu point to **CCSD – ES >** to view the elementary guides.

  - **K-3 Digital Report Cards and Final Grade Entry**
  - **4th & 5th Grade Teachers – Report Card Directions**
  - **Elementary Specialists – Report Card Directions**

  **Elementary ADMIN** Report Card Processing & Transcript Posting

*If report card administrators need assistance or have questions related to the process for entering final grades or report cards in **Synergy** or posting elementary transcripts in **CSIS,** please enter a Web Help Ticket or contact the **Synergy** team.*

**Reports to Assist You**
The following reports have been created so that you may view information related to Student Record and data entry tasks for **CCRPI:**

- **Course Grades Report:** *OnTrack > Reports > Grade > ES Post-Processing Grade Reports > Course Grades* (Report shows grades for all students and all quarters)
- **Course Failure Report:** *OnTrack > Reports > Grade > ES Post-Processing Grade Reports > Course Failures*
- **NOTE:** The Post-Processing Reports for **SY18-19** will **not** be available after the July **CSIS** rollup.

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

Regards,
Ehsan

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Tuesday, April 30, 2019 6:22 AM
**Subject:** **MS: 2018-19 Important End-Of-Year Processes & Information**

**TO:** **MS Grade Book Managers, Report Card Administrators, and Teachers**
**RE:** **2018-19 Important End-Of-Year Processes & Information**

- All report cards must be completed and posted before teachers leave for the summer.
The district window for teachers to begin working on report cards opens **Wednesday, May 8, 2019.**

**Synergy Report Card Guides:**

- **See Synergy Help for all user guides. Help link is located in the top right corner of the Synergy screen.**
- **Administrator’s Guide:** Report Card Processing Administrator Guide - QUARTER Middle Schools (April 2019)
- **Teachers’ Guide:** Report Card steps for QUARTER Middle School Teachers – April 2019
- **End-of-Year Guide:** End of year processes for (QUARTER) MIDDLE School teachers & report card administrators, (April 2019)
  - **IMPORTANT NOTE:** Please share the End-of-Year guide with your teachers.
  - The End-of-year guide contains important instructions for teachers and report card administrators.

**PLEASE SHARE THIS IMPORTANT INFORMATION WITH YOUR TEACHERS**

Conduct and Comments for Quarter 4 report cards must be entered in the **Quarter 4 grade period.**

- **ALL teachers will post grades from the Quarter 4 Grade Period.**
- **Do not select the EOC period on the Report Card > Students screen or the Edit Final Grade and Comments screen.**

**Teachers’ Steps**

1. On the Report Cards > Students screen, confirm the **Quarter 4 Grade Period** displays in the class focus window.
2. Click the link to **Edit Final Grade and Comments**, located above the Quarter 4 Period column.
3. On the **Quarter 4 Edit Final Grade and Comments** screen, enter conduct and comments – click SAVE CHANGES.
4. After clicking the Post button, if teachers see a message that the current grading period contains more than one mark, they will click OK to proceed.

**ADMINISTRATORS**

- **Required Synergy Processes:** The 2 steps **below must be completed before teachers have full access to report card screens.**
1. **School Setup Screen**: set to Quarter 4
2. **Update Grade Screen - Update Grading Records**: Must be completed by the local school’s Report Card Administrator so teachers can post report cards.

   ➢ **Review OnTrack > Reports > Grade and Pre-Processing Reports**
   - The Report Card Processing Administrator Guide, linked above, has a complete list of all OnTrack reports.
   - Ensure teachers have successfully posted grades for all students.
   - Ensure that weighting, assignments, and grading periods are accurate for EOC-Required classes.

   ➢ **Placement Message for PRINTED Report Card:**
   If your school would like a message regarding next year’s placement to display on all printed report cards, please submit a Web Help ticket listing the exact message you want added. The Synergy Team will add the message.
     - **IMPORTANT NOTE:** Placement selections must be handwritten on the individual printed report cards. Handwritten placement selections will NOT display on the digital report cards.

   Example message for MS report cards:
   ___Promoted ___Placed ___Retained

   ➢ **Processing & Printing Report Card:**

   On the report card interface for Report Content Options, check the following options.
   1. **Include Conduct Only** (NEW – required so that conduct and comments display for all Q4 classes on the report cards)
   2. Suppress Barcode
   3. Suppress Grad Req
   4. Suppress GPA

   Please run a test file for a few report cards to determine if they are rolling to a second page.
   If you prefer to keep the report cards to one page, please use the follow setup prior to printing report cards.

   In the **Footer Options**, select **Signature Slip**.
     - This option does **not** include mailing addresses for the school and parents on the bottom of the report card.
     - Selecting this option, the report card will be one page.
**CSIS Transcript Posting Process:**

- When posting transcripts in CSIS > Modules > Transcripts > Post Transcripts, a grading period selection is required before clicking the *Post Transcripts* button.
- Middle schools will select Q4/S2/YL to post end of year transcripts.

**OnTrack > Reports > Grade > Post-Processing Reports**

- Save copies (electronic &/or printed) for future reference.
- Reports for SY18-19 will **not** be available after the summer CSIS roll-up.

If you have questions or need assistance with any of the report card or transcript posting processes, please contact a member of the Synergy Team or enter a Web Help Ticket.

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**From:** Synergy <Synergy@cobbk12.org>
**Sent:** Tuesday, April 30, 2019 6:22 AM
**Subject:** HS & Semester MS: 2018-19 Important End-Of-Year Processes & Information

**TO:** ALL HS and **Semester** Middle School Grade Book Managers, Report Card Administrators, and Teachers
**RE:** 2018-19 Important End-Of-Year Processes & Information

- All report cards must be completed and posted before teachers leave for the summer.
- The district window for teachers to begin working on report cards opens **Wednesday, May 8, 2019**.

**Synergy Report Card Guides:**
• See Synergy Help for all user guides. Help link is located in the top right corner of the Synergy screen.
• Administrator’s Guide: Report Card Administrator Guide (Semester) Middle/High - April 2019
• Teacher’s Guide: Report Card Directions (Semester) Middle/High Teachers - April 2019
• End-of-Year Guide: End of year processes for SEMESTER Middle and High School teachers & report card administrators. (April 2019)
• IMPORTANT NOTE: Please share the End-of-Year guide with your teachers.
• The End-of-year guide contains important instructions for teachers and report card administrators.

PLEASE SHARE THIS IMPORTANT INFORMATION WITH YOUR TEACHERS
Conduct and Comments for the 6th Six Weeks (Semester 2) report cards must be entered in the 6th Six Week Grade Period.
• ALL teachers will post grades from the 6th Six Weeks Grade Period.
• Do not select the EOC period on the Report Card > Students screen or the Edit Final Grade and Comments screen.

Teaching Steps
5. On the Report Cards > Students screen, confirm the 6th Six Weeks Grade Period displays in the Class Focus window.
6. Click the link to Edit Final Grade and Comments, located above the 6th Six Weeks Period column.
7. On the 6th Six Weeks Edit Final Grade and Comments screen, enter conduct and comments – click SAVE CHANGES.
8. After clicking the Post button, if teachers see a message that the current grading period contains more than one mark, they will click OK to proceed.

ADMINISTRATORS
➢ Required Synergy Processes: The 2 steps below must be completed before teachers have full access to report card screens.
   1. School Setup Screen: Set to 6th Six Weeks
2. **Update Grade Screen - Update Grading Records:** Must be completed by the local school’s Report Card Administrator so teachers can post report cards.

- **Review all OnTrack > Reports > Grade and Pre-Processing Reports**
  - The Report Card Processing Administrator Guide, linked above, has a complete list of all OnTrack reports.
  - Ensure teachers have successfully posted grades for all students.
  - Ensure that weighting, assignments, and grading periods are accurate for EOC-Required classes.

- **Processing Report Cards**
  - To ensure all conduct and comments are included on the Semester 2 report cards, please include the step below. This was needed at the end of S1 also.
  - In the **Report Content Options** area, check the box next to **Include Conduct Only**.
  - This selection is in addition to the usual options and boxes checked in the Report Content Options area on the report card.
  - See the admin guide, linked above for full detailed directions.

- **OnTrack > Reports > Grade > Post-Processing Reports**
  - Save copies (electronic &/or printed) for future reference.
  - Reports for SY18-19 will not be available after the summer CSIS roll-up.

- **Transcript Posting Process: CSIS > Modules > Transcripts > Post Transcripts**
  - Reminder – transcripts can be posted early for seniors.

If you have questions or need assistance with any of the report card or transcript posting processes, please contact a member of the Synergy Team or enter a Web Help Ticket.

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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Friday, April 26, 2019 7:09 AM  
**Subject:** Optional Drop-In Work Session: May 8, 2019

**To:** All Synergy Users  
**RE:** Optional Synergy Work Session – *This will be the last general drop-in work session for this school year*

- Working on schedules for next year?  
- Need assistance with Synergy attendance?  
- Have questions regarding TeacherVUE or Grade Book?
• Have questions or need a refresher on what to do for end-of-the-year grades and/or report cards?
  o Watch for communication coming soon from Synergy regarding End-Of-Year Processes & Information.
• Simply need a quiet space and some time to get a few tasks marked off your To-Do list?

~~ PLAN ON ATTENDING A SYNERGY WORK SESSION ~~

Synergy work sessions are optional and available to any Synergy user. In order to provide the best support, it would be helpful to know the number of people who plan to attend the of the sessions below.
Please click this link for the sign-up form, located in Office 365.

**Wednesday, May 8, 2019 from 7:00 AM – 3:45 PM**
*Kemp Elementary District Lab*
865 Corner Road, Powder Springs, GA 30127

- The work session is open to any Synergy user.
- Drop-in work session hours are 7:00 AM – 3:45 PM. No registration is required.
- This is not a formal training class. Please bring work with you.
- Assistance will be available for questions concerning Synergy Attendance, Scheduling, TeacherVUE, PVUE, Grade Book, and Report Cards.

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From: Synergy <Synergy@cobbk12.org>
Sent: Wednesday, April 24, 2019 8:52 AM
Subject: CSIS Year-End Rollup and Synergy Upgrade (July 8, 2019)

To: Synergy and CCSD Portal Users

For the purpose of planning your summer schedules, we want to notify you that CSIS Year-End Processing and a Synergy upgrade have been scheduled for **Monday, July 8, 2019**. As a result, Synergy and some applications in the CCSD Portal will be unavailable on July 8th and possibly July 9th.

**Applications affected include:**
- Synergy
- CSIS
- OnTrack
- State Reporting

Please share this information with your staff. An email, from Techhelp Support, will be sent to notify all employees this summer. 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: Wednesday, April 24, 2019 7:52 AM
Subject: EOC-Required Assignment Type Weighting & EOC Error Reports
To: MS & HS Grade Book Managers and Report Card Administrators

Forward this email to any teachers who need to review the EOC Assignment section shown below.

- **PURPOSE:** With only a month left of school, it is an important time to review the teachers’ assignment type weighting and EOC usage.
  - Below are reports that you can use to review assignment type weighting and to check for possible EOC errors.
  - Tip: Export the report to csv and save as Excel. Sort &/or filter as needed.
  - Work with the teachers to correct any gradebook errors as soon as possible.

