

From: EDEN Submission System [EDEN-Submission-System@ed.gov]
Sent: Thursday, July 08, 2010 4:34 PM
Subject: PSC Support Update

Attachments: Solution 138960 ERS report views or scheduled reports are unavailable.doc; TIP0016 Reporting zero missing and null.doc; TIP0017 Determining how long a state should retain CSPR records.doc

*This message is being sent to all ED*Facts* Submitters*

ERS Reports List Available

Now available within the Reference Documents link on the ED*Facts* Reporting System (ERS) home page is a spreadsheet entitled "ED*Facts* Reporting System State Report List." This document is intended to serve as a handy quick-reference for states when looking for a predefined ERS report that contains certain ED*Facts* data.

Correction to the Broadcast on SY 2008-09 CSPR Reports Available

The PSC broadcast sent on Tuesday, 7/6/2010 announcing the release of CSPR reports updated to display SY 2008-09 data erroneously included CSPR001 (Public School Choice) and CSPR015 (Districts Making AYP).

CSPR001 will not be available for SY 2008-09 data. CSPR015 is in testing now and should be available for use soon. You will be alerted when it has been released in ERS. We apologize for any inconvenience this may have caused.

REMINDER: Final OMB Review Period on ED*Facts* Information Collection Package Ends on 7/14/2010

States received an e-mail message from Pat Sherrill via the ED*Facts* listserv on 6/16/2010 announcing the opening of the 30-day OMB review period for the planned ED*Facts* information collection package. This is the final opportunity for states to submit comments and questions on the package for this OMB approval cycle.

SUMMARY: The Director, Information Collection Clearance Division, Regulatory Information Management Services, Office of Management invites comments on the submission for OMB review as required by the Paperwork Reduction Act of 1995. Each proposed information collection, grouped by office, contains the following: (1) Type of review requested, *e.g.* new, revision, extension, existing or reinstatement; (2) Title; (3) Summary of the collection; (4) Description of the need for, and proposed use of, the information; (5) Respondents and frequency of collection; and (6) Reporting and/or Recordkeeping burden. OMB invites public comment.

ACCESS TO THE DOCUMENTS: The ED*Facts* information collection package detail may be accessed from:

http://edicsweb.ed.gov/browse/browsecoll.cfm?pkg_serial_num=4232

Select "Download Attachments " to view the actual documents. It is suggested that states start by reading the Attachment E - Response to Public Comment document (listed as "Att Attachment E – Response to Public Comment.docx"). States are also encouraged to review Attachment C – Changes (listed as "Att Attachment C – Changes.docx"), Attachment B-6 SIG Metrics, Attachment B-7 SFSF Indicators, and Attachment B-8 Dispute Resolution (listed as "Att Attachment B-8 Dispute Resolution.docx.")

DATES: Interested persons are invited to submit comments to OMB per one of the Addresses below on or before July 14, 2010.

ADDRESSES: Written comments should be addressed to the Office of Information and Regulatory Affairs, Attention: Education Desk Officer, Office of Management and Budget, 725 17th Street, NW., Room 10222, New Executive Office Building, Washington, DC 20503, be faxed to (202) 395-5806 or e-mailed to oir_submission@omb.eop.gov with a cc: to ICDocketMgr@ed.gov.

NOTE: PLEASE DO NOT SUBMIT COMMENTS ON THE OMB CLEARANCE PACKAGE TO PSC. All comments on the ED Facts information collection package must be submitted to OMB via one of their addresses above (we suggest you use the e-mail address).

REMINDER: Register for the 7/20/2010 PSC Online Meeting with States (Webinar)

Formerly held biweekly, these webinar meetings will now be conducted the third Tuesday of each month in response to state feedback.

The purpose of this online meeting is to convey what states need to know about using ED Facts effectively including an update on PSC support, insight into recent state issues/solutions, what is on the horizon for ED Facts users, and the opportunity to pose questions to PSC management. Please keep your questions related to issues of general interest to all the states.

Webinar Date: Tuesday, July 20, 2010, from 3:00 – 4:00 PM EST

Please register using the following link:

<https://www1.gotomeeting.com/register/915310841>

After registering, you will receive a confirmation email containing the toll-free phone number and website link for joining the Webinar.

Upcoming Due Dates and Reminder to Update SSP as Necessary

No additional ESS files due in July/August

If you have not already done so, please remember to complete all overdue SY 2009-10 file submissions and all overdue SY 2008-09 file submissions. Check the online ED Facts calendar (www.ed.gov/edfacts) for other important dates.

NOTE: When a state is granted an extension request to submit a specific file later than the due date, this does not imply that the due date itself will change. LEAD015 in ERS will calculate timeliness and completeness based on the established due date (or due date + 7 days beginning with SY2009-10 files due September 30). See TIP0002 for more information.

ED Facts System Status

This is to provide you with the current status of the EDEN Submission System (ESS) data:

ESS Status (weekly statistics from Wednesday to Wednesday)

System Status: ESS system is up and running
Files Received: 95
Files Processed: 63 1files (3 superseded, 31 had errors)
Average File Processing Time: 3 minutes, 56 seconds

Support Issues, Solutions, and Metrics

The following is provided to give you some insight into issues being handled by your Partner Support Center (PSC):

New Issues Affecting Multiple SEAs

1. EMAPS: Several states have contacted PSC to have answers updated in their EMAPS SSS – IDEA survey response. Status: PSC escalated each issue to the development team which made the appropriate changes to the responses.

New or Updated Solutions (in attached files)

1. Solution 138960: ERS report views or copied reports are unavailable to run
2. TIP0016: Reporting zero, missing, and null values in ESS file submissions
3. TIP0017: Determining how long a state should retain CSPR records

Average Time to Resolution (excluding weekends, 6 week rolling average)

Tickets requiring escalation: 17.57 days
Tickets not requiring escalation: 0.87 days

Thank you,
PSC

ED Facts Partner Support Center
Telephone: 877-457-3336 (877-HLP-EDEN)

Fax: 888-329-3336 (888-FAX-EDEN)
TTY/TDD: 888-403-3336 (888-403-EDEN)
EDEN_SS@ed.gov

For general feedback on PSC support, contact:
[Paul Johnson](#)