Family Access Management (FAM) & NYC Schools Account (NYCSA)

Technical Guide for Schools and Support Staff

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OVERVIEW

By registering for a NYC Schools Account ("NYCSA"), parents and guardians can view student report card grades, attendance, class schedules, health data, assessment data, graduation and promotion status, transportation information, and authorized guardian contact information. This application can be accessed through any Internet-connected device (such as a computer or smartphone) by visiting https://schoolsaccount.nyc, the NYCSA home page. It is available in ten languages.

Registration for NYCSA is voluntary, but schools should inform parents/guardians the process and benefits of creating an account to view updated student information.

To create and manage accounts for families, authorized New York City Department of Education ("NYCDOE" or "DOE") staff use the Family Access Management ("FAM") tool, which can be accessed online by going to: https://nycenet.edu/FAM. In addition to this guide, DOE staff may visit the NYCSA Wiki (https://wiki.nycenet.edu/display/NSA/NYC+Schools+Account) for information on each feature.

Student Profile at https://www.nycenet.edu/studentprofile is the NYCDOE staff version of NYCSA, allowing schools and Central staff to view the same information. NYCSA, FAM, Student Profile are web-based applications that do not have a printer-friendly version at this time.

Below is a list of features available to DOE staff in FAM (left column) and features available to parents in NYCSA (right column).

Family Access Management (FAM) Tool Used by DOE staff assigned the Family Access Management role in myGalaxy	NYC Schools Account (NYCSA) Used by families and guardians
Allows schools to manage NYCSA user accounts. Available features are: • Create accounts • Generate single and multiple account Authorization Letters to send home with students • Change email addresses • Reset accounts • Add and remove students from accounts • View account student associations • View account guardian associations	Users can access the following information about their student(s): • Assessments (Test Scores) • Attendance • Enrollment History • Grades • Graduation Tracker • Guardians • Health Information (Fitnessgram) • Individualized Education Program (IEP) Information • Promotion Tracker • Reading Level • Schedule • Student Documents • Transportation

FAMILY ACCESS MANAGEMENT (FAM) TOOL

The Family Access Management ("FAM") tool can be accessed at https://nycenet.edu/FAM and allows DOE staff to assist parents and guardians in creating a NYCSA account in person. The FAM designee can create accounts for custodial and non-custodial parents in person or generate an Account Creation Code for custodial parents who want to use the code to create an account online. For more information about features in FAM, visit the FAM Wiki: https://wiki.nycenet.edu/display/NSA/Family+Access+Management+%28FAM%29+Tool.

FAM Access

FAM access is automatically provisioned to the DOE roles listed below, including any other staff member assigned the "Family Access Management" role in myGalaxy.

School-based Roles:

Principal*

Assistant Principal

Parent Coordinator

*The principal can manually assign additional school staff the role "Family Access Management" in myGalaxy.

District Staff:

High School Superintendent

Community School Superintendent

All Family Leadership Coordinators

All Family Support Coordinators

Borough/Citywide Office (B/CO) Staff:

B/CO Director

B/CO Academic Policy and Systems Leads (APPAs)

Parent User Roles

Custodial Users (also referred to as "parents")

Custodial users are parents who reside with the child. Parents include biological parents, guardians, or persons acting as parents in the absence of a parent or guardian, including the representative of a foster care agency, who provides ongoing custodial care.

- They can create an account either by visiting the school in person to retrieve a temporary password or use the Account Creation Code found on the backpack letter from the school.
- Custodial users can manage other NYCSA users' access to their child's data using the Manage User Access screen.
- They can contact the school for assistance with their account.

Non-Custodial Users (also referred to as "non-custodial parents")

Non-custodial users are biological or legal parents who do not reside with the child. This does not include step-parents. Birth/adoptive parents **must** be given the opportunity to know about their child's progress at school and, unless a court order says otherwise, they must be allowed to obtain records, attend parent-teacher conferences, fully participate in the student's education, and continue to have access to their NYC Schools Account (NYCSA).

- They can create an account by either visiting the school in person to retrieve a temporary password, or by receiving an invitation from a Custodial user in NYC Schools Account.
  - Schools must follow the current process of notifying the custodial parent **in writing** of the non-custodial parent's account request. They must give the custodial parent 45 days from the date of the non-custodial parent's request to provide legal documentation (for example, a court order) saying the non-custodial parent cannot have access to the student's record. If the school does not receive this legal documentation, the non-custodial parent will automatically receive access to the student's record in NYC Schools Account no later than 45 days after their request.
- Once they have access to NYCSA, it can only be removed if their authorization code in ATS changes to:
  - 07- Court Order – No access to child or records

      ○ 08- Deceased
  ○ They can contact the school for assistance with their account.

Additional Users

Additional users are adults on the ATS record who do not meet the criteria for Custodial or Non-Custodial user roles. Examples of these include siblings, other relatives, babysitter, or neighbor who the parent has authorized to pick up the child.

- ○ They can create an account after receiving an email invitation from a Custodial user in NYCSA.
- ○ The amount of information an Additional user can access is determined by a Custodial user.
- ○ A Custodial user may remove an Additional user's access at any time.
- ○ Additional users can contact a Custodial user for assistance with their account.

Foster Care

In instances of students living in foster care, foster care agencies (relationship code "15 - Agency) should be included on a student's record confirmation that the student is in care of the agency.

This in turn will provide the agency with access to NYCSA if requested.

For more information, please refer to the Foster Care page in the ATS Wiki. Birth/adoptive parents with students in foster care will be granted access to NYCSA after 45 days. Access can be granted sooner by a custodial user such as the Foster Care Agency or the Foster Parent (the adult identified as residing with the child, relationship code "14 -Foster"), who will have the ability to assign access sooner through the Manage User Access function within their respective NYCSA account.

Determine NYCSA Account Eligibility

Determine the type of school and grade the student(s) attends.

School in Districts 1-32 and District 75

- If the student attends a NYCDOE public school in Districts 1-32 or District 75, the parent should contact the school's FAM designee, usually an authorized DOE staff member with FAM access for the school.

School in District 79

- If the student attends a school in District 79, the parent should contact the superintendent's office.

School in District 84 (Charter Schools)

- If the student attends a charter school, the parent should contact the superintendent office to create an account. If they also have another student who attends a District 1-32 or District 75 school, they may create an account in-person at that District 1-32 or District 75 school. All their students (including the charter school student) can be linked to the account.

- NYCSA populates data from DOE source student information systems ATS and STARS. NYC Charter Schools who do not use these systems may not see data displayed in NYCSA. (For example, Charter schools do not have access to use the STARS application for student scheduling, report cards and transcripts; Therefore, the Schedule and Grades tab in NYCSA will not display information.)

Public School Pre-K in a DOE Building

- If the student attends public school pre-K in a DOE building, the parent should contact the school's FAM designee, usually an authorized DOE staff member with FAM access for the school.

## Public School Pre-K NOT in a DOE Building

- If the student attends public school pre-K not located in a DOE building, the parent should contact the superintendent office.

Non-Public Schools and Non-DOE Pre-K

- Parents/guardians with students attending these schools are not eligible for a NYCSA account at this time.

FAM: Create Account Online

This option allows the FAM designee to create an account online for a parent/guardian by verifying their identity remotely via phone or video conference. Schools should refer to the teach from home technology page for instructions on how to use Google Meet or Microsoft Teams for teleconferencing.
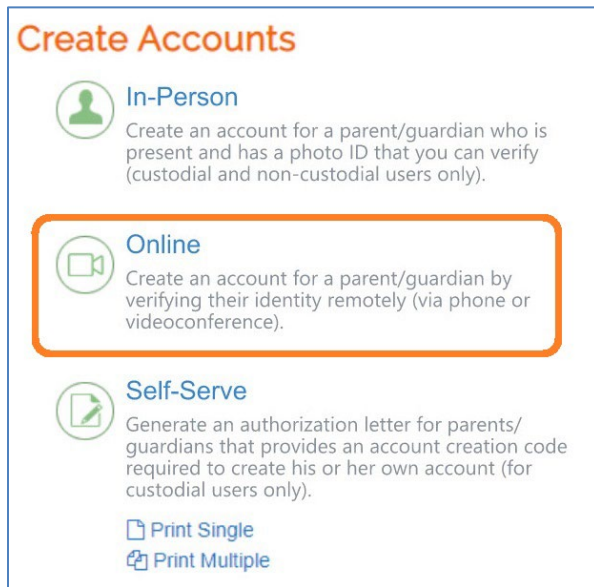
1. After signing in to FAM, select the online account creation option.

2. After verifying the parent's identity remotely via phone or video conference, type in the student's nine-digit ID number and click "Search".

3. The parent(s) linked to the student in ATS PARD screen displays in the search results. If they do not yet have a NYCSA account, the option to create an account displays. Verify their identity via phone or video conference before continuing to create an account.

4. Select the parent name and then click on "Create Account" to continue.

5. Enter in the parent's email address. Click on "Save".

6. On the Account Created confirmation page, click on "Print Receipt" to generate the temporary account password and sign in instructions.

Account Created

You have successfully created an account for FELICIA DAVIS. Please print the receipt to generate a temporary password.

Parent/Guardian Name	Email Address	Student Name(s)
FELICIA D⁻ (account)		BORUCH LastName67 ( )

PRINT RECEIPT

7. Choose the parent's preferred language from one of ten DOE languages. Then, click on "Print Receipt".

Choose Preferred Language

Select the language in which to print the receipt.

English (English) ▼

PRINT RECEIPT

8. The account receipt displays the temporary password and sign in instructions for the parent. Email and tell the parent these instructions.

NYC Schools Account Receipt

Thank you for signing up for an online account with the NYC Department of Education.

Your password is: Aelccwbk9

To complete your registration, please:

1. Go to https://stg.mystudent.nyc/cfp/
2. Where it says Email , type the same email address you provided today.
3. Where it says Password , type the password shown above.
4. Click SIGN IN

You will be asked to change your password immediately. This is to protect your privacy and the security of your child's information. Follow the instructions on the screen to create and save a new password and to set up your security questions.

PRINT   **CHANGE LANGUAGE**

FAM: Generate Authorization Letter

This self-service option generates an authorization code letter for the parent/guardian to create their own account at a later time.

Create Accounts

👤 In-Person
Create an account for a parent/guardian who is present and has a photo ID that you can verify (custodial and non-custodial users only).

📹 Online
Create an account for a parent/guardian by verifying their identity remotely (via phone or videoconference).

📝 Self-Serve
Generate an authorization letter for parents/guardians that provides an account creation code required to create his or her own account (for custodial users only).

📄 Print Single
📑 Print Multiple

Print Single Letter

Authorization Letter - Print Single

Type the student's nine-digit ID number and click Search.

ID Number

[   ]   **SEARCH**

Student:WHITNEY LastName65 (   )

Cong Yeshiva Beis Chaya Mushka

Select the parents or guardians for whom you wish to generate the Account Creation Code Letter.

☐ LARRY LastName21

GENERATE LETTER(S)   **CANCEL**

1. After selecting "Print Single", enter the student's nine-digit ID number and click "Search". If a student matches the ID number entered, their information displays.

2. If the student's custodial parent/guardian already has a NYC Schools Account, the FAM designee sees a message stating, "All parents or guardians associated with this student already have a NYC Schools account". They will not be able to print an additional letter.

3. If an Authorization Letter can be generated for the parent/guardian, meaning they do not currently have a NYC Schools Account, the FAM designee sees a checkbox next to that parent's name, and can proceed to generate a letter.

4. The letter generates in the preferred written language of the parent/guardian, as indicated on the ATS PARD screen.

5. The FAM designee may print the letter directly from the browser or save and download the PDF document.
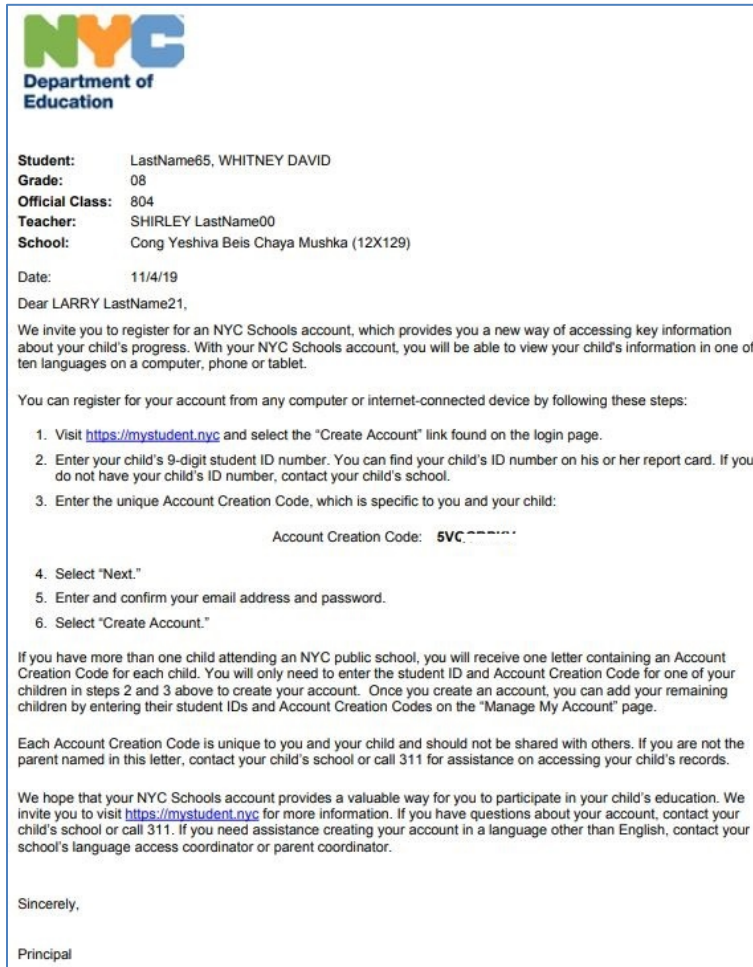
Batch Print Multiple Letters
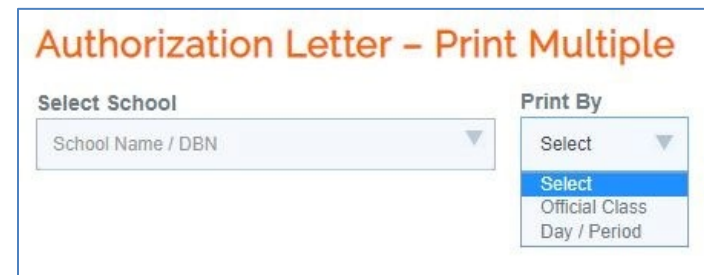
1. To print letters for multiple students, after signing in to FAM, select the option for "Authorization Letter - Print Multiple".