**Action: Gradebook Managers/Report Card Administrators:**

- Review the master schedule to identify all of the EOC-Required classes at your school.
- Each EOC-required class should have an appropriately weighted assignment type called **EOC**.
  - EOC-Required courses for HS, including HS courses taken in middle school, must use 20% weight for the EOC assignment type.
- Ensure the required weight percentage of 20% was applied to the EOC Assignment Type for all EOC-Required classes at your school, and the total weights for the class is equal to 100%.
- **OnTrack → Reports → Grade →**
  - SSP4646 – Assignment Types: Weighting
  - SSP4662 – Assignment Types: Weighting Verification
- Ensure the assignments are correct for EOC-Required classes and NON-EOC classes
  - **OnTrack → Reports → Grade → Pre-Processing Grade Reports**
  - SSP4660 – EOC Used for Non-Required Courses
  - SSP4659 – Gradebook Errors for EOC Required Courses

**EOC Assignments:**

**NOTE:** Teachers will create **ONE assignment, per EOC-Required class**, which will be used to enter the EOC exam grades.

- The assignment must be created in the 6th Six Weeks or Quarter 4 Grading period, depending on the grading setup for the class/school.
- Quarter 3 **high** school EOC-Required classes should have created the assignment in the 5th Six Weeks, and it will auto check the 6th Six Weeks.
- The assignment must display in the gradebook for the 6th Six Weeks (HS) or Quarter 4 (MS) Grading period to ensure that it is included, and counts 20 %, toward the students’ over all class calculation.
- **When creating the assignment a MANUAL CHECK IS REQUIRED TO THE EOC BOX on the GRADING PERIODS TAB. See below.**
  - NOTE: If the assignment already exists, and was not checked for EOC > > > **Edit** the assignment, click the Grading Periods Tab, and check the EOC box.
- Selecting the EOC box on the Grading Period Tab will add the assignment to the EOC gradebook.
- There should only be ONE assignment, per required class, in the EOC grading period.
If you have questions or need assistance, please contact a member of the Synergy Team or enter a Web Help Ticket.

From: Synergy <Synergy@cobbk12.org>
Sent: Tuesday, April 9, 2019 8:51 AM
Subject: Synergy Reminder - Optional Work Sessions

To: All Synergy Users

Upcoming Events

April 12 – End of 5th Six Weeks (High Schools and Semester Middle Schools)
April 23 – 5th Six Weeks Progress Report Distribution (High Schools and Semester Middle Schools)
April 23 – End of the 7th 4 ½ Weeks (Elementary & Middle Schools)
April 30 – 4 ½ Week Progress Report Distribution (Elementary & Middle Schools)

Synergy work sessions are optional and available to any Synergy user.
In order to provide the best support, it would be helpful to know the number of people who plan to attend one of the sessions below.
Please click this link for the sign-up form, located in Office 365.

- Work sessions are not formal training classes. Please bring work with you.
- Review the drop-in hours since they differ each day.
- Assistance will be available for questions concerning Attendance, Scheduling, TeacherVUE, ParentVUE, Grade Book, and Report Cards.

Thursday, April 11, 2019 from 7:00 AM – 3:45 PM
Kemp Elementary District Lab
865 Corner Road, Powder Springs, 30127

Thursday, April 25, 2019 from 11:15 AM – 4:00 PM
Kemp Elementary District Lab
865 Corner Road, Powder Springs, 30127

From: Synergy <Synergy@cobbk12.org>
Sent: Wednesday, March 20, 2019 1:40 PM
Subject: ACTION: Elementary Scheduling for 2019-20

To: Elementary Administrators and Scheduling Clerks
ACTION: Creation of SY2019-20 sections and schedules in Synergy
Please thoroughly read each area below.
**SY2019-20 ES Scheduling Sessions:** The sessions are not required, but it is recommended that this opportunity be used to begin working on schedules for 2019-20.

ES Scheduling Sessions are split into **two types:**

1. Returning/experienced scheduling clerks and assistant principals who are interested in attending.
2. New scheduling clerks who have never created schedules from scratch, and their assistant principals who are interested in attending.

**ES work sessions open to all scheduling clerks will also be offered.**

- Sign up for a scheduling session by clicking the links provided with the session descriptions below.
- Please read the information below for details about the different sessions being offered and information that will assist schools in preparing their next year’s schedules.
- The sign-in forms, one for each type of work session, are located in Office 365.

**Preparation for SY2019-20 ES Schedules:**

- Schedulers can begin working on 2019-20 sections now. **Be sure to change your Synergy focus to School Year 2019-20 (BROWN screen).**

**Important Note:** The students are **not** currently loaded into the next year’s Synergy focus. They will be loaded in the next few weeks.

**Schools, with 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 2019-20 from scratch using Add/Duplicate to create sections.

**Copying Schedules to Next Year:** If a returning/experienced clerk wants to request that their current year’s master schedule be copied over to next year, a Web Help ticket must be entered by the Assistant Principal [http://webhelp.cobb12.org](http://webhelp.cobb12.org)

1. Scheduling clerks should work closely with administrators to review the current year’s Synergy report MST402. Compare the report to next year’s allotments and staff list assignments to decide if the current schedule should be copied.
   - **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 2018-19 (this current year) will **not** be copied over to next year’s focus in Synergy.
   - If sections are not copied over they will need to be completely re-created from scratch.
   - **Master Schedules that are copied over should be carefully reviewed:**
     - Delete unnecessary sections
     - Thoroughly edit copied sections as needed
     - Add new sections, as needed, to complete the schedules for 2019-20

**ES Scheduling Sessions:** All sessions below will be focused only on elementary scheduling; no other Synergy areas.

**Attendees are limited to Elementary Administrators and Elementary Schedulers only.**

-- **Sessions are not required, but it is recommended that the opportunity be used to begin 2019-20 schedules.**

- The first group of sessions below are designed for **returning/experienced scheduling clerks.**
• There will be a brief refresher/Q&A near the beginning of two sessions. The remaining time will be available to work on next year’s schedules.
  ➢ In order to provide the best support during sessions, attendees are limited to the number of spaces listed on the sign-up form.
  ➢ Click below to sign up. **If plans change after you sign up, please be sure to remove your name to free up space so that others may attend.**

<table>
<thead>
<tr>
<th>The sessions below are designed for returning/experienced scheduling clerks &amp; AP’s.</th>
<th>Click here to -&gt; Sign-Up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Location</td>
</tr>
</tbody>
</table>
| Fri., April 19, 2019 | Lewis ES Lab  
4179 Jim Owens Road  
Kennesaw, 30152 | 7:00 - 11:45 AM or 11:45 – 3:45 PM | 8:00 AM or 12:00 PM |
| Tue., April 23, 2019 | Lewis ES Lab  
4179 Jim Owens Road  
Kennesaw, 30152 | 12:15 – 4:00 PM | 12:30 PM |
| Wed., April 24, 2019 | Lewis ES Lab  
4179 Jim Owens Road  
Kennesaw, 30152 | 12:15 – 4:00 PM | No pre-set refresher/Q&A. Help will be available. |

The next group of sessions are designed for **new scheduling clerks**.
  ➢ Attendees will learn how to add & duplicate new sections to create a 2019-20 master schedule.
  ➢ In order to provide the best support during sessions, attendees are limited to the number of spaces listed on the sign-up form.
  ➢ Click below to sign up. **If plans change after you sign up, please be sure to remove your name to free up space so that others may attend.**

<table>
<thead>
<tr>
<th>The sessions below are designed for new scheduling clerks &amp; AP’s.</th>
<th>Click here to -&gt; Sign-Up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Location</td>
</tr>
</tbody>
</table>
| Fri., April 26, 2019 | Lewis ES Lab  
4179 Jim Owens Road  
Kennesaw, 30152 | 7:00 - 11:45 AM or 11:45 – 3:45 PM | 8:00 AM or 12:00 PM |
| Mon., April 29, 2019 | Kemp ES Lab  
865 Corner Road,  
Powder Springs, 30127 | 11:15 – 4:00 PM | 11:30 AM |

**ES Scheduling Work Sessions – all elementary clerks:**
  ➢ Each of the sessions below will be focused only on elementary scheduling, and are available for all elementary schedulers.
  ➢ Space is limited due to the number of work stations in the labs.
  ➢ Click below to sign up. **If plans change after you sign up, please be sure to remove your name to free up space so that others may attend.**
The sessions below are for any elementary scheduling clerk &/or AP. Please carefully review the locations and times for each work session.

**Click here to -> Sign-Up**

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Work Session Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tues., April 30, 2019</td>
<td>Kemp ES Lab</td>
<td>11:15 AM – 4:00 PM</td>
</tr>
<tr>
<td>Wed., May 1, 2019</td>
<td>Lewis ES Lab</td>
<td>12:15 PM – 4:00 PM</td>
</tr>
<tr>
<td>Mon., May 6, 2019</td>
<td>Lewis ES Lab</td>
<td>12:15 PM – 4:00 PM</td>
</tr>
<tr>
<td>Fri., May 10, 2019</td>
<td>Kemp ES Lab</td>
<td>7:00 AM – 3:45 PM</td>
</tr>
</tbody>
</table>

**Items to Bring to the Work Session & Things to Consider When Planning Schedules for 2019-20:**

Please bring the items below to the Work Session

1. **All Clerks:** Bring a list of teachers and the grade levels they are assigned to teach, for SY2019-20, along with a map or room number assignments. Even if the list is not complete, bring what is known.
   - Identify the Gen Ed teachers who will only teach Gen Ed.
   - Identify Gen Ed teachers who will have co-taught classes with a Sp. Ed. Teacher.

2. **Returning Clerks:** If your schedules have been copied to next year, print the MST402 and MST403 reports from next year’s focus and bring both to the work session.
   - Identify teachers who will have a Self-Contained EIP or Reduced Class EIP classroom. Determine specifically which EIP model will be used for each teacher.
   - Identify Gen Ed teachers who will have a Push-In or Pull-Out EIP model & identify the EIP teacher(s).
   - Identify teachers who are ESOL endorsed, if needed for approved models.

3. **ES Course Numbers by Grade 2019-20** (Attached)
4. The **ES Scheduling Guide for SY2019-20** is currently being revised. When complete, it will be sent to all elementary schedulers and AP’s and added to the Synergy Help site, **CCSD-ES > Scheduling**.
   - Identify teachers who will use Gifted AP, Cluster, &/or Collaborative Models. Identify Gifted Endorsed teachers.
   - A yearlong commitment to Accelerated Learning Models should be agreed upon by administrators & teachers.
   - If your school is departmentalizing, identify grade level partners and the subject area(s) the teachers will teach for 2019-20.
   - A yearlong commitment to departmentalizing should be agreed upon by administrators & teachers.

**Synergy → Help - CCSD ES Scheduling Guides:**
- Synergy user guides for 2019-20 will be added to Synergy Help. Click the Help link in the Synergy application.
When the CCSD Synergy Support/Edupoint screen displays, point to **CCSD-ES > Scheduling** to see the user guides.

- The 2019-20 guides have not been added yet.

**Linked Sections Process:**
The **Linked Sections Process** can be used to ease the process of mass scheduling students for the next school year. Using this method, the scheduler will create the appropriate sections for the homeroom teachers (all Core Subjects), link the Specials sections (PE, Art, and Music) to each homeroom teacher, and then completely schedule students by adding them to the **homeroom section ONLY**.

- This process works well to schedule students fully in the **Gen. Ed. classes (non-departmentalized) and EIP Self-Contained classes**.
- Set up the sections, to be ready for the Linked Sections Process, even if the students’ class lists are not yet available.
- Refer to the **Linked Sections** chapter, in the user guide, for specific directions.

