



**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.

Support and Ticket

Reporter: Admin System (0)

Affected User: Admin System (0)

Role: Super Admin

Browser: Chrome

School: The Brook Hill Academy

Issue Summary: [Empty text box]

Issue Description: [Empty text box]

Attachments: Choose Files No file chosen


Send Cancel

**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.

**Individual Learning Plan:**

The screenshot shows a complex grid interface for planning individual learning plans. It includes various filters, checkboxes, and a table of course options. At the bottom, there are buttons for '+ Add', 'Clear Filter', and 'Edit'. A note at the bottom of the grid reads: '% IF BASED ON COLLEGE RESEARCH, THIS TOOL FOR LOCAL SCHOOLS'.



ASSIST Demo School  
3688 Mayberry Dr  
Reno NV 89519 1  
CEEB CODE: 279007

### Transcript Evaluation

Student Name: Lacy Johnson  
Student Number: 37229  
Grade Level: 10  
Date of Birth: 09/11/2000  
Home: 1387 Erickson Road Milan Italy 20121  
Academic Track: College Preparatory Track  
GPA: 4.00

**Courses Remaining for Completion of College Preparatory Track**

Total credits remaining: 17

- Electives 2 credits**
  - Elective - Year 1 (Year)
  - Elective - Year 2 (Year)
- English / Language Arts 2 credits**
  - English / Language Arts - Year 3 (Year)
  - English / Language Arts - Year 4 (Year)
- Mathematics 3 credits**
  - Math 8 - Year 2 (Year)
  - Mathematics - Year 3 (Year)
  - Mathematics - Year 4 (Year)
- Physical Education / Health 3 credits**
  - Physical Education - Year 1 (Year)
  - Health - Year 2 (Year)
  - Physical Education - Year 2 (Year)
- Sciences 2 credits**
  - Sciences - Year 1 (Year)
  - Sciences - Year 2 (Year)
- Social Sciences 2 credits**
  - Social Sciences - Year 1 (Year)
  - U.S. Government and Politics - Year 3 (Year)
- Visual / Performing Arts 1 credits**
  - Visual / Performing Arts - Year 1 (Year)
- World Languages 2 credits**
  - World Languages - Year 1 (Year)
  - World Languages - Year 2 (Year)

	Years			
	1	2	3	4
Electives	Elective	Elective		
English / Language Arts	English 9	English 10	English / Language Arts	English / Language Arts
Mathematics	Math 8	Math 8	Mathematics	Mathematics
Physical Education / Health	Physical Education	Health		
Sciences	Sciences	Sciences		
Social Sciences	Social Sciences	World History and Geography	U.S. Government and Politics	
Visual / Performing Arts	Visual / Performing Arts			
World Languages	World Languages	World Languages		

Course	Grade	Credit
English 10	A	1.0
English 9	A	1.0
World History and Geography	A	1.0

**Other Courses transferred in not applied to ILP**

Course	Grade	Credit

**\*ASSIST Demo School\* Completed Courses toward ILP**

Course	Grade	Credit
U.S. History		
Math 8	A	1.0
Math 8		

**Other Completed Courses not applied to ILP Course**

Course	Grade	Credit

**TRANSCRIPT**

Registrar - 12/07/2020

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

Status ▾

Inactive

Completed

Expelled

Dropped

Graduated

Temporarily Locked

Active

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

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.

**Official Transcript**  
**Student Name:** John David Campbell  
**Student ID:** 30162  
**Date of Birth:** 10/10/2008  
**Home Address:** 3718 Simon Avenue, Reno, NV 89519  
**Date Printed:** 12/07/2020

Course	Date	Credit	Grade	Course	Date	Credit	Grade
<b>Grade 9 GPA: 3.82</b>				<b>Grade 11 GPA: 4.00</b>			
Algebra I	03/09/2019	1.0	B	Algebra II	03/09/2019	1.0	A
Cybersecurity	03/09/2019	1.0	B	Chemistry	03/09/2019	1.0	A
English 9 <sup>11</sup>	03/09/2019	1.0	A	English 11	03/09/2019	1.0	A
Geography	03/09/2019	0.5	A	Health Opportunities Through Physical Education	03/09/2019	1.0	A
Health Science	03/09/2019	0.5	A	Music Appreciation	03/09/2019	1.0	A
Physical Education	03/09/2019	0.5	A	U.S. History	03/09/2019	1.0	A
Physical Science	03/02/2019	1.0	A				
Spanish I	03/09/2019	1.0	A	<b>Grade 12 GPA: 2.43</b>			
<b>Grade 10 GPA: 3.33</b>				Biology	08/24/2019	0	Ex
Biology	03/09/2019	1.0	B	Bridge Mathematics	03/09/2019	1.0	B
Creative Writing*	06/02/2019	1.0	A	English 12	03/09/2019	1.0	A
English 10	03/09/2019	1.0	B	U.S. Global Economics	03/09/2019	0.5	B
Geometry	03/09/2019	1.0	B	U.S. Government and Politics	03/09/2019	0.5	B
Spanish II	03/09/2019	1.0	A				
World History	03/09/2019	1.0	B	<b>END TRANSCRIPT</b>			

**IN PROGRESS SECTIONS**  
Section: Gradebook TEST  
Status: in progress  
Grade:   
**Total credits: 21.50**  
**Cumulative GPA: 3.50**  
**Cumulative Weighted GPA: 3.30**  
**Graduation Date: 12/31/2018**

Credit Transferred From School(s)  
(1) other school

REGISTRAR: Sandy Gamba

**Grading Scale**  
A = 93-100(4.00) B = 83-87(3.00) B- = 80-82(2.70) C+ = 78-79(2.30) C = 63-67(1.00) D = 60-62(0.70) P = Pass  
A+ = 90-92(3.70) B+ = 88-89(3.30) C = 73-77(2.00) C- = 70-72(1.70) D+ = 68-69(1.30) F = 0-59(0.00) W = Withdrawal

SAMPLE

5) Course Completion Certificates: ASSIST allows school to use 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.

This is a self-authenticated document.  
To view the certified original copy of this document please go to <https://document-advantages-dls-bucket.s3.us-east-2.amazonaws.com/transcript/1607381685.pdf> or scan this QR code.

**Certificate of Course Completion**  
Advantages School International certifies that  
**Lacy Johnson**  
Has successfully completed the requirements for  
**Math 8**  
EST.2007  
December 08, 2020  
Sandy Gamba - Registrar  
Advantages Digital Learning Solutions  
Congratulate on your achievement with Advantages School International

This is a self-authenticated document.  
To view the certified original copy of this document please go to <https://document-advantages-dls-bucket.s3.us-east-2.amazonaws.com/certificate/1607381685.pdf> or scan this QR code.

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**Transcript Requests:** From our website, <https://transcript.advantages-dls.com>, 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.

