

mCLASS Troubleshooting

06/19/2025 8:19 am EDT

If you are missing a class, check these conditions in NCSIS:

1. Only the following classes will be included:
    a. 1050
    b. 1051
    c. 1052
    d. 1053
    e. 1054*
    f. 1055*
        i. Navigation to check sections: *Search Course/Section for course number > Click the Course section to see Section Information*
2. The following Spanish classes will also be included:
    a. 11512Z0
    b. 11512Z1
    c. 11512Z2
    d. 11512Z3
    e. 11512Z4*
    f. 11512Z5*
        i. Navigation to check sections: *Search Course/Section for course number > Click the Course > Use Related Tools and click Course Sections*
3. The class must have at least one student enrollment.
    a. Navigation to check section enrollment: *Search Course/Section for course number > Click the Course > Use Related Tools and click Course Sections*
4. The class is active or meets during the time the extracts are pulled.
    a. Navigation to check section schedule placement: *Search Course/Section for course number > Click the Course > Use Related Tools and click Course Sections*
5. The class must have a teacher with one of the following roles assigned:
    a. RTA Teacher

b. RTA Specialist
    i. Navigation to verify role: *Search Staff > Census > Staff > District Assignments > Employment Assignment Information*

**Applicable if the PSU has purchased mCLASS for 4th and/or 5th grade.*

mCLASS - Staff to Class Extract

If a class does not have a staff member assigned to it, check these conditions in NCSIS:

1. Staff must have an active district assignment.
    a. Navigation to verify district assignment: *Search Staff > Census > Staff > District Assignments*
2. Staff must be teaching one of the following classes:
    a. 1050
    b. 1051
    c. 1052
    d. 1053
    e. 1054*
    f. 1055*
    g. 11512Z0
    h. 11512Z1
    i. 11512Z2
    j. 11512Z3
    k. 11512Z4*
    l. 11512Z58
        i. Navigation to verify teacher schedule: *Search Staff > Census > Staff >Teacher Schedule*
3. Staff member must have one of the following roles assigned:
    a. RTA Teacher
    b. RTA Admin (for NCSIS Admins and/or Data Managers)
    c. RTA Specialist (for school and district administrators, curriculum facilitators, interventionists, and coaches)
        i. Navigation to verify role: *Search Staff > Census > Staff > District Assignments > Employment Assignment Information*
4. The class must have at least one student enrolled.
    a. Navigation to check section enrollment: *Search Course/Section for course number > Click the Course > Use Related Tools and click Course Sections*

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mCLASS - Student to Class Extract

If a class does not have any students assigned to it, check these conditions:

1. Student must be in one of the following grade levels:
    a. Kindergarten
    b. 1st
    c. 2nd
    d. 3rd
        i. Navigation to verify grade level: *Search Student > Student Information > General > Enrollments*
2. Student must be enrolled in one of the following course codes:
    a. 1050
    b. 1051
    c. 1052
    d. 1053
    e. 1054*
    f. 1055*
    g. 11512Z0
    h. 11512Z1
    i. 11512Z2
    j. 11512Z3
    k. 11512Z4*
    l. 11512Z5*
        i. Navigation to verify student schedule: *Search Student > Student Information > General > Schedule*
3. Student must have an active enrollment in school.
    a. Navigation to verify student enrollment: *Search Student > Student Information > General > Enrollments*

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If a student does not have an active enrollment, check with the data manager to ensure the enrollment is up to date. Enroll dates must be on or before today's date. Once the date has passed the student should become active. The data manager should know how to correct the issue, if for some reason this does not happen. If they do not, they can contact support.

****Duplicate Classes:** If your teachers departmentalize, check to ensure individual sections are not represented (i.e., two different sets of students for content area), before manually deleting those classes with no student data.

Use the RtA Staff Roles (https://ncdepartmentofpublicinstruction.knowledgeowl.com/home/rta-roles) article to add roles to

staff.