**Combining Sections into One Main Class (for Teachers’ Gradebook):**

- If administrators and teachers decide to use this optional process, the scheduler will combine the sections of the **same subject and the same teacher** into one main section for gradebook purposes. Students must still be scheduled in all sections with the appropriate course numbers based on their services. However, teachers will only see one class per subject in their gradebook if they are combined. (Note: If teachers are departmentalizing, they will see a class for each homeroom group they teach.)
- The sections need to be combined **before** teachers begin using their gradebooks to prevent potential loss of students’ grades.
- Set up the combined sections even if the students’ class lists are not yet available.
- Refer to the **Combining Sections into One Main Class** chapter, in the user guide, for specific directions.

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

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From: Synergy <Synergy@cobbk12.org>
Sent: Friday, March 15, 2019 9:46 AM
Subject: Upcoming Synergy Work Sessions

To: All Synergy Users

**Upcoming Events**
March 20 – Kindergarten/New to First Grade: 2019-20 Pre-Enrollment
March 22 – Quarter 3 (3rd Nine Week) Report Card Distribution (Elementary & Middle Schools)
April 12 – End of 5th Six Weeks (High Schools and Semester Middle Schools)
April 23 – 5th Six Weeks Progress Report Distribution (High Schools and Semester Middle Schools)
April 23 – End of the 7th 4½ Weeks (Elementary & Middle Schools)

Synergy work sessions are optional and available to any Synergy user. In order to provide the best support, it would be helpful to know the number of people who plan to attend any of the sessions below.
Please click this link for the sign-up form, located in Office 365.

These are not formal training classes. Please bring work with you.

Carefully review the location and drop-in hours since they differ each day.

Assistance will be available for questions concerning Attendance, Scheduling, TeacherVUE, ParentVUE, Grade Book, and Report Cards.

Thursday, March 21, 2019 from 7:00 AM – 4:00 PM
Lewis Elementary District Lab
4179 Jim Owens Road, Kennesaw, 30152

Thursday, April 11, 2019 from 7:00 AM – 3:45 PM
Kemp Elementary District Lab
865 Corner Road, Powder Springs, 30127

Thursday, April 25, 2019 from 11:15 AM – 4:00 PM
Kemp Elementary District Lab
865 Corner Road, Powder Springs, 30127

From: Synergy
Sent: Monday, February 25, 2019 7:45 AM
Subject: March Synergy Work Sessions

To: All Synergy Users

~~ MARCH 2019 SYNERGY WORK SESSIONS ~~

Three work sessions are scheduled for March 2019.

March Events

Middle Schools – Completion of Quarter 4 schedules
March 7 – FTE Count Day
March 13 – Deadline for schools to complete FTE corrections
March 15 – End of Quarter 3
March 20 – Kindergarten/New to First Grade: 2019-20 Pre-Enrollment
March 22 – Quarter 3 (3rd Nine Week) Report Card Distribution (Elementary & Middle Schools)

Thursday, March 7, 2019 from 7:00 AM – 4:00 PM
Work sessions are optional and open to any Synergy user.
- Drop-in work session hours are 7:00 AM – 4:00 PM. No sign-up or registration is required.
- These are not formal training classes. Please bring work with you.
- Assistance will be available for questions concerning Synergy Attendance, Scheduling, TeacherVUE, ParentVUE, Grade Book, and Report Cards.
- Assistance will be available for questions concerning Synergy Attendance, Scheduling, TeacherVUE, ParentVUE, Grade Book, and Report Cards.

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**From:** Synergy  
**Sent:** Friday, January 4, 2019 7:59 AM  
**Subject:** Conduct on Semester Report Cards

**To:** High School Administrators and Gradebook Managers  
**RE:** Conduct on Semester Report Cards

To be sure, that conduct is included on the report cards; please include the step below during setup of the GRD212 Report Card screen.

In the Report Content Options area, check the box next to *Include Conduct Only.*

This selection is in addition to the usual options and boxes checked listed in the [Report Card Admin Guide](#).

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

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**From:** Synergy  
**Sent:** Thursday, January 3, 2019 6:33 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, **Thursday, January 3, 2019** (unless you requested a different date for your synchronization.)

- After the gradebook synchronization, please ask teachers to complete their Grade Book Setup before adding assignments and grades into the gradebook for Q3/S2 classes.
- **IMPORTANT NOTE:** If your school is combining sections into one main class for the teachers’ gradebooks – ask teachers to WAIT to add assignment type weights and assignments until AFTER the sections have been combined and a gradebook sync runs.
- 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, Thursday, January 3, 2019 (unless you requested a different date for your synchronization.)
  o Schedule changes and section editing can still be done as needed until January 7, 2019.
  o After January 7th, the first day students will physically be in the Q3/S2 classes, if schedule changes are needed, enter a leave date for the students instead of deleting the class from the students’ schedule.
  o If a student was scheduled in an incorrect course number, prior to deleting the course, 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 Use the OnTrack > Reports > Schedules > Combined Sections Report (SSP4663) to review sections that have already been combined.

**TEACHERS:**

*Grade Book Setup > Assignment Weighting Tab for Quarter 3 or Semester 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 needs to be added.**
• Assignment Type Weights are **not** automatically assigned to Q3 classes.
• Teachers will select classes for the Progress 3 period – to set up weights on the Gradebook Setup > Assignment Weighting Tab.
  o **DO NOT change** Quarter 1 or 2 assignment type weights.
Middle School Teachers with Semester &/or Yearlong Classes

- Teachers may have a mixture of Quarter, Semester, and Yearlong classes in their schedules.
- Do NOT change weighting, for Semester 1 classes, unless it was set up incorrectly and your administrator is aware of the change.
- Do NOT change weighting, for Yearlong classes, unless it was set up incorrectly and your administrator is aware of the change.
- 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.
  - 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.
  - NOTE: Do not change weighting for yearlong classes unless errors exit, and notify your administrator prior to making changes.

Grade Book Setup > Grade Book Settings Tab (User Guide)

- 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 grades may need to be corrected.
  - Confirm that the Class Final Grade Rounding Settings match the default Final Grade Rounding Settings.
    • If edits are needed click the Class Settings submenu to make updates.

![Image of Grade Book Settings](image)

User guides are located under the Help link located 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).

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

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From: Synergy  
Sent: Thursday, January 3, 2019 6:29 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, **Thursday, January 3, 2019**.

• After the gradebook synchronization, please ask teachers to complete their Grade Book Setup before adding assignments and grades into the gradebook for Q3/S2 classes.
• IMPORTANT NOTE: If your school is combining sections into one main class for the teachers’ gradebooks – read the instructions below for teachers to WAIT to add assignment type weights and assignments until AFTER the sections have been combined.
• 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, Thursday, January 3, 2019 (unless you requested a different date for your synchronization.)
  o Schedule changes and section editing can still be done as needed until January 7, 2019.
  o After January 7th, the first day students will physically be in the S2 classes, if schedule changes are needed, enter a leave date for the students instead of deleting the class from the students’ schedule.
  o If a student was scheduled in an incorrect course number, prior to deleting the course, 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 WAIT 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 Use the OnTrack > Reports > Schedules > Combined Sections Report (SSP4663) to review sections that have already been combined.

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.
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
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 not 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.

- If new assignment types are needed, add them on the Assignment Types screen.
- **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** *(User Guide)*

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

- 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 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](#) located 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 Assignment Types Weighting Verification *(SSP4662)*

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

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**From:** Synergy  
**Sent:** Thursday, December 20, 2018  
**Subject:** Elementary Spanish Report Cards
To: Elementary Administrators, Gradebook Managers, and Teachers

(Please share this information with your teachers.)

Good news! Spanish report cards are now available for all elementary grade levels.

A quick reference guide is attached. The complete documentation guides, for teachers and report card administrators, are located in Synergy > Help > CCSD-ES.

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

From: Synergy
Sent: Tuesday, December 18, 2018 6:36 AM
Subject: January Synergy Work Sessions

To: All Synergy Users

~~ JANUARY 2019 SYNERGY WORK SESSIONS ~~

Two work sessions are planned for January 2019.

Please share the dates with any new employees who may not be on the Synergy distributions lists yet.

Tuesday, January 8, 2019 from 7:00 AM – 4:00 PM
Kemp Elementary District Lab
865 Corner Road, Powder Springs, 30127

AND

Thursday, January 24, 2019 from 7:00 AM – 4:00 PM
Lewis Elementary District Lab
4179 Jim Owens Road, Kennesaw, 30152

- Work sessions are optional and open to any Synergy user.
- Drop-in work session hours are 7:00 AM – 4:00 PM. No registration is required.
- These are not formal training classes. Please bring work with you.
- Assistance will be available for questions concerning Synergy Attendance, Scheduling, TeacherVUE, ParentVUE, Grade Book, and Report Cards.

From: Synergy
Sent: Monday, December 17, 2018 11:13 AM
Subject: Important Report Card Posting Information

To: High School Administrators, Gradebook Managers, and Teachers

PLEASE SHARE THIS IMPORTANT INFORMATION WITH YOUR TEACHERS

Conduct and Comments for Semester 1 report cards must be entered for the 3rd Six Weeks classes.

- ALL teachers will post grades from the 3rd Six Weeks Grade Period.
- Do not select the EOC period on the Report Card > Students screen.
Grade Book Managers and Report Card Administrators:

- Review the OnTrack Preprocessing reports carefully to confirm all grades posted as required.

**Teachers’ Steps**

9. On the Report Cards > Students screen, confirm the 3rd **Six Weeks Grade Period** displays along with the first class to post.
10. Click the link to **Edit Final Grade and Comments**, located above the 3rd Six Week Grade Period column.

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For complete admin and teacher directions, see the user guides located [CCSD-HS menu](#) of the Synergy Help link.

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  
**Sent:** Monday, December 17, 2018 6:44 AM  
**Subject:** CTLS Assignment Imports - Last Day of Quarter 2/Semester 1

**To:** Middle & High School Assistant Principals and Gradebook Managers

In order to accommodate teachers who are giving finals on Friday, December 21st, the CTLS assignment import will process three additional times that day.

**CTLS Assignment Import Schedule for Friday, December 21, 2018**

- The first CTLS import will process as normal at 6:10 AM
- The second import will process at 10:15 AM
- The third import will process at 12:30 PM
- The last import will process at 2:00 PM

Please inform teachers, who are giving finals on December 21st, so they are aware that CTLS assignments will be importing into the gradebook throughout the day.

If you have questions regarding the CTLS assignment import process, please enter a help ticket and someone from the Synergy Team will assist you.

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**From:** Synergy  
**Sent:** Thursday, December 13, 2018 7:09 AM  
**Subject:** IMPORTANT: Attendance on Report Cards for Quarter Classes

**To:** High School Administrators and PPO’s
Please be aware that even though Quarter 2 began on October 11th, absences and tardies that occurred on or after that date are added to the Quarter 1 class on the report cards. **Only students scheduled in quarter classes will be affected.**

The vendor is aware and is working to correct the way that quarter class attendance displays on the report cards. Therefore, the same situation could possibly occur in Semester 2 with Quarter 4 attendance being included on the report cards for Quarter 3 classes.

If there are questions about students’ period or full-day absences, OnTrack offers three different attendance reports that could be referenced and shared with parents/guardians. On the Attendance tab in OnTrack, use the **Attendance Summary (SSP4041), Attendance History (SSP4081), or the Attendance Period Detail (SSP4110).**

- Reports SSP4041 and SSP4081 reflect tardies that occurred only in first period and absences that calculate as a full day.
- SSP4110 shows all period attendance and includes a column that identifies if the absences calculate as a full day or not.

We apologize for the inconvenience to you and your staff. If you have questions or need assistance, please contact a member of the Synergy Team or enter a Web Help Ticket and someone will be happy to help you.

