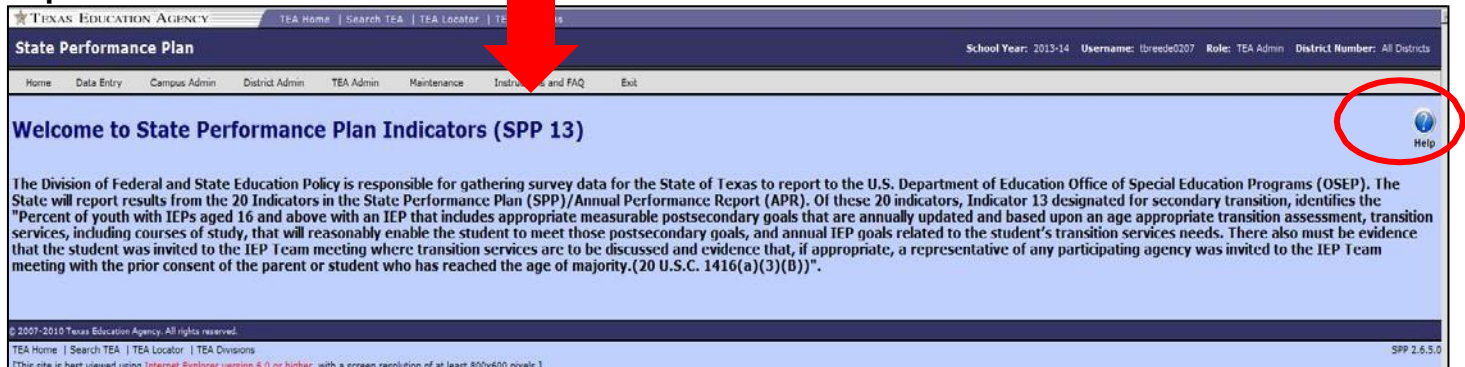# Troubleshooting Guide:
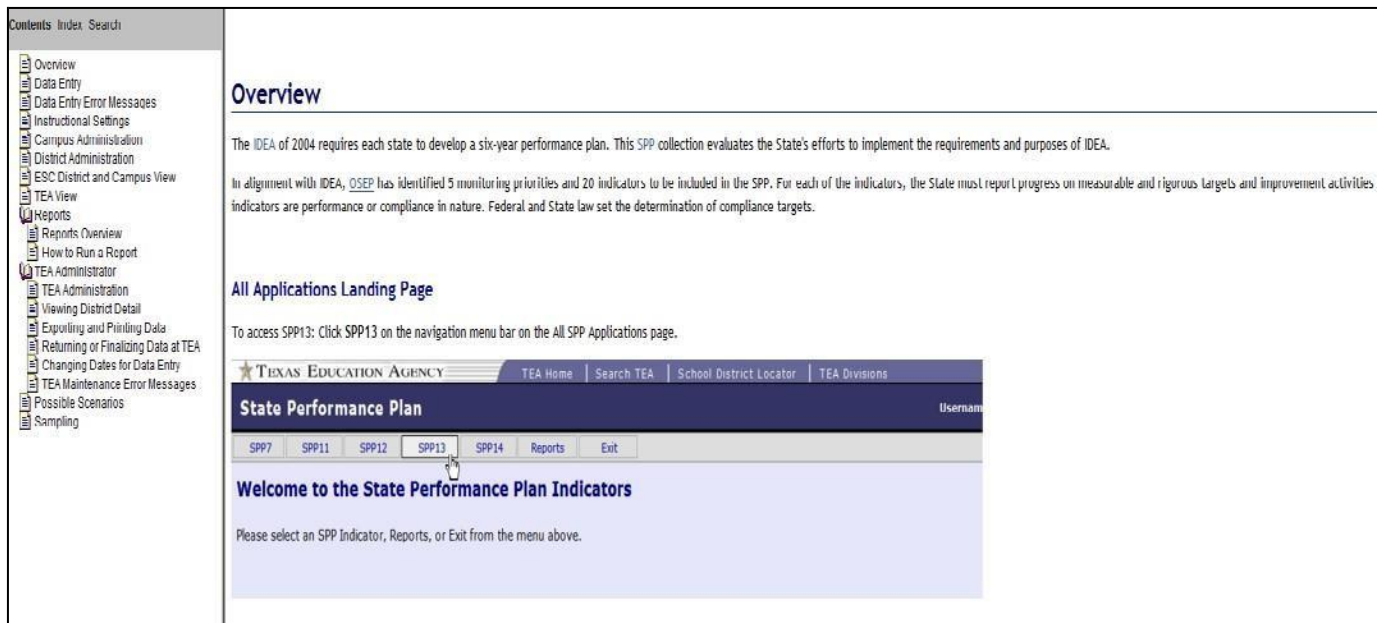# SPP 7, 11, 12, and 13

