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[Can grades be modified after progress reports or report cards have been finalized?](#)

This FAQ will continually be updated with additional responses as they become available.

- [TeacherVUE Support Guide](#)

- [Elementary Grade Book Support Guide](#)
- [TeacherVUE and Grade Book Quick Guide](#)

Training and Documentation

Where can I find training documents or videos for Synergy?

- [Synergy Support Website](#) - this website has all the support materials for Synergy.
- [TeacherVue Support Guide](#)
- [Elementary Grade Book Support Guide](#)
- [Synergy Elementary TeacherVue and Grade Book YouTube Playlist](#)
- [Elementary Progress Report and Report Card Support Guide](#)

Attendance

If attendance is taken in homeroom, will this attendance be seen in other courses?

Non-homeroom teachers will be able to see the daily attendance marked by the homeroom teacher (or attendance secretary).

Why don't all my students appear on the attendance chart for me to record their attendance?

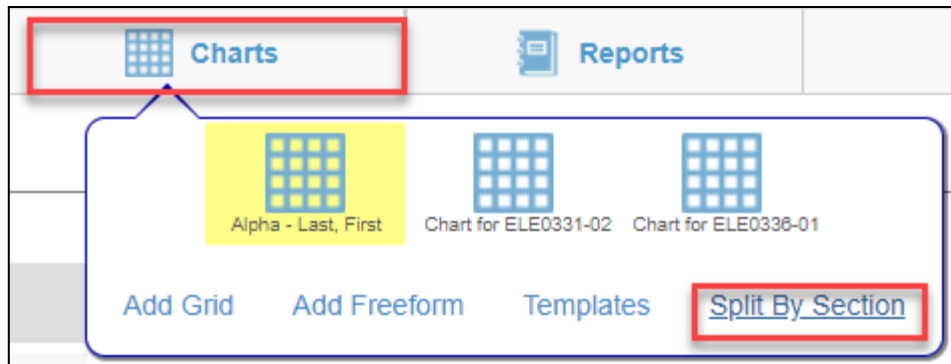
If using the chart view to record attendance you need to make sure you have created a "chair" or "desk" for all students to be dragged to "sit" at from the list of all students shown on a panel in the lower-left corner. The solution is to add more chairs/desk to your chart and drag remaining/all students to a seat. Then attendance for all students can be recorded and saved.

Can attendance be taken in another subject area besides homeroom?

Attendance can be taken in another subject area. The scheduler at the school can adjust the class that attendance is taken in. If you have a need to create PM attendance in a class other than homeroom please refer to the instructions provided in this support guide. [Elementary AM/PM Attendance](#)

As a specialist (Art, Music, PE) I see all my students grouped together by grade level, instead of by teacher, listed in my seating chart Focus area. How can I view a seating chart for each section (teacher’s class) instead?

Create custom seating charts. In TeacherVUE, click on **Charts**, then select **Split by Section**. This will automatically create grids for each section (class). You can then rename the grids by clicking on them and editing them. You can remove the text that says “Chart fo YR-...” and replace it with the grade and homeroom teacher’s name.



My attendance secretary is sending me email notifications reminding me to record AM or PM attendance in TeacherVUE and I think I have already done this. Why am I getting these notifications that I haven’t?

Remember that Synergy uses deficit attendance, which means only non-present attendance codes are marked in Synergy. If a student is present, no attendance code is marked off at all and therefore no clicking on a student tile or in the attendance cell while in list view is required to indicate a student is present. You do still need to always click on the Save button. So in theory, on a day when all students are present, you will still need to click on Attendance in Synergy and click Save, to indicate that all students are present.

Seating Charts

Will seating charts remain from year to year?

Seating Charts are section specific so they will not carry over from year to year.

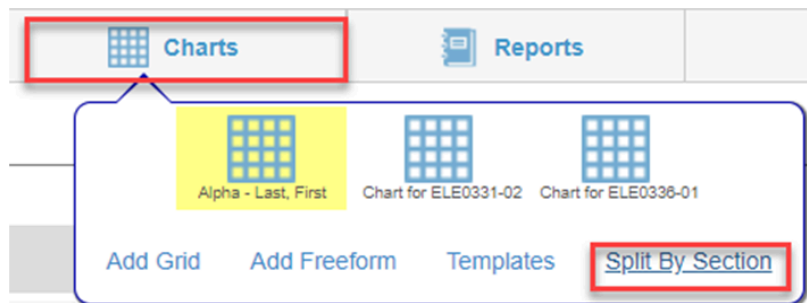
I do not see all the students in my seating chart and there is a message that indicates there are students that need to be added to the chart. How do I fix this so I can see all my students?