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**From:** Synergy  
**Sent:** Monday, December 10, 2018 7:22 AM  
**Subject:** HS: Semester 2: Scheduling & Grade Book Synchronization

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

**Semester 2 Grade Book Synchronization**

As we look ahead to the beginning of Semester 2 on January 7, 2019, 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 **Thursday, January 3, 2019.**

- If you want an early synchronization or need your school postponed a day, let us know as soon as possible by entering a Web Help Ticket at [http://webhelp.cobbk12.org](http://webhelp.cobbk12.org).

**Reminders for schedulers and administrators**

- Since the gradebook synchronization will take place on Thursday, January 3, 2019, 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.
  - Additional scheduling information will be communicated on January 3rd.
- **If you have set your ParentVUE and StudentVUE School Configuration to suppress S2 classes,** please remove the option if you want the classes visible to parents and students.
  - If needed, click the link for the help guide: [How To Enable or Disable Modules In PVUE & SVUE](#)
What the synchronization means to your teachers  (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 3rd.
- Teachers will **not** be able to setup their S2/Q3 Grade Book Setup > Assignment Type Weighting until **after** the synchronization.
  - Additional information regarding gradebook setup will be communicated on January 3rd.
- 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
Sent: Monday, December 10, 2018 7:20 AM
Subject: MS: Quarter 3/Semester 2: Scheduling & Grade Book Synchronization

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

Quarter 3/Semester 2 Grade Book Synchronization
As we look ahead to the beginning of Quarter 3/Semester 2 on January 7, 2019, 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 **Thursday, January 3, 2019**.

- If you want an early synchronization or need your school postponed a day, let us know as soon as possible by entering a Web Help Ticket at [http://webhelp.cobbk12.org](http://webhelp.cobbk12.org).

Reminders for schedulers and administrators

- Since the gradebook synchronization will take place on Thursday, January 3, 2019, 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 January 7th, the first day of Q3/S2.
  - Additional scheduling information will be communicated on January 3rd.
- If you have set your ParentVUE and StudentVUE School Configuration to suppress Q3 classes, you will have to remove the option if 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](#)

What the synchronization means to your teachers  (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 not be able to access their Q3/S2 grade book until after the synchronization on January 3rd.

• Teachers will not be able to setup their Q3/S2 Grade Book Setup > Assignment Type Weighting until after the synchronization.
  o Additional information regarding gradebook setup will be communicated on January 3rd.

• 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
Sent: Monday, December 3, 2018 7:19 AM
Subject: Synergy Training for NEW Attendance Clerks/PPO’s & Optional Work Session for ALL Synergy Users
To: Middle & High School Administrators & PPO’s

If your school will be hiring or has recently hired a new attendance clerk/PPO - OR if recent changes at your school have resulted in new job responsibilities changing to Synergy Attendance, see below for training information.

Synergy Training for NEW Attendance Clerks/PPOs will be held Friday, January 4, 2019 from 8:30 AM – 11:30 AM

Lewis Elementary Training Lab, Room 402
4179 Jim Owens Rd., Kennesaw, GA 30152

Please click the link below to sign up. (If the link does not open automatically when clicked, hold down the Ctrl button and then click the link.)
• Office 365 Training Sign-up Link

January Optional Synergy Work Sessions

Tuesday, January 8, 2019: drop in hours 7:00 AM – 4:00 PM
Kemp Elementary District Training Lab
865 Corner Road, Powder Springs, 30127

Thursday, January 24, 2019: drop in hours 7:00 AM – 4:00 PM
Lewis Elementary Training Lab, Room 402
4179 Jim Owens Road, Kennesaw, 30152

• The optional work sessions are open to any Synergy user.
• Drop-in work session hours are 7:00 AM – 4:00 PM. No registration is required.
• The work sessions are not formal training classes. Please bring work with you.
• Assistance will be available for Synergy Attendance, Scheduling, TeacherVUE, Grade Book, Report Cards, etc.
To: Elementary Administrators, Schedulers, & Attendance Clerks

If your school will be hiring or has recently hired a new attendance or scheduling clerk OR if recent changes at your school have resulted in new job responsibilities changing to Synergy attendance or scheduling, please review the information below for training sessions.

- Training, for NEW clerks, will be held on **Friday, January 4, 2019**
  
  *Lewis Elementary Training Lab, Room 402*
  
  *4179 Jim Owens Rd., Kennesaw, GA 30152*

Please click the link below to sign up. (If the link doesn’t open automatically when clicked, hold down the Ctrl button and then click the link.)

- [Office 365 Training Sign-up Link](#)

**Synergy Training for NEW Attendance Clerks: Friday, January 4, 2019**

8:30 – 11:30 AM

**Synergy Training for NEW Elementary Scheduling Clerks: Friday, January 4, 2019**

12:30 – 3:30 PM

**Elementary Scheduling Topics:**

- Basic Synergy navigation.
- Individual, new student scheduling and schedule changes.

January Optional Synergy Work Sessions

- **Tuesday, January 8, 2019:** drop in hours 7:00 AM – 4:00 PM
  
  *Kemp Elementary District Training Lab*
  
  *865 Corner Road, Powder Springs, 30127*

- **Thursday, January 24, 2019:** drop in hours 7:00 AM – 4:00 PM
  
  *Lewis Elementary Training Lab, Room 402*
  
  *4179 Jim Owens Road., Kennesaw, 30152*

- The optional work sessions are open to any Synergy user.
- Drop-in work session hours are 7:00 AM – 4:00 PM. No registration is required.
- The work sessions are not formal training classes. Please bring work with you.
- Assistance will be available for Synergy Attendance, Scheduling, TeacherVUE, Grade Book, Report Cards, etc.

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**From:** Synergy

**Sent:** Monday, November 26, 2018 12:53 PM

**Subject:** Upcoming Synergy Work Sessions

To: All Synergy Users

~~ DROP-IN SYNERGY WORK SESSIONS ~~

*Two work sessions are planned, for the remaining calendar year, before Quarter 2/Semester 1 report cards are processed AND before completion of schedules for Quarter 3/Semester 2.*
Thursday, November 29, 2018 from 7:00 AM – 4:00 PM
Kemp Elementary District Lab
865 Corner Road, Powder Springs, 30127

AND

Thursday, December 13, 2018 from 7:00 AM – 4:00 PM
Lewis Elementary District Lab
4179 Jim Owens Road, Kennesaw, 30152

- The work sessions are open to any Synergy user.
- Drop-in work session hours are 7:00 AM – 4:00 PM. No registration is required.
- These are not formal training classes. Please bring work with you.
- Assistance will be available for questions concerning Synergy Attendance, Scheduling, TeacherVUE, ParentVUE, Grade Book, and Report Cards.

From: Synergy
Sent: Thursday, November 1, 2018 3:04 PM
Subject: Enhancement to the OnTrack - SSP6035: Elementary Assignment Correlation Conditions Report

To: Elementary Administrators and Gradebook Managers
RE: OnTrack ES Pre-Processing Report

The SSP6035: Elementary Assignment Correlation Conditions Report has been enhanced. The Correlation column, of the report, may display the message ‘Missing or Wrong Grade Level.’

- **What does this mean?**
  A report card correlation may be completely missing or the assignment could have been copied from a different grade level and is retaining the correlation to that original grade level.

- **How does the teacher correct the assignment?**
  1. Using the information provided in the report, go to gradebook for the section listed and find the assignment shown in error.
  2. Click on the assignment and select ‘Edit Assignment.’
  3. Review the correlation area of the assignment to determine if it needs to be added or edited.
  4. If the correlation is checked for the appropriate subject (subject matches the name of the class/course) the teacher only needs to **SAVE THE ASSIGNMENT**.
     a. Re-saving the assignment should associate the correlation to the correct grade level and it will no longer display on the Correlation Conditions error report.

- As a reminder, when a new assignment is created, the teacher will select the subject that matches the name of the class. Then, the correlation will automatically be selected for the same subject.
- The report will continue to display assignments that have an incorrect subject associated &/or correlation selected.
- It is possible that an assignment could have an error in the Subject column **and** the Correlation error. Be sure to alert the teacher if that is the case.
If you have questions or need assistance, please contact a member of the Synergy Team or enter a help ticket.

From: Synergy  
Sent: Monday, October 29, 2018 10:31 AM  
Subject: Synergy Maintenance & Upgrade

To: Administrators, Gradebook Managers, Schedulers, and Teachers

On Friday, October 26, 2018, an upgrade to Synergy was completed. The upgrade includes the following new functionality in Synergy.

**Please share the new Filters & Options choice, available in Grade Book Main, with your teachers.**

**Teachers:**
- Teachers can now choose a new option on the Filters & Options menu in Grade Book Main. **Show Section ID** will display a column, in the gradebook, that lists the section ID where students are scheduled. This option is helpful if classes are combined into one roster within the gradebook.

**Schedulers:** **See the attached guide on the email for additional details.**
- **Section Screen – Adding Enter Dates to New, Duplicate, or Existing Sections**
  The Section screen was updated with an option to define the Enter Date for all students in new, existing, or duplicate sections. The Default Enter Date allows you to add the specified enter date for all students added to a new or duplicated section. You can also use the Mass Change Enter Date process to add the Enter Date to all students in an existing section.
- **Duplicate Section – Additional Staff Tab is now available when duplicating a section**
  When duplicating a section, the Additional Staff Tab is available. Click the tab and, if desired, click the button to Load Additional Staff from Duplicated Section.
  The additional staff from the original section will be added to the duplicate section. Security coded on the original section will also be added to the duplicate section.
Note: If the students need to be loaded to the duplicate section, be sure to click *Load Student Enrollments from Duplicated Section* **BEFORE** saving.

**Report Card Administrators:**
- The GRD212 Report Card, used for middle and high school students, now has the option to **Show Student’s Middle Names**. In The Report Content Options area, check the box next to **Show Student’s Middle Name** to include it on the report cards.

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
Sent: Saturday, October 27, 2018 10:03 AM
To: Entire Organization <EntireOrganization365@cobbk12.org.onmicrosoft.com>
Subject: Synergy Is Now Available

To: All Synergy Users
**Purpose:**
The maintenance for Synergy is complete and the application is now available.

**Action:**
You may use Synergy as normal.

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

Thank you,
Technology Services

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From: Synergy
Sent: Thursday, October 25, 2018 11:08 AM
**Subject:** Optional Synergy Work Session: Thurs., Nov. 1, 2018

To: All Synergy Users

**~~ DROP-IN SYNERGY WORK SESSION ~~**
**Thursday, November 1, 2018 from 7:00 AM – 4:00 PM**

*Kemp Elementary District Lab*
865 Corner Road, Powder Springs, 30127

- The work session is open to any Synergy user.
- Drop-in work session hours are 7:00 AM – 4:00 PM. No registration is required.
- This is not a formal training class. Please bring work with you.

Assistance will be available for questions concerning Synergy At
From: Synergy  
Sent: Thursday, October 25, 2018 8:28 AM  
Subject: Post-Processing Reports Update and New Synergy Feature

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

We are pleased to announce updates to some reports in the menu: OnTrack > Grade > **MS Post-Processing Grade Reports – Quarter Schools**.

- A new report, **Honors Report Custom**, includes parameters to select the number of A’s and B’s individually on the students’ report cards, providing a custom Honors Report based on the needs of individual schools.
  - The report is called, **Middle School Honors Report with AB Counts-SSP4124**, and displays data posted at the end of the term.
- Reports **SSP6030Q – Grade Distribution by Teacher** and **SSP6032Q – Grade Distribution by Course**, were updated and now display the Special Education course numbers.
  - Previously, small group and co-taught course numbers were included in the General Education totals.

