

# **TNCompass Version 1.1 Overview**

A software update was published on Feb. 2, 2016 to update critical areas of the TNCompass system and provide user-requested enhancements.

The enhancements include, but are not limited to:

#### General

- Account registration for educators and program candidates has been improved and includes additional security.
- Username and password recovery features have been revised.
- The home page now presents a dashboard to all users with:
  - announcements by the vendor or the department,
  - links to frequently accessed areas,
  - help resources and web links to department resources, and
  - a listing of staff assignments with role and location.

#### **Educators**

- A new filtering approach is available with search parameters. The parameters are saved between browsing sessions to assist with work in progress.
- The listing of educators in the search view now includes helpful information, including current staff location and the evaluation model being used.
- A new educator profile page is available and includes evaluation, licensure, and staff assignments in a consolidated view.
- The licensure section includes a Professional Development Points (PDPs) section for display of prior year overall evaluation score records. This feature will be enhanced in the future for other PDP needs.

#### **Observations**

- A new observation "Print to PDF" is available with improved readability and printing results.
- Observation score entry now utilizes a simple push-button approach rather than drop-down lists.
- Evaluation types (i.e., unannounced, announced, walk-through, and scored) are listed clearly on the page.
   Evaluation type must be chosen prior to saving.
- The time zone for the school in which an observation is conducted is now displayed on the screen to assist with proper date/time entry.

# **Data Availability**

- Additional educators have been imported from the State licensure system making it possible to resolve staffing issues for 2015-16.
- Prior year evaluations were re-processed from the available data to link as much information as possible to TNCompass screens and future reports.
- Evaluations and observations conducted for unlicensed educators are no longer visible. The data has been
  retained in the event recovery is necessary. Data may be re-entered as educator licenses become available.

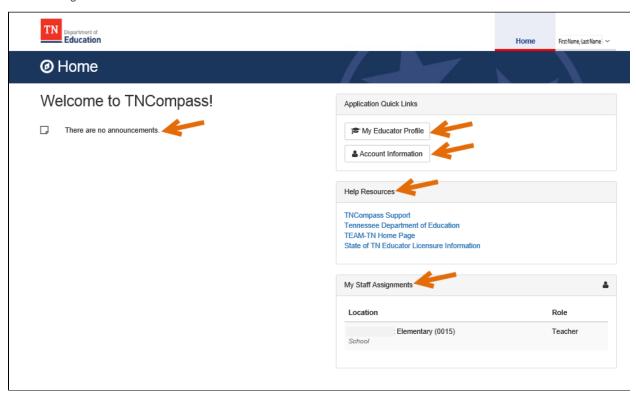


# **TNCompass Quick Start Guide**

Logging into TNCompass now delivers access to Evaluation, Licensure, and Staff Assignment tools.

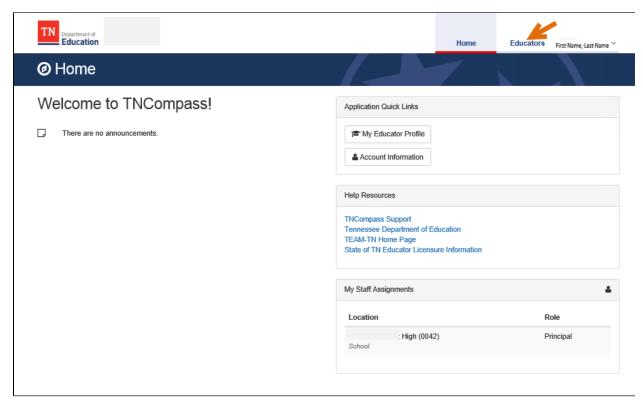
- · Login to the system.
- The home dashboard displays for all users and roles in the system. Dashboards are specific to roles and responsibilities.
- Announcements lists announcements and notifications. Critical announcements will always be at the top left and may indicate important notices (e.g., site maintenance events).
- My Educator Profile delivers one click access to Evaluations, Licensure, and Staff Assignments for personal educator records.
- Account Information delivers one click access to the individual's account details.
- My Staff Assignments displays current location and role.

The following illustrates a teacher dashboard.

