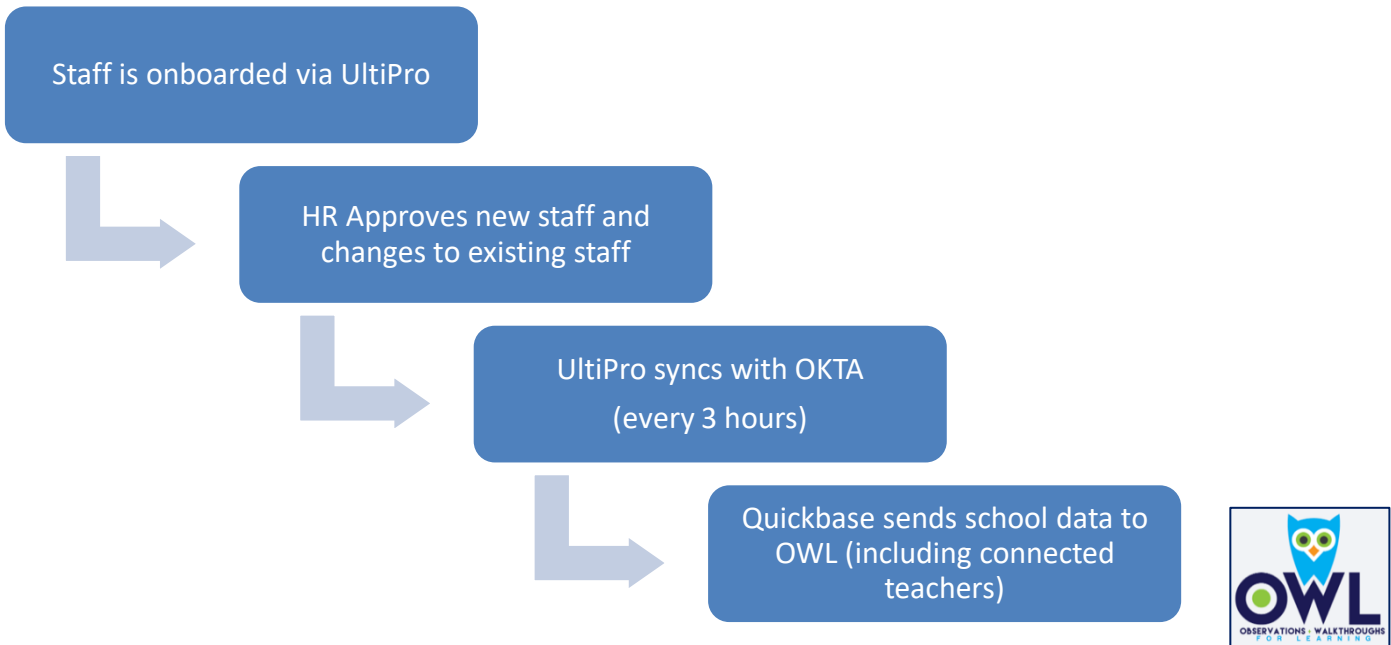


## OWL DATA 2019-2020 SPECIAL EDUCATION

This guide will help you resolve staff-related issues in OWL. Because OWL is downstream of systems like UltiPro® and Quickbase, many of the steps involve taking action in these systems. If you are not able to resolve your issues via these steps, please contact OWL support at [owlsupport@catapultlearning.com](mailto:owlsupport@catapultlearning.com).

To understand how teachers and schools get to OWL, please note the path for data flow:



Because data flows through several sources within Catapult systems, the timeline can be one or two days after entry in UltiPro (3-5 during start of year!) before appearing in OWL. **Please check teachers and schools early!**

**NOTE:** Anyone with direct reports in UltiPro will need to go through the sign-off process. Please confirm you can see all of your direct reports, including teachers, associate directors, etc.

### Step 1: Confirm Teachers and Schools in OWL

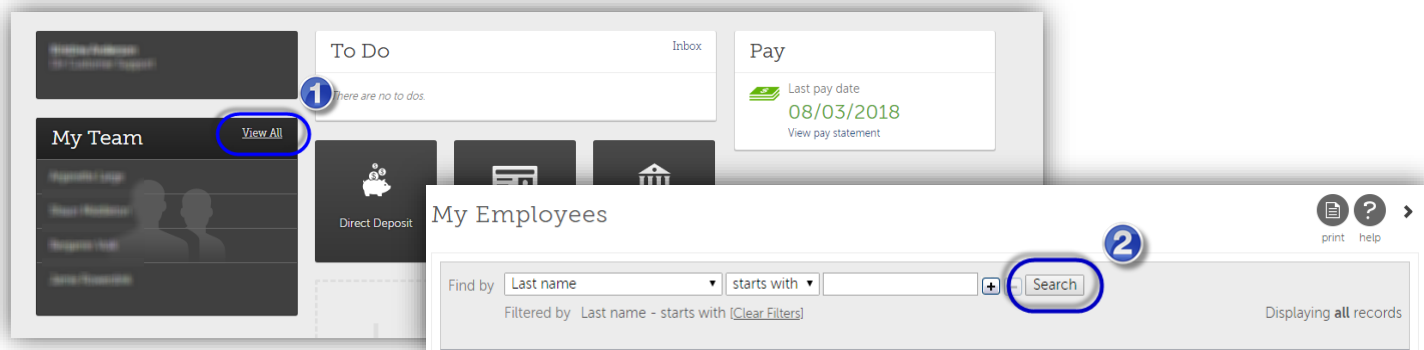
After 9/9/19, log into OWL via the OKTA Dashboard and view your teachers and schools on your new Dashboard. If all teachers are linked to you and are assigned to the proper schools, you **do NOT need to take further action**.

Teacher Name	Observation Type	Date	Compliance Status
Andrea Bonds	Formal	4/12	Completed
Joan Brown	Formal	4/3	Completed
Joan Brown	Growth	3/13	Completed
Claudine Christiansen	Formal	3/20	Completed
John Cunningham	Formal	4/1	Completed
Aaron Harrison	Formal	4/2	Completed
Cynthia Jordan	Formal	3/27	Completed
Christine Kiefer	Formal	3/21	Completed
Dorothy Kimball	Formal	4/4	Completed
Andrea Bonds	Compliance	4/2 Saint Leo the Great School	Completed
Joan Brown	Compliance	4/3 Saint Anthony	Completed
Claudine Christiansen	Compliance	3/20 Christ the King	Completed
John Cunningham	Compliance	4/1 Muslim Academy	Completed
Aaron Harrison	Compliance	4/2 Resurrection of Our Lord Central	Completed
Cynthia Jordan	Compliance	3/27 Saint Peter Claver	Completed
Christine Kiefer	Compliance	3/21 Our Lady of Prompt Succor	Completed
Dorothy Kimball	Compliance	4/4 Saint Cletus	Completed

## Issue 1: If a Teacher is Missing in OWL...

Confirm that the Teacher: (1) is reporting to you, (2) is active, and (3) has a job title that imports into OWL by following these 3 steps.

- Login to UltiPro© through your OKTA account at <https://catapult.okta.com/>
- In UltiPro©, go to **My Team**
  - Click on **View All (1)**
  - Click **Search**, leaving the search box blank (2).



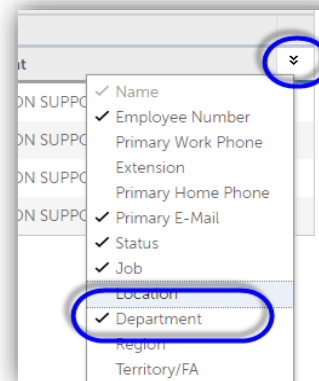
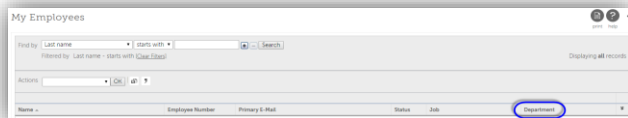
- Examine STAFF NAME and STATUS - This will show all the staff who report to you. Confirm that you see your Teachers (3) and that they are active (4) and that they all have a proper job code/description.
  - \*If the job description is **not correct** in UltiPro© → Update job code in UltiPro© to align with the table below.
  - \*If the Teacher is not active → Change the Teacher’s status to active in UltiPro©.
  - \*If the Teacher is in the correct department, but they are not in OWL → ticket to [owlsupport@catapultlearning.com](mailto:owlsupport@catapultlearning.com) please include teacher, department and school

Name	Employee Number	Primary Work Phone	Extension	Status	Job	Department
[Redacted]	[Redacted]	[Redacted]	[Redacted]	Active	Special Support Team	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	Active	Special Support Team	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	Active	Customer Support Team	[Redacted]

- Examine DEPARTMENT number - Schools for teachers will be pulled from their department. Be sure to check your teacher’s department is listed correctly.

from

\*If the Department number is incorrect → Update in UltiPro©.



**If a Teacher does not report to you in UltiPro©, but you need to complete the Observation today** → Use the OWL Find More option, which is located at the bottom of your Dashboard, then engage with the steps above.

Add staff to your list  [find more teachers](#)

## **Issue 2: If you see a Teacher who does not report to you in OWL under your linked Teachers...**

- **If all data is correct in UltiPro©, but the Teacher should not be observed** → Create a ticket to [owlsupport@catapultlearning.com](mailto:owlsupport@catapultlearning.com) with Teacher's name and job title and reason they should not be observed. *Please note if they should not be observed for the year, or just for the current Cycle of Supervision.*
- **If Teacher should not report to you but does in UltiPro©** → Correct in UltiPro© [Manager Self-Service portal](#).
- **If the Teacher does not report to you, but you should still see them as an administrator in the school** → Contact OWL Support at [owlsupport@catapultlearning.com](mailto:owlsupport@catapultlearning.com), please include the teacher and location.