**A new, time-saving feature is available when duplicating a section in Synergy.**

- After selecting the Duplicate Section option, from the menu button on a section screen, schedulers have been able to click the button to **Load Student Enrollments from Duplicated Section** before saving the new section, when desired.
- **NEW**: The Additional Staff tab is now on the Add Section screen (when duplicating) so you can load additional staff from the original section to the duplicate section.
  - Before saving the duplicated section, click the Additional Staff Tab.
  - Click the button to Load Additional Staff From Duplicated Section, if desired.
  - Click the Save button. The additional staff records, along with the security, will be added to the new section.
  - Note: Be sure to review the start date, for the additional staff record, to confirm accuracy.

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

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From: Techhelp Support  
Sent: Friday, October 19, 2018 7:32 AM  
To: DL-Synergy-All-Attendance <DL-Synergy-All-Attendance@cobbk12.org>; DL-Synergy-All-Gradebook <DL-Synergy-All-Gradebook@cobbk12.org>; DL-Synergy-All-PVUE <DL-Synergy-All-PVUE@cobbk12.org>; DL-Synergy-All-Scheduler <DL-Synergy-All-Scheduler@cobbk12.org>  
Subject: Scheduled Maintenance for Synergy
Purpose: Scheduled Maintenance for Synergy
Synergy will be unavailable beginning at 6:00 PM on Friday, October 26, 2018.

Action Required:
Please do not attempt to access Synergy after 6:00 PM on October 26, 2018.

A District-Wide email will be sent on Saturday, Oct. 27, 2018 notifying users when Synergy is available.

Closing:
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

From: Synergy
Sent: Monday, October 1, 2018 6:42 AM
Subject: Synergy Work Session

To: All Synergy Users

~~ DROP-IN SYNERGY WORK SESSION ~~
Wednesday, October 10, 2018 from 7:00 AM – 4:00 PM

Lewis Elementary Training Lab, Room 402
4179 Jim Owens Road, Kennesaw, GA 30152

- The work session is open to any Synergy user.
- Drop-in work session hours are 7:00 AM – 4:00 PM. No registration is required.
- This is not a formal training class. Please bring work with you.
- Assistance will be available for questions concerning Synergy Attendance, Scheduling, TeacherVUE, PVUE, Grade Book, and Report Cards.

From: Synergy
Sent: Wednesday, September 12, 2018 10:24 AM
Subject: Middle School Administrators: Quarter Report Card Processing & Training

Middle School Report Card Administrators:

- Training for NEW report card administrators will be held according to the schedule below.
  - The steps for Synergy report card processing have not changed.
  - Admin steps are listed in the attached Admin guide, and also available in the Synergy Help link.
  - Please review all OnTrack > Reports > Grades > MS Pre-Processing Grade Reports as usual.

  Online Report Cards:
  - Schools decide if they want to enable the Grade Module in PVUE/SVUE for an online version of students’ report cards.
A second, optional, feature provides the ability for parents and students to print report cards from PVUE/SVUE.

- If you have not already done so, please log into Synergy to confirm your login works and that you have the correct security.
- If login or security problems occur, please enter a Help Ticket as soon as possible so they can be addressed prior to training.

**Synergy Help Guides and Information:**
- Synergy help guides and documentation, from the Employee Intranet Support Site, are being relocated for easier access.
- The Help link is located in the upper right corner of the Synergy application.

- To view the entire Help menu, be sure that your browser window is fully expanded.
- See the support menu item Admin Report Card Processing, found under CCSD-MS.
- The teachers’ guide is attached and also available in the Help link under CCSD-MS > TVUE Attendance & Gradebook Guide > Report Cards > Teacher Directions

**Training Location & Schedule:** Please [click here to sign up](#)

The training classes are optional. If an administrator is NEW to the report card processing role, it will be helpful to attend one of the classes.
Arrive early or stay after any training class listed below if you have Gradebook questions or need assistance with Report Card Processing.

- **Kemp Elementary District Lab**, 865 Corner Road, Powder Springs, GA 30127
- **Lewis Elementary Training Lab**, Room #402, 4179 Jim Owens Road, Kennesaw, GA 30152
- **Hawthorne Center Lab**, Room #178, 1595 Hawthorne Ave., Smyrna, GA 30080

<table>
<thead>
<tr>
<th>Date</th>
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<tr>
<td>Thursday, 10/4/2018</td>
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<td>Lewis ES Lab</td>
<td>20</td>
</tr>
<tr>
<td>Tuesday, 10/9/2018</td>
<td>12:30 – 3:00 PM</td>
<td>Hawthorne Center</td>
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</table>

**Synergy Work Session:**
- No registration is required. Drop-in anytime.
This is not a formal training class. Please bring questions and items to work on during the session.

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<thead>
<tr>
<th>DROP-IN WORK SESSION</th>
<th>Lewis Elementary Training Lab, Room #402, 4179 Jim Owens Road, Kennesaw, GA 30152</th>
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<tr>
<td>Date</td>
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<tr>
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</table>

Assistance will be available for questions concerning Synergy Attendance, Scheduling, TVUE, PVUE, Gradebook, and Report Cards.

From: Synergy  
Sent: Tuesday, September 11, 2018 2:04 PM  
Subject: Revised Elementary Scheduling Complete Guide  
To Elementary Administrators and Schedulers:

The Elementary Scheduling Complete Guide has been updated to version 3. Please discard the previous guide and begin using version 3, which is attached to this email. The new version will be added to the Synergy Help link soon.

Revisions to the Guide are listed below:

1. **Pre-K Speech Students:**  
   Per a change in the State requirements, Pre-K Speech students should only be scheduled in a Homeroom section. The Pre-K Speech students do NOT need to be scheduled in Literacy and Numeracy.  
   a. If you have scheduled your Pre-K Speech students in Literacy and Numeracy, please delete the students from those sections.  
   b. IMPORTANT: The Special ED/Special Needs Pre-K students still need to be scheduled in Homeroom, Literacy, & Numeracy.

2. **Dual Language Immersion (DLI):**  
   Review DLI sections already scheduled at your school to confirm the ESOL Delivery Model is added to the correct sections.  
   a. Effective SY2018-19, 3rd grade DLI Language Arts, Reading & Math are the only classes taught in English.  
   b. On the non-English classes, add the DLI Language in the State Reporting area on the section screen.  
   c. On the non-English classes, add the ESOL Delivery Model, 9 – Dual Language.

3. **EIP Consultant:**  
   Kaci Berry is now the EIP Consultant in Personalized Learning.

4. **READ 180 or System 44**  
   Please note – some schools have been waiting to schedule students going for Supplemental Instruction such as READ 180 or System 44.  
   • The directions for READ 180/System 44 have not changed and are on page 70 of the guide.  
   • As a reminder, be sure that only EIP students are scheduled in EIP (XX.1) course numbers.  
   • If new sections are created for READ 180/System 44, and the class model is EIP Self-Contained or EIP Reduced Class, please use the same EIP Delivery Model on the new section.

If you have questions or need assistance, please enter a help ticket and someone will assist you.
From: Synergy  
Sent: Friday, September 7, 2018 7:00 AM  
Subject: Elementary Administrators: Report Card Processing & Training  

Elementary Report Card Administrators:

10/10/2018 ES: End of Quarter 1 (1st Nine Weeks)  
October 15 - 19, 2018 ES Conference Week & Report Card Distribution

- Training for NEW report card administrators will be held according to the schedule below.
  - The steps for Synergy report card processing are the same – except schools should now select ALL grades K-5 for every quarter, when running the Update Grading Records and Absences Processes.
  - Admin steps are listed in the ES Report Card Processing Guide.
  - Please review the OnTrack > Reports > Grade > ES Pre-Processing Reports prior to printing report cards.
    - Review the pre-processing report, SSP6035 Elementary Assignment Correlations Conditions now to look for assignment errors before teachers begin to transfer grades to the report cards.
    - Continue to review the correlation conditions report for Quarter 1 until 4th & 5th grade teachers have completed assignments for the quarter.
  - Online Report Cards:
    - Schools decide if they want to enable the Grade Module in PVUE/SVUE for an online version of students’ report cards.
      - 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.
      - A second, optional, feature provides the ability for parents and students to print report cards from PVUE/SVUE.
        - Please keep in mind that the K-3 report cards are designed to print on ledger-sized paper (11 x 17 inches).

- If you have not already done so, please log into Synergy to confirm your login works and that you have the correct security.
- If login or security problems occur, please enter a Help Ticket as soon as possible so they can be addressed prior to training.

Synergy Help Guides and Information:

- Synergy help guides and documentation, from the Employee Intranet Support Site, are being relocated for easier access.
- The Help link is located in the upper right corner of the Synergy application.

- To view the entire Help menu as seen below, be sure that your browser window is fully expanded.
- See the support menu item Admin Report Card Processing, found under CCSD-ES.
- Teachers’ guides can be found under
  - CCSD-ES > TVUE Attendance & Gradebook Guide > Report Cards >
  - 4th & 5th Grade Teacher Directions  
  AND > K-3 Digital Report Card and Final Grades
    - NOTE: The report card guide for Elementary Specialists will be updated soon.
**K-3 Digital Report Cards:**
Beginning this year, Kindergarten through Third grade teachers, at all elementary schools, will enter standards-based grades on the digital report card in Synergy. Schools decide if teachers will print their own report cards or if they are printed by the office staff or administrator.

The K-3 digital report cards, for SY2018-19, will be available in Synergy the week of September 10th.

**Printing Information:**
- If teachers are printing their own report cards, they may need help connecting a network copier at your school. Request assistance from your field tech, if necessary.
- Teachers can generate a PDF file of their class report cards and save to a shared school folder. This provides quick access by the office staff for printing.
- The standards-based K-3 report cards are designed to be printed on ledger sized (11” x 17”) paper.
- Using a copier with a ledger-sized paper tray (not the by-pass feeder) is recommended.

**Additional Information:**
- K-3 teachers will NOT be entering assignments and grades into the gradebook.
  - Grades are entered on the Report Card > Matrix screen or the Report Card > Student screen using drop-down selections.
- K-3 Progress Reports will not be done through Synergy.
- Art, Music, & PE Specialists can enter standards-based grades for K-3 grade students, as they do for the 4th & 5th grade students, using the Report Card > Matrix screen.
- At the end of Quarter 4, K-3 teachers will enter Final Grades of E, M, or N, in Synergy, as they have done in prior years.
  - Grades of E, M, or N are in addition to the standards-based report card grades.
- The guide for K-3 teachers can be found under CCSD-ES > TVUE Attendance & Gradebook Guide > Report Cards > K-3 Digital Report Card and Final Grades.

**Helpful Tip For all K – 5 Teachers:**
Please confirm all K-5 teachers can access their homeroom class in Gradebook Main. This can 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.
  - 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 his/her 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 run at 5:00 AM Monday – Friday.

**Training Locations & Schedule:** [Click here to sign up](#)
The training classes are optional. If an administrator is NEW to the report card processing role, it will be helpful to attend one of the classes.

- **Lewis Elementary Training Lab**, Room #402, 4179 Jim Owens Road, Kennesaw, GA 30152
ELEMENTARY SCHOOLS - NEW REPORT CARD ADMINISTRATOR TRAINING
Click Here To Sign Up

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10/10/2018 – End of 1st Nine Weeks; End of Quarter 1
10/15 – 10/19/2018 – Elementary Conference Week & Report Distribution

**Synergy Work Session:**
- Arrive early or stay after any training class listed above if you have Gradebook questions or need assistance with Report Card Processing.
- No registration is required. Drop-in anytime.
- This is not a formal training class. Please bring questions and items to work on during the session.