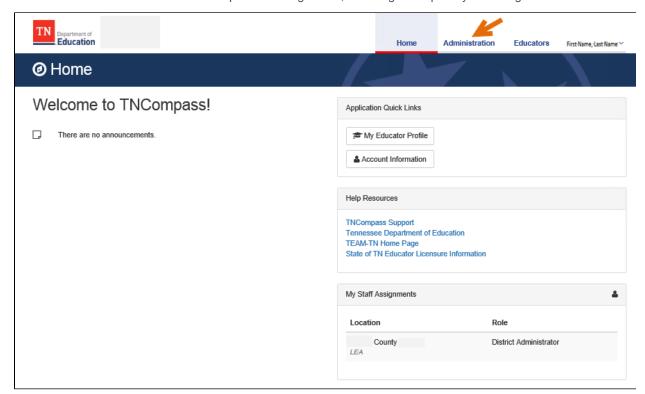




A principal's dashboard includes all of the above in addition to an *Educators* tab at the top of the window to access school staff information.



A regional administrator, district administrator, or HR administrator dashboard includes both an *Administration* and *Educators* tab. The *Administration* tab permits configuration, including the capability to manage staff rosters.





# **Links to Quick Start Guide Pages**

- Create Observation
- Educator Tab
- Login or Register for a TNCompass Account
   Need Help With Account Registration?

  - Reset to a New PasswordUsername or Password Help
- My Educator Profile
- TNCompass Role-Based Functions
- TNCompass Version 1.1 Overview

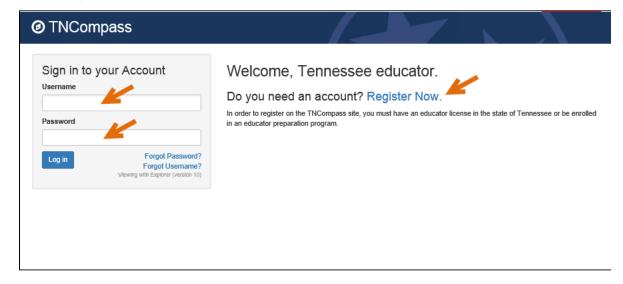


# Login or Register for a TNCompass Account

£ Each TNCompass username and password is specific to the user. Please do not share usernames and passwords with other individuals, including administrators. Unauthorized access may result in account deactivation.

## Login for Users With an Account

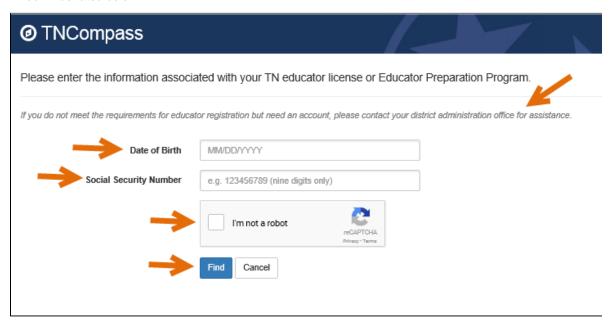
- Open a browser and enter the URL, https://tdoe.tncompass.org. TNCompass is a secure website.
- Users with an account can enter the *Username* and *Password*.
- Click the Log in button.
- The first page displayed is the *home* dashboard for your account.





## **Registration for Users Without a TNCompass Account**

- Educators or program candidates in Tennessee who do not have an existing TNCompass account may register
  for a new account by clicking the Register Now button.
- When the registration window opens, enter Date of Birth in MM/DD/YYYY format (e.g., 01/01/1991).
- Enter **Social Security Number** without the dashes (e.g., 123456789). Please ensure this data is accurate and consistent with the department records.
- Click the checkbox labeled *I'm not a robot* to indicate the attempt is not a malicious automated system. In some cases, a graphic will appear that requires selection of images based on a question.
- Click the Find button to locate the appropriate account.
- If unable to find a TNCompass account, contact the district administration office for help, as advised on the window illustrated below.





