GA DECAL
Technical FAQ's
October 2, 2015

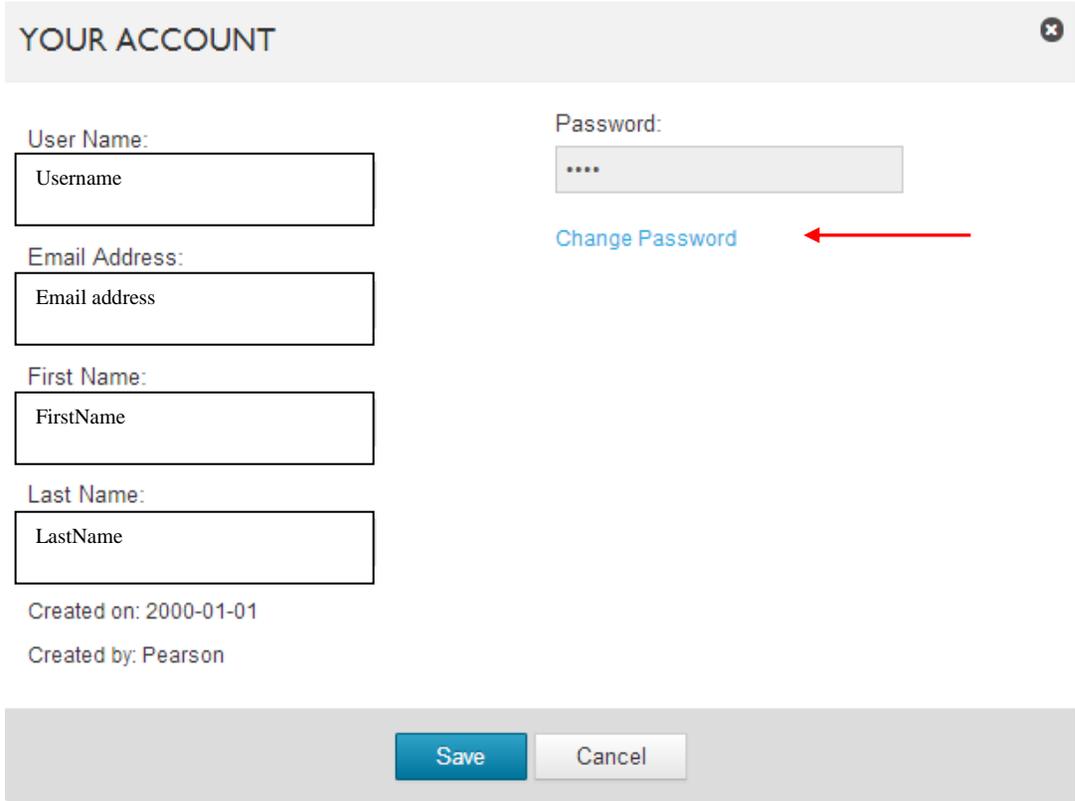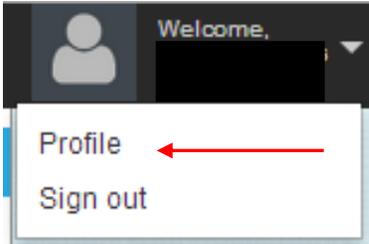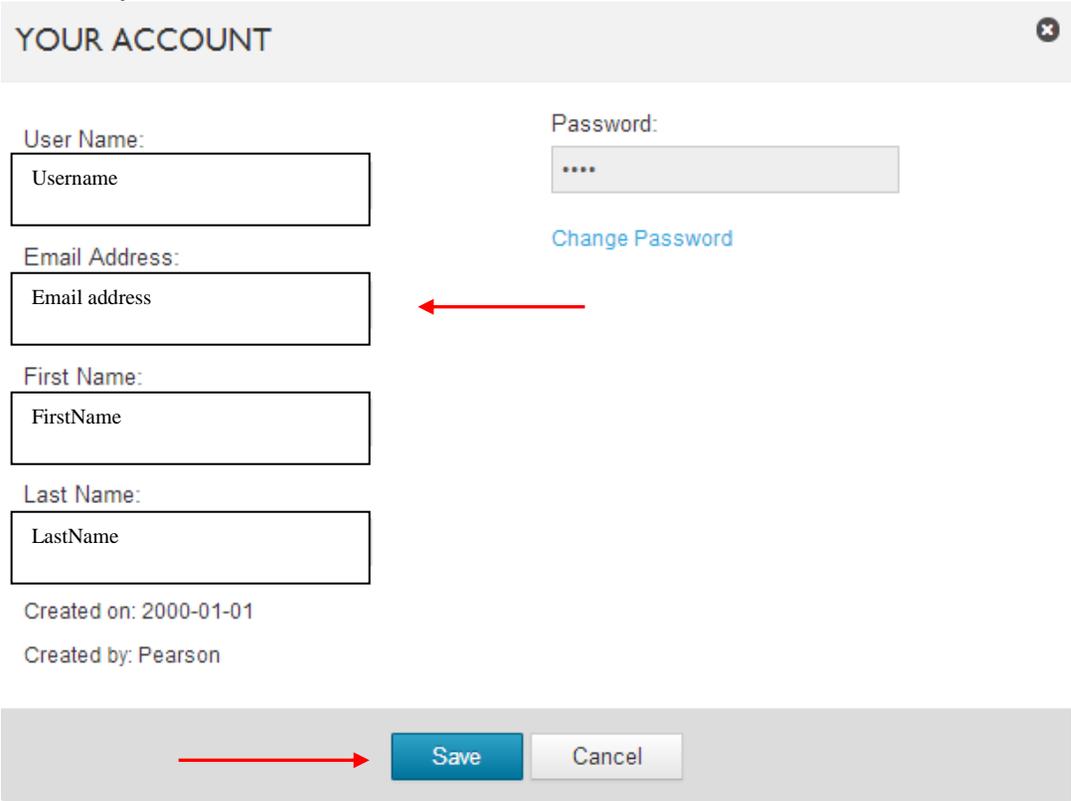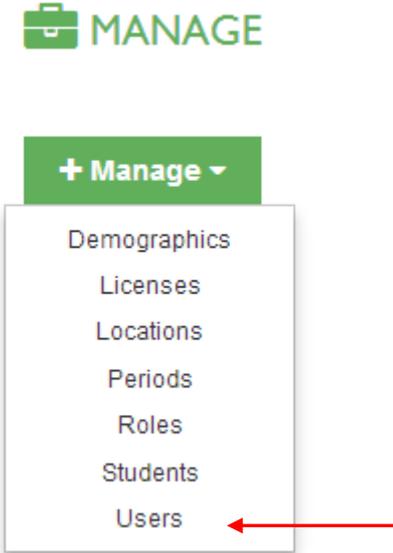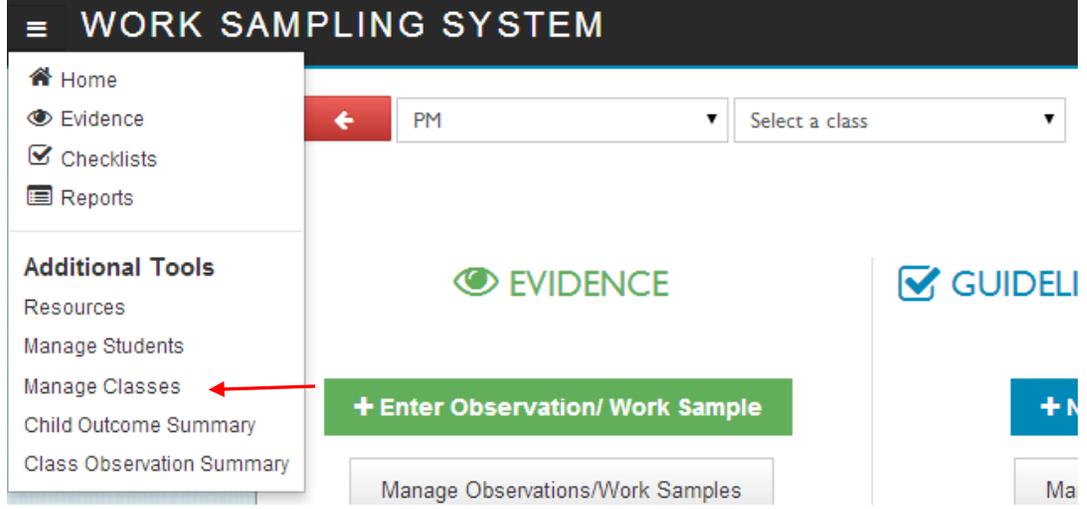| #	Question	Response
1	I never received an email from School Success with my login id and the link to set my password. What do I do since I can't click on 'forgot password' since it requires my id?	Contact Georgia's Pre-K WSO Help Ticket at: http://decal.ga.gov/Prek/WSO_Logging.aspx
2	Should I change my password the 1st time I try to log in when returning after summer break?	Yes, if you change your password the 1st time you try to log in after returning from summer break, you will not be "locked" out after trying to log in too many