When new students are sectioned to your course they are added to the class but they are not automatically added to the seating chart. When this happens a message will appear at the top of the seating chart indicating that there are students who need to be seated in the chart. To fix this, click the orange Edit button at the top and scroll to the bottom right corner of the page to see the unassigned students area. If needed, add more seats to your seating chart, click the Fill Alpha button and then click the green Save button.

“In TeacherVUE, a teacher sees multiple classrooms at once, can they split them by section?”

To **separate the sections** in TeacherVUE, follow these steps:

1. In TeacherVUE click **Charts**, then select **Split by Section**. This will automatically create seating chart grids for each section.



2. You will see all the seating charts populate in the charts navigation option. You can click on the chart to have it shown in TeacherVUE.
3. Seating charts can then be renamed to make it easier to locate by clicking the **Edit** button next to the chart title. Add a title that makes sense to you and click **Save**.

Chart for YR-ES920550



To view individual sections, you will now use the Chart menu option to select a class rather than the class focus.

Student Menu

Where can I find parent contact information?

Click on a student tile while focused on a section in TeacherVUE. From the Student Menu drop-down, select Student. This will open up a new window overtop of TeacherVUE to display several tabs from the Student screen on the Synergy SIS side. One of the Student screen tabs is Parent/Guardian. On this tab, names, relationships and contact information can be found.

Where can I find student accommodations?

If a student has an IEP or 504 Plan, you will see a notification icon to indicate this on top of their student tile, when in chart view in TeacherVUE. You can also click on any student tile that has the 504 notification icon and from the drop-down menu select the Student Accommodations report to run and print.

Where can I find student health information?

Student notification icons appear on student tiles while focused to any section of students in TeacherVUE to indicate specific health concerns (i.e. peanut allergies).

Grade Book

Are grades Z and X available options for grades?

Z and X grades are not used in the Synergy grade book. Z is a comment type that adds the comment of missing to a grade and assigns the score of a 0, While this is possible **it is not recommended to use the score of Z (or put in Missing in the drop down comment field)** in the elementary grade book. Instead the recommended practice would be to enter the score of M for missing.

- If an assignment is assigned to a student and the score is left blank, it does not count against the student as a zero.
- If "ex" is entered into the grade column or if the checkbox option for the Exclude column is selected in the Enter Grades screen, it marks that the student is exempt from the assignment and does not count towards the measurement topic grade.
- If "M" is entered into the grade column it will note a missing assignment but will not carry a point value. This assignment will be exempt from the overall computation of a grade if it is left as an "M" at the end of the marking period.
- If "Inc" is entered into the grade column it will note the assignment as incomplete. You can also select incomplete from the assignment comment field in enter scores area of the grade book.

I entered the score of M to indicate a Missing (ES) comment but I do not see the M in the grade book. How do I get the grade book to show this M?

Click the **Filter & Options** button and then select the **Show Comments Codes** option.

Show Comment Codes

If grades are left blank for some students will these grades count towards the final grade?

The grade book assumes that blank cells are assignments that are not scored. The student's grade is not affected by the assignment if no score is entered. Blank cells do not automatically equate to a score of zero. Additionally, in the enter score view of the assignment you can check off the students to exclude from the assignment in the exclude column.

Once grades are entered, will the grade book automatically save the score?

Grades will not save automatically. Users must click Save.

Can specialist or grade level teachers rename the classes that appear in the class focus?

Not at this time. If however, art, music and PE sections were linked to a grade level teacher's Homeroom section, the name of the Homeroom teacher will appear in section's name for specialists teachers to see in the Focus area.

Can measurement topic assignments be color coded so that each measurement topic is a different color?

Measurement topics cannot be color coded in the grade book at this time.

Can more than one measurement topic be linked to a single assignment?

An assignment can have more than one measurement topic linked to it. For each measurement topic that is linked to an assignment a corresponding assignment is created. For example, if one assignment is created that is linked to three measurement topics then one assignment with the same title will be created for each of the selected measurement topics.

Will specialist (art, music, and PE) classes show as one large grade level section in the class focus or separate individual sections?

Currently, all classes for specialists are collected in one large grade level group. MCPS is currently working to separate the grade level groups into individual sections.

