

Troubleshooting Attendance: What to do prior to a service ticket to Skyward

1. Multiple Teachers report that in Skyward Gradebook they are getting the message that “today is not a school day”.
 - a. Go to Office/Attendance/Setup/Utilities/Change Subsystem Control Dates
 - i. Check the dates for the current term in all subsystems to make sure they are set correctly.
 - ii. Check the dates for all terms
 - b. Go to Office/Attendance Setup/Codes/Calendar Codes
 - i. Expand the calendar code
 - ii. Expand the School Year
 - iii. Click View All Days and Events
 - iv. Check the day to see if it is
 1. Set to Count as a day
 2. Has the correct Bell Schedule
 3. The appropriate periods are set to take attendance
2. A Teacher reports they do not have the option to post attendance:
 - a. Go to Office/Current Scheduling/Build Course Master/Course Master
 - i. Select the course for the teacher
 1. Edit/View the course—
 - a. Make sure the course is set to “Keep Attendance”
 - b. Go to Office/Current Scheduling/Build Course Master/Section Master
 - i. Select the course/section for the teacher
 1. Edit the Section—
 - a. Make sure the “Attendance Method” is set to either Mixed or Computer and NOT Sheets
 - c. Attendance Option set to restrict time for submitting attendance
 - i. Go to Educator Access Plus/Education Access Plus/Setup/Configuration/Attendance Entity Setup
 1. Check to see if the restrictions are set or are set incorrectly
3. Teacher cannot see all of the students listed in the Seating chart for taking attendance.
 - a. Check to see how many students are in the class.
 - i. Large classes may cause the teacher to have to scroll to see all of the students on their computer screen
 - ii. Check the Section – Rows and Columns setting. If the Columns are set to too many across, they may not be able to see all of the students.—Although the teacher can adjust this in their gradebook seating chart
 - iii. Have the teacher check the resolution setting on their computer display
4. Attendance is not posting for the student in a period
 - a. Check the student’s schedule (Set your options on this screen to show the class entry date)

- i. Make sure the student is scheduled in a class that period.
 - ii. Check the Schedule Transactions
 - 1. Drops / Adds and Effective dates
 - a. It is easy to overlook the year on the dates. So make sure the month, day and YEAR are correct.
 - b. Student Transaction File Verification
 - i. Office/Current Scheduling/Student Schedule Generation/Setup/Utilities/Student Transaction File Verification
 - ii. Can be run for individual student
 - iii. Run as Report only first for analysis
5. Teacher reports that attendance for a student is not correct. Student is present, but in the teacher's grade book it shows student has been marked absent. Attendance appears to be changing.
 - a. Check the student's schedule. If the student is scheduled in two separate classes in the same period, one teacher may be overwriting the attendance of another. Adjust the student's schedule to the correct class—dropping/deleting the wrong class or adjusting add and drop dates if needed.
 - b. Review the attendance transactions to see who is changing the attendance.
6. Cross Entity Enrollment Courses
 - a. Cross-Entity Enrollment Verification Utility
 - i. Office/Current Scheduling/Build Course Master/Setup/Utilities/Cross-Entity Enrollment Verification Utility
 - ii. Fixes broken links between home and away campuses for student scheduled in these classes.
7. Optional Flexible Attendance:
 - a. If the set up for OFSDP is to allow the teachers to enter the minutes into the attendance screen, but they cannot see the minutes input for the student
 - i. Check with enrollment code for the student to make sure it is a 7-OFSDP.
 - ii. If the teacher teaches more than one course in a period, they must not use the option to take attendance by period. They must use take attendance by class. Currently the Attendance by period does not allow the teacher to input the minutes.
8. Special Program Attendance:
 - a. Student's regular attendance days and Special Ed attendance days do not match.
 - i. Check the special ed screen for their program dates. If the student's service ends on one day and starts back on another day, you will lose the special ed attendance for that day.