



# IMPACT Verify Frequently Asked Questions

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## GENERAL QUESTIONS

### Accessing Verify

#### ***When do I use Verify and what is available in Verify?***

Verify is the single place for entering student discipline (SCC violations), alleged employee misconducts, injuries, property damage, harassment/threat incidents and vehicle incidents; eliminating the need for dual entry and making data analysis easier. Functionality available in Verify includes:

- Discipline and incident reports
- Misconduct Report
- Expulsion referral tool
- Automated e-mail notification to principal upon incident entry
- Truancy monitoring
- 5, 10 and 18 day unexcused absence letters
- Intervention data entry and tracking

#### ***How do I get access to Verify?***

School-based staff can be given access to Verify through ODA. Network staff and Central Office staff can send access requests to the Verify Program Manager, Natalie Gemmell-Bilik ([nngemmell@cps.k12.il.us](mailto:nngemmell@cps.k12.il.us)).

#### ***What ODA role do I need to access Verify?***

High School users must be assigned one of the following roles:

- Principal – Full access.
- Assistant Principal - Full access.
- Attendance Clerk – Access to Search, Viewbar, Truancy Reporting.
- Disciplinarian - Access to Search, Viewbar, Detentions, Behavior Analytics, Expulsion Analytics, Interventions, **Student Misconduct/Incident Reporting**.
- Disciplinarian Clerk – Access to Search, Viewbar, Messaging, Behavior Analytics, Interventions. (same as Counselor role)
- Counselor – Access to Search, Viewbar, Messaging, Behavior Analytics, Interventions.
- Tech Coordinator – Configuration access.
- Scheduler – Access to Search, Viewbar, Calendar.
- ID Clerk – Access to Search, ID printing.
- Security Guard - Access to Search, Doorswipe, ID.
- Textbook Clerk - Access to Search, Viewbar, Textbook Assign.
- Textbook Admin - Access to Search, Viewbar, Textbook Management.
- Business Manager – Access to Search, Viewbar, Student Finance Management.
- Cashier - Access to Search, Viewbar, Student Debts.



Elementary School users must be assigned one of the following roles:

- Principal - Full access.
- Assistant Principal - Full access.
- Attendance Clerk – Access to Search, Viewbar, Truancy Reporting.
- Disciplinarian - Access to Search, Viewbar, Detentions, Behavior Analytics, Expulsion Analytics, Interventions, **Student Misconduct/Incident Reporting**.
- Disciplinarian Clerk – Access to Search, Viewbar, Messaging, Behavior Analytics, Interventions. (same as Counselor role)
- Counselor - Access to Search, Viewbar, Messaging, Behavior Analytics, Interventions.
- Tech Coordinator - Configuration access.

#### ***How do I login?***

Verify is accessible through the IMPACT launch page. Use your CPS username and password to log in. You must have an appropriate ODA role in order to access Verify.

#### ***How do I login to Verify from home?***

In order to access Verify from home you need to first have remote access. Information about setting up remote access can be found at the ITS Remote Access Support Website <http://vpn.cps.k12.il.us/>. Once you login to remote access, you can login to Verify through the IMPACT launch page.

### **Creating Events in Verify (SCC Violations and other incidents)**

#### ***What types of events get entered in Verify?***

The following types of events should be entered in Verify: Student SCC Violations, Personal Injury or Medical, Property Damage or Theft, Vehicle Incident, Alleged Employee Misconduct and Harassment or Threat. When creating an event, you should select all event types that apply.

#### ***Who has access to create events in Verify?***

Staff that have been assigned a role of Principal, Assistant Principal or Disciplinarian are able to create events in Verify.

#### ***I don't see Employee Misconduct as an Event Type in Verify?***

Only Principals and Assistant Principals are able to create an Alleged Employee Misconduct event in Verify.

#### ***Do I have to enter all SCC violations in Verify? (Codes 1-3 and Codes 4-6?)***

Yes, per Board policy, the school official must complete an official CPS Misconduct Report for ALL inappropriate behaviors under the SCC (Groups 1-6). The Student Code of Conduct was established by the Board to create a consistent set of expectations for student behavior for the Chicago Public Schools system and all students. The SCC applies to actions of students during school hours, before and after school, while on school property, while traveling in vehicles funded by the Board, at all school-sponsored events, and while using the CPS Network or any



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computer, Information Technology Device, or social networking website, when the actions affect the mission or operation of the Chicago Public Schools.