Will measurement topics/standards have the marking period indicated when it is assessed (e.g. *M in the Pinnacle grade book)?**

Measurement topics will show as ****M to indicate which marking period the measurement topic is assessed in for all classes except Reading and Math.

Does the Synergy grade book accept letters, numbers or both?

For grades K-1 the grade book accepts the letter grades of P, I or N. For grades 2-5 the grade book accepts the letter grades of A, B, C or D. For ESOL grades the grade book accepts the numbers 1-6 for the corresponding ESOL levels.

Do I need to adjust the marking period in the class focus area?

The grade book is set to match the class focus based upon the calendar date and thus, adjusting the marking period in the class focus is not always needed. Additionally, the due date of an assignment is what determines the marking period the assignment is placed in. The class focus will remember the last option that was selected. If an incorrect marking period has been selected in the class focus you can adjust this by selecting the correct marking period.

The default is to start the marking period with MP#Interim and it will stay this way until after interims go out. Think of it this way, for the first 4 weeks of school the focus is set the MP1Interim to capture grades for interims. The last 5 weeks the focus should be changed to MP1. The marking period grade will look at grades from MP1 Interim and MP1. For the 2020-2021 school year elementary schools will not do interims for MP1.

Can Staff Development Teachers and Administrators impersonate teachers in the grade book?

Administrators have read only impersonator access in the grade book. Refer to the [grade book impersonator access directions](#) for more information.

Staff Development Teachers have read/write access in the grade book for all teachers at their school. Staff Development Teachers should select a teacher and course from the class focus area in the top left corner of the grade book.

Synergy shows every assignment is worth 10 points, how is this possible when a point value for the assignment was not entered?

Teachers can ignore the 10 points shown for every assignment as the grade book will calculate the final

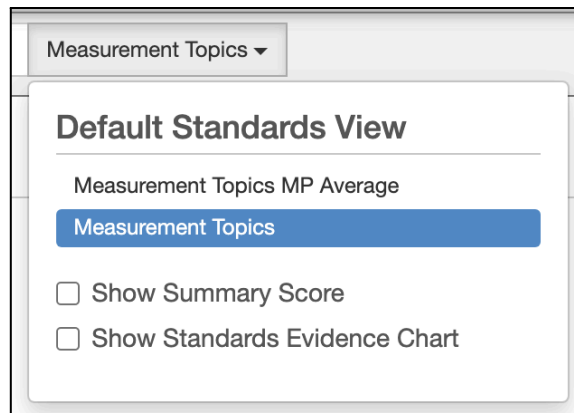
score based upon the letter grades (not points) entered in the grade book. Ideally the Points field would be hidden from view entirely, so as not to cause uncertainty or distraction, but this is not possible yet. We're hopeful in the future it will be eliminated from the assignment view entirely.

What should be done if the incorrect measurement topic is added to an assignment?

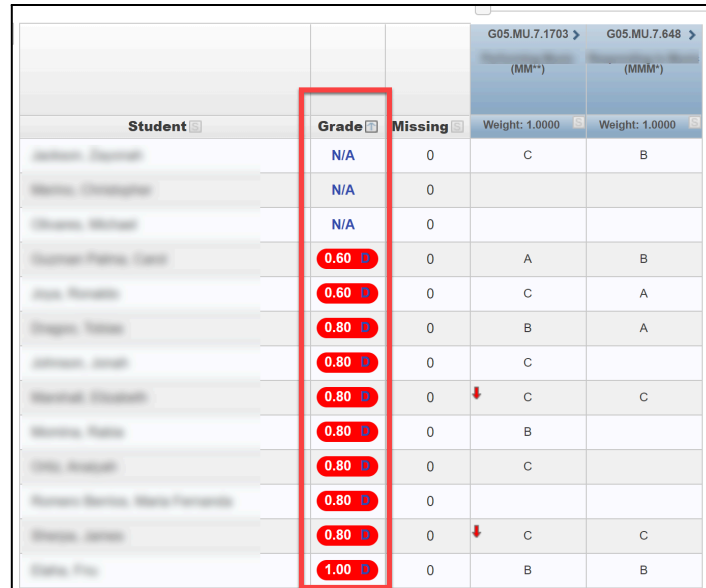
Create a new assignment with the correct measurement topic. Next, copy the grades from the old assignment to the new one. Save these changes in the new assignment and then delete the incorrect assignment.

When I am in the measurement topics view my scores show up as numbers instead of letters, how do I fix this?

Under the measurement topics button in the grade book, uncheck the option for show summary score and this will show the scores as letters.



