

Virtual Town Hall



xcalibur

Help! I Need Somebody!

September 4, 2020

Recordings and Notes Housed at
<https://xcalibur.freshdesk.com/support/solutions>

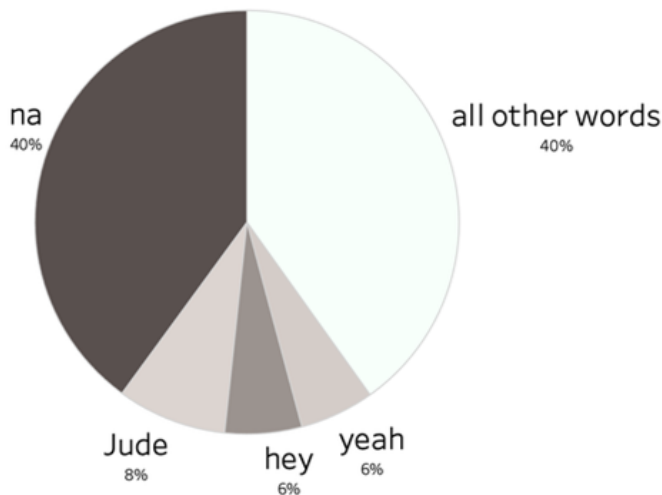
Data Disasters

An OK Pie Chart?

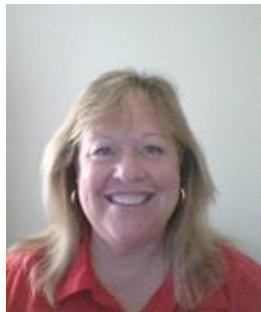
Made by Bo McCready @boknowsdata

HEY JUDE

LYRICAL COMPOSITION



The Xcalibur Team



**Tricia
Brainard**
Director of
Research and
Evaluation



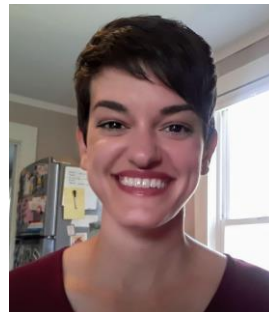
**Jim
Brown**
President



**Julie
Jaramillo**
Director of
Data and
Analytics



**Curt
Reese**
Chief
Technology
Officer



**Allie
Sheldon**
Data Analyst



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Nuts and Bolts

- As you enter, you will be muted.
- Please remain on mute until you are ready to speak.
- If you have access to a camera, please turn it on. We want to see your smiling faces!
- Don't forget about the chat features of Zoom. You can send private messages to other members of the meeting, or you can send group messages.

Purpose

Discussion: Engage in topics that affect all of us while not declaring what is right or wrong. The community will share ideas and ways to work through problems in data collection and SCRIBE utilization.

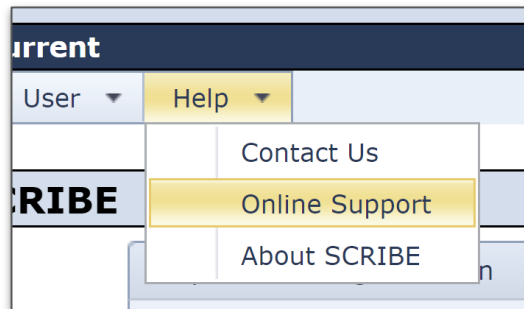
SCRIBE Snippet: Provide a quick tip for using SCRIBE that is connected to the discussion topic.

Discussion Questions

- What do you do when you have a question about SCRIBE?
- Who is in your SCRIBE network?
- How did you find your SCRIBE network?
- When do you use your SCRIBE network?

