PALMETTO GIFTED FAQ

South Carolina Gifted & Talented Portal

1 About This FAQ

This FAQ answers the most common questions about Palmetto GIFTED across all four user roles (District Gifted and Talented Coordinator, District Gifted and Talented Admin, SCDE Gifted and Talented Admin, School User). Use it alongside the Quick Start Guides.

2 Access & Login

How do I log in for the first time?

Once PG Support has set up your account, open Palmetto GIFTED at https://palmetto-gifted.edwiselabs.com and select Sign up now. Enter the email address your account was set up with, select Send verification code, and enter the code sent to your email. Then create your password, enter your name, and select Create. After that, sign in with your email and password. Your name, email, and district display in the top-right profile menu.

What if I cannot sign in?

First confirm you are using the correct portal address, https://palmetto-gifted.edwiselabs.com, and that you are entering the email and password associated with your Palmetto GIFTED account. Sign out and sign back in to refresh your permissions. If you still cannot sign in, email PGSupport@edwisegroup.com with your name, district, role, and a screenshot of the error. If you have never signed in, use Sign up now rather than Forgot password; Forgot password works only after you have signed up.

How do I confirm my role and which district I am assigned to?

Open the profile menu in the top-right corner to see your name, email, and the district your account belongs to. Your role is not shown in the menu. To confirm your role, contact your District Gifted and Talented Coordinator.

I used to see a page that is no longer there. What happened?

Your access depends on your assigned role. If you recently changed positions, sign out and sign back in to refresh permissions. If pages are still missing, email PGSupport@edwisegroup.com with your name, district, and role.

3 Roles & Permissions

Who can get access to Palmetto GIFTED?

Access is granted by role: District Gifted and Talented Coordinator, District Gifted and Talented Admin, SCDE Gifted and Talented Admin, and School User. User and role management is not handled inside Palmetto GIFTED. Requests to add a user or change access can come from the district's designated Gifted and Talented Coordinator or from SCDE and should be sent to PGSupport@edwisegroup.com.

What is the difference between a District Gifted and Talented Coordinator and a District Gifted and Talented Admin?

A District Gifted and Talented Coordinator handles day-to-day student work: reviewing eligibility, managing identification, recording services, and processing referrals. A District Gifted and Talented

Admin can search for students district-wide and submit referrals. Search results include the GT Identified column, so an Admin can see a student's status (for example, Eligible or Under Review), but an Admin does not have access to reports and cannot open full student profiles or process referrals.

What reports and student information can School Users access in Palmetto GIFTED?

Users provisioned with the School User role have read-only access to view student profiles and can generate three school-level reports for their authorized school(s): Students Being Served, Student Identification, and Performance Task Assessment.

District-wide aggregate reports (such as Form A and Advanced Placement Participation) require District Gifted and Talented Coordinator permissions and will display no data for school-level accounts.

Who assigns the District Gifted and Talented Coordinator role to a user?

User and role management is not handled inside Palmetto GIFTED; no one at SCDE or the district assigns roles directly in the app. To add a user or change a role, a Gifted and Talented Coordinator opens a support ticket at PGSupport@edwisegroup.com specifying who needs access and the role they should have, and PG Support sets it up.

A staff member left our district. How do we remove their access?

User and role management is not handled in the app. Email PGSupport@edwisegroup.com with the person's name, district, and a request to remove or deactivate their access. PG Support handles the change.

Can the same person hold more than one role?

Yes. Multi-role assignments are supported, so one person can hold more than one role at the same time (for example, a District Gifted and Talented Admin who also serves as a Coordinator at a specific school). Role assignments are handled through a support ticket (see the role assignment question above).

4 Transition from Legacy GIFT to New Palmetto GIFTED

These questions relate to the move from the legacy GIFT application to Palmetto GIFTED.

Did data from the legacy system move to the new system?

Yes. Data from the legacy GIFT application was migrated into Palmetto GIFTED.

My migrated comments are all in the general Comments section, even the artistic ones. Will they move automatically?

No. During the legacy migration, comments were placed in the general Comments section because the legacy system did not distinguish academic from artistic comments. They will not move to Artistic Comments automatically.

