

TO: Mr. Ralph Funk and High School Cluster #2 Principals  
CC: District Support Team, John Crumbley, Rodney White

DATE: September 18, 2018

RE: High School Cluster #2 Meeting Minutes from 9-12-2018: Response to 5.a Other Items – eSchool

The following Technology Services related item was noted in the high school cluster #2 meeting minutes for September 12, 2018. Thank you for expressing your concern about eSchool. We too are exceptionally frustrated with how the scheduling software works in eSchool 4.0. By you taking the time to formally document your concern, it provides an additional level of visibility with PowerSchool, the eSchool software provider.

**5.a Concern expressed by HS Cluster #2 Group:**

a) E-School. All campuses are exceptionally frustrated with the scheduling portion of e-school. The counselors, associate principals and others are working too many hours on changes, corrections, balancing, etc. Many items seem to be missing or difficult to use. Also, the program in general is not very user friendly at the campus level. Gathering information is more difficult than in previous versions of the software. Technology has been visiting with some user groups so hopefully changes will be made in the very near future. We would appreciate any **HELP!** We could get in this effort.

**Technology Services response:**

We have been working with Powerschool since the beginning of school, trying to get a resolution on a list of issues. This [link](#) shows the issues we are tracking. All of the concerns that have been expressed are identified on this list. Last week our team visited campuses, talked to counselors and investigated specific problems. These three links show some examples of our progress.

- [September 7, 2018 Working with PowerSchool to Understand eSchool Counselor's Issues](#)
- [September 12, 2018 Working with PowerSchool to Improve eSchool and Resolve Issues](#)
- [September 14, 2018 PowerSchool Steps Up to Resolve CFISD Counselor Concerns](#)

On Friday, September 14, 2018, at the executive level of PowerSchool (eSchool), they agreed to address six of the issues on our list ([see highlighted items here](#)), which includes many of the concerns being expressed by counselors. PowerSchool expedited a software upgrade moving from eSchool 4.0 to 4.1. Our team worked with PowerSchool on Sunday evening, **September 16, 2018**, to install the new 4.1 release in a test environment.

For the past two days our team has been vetting the functionality of this new 4.1 eSchool release. Unfortunately our issues are NOT resolved, including the "seats used in classroom." As I prepare this communication, our team is frantically working with eSchool's software development team.

On the positive side, we have purchased a 2<sup>nd</sup> monitor for counselors so they will have the ability to run two software programs at the same time. This will help save some time. We felt this was one small thing we could do (that we can control) that would help relieve frustrations.

So as I send this communication, I will immediately forward this memo to PowerSchool's executive team. Additionally, our Information Services and Application (ISA) team with John Crumbley, Rodney White and Belinda Smith, will work tirelessly to resolve issues. Thank you for your understanding. Please know that we are doing everything possible to escalate issues and implement improvements. We appreciate your patience.