Office of the Superintendent of Schools
MONTGOMERY COUNTY PUBLIC SCHOOLS
Rockville, Maryland

January 21, 2021

MEMORANDUM

To: Members of the Board of Education

From: Jack R. Smith, Superintendent of Schools

Subject: Opening Schools in Recovery of Education—Update (10-27-20-01-D, -2)

During the *Opening Schools in Recovery of Education—Update* discussion, Board members requested the following information:

Question D

Mrs. Smondrowski requested information regarding the following:

2. Grades – resolution of the issues raised about the varied systems.

Response

At the meeting of the Board of Education on December 3, 2020, the Board received updates about adjustments that were made to grading and reporting practices, in effect for Marking Period 2. These adjustments included the following:

- Removal of 10 percent category for Progress Checks;
- Reduction in the recommended range of graded assignments;
- Additional flexibility for students with due dates and deadlines;
- Implementation of "50 percent Rule"; and
- Study of secondary virtual learning and schedule.

In addition, with the transition to a new electronic Gradebook in Synergy, a wide array of resources, supports, and professional development has been provided to teachers and schools to resolve issues related to implementing the new system and "passback" between *myMCPS* Classroom and Synergy. Additional information about what has been provided to teachers may be found in the Synergy Secondary Gradebook Support Guide (Attachment A). A specific guide that is designed to help teachers with the "passback" between Synergy and *myMCPS* Classroom may be found in the Grade Book Sync for Secondary Teachers (Attachment B).

If you have any questions, please contact Dr. Janet S. Wilson, chief, Teaching, Learning, and Schools, via e-mail.

JRS:MBM:JSW:NTH:jpm

Attachments

Copy to:
Executive Staff
Dr. Lewis
Mr. Murphy
Ms. Webb

Secondary Grade Book Support Guide

Class Focus
Class Focus - [Secondary Teacher, MYP Teachers]

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Changing the view to the MYP Criterion - [MYP Teachers]

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Switch Between TeacherVUE and Synergy SIS - [ESOL, Special Education, Resource Teachers]

myMCPS Classroom Grade Book Sync
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Grade Book Reports
Teacher Grade Book Reports - [Secondary Teacher, MYP Teacher]
Admin. Grade Book Reports - [Administrators, Resource Teachers, Staff Development Teachers]

Interim Process
Interim Process - [Secondary Teachers, MYP Teachers, Administrators]

Combining Grade Book Sections
Combining Grade Book Sections - [School Scheduler]

End of the Marking Period Procedures
End of the Marking Period Procedures

Synergy Education Platform

Secondary Grade Book Support Guide

This Grade Book Support Guide will continually be updated with additional tutorials as they become available.

An ongoing list of secondary grade book questions can be found in the Secondary TeacherVUE and Grade Book FAQ document.

Synergy Secondary TeacherVue and Grade Book YouTube Playlist

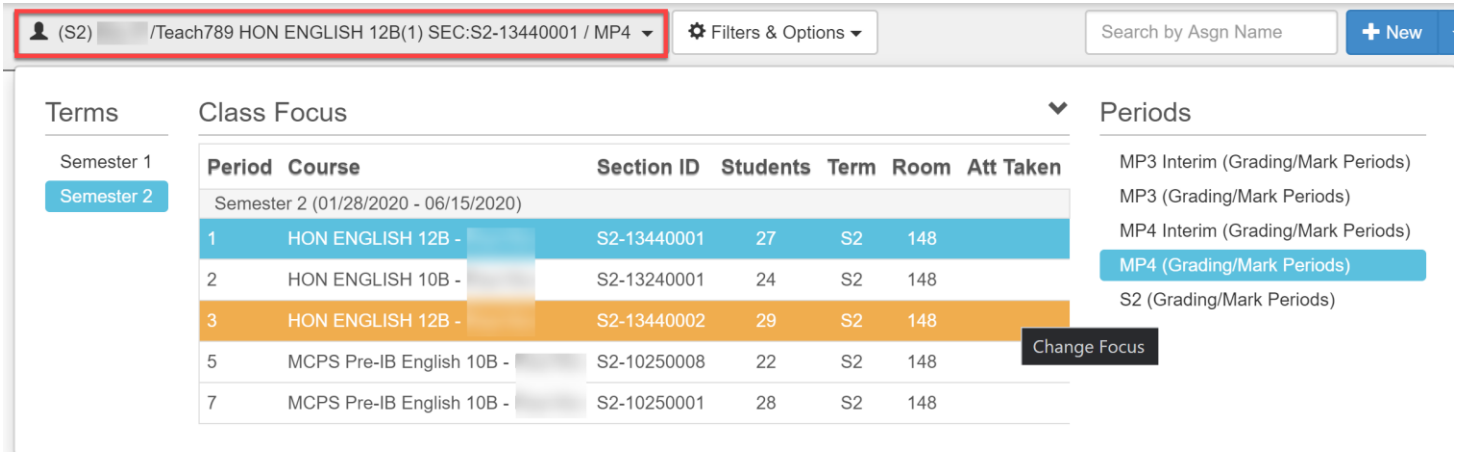
Synergy Education Platform

Secondary Grade Book Support Guide

Class Focus

Class Focus - [Secondary Teacher, MYP Teachers]

Use the Class focus to switch between classes you need to create an assignment/enter grades. Hover over the Class Focus and then select the section you wish to create an assignment/enter grades.



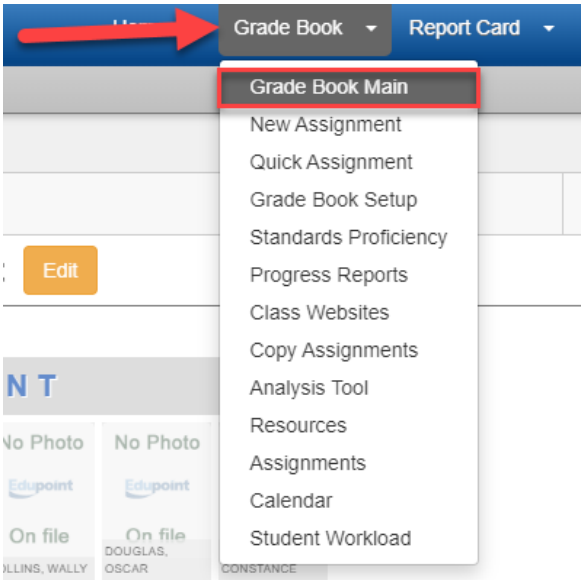
MYP Criterion View

Changing the view to the MYP Criterion - [MYP Teachers]

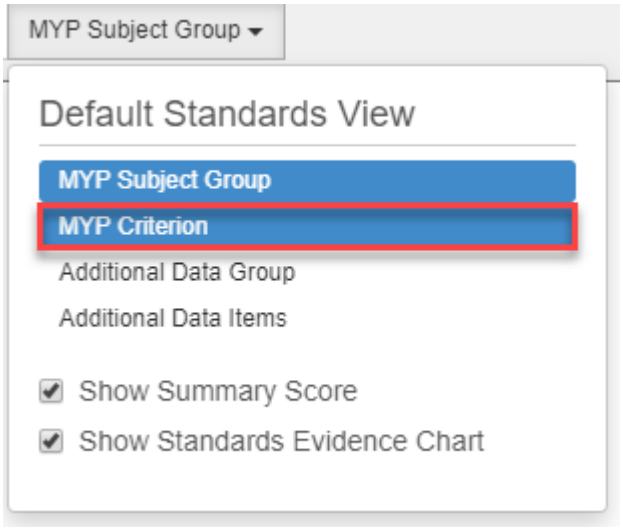
Click to watch the MYP Criterion View screencast

Step 1: From TeacherVUE, click on Grade Book, then Grade Book Main

Secondary Grade Book Support Guide



Step 2: Click the MYP Subject Group button and select MYP Criterion. Your selection will be remembered for future visits to the Grade Book.



Secondary Grade Book Support Guide

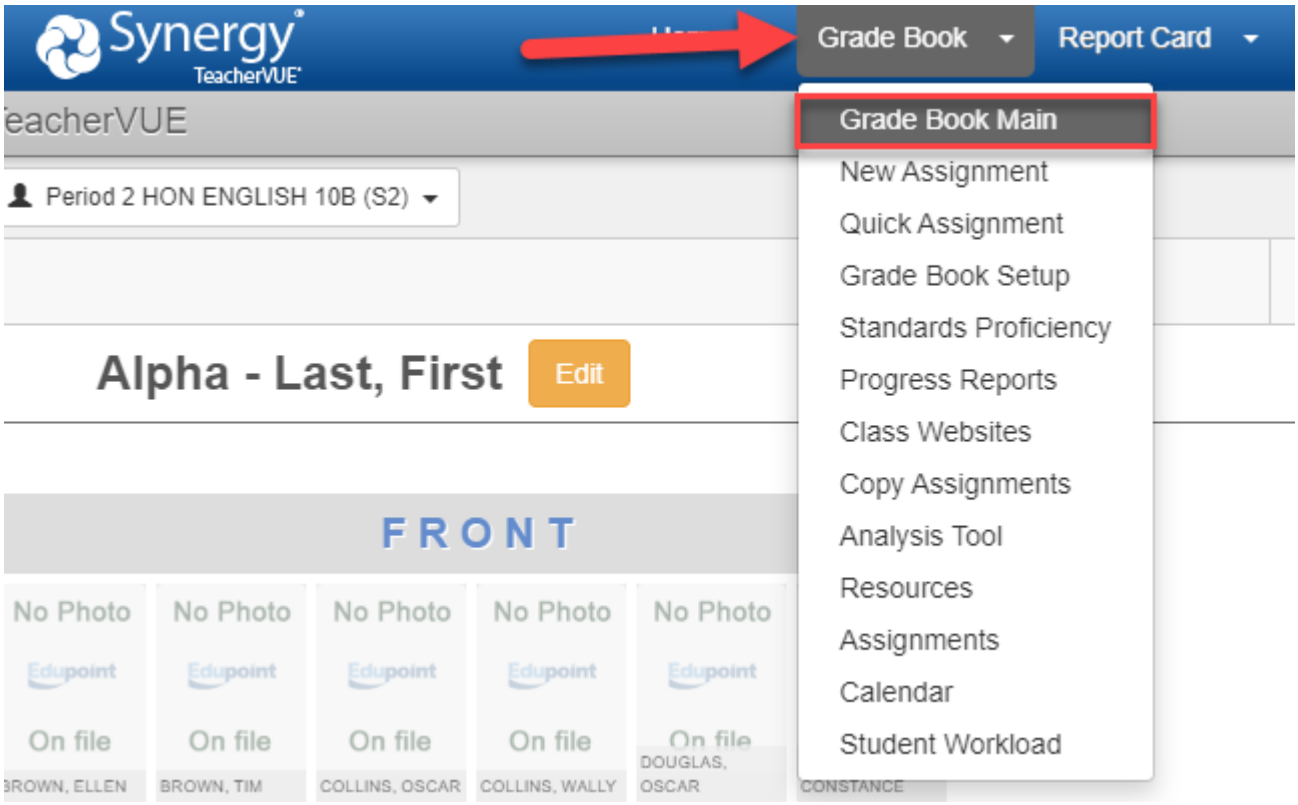
Creating Assignments

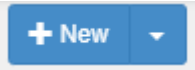
Creating Assignments - [Secondary Teacher, MYP Teachers]

Click to watch the Creating Assignments screencast

Click to watch the Creating Assignments MYP screencast

Step 1: From TeacherVUE, click on Grade Book, then Grade Book Main

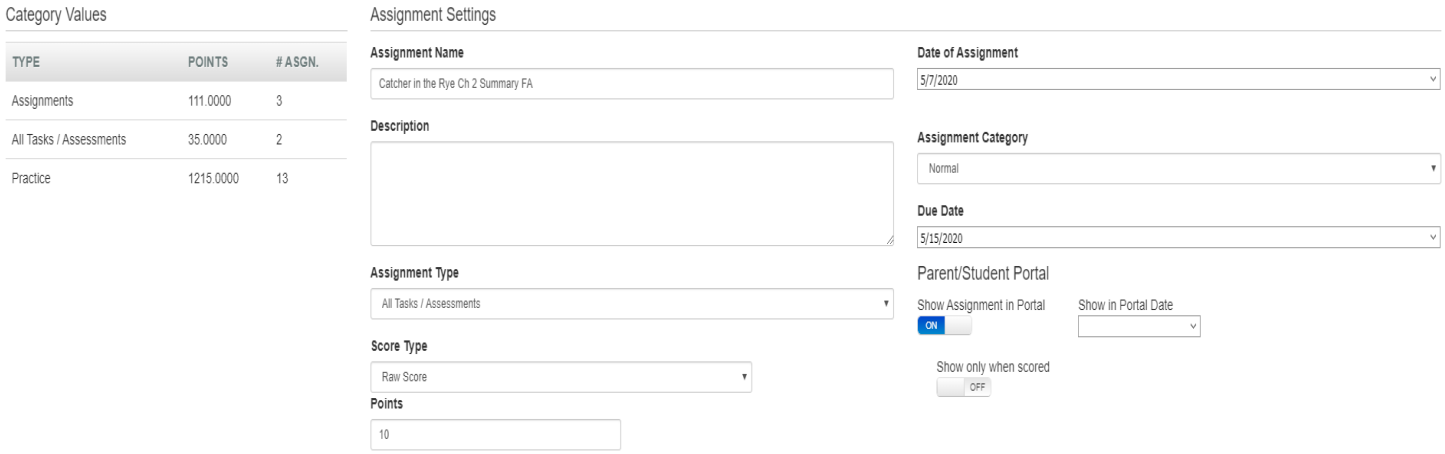


Step 2: From the Grade Book main screen, click the blue New button. 

