

Highlights from a Successful Statewide SIS Implementation

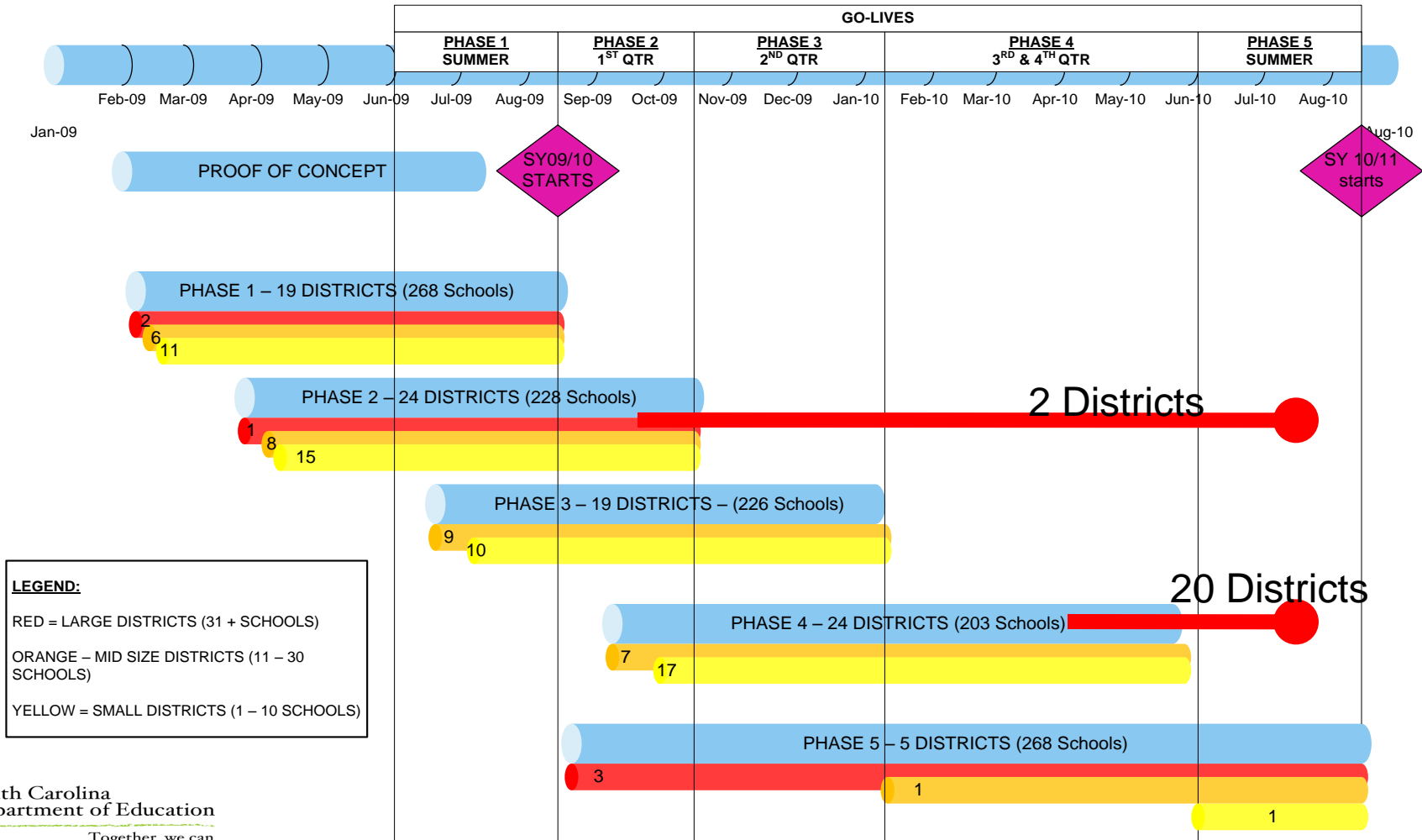
Doyle (Dell) Bootle, Pearson, Director, South
Carolina Project