Where to get help:

For technical assistance, the ESCs are the first point of contact for district personnel.

Each State Performance Plan application has a **Help File** and a link to the Instructions and Frequently Asked Questions (FAQ) located in the menu bar at the top of the application's page. The help file is accessible on each page and provides instructions for each section of the application.

Help File

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Instruction and FAQ

Each indicator has:

- ❒ General Information
- ❒ Instructions
- ❒ FAQ

SPP 13 has a sampling procedures document.

All documents can be found by clicking the Instruction and FAQ tab located on the application's tool bar. They can also be found on the TEA website at the web address below:

http://tea.texas.gov/Curriculum_and_Instructional_Programs/Special_Education/Data_and_Reports/Local_Educational_Agency_Reports_and_Requirements/

SPP 7

- ☐ General Information
- ☐ Instructions(PDF 62KB)
- ☐ Frequently Asked Questions (PDF 52KB)
- ☐ Entry and Exit Definitions (PDF 60KB)
- ☐ Data Integrity Checklist Indicator 7A-C (PDF 88KB)

SPP 12

- ☐ General Information
- ☐ Instructions (PDF, 18KB)
- ☐ Frequently Asked Questions (PDF 77KB)
- ☐ ECI Accessible Transition (PDF 203KB)
- ☐ Data Integrity Checklist Indicator 12 (PDF, 84KB)
- ☐ ECI Transition Flowchart

SPP 13

- ☐ General Information
- ☐ Instructions (30KB)
- ☐ Frequently Asked Questions (40KB)
- ☐ Data Collection Guidance (59KB)
- ☐ Data Collection Checklist (111KB)
- ☐ JJAEP Reporting Flowchart (123KB)
- ☐ Sampling Procedures (36KB)
- ☐ Data Integrity Checklist Indicator 13 (83KB)

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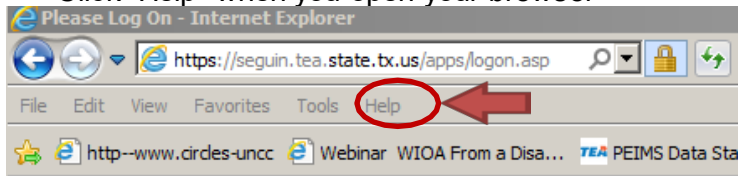## Problems with manipulating the application

At times, users will report problems with saving data, inputting data into fields, or pre-populating zeros.

<u>Check the following:</u>

1. Use **Internet Explorer**. Remember the application is best viewed by using <u>Internet Explorer</u> version 5.5 or higher. Using alternative browsers such as <u>Safari, Firefox, or Google Chrome</u> will cause problems with inputting and saving data. If using Internet Explorer version 10, you will need to use <u>Compatibility View</u> in the browser.
2. Exit browser. If using Internet Explorer and encountering problems, try exiting the application, TEAL, and the browser. Retry the process.
3. Try a different computer.
4. Clear browser history. Some issues can be solved by clicking the tool bar and deleting the browser history or exiting the browser and retrying the process.
5. SPP 11/12. Clear the number fields and tab through them rather than placing the curser on each number field.

How do I check what Internet Explorer version I am using?

