

EleGrade Frequently Asked Questions (FAQ)

UPDATED: August 2010

Current Version: 18.0.1

Update Method: Automatic from FTP server at the district office

IMPORTANT:

Whether you are installing, repairing or patching EleGrade, BE SURE you have logged on to the LOCAL MACHINE, "THIS COMPUTER" as ADMINISTRATOR, using your EERS password.

GENERALLY KNOWN DESKTOP OR LAPTOP ISSUES

BEFORE YOU INSTALL ELEGRADE: Make sure that you have run the Windows updates and also the Office updates. This will resolve potential problems before you install the program.

1. Windows XP with Service Pack 2 and Office Pro 2003 & 2007 – No issues
2. Windows Vista or Windows 7 – Contact the Help Desk for specific settings required.

GENERALLY KNOWN SERVER ISSUES

With the arrival of the latest EleGrade version (10.1.0.11), EleGrade now self updates from the FTP server at the district office. As Network Managers, you no longer need to concern yourself with having to touch each computer to perform updates. When teachers open EleGrade, the program checks for the latest version and updates if necessary.


Recommended Best Practices:

The location of all EleGrade program files is: <http://eleupdate.polk-fl.net>

SPECIFIC ISSUES

EleGrade received an auto update and now won't start correctly

Answer

1. **DO NOT** uninstall EleGrade! Go to <http://eleupdate.polk-fl.net> and click on the 
2. Click the SAVE button and save the ".exe" file to the C:\Program Files\Polk Elementary Gradebook folder.
3. Click **YES** to overwrite the existing file.
4. Start EleGrade.

Teachers Who Won't Use EleGrade for Grades until End of Grading Period

Problem

A school has to be 100% electronic grade book.. How do the teachers who simply will not use an electronic grade book get their grades into EleGrade for report cards?

Answer

1. The Teacher logs on to EleGrade.
2. The user changes grading periods if EleGrade says that the user's Grading Period setting does not match the current Grading Period.
3. At least **one** Grading Item must be created before the user clicks on **Grade Summary**. Simply create a Grading Item, no need to enter grades for it and then go to **Grade Summary**.
4. The grade book grades for the six academic subjects will be U's.
5. Press the **Copy** button to copy the U's to the appropriate grading period.
6. Once the grades are in the current Grading Period column, they can be edited and the grade the teacher has kept can be entered.
7. Repeat for all students in the teacher's classroom.

Grade Grids and Student Assignment Problems

Problem

Student A is a homeroom student in Mrs. K's homeroom class. The student also has an ESE teacher, named Mrs. B.

1. Student A was assigned to Mrs. B's ESE Math 3 group. He needed to be moved to Mrs. B's ESE Math 2 group. When he was deleted from the math 3 group his name and grades appeared in Mrs. K's homeroom. **So far, there is no problem.**

2. Next, Mrs. K assigned him to Mrs. B's ESE math 2 group. He does appear to be in that group. However, his name and his grades are still appearing in Mrs. K's gradebook, even though the **view/delete assignments** indicate he is in Mrs. B's ESE math 2 group.

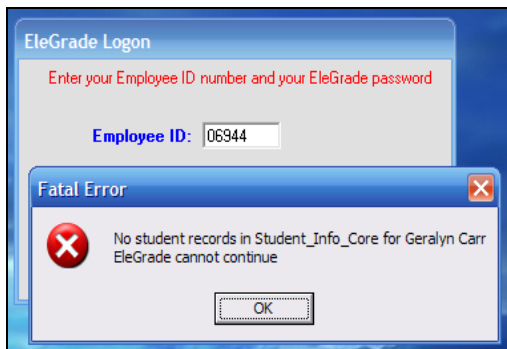
Answer.

When a student assignment is deleted, the Grading Items and Grades appear in the homeroom teacher's Grade Grid. If the student is assigned to another teacher for the same subject, the grades and Grading Items in the homeroom teacher's Grade Grid do not go to the new teacher. They stay in the homeroom teacher's Grade Grid; grades from the new assigned teacher are combined with the homeroom teacher's grades for reports and Grade Summary.

No Student Records in Student Info Core Error

Problem – No student records in Student_Info_core....

When a teacher logs on to EleGrade, he or she receives this message.



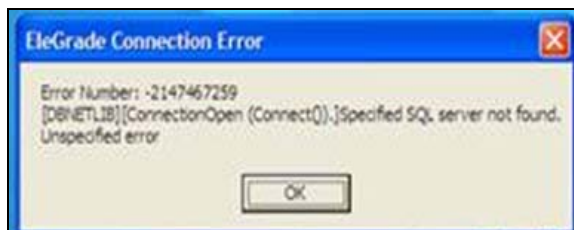
Answer

Notice the information "No student records in". This means that although the teacher has created her personal account and password, the Terminal Operator has not assigned any students to the teacher in Genesis.

