

mCLASS Extract Troubleshooting Tips

Student Extract

If you are missing students, check these conditions in PowerSchool:

1. Student must be in one of the following grade levels:

- a. Kindergarten
- b. 1st
- c. 2nd
- d. 3rd

****If a school has purchased grades 4 and 5 AND Amplify has provided that school number to DPI, they will also be included in the extract at a later date.**

2. A student must be enrolled in one of the following courses codes:

- a. 1050/Kindergarten
- b. 1051/First
- c. 1052/Second
- d. 1053/Third
- e. 1054/Fourth
- f. 1055/Fifth

3. If a student is enrolled in a Spanish class, they must be in one of the following courses codes:

- a. 11512Z0
- b. 11512Z1
- c. 11512Z2
- d. 11512Z3
- e. 11512Z4
- f. 11512Z5

4. Student must be actively enrolled in the school. The students enroll status must be a 0 (Zero).

If the student is not in a grade-level, contact your Data Manager. The data manager should know how to correct the issue

Staff Extract

If you are missing staff members, check these conditions in PowerSchool:

1. Staff must be active in PowerSchool (status = 1)
2. Staff must have an email address in PowerSchool
3. Staff must have one of the following roles assigned to their account in PowerSchool:
 - a. RTA Teacher
 - b. RTA Admin
 - c. RTA Specialist

******If a staff member has more than one of the above roles assigned to them, then the first role which appears on the staff file will be processed.

*******See role descriptions (page 3) in linked guidance document, on the last page of this document, for adding staff members.

If the teacher is not active in PowerSchool, use this link and do the opposite of the inactivation directions found on page 6.

https://files.nc.gov/dpi/documents/school_info/PS_QRD_Adding_Staff_Member.pdf

Class Extract

If you are missing a class, check these conditions in PowerSchool:

1. Only the following classes will be included.
 - a. 1050
 - b. 1051
 - c. 1052
 - d. 1053
 - e. 1054
 - f. 1055
2. The following Spanish classes will also be included.
 - a. 11512Z0
 - b. 11512Z1
 - c. 11512Z2
 - d. 11512Z3

- e. 11512Z4
 - f. 11512Z5
3. The class must have at least one student enrolled.
 4. The class is active or meets during the time the extracts are pulled.
 5. The class must have a teacher with one of the following roles assigned:
 - a. RTA Teacher
 - b. RTA Admin
 - c. RTA Specialist

Staff to Class Extract

If a class does not have a staff member assigned to it, check these conditions in PowerSchool:

1. Staff must be active in PowerSchool (status = 1)
2. Staff member must be teaching one of the following classes:
 - a. 1050
 - b. 1051
 - c. 1052
 - d. 4053
 - e. 1054
 - f. 1055
 - g. 11512Z0
 - h. 11512Z1
 - i. 11512Z2
 - j. 11512Z3
 - k. 11512Z4
 - l. 11512Z5
3. Staff member must have one of the following roles assigned:
 - a. RTA Teacher
 - b. RTA Admin
 - c. RTA Specialist
4. The class must have at least one student enrolled.

Student to Class Extract

If a class does not have any students assigned to it, check these conditions in PowerSchool:

1. Student must be in one of the following grade levels:

- a. Kindergarten
- b. 1st
- c. 2nd
- d. 3rd

****If a school has purchased grades 4 and 5 AND Amplify has provided that school number to DPI, they will also be included in the extract.**

2. A student must be enrolled in one of the following courses codes:

- a. 1050
- b. 1051
- c. 1052
- d. 1053
- e. 1054
- f. 1055
- g. 11512Z0
- h. 11512Z1
- i. 11512Z2
- j. 11512Z3
- k. 11512Z4
- l. 11512Z5

3. Student must be actively enrolled in the school. The students enroll status must be a 0 (Zero).

If a student is not actively enrolled, check with your data manager to ensure the enroll status has been updated. Enroll dates must be on or before today's date. Once the date has passed the student should become active. The data manager should know how to correct the issue, if for some reason, this does not happen. If they do not, then they can contact PowerSchool support.

****Duplicate classes:** If your teachers departmentalize, check to ensure individual sections are not represented (i.e., two different sets of students for content area), before manually deleting those classes with no student data.

Below is a link for guidance on adding roles for staff members in PowerSchool:

https://docs.google.com/document/d/1q4-J8ciDND4AAtd4_9d6Yu_TT9tNEH2TD5aqsCZVvIY/edit

(see page 3 for role definitions)