CMCSS TNCompass Support Manual

Current changes will be shaded in gray similar to this text.

DEADLINES

* TBD

OBSERVATION TIMELINES

* An updated observation pacing has been released by the state and is on page 11 of this document
  + CMCSS teachers who are hired prior to October 9, 2019 should have all observations completed (half of first semester)
  + Teachers who are hired between October 9 and November 8, 2019 should have half of first semester observations and all of second (half of November)
  + Teachers who are hired between November 9, 2019 and December 20, 2019 should have only second semester observations completed
  + Teachers who are hired between January 7 and March 11, 2020 should have all of second semester observations completed (half of second semester)
  + Teachers who are hired between March 12 and April 17, 2020 should have half of second semester observations completed (half of April)
  + Teachers hired after April 17, 2019 may have one observation completed but it is not required
* Any teacher hired after November 7, 2019 should be marked as PYE for the 2019–2020 school year (60 days)

RECENT UPDATES

* Updated Observation Pacing (page 11) 9/3/2018
* Observation Timeline (this page) 9/3/18
* Entering Achievement Measures (page 7) 9/3/2018

Last edited on 9/20/2019

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**Background**

TNCompass is the current state of Tennessee Department of Education website used to enter and retrieve teacher evaluation data. This site, previously referred to as CODE, is located at [tncompass.org](http://www.tncompass.org). Changes have been made throughout the site as compared to CODE. This manual is intended to help CMCSS employees access and navigate this new system.

[2018-2019 TNCompass Update](http://accountability.cmcss.net/wp-content/uploads/sites/92/2018/09/TNCompass_Updates_for_2018_19_Evaluation.01.pdf)

**First Time Logging In – All users**

1. Access [www.tncompass.org](http://www.tncompass.org)
2. Click on the words ‘Register Now’ under ‘Welcome, Tennessee educator.’
3. Completely fill in all fields on the right side of the screen while considering the notes contained in this section in numbers 3 and 4 then press the ‘Register Now’ button
   1. For desired “User Name’ use the district id of 630 your first name and your last name
      1. Example: Donna Jane Smith’s user name would be 630DonnaSmith
      2. If your username has already been taken add your middle initial
         1. Example: 630DonnaJSmith
      3. If your username with middle initial has been take add a 1 at the end of your name
         1. Example: 630DonnaJSmith1
   2. **For your email Address you must use your CMCSS email address**
      1. The site permits other email address to be used, but the district cannot validate your account if address other than CMCSS are used
      2. If you previously set up your account using a different email please change your email address as soon as possible
         1. Directions will be include later in this manual
4. Your name in compass will be your name as it appears on your TN State License
   1. If you have had a name change your name in TNCompass will always match your name as it currently appears on your state license
      1. Directions for changing your name on your license can be found at: <http://www.tn.gov/education/topic/update-license-information>

**Difficulty Logging In – All users**

1. Access [www.tncompass.org](http://www.tncompass.org)
2. On the left side of the screen is box labeled ‘Sign in to your Account’
   1. Type in your Username and Password then press the Log In button
3. If you are not able to log in:
   1. To the right of the ‘Log In’ button are two links labeled ‘Forgot Password?’ and ‘Forgot Username?’
   2. Click on the appropriate link for password or username based on what you have forgotten
      1. Attempt to have your username and/or password emailed to you so you may reset one or both as needed
      2. The email will be sent to the email address you entered when you set up the account and it may go into SPAM
         1. **For your email address you must use your CMCSS email address**
      3. If you do not receive the emails in your inbox or in your spam folder so you may reset your login and/or password this may indicate you used a different email address to set up your account.
         1. If you have not received any emails from the previous steps:
            1. Send an email to [support@tncompass.org](mailto:support@tncompass.org) letting them know all of the steps you have followed and the problem you are still having.
            2. In this support ticket, include that you have attempted to reset you login and/or password but have not received any emails in your in box or in your spam folder. Also, ask them to ensure the email address attached to your account be your CMCSS email address and send them email address making sure there are no errors.
   3. **No one at the school or district level has access to look at, edit, or reset your login and/or your password**
      1. If you are still unable to login after attempting all steps from number 3 above, please email [support@tncompass.org](mailto:support@tncompass.org)
         1. The district currently has no rights to assist with login issues
4. Educator credentials for TNCompass are different from those used in the CODE system. TNCompass is a new application; credentials for CODE will not allow access to TNCompass. Educators should register for their account independently following the directions on page 3 of this manual.

