

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 www.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 KS4 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 KS4 results days, our live chat and ticket support services will be available from:

- **8am – 5pm Wednesday 21st August (GCSE Results)**
- **8am – 5pm Thursday 22nd August (GCSE Results)**

Other than for the KS4 and KS5 results days we will be offering a reduced support service throughout the rest of the holiday period, details of which will be published on our news page.

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.

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 hosted on site at the school. Hosted SIMS users should refer to www.4matrix.com/simsreports for more information.

If you intend to import your results using a spreadsheet we advise that you work through the import process and create a **Map file** ready to use on Results Day. You can also create a Map based on an existing series via **Admin > Edit Subjects > File** menu.

Please check the subjects are linked to the correct QAN codes for each qualification as covered in Subject Mappings on Page 5.

Students' KS2 Fine Level should have been checked against the DfE checking data released during the June Checking Exercise. Please see our checking exercise documentation for more information which is available from www.4matrix.com/news

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 resolve the issue.

Embargoing your exam results

It is important to check the Visibility setting for all series that contain results.

There are 3 default Access Levels in 4Matrix; Admin, SLT and Staff. Admin is the highest level, with access to the Admin tab and all data series.

We recommend setting your series to Admin or SLT only on the Wednesday. Check prior to results day that your Head of centre has granted early access to exam results. The visibility can then be switched to all staff on the Thursday after the candidates have received their results, in line with JCQ regulations.

Embargoing your exam results Cont./

Series Visibility should ideally be set at the point of import but can be amended later by going to **Admin > Edit Series**, selecting the **Visibility** tab and highlighting the results series, setting the relevant Visibility option per user-group type using tick boxes.

Choosing Admin will mean that only Admin users can see the series. Choosing SLT will mean that Admin and SLT users can see the series, choosing Staff will grant all users access to the series.

It is possible to set up additional custom Access Level groups in **Admin > Manage Users**. If you have done this make sure your groups have appropriate access by following the process above.

If 4Matrix does not ask users to supply a username and password when launched, this indicates that 4Matrix is setup with **Active Directory**, please check with your IT Dept. which members of staff belong to each 4Matrix AD group – Admin, SLT and Staff (or others, if you have setup custom user-groups).

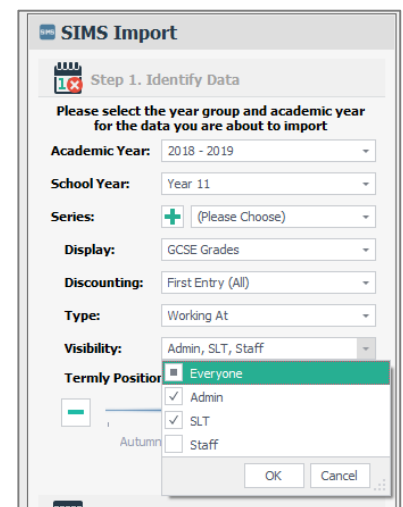
Importing your exam results from SIMS/Bromcom

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. 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 > SIMS Extract** or **Admin > Bromcom Extract**

- Select Year 11 2018-2019
- In Series, click [+] and select **Actual Results** or scroll down to the bottom, select **Other** and call the series 'Summer Results 2019' 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**
- See 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 – the date of the January census may be 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 **duplicate columns for split-level subjects** i.e. Maths Foundation and Maths Higher. At the mapping stage, map each column to

Importing your exam results from SIMS/Bromcom Cont./

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're 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 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 2018-2019
- In Series, click [+] and select **Actual Results** or scroll down to the bottom, select **Other** and call the series 'Summer Results 2019' 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.
- You may also need to import pupil information, classes and other contextual data. Please see the 4Matrix Guides for more information on this (via Help in 4Matrix).

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, you must select the option to 'Match Case' and 'Match Whole Cell'**, for example, when changing a grade 44 to 4-4.

After the import, to manually add missing results, please use **Admin > Edit Results**. If the 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 result series and complete the import.

2019 Performance Measures

At KS4, there are 4 headline measures that will be reported in England; Progress 8, Attainment 8, EBacc APS and English and Maths Threshold. 4Matrix will produce these headline figures and more.

It is not possible to calculate KS4 Progress 8 in advance and schools are advised not to report the Progress 8 scores shown in 4Matrix on results day.

In 4Matrix we are using the most up-to-date published coefficients, which are based on 2018 validated data. We do not expect the 2019 data to be officially published (and validated) until January 2020, although the un-validated versions are expected in September 2019. As soon as this information is available to us, 4Matrix will be updated to use the new coefficients. 4Matrix does not handle students identified as Progress 8 outliers. **We will be running Share and Compare again this year – see page 7.**

The **Grade Analysis** tool will highlight any discounted grades/subjects by showing them in blue. Discounted grades will not appear in the Progress 8 tool.