The grade column in the measurement topics view is showing percentages for a grade or it is showing red scores. Is this supposed to happen and how can I fix this?



Student	Grade	Missing	Weight: 1.0000	Weight: 1.0000
Student 1	N/A	0	C	B
Student 2	N/A	0		
Student 3	N/A	0		
Student 4	0.60	0	A	B
Student 5	0.60	0	C	A
Student 6	0.80	0	B	A
Student 7	0.80	0	C	
Student 8	0.80	0	C	C
Student 9	0.80	0	B	
Student 10	0.80	0	C	
Student 11	0.80	0		
Student 12	0.80	0	C	C
Student 13	1.00	0	B	B

The measurement topics view of the grade book should show **NA** for all students in the **grade column**. If this is not the case it means one of the following has happened:

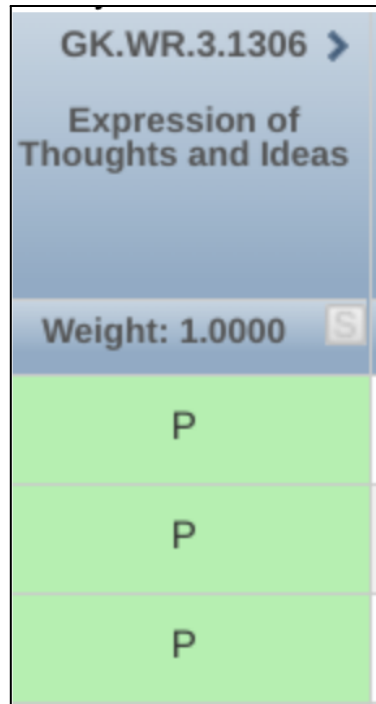
- Grades were entered in the assignments view instead of the measurement topics view or
- A missing comment (not Missing ES, this comment is fine) was added in the comments drop down field to an assignment or a grade of Z was entered. Both scenarios produce a score of zero as noted by a Z in the score field.
 - *This is not a recommended practice for the ES grade book. Instead enter ex in the grade book grid to note that the assignment was excused for the student or enter M (Missing ES) to show the student has not completed the work.*
- The comment of absent was used for one or more assignments

To fix this, remove any missing (not Missing ES) or absent comments from any assignment it was mistakenly used in. Next, go to the assignment view of the grade book and remove any scores that are shown (even the score of 0). If these scores were entered in the assignment view instead of the measurement topic view be sure to print or capture them before they are deleted. If the scores do not exist in the measurement topic view of the grade book they will need to be entered in this view.

In my grade book I see some of the cells are green. What does this mean?

Green cells in the grade book mean that either the measurement topic or course average have been

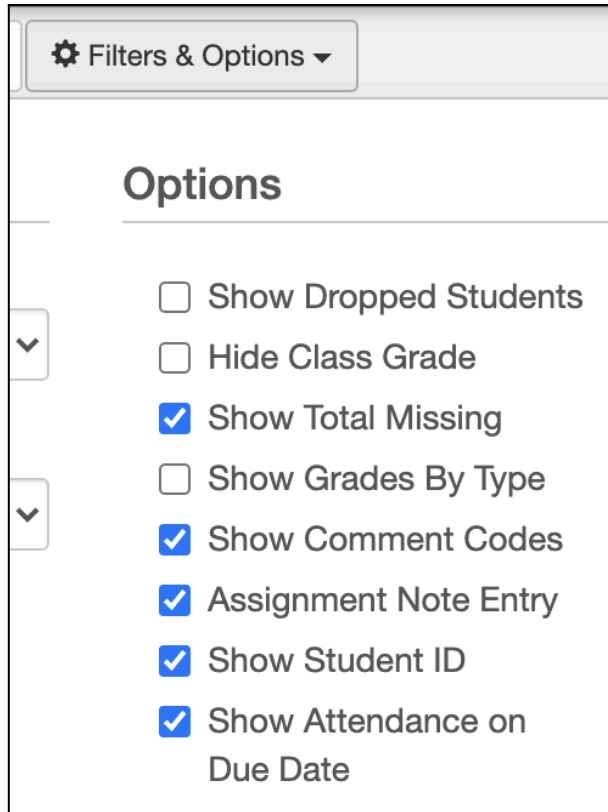
overwritten. To fix this delete the score in the green cell, save the changes and a new average will be calculated.



GK.WR.3.1306 >	
Expression of Thoughts and Ideas	
Weight: 1.0000 <input type="text" value="S"/>	
P	
P	
P	

Should teachers use the comment code absent?