A student who was in vocal music shows up in Palmetto GIFTED as Instrumental Music. Why?

The legacy GIFT system had a single Music field for artistic identification. Palmetto GIFTED splits this into Instrumental Music and Choral Music. Because there was no programmatic way to tell which kind of

music a student qualified for, every music-identified student was defaulted to Instrumental Music during migration. SCDE has directed that districts correct these records themselves, one student at a time. To do this, open the student's GT Artistic section, open the Edit dialog for Choral Music, and set the status along with the screening date and screener information. There is no bulk correction for this, so there is no need to send lists of student IDs to support.

Some of my student's assessments show as "Other." What does that mean?

During the legacy migration, qualifying assessment data that could not be mapped to one of the standard Gifted and Talented assessments in Palmetto GIFTED was migrated as an "Other" assessment. These appear on the student profile labeled as Other, with the original legacy assessment name in parentheses, for example Other (ACT). The scores are preserved; only the assessment label differs.

5 Student Profiles & Identification

Where do I find a student's full Gifted and Talented profile?

Open Student Search, enter at least one search field, and select the student from the results. District Gifted and Talented Coordinators can open and edit the full profile. School Users can open their full profile in read-only mode. District Gifted and Talented Admins and SCDE Gifted and Talented Admins cannot open full student profiles.

A currently enrolled student shows only basic information. How do I see their full data?

If the student has not yet been identified, their profile is limited by default. Open the profile and select Enable this profile for review and determination at the top. The system then loads assessments, GPA history, and other available data.

Why can I see a student's address but not the parent or guardian information?

Palmetto GIFTED loads student information in two stages to comply with state data governance. Basic demographic information (the student's name, identifiers, grade, school, and address) is loaded first, so authorized users can find the student in Student Search.

Parent and guardian information and other extended details are loaded after the student has an active Gifted and Talented profile (either under review or identified).

Parent and guardian records must also be available in your district's Ed-Fi data. If a student already has an active GT profile but contacts remain missing, ask your district's PowerSchool or Ed-Fi data contact to confirm contact records are being published, then contact PGSupport@edwisegroup.com with the student's State Student ID.

A student transferred out of our district. Can I still update their profile?

No. Previously enrolled students are view-only for District Gifted and Talented Coordinators. You can still print or download their Academic or Artistic Profile report.

How do I access Gifted and Talented records for a student who transferred from another South Carolina district?

District Gifted and Talented Coordinators can review newly enrolled in-state transfer students on the Review Transfers page (located under the Review menu).
When a student enrolls from another South Carolina district and is published through Ed-Fi, their record appears in your transfer queue. Activating the transfer brings forward the student's prior state Gifted and Talented identification status and qualifying assessment history into your district's view.

What is the difference between Eligible and Under Review?

Eligible means the student meets Gifted and Talented identification criteria. Under Review means the student's scores were high in at least one area but did not meet the threshold for the system to determine eligibility automatically, so these students need your team's review and determination. Under Review is the expected result for these students, not an error or an unfinished step.

How do I mark a student as Locally Identified?

Open the GT Academic section and update the identification status, then select the appropriate subject area (math, ELA, social studies, or science). Locally Identified students are manually identified outside the state automated rules.

Can Social Studies be listed as an Academic Strength Area?

Under South Carolina Gifted and Talented regulations, state-identified academic strength areas are English Language Arts (ELA) and Mathematics.

Social Studies and Science are valid subject options only for students who are designated as Locally Identified under district policy.

Can a student identified in ELA or Mathematics be served through a Social Studies or Science course?

Yes, when scheduling constraints prevent placement in a course within the student's identified strength area. A student identified for ELA gifted services may receive services through a Social Studies course, and a student identified for Mathematics gifted services may receive services through a Science course.

Serving a student through Social Studies or Science does not change the student's identified gifted strength area. The identification remains ELA or Mathematics; only the course used to deliver services differs.

My locally identified students from last year are missing. Why?

Locally identified did not exist in the legacy GIFT application, so it was not part of the legacy migration, and Palmetto GIFTED does not identify these students automatically because the designation comes from district or board policy. Districts need to add their locally identified students manually. The designation then stays in place until your district changes it. The Potentially Gifted screen is a useful starting list when you work through them.