2. Select the school and print option to continue with the process to generate letters. The FAM designee can select from these options for their school: Print By Official Class, or Day / Period.

Authorization Letter – Print Multiple

Select School
01M034 - P.S. 092 Mary McLeod Bethune ▼

Print By
Official Class ▼

Print By: Official Class

☐ Include classes with no available letters

☐	Teacher Name	Class Code	Class Name	Letter(s)
☐	LASTNAME21, JEANETTE	601	OFF CL 6-311	14
☐	LASTNAME34,	402	OFF CL 4-216	15
☐	LASTNAME36, ANTHONY	701	OFF CL 7-315	11
☐	LASTNAME37, L	101	OFF CLASS 1-113	11
☐	LASTNAME52,	301	OFF CL 3-214	11
☐	LASTNAME52,	801	OFF CL 8-317	9
☐	LASTNAME53, ADELINE	602	OFF CL 6-313	11
☐	LASTNAME54, MARCIA	201	OFF CL 2-209	14
☐	LASTNAME64, TYRONE	802	OFF CL 8-320	8
☐	LASTNAME71,	502	OFF CL 5-211	9
☐	LASTNAME76, STEPHAN	501	OFF CL 5-218	12
☐	LASTNAME79, NICOLE	401	OFF CLASS 4-202	12
☐	LASTNAME82,	001	OFF CL K-115	17
☐	LASTNAME82, MICHAEL	702	OFF CL 7-316	15
☐	LASTNAME89,	105	PK-105	4

GENERATE LETTER(S)

3. If printing by Official Class (OC), the page displays a list of OCs with Teacher Name, Class Code, Class Name, and (number of) Letters that will be generated with that class. If printing by Day / Period, the page displays a list of classes that take place during the specified day and period. Letters won't be printed for parents/guardians who already have accounts.

4. Select the class(es) and click on the "Generate Letter(s)" button.

Authorization Letter – Print Multiple

Select School
01M034 - P.S. 092 Mary McLeod Bethune ▼

Print By
Day / Period ▼

Select Day
Monday ▼

Select Period
3 ▼

Print By: Monday, Period 3

☐ Include classes with no available letters

☐	Teacher Name	Course	Section	Class Name	Letter(s)
☑	AYA	GANM6	1	Advisory 6	13
☐	BOB	UANM8	2	8TH GRADE MUSIC	8
☐	CUSU	HSNM7	2	SOCIAL STUDIES 7	15
☐	GOR	EENM6	2	ELA 6 Grd	10
☐	GRE	EENM7	1	ENGLISH 7	11
☐	MAT	PPNM8	1	8TH GRADE GYM	9

GENERATE LETTER(S)

Total: 13

Total letter(s) to print should be less than 1000 for any given print instance.

Letters won't be printed for parent/guardians who already have accounts.

5. A confirmation message pops up to indicate how many letters will be printed. If the selection is correct, click OK. The letters generate in the preferred written language of the parent/guardian, as indicated on the ATS PARD screen.

6. Ensure that pop-up windows are not blocked by the browser. The letters open in a new browser window, where the FAM designee can directly print, or download and save the PDF document to their computer.

NYC Department of Education

NYC SCHOOLS ACCOUNT OVERVIEW

NYCSA offers families access to key information about their student(s) attending NYC DOE public schools.

Access NYCSA online at this link: https://schoolsaccount.nyc

On this sign-in page, users can either:

1. Use the temporary password provided by the school when the custodial and/or non-custodial parent(s) created an account.
2. Use the Account Creation Code that was sent home on a letter with the student to register for an account.
3. Reset password if the user has already completed the account creation process and set up their security questions.
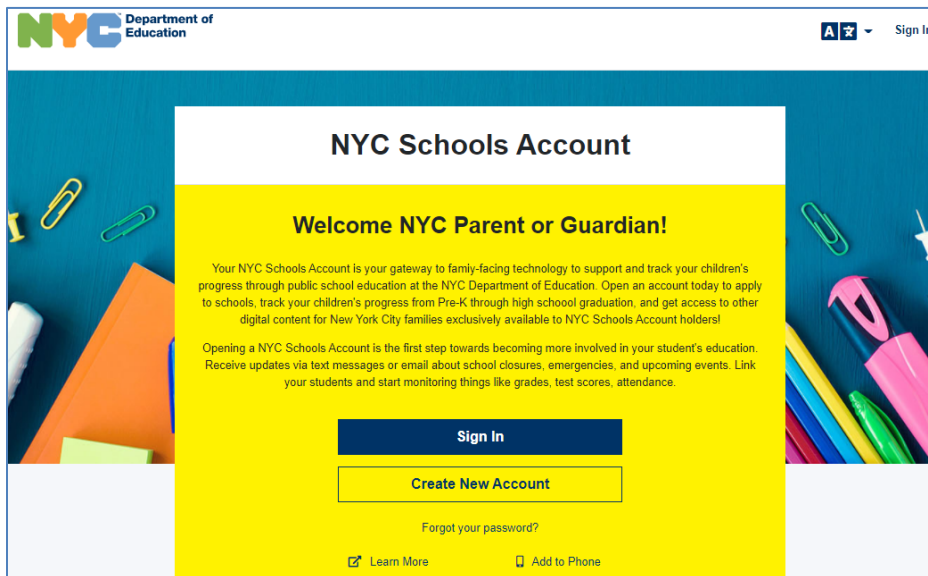
NYCSA displays the following data from NYCDOE data source systems: Automate the Schools ("ATS") and Student Transcript and Academic Reporting System ("STARS").

- *Grades* – For each marking period, users see overall grades, teacher name, and teacher comments (if available) for each class. Final report card grades from previous years are also available.

- *Assessments* – For each school year, users see any state assessments their student has taken, the test date, and the score.

- *Reading Level* – Users see reading assessment data for students in grades K-5 who took Fountas & Pinnell (F&P) or Teachers College Reading and Writing Project (TCRWP) assessments.

- *Promotion Tracker* – For each school year, including past years, users see the promotion status for their student.

- *Graduation Tracker* – For high school students only. This allows users to see student progress to graduation by tracking the minimum required subject credits the student is earning towards a diploma.

- *Attendance* – For current and past school years, users see the total number of days their student was late or absent, and specific days when the student was absent.

- *Schedule* – For middle and high school students only. Shows student's class schedule.

- *Guardians* – Lists all adults associated with the student.

- *Student* – Displays contact information for the student and the school in which the student currently attends.

- *Enrollment* – Users see a list of NYC public schools the student has attended.

- *Health* – Users see NYC FITNESSGRAM results for each school year in which the student was assessed.

- *Transportation* – Displays details of the bus schedule and route for each student who is eligible for busing.

NYCSA Online Account Creation

1. **Create Account:** Select "Create Account" from the NYCSA sign-in page https://schoolsaccount.nyc.

2. **Enter Basic Information:** Enter basic information, name and email address, to begin receiving notifications. The user can create a basic account without an account creation code, but needs the code to link to a specific student.

3. **Validate Email Address:** After clicking on "Validate Email", keep the NYCSA registration page open. The user receives an email with a verification number. Enter this number into the Email Verification Number text box of the NYCSA registration page.

4. **Create Password:** After entering the email verification number, the user must create a password. The password must be:
   - be at least eight characters long
   - contain at least one number and one special character, such as !,@,#,$,%,^,&,*
   - contain at least one letter

5. **Set Security Questions:** After creating the password, set three security questions. Choose the question from the drop-down menu of questions, which can be viewed by clicking on the question text box. Type in the answer to each question.

6. **Enter Account Creation Code:** After selecting three security questions and answers, the next screen allows the user to enter in the student ID number and account creation code, or to continue without a code.

7. **Sign Up For Notifications:** If continuing without an account creation code, the next page allows the user to sign up for NYCDOE notifications. Enter in the cell phone number and select the boroughs of interest. Click "Create Account" to confirm signing up for notifications.

How to Reset a Password

If the user forgot their password, they can reset the password by selecting "Forgot your password" on the sign-in page.

Welcome NYC Parent or Guardian!

Your NYC Schools Account is your gateway to family-facing technology to support and track your children's progress through public school education at the NYC Department of Education. Open an account today to apply to schools, track your children's progress from Pre-K through high school graduation, and get access to other digital content for New York City families exclusively available to NYC Schools Account holders!

Opening a NYC Schools Account is the first step towards becoming more involved in your student's education. Receive updates via text messages or email about school closures, emergencies, and upcoming events. Link your students and start monitoring things like grades, test scores, attendance.

Sign In

Create New Account

Forgot your password?

Then, the user must enter the email address used to create their account. Click on the checkbox next to "I'm not a robot" security measure.

Forgot Password

Please type the email address you use to access your NYC Schools Account

Email

[   ]

[ ] I'm not a robot
reCAPTCHA
Privacy · Terms

Submit
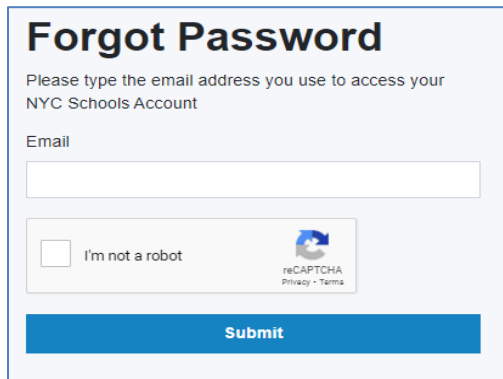
If an account exists for the user, they will be asked to answer one of three security questions chosen at the time of sign up. When answered correctly, the "Change Password" page appears and allows the user to create a new password.

NYCSA Portal

After signing in, the user sees the NYCSA portal home page. The page lists at the top all students who are linked to the guardian account. There are also options to take the user to MyStudent, Parent U, and Bullying Reporting. To return to this dashboard home page at any time, select the nine-digit dial pad icon at the top right corner under the words NYC Schools Account.

MyStudent is the NYCSA site that allows parents and guardians to view student's grades, attendance, transportation, promotion, graduation information and more.

Parent U is Parent University, which provides free courses, events, and resources to families to support student's academic and social-emotional learning.

Bullying Reporting is an application that enables families to report incidents of bullying.

In addition to these options, families can also manage their NYCSA account settings through the portal.

Welcome,

Your Students

| Jensi ID: | Miguel ID: | Mathew ID: | Vincent ID: |

| Alex ID: | Dylan ID: | **Add Student** |

MyStudent
Get your student's grades, test scores, attendance, transportation information, and progress toward promotion.

Forms
Access and sign important forms for your student.

Parent University
Take free courses on a wide range of subjects to support your student's learning or your own.

Bullying Reporting
Report incidents of student bullying.

Support Hub
Get answers to your questions about the DOE, file a ticket to request tech help, or chat with us.

Parent U – Parent University

Parent University offers training, coaching, and other resources for families to help you advocate for the educational success of your children. Take courses and modules and even gain certificates.

There are two ways to sign in to Parent University:

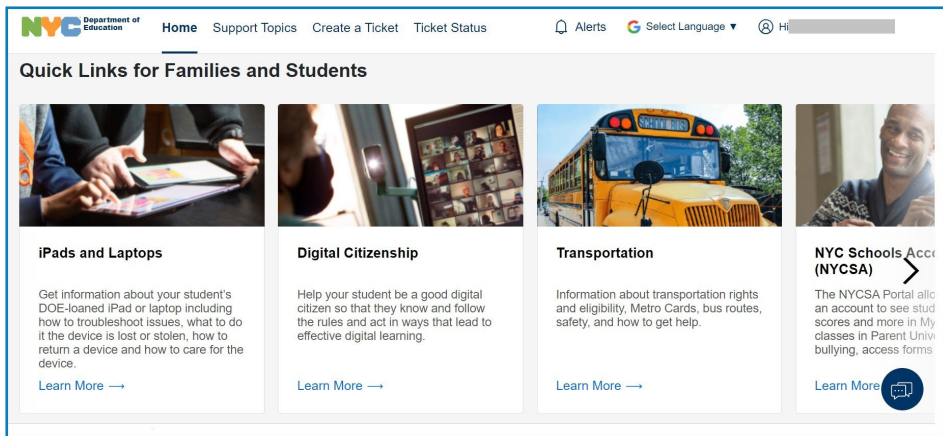1. Access Parent University through NYCSA Portal after signing in by selecting "Parent University"