# **Username or Password Help**

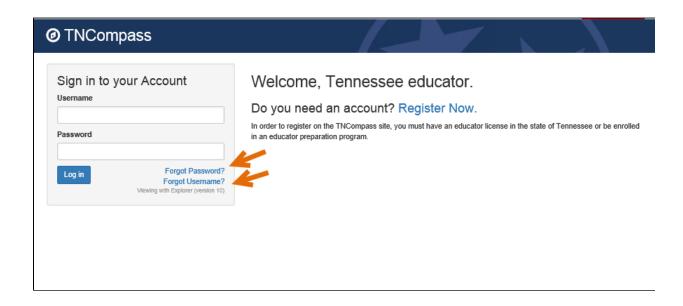
Follow these steps to resolve the issues related to forgotten username and/or password.

⚠ Usernames and passwords are encrypted to protect sensitive data. Technical staff cannot access usernames and passwords—please do not submit support cases requesting specific resets, as this is not a functionality available in the TNCompass platform.

**1** Watch the spam folder: It is possible the email service will direct reset deliveries to a spam folder. If a reset email does not appear shortly after submitting the request, check the spam/junk folder.

Take the following steps:

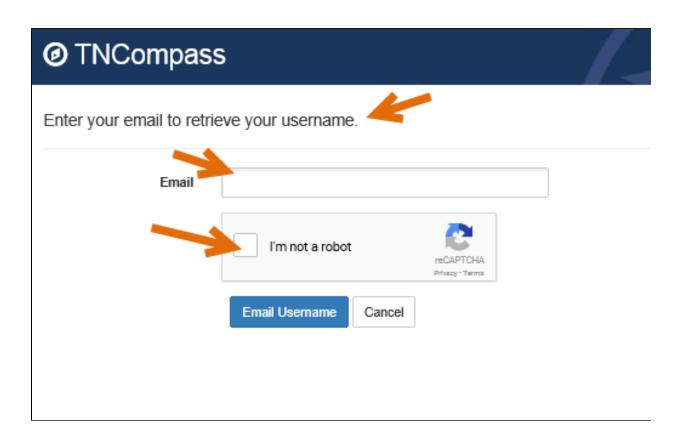
• From the login page, click either the Forgot Password? or the Forgot Username? link.





## **Forgotten Username**

• If the issue is a forgotten username, enter the email address associated with the account, and then click the *I'm not a robot* button.



- Clicking *I'm not a robot* displays a picture-based CAPTCHA window similar to the one illustrated below.
- Follow the instructions, and then click the *Verify* button at the bottom of the window.
- . The username is then sent to the email address entered and associated with the account.

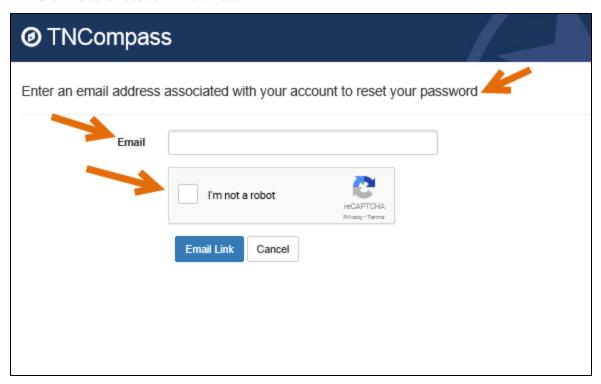






## **Forgotten Password**

- Clicking Forgot Password from the login screen displays a reset password screen.
- Enter the email address associated with the account.
- Click the button beside I'm not a robot.



- The visual CAPTCHA window displays as illustrated above.
- Follow the instructions displayed.
- Click the *Verify* button at the bottom of the window.
- A reset password email is sent to the email entered and associated with the account.



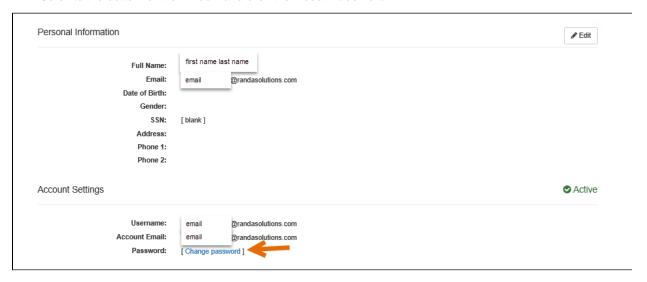
### **Reset to a New Password**

Users are able to reset to a new password at any time.