**DROP-IN WORK SESSION**
Lewis Elementary Training Lab, Room #402, 4179 Jim Owens Road, Kennesaw, GA 30152

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Assistance will be available for questions concerning Synergy Attendance, Scheduling, TVUE, PVUE, Gradebook, and Report Cards.

From: Synergy
Sent: Monday, August 27, 2018 7:09 AM
Subject: High School & MS (Semester) Report Card Processing Training

**High Schools & Middle Semester Schools: Administrator Training for Report Card Processing**

- Training for **NEW** report card administrators will be held according to the schedule below.
  - The steps for Synergy report card processing have not changed.
  - Please review all OnTrack > Reports > Grades > MS/HS Pre-Processing Grade Reports as usual.
  - Schools on Six Weeks Grading Periods must post report cards at the end of every grading period – six times each school year.
  - **Online Report Cards:**
    - Schools decide if they want to enable the Grade Module in PVUE/SVUE for an online version of students’ report cards.
    - A second, optional, feature provides the ability for parents and students to print report cards from PVUE/SVUE.
• If you have not already done so, please log into Synergy to confirm your login works and that you have the correct security.
• If login or security problems occur, please enter a Help Ticket as soon as possible so they can be addressed prior to training.

Synergy Help Guides and Information:
• Synergy help guides and documentation, from the Employee Intranet Support Site, are being relocated for easier access.
• The Help link is located in the upper right corner of the Synergy application.

![Synergy Help Guides and Information](image)

• To view the entire Help menu, be sure that your browser window is fully expanded.
• See the support menu item Admin Report Card Processing, found under CCSD-MS/CCSD-HS (your school level.)
• Teachers’ guides can be found under (your level) CCSD-MS/CCSD-HS > TVUE Attendance & Gradebook Guide > Report Cards > Teacher Directions

![Teachers’ guides](image)

Training Locations & Schedule: Please [Click Here To Sign Up](#)

• These training sessions are not required, but helpful for administrators new to the report card processing role.
• Classes are limited to 15 or 20 as shown below.

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9/12/2018 – HS & MS Semester Schools **End of 1st Six Weeks**

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**HIGH SCHOOLS & MIDDLE SEMESTER SCHOOLS**
**NEW REPORT CARD ADMINISTRATOR TRAINING** please [Click Here To Sign Up](#)

9/19/2018 - HS & MS Semester Schools 1st Six Weeks Progress Report Distribution
**Synergy Work Sessions:**

- Arrive early or stay after any training class listed above if you have questions or need assistance with Report Card Processing or have Gradebook questions.
- No registration is required.
- The sessions below are not formal training classes.

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</tr>
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</table>

9/12/18: Assistance will be available for questions concerning Synergy Attendance, Scheduling, TVUE, PVUE, Gradebook, and Report Cards.

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*From: Synergy*

*Sent: Monday, August 20, 2018 9:37 AM*

**Subject: Optional Synergy Work Session**

**To: All Synergy Users**

~~ WORK SESSION REMINDER ~~

**Tuesday, August 21, 2018 from 7:00 AM – 4:00 PM**

*Lewis Elementary Training Lab, Room 402*

*4179 Jim Owens Road, Kennesaw, GA 30152*

- The work session is optional and open to any Synergy user.
- Drop-in work session hours are 7:00 AM – 4:00 PM. No registration is required.
- This is not a formal training class. Please bring work with you.
- Assistance will be available for questions concerning Synergy Attendance, Scheduling, TeacherVUE, PVUE, Grade Book, and Report Cards.

**Upcoming Work Sessions and Training Classes:**

- Work Session - Wednesday, September 12, 2018 – **Kemp ES District Lab**
- Training classes are being scheduled for Report Card Processing for Administrators. Stay tuned for announcements and sign-up information.

**Synergy Help Documentation Guides and Information**

- Synergy help guides and documentation, from the Employee Intranet Support Site, are being relocated for easier access.
- The **Help** link is located in the upper right corner of the Synergy application.

- To view the entire Help menu, be sure that your browser window is fully expanded.
Vendor guides are located under the Synergy SIS & Instructional Apps menu options.

CCSD guides and information are under the remaining menu options.

---

**From:** Synergy  
**Sent:** Wednesday, August 8, 2018 1:43 PM  
**Subject:** Assignment Imports from CTLS to Synergy  
**To:** Assistant Principals and Grade Book Managers

*Please forward this email to your teachers who use Synergy gradebook.*

The auto-import of CTLS assessments into gradebooks will begin this week. The attached document, *CTLS Assessments in Synergy SY2018-19*, explains what teachers must do to manage the assessment results in the gradebooks.

**Important Notes regarding imported assessments:**

- **SGM** (*Student Growth Measure*) Pre-Tests are NOT imported into the gradebooks.
- Teachers **MUST** either Delete or Edit the imported assignments.
- Assignments will be imported with a Max Score of 100 and Point value of zero.
- Assignments will be imported using the **Percentage Score Type**.
- **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. However, assign a point value consistent with other assignments so it will calculate appropriately in the overall grade.
- The District Assignment Type called *CTLS Assessments* will have weights **IF** the teacher has applied weights.
- If the teachers are not displaying the District Assignment Type called *CTLS Assessments*, the imported assignment will show up as ‘Hidden.’

**Elementary Teachers – Grades 4 & 5**

- Elementary teachers are not required to use assignment type weighting.
- 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 set up assignment types using the same weights within the grade levels.
- Elementary teachers should only apply weights, to the imported CTLS Assessment assignment, if they want it to count toward a class grade.

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

---

**From:** Synergy  
**Sent:** Thursday, July 26, 2018 6:51 AM  
**Subject:** Action: Synergy Attendance - First Week Procedures  
**To:** Teachers, Attendance Administrators and Personnel, & Grade Book Managers

*Please confirm your attendance administrator & attendance manager (PPO/Clerk) receives this email.*
**ACTION:** Please forward this information to your teachers.

The important notes below will assist you the first week of school.

- **Do not mark students absent on the first day of school.** If a student is scheduled in the class, but not physically present, the **NE** code should be used.
  - The **Absent** attendance code will not be available on the first day of school.
  - Codes **NE** and **T** (Tardy) will be the only attendance codes available on the first day of school.

- **NE Attendance Code:** The **NE** attendance code will only be available to teachers in TVUE the first five days of school. Use this code if students are scheduled in the class, but have not physically been present at school (Elementary) or in the class (Middle/High.) Once the student is present in the class, the NE code should no longer be used for that student – should she/he not be in the class on a subsequent day, then the **Absent** code would be used.

- **Teachers Recording Attendance:** School Schedulers should be notified if teachers report missing sections/classes in TVUE. Sections need to be ‘Included In Attendance’ before attendance can be recorded by teachers in TVUE.

- **Attendance Verification Screen (used by Attendance Personnel)**
  The Attendance Verification screen is used to view the teachers’ attendance entries. Attendance PPO’s and clerks can make any necessary changes directly on the screen. Please remind your teachers that only **NE** or **TARDY** codes may be used on the first day of school. Students cannot be marked absent until they have been present for a day. The NE code is only available the first five days of school. If students have not attended school after the first five days, follow the directives from Student Reporting’s **Start of Year Checklist** to code students No Show in CSIS: [http://support.cobbk12.org/studentreporting/](http://support.cobbk12.org/studentreporting/)

- **Classroom Taken Attendance Summary Screen (used by Attendance Personnel)**
  School attendance clerks/principal designee should use this screen to monitor whether teachers are taking attendance. Teachers can be emailed attendance reminders from this screen.

- **Attendance reports to assist in viewing NE codes for the first five days to identify no shows:**
  - **MS/HS:** OnTrack > Reports > Attendance > Data As of Now > **Attendance Detail by Period (SSP4110)**
  - **ES:** Synergy > Reports Daily > List > ATD402 – Daily Attendance List (check the attendance code ‘Not Enrolled’ to include)
  - Your student enrollment count may be obtained from the OnTrack report **School Enrollment –SIS4025** (OnTrack / Reports / General / School Enrollment).

- **N/S Synergy Not-Scheduled Code:** If this code displays on a student’s Period Attendance screen in Middle or High school, the student isn’t scheduled for a class in that particular period.

- **N/E Synergy Not-Enrolled Code:** This differs from the attendance code **NE** discussed above. If students have N/E codes preventing attendance entry, the system believes the student is not actively enrolled.
From: Synergy  
Sent: Thursday, July 19, 2018  
Subject: Enabling ParentVUE & StudentVUE Modules and Creating Action Keys  

To: Administrators, Grade Book Managers, & ParentVUE Coordinators  

Please confirm that new Grade Book Managers or new ParentVUE Coordinators at your school received this email.

The ParentVUE and StudentVUE Coordinator Guide for 2018-19 is attached and has also been added to the Synergy Help link under PVUE-SVUE. The Help link is located in the upper 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, 2018-19.

**Enabled Modules at the District:**

1. Athletic Registration – available only to 8th – 12th grade students and their parents.
2. School Events – available to all parents.
3. Meal Benefits – available to all parents
4. Course Requests – available to all parents and students
5. Current Schedules – available to all parents and students
6. Office 365 Consent – available to all parents.
7. Office 365 Account Login Information – available to students.
   
   o 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/).
   o To determine your students’ Office 365 usernames, teachers can run the SIS4130 report using the Report Search widget in the CCSD Portal (https://aportal.cobbk12.org).

To maintain consistency throughout the District, the ParentVUE & StudentVUE modules below will be enabled, at the District level, effective **Wednesday, August 1, 2018.**  

Local schools will still need to enable the modules on the ParentVUE and StudentVUE School Configuration screen, as desired.

1. Attendance
2. Grade Book
3. Grade Module (Report Card)
Follow the steps in the attached guide or from the short guide linked here: [How To Enable or Disable Modules In PVUE & SVUE](#). The guide provides directions to navigate to the screen and make the desired selections for your school.

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

**ParentVUE Accounts:**

- **Changes to existing accounts:** 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 sign the required acceptable use policy and user agreement paperwork then register to create a new account.

- **Activation Keys,** 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.
  - 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 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.*

If you need assistance, please enter a Web Help ticket and someone from the Synergy Team will assist you.
From: Synergy  
Sent: Tuesday, July 17, 2018 2:58 PM  
Subject: Elementary Scheduling Updates for SY2018-19 & Work Session Information

To: Elementary Administrators and Schedulers  
RE: Elementary Scheduling Updates SY2018-19

- **NOTE:** Work Session schedule for July & Aug. is listed at the end of the email.
  *See the important information regarding only the July 18th work session.*

- Please review the updates and additions, listed below, to the Elementary Scheduling Complete Guide.
- The Master ES Course listing by grade level has been updated to include the GAA course numbers described below.
- Discard old versions of both guides and begin using these new versions [attached and also available in Synergy Help > CCSD-ES > Scheduling.](#)

**What’s New in the Elementary Guidelines?**

1. Placeholders for teachers’ names on the section screen: *Using ‘Term, Short’* on sections is discussed on page 9, 10, 34, 61.
   a. Schedulers should **no** longer use an administrator’s name as a placeholder.
   b. Any placeholder used during the summer, must be replaced by the actual teacher once hired.
   c. If a regular teacher has not been hired, as of the first day of school *Term, Short* must be the teacher of record on all sections until a teacher is hired.
   d. Do not leave teachers’ names on sections if they are no longer employed at your school.

2. The STU202, Student Schedule Report, can now be printed by EIP service.
   a. See page 79 of the revised scheduling guide for specifics on printing the STU202 by services.

