

Schoology and Power Teacher Pro Gradebook Sync Error Resolutions

GRADES NOT SYNCING – “we have encountered an error”

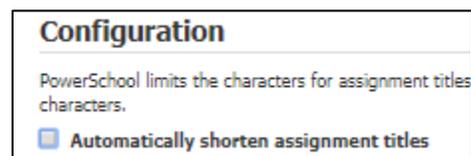
FIX: Keep trying – server is busy; not happening nearly as often this year.

GRADES NOT SYNCING – Error Code “a category is required”: Categories must be set up to match categories in PTPro gradebook for each course and each section. Teachers need to intentionally set assignment category as un-graded if they don’t want it to sync with PTPro.

FIX: Click [HERE](#) for detailed directions.

GRADES NOT SYNCING – Error Code “an error occurred while syncing this assignment”: This error is usually due to a long title in Schoology (over 50 characters).

FIX: Shorten the title or click the option in Schoology PS Configuration tab “automatically shorten assignment titles” so they none of your assignment titles will exceed 50 character limit set by PS. Make the change and try sync again.

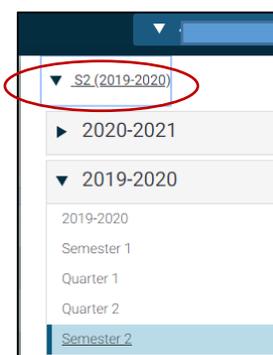


CAN’T FIND ASSIGNMENT THAT SUCCESSFULLY SYNCED IN SCHOOLOGY IN YOUR PTPro GRADEBOOK OR DATE IS PAST THE GRADING TERM: It is imperative that you choose a due date for an assignment in Schoology if you plan to sync grades. If you leave it blank, it will auto generate a due date for last day of the semester. HS teachers that teach semesters will still need to adjust this because the last day of the semester doesn’t fall within G1/G2 grading period. When you check for the grades in PTPro, you won’t see them displayed (if you teach quarters) because your PTPro gradebook will be set for the quarter term (not semester).

FIX: add a due date and click “sync changes” in Schoology PS Configuration tab.

COMPLETION RULES: If you use completion rules for your assignments, there is no option for a due date (even if you set a due date on the folder that houses the assignments). This is the default setting within Schoology. *An enhancement request has been submitted to Schoology to make this change; but not an option at this time.* If you sync these assignments, they will only show in the semester gradebook with a due date as last day of the current semester.

FIX: If you teach quarters: Change the term in PTPro Gradebook to S1 or S2 to find the assignment and edit the due date so that it reflects a date range within the quarter: Click on the top blue bar (where you change course titles). Click on the year drop down arrow. Click on current semester. Follow remaining steps below.



Assignment due date change:

- Click on the course.
- Click on the pencil icon to right of the assignment.
- Edit the due date so it falls in date range of the quarter you are grading.

If you need to sync the assignment again to pick up more grades or changes, you must click on “**sync changes**” button in Schoology.

If you click the sync icon to right of the assignment or choose bulk edit, it will change the due date back to end of semester in PTPro again.