 Click the arrow next to the user name displayed at the top right area of the window, and select Account from the list.



- The account *Personal Information* displays.
- Click *Edit* to change *Personal Information* if needed. Information associated with licensure (e.g., social security number, date of birth) is not editable in the system. To update this information, contact the office of educator licensing and preparation at education.licensing@tn.gov.
- Scroll to the bottom of the window and click the *Reset Password* link.





- When the *Change Password Form* window displays, enter the *Current Password*.
- Enter the New Password, and enter it again in the Confirm new password space.
- The password complexity requirements noted on the screen must be met.
- Click the *Change password* button, and the password is now changed.

| Change Password Form   |                        |
|--|------------------------|
|  |                        |
|  |                        |
| Passwords must be at least 8 characters long and must contain at least one of each of the following: |                        |
| Number i.e. 0-9     Lowercase Letter i.e.a - z   |                        |
| • Uppercase Letter i.e.A - Z   |                        |
| Special Character i.   |                        |
|  |                        |
|  |                        |
| Current password   |                        |
| New password   |                        |
| New password   |                        |
| Confirm new password   |                        |
| Committee password   |                        |
|  | Change password Cancel |
|  |                        |
|  |                        |
|  |                        |



# **Need Help With Account Registration?**

A user trying to register for an account may receive an error message stating:

Please verify the Social Security Number and Birth Date

This could mean the social security number and/or date of birth were entered incorrectly. In this case, be sure to:

- Enter date of birth with forward slashes in format MM/DD/YYYY (e.g., 01/01/1984).
- Enter social security number without the dashes (e.g., 123456789).

If the social security number and date of birth are both entered correctly but there is still an error message, one of these could be the case:

- The educator does not yet have an educator license with the state of Tennessee.
- The program candidate has not yet been entered by the educator preparation provider (EPP).

TNCompass account registration requires the educator's social security number and date of birth to be on file with the office of educator licensure and preparation or an EPP. Some educators, such as district configurators and district human resource users, do not have a teacher license number (TLN). These accounts must be created at the state level. In this case, please contact the support team by emailing support@tncompass.org.

The educator is new to Tennessee with a license recently approved by the department.

Most educator license data has been imported to TNCompass. For assistance, please contact the support team by emailing support@tncompass.org.

 Educator license data was not imported due to missing or invalid components such as social security number and/or date of birth.

The department is working to resolve license records with invalid data components. Feel free to reach out to the support team by emailing support@tncompass.org.



# TNCompass — Role-Based Functions

Permissions for TNCompass users are based upon user roles, which determine accessible screens and functions. Based on site security settings, content within each screen of the system often varies from role to role. This means that data visible to one type of role is not necessarily available to other roles. A user may only have one role per location assigned; however, a user can transition from one role to another role during an academic year (e.g., a teacher may transition to a principal role in January). In addition, a user may have multiple district or school assignments. This is important to understand for observers that may need access to specific school(s) only.

Role-based permissions in TNCompass are as follows:

### **Principal**

#### Principals can:

- view all educators assigned as staff to the school,
- · manage evaluation measures in the assigned school, and
- schedule, conduct, share, and recall observations.

**1** Evaluation measures are approved by the State Board of Education. Principals can choose from the state-approved evaluation measures appearing in TNCompass.

### **Assistant Principal**

Assistant principals can:

- view all educators assigned as staff except principals and other assistant principals,
- manage evaluation measures for staff in the assigned school, and
- schedule, conduct, and share observations.

#### **Teacher Evaluator**

Teacher evaluators have personal evaluation records, and can:

- schedule, conduct, and share observations in their assigned school(s), and
- can only view observation records for those observations personally conducted.

#### **Observer Only**

Observer-only roles do not have personal evaluation records, and can:

- schedule, conduct, and share observations in the school(s) in which they are assigned, and
- can only view observation records for those observations personally conducted.

