

Troubleshooting Guide for SPP 7, 11, 12, and 13

SPP Application Help File

Each State Performance Plan (SPP) application has a HelpFile icon located at the top right of the application's home page within the [Texas Education Agency Login \(TEAL\)](#) application.



You can access the Help File by clicking  on the application's home page or by clicking one of the links below. *Clicking the link will take you to the TEAL login screen. Log in to TEAL and select the desired SPP application, then you will be directed to the Help File.

[SPP 7 Help File](#)

[SPP 11 Help File](#)

[SPP 12 Help File](#)

[SPP 13 Help File](#)

SPP Indicator Resources

You can find the SPP Indicator resource documents on the [Local Education Agency Reports and Requirements](#) webpage or the following links.

[SPP Indicator 7](#)

[SPP Indicator 11](#)

[SPP Indicator 12](#)

[SPP Indicator 13](#)

Education Service Centers

The Regional Education Service Center (ESC) is always the Local Education Agency's (LEAs) first point of contact for technical assistance. You can find ESC contact information on the [Education Service Center](#) webpage.

Internet Browser Issues

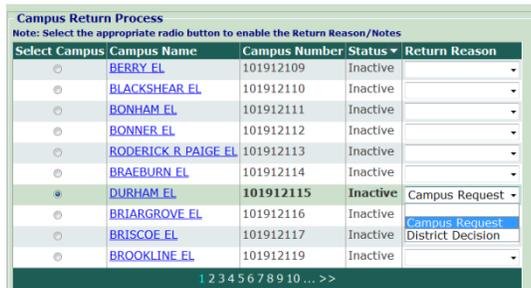
Browser Version

The SPP application is best viewed by using Google Chrome.

Troubleshooting Guide for SPP 7, 11, 12, and 13

Issue 1: Unable to Edit or Delete Data After Requesting Data be Return by TEA

- Once TEA returns the LEA’s application the LEA’s status will change from “Request TEA Return” to “TEA Returned”. The LEA’s status must be in “TEA Returned” before the LEA can edit or delete data..
- The Certifier must return the application to the campus for SPP 7 and SPP 13. After the Certifier returns the application to the campus, the status will change to “LEA Returned. The application must be in “LEA Returned” status before the data entry agent can enter, edit, or delete student level data.
- You can find instructions for the Campus Return Process below or in the Indicator HelpFiles (see links above).
 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.



Select Campus	Campus Name	Campus Number	Status	Return Reason
<input type="radio"/>	BERRY EL	101912109	Inactive	
<input type="radio"/>	BLACKSHEAR EL	101912110	Inactive	
<input type="radio"/>	BONHAM EL	101912111	Inactive	
<input type="radio"/>	BONNER EL	101912112	Inactive	
<input type="radio"/>	RODERICK R PAIGE EL	101912113	Inactive	
<input type="radio"/>	BRAEBURN EL	101912114	Inactive	
<input checked="" type="radio"/>	DURHAM EL	101912115	Inactive	Campus Request
<input type="radio"/>	BRIARGROVE EL	101912116	Inactive	Campus Request
<input type="radio"/>	BRISCOE EL	101912117	Inactive	District Decision
<input type="radio"/>	BROOKLINE EL	101912119	Inactive	

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 the district's data.

Issue 2: The LEA or Campus Status are Inactive

An “Inactive” status indicates no LEA level users have entered data into the application for the current collection period.

Issue 3: The Data Entry Agent Is Unable to See a Specific Campus or Campuses in the Drop-down

Data Entry Agents can only see the campuses for which they listed in their TEAL application. The LEA Certifiers can see all the LEA’s campuses and can verify which campuses are available in the application. The Data Entry Agent should verify the campuses for which they requested access. The Data Entry Agent Add/Modify Process is listed below or can be found in the HelpFiles.

1. Log on to your TEAL account with your TEAL username and password.
2. Users must either delete their current access and reapply for new access or request TEA staff to modify the current access to include the correct campus(es).
3. Select My Application Accounts and proceed to the next screen.
4. Select Request New Account. Select State Performance Plan from the drop-down.

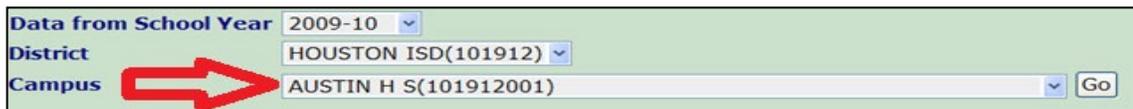
Troubleshooting Guide for SPP 7, 11, 12, and 13

5. Select Add Access.
6. Enter the six-digit county district number in the “Employing Organization” field. Click on the district name when it populates below the box.
7. Click Data Entry Agent.
8. For SPP 7 and 13: In the Campus Number parameter, enter the nine-digit campus identification number of each campus, you need access to one at a time. Click on the campus name when it populates below the box.
9. For SPP 11 and 12: enter the six-digit county district number of each district you need to access. Click on the district name when it populates below the box.
10. In the SPP Indicator parameter, enter the name of each SPP Indicator you need access to one at a time. Use the following format: SPP... Click on the indicator name when it populates below the box.
11. Continue with the request until it is submitted. The superintendent will need to approve the request before being sent to TEA for approval.
12. If TEA staff modifies access for a user, the superintendent will need to approve the request before being sent to TEA for approval. After TEA approval, the user’s access is updated.

Issue 4: No Student Data for the Campus to Report

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.



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.



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.

Troubleshooting Guide for SPP 7, 11, 12, and 13

Issue 5: Unable to get a PET Match in SPP 13 – Student Has Previously Been Entered

Students may only be entered into the SPP 13 data collection one time.

- If another LEA entered a student in a previous year, a pop-up message will indicate that the student's data currently exists in the data collection application.
- The LEA should return to its sample list and select the next Nth student or the next student on the list. The LEA does not need to recreate the sampling list. Document the sampling procedures and maintain the list of students included in the sample.

Issue 6: SPP 7 and SPP 13 PET Match Issue

PET matches will not recognize a student who has withdrawn and enrolled in a new LEA.

- Check with the PEIMS Coordinator to ensure the student is enrolled in the LEA and associated with the correct campus in the Texas Student Data System (TSDS).
- The campus number in the PET event must match the campus where the data is being entered. (most current PET enrollment event entered)
- The PEIMS coordinator can 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 the PET, then the campus must do a manual entry.
- If the student has withdrawn or enrolled in another LEA, the LEA may return to their sample list and select the next Nth student or the next student on the list. The LEA does not need to recreate the sampling list. Document the sampling procedures and maintain the list of students included in the sample.

Additional Troubleshooting Guidance

- Exit the SPP application, log out of TEAL, and close the browser. Reopen the browser and log back into TEAL.
- Try a different computer.
- Clear the browser's history.
- For SPP 11, clear the number fields and tab through them rather than placing the cursor on each number field.