

Known Issues

- Updated May 20, 2008

The following issues have been reported and are being worked on:

- 1) Forms
 - Reports of 'reference memory' error messages.
Contact your Site Tech or enter a Help Desk ticket if you are working on a district provided computer. Special Education itinerant staff should use the Computer Service Request issued with his/her computer.
Temporary fix: This is an issue with Microsoft and Internet Explorer version 6.0. As a temporary fix, clear out the History, Temp and Temporary Internet Files folders.
- 2) IEP Dates on IEP p.1 are incorrect.
 - Please line out item, enter the correct Current Assessment/Next Assessment dates and have the parent initial the changes. Please file this form in the student's folder. For additional assistance, contact your Encore On-Site Support staff for assistance.
- 3) In locked events, Special Factors p.2 and p.3 (accommodations) are not available for viewing or printing.
 - Data is saved; print forms prior to locking. A temporary solution should there be an emergency is contact your On-Site Support team for assistance.
- 4) Signature Page prints the word 'Draft' at the top of the form.
 - Please cross 'Draft' off and have parents initial and file in the Student folder.
- 5) On Present Levels p.3, if the student is an English Learner, the CELDT Level currently requires a selection from the drop down.
 - Until this is changed to an optional field, please choose the most appropriate level for your student.

Reminder: If you opened an optional form but do not need it, click the 'Return to Event Group' link and not the Save and Close button.

Special Factors p.3 contains required assessments however; it is an optional form if the accommodations and modifications box is not chosen. Click the 'Return to Event Group' link to return to the Forms screen.

- 6) Teachers are reporting difficulties batch printing forms. Batch print forms in two or three batches versus all at once. If the Print settings window does not display, use the 'Ctrl' + 'P' keys to receive the prompt. Please contact your Encore On-Site Support staff for additional information.
- 7) On some IEPs, disability information may not be updating on Present Levels p.3 and IEP p.1. Please contact your Encore On-Site Support staff with details.



- 8) For an Interim Placement Review Meeting, the Eligibility and Disability sections are not available. Please contact your Encore On-Site Support staff for assistance.

- 9) On Present Levels p.3, the "How disability affects involvement and progress" field is not available in an Annual or Supplemental event. Please document any needed explanation in the related present levels section(s) or on the Team Action form.

- 10) Annual Goal Objectives, 'Add Conditions/Prompts' no longer displays the correct choices.