times with the wrong password. Once you are locked, you will need to contact Pearson Technical Support at 1-800-874-0914, Monday-Friday, from 7:00 AM - 6:00 PM Central Time or Email Pearson at support@schoolsuccess.net.
3	I am trying to log in and receive the message "Account is Locked", who should I contact?	Contact Pearson Technical Support at 1-800-874-0914, Monday-Friday, from 7:00 AM - 6:00 PM Central Time or Email Pearson at support@schoolsuccess.net.
4	I don't remember my password. How do I change it?	At the Log in Screen, click on "Forgot Password" Enter your user name and click on "Send Reset Link"
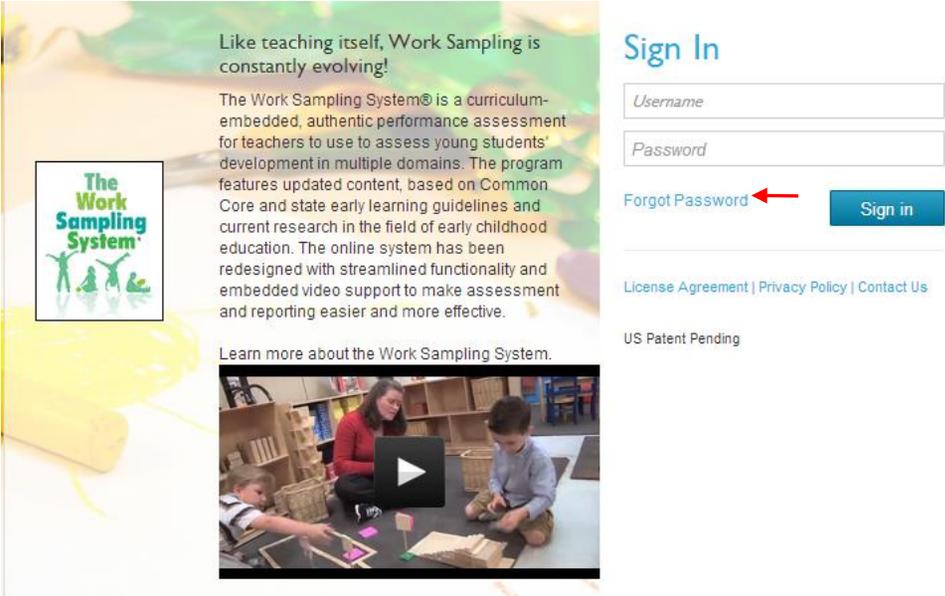
#	Question	Response
		Forgot your Password? Please note: If your email address is on file with SchoolSuccess, then a password reset email will be sent to you momentarily. If your email is not on file with us, you will need to contact your site administrator to get an account set up. Username * [ ] **Send reset link** You will receive an email (based on the email that is associated with your WSO user name). Once you receive the email, click on the link to "reset your password". If you don't receive your email from Support@schoolsuccess.net and it is not in your spam folder, contact Pearson Technical Support at 1-800-874-0914, Monday-Friday, from 7:00 AM - 6:00 PM Central Time or Email Pearson at support@schoolsuccess.net
5	If I am logged into WSO, how do I change my password?	At the Home Page, click on the drop down arrow on the far right of the screen. Select "Profile" Welcome, Profile Sign out

