

## CALPADS TIPS – Consolidated List

This is a consolidated list of all “CALPADS Tips” (and related information) contained in the CDE *CALPADS Update Flashes* (through Flash 30). All topics covered in these Flashes can be found in: <http://www.cde.ca.gov/ds/sp/cl/update.asp>

### Service Requests

To assist the Service Desk to resolve tickets in a timely fashion, the Project Team continues to encourage LEAs to: (Flash 8)

**Use the web form to submit service desk requests.** This form, found on the CALPADS Help page or <http://www2.cde.ca.gov/CALPADSHELP/DEFAULT.ASPX>, automatically logs requests into the tracking system.

**Refer to the Release Updates and Known Issues for known and resolved issues** before submitting a request. The *Known Issues* lists the current Problems and Defects and the *Release Updates* describes the fixes and future enhancements. Both links can be found on the CALPADS page at <http://www.cde.ca.gov/calpads>

**Known Issues List:** (Flash 23) Users have requested a way to identify the issues that are new on the Known Issues List. Beginning with *CALPADS Known Issues v 1.1.17*, the new issues are in boldface.

**Refer to CALPADS documentation or the Quick Start Guides** before seeking assistance. CALPADS documentation can be found from the System Documentation link on the CALPADS webpage at <http://www.cde.ca.gov/calpads>. The Quick Start Guides can be found from the Help tab within the CALPADS application.

**Submit only one service request to the Support Desk per issue, per LEA.** Processing duplicate requests requires Service Desk resources and causes delays in escalating and addressing problems.

**Describe issues on the web form or in an e-mail using as much detail as possible (e.g., SSID, Job ID, bread crumbs, etc).** This enables Service Desk staff to more quickly identify and escalate problems. Many tickets come in with insufficient detail which requires Service Desk staff to contact the sender. This uses Service Desk resources and causes delays in escalating and addressing problems.

**Do not send an email after already leaving a voicemail.** The web form is the best method for submitting service requests. However, if you call and leave a voice mail, provide a detailed message and **do not** follow it up with an email.

**Unblock email messages from CALPADS** (Flash 16)

If your password was reset and you did not receive the temporary password, it may be due to your LEA email system's use of anti-spam filters that block suspicious emails. Unfortunately, these anti-spam filters sometimes block emails sent by the CDE. To receive messages about CALPADS from the CDE, your LEA should remove IP addresses **165.74.253.23**, **165.74.253.30**, and **165.74.253.31** from any list of IP addresses that are blocked by your email system software and add a global white list for the domains **mlist.cde.ca.gov** and **cde.ca.gov**. Please provide this information to the appropriate technical staff within your LEA so they can remove these IP addresses and email domains from your LEA's anti-spam filter so that others within your LEA do not encounter the same problem.

**Submit only one request for password resets (Flash 17)**

When requesting a password reset from the CALPADS Service Desk, please submit **ONLY** one request (by web form, email, or phone). Submitting multiple requests may likely result in you getting multiple password resets, as different support agents may respond to each of the tickets.

**Browser changes should be considered when password troubleshooting. (Flash 15)**

Restarting your browser can eliminate problems with a password reset in User Security. Also, remove a browser stored password before trying to change the password.

**CALPADS Availability** (Flash 17)

- CALPADS hours of operation are posted here:  
<http://www.cde.ca.gov/ds/sp/cl/calpadshours.asp>
- Messages will be sent out on the CALPADS-LEA listserv announcing any non-scheduled maintenance periods. If the need to take down the system is identified after 5:00 pm, a notice will be posted on the CALPADS Logon page notifying the user of the system outage.
- The CALPADS ODS will be replicated every evening at 10:00 pm; therefore, all extracts and ODS reports will reflect data as of 10:00 pm the night before.
- Anomaly reports will be run nightly.
- Certification Snapshots will be run nightly.

**Dates and Timelines** (Flash 6)

Listed below are suggested guidelines to assist LEAs with staying on track for Fall 1.

