

Online Evaluation System Frequently Asked Questions

1. Who can I contact if I have technical questions regarding the system?

- a) Send an e-mail to: customercare@mcrel.org
- b) Contact Karen Thome (kthome@mcrel.org or 303 .632.5543)
- c) If you need your password to be reset, please send an e-mail to customercare@mcrel.org and type Password Reset in the Subject line.

2. What is the website address and how do I login?

- a. <https://mxweb.media-x.com/home/ncval/>
- b. Choose your specific district from the drop down menu. If you are at a Charter School, choose Charter Schools (at the very top).
- c. Type in your assigned username (UID number)
- d. Type in your password (default is 123456 or the password you created when you logged in the first time)

3. Is the password case sensitive?

- a. Yes.

4. Where is the demo site?

- a. The link is: <https://mxweb.media-x.com/home/ncval/demo/>. The usernames are: principaldemo1 (1-40) and teacherdemo1 (1-10). The password for all is 123456. Please ask the users not to change the password.

5. Can I use a browser other than Internet Explorer?

- a. Yes, you may use Firefox, Safari, and Internet Explorer.

6. Why are the check boxes not showing when I print my self-assessment?

- a. Your background printing must be turned on. See directions below on how to turn your background printing on or contact your IT department. It is very possible that your IT department has removed privileges that allow you to choose background printing.
 - i. Internet Explorer: Go to Tools>Internet Options>Advanced tab>scroll to Printing>check the box next to Print background colors and images>click Apply>click Ok
 - ii. Firefox: On the File menu, click Page Setup. On the Format & Options tab>Options>select Print background (colors & images)>click Ok
 - iii. Safari: On the File menu, click Print. On the Copies & Pages pop-up menu, click Safari. Select Print Backgrounds. Click Ok

7. Can I change my username?

- a. No, you must keep the username that was assigned to you (UID number).

8. Can I change my password?

- a. Yes, please change your password from the default of 123456 to a password of your choosing.

9. I have clicked on the "Lost Password?" box on the website (<https://mxweb.mediax.com/home/ncval/>) and I have never received the e-mail from the system. What do I need to do?

- a. The e-mail from the system may be being blocked in your server or may be going to spam. Please send an e-mail to customercare@mcrel.org and type in "Password Reset" in the Subject line.

10. I am using an iPad and I can't scroll down. How do I scroll so that I can continue with the observation?

- a. In order to scroll down on the iPad, you must use two fingers on the screen where you want to scroll. One finger alone will not scroll.

11. What type of files can I attach?

- a. .pdf, .doc, .docx, .ppt, .pptx, .xls, .xlsx

12. How many files can I attach?

- a. You may attach one file per standard.

13. How do I as a principal, see a teacher's self assessment?

- a. The teacher must give the school principal access to the self assessment. After the teacher has completed their self assessment, if they choose to give the principal access to view, they click in the box next to "I completed my self assessment and now the principal can view it."
- b. In your account, click on "Observe/Report" > "Observations." Click on the teacher's name and then click on the Evaluatee Task tab. You will know that you are on the Evaluatee Task if it is a dark blue and the Evaluator Task will be a light blue. You may then click on the teacher's self assessment to view it. You cannot make any changes to it.

14. As an administrator/principal, I cannot see the principals/assistant principals' names in order to complete an observation. How do I see them?

- a. You must create a group.
- b. Log into your account and then click on "Group Manager" under the Admin Functions (prior to clicking on the NC Educator Evaluation System icon).
- c. In the Group List column, click Create member group
- d. In the Site List column, click on the school in which you want to create a group. The school name and Administrator, Principal, and Teacher will pop up below. Click on the plus sign next to Administrator and/or Principal.
- e. Click on the person's name and they will move to the Group Editor column
- f. Rename your group in the "Group name" box. (You may set up as many groups as you need.)
- g. To save the group, simply use the breadcrumb trail (navigation in the green bar) and click on MxWeb
- h. Click on the NC Educator Evaluation System icon
- i. Choose Observe/Report>Principal/Assistant Principal Performance Evaluation
- j. Use the drop down menu in the Select Group area to choose the group that you

created and you will see the people listed below. Click on a person's name and then click "New Evaluation."

15. *Is there an electronic signature for each form?*

a. Not yet, but it is coming. We are working through the forms in the order in which they come during the process.

16. *When I click on New Professional Development Plan it says that there is no professional development plan selected. How do I select one?*

a. At this time the New Professional Development Plan is being finalized and is not currently active.

Information for the District/Charter Evaluation Contact

17. *There are people listed in my spreadsheet that are no longer at my school. How should I remove them?*

- a. Simply delete anyone who is no longer at your school from the spreadsheet.
- b. Add new people into the spreadsheet with all of the appropriate information.
- c. In the event that a person has moved to a different site within your LEA, simply change the Site ID number to the correct number.

18. *Where do I get the UID numbers for new employees?*

a. The UID numbers can be retrieved from your payroll department.

19. *Do I have to get the UID number or can I make one up?*

- a. You must use the UID number assigned to you by the payroll system.
- b. Exception: if you have a teacher who will not receive a UID number from DPI, please create the UID number by using the last four numbers from the teacher's SSN and their three initials (ex. 4856lam).

20. *I have additional updates to make. Can I make them on my own?*

a. No, please always use the spreadsheet for updates. Send your updated spreadsheet to me at customercare@mcrel.org when appropriate.

21. *Should I include my counselors, media specialists, school psychologists, etc. in the spreadsheet?*

a. No, please remove those people from the spreadsheet. The teacher observation rubric does not apply to them.

22. *I have a teacher that travels between two schools and has observations completed at both schools. A.) Can I list them at both schools? B.) Can the principal see the observations at both schools?*

- a. Yes, you may list the teachers at multiple schools.
- b. No, the principal can only see the observations at their own school.

23. *How do we assign "peer" teachers to do observations through the online system?*

a. You do not need to assign peer teachers within the system. When a teacher logs in they have the option to choose "More..."> "Rubric for Evaluating Teachers." The teacher will be provided with a list of teachers from the school and they should choose the peer teacher that was assigned to them. Teachers cannot view other teachers' peer evaluations.

24. *I moved a teacher/principal from one site to another site. Will the password automatically be changed back to 123456 (default password)?*

a. No, the password will remain whether it has been changed or not