After signing in, the user sees the home page of Parent University. This page displays several featured courses. Users can also browse the Course Catalog and view their progress on the "My Courses" page.
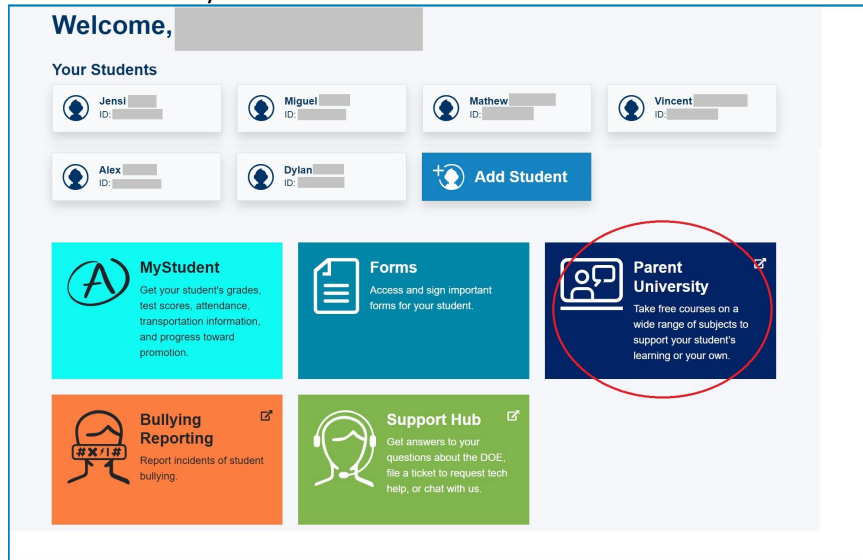
2. Directly sign in through Parent University: https://parentu.schools.nyc/
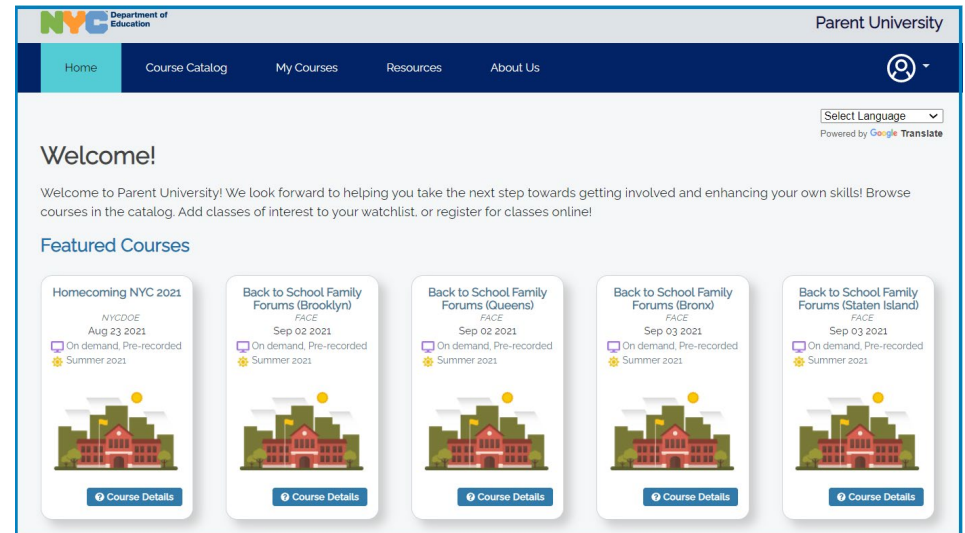
Bullying Reporting

Bullying Reporting is an application that enables families to report incidents of bullying. It is located at the bottom of NYCSA when a user logs in.
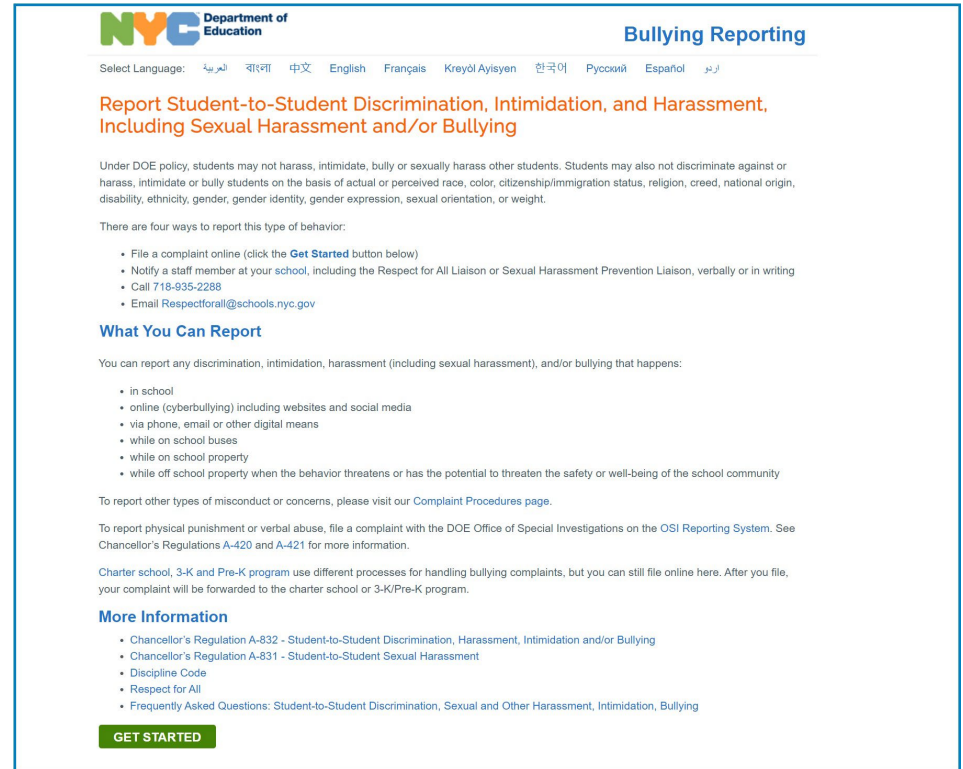
Once you click on Bullying Reporting, information on student-to-student discrimination, intimidation, and harassment, including sexual Harassment and/or bullying, how to report it, and other resources are provided. At the bottom of the page there is a button "Get Started" that initiates the Bullying Report process.

Users can choose to report as guests or through their NYCSA account.

Your Information

First Name

Last Name

Phone Number (optional)

###-###-####

Email Address
(optional, but we won't be able to contact you about this complaint without an email address)

[ ] I'm not a robot

reCAPTCHA
Privacy - Terms

CANCEL   BACK   NEXT

date of birth, grade, school borough, and school name. If reporting from their NYCSA accounts reporters can choose from a dropdown list of students linked to their NYCSA accounts.

Alleged Aggressor(s) Information

The alleged aggressor is the student you believe was bullying the alleged victim. Please provide any information you have.

Alleged Aggressor #1

First Name

Last Name

Grade

Select

School Borough

Select

School Name

👤+ Add Additional Aggressors

CANCEL   BACK   NEXT

The first step is to input the reporter's information. If the reporter chose to report through their NYCSA account this information will be automatically filled.

Alleged Victim Information

The alleged victim is the student you believe was bullied. Student information on this page should only be entered in English.

First Name

Last Name

Student ID Number
The Student ID Number is a nine-digit number that you can find on the student's transcript or report card.

Your Relationship to Alleged Victim

Select

I don't have the Student ID Number

CANCEL   BACK   NEXT

The next step is to input the student who is being harassed or bullied. If the reporter does not have the student's ID number, they can click "I don't have the Student ID Number" at the bottom of the page. Instead, reporters will be asked the student's

Once the alleged victim's information is put in the reporter must input the student who is harassing or bullying the victim. If there are multiple aggressors then the reporter can add more by clicking "Add Additional Aggressors" at the end of the page. Reports must input the aggressor's first name, last name, grade, school borough, and school name.

Once all the information regarding bullying, harassment, discrimination, or intimidation has been input, a review and submit page will appear. If the information is correct the reporter will be asked to sign and submit the report.

Support Hub

Support Hub offers technical support to families through an automated system. Families can submit tickets online if they are unable to find answers in the database.

There are two ways to sign in to Support Hub:

1. Access Support Hub through the NYCSA Portal after signing in by selecting "Support Hub".

The next step is providing an incident description. If there were multiple events, then the reporter must select the most recent event and provide additional dates and details in a description box.

2. Directly sign in through Support Hub: https://supporthub.schools.nyc/

Users do not have to sign in to access Support Hub directly. However, if the user does sign, their single-sign on information will pre-populate, such as when creating a ticket.

Quick links for families and students are available at the start page.

Families can also select from a wide range of topics to create tickets for once they click families.

How to Manage an Account

To see options for managing account settings, select the gear icon at the top right corner of the NYCSA Portal.
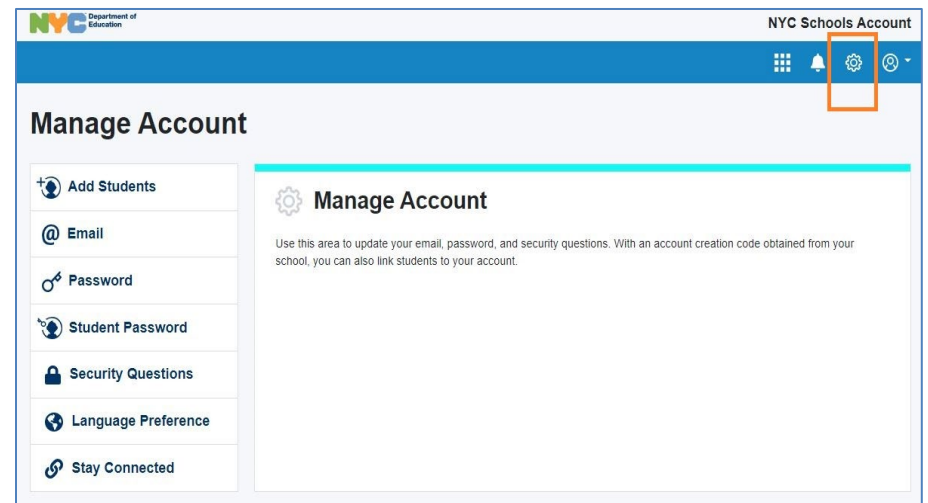
The following options are available on the Manage Account page.

Add Students - Link a student to this guardian account by inputting their student ID number and account creation code.

Email - Update email address used to sign in.

Password - Update password.

Student Password - This feature allows parents and guardians to change the password of their student's DOE email (@nycstudents.net) account. For more information on DOE student accounts, see the DOE Student Accounts page on the family website or Reset Student Account Passwords page on the Infohub.

Security Questions - Update security questions used to reset the password.

Language Preferences - Update preferred language into one of the ten DOE languages.

Stay Connected – Opt-in or out to receive communications with the parent leadership groups for a parent or guardian's school and community schools district.

How to View Student Information

Users with more than one student linked to their account must select the student for whom they wish to view information. Users with one student automatically see that student's information.

The student selection page displays each student's name, 9-digit NYCDOE student ID number, the school they currently attend, and their current grade level. Press "SELECT" to view a specific student's profile and information. To return to this page from anywhere in NYCSA, click on the NYC Department of Education logo at the top left corner.

Manage User Access in NYCSA

To manage user access of other family members with access to the student, the parent or guardian goes to MyStudent through the NYCSA portal.

On the MyStudent page, select the person icon and then the Manage User Access option.

The Manage User Access screen allows NYCSA users to review guardian information of their student(s), which is sourced from ATS PARD. Custodial users also have the ability to grant specific access to each user listed on this page.
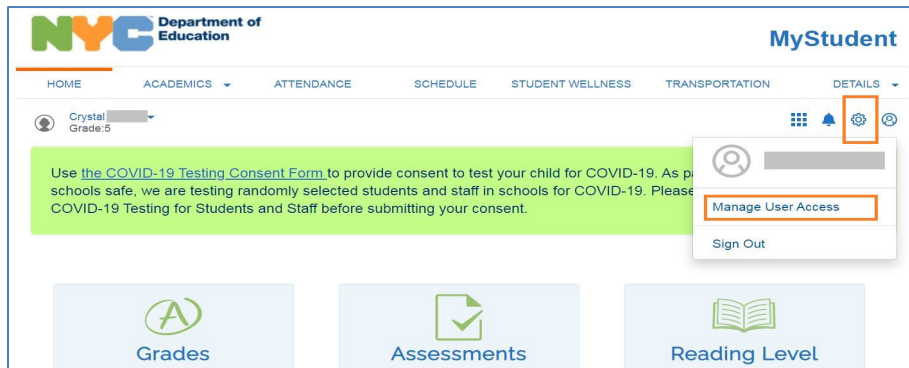
There are three types of users listed on this page. If the custodial user believes any user listed here is incorrectly linked to their student, they must contact the school to verify or update the information in ATS.

- **Custodial Users:**
  These users have full access to the student's record in NYC Schools Account and can invite other users to view the student's data.

- **Non-Custodial Users:**
  These users have access to most of the information in the student's record in NYC Schools Account. Their access can only be revoked when the appropriate legal documentation has been provided to the school.

- **Additional Users:**
  These users are given access only to the information the custodial user wants them to see. Their access can be modified or removed at any time by a custodial user.
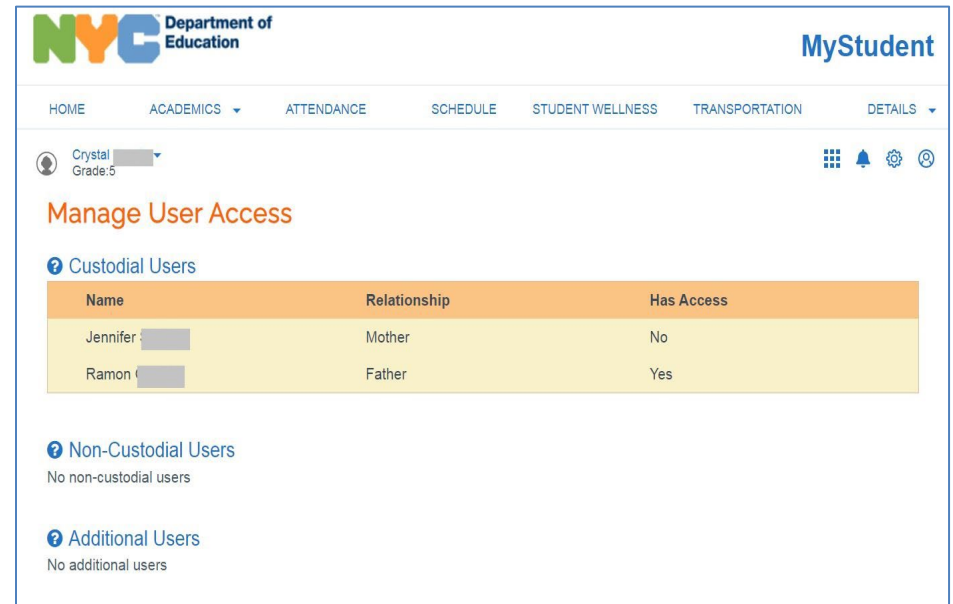
Custodial Users can grant the other users permission to view certain NYCSA information for the student. To modify access, the Custodial User must verify the email address of the user.

