Answers to Synergy Questions
Asked at ASCUS Meeting (12/11/15)

1. *How do I reconcile SAIS IDs?*
   This is a training opportunity for vendors. Since the state can only manage one side of the issue, ADE offers one side of the solution. Vendors have to provide the other and reconciliation. ADE offers the verification report, but vendors do not have reports for LEAs yet. The AzEDS portal will be about reconciliation. ADE has just released a mock-up of that portal.

2. *Has any Synergy customer uploaded via AzEDS after they had previously submitted their 40th day data, if so was all of the data submitted?*
   An estimated 16 LEAS on Synergy have transitioned to AzEDS after submitting their 40th day data. The AzEDS team has reported that the delta between AzEDS and SAIS student enrollment is now down to 0.5%.

3. *If you enter and incorrect birthdate does Synergy/AzEDS let you know that the birthdate for the student is incorrect?*
   No. Synergy will just accept what you put in it. If the birthdate doesn't match the birthday for the SAIS ID, it will create an error on the TRANS11 report and in integrity.

4. *Is Synergy smart enough to not send next year data? Is ADE smart enough to not accept next year data?*
   AzEDS is designed to be smart enough. As far as Synergy is concerned, that is dependent on them.

5. *Is there any type of history of the errors that have been previously generated?*
   In AzEDS, if LEAs fix the errors, they will be gone. If LEAs do not fix them, they are still there. They used to have a history in the Synergy validation reports, but please contact Synergy to see if they still offer those reports for AzEDS.

6. *What tools are available for a LEA from an accountability traceability standpoint?*
   The same reports that LEAs had in the past in terms of reconciling are still available. The reports will just look different.

7. *At the beginning of next school year, do users have to perform a mass upload of their data?*
   LEAs will have to submit all of their enrollments like they do at the beginning of every year. It is the same process as it is with SAIS now.

8. *How do I correct data that I previously corrected using SAIS online?*
   Through your SIS.

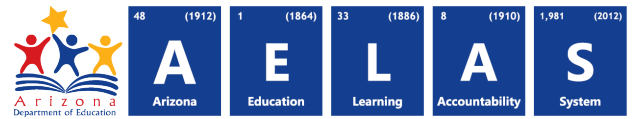9. *What is the expectation for Parent ID? What is the point of Parent ID?*
   That is just for SAIS. Data governance will decide whether to collect that going forward.

10. *Will we need parent information beyond the 15-16 school year.*
    That will be determined by data governance and the commission.

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11. How does an LEA know that their data was accepted or rejected?
If it was accepted, the verification report will show that it was. If it is rejected, your TRANS10 report will show that it was rejected.

12. Will AzEDS accurately report data for an LEA when the LEA provides services for students with a different CTDS?
Yes.

13. How are LEAs supposed to setup Synergy in regards to relation type?
Defining what will be used for relation type is done in the *Synergy SIS > Ed-Fi > Ed-Fi Transaction Queue > Configuration* tab.

Both of these values are identified in the *Synergy SIS > Student > Parent Guardian* tab**.**

Often users will enter in parent/guardian information and identify it generically such as parent; step parent, grandparent etc., or users will identify parent/guardian records more specifically as mother, father, step mother, grandfather, etc.

Additionally, users will also identify the type of access the parent/guardian has with the corresponding student such as contact is allowed, has educational rights, has custody, lives with etc.

In Synergy, the value selected in the relation type field on the *Synergy SIS > Ed-Fi > Ed-Fi Transaction Queue > Configuration* tab is looked at first, if a student does not have a parent/guardian record with that relation type – then Synergy will use the value supplied in the Responsible Guardian filter on the *Synergy SIS > Ed-Fi > Ed-Fi Transaction Queue > Configuration* tab. This is how Synergy works with AzEDS when sending data to ADE.

14. Can more than one person mass upload data at a time?
Yes.

15. What happens with failed transactions?
They stay failed until LEAs fix them.

16. How are we supposed to monitor the transaction queue if we are sending up data every hour?
The AzEDS queue processes it within seconds and you'll be able to validate your data based on the reports.

17. Can submission intervals be changed at any point in the school year?
Yes. Contact School Finance for direction.

18. Can the user name be added to the transaction in the EdFi transaction queue, so that it will make it easier to track down whom generated the transaction?
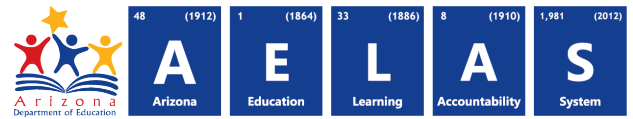No. The user names are not given from the SIS vendors to ADE. That is not required.