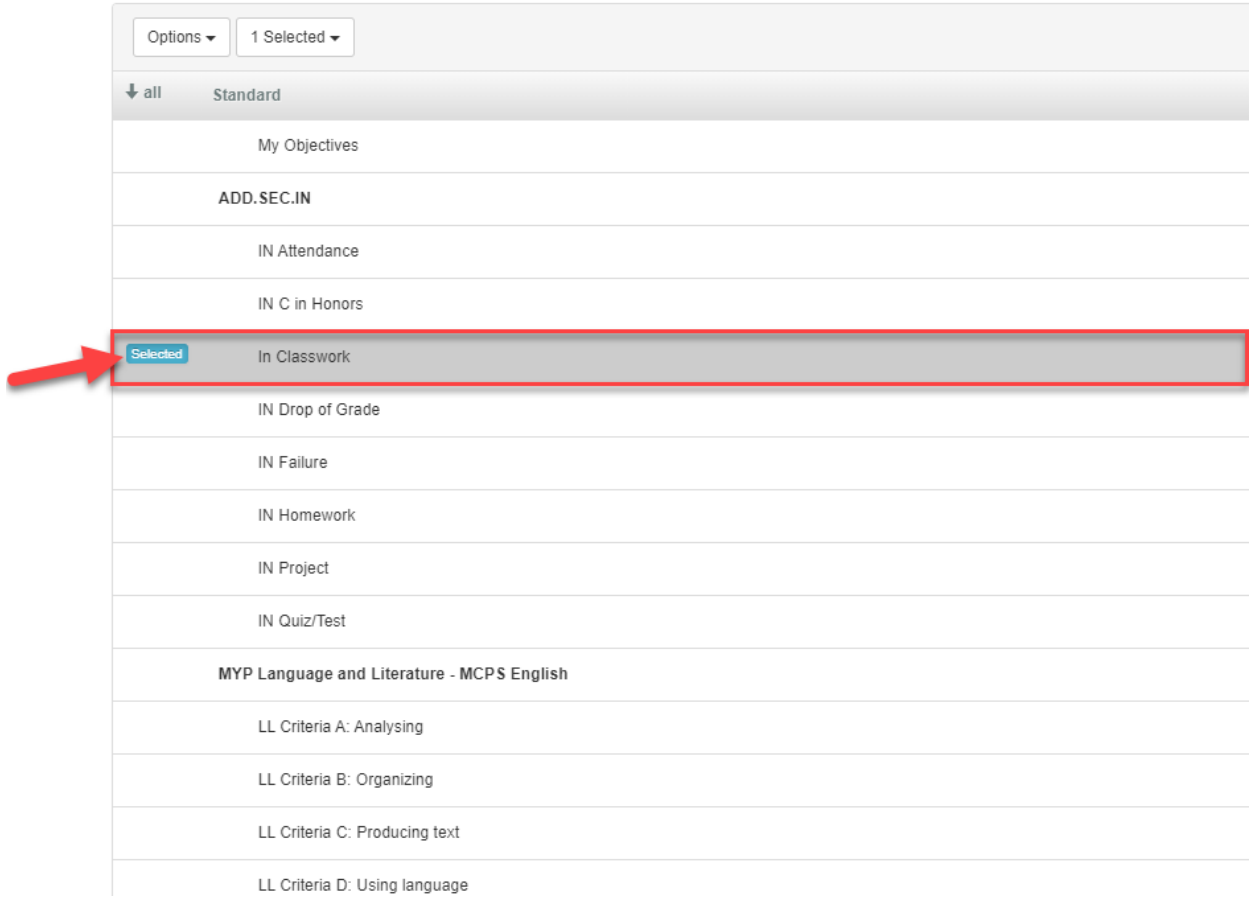
**Do not use the Quick Assignment feature to create a new assignment.*

Step 3: Enter the following information for the assignment:

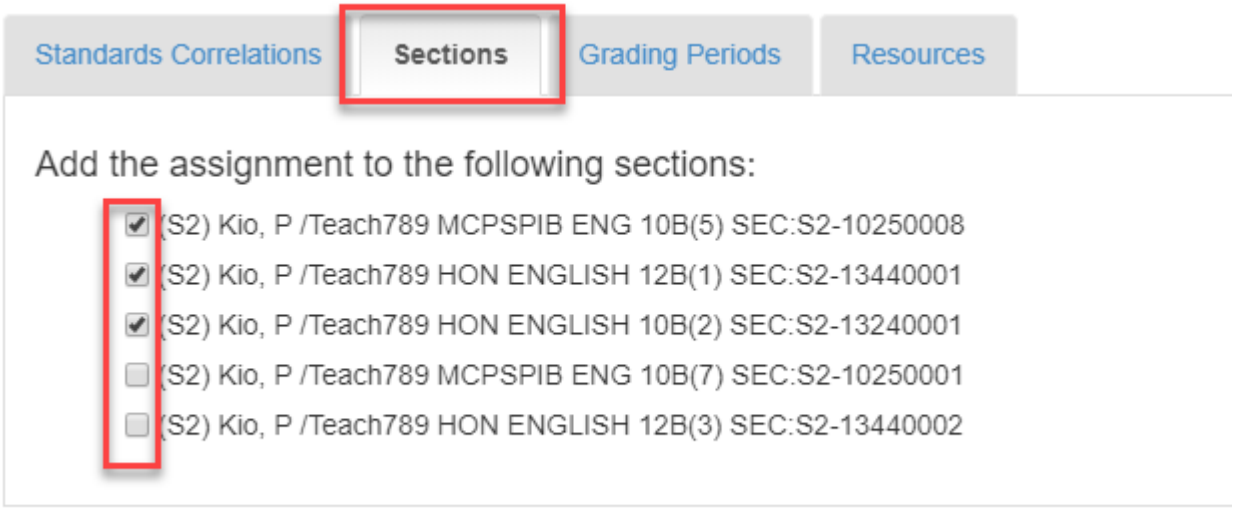
- **Assignment Name:** Add an Assignment Name (the title should be something that parents and students can easily identify what is being assessed when looking at scores in the parent portal). The MCPS recommendation is to include the measurement topic, the type of assignment, and the name of the assignment. For example, a title might be "Reading Literature- Hugo Cabret Comprehension Questions."
- **Description:** The description field is optional and can be completed to the teacher's preferences.
- **Assignment Type:** Set the field to assignments.
- **Date of Assignment:** Enter the date the assignment was created.
- **Assignment Type:** Set to Normal if the assignment counts toward the final grade; if the assignment does not count toward the final grade set the field to not for grading.
- **Due Date:** Set the due date for the assignment
- **Parent/Student Portal:** The recommendation is to have the "Show Assignment in Portal" option on; if needed set a "show in Portal Date.



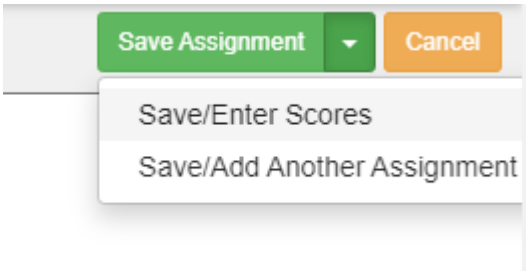
Step 4 (MYP Teachers Only): Scroll down to the Standards Picker section to link an MYP Criterion to the assignment



Step 5 (Optional): If you want to add this assignment to additional sections, click on the sections tab then check the boxes next to each of the sections you wish to add the assignment.



Step 5: To complete the assignment creation process click the green Save Assignment button. If you click the drop down arrow you will have the option to save and enter scores or save and add another assignment.

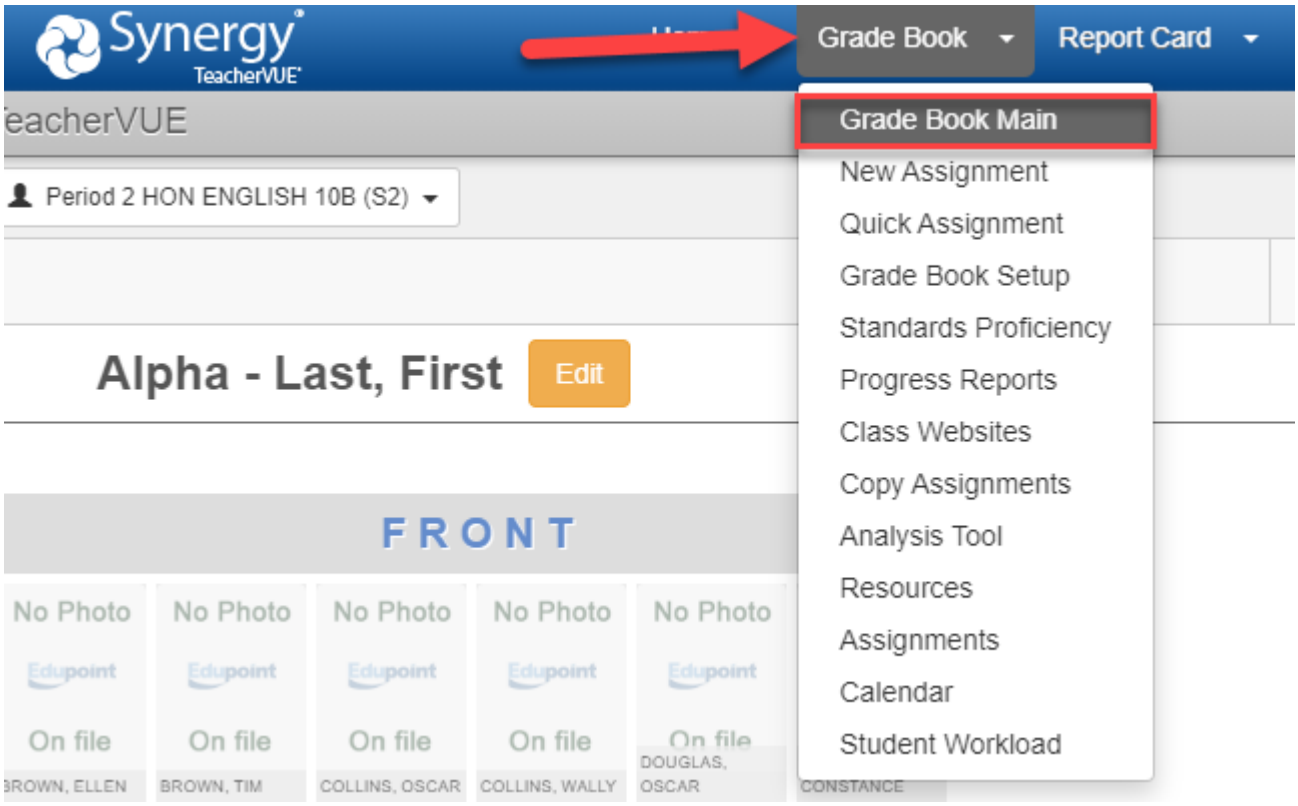


Secondary Grade Book Support Guide

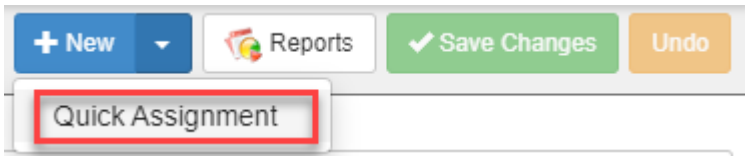
Creating Quick Assignments - [Secondary Teachers]

Click to watch the Creating Assignments screencast

Step 1: From TeacherVUE, click on Grade Book, then Grade Book Main
**MYP teachers should not use quick assignments.*



Step 2: Click the drop down arrow on the blue new button then select Quick Assignment.



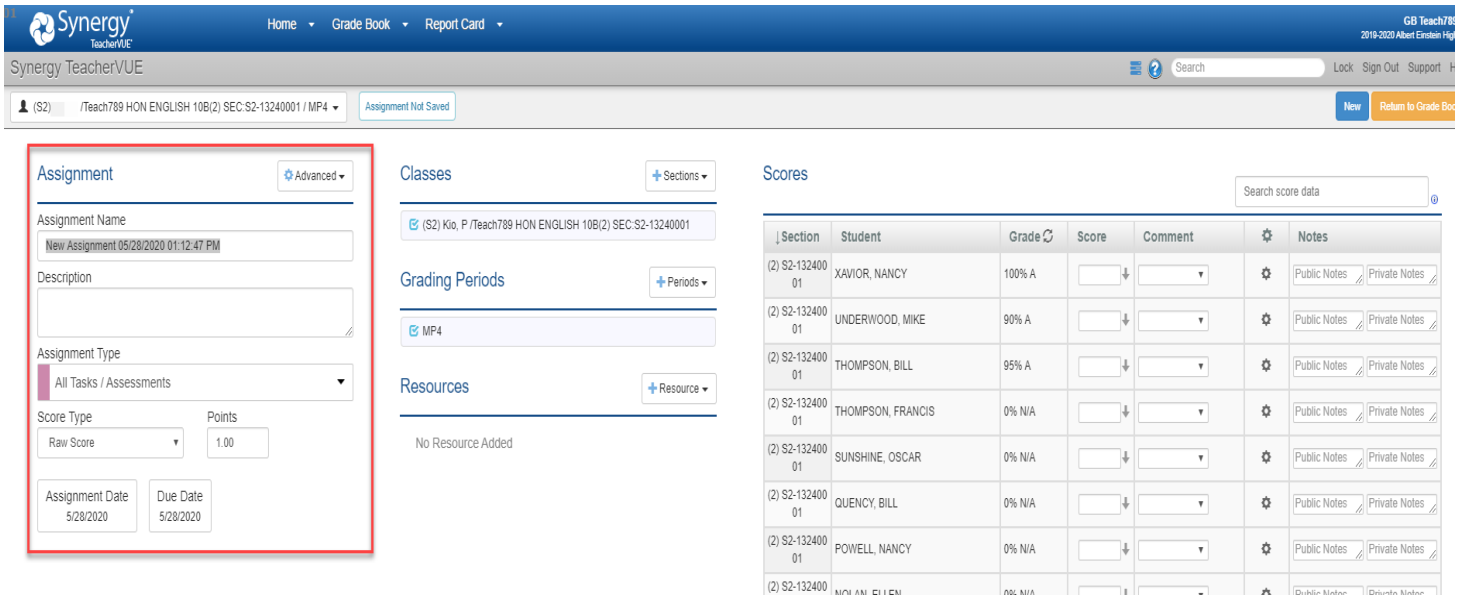
Step 3: Enter the following information for the assignment:

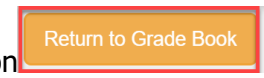
- **Assignment Name:** Add an Assignment Name (the title should be something that parents and students can easily identify what is being assessed when looking at scores in the parent portal). The MCPS recommendation is to include the measurement topic, the type of assignment, and the name of the assignment. For example, a title might be "Reading Literature- Hugo Cabret Comprehension

Questions."

