



Great teachers create inspired learners.



To: Wisconsin Teachscape users
From: Teachscape
Date: October 3, 2014

We would like to recognize the efforts of Wisconsin educators in implementing Educator Effectiveness using the Teachscape tools. We are aware that the Teachscape *Reflect* application was having issues the last couple of weeks and apologize for the inconvenience and frustration this issue has caused.

With input from districts across the state, we investigated and identified a program bug within the evidence and scoring module that is used for the WI evaluation plans. This bug caused slow response in opening SLOs and Observations, occasionally resulting in "404: Server Not Found" or "System Unavailable" error messages and/or getting bumped out of the system. We also found that the bug would affect the ability to save evidence and to tag evidence to attributes.

As of Wednesday, October 1, these *Reflect* system issues have been addressed and resolved. Wisconsin users should see immediate and substantial improvements while using the Teachscape tools. Thank you again for your cooperation and patience, and please reach out to Teachscape Support with any questions.

Teachscape Customer Support

www.teachscape.com/support

1-877-204-5568

6:00 am - 8:00 pm, CT (Monday to Friday)

8:00 am - 6:00 pm, CT (Saturday & Sunday)

Visit the [Teachscape website](#) for more information about Teachscape's tools, resources and content.



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