***How do I input an event in Verify?***

Go to 'Incident Management' and select 'Infraction Event' from the Incident Management menu options. Fill out the information on the Event Entry tab; make sure to select all Event Types that apply. Next, enter all participants involved in the Participants tab. Complete the other tabs that apply to the event (based on the event types that were selected on the Event Entry tab). Finally, go to the Submit Event tab to check for errors and to submit the event. If you have to step away from your computer prior to completing the entry make sure to save draft on the Submit Event tab, then you can complete the event next time you login. Detailed instructions for entering events can be found in the Incident Management User Guide on the IMPACT website, <http://impact.cps.k12.il.us/>, under Verify Documents and Publications.

***How do I search for a student or staff member to add to an event?***

Click on the Search link in the upper right hand corner of the screen, above the main menu bar.

***How do I add a role to a participant in an event?***

After you have entered all involved participants in the Participants tab you will be able to identify the role they had in the event in the subsequent tabs.

***How do I find my students view bar?***

When you go to the search at the top of the screen and search for a student, check the View Bar box and double-click on the student name for which you want to see the view bar.

***How can I manage detentions in Verify?***

The detention module in Verify is a module that schools can purchase from the vendor if they are interested in using it. Inquiries regarding the detention module can be directed to the Verify helpdesk at 773-583-8267 or at [support@omicrontech.net](mailto:support@omicrontech.net). Schools that do not have the detention module can track detentions associated with SCC violations by checking the Detention box in the Type of Action section when entering an event with a SCC violation.

***How do I complete a referral for expulsion?***

The first step is to create an event with an SCC Violation. If you are referring a student for expulsion you should check the 'Referral for Expulsion' action type toward the bottom of the SCC Violation tab. If the SCC violation is a level 6 violation, the referral for expulsion box will be automatically checked upon clicking the Save SCC button. When you have completed all the forms in the event and you click the Submit Event button on the Submit Event tab you will be directed to the Expulsion Analytics page. Students that need a referral for expulsion completed can be found in the grid titled 'Draft'. To submit the referral, click on the edit button next to the appropriate expulsion referral. Detailed instructions for submitting expulsion referrals can be found on the IMPACT website, <http://impact.cps.k12.il.us/>, under Verify Documents and Publications.

***Where do I upload documents to a referral for expulsion?***

Supporting documents for a referral for expulsion can be uploaded when you are completing the referral for expulsion form; the upload tool is at the bottom of the page. Documents can also be uploaded on the student tab of the Expulsions Analytics page once a referral for expulsion has been submitted.

***Can I edit an event once it has been submitted?***

Yes, an event can be edited once it is submitted. If you make changes to a submitted event make sure to re-submit the event, if you do not resubmit the event it will remain in “Working” status and the changes will not be visible to other users.

***Which text fields are printed on the misconduct report and which text fields are for internal purposes?***

The ‘Event Summary/School Response’ text field on the Event Entry tab is for internal purposes only, a detailed description of the event should be entered, including all participant names. The ‘Misconduct Narrative’ text field on the SCC Violation tab is the field that will be printed on the misconduct report and should only include the name of the student the report is for. If there are multiple students that have an SCC Violation in an event, the Misconduct Narrative should be modified on each individual student’s tab. The ‘Notes’ field and the ‘Conclusion’ field are for internal purposes only and will not be printed on the misconduct report.

***What is an example of something I would type in the Event Summary and the Misconduct Narrative?***

The Event Summary should include the names of any parties involved in the event as well as their role in the event with an overall summary of what took place in this event. This is used for both investigative as well as claim purposes. The Misconduct Narrative should be unique for each individual offender; the only name that should be included is that of the SCC violation offender you are filling out because this narrative gets printed on the student’s misconduct report. An example of an Event Summary and a Misconduct Narrative for an event involving two students (John and Sean), two staff members, an SCC Violation and a Personal Injury/Medical is below.