Non-Custodial Users by default have access to more information than Additional Users.

To update the NYCSA access of a user, select the user's name. A box expands to display the access customizations available to the Custodial User viewing the Manage User Access page.

The Custodial User can elect to grant Non-Custodial User access to the student's schedule and transportation information, in addition to the other sections they permanently have access to.

For Additional Users, the Custodial User has more sections they can restrict or grant access to.

After verifying the user's email and selecting which NYCSA sections to grant the user access to, the Custodial User must select 'Next' to continue.

The next page confirms the Custodial User's selections and previews an automated system email that will be sent to the selected user.

The email message is an invitation to view the student's NYCSA account and includes detailed instructions for how the recipient can access NYCSA.

At the bottom, the Custodial User must review and agree to the acknowledgement statement: "By checking this box, I show that I alone am responsible for any student data that I share."

Finally, the Custodial User must select 'Grant Access' to save the updates.

The NYCSA system will send the email message to the specified user.

How to Invite Other Adults to View Student Information

Custodial users (often parents) may invite other adults (Non-Custodial and Additional Users) to view student information. Adults associated with the student in ATS on the Parent or Guardian/Adult Info (PARD) screen (https://wiki.nycenet.edu/display/ATSWiki/Display+Parent-Adult+Information+-+PARD) will appear on the "Manage User Access" page. Custodial users can choose the amount of student information shared. They can remove and update access for Additional Users at any time.

To invite an adult:

1. Click on "Manage Account". If more than one student is linked, the parent must first select the student for whom they want to view.
2. Select "Manage User Access" from the Manage Account menu. This option only appears for adults who are custodial users for the selected student.
3. Expand the section by clicking on the adult's name.
4. Enter and confirm their email address.
5. Select the information you wish to share by checking the boxes.

6. Click on "Next".
7. A "Permission Preview" screen shows the email that will be sent to the invited adult's email address previously entered.
8. Check the confirmation box at the bottom of the screen.
9. Click on "Grant Access" to send the invitation.

10. A confirmation box appears. Click "YES" to proceed.
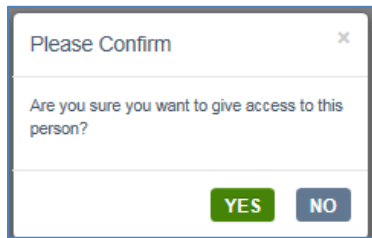
11. The user's Additional Users or Non-Custodial Users section, depending on the relationship to student, will contain the following message: "We have sent your invitation". The custodial parent can edit the email address or remove access at any time.
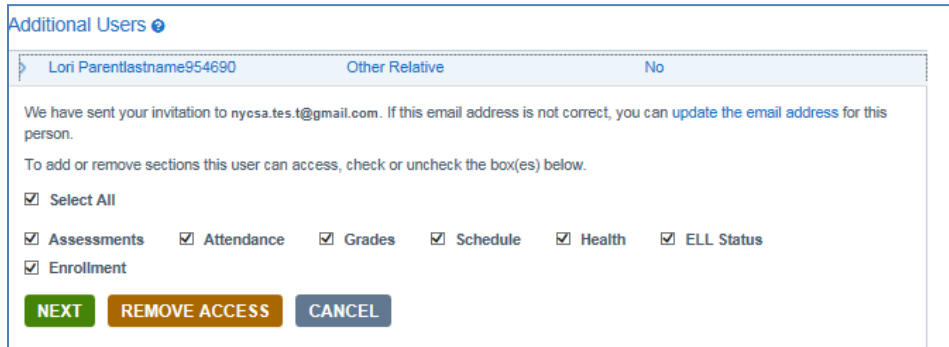
Updating Guardian Emergency Contact Information
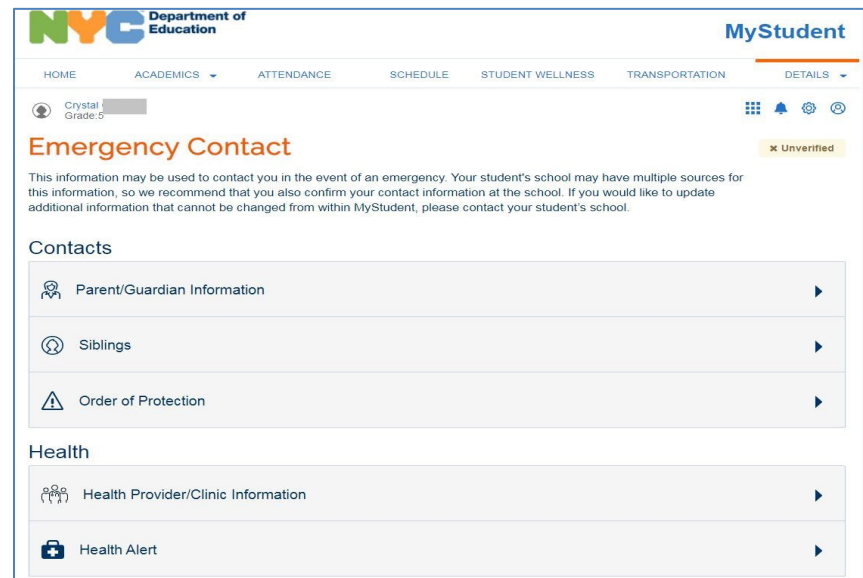
The Emergency Contact page contains contact information from the ATS PARD screen that schools will use for contacting guardians in the event of an emergency. On this Emergency Contact page of NYCSA, custodial users can update their contact information including phone numbers and health information for their students directly. Schools may have multiple sources for contact information, so guardians should directly confirm their most current and accurate contact information with the school. All Emergency Contact information displayed on this screen pulls directly from the PARD screen in ATS. Please note data entered by custodial users in NYCSA take one business day to populate in ATS. Likewise, if a school user updates information on the PARU ATS screen, this data will be reflected in NYCSA and Student Profile on the next business day.

The following information is displayed for each parent/guardian listed:

- Relationship
- Resides with Student (Yes / No)
- Authorized to Pick Up Student
- Preferred Language (written)
- Preferred Language (spoken)

- Cell Phone
- Home Phone
- Work Phone
- Email Address
- Address

A user can update the following fields on the screen:

- Preferred Written Language
- Preferred Spoken Language
- Cell Phone
- Work Phone
- Home Phone

Updated contact information will reflect in ATS within one business day. Home address, order of protection, and adding additional adult records to a student must be completed by the school.

If students are not linked as siblings in ATS, they will not appear in the Siblings section of the Emergency Contact page. To fix this issue, use the SIB function in ATS on the PARU screen to copy the adult from the sibling the primary student

preserving the adult ID for both records. Once you link the students together as siblings, they will appear with each other on their respective Emergency Contact screens.

Parents can update their student's health information in NYCSA, including the primary care provider or nurse practitioner, any allergies, any known diagnoses such as diabetes or asthma, and insurance status information.

Currently, except for Insurance Status, this data only lives in NYCSA/Student Profile. Insurance data is available in ATS using the BIOU or UPSI screens. Data entered on those screens will prepopulate this section. Any updates made by the user will reflect in ATS in one business day.

Reports with the latest emergency contact information are available in both ATS and Student Profile. In ATS, users can generate a report of the latest emergency contact information for their roster by running the RCON report. This report provides a list of all active students and their respective adult information. The reports for contact information in Student Profile include a timestamp to reflect when it was updated. Use the timestamps to confirm the latest updates.

All health information entered by parents in NYCSA via the report functionality in Student Profile. The reports in Student Profile include a timestamp of the data entered by the parent in NYCSA.

Data Source for Emergency Contact Page

Contact Data Element	Available in ATS?	Editable in NYCSA?	Data Fields in NYCSA
Parent Name	Yes PARD, PARU	No	• Parent First and Last Name • Relationship to Student • Authorization to pick up student
Parent Contact Info	Yes PARD, PARU	Yes	• Home Phone Number • Cell Phone Number • Work Phone Number • Email Address
Parent Home Language	Yes PARD, PARU	Yes	• Preferred Written Language • Preferred Spoken Language
Parent Address	Yes PARD, PARU	No	• Street • City • Zip Code
Order of Protection	Yes PARD, PARU	No	• Name • Relationship to student • Order of Protection Exists? • Effective Date
Sibling Information	Yes PARD, PARU	No	• School Name • Grade Level

Health Data Element	Available in ATS?	Editable in NYCSA?	Data Fields in NYCSA
Health Provider	No	Yes	• Health Care Provider • Organization • Phone • Specialization
Health Condition	No	Yes	• Yes (Open Text Box) • No
Known Diagnoses	No	Yes	• Asthma • Allergies/Anaphylaxis • Seizures • Diabetes • Other
Allergies	No	Yes	• Milk • Eggs • Peanuts • Tree Nuts (Other Nuts) • Fish • Shellfish • Soy • Wheat • Other (Open Text Box)
Insurance Status	Yes BIOU, UPSI	Yes	• Private Health Insurance • Medicaid • Child Health Plus Plan • No health insurance - do not share my contact information • No health insurance - please share my contact information

NYC Department of Education

Forms

The NYCSA Forms Module is an all-in-one place for parents and guardians to complete and submit forms within NYCSA. Entries from the forms are shared with schools via Student Profile reports and, depending on the form, indicators in ATS. The forms page is broken into two sections: by individual students and All Students.

Individual Students

Forms divided by individual students are completed using Docusign. On these forms, a PDF version of the form will be available. The user will be able to select how their signature will appear. Once selected, they can fill out the form and submit. If a user wants to change their response, they can select "Resubmit."

In addition, if a user changes their language within NYCSA after opening a form, the form will appear in the user's original language prior to the change. To view the form in the updated language, the user will need to submit the form, then select "Resubmit." The new form will appear in the user's updated language.

All Students

Forms under All Students do not use Docusign. Instead, a user can use on screen toggles to provide consent for the particular form. Eligible students who appear on

these forms can be mass selected for approval of these specific forms, instead of being completed one by one.

Media Consent for NYC Department of Education Use

The media consent form covers school-sponsored or other DOE-sponsored events only. The form covers both recordings of students (for example filming, photo-taking, and audio recording) made by the school or others at the DOE, together with press or others reporting on the event. Additional information, including paper versions, is available on the Infohub.

Request to Identify Parents on Active Duty in the Armed Forces
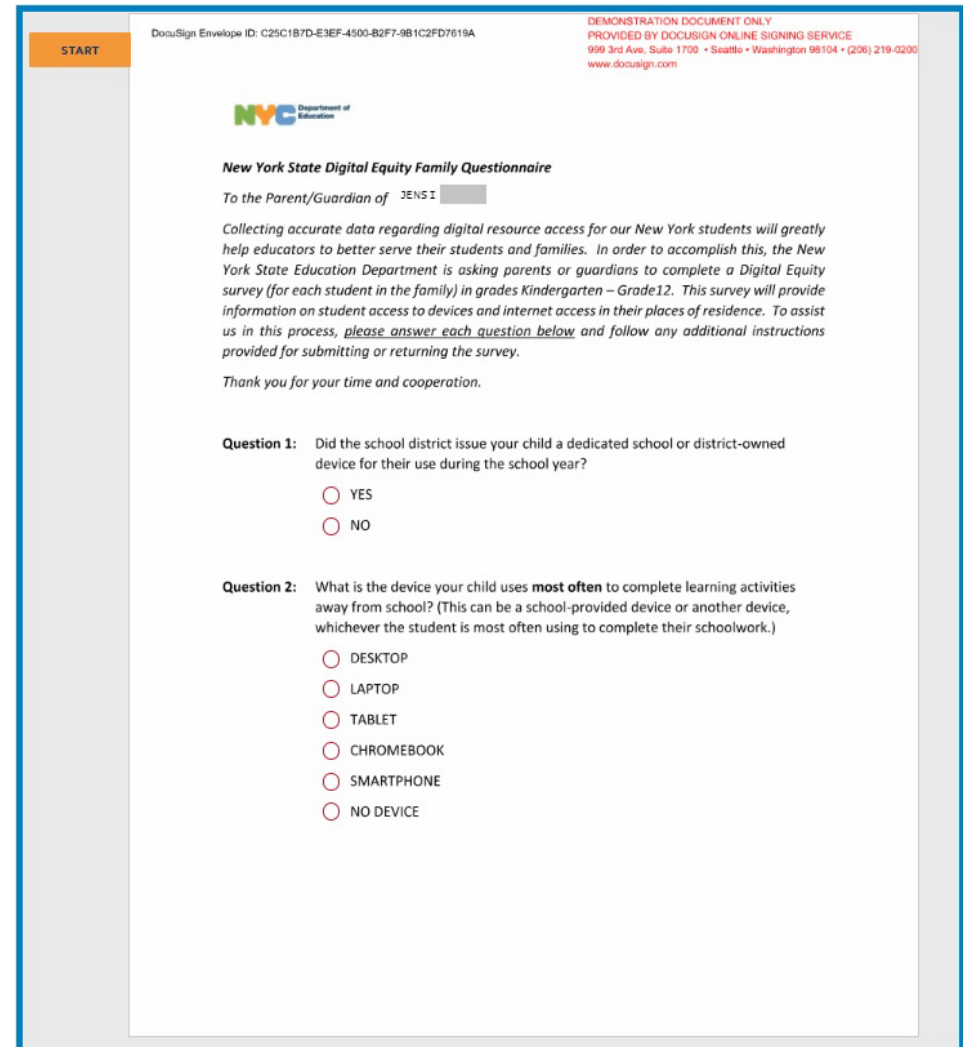
Parents and guardians can fill out this form to specify if a member of their family serves in the armed forces. School users can enter the information in ATS on the BINU screen in ATS as 'M' in the District C field.