- **Description:** The description field is optional and can be completed to the teacher's preferences.
- **Assignment Type:** Set the field to assignments.
- **Date of Assignment:** Enter the date the assignment was created.
- **Assignment Type:** Set to Normal if the assignment counts toward the final grade; if the assignment does not count toward the final grade set the field to not for grading.
- **Due Date:** Set the due date for the assignment
- To apply parent portal settings use the advanced drop down.

- To add this assignment to additional sections use the +Periods drop down.



Step 4: If you do not need to enter grades, click the Return to Grade Book button 

Synergy Education Platform

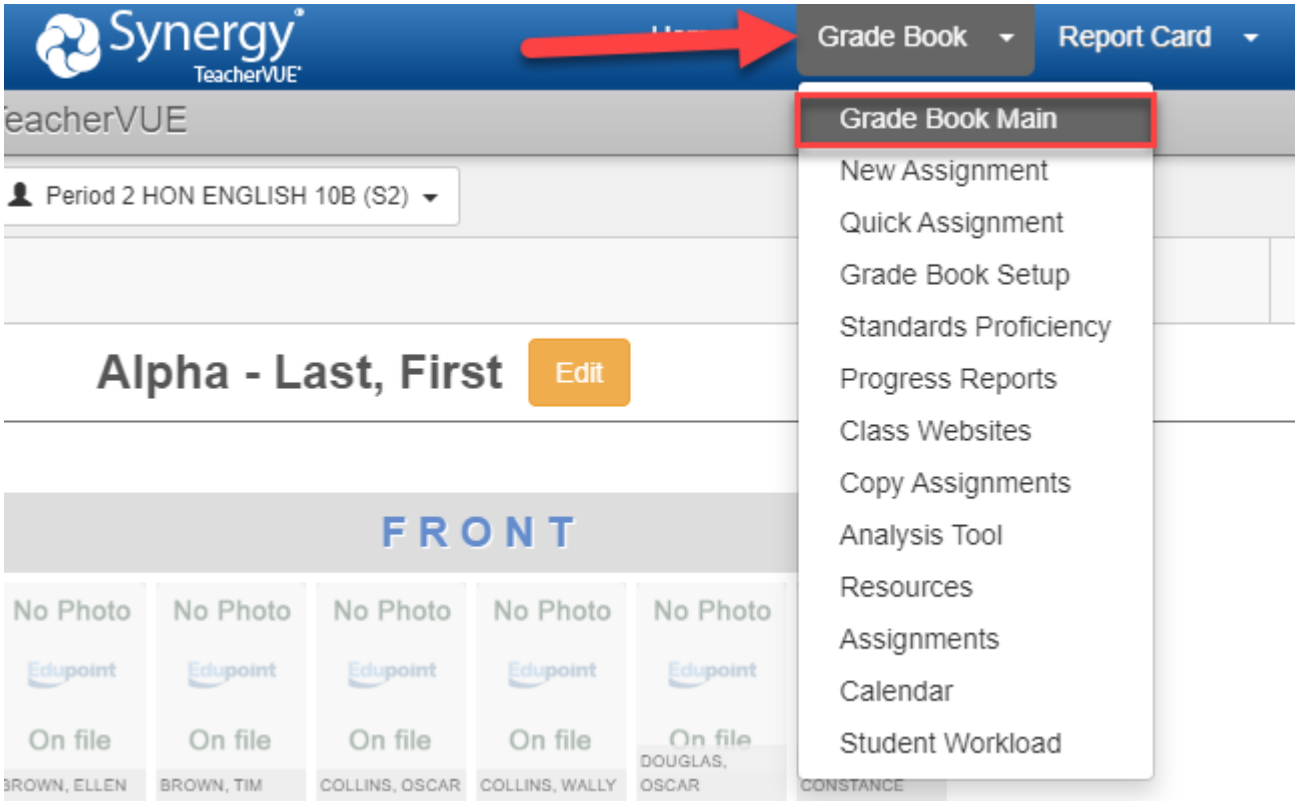
Secondary Grade Book Support Guide

Entering Grades

Entering Grades - [Secondary Teacher]

Click to watch the Entering Grades screencast

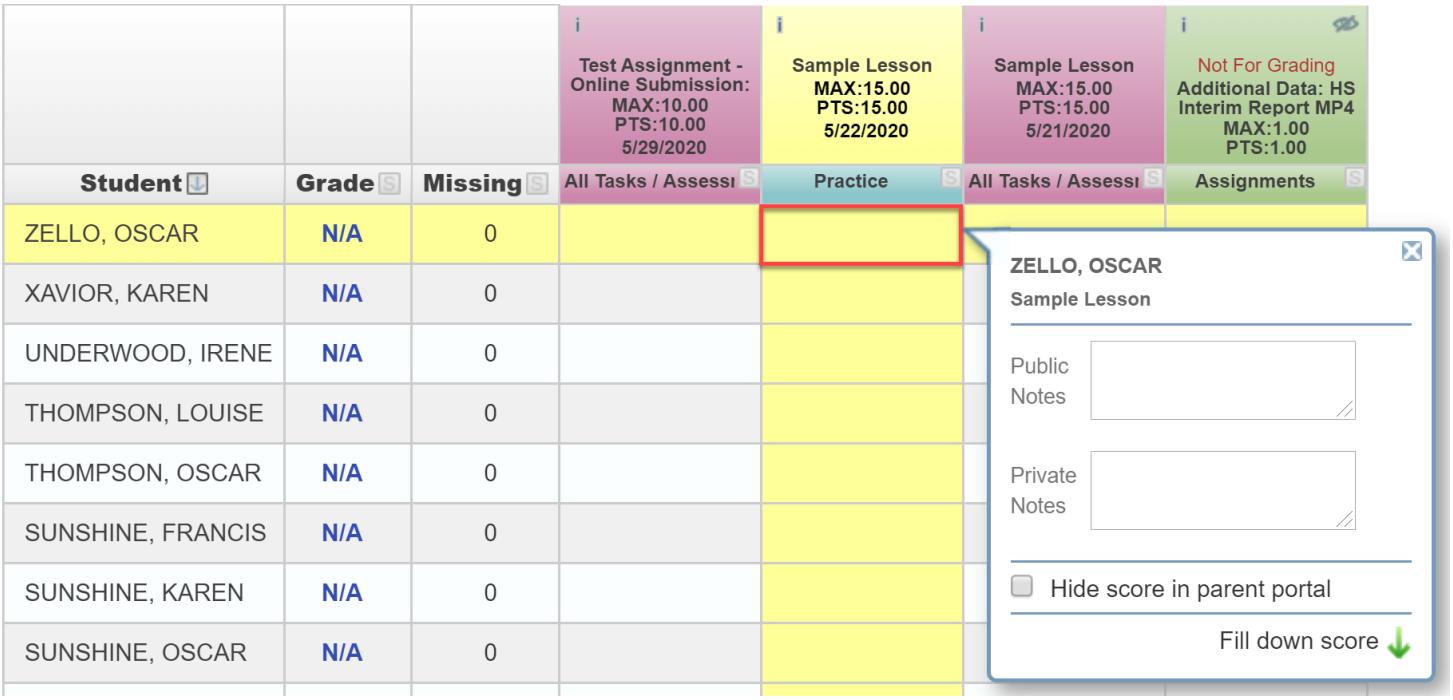
Step 1: From TeacherVUE, click on Grade Book, then Grade Book Main



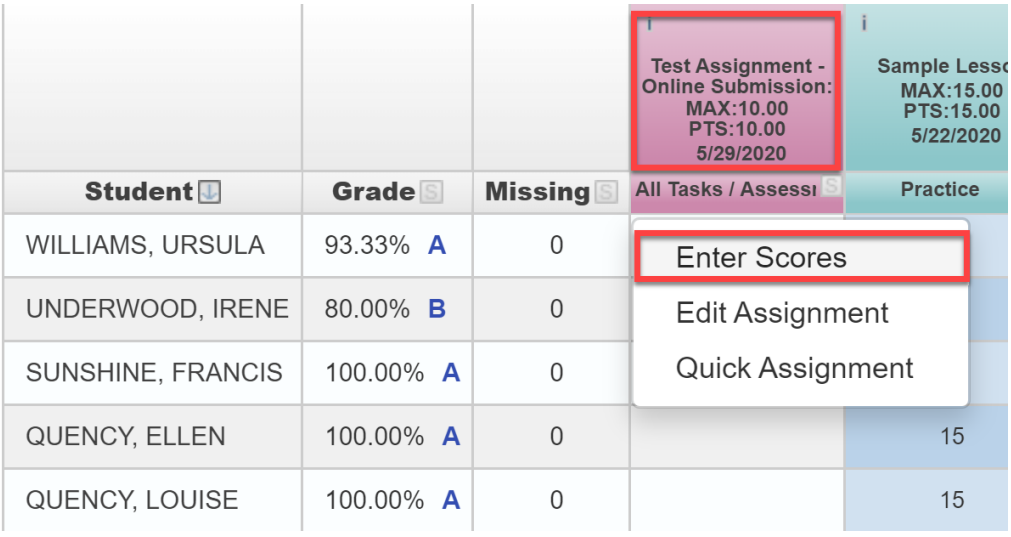
Step 2: There are two ways to enter grades. The first method allows for grade entry and assignment notes; the second method allows for grade entry, assignment notes, and comments.

METHOD 1: To enter grades and assignments notes, click in a cell and enter a letter grade. The Synergy Grade Book will only accept numbers. When entering grades you also have the option to add public or private notes. Public notes will show in the parent/student portal. The fill down score option takes the score in the current cell and applies it to all cells below.

Secondary Grade Book Support Guide

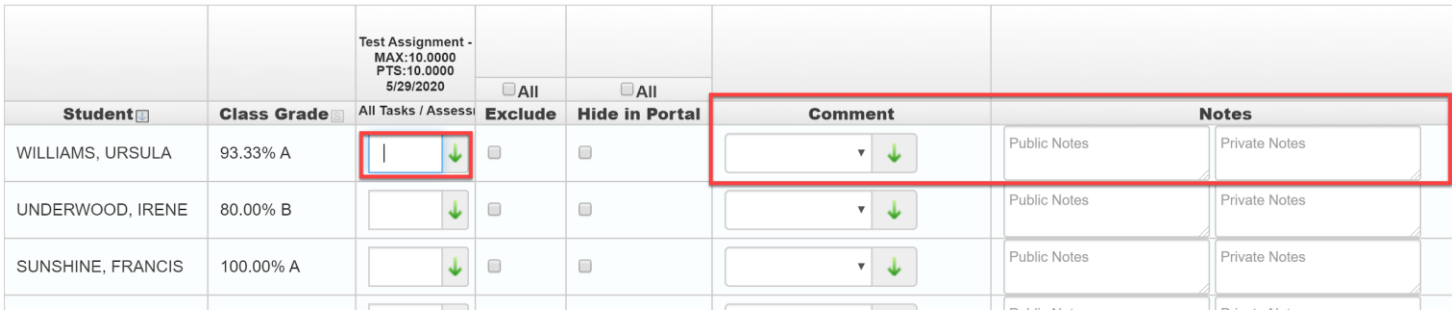


METHOD 2: To enter grades, assignment notes, and assignment comments click the assignment column header and select enter grades from the drop down.

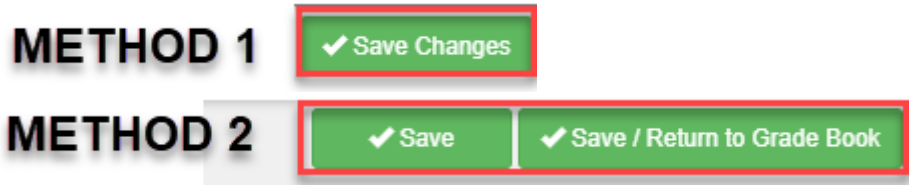


METHOD 2: To enter a grade click on the cell and enter the score. The Synergy Grade Book will only accept numbers. All assignment comments and public notes are visible in the parent/student portal; private notes are only visible to teachers. The fill down (green arrow) will apply grades and comments to all rows below.

