



PowerSchool Steps Up to Resolve CyFair's Counselor Concerns

Thank you PowerSchool



During the week of **September 10, 2018**, the Information Services and Applications (ISA) team worked tirelessly with the counselors and PowerSchool to resolve outstanding issues that were affecting the ability for counselors to serve teachers and students. The [list of issues are available here](#). **PowerSchool heard our sense of urgency.** They have addressed 4 out of 8 of the top prioritized cases and 6 items overall. **This is great news!**

PowerSchool's leadership stepped up when we needed them most. We have the support of their leadership team to help expedite a software upgrade moving from eSchool 4.0 to 4.1. The ISA team will be installing eSchool 4.1 on Sunday evening, **September 16, 2018**. It will be installed in our test environment first before released into production. Once tested and confirmed, the ISA team will schedule the upgrade into the production environment so it will be available for use by counselors. Thank you PowerSchool!

The following are the list of issues that will be resolved in eSchool 4.1. PowerSchool offered the upgrade at ZERO cost to us! This is what we call strategic partnership! **THANK YOU**

List of issues corrected in eSchool 4.1

- 4.0 Attendance Vérification Report > error message
- 4.0 Master Schedule Search Missing 3.0 Function To Sort By Period
- 4.0 Seats Used Icon Missing From Master Schedule Search in ESP v4.0
- 4.0 First Marking Period incorrect when changing Add Date on Schedule Entry page
- v4.0-state of residence is not marked to display, but does
- Average in Classwork will not show in eSchoolPLUS without also showing parents and student in HAC



Additionally, Technology Services is working to purchase counselors a 2nd monitor so they will have the ability to run two programs at the same time which will also save them time!