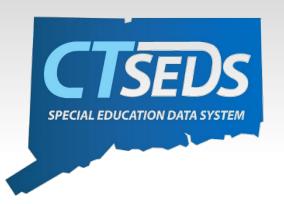
CT-SEDS Administrator Training

July – August 2022







Training Agenda

- Introduction to the Role of Administrators
- Managing Your District Site
 - Posting Announcements and Resources, District Calendar Management and Reporting Periods, Users and User Types, School Management
- Managing Students in CT-SEDS
 - Searching for Students, Assigning User Caseloads, Deleting Finalized Documents, Manual Event Creation, Tracking Homebound Placement
- Managing Data in CT-SEDS
 - Custom Data, Import History and Import Summary Data, Reporting
- Service Documentation
- Managing Support in CT-SEDS

Your Mission: Should You Choose to Accept It

- Become a Support Lead for your District
 - Along with your district's CT-SEDS Experts, be a resource to all users in your District on the CT-SEDS System
 - You can use our training videos and materials to help facilitate the district level trainings; these will be available on the CT-SEDS Home / Dashboard page
 - PCG will provide Frequently Asked Questions Documents and one-page quick tips docs; also available on the CT-SEDS Home / Dashboard page
 - Assume Tier 1 Support Responsibilities for your District Users
 - Reset Passwords
 - Provide answers to District Level process questions
 - Provide updated information to your users when issued by PCG or CSDE
 - Assist school level experts for your district (when applicable)



Your Mission (Continued)

- Manage School Calendar
 - Set up the approved district level calendar each year
 - Update school days when inclement weather or emergency school closures arise
- Manage Users for your District
 - Update user information for new or contracted district employees
 - Assign user codes for new users added to the system
 - Assign user permissions
 - Assign users to schools



Your Mission (Continued)

Reporting

- Run district reports to confirm and verify your data accuracy
- Monitor compliance dashboards on CT-SEDS home / dashboards page
- Ensure Your Users are Using CT-SEDS
 - CT-SEDS does not allow most users to manually enter dates for Eligibility and IEP services.
 - Users must create final documents in the system to gain the full benefit of the reminders and reporting.
 - We do not expect users to go back and enter current document information.
 However, IEPs and Eligibilities come due, users will complete them in CT-SEDS.

Key Administrative To Do List

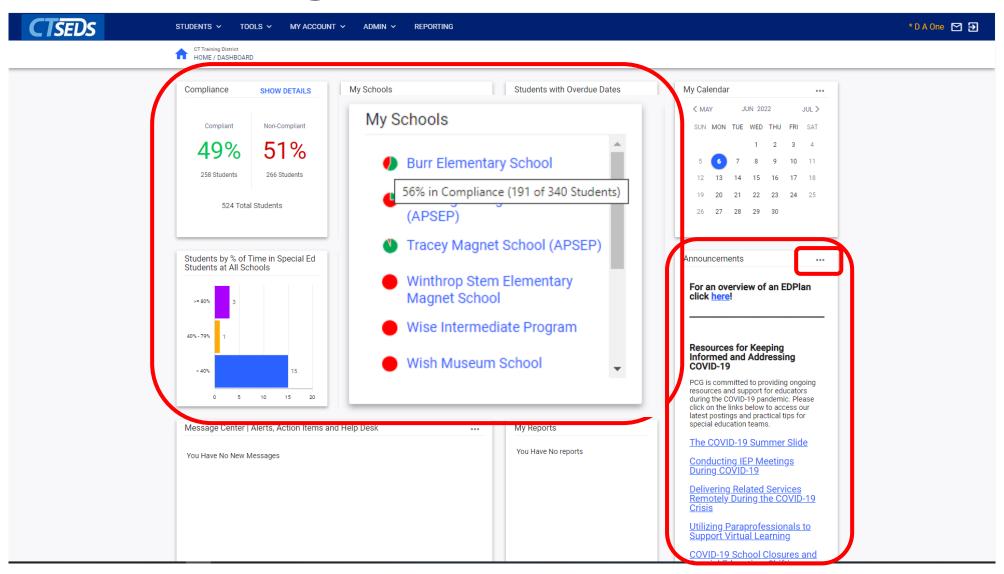
- Find and Review User Resources
- Understand the Difference between the Aggregate Site and District Sites
- Set Up Your District Calendar
 - Set Up School Calendars if Different from the District
- Assign User Caseloads and/or Provide Staff with Resources on how to Assign their own Caseloads
- Update User Information as Needed
 - Assign Users to Schools
 - Resetting Passwords
- Know How to Get Help