Secondary Grade Book Support Guide



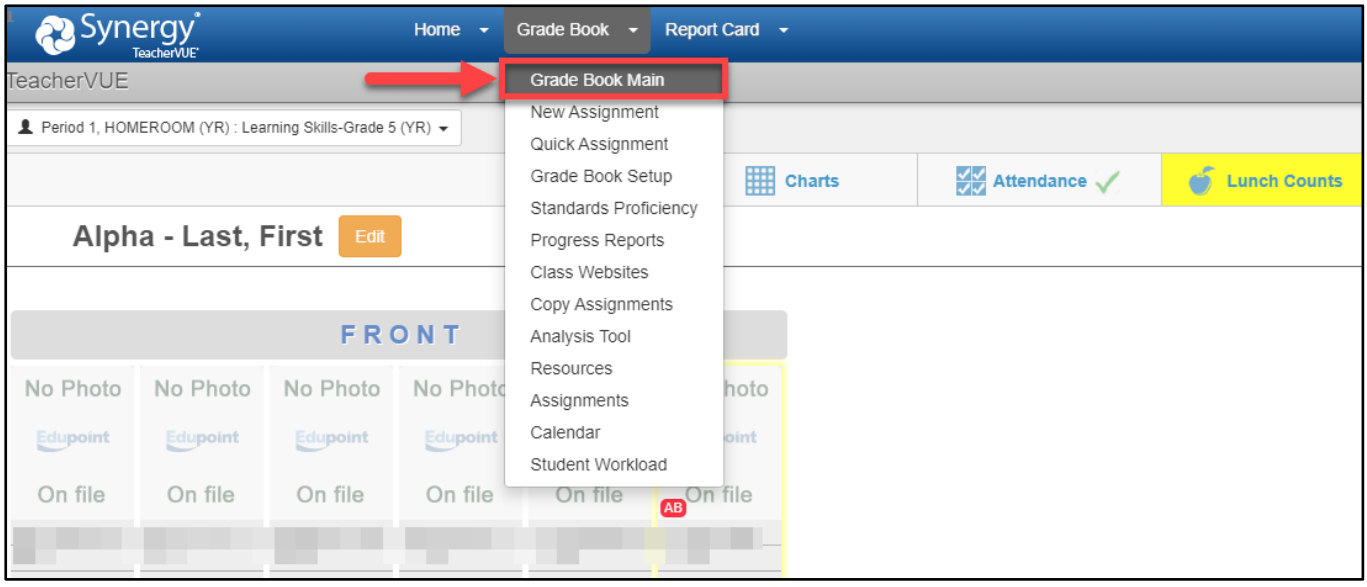
STEP 4: To complete the grade entry process click the green save button at the top of the page.



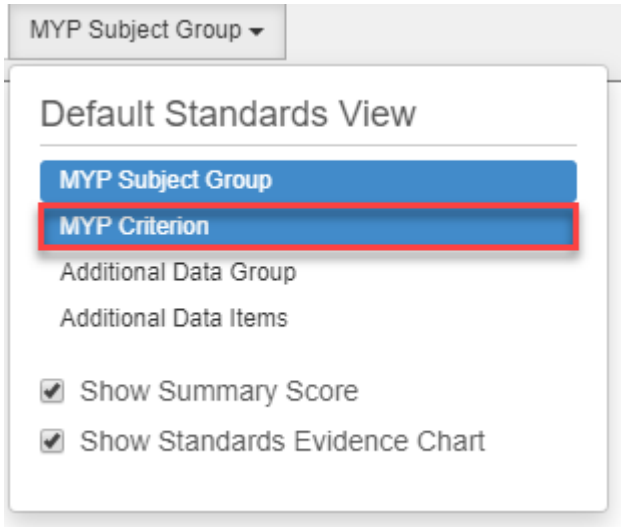
Entering Grades - [MYP Teachers]

Click to watch the Entering Grades screencast

Step 1: From TeacherVUE, click on Grade Book, then Grade Book Main



Step 2: If you do not see the MYP Criterion listed as column headers, click MYP Subject Group drop down and select MYP Criterion.

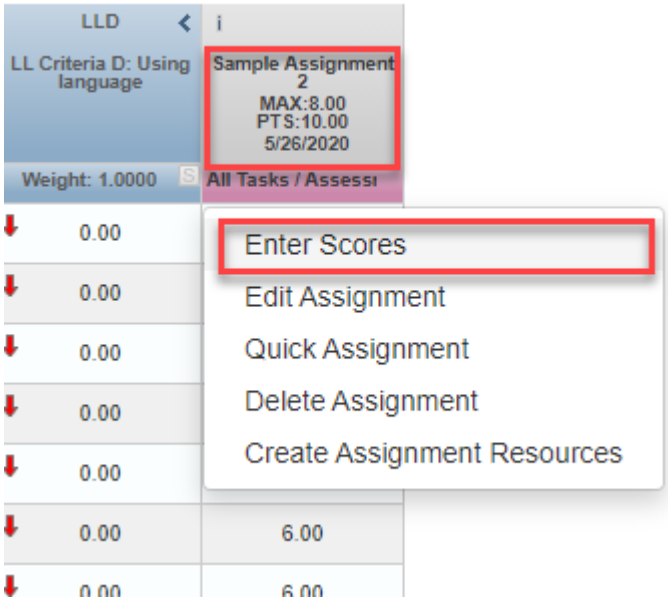


Step 3: Next expand the measurement topic column by clicking the right arrow next to the standard.

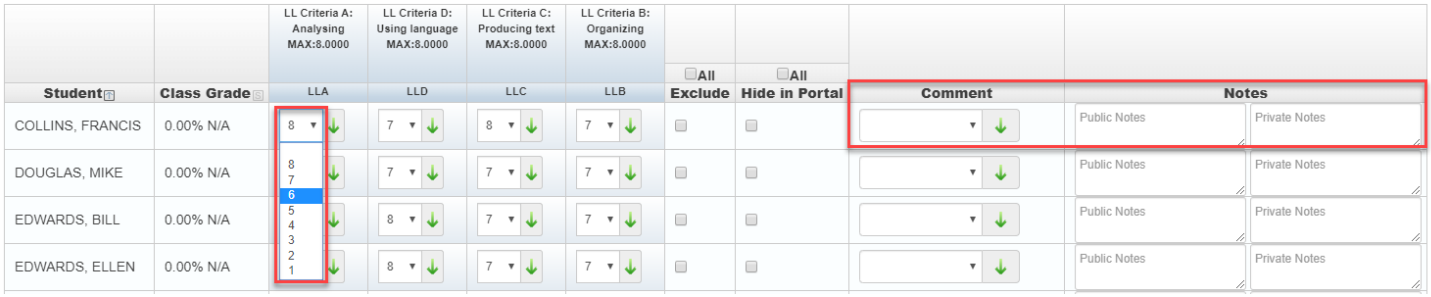
			LLA LL Criteria A: Analysing	LLB LL Criteria B: Organizing	LLC LL Criteria C: Producing text	Sample Assignment 2 MAX:8.00 PTS:10.00 5/26/2020	Sample Assignment - Standard MAX:8.00 PTS:10.00 5/22/2020	LLD LL Criteria D: Using language	Sample Assignment 2 MAX:8.00 PTS:10.00 5/26/2020
Student	Grade	Missing	Weight: 1.0000	Weight: 1.0000	Weight: 1.0000	All Tasks / Assessi	All Tasks / Assessi	Weight: 1.0000	All Tasks / Assessi
COLLINS, FRANCIS	N/A	0	0.00	0.00	0.00	8.00	8.00	0.00	7.00
DOUGLAS, MIKE	N/A	0	0.00	0.00	0.00	7.00	7.00	0.00	7.00
EDWARDS, BILL	N/A	0	0.00	0.00	0.00	7.00	6.00	0.00	8.00
EDWARDS, ELLEN	N/A	0	0.00	0.00	0.00	7.00	5.00	0.00	8.00
EDWARDS, NANCY	N/A	0	0.00	0.00	0.00	7.00	7.00	0.00	6.00
GRANT, ELLEN	N/A	0	0.00	0.00	0.00	7.00	7.00	0.00	6.00

Step 4: To enter grades, assignment notes, and assignment comments click the assignment column header and select enter grades from the drop down.

Secondary Grade Book Support Guide



Step 5: To enter a grade for any criterion linked to the assignment, click on the cell and select the grade from the drop down. All assignment comments and public notes are visible in the parent/student portal; private notes are only visible to the teacher. The fill down (green arrow) will apply grades and comments to all rows below.



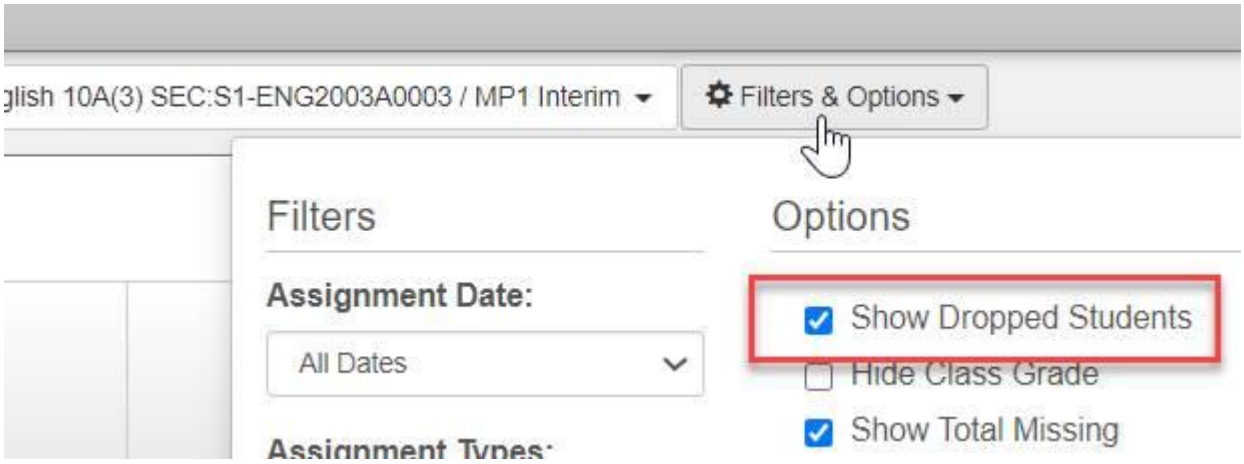
Step 6: To complete the grade entry process click the green save button at the top of the page.

Entering Grades for Transferring Students

Entering Grades for Transferring Students - [Secondary Teacher, MYP Teacher]

If students transfer from one section to another (or from another school), the outgoing teacher will need to run a grade report for the new teacher of record. To continue the student's current grade , the new teacher should input one grade for each assignment type so that the student's previous average is continued in the new class.

Step 1: Adjust the grade book Filters & Options to show dropped students.



Step 2: Run a detailed progress report for the selected student. This report displays student assignment scores, assignment type averages and individual assignment scores.

Step 3: Provide a copy of this report for the new teacher.

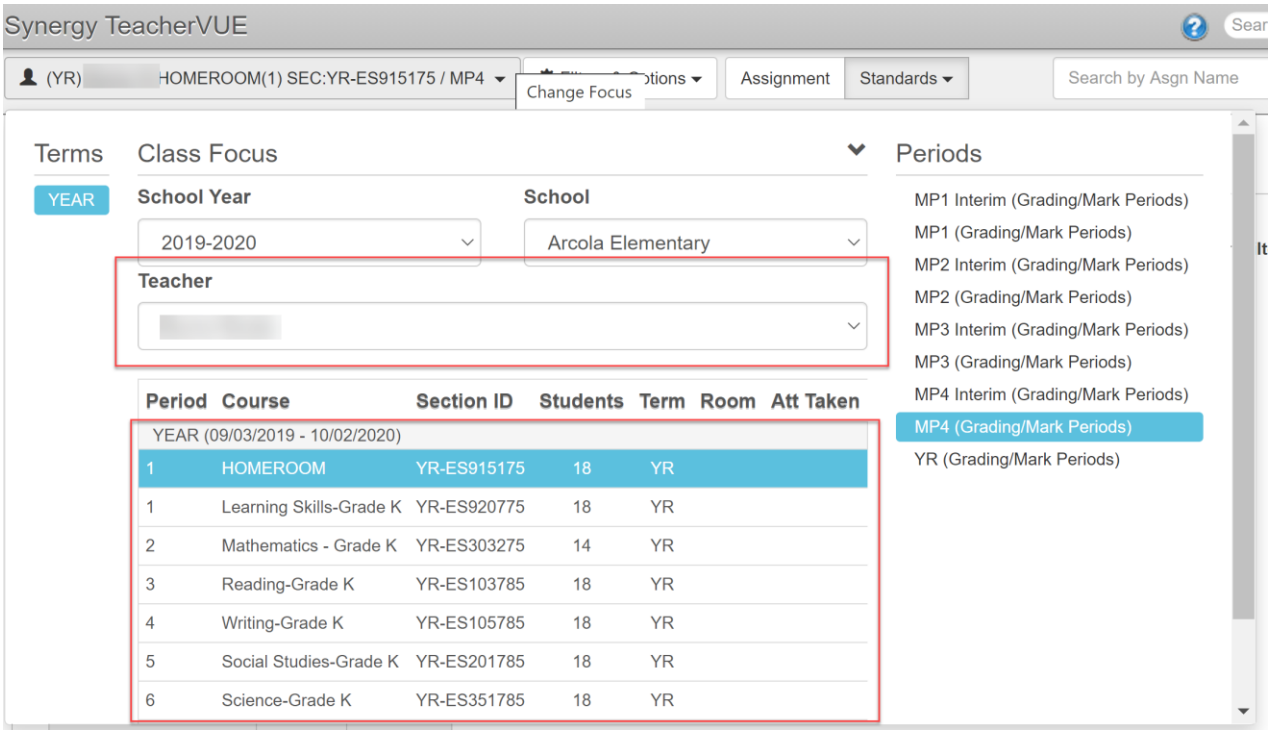
Grade Book Impersonator Access

Grade Book Impersonator Access - [Selected School Staff]

