# New User Training: WISEdata Portal Navigation & WISEdata Basics

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# Training Goals

The goal of this course is to teach you how to:

- Navigate the WISEdata Portal

- Troubleshoot errors and warnings

- Submit a good help desk ticket

# What is WISEdata?

**WISEdata** is a multi-vendor, open data collection system that allows school districts, charter schools, and Choice schools to submit data to DPI from their student information system (SIS) vendor.

• WISEdata houses Graduation, Dropout, Completion/Exit, Third Friday of September Enrollment, Attendance, Discipline, Special Ed data… and more!

• WISEdata links to WISEid to ensure data is attached to the appropriate person.

# Why do we collect data?

- Meet all required school State and Federal reporting mandates

- To help schools and educators monitor their students progress as a whole and as individuals. Analyzing the data can help them determine what additional services may be needed, such as additional language and special education services. They can also monitor trends in attendance, discipline and testing.

- Inform education research and data analysis through reporting tools

- Maintain high data quality

- Provide tools for multiple stakeholders, including educators, school officials, and DPI

- Funding

# Data Privacy

**Data Privacy Resources**

https://dpi.wi.gov/wise/data-privacy

**PII (Personally Identifiable Information).** When communicating outside a secure application/network do not include student names and WISEid's together. Further information and examples of PII can be found on our website. PII list of Examples.pdf (wi.gov)

# Data Submission Process

- **Data Entry:** LEA (school/district) enters student data into the local SIS.

- **WISEdata Portal Submission:** Schools push data from their SIS to the WISEdata Portal for validation.

- **Validation Review:** Users monitor and review the errors and warnings and make any necessary corrections in their SIS.

Once the data is submitted correctly, it will flow into the data warehouse, also known as WISEdash.

# Data Submission Process (visual)

LEA / School / District → Student Information System → WISEdata Portal → WISEdash for Districts → WISEdash Public Portal

# Data Submission Process

**Continuous Collection:** Schools maintain high quality data, updating information as needed.

**Snapshot:** DPI snapshots are taken periodically to obtain particular data statistics as of a given date. That data is used for state and federal reporting requirements.

# WISEdata Data Elements

Use the WISEdata Data Elements pages to view all the specific data elements for WISEid, WISEstaff, WISEdata, and more.

- The main page provides a quick summary of each element.
- The links take you to individual pages that provide more detail about the element and which codes to report, as well as uses and FAQs.

This resource will be a staple when completing WISEdata reporting tasks and should be referenced often. You can link directly to data element pages from the WISEdata Portal.

[Data Elements](#)

# Accessing WISEdata

- **User Security Setup:** WAMS IDs and/or Enterprise Google accounts are used to log in to WISE applications via WISEhome. District Security Administrators (DSAs) and Application Administrators will assign users' security roles to access the various WISE applications.

- WISEhome - homepage for your WISE application access
- Request a User Role - instructions on how to request an application user role
- WISE User Roles - different user roles within each application

# Confirm Contact Information

Users can add and update WISE data contact information in WISEdata.

- Starting in August 2022, the first log-in of the school year, you will be asked to enter your contact info

- Top-Right Corner→ Agency Contacts

- Both Primary and Secondary Contacts are **required** for each agency and must be updated each year. Generic contacts are optional.

- It's important to make sure the contact information at your LEA is up-to-date throughout the school year.

# WISEdata Portal

1. Navigate to WISEhome (you will want to bookmark this)

2. Log in using your WAMS or Google login information

3. Select WISEdata Portal

# WISEsupport

Anyone can submit a WISEsupport Ticket.

WISEDATA > HELP > Start a WISEsupport Ticket

School → CESA WISEsupport Team → DPI Helpdesk

# Writing the Perfect WISEsupport Ticket

As CESA and DPI staff, we are here

to help you!

We can help you better by having all

of the information from the start!

# Examples of Bad Tickets

- I am missing data.

- My count is not correct.

- I cannot log in.

- A student who was fine is now throwing an error.

- I have errors that I cannot fix.

