

## Synergy - Truancy Upload Guide

- This upload will enter Truancy data into Synergy on the Student Truancy Summary screen.
- Complete the Truancy upload **after** the Student Enrollment upload has been successfully uploaded – students must first be enrolled before truancy data can be entered.

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### File Preparation:

Option 1: use your local Student Information System such as Infinite Campus, Power School or Web2School to export a file. You will need to work with your local SIS for assistance in downloading the file from their system.

Option 2: Fill out the Truancy sample file which can be downloaded from here:

[https://www.maine.gov/doe/data-reporting/collection/helpdesk/resources/synergy\\_instructions](https://www.maine.gov/doe/data-reporting/collection/helpdesk/resources/synergy_instructions)


(Note: the sample file has example students that you will need to delete.)

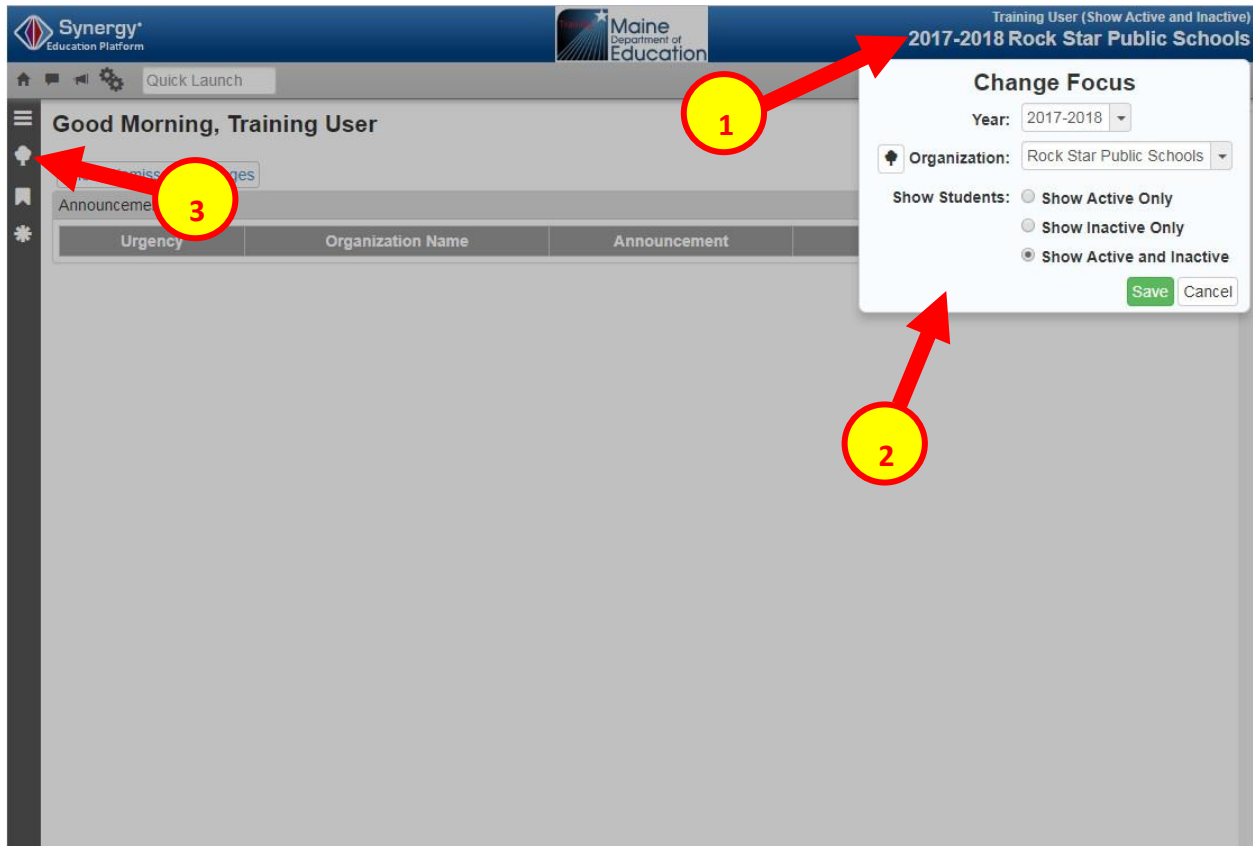
The upload file needs to be in either CSV or TXT format. You cannot upload an XLSX (excel) file. The sample file can be edited in excel but must be saved as a CSV.