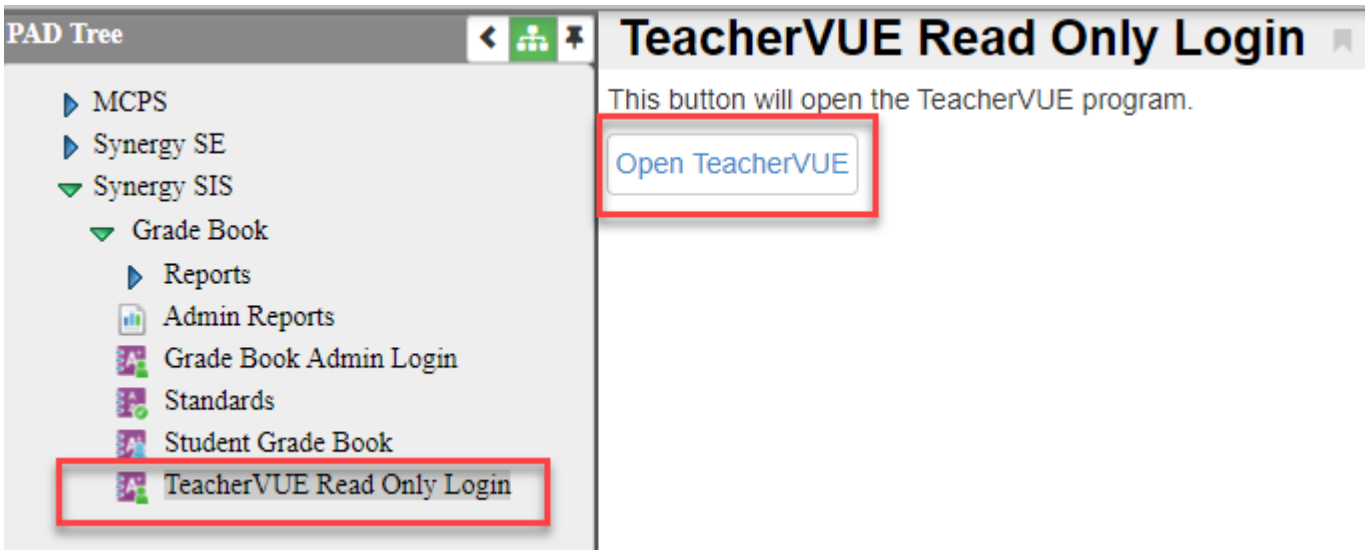
Click to watch the Impersonating Users screencast

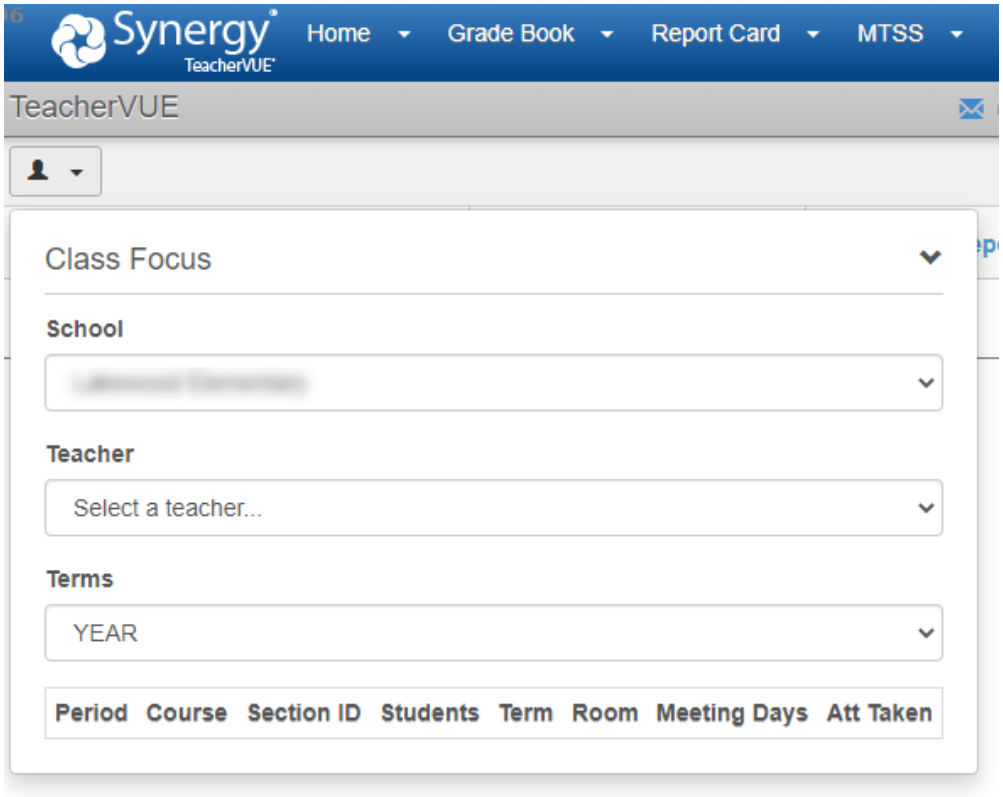
Grade book impersonator access allows selected users to view grades for staff at their school. Impersonator permissions are set to read only access for teacher grade books. Staff with grade book impersonator access can initiate the process in either TeacherVUE or SynergySIS.

Method 1 from TeacherVUE: Navigate to the grade book and select a teacher name from the class focus area. From the class focus area select the subject area for the selected teacher.

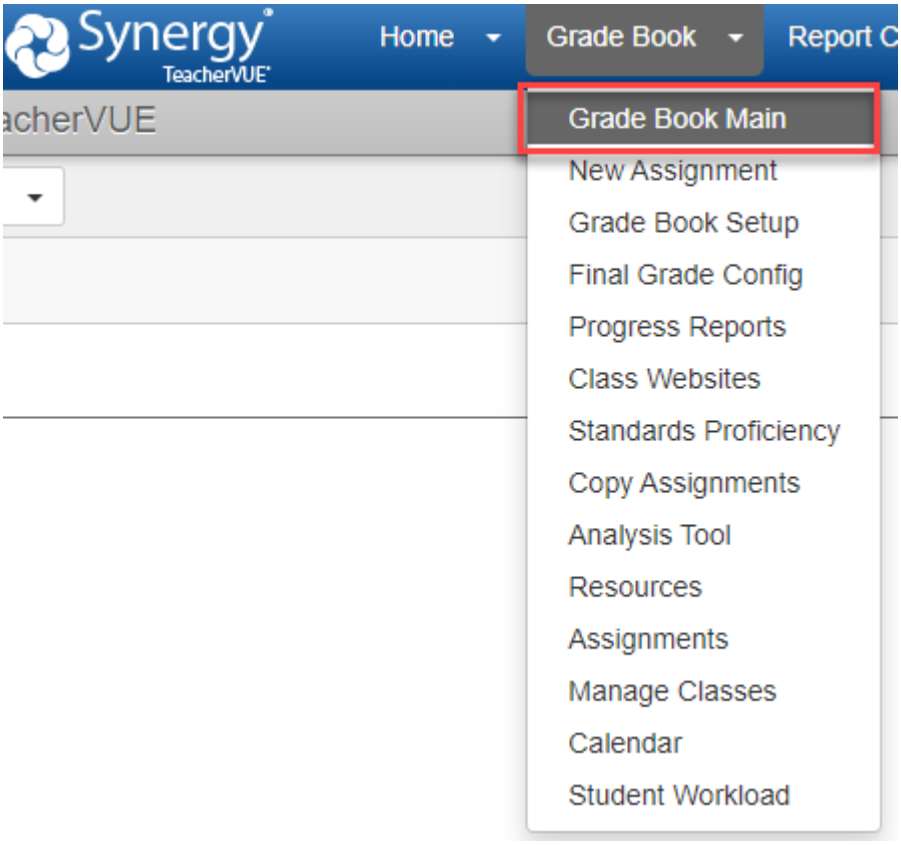


Method 2 from Synergy SIS: Expand the pad tree on the left and select Synergy SIS > Grade Book > TeacherVUE Read Only Login. Next click the Open TeacherVUE button on the right. TeacherVUE opens in a new window. Select a teacher name from the class focus area. From the class focus area select the subject area for the selected teacher.

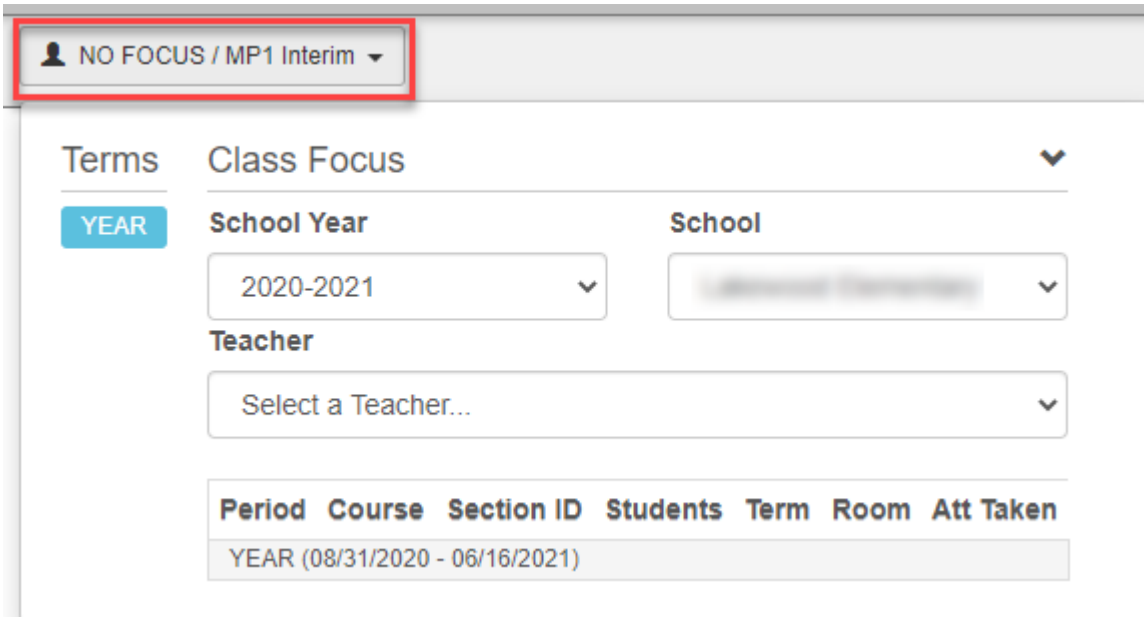




Step 2: To navigate to the Grade Book hover over the Grade Book option, then select Grade Book Main.



Step 3: Use the Class Focus to drill down to a teacher and class.



Synergy Education Platform

Secondary Grade Book Support Guide

Switch Between TeacherVUE and Synergy SIS

Switch Between TeacherVUE and Synergy SIS - [ESOL, Special Education, Resource Teachers]

ESOL, Special Education and Resource teachers have the ability to switch between TeacherVUE and Synergy SIS. The ability to switch to Synergy SIS allows for access to all students in the school.

Step 1: To switch from TeacherVUE to Synergy SIS click the Synergy logo in the top left corner.

Step 2: To return to TeacherVUE click the bell icon in the top left corner.

myMCPS Classroom Grade Book Sync

myMCPS Classroom Grade Book Sync - [Secondary Teacher, MYP Teacher]

The grade book sync between myMCPS Classroom and Synergy grade book ***is not an automatic process***. Teachers need to initiate the sync process in myMCPS Classroom on a regular basis to sync grades from one source to another.

Please note that syncing grades from Canvas to Synergy is not a required process. If you prefer, grades can be stored in Canvas and manually transferred to Canvas.

Synergy Education Platform

Secondary Grade Book Support Guide

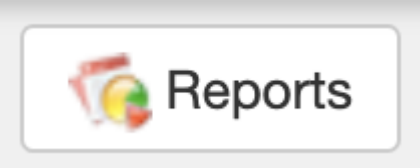
Click to view the Synergy & myMCPS Classroom Grade Book Sync for Secondary Teachers

Grade Book Reports

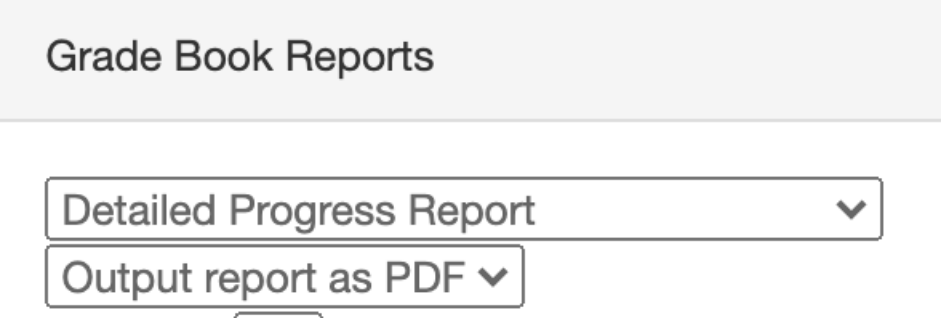
Teacher Grade Book Reports - [Secondary Teacher, MYP Teacher]

Grade book reports provide individual and summary student data. Most reports generate a PDF file that can be saved or printed. Some grade book reports are also available as an Excel file. Additional options such as showing student name or ID and running the report for one or multiple classes are available for most reports.

Step 1: Navigate to the course in the grade book you would like to see data for and select the Reports button in the top right corner.



Step 2: In the reports dropdown select the desired report.



Recommended reports include the following:

Detailed Progress Report - Displays a report for each student with assignment scores, comments, assignment type averages and the overall grade for the current class. The format of this report is a PDF file.

Summary Progress Report - Displays a report for each student with assignment type averages for every class the child is enrolled in. Missing and absent scores are also shown. The format of this report is a PDF file.

Print Grade Book - Displays a class grade book with individual student grades. The format of this report is a PDF or Excel file.

Blank Grade Book - Displays a blank class grade book with student names. The format of this report is a

PDF or Excel file.

Assignment Detail Report - Displays a class list, per assignment, of possible and earned points on all assignments for the current class. Specific assignments can also be selected instead in the report options. Assignment comments such as missing, late or reassessed are also displayed. The format of this report is a PDF or Excel file.

Student Missing Assignment Report - Displays a list of missing assignments by individual students for the current class. Assignments must be marked as missing in the grade book for them to show up on this report. The format of this report is a PDF or Excel file.

Missing Assignment Summary - Displays a list of missing assignments with the corresponding student names for the current class. The format of this report is a PDF or Excel file.

Class Summary Report - Displays the overall points for each student as well as the points for each assignment type. The format of this report is a PDF or Excel file.

Chart: Assignment Student Performance - Displays a bar graph of individual student performance on one assignment. Students are placed in the graph from lowest to highest points earned. The format of this report is a PDF file.