Rae Ann Cook, Pearson, Project Manager, South
Carolina Project

High Level Project Overview & Status

- State-wide SIS Project – Oct 2008 to Dec 2010
- Migration - Jun 2009 to Aug 2010
 - 92 Districts
 - 1194 Schools
 - 49,397 Teachers
 - 715,296 Students
- Edustructures (External Concurrent Project)
 - Separate SOW
 - SIF Migration for Student IDs
 - SIF for 3rd Party Systems

Roll Out Plan



- Phase 1 (19 Districts/268 Schools) Go-Live: Summer 2009 – Complete
- Phase 2 (24 Districts/228 Schools) Go-Live: Aug – Nov 2009 – Complete
- Phase 3 (19 Districts/226 Schools) Go-Live: Jan – Mar 2010 – Complete
- Phase 4 (25 Districts/203 Schools) Go-Live: Apr – Aug 2010 - Complete
- Phase 5 (6 Districts/204 Schools) Go-Live: Apr – Aug 2010 – Complete
- Phase 6 Felton Labs – SCDE Implementing with Pearson IPM Assistance

How did we do it?

- Seeded Data Set
- SC Specific Form A Created by the SCDE
- Developed import templates for: Attendance Codes, Special Programs, District Specific Subtypes, graduation sets, tests
- SC specific import mapping document
- SC District developed security set up that districts had option of deploying
- Creation of single custom page that allowed activation of additional SC Fields
- Imported Data 24/7

Transcripts

- Pearson assisted SCDE with development of State Transcript for 2009-2010
- Conducted calls with 90 districts to deliver the transcript and make modifications so that their grades worked with state transcript
- During call State GPA Calculations and Class Rank were deployed

K12 Procedural Management Workshops

- Decided to pilot a new offering called K12 Procedures Management Workshop (K12 PM WS).
- Pearson and SCDE worked collaboratively to deliver the workshops.

Objectives

- Examine four processes: enrollment, attendance, grade reporting, and scheduling
- Discuss components of change management and resources to support process change procedures
- Investigate the process review steps
- Review SCDE and PowerSchool resources to support implementation of PowerSchool and instructional goals
- Determine and document required actions and next steps for your district

PMO Close Out Objectives

- Functional Pearson PMO through Dec 2010
- Accommodate 2011 project resourcing requirements
- Onsite IPM support through Dec
- Finalization of Training Plan for CY 2010/2011
- Formalization of close out procedures

Hardware

Hardware Statistics

- 30 School Districts implemented on site by Pearson engineers.
- 23 School Districts implemented virtualized PowerSchool environments.
- 32 School Districts implemented Server Array PowerSchool environments with multiple Application Nodes and a Load Balancer.

