

Who do I call for help?

In Google Apps, Search “Students Achieve Help” There are a multitude of videos and documents to support you. Type your search and use the tiny down arrow to search only SRPSD.

First level support is in each school: Teachers ask their school secretary for Maplewood issues and their school administrator or students achieve expert for Students Achieve issues.

Second level support: Secretaries call Debbie Hobson, Administrators/Experts call Sheri Gunville.

Third level support: Debbie contacts Sheri or Brad on behalf of secretaries.

Handy Contact Chart: Try the [Manual](#) first!

Sheri – sherig@srsd119.ca 764-1571	Debbie – dhobson@srsd119.ca 922-6446
I am a teacher:	I am a secretary:
<ul style="list-style-type: none"> -I have never used Students Achieve (SA) and need training. -The software is not functioning like I think it should. -I have used SA but I forget how to....edit, save, delete. -I need to know how this calculates report card marks, or general assessment knowledge questions. <p>-If you have any issues around what you are teaching, which kids are in your class, what your class is called, or what grade has been assigned to it, ask your school secretary first.</p>	<ul style="list-style-type: none"> - I have consulted the help documents posted on the Students Achieve page as a first step. -I am having Maplewood issues – scheduling, putting kids in classes, getting the right kids in a split grade. -My Maplewood changes are not affecting Students Achieve. --Printing report card help -Saving report cards – assist secretaries with instructions -I can’t pick a date because it says it is ‘outside my school schedule’.
I am a principal:	I am a principal or Students Achieve expert:
<ul style="list-style-type: none"> -I need an assessment refresher or technical training for my staff. -I have an emergency. -Export process and or troubleshooting issues. 	<ul style="list-style-type: none"> -I am ready for my export to happen
Brad – Briddoch@srsd119.ca 764-1571	
<ul style="list-style-type: none"> -I have an emergency. -I have printing problems – display on paper does not match display on screen. 	