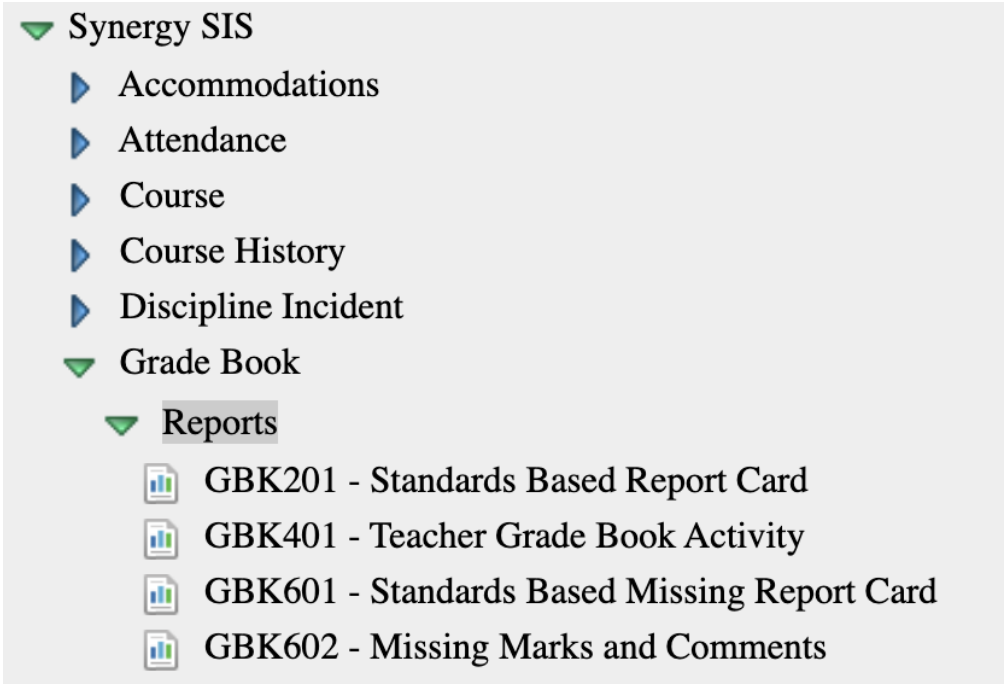
Chart: Class Grade - Displays a bar graph of individual student course performance. Students are placed in the graph from lowest to highest overall grade for the course. The format of this report is a PDF file.

Chart: Class Grade Distribution - Displays a bar graph of the number of students at each overall grade percentage. The format of this report is a PDF file.

Admin. Grade Book Reports - [Administrators, Resource Teachers, Staff Development Teachers]

Grade book reports provide individual and summary student data. Reports generate a file that can be saved or printed.

Step 1: Navigate to Synergy SIS > Grade Book > Reports



Recommended Synergy SIS reports include the following:

GBK401 - Teacher Grade Book Activity - Select Semester 1, Semester 2 or Year as the Term and select a Teacher. The report displays the number of assignments a teacher has in their grade book.

Student Grade Book (Synergy SIS > Grade Book) - Displays all course grades for the found student. Additionally, there is an Open StudentVUE as Student button to further drill down into individual classes to show assignments (StudentVUE > Grade Book > Select a course)

Additional admin reports can be found at **Synergy SIS > Grade Book > Admin Reports**.

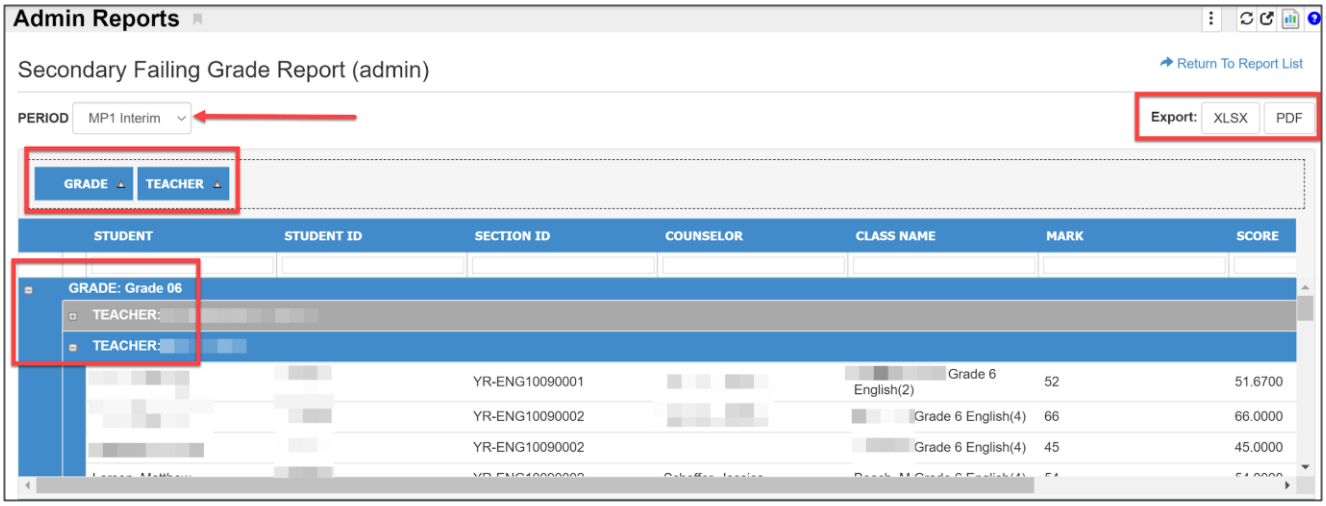
The recommended reports in this area include the following:

Secondary Failing Grade Report (teacher focus) - This report shows in Synergy SIS but it must be run while impersonating a teacher in the grade book. Teachers can also run this report in their grade book by selecting Grade Book from the top blue menu and then selecting Admin Reports from the drop down menu. This report shows every student, assigned to the selected teacher, who has a course grade of 69.97% or lower. The data in this report can be exported as an Excel spreadsheet or PDF file.

Once the Secondary Failing Grade Report has been selected:

1. Select the needed grading period in the **Period** field (i.e. MP1 Interim, MP1, MP2, etc…)
2. Enter a value in the search field at the top of any column to view data specific to that criteria.
3. Drag column headers to the group area if you wish to view the data in group types ways (i.e. by teacher or grade).

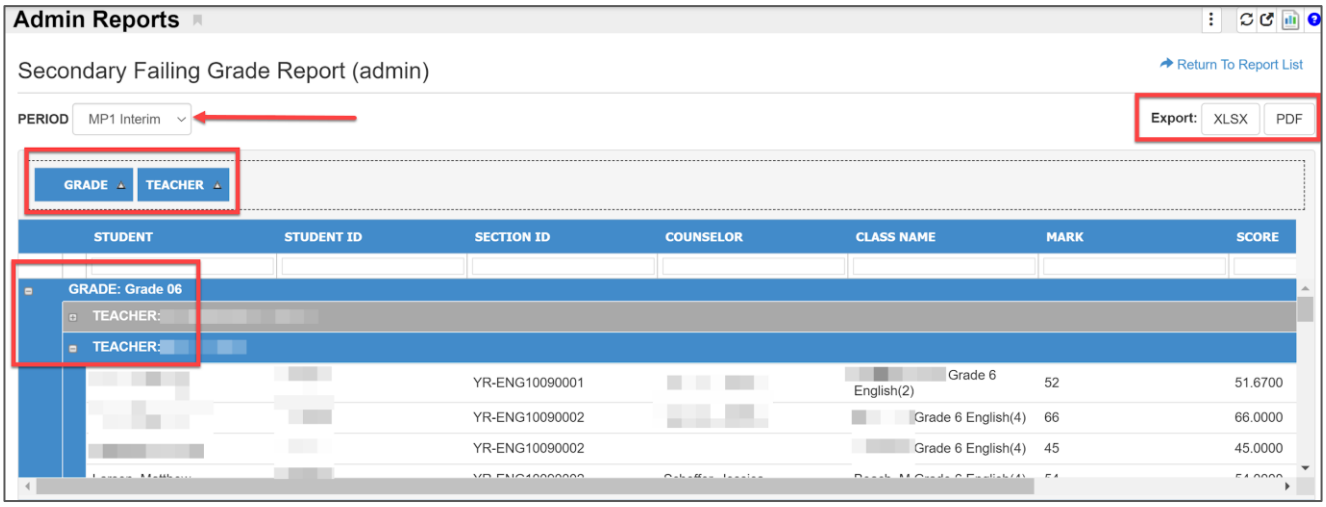
Secondary Grade Book Support Guide



Secondary Failing Grade Report (admin) - This report shows every student in the school who has a course grade of 69.97% or lower. The data in this report can be exported as an Excel spreadsheet or PDF file.

Once the Secondary Failing Grade Report has been selected:

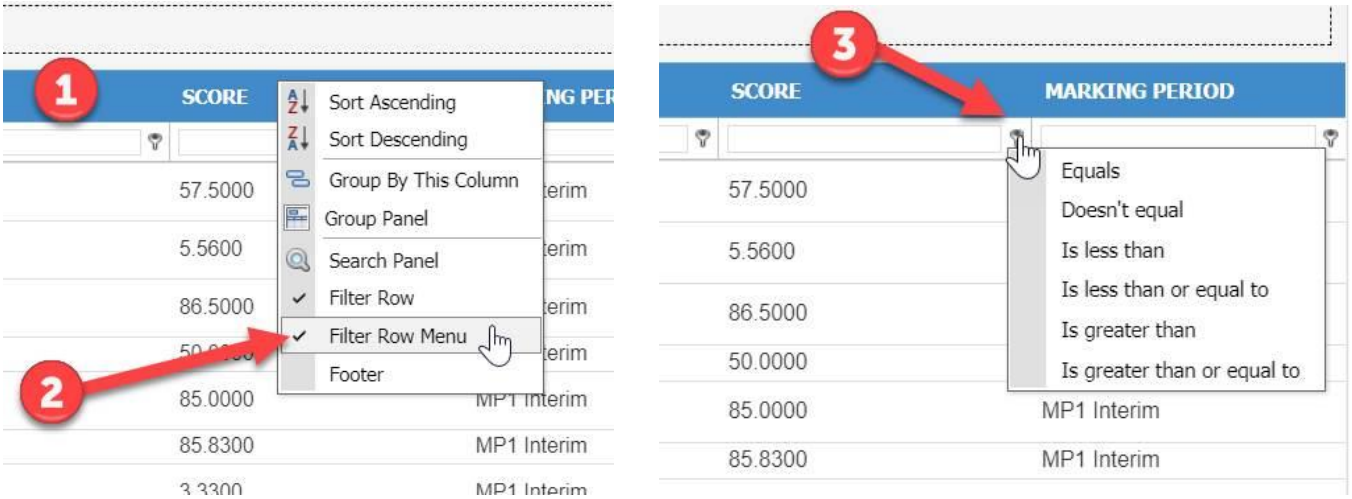
1. Select the needed grading period in the **Period** field (i.e. MP1 Interim, MP1, MP2, etc…)
2. Enter a value in the search field at the top of any column to view data specific to that criteria.
3. Drag column headers to the group area if you wish to view the data in group types ways (i.e. by teacher or grade).



Secondary Threshold Report (admin) - This report shows every student's course average. The data in this report can be exported as an Excel spreadsheet or PDF file.

The data in the reports above can be further manipulated by right clicking any column header and selecting

Filter Row Menu. Click the filter icon , select the report parameter and enter the search criteria into the empty space below the column header (e.g. Is less than 60).



Interim Process

Interim Process - [Secondary Teachers, MYP Teachers, Administrators]

Interim process for teachers, refer to the Teacher Interim Guide.

Interim process for administrators, refer to the Administrator Interim Guide.

Combining Grade Book Sections

Combining Grade Book Sections - [School Scheduler]

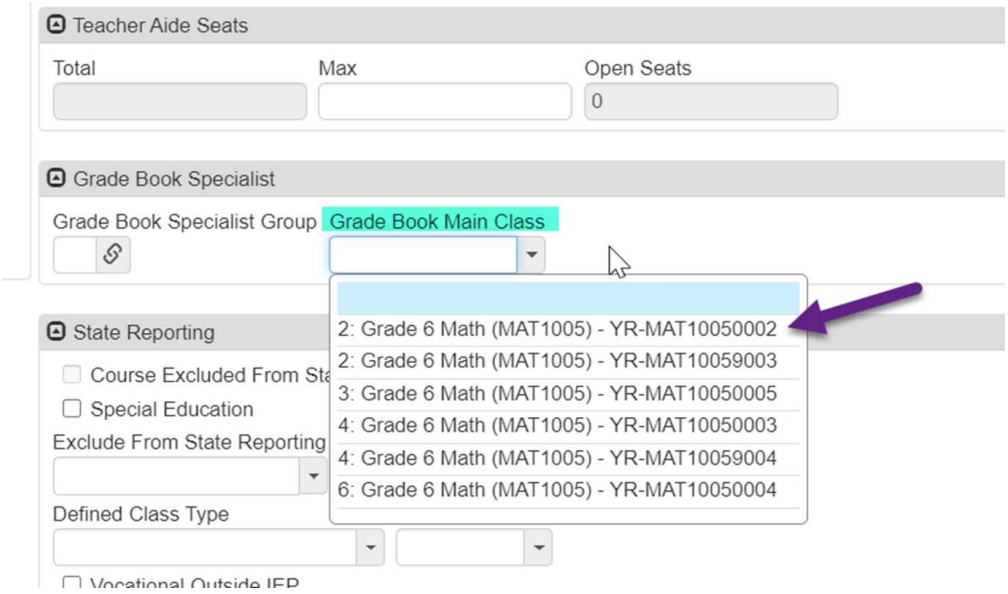
In the Synergy grade book special and regular education classes are separate courses. Students in these classes are often taught during the same class period and thus, it would be easier if the grade book sections were combined. Combining sections is possible and can be done in Synergy SIS by the school scheduler.

Note: *Completing the process below after grades are in the grade book may impact student grades for both courses. It is recommended that the process of combining sections is completed before grades are assigned to students.*

Step 1: In Synergy SIS navigate to Synergy SIS > Schedule > Section.

