

E-mail Subject: PSC Support Update

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

Important Guidance for States

Please be sure to read the new and updated Knowledgebase Solutions at the end of this e-mail message, since they include important clarifications on several topics.

ERS Report Changes to be Released 9/27/2010

The following updates to ERS reports will be available to states by Monday, 9/27/2010:

- LEAD004: removes files 150 and 151 for SY 2008-09
- LEAD012: Updated for SY2009-10 (will not include CTE files in the calculations)
- LEAD015:
 - Removes files 150 and 151 for SY 2008-09 and 2009-10
 - Removes files 148 and 149 for SY2009-10
 - Users will have 7 days after the due date to update their planned values in EMAPS, before the timeliness metric is calculated. For example, N/X028 Computer is due on September 30, but the timeliness calculation will not be updated to include N028 until Friday, October 8th.

Materials from the 9/21/2010 PSC Online Meeting with the States

This month's meeting included an explanation by Pamela Hinman of the business rules changes in ESS 6.2.

The PowerPoint presentations and state Questions & Answers from the meeting are attached. To view an audio/video recording of the entire Webinar, please use the following link:

<http://www.mediafire.com/?kukwjoiwjx33kxm>

Register for the 10/5/2010 PSC Online Meeting with States (Webinar)

This month's meeting will include a *special agenda item to walk users through the IDEA Exiting, Staffing, and Discipline files due 11/1/2010.* Please see the attached Powerpoint presentation to preview the material that will be covered.

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, October 5, 2010, from 3:00 – 4:00 PM EST

Please register using the following link:

<https://www1.gotomeeting.com/register/193064409>

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: 240

Files Processed: 141 (9 superseded, 79 had errors)

Average File Processing Time: 4 minutes, 32 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. Other: Regarding the OMB Package, a state asked if the Final OMB Approved ED Facts documents for FY 2011 – 2013 are located at: http://edicsweb.ed.gov/browse/downloadatt.cfm?pkg_serial_num=4232. They expected the documents would include an Attachment F which would be OMB's responses to public comments for the 30-day public review, but it does not appear in the list. Status: The version of the OMB package currently posted on the EDICS website is the June version. We expect the final package will be available on the website within a few days, including the Attachment F with the responses to the 30 day public comments.
2. EMAPS: A state's Technology Director was working on the EMAPS EDTech survey for about an hour when system said "Time has expired" while she was typing a sentence. PSC has informed user she will have to restart this survey, however, PSC would like to know if there is a time expiration rule set up even while users are actively working on survey. Status: EMAPS times out after 1 hour of no activity. Activity is defined as navigation within the main console and not the survey collection form. If the user has only been in the form for an hour and has not navigated within the system it is assumed that the user is inactive. A warning is generated by the system after 30 minutes of inactivity, and depending on a number of factors (how many windows are open or the user's browser) the user may not notice the warning. (PSC has created a TIP article on this issue for all states)
3. EMAPS: State contacted PSC reporting that when updates are made to File 132 in EMAPS SY2009-10 SSP, they are not saving. For the first due date month range they tried to update the comments for N/X132 but it was not saved. Status: Escalated to the development team for resolution.

New or Updated Knowledgebase Solutions (in attached files)

1. **REVISED** – Solution 121532b Submission of N/X150 and N/X151 for SY 2008-09 and 2009-10
2. **REVISED** – TIP0026a Reporting ARRA and non-ARRA McKinney-Vento appropriations for CSPR
3. **REVISED** - TIP0028a When are CTE files required for submission in ED Facts?
4. TIP0033 How the permitted value NA is used in N/X107
5. TIP0034 Reporting elementary and secondary poverty quartiles within HQT files
6. TIP0035 Reporting PK and Ungraded students in N/X132
7. Solution 144006 EMAPS session time out rule

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

Tickets requiring escalation: 34.77 days
Tickets not requiring escalation: 0.72 days

Thank you,
PSC

ED Facts Partner Support Center
Telephone: 877-457-3336 (877-HLP-EDEN)
Fax: 888-329-3336 (888-FAX-EDEN)

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For general feedback on PSC support, contact:

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