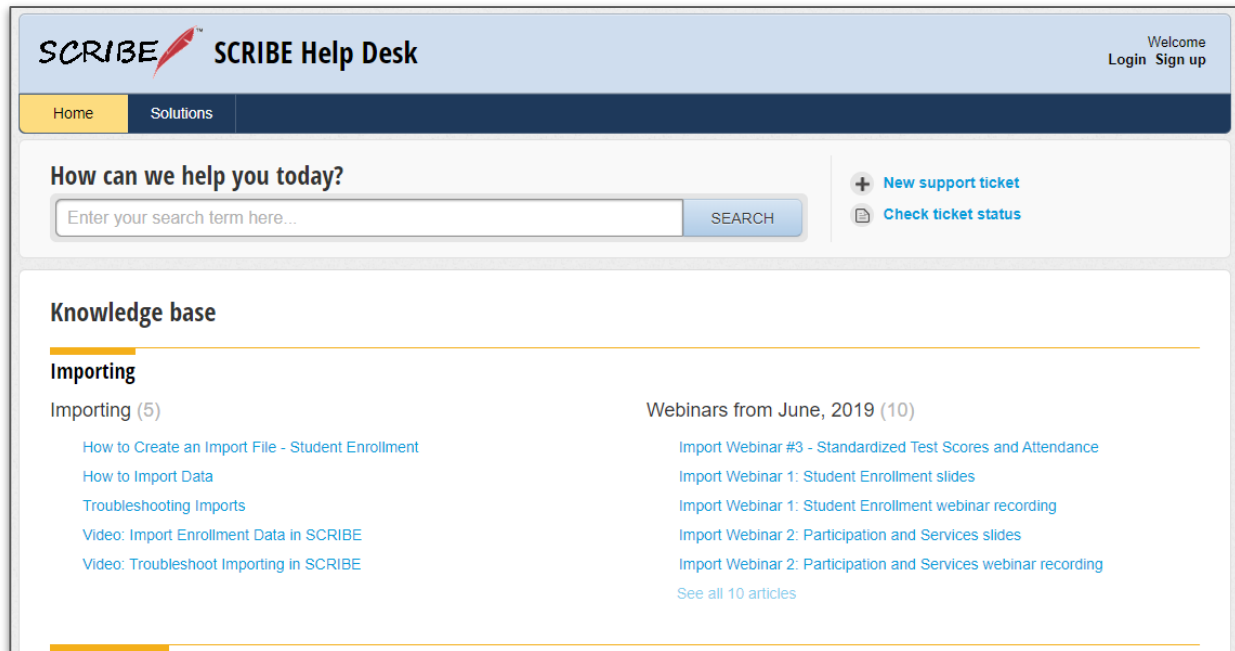


SCRIBE Snippet: Help Desk



xcalibur.freshdesk.com

- Search with keywords
- Browse by category
- PDFs and Videos



SCRIBE Snippet: Support Ticket



Welcome
Login Sign up

SEARCH

[+ New support ticket](#)
[Check ticket status](#)

Webinars from June, 2019 (10)
[Import Webinar #3 - Standardized Test Scores and Attendance](#)
[Import Webinar 1: Student Enrollment slides](#)
[Import Webinar 1: Student Enrollment webinar recording](#)
[Import Webinar 2: Participation and Services slides](#)
[Import Webinar 2: Participation and Services webinar recording](#)
[See all 10 articles](#)

SCRIBE SCRIBE Help Desk

Home Solutions

Login to the support portal

Enter the details below

Your e-mail address

Password

☐ Remember me on this computer

[Forgot your password?](#)

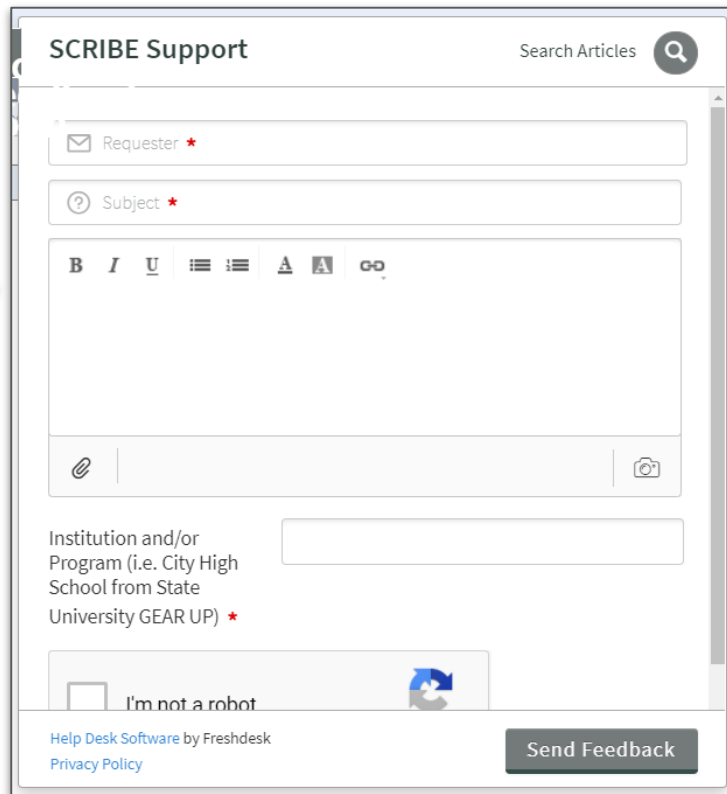
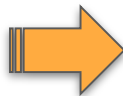
LOGIN