Step 2: On the sections screen search for the special education class by staff name, course title or course ID.

Step 3: On the Sections screen of the special education class, choose the general education class in the Grade Book Main Class dropdown.



Step 5: Click the save button to record the change.

End of the Marking Period Procedures

Secondary Administrators Monitoring Grades Support Guide

End of the Marking Period Procedures
For the end of the marking period process for teachers, refer to the Teacher Guide. For the end of the marking period process for administrators, refer to the Administrator Guide.

myMCPS Classroom

Synergy and myMCPS Classroom
Grade Book Sync for Secondary Teachers

Assignment, Quiz, and graded Discussion scores in the **Grades** section of your myMCPS Classroom Course can be synced to your Synergy grade book. This process is similar to the previous gradebook integration between Pinnacle and myMCPS Classroom. Student grades do not automatically sync from myMCPS Classroom to Synergy, you must manually initiate the sync of grades for all (or specific) assignments. Additionally, only the raw score (not submission comments) sync from myMCPS Classroom to your Synergy grade book.

***Please note that syncing grades from Canvas to Synergy is not a required process.* If you prefer, assignments and grades can be manually entered into Synergy.**

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Step 4: Check the Status of the Grade Sync

Step 5: Check the Assignment Sync in Synergy and Edit Assignments (if needed)

Grade Book Sync Support

Troubleshooting

- I'm getting the "error code 401: Admin Locked or not 3rd party" error when syncing assignments.
- I'm getting a "Grading category not found" error when syncing assignments.
- Only some of my assignments and scores are not syncing to Synergy!
- What are other reasons why an assignment wouldn't sync from myMCPS Classroom to Synergy?
- I'm getting an "errorCode 400". What does that mean?

Before you begin the grade sync process…

Open up each of your gradebook sections in Synergy so that the MCPS template can be applied to your Synergy gradebook.

Best practices for a successful grade book sync

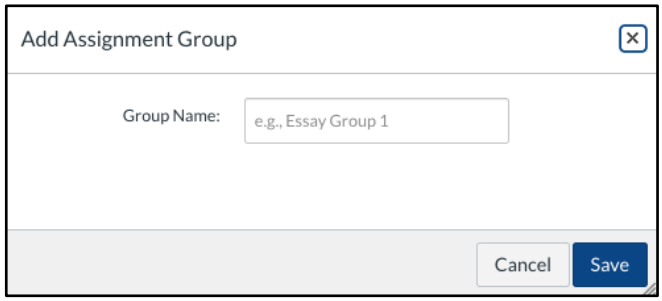
- Open your grade books in Synergy first to have the course template applied.
- Setup your assignment groups in Canvas before attempting the first grade sync.
- Make sure the Canvas assignment groups and Synergy assignments types are an exact match including spaces and uppercase letters.
- Make sure the assignment in Canvas is assigned to everyone in the course.
- If you turn off the third party option to edit grades or add comments after the sync, make sure to save the changes and turn the third party option back on.
- Remove extra assignment groups in Canvas (e.g. Assignments and Imported Assignments).
- Grades with numeric values in Canvas sync while complete/incomplete grades to do not

Step 1: Create your Assignment Groups in myMCPS Classroom

The Assignment groups in your myMCPS Classroom course must match the assignment types in your Synergy grade book. For example, for the category *All Tasks/Assessments*, you will create an Assignment group in myMCPS Classroom that matches this exact category name. This will ensure that grades sync correctly.

1. Navigate to the **Assignments** section of your Course in my MCPS Classroom.
2. In the right-hand corner, click on the **+Group** button.

3. On the pop-up window, type in the name of the Assignment category (i.e. All Tasks / Assessments) *exactly* to match the name of the assignment type in Synergy.

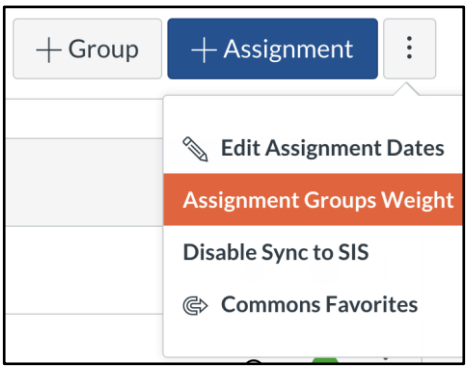


    a. The Synergy assignment type names/options are: All Tasks / Assessments and Practice / Preparation.
    b. Some courses will have Progress Check or Senior Culminating as an assignment type.
    c. It is important that the assignment type in Synergy and group names in Canvas match.
        i. For example, ***All Tasks (space) / (space) Assessments*** will need to be the name of this Assignment group in myMCPS Classroom.

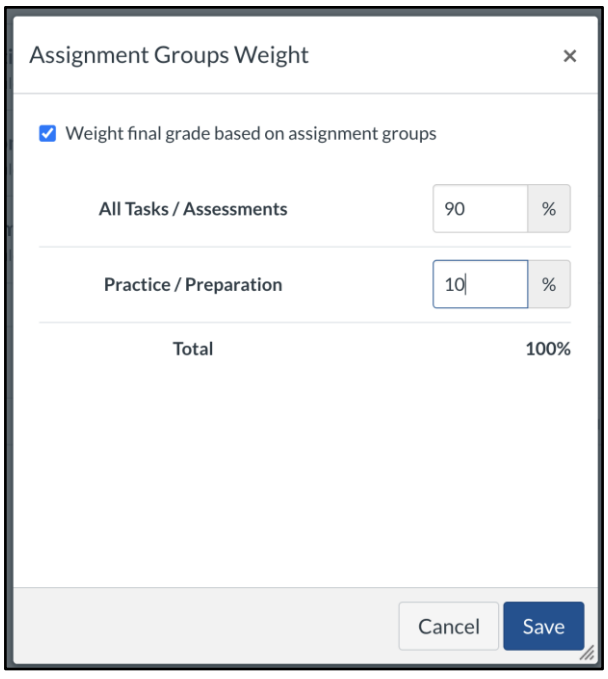
4. Repeat this process for each of the assignment categories in the Synergy grade book.

If you want the Canvas grade book to match the setup of the Synergy grade book, assignment weights will need to be added to groups as follows:

1. Select the three dots button in the top right corner of the assignments screen.
2. From the drop down menu, select **Assignment Groups Weight**.



3. Check the **Weight final grade based on assignment groups** option and input the grade book template weights. When totaled the weights should add up to 100%.



4. Click the **Save** button.

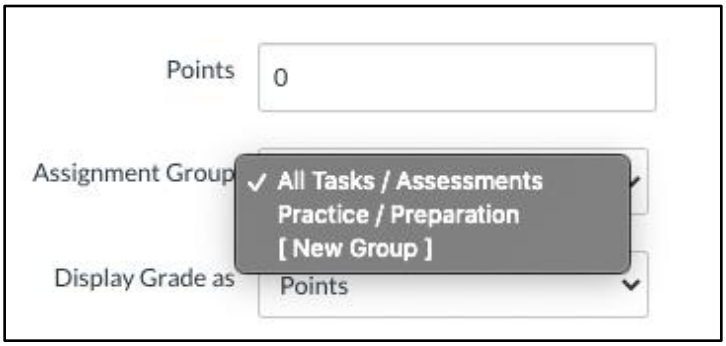
***Note** - MCPS Grade Templates for the 2020 - 2021 school year include the following:*

Template 1	Template 2
All Tasks / Assessments - 90% Practice / Preparation - 10%	All Tasks / Assessments - 80% Practice / Preparation - 10% Progress Check - 10%

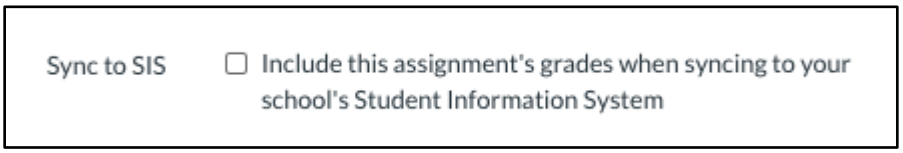
Step 2: Create your Assignment in myMCPS Classroom

Now that your assignment groups are setup and match your assignment types in Synergy, create an assignment, following the steps below to ensure that you can pass the scores from myMCPS Classroom to Synergy:

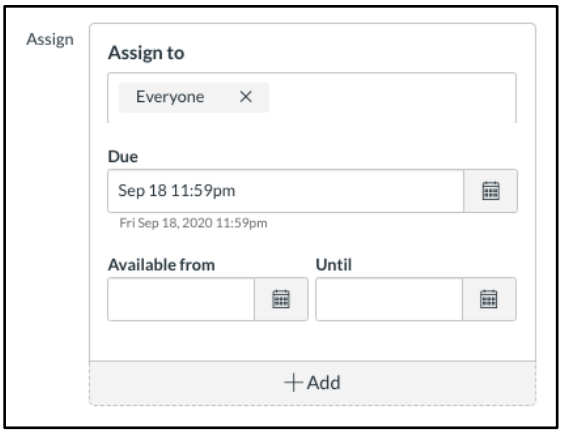
1. Create an **Assignment** (How do I create an assignment?)
2. Enter in the number of points for the assignment.
3. Choose the correct Assignment group that will be attached to this Assignment Type in Synergy grade book.
4. Select **Display Grade** as Points



5. Click on the **Sync to SIS** option



6. Make sure that you assign the Assignment to **Everyone** in the course in the **Assign To** field. Also, add a **Due Date**. The due date will transfer from myMCPS Classroom into your Synergy grade book.



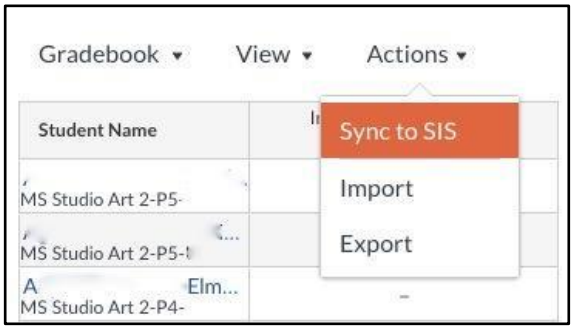
7. To finish creating your Assignment, click **Save** (to keep it in draft form) or **Save and Publish** to have the assignment go live to your students.

Step 3: Export Grades from myMCPS Classroom to Synergy

Before you sync your grades from Canvas, make sure to open your course grade book in Synergy so that it can apply the correct template. When you open the grade book for the course the template will automatically be applied. Once you have done this for all your courses you can close Synergy and proceed with steps to sync grades from Canvas.

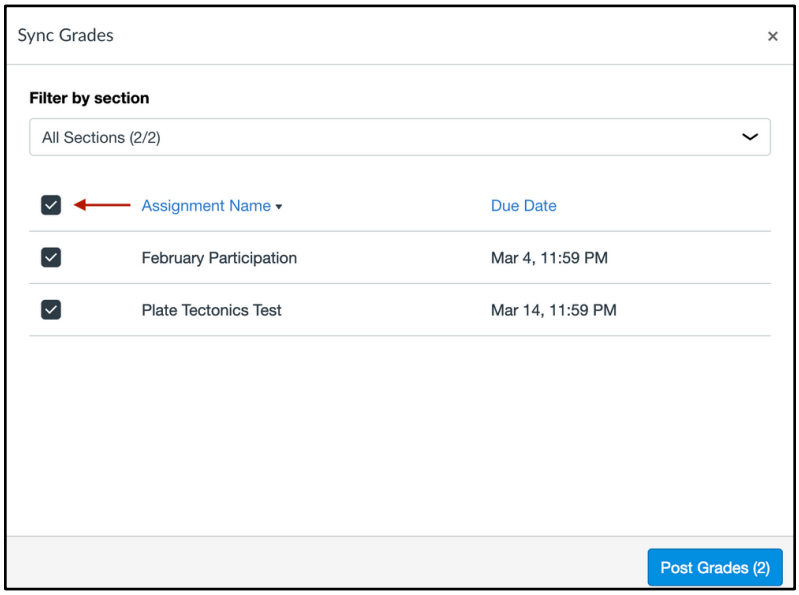
After you have at least *one student's grade* for the assignment entered into the grades section of your myMCPS Classroom course, you are able to initiate the sync of scores from myMCPS Classroom to Synergy grade book. *Point values for each selected assignment and the assignment status of excused will transfer as part of the sync.*

1. Navigate to the **Grades** section of your Course.
2. At the top, under **Actions**, select **Sync to SIS**



3. On the next screen, you will see a list of assignments that are ready to sync to your Synergy grade book.

a. Ready to sync assignments include assignments that have been setup with the **Sync to SIS** box checked and assignments that have at least one student score in the myMCPS Classroom grade book.
b. You can choose some or all of the applicable assignments to sync.



4. When ready, click the **Post Grades** button and the grade sync process will start.

Step 4: Check the Status of the Grade Sync

Once you have initiated the grade sync process, you can check the status of the grade sync in the **Grade Sync** tab in your Course navigation (only teachers see this link).

