

Contacting us and getting help

This guide is designed to be used alongside the Admin and Application Guides which give full details of how to use 4Matrix. These can be accessed via the Help tab in 4Matrix or via our website.

News and Known Issues: Our News Page is accessible via the **Help** tab in 4Matrix (this bypasses login to website) and at www.4matrix.com/news

Knowledgebase: <https://help.4matrix.com>

Getting Support: Log a support ticket at <https://help.4matrix.com>
Include details of the problem, attach screenshot(s) of any error messages, and include your 4Matrix version number. To check which version of 4Matrix you are using, go to the **Help** tab in 4Matrix and select **About 4Matrix**.

We will prioritise and respond to all live chats and tickets as quickly as possible. Please try to avoid telephoning us unless you have a serious technical issue and/or cannot access 4Matrix.

On results days, our live chat and ticket support services will be available from:

- **8am – 5pm Monday 9th August (GCE Results)**
- **8am – 5pm Tuesday 10th August (GCE Results)**
- **8am – 5pm Wednesday 11th August (GCSE Results)**
- **8am – 5pm Thursday 12th August (GCSE Results)**

Except for the above, our support services will be available from 9am – 3pm for the holiday period.

Useful Links

Results Day Resources, including import help: <https://www.4matrix.com/results2021>

Share and Compare information: <https://www.4matrix.com/share2021>

4Matrix Help Desk/Support/Knowledgebase: <https://help.4matrix.com>

4Matrix Live Chat: <https://www.4matrix.com> (use the green chat bubble)

Share and Compare Data Collaboration 2021

Share and Compare is now **open for registration**. In 4Matrix, go to *Admin > Share and Compare* and follow the Register link. See <https://www.4matrix.com/share2021> for more information.

Preparation

It is important that users familiarise themselves with the import process prior to results days. We will be unable to provide support for basic training on these days.

The import wizard was updated in March 2021 as part of update 3.9.8.0. For all import-related resources, including documentation and videos, please see <https://www.4matrix.com/results2021>.

Users should also complete our Pre-Results Day Checks at <https://www.4matrix.com/results2021>.

If your school uses Arbor, Bromcom or SIMS we recommend that you check that the **MIS Extract Tool** is functioning correctly by carrying out a complete import of last year's results data.

For SIMS users, the extraction tool will only work if SIMS is managed on site at the school. Hosted SIMS users should refer to www.4matrix.com/simsreports for more information.

We strongly recommend that schools **launch 4Matrix the week prior to results days to allow any pending updates to apply**. If 4Matrix is not updating, please follow the process detailed in the [Update Help](#) guide to help resolve the issue.

Embargoing your exam results

It is important to check the **Visibility** setting for all series in 4Matrix that contain results.

If you are not familiar with how the Series Visibility options work, please refer to our more detailed guidance in the *Part 1: Pre Results Day Checklist* at <https://www.4matrix.com/results2021>

We recommend setting your results series to Admin and SLT only on embargo days. Check prior to results day that users with Admin and SLT user roles have been granted early access to exam results by your Head of Centre. The visibility can then be switched to all staff on results days after the candidates have received their results, in line with JCQ regulations.

Importing your exam results from Arbor/Bromcom/ SIMS

Exam results stored in the exams area of your MIS will be picked up in the 4Matrix MIS Extract. If **all** results have been imported into the MIS there is no need to import a spreadsheet separately.

To import your exam results from your MIS:

- Choose **Admin > MIS > MIS Name**
- Select **Year 11 2020 - 2021**
- In Series, click [+] and select **Actual Results** or scroll down to the bottom, select **Other**, and call the series 'Summer Results 2021' or similar
- Under **Discounting** make sure that for official reporting it is set to **Use First Entry (All Subjects)**
- Ensure that **Visibility** is set to include Admin and SLT (or other appropriate groups) on restricted results days
- In Step 2, choose Run
- Choose a location to Save the extract to
(e.g. *My Documents\4Matrix Sims Extracts*)
- Choose **Run Extract**

See <http://www.4matrix.com/import> or the full application guides for help with additional steps.

Please consider the effective date of the extract. This should not be the current date, as the extract will only pick up students on roll and leavers will not be included. Choose an appropriate date - school census date 21st January 2021 may be the most suitable.

The SIMS extract will import the **exam element title from Exams Organiser** - this will not match existing subject titles in 4Matrix. Users will need to map to existing 4Matrix subjects, otherwise a new (duplicate) subject will be created and tools which compare subjects between series i.e. Series Comparison will not work as expected. Subjects can be easily merged later using *Admin > Edit Subjects* though.

Depending on setup, the MIS Extract may import **separate columns for split-level subjects** i.e. Maths Foundation and Maths Higher. Both columns can be mapped to the same subject. However, if a student has a grade in both columns the grade from the last column will be imported.