Digital Equity Family Questionnaire

The Digital Equity Family Questionnaire is a required form by the New York State Education Department (NYSED). Through NYCSA, the NYCDOE is required to collect information from families to assess student access to devices and internet connectivity. NYSED will use this information to better understand, investigate, and

promote educational equity for our schools and students. The questionnaire totals nine questions. Additional information on the digital equity family questionnaire is available on the family website.

COVID-19 Consent Form

Users can consent for students to be tested in grades 1-12 for COVID-19. The Consent Forms page lists all students connected to the parent/guardian account. Consent can be indicated for each student if multiple students are linked to the account. Entries for consent are listed on the UPSI screen in ATS.

The only option available is to provide consent. If consent is denied in ATS, it will display on this screen; the user can still update the value to offer consent for testing. When each option is selected, a box with a series of affirmation statements pops up.

The guardian must review all statements and select the 'Continue' button in order to save their consent option for the student. After selecting the appropriate option for each student, the guardian must review the statement at the bottom of the page, "I have read and agree to the information on the webpage and the consent details", and select the check box. Finally, select the 'Submit' button to save all consent decisions entered. The webpage will refresh and confirm that the consent status was updated online.

If a user had originally registered for a general NYCSA account for alerts and did not link a student to the account, they will see this version of the consent form instead.

NYC Department of Education

MyStudent

HOME

Use the COVID-19 Testing Consent Form to provide consent to test your child for COVID-19. As part of our efforts to keep schools safe, we are testing randomly selected students and staff in schools for COVID-19. Please review our webpage on COVID-19 Testing for Students and Staff before submitting your consent.

NYC Schools Account

Congratulations on creating a NYC Schools Account! Remember, you can add a student from the manage account to enjoy all the benefits this account provides: grades, test scores, attendance, transportation, reading level, and much more!;

In the coming months, there will be more resources here for parents, so check back for updates.

COVID-19 Testing

As part of our efforts to keep schools safe, a random group of student and staff will be selected monthly for in school COVID-19 testing.

In order for us to test your student, we need your permission ("consent"). You can provide consent for your student(s) to be tested for COVID-19 right here.

Your students do not have to be linked to your NYCSA account to provide consent. If you want to link your students to your account in order to receive additional communications and benefits, please visit the Add Students section under the Manage Account link above.

For more information on COVID-19 Testing for Students and Staff please visit our webpage.

MANAGE CONSENT

After signing in, an informational page about COVID-19 testing displays to inform families to complete the consent form. The parent can provide consent for a student not linked to their NYCSA account, although they will receive additional communications and benefits by linking their student(s) through the Manage Account link.

The user may select the "Manage Consent" button to proceed to the COVID-19 consent page. Because the account is not linked to a student, the authorized guardian user will need to complete this section to search for their student.

Provide the student's first and last name, 9-digit NYCDOE student ID number, and the user's relationship to student.

If the user does not have the student ID number, they must select the link "I don't have the Student ID number" to provide additional details in order to identify the student: student's date of birth, grade level for the current year, and current school.

If the system is unable to find a student based on the information entered, an message displays, stating: "Sorry, but we cannot find that student based on the information you have provided."

Register for Special Education Recovery Services

Return To Forms

Register for Special Education Recovery Services

This school year, all students will receive additional supports and programs connected to daily instruction as part of the DOE's Academic Recovery Plan. In addition, we are offering Special Education Recovery Services for students with IEPs this school year. Special Education Recovery Services are specialized instruction and related services, targeted to your child's individual needs and IEP goals. For most students, Special Education Recovery Services will begin in November or December.

By mid-November, your child's teacher or related service provider will reach out to you, and based on your input and any scheduling preferences, will develop a plan for your child's Special Education Recovery Services.

Once you have had an opportunity to review that plan, you can let your school know that you would like for your child to receive these services by selecting "Register" below. If you do not want your child to receive recovery services, select "Decline" before you click "Submit".

Annabella	✓ Registered	(Updated Online. To change selection, contact your child's school.)
Acelynn	✓ Registered	(Updated Online. To change selection, contact your child's school.)
Luca		Ineligible - Student does not have an IEP
Luis		Ineligible - Student does not have an IEP
Djanaba		Ineligible - Student does not have an IEP

Accepting these services does not waive any rights your child may have to additional services, including compensatory services. For more information about Special Education Recovery Services, please visit our website. You can also contact your child's school, email specialeducation@schools.nyc.gov, or call 311. If you would like to change your response after submitting this form, please contact your child's school.

☐ I have read the Special Education Recovery Services information and confirm the selection above.

SUBMIT

A parent can opt-in to receive special education recovery services for their student. Parents of students with IEPs will receive an individualized notice of Special Education Recovery Services in fall 2021. After families receive the notice of Special Education Recovery Services, they can register their student using this form. Entries are recorded on the BIND screen in ATS as "EX INSTR PD."

Schools will follow the Academic Recovery – Special Education Guidance to plan for an afterschool and/or Saturday Special Education Recovery Services program for their school. Once that program is planned, case managers will begin contacting families to develop an individualized Special Education Recovery Services notice using a template that will be available in SESIS. Parents should not register for Special Education Recovery Services through NYCSA until they receive an individualized notice from the school's case managers.

NYC Department of Education

MYSTUDENT: NYC SCHOOLS ACCOUNT STUDENT INFORMATION

NYCSA displays student attendance, report card grades, assessment grades, health information, schedules, guardians, enrollment, and student biographical information. Access these pages using the homepage menu buttons or the top navigation menu.

Users can also view tips on the bottom of the homepage to support their student's instruction.

If associated with more than one student, they can view other students by clicking on the arrow next to the student name to view a drop-down list.
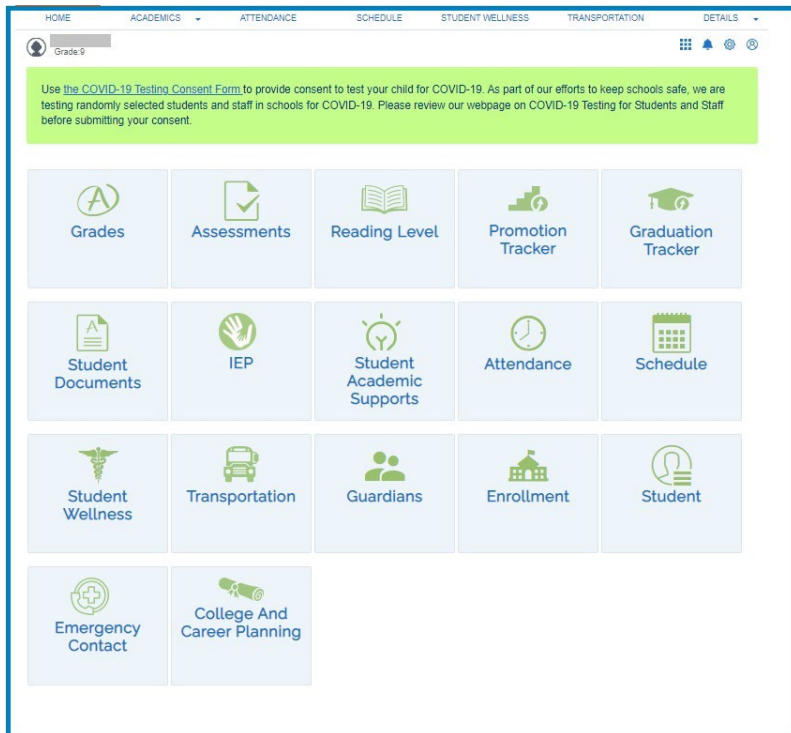
Grades

The "Grades" page displays the current report card and historical final grades for each school term as captured in the STARS Admin and STARS Classroom applications.

For each Marking Period, expand to see the following details:

- Marking Period Date Range
- Subject/Course Code and Section
- Teachers assigned to the subject/course-section
- Subject/Course-section marking period grade
- Subject/Course-section comment codes and teacher narrative

By clicking "Grades", highlighted by a blue box in the image above, the parent or guardian can view the "Explanation of Grades" page which provides the DOE grade definitions.

Return to Grades

Explanation of Grades

The following explanations are for the current school year.

Performance Levels	Number and Letter Grades	E-U Scale
4 Excels in standards	65-100, A-D, P Pass	E Excellent
3 Proficient	10-64, F Fail	G Good
2 Below standards		S Satisfactory
1 Well below standards		N Needs improvement
		U Unsatisfactory

Mastery Based	Annotations	IB Scale
ME Exceeds standards	NS Insufficient attendance	IB2-IB7 Pass
MA Above standards	NL Recent admit	IB1 Fail
MT Meets standards	NU Not graded/Audit (HS)	
MP Approaching standards	* Not averaged	
MB Below standards	NX Incomplete	

Data displays depending upon the student grade level:

- **Elementary School**: Marking period dates are defined in STARS Classroom. Report card marks appear in NYCSA twenty days after the end date of the marking period or 24 hours after the marking period is locked for grade entry.
- **Middle and High School**: Marking period dates are defined in STARS Client. Report card marks will appear in NYCSA on the morning of the "To ARIS Date".

STARS Data Source for Grades

Grades Data Element	Description
Marking Period Dates	Middle/High School: Number of marking periods and dates defined for year/term on the STARS Client Manage Term and Marking Periods.
	Elementary School: Number of marking periods and dates defined for year/term on the STARS Classroom Report Card Set Up.
Subject/Course-Section	All subject/course-sections that appear on a student's report card.
	Any subject/course-section assigned to the student containing grades.
Subject/Course-Section Teacher(s)	All subject/course-sections that appear on a student's report card.
	Middle/High School: This is the name listed for the course-section on STARS Client Master Schedule.
	Elementary School: This is any teacher assigned to a student via OC, individual programming.
	For PIPO, this is the teacher assigned to the record.
Subject/Course-Section RC Mark	All subject/course-section report card marks that appear on a student's report card.
Subject/Course-Section Comments	All subject/course-section report card comments that appear on a student's report card.
Subject/Course-Section Narrative	All subject/course-section narratives that appear on a student's report card.

Assessments

The Assessments page displays the previous school year's Grades 3-8 New York State ELA, math and science assessments in addition to all high school-level Regents, LOTE assessments, and PBATs.

Assessments (Middle/Elementary School)

For students in grade levels 3-8, NYCSA displays the most recent English Language Arts (ELA), and Math scores. Sciences scores are available for students in Grades 4 and 8. Each assessment listed displays the student's scale score, performance level, proficiency rating and the student's performance compared to all NYC students in the same grade level and assessment.

Scoring explanations are at the bottom of the page.

ATS Data Source for State Assessments:

Assessment scores are captured from the ATS HISE screen.

State Assessment Data Element	Description
Exam Name	Exam type and grade level: English Language Arts, Math, Science
Score	Scale Score
State Level	Dependent on scale score, the student's performance level can range from 1 to 4.
Rating	Proficiency rating shows where the student falls within a particular performance level.
City %	Shows, in quartiles, your student's performance as compared to all NYC students for the same assessment and grade level.

Assessments (High School)

NYCSA displays all Regents scores assigned to a student. If the student has taken the same exam more than once, the highest score is displayed by default.

Assessments (High School)

See middle/elementary school assessments

Regents

Exam Name	Date	Score
› Global Hist/Geog. Regents	January 2015	61
› Int. Algebra Regents	June 2014	68
Living Env. Regents	January 2015	68
U.S. History/Gov. Regents	January 2015	70

Scoring Explanations

The passing score for a Regents exam is usually 65 out of 100. If you have questions, contact your child's school.

WA – Waived exam requirement
WG – Exam appeal approved by superintendent
WX – Passed a Regents exam alternative

Scores from all attempts of the same exam can be seen by clicking on the assessment to expand the view. The STARS Student Transcript may not display all assessments. For a full list, use the **STARS Admin HS Course and Exam Distribution** screen and the **ATS VEXM** screen.

Assessments (High School)

See middle/elementary school assessments

Regents

Exam Name	Date	Score
› Global Hist/Geog. Regents	January 2015	61
⌄ Int. Algebra Regents	June 2014	68
Int. Algebra Regents	June 2013	57
Living Env. Regents	January 2015	68
U.S. History/Gov. Regents	January 2015	70

Regents Exams

Regents Exams Data Element	Description
Exam Name	Assessment name. All High school Regents, LOTE and RCT assessments will appear.
Date	Month and year the assessment was administered.
Score	Numeric score 0-100.

iLearnNYC

iLearn NYC displays iLearn course data in Student Profile under iLearnNYC.

iLearnNYC displays student assignments and grades for courses offered through the iLearnNYC platform.

