

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

New! Register for the April PSC Online Meeting with States - Includes Explanation of Graduation Rates and Cohorts

April's PSC meeting will include a special training session and related audience polls on graduation rates and related cohorts as reported in *EDFacts*. For all who missed the related presentation by Ross Santy at the Spring MIS conference, or would like a thorough understanding of rates by cohort, this should be a valuable session.

Webinar Date: Tuesday, April 12, 2011, from 3:00 – 4:00 PM EST

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 and PIMS management. Please keep your questions related to issues of general interest to all the states.

Please register using the following link:

<https://www1.gotomeeting.com/register/473259361>

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

3/31/2011 - SY 2009-10 Files Due
N/X086 Students Involved with Firearms
N/X094 Firearm Incidents

3/31/2011 - SY 2010-11 Files Due
N/X033 Free and Reduced Price Lunch
N/X052 Membership
N/X129 CCD School
N/X130 ESEA Status

4/30/2011 - SY 2010-11 Files Due
N/X002 Children w/Disabilities (IDEA) School-Age, School level
(*To be used for Civil Rights Data Collection.*)
N/X046 LEP Students in LEP Program

5/31/2011 - SY 2010-11 Files Due
N/X059 Staff FTE

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.*

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: 547

Files Processed: 318 (50 superseded, 169 had errors)

Average File Processing Time: 48 minutes, 49 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: Multiple states are seeing inflated Prior Year values in their SY 2010-11 State Agency Edit Report and School Edit Report. Also affects the SY 2009-10 report. Status: Issue was escalated to the development team for resolution and corrected in an ESS release.
2. ERS: A state reported they are unable to view their EDEN017 report in MS Excel format. The report is accessed by selecting *EDFacts Data Collection à School Directory Extract (EDEN017) à Selecting School Year 2010-11 à View in Excel Options à View in Excel 2007*. This opens a new window, which appears to 'run' the report for a minute or so before closing the window, without ever generating the report in MS Excel. PSC was able to successfully duplicate this result while in ERS signed in as the state. PSC believes this issue is likely affecting all state users. Status: Escalated to the development team for resolution.
3. ERS: A state successfully submitted their N/X130 – ESEA Status at the LEA level for SY 2010-11. However the LEAD018 report shows '0' submissions at the LEA level for this file. LEA level data is current in the EDW warehouse. Issue appears to affect all states. Status: Escalated to the development team for resolution.
4. ESS: A state user contacted PSC because the 'Closed-Inactive-Schools' tab of their Match Report contains the four schools that were closed in 10-11 as it should, but it also contains schools that were closed in previous years and do not appear in the 10-11 directory. PSC has verified that these schools were not mistakenly submitted in the 10-11 directory. A second state then reported a similar issue discovered in their 'School Changed Agency Report' and 'School Closed/Inactive Report.' Status: Escalated to the development team for resolution.

New or Updated Knowledgebase Articles

1. Solution 165777 EMAPS users unable to view certain HTML reports within SSP and IDEA-SSS

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

Tickets requiring escalation: 9.74 days

Tickets not requiring escalation: 0.82 days

Response time to e-mail inquiries: 0.09 hours

Thank you,
PSC

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