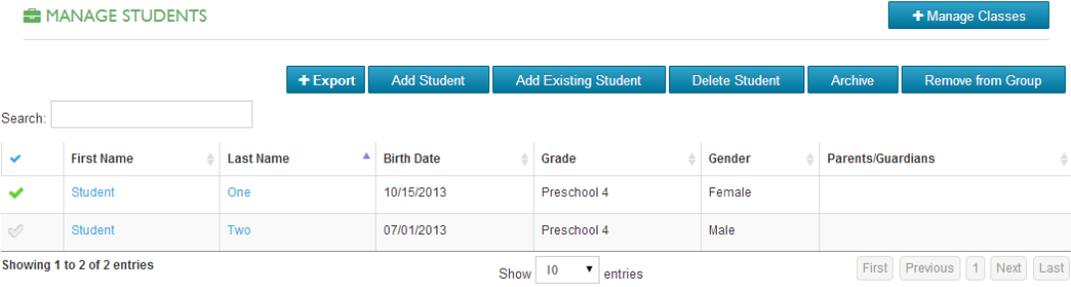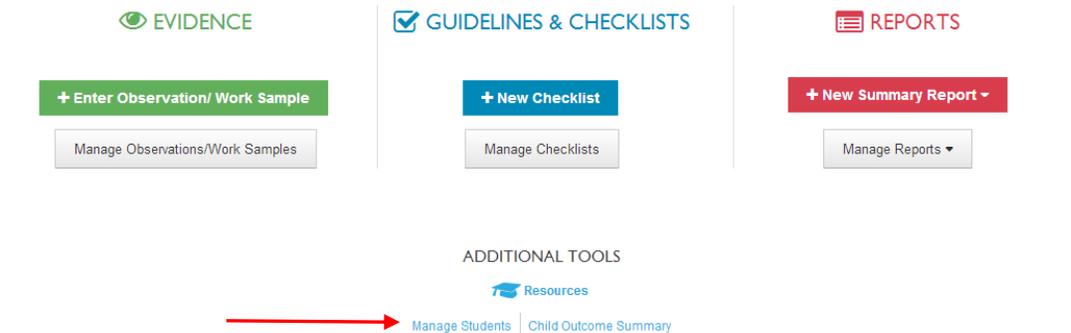| #	Question	Response
		Click on "Change Password" The following will be displayed:

#	Question	Response
		Change Password
		Passwords must be at least 7 characters long and include at least 1 uppercase and 1 lowercase letter and 1 digit or special character. Previous passwords cannot be reused.
		Old Password
		New Password
		Confirm Password
		Update Password Cancel
		Complete the entries and click on "Update Password"
6	If I have a question on resetting my password, who should I contact?	Contact Pearson Technical Support at 1-800-874-0914, Monday-Friday, from 7:00 AM - 6:00 PM Central Time or Email Pearson at support@schoolsuccess.net.
7	As a Teacher, how do I change my email address?	At the Home Page, click on the drop down arrow on the far right of the screen. Select "Profile"
		Welcome,
		Profile
		Sign out

#	Question	Response
		The following screen will be displayed: Re-enter your email address and click "Save" **YOUR ACCOUNT** User Name: Username Password: ···· Change Password Email Address: Email address First Name: FirstName Last Name: LastName Created on: 2000-01-01 Created by: Pearson Save Cancel
8	As an Administrator, how do I change an email address for a user?	At the Administrator Home Page, select Manage Users

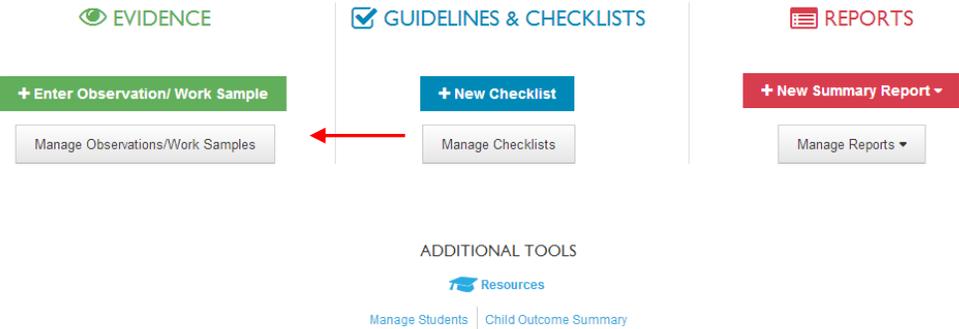| #	Question	Response
		MANAGE **+ Manage ▾** Demographics Licenses Locations Periods Roles Students Users Click on the user name you wish to edit. Make the necessary change to the email address and click "Save".
9	If I have questions regarding functionality and operation of Work Sampling Online, who should I contact?	Pearson Technical Support at 1-800-874-0914, Monday-Friday, from 7:00 AM - 6:00 PM Central Time or Email Pearson at support@schoolsuccess.net.
10	As an Administrator, if I am having trouble trying to create a new user, who should I contact?	Contact Georgia's Pre-K WSO Help Ticket at: http://decal.ga.gov/Prek/WSO_Logging.aspx
11	I am trying to "add", "delete" or "transfer" a student, who should I contact?	Contact Georgia's Pre-K WSO Help Ticket at: http://decal.ga.gov/Prek/WSO_Logging.aspx
12	As a Teacher, how can I add my students to WSO if there is no class for me to choose from in the 'Class' drop-down box at the top of my screen?	You will need to create your class using the Panda Class ID found at the top of the Panda Roster Report. To create a Class, from the Navigation Tool Bar, select "Manage Classes"

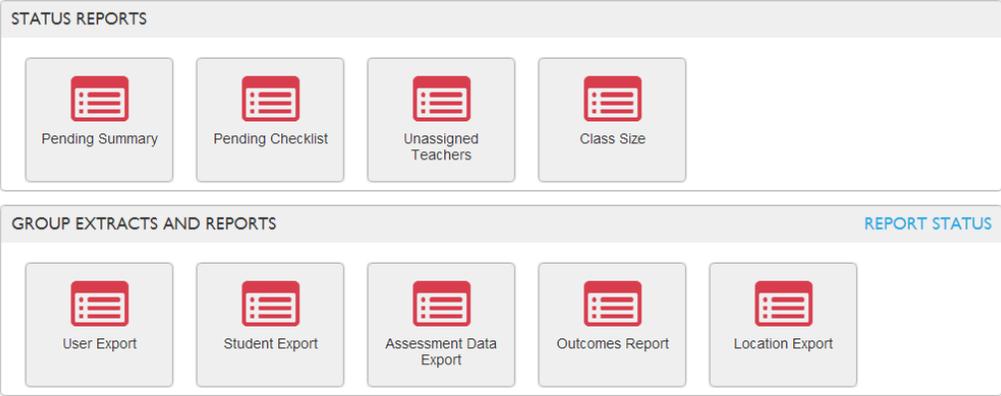| #	Question	Response
		The following screen will be displayed. Select "New Class". Enter the "Class Name", select the Grade Level from the Drop Down, and associate the teacher to the class. Click "Save".

#	Question	Response

ADD CLASS ✖

▶ = Required

▶ Class Name:

[   ]

Associated Teacher :

[Select Teacher   ▼]

▶ Grade Level:

[Select Grade Level   ▼]

→ [**Save**] [Cancel]

Once the Class is created, select the class from the drop down and select "Manage Students"

👁 EVIDENCE   ☑ GUIDELINES & CHECKLISTS   ▤ REPORTS

[**+ Enter Observation/ Work Sample**]   [**+ New Checklist**]   [**+ New Summary Report ▼**]

[Manage Observations/Work Samples]   [Manage Checklists]   [Manage Reports ▼]

ADDITIONAL TOOLS

🎓 Resources

Manage Students | Child Outcome Summary

The following screen will display. Select Add Student.

