

E-mail Subject: PSC Support Update

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

***ERS Scheduled Outage on Friday Evening through Saturday***

To perform system upgrades and maintenance on the ED*Facts* Reporting System (ERS), ED will conduct a scheduled maintenance outage beginning at 7PM EST Friday, 8/6/2010 and lasting through 5PM EST Saturday, 8/7/10. ERS will not be available for access during this period.

***New! LEA Directory and Grades Offered Extract Report (EDEN028)***

This new report provides users with an extract of the data submitted in ESS for the Directory (029) and Grades Offered (039) files at the LEA level. It can be found under 'ED*Facts* Data Collection' within ERS.

The new directory extract will contain all data groups from 029 and 039 and prompts the user to select the school year desired. Users may select only SY2006-07 and later because the extract is consistent with the Common Core of Data (CCD) LEA universe. As with the EDEN017 SCH level extract report, the purpose of this extract is to expedite the retrieval of ED*Facts* directory and grades offered data for use by states. This replaces the former process in which a state had to contact the PSC for a directory file extract.

To export the report results into a file, you will need to select the format (Excel, PDF, HTML, XML) and save the file to your PC.

***Opportunity for Input on How SY 2010-11 Data is Collected***

At last week's NCES Summer Data Conference, Barbara Timm and Bobbi Stettner-Eaton presented two ED*Facts* sessions on Friday. The sessions, entitled "The Next ED*Facts* Collection" and "Implementing the Next ED*Facts* Collection," contained valuable information for ED*Facts* Coordinators as we move into SY 2010-11 and beyond. The PowerPoint presentations from those sessions are attached to this email.

The slides from the second session include several collection issues that have not been resolved. ED would appreciate any suggestions or comments regarding preferred methods of collection. Please send any input to PSC via e-mail by Monday, 8/23/2010.

***Bookmark the ED*Facts* User Support Page at [www.ed.gov/edfacts/support.html](http://www.ed.gov/edfacts/support.html)***

Remember to bookmark [www.ed.gov/edfacts/support.html](http://www.ed.gov/edfacts/support.html) as your direct link to the new User Support pages for ED*Facts*. These pages, also accessible by clicking the User Support link on [www.ed.gov/edfacts](http://www.ed.gov/edfacts), provide states with new self-service resources related to the support and effective use of ED*Facts*.

### ***Register for the 8/31/2010 PSC Online Meeting with States (Webinar)***

This month's meeting is being held later than usual to accommodate a special agenda item to walk users through the CTE file submissions which will be accommodated in the ESS release in October.

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, August 31, 2010, from 3:00 – 4:00 PM EST

Please register using the following link:

<https://www1.gotomeeting.com/register/130755609>

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 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.*

### ***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: 68  
Files Processed: 37 (3 superseded, 26 had errors)  
Average File Processing Time: 13 minutes, 12 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: A state reported viewing duplicate information on their 09-10 SSP HTML report. The duplicate lines of information appears for files 046 and 132 at the bottom of the report. Status: This issue was logged as a change request and will be corrected in the EMAPS production application.
2. ESS: State would like clarification on the source for language codes when entering data for the October report (currently using ISO 639-2 as the source). There apparently is a more recent document, ISO 639-3 with a code for a language that was not included in the previous document - Nweh - for which the code is nwe. Should we assume that we will be using the new document? Status: This issue has been referred to the ED Facts Change Request Board (ECRB) for determination, after which the states will be notified.

#### New or Updated Knowledgebase Solutions (in attached files)

1. TIP0021: ED approach to consistency in file specification numbering
2. TIP0022: Reporting public school choice transfers of students between LEAs

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

Tickets requiring escalation: 18.27 days  
Tickets not requiring escalation: 0.89 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](mailto:EDEN_SS@ed.gov)  
[www.ed.gov/edfacts/support](http://www.ed.gov/edfacts/support)

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