

**SUN Community Schools  
Fall 2013 Data Entry Assistance Guidelines**

We are offering one day of ServicePoint data entry help for SUN Community Schools to help get your fall programming started. **Schedule soon to reserve a day that will work for you, between now and the end of October.** You can choose the best use of this time for your program to do tasks such as:

- entering new students into ServicePoint
- entering or updating students' contact info or other data
- updating the Parental Release for continuing students (PPS only)
- creating activities
- enrolling students into activities
- recording attendance for sessions that have already occurred

→Please make sure your reg forms include all the required data elements from the list in your packet←

**THINGS TO CONSIDER WHEN SCHEDULING THE DATE FOR A HELPER TO COME OUT:**

- ☐ Plan to be somewhat flexible and give us a couple options of available times.
- ☐ When will you have the majority of your registration forms back, reviewed and somewhat organized?
- ☐ Will Synergy numbers be available to be entered by the helper so you won't have to go back and enter them during the year?
- ☐ Will there be a computer with internet access available for the data entry helper to use? We may be able to provide a laptop but cannot guarantee that one will be available.
- ☐ Can you (or another responsible SUN person) be there to get the helper set up and answer questions?

**WHAT TO DO BEFORE THE SCHEDULED DAY:**

- ☐ Make sure your registration forms are as filled out as completely as possible.
- ☐ Be clear about what you want entered into ServicePoint (SP). You can do this by using one of your blank reg forms and highlighting which fields you want entered into SP (such as contact info, transportation, medical information, etc).
- ☐ Decide if you want parent contact or other info (e.g. teacher) entered into SP. If you are entering parent contact, decide where: primary contact, contact phone numbers or emergency contact.
- ☐ Determine how you want your helper to deal with required data missing on the reg forms. It could simply be to highlight missing questions and put them in a separate pile from forms that are complete.
- ☐ **Include Parental Release information;** Parental release is required for all SUN schools and must be entered into ServicePoint.
- ☐ Determine if you would like to enter photo releases; photo release is just for your use and optional in SP.
- ☐ Include the student's Synergy number, if possible (otherwise you will have to enter it later).
- ☐ Include the answer to the Yes/No Risk Factor question (otherwise you will have to enter it later).
- ☐ Clip together reg forms for siblings so they can be entered into the same household, if possible.
- ☐ If you want your helper to enter new Activities in ServicePoint, either use the activities data entry form. on the back of this page or contact [servicepoint@multco.us](mailto:servicepoint@multco.us) for an electronic Excel template.

**ON THE SCHEDULED DAY:**

- ☐ Be prepared to spend a few minutes with your helper to get them started on the computer, to review your forms, to discuss how you want them to handle missing data and anything else you think they might need to know. You will get the most out of your help if you're able to periodically check in with your helper every few hours or so. If you can't be there, make sure a responsible SUN person is there who knows what you want from the helper.
- ☐ Remember our data entry helpers have experience with SUN school data entry but every school has slightly different ways to do things. **It's important to tell your helper how your school does things!**

**Email us at [servicepoint@multco.us](mailto:servicepoint@multco.us) with specific times to schedule and we'll confirm a time with you. Please call (503) 988-6295 x29335 with questions.**

