Resolving Teacher Roster Issues

Troubleshooting Teacher Roster Issues

The teacher roster view in Hero is generated by nightly data files that are provided by your district. We import a student demographic file to determine what students are assigned to your school and then we import a student schedule file to populate your teacher rosters.

There are various scenarios that cause the teacher roster view to not populate correctly. This support document will assist you in addressing the most common causes.

Please note that the following step are presuming that the data files being provided by your school or district are not the issue. If the steps below fail, in all likelihood the issue is with your data files and cannot be solved by you. Please contact your district's Hero data contact or the Hero Product Support Desk to have this issue investigated further.

Teacher Roster Issues are divided into two categories:

Category 1 - No Rosters or Incorrect Rosters are affecting **all teachers**
Category 2 - No Rosters or Incorrect Rosters are affecting **some teachers**

Let's start with

Category 1 - No Rosters or Incorrect Rosters (All Teachers)

Reason #1 - No Bell Schedule or Incorrect Bell Schedule was selected for the day.

Many Hero schools have multiple bell schedules instead of a single bell schedule. If your school has multiple bell schedules, the first web portal user of the day will be prompted to select a schedule for the day. Your rosters will not populate or will not populate correctly if no bell schedule is selected for the day.

Solution: Verify that (A) a Bell Schedule has been selected and (B) that it is the correct one. Non-teacher users (such as front office staff or administrators) can check or change the bell schedule when you are logged into Hero in two places. The Dashboard in Access on the top right hand corner or in the Behavior Configuration portion of setup under Bell Schedules.

Reason #2 - No Active Term or Incorrect Active Term selected in Hero

This issue is most often experienced at the start of the school year or the start of a new school term. The active terms must be adjusted by the Hero Site Champion at the beginning of each semester. Failing to adjust the term setting will result in incorrect roster views.

Solution: Verify the correct Active Term is selected by doing the following:

Click the SETUP Icon -> Then Click the BEHAVIOR Configuration Link and login to the Administration side of Hero.

Click on the Bell Icon -> Scroll to the bottom underneath the bell schedules to the section named *Select an active term(s) for this school* and ensure the correct term is checked. If the correct term is not checked make the required changes and click save.

Reason #3 - No Reference Codes or Incorrect Reference Codes

A reference code is the data expression that is used on the schedule file we import that denote the period or block for your class periods. A number of different factors make them vary from school to school.

Solution: Verify that the reference codes on the bell schedules are correct by first confirming the reference codes in your SIS and then verifying the Hero bell schedule reference codes match.

You can view your district SIS reference codes within Hero by following these steps. In Access under student lookup, do a search for a random student. Click on the student's name to gain access to the student's details. Once you see the students details click on the schedule tab.

In the image below you will see the following three columns "Term", "Period" & "Course".

Schedule

Term	Period	Course
FY	P1	SS H/8
FY	P2	Sci H/8
FY	P3	Honors LA-8
FY	P4	PE08
FY	P6	Honors Math 8
FY	P7	Spanish for Spanish Speakers
FY	P8	Stu. Gov.

We are interested in the reference codes (expressions) located in the "Period" column. As you can see in the image above, the reference codes (expressions) are as follows:

Period 1= P1
Period 2= P2
Period 3 =P3
etc..

Your reference codes will probably differ, please make a note of what they are and for what period.

Click the SETUP Icon -> Then Click the BEHAVIOR Configuration Link and login to the setup portal of Hero.

Click on the Bell Icon ->Select a Bell Schedule -> Verify that the reference codes (expressions) that you noted earlier are the same as the ones listed in the bell schedule details. If they are not, click on the period to edit this field.   Save any changes.

Category 2 - No Rosters or Incorrect Rosters for a Teacher

If the large majority of your staff is getting rosters and you have a few that are not getting rosters in almost every case the issue is with the unique teacher id that is often referred to by Hero as the Instructor Code or Optional Teacher ID.

The instructions below will help you troubleshoot and resolve these issues.

Reason #1 - Incorrect or Missing Optional Teacher ID (Instructor Code)

Solution: Determine and verify the instructor code for the teacher.

In order to do this you will need the names of one or two students that are assigned to the teacher with the missing rosters.

In Access under student lookup, do a search for one of the teacher assigned students. Click on the student's name to gain access to the student's details. Once you see the students details click on the schedule tab.

In the Schedule Tab you must first verify that the teacher is a teacher of record. If indeed the teacher is the teacher of record hover your mouse over the instructor name. The instructor name will turn Blue and you will see a Code as shown in the figure below. Copy or make a Note of the Code, this is the unique identifier or optional teacher (instructor code) that the schedule files use to associate this teacher with her rosters.

Period Details

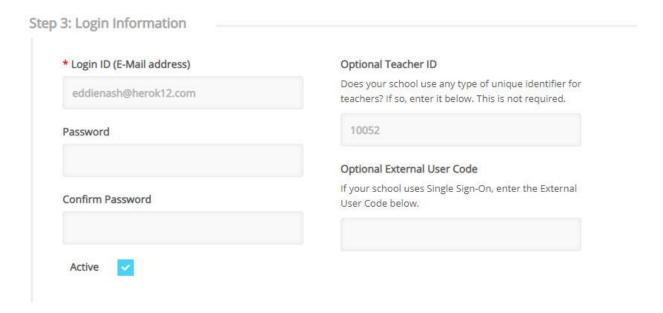| Period Name	Start Time	End Time	Ref. Code
Period 1	7:50 AM	8:41 AM	P1
Period 2	8:44 AM	9:28 AM	P2
Period 3	9:41 AM	10:25 AM	P3
Period 4	10:28 AM	11:12 AM	P4
Period 5	11:15 AM	11:59 AM	P5
Period 6	12:02 PM	12:46 PM	P6
Period 7	12:49 PM	1:33 PM	P7
Period 8	1:36 PM	2:20 PM	P8

Not that you have determined the optional teacher id (instructor code) you can verify the instructor code for the teacher by doing the following:

Click the SETUP Icon -> Then Click the BEHAVIOR Configuration Link and login to the Administration side of Hero.

Once logged in click on the USERS icon-> click SHOW ALL and locate the teacher's user id profile

Click on the user's profile and scroll down to Step 3

in Step 3 to the right of the email address in the OPTIONAL TEACHER ID field fill in the field with the code you copied or noted earlier from the student schedule and click SAVE.

Step 3: Login Information

* Login ID (E-Mail address)

eddienash@herok12.com

Password

Confirm Password

Active ✓

Optional Teacher ID

Does your school use any type of unique identifier for teachers? If so, enter it below. This is not required.

10052

Optional External User Code

If your school uses Single Sign-On, enter the External User Code below.

If you have additional questions, please LIVE CHAT with a support agent or email your questions to support@herok12.com.