

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

New! Corrected Link for CSPR Question 1.6.1

As noted in previous Support Updates, the link to the National Clearinghouse for English Language Acquisition (NCELA) Website found in question 1.6.1 on page 29 of the Part I Word Document is not currently active. The link will be replaced in the CSPR. The new link will be inserted into the official version of the CSPR and the document will be reposted soon. Until the document has been corrected and posted, states can access the information at: http://www.ncelea.gwu.edu/files/rcd/BE021775/Glossary_of_Terms.pdf.

New! State School District Profile Review Period is Coming Soon

The State School District Profiles are undergoing final testing now. As soon as they are ready for state review, PSC will send a broadcast notifying users.

New! Intermittent ESS Outages Friday Evening

In order to resolve Summary Report issues, the SI team will need to make changes to all of the ESS servers. Some users may experience outages between 7:00 and 9:00 p.m. EDT.

Reminder: 2011 Summer State Trends and Congressional District Profiles Are Posted

The 2011 Summer ED Facts State Trends Profiles and the 2011 Congressional District Profiles have now been formally posted to the [ED Facts Data Profiles and Scorecards](#) section of the ED Facts Reporting System (ERS) for your use. The State Trends Profiles can be accessed through *Public Reports > State Performance Reports > ED Facts Data Profiles and Scorecards > 2011 Summer ED Facts State Trends Profile Reports* and the Congressional District Profiles can be accessed through *Public Reports > State Performance Reports > ED Facts Data Profiles and Scorecards > 2011 ED Facts Congressional District Profile Reports*. This year the profiles are accessible through a live report that continuously populates the most recent ED Facts data, as well as through PDFs that capture the data as of June 24, 2011.

These profiles were released to Congress on August 1 to senators and congresspersons on education authorizing and appropriations committees for use during their August recess. We expect to have the 2011 Summer State Trends Profiles also available on the ED Facts public site (www.ed.gov/edfacts) shortly so that other state staff and interested ED Facts customers can see highlights of the data you collect, as well as use these products for state planning, policy making, program monitoring, and performance management.

Thank you for your efforts in providing the state data for these profiles and for providing comments on the draft version of your state's profile. This is your work as much as ours.

If you have any questions about the profiles, please contact Susan Thompson in the Performance Information Management Service, Office of Planning, Evaluation and Policy Development, US Department of Education at 202-401-0091.

Reminder: ED Facts reports containing data from the Consolidated State Performance Report (CSPR) have been modified to include SY 2009-10 data.

Once you access the ED Facts Reporting System – go to the [Consolidated State Performance Reports](#) section. From there, you will have access to your state's SY 2009-10 CSPR data by selecting any of the below reports:

- Public School Choice (CSPR001)
- Supplemental Educational Services (CSPR002)
- Core Academic Classes Taught by Highly Qualified Teachers (CSPR003)
- Qualified Paraprofessionals (CSPR005)
- State Assessment Data for Mathematics (CSPR006)
- State Assessment Data for Reading/Language Arts (CSPR007)
- Student Academic Achievement (CSPR010)
- State Reported Graduation and Dropout Rates (CSPR011)
- Schools Making AYP (CSPR012)
- Student Participation in Test Administration (CSPR013)
- Participation of Students with Disabilities in State Assessments (CSPR014)
- Districts Making AYP (CSPR015)

Reminder: PSC Monthly Online Meetings with States to Return in September

After a summer hiatus, the PSC Monthly Online Meetings with States will return in September. The meetings will include general PSC information, but each meeting will also contain specific policy information that states will find useful for the SY 2010-11 CSPR. The focus of the September meeting will be Assessments. Homeless data will be the focus in October. November will focus on Title III data.

Dates for the meetings are being finalized with the program offices involved and will be available soon.

Reminder: PSC Customer Service Survey

When a support issue is resolved via e-mail, PSC includes a link requesting customer feedback in the final e-mail. These data are used in conjunction with call recording evaluations to ensure that users are getting the best possible customer service. Please take a moment to fill out the survey the next time a support issue is resolved for you via e-mail.

Reminder: Due Date Changed for N/X162 – Internet Access

The due date for ED*Facts* File N/X162 Internet Access has been changed from September 30, 2011, to January 31, 2012. This coincides with the due dates for the other technology files. We are in the process of updating documentation such as the ED*Facts* calendar and the EMAPS State Submission Plan (and file due dates list) with this change.

Reminder: SY 2009-10 SNF One-Year Later File Submissions Due by September 2, 2011

The Common Core of Data (CCD) at NCES is planning to update the 2009-10 state level Membership and Staff FTE data for the CCD State Non-Fiscal (SNF) One-Year Later File in Fall, 2011. The one-year-later data will become permanent and official statistics for state-level Membership and Staff FTE counts. In order for NCES to obtain and process the accurate data, please review your 2009-10 state level Membership and Staff FTE data in ED*Facts* and make any necessary corrections by September 2, 2011. If your current data are accurate, no action needs to be taken. Any data submitted after September 2, 2011 will NOT be used by NCES for producing official 2009-10 state level statistics.

In accordance with new communications protocols, when you submit to correct these data, please notify PSC and provide a brief explanation of what you are correcting and the reason. In this case, the reason would be to finalize SNF One-Year Later data. PSC will then notify NCES and Census.

Upcoming Due Dates and Reminder to Update SSP as Necessary

11/2/2011 - SY 2010-11 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 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: 76
Files Processed: 46 (2 superseded, 28 had errors)
Average File Processing Time: 2 minute, 03 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. ERS – A State contacted PSC reporting the link in ERS under “EDFacts Resources>>Reference Documents>>**EDFacts Reporting System State Report List (12/06/2010)**“ appears to open a folder with several .xml documents in error. Status: PSC has replicated this error and found that the link directly below, “**EDFacts Reporting System State Release Notes**” also appears to be experiencing this issue as well. PSC has escalated this issue to our Reports Team for a resolution.
2. EDEN – Users have inquired as to the status of the old eden_east@ed.gov, eden_west@ed.gov and eden_xml@ed.gov e-mail boxes. Status: Those e-mail boxes have been deactivated and the Partner Support Center only monitors the eden_ss@ed.gov e-mail box.
3. ERS – States should be aware that the process that updates the “actual numbers” in the LEAD004, LEAD015 and the LEAD012 reports has not been updated since Tuesday, 8/16. Status: This issue is being addressed by our reports team for a resolution

There are no new or updated knowledgebase articles this week.

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

Tickets requiring escalation:	14.83 days
Tickets not requiring escalation:	1.31 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
www.ed.gov/edfacts/support.html

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