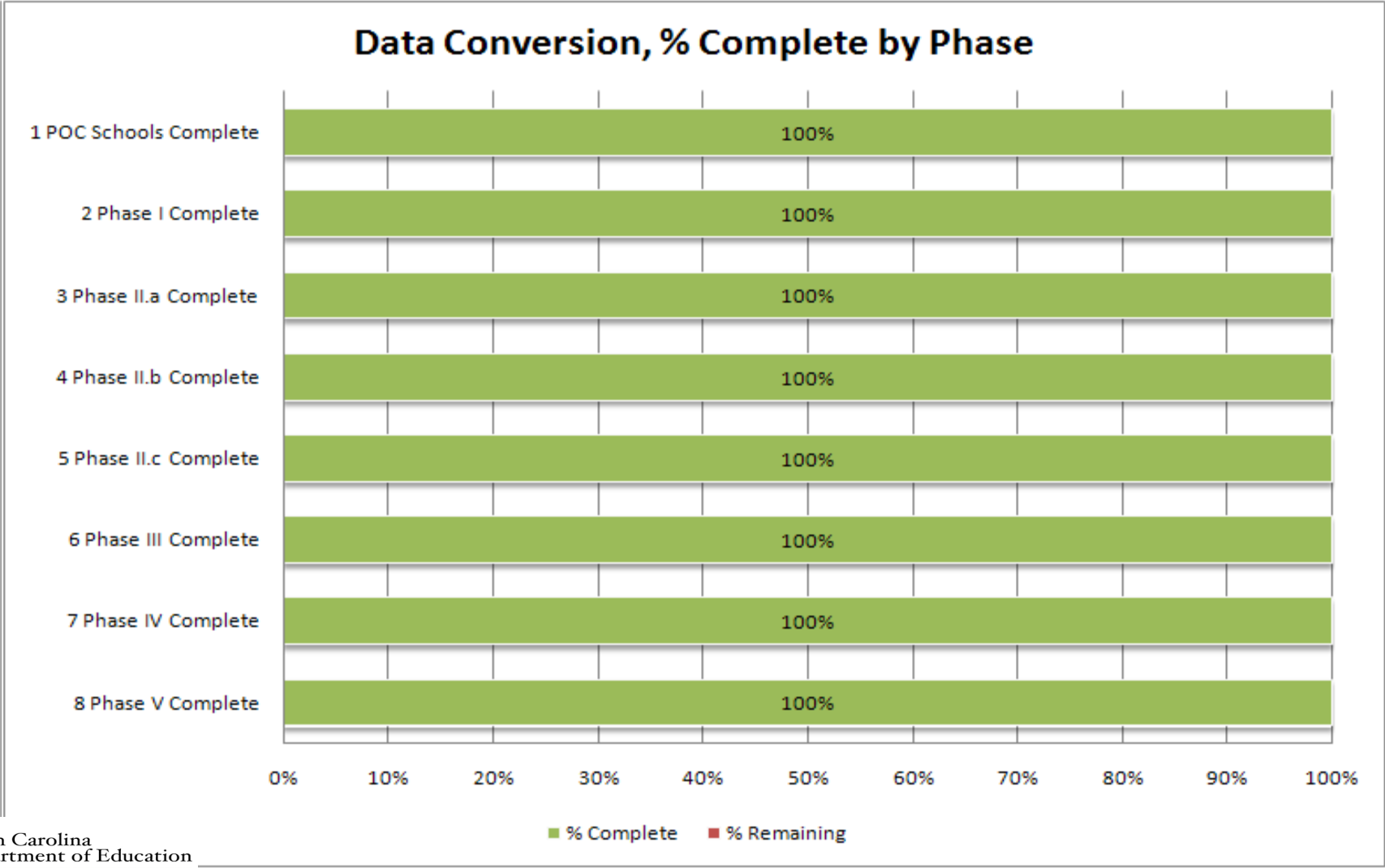
On a personal note.....

- SCDE Staff
 - Wonderful group of professionals to work with
 - Very insightful to district's needs
- SCDE Districts
 - Cooperative and professional
 - Technically diverse group of individuals