Error -2147467259 Connection Open....

Problem

When a teacher logs on to EleGrade, she receives this message.



Answer.

Local machine has old or outdated version of EleGrade(any version prior to Ver. 10) installed.

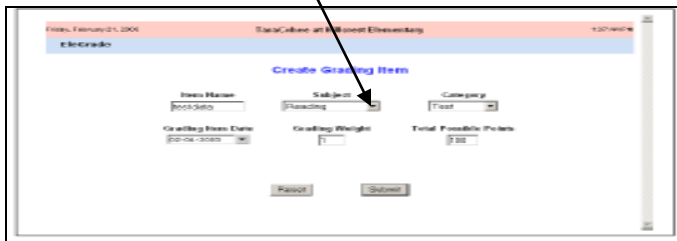
A Teacher Cannot Create a Grading Item Using EleGrade Web Access

Problem

A teacher cannot create any **grading items** when using EleGrade **WEB Access** from home.

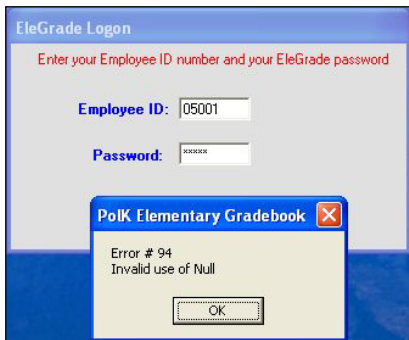
Answer

Each teacher must create one grading item for each academic subject while logged on to EleGrade **AT SCHOOL**. The Grading Item **DROP DOWN** will not function in WEB ACCESS until this has been completed. After the initial creation of a grading item for EACH academic subject has been created AT SCHOOL, the teacher will be able to create grading items from home or any remote local where they would have internet access.



Invalid Use of Null Error

Problem -Invalid use of Null



Invalid use of Null

This error is possibly due to file corruption of the teacher data. This usually occurs when a teacher has more grades being imported than she has grading items. Another possible cause is that there is no local ID for the school location. The local ID must be entered into SAP by the school's terminal operator.

Invalid Use of Null Error (Cont'd)

Answer

This problem has to be referred to the programming department for correction. Please contact the Help Desk with the Teacher's SAP#, Local ID#, and School #.

Problems with Departmentalization

PROBLEM - DEPARTMENTALIZATION

Our teachers switch for Math and Reading classes. We currently use the departmentalization feature in EleGrade. However since the groupings are flexible- meaning that a student may move to another group one or more times depending on how they are doing and what they need help with. This part is not friendly...

We currently delete the assignment, then the grades from the other teacher go back to the homeroom teacher, then the homeroom teacher reassigns them to their new teacher. Is there any way that we could just reassign the student to a new teacher and have the grades transfer to the new grouping teacher VS. having the middle man (the homeroom teacher) forward the average and a grade report to the new grouping teacher so they have grades to speak to for conference time?

ANSWER

No, when assignments are deleted by the classroom teacher, the grades (and grading items) revert back to the classroom teacher. Why would the classroom teacher have to send grades to the new assigned teacher? The grades come with grades from other Assigned teachers and the Classroom teacher at Grade Reporting time.

Grades are the property of the issuing teacher, not even the classroom teacher can change grades issued by another teacher, unless the assignment is deleted and the grades revert back to the classroom teacher. Only the classroom teacher is ultimately responsible for all grades. I don't see (and neither does the State) the ethics in allowing another teacher (not the classroom teacher) the chance to alter grades issued by another teacher.

EleGrade may not be friendly ... but it is legally correct according to Florida Dept. of Education guidelines.

PROBLEM – PROVISIONAL SUBSTITUTE

I need to get access to EleGrade for a D1 Provisional Sub that is assigned to our school.

ANSWER

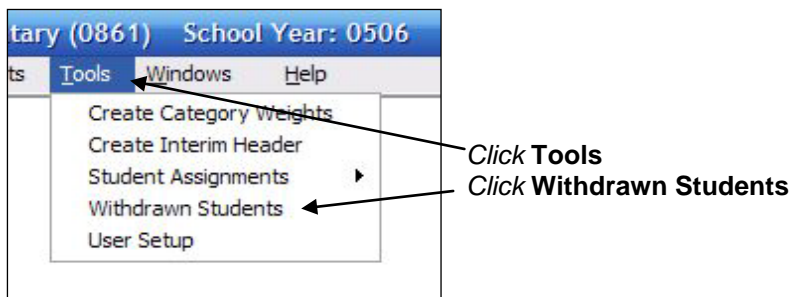
Providing the Provisional Sub is assigned to your school in Genesis, the setup for EleGrade is no different from any of your other teachers. Install EleGrade on the teacher's computer, and have the terminal operator assign students to the Provisional Sub. Once the Provisional Sub logs on to EleGrade and creates a user account, (logon with SAP ID and no password), he or she will show in your Admin Viewer and have full access to their students.

