

Contacting us and getting help

Please refer to our **Latest News Page** which you can access **via the Help tab in 4Matrix** (and at www.4matrix.com/news) for details of any urgent issues.

Please do not telephone us for help with using 4Matrix on Exam Results Days.

For any queries please check our extensive [Knowledgebase](#) or **log a support ticket at <https://help.4matrix.com>**. When creating a ticket, please describe the details, attach screenshot(s) of any error messages and **your 4Matrix version number**. To check which version of 4Matrix you are using, go to the **Help** tab and then **About 4Matrix**.

We expect to be busy and will prioritise and respond to all live chats and tickets as quickly as possible. 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.

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

- **8am – 5pm Wednesday 12th August (GCE Results)**
- **8am – 5pm Thursday 13th August (GCE Results)**
- **8am – 5pm Wednesday 19th August (GCSE Results)**
- **8am – 5pm Thursday 20th August (GCSE Results)**

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

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.

We also recommend you complete our Pre-Results Day Checks at <https://www.4matrix.com/news/prechecks2020>

If your school uses SIMS or Bromcom we recommend that you check that the **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 on the Tuesday prior to results day 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/news/prechecks2020>

We recommend setting your series to Admin or SLT only on the Wednesday. 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 the Thursday after the candidates have received their results, in line with JCQ regulations.

Importing your exam results from SIMS/Bromcom

If you have been using 4Matrix to import tracking data, the most obvious difference on results day is that any exam results stored in the exams area will be picked up in the SIMS/Bromcom extract (except hosted SIMS schools you will need to use a marksheet/spreadsheet as below). If **all** results have been imported into the MIS, then there is no need to import a spreadsheet separately.

To import your exam results from SIMS or Bromcom:

Choose **Admin > MIS > SIMS/Bromcom Extract**

- Select **Year 11 2019 - 2020**
- In Series, click [+] and select **Actual Results** or scroll down to the bottom, select **Other** and call the series '*Summer Results 2020*' 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 Admin or 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**

SIMS Import

Step 1. Identify Data

Please select the year group and academic year for the data you are about to import

Academic Year: 2019 - 2020

School Year: Year 11

Series: Y11 - Actual Results +

Display: GCSE Grades

Discounting: First Entry (All)

Type: Working At

Visibility: Admin, SLT

Termly Position: Autumn Spring Summer

See <http://www.4matrix.com/videos> 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 16th January 2020 may be the most suitable.

The SIMS extract process 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 merged later using **Admin > Edit Subjects** if this is ignored during the import.

Depending on setup, both the SIMS and Bromcom extracts may import **separate columns for split-level subjects** i.e. Maths Foundation and Maths Higher. At the mapping stage, map each column to the same subject/QAN and complete the import. They can be left as split-level subjects or merged using **Admin > Edit Subjects**.

SIMS/Bromcom: Multiple Entries

If the SIMS or Bromcom 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 this KB article for more information:

<https://help.4matrix.com/knowledgebase.php?article=210&suggest=1>

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 2019 – 2020*
- In Series, click [+] and select **Actual Results** or scroll down to the bottom, select **Other** and call the series '*Summer Results 2020*' 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 Admin or SLT (or other appropriate groups) on restricted results days.
- In Step 2, copy and paste in your results from your spreadsheet.

Spreadsheet Results Import

Step 1. Identify Data

Please select the year group and academic year for the data you are about to import

Academic Year: 2019 - 2020

School Year: Year 11

Series: Y11 - Actual Results

Display: GCSE Grades

Discounting: First Entry (All)

Type: Working At

Visibility: Admin, SLT

Termly Position: Autumn Spring Summer

You may also need to import pupil information, classes, and other contextual data. Please see <https://www.4matrix.com/news/prechecks2020> 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 'Science Fix' option is now available in the top right of the screen.

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/news/prechecks2020>

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

2020 Performance Measures

As per DfE guidance, there will be no performance tables published based on the 2020 results and schools will not be held accountable for results this year.

In 4Matrix we are using the most up-to-date published coefficients, which are based on 2019 validated data. We do not expect any 2020 data to be officially published (and validated). Therefore, any Progress 8 or Valued Added scores reported in 4Matrix will continue to be based on 2019 results and will not be updated as we move into the new academic year.