#### **Teachers**

Teachers can view their own evaluation and observation records. Observer scores are not available to the teacher until the observation is shared.



### **District Administrator**

District administrators can view all educators in their respective districts. In addition, district administrators can:

- · create, schedule, and conduct observations for all educators in the assigned district,
- manage evaluation measures for staff in the assigned district, and
- manage staff assignments in the assigned district, including:
  - adding, removing, and selecting roles for licensed users in the district roster,
  - adding, removing, and selecting roles for unlicensed users in the district roster, and
  - adding another district administrator role.

## **District Supervisor**

District supervisors can:

- · view all educator observations in the assigned district, and
- create, schedule, and conduct observations for teachers, assistant principals, and principals in the assigned district.

However, district supervisors cannot edit staff assignments, growth measures, or achievement measures.



# **Educator Tab**

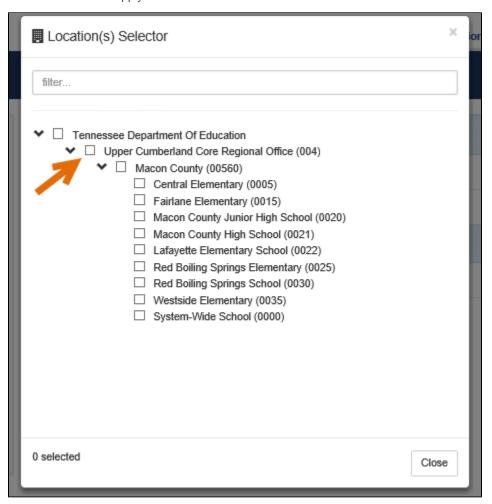
Principals, assistant principals, district administrators, and other authorized users have an *Educator* tab on the dashboard.

Click on the *Educator* tab to display a search window with search filters. Additional filtering supports a granular search.

• Click the *Locations* field to select specific schools and districts.

⚠ The **Locations Selector** only displays the locations the user has permissions to see based on the role assigned.

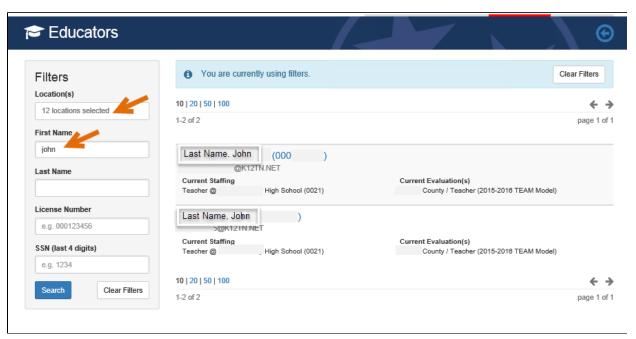
- When the pop-up window displays, click to add a check-mark for the individual schools, or click the district name to select all schools in the district.
- · Click Close to apply the location filter.





- Enter all or part of a *First Name* and/or *Last Name* to search for a specific educator.
- Enter *License* Number and/or last 4 digits of the *SSN* (if known) to find a specific educator.
- When all search criteria is entered, click the **Search** button.

In the following example,12 locations are included in the search, and a *First Name* of John is used as a search filter in those 12 locations.





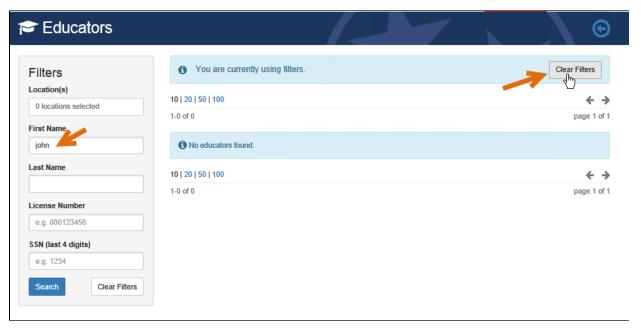
#### **Clear Filters**

When filters are in effect, an information field appears at the top of the window stating, **You are currently using filters.** 

To remove filters, click the *Clear Filters* button. Filters are maintained between browsing sessions, and will be presented again the next time the page is accessed.