#	Question	Response
		Complete the entries and click "Save"
13	As a Teacher, I have entered the wrong PANDA Student Id. How can I change it?	At the Teacher Home Page, select the "Class" from the drop down. Select "Manage Students" Click on the student that needs to be updated. Replace the PANDA Student ID with the correct PANDA Student ID #.
14	I am trying to add a student, and I receive one the following message is being displayed. Who should I contact? • A Student with name xx xx already exists in this license. Do you still want to add a student with the same name?	Contact Georgia's Pre-K WSO Help Ticket at: http://decal.ga.gov/Prek/WSO_Logging.aspx

#	Question	Response
	• PANDA Student ID already exists	
15	Students have left my class. How do I get them off my roster?	Students that are no longer in your class should be "Archived". At the Teacher Home Page, select the Class in the drop down. Select "Manage Students". Click on the "Check Mark" of the student that is no longer in the Class and click "Archive".
16	I have changed schools but am still seeing my old school/class when I login. What do I do?	As the teacher, you will need to be "reassigned" to the new School and Class. Contact Georgia's Pre-K WSO Help Ticket at: http://decal.ga.gov/Prek/WSO_Logging.aspx
17	I have changed schools and accidentally entered my new class under my old school. What do I do?	Contact Georgia's Pre-K WSO Help Ticket at: http://decal.ga.gov/Prek/WSO_Logging.aspx.
18	I forgot to change the Collection Period when	At the Teacher Home Page, select the appropriate "Class" from the drop down and
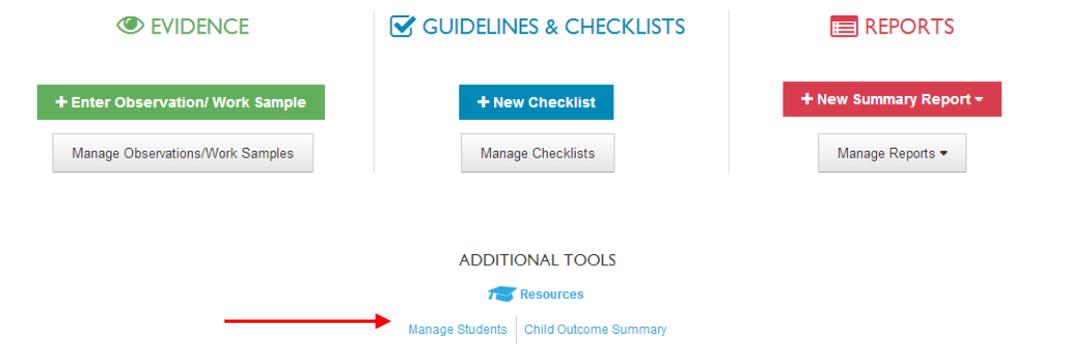
#	Question	Response
	entering my notes. How can I move some of my P1 notes to P2?	select "Manage Observations/Work Samples. Click on the Observation that you wish to modify. Update the Period # and click Save.
19	As an Administrator, I am trying to transfer a user, who should I contact?	Contact Georgia's Pre-K WSO Help Ticket at: http://decal.ga.gov/Prek/WSO_Logging.aspx
20	As an Administrator, can I use the Dashboard to determine the status of Finalized Checklists?	Yes, the Dashboard includes the overall checklist status of license information and provides the following information. The Period must be selected for the Checklist information to display: • Active Students • Archived Student Count • Checklist Status • Preliminary • Final • Not Started By selecting Programs or Sites in the drop down, the Administrator can drill down for individual location details. Recommendation: View daily
21	As an Administrator, how do I verify if the teachers are completing their checklists?	**You can do one of the following:** 1. View Dashboard: To display the # of "preliminary checklists", "finalized checklists" and "not started checklists"