Does entering a GPA for Dimension C make a student eligible automatically?

GPA calculations use final end-of-year grades. Entering or updating a GPA on a student's profile does not trigger an eligibility re-evaluation and will not move a student to state identified on its own. The system's automated eligibility runs are driven by assessment data, so a GPA entered through the application is recorded but is not scored against the eligibility criteria.
For a student who has already met Dimension B and now has a qualifying GPA, the coordinator completes the determination manually. On the student's profile, mark the student Eligible and select GPA as the reason for the determination. The student's status updates once that determination is saved. This is the current process and not an error in the system. Automatic GPA evaluation has been requested; an implementation date has not been confirmed.

Which grade levels use GPA for Gifted and Talented eligibility?

Grade Point Average (GPA) criteria for Dimension C (Academic Performance) evaluation may be applied to students at the end of Grade 5 and above. GPA cannot be used as an eligibility criterion for students in K-4.

Under South Carolina regulations, students qualify through this criterion by earning an unweighted 3.75 GPA or above on a 4.0 scale calculated using final end-of-year grades in English Language Arts, Mathematics, Social Studies, Science and year-long World Languages.

How do I print or download a student's profile?

Open the student's Information section and select Academic Profile or Artistic Profile, depending on the type of profile you need. The selected profile opens as a printable report; use the report viewer controls to print or download it.

Can I edit a comment on a student profile?

Yes. Gifted and Talented Coordinators can edit or delete comments on a student profile.

Do I need to manually confirm students who show up as GT-96 or GT-AB?

No. Students who meet the criteria for GT-96 or GT-AB are automatically marked as Gifted and Talented Eligible. You do not need to open their profile and manually set the status. You can review these students on the Identified Students screen.

What does a GT Identification Status of GT-PC mean?

GT-PC was used in GIFT to identify a student who had been identified using previous criteria, meaning the student was identified outside of the district. In many cases, GT-PC was used because the student's previous GIFT profile already reflected that status. Otherwise, the student's qualifying scores should have been entered into the system.

When do I manually update a student's profile?

Manual updates to a student's profile should be made only for students transferring from another state or in rare, exceptional circumstances, such as incorrect assessment scores, scores assigned to the wrong student, or other documented reporting errors that cannot be corrected through EdWise.

Do I need to manually confirm students who show up as Met-A or Met-B?

The system sets these students to Under Review for you, so there is no manual step to put them in that state. Under Review is not a final answer, though: these students still need your team's review and eligibility determination. Review them on the Potentially Gifted screen under the Review menu.

A student met Dimension A or Dimension B, but their profile shows "Under Review" and "Needs PTA." Why are they not automatically Eligible?

South Carolina identification regulations require students to qualify in at least two dimensions (such as Dimension A + Dimension B, or Dimension B + Dimension C), or score at or above the 96th national age percentile composite for automatic identification (GT-96).

When a student in grades 2–5 meets the qualifying benchmark in only one dimension (Dimension A or Dimension B), the system places their status in Under Review and flags them as Needs PTA. This indicates the student should be referred for Dimension C (Performance Task Assessment) testing to complete the eligibility criteria.

I cannot find the Potentially Gifted page. Where did it go?

Potentially Gifted is located under the Review menu in the top navigation bar, rather than appearing as its own top-level menu item.

A student profile used to show a status of "Undetermined." I do not see that status anymore. What replaced it?

Undetermined was renamed to Under Review. The meaning is the same: the student's scores were high in at least one area but did not meet the threshold for automatic eligibility. Your team makes the final determination on these students.

I cannot find the "Reassess" report. Where can I find it?

"Reassess" report is Potentially Gifted in the PALMETTO GIFTED application. Potentially Gifted is available under the Review menu and lists students whose data indicates they may need additional review or testing. The purpose of the Potentially Gifted review list is to identify students that may need additional evidence or retesting in one or more dimensions to become state identified.

6 ASSESSMENTS

Do I need to upload my district's assessment data?