Managing Your CT-SEDS District Site

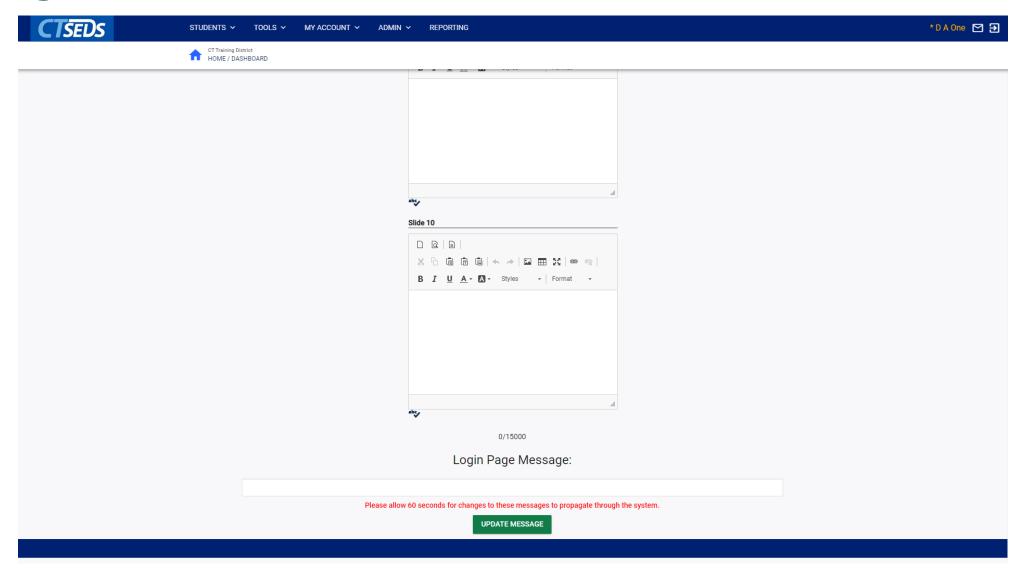
Posting Announcements and Resources, District Calendar Management and Reporting Periods, Users and User Types, School Management

Posting Announcements and Resources

CT-SEDS Home Page



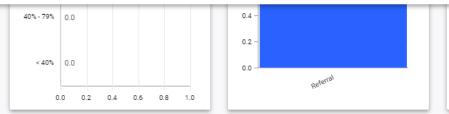
Adding an Announcement

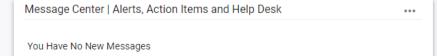


STUDENTS RECENT STUDENTS TOOLS > MY ACCOUNT > ADMIN > REPORTING



HOME / DASHBOARD





My Reports

You Have No reports

Resources for Keeping Informed and Addressing COVID-19

PCG is committed to providing ongoing resources and support for educators during the COVID-19 pandemic. Please click on the links below to access our latest postings and practical tips for special education teams.