#	Question	Response
		2. Pending Checklist Report: To verify how many students have a checklist started or not started. Refer to "Administrator Reports" for information. 3. Assessment Data Export: To verify which students have preliminary or final checklists. Refer to "Administrator Reports" for information
22	As a Teacher, how do I verify if all my students have a "Finalized" checklist?	**You can do one of the following:** 1. Manage Checklists Display: To display current completion status of each students checklist. 2. Checklist Report: To determine which students have "Finalized" or "Preliminary" checklists. Refer to "Teacher Reports" for information.
23	As an Administrator, what reports do I need to run and when?	The following Exports and/or displays are available for Administrators. Select Manage Reports from the Home Page. The following will be displayed: STATUS REPORTS Pending Summary Pending Checklist Unassigned Teachers Class Size GROUP EXTRACTS AND REPORTS REPORT STATUS User Export Student Export Assessment Data Export Outcomes Report Location Export • Assessment Data Export Usage: Assessment Data Export will export Student and Student assessment information for the current academic year. Recommendation: Run this export at the end of each period and at the end of the academic year so you have your own copy of this data for your own permanent record. • Location Export Usage: The Location Report provides a list of locations in the license, including: • Total number of users (License Managers, Administrators, Teachers) • Total number of students (Active, Archived)

#	Question	Response
		• Total number of started checklists broken out by period • Total number of started summary reports broken out by period • Total number of observations broken out by period Recommendation: Run this report to verify that all locations for the license have been entered and to verify that Students, Administrators and Teachers have been assigned to each location. • Outcomes Report 　Usage: The Outcomes report provides a summary of the ratings for children by domain, functional component, or performance indicator. This report can be used to determine where professional development is needed as well as for reporting to Federal agencies for funding. 　Outcomes reports may be generated by Domain, Area of Development or Performance Indicator level. The report may be configured to include all domains or to include specific domains. 　Outcomes reports may be disaggregated through demographic grouping, demographic filters and site filters. 　　**Demographic Grouping** allows administrators to group children based upon the demographic fields included in the license. 　　**Demographic Filters** allow administrators to pinpoint specific groups of children to be included in the report and allows for all others to be excluded. Demographic Grouping and Filters includes customized demographics that may be added to the license. 　　**Site Filters** allow administrators to select which centers to have included in the report, excluding centers they would not like included. 　Recommendation: Run this export at the end of each period and at the end of the academic year so you have your own copy of this data for your own permanent record. • Pending Checklist Display and Table Export

#	Question	Response
		Usage: Administrators use this report to determine which Teachers have students that have not started their checklists. Recommendation: Run this report prior to each reporting period. If all Checklists have been created, no students will be displayed in the Pending Checklist column. If teachers are displayed, advise the teachers to finalize their student's checklists. The User Export may be run at this time to determine if that user is having a problem accessing the system. • Pending Summary Usage: Administrators use this report to determine which teachers have not completed a summary report for each of their students and are ready for their parent teacher conferences. Recommendation: Run this report prior to the parent teacher conferences. If all Summary Reports have been completed for a teacher, the teacher will not be displayed in the Pending Summary. If teachers are displayed, advise the teacher to complete the Summary Reports prior to the parent teacher conferences. • Student Export Usage: This report lists all students and their demographic information that have been entered into the license. Classes, Teachers and percentage of completion for Checklists, Summary Reports, and Head Start Narrative Reports (if applicable) are also provided. Recommendation: Run this report periodically to ensure that the students have not been entered more than once. • User Export Usage: List all users and their Roles that have been entered into the License. This report may be used to: • Determine the last time the users have logged into the system. This information can then be used to contact those users to determine if they are having a problem accessing the system

