

2019 Performance Framework - Frequently Asked Questions

Technical Assistance Questions

Q1. How do I get a login for Epicenter?

Users are invited to the Epicenter web-based system by the NCDPI Office of Charter Schools staff. To request a user for your school, the lead administrator (as listed in EDDIE) must send an email to ocs@dpi.nc.gov with the following **information for the requested user**: 1) first and last name, 2) school email address, 3) position at the school, and 4) name of the school.

Q2. What should I do if I have been assigned a task in Epicenter and it is “Not Applicable”?

Almost all submission tasks have been assigned to ALL schools in Epicenter. This includes tasks that a school may deem “*Not Applicable*.” For example, A19 EMO/CMO Public Records Request, has been assigned to all schools, but is only applicable to schools contracting with an EMO or CMO.

Please note: In Epicenter, each submission task contains specific submission instructions, including what to do if you believe the task is “Not Applicable” to your school. **Please read and follow the instructions provided in Epicenter for each task.**

Q3. My school has one policy that addresses multiple submissions in Epicenter, do I have to create two separate policies for each submission task?

In past PF collections, some measures contained multiple evidence documents and schools were prompted to combine and submit as one document. This year, each evidence document has been assigned a separate submission task in Epicenter. If a charter school has a single policy or document that would sufficiently address two submission types, please feel free to upload the single document for both.

For example, a school may have a single policy for Conflicts of Interest and Nepotism. The school may upload this single policy to satisfy the submission tasks A09 – Conflicts of Interest and A10 – Nepotism Policy. Please indicate in the notes section that you are submitting the same single policy for both submission tasks.

Q4. Do I have to save my documents using a specific naming convention prior to uploading?

No. Epicenter has the functionality of renaming uploaded submissions to a set naming convention. It can also allow the system administrators (in this case, Office of Charter Schools staff) the opportunity to select acceptable file formats.

What does this mean for school leaders or their designees? School staff no longer have to rename files in a specific naming convention prior to uploading. School staff will have to ensure they have the evidence documents saved in the acceptable file formats. Please read the information provided in each submission task carefully to identify the format in which each document should be saved. Failure to save the document in the proper format will prevent you from uploading the document.

Q5. May I submit my entire board policy manual or a relevant handbook in order to satisfy a submission requirement?

No. Each submission specifically requests the single board policy that addresses an operational or governance topic. When a school submits an entire handbook or board policy manual it makes it difficult to determine what page or policy the submitter intends for the OCS Consultant to review and rate. *Any policy submitted through the form of a handbook or manual **will be returned** to the submitter and a request will be made for a copy of the exact policy.*

Q6. I am ready to submit a document for a future deadline, but I cannot find the task in my queue what should I do?

Each submission task for the 2019 Performance Framework collection is scheduled for operating charter schools in the Epicenter system. The notification date for each task is set to 30 days prior to the due date. This means that a task will not show up in your tasks queue until 30 days before the scheduled due date. If you would like to submit evidence documents before this time frame, please refer to the following guide - [Epicenter FAQ – How to Satisfy a Task Not Listed in the Tasks Queue.](#)

Q7. I have submitted a document and need to make a change to the information I provided, how can I find the submission task in Epicenter?

Once a school satisfies a submission task in Epicenter, they will no longer receive notifications about the upcoming due date and it will disappear from the **Tasks Queue** in Epicenter. To find a completed task, please refer to the following guide - [Epicenter FAQ – How to Edit a Submission](#). Please note: a school cannot edit a submission task once the due date has passed or if the OCS consultant has reviewed the document before the due date.

The Review Process Questions

Q1. What happens after I submit the required documents?

OCS consultants will review the submission tasks during the month directly following the established deadline for submission by the charter schools. Submissions will be marked as **Compliant**, **Not Applicable**, or **Returned**. If a document requires a resubmission, it will be returned to the submitter. If the **Return** status is selected, the submission task in Epicenter will reopen for the school to complete with a revised document. The task will remain in the school's task queue until it has been completed. **All resubmitted documents** will be due by **June 30, 2019**.

Q2. How many times can a school resubmit a document?

All schools will receive up to **two** reviews of their submissions. There will be a first review and a final review (if needed). Each month, consultants will conduct a first review of the submission tasks that were due in the previous month. Any documents that require a **Returned** status will be sent to schools at the end of that review month. All schools will have until **June 30, 2019**, to make any corrections and resubmit all returned tasks. All resubmitted documents turned in by June 30, 2019, will receive a final review during the month of July. After that review period, consultants will give a final rating of either **Compliant** or **Non-Compliant**. If a document is not returned after the first review, it can be considered compliant.

Q3. If I have a question about my "Returned" submission task, who do I contact?

When a task is returned, the contact information for the approver will be included in the correspondence. The feedback provided will be very specific regarding components of the evidence document that did not meet requirements. If there are any questions about the returned document, the school is encouraged to reach out to the approver who conducted the first review.

Q4. Will I receive any correspondence outside of the Epicenter system?

The review process, including communication regarding evidence documents that do not meet requirements, will occur in Epicenter. Feedback on documents that require a resubmission will be shared through the Epicenter system, which will push an email notification to the submitter. If school staff have specific questions about feedback, they may pose those questions to OCS consultants in the form of an email or phone call. Questions should be directed to the OCS consultant who provided the feedback.

Please note: OCS consultants will not review complete documents outside of the Epicenter system, so please do not send them. Instead, be sure to ask very specific questions about your policy or document if you need assistance or clarification prior to submission or resubmission. Please allow ample time for assistance/clarification before each submission deadline.