

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 *

EMAPS SSP Scheduled Maintenance Outage from October 21-25, 2010

The State Submission Plan (SSP) process in EMAPS will be unavailable while the new SSP Release 3 for SY09-10 is being deployed (the new release will include the balance of the SY2009-10 files).

SSP will not be available to users between 1:00 PM Eastern on Thursday, 10/21/2010 and 12:00 PM (Noon) Eastern on Monday, 10/25/2010. Users will still be able to login to EMAPS and use non-SSP features during the outage window.

The PSC will send another broadcast to states when SSP Release 3 is confirmed as available next week, including the User Guide and a list of included changes.

CSPR Part II Close Date is Confirmed for February 18, 2011

Earlier we communicated that the original CSPR Part II document distributed to states incorrectly listed the due date for Part II as February 11. ED has now obtained approval from OMB to officially change the date to February 18. Therefore, CSPR Part II is scheduled to open January 10, 2011 and close February 18, 2011.

Request for Pilot Test Volunteers for the PSC Customer Service Survey

The ED*Facts* Partner Support Center plans to make available to states an optional survey for rating the quality of service received in the resolution of a specific PSC ticket (issue). Before the survey is made available to all states, we would like to conduct a simple pilot test with a few ED*Facts* users. If you would be interested in helping to test the pilot version of the survey (estimated to take less than 20 minutes of your time total—the survey itself takes less than 3 minutes to complete), please indicate your interest via email to [Paul Johnson](mailto:Paul.Johnson@ed.gov).

No PSC Online Meeting with States in November or December

Due to the CSPR Training Webinar in November and the holidays in late December, there will be no monthly PSC Online Meeting with States webinars during those two months only. The PSC will keep states updated on important information via the weekly PSC Support Update broadcasts and other communications as needed.

Reminder to Register for CSPR Part I Training Webinar

ED*Facts* Coordinators and CSPR Coordinators from each state should register and plan to attend the CSPR SY2009-10 Part I Training webinar. The planned agenda for the training is as follows:

CSPR SY 2009-10 Timeline and System Features
CSPR Changes from Previous Year
CSPR Main Menu Options
CSPR User Access Roles
CSPR Q&A Formats, General Navigation
CSPR Workflow Processes
CSPR-EDFacts Data Population
CSPR Edit Checks
EDFacts Reporting Options
CSPR Supporting Information
Online Demonstration

Webinar Date: Wednesday, November 10, 2010, from 3:00 – 4:30 PM EST

Please register using the following link and invite your CSPR Coordinator to join us:

<https://www1.gotomeeting.com/register/237955688>

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

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

12/16/2010 – CSPR Part I SY 2009-10 Files Due

N/X010 Public School Choice
N/X043 Homeless Served (McKinney-Vento)
N/X045 Immigrant
N/X050 Title III LEP English Language Proficiency Results
N/X063 Teacher Quality in Elementary Classes
N/X064 Teacher Quality in Core Secondary Classes
N/X067 Title III Teachers
N/X075 Academic Achievement in Mathematics
N/X078 Academic Achievement in Reading (Language Arts)
N/X079 Academic Achievement in Science
N/X081 Assessment Participation
N/X093 Children w/Disabilities Participation in Assessments
N/X103 Accountability
N/X116 Title III LEP Students Served

N/X121 Migrant Students Eligible - 12 Month
N/X122 MEP Students Eligible and Served - Summer / Intersession
N/X126 Title III Former LEP Students
N/X128 Supplemental Educational Services
N/X131 LEA End of SY Status
N/X137 LEP English Language Proficiency Test
N/X138 Title III LEP English Language Proficiency Test
N/X139 LEP English Language Proficiency Results
N/X141 LEP Enrolled
N/X 152 Corrective Actions
N/X 153 Restructuring Actions

12/31/2010 – CTE SY 2009-10 Files Due (these files are optional, see TIP0028a)

N/X082 CTE Concentrators Exiting
N/X083 CTE Concentrators Graduates
N/X142 CTE Concentrators Academic Achievement
N/X154 CTE Concentrators Graduation Rate
N/X155 CTE Participants in programs for Non-Traditional
N/X156 CTE Concentrators in Programs For Non-Traditional
N/X157 CTE Concentrators Technical Skills

12/31/2010 – Other SY 2009-10 Files Due (files used for Performance Evaluation)

N/X106 Elementary/Middle Additional Indicator
N/X107 High School Graduation Rate Indicator
N/X108 Mathematics Participation Status
N/X109 AMO Mathematics Status
N/X110 Reading/Language Arts Participation Status
N/X111 AMO Reading/Language Arts Status
N/X118 Homeless Students Enrolled (UPDATE: due date moved from 12/16 to 12/31)

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: 498
Files Processed: 282 (27 superseded, 165 had errors)
Average File Processing Time: 24 minutes, 8 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: Five states reported errors S005-R04 and S005-R09 when submitting the N005 IDEA file to ESS. Status: Issue was escalated to the development team for resolution. These errors have been turned off in ESS effective Friday, 10/22/2010. States should be able to resubmit N005 now without experiencing these errors.
2. ESS: States are having problems submitting N/X112 – Special Education Paraprofessionals at the LEA level. There are instances where the states have included zero counts for LEA totals to make their EDFacts and DANS data submissions congruent. States can successfully submit the file when the zero counts are removed, but prefer the actual file to include zero counts. States are experiencing a similar problem with N/X070 and N/X099. Status: Issue was escalated to the development team for resolution. A fix is included in ESS as of 10/22/2010 to allow states to resubmit these files with zero counts successfully.
3. Other: At last year's MIS conference, there were sessions concerning EDFacts. The state would like to know if the February 2011 MIS conference will contain information pertinent to EDFacts Coordinators and if EDFacts Coordinators will be sent by the Department of Education to the conference. Status: ED clarified that the MIS conference hosted by NCES will indeed include sessions pertinent to EDFacts Coordinators. The PIMS team will propose and develop the conference presentations pertinent to EDFacts. Unfortunately there are no ED funds available for sending EDFacts Coordinators to the MIS Conference.
4. ESS: State asked when the SY 2008-09 N/X035 file will be due in EDFacts. Status: The due date for SY 2008-09 N/X035 is June 1, 2011. The N/X035 file spec will be posted soon as part of planned contents for the ESS 7.0 release (in late December).

New or Updated Knowledgebase Solution Articles (in attached files)

- None this week

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

Tickets requiring escalation: 16.88 days

Tickets not requiring escalation: 0.84 days

Thank you,
PSC

EDFacts Partner Support Center

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www.ed.gov/edfacts/support.html

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