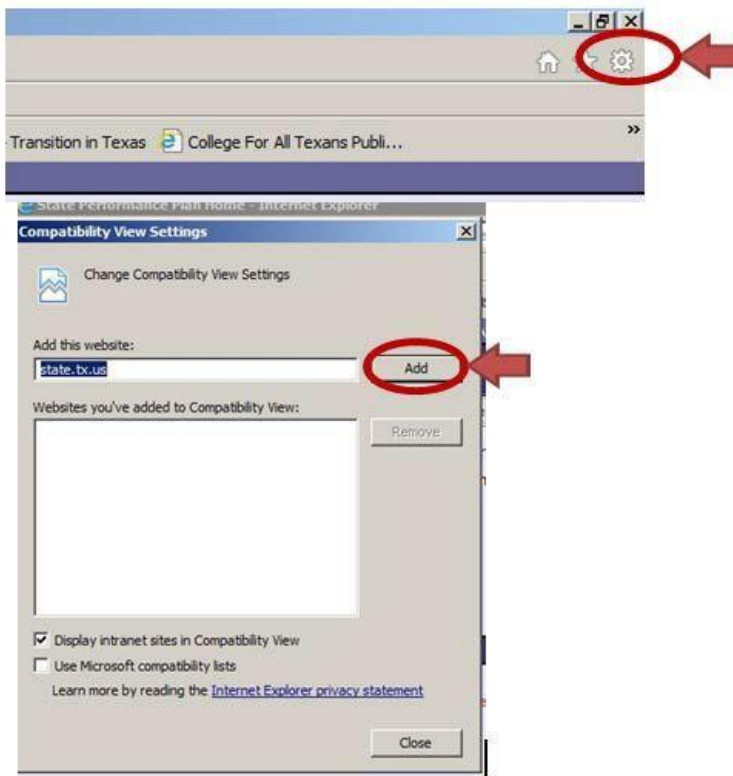- Click "Help" when you open your browser

- Click "About Internet Explorer" from the drop down menu. A window will appear displaying your current IE version:

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How can I ensure that I am in compatibility mode?

- Hover your mouse over the "white gear" in the upper right hand corner. Click the gear icon. Click "Capability View Settings". A window will open displaying the websites added to compatibility view. If "state.tx.us" is **not** listed, then "Add" state.tx.us

Common issues from the field for all SPP

Issue 1:
The user is unable to edit or delete data after requesting that the data be returned by TEA.

Solution:
Once the district's data has been returned by TEA, the district status will change from **Request TEA Return** to **TEA Returned**. Then the district certifier must return the data to campus level. When this function is completed, the status will change to **LEA Returned**. A district status of **LEA Returned** will allow the data entry agent to enter, edit, or delete student level data.

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Verify that the district status is in **LEA Returned**. The district certifier may need help in returning the data to the campus. The instructions are in the help file located in the right hand corner of the application. Also see the instructions below.

No, the district is not in LEA Returned status.

1. Open the **District Administration** page.
2. Select the school year and district and click **Go**.
3. Below the summary information, in the table called **Campus Return Process,** is a list of all district campuses. Click the radio button in the Select Campus column to select the campus you would like to return.
4. Under **Return Reason,** select either **Campus Request** or **District Decision.**

Campus Return Process
Note: Select the appropriate radio button to enable the Return Reason/Notes

Select Campus	Campus Number	Campus Name	Status	Student Count	Return Reason
○	101912001	AUSTIN H S	Submitted	0	Campus Request ▾
○	101912322	CARNEGIE VANGUARD HS	Submitted	0	Campus Request / District Decision
○	101912303	COMMUNITY EDUCATION PARTNERS SW	Submitted	0	▾
○	101912029	CONTEMPORARY LRN CTR H S	Submitted	0	▾
○	101912301	EASTWOOD ACADEMY	Submitted	0	▾
○	101912004	FURR H S	Submitted	3	▾
○	101912038	H P CARTER CAREER CENTER	Submitted	0	▾
○	101912320	HARRIS CO J J A E P	Submitted	0	▾
○	101912009	LEE H S	Submitted	0	▾
○	101912011	MILBY H S	Submitted	0	▾
1 2					

- **Campus Request:** The campus asked for their data to be returned so that they could make a change or correction.
- **District Decision:** The district found a problem or issue with the data that needs correction.
5. Type a description of the reason for the return or any other pertinent notes in **Return Notes.**
6. Click **Return.** This action returns the data to the campus, who will have to resubmit it before you can certify

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Issue 2:

The district and campus status are **inactive**.

Solution:
This status means that no district level users have entered data into the application.

Issue 3:
The data entry agent is unable to see a specific campus or multiple campuses in the drop down menu under the district.