The Truancy upload file must have the 20 required columns. The Truancy Upload requirements document lists the columns and the order they must be in. The Truancy Upload requirements document can be downloaded here:

[https://www.maine.gov/doe/data-reporting/collection/helpdesk/resources/synergy\\_instructions](https://www.maine.gov/doe/data-reporting/collection/helpdesk/resources/synergy_instructions)

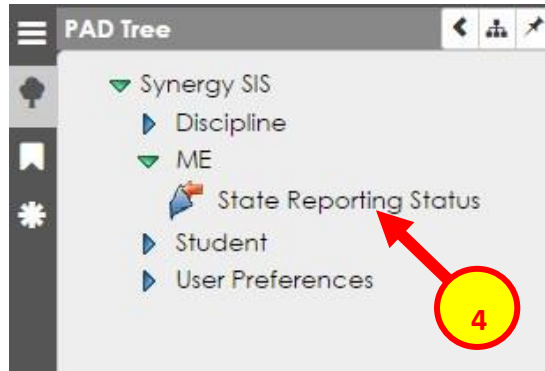
## File Upload:

1. In the top right, click the school year or school/district name and the Change Focus box appears.
2. Select the following in the Change Focus box and click **Save**:
  - Year:** Select the current school year (the example picture shows 2017-2018)
  - Organization:** Choose your district (the example picture shows Rock Star Public Schools)
  - Show Students:** Show Active and Inactive
3. Click on the PAD Tree icon. 

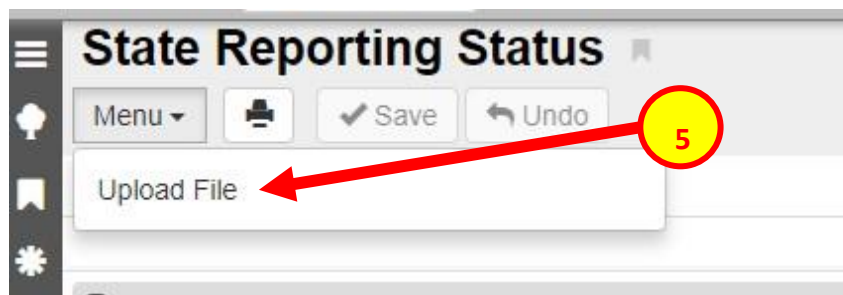


The screenshot shows the Synergy Education Platform interface. The top right corner displays the user role 'Training User (Show Active and Inactive)' and the current school year/district '2017-2018 Rock Star Public Schools'. A 'Change Focus' dialog box is open, allowing the user to select the current school year (2017-2018), the organization (Rock Star Public Schools), and the student selection options (Show Active Only, Show Inactive Only, Show Active and Inactive). The 'Show Active and Inactive' option is selected. The 'Save' button is highlighted in green. Red arrows and yellow circles with numbers 1, 2, and 3 point to the school year/district name, the 'Save' button, and the PAD Tree icon respectively.

