

\* *This message is being sent to all ED Facts Submitters - also available online at [www.ed.gov/edfacts/support.html](http://www.ed.gov/edfacts/support.html) \**

***New! EDTech State Supplemental Survey Released in EMAPS Today***

The EDTech State Supplemental Survey was launched today in EMAPS. You should have received a broadcast message with the necessary details. Your state's Educational Technology Director will receive an e-mail providing details including account information. The collection will be open from 5/26/11 through 6/10/11 at 5:00 p.m. EDT.

***Registration for the 2011 ED Facts Meeting Now Open!***

Registration is now open for the 2011 ED Facts Meeting being held in Washington, DC on June 16-17 at the Renaissance Washington, DC Downtown Hotel. To register for the 2011 ED Facts Meeting, please [click here](#).

***Upcoming Due Dates and Reminder to Update SSP as Necessary***

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

6/1/2011 - SY 2008-09 Files Due  
N/X035 Federal Programs

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.*

***ED Facts 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: 193  
Files Processed: 118 (9 superseded, 61 had errors)  
Average File Processing Time: 5 minutes, 20 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):

There are no new issues affecting multiple SEAs this week.

There are no new Knowledgebase Articles this week.

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

Tickets requiring escalation:	16.34 days
Tickets not requiring escalation:	0.97 days
Response time to e-mail inquiries:	0.05 hours

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](mailto:EDEN_SS@ed.gov)  
[www.ed.gov/edfacts/support.html](http://www.ed.gov/edfacts/support.html)

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