**To be completed as soon as you can:**

1. Obtain CALPADS LEA Administrators user account
2. Attend training sessions 1-2 (<http://www.csis.k12.ca.us/e-learning/calpads-registration/>)
3. Create (and maintain on-going) userids and password for users in your LEA (if applicable)
4. Attend Q&A sessions as needed
5. Train staff in your LEA as needed

6. Complete SIS population for 0910 enrollment and program data

**To be completed no later than 03/31/2010:**

1. Attend training sessions 3-4
2. Complete Start Date Reconciliation process
3. Submit, correct and post data via CALPADS upload or CALPADS on-line maintenance:
  - SSID Request/Enrollment for new enrollees (SENR extract)
  - **Update existing** enrollment records to exit students **that have left a school** (SENR extract)
  - **Add new** enrollment records to enroll students **that are new to a school** (SENR extract)
  - **Add new** information records to flag SSID for inclusion in 2009-10 census, update grade level and other elements that are in effect on 10/7/2009 (SINF extract)
  - **Update existing** program records to **end** SSID eligibility/participation (SPGM extract)
  - **Add new** program records to **start** SSID eligibility/participation (SPGM extract)

**To be completed no later than May 2010:**

1. Conduct initial assessment of Fall 1 Certification Snapshot Reports
  - Check accuracy of enrollments, graduates, dropouts and programs by grade, gender and ethnicity
2. Conduct initial assessment of type/scope of Fall 1 Certification errors
3. Address incorrect counts on Aggregate Reports and resolve certification errors
  - Process SENR, SINF and SPRG uploads as needed
  - Process On-Line Maintenance updates as needed
4. Repeat above steps as needed in order to further reduce errors and improve data accuracy
5. Begin to resolve CCEs and MIDs if anomaly total is greater than 2%
6. Continue to assess certification report errors and of accuracy of aggregate reports
7. Continue to correct and resolve errors
8. Continue to resolve anomalies

**To be completed by Fall 1 Certification Deadline (TBD):**

1. Certify Fall 1 Certification reports by Superintendent. In order to certify:
  - There **must be zero** “fatal” certification errors
  - Certification Reports **must be reviewed**
  - Combined CCE and MID count **must be 2% or less**

**To be completed by 3/31/10:**

1. Reconcile current enrollment SIS to CALPADS

**To be completed by 5/1/10:**

1. **Add new** program records to **start** SSID eligibility/participation (SPRG extract)

## **CALPADS Instructions** (Flash 12)

If you are looking for step-by-step instructions for one of the following topics, check out the CALPADS Quick Start Guides available on the Help Menu in CALPADS.

- Getting Started with CALPADS
- Search for Student – Online
- Request and Enroll Student - Online
- Manage File Uploads – Batch
- Maintain Student Information – Online and Batch
- Maintain Student Programs – Online and Batch
- Maintain Student Enrollment – Online and Batch
- Snapshot Preparation – Fall 1
- Snapshot Certification / Amendment

### **Check CALPADS Home Page for Updates:** (Flash 13)

Check the “Upcoming Events” section of the CALPADS home page throughout the day for important updates about the system.

**ODS Extracts and ODS Reports.** (Flash 8) The active ODS database is replicated to a backup ODS database each evening. Only ODS extracts and ODS reports use the backup ODS database. Therefore, after making updates to the active ODS (either through batch uploads or online), please wait until the following day to request an ODS extract or ODS reports in order to see the changes reflected from the previous day’s activities. It should be noted that all other extracts (e.g. SSID extracts) use the active ODS database.

**Remember that Reports Are One Day Behind:** (Flash 13) All reports (certification, anomaly, and other), and all ODS extracts, reflect data as of the end of the previous day. If a job or on-line record posts TODAY, the results of the change won’t be evident in the reports until TOMORROW. Data posted on Friday or over the weekend will be reflected on the following Monday’s reports and ODS extracts.

### **Certification/Snapshot Reports run overnight and finish in the morning:** (Flash 14)

Currently these reports are completing around 7:15 a.m. When accessing the reports before then they may contain all zeros for aggregates, errors, and anomalies. Check back after 8:00 a.m. if you encounter this problem.

### **Evening uploads** (Flash 17)

LEAs may upload data after normal business hours, but after 7:00 pm the transactions will be paused so that the nightly reports can run uninterrupted. The upload jobs will resume processing after the nightly reports and backups are complete.

### **Submit only one LEA per batch file** (Flash 17)

Batch files submitted to CALPADS may only contain one LEA. If the submitted batch file contains more than one LEA, the user will receive "Upload Failed" with the following error: “The file contains multiple LEA values. Only one LEA should be

referenced in the file." Users with multiple LEA ownerships in their CALPADS account may still post records for their respective LEAs; however, each LEA's records need to be submitted in a separate file.

**How do I remove a file (job)?** (Flash 10)

There are two ways to remove file submissions from the display, one before it is processed and one after it has processed.