To remove or change location selected, click the location button.

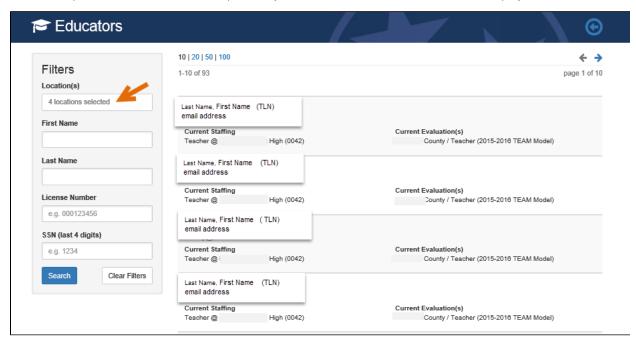
When the location pop-up window displays, click to remove the checkmark(s) for the currently selected locations.





## **Administrators—Locations Filter**

Administrators are able to select specific locations and display the list of educators on staff in those locations. In this example, the administrator has responsibility in four locations, and those educators display in the list.

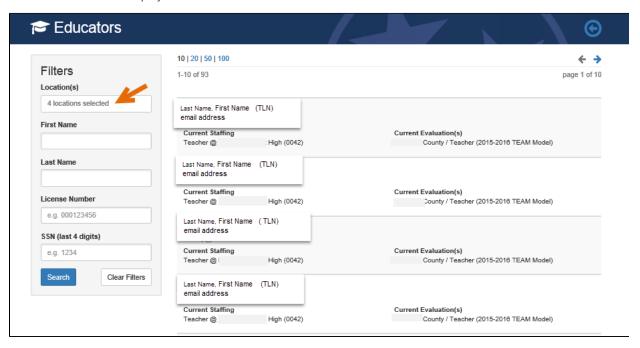




# Location(s) Filter

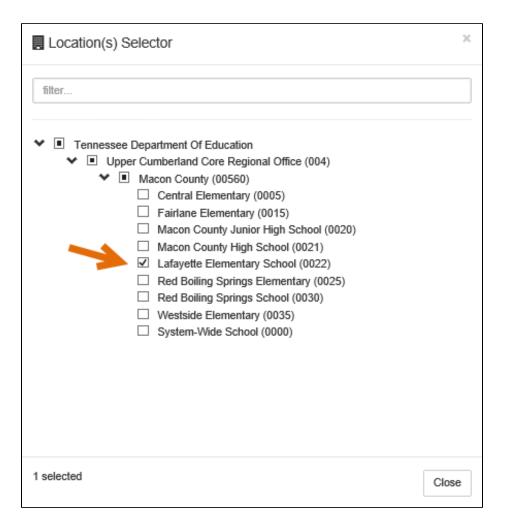
Clicking in the box for *Locations* displays a list of either the locations in the administrator's district or all districts in the state.

In the following example, the administrator has selected four locations for which he or she has responsibility. Clicking on the *Educators* tab displays the list of educators for the four locations.



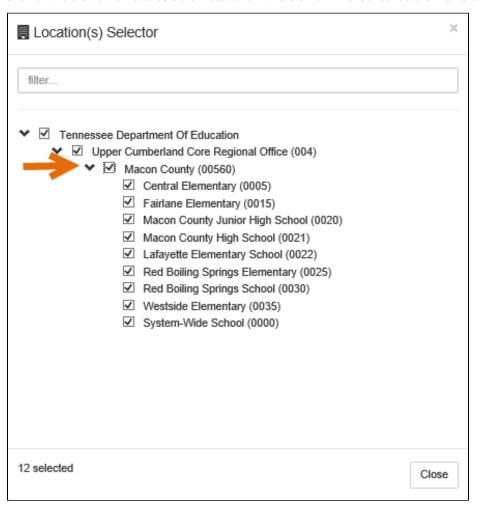


An administrator can click on the checkbox for a location to select one or more locations, as illustrated below.





Click on the district name to select all locations in the district. All checkboxes are then shown as checked.





