

E-mail Subject: PSC Support Update

* This message is being sent to all *EDFacts* Submitters - also available online at www.ed.gov/edfacts/support.html *

New Version of EDFacts Calendar

An updated version of the *EDFacts* Calendar (9/3/2010 edition) has been posted at www.ed.gov/edfacts. Please make use of the calendar for the latest information on upcoming due dates and events related to *EDFacts* data submissions.

Q&A Materials from the 8/31/2010 PSC Online Meeting with the States

This month's meeting included an explanation by Barbara Timm of the upcoming CTE file changes that will be enabled for submission in October (these CTE file submissions are optional for SY2009-10). The state Questions & Answers from the meeting are attached. As a reminder, to view an audio/video recording of the entire Webinar, please use the following link:

<http://www.mediafire.com/?bsjxjt094mo8c7q>

Reminder to Register for the 9/21/2010 PSC Online Meeting with States (Webinar)

This month's meeting will include a *special agenda item to walk users through the ESS 6.2 business rule changes.*

The purpose of this online meeting is to convey what states need to know about using *EDFacts* effectively including an update on PSC support, insight into recent state issues/solutions, what is on the horizon for *EDFacts* 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, September 21, 2010, from 3:00 – 4:00 PM EST

Please register using the following link:

<https://www1.gotomeeting.com/register/318988088>

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

9/23/2010 – EDTech State Supplemental Survey Due in EMAPS

9/30/2010 - SY2009-10 Files Due

N/X028 Computer

N/X132 School End of SY Status

11/1/2010 - SY 2009-10 Files Due

N/X005 Children w/Disabilities (IDEA) Removal to Interim Alternative Educational Setting
N/X006 Children w/Disabilities (IDEA) Suspensions/Expulsions
N/X007 Children w/Disabilities (IDEA) Reasons for Unilateral Removal
N/X009 Children w/Disabilities (IDEA) Exiting Special Education
N/X070 Special Education Teachers
N/X088 Children w/Disabilities (IDEA) Disciplinary Removals
N/X099 Special Education Related Services Personnel
N/X112 Special Education Paraprofessionals
N/X143 Children w/Disabilities (IDEA) Total Disciplinary Removals
N/X144 Educational Services During Expulsion

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 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: 104
Files Processed: (71 superseded, 26 had errors)
Average File Processing Time: 4 minutes, 15 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: Two states have reported that "NO DATA IN ESS" displays for the following files in SY 2009-10 EMAPS SSP: N039 grade level- LEA level no data; N130 - LEA level; N089- SEA and LEA; N052 - SEA and LEA; N046- SEA and LEA; and N059- SEA and LEA. These data files have been submitted through the ESS and reflect as well on the LEAD015 report. Status: Ticket is escalated to the development team for troubleshooting and resolution.
2. ESS: For N/X132, a state would like to know if 'PK' and 'Ungraded' students should be included in DG 56 – Economically Disadvantaged Students and in DG31 – School Poverty Percentage. Status: Ticket is escalated to ED for policy clarification.
3. ESS: Attempts to access the current version of a file spec through the data framework was unsuccessful. For file specs with a current version newer than 6.0, the "Current Version" link of an updated file spec from the data framework leads to an older version. Status: Ticket is escalated to the development team for

troubleshooting and resolution.

New or Updated Knowledgebase Solutions (in attached files)

1. TIP0027 Definition of administrator for N/X065
2. TIP0028 When are CTE files required for submission in *EDFacts*?

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

Tickets requiring escalation: 34.81 days

Tickets not requiring escalation: 0.82 days

Thank you,

PSC

EDFacts Partner Support Center

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For general feedback on PSC support, contact:

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