

## Service Now Error Mitigation Assistance

### Helpful Hints

Please be sure to double check data entries **BEFORE** approving. Once the data has been approved it can no longer be revised at the local level. Changes to approved data require a Service Now ticket.

Use the **Knowledge Base in Service Now** to find documents, training sessions and manuals related to ADVANSYS, Colleague, CCR, etc. From the Knowledge home page, select “application support.” From there, use the search bar at the top of the page or the filters on the left-hand side of the page to navigate. You can (and should) **subscribe** to knowledge articles so an email will be sent to you when the article is updated or modified.

Use the **yellow support tab in ADVANSYS** to download the ADVANSYS user manual and lots of other helpful job aids.

Visit the **NCCCS CCR website** and locate the sections on **ADVANSYS** and **Program Quality & Accountability** for training sessions, LEIS forms, data dictionary, NRS training sessions, MSG guidance, etc. <https://www.ncccommunitycolleges.edu/college-faculty-staff/academics/college-career-readiness/>

Visit the **PD Archives** for recorded training sessions and handouts related to ADVANSYS, program performance and Power BI. <https://www.nctitle2.org/professional-development-archives/>

### Students

**Student is shown twice on the ADVANSYS Class Attendance Report** – Check that you do not have one student with two ADVANSYS accounts and/or NRS registrations.

**Switching contact types in ADVANSYS.** Providers can switch a student’s contact type when there are two blue arrows next to the contact type on the student’s snapshot box. If the two arrows are not present on the student’s record, please submit a Service Now ticket.

**GED and HiSET candidate ID information** – Be sure to enter this number on the student’s demographics profile, then be sure to approve the profile change.

**270-day Lookback Period** – this is not a set date from year to year. See the current NC Assessment Manual for additional information on the lookback period. For the 2024-25 program year, tests must be on or after 10.5.2023 to pull in as a continuous student’s initial placement.

**NRS and Secondary Registrations** – Please separate students from secondary registrations as soon as students are no longer in that program area (AHS, MPHSE, IET, IELCE, etc.). If also separating the NRS registration at the same time, separate the NRS registration (last date of activity auto populates) first, then use that POP end date to separate the secondary registration (system defaults to today’s date).

### Class Changes

**Adding a Student Back to ADVANSYS Class** – this can be done at the provider level, please see directions in the **ADVANSYS User Manual** located under the yellow support tab in the system.

**Reopening a Closed Class in ADVANSYS** – this can be done at the provider level, please see directions in the **ADVANSYS User Manual** located under the yellow support tab in the system.

## Integration

**Boomi Error of Multiple Grades** – Problem: an edit was made to the ADVANSYS transcript record that resulted in multiple records for the same class. The provider needs to review the student’s transcript in ADVANSYS and remove the duplicate record. See Service Now **KB0014159**, ADVANSYS and Colleague Integration Errors and Resolutions.

**ICR Error of Student Showing 0 Hours in Colleague** – Check the student record in ADVANSYS under class placement section. If you removed the student from the class, but you still see the option to re-enter the student, you need to delete the placement from ADVANSYS. If this is not the case, go into Colleague to RGCS or STAC and make sure the class is not showing for the student. If it is, delete (X) the class from the student’s Colleague record. If neither of these are the case, please submit a Service Now ticket.

**Service Now KB0014159, ADVANSYS and Colleague Integration Errors and Resolutions** – Please download this document and subscribe to the article to ensure you receive updates. This document will assist in clearing the most common Boomi errors.

## Dashboards and Reporting

**ADVANSYS Dashboards** – Please understand that these are for informational purposes and quick glances. Hover over each area of the dashboard to get a definition of the data contained in that area of the dashboard. Dashboards update at 2am daily. Changes made in the system will not be seen until the next day. Dashboards must be reset by the vendor at the beginning of new program years (usually around the end of August). For programmatic decisions and up-to-date reporting within ADVANSYS, always use the reports under the Student Management, Class Management and Reports tab. (See handout on NCCCS CCR ADVANSYS website with more details on the dashboard areas/content.)

**Student is not Showing on Report** - When running reports, change the state from the default of “North Carolina,” to “All States” to ensure you are capturing all students with home addresses outside of North Carolina.

**NRS Separation Report** – Run this report routinely and manually separate students with 90+ days of inactivity. When manually separating students from NRS registrations, do **NOT** check the “remove from program enrollment.” Also, be sure to separate all secondary registration types for the student, too. Separate the NRS registration first so the system provides the last day of activity for the student, then separate the secondary registration types using that same last date of activity (system defaults to today’s date on secondary registrations).

**PERC Holds** – Run the **Informer report in Service Now (KB0014528)** to check for CCR student registrations with PERC holds.