The comment code of absent should not be used for an assignment. The absent code will impact the student grade. Instead under the **Filter and Options** button make sure that the **Show Attendance on Due Date** option is selected. When this option is selected the grade cells will show the absence code for students who are not present on the assignment due date.



Filters & Options ▾

Options

- Show Dropped Students
- Hide Class Grade
- Show Total Missing
- Show Grades By Type
- Show Comment Codes
- Assignment Note Entry
- Show Student ID
- Show Attendance on Due Date


When I enter grades in Synergy a comment box pops up for every student. Can I disable this pop up box?

To disable the assignment comment pop up box click the **Filter & Options** button in the top center of the screen and then uncheck the *Assignment Note Entry* option. This setting will then be applied to all classes in your grade book.

Where do I enter the additional end of marking period data for Reading and Math?

For the end of the marking period process for teachers, refer to the [Teacher Guide](#).

In the blue measurement topic average column I see Inc and cannot delete it, how do I fix this?

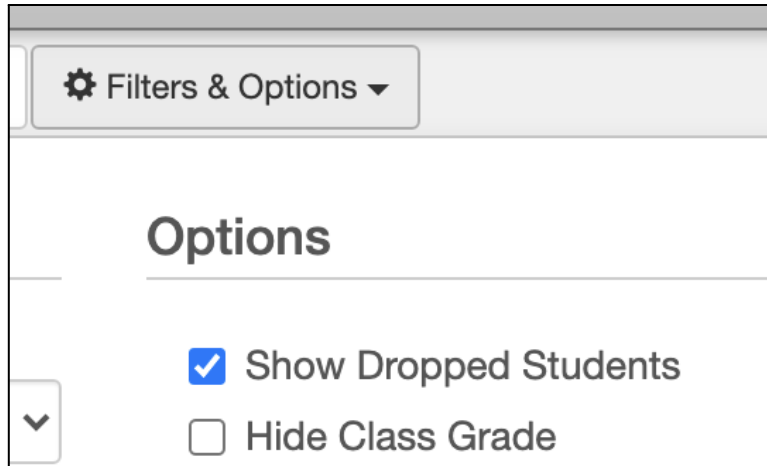


GK.RD.2.1211 >
Reading Comprehension: Informational Text and Literature
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P
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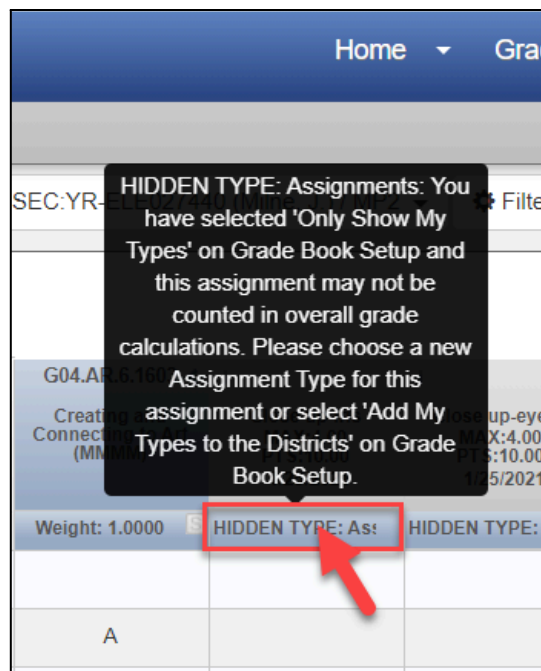
Enter a ! in the measurement topic average column where you see Inc and then save the changes.

Can I see grades for students who have been moved to another class?