MIS: Multiple Entries

If the MIS Extract produces multiple results for the same subject, or if you are adding results to a series containing early entries, you will see a prompt asking you to select which grades to use. Please refer to our [Multiple Entries knowledgebase article](#) for more information on this topic.

Importing your examination results from a spreadsheet

Examination Results can be imported from a spreadsheet for users of any MIS.

Create a Marksheet/spreadsheet from the MIS containing pupil information columns (UPN, Forename, Surname, Gender) followed by subject results. Export the marksheet into Excel.

Choose **Admin > Spreadsheet > Pupils/Results:**

- Select *Year 11 2020 – 2021*
- In Series, click [+] and select **Actual Results** or scroll down to the bottom, select **Other**, and call the series '*Summer Results 2021*' or similar
- Under **Discounting** make sure that for official reporting it is set to **Use First Entry (All Subjects)**
- Ensure that **Visibility** is set to include Admin and SLT (or other appropriate groups) on restricted results days.
- In Step 2, copy and paste in your results from your spreadsheet.

You may also need to import pupil information, classes, and other contextual data. Please see <https://www.4matrix.com/results2021> for more information.

Manually Adding or Adjusting Results

During the import, results can be adjusted in **Step 4: Validate Data**, by either selecting a grade and changing it manually, or using the Find and Replace tool. **If updating Science Trilogy grades** (e.g.: changing from 44 to 4-4), a bulk 'Hyphenate Columns Value' option is available by right-clicking a grade.

After the import, to manually add missing results, please use **Admin > Edit Results**. If a subject is missing from Edit Results altogether you may need to use the **Admin > Edit Subjects > Add Subject** and then use the **Edit Results > Show Subject** option. Note that there is no "Save" button – all changes made in Edit Results take immediate effect. You can also create a spreadsheet with the missing results and import via **Admin > Spreadsheet > Pupils/Results**. Instead of creating a new series at Step 1, select your existing results series and complete the import.

Subject Mappings

Schools are advised to ensure that their subjects are mapped to the correct awards in advance of results days by following the guidance in the *Part 1: Pre Results Day Checklist* at <https://www.4matrix.com/results2021>

We will not be processing Missing Qualification requests on Results Days.

2021 Performance Measures

As per DfE guidance, there will be no performance tables published based on the 2021 results (DfE link on final page).

In 4Matrix, we are using the most up-to-date published coefficients - from 2019 - for the key stage 4 Progress 8 measure and the key stage 5 Value Added measure. These are now 2 years out of date and much has changed due to the pandemic. Therefore, any Progress 8 or Valued Added scores reported in 4Matrix on or after results days should be treated with discretion. This is especially true for Progress 8. The Year 11 cohort is the first cohort to use Scaled Scores as the key stage 2 prior attainment data and there is currently no official way to calculate Progress 8 from this. There is an extensive range of tools in 4Matrix, and we recommend avoiding working with and reporting on progress when analysing results data.

We aim to keep our customers fully informed on this matter, in line with DfE guidance, via our news feed and social media channels.

Early Entries & Pathway Discounting

This has not changed for 2021. Please refer to DfE guidance for more information on discounting. <https://www.gov.uk/government/publications/progress-8-school-performance-measure>

Discounting subjects with the same discount code

Subject grades which are imported into 4Matrix from **Arbor or SIMS MIS** will be 'date stamped' with the first date of Exam season in which the exam was taken. This will help 4Matrix to determine the 'first result' for discounting and pathway purposes at key stage 4.

The **Bromcom MIS** extract DOES NOT import the result date for each grade - it uses the SEASON data. This is significant because it means that 4Matrix may not be able to automatically apply correct discounting where a pupil has entered more than once for the same qualification or has studied 2 subjects from the same 'family' (as defined by a subject's discount code) in the same season.

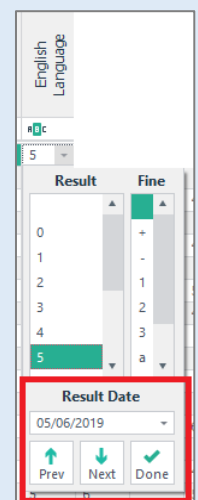
The **Cloud School MIS** extract does not import exam results.

Series imported from a spreadsheet will be date stamped with the date of import. Once you have imported your series into 4Matrix, you should check how your qualifications are being handled and their discount codes.

Go to **Help > Support Tools > See Inclusion Status**. This will display a table of qualifications from the active series and their inclusion statuses across multiple performance measures. You can export this via the File menu. Make a note of any subjects that have the same Discount Code.

Now open **Admin > Edit Results**. Choose the column for these subjects. Click on each grade in the column and check and amend the result date to when the qualification exam was taken. You can navigate using the arrows. You can also use the **Set Date** button in the top right of this tool to set the result date for an entire subject.