It is important that schools have an accurate and complete set of key stage 2 data and we **strongly recommend** the June Checking Exercise guidance has been completed as described in Page 1 under Preparation.

Early Entries & Pathway Discounting

The key features of reporting Early Entries are as follows: Where a pupil has more than one qualification with the same discount code, and where both qualifications count towards this year's performance tables, credit will be given to the first one that is taken. This is also true for any re-sits. Entries are not discounted by previous entries which do not count towards performance tables.

4Matrix supports KS4 Pathway Discounting which affects English, Mathematics and Science. The first qualification that a pupil takes determines the pathway that they are on.

Pupils on multiple pathways will not have all their results included in school figures, **even in cases where discount codes are unique.** For example, a pupil that takes GCSE Physics first will be on the Single Sciences pathway and any subsequent entries in Combined Science Trilogy will not be included. Pathway discounting will only take place if the correct dates are attached to each relevant Subject/grade.

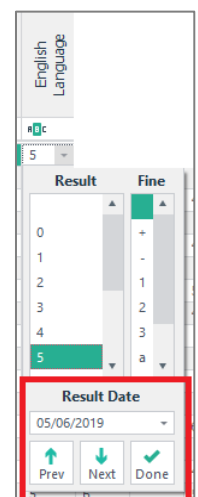
4Matrix **does not** account for AS-Level discounting in any subject, but the workaround for this is to set the AS-Level Result Date prior to the corresponding GCSE using Admin > Edit Results.

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 Bromcom or 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.



Discounting subjects with the same discount code Cont./

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 and 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.**

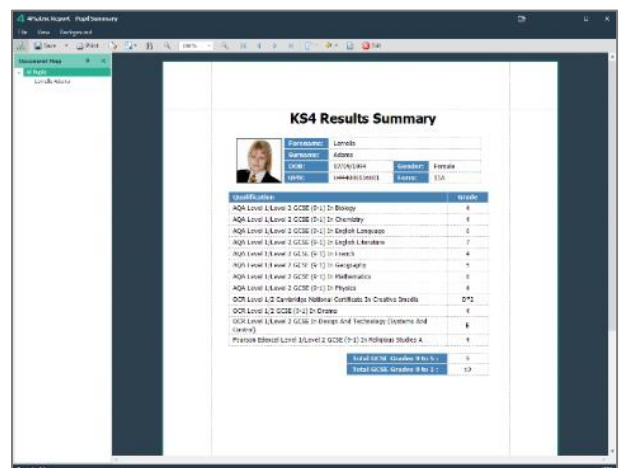
The following checks may be useful. You may wish to check your data in other ways.

- On the dashboard, check that the number of students in your cohort is correct.
- If possible, compare the total number of entries against the figures in your MIS or spreadsheet, remembering that the number shown on the 4Matrix dashboard does not include discounted entries. The total number of results contained in the series can be checked under **Admin > Edit 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 subject entries and APS against your last set of tracking data. There will inevitably be some differences but a major change in either figure suggests a problem with results import.
- You can manually check your **English/Maths Threshold** figures by comparing the results in 4Matrix against raw results in your MIS or spreadsheet (including only Y11). Apply filters to your raw results and compare these to the figures reported in 4Matrix.
- In the **EBacc Analysis** tool, unexpectedly low numbers of entries and/or point scores in any of the pillars may indicate an issue with subject mapping (usually related to the Science or English pillars).
- In the **Progress 8** tool check for any of the following, which may in some cases indicate missing or incorrectly discounted grades:
 - Students with non-doubled English basket grade (purple colour)
 - Students with fewer than 10 entries overall
 - Students with less than 3 grades in each of the EBacc and Open baskets

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.
- **Pupil Summary** (under the **Reports** tab) can be used to produce certificates for pupils.



Share and Compare

We will be running our **Share and Compare** exercise again for 2019 which will allow 4Matrix schools to share anonymised results data for analysis. Last year we were able to release our own indicative Attainment 8 estimates based on **574 participating schools**, which were very close to the national Attainment 8 estimates from the DfE.

For 2019, Share and Compare will be bigger and better than ever, **as we plan to collect subject-level data and provide information on comparative subject differences** alongside the main headline figures.

More details regarding Share and Compare will be sent to schools in due course. There is no need to prepare for this in advance and the uploading of data into the Share and Compare area will not be a time-consuming exercise.

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: www.help.4matrix.com
- List of approved qualifications (KS4): <https://www.gov.uk/government/publications/key-stage-4-qualifications-discount-codes-and-point-scores>
- List of approved EBacc qualifications: <https://www.gov.uk/government/publications/english-baccalaureate-ebacc/english-baccalaureate-ebacc>
- KS4 Accountability Guide: <https://www.gov.uk/government/publications/progress-8-school-performance-measure>



<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 500 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