Most assessment data is loaded into Ed-Fi by SCDE, the vendor, or the district through an approved Ed-Fi process, so districts do not upload it. Hand-scored assessments that do not come through Ed-Fi, such as NNAT3, Raven's, and NGAT, are uploaded by the district using the assessment upload templates in Palmetto GIFTED. If expected results are missing, please contact Palmetto GIFTED Support.

Why does a student's reading or math score appear on more than one line?

Each line is a separate administration of the assessment. When reading and math were given on different dates, Palmetto GIFTED shows them on separate lines, each with its own date.

I uploaded a corrected score, but the student's eligibility did not change. What should I do?

When a corrected score is uploaded again, Palmetto GIFTED updates the score but may keep the eligibility result from the original score. Please contact Palmetto GIFTED Support to have the original score removed, then upload the corrected score again so eligibility is recalculated.

Should I manually enter missing assessment scores or eligibility dates on a student's profile?

No. Standard state assessment results and automated Gifted and Talented eligibility determinations flow into Palmetto GIFTED through scheduled data integrations.

Coordinators should not manually type in standard assessment scores or eligibility dates, as automated background syncs and state data loads will overwrite manual entries. If expected state assessment scores are missing for a student, please email PGSupport@edwisegroup.com with the student's State Student ID so the sync record can be reviewed.

7 REFERRALS

A parent wants to refer their child. How do they do that?

Parents submit referrals through the external referral form, which does not require a login. The referral lands on the District Gifted and Talented Coordinator's Submitted Referrals page.

A submitted referral says Not Located. What does that mean?

The student details on the referral did not match a student record in Palmetto GIFTED. Common causes include an incorrect name, birthday, or student ID.

Can I edit a Not Located referral?

No. Not Located referrals can only be deleted from the Submitted Referrals page. Use Student Search with the student's name and school to find the correct record, then resubmit it if needed.

How do I decline a referral?

Open the referral on Submitted Referrals and choose Decline. The referral is removed from the queue and the decision is recorded.

Can the same student be referred more than once?

Yes. There is no one-referral-per-student limit. All referrals remain visible on Submitted Referrals.

8 Services & Parent Consent

How do I record that we are serving an identified student?

In the GT Academic or GT Artistic section of the student profile, locate the Services area. Choose the current school year and select Being served, Planned for service, or Not being served (with reason).

If a student is identified as Gifted and Talented, why do they not appear on the Students Being Served report?

Identification and service status are tracked separately in Palmetto GIFTED. When a student meets state criteria, their profile updates to Eligible, but the system does not automatically mark them as actively served.

To include an identified student on the Students Being Served report, open the Services area on the student profile, select the current school year, and choose Being served (or planned for service). Only students with an active service record for the current year appear in the report.

A parent wants to opt their child out. How do I record that?

On the student profile in the GT Academic or GT Artistic section, toggle Parent Opt-In or Opt-Out. Opt-Out is a separate flag from Ineligible. The student remains identified but is not served.

What is the difference between Ineligible and Parent Opt-Out?

Ineligible means the student does not meet the Gifted and Talented identification criteria. Parent Opt-Out means the parent has declined services even though the student is identified.

How do I record past servicing history?

In the Services area of the GT Academic or GT Artistic section, add prior school years with the appropriate served or not served status. This is for the historical record only.

9 Reports

Which reports are available for my role?

Reports depend on your role:

- District Gifted and Talented Coordinators see six district reports: Students Being Served Report, Student Identification Report, Form-A Report, Performance Task Assessment Report, Advanced Placement Participation, and Assessment Roster Report.
- School Users see three reports for their assigned school: Students Being Served Report, Student Identification Report, and Performance Task Assessment Report.
- District Gifted and Talented Admins do not have access to reports.
- SCDE Gifted and Talented Admins see three state-level reports: Administered Dimension A Assessments, Administered Dimension B Assessments, and Second Grade Students Identified.

Can I save and share a custom report?

No. Palmetto GIFTED does not have a custom report builder. The pre-built reports listed above are what is available.

Can I sort a report after I download it?