Event Summary/School Response: “John Doe and Sean Jefferson got into a fight in the hallway between classes. Mr. Smith witnessed the event and confirmed that the fight was initiated by John. John punched Sean in the face with his right hand, hitting Sean’s left eye, and then kicked Sean in the right knee. Sean then kicked John in the stomach with his right foot. Mr. Smith broke up the fight and was not struck by either student. John was taken to the office and his parents were contacted. Sean was taken to the nurse and his parents were also contacted. Discipline for both students will be determined after the parent/student/Admin conference is held.”

Misconduct Narrative (John): “John Doe and another student got into a fight in the hallway between classes. A teacher witnessed the event and confirmed that the fight was initiated by John. John punched the other student in the face with his right hand, hitting the other students left eye, and then kicked the other student in the right knee. The security guard broke up the fight and was not struck by either student. John was taken to the office and his parents were contacted. The other student needed medical attention and was taken to the nurse.”

***Where can I print out the misconduct report?***



The misconduct report can be printed from the Submit Event tab in an event or from the Reports page, using the DSC\_Student\_Misconducts report. The event containing the SCC Violation must be submitted prior to printing the misconduct report.

***Can I print the misconduct report before I submit the event?***

No, the event containing the SCC Violation must be submitted prior to printing the misconduct report.

***Can I print multiple misconduct reports for a student?***

Yes, the easiest way to generate multiple misconduct reports for a student is to go to the Reports page and run the DSC\_Student\_Misconducts report for the student(s) you need misconduct reports for.

***Where can I print the claim form?***

The claim letter can be printed from the Submit Event tab in an event; there is a letter for students and a letter for staff. Claim letters are available in English and in Spanish.

***Can I give a student a combination of Out-of-School Suspension and In-School Suspension for one event?***

Yes, the SY2013 Student Code of Conduct (SCC) Policy allows for an Out-of-School Suspension to be combined with an In-School Suspension. Please refer to the SCC Policy for detailed guidelines.

***How do I change a student's personal information so that they will receive mailings?***

In order to update this you will need to go into IMPACT SIM. In SIM, search for the student, go to the Contacts page and click on the contact name that should receive mailings for the student. If the 'Gets mailings for student' box is not checked, click 'Edit' in the upper right-hand corner, check the box and click the 'Save' button at the bottom of the screen. This information will transfer to Verify during evening processing.





***When I enter an SCC Violation, what does ‘Res’ stand for in the Conference Type ‘Student/Teacher/Res/Admin’?***

In the conference type ‘Student/Teacher/Res/Admin’, ‘Res’ stands for Resource Person. This refers to any additional resources that should be present at the conference, such as a case manager. This conference type can be selected to indicate any combination of the persons listed.

***Will the system prevent two different users from entering the same event?***

The system will only prevent users from submitting SCC Violation events containing suspension dates that overlap with suspension dates on a previously submitted event for a specific student. For example, if the principal submits an SCC Violation event for John with a suspension for 10/1/11 - 10/2/11 and the assistant principal attempts to create another SCC Violation event for John with suspension dates for 10/1/11 – 10/4/11 the assistant principal will receive a message stating that student already has a suspension for those days.

***How do I remove a draft event from the system?***

If you have draft event that is a duplicate or that was entered in error you can submit a request to remove the event to [draftevents@cps.edu](mailto:draftevents@cps.edu). The request must include: 1) the event ID of the duplicate event to be archived and 2) the event ID of the event that should remain active OR an explanation of how/why the event was created in error. If this information is not included the request will not be processed.

***If there was a bullying, cyber-bullying, sexual misconduct-non injury, or a verbal assault or threat event that involved an SCC violation should that be entered as an SCC Violation Event Type and a Harassment or Threat Event Type?***

Yes, when entering an event it is important that you select all event types that apply.

***If I hit the Save and Submit blue hyperlink will this automatically save and submit my event?***

No, this hyperlink will direct you to the Submit Event tab where you can either save your event in draft by clicking the Save Draft button, or you can click on the ‘check for errors’ link and then submit the event by clicking the Submit Event button.