**Before the file is processed:**

A file may only be REMOVED if the File Status is **Upload Failed** or **In Queue**. The Remove button will appear to the right of the job on the Submission Status page.

**After the file is processed:**

A file can be archived when it is in **Complete** status. Therefore when a file is in **Ready for Review** or **In Review** status, it must first be changed to **Complete** status in order to be archived. In order to change a file to **Complete** status from **Ready for Review** or **In Review** status, complete the following steps:

- a. Navigate to the Submission Status page:  
SSID Enrollment/State Reporting > Manage Submissions > View Submission Status
- b. Locate the file to archive and click on Job Name. You will be taken to the File Details screen. Navigate to the Passed Records page by clicking on a Passed Records Count link for a school:  
SSID/Enrollment/State Reporting > Manage Submissions > Submission Status > File Details > Passed Records
- c. From the Passed Records screen, you may choose to Exclude each school from the submission:  
Click on the Exclude button for every school. After all schools are excluded, the File Status will change to Complete.
- d. Navigate back to the Submission Status screen. Once the Job is in Complete status, an Archive button will appear to the right of the job. Click on the Archive button. The job will not appear on your Submission Status as a Current submission anymore. However, the file can still be located using the File Status filter. *[Note: Once a file has been processed and posted, the file status also changes to "Complete" and can be archived.]*

**How to open an additional window in a single CALPADS session:** (Flash 15)

1. From any CALPADS screen, hover your mouse pointer over the CALPADS menu and sub-menu until the desired function is highlighted (e.g., State Reporting > Online Maintenance > Maintain Student Data)

2. Once the desired function is highlighted, RIGHT CLICK to reveal a drop down browser menu
3. Highlight the “Open in New Window” option and LEFT CLICK
4. A new window will open and you can work in both windows independently of each other

## **User ID Roles**

**User search page in User Security is sensitive to "spaces."** (Flash 15) If searching for users by copy pasting a User ID, be sure to remove any additional spaces that are before or after the text before selecting the "Search" button.

**The Administrator user account cannot certify a Snapshot.** (Flash 15) The Administrator account does not include the certifier role. A CALPADS Administrator is expected to create another account to perform tasks that do not relate to User Security. *[Note: See Flash #11, Item 2 for more information.]*

### **Reminder for LEA CALPADS Administrators to set up a “daily use” CALPADS account to perform additional roles** (Flash 17)

An account with the LEA CALPADS Administrator's role should only be used for **managing security**. If the LEA CALPADS Administrator will perform additional roles, such as the Anomaly Contact or Fall 1 Certifier, another user account should be created and assigned the appropriate roles to perform all other CALPADS responsibilities. The LEA CALPADS Administrator account cannot:

- Be the Anomaly contact
- Certify snapshot data for Level 1 or Level 2 roles
- View or post NSLP data

CALPADS users with the LEA Administrator role may reset the password for their own secondary accounts. (Flash 25)

### **Setting up Anomaly Contact and Fall 1 Certifiers.** (Flash 8)

These roles are important for CALPADS operations.

**Anomaly Contact.** This role is especially important to help LEAs to resolve SSID anomalies that they share with other LEAs. The Anomaly Contact role must be established for a contact to show on the anomaly report. Setting up your contact will encourage other LEAs to do the same.

**Fall 1 Certifiers.** The certifier role is required for Snapshot certification. A Snapshot requires two levels of certification. For Fall 1, the two certifier roles are Fall 1 Data Collection Certifier (Level 1) and Superintendent Certifier (Level 2). These can be assigned to different users or to the same user.

All of these roles are set up by the **LEA CALPADS Administrator**. They are an LEA level User Role that are assigned to a user's account in User Security (Admin > User Security). Instructions for creating/maintaining an account are available to the CALPADS Administrator in the CALPADS LEA Operations Manual (Help > LEA Operations Manual).

**Caution:** (Flash 25) When the Fall 1 certification roles are first added/created, the snapshot reports are *not* visible with that account until the following day.

## **Anomalies**

### **A Tip for Resolving MIDS.** (Flash 7)

When first logging into the Manage MIDS screen, to display only the MID anomalies that you can resolve online, choose “Reporting LEA-2” under the MID Ownership filter type dropdown and click “Apply Filters.” NOTE: If the MID member SSID has an open enrollment record, you will not be able to combine the SSIDs. You must first contact the other LEA and verify that it is the same student. If so, ask the other LEA to exit the student in CALPADS. The day after the student is exited you will be able to resolve the anomaly using the “Combine” option.

