

For many of our SchoolSpeak administrators it is getting close to report card time. We have put together a list of some of the most common report card questions that our school admins ask for you to reference.

1. **My school's report cards are not in our account?** If you are a new school (implementing SchoolSpeak for the first time this year) , SchoolSpeak typically will load your report cards just before the end of your term or semester. If you have any questions, please contact SchoolSpeak support.

2. **One of the teachers cannot access the report card.** This is usually an issue with permissions. In order for a teacher to access the report card module, that teacher's name should be within the Edit or Admin permission of the Report Card resource.
 - a. To Check:
 - i. Click on the report card module
 - ii. Click on Admin next to the Report Card label
 - iii. Scroll down to the Edit/Admin boxes. Teachers that need to access the report card should be listed there.

3. **Some of the grades for the students are missing from the report card module.** This may be due to a couple of issues. Please read along as we walk through some of the possibilities.
 - a. Is the link correct? To check, click on the View link next to the section name (Math) in your report card module. Is the link name the same as the Gradebook name?
If no:
 1. Click on the link name and remove the Gradebook from the list on the right (click on Remove) next to the Gradebook name.
 2. Click on the correct Gradebook and click on Add.
 3. If you have other fields that need to be linked to the same Gradebook, click on Add to all fields.
 4. Click Done.**If yes - Is there data in the Gradebook?** To check, please go to the appropriate Gradebook to verify there is data entered. If there is no data, then you may need to speak with the teacher. If there is data in the Gradebook, please go to the next section.

Do you have multiple sections for this Gradebook? Remember SchoolSpeak needs to link to any Gradebook that may hold the students' data. For example, many schools may have 2 sections of Math or Reading, each section usually has its own Gradebook. Each one of the gradebooks needs to be linked in the appropriate section.

In SchoolSpeak, you may link multiple gradebooks to a single section in the report card module.

To Add additional gradebooks to a section in the report card:

1. Click on the blue link name in the section
2. Choose the extra Gradebook(s) that are appropriate and click ADD
3. If there are additional fields that are attached to the original Gradebook, click Add to additional fields
4. Click Done

**Don't forget, if you have multiple homerooms and you make a change to the links in one homeroom you will need to do the same to the report card in the other homeroom.

If you still have students that do not have data associated with them in the report card module, please contact SchoolSpeak Support.

5. **The changes that I made do not appear in the report card.** Any time you make a change in the report card module – change a teacher name, or the school year, any other change including pulling new data into the report card – you must Click the Preview button.

Remember - Once you preview the report card it is now a static document. The preview process creates a new document with the latest changes.

6. **What is the difference between Close Term and Lock Term?**
 - a. Close Term is a function that teachers can use to close the report card module. This prevents any other changes to the data within the report card module by the teachers.
 - b. Lock Term is a function available to SchoolSpeak Administrators that prevents further change to the report cards. Admins may unlock the report card if changes are necessary. It is very useful to move the ensure that the published report card has the final version of the data.
7. **Should my teachers publish the report card?** That will be up to you as administrator. If the setting within the report card settings page is set to Publish then teachers may publish the report card to the parents. As an alternative you may publish the entire school at one time via the Admin utility Manage Report Cards.
8. **Can I print the report card?** Can I publish the report card? You may do either or both, depending on what you feel is best for your parent community. Publishing makes the report card accessible to parents when they log into SchoolSpeak. To print you can click on the PDF link either in

the grade level report card module or within the Admin utility Manage Report Cards.

9. **The teacher name is incorrect, the school year is incorrect – how do I fix it?**
From within the report card module
 - a. Click on the Settings link on the upper right hand corner
 - b. Click on Configure this template
 - c. Make any changes necessary
 - d. Click on Save
 - e. Don't forget to Preview the report card so that the changes display