Are you an agent? [Login here](#)

Are you a customer? [Login here](#)



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SCRIBE Snippet: Support Ticket



Help Us Help You

- The more info the better!
- Send a screenshot
- Leave the import *with the errors*
- Attach a file to the support ticket (we can download the file if you've tried to import it)
- What Grant? What Instance?
- You will receive an email when the Xcalibur team responds to your ticket
- You can reply to that email



SCRIBE Support

Search Articles

Requester *

Subject *

B *I* U

Institution and/or Program (i.e. City High School from State University GEAR UP) *

I'm not a robot

Help Desk Software by Freshdesk

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Send Feedback

SCRIBE Snippet: Support Ticket



Why You Might Submit a Support Ticket

- Locked out of your SCRIBE account
- Add a new SCRIBE user for your grant
- Errors when importing (leave it in SCRIBE!)
- Question about export results
- Not seeing a service you just added
- SCRIBE is not working like you think it should

SCRIBE Support Search Articles

Requester *

Subject *

B I U

Institution and/or Program (i.e. City High School from State University GEAR UP) *

☐ I'm not a robot

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SCRIBE Snippet: Support Ticket



Please send
**all support
questions**
through a SCRIBE
Support Ticket!



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SCRIBE Support

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Subject *

B *I* U **A**

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Send Feedback

Office Hours Poll

15 Responses

93%

of respondents
are interested in
participating
in Office Hours.



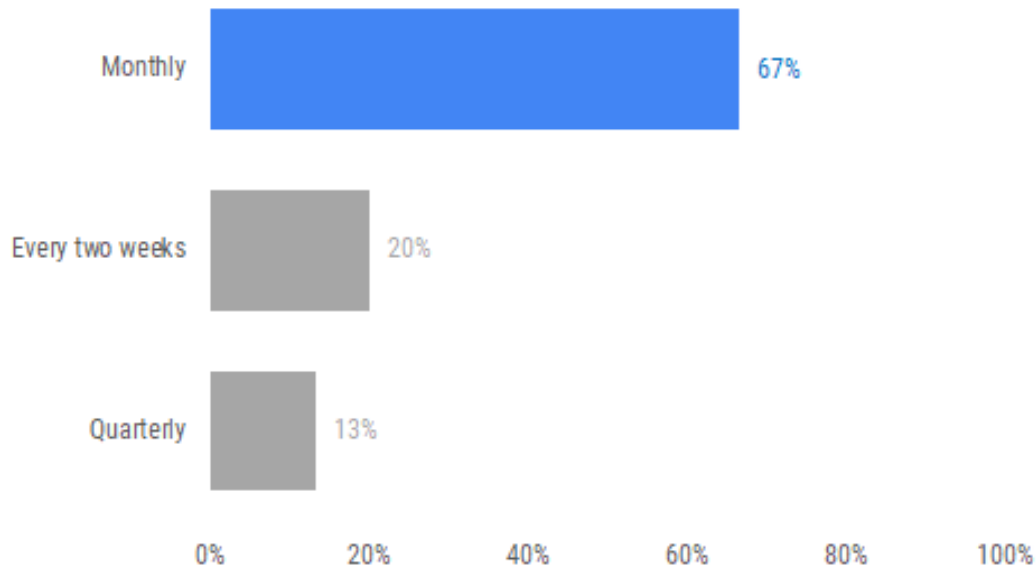
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Office Hours Poll

15 Responses



Two-thirds of respondents chose **monthly** as the frequency for Office Hours.