Three tabs, upcoming work, overdue work, and completed work appear each showing different data.
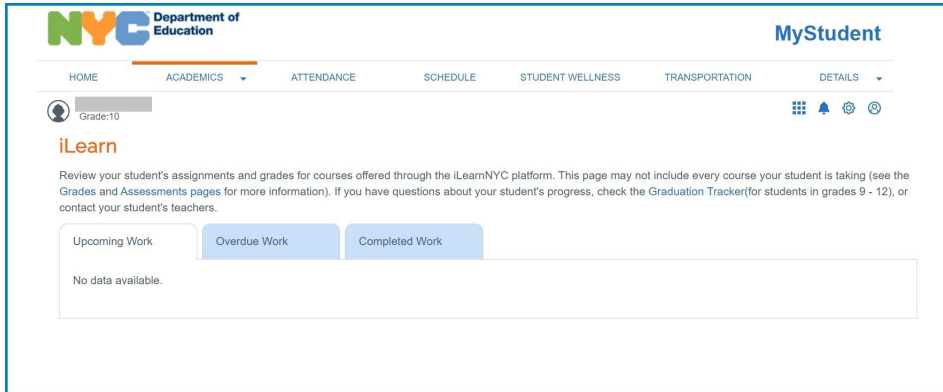
Upcoming work displays activities that the student was assigned. It also includes the following regarding the assignment

- Name of the activity assigned
- Course
- Teacher(s) Name(s)
- Due Date

When there are no upcoming assignments, the screen will show "There are no upcoming assignments available at this time."
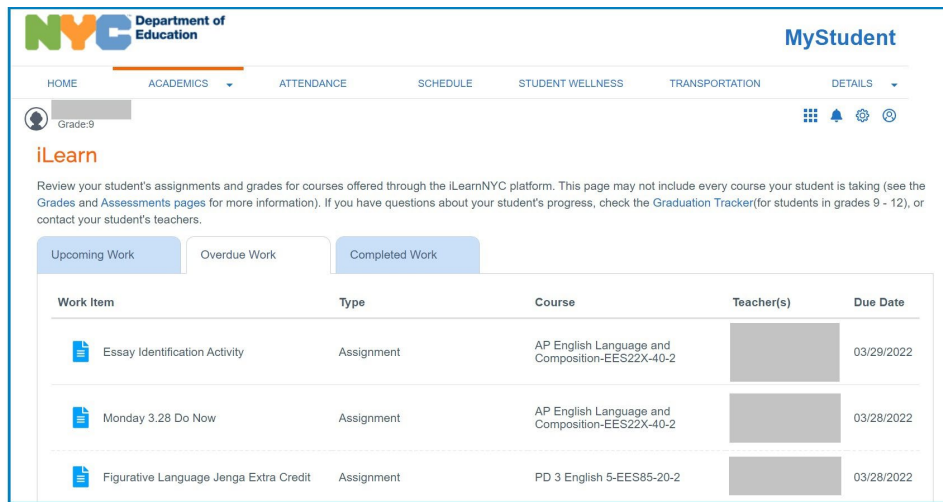
Overdue work displays activities that the student was assigned and did not turn in yet. It also includes the following regarding the assignment:

- Name of the activity assigned
- Course
- Teacher(s) Name(s)
- Due Date

When there are no overdue assignments, the screen will show "There are no overdue assignments available at this time."

Completed work displays activities that the student was assigned and completed. It also includes the following regarding the assignment:

- Name of the activity assigned
- Course
- Teacher(s) Name(s)
- Due Date
- Grade

When there are no overdue assignments, the screen will show "Completed assignments will appear here."

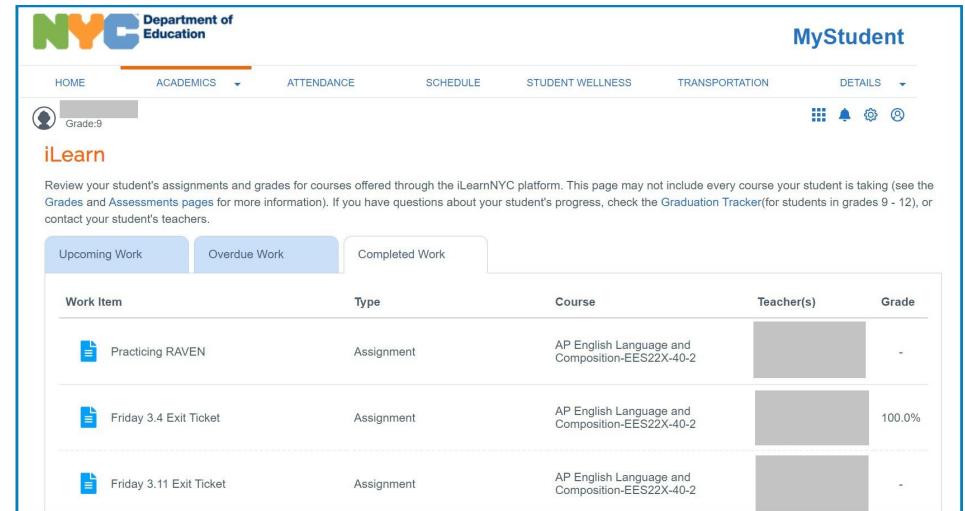## Reading Level

The "Reading Level" page displays reading assessment data for students in grades K-5, who took Fountas and Pinnell (F&P) or Teachers College Reading and Writing Project (TCRWP) assessments, by clicking on the "Reading Level" icon, or by clicking on "Reading Level" within the "Academics" menu using the navigation bar at the top. For students in other grades, the page displays a message stating there is no reading level data available.

The reading levels and assessments information displayed on this page are also displayed in Student Profile, so that school staff along with families can view student development in literacy. Assessments listed here are done one on one with students and have been designed to help teachers determine how to best support students to improve. Families who would like to learn more about the data or further support their student's progress may contact their student's teacher.

Reading level data for the beginning of the school year will be available in the middle of November, and data for the end of the school year will be available at the end of June.

Each school year's reading level data displays the grade and school where the student took the assessment, the Assessment Name, Assessment Period, Reading Level score, and Scoring Explanation. 2014-15 is the earliest school year for which reading level assessment data is available.

This page displays the following Reading Level assessments (current and past) for a student, pulling reading level data from the assessment repository:

- Teachers College Reading and Writing Project Running Record (TCRW)
- Fountas and Pinnell Benchmark Assessment System (F&P)

Scoring Explanations

One of these four scoring explanations will display in the Scoring Explanations column.

- Your student is in need of extra support in order to be reading at grade-level. Please contact your student's teacher for assistance.
- Your student is in need of support in order to be reading at grade-level. Please contact your student's teacher for assistance.
- Your student is currently reading at grade-level.
- Your student is currently reading above grade-level.

Promotion Tracker

The Promotion Tracker displays a student's current and past promotion status. Information is available for students in grades K-12. The default view shows 'Current' school year information. Clicking on the "Past" tab shows the student's past promotion statuses going back to 2013-2014.

The Promotion Tracker can show four different statuses: "On Track", "Promoted", "Promotion in Doubt", and "Retained". When no data is available, an icon with a circle and dash are shown.

Status	Description
⊘ On Track	Student is on track to be promoted to the next grade level.
⊘ Promoted	Student has been promoted to the next grade level.
❶ Promotion In Doubt	Student is at risk of not being promoted to the next grade level.
❌ Retained	Student has not been promoted to the next grade level.

Graduation Tracker

The Graduation Tracker is only available for high school students. It displays progress to graduation based on minimum required subject credits earned. This tool lets users see a student's progress in earning credits towards graduation. It is informational and does not certify a student for graduation. To certify for graduation, a school must use the student permanent record or transcript from STARS.

A user can view a student's progress towards a Regents Diploma or Advanced Regents diploma by using the Diploma Type dropdown menu at the top left of the screen.

"Total Credits Needed for Graduation" displays the number of minimum required credits the student needs for a diploma type. To see all credits a student has earned, review their transcript or permanent record.

Graduation Tracker: Credits by Subject

Credits earned populate from the STARS transcript. Credits in progress show courses the student is currently enrolled in based on STARS data. Each subject's tracker bar shows the number of earned credits, the current courses in progress indicated in green (view courses by clicking the > symbol) and the number of credits needed.

Each tracker bar will be blue once the student has earned the minimum number of subject credits needed for graduation with the diploma type selected. Credits beyond the required minimum are electives and added to the Additional Credits section. For example, if a student has earned the required 6.00 credits in Math (4.00 in Algebra and 2.00 in advanced math) and then takes an additional math elective, the Math tracker will be blue with 6.00 credits. The elective class will display in the Additional Credits tracker.

Blue = Course Completed, Credit Earned

Green = Course in Progress

Red = Course Failed, Credit Not Earned

College and Career Planning

College and Career Planning is divided into two pages to help families plan for college and career planning after graduation.

NYC Kids Rise Save for College Program

Parents and guardians can review their student's enrollment status in the NYC KIDS Rise Save for College Program. Parents and guardians can view their student's participation in the program and have the option to opt-out, cancel, or re-enroll per the program's parameters. The page is currently only available for students in K citywide and grades K-4 in pilot schools. All data is viewable in ATS on the U529 screen.

For information on the NYC Kids RISE Save for College Program, visit this page: https://infohub.nyced.org/in-our-schools/programs/nyc-kids-rise-save-for-college-program

College and Career Planning Checklist

Family discussion make a big difference in helping young people decide what they want to do after graduation. Here are some discussion questions for each step of the way, and websites to help you learn more together. Use the checklist to keep track of what you and your child have talked! Don't forget that the Graduation Tracker can inform these discussions by helping to track your course credits.

The checklist is designed to help with decisions and activities for college and career planning for every grade.

The "College and Career Planning Checklist" page displays five planning steps: Explore, Prepare, Apply, Decide, and Transition. Explore and Prepare are available to all grades. Apply, Decide, and Transition are available to students in Grade 12.
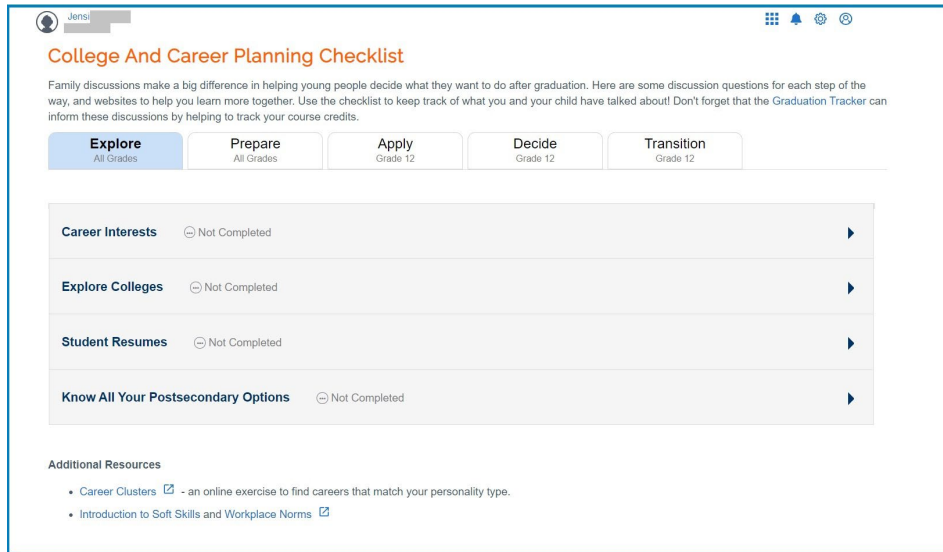
Explore has four sections each with a set of questions for families to discuss. Each section also includes a checkbox for once students and families have completed the topic. Next to each section it will display "Not Completed" or "Completed" depending on whether the box is checked. Next to the checkbox each section has a box that links to external resources to aid students.
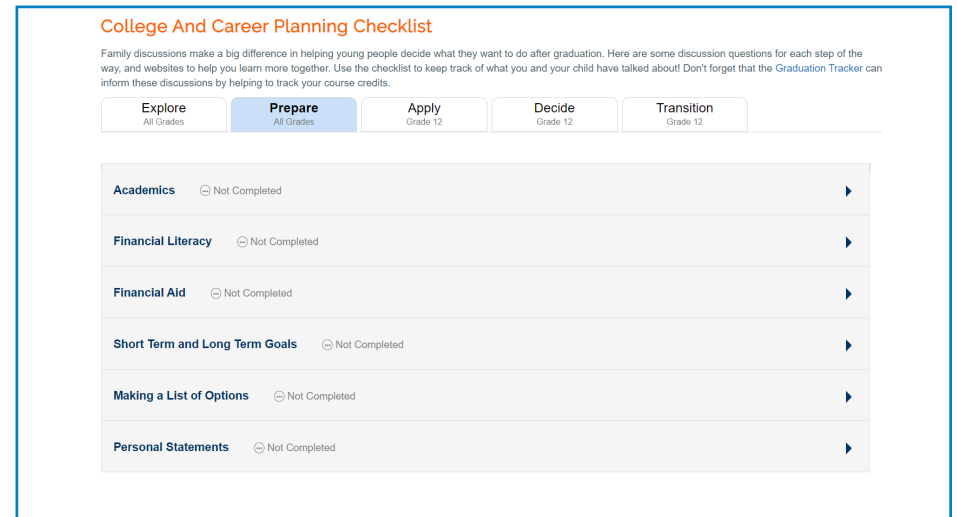
Prepare has six sections each with a set of questions for families to discuss regarding academics, finances, and college and career goals. Each section also includes a checkbox for once students and families have completed the topic. Next to each section it will display "Not Completed" or "Completed" depending on whether the box is checked. Next to the checkbox each section has a box that links to external resources to aid students.
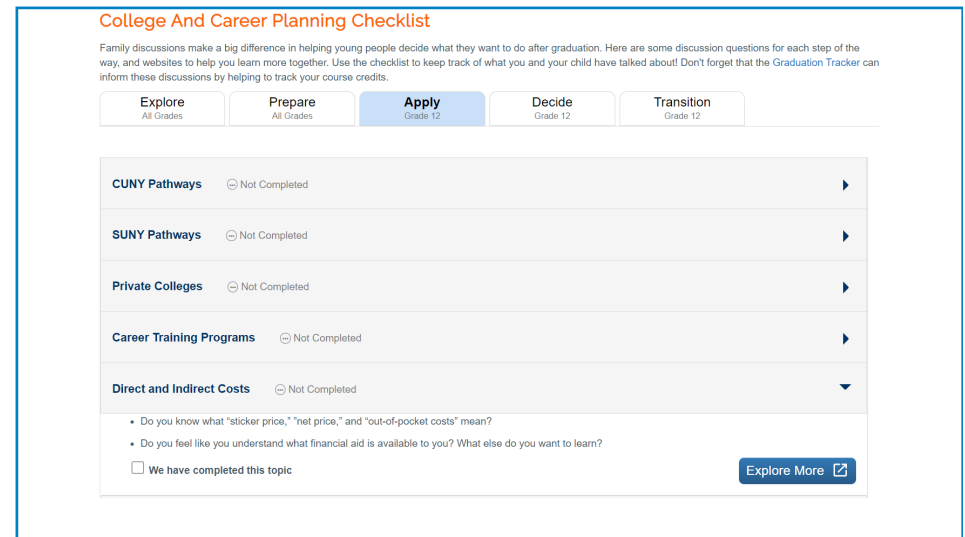
Apply has six sections, the first four highlighting a different pathway that students may want to take: CUNY Pathways, SUNY pathways, Private Colleges, and Career Training Programs. The last two "Direct and Indirect Costs" and "Affordability" have questions regarding finances and financial aid for each pathway.