### **How do I resolve a MID when it is not on the MID anomaly report?** (Flash 10)

If a MID does not appear on the MID Resolution page (SSID Enrollment > SSID Anomaly Reports > Manage Multiple Identifiers), the MID may still be resolved using the Other MID Resolution page. There is a button (Resolve MID Not on Report) that will navigate to this screen from the MID Resolution page.

To validate if the MID can be combined, enter both SSIDs in the blank fields (SSID 1 and SSID 2). Then click on Validate. The system uses the following criteria to validate the combination of the MID:

- The user must own the Focus ID (SSID with the most recent enrollment).
- If one of the SSIDs has a current open enrollment in another LEA, the enrollment record needs to be closed in order to combine the MID.
- If the combination will result in a CCE, the enrollment records must be modified so that no overlap will occur if the two SSIDs are combined.

Once the appropriate changes are made to the enrollment records and both SSIDs pass all validations, the system will display the SSID that will be kept if combined (the system will keep the SSID with the earliest enrollment record and retire the SSID with the latest enrollment record). The Combine SSIDs button will then be enabled for the combination to occur.

## **CALPADS Data Management**

**Don't forget to post after you select!** (Flash 9) After you “select” an SSID or student, you must click the “post” button. If you don't, the request will not be updated in


CALPADS. The Service Desk has received tickets reporting that the LEA cannot find a student they had submitted to CALPADS. Upon investigate it was determined that while they did select the student, they did not “post” the student to CALPADS. Therefore, it did not show up in CALPADS.

**How do I view the National School Lunch Program (NSLP) program data?** (Flash 10)

Add the NSLP role (under User Security) to the **non-LEA Administrator** account to both view and post NSLP data. Be sure this is done in order to view and post NSLP data. *[Note: The LEA Administrator account cannot view NSLP data, as per Flash #11, Item 2.]*

**How do I update demographics in Online Maintenance?** (Flash 11)

- a. The Record Effective Start and End Dates are critical elements in this process; the effective dates must align with the enrollment start and exit dates in order for the update to be successful.
- b. Steps:
  - i. Go to State Reporting > Online Maintenance > Maintain Student Data
  - ii. Enter the SSID and click **Search**
  - iii. Under Student Information click Demographics
  - iv. Find the Demographic Record(s) that correspond to your LEA's enrollment dates (based on the Effective Start and End Dates) using the **Next Demographic Record** and **Previous Demographic Record** buttons
  - v. Click **Update**
  - vi. Change the demographic value (i.e., gender, birth date) that you are trying to correct
  - vii. Click **Validate** and then **Post**
  - viii. Repeat these steps for each Demographic record associated with your enrollment dates to which the change applies

 **Be Careful**

If the Demographic record being changed does not have an Effective End Date and the student has exited your LEA, prior to validating the change you must populate the Record Effective End Date with a date that corresponds to your LEA’s enrollment dates.

**Use Asterisk for the Middle Name When Searching for Students On-Line:** (Flash 13)  
When searching by name, always enter an asterisk for the middle name so that students

with and without middle names are returned in your search. This will increase the likelihood that the desired student is returned.

**The grade level for existing students is updated with the SINF file, not the SENR.**

(Flash 15) The SENR posts a grade level only when a new SSID is being assigned. Understanding this distinction is especially important for the correct resolution of Certification Errors such as CERT003.

**Ownership changes that result from the 14 Day Rule are triggered by the date that an enrollment record is added or the Student School Start Date, whichever is latest.**

(Flash 15) If you are submitting enrollment updates that replace existing enrollment records, instead of just modifying an existing record, the creation date for that record changes. Therefore, if the creation date is later than the Student School Start Date in the enrollment record, this change results in resetting the 14 day clock and delaying the change in ownership to your LEA.

**Filter out extraneous grade levels on the Fall 1 Certification Snapshot Reports.**

(Flash 16)

The system defaults to include all grade levels in the certification reports; however, not all grade levels will be included in the final data posted on DataQuest. To review the counts that will be posted on DataQuest prior to certification, change the Grade Level filter to exclude PS- Prekindergarten, TD – Toddlers, IN – Infant, and AD – Adult.

**Exit a program eligibility/participation record before creating another program record for a student in the same school for the same program.** (Flash 17)

It is not necessary to exit a program record when a student exits a school. An exit is needed only when there is a need to terminate a student's eligibility for, or participation in, the program.