Office Hours Poll

67% of respondents are in either the Central or Mountain time zones.

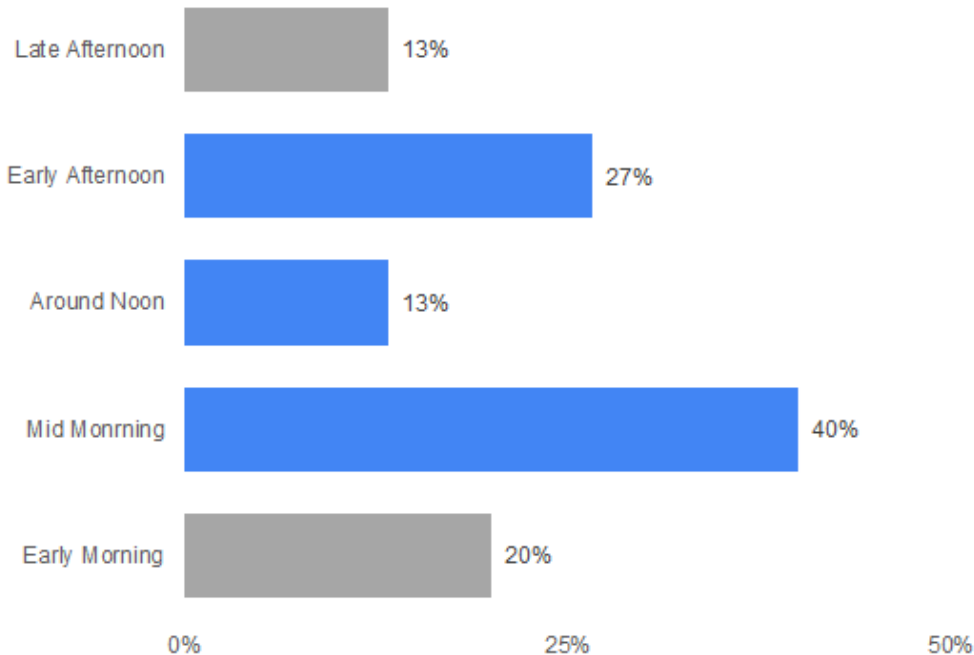


15 Responses

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80% of respondents preferred mid-morning through early afternoon for Office Hours.



Office Hours Update

- Office Hours will be held monthly on the third Wednesday of each month from 11:00 AM - 1:00 PM (eastern).
- The first session of Office Hours will be on October 21.
- To register for Office Hours, go to www.Xcalibur.com and click on Events.
 - Click on the event for Office Hours.
 - Click the link for registration.
 - Complete the registration.
- You will receive a standing calendar invite with the Zoom invite for the third Wednesday of each month.
- If you will not be attending, you can delete the specific occurrence from your calendar.



Submitting a Topic



Topics for discussion and the SCRIBE snippet come from our community. Use the link below to submit a discussion topic and/or a SCRIBE snippet topic for an upcoming town hall.

<https://tinyurl.com/TownHallTopicSubmission>

Resources

- Town Hall video recording & powerpoint on the Help Desk

[Town Halls folder](#)

- [SCRIBE Help Desk](#)
- [Xcalibur Events](#)
- [Event: Office Hours](#)



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A screenshot of the SCRIBE Help Desk web application. The interface has a light blue header with the "SCRIBE" logo (a red pen icon) and the text "SCRIBE Help Desk". Below the header is a dark blue navigation bar with white text links: "Home", "Solutions", "Forums", and "Tickets". The main content area is white and features a search bar with the placeholder text "Enter your search term here..." and a blue "SEARCH" button. Below the search bar, there is a section titled "Knowledge base" with a yellow horizontal bar. Underneath, there is a sub-section titled "Town Halls" with another yellow horizontal bar. Below this, the text "Town Halls (3)" is displayed. A list of three items follows, each with a book icon and text: "Attachments - June 5, 2020", "Summer-y Reports - July 10, 2020", and "Enrollment - August 7, 2020".

Thank you for attending!

- Next Town Hall: Friday, October 2nd at 2pm (eastern time)
- <https://tinyurl.com/TownHallTopicSubmission>

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