

Who do I call?

(Student Achieve Responsibilities)

We have newly acquired secretarial assistance *for school secretaries*. Below is a breakdown of sample items to ensure personnel at your school get the assistance they need in a timely manner.

As a general rule Debbie will provide assistance for secretarial type items and Sheri is available for teacher or admin type items.

Or, Debbie helps Student Achieve to be able to achieve, while Sheri supports schools achieve using Student Achieve.

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'. <p>Set up issues only central staff can complete:</p> <ul style="list-style-type: none"> -Teacher needs multiple grades assigned to a class in students achieve (once per year setup) -Teacher's class in students achieve has the wrong grade curriculum assigned to it. (startup)
I am a principal:	I am a principal or Students Achieve lead for my school:
<ul style="list-style-type: none"> -I need an assessment refresher or technical training for my staff. -I have an emergency. -I have printing problems – display on paper does not match display on screen. -I need a report card or interim report created. -Export process and or troubleshooting issues. 	<ul style="list-style-type: none"> -I am ready for my export to happen -I need the report card deployed to my school as we are ready to print.