Yes. If you need to sort the data, download the report as CSV rather than Excel. The CSV opens in Excel, sorts normally, and you can save it as an Excel workbook once you have it arranged the way you want.

When you open a CSV, check that the Student State ID and Student SIS ID columns still show the full numbers before you save.

The Excel download is better for viewing and printing because it keeps the report formatting. Filtering works in both formats.

A report shows no data. What is going on?

Confirm your filters first. If the report still shows no data, email PGSupport@edwisegroup.com to report a possible data issue.

Why are newly identified students or recent test scores missing from my Student Identification Report?

The Student Identification Report filters results by the date the assessment was administered. If the date filter is left blank or set to a narrow range, recent assessment results may not appear in your results. To see newly identified students from recent testing, enter the full testing window in the Assessment Date Range filter (for example, April 27 through May 22 for spring SC READY) and run the report again.

Graduated or former students appear in my Student Identification Report. How do I exclude them?

Students who graduated or left the district were migrated under a school named Graduated Students / Left District. To exclude them from the Student Identification Report, open the Schools filter and uncheck Graduated Students / Left District, then run the report.

What is the Form A report used for?

Form A is the multi-table year-end report used by SCDE for state reporting. It includes academically gifted student counts, eligibility breakdowns, and service status across multiple tables.

Can SCDE Gifted and Talented Admins drill down into a specific district's data?

No. State-level reports show aggregated statewide results only. For district-level detail, contact the District Gifted and Talented Coordinator.

What is the difference between Students Identified and Students Serving report?

The Students Identified report includes all students who have met the state's identification requirements. The Students Serving report includes only those students who are receiving services during the current school year. The Students Serving report should match the student counts reported in your 45-day and 135-day PowerSchool reports.

10 Notifications

Who can send district-wide notifications?

The Notifications module has not been implemented. There is no notification management role at this time.

I am not seeing notifications I expected. What now?

Palmetto GIFTED does not send in-app notifications, so there is nothing to troubleshoot. Any communication you receive about Palmetto GIFTED comes from SCDE or from PG Support by email.

11 Data Synchronization

How often does Palmetto GIFTED receive student and enrollment data from PowerSchool?

Palmetto GIFTED does not connect directly to PowerSchool. Student and enrollment data flow from each district's PowerSchool system to the SCDE Ed-Fi ODS and then into Palmetto GIFTED. Student-directory and Gifted and Talented application data are scheduled to load nightly. District publishing and downstream processing can affect when a change appears, so next-day visibility is not guaranteed. If information remains missing or incorrect, email PGSupport@edwisegroup.com with the student's State ID, the page involved, and a screenshot.

12 Getting Help and Who to Contact

There are two places to go, and the right one depends on whether your question is about the application or about the Gifted and Talented program itself.
Palmetto GIFTED Support, PGSupport@edwisegroup.com, for anything about using the application. Every email to that address opens a support ticket.
SCDE for questions about the Gifted and Talented program: eligibility criteria, identification codes, coordinator designations, Form A, and program policy.

Which question goes where

Your question	Where to go
Signing in, or you need access to Palmetto GIFTED	PG Support ticket
Adding a user, changing a role, or removing access	PG Support ticket
A page, report, or upload is not working as expected	PG Support ticket
Student data in the application looks wrong or incomplete	PG Support ticket

Your question	Where to go
Whether you are your district's designated Gifted and Talented Coordinator	SCDE
Eligibility criteria and what the identification codes mean	SCDE
Form A and state reporting	SCDE
Gifted and Talented program rules and policy	SCDE

Emailing PG Support directly is the fastest way to get help, and it keeps a record of your request.

What to include when you report an issue

- Your name, district, and role
- The page or feature involved
- What you expected to happen, and what happened instead
- The State ID for any student the issue affects
- A screenshot of what you are seeing

Details make the difference between an issue that can be investigated right away and one that needs several questions first.

Where do I find more details on my workflow?

Quick Start Guides are available for three roles: District Gifted and Talented Coordinator, District Gifted and Talented Admin, and SCDE Gifted and Talented Admin. Each guide walks through that role's workflow in phases. School Users should use this FAQ and contact their District Gifted and Talented Coordinator with questions about their district's process.