1. Navigate to **Grade Sync** in your Course navigation.
2. Here you can see the progress for the initiated grade sync

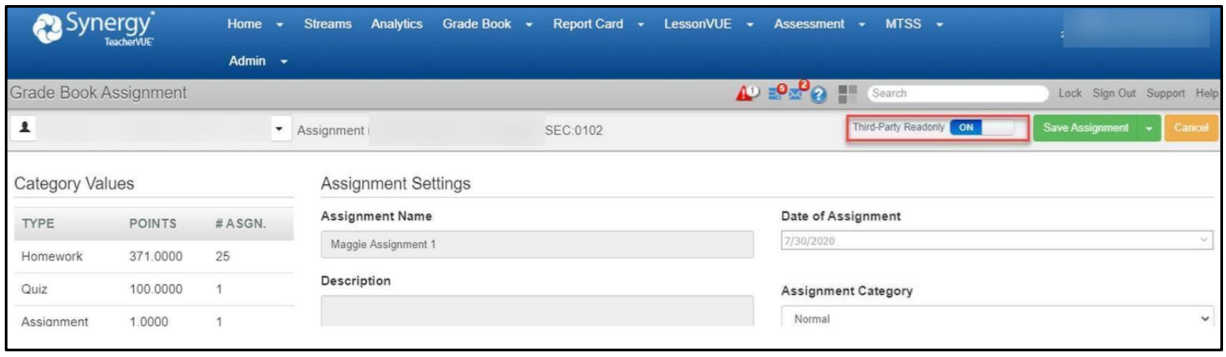
3. There are a few Statuses that you may see on the Grade Sync screen:
   a. **Running** → the grade sync is still processing

b. **Completed** → the grade sync is finished and grades will appear in Synergy
c. **Error** → any errors in the sync will be indicated here

Step 5: Check the Assignment Sync in Synergy and Edit Assignments (if needed)

Once the Sync to SIS process is complete the scores show up in the Synergy grade book.
Please note that assignments transferred from myMCPS Classroom to Synergy cannot be edited in the grade book unless you select to edit the assignment by turning off the Third Party Read only option.
When the third party option is turned off the selected assignment will not receive updates from Canvas grade syncs. However, if the third party option is turned back on the assignment will receive updates from Canvas grade syncs. For example, a teacher may wish to turn the third part sync off to input comments such as missing, late or reassessed and then save these comments. The third party option can then be turned back on to receive future updates from Canvas grade syncs. If the third party option is turned off during future syncs Canvas will report an error when transferring data from one system to another.

Note: *The fill down option in the enter scores screen in the Synergy grade book can be used to quickly fill blank spaces in the grade book. For example, if one blank score (or comment) is entered as missing the fill down icon* *can be clicked to fill the rest of the blank spaces with the same score (or comment).*



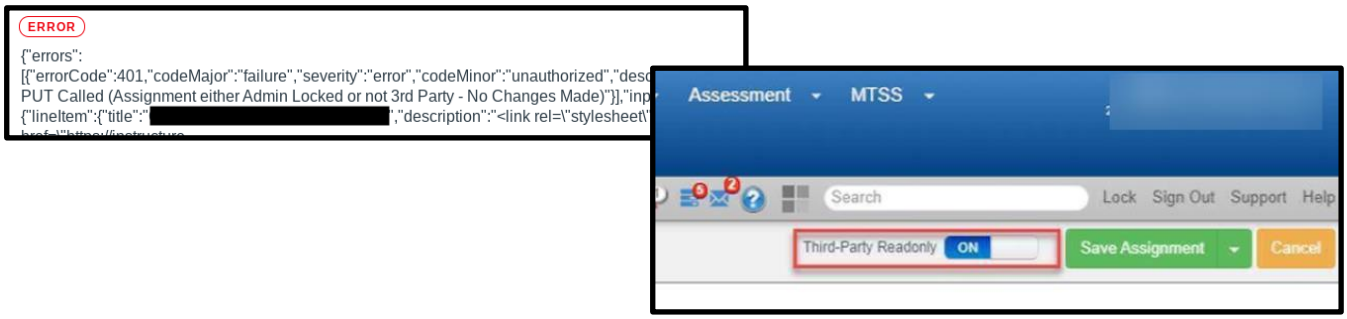
Grade Book Sync Support

- Secondary grade book FAQ
- Secondary grade book support guide
- Secondary grade book YouTube playlist

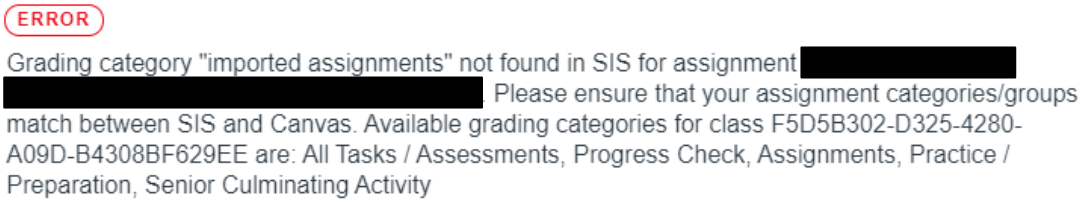
Troubleshooting

I'm getting the "error code 401: Admin Locked or not 3rd party" error when syncing assignments.

The "401" error, also known as the "Admin Locked or not 3rd Party" error occurs when you are trying to sync assignments that have the "Third Party Readonly" option disabled in Synergy. To fix the issue, please set the "Third Party Readonly" option to **ON**. Once the assignment setting has been updated, you can reinitiate a sync from Canvas to Synergy again.



I'm getting a "Grading category not found" error when syncing assignments.

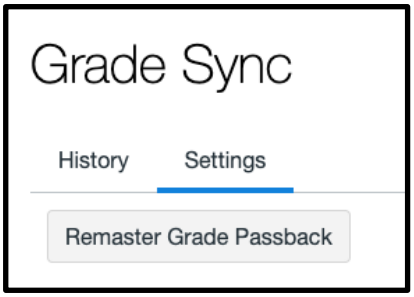


You will receive this error when syncing assignments that are linked to assignment groups that do not match your assignment categories in Synergy grade book.

Syncable assignment groups include:	Examples of non-syncable assignment groups include but are not limited to:
• All Tasks / Assessments • Practice / Preparation • Progress Check • Senior Culminating Activity	• Imported Assignments • Assignments • Practice • Tasks • Unit 1, Unit 2, etc. • Just for Fun

Only some of my assignments and scores are not syncing to Synergy!

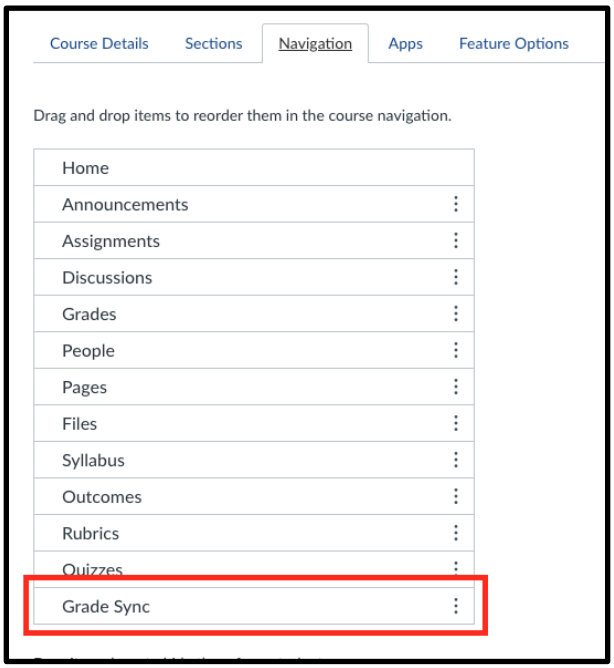
If you find that some assignments or scores are not syncing to Synergy and are not receiving an error message, you can choose to "remaster grade passback" which will repost all assignments with the "Sync to SIS" option enabled.



To start a remaster:

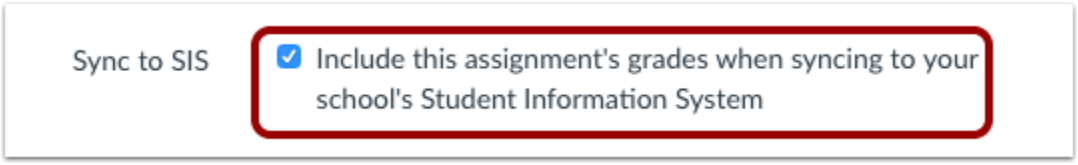
1. Navigate to the course and click **Grade Sync*** from the course navigation.
2. Select **Settings** > **Remaster Grade Passback**.

If Grade Sync does not appear on your course navigation, you can add it to your course via **Settings > **Navigation**. Drag the Grade Sync link to the list of navigation items and click **Save**.*

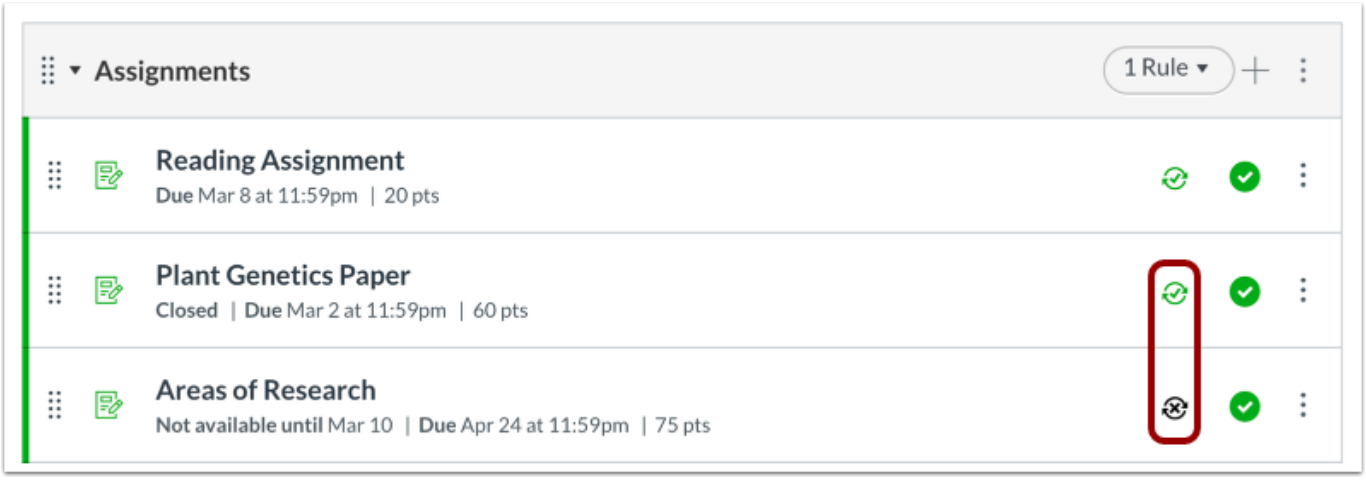


What are other reasons why an assignment wouldn't sync from myMCPS Classroom to Synergy?

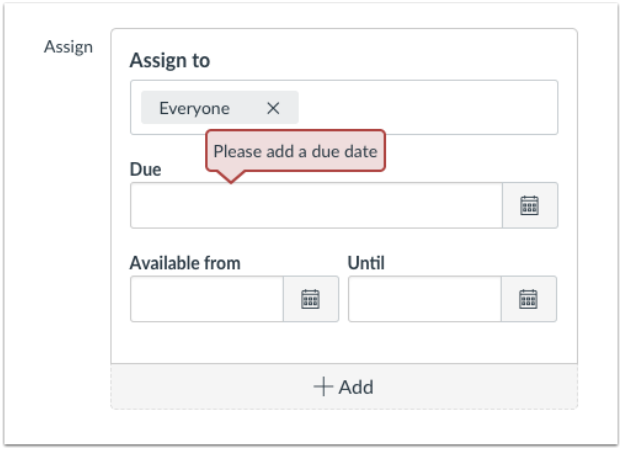
Check your assignment settings! Be sure the **Sync to SIS** option for the assignment is checked!



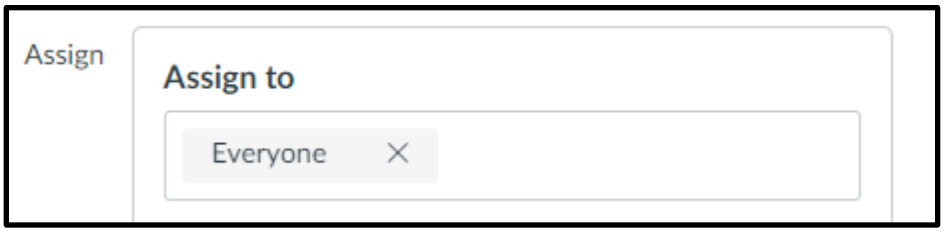
You can also see the **Sync to SIS** status for assignments from the Assignments page!



Check your dates! Be sure the assignment has a due date! A due date is required to sync an assignment.

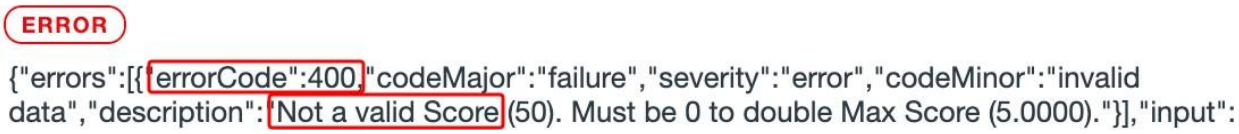


Check to see who the assignment assignees! Assignments must be targeted to Everyone or specific sections within a course. Assignments that are assigned to select students will not sync to Synergy.



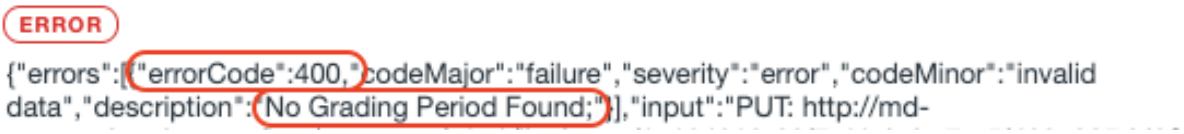
I'm getting an "errorCode 400". What does that mean?

Not a Valid Score



You may receive the error message, "**errorCode: 400...Not a valid Score"** when a student's score on an assignment is greater than the point value for the assignment. For example, the maximum score for an assignment is 5 points and the score entered for the student was greater than 5, ex. 50 points. To fix the issue, update the student's assignment score accordingly.

No Grading Period Found



You may receive the error message, **"errorCode: 400...No Grading Period Found"** when the due date for the assignment is outside the marking period window. For example, the end of Marking Period 1 is Friday, November 6, 2020. An assignment with a due date past this date will not sync for Marking Period 1. To fix the issue, update the assignment due date to be within the marking period window.