19. Will be able to send individual files like we do in SAIS today?
No. LEAs will not be able to submit one file. However, LEAs will be able to submit one student at a time as a transaction. Please talk to your vendor about the design of your system.

20. ***Can Edupoint provide a product backlog of open AzEDS items?***
AzEDS would provide a product backlog of open items, but please contact Synergy to see if they offer that option, as well.

21. ***If you have students that are not supposed to be submitted to ADE how do you flag or exclude them?***
Please ask your SIS vendor.

22. ***How are concurrent students handled in AzEDS?***
They are handled the same way that it was handled in SAIS.

23. ***Does the existing DEL & DEL2 functionality still exist when you switch to AzEDS?***
Please contact Synergy.

24. ***Can you create a crosswalk document that identifies functionality that will no longer be available when a LEA switches to AzEDS? Can this document identify what new functionality will replace legacy functionality?***
There are several documents of the differences between SAIS and AzEDS on the website:
http://www.azed.gov/aelas/azeds/

25. ***How is JTED attendance calculated in Synergy?***
Please ask Synergy.

26. ***How do you configure attendance reporting in AzEDS, similar to what is configured in SAIS School Setup?***
Please ask Synergy. SAIS School Setup is a part of the configuration in Synergy.

27. ***Does a user have to know the order in which data is uploaded to ADE or does Synergy already handle the order in which data is uploaded?***
Synergy should be able to do it in the order that is required, just as long as the vendor follows the AzEDS use case properly.

28. ***What determines the amount of time transactions remain in a "waiting" state in the transaction queue?***
It processes in seconds. Any stalling in the process occurs when the data is processed into SAIS.

29. ***Is there a way to export the errors in the transaction queue to Excel?***
Synergy has its own reports. Please ask them. AzEDS' reports can be transferred to Excel.

30. ***Is there any type of notification that errors exist in the transaction queue or do you have to constantly check the queue for errors?***
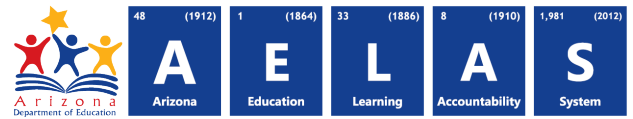ADE does not have a transaction queue. Errors will be returned to you on the reports. Please check to see if Edupoint handles that differently.

31. ***Observation – lots of concern regarding submitting 40th and 100th day and accuracy of data in AzEDS in comparison to what is submitted in SAIS.***
As for the 100th day, all LEA transitions that were earlier scheduled for February have been put on hold until March 8. This should eliminate that concern as most LEAs have regarding their 100th day in January/ February.

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32. **At the time of initial transition, will the data submitted to AzEDS overwrite their previous submissions to SAIS?**
    LEAs need to sync their SIS to SAIS and then wait for the SAIS-to-AzEDS process to run. Do not make any changes to your data before moving to AzEDS. Then you can migrate to AzEDS where your SIS will submit changes to the data that is already there.

33. **Is the AzEDS-to-SAIS system smart enough to only transition new changes? Or will it send all data to SAIS?**
    It is smart enough to send only the new addition and changes. The problem is that LEAs are submitting all records instead of just changes.

34. **For large LEA like Mesa, will initial submission cause bottleneck for AzEDS-to-SAIS process?**
    ADE will revisit this after taking a look at it.

35. **Will School Finance take in consideration their submissions to AzEDS for upcoming payment milestones like 100th day and SPED?**
    It is still the school's responsibility to make sure the school's data is correct in SAIS. LEAs need to police their data and that it follows through to SAIS. LEAs need to correct errors in the TRANS11 or those students won't go up.

36. **Should LEAs that are close to their 100th day wait and transition after their 100th day has passed?**
    That would be up to the LEA's discretion. The LEA should speak with ADE's implementation team to discuss its options.

37. **Will School Finance continue to pay Charters based on estimated student counts; especially while AzEDS to SAIS process stabilize?**
    This will be conducted essentially on a case-by-case basis. A coordinator or manager at an LEA would work with ADE School Finance to get their data reconciled. The LEA should call an LEA Account Analyst at ADE to discuss payment.

38. **Concern: ADE tickets for SAIS issues are getting closed with feedback and they need to use SAIS online.**
    SAIS Online was never meant to be used the way it is currently being used. With AzEDS, the benefits of using SAIS Online will be included within your SIS system.