**What’s New in Elementary Scheduling for SY2018-19?**

1. **Pre-K Speech** students are now scheduled in **3 courses**: PK Homeroom, PK Literacy, and PK Numeracy.
   a. Special Needs/Special Ed Pre-K remain the same and are scheduled in PK Homeroom, PK Literacy, and PK Numeracy.
   b. Community-Based students remain the same and do **NOT** need a schedule in Synergy.

2. If a **Pre-K teacher is not a CCSD employee**, use *Term, Short* as the primary teacher of record on all of his/her sections in Synergy.

3. **Supply Teachers:** When adding supply teachers as additional staff on the Section Screen, you must now **check the box to exclude the record from State Reporting**. This should be done on every section where the supply teacher is added.
   a. The exclude box is located on the Additional Staff Tab, on the far right side of the row, and is visible **AFTER** the supply teacher is added to the section.
4. **EIP- Reading Recovery:** Reading Recovery will no longer be used as an EIP Model and has been removed as an option in the Delivery Model drop down on the section screen.

5. **Gifted Resource Model (Target Class):** Every section of Gifted Resource/Target classes needs to be **Excluded from Grading.**

6. **Gifted Collaborative Model:** The Target teacher, or other Gifted-Endorsed teacher collaborating with the General Ed teacher, needs to be added as additional staff on all of the Gifted Collaborative sections.

7. **GAA – Georgia Alternative Assessment:** Students identified, by your SSA or Special Ed lead, as being on GAA – Georgia Alternative Assessment, need to be scheduled in **GAA course numbers.**
   a. GAA courses are used for elementary students only in grades 3, 4, and 5.
   b. See the scheduling guide and master course list for specific subjects.

**Important Reminders:**
- Schedule all homeroom sections in **1st Period.**
- Select the options ‘Include in Attendance’ and ‘Include in Grading’ for EVERY HOMEROOM section.
- On non-homeroom sections, select the options ‘Exclude from Attendance’ and ‘Include in Grading.’
  - **Exceptions:**
    - **ESOL x.55 sections:** select the options ‘Exclude from Attendance’ and ‘Exclude from Grading.’
    - **Gifted Resource/Target sections:** select the options ‘Exclude from Attendance’ and ‘Exclude from Grading.’

**Optional/July & August Drop-In Work Sessions**
- The work sessions below are optional and open to any Synergy user.
  - Drop-in work session hours are 7:00 AM – 4:00 PM. No registration is required.
  - Note different locations are offered. (Directions for the 440 Glover St. Lab are available in Synergy Help > Communication > Training Help)
  - These are not formal training classes. Please bring work with you.

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Drop-In Times</th>
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<tbody>
<tr>
<td>Wed., July 18, 2018</td>
<td>Lewis ES Lab, Room 402</td>
<td>7:00 AM – 4:00 PM</td>
</tr>
<tr>
<td></td>
<td>School Phone: <strong>770-975-6673</strong>, Lab Extension 256</td>
<td></td>
</tr>
</tbody>
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Keep this number & extension with you – call if you cannot get into the school. **See info below for special instructions for 7/18/18 only.

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<td></td>
</tr>
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</tr>
<tr>
<td>Thurs., July 26, 2018</td>
<td>Lewis ES Training Lab, Room 402</td>
<td>7:00 AM – 4:00 PM</td>
</tr>
<tr>
<td>Tue., July 31, 2018</td>
<td>Lewis ES Training Lab, Room 402</td>
<td>7:00 AM – 4:00 PM</td>
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<td>Tue., Aug. 7, 2018</td>
<td>Lewis ES Training Lab, Room 402</td>
<td>7:00 AM – 4:00 PM</td>
</tr>
<tr>
<td>Thurs., Aug. 9, 2018</td>
<td>440 Glover Street Training Lab</td>
<td>7:00 AM – 4:00 PM</td>
</tr>
<tr>
<td>Tues., Aug. 21, 2018</td>
<td>Lewis ES Training Lab, Room 402</td>
<td>7:00 AM – 4:00 PM</td>
</tr>
</tbody>
</table>

**IMPORTANT INFORMATION FOR ONLY THE JULY 18, 2018 WORK SESSION**

- If you are attending the work session at Lewis ES on Wednesday, July 18th, please use the bus port driveway to enter a side parking area. You can drive to the back of the paved area and park near the back field. Follow the sidewalk and enter the school using the side door.

From: Synergy
Sent: Tuesday, July 17, 2018 11:50 AM
Subject: Optional Synergy Work Session Schedule for July & August

To Middle and High School Administrators Schedulers:

**Optional/July & August Drop-In Work Sessions**

- The work sessions below are optional and open to any Synergy user.
  - Drop-in work session hours are 7:00 AM – 4:00 PM. No registration is required.
  - Note different locations are offered. (Directions for the 440 Glover St. Lab are available in Synergy Help > Communication > Training Help)
  - These are not formal training classes. Please bring work with you.
**IMPORTANT INFORMATION FOR ONLY THE JULY 18, 2018 WORK SESSION**

- If you are attending the work session at Lewis ES on Wednesday, July 18th, please use the bus port driveway to enter a side parking area. You can drive to the back of the paved area and park near the back field. Follow the sidewalk and enter the school using the side door.

---

From: Synergy
Sent: Tuesday, July 17, 2018 7:58 AM
Subject: HS: TeacherVUE & Grade Book Information and 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 schedules are live, a Grade Book synchronization is required to move the students into the gradebook and create classes for the teachers.

The first District-Wide synchronization is planned for the morning of Monday, July 30, 2018.

**What this means for teachers**

- Teachers will **not** have access to the SY2018-19 gradebook until after the synchronization.
- Effective Tuesday, July 24th, teachers **will** see this year’s students in the seating chart if schedules are live. **However, they will not have access to the SY18-19 gradebook.**
- 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.

- **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
- Grading Period Default for New Assignments set to Assignment Due Date
- **Assignment Types & Weighting**
  - The only District Assignment Type is CTLS Assessments. This is the assignment type that will be associated with imported assignments.
  - Assignment types, previously created by returning teachers, may have been hidden.
    - Returning teachers should review hidden assignment types to determine if they should be enabled and used again for SY2018-19.
    - Review hidden types before creating new types.
  - New teachers will need to create their own assignment types.
  - 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.
  - Teachers teaching EOC-Required classes must set up weights to include 20% for the ‘EOC’ assignment type.
  - Teachers must apply weights for all new classes (sections), if new ones are added after weights are applied.
- **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.
Attached is an overview of two updates to Synergy Gradebook.

**Gradebook Managers & Schedulers – Scheduling Info & Gradebook Synchronization**

A *district-wide gradebook synchronization will automatically run the morning of Monday, July 30, 2018.*

- It is recommended that schools go ‘live’ with schedules by Wednesday, July 25, 2018.
  - 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 your schedules are ‘live’ and/or complete and you are ready for the gradebook synchronization to occur prior to the morning of July 30, 2018, 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 July 30, 2018.*
- 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.
- Please notify your teachers that their rosters may change due to schedule changes during the first 10 days of school. Keep a backup record of grades.

---

From: Synergy  
Sent: Tuesday, July 17, 2018 7:53 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.

**The first District-Wide synchronization is planned for the morning of Monday, July 30, 2018.**

**What this means for teachers**

- Teachers will **not** have access to the SY2018-19 gradebook until *after* the synchronization.
- Effective Tuesday, July 24th, teachers will *see this year’s students in the seating chart if schedules are live.* However, they will **not** have access to the SY18-19 gradebook.
- From the 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.

- **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
Grading Period Default for New Assignments set to Assignment Due Date

**Assignment Types & Weighting**
- The only District Assignment Type is **CTLS Assessments**. This is the assignment type that will be associated with imported assignments.
- Assignment types, previously created by returning teachers, may have been hidden.
  - Returning teachers should review hidden assignment types to determine if they should be enabled and used again for SY2018-19.
  - Review hidden types before creating new types.
- New teachers will need to create their own assignment types.
- 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.
- **YEARLONG** high school EOC-Required classes must set up weights to include 20% for the ‘EOC’ assignment type.
- Teachers must apply weights for all new classes (sections), if new ones are added after weights are applied.

**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.

Attached is an overview of two updates to Synergy Gradebook.

**Gradebook Managers & Schedulers – Scheduling Info & Gradebook Synchronization**

A district-wide gradebook synchronization will automatically run the morning of Monday, July 30, 2018.
- It is recommended that schools go ‘live’ with schedules by Wednesday, July 25, 2018.
  - 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 your schedules are ‘live’ and/or complete and you are ready for the gradebook synchronization to occur prior to the morning of July 30, 2018, 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 July 30, 2018.**
- 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.
- Please notify your teachers that their rosters may change due to schedule changes during the first 10 days of school. Keep a backup record of grades.

---

From: Synergy  
Sent: Tuesday, July 17, 2018 7:41 AM  
Subject: ES: TeacherVUE & Grade Book Information and Synchronization  

To: Elementary Grade Book Managers, Schedulers and Scheduling Administrators:  
Please forward this email to your teachers.  
A Grade Book synchronization is required to move the students into the gradebook and create classes for the teachers.  
The first District-Wide synchronization is planned for the morning of Monday, July 30, 2018.
**What this means for teachers**

- Teachers will not have access to the SY2018-19 gradebook until after the synchronization.
- Effective Tuesday, July 24th, teachers will see this year’s students in the seating chart when students are added to their classes. However, they will not have access to the SY18-19 gradebook.
- 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.

![Image](image.png)

**4th & 5th Grade Teachers – Grade Book**

- **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
- Grading Period Default for New Assignments set to Current Period in Gradebook
- **Assignment Types**
  - The only District Assignment Type is **CTLS Assessments**. This is the assignment type that will be associated with imported assignments.
  - Assignment types, previously created by returning teachers, may have been hidden.
    - **Returning teachers** should review hidden assignment types to determine if they should be enabled and used again for SY2018-19.
    - Review hidden types before creating new types.
  - **New teachers will need to create their own assignment types.**
  - 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.
  - If teachers are using weights, they must apply weights to any new classes (sections) that are added after weights are applied.
- **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.
  - If assignments are copied from one class to another, teachers MUST review the new assignment to ensure it is associated with the correct subject and report card correlation.
- Attached is an overview of two updates to Synergy Gradebook.

**Gradebook Managers & Schedulers – Scheduling Info & Gradebook Synchronization**

*A district-wide synchronization will automatically run the morning of Monday, July 30, 2018.*

- 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.
- If your schedules are complete and you are ready for the gradebook synchronization to occur prior to the morning of July 30, 2018, 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 July 30, 2018.
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.
- Please notify your teachers that their rosters may change due to schedule changes during the first 10 days of school. Keep a backup record of grades.

---

**From:** Synergy  
**Sent:** Tuesday, July 10, 2018 11:46 AM  
**Subject:** Elementary: Synergy Roll-up & Upgrade Are Complete and Scheduling Information  
**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 Synergy roll-up and upgrade are complete.**
- The current year focus in Synergy is now **2018-2019**, and the screen should be **blue**.  
  **NOTE:** Teachers’ Synergy focus will be changed to SY2018-19 on Tuesday, July 24, 2018.  
- Please confirm you are focused to 2018-2019 to continue working on schedules.  
- A green screen indicates you are still focused to 2017-2018.

