

School of Tomorrow Management System Frequently Asked Questions

TIP: Questions about the Academic Projection, Inventory, Product Information, Order, and Account Information sections of the School of Tomorrow Management System (STMS) program are best answered simply by learning the purpose of each button and option. The program is a collection of tools to help with your school recordkeeping. The difficulty for most users is learning what each tool does and how to use it.

Question - After installing the software, why isn't **Student and Family Information** available to select so I can enter information?

Answer - These items are not accessible until the school information is entered into:

1. **File/School Information** and
2. **File/Global Settings/System Defaults and Settings.**

Question - If a student didn't complete Literature and Creative Writing last year, why can't I assign it this year?

Answer - The problem was created when someone performed a catalog update and left out a step. To fix this problem, follow these steps:

1. Download and install the latest catalog update at www.aceministries.com/footer/techsupport.asp.
Be sure to follow all directions carefully when downloading and installing the update.
2. Go to the student's **Academic Projection** page.
3. Move Literature and Creative Writing from **Completed Subjects** to **Current Subjects**.
4. **CAUTION: Before completing this step, make sure you have a copy of the Test scores, dates, and PACE numbers as you will soon be reentering them.**
Go to **Supervisor Progress Card** and remove the Test scores, dates, and PACE numbers.
5. Return to **Academic Projection** and delete Literature and Creative Writing from **Current Subjects**. Back completely out of **Student Information**, then reopen **Student Information**.
6. Reassign Literature and Creative Writing in **Current Subjects**.
7. Go to **Supervisor Progress Card** and reenter the Test scores and dates. This should move the subject into **Completed Subjects**.
8. You are now ready to reassign the PACEs.

****NOTE**** Repeat these steps for each student needing Literature and Creative Writing assigned to them.

Question - We have a new student from another school. How do we put grades from the other school into our records?

Answer - Enter the grades manually.

1. Go to **Academic Projection**.
2. Click on **Completed Subjects**.
3. Go to **Add Subject**, then **Manual Subjects**.
4. Select the subject to add.
5. Go to the new entry in **Completed Subjects** and enter the grade.

Question - How do I perform a catalog update? I tried it, but it didn't work.

Answer - Be sure and follow all of the instructions on our Web site.

1. Go to this link: www.aceministries.com/footer/techsupport.asp.
2. Click on **DOWNLOAD CATALOG UPDATE**.
3. **Save** the file to the STMS folder (normally located in the C drive). Adding a date to the file name, such as CatalogUpdate.zip 8-8, will make it easier to find.
4. Open **School of Tomorrow Management System**, and click on **FILE/UTILITIES/RESTORE DATA**. CatalogUpdate.zip will be highlighted in the left box.
5. Click on **Start Restore** at the bottom of the screen.
6. Run the Update Utility program.
 - a. Click on **FILE/UTILITIES/RUN CATALOG UPDATE PROGRAM**.
 - b. You should get a blank, blue screen.
 - c. Click on **FILE/CATALOG/UPDATE**.
 - d. When the update completes, close and reopen the program.

Question - In **Account Information**, what do I do if the amount shown in **Running Balance** does not equal the brown box at the top of the screen?

Answer - Change the figures to what they should be.

1. Go to **FILE/UTILITIES/CORRECT FAMILY ACCOUNT BALANCES**.
2. Go into the brown boxes and change the figures.

Question - What if a subject I need to prescribe is not available on the **System Subjects** list?

Answer - Add the subject to Product Information.

1. Go to **Product Information**, find the item you want to prescribe, and highlight it.
2. Scroll to the boxes on the right under **Prescribe**.
3. Click in the **red box** until it becomes a **green box** with a check mark in it.
4. Now you can prescribe the subject.

Question - We don't charge for PACEs, so do I need to enter a PACE charge?

Answer - Yes. Enter a flat rate charge of \$0.00 for each PACE.

Question - How do I enter summer school?

Answer - The best thing to do is extend the school year date to include summer school under **System Defaults and Settings**. See page 12 of the *User's Guide and Tutorial* for more help.

TIP: When setting up the program, take your time and refer to the *User's Guide and Tutorial*, which should have automatically installed on the desktop when installing the program. The guide will walk you through each step.

