Student Services Division
Student Education Management Systems (SEMS) – EasyTrac
4260 Eucalyptus Avenue
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Department Overview

SEMS administers the districtwide special education data management system, EasyTrac, for recording, tracking, and reporting related services for students with disabilities. Related services are provided to support students with disabilities' access to the general education curriculum.

The mission of the SEMS Department regarding EasyTrac is to develop and implement a business-critical, districtwide student data management system that provides focused and actionable data to support instruction as well as compliance with federal and state regulations in an efficient, effective manner with a high level of customer satisfaction.

Performance Measures

Communication: SEMS conducts daily briefings to support consistency in communication and customer service.

Consistency: SEMS analyzes the services in EasyTrac for timeliness of the logs, log approval, and Medicaid consent.

Customer Service: SEMS measures the quality of our professional development and helpdesk support via anonymous surveys and reviews the results monthly. SEMS reviews helpdesk calls to support consistency in our responses, identify areas that may need additional support, and review the number of calls, call wait time, and call processing time to ensure a high-quality customer service experience.

Department Services
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- Collaborates with related services departments to ensure EasyTrac meets state requirements for logging student services in compliance with the appropriate Nevada Board of Examiners.

- Oversees the EasyTrac contract.

- Chairs a monthly EasyTrac committee.

- Participates/presents at Medicaid Monitor meetings.

- Develops & provides EasyTrac professional development for related services staff (speech language pathologists, nurses, occupational and physical therapists).

- Provides end-user support via the SEMS Helpdesk.

- Provides end-user support via InterAct conferences.

- Audit service logs and collaborates with related services departments to review results.

- Collaborates with related services departments to develop custom reports.

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