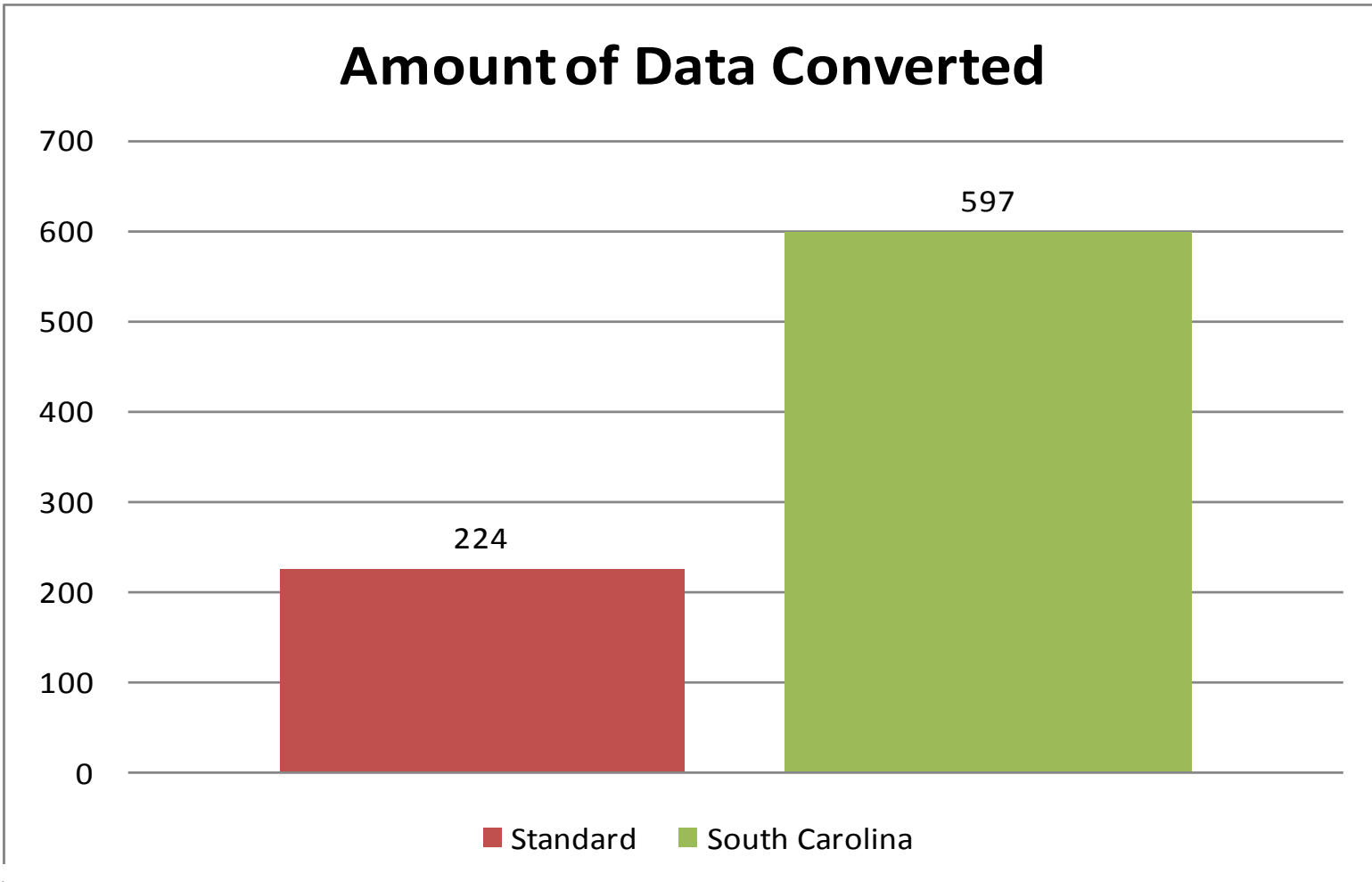
Proud to be a part of this team and contribute to the success of this project!

Data Conversion Process

SC Data Conversion from SASI (Feb 2009-Sep 2010):



Data Elements Converted for South Carolina are 267% of Pearson's Base Scope for SASI->PS



Status

- Over 1,189 schools with converted data
- Over 713,000 students migrated
- Greenville with 70,493 students
- Charleston with 42,283 students
- 90 other Districts!

How were we successful?

- Different groups formed a strong whole
- Thorough analysis
- Quick responses
- Flexibility through unique data situations
- Quick turnaround for work
- High quality

STATE REPORTING

Timeline – May thru Oct

Multiple SC08
fixes Released

SC10 – District
Summary for
SC02, SC06

SC30 – Ability
to Delete
SC02, SC06

SC09 Removed
hard coding of
school year

SC07 fixes/
updates

Semicolon
fixes

SC30 date
format
changes

Removed
District
items page

EFA/EIA Init
Enhmnts &
query

SC02/SC06
enhmnts +
speed re-
writes

Data
verification

10-11 Part III
Updates

SC07
Semicolon

SC03 speed
re-write and
other fixes

SC02/06 Date
fixes

SC08 speed
re-write

Query
modifications

Precode fixes

May

Jun

Jul

Aug

Sept/Oct

Challenges/Constraints

- Changing priorities
- Developing the query search tool
- Twice weekly meetings
 - Impact on budget
 - Suggest weekly or bi-weekly