**Account Information (My Profile) – All users**

1. Access [www.tncompass.org](http://www.tncompass.org)
2. Login using your login and password
3. On the right side of the screen click on the button ‘Account Information’
4. Your name in TNCompass will be based on your TN State License Number
   1. Your name will only be changed if you change your name on your state license
      1. If you wish to change your name on your state license go to <http://www.tn.gov/education/topic/update-license-information>
5. **It is important you use your CMCSS email account with TNCompass**
   1. The district cannot authenticate your account when needed if you are not using your CMCSS email address
   2. To change your email address, click on the ‘Edit’ button on the right of the screen
   3. In this screen you may correct your email address, address, and phone number
   4. Press the ‘Save’ button after all changes are made
   5. Reread your personal information to ensure changes are correct
6. You may also access your evaluations and licensure information
   1. Click on ‘Home’ at the top of the page to return to the home screen
   2. On the right side of the screen click on the button ‘My Educator Profile’
      1. You may now access your evaluation scores and licensure information
      2. You may also access previous year evaluations by clicking on the ‘View all evaluation(s)’ button on the right side of the screen when you are in the ‘Evaluations’ tab

**Correcting Rosters – Administrators only**

Before any measures are added, each principal must ensure the teachers and administrators listed at his/her school are accurate.

1. Log into TNCompass: [www.tncompass.org](http://www.tncompass.org)
   1. If you are unable to log in please see page 4 of the TNCompass Support Manual
2. At the top of the screen between ‘Educators’ and your name, click on the ‘Reports’ tab
3. Next to ‘Academic Year’ select the current school year
   1. **If the current school year is not yet available, you cannot complete this process and will need to wait for the rosters to load**
4. Next to ‘Report Type:’ click on Reports
5. Next to ‘Report:’ select the drop down menu and click on ‘Staff Assignments’
6. A new drop down will open, next to ‘Educator Type’, select ‘Teacher’
7. A new drop down will open, next to ‘Report Type’, select ‘Excel’
8. An excel spreadsheet will open which includes all of the teachers assigned to your school for the school year selected
9. Repeat steps 2 through 8 but when you get to step 6, select Administrator
10. Check to see which teachers and administrators need to be removed and which need to be added (you will want to ensure every person who is evaluated at your school is on your roster and that you have no extra names)
    1. Send the teacher and administrator names (as it appears on the license), state license number, and whether to add or remove to each individual to [assessment@cmcss.net](mailto:assessment@cmcss.net)
    2. Teacher license numbers can be found in PowerSchool or at <https://apps.tn.gov/eli-app/search.html>
11. Please ensure your send all three items for each teacher listed in number 10

|  |  |  |
| --- | --- | --- |
| Teacher Name | License Number | Add/Remove |
|  |  |  |
|  |  |  |
|  |  |  |

**2019-2020 CMCSS Achievement Measure Worksheets**

CMCSS employees may access the [Accountability TEAM page here for detailed Measure Information](https://accountability.cmcss.net/teacher-evaluation-team/).

**Coaching Conversations** (Taken from TEAM Update email November 12, 2015)

The purpose of TEAM evaluation is to help all of our educators continuously improve their practice. An incredibly important part of helping educators improve their practice is engaging in regular, substantive coaching conversations based around student learning data and observation data. These coaching conversations can be a useful tool to guide any conversations with educators throughout the year, but they are required for teachers who previously scored a level 1 on their individual growth or overall effectiveness rating. We have provided sample videos to demonstrate the key elements of a coaching conversation.

* + [Principal-Teacher Coaching Conversation](http://www.us8.list-manage.com/track/click?u=b28b453ee164f9a2e2b5057e1&id=20d11dfbc1&e=a133a9f6e3)
  + [Supervisor-Principal Coaching Conversation](http://www.us8.list-manage.com/track/click?u=b28b453ee164f9a2e2b5057e1&id=951078446e&e=a133a9f6e3)

This and other resources can also be found on the TEAM website at [http://team-tn.org](http://www.us8.list-manage.com/track/click?u=b28b453ee164f9a2e2b5057e1&id=e4dd19a981&e=a133a9f6e3).

1. **Ensure you have checked the box for the ‘Coaching Conversation’ next to every teacher who has had this conversation**
   1. **If you are locked out of checking this box, email** [**assessment@cmcss.net**](mailto:assessment@cmcss.net) **with the teacher’s name and that you were unable to check the box but it should be checked**

**Entering Observations – Administrators only**

1. Log into TNCompass: [www.tncompass.org](http://www.tncompass.org)
2. At the top of the screen click on the ‘Educators’ tab to the right of the ‘Home’ tab
3. On the left side of the screen you will see a ‘Filters’ dialog box where you may search for the teacher you have observed
   1. Type in the first name and last name of the teacher you have observed
   2. Click on the ‘Search’ button at the bottom of the ‘Filters’ box
   3. Click on the teacher’s name which has appeared to the right of the ‘Filters’ box
4. You should now be in the ‘Evaluations’ tab of the teacher you selected
5. The second box on the ‘Evaluations’ tab includes the teacher’s observations
6. You will see the observations entered so far for this teacher with a ‘View’ button to the right of each so you may view this prior observation
7. To add a new observation, click on the ‘+Add’ button under the word observations
   1. Be sure to click the ‘Save’ button after you have entered your information
8. The professionalism rubric is currently available in TNCompass (release in TEAM update email April 14, 2016) as an option in the rubric list. Please note that professionalism observations should be created as a separate even, as it is based on a cumulative review of the entire year. **Entering areas of reinforcement and refinement in professionalism observation is not required.**

**Version 1.2 Enhancements made on March 23 include (released April 14, 2016):**

* PYE on an evaluation requires a reason to be specified from a list of available options provided by the department.
* The observation number has been removed from the observation page to avoid confusion with suggested pacing requirements supplied by the department.
* The district name and numeric state code are now displayed on the Observation PDF report.
* An educator may now specifiy the grade(s) associated with their role by accessing the Staff Assignments tab in the educator profile.

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[You may download this document here.](http://accountability.cmcss.net/wp-content/uploads/sites/92/2018/09/Observation-Guidelines-2018-19.pdf)

**TEAM CERTIFICATION/RECERTIFICATION**

Each year the state sets a deadline for completing online recertification. Principals, assistant principals, and district supervisors who do not pass online recertification by this deadline will be obligated to attend one of the TEAM certification classes

(<http://team-tn.org/training/schedule/>). Also, once the recertification is complete a copy of the Certificate needs to be forwarded William Rougemont in HR ([william.rougemont@cmcss.net](mailto:william.rougemont@cmcss.net)). Those who are new to administration will need to attend the class and should get scheduled in as most of those sessions nearby fill quickly (<http://team-tn.org/training/schedule/>). Remember, those who will be completing observations of teachers or administrators must complete the TEAM certification BEFORE conducting observations.

Beginning in the 2016-2017 school year, teacher evaluator or administror evaluators will receive an email with the link to the online recertification test. The email will come from [support@niet.org](mailto:support@niet.org), so please make sure they are not on your blocked senders list. If you do not receive the email, you can log into the [NIET Best Practices Portal](http://www.us8.list-manage1.com/track/click?u=b28b453ee164f9a2e2b5057e1&id=122c11e658&e=a133a9f6e3) to gain access to the recertification test. When you click on the tab titled ‘Online Certification’, you will see the link for the recertification test(s) you are qualified to complete. Please remember that you will have two opportunities to pass the test before the state deadline. This deadline will be sent in the update email and is communicated each year through Friday’s notes. If you are unable to pass the test within two tries, you will be required to attend an in-person session. If you have any questions about this process, please reach out to [TNED.Registration@tn.gov](mailto:TNED.Registration@tn.gov).

There have been many questions as our administrators and assistant administrators begin to navigate the NIET portal for their certification and recertification activities to complete teacher evaluations. The questions are following the same theme, and are shared here.

Deadline for recertification for the 2018 – 2019 school year is June 29, 2018 with two attempts permissible.

**1. What is the website?** [www.nietbestpractices.org](http://www.nietbestpractices.org)

**2. Can't find the email with my password, how do I get it resent?**

Go to [**www.nietbestpractices.org**](http://www.nietbestpractices.org)

Click “Log In” on the top right of the screen.

Select “Forgot Password?”at the bottom of the page.

Enter your User Name, which is your school email address.

Click “Send Password.”

Your system-generated NIET Best Practices Portal password will be sent to your email inbox.\*

Use your password to log in!

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**3. I am locked out of the system, how do I get back in?**

Send an email to [support@niet.org](mailto:support@niet.org)  and copy me ([kimi.sucharski@cmcss.net](mailto:kimi.sucharski@cmcss.net))

NIET usually contacts the district configurator (me, Kimi Sucharski) for verification before resetting.

**4. I get knocked off the system all the time……..it doesn't seem to work correctly.**

Do not work over wireless if possible. If you must work on wireless make sure it will not be interrupted and not overloaded with others using. The videos utilize a lot of band width.

Make sure you allow popups always for the site.

If you have satellite at home, like Hughes Net, consider completing the activity at school. At home the site works best on a broadband service.

***Never use the Back Arrow when in the portal it will freeze the system.***

Make sure other programs are not running while in the portal, it utilizes a lot of computer resources due to the videos.

**Additional Support – All users**

If after following the steps in this manual you are still having difficulty, please email [assessment@cmcss.net](mailto:assessment@cmcss.net) explaining what difficulty you are having.

If you find areas of the manual misleading/confusing or if there are processes not included which are needed, please email [assessment@cmcss.net](mailto:assessment@cmcss.net) with your suggestions.