

E-mail Subject: PSC Support Update

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

***PSC Self-Service Portal Now Available to All States***

We are pleased to announce the availability to all states of a new tool called the PSC Self-Service Portal. This tool provides a simple capability for states to view their own PSC support requests (called tickets or work orders) and to search the support knowledgebase of solution articles based on keywords.

The portal is based on a COTS application called Numara TrackIt! As such, it provides some basic user self-service features for ED*Facts* users. Please note that this portal tool does not lend itself well to customization, so at this time we cannot consider new feature requests or enhancements to the tool.

*Action Required:* Each ED*Facts* Coordinator is responsible for submitting a list of requested users for the portal to the PSC. These users should be limited to active users of the PSC, since each user will only see the tickets that he or she initiated with the PSC. Include the following information in your email to the PSC:

Name	Title	Email	Phone
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After receiving the list of requested users, the assigned PSC analyst for each state will contact the ED*Facts* Coordinator with the user account information (username and unique password) for the portal.

Once you have received your user account information, use Internet Explorer 6.0 or higher to access the tool at: <http://etss-trackit.2020llc.com/tiweb>

A PSC Self-Service Portal User Guide is attached for your reference. Please make sure you read the instructions for conducting effective keyword searches of the solutions articles and enjoy the tool!

***NEW ED*Facts* User Support Pages on [www.ed.gov/edfacts](http://www.ed.gov/edfacts)***

ED will launch new web support pages populated by the PSC on the ed.gov website by Friday, 7/23/2010. These new pages, available via the User Support link on [www.ed.gov/edfacts](http://www.ed.gov/edfacts), are designed to provide states with “one stop shopping” for resources related to the support and effective use of ED*Facts*. Initial content includes:

- **Access to the PSC Self-Service Portal:** Use this web portal to log in and view the status of all your PSC support tickets (work orders) or search the knowledgebase of Solutions using keywords, error numbers, school year, file spec number, or application. To browse the complete listing of knowledgebase solution articles instead, see below. Access to this portal must be requested through your state’s ED*Facts* Coordinator.

- **Browse the Support Knowledgebase (Solution Articles):** Use this feature to browse the complete listing of solution articles within the PSC support knowledgebase. Solution articles contain information states need to know in order to use ED*Facts* systems effectively and are categorized by Solution Type. Known Issues explain situations encountered with an existing system which are typically corrected via a system release, enhancement request, or requires a user workaround. Technical Tips provide advice on how to make best use of existing ED*Facts* system functionality, typically addressing an area of that requires clarification for the user community.
- **PSC Support Update:** Lists current and past issues of this weekly broadcast to states on how to effectively use ED*Facts* and understand related changes.
- **Tools and Other Downloads:** Includes tools such as the ED*Facts* Data Viewer
- **Training Webinars:** Contains links to recent Webinar recordings and presentation files from PSC training sessions conducted for states.
- **PSC Online Meetings with States:** Includes links to recent Webinar recordings and presentation files from these regular meetings with states.

### ***Materials from the 7/20/2010 PSC Online Meeting with the States***

This online meeting is designed 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

This month's meeting included an explanation by Barbara Timm of the upcoming Charter School Data Quality reports that are planned for distribution to states by late-August.

If you missed the meeting and would like to view the PowerPoint presentation or state Questions & Answers, they are attached for your reference. To view an audio/video recording of the entire Webinar, please use the following link:

<http://www.mediafire.com/?c5msndokcad8ucm>

Please stay tuned for registration information for next month's meeting, scheduled for 8/31/2010.

### ***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](http://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.*

### **EDFacts 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: 196  
Files Processed: 106 (13 superseded, 76 had errors)  
Average File Processing Time: 18 minutes, 7 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. ESS: A state wants to know how to handle a situation where a student is listed in multiple districts and has discipline issues that are both less than .5 of a day but together add up to over .5 of a day. For a student who is suspended in 2 different districts for .4 and .3 days respectively, how should that student be reported in the LEA level discipline files? Status: The definition that OSDFS uses is 'removed from their regular education program for at least an entire school day' as the minimum for reporting a student or an incident. So the state would not report this student for 030 or 136 files.
2. CSPR: In preparing for the SY 2009-10 CSPR, a state has a question about schools that are SWP Title I eligible. In reviewing data for the N129 file submission which asks for Title I Part A building information they came across a small sub set of schools that are under 40% poverty but are schoolwide. The state's understanding is that once a school is considered schoolwide, they can stay schoolwide even though their poverty dips below the required 40%. How should these schools be coded? Status: OESE responded that because these schools received Title I funds and operated a Title I schoolwide program, the state should report them as "Title I Schoolwide School."

New or Updated Solutions (in attached files)

1. TIP0008a: Addressing Results of the Submission Error Report in ESS (revised)
2. TIP0019: Understanding whether source of funding affects Title I status
3. TIP0020: Determining whether personnel met technology standards in N/X071

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

Tickets requiring escalation: 20.78 days

Tickets not requiring escalation: 0.75 days

Thank you,  
PSC

EDFacts 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](mailto:EDEN_SS@ed.gov)

For general feedback on PSC support, contact:

[Paul Johnson](#)