Decide and Transition each have one section.

Decide has questions to help students pick their strongest college match.

Transition has questions regarding plans for after graduation.

Student Academic Supports

As a part of the NYCDOE Academic Recovery Plan, all students, including ML/ELLs and SWD, who are not yet meeting benchmarks or standards, even after core instruction has been adjusted, will have the opportunity to be provided targeted intervention. In addition, all students with IEPs will have the opportunity to participate in special education recovery services.

Information on scheduling Academic Intervention and Special Education Recovery Services can be found in the STARS wiki.

Academic Interventions & Special Education Recovery Services

The top of the page displays academic interventions and special education recovery services. The page displays the following:

- Subject

- Program Type
- Date Range
- Minutes per Week
- Meeting Days
- Teacher
- Latest Outcome

Recovery – Related Services

Recovery - Related Services

If you have questions about a recent recovery service session that is not yet shown here, please allow up to four school weeks from the scheduled session date before contacting the school or provider. Please note that only special education recovery service sessions are reflected here. For services provided based on a student's IEP recommendations, please visit the IEP page

Service	Date Of First Service	Date Of Most Recent Service	Provider Name
Speech-Language Therapy	11/10/2021	11/17/2021	

Students receiving related services as part of thei recovery plan will have those services displayed at the bottom of the page. The page displays the following elements:

- Service
- Date of First Service
- Date of Most Recent Service
- Provider Name

Student Documents

Users can navigate to the NYCSA Student Documents page within the Academics menu of pages. This page contains academic documents (Report Card, Unofficial Transcript) and other documents (Summer School Letter) available for the student. The documents are in downloadable/printable PDF format. When supporting parents/guardians unfamiliar with this format, DOE staff may inform families of the free Adobe Reader software that opens PDF documents.

Please note that transcripts are only available for 11th and 12th grade students, and Summer School letters are only available in cases where the school provided this information.

Academic Document: Report Card

The Report Card included on this page displays the student's grades for the current school year, and is available for all students in grades K-12. This is the same STARS Report Card format as the one distributed by schools throughout the school year.

For more information about report cards, see the DOE Report Cards page.

A link to the student's Report Card PDF file is also located at the bottom of the NYCSA Grades page. The report card and grades in NYCSA are updated when grades are finalized/released in STARS.

A link to the student's Unofficial Transcript PDF file is also located at the bottom of the NYCSA Graduation Tracker page.

Academic Document: Unofficial Transcript

The Unofficial Transcript is the STARS Transcript that contains the student's full record of high school credits, final grades, and exams taken within the NYCDOE. It documents the courses and exams that a student has taken during high school, and is only available for 11th and 12th grade students in NYCSA.

Official transcripts must be signed by an authorized school official. Families requesting official transcripts must contact their school.

For more information about transcripts, including how to read a transcript, see the DOE page on Student Records and Transcripts.

Other Document: Summer School Letter

Summer School Letters are only available for students who have been recommended or mandated for summer school. In May and June each school year, teachers assess students' progress toward promotion benchmarks using multiple measures of performance. Based on this information, schools enter June promotion decisions into ATS and generate the appropriate letters and information for students and their families.

For more information about the June promotion process, see the DOE InfoHub page on June Promotion Decisions.

Individualized Education Program (IEP) Information

The NYCSA Individualized Education Program (IEP) page is available for students who currently receive (active) or were declassified for special education services. The IEP lays out the programs, supports, and services the student needs to make progress and succeed in school.

IEP information is only available to NYCSA custodial users.

For more information about special education, visit the **DOE Special Education page**, **Family Guide to Special Education Services**, **and SESIS Wiki**. For support with SESIS, see the **InfoHub SESIS Support page**.

There are two ways to navigate to this page after a parent signs in to NYCSA:

1. Click on the IEP icon on the dashboard.
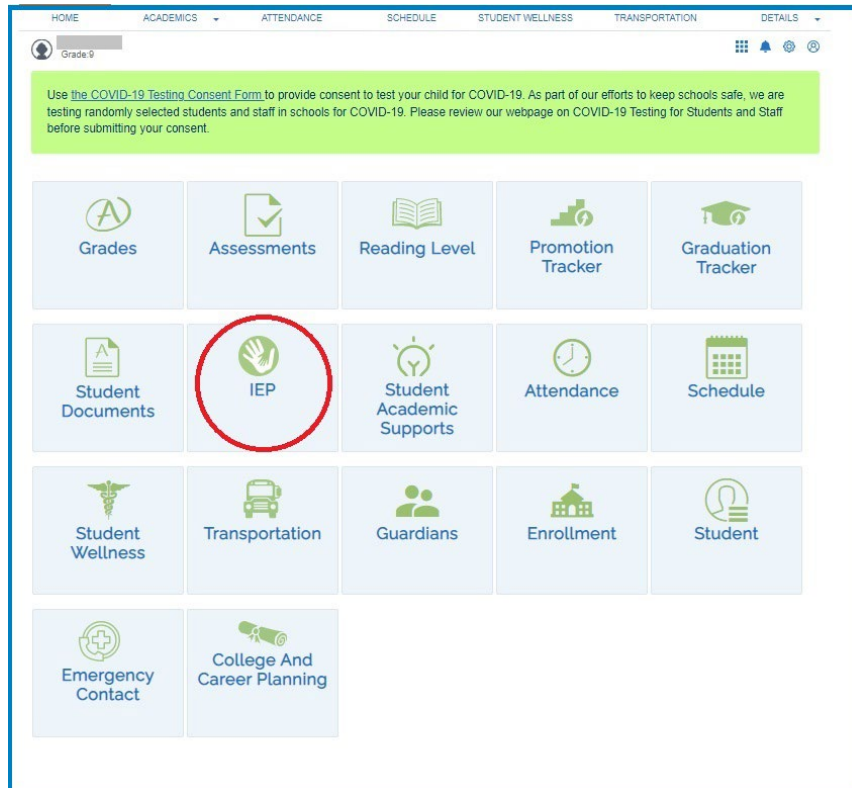
2. Click on the Academics menu at the top and then click on IEP.
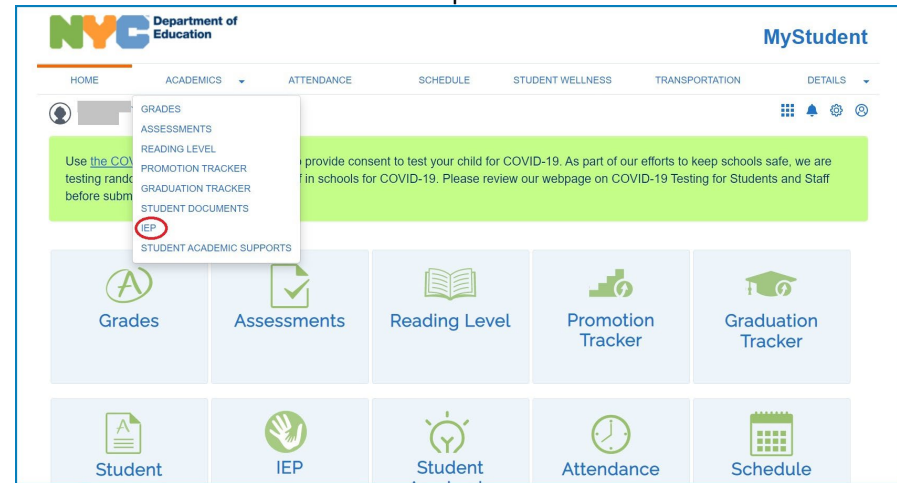
Student with Active IEP

For students with an active IEP, this page displays core information about the IEP, including: next event, disability classification, behavioral intervention plan, transportation requirements, assessments, and placement recommendation.

Next Event: Displays when the next available event is due related to a student's IEP. These values are: next annual review due date, date of the upcoming scheduled IEP meeting, and date of next 3 year reevaluation.

For detailed information on these terms, see the **Family Guide**.

The Recommended Services section displays a student's program services and related services per the student's IEP. It also includes the delivery recommendations, language of service, and frequency.

Supplementary aids and assistive technology information display if a student is recommended for those services.

Recommended Services
Program Services

Program	Delivery Recommendations	Frequency
Adapted Physical Ed	—	1 time per week
Special Class ELA	12:1+1, Language of Service: English	10 times per week
Special Class Math	12:1+1, Language of Service: English	8 times per week
Special Class Social Studies	12:1+1, Language of Service: English	3 times per week

Related Services

Service	Delivery Recommendations	Frequency
Counselling Services	Group Service	1 time per week
Occupational Therapy	Group Service	1 time per week

Supplementary Aids & Accommodations

Aid/Service/Accommodation	Delivery Recommendations	Frequency
Highlighted work	—	—

Assistive Technology: Communication Board

Testing accommodations also display, if required per the student's IEP.

12-Month Services and/or Programs: If a student is eligible to receive program and related services in July and August, they display in this section.

Testing Accommodations

Accommodation	Conditions	Implementation Recommendations
Extended Time	All classroom tests as well as state exams, except 1.5x when disallowed by the state education department policy on elementary and intermediary	1.5x
Breaks	For tests longer than 50 minutes	2 Minute break every 30 minutes
On-Task Focusing Prompts	All classroom tests as well as state exams, except 1.5x when disallowed by the state education department policy on elementary and intermediary	When Joan gets distracted with her own tools, a light tap on her desk or verbal reminder to stay on task at hand.
Revised Test Directions	All classroom tests as well as state exams, except 1.5x when disallowed by the state education department policy on elementary and intermediary	With no more than 6 students.

12-Month Services and/or Programs
Your student is eligible to receive the same special education services and/or programs listed above during July and August.

Declassified Student

For students who no longer need special education services (declassified after reevaluation), the IEP page displays: declassification recommendations, details (projected declassification date and IEP meeting date), support services, and testing accommodations.

Students who have been declassified will not have an IEP, but may receive services to ease the transition to general education. "Declassification support services" may continue for up to one year after your child has been declassified. In addition, students who are declassified are eligible to continue to receive testing accommodations if specified on the declassification IEP notice. Students who are declassified in Grades 8–12 may be eligible for Safety Net graduation options if noted in the last IEP. For more information about special education, please visit our **Family Guide**.

You're viewing: Franklin C ▼   ELL IEP

Individualized Education Program

Declassification Recommendations

This student was declassified after a reevaluation. Students who no longer need special education services are declassified after a reevaluation. Students who have been declassified will not have an IEP, but may receive services to ease the transition to general education. "Declassification support services" may continue for up to one year after your student has been declassified. In addition, students who are declassified are eligible to continue to receive testing accommodations if specified on the declassification IEP notice. Students who are declassified in Grades 8–12 may be eligible for Safety Net graduation options if noted in the last IEP. For more information about special education, please visit our Family Guide.

Declassification Details

Projected Declassification: 5/9/2018
IEP Meeting: 4/26/2018

Declassification Support Services

The student was recommended to receive the following declassification support services

Service	Initial Date	Frequency	Duration	End Date
Academic Intervention Services by a teacher	9/6/2018	3	45	4/1/2019
Speech and Language Support	5/9/2018	2	30	4/1/2019

Testing Accommodations

The student has not been recommended to receive testing accommodations.
"Language Other Than English" Exemption: No, the student is not exempt from the "Language Other Than English" requirement. As part of the graduation requirements, students need at least 2 credits in Languages Other Than English (LOTE). Please visit the Graduation Tracker for more information on the student's progress towards graduation.
Eligibility for Local Diploma "Safety Net": Your child is not eligible for the Safety Net or a local diploma. Please visit the Graduation Tracker for more information on the student's progress towards graduation.

Attendance

The "Attendance" page displays the cumulative number of days the student was absent and late (tardy) for the current and past school years across all the NYCDOE schools the student attended. Additionally, the page lists specific dates absent for the current school year. Most attendance data generates from the ATS daily attendance screen DISA.

Attendance

Current | Past

	2015-16 School Year
Days Absent	1
Days Late	0
% Present (updated weekly)	90% TO 99% YTD
2015-16 Dates Absent	
01/28/2015	

Attendance

Current | Past

Grade	School Year	Days Absent	Days Late	% Present
Grade 01	2014-2015	14	98	92%
Grade K	2013-2014	18	53	90%

If you have any concerns about this information, contact your school.

ATS Data Source for Attendance

Schedule

The "Schedule" page displays student STARS Admin programs for middle and high

Data Element	Description
Days Absent	Cumulative days absent, "A", across all schools for a given school year in ATS
Days Late	Cumulative days late across all schools for a given school year in ATS
% Present	Days present / (days present + days absent) This is different from days enrolled.

school students. The program may be viewed by a single day or the entire week.