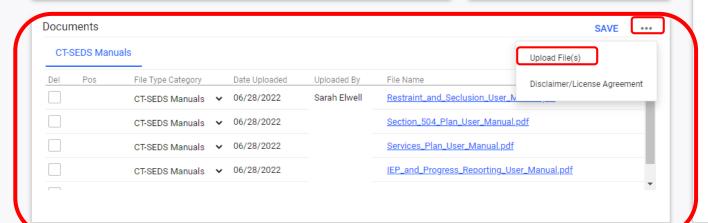
The COVID-19 Summer Slide

Conducting IEP Meetings During COVID-19

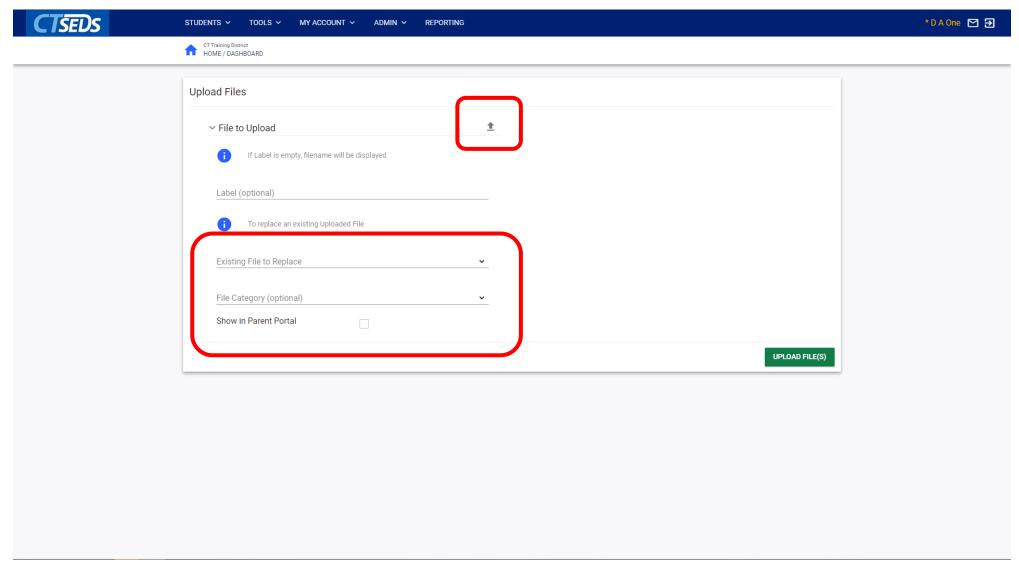
<u>Delivering Related Services</u> <u>Remotely During the COVID-19</u> <u>Crisis</u>

<u>Utilizing Paraprofessionals to</u> <u>Support Virtual Learning</u>

COVID-19 School Closures and Special Education: Shifting Instructional Practices to a Digital Environment

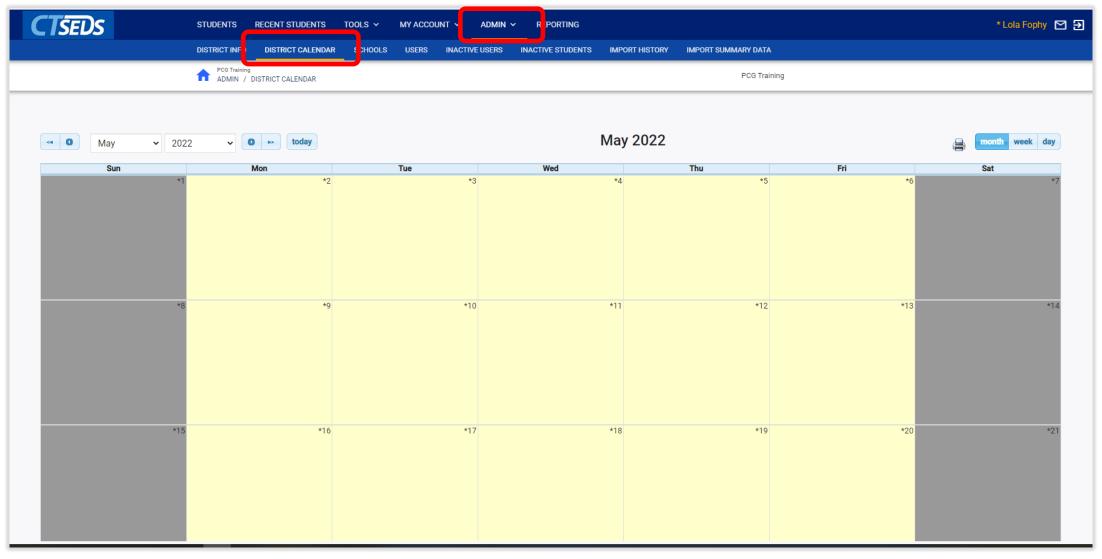


Uploading System Documents

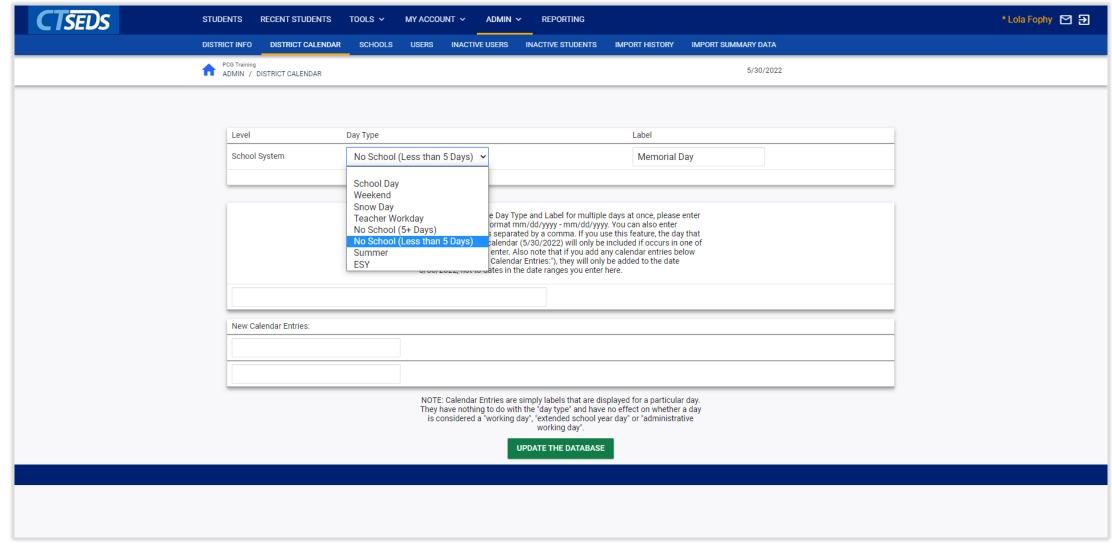


District Calendar Management and Reporting Periods

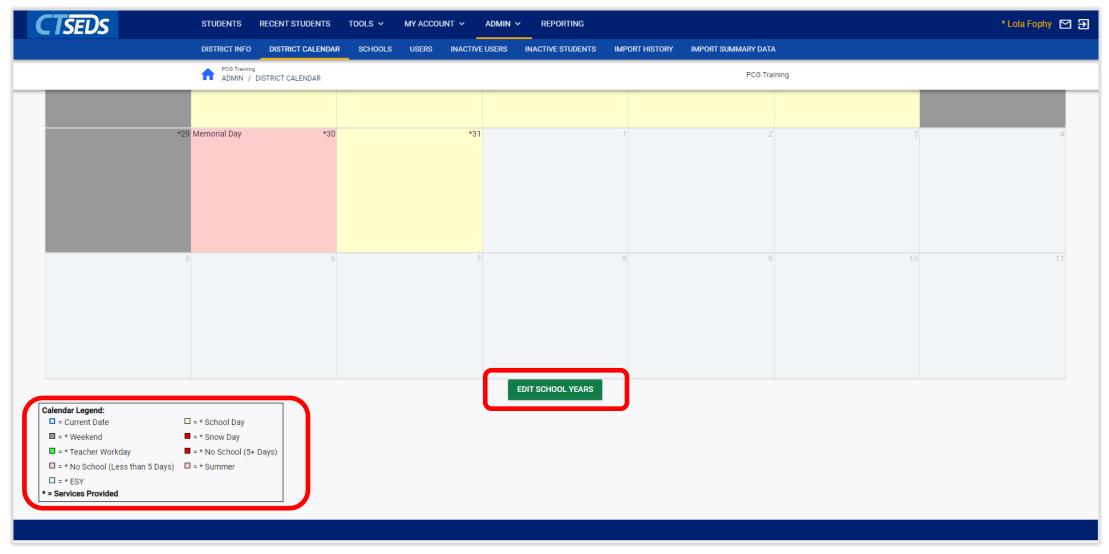
District Calendar



