

POWERSCHOOL SUPPORT



Effectively
Supported
SIS

+

Informed
Parents

Successful,
Productive
School
Districts

Statewide, Michigan has over 500 school districts using 39 different Student Information Systems (SIS). One of the most popular of the SIS packages is PowerSchool with over 50 installations. PowerSchool is a commercial package being sold in all 50 states and has received awards for product design.

Secant has several client school districts that are very satisfied with the features and capabilities of PowerSchool. However, since PowerSchool is a national company, one of the challenges it experiences is providing local ongoing support. To further explain this, specific challenges that our school districts experience include ongoing training of teachers and staff, implementing new software updates, creating reports to support new Michigan and federal reporting requirements, planning and implementing new features and modules, and receiving timely and focused help desk support.

That is where Secant comes in. Secant has developed an enhanced support package to help schools maximize their use of PowerSchool. The highlights of our support package include:

Workshops targeted at training teachers and staff on mission-critical PowerSchool processes.

These include Start of School Year, New Staff Training, End of Term Reporting, Scheduling, End of School Year and State Reporting (SRSD). Since much of this training is targeted at teachers, we have found the Professional Development budget can be used to fund this.

Monthly on-site support visits.

These visits allow us to review best practice policies, discuss and resolve operational issues and assist with planning and implementation of new features.

Help desk access.

Level One support is provided by a technician dedicated to continuous support of a limited number of schools. This allows our technician to become familiar with your school and to share issues and resolutions between our school districts to improve overall productivity.

New release testing and implementation.

Secant will test new releases prior to their implementation into production environments to reduce potential frustration and productivity issues.

Local Users Group.

Secant will plan and host a users group for our PowerSchool users.

Call Secant today at **269-375-8996** to learn more about our PowerSchool Support program.