## New Activity ServicePoint Template

**Activity Name**

**Ages** \_\_\_\_\_ to \_\_\_\_\_

**Time Offered**    ☐ Before School    ☐ After School    ☐ Weekend    ☐ Summer    ☐ Other

**Frequency**    ☐ One-time    ☐ 1x Month    ☐ 2x Month    ☐ 3x Month    ☐ 1x Week    ☐ 2x Week    ☐ More

**Recurring Weekly Days**    ☐ Mon    ☐ Tues    ☐ Weds    ☐ Thurs    ☐ Fri    ☐ Sat    ☐ Sun

**Start Date** \_\_\_\_\_ **End Date** \_\_\_\_\_

**Start Time** \_\_\_\_\_ **End Time** \_\_\_\_\_

**Teacher**  
(optional)

**Location**  
(optional)

**Enrollment Type**    ☐ Open    ☐ Non-Enrollment

**Maximum Enrollment**

### Category (Check One)

- ☐ SUN-Academic Improvement/Remediation
- ☐ SUN-Academic Enrichment
- ☐ SUN-Adult Education
- ☐ SUN-College Preparation
- ☐ SUN-Community Involvement
- ☐ SUN-Homework Help
- ☐ SUN-Tutoring
- ☐ SUN-Mentoring
- ☐ SUN-Recreational Activities
- ☐ SUN-Supplemental Educational Services (SES through NCLB)
- ☐ SUN-Youth Leadership
- ☐ SUN-Career/Job Training - Youth
- ☐ SUN-Career/Job Training - Adult
- ☐ SUN-Community Service/Service Learning
- ☐ SUN-Parent Involvement/Family Literacy
- ☐ SUN-Psychological Support/Counseling/Character Education/Drug & Violence Prevention
- ☐ SUN-Social Services (Basic Needs)
- ☐ SUN-SUN Advisory/Partnership

### Subject (Check all that apply)

- ☐ Activities designed for ELL/LEP Students
- ☐ Art/Music/Dance/Theater
- ☐ Community Involvement
- ☐ Cultural Activities/Social Studies
- ☐ Culturally Specific
- ☐ Entrepreneurial/Business
- ☐ Environmental
- ☐ Family Involvement
- ☐ Financial Literacy
- ☐ Gender Specific
- ☐ Health/Nutrition
- ☐ Mathematics
- ☐ Parenting
- ☐ Reading/Literacy
- ☐ Recreational Activities
- ☐ Sports
- ☐ Science
- ☐ Youth Leadership

**Target Participant Groups**

☐ Community/Neighborhood    ☐ Families    ☐ School Staff/Teachers    ☐ Students/Youth

## ServicePoint changes for FY2014

- Effective 7/1/13, Multnomah County Department of County Human Services began collecting race/ethnicity in accordance with a new policy. To record a client's race/ethnicity/origin in ServicePoint, SUN Schools will use the Inclusive Identity sub-assessment, which is currently found on both the student profile page and the Entry screen. You may enter this data in either place and do not need to enter it in both. Please refer to the handout for Race/Ethnicity Data Collection Policy for SUN Community Schools for specific information. Due to the policy change, anyone attending SUN School activities during or after the Fall 2013 term must have their race and ethnicity updated in ServicePoint. The Inclusive Identity sub-assessment gray box can be easy to overlook. Please ensure that all of your returning students have this data entered.


Three Steps to Enrolling a Participant in ClientPoint:

1. Create New or Use Existing Household
2. Add Profile information (eSIS#, releases, etc.)
3. Add Entry

Answer new Inclusive Identity question for returning students below:

Inclusive Identity (Race/Ethnicity/Origin)	
Start Date *	Please add all that apply (Race/Ethnicity/Origin):
<input type="button" value="Add"/>	

Parental Release

Release granted by parent?  

- eSIS numbers will no longer be collected in ServicePoint (as the school districts no longer use the eSIS system.) School Districts have switched to Synergy, so in September 2013 we have switched to collecting Synergy Numbers in ServicePoint. In March 2014, there will be another switch to the way we collect Student ID Numbers, State IDs. Take heart, no changes will need to be made to any ServicePoint records for any students who have a Synergy Number entered before March 2014. Please refer to the Student ID Number Change handout for detailed information.
- Parental releases must be entered into ServicePoint for all SUN Schools. For a release to be entered into ServicePoint, the release should have either a 'Yes' or a 'No' marked and a signature. Please do not enter a release into ServicePoint unless you have both these. Also do not update a release year unless you are entering a 'Yes' or 'No' (i.e. change the release year to 2013-14 and change the release answer back to select.)
- There is a new Activity category, College Preparation.

