

Hello,

I am writing this letter because I recently viewed the preliminary state report card for HOPE Christian School Via, and I noticed that the enrollment number was missing from the report as well as the percent choice and economically disadvantaged status. I submitted an inquiry through the inquiry process and was told that it was because no students were showing on the WISE portal on the date of the snapshot in 2020. After receiving this response, I did recall that the secret and key were not working when we tried to set up the connection between our SIS and the WISE portal at the beginning of the school year. I submitted a help desk ticket CAS-13789-H3G6H5. On 11/22, I was told that the incident was being escalated to the technical team. On 11/30, I had not heard anything back yet, so I sent a follow up email regarding the case to ask if there was a solution, so the connection could be accurate for the snapshot. On December 18<sup>th</sup>, I received correspondence from my SIS vendor Infinite Campus, because I had a case open with them as well, and they said they received correspondence from DPI that there was a new key to use. When I used the new key, the connection was successful. However, this was after the date of the snapshot.

The 20-21 data does appear in the WISE portal now. However, it is missing from the state report card. I am writing this letter to see what the next steps are in getting the information updated since it is inaccurate that we have 0 students and no economically disadvantaged students. Please let me know of any next steps.

Thank you,

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