

All Users:

Support Ticket Submission: Customer satisfaction is very important to ASSIST. To address any ASSIST system issues, we have updated our support ticket documentation. In the upper right corner, under the profile menu, you will find a support ticket link. This page will automatically capture your user information and browser for our engineers. There are areas for the user to enter the issue they are having, and a place to upload screen shots or other images. Our support team will evaluate the issue and respond to the user or representative of the school.

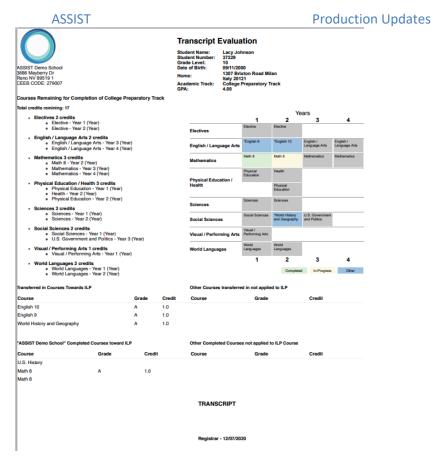
System Administration:

1)Individual Learning Plan (ILP) and Transcript Evaluation: This recently updated feature allows schools to create digital enrollment forms for students. Administrators can map out course plans for students, taking into consideration credits earned at other schools and at the current school. The ILP provides a flexible digital enrollment plan to help the student map out their diploma courses. Based off the ILP, the school can then print the transcript evaluation. This tool is found in the action's menu or a student page for Administration. This evaluation can help families see how much or how little is left for a student to complete to reach their academic goal.

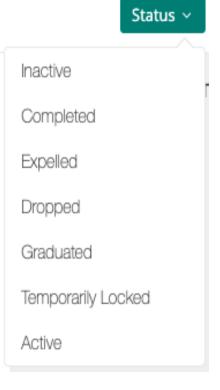
Support and T	icket				
Reporter	Admin System (0)				
Affected User	Admin System (0)				
Role	Super Admin	~			
Browser	Chrome	~			
School	The Brook Hill Academy	~			
Issue Summary					
Issue Description		ß			
Attachments	Choose Files No file chosen				
		Send Cancel			

Idividual Learning Plan:

Department	Period	Year 1		Year 2		Year 3	Year 4
Electives	Year	Elective	3	Elective	3		
English / Language Arts	Year	*English 9 (1.0)	8	*English 10 (1.0)	8	English / Language Arts 🛛 📿	English / Language Arts
Mathematics	Year	Math 8 ^(1,0)		Math 8	۲	Mathematics 🕞	Mathematics C
Physical Education / Health	Year	Physical Education	(3,	Health Physical Education	(% (%		
Sciences	Year	Sciences	08.	Sciences	0%		
Social Sciences	Year	Social Sciences	(5,	*World History and Geography ⁽¹	30 10)	U.S. Government and Politics	
Visual / Performing Arts	Year	Visual / Performing Ar	B P2				
World Languages	Year	World Languages	3	World Languages	3		



2)Custom Student Status Settings: We understand that student status settings can be personal from school to school. ASSIST offers a customizable status setting. Please contact your ASSIST representative to discuss customizing your student statuses



3) School Manager: We have created a new permission for School Administration.The school manager permission allows a designated admin to manage optional

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platform settings; such as messaging and transcripts. This permission also allows the individual to assign some security permissions to teachers. Please contact your ASSIST representative to discuss adding this feature to your administrator. 4) Transcript upgrades:

The ASSIST transcript remains very flexible. We have allowed our transcript now to be viewed by:

- a) School Year
- b) Grade Level

Users can get a Grade Level GPA as well as the Cumulative GPA, if they wish.

ASSIST also allows custom comments to be incorporated to transcripts if needed.

ASSIST also had document authentication that can be activated for any school or users. All QR codes can be scanned and verified.

5) Course Completion Certificates: ASSIST allows school to user our template or create their own completion certificate. This certificate can be attached to all courses and automatically (via email) or manually be sent out when a student completes a course. Certificates can be shared via social media or just given to students to congratulate them on completing their online course.

20





Transcript Requests: From our website, <u>https://transcript.advantages-dls.com</u>, users can request transcripts for personal reasons and to send to universities. We also allow schools to request digital transcript at no cost. This allows our student records to reach their destination quickly, so learning can resume, and student success can continue.