STARS Data Source for Schedule

Data Element	Description
Meet time	Day (cycle day) and Period within the school day.
Course Name	Name of course at it appears in STARS Client Course Editor.
Teacher name	Teacher name as it appears on the STARS Client Master Schedule.
Room Number	Room number as defined on the STARS Client Master Schedule.
Period Times	Period times as defined on the STARS Client Bell Schedule and Master Schedule.

Schedule

Guardians

The "Guardians" page displays details and contact information for adults linked to the student in ATS (PARD screen). Custodial users can see names, relationship, and contact details for all adults listed in PARD. Non-custodial parent contact information is not visible to the custodial parent. Also, any adults with a court order restricting their access to the student will appear on this screen so the custodial user can check the accuracy of information on file.

ATS Data Source for Guardian Information

Data Element	Description
Parent or Guardian – Name	Student's primary parent or guardian's name as it appears in PARU.
Parents or Guardian – Address	Student's primary parent or guardian's address (in most cases, the same as the student) as it appears in PARU.

Student Details

The student details page displays basic profile information retrieved from ATS and LCGMS school location data sources.

- **Information:** Student name, ID, and grade level.
- **School:** Name and phone number of current school
- **English Language Learner**: The student's English Language Learner (ELL) status.

If the student is an ELL, the student's home language and their ELL status will display.

The student can have five proficiency levels:

Commanding: Students function fluently in listening, reading, writing, and speaking. Student's skills are equal to those of their native English speakers at their appropriate grade level. These students have gained the skills necessary to participate in an English-speaking classroom.

Expanding: Students can use skills at a higher level than intermediate students. Although their knowledge and use of English is at a more advanced level, these students make mistakes usually involving more subtle use of language and difficult levels of vocabulary and grammar.

Transitioning: Students have better English skills than students at the basic level. However, these students' skills are often not well developed, and they make significant errors in the four skill areas.

Emerging: Students need some supports and structures to improve their academic language skills.

Entering: Students are at the beginning level in the four skills areas. These student's English skills are minimal
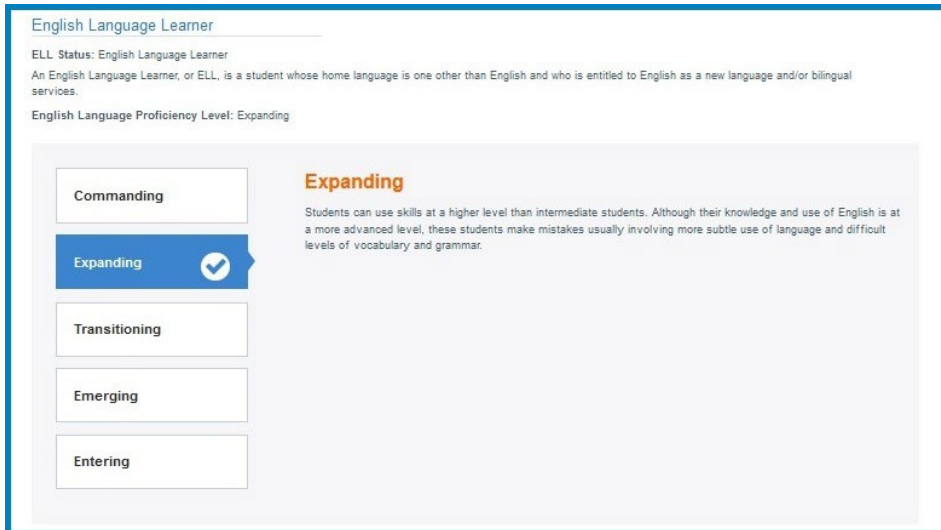
ATS and LCGMS Data Source for Student Information

Data Element	Description
Student Name	Student's first, middle, and last name as they appear in ATS BIOD.
Student ID	Student's ID as it appears in ATS BIOD.
Student DOE Email	Student's DOE email address from IDM
School Name	School name as it appears in LCGMS.
School Phone Number	School phone number as it appears in LCGMS.
English Language Learner	ELL status determined by the student's LEP code in ATS

Enrollment

Within the "Details" menu is also the student's DOE school enrollment history. Each school listing includes the school name and DBN, student's status, enrollment date, and admit or discharge code as indicated in ATS.

HOME	ACADEMICS ▾	ATTENDANCE	SCHEDULE	HEALTH	TRANSPORTATION	DETAILS ▾

Welcome, ▓▓▓ You're viewing ▓▓▓ ▾   ✉ Messages **18** | ⚙ Manage Account ▾ | 🌐 English ▾ | 🔚 Sign Out

Enrollment

New World Preparatory Charter School (03M479)
Active
Enrollment Date: 07/02/2019 - Current
Admit Code: 57 - LIST NOTICE STUDENT

Saint Brigid Catholic Academy (02M114)
Discharged
Enrollment Date: 07/02/2016 - 07/02/2019
Discharge Code: 00 - TRANSFERRED TO ANOTHER DOE SCHOOL/PRGM

PS 172 (02M051)
Discharged
Enrollment Date: 09/08/2010 - 07/02/2016
Discharge Code: 00 - TRANSFERRED TO ANOTHER DOE SCHOOL/PRGM

Student Wellness

Fitness

2021-2022				
No data available.				

| 2018-2019, ▓▓▓ Instructor: | | | | |

Measurements

Date Measured	Age	Height	Weight	Healthy Fitness Zone
March 2019	▓	▓	▓	Yes

Body Mass Index (BMI): ▓
BMI Percentile: ▓
BMI uses height and weight measurements to find the BMI percentile for your age and sex.

Fitness Assessments

Assessment	Type	Score	Recommended	Healthy Fitness Zone
Curl-ups	Strength/Endurance	▓ repetitions	15+	No
Push-ups	Strength/Endurance	▓ repetitions	8+	Yes
Run (PACER)	Aerobic/Endurance	▓ laps	25+	Yes
Sit and Reach (Left)	Flexibility	▓ inches	8+	No
Sit and Reach (Right)	Flexibility	▓ inches	8+	No
Trunk Lift	Strength/Flexibility	▓ inches	9+	No

Student Wellness

The "Student Wellness" page displays NYC FITNESSGRAM results for students. Parents can view the school year, grade level, instructor name, month and year of when BMI and fitness assessments were conducted, and student's age at the time of assessment. This section shows the student measurements and fitness assessment results for each school year in which the student was assessed as far back as 2014-15. Fitness assessments are only applicable to students in grades 4-12.

Direct questions about FITNESSGRAM data to the PE teacher. PE teachers who are registered FITNESSGRAM users have the ability to print student reports directly from the FITNESSGRAM portal.

Transportation

The "Transportation" page displays student transportation information to families. For more information about transportation, visit the Office of Pupil Transportation (OPT) page at: https://www.schools.nyc.gov/school-life/transportation/transportation-overview.

This page displays details of the bus schedule and route for each student who is eligible for busing. The top of the page indicates the student's school, transportation service type, and the school's Transportation Coordinator contact email and phone number. The student's transportation type will display one of three options:

- Door-to-Door
- Stop-to-School
- MetroCard

Bus Schedule

The Bus Schedule displays for students who are eligible for bus service. It shows the schedule for school days (Monday through Friday), with the Date Range indicating dates the displayed bus schedule is valid for.

For students with multiple effective date ranges, the default range displayed is the current one, while clicking on the dates will allow the user to select and view the schedule for another date range.

By clicking to the left of each day's tab, users can view the expanded details of the bus schedule for that day. Details will be separated into the corresponding trip (To School, School to School, or From School). The bus company name and phone number are displayed so that families seeing this information in NYCSA may reach out directly to the bus company in case of emergencies or questions about their student's bus service.

Busing Eligibility and MetroCards

If a student is not eligible for busing, the user sees a message which directs them to the Transportation Eligibility page for more information: https://www.schools.nyc.gov/school-life/transportation/bus-eligibility.

If the student is eligible for a Metrocard, the type of card will be indicated. For more details about student Metrocards, including card types and usage information, visit this page: https://www.schools.nyc.gov/school-life/transportation/metro-cards.

RESOURCES

Family-facing Page About NYCSA:

https://www.schools.nyc.gov/learning/student-journey/nyc-schools-account

Office of Academic Policy and Systems (OAPS) InfoHub:

https://infohub.nyced.org/nyc-doe-topics/Policies/academic-systems-resources

DOE Superintendents, Family Leadership Coordinators, Family Support Coordinators:

https://www.schools.nyc.gov/about-us/leadership/district-leadership

School Building Location Information (LCGMS):

https://infohub.nyced.org/in-our-schools/operations/lcgms

NYCSA Wiki:

https://wiki.nycenet.edu/display/NSA/NYC+Schools+Account

FAM Wiki:

https://wiki.nycenet.edu/display/NSA/Family+Access+Management+%28FAM%29+Tool

FAM Webinar for DOE Field Staff:
https://recordings.join.me/T9UGhWmS6ku-x4oeHXhOjA

Bullying Reporting Tool Information:

https://www.schools.nyc.gov/school-life/school-environment/respect-for-all

Parent University (Parent U):

https://parentu.schools.nyc/

Student DOE Email Password Reset:

Email iet@schools.nyc.gov

Troubleshooting NYCSA Issues:

For the DT&L Service Center, call (212) 374-6646.

Email NYCSchoolsAccount@schools.nyc.gov

The DT&L Service Center is for DOE staff use only. Do NOT provide this contact information to families.

ATS PARENT OR GUARDIAN FUNCTIONS/REPORTS

Use these reports as reference when identifying parents or guardians in FAM.

ATS Report	Description
Display Parent or Guardian/Adult Info (PARD) https://wiki.nycenet.edu/display/ATSWiki/Display+Parent-Adult+Information+-+PARD	To view all adults linked to a student and their authorization, relationship, and address information.
Update Parent or Guardian/Adult Info (PARU) https://wiki.nycenet.edu/display/ATSWiki/Update+Parent-Adult+Info.+-+PARU	To update adult information.
Emergency Contact Student List (RCON) https://wiki.nycenet.edu/display/ATSWiki/Emergency+Contact+Report+-+RCON	Lists all adults linked to a student. Use the filter options to view adults by their authorization, relationship codes and "resides with" flag.
Student Emergency Contact Form (RECF) https://wiki.nycenet.edu/display/ATSWiki/Student+Emergency+Contact+Sheet+-+RECF	Use the "data collection format" to collect updated adult and student information.
Adult Preferred Language Report (RAPL) https://wiki.nycenet.edu/display/ATSWiki/Adult+Preferred+Language+Report+-+RAPL	To view a parent or guardian's preferred written and oral language.
Adult Detail Report (RADL) https://wiki.nycenet.edu/display/ATSWiki/Adult+Detail+Report+-+RADL	Similar to the RCON and RECF reports, this report shows detailed adult information.
Information Labels (RLBI) https://wiki.nycenet.edu/display/ATSWiki/Information+Labels+-+RLBI	Information labels that display all primary adults for a student.

ATS Codes: Guardian Authorization

Authorization Code	Description
01	DISCIPLINARY CONTACT WITH EMC/APC/SM PRIMARY
02	DISCIPLINARY CONTACT WITH EMC/APC
03	EMERGENCY CONTACT WITH APC/SM
04	EMERGENCY CONTACT WITH APC
05	AUTHORIZED TO PICK UP STUDENT (APC)
06	SCHOOL MAILINGS (SM)
07	COURT ORDER - NO ACCESS TO STUDENT OR RECORDS
08	DECEASED
09	EMERGENCY CONTACT (EMC)

ATS Codes: Relationship

Relationship Code	Description
01	MOTHER
02	FATHER
03	GRANDPARENT
10	SISTER/BROTHER
11	OTHER RELATIVE
12	STEP PARENT
13	SURROGATE PARENT
14	FOSTER PARENT

Relationship Code	Description
15	AGENCY
16	WARD OF STATE
17	OTHER LEGAL GUARDIAN
18	NON-RELATIVE
19	EMANCIPATED YOUTH

Frequently Asked Questions (FAQ)

I cannot access my Family Access Management account. Whom should I contact?

Access to FAM is available to roles noted in the "FAM Access" section of this guide. To log into FAM, you must use your active DOE Outlook ID and password. If you are still experiencing issues, please contact the DT&L Service Center at 212-374-6646.

Why am I seeing another school's students in FAM?

This is possible when you have transferred to another school. Make sure you are on your current school's myGalaxy Table of Organization and assigned a Family Access Management role. If this does not fix the issue, escalate to the DT&L Service Center at (212) 374-6646. Include your current DBN, your old DBN and a screenshot of the students listed on your screen.

Data displayed in NYCSA or FAM is incorrect. How can I fix this?

Data is retrieved from ATS and STARS. First, work with your ATS and/or STARS administrators to review the data in question. If the data is inconsistent, contact your Borough/Citywide Office Academic Policy and Systems Lead.

I know that all students in my class have NYCSA, so why do I see that there are letters to be printed for these students?

Some students have more than one custodial parent who is eligible for an account. FAM will generate letters only for those eligible custodial parents who reside with the student and do not have an account with the selected student.

The student's custodial or non-custodial parent does not appear with this student in FAM.

Verify the adult's ID and relationship to the student. Next, work with the school's ATS administrator to see if the adult is linked to the student in ATS PARD. If not, the adult may need to be added. If they do appear in ATS with the student, ensure their relationship, authorization, and "resides with" codes are correct. FAM will only display adults with authorized access to the student's information.

I think this person is supposed to be a non-custodial parent, but the system isn't treating them as one, what do I do?

User roles are based upon the adult's authorization, relationship codes, and "resides with" status to the student in ATS. Non-custodial parents must have the following in ATS:

- Relationship code of "01-Mother" or "02-Father"
- Any authorization code **except** "07- Court order – No access to student or records" or "08 – Deceased"
- Resides with flag of "No"

The school's ATS administrator can make updates as needed.

The parent clicks the link to validate their email address when setting up their account, but it doesn't work.

Check that the parent is clicking the link in the most recent email. If the user has email messages grouped as conversations, they need to click on the link in the most recent email.