Accomplishments

- Ability to delete extracts (SC30)
- Speed re-writes for SC02 and SC06
- Semicolon fixes
- 2010-2011 Part III Changes
- Ability to query combined student and state data
 - (will be a work in progress for some time)
 - KUDOS to Tameka!!

Training

Training – Report Card 2009-2010



Department of Education
 123 Success Street
 South Carolina, USA

Course	Teacher	T1	Comments
IPT and TtT	Onsite	56,000 Hours	The program is great!
Advanced Topics	Onsite/Online	16,000 Hours	Probably the best class I've had...

Training – Report Card 2009-2010



Department of Education
123 Success Street
South Carolina, USA

Course Comments:

- Probably the best class I've had through Pearson.
- Best technical training I have received in my 13 years as educator.
- Excellent Trainer. Her practical knowledge is shared through timely explanations and in words that the average user can understand.



South Carolina
Department of Education

Together, we can.

Training – Report Card 2009-2010



Department of Education
123 Success Street
South Carolina, USA

Course Comments:

- I enjoyed taking this course. I appreciate the chunking of the information and ending each section with a practice tutorial, as well as a quiz. These little extras really help me stay focused throughout the lesson.
- Enjoyed presentation. Very simple to understand. I truly enjoyed the "You Try It" and the review questions at the end of the sections.



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Course	Teacher	T1	Comments
IPT and TtT	Onsite	56,000 Hours	The program is great!
Advanced Topics	Onsite/Online	16,000 Hours	Probably the best class I've had...
Distance Learning	Self Paced	78,000 Hours	I enjoyed taking this course.
PSU - 2010	Onsite	5,000 Hours	An excellent way to spend my time...



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Training Plans 2011 and beyond

Training – Finishing Up

2011	
Jan - Mar	<ul style="list-style-type: none">• P2B/Load Workshops• MSBW
Apr- June	<ul style="list-style-type: none">• Build Workshops• PSU
July	<ul style="list-style-type: none">• IPT• IPT Refresher
Aug - Sept	<ul style="list-style-type: none">• Go Live• Advanced Topics
Oct - Dec	<ul style="list-style-type: none">• Advanced Topics• Scheduling & MSBW

Training – Finishing Up

2012	
Jan - Mar	<ul style="list-style-type: none">• P2B Workshops• Load Workshops
Apr- June	<ul style="list-style-type: none">• Build Workshops• Strategic Consults

Phases 1-2 SIF Project Milestones August 2009 to November 2009

- Horizontal SIF agent limitations
 - Onsite along side PowerSchool business analyst to best configure PowerSchool to work with Statewide horizontal agents
- Lessons learned on district installs and re-work
- Standard SC PowerSchool mappings and Zone setup proven at Phase I sites
- **40 sites completed SIF migration**

Phase 3 SIF Project Milestones November 2009 to March 2010

- PowerSchool 2.3.0 SIF agent release
 - Additional contact mappings (emergency)
- Completed SC specific mapping document
- Tier I technical support formally transitioned to the DTS team
 - Rodger was onsite for training in January
 - Formal communication made at Technology Roundtable and via DTS Website
- **19 sites completed SIF migration**

Phases 4-5 SIF Project Milestones

April 2010 to September 2010

- Upgrade of SLF
 - SIF agent can support Federal Race codes
- SIF 2.0 transition
 - Need to work with eIGP specifically to make this happen
 - A few agents are still on SIF 1.5 specification(Excent is the major pain point)
- **32 remaining sites completed migration**