## ServicePoint Tips for SUN Community Schools (Avoid Common ServicePoint Errors)

- Thoroughly search for a student before entering as a new student (and avoid re-entering this student's data into their original record).
  - First search by just the first name (because it can be hard to read the handwriting on registration forms and last names can be easily mis-entered)
  - If you do not find the name, clear the first name field and search just by last name (someone might have entered this student under a nick name)
- Enter the name the student's name as it appears on school records (this helps us collect data from the school district and helps you avoid duplicates).
- Enter any nicknames in the Alias field, if desired.
- Please do not put anything other than a student's actual Synergy number into the Synergy number field. Please do not enter 'Adult' or 'Transfer' or their date of birth or anything other than that person's actual Synergy number.
- Be sure to check the date of birth when enrolling students (to avoid enrolling the wrong person in your activity).
- A student must have an Entry into your SUN school if they attend activities. A student will not show up on a report if they do not have an Entry into your SUN school.
- A student should only have one Entry into your SUN school. Contact the helpline if you have more than one Entry into your SUN School.
- If you are searching for an activity that has ended, remember to click the 'Include Closed Activities' checkbox, even if you have entered dates in the date fields. If you do not click this checkbox, you will only be search for activities that are currently going on or will go on in the future.
- Remember to change the Enrollment Type to 'Non-Enrollment' when creating non-enrollment events. If you select the default option of 'Open' the event will be reported as an enrollment event.
- Remember to add session dates to an activity when you are first creating it. Some activities will not report unless you have sessions created.

### Reporting:

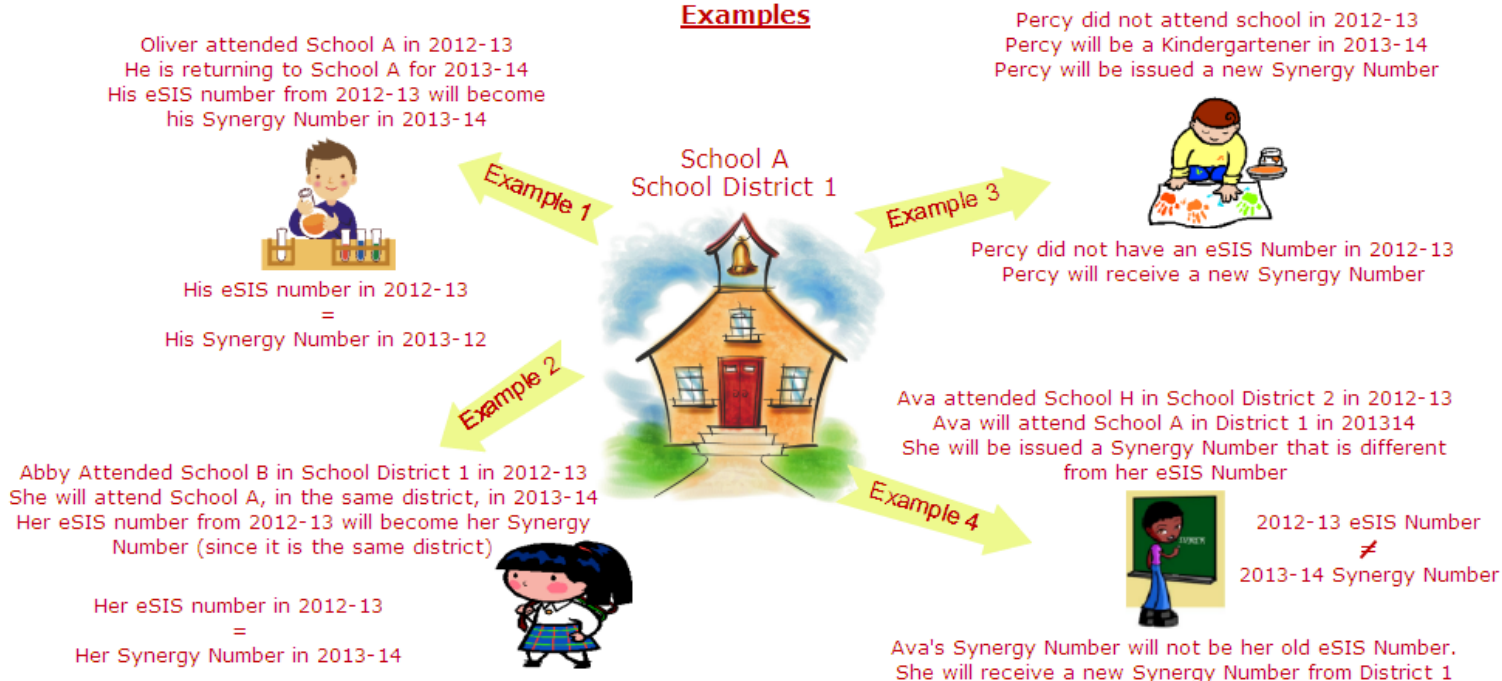
- Samples of most ART reports are available on our website: [multco.us/sun/servicepoint](http://multco.us/sun/servicepoint) under the Frequently Used Documents/Forms section.
- If you are using data from the profile page for ART reporting, ensure that everyone at your site is entering it in the same manner. For instance, Primary Contact, Contact Phone Numbers, and Contacts (Emergency and Other) are different. Some reports use Primary Contact, others use Contact Phone Numbers, and some use Contacts (Emergency and Other).
- If you are using ART reports that prompt for activity name (such as the Chess for Success report) you may want to consider naming your activity something that is easy to distinguish from the activities from other terms or other schools. For example instead of Chess for Success, consider RHS F12 Chess for Success.