Early Entries & Pathway Discounting

This has not changed for 2020. 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

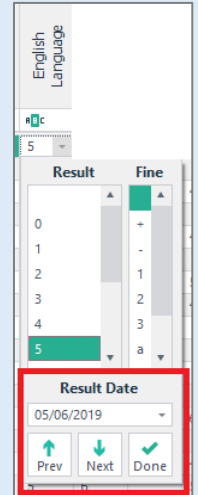
Subject grades which are imported into 4Matrix from SIMS will be 'date stamped' with the first date of Exam season in which the exam was taken. This will help 4Matrix to determine the 'first result' for discounting and pathway purposes at key stage 4.

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 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.**

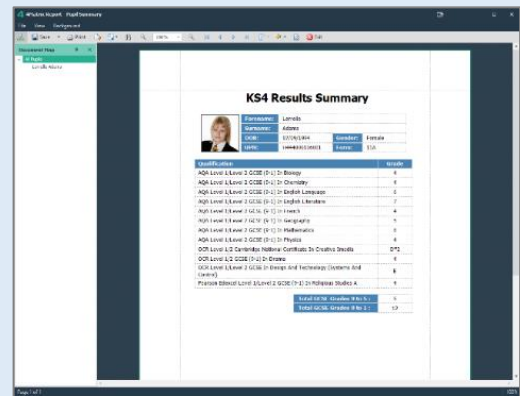
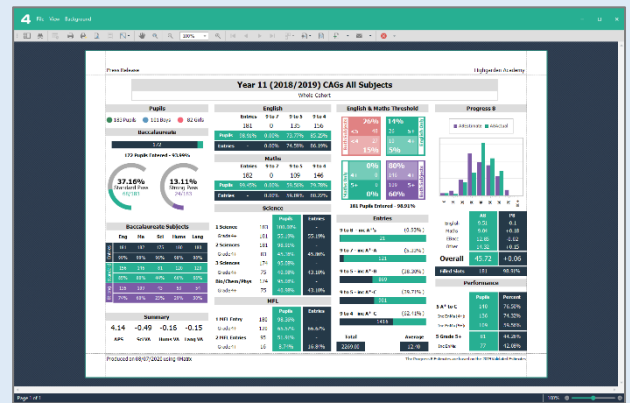
The following checks may be useful. You may wish to check your data in other ways. You may also find our webinar 'Part 3: Analysing Results' useful: <https://www.4matrix.com/videos/webinars>

- 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 to your CAG series and check number of students and total number of entries against the figures in your CAG series.
- In **Grade Analysis**, check that all subjects are present. Check for any blue grades. This will mean that the grade is excluded for some reason, either due to discounting or because it does not count in performance measures.
- In **Subject Summary**, check the subjects listed, the number of entries and APS against your last set of tracking data (or CAG series). There will inevitably be some differences but if there are any missing results, check Series Comparison for pupil level, 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 CAG 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.



Useful Links

- 4Matrix News Page: www.4matrix.com/news
- PDF versions of the 4Matrix Application Guides: www.4matrix.com/documentation
- 4Matrix Help Desk/Support/Knowledgebase: <https://help.4matrix.com>
- 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/799994/16-18_Accountability_Measures_Technical_Guide.pdf
- KS5 Performance Tables – Discounting guidance for schools and colleges: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/762089/2018_16_to_18_Discounting_Guidance.pdf

Customer Service Feedback

We value our customer's views and would be very grateful if you could complete our 60-second customer service survey here: <https://www.surveymonkey.co.uk/r/WPVWYM2>

Share and Compare

Please visit <https://www.4matrix.com/share2020> for more information on this year's Share and Compare!

Coming soon!

Coming in the Autumn Term:

- 1) New enhanced import wizard, please see <https://www.4matrix.com/videos/updates>
- 2) Virtual Q&A data forums with fellow 4Matrix users on current data topics
- 3) Webinars for subject leaders "4Matrix through the eyes of a subject leader" which will also be available as a video for swift staff training anytime, anywhere.



<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 750 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