NSLP is an example of a program for which eligibility/participation is determined and reported at the beginning of **each** year. Therefore, for students who are eligible/participating in the same school as the previous year, the previous year's eligibility/participation record needs an exit to reflect the end of that year's eligibility/participation in that school. The Education Program Membership End Date should be at least one day less than the start date of the new program record. Best practice would be to populate the prior year NSLP record with the last day of school for that year before another program record for the subsequent year is created.

**When requesting the Direct Certification extract, use the date filter option to control your record selection.** (Flash 30)

Choose a date some time after the last match and before the most recent match (9/2), otherwise there will be duplicates in the file. The duplicates only apply to students who were NOT certified.

**SINF0068 Fix:** (Flash 23) Many users are not aware that the 4/26 build corrected the problem with this validation. SINF0068 is triggered now when an SSID's Birth Year and

Gender OR the First and Last Name in the record being submitted do not match the data in the latest demographic record for the SSID in the ODS.

**SENR0030:** (Flash 23) The SENR0030 error (Missing Expected Receiver School of Attendance) is generated for the following conditions:

1. If Student Exit Reason Code = T165 (TransEnrollDiscip), and the Expected Receiver School of Attendance (Field 1.29) is blank or contains an invalid CDS code.

**OR**

2. If the School of Enrollment (Field 1.05), as indicated in the CDE County District School database (<http://www.cde.ca.gov/re/sd/>), is an Alternative School/Educational Options School, the Student Exit Reason Code = T160, and the Expected Receiver School of Attendance (Field 1.29) is blank or contains an invalid CDS code.

To obtain a list of the Educational Options schools download the following file: <http://www.cde.ca.gov/ds/si/ds/pubschls.asp> and sort by county, then district, then by school type. Educational Options schools are Juvenile Hall, County Community, Community Day, Opportunity, and Continuation Schools.

To properly exit the student:

- Use the T160 code for Educational Options School exits if the student withdrew from or left school for non-disciplinary reasons and transferred to another public school (within or outside the district) in California and your district has identified the school the student will be attending or has acceptable documentation (i.e. notification by parent or receiving school) that the student has enrolled in a California school. *Note that if the student does not enroll in the school listed in the Expected Receiver School of Attendance field it will NOT create an error.*
- Use the T165 code if the student was involuntarily withdrawn from school due to a disciplinary action and transferred to another public school (within or outside the district) in California and your district has identified the school the student will be attending or has acceptable documentation (i.e. notification by parent or receiving school) that the student has enrolled in a California school. *Note that if the student does not enroll in the school listed in the Expected Receiver School of Attendance field it will NOT create an error.*
- Use the T180, T200, T260, T270, T280, T310, T370, T380, or T460 codes, as appropriate, if your district has acceptable documentation (i.e. notification by parent or receiving entity) for these types of exit.

- Use the E140, E300, or E400 codes, as appropriate, if your district does not know where the student has gone. *Note that these exit codes will be counted as dropouts. If the student does enroll in another California school, it will create an Exit Reason Discrepancy (ERD) error that will need to be corrected in CALPADS.*

NOTE: SENR0030 will be generated for enrollment records prior to 7/1/09 if those older enrollment records are sent into CALPADS by your LEA. When data was converted for CALPADS all of the Expected Receiver School of Attendance (Field 1.29) elements were populated with a code “C” (For Conversion Only) for T160 exits from Educational Options Schools. If the LEA updates the exit record for these older enrollment records the SENR0030 error will be generated if the Expected Receiver School of Attendance is not simultaneously updated with a valid CDS code for the school where the student was expected to enroll. In many instances, these errors may not need to be corrected (for example, SSIDs included in your SENR extract that are not relevant to your Fall 1 reports). Assess the circumstances of the SSIDs that have this error and correct as needed, with Fall 1 reporting requirements in mind.

### **CALPADS Performance**

**Performance Issues:** (Flash 23) While the number of reported performance issues has dropped significantly since the April 26 release, to make sure our technical team can address any new performance issues, the Service Desk requests that you continue to submit tickets when performance problems occur. To help isolate the problem, please include the following information:

- Operating System (Windows XP/Vista/7 or Mac OS X)
- Web Browser Version (Internet Explorer 6/7/8 or Firefox)
- Date and time slowness experienced
- Estimated time of slowness period
- Screenshot of any Error Message or the page(s) where the slowness occurred

**Server Error Message at Login:** (Flash 23) If you are still receiving a server error message when trying to login to CALPADS, try emptying the browser temporary files and cache, restarting the web browser, and then opening the CALPADS website again.