# Student ID Number Change

## • What Happened to eSIS?!?

School Districts in the state of Oregon will no longer be using eSIS numbers. Effective September 2013, school districts will begin using a new database, called Synergy. Each student will be issued a Synergy Number. Any student continuing in the same school this school year will have a Synergy Number that is the same as their former eSIS Number. Any student new to a school district this year will have a new number issued, which is not related to any eSIS number they may have been issued in the past.

### Examples



## • ServicePoint's Makeover

In September 2013, we have changed the fields for collecting Student ID numbers. The eSIS number field label has been changed to be the Synergy Number field. This means that anyone who was entered into ServicePoint before September 2013 and has an eSIS Number entered will now have a Synergy number in their ServicePoint record. Their Synergy Number will simply be the eSIS Number that was entered into ServicePoint prior to September 2013.

<u>ServicePoint in 2012-13</u>			<u>ServicePoint in 2013-14</u>	
<b>Additional Client Identification</b>			<b>Additional Client Identification</b>	
eSIS ID Number	654321	→	Synergy Number	654321
<b>Enter Synergy # for Parkrose School District ONLY:</b>			Alias	
Synergy Number				
Alias				

**Any students who had an eSIS number entered into ServicePoint has that number entered as their Synergy Number**

## • Fall data entry: What does this all mean?

- ➡ **Students who have already attended activities at your school in the past: No action needed** ⬅  
You should not have to enter a Synergy Number. Their Synergy Number should already be in ServicePoint (it is the eSIS Number that you entered when the student first started attending activities at your site.)
- ➡ **Students who are new to your school, but have a ServicePoint record: Check any Synergy Number entered in ServicePoint** ⬅  
If the student attended a SUN School at your agency, you should have access to their ServicePoint record. In which case, there should be a Synergy Number already in ServicePoint. Make sure you check the Synergy Number entered against the Synergy Number that your school has (in case they came from a school in another district.)
- ➡ **Students who are new to your school and do not have a ServicePoint record: Enter a Synergy Number** ⬅  
You will create a ServicePoint record for any new students not already in the database, just like last year.

## Student ID Number Change

- **What happens after Fall?**

ServicePoint will collect Synergy numbers until Monday March 3rd. **Beginning Tuesday March 4th, we will begin collecting State ID numbers instead of Synergy Numbers.** The State ID number is a unique identifier, i.e. no student in the state of Oregon has the same number. Synergy numbers are only unique to the district they are issued in (e.g. Parkrose could issue Student Y and Synergy Number of 123456 and Gresham could issue Student Z a Synergy Number of 123456.) To accurately collect academic data on students, we must provide a unique identifier.

For anyone who has a Synergy Number entered into ServicePoint by Monday 3/3/14, the Multnomah County ServicePoint team will collect a State ID from the district and enter that number into ServicePoint. If a student does not have a Synergy Number entered by Monday 3/3/14, the SUN site is responsible for collecting the State ID and entering it into ServicePoint. **Starting Tuesday March 4th, you will only enter a student's State ID into ServicePoint.** We have been told that the State ID is clearly visible if you are in the student's record in the Synergy database.