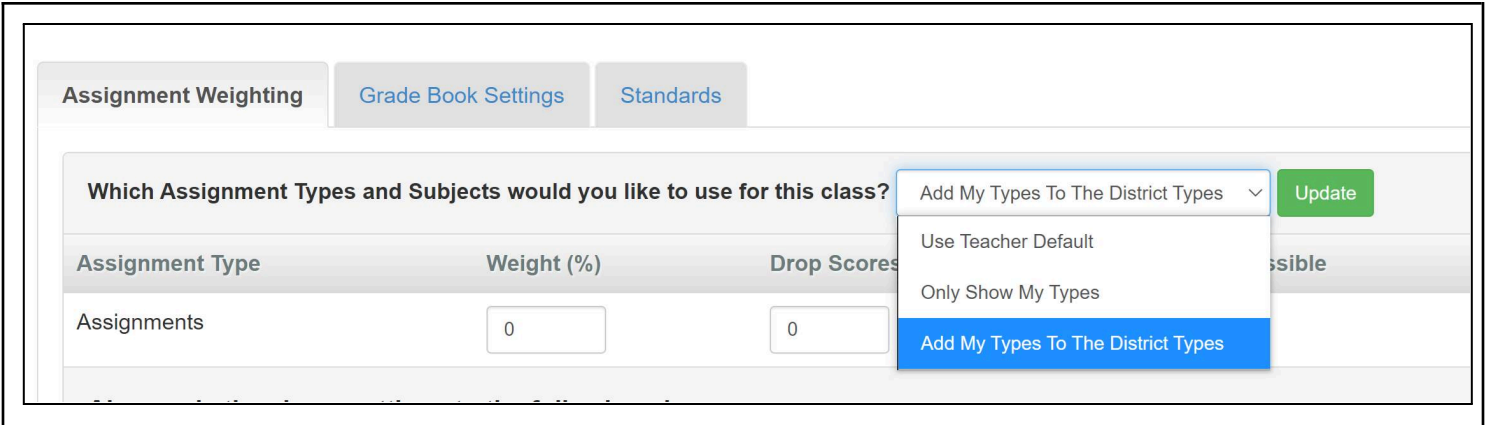
To see grades for dropped students select the **Filter & Options** button in the grade book and select *Show Dropped Students*



My assignment columns show as hidden and I cannot edit assignments, how do I fix this?



From the blue menu bar at the top select Grade Book > Grade Book Setup. On the setup screen select **Add My Types to The District Types** and click the green **Update** button.



Assignment Weighting | Grade Book Settings | Standards

Which Assignment Types and Subjects would you like to use for this class?

- Add My Types To The District Types
- Use Teacher Default
- Only Show My Types
- Add My Types To The District Types

Update

Assignment Type	Weight (%)	Drop Scores	Possible
Assignments	0	0	

Reports

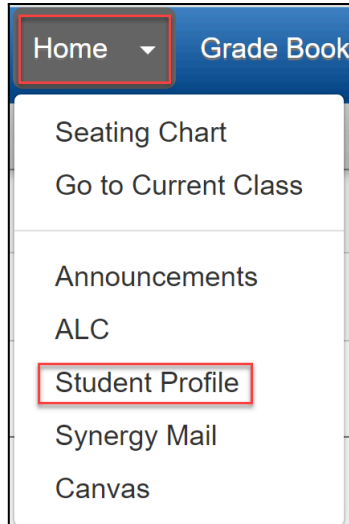
What grade book reports are recommended for teachers?

Recommended grade book reports can be found in the [Elementary Grade Book Support Guide](#).

View Information on Students Not Assigned to Me

How can I view student information, parent/contact info, contact logs, etc. for students not directly sectioned to me in a class?

Staff can view student information in the Student Profile report. This report is found by selecting **Home** in the top blue menu and then **Student Profile** from the drop down list.



SDTs, ESOL, SPED teachers, and some other unique school-based roles can switch between TeacherVUE and Synergy SIS to view all the students in the school. Refer to the [Synergy School-Based Role SIS Support Guide](#) for more information about how to toggle between the TeacherVUE and SIS side and how to complete additional processes accessible from only the SIS side.

Progress Reports and Report Cards

What do teachers need to do for progress reports and report cards?

Please refer to the [progress report and report card process](#) in the [Elementary Grade Book Support Guide](#).

What do teachers need to do for the end of the marking period?

For the end of the marking period process for teachers, refer to the [Teacher Guide](#).

For the end of the marking period process for administrators, refer to the [Administrator Presentation](#).

If a teacher enters a grade for a Measurement Topic that is not reported will it show on the report card (or progress report)?

If a grade is entered for a Measurement Topic that is not reported during the marking period it will show on the report card (or progress report).

If a teacher does not have any scores for a measurement topic that is assessed during the marking period, will the report card (or progress report) show an M for missing or will it be a blank score?

The report card (or progress report) will show a blank cell without a score.

How do parents receive the progress report and report card?

If a ParentVUE account(s) has been created in the household then the progress report and report card will appear in the associated ParentVUE account. If no ParentVUE account has been created for the household, the progress report and report card will be mailed home.

Can grades be modified after progress reports or report cards have been finalized?

Grades can be modified after the progress report or report cards have been finalized. Refer to the [Elementary Grade Correction Process document](#) for guidance.