***If I hit the ‘Save Draft’ button on the Submit tab will the event be submitted?***

No, you need to click on the ‘Submit Event’ button in order for the event to be submitted.

**Locating Events and Reports**

***Where can I find events that other users at my school have entered in Verify?***

There are two places where you find all events that have been entered for your school: Behavior Analytics and Infraction Event Search (both can be found under Incident Management). In Behavior Analytics you can view all events that occurred during the time period you select, there is a grid that shows all Level 4-6 SCC Violations and a grid that shows all Level 1-3 SCC Violations (note that there is one SCC code per row so one event will be listed multiple times if there were multiple SCC codes). In Infraction Event Search, you can search for events using any combination of fields.



***Where can I find referrals for expulsion that have been submitted?***

Expulsion referrals in submitted and draft status can be found on the Expulsion Analytics page (this can be found under Incident Management).

***How do I look up behavior information for a specific student?***

The best place to view the discipline history for a student is Behavior Analytics; you will be able to view misconducts the student committed while enrolled at your school. Click on the student tab, and then use the Search link at the very top of the screen to search and select a student.

***How do I look up truancy information for a specific student?***

You can look up truancy information for a specific student in Truancy Analytics. Click on the student tab, and then use the Search link at the very top of the screen to search and select a student.

***Where can I find reports?***

In order to view the list of reports available to you, click on the Reports menu option. A description of some of the key reports is available on the IMPACT website, <http://impact.cps.k12.il.us/>, under Verify Documents and Publications.

***Where can I print an alpha list with pictures?***

You can find a report containing an alpha list with pictures on the reports page. Click on the Reports menu option and look for GEN\_Alpha\_List\_With\_Pictures in the report list. This report is for schools that use Verify for picture taking.

***Is there a report that shows a monthly summary of SCC violations?***

Yes, the report is titled SCC Violations by Month. Click on the Reports menu option and look for DSC\_SCC\_Violations\_by\_Month in the report list.

***Where can I get a description of reports so I know which report will best meet my needs?***

A description of some of the key reports is available on the IMPACT website, <http://impact.cps.k12.il.us/>, under Verify Documents and Publications.

***Why am I unable to print out pdf reports?***

It may be related to the version of Adobe on the computer. For optimal performance, Adobe Reader 9.0 or higher is recommended. Contact the ITS help desk (3-3925) if you need assistance.

***Where can I look to see which teacher or staff member referred students for an SCC Violation?***

In Behavior Analytics (under Incident Management) there is a grid that lists all of the SCC Violations that have been entered. One of the columns in this grid is Referred By; this indicates the teacher or staff member who referred the student. You can click on the column heading to sort the grid by that column, or you can export the grid to excel to view the list in its entirety and perform further analysis.

***Where can I look to see who entered an event in Verify?***

There are three fields that identify those who were associated with the reporting of an event; these fields are 'Created By', 'Reported By', and 'Referred By'. The 'Created By' field identifies the user that was logged-in to Verify and created the event in Verify. The 'Referred By' and 'Reported By' fields are related to SCC Violations; the user who creates the SCC Violation in Verify populates these fields from a drop down list. 'Referred By' should indicate the staff member who referred the student for discipline; 'Reported By' should indicate the person who reported the student, and in many cases this will be the same person who creates the event in Verify. 'Reported By' is shown on Infraction Event Search page, 'Created By' and 'Reported By' are shown on the Event Detail Report, and 'Referred By' is shown on the Student Tab of Behavior Analytics in the SCC Violation grid.

**Attendance & Truancy**

***How do I run the 5-, 10- and 18-day unexcused absence letters?***

Click on Truancy Analytics on the menu bar. On the left you will see lists of students grouped by the number of full-day unexcused absences they have accumulated to date and on the right you will see links for 5-Day Report Generation, 10-Day Report Generation and 18 or More Day Report Generation. Click on each link to view the list of students that need a report generated. Select the students you want to generate the letter for and click the Generate Letters button at the bottom of the list. Detailed instructions for using Truancy Analytics can be found on the IMPACT website, <http://impact.cps.k12.il.us/>, under Verify Documents and Publications.