#	Question	Response
		• Review the list of all users and their email addresses to ensure they have been entered correctly • Review the current assigned roles and update as needed Recommendation: • Run this report at the beginning of each academic year to verify that the emails and the assigned roles are correct for each user. • Run this report after viewing the Pending Checklist Report to verify if the user is having a problem accessing the system. • Unassigned Teachers Usage: The Unassigned Teachers Status Report will allow administrators to determine if all of the teachers in the system have been assigned to a class. Recommendation: Run this report at the beginning of the academic year to ensure all teachers entered have been assigned to a class. • Class Size Usage: Quickly identify the number of students that have been assigned to a class. The Class Size Status Report will allow administrators to ensure that all classes have the expected # of students. Recommendation: Run this report at the beginning of the academic year to ensure that all classes have the expected # of students.
24	As a Teacher, what reports do I need to run and when?	The following Exports and/or displays are available for Teachers. Select Manage Reports/Generate Reports from the Home Page. The following will be displayed: INDIVIDUAL AND CLASS REPORTS Checklist Class Outcomes Class Profile Class Ratings • Checklist Report Usage: The Print Checklist option creates a PDF that shows each child's
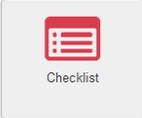
#	Question	Response
		final (and optionally preliminary) ratings for each performance indicator for each of the collection periods. Recommendation: Run this report if the individual checklists must be saved outside of the system for a permanent record. • Class Outcomes Usage: An Outcomes Report is an aggregate report of class performance or progress based on data recorded from the Checklists. Outcomes Reports may be grouped by demographics. Each domain, functional component, or performance indicator can be displayed with a demographic breakdown (by gender, language, age, ethnicity, or the child's IEP/IFSP status). Recommendation: Run this report on a regularly basis to identify class trends during the current period. • Class Profile Usage: The Class Profile shows a composite of a class's progress by displaying children's names under the assigned rating for each performance indicator. Use the profile's specific indicators to review and plan curriculum for a class. Recommendation: Run this report on a regularly basis to determine progress for each domain, area and indicators for each student in the class • Class Ratings Usage: The Class Ratings Report summarizes ratings for each indicator for each of the collection periods. This report can be used to review individual progress (by looking across the chart) or group progress (by reviewing the ratings totals at the bottom of each column). Recommendation: Run this report as your permanent record for each student in the class. • Manage Checklists

#	Question	Response
		Usage: This section provides a list of all of the Checklists entered for a particular student in your class. Recommendation: View this list to monitor the checklist completion percentage for each student in the class. Checklists should be finalized prior to each collection period.
25	As a Teacher, what report do I need for parent teacher conferences?	You will need to complete the Narrative Summary. Select New Summary Report from the Home Page, and select the Narrative Summary: + New Summary Report ▾ Narrative Summary Head Start Narrative Summary Head Start Family Summary • Narrative Summary Report Recommendation: Run this report prior to the parent teacher conferences. To monitor the completion of the Summary Reports, select Manage Reports and select Manage Summary Reports from the Home Page. Manage Reports ▾ Manage Summary Reports Generate Reports The students and status of the summary report completion is displayed:
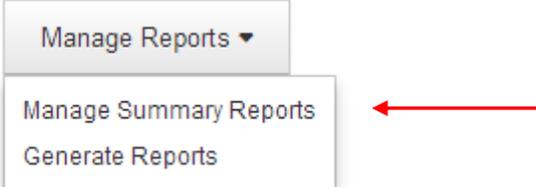
#	Question	Response
		SUMMARY REPORTS

	First Name ▲	Last Name ▲	Grade ⇕	Period I	Period II	Period III	4
👤≡	Anna	Annie	Preschool-4	▤(-/-)	▤(-/-)	▤(-/-)	▤(-/-)
👤≡	Curtis	Cee	Preschool-4	▤(-/-)	▤(-/-)	▤(-/-)	▤(-/-)
👤≡	George	F	Preschool-4	▤(-/-)	▤(-/-)	▤(-/-)	▤(-/-)
👤≡	Sandy	G	Preschool-4	▤(-/-)	▤(-/-)	▤(-/-)	▤(-/-)

The first - represents the number of domains completed. The second - represents the total number of domains. The symbol -/# (e.g., -/7) indicates that the Summary Report has been opened, not started, and saved. The symbols #/# (e.g., 0/7) identifies the number of domains completed and the total number of domains.