PROBLEM – LOST GRADES FOR WITHDRAWN STUDENTS

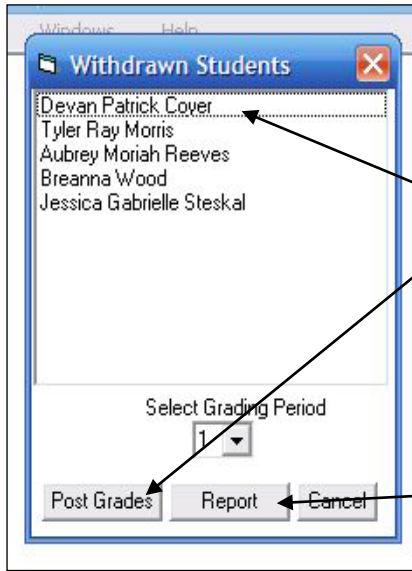
Students are removed from classes before grades have been finalized. This usually occurs when a student is withdrawn from a school, and the TO does not notify the Homeroom teacher before withdrawing the student in Genesis. Additionally, any assigned students (students that are receiving grades from other teachers) must have their assigned classes **unassigned** by the homeroom teacher before the student is withdrawn from the school.

The missing grades can be found using the following EleGrade options.

From the homeroom teacher's EleGrade screen.



PROBLEM – LOST GRADES FOR WITHDRAWN STUDENTS (Cont'd)



Select **Student Name (s)**

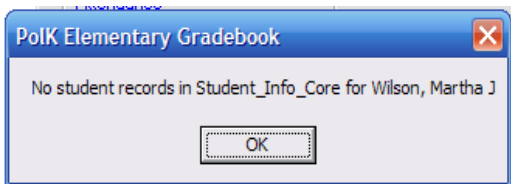
Click **Post Grades** – If the student is transferred within 15 days from the end of the grading period and the grades didn't get transferred due to student movement by the TO, the original school can **POST GRADES** by using this function. Clicking the **POST GRADES** button brings up the **Grade Summary** screen.

OR

Click **Report** – This will print a detailed report of every grading item and an average grade for each class the student is assigned. This report would go into the CUM folder.

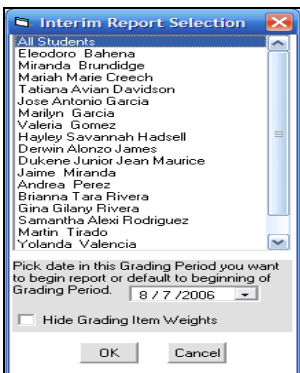
PROBLEM – BEGINNING OF SCHOOL YEAR SETUP

EleGrade will not function for teachers until the terminal operator has entered the Teacher info and at least one student into the teacher's class in the Genesis system. Until the Terminal Operator has completed the data entry into Genesis, the teachers will see the following message when they attempt to access EleGrade.

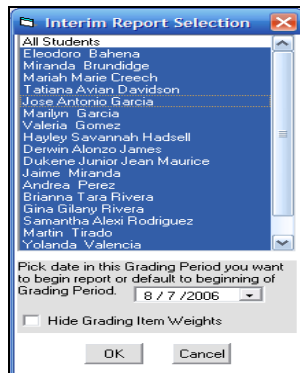


PROBLEM – When printing interim Reports, a student has no grades, and EleGrade then prints the remaining students with blank reports.

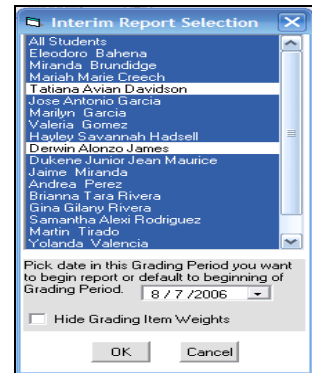
When running Interim Reports, a student will be missing grades. The remaining reports that follow are blank. This is a peculiarity of the Active X functions in the program. **The work around is as follows.**



Examples #1



Example #2



Example #3

STEP #1

Example #1: Select all students, then preview the report. Note which student has no grades. Click the "X" to cancel reviewing the Reports screen.

STEP #2

Examples #2 & #3: Using your mouse, click on the first student in your list. Next, while holding the **shift key** down, click on the last student in the list. This will highlight all students as in Example #2. While holding down the **control key** use your mouse to click (deselect) the student with the missing grades.

STEP #3

Now, click ok and preview the Interim Report again. If another student has missing grades, repeat step #2 by selecting the new student missing grades in addition to the original student missing grades. Keep repeating this until there are **NO** blank Interim Reports.