SIF Performance Notes

- Centralized SIF agent allows for more efficient and stable processing of messages
 - District sync times are the fastest they have been in four years
 - Event reporting and triggers
 - Eliminated SIF connectivity issues

Technical Support

South Carolina Executive Summary

Support Summary (10/11 SY)

Total Cases: 1,945

Top Districts:

1. Williamsburg: 80
2. Allendale: 62
3. Jasper: 60
4. Florence SD3: 54
5. Dillon SD2: 53

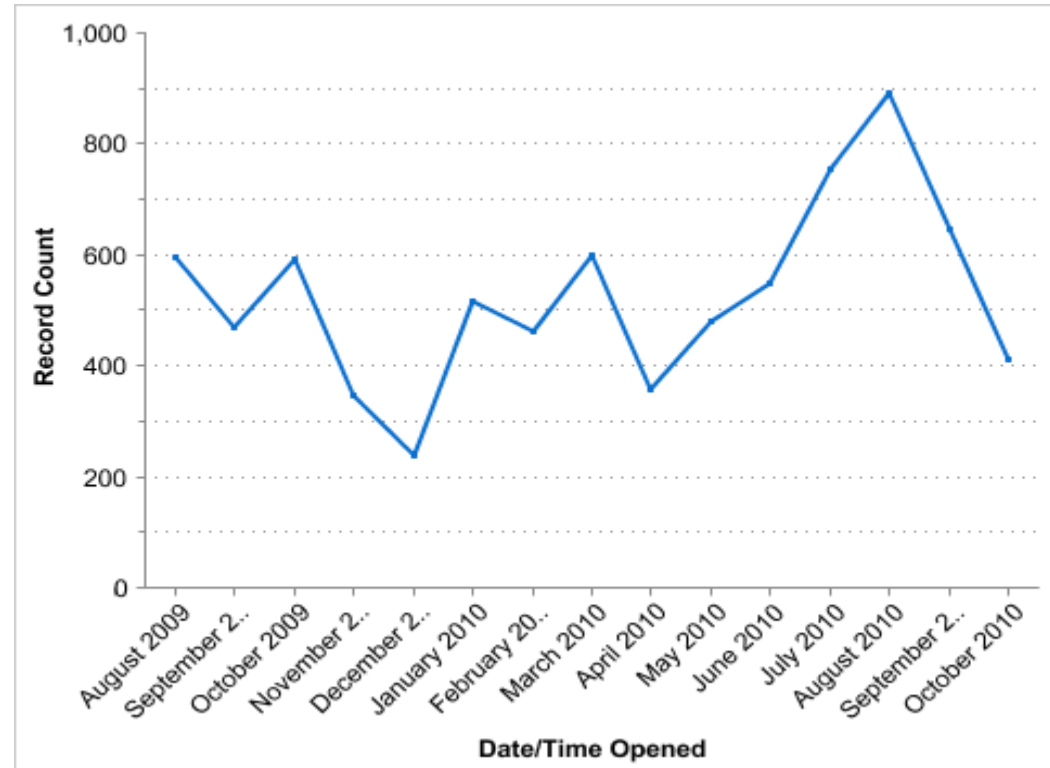
Response Times

- Phone: 00:03:43
- Email/Web: 8.1 hours

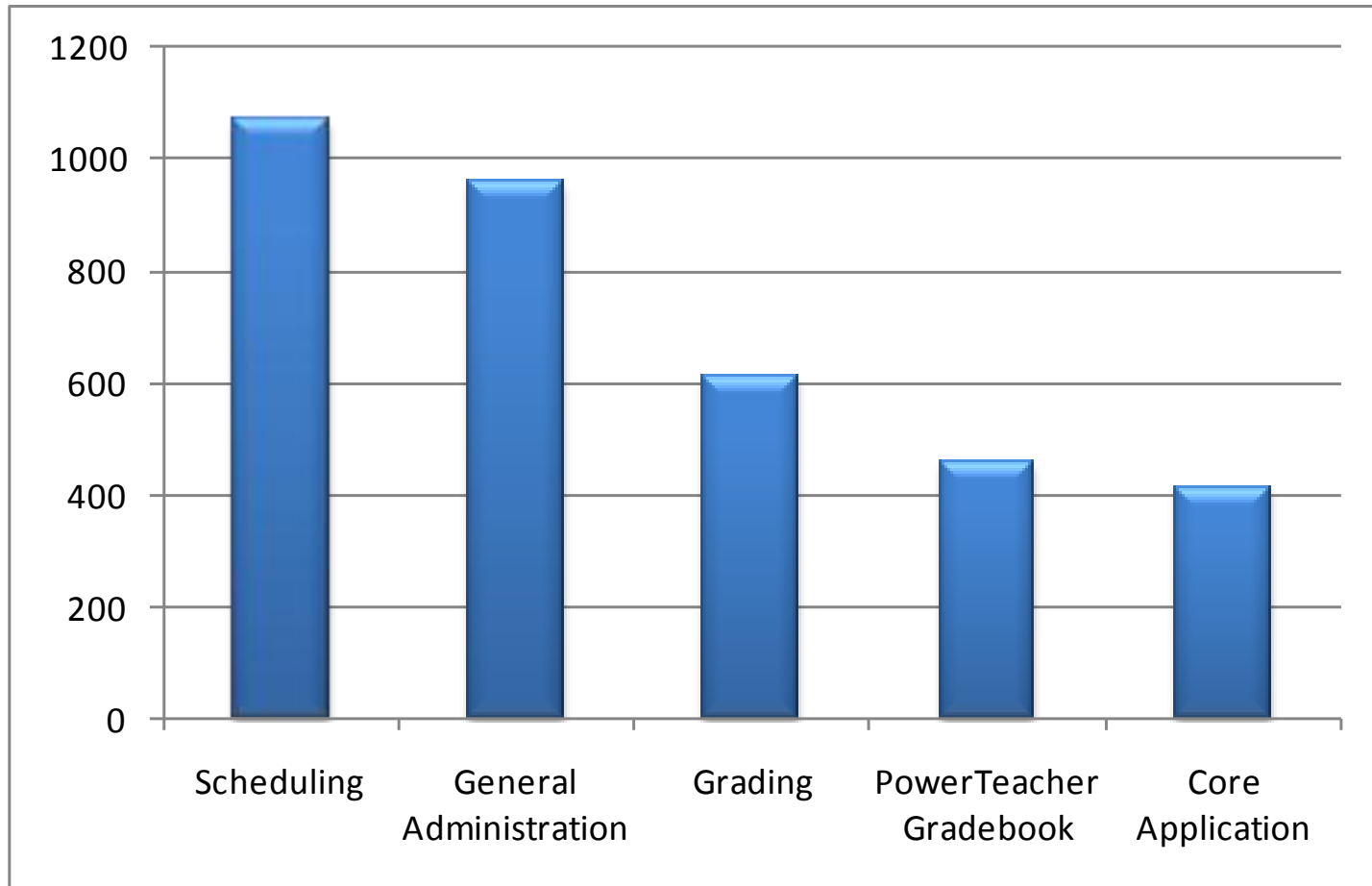
Resolution Rates:

- Level 1: 90%
- Level 2: 10%

SC Case Volume 09-Current



2010 Call Driver Trends



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Customer Satisfaction

In August of 2010, Customer Support implemented real-time customer survey's through PowerSource.

South Carolina Response Summary:

- Were you provided adequate status updates: 90%
- Was your incident handled within an adequate amount of time: 94%
- Was your response consistent and accurate: 92%
- Was the agent courteous and professional: 96%
- Did you receive a timely initial response to your request: 85%

Overall Rating (Aug – Oct):91%

Total Responses: 95

Lessons Learned

- Possessing real-time State Reporting information
 - Action (ongoing): continue to improve our methods for gathering information from SRC development to ensure front line staff have the information they need to troubleshoot SRC Calls.