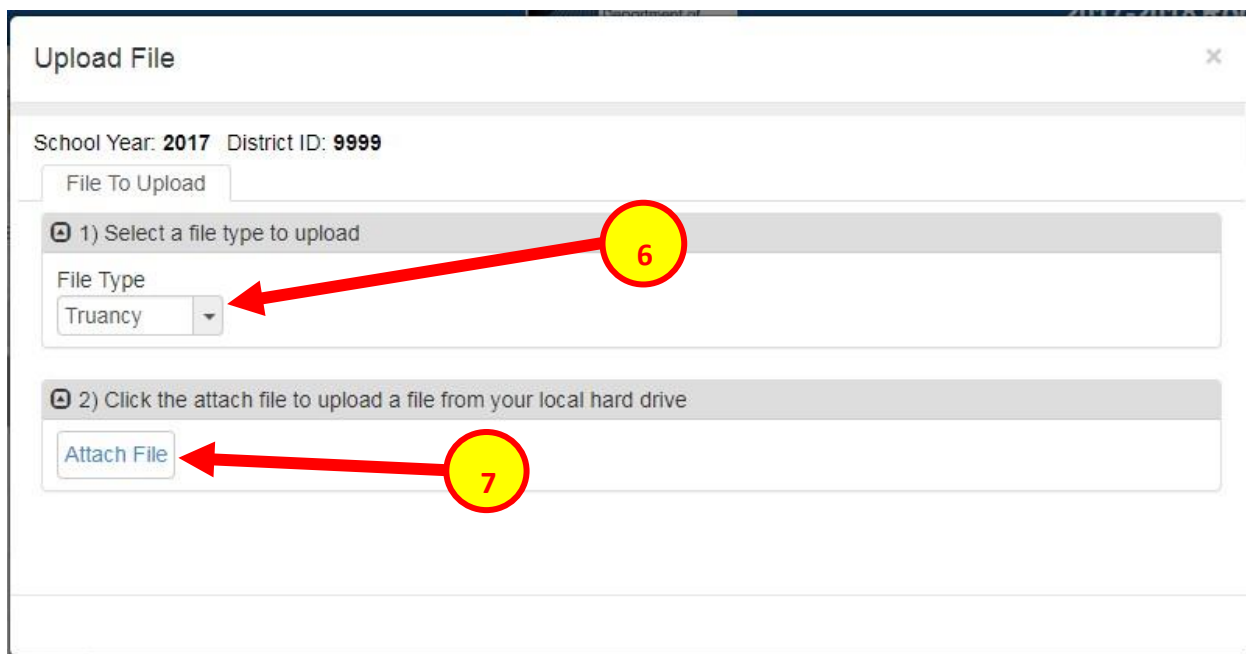
4. Click the arrow next to Synergy SIS to expand the section.
  - a. Click the arrow next to ME to expand the section.
  - b. Click State Reporting Status.



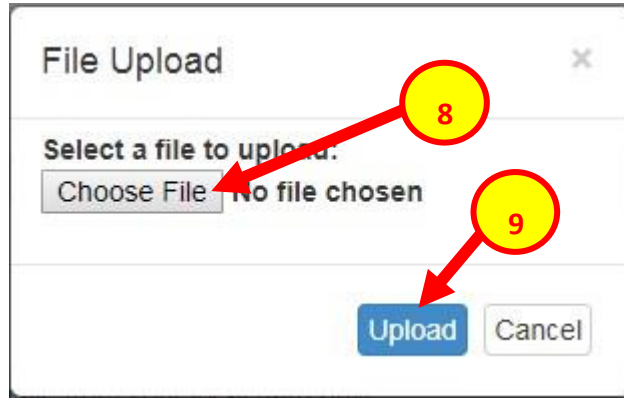
5. In the State Reporting Status page, hover over the Menu drop down. Click **Upload File**:




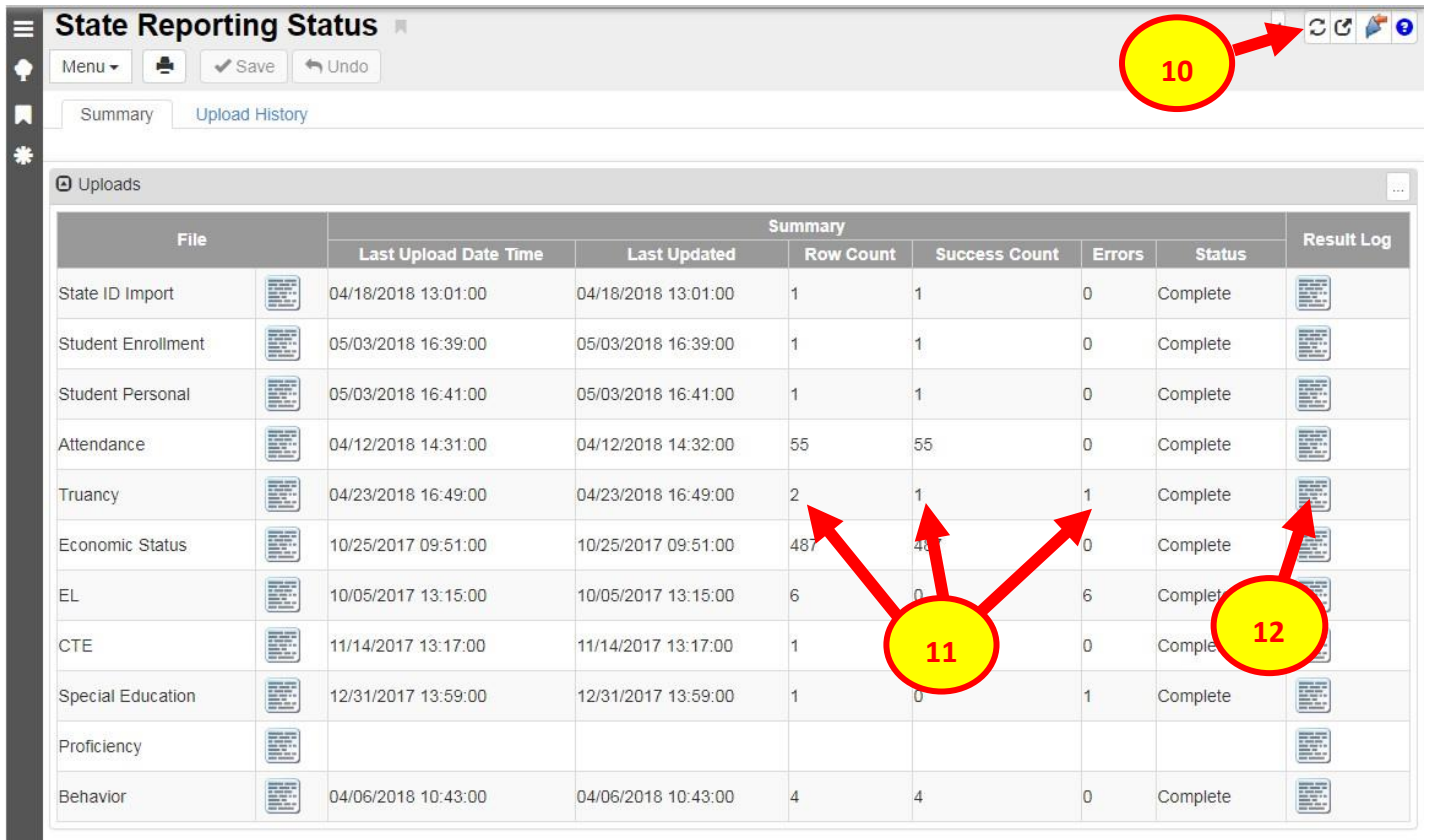
6. In the Upload File box, click the File Type drop down. Select **Truancy**.
7. Click the **Attach File** button.














8. In the File Upload box, click **Choose File**.
9. Locate your file and then click the **Upload** button.



- 10. On the State Reporting Status page, click the refresh button in the top right. 
- 11. The upload is complete when numbers appear in the Row Count, Success Count and Error columns. (You may need to click the refresh button multiple times).
- 12. Click on the **Result Log** to the right and download the file.



The image shows the 'State Reporting Status' interface. At the top right, there is a refresh button (circular arrow icon) circled in yellow with the number 10. Below this is a table with columns: File, Last Upload Date Time, Last Updated, Row Count, Success Count, Errors, Status, and Result Log. Red callouts with yellow circles containing the numbers 11 and 12 are present. Callout 11 points to the 'Row Count', 'Success Count', and 'Errors' columns for the 'Economic Status' row. Callout 12 points to the 'Result Log' icon for the 'Economic Status' row.

File	Summary						
	Last Upload Date Time	Last Updated	Row Count	Success Count	Errors	Status	Result Log
State ID Import	04/18/2018 13:01:00	04/18/2018 13:01:00	1	1	0	Complete	
Student Enrollment	05/03/2018 16:39:00	05/03/2018 16:39:00	1	1	0	Complete	
Student Personal	05/03/2018 16:41:00	05/03/2018 16:41:00	1	1	0	Complete	
Attendance	04/12/2018 14:31:00	04/12/2018 14:32:00	55	55	0	Complete	
Truancy	04/23/2018 16:49:00	04/23/2018 16:49:00	2	1	1	Complete	
Economic Status	10/25/2017 09:51:00	10/25/2017 09:51:00	487	487	0	Complete	
EL	10/05/2017 13:15:00	10/05/2017 13:15:00	6	0	6	Complete	
CTE	11/14/2017 13:17:00	11/14/2017 13:17:00	1	0	0	Complete	
Special Education	12/31/2017 13:59:00	12/31/2017 13:59:00	1	0	1	Complete	
Proficiency							
Behavior	04/06/2018 10:43:00	04/06/2018 10:43:00	4	4	0	Complete	