***Where can I enter notes regarding actions I've taken for a truant student, such as "called student at home on 9/7"?***

Click on Truancy Analytics on the menu bar then go to the Student tab and select a student from the Search bar. Alternatively, on the School tab in Truancy Analytics you can click on a student in one of the grids, then click on their name again in the Student Attendance Summary box, this will take you to the Student tab for that specific student. Once you are on the Student tab you will find the messaging tool on the right, below the Interventions grid; here you can view previous messages and add a new message. Detailed instructions for using Truancy Analytics can be found on the IMPACT website, <http://impact.cps.k12.il.us/>, under Verify Documents and Publications.

***Where do I enter the date I mailed a 5-, 10- or 18-day letter?***

Click on Truancy Analytics on the menu bar then go to the Student tab and select a student from the Search bar. Alternatively, on the School tab in Truancy Analytics you can click on a student in one of the grids, then click on their name again in the Student Attendance Summary box, this will take you to the Student tab for that specific student. Once you have selected a student and you are on the Student tab you will see the list of letters that have been generated for the student in the Report Indicators grid. To enter the Date Mailed, click on the pencil next to each letter, select the date the letter was mailed and click Update. Detailed instructions for using Truancy Analytics can be found on the IMPACT website, <http://impact.cps.k12.il.us/>, under Verify Documents and Publications.



***How do I enter a truancy intervention for a student in Verify?***

Click on Truancy Analytics on the menu bar then go to the Student tab and select a student from the Search bar. Alternatively, on the School tab in Truancy Analytics you can click on a student in one of the grids, then click on their name again in the Student Attendance Summary box and that will take you to the Student tab for that student. Once you have selected a student and you are on the Student tab you will see a Referral for Intervention button and an Intervention button. Detailed instructions for using Truancy Analytics can be found on the IMPACT website, <http://impact.cps.k12.il.us/>, under Verify Documents and Publications.

***Where can I see the dates for the full day unexcused absences for a student in Truancy Analytics?***

Click on Truancy Analytics on the menu bar then go to the Student tab and select a student from the Search bar. Alternatively, on the School tab in Truancy Analytics you can click on a student in one of the grids, then click on their name again in the Student Attendance Summary box, this will take you to the Student tab for that specific student. Once you have selected a student and you are on the Student tab you will find the list of Full Day Unexcused Absences on the left below the Report Indicators grid. Detailed instructions for using Truancy Analytics can be found on the IMPACT website, <http://impact.cps.k12.il.us/>, under Verify Documents and Publications.



## DATA MOVEMENT QUESTIONS

### ***How frequently will IMPACT SIM attendance and scheduling data be synchronized with IMPACT Verify?***

Data between the systems is synchronized nightly. Suspension attendance codes in SIM will be automatically generated from the suspension dates entered in Verify.

## SUPPORT QUESTIONS

### ***How can I learn about the new system?***

User guides and one-page quick guides are available on the IMPACT website under Verify Documents and Publications. Training sessions can be found in CPS-University.

### ***Who do I contact for help?***

Verify has a private help desk to serve you. Representatives can be reached by phone at (773) 583-8267 or via e-mail at [support@omicrontech.net](mailto:support@omicrontech.net).

## CHARTER SCHOOL QUESTIONS

### ***Will charter schools have access to the Verify discipline module?***

Charter schools that follow the CPS student code of conduct have the option to use Verify.

### ***How do charter schools register for training if they cannot access CPS University?***

Charter and Contract school staff can contact the Verify Program Manager, Natalie Gemmell ([nngemmell@cps.k12.il.us](mailto:nngemmell@cps.k12.il.us)), to enroll in a scheduled training session. Training will NOT be provided ad hoc or by request; staffing constraints require a classroom setting for all CPS, contract, and charter locations. ITS, IMPACT, and ONS staff will confer and identify dates and times for charter school training if additional training dates are needed.

### ***How do charter schools acquire access to Verify for their staff?***

Verify is a tool for principals, disciplinarians, and clerks. The standard charter provisioning process will be used to ensure that staff designated with those roles for other IMPACT systems will have like access to Verify.