### Timeline

September 2013	eSIS ID Number field was changed to Synergy Number field in ServicePoint. Any student with an eSIS Number in ServicePoint now has that as their Synergy Number.
September 2013 to March 3 2014	SUN Schools enter Synergy Numbers.
February 2014	SUN Schools run data quality report to look for any students who do not have a Synergy Number entered. Enter missing Synergy Numbers. You may also want to double check any numbers already entered into the system. If the Synergy Number is incorrect, we will not be able to get a State ID for the student.
March 4 2014	Enter State IDs for any new students or for anyone who does not have a Synergy Number entered.  Multnomah County will collect State IDs for anyone who has a Synergy Number entered by 3/3/14 and enter their State ID into ServicePoint. Multnomah County will not be able to collect State ID numbers for anyone who has an incorrect (or missing) Synergy Number. Each site will be responsible for entering a State ID for anyone who does not have a correct Synergy Number entered into ServicePoint on 3/3/14.

# Race/Ethnicity Data Collection Policy

## SUN Community Schools

Effective July 1, 2013 the Multnomah County Department of County Human Services will begin collecting race/ethnicity data in accordance with a new policy. Clients will still self-identify their race and/or ethnicity. Under the new policy clients will now be able to identify multiple identities, and the policy offers more flexibility to clients.

As of July 1 registration forms must reflect the new list of inclusive identities that clients are able to select. You will note that the new method of data collection does not distinguish between race and ethnicity and includes the additional categories of African, Middle Eastern, and Slavic. Please note that clients selecting Latino/Hispanic will be reported as Hispanic and clients who do not have Latino/Hispanic entered will be reported as non-Hispanic.

What is your race or origin? Mark as many boxes as apply.

- |   |  |
|---|--|
| <input type="checkbox"/> African                | <input type="checkbox"/> Native American or Alaska Native    |
| <input type="checkbox"/> Asian                  | <input type="checkbox"/> Native Hawaiian or Pacific Islander |
| <input type="checkbox"/> Black/African American | <input type="checkbox"/> Slavic                              |
| <input type="checkbox"/> Latino/Hispanic        | <input type="checkbox"/> White                               |
| <input type="checkbox"/> Middle Eastern         | <input type="checkbox"/> Decline to Answer                   |

You will enter the client's self-identified race and ethnicity the new Inclusive Identity (Race/Ethnicity/Origin) sub-assessment, which is found on both the profile page and the Entry screen:

Inclusive Identity (Race/Ethnicity/Origin)	
Start Date *	Please add all that apply (Race/Ethnicity/Origin):
Add	

You do not need to enter data in both places. You may enter this data either on the profile page or in the Entry screen.

To add a client's self-identified race or ethnicity, click the Add button. In the window that opens, select the client's race/ethnicity from the pull-down menu. If a client identifies with additional races, click "Save and Add Another," otherwise just click "Save."

Add Recordset - (18) Knope, Leslie

Inclusive Identity (Race/Ethnicity/Origin)	
Start Date *	06 / 07 / 2013
N/A: Leave Blank	
Please add all that apply (Race/Ethnicity/Origin):	<div> <div>-Select-</div> <div>-Select-</div> <div>African</div> <div>Asian</div> <div>Black/African American</div> <div>Latino/Hispanic</div> <div>Middle Eastern</div> <div>Native American/Alaskan Native</div> <div>Native Hawaiian/Pacific Islander</div> <div>Slavic</div> <div>White</div> <div>Declined to Answer</div> </div>

You will now see a separate line for each race/ethnicity you entered:

Inclusive Identity (Race/Ethnicity/Origin)	
Start Date *	Please add all that apply (Race/Ethnicity/Origin):
06/07/2013	Black/African American
06/07/2013	Asian

Any student or participant who attends SUN activities during the 2013-14 must have the Inclusive Identity answered in their ServicePoint record regardless of their Entry Date (even if they had answered the separate race and ethnicity questions previously)

**\*The Inclusive Identity gray box can be easy to overlook. Please make sure that each student has this answered.**