## Results:

**If all Student Enrollment data was successfully uploaded, you will receive this message in the result log:**

```
Truancy Import Error Log  
All Records completed successfully
```

**If not all Truancy data was uploaded, the result log will have 5 columns:**

**Row Number:** corresponds to the row in the upload file that had the error.

**SAU ID:** is the SAU ID found in the upload file

**School ID:** the ID used in your local SIS

**State Student Number:** The student's State ID

**Error:** a message about why the data was not uploaded

The following Error messages indicate there was an issue processing the student's data:

ERROR	RESOLUTION
School ID is required	<b>School ID</b> field is blank in the upload file. A list of School IDs can be found at this link: <a href="https://www.maine.gov/doe/data/student/Synergy_upload.html">https://www.maine.gov/doe/data/student/Synergy_upload.html</a>
The length of School ID is shorter than 1	<b>School ID</b> must be between 1 and 4 digits. A list of School IDs can be found at this link: <a href="https://www.maine.gov/doe/data/student/Synergy_upload.html">https://www.maine.gov/doe/data/student/Synergy_upload.html</a>
The length of Truancy Type is shorter than 2	<b>Truancy Type</b> codes must be 2 digit. A list of Truancy Type codes can be found at this link: <a href="https://www.maine.gov/doe/data/student/Synergy_upload.html">https://www.maine.gov/doe/data/student/Synergy_upload.html</a>
Unable to resolve Truancy Type value "3"	<b>Truancy Type</b> codes must be 2 digit. A list of Truancy Type codes can be found at this link: <a href="https://www.maine.gov/doe/data/student/Synergy_upload.html">https://www.maine.gov/doe/data/student/Synergy_upload.html</a>
Superintendent Notification Date "20181020" cannot be a future date	Dates cannot be in the future
Superintendent Notification Date (20171228) cannot occur prior to Truancy Start Date	<b>Superintendent Notification Date</b> must be a date after the <b>Truancy Start Date</b> .
Field values are required for the previous step "Intervention Plan".	<b>Intervention Plan Date</b> is required and <b>Intervention Plan Note</b> is required because there is a date in the <b>Official Parent Notification Date</b> field and a note in the <b>Official Parent Note</b> field. (The dates for each truancy step must be on or after the date of the previous step)
Intervention Plan Date (20171205) cannot occur prior to Truancy Start Date	<b>Intervention Plan Date</b> must be a date after the <b>Truancy Start Date</b> .
Intervention Plan Note is required	<b>Intervention Plan Note</b> is required because there is a date in the <b>Intervention Plan Date</b> field.
Official Parent Meeting Date (20171218) cannot occur prior to Truancy Start Date	<b>Official Parent Meeting Date</b> must be a date after the <b>Truancy Start Date</b> .
Official Parent Meeting Note is required	<b>Official Parent Meeting Note</b> is required because there is a date in the <b>Official Parent Meeting Date</b> field.

Official Parent Notification Date "20180424" cannot be a future date	Dates cannot be in the future
Official Parent Notification Date (20171215) cannot occur prior to Truancy Start Date	<b>Official Parent Notification Date</b> must be a date after the <b>Truancy Start Date</b> .
Local Law Enforcement Referral Note is required	<b>Local Law Enforcement Referral Note</b> is required because there is a date in the <b>Local Law Enforcement Referral Date</b> field.
Additional Intervention Date (20170922) cannot occur prior to Truancy Start Date	<b>Additional Intervention Date</b> must be a date after the <b>Truancy Start Date</b> .
Additional Intervention Note is required	<b>Additional Intervention Note</b> is required because there is a date in the <b>Intervention Plan Date</b> field.