**Synergy Upgrade: What’s new?**
- The attached PDF describes some of the changes found in the new version of Synergy.

**Optional Drop-In July Work Sessions**  
*(Please receive approval from your school’s administration before attending a work session.)*

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Drop-In Times</th>
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<tbody>
<tr>
<td>Tues., July 17, 2018</td>
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<td>7:00 AM – 4:00 PM</td>
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<tr>
<td>Wed., July 18, 2018*</td>
<td><strong>TENTATIVE</strong>* Lewis ES Lab, Room 402</td>
<td>7:00 AM – 4:00 PM</td>
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<tr>
<td></td>
<td>4179 Jim Owens Rd., Kennesaw 30152</td>
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<tr>
<td></td>
<td>School Phone: <strong>770-975-6673, Lab Extension</strong></td>
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<td><strong>256</strong></td>
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<td>Keep this number &amp; extension with you – call if you cannot get in the front door of the school.</td>
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<td>4179 Jim Owens Rd., Kennesaw 30152</td>
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<td>4179 Jim Owens Rd., Kennesaw 30152</td>
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**Scheduling – Required Processes**

- **Synchronizing Sections & Updating Home Rooms**
  - Schedulers will complete these processes as schedules are being created and again when all students have been scheduled for SY2018-19.
  - Please review the attached guide for directions to these important scheduling processes.
  - The **Update Home Data** process should be run before student schedules are printed for “Preview Day,” “Sneak-A-Peak,” etc. or the first day of school.
  - **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.

---

**From:** Synergy  
**Sent:** Tuesday, July 10, 2018 11:39 AM  
**Subject:** MS & HS: Synergy Roll-up & Upgrade Are Complete and Synergy “Go-Live” 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 Synergy roll-up and upgrade are complete.**
  - The current year focus in Synergy is now **2018-2019**, and the screen should be **blue**.
  - **NOTE:** Teachers’ Synergy focus will be changed to SY2018-19 on Tuesday, July 24, 2018.
  - Please confirm you are focused to 2018-2019 to continue working on schedules.
  - **A green screen indicates you are focused to 2017-2018.**
  - You may continue to work in Mass Scheduling for **2018-2019**, but the screen should be **blue** instead of **brown**.

**Synergy Upgrade: What’s new?**
- The attached PDF describes some of the changes found in the new version of Synergy.

---

**Optional Drop-In July Work Sessions**

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<td>440 Glover Street Training Lab</td>
<td>7:00 AM – 4:00 PM</td>
</tr>
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</table>
| Wed., July 18, 2018* | **TENTATIVE**  
| Session may be rescheduled to 7/19/18 due to construction | Lewis ES Lab, Room 402  
|                   | 4179 Jim Owens Rd., Kennesaw  30152  
|                   | School Phone: **770-975-6673, Lab Extension 256** | 7:00 AM – 4:00 PM   |
**Scheduling – Going Live with Schedules:** FOLLOW THESE INSTRUCTIONS BELOW WHEN YOU ARE COMPLETELY FINISHED USING THE MASS SCHEDULING FUNCTIONALITY:

- **Any MS and HS schedulers who are finished using mass scheduling can now “go live” in Synergy with the completed 2018-2019 schedule.**
  - It is recommended that ALL schools “go live” by **Wednesday, July 25, 2018.**
    - Afterward, any additional scheduling needed will be completed in “live.”
      - PAD Tree > Synergy SIS > Schedule > **Section** (or) **Walk-In Schedule**
        - Or
      - PAD Tree > Synergy SIS > Student > **Student** (Classes Tab)
  - **ONCE YOU GO LIVE, DO NOT RETURN TO MASS SCHEDULING TO MAKE SCHEDULE CHANGES. BE SURE TO MAKE ALL OF YOUR CHANGES IN LIVE.**
  - **DO NOT TUMBLE THE STUDENTS AGAIN AFTER YOU GO LIVE.**

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

---

**Required Processes: After going live:**

- **Synchronizing Sections & Updating Home Rooms**
  - Schedulers will complete these processes after going live.
  - Please review the attached guide for directions to these important scheduling processes.
    - The **Update Home Data** process should be run before student schedules are printed for “Preview Day,” “Sneak-A-Peak,” etc. or the first day of school.
    - **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.

From: Techhelp Support  
Sent: Monday, July 9, 2018 3:36 PM  
To: Entire Organization  
Subject: The Synergy Upgrade Is Complete

Purpose:
Information regarding the Synergy upgrade.
- The Synergy upgrade is complete. The Synergy application is now available.  
- Processes to load students and staff into Synergy will resume on Tuesday, July 10, 2018.  

Action:
You may now use Synergy SIS as normal.  
If you are currently logged in, please log out and back into Synergy.

✓ Please review your Synergy focus to ensure you are working in SY2018-19.  
✓ NOTE: Teachers’ Synergy focus will be changed to SY2018-19 on July 24, 2018.  

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

From: Synergy  
Sent: Wednesday, June 13, 2018 3:19 PM  
Subject: Synergy Training For NEW Attendance Clerks & NEW Elementary Schedulers

To: Secretaries, Assistant Principals, PPO - Attendance Clerks, and Elementary Schedulers

We realize that pre-planning is a busy time for everyone. If a new employee, or someone new to a Synergy role, is unable to attend a training or work session described below, please contact a member of the Synergy Team, or enter a help ticket, to arrange another day and/or time.  
Reminder: We will continue to offer monthly Synergy work sessions throughout the school year. These provide users a great opportunity to ask questions, work one-on-one with the Synergy Team, and catch up on Synergy &/or CSIS tasks in a quiet environment.  
- User guides are available under the Synergy Help link located in the upper right corner of the Synergy screen.  
- Many of the guides are being updated for SY2018-19, but will be available soon.  
- Guides, created by CCSD, are by level: CCSD-ES (Elementary), CCSD-MS (Middle), and CCSD-HS (High), and grouped by topic under the main level’s link.

NEW ES, MS & HS Attendance Clerk Training & NEW Elementary Scheduler Training:  
Please communicate the dates & times for the training classes to your new employees so they (or you) can sign up for their preferred class.
NEW USER training classes – [click this link to sign up].

- Users may need to log into Office 365.
- **NOTE:** Someone from the school may need to sign up new employees if they are unable to access the form in Office 365.
- Sign into Office 365 & edit the form.

**Training Overview & Scheduled Classes** - REVIEW CAREFULLY – DIFFERENT LOCATIONS ARE OFFERED.

- Training opportunities for employees new to Synergy attendance and/or Elementary scheduling will be held during pre-planning.
  - If a PPO or clerk is unable to attend any of the new training classes listed below, please contact a member of the Synergy Team, by July 24th, about training during a work session.
  - Mass scheduling, used in middle and high schools, will **not** be covered during these scheduler training classes.
    - *If a middle or high school scheduler needs assistance with scheduling, please enter a Web Help ticket or contact a member of the Synergy Team.*
  - **Refresher classes will not be offered during pre-planning.** However work sessions are scheduled during pre-planning, in August, and throughout the school year. Work sessions provide assistance with attendance, scheduling, ParentVUE, report cards, and grading.

| NEW PPO & Attendance Clerk Training: Middle School & High School | Location: Kemp Elementary District Lab  
865 Corner Road, Powder Springs, 30127 |
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<tr>
<td>Mon., July 23, 2018</td>
<td>12:30 PM – 3:30 PM</td>
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| NEW Attendance Clerk Training (All levels: ES, MS, & HS) | Location: 440 Glover Street Training Lab  
440 Glover Street, Marietta, GA 30060 (See the attachment for parking locations and for locating the entrance door for the lab.) |
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<td>Thurs., July 26, 2018</td>
<td>12:30 PM – 3:30 PM</td>
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</tbody>
</table>

| NEW Attendance Clerk Training (All levels: ES, MS, & HS) | Location: Lewis Elementary Training Lab, Room #402  
4179 Jim Owens Road, Kennesaw, 30152 |
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<tr>
<td><strong>DATE</strong></td>
<td><strong>TIME</strong></td>
</tr>
<tr>
<td>Mon., July 30, 2018</td>
<td>8:30 AM – 11:30 AM</td>
</tr>
</tbody>
</table>

Please download the appropriate level attendance guide prior to the training class, if possible. *Guides are currently being updated for SY18-19,* and will be found under the Synergy **Help** link located in the upper right corner of the Synergy application.

- Look for the Attendance guides in the appropriate menu link for your level:
  - **CCSD-ES:** Elementary > Office Attendance > Daily Attendance Guide
CCSD-MS: Middle > Office Attendance > Period Attendance Guide (Unless you work at a special location that takes Daily Attendance.)

CCSD-HS: High > Office Attendance > Period Attendance Guide (Unless you work at a special location that takes Daily Attendance.)

NEW Elementary Scheduler Training
Location: 440 Glover Street Training Lab
440 Glover Street, Marietta, GA 30060 (See the attachment for parking locations and how to locate the entrance door for the lab.)

Sign up - click [this link](#)

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thurs., July 26, 2018</td>
<td>8:30 AM – 11:30 AM</td>
</tr>
</tbody>
</table>

NEW Elementary Scheduler Training
Location: Lewis Elementary Training Lab, Room #402
4179 Jim Owens Road, Kennesaw, 30152

Sign up - click [this link](#)

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon., July 30, 2018</td>
<td>12:30 PM – 3:30 PM</td>
</tr>
</tbody>
</table>

Please download the user ES scheduling guide and course list prior to the training class, if possible. Guides are currently being updated for SY18-19, and will be found under the Synergy Help link located in the upper right corner of the Synergy application.

- CCSD-ES > Scheduling > Complete Scheduling Guide AND Master Course List
- NOTE: Mass scheduling, used by middle and high schools, will not be covered during these elementary training classes.

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Pre-Planning Work Sessions:
- The work sessions are open to any Synergy user.
- No registration is required; Drop-in as desired from 7 AM – 4 PM.
- These are not formal training classes. Please bring a list of students to schedule or other work that you can do.
  - If a new clerk is unable to attend one of the training classes listed above, please contact a member of the Synergy Team, by July 24th, about training during either the July 25th or 31st work session.
- Assistance will be available for Synergy Attendance, Scheduling, TeacherVUE, Grade Book, etc.

<table>
<thead>
<tr>
<th>Pre-Planning Drop-In Work Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location: Lewis Elementary Training Lab, Room #402</td>
</tr>
<tr>
<td>4179 Jim Owens Road, Kennesaw, 30152</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wed., July 25, 2018</td>
<td>7:00 AM – 4:00 PM</td>
</tr>
<tr>
<td>Tues., July 31, 2018</td>
<td>7:00 AM – 4:00 PM</td>
</tr>
</tbody>
</table>

August Work Sessions:
- Three opportunities for drop-in work sessions are scheduled in August.
The work sessions are open to any Synergy user.
No registration is required; Drop-in as desired from 7 AM – 4 PM.
These are not formal training classes. Please bring work with you.
Assistance will be available for Synergy Attendance, Scheduling, TeacherVUE, PVUE, Grade Book, and Report Cards.

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tue., Aug. 7, 2018</td>
<td>7:00 AM – 4:00 PM</td>
<td>Lewis Elementary Training Lab, Room #402 4179 Jim Owens Road, Kennesaw, 30152</td>
</tr>
<tr>
<td>Thurs., Aug. 9, 2018</td>
<td>7:00 AM – 4:00 PM</td>
<td>440 Glover Street Training Lab, 440 Glover Street, Marietta, 30060 (see attachment)</td>
</tr>
<tr>
<td>Tues., Aug., 21, 2018</td>
<td>7:00 AM – 4:00 PM</td>
<td>Lewis Elementary Training Lab, Room #402 4179 Jim Owens Road, Kennesaw, 30152</td>
</tr>
</tbody>
</table>

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