# My Educator Profile

Clicking *My Educator Profile* from the *Home* dashboard displays access to *Evaluations, Licensure*, and *Staff Assignments*, illustrated below. This feature is available to all educators.

TNCompass delivers access to all functions within one integrated system.



#### **Evaluations**

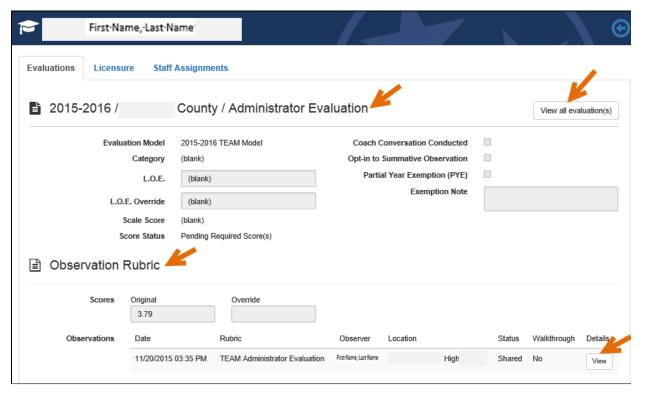
*Evaluations* tab identifies the school year, location, and role at the top.

The box, *View all evaluation(s)*, on the right side of the screen is a one-click access point to all evaluations the user has permissions to view, including prior year evaluation records.

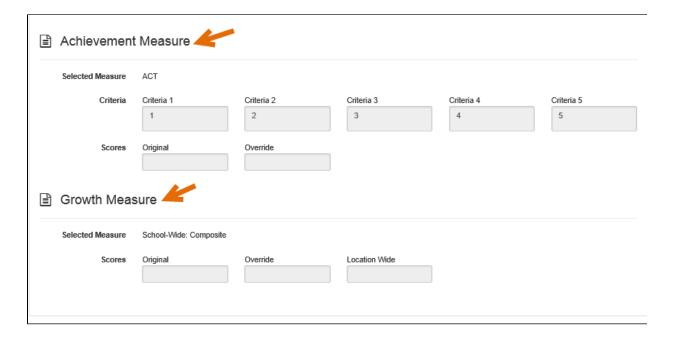
Observation Rubric displays the Scores and observation details including Date (and time), Rubric, Observer, Location, Status, Walkthrough (yes or no) and a View button in the Details column on the right.

Click the *View* button to display the evaluation.

The bottom half of the screen displays Achievement Measure and Growth Measure details.







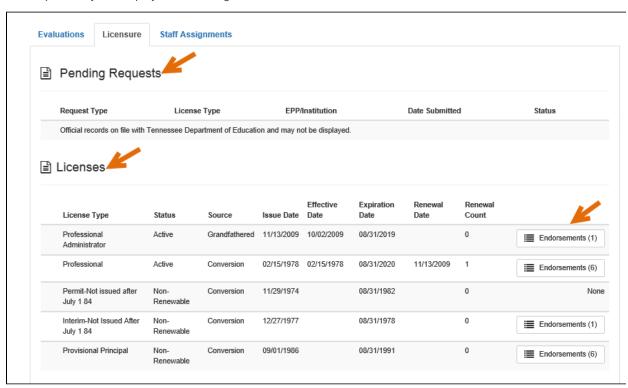


#### Licensure

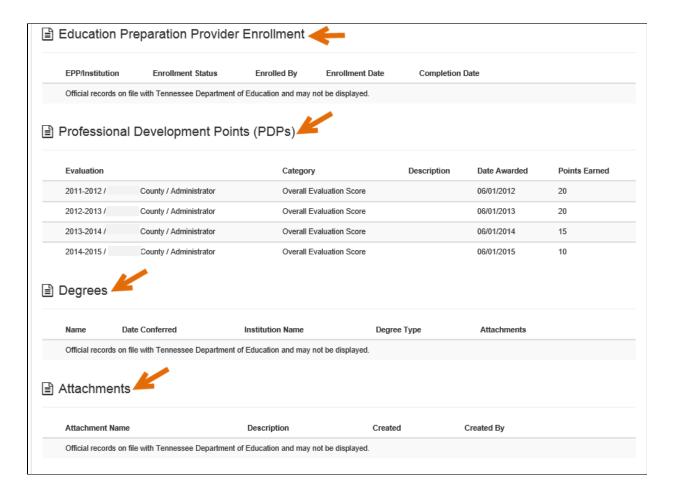
The *Licensure* tab displays all *Pending Requests* with the office of educator licensing and preparation, followed by a list of *Licenses* and *Endorsements* on the top half of the screen. *Educator Preparation Provider (EPP) Enrollment, Professional Development Points (PDP), Degrees,* and a list of attachments related to *Licensure* display on the bottom of the window. The items displayed on this page are secured by role and may vary for each user.