39. **How may an LEA change SAIS ID numbers?**
    The SAIS ID numbers are not supposed to change.

40. **How does tuition out and transportation schools work on AzEDS? Does AzEDS allow a LEA to submit data for another entity with different CTDS number?**
    Yes.

41. **Is AzEDS ID for a student different from SAIS ID?**
    No.

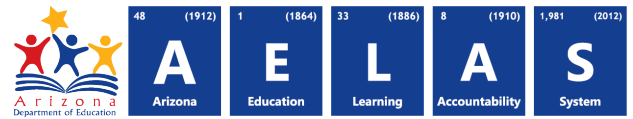42. **Why is birthdate a required field for Staff?**
    It is required because it is hard to determine the identity of the person without it.

43. **What are the criteria for matching parents in the system? What is the parent id used for?**
    Nothing. There is no matching to be done on parent. It is only collected because SAIS requires it.

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44. *Since transactions are processed in a batch mode (hour intervals) what happens if a transaction fails? Are all subsequent transactions queued?*

Currently in Synergy, if a transaction fails, the status of that transaction changes to "Ed-Fi error" and the transaction will not be automatically sent to ADE. The transaction will remain in an error state until it is corrected. Once the error has been corrected, the item status can be manually changed to "waiting" and the transaction will be sent at the next interval. This is managed in the *Synergy SIS > Ed-Fi > Ed-Fi Transaction Queue > Transactions* tab.

All transactions are independent of one another. Therefore, one failed transaction will not cause all remaining waiting transactions to fail or not be sent.

45. *What is the expectation for AzEDS and the data being sent at beginning of the year (FY17)?*

AzEDS will be collecting submissions and acting as the system of record.

46. *Feedback for Synergy:*

School Districts need a way to exclude certain students from being reported to ADE.

47. *Is it possible to add username to API transactions? Can Synergy add username to transaction log?*

No. From ADE reports they cannot. They don't send us user names. Please ask Synergy about this from their end.

48. *In regards to CTDS and inputting students that don't go to school/district, how do they keep it separate?*

They don't report it to the state. They make that determination in their SIS.

49. *What are Parent IDs being used for? Is birthday is optional for parents?*

Parent information is required by SAIS. ADE does not need it. Parent birthdays are optional in AzEDS.

50. *What will we need it beyond FY16?*

Your SIS needs to be ready to submit via AzEDS.

51. *Was an element we used to use to look up in IDs in SAIS? Would it be needed for SAIS, not AzEDS?*

There is no SAIS look-up anymore. All the IDs are being created out of one system right now: AzEDS identity. The only requirements needed are what are required by AzEDS identity.

52. *Will LEAs have to do mass uploads again?*

Yes, they will have to submit all of their enrollments. Student, staff and parent information will be preloaded though.

53. *Could we define the beginning of the year process?*

LEAs submit their data like they always have. The 20-day rule is still there. There is no difference other than LEAs are submitting to a different system.

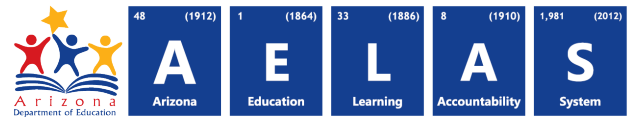**54. *Do LEAs do data clean up?***

Yes. It is your data.

55. *When should LEAs begin submitting data for the new year?*

LEAs should submit before the 20th day.

56. How will I be notified about the transition from ADE?
The ADE implementation team will notify you.

57. How does AzEDS capture 2 transactions from same school?
AzEDS captures it in the order that it was sent.

58. What is the expectation of Parent IDs being unique from a state viewpoint? Does ADE care about duplicate IDs for parents? What are the criteria of matching Parent IDs? What is purpose of collecting Parent IDs?
They are 100 percent unique. No. Parent IDs are only collected because of SAIS.

59. How often should we send to ADE?
Submissions in real-time are preferred, but only additions and changes. Statute says submissions should occur once every 20 days.

60. When should LEAs BEGIN sending data each school year? What about data submissions during the summer? Should/Can the submissions be tracked against LEA calendar?
Unless they are AOIs, there are no submissions in the summer. However, LEAs can submit after June 30. The dates are based on when they are in session.

61. Should we (charters) be making the move AFTER their 100th day? How does this affect their 100th day payments?
It would be to the benefit of charters to move after 100th day due to familiarity.

62. Where are SSIS docs stored for AzEDS?
Please contact Synergy for that information.