

E-mail Subject: PSC Support Update

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

PSC Closed for Federal Holiday on Thursday, 11/11/2010

The Partner Support Center will be closed on Thursday, November 11, 2010 for the Federal holiday and re-open at 8AM EST on Friday, November 12th.

Documents for the SY2009-10 CSPR which Opens Monday, Nov 8th

The following documents are available on www.ed.gov via the links below. For ease of reference, all will be listed together soon in the CSPR Documentation section of www.ed.gov/edfacts as well. The SY 2009-10 CSPR opens for states on Monday, November 8th.

- CSPR Part I Word document:
<http://www2.ed.gov/admins/lead/account/consolidated/csprpart10910.doc>
- CSPR Part II Word document
<http://www2.ed.gov/admins/lead/account/consolidated/csprpart20910.doc>
- *EDFacts* – CSPR Crosswalk (Excel version)
<http://www2.ed.gov/admins/lead/account/consolidated/cspredfactscw.xls>
- SY 2009-10 CSPR Frequently Asked Questions document (will be posted on www.ed.gov/edfacts within two days).

CSPR Data Quality Reports to be Released in ERS

A series of data quality reports will be released within the *EDFacts* Reporting System (ERS) for the files used in CSPR Part I. The planned release date is Monday, November 8, 2010, to coincide with the open of CSPR Part I.

These reports aggregate the data submitted at the LEA and school levels so that you can compare it to the data submitted at the state or SEA level. These reports are intended to supplement the CSPR Part I legacy collection reports.

When released, these reports will be available to states under "Data Quality Reports Cover" located within Public Reports > State Performance Reports > *EDFacts* Data Collection.

Reminder to Register for CSPR Part I Training Webinar

EDFacts 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 and other CSPR submitters 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

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
N/X118 Homeless Students Enrolled (*UPDATE: Due 12/16 but not used in CSPR*)

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

NOTE: *When a state is granted an extension request to submit a specific file later than the due date, this does not mean that the due date itself has changed. 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: 901
Files Processed: 546 (87 superseded, 263 had errors)
Average File Processing Time: 12 minutes, 41 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:** States reported issues with using EMAPS SSP R3 in Internet Explorer 8 (IE 8). Columns appear misaligned when viewing the data. Status: Due to the underlying system platform, EMAPS is only certified to run on IE 7 and IE 6 at this time. States should use only these versions of Internet Explorer to access EMAPS. When the EMAPS platform is updated to a later version compatible with IE 8, we will notify states.
2. **EMAPS:** States reported issues with entered data not being saved in SSP R3, for EU counts for SY 09-10 SCH level file N028. The PSC confirmed the problem by reproducing the issue. Status: Issue was escalated to development team, then resolved via a software correction to EMAPS.
3. **EMAPS:** A state reported that SY 09-10 file 142 is showing as 'Data in ESS' within their state submission plan (SSP R3), even though no data had been submitted as of

yet for this file. PSC confirmed this in ESS and EMAPS. Status: Issue was escalated to development team, then resolved via a software correction to EMAPS.

New or Updated Knowledgebase Articles (in attached files)

1. TIP0048 Indicating in EMAPS SSP that a file is not required for submission
2. TIP0049 Details for the 2011 MIS Conference

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

Tickets requiring escalation: 14.04 days

Tickets not requiring escalation: 0.69 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

www.ed.gov/edfacts/support.html

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