Check the handling of your grades using **Grade Analysis** as it will show any discounted grades in blue. You may need to cross-reference any anomalies with the result date stored in SIMS, Bromcom, Arbor or elsewhere for clarification on which qualification was taken first, then go back and make the necessary date changes in **Admin > Edit Results** in 4Matrix.



Checking your headline figures

Do not report the information shown in 4Matrix without separately verifying it using other methods. **We will not accept any responsibility for the consequences of publishing incorrect information, however caused.**

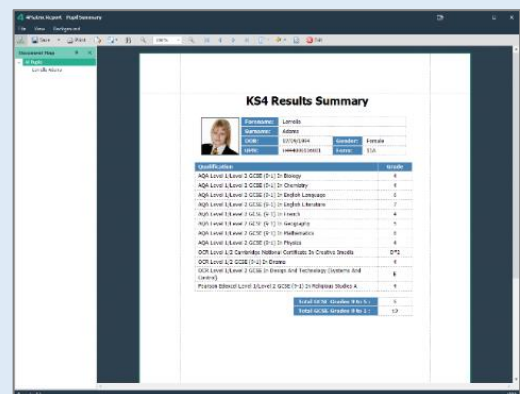
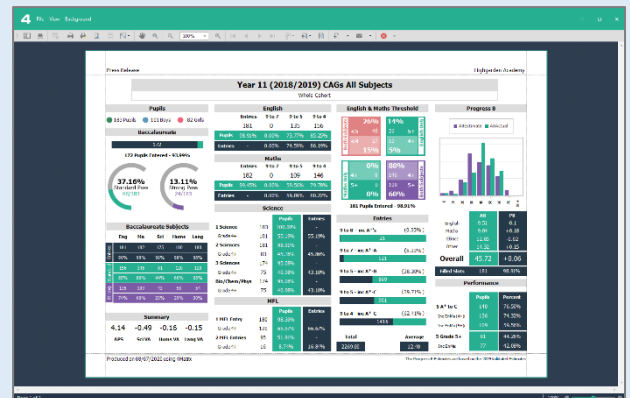
The following checks may be useful. You may wish to check your data in other ways. You may also find our webinar 'Part 3: Analysing Results' useful: <https://www.4matrix.com/videos/webinars>

- In **Press Release**, check that the number of students in your cohort is correct and you have the correct entries for English, Maths and Science.
- In **Performance Tracking** compare your Actual Results series against your TAG series and check the number of students and total number of entries against the figures in your TAG series.
- In **Grade Analysis**, check that all subjects are present. Check for any blue grades. Blue grades mean that the grade is excluded for some reason, either due to discounting or because it does not count in performance measures and may require attention.
- In **Subject Summary**, check the subjects listed, the number of entries and APS against your last set of tracking data (or TAG series). There will inevitably be some differences but if there are any missing results, check Series Comparison for a pupil level comparison, or re-import for a missing subject.

Producing Reports

You can produce reports from most tools in 4Matrix by going to **File > Print**. Full details of all reports can be found in the **Application Guides**.

- The **Press Release** tool will report the main headline figures for your school. This report is ideal for SLT.
- **Results Overview** – A broadsheet of results with the addition of colour coding against TAG series or Target series.
- **Subjects Summary** can be used to compare results against any other series, including CAGs, and exported to a spreadsheet for further investigation.
- **Pupil Summary** (under the **Reports** tab) can be used to produce certificates for pupils.



More Useful Links

- 4Matrix News Page: www.4matrix.com/news
- PDF versions of the 4Matrix Application Guides: www.4matrix.com/documentation
- Approved qualifications:
 - KS4: <https://www.gov.uk/government/publications/key-stage-4-qualifications-discount-codes-and-point-scores>
 - EBacc: <https://www.gov.uk/government/publications/english-baccalaureate-ebacc/english-baccalaureate-ebacc>
 - KS5: <https://www.gov.uk/government/publications/16-to-19-qualifications-discount-codes-and-point-scores>
- KS4 Accountability Guide: <https://www.gov.uk/government/publications/progress-8-school-performance-measure>
- KS5 Accountability Guide: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/819734/16-18_Accountability_Measures_Technical_Guide_July_2019.pdf
- KS5 Performance Tables – Discounting guidance for schools and colleges: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/841977/2019_16_to_18_Discounting_Guidance.pdf
- JCQ: <https://www.jcq.org.uk/wp-content/uploads/2021/03/Release-of-results-June-2021.pdf>
- Government policy on accountability for 2021: <https://www.gov.uk/government/publications/coronavirus-covid-19-school-and-college-performance-measures/coronavirus-covid-19-school-and-college-accountability-2020-to-2021>



<https://www.facebook.com/groups/4matrixdata/>

Join our Facebook group - It's a great place for school leaders and Data Managers to discuss secondary performance data, with **over 850 members** to date. We also talk about the latest 4Matrix developments, news, and share useful documents and resources.

We wish you all an enjoyable summer break and good luck!

The 4Matrix Team