- The site is broken.

# Examples of Good Tickets

- I have these specific students who are missing these specific pieces of data (sSEPA records, graduation records, discipline).

- My 3rd Friday count is not correct. I am missing two students; they are…

- I cannot log in to the WISEhome or WISEid application, etc.

- Student WISEid (XXXXXXXXX) is now throwing error 6464, and I can't figure out why.

- How do I fix error 6464?

# Helpful Tips

1. **How urgent is this issue?** Write down your contact information and relative priority of the issue against other outstanding requests.

2. **Where did the error occur?** Where were you when you experienced this issue - which application, which screen?

3. **What did you expect to happen?** Provide details on what you expected to happen versus what actually happened. Break each error into a separate paragraph.

4. **Did you attempt to fix the problem?** If you attempted to troubleshoot, provide the steps you took and their results.

5. **What did it look like on your screen?** Provide documentation, details, and screenshots when possible.

# Keep Track of Dates & Deadlines

Use the **WISEdata Events Calendar** to view snapshot and data submission deadlines. You can also register for User Group webinars and CESA trainings, as well as SIS vendor conferences.

You may view by the day or month view to see important events and dates.

**https://dpi.wi.gov/wisedata/events/month**

# Important Dates

See the [WISEdata Events](#) page for the most up-to-date information.

- **August**
  2021-22 Year End -- Attendance, Exits, Graduates, Roster, etc.

- **October 2022: approx. 8 weeks prior to snapshot**
  DPI Data Quality outreach begins

- **December 2022 Snapshot - December 6**
  2021-22 Year End

  2022-23 Third Friday of September Enrollment, Oct. 1 Child Count

- **Spring Snapshot - May**
  2022-23 Spring Demographics Snapshot

# E-Learning & Certification

[WISE Classroom E-Learnings](#)

**WISE User Basics**
WISE Overview, WISE Security, Data Submission Process, Data Flow, Resources, *Certification Quiz

**WISEid**
WISEid Overview & Person Menu, WISEid File Tasks Menu, WISEid Reports *Certification Quiz

**WISEdata**
WISEdata Overview, WISEdata Exports, Validations, Roster, Career Education, Discipline, *Certification Quiz

**WISEdata: Understanding Economically Disadvantaged Status Data Reporting**
Economically Disadvantaged Status Data, Obtaining Economically Disadvantaged Status Data, Review in WISEdata Portal, Review in WISEdash for Districts, *Certification Quiz

# Helpful Resources

WISEdata Help: Links to WISE help pages and useful resources

Data Elements: List of links to all WISEdata data elements and their descriptions, uses, and codes

Knowledge Base Articles: (KBA) Useful articles on validations and other related topics

Info for Schools: Basics of getting started with WISEid

WISEdata Annual Tasks Checklist: General guide of necessary tasks and preparation for each of the collections and snapshots

Google+ Community: WISEdata community to view and post questions and comments to fellow users

WISEdata Events Calendar: View deadlines, trainings, webinars, etc.

# Giving Feedback

Within most DPI applications you can
provide feedback directly,
enter a new suggestion, and
vote on suggestions made by other people.

WISEdata Portal feedback

**NEW!**
Do you have an idea for a change or addition to WISEdash?
We want to hear about it. Please click here.

# Stay in Contact

- Join the weekly WISE User Group Calls to hear weekly updates from different teams and ask questions of DPI staff on the call

- Join our Google+ community ("Currents") to connect with fellow WISEdata users and receive announcements and notifications from DPI and the WISEdata community.

- Submit a Help Ticket for our WISEsupport or Customer Service Team to assist you

- Ideas for new training or to request additional training, reach out to me: Adam Mueller, Customer Service Team Trainer, Adam.Mueller@dpi.wi.gov

# Thank you!

**Thank you for attending!**

You will receive a follow up email with the following:

- Q&A doc with a links for today's recorded session and a copy of the slide deck

- Survey link

This training session will be repeated on the first Wednesday of every month at 1:30pm.