Solution:
District Certifiers can see all campuses that have been added into the application for their district and should access the SPP application and verify which campuses are available in the drop down menu. Data Entry agents can only see campuses that they have requested by TEAL.

This means that the data entry agent's TEAL account may be set up incorrectly.

- Look at the user's TEAL account to verify the account was set up incorrectly or it is missing a requested campus in the parameters.

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❑ Ask the Data Entry agent to Add/Modify their account if the account is set up incorrectly or a 9 digit campus number is missing from the parameters. (account should include all campuses related to that indicator in the Data Entry agents responsibility, not just the ones needed in the drop down menu for that given sampled year)

Add/ Modify Directions for Data Entry Agent

1. Log on to your TEAL account with your TEAL username and password.
2. Click on ADD/MODIFY application access field at the top right of your application screen.
3. Select All SPPI and continue to next screen.
4. Select data entry role and continue to next screen.
5. In the **List of County District campuses parameter** field list change **XXXXXXXX** to **XXXXXXXX.**
6. Continue with the request until it is submitted. The superintendent will need to approve the request before being sent to TEA for approval.
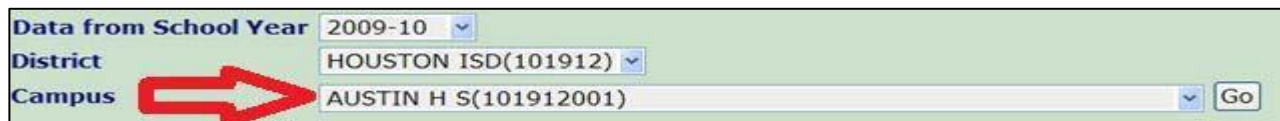
Issue 4:
There is no data for the campus to report.

Solution:
Even if a campus has no student data to submit, this must be reported to TEA.

1. Select a campus from the drop down on the Data Entry screen.

Data from School Year	2009-10
District	HOUSTON ISD(101912)
Campus	AUSTIN H S(101912001)

2. If there are no student data to submit for the campus, click the link "**Click here if you have no student data to submit.**" under the student record table.

SSN	Last Name	First Name	Date of Birth	Survey Type	Survey Status	Survey Year
			No Student Records Found			

Click here if you have no student data to submit.

Student UID: [   ] [PET Match] [ ] [Select Student]

3. The link takes you directly to the Campus Administration page, where you can complete the survey for the campus by reviewing and checking the assurance statements and clicking **Submit** for the campus.

4. If there are no campuses listed in the drop down list, go directly to the District Administration page where you can check the assurance statements and click Submit.

Issue 5:
The user cannot get a PET match in SPP 13 and received a message that the student has already been entered into the application.

Solution:
SPP 13 Student sample list and substitution:
A student may only be entered into the SPP 13 data collection one time. If a district attempts to enter data for a student entered in a previous year at another district, they will receive a pop up message in the SPP 13 application stating the student's data currently exist in the data collection application. When this occurs, the district may return to their sampling list and select the next Nth student or the next student on the list. The sampling list does not need to be re-created. Document the sampling procedures and maintain the list of students included on the sample.

Issue 6:
The inability to enter student data due to PET match issue in SPP 13.

Solution:
As the data entry agent enters the alphabetic list of students into the Indicator 13 data collection system, the PET matches (PEIMS) will not recognize a student that has withdrawn and enrolled in a new district. To complete the appropriate sample size, the district must return to the student list and select a student to substitute.

Issue 7:
The user cannot get a PET match in SPP 7 or SPP 13.

Solution:
No PET Match
Check with your PEIMS Coordinator to ensure you have the correct Unique ID. It is also essential that the campus entering the data have the most current PET enrollment event entered (the campus number in the PET event must match the campus where the data is being entered). Districts submit enrollment data for students in grades Early Education (EE) through 12 weekly, using EDIT+ and PID applications and processes. The PEIMS coordinator may verify that the PET enrollment event has taken place and there was no error reported. If the student appears on the PET Error Report, the PEIMS coordinator should follow the procedures to correct the error. Note: If the system does not automatically enter the child into PET, then the campus must do a manual entry. For further information access: PEIMS EDIT+ Administrator Reference and Training Guide.