**SA-SAMS YEAR END QUESTIONS & ANSWERS (2018)**

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| **Schedule has marks but reports are blank.**   1. *Go to 12.7.18* 2. *Save* |
| **Marks are captured, but don’t show on 12.7.18**   1. *Go to 12.7.16.3* 2. *Select and save each subject* |
| **Marks for some subjects not showing on schedule and report.**   1. *Go to 12.7.15* 2. *Select* ***Yes*** *under schedule* |
| **An incorrect mark was captured, causing the learner to fail. The correct mark has been captured but the result is still NP.**   1. *Go to 12.7.16.3* 2. *Select the subject where the mark was corrected* 3. *Save* 4. *Go to 12.7.18* 5. *Save* |
| **How do I adjust the learner’s mark to effect a pass in Senior Phase?**   1. *Do not change the marks on SA-SAMS* 2. *If the adjustment/condonation allows the learner to pass, go to 12.7.18* 3. *Select Grade, Class and Cycle (Term 4)* 4. *Click on GO* 5. *Under the Select Code column, change the decision from NP to P* 6. *Under the Deviation Comment column, select the most appropriate reason for changing the decision. Scroll down for the various comments implementing E1 of 2018* 7. *Adjustment comments are also available under “General Comments” that will be printed on the learner’s report* 8. *Save* 9. *Print schedule on 12.9.15.7 –subjects that requires 2 % are printed in red*    1. *Mathematics marks printed in red that are not included in the required 3 subjects list should be marked with a ‘c’ in ink above the mark warranting condonement* |
| **How do I adjust the learner’s mark to progress a learner in FET?**   1. *Do not change the marks on SA-SAMS* 2. *If the adjustment/condonation allows the learner to pass, go to 12.7.18* 3. *Select Grade, Class and Cycle (Term 4)* 4. *Click on GO* 5. *Under the Select Code column, change the decision from NP to P* 6. *Under the Deviation Comment column, select the most appropriate reason for changing the decision. Scroll down for the various comments implementing* 7. *Adjustment comments are also available under “General Comments” that will be printed on the learner’s report* 8. *Save* 9. *To print a schedule showing progressed learners only print schedule on 12.9.12 and filter for “PG” under Code* |
| **How do I insert a symbol to indicate marks adjustment/condonation on the SA-SAMS schedule?**   1. *Do not change the marks on SA-SAMS* 2. *On the printed schedule 12.9.15.7, circle the red number warranting adjustment and /or write the letter ‘c’ in ink above the mathematics mark* |
| **Where can I enter a report subject comment?**   1. *Go to 12.7.16.3* 2. *Click on GO* 3. *Scroll to the right* 4. *Select comment under the Select Comment column or enter own comment under the Own Comment column* |
| **Where can I enter a report general comment?**   1. *Go to 12.7.18* 2. *Click on GO* 3. *Scroll to the right* 4. *Under Report General Comment, write own comment or select from list* 5. *Adjustment comments are also available under “General Comments” that will be printed on the learner’s report* |

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| **How can I personalise the general comment so that is calls the learner by name?**   1. *Go to 12.7.14* 2. *Click on General Comments* 3. *Type* ***<LearnerFN>*** *as a placeholder where the learner’s name should appear within the comment* |
| **How do I capture the circuit manager’s comments?**   1. *Go to 12.7.18* 2. *Click on GO* 3. *Scroll to the right* 4. *Capture under District Remarks* |
| **How do I indicate the date schools reopen on the report card?**   1. *Go to 1.6* 2. *Schools terms for the* ***current*** *year are shown* 3. *Select the* ***next*** *year* 4. *Indicate school terms for the first quarter* 5. *Save* |
| **How do I insert the school logo on the report card?**   1. *Go to 1.16* 2. *Your database must be in C:\Program Files\EdusolSAMS\Data for this button to be active* 3. *If it is located somewhere else you may need assistance* 4. *Select Own Image* 5. *Tick to use image for progress reports and school fee statements* 6. *Click on Browse* 7. *Click Yes to use the new way* 8. *Click Load Picture* 9. *Browse to the folder with the school logo* 10. *Select the picture* 11. *If necessary, reduce the size (zoom) until the picture fits in the black grid in the top left corner* 12. *Click on Select Thumb* 13. *Click on Save* |
| **How do I print the required schedule?**   1. *Go to 12.9.15.7* 2. *Select Grade, Class, Year and Cycle (Term 4)* 3. *Select All in the Learner Filter and Code* 4. *Click on GO* 5. *Click on Print* 6. *If the font is not clear on A4 with direct printing, Export to Excel and print from Excel* |
| **How do I print the results per grade per subject?**   1. *Go to 12.9.16.7* |
| **How do I print the analysis of results per grade?**   1. *Go to 12.9.16.8* |

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| **A learner was admitted midyear and does not have marks for previous terms**   1. *In the absence of a perfect solution, try the following:*    1. *Refer to the learner’s report card/portfolio*    2. *Capture at least ONE mark per subject per term for the missing terms*    3. *Capture a -1 for other tasks* |
| **I can’t save on CD, can I use a memory stick?**   1. *NO, NO, NO* 2. *Get help on how to save on CD* 3. *Check that the database is on the CD by viewing it on a different computer* 4. *If your computer does not burn CDs, save on memory stick and then copy from the memory stick to CD on a computer that burns CDs* 5. *Learn how to save on CD. Strive for a long term solution* |
| **I can’t save on CD, can I bring my computer to the submission venue?**   1. *NO, NO, NO* 2. *Get help on how to save on CD* 3. *Check that the database is on the CD by viewing it on a different computer* 4. *If your computer does not burn CDs, save on memory stick and then copy from the memory stick to CD on a computer that burns CDs* 5. *Learn how to save on CD. Strive for a long term solution* |
| **I can’t print at school, can EMIS print for me during submission?**   1. *NO, NO, NO* 2. *Get help with printing* 3. *Learn how to print* 4. *If your computer does not print from SA-SAMS but prints from other programs, try the following:*    1. *Move the database to a different computer with SA-SAMS* ***OR***    2. *Try printing to PDF or Microsoft XPS document viewer*    3. *Save the file*    4. *Open the saved pdf or xps file and print it* ***OR***    5. *Get the assistance of a technician. Strive for a long term solution* |
| **How do I make a backup of the SA-SAMS database?**   1. *Go to Menu 17* 2. *Approve current and archived learners* 3. *Deploy database (don’t have to print)* 4. *A copy of the database is saved under C:\ExportData\LuritsData* 5. *This helps in case the database gets corrupt, but does not help if the computer crashes* 6. *The database in the ExportData folder can occasionally be saved on an external device e.g. memory stick, CD or external hard drive. Do this at least once a week.* |
| **Curriculum module is not working after installing patch**   1. *Install the EdusolSAMS Spread* 2. *Contact EMIS or download from Thutong* 3. *Save the file for future use* |