



Report Card Troubleshooting

Once Report Cards have been printed, it is necessary to check them for accuracy before they are mailed home. The following items should be checked:

- **Duplicate Classes:** Verify that the same course does not appear twice on the Report Card. It is possible for a class (or classes) to display multiple times on the Report Card if one or more of the following has occurred:
 - o Specials classes (Art, PE, Music), in which both the classroom teacher and the specials teacher have created classes and added students. One class will likely print on the Report Card with all of the grades, and the duplicate class will print with no grades.
 - o Standard Score classes, in which the teacher has created both a Standard Score class and a global class, and the subjects used in the Standard Score class are the same as the global class.

To correct, the class(es) with no grades must be deleted.

- **Missing Classes:** Verify that all of the courses display on the Report Card. It is possible for a class (or classes) not to display on the Report Card if one or more of the following has occurred:
 - o The teacher(s) has not created the class(es).
 - o The teacher(s) has not added the students.
 - o The class(es) do not have the “Show in Report Card” option checked in the Class Setup screen.
- **Standards:** Verify that all of the Standards are displaying for each class. Look at a sample report card if you are not sure which standards should be printing.
- **Overall Grades:** The Overall Grades on the Report Card are defined by the grading scale that is attached to the class.

Verify that the overall grade is appearing for the classes that require it. Look at a sample report card if you are not sure.

Additionally, check to make sure that the grade is printing in the proper format. A letter grade or numerical grade can print here.



- **Standards (Topic) Grades:** The Standards Grades on the Report Card are, by default, defined by the grading scale that is attached to the class, unless a translation has been defined in the Report Card Design.

Verify that a grade is printing for each standard in the proper format. A letter grade or numerical grade can print here.

- **Comments:** The report card can accommodate Narrative comments, comments by Student, or comments by Subject.

Verify that the correct comments are displaying for the particular grade level.

NOTE: Narrative comments do not print automatically. The Print Narrative option must be chosen on the Report Card Print screen.

- **Miscellaneous data:** If your report card has additional information, such as “Reading Level” or “Effort,” verify that this information is printing correctly.