1 Please note official license records are maintained by the office of educator licensing and preparation.

TNCompass may not display recent changes to license status.



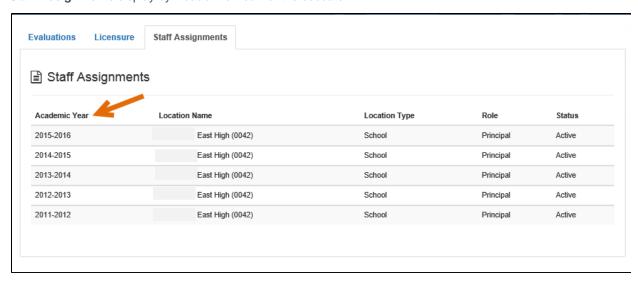






# **Staff Assignments**

Staff Assignments display by Academic Year for the educator.





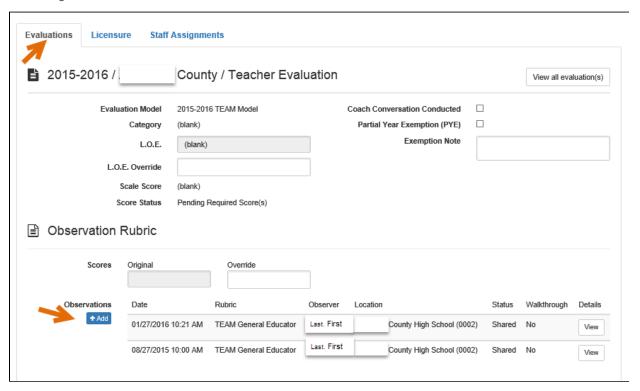
# Create Observation

Authorized users are able to create an observation. The specific educators available for observation are dependent upon role and location(s) assigned to the user viewing the site.

- Click the **Educators** tab.
- Select the educator from the list or perform a Search to locate the educator.
- Click on the educator name.
- The display defaults to the Evaluations tab.
- Scroll down to the list of observations and click the Add button.

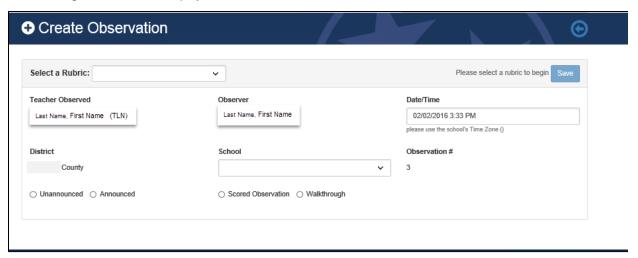
Some districts may collect observation data in other vendor software applications and will not have the Add button. In this case, a message will be displayed stating, the district is configured to import observations from other vendor systems.

① Clicking the *View all evaluation(s)* button, on the right side of the window, allows changing the page to view a different evaluation, including records for prior years. This is not available for some users based on role assignment.





• Clicking the *Add* button displays the *Create Observation* window.





- Click the drop down arrow to Select a Rubric.
- Click the radio button for either *Unannounced* or *Announced*.
- Click the radio button for either **Scored Observation** or **Walkthrough.** 
  - 1 The scoring feature for walkthroughs is currently disabled.
- Click the drop down arrow to select the **School.**
- Click the Save button to save the observation.
- Unannounced observations are immediately available.

The following illustrates all selections made before clicking **Save** to create the observation.