Question - How can I enter PACEs that are not shown in **Product Information**?

Answer - Make sure you have the latest catalog. Download the current catalog at www.aceministries.com/footer/techsupport.aspx.

1. New items can be added into **Product Information** as **User-Defined Categories** and **User-Defined Items**.
2. Read pages 80-86 of the *User's Guide and Tutorial* for further instruction.

Question - How can I find out who has been assigned certain PACEs from inventory?

Answer - Open **File Menu/Inventory** and click on a particular PACE. Then click on **Current Assigned**.

Question - We would like to remove a family or student. Can this be done?

Answer - It is not recommended that you delete families and students. Instead, change their status to inactive.

Question - All the inactive families and students are in my way. Is there a way to filter them?

Answer - On the **Main Screen** of the program, click **Family Information Selection**. Choose **Work with Active Only**. Do the same for the **Student Information Selection**.

Question - Why do I get errors when I open **Student Information** or any section of the program?

Answer - This is most often caused by human error when entering information like dates or grades. Check all the students' information to see if you can find an error. If you are still having problems, call Tech Support. This error is related to the information you are trying to view.

Question - Why do I get error 3021 when opening **Student Information**?

Answer - Be sure that particular student has been assigned a **Learning Center** and a **PACE Charge Type**. If you are still having problems, call Tech Support.

Question - Why doesn't the class ranking display on the transcript?

Answer - Any student to be ranked must have a graduation date entered in **Student Information**. After entering the date, click **PRINT/REPORTS/STUDENTS/STUDENT CLASS RANKING**. Now the class rank should display on the transcript.

Question - A student's subject moved to **Completed Subjects** on the **Academic Projection**. How can I get it back to the **Supervisors Progress Card** to change a grade or date?

Answer - Right-click on any subject to get a **green arrow**. This signifies that the subject is ready to be moved. Then drag that subject to **Current Subjects** and drop it there. Use this process to move a subject from any section of the **Academic Projection**.

Question - The subject is listed as complete, but the grades, credit, completed PACEs, and scores are wrong. What do I do?

Answer - You can make the correction by **highlighting** the old text and typing in the new.

Question - Why is the Grade Point Average (GPA) wrong on the transcript?

Answer - This is a weighted GPA. To see how individual subjects are weighted, open **Product Information** and click on the **Categories** tab at the bottom.

Question - How many PACEs should I have per subject in the **Supervisors Progress Card**?

Answer - Assign twelve PACEs per subject that correspond with grade level. If a student doesn't finish all twelve PACEs in the current year, the subject stays in **Current Subject** until they are all complete. The subject is then prescribed again for the current grade level, and the new PACEs are inserted.

Question - How do I list gap PACEs?

Answer - Prescribe a separate subject for gap PACEs. For instance, if a student has math gap PACEs, math will be listed twice in **Current Subjects**.

1. One of those listings will be for the student's twelve performance level PACEs.
2. The other will list all the gap PACEs assigned that year.

Question - How should I enter attendance information?

Answer - The best way to enter attendance information is in **Student Information** under the **Attendance Information** tab.

1. You have the option of entering dated or undated absences, tardiness, and detentions.
2. It is recommended that you always enter dated information.
3. If you don't know the exact date, date the entries by quarter.

TIP: Some people overlook two useful resources for basic questions. The *User's Guide and Tutorial* is automatically installed on the desktop when installing the program. Also be sure to look for the HELPS button on the main screen of the program.

Question - Why can't I enter charges or payments in **Account Information**?

Answer - You must have billing periods set up before entering transactions. Open **Account Information** and click on **Periods**. The periods normally run from the first day of the month to the last day of the month.

TIP: The RUNNING BALANCE is the most critical part of the billing. If the balance is off, check for a missing transaction or an amount that was entered incorrectly.

Question - How often should we perform a backup?

Answer - As often as you would like.

1. Make separate folders for your backups, and organize them by year or other category.
2. Archive a backup at the end of each year.
3. During the year, it is recommended that you back up each quarter.
4. Some people make a backup at the end of each day, but you don't need to keep them for more than one week.
5. Don't store backups on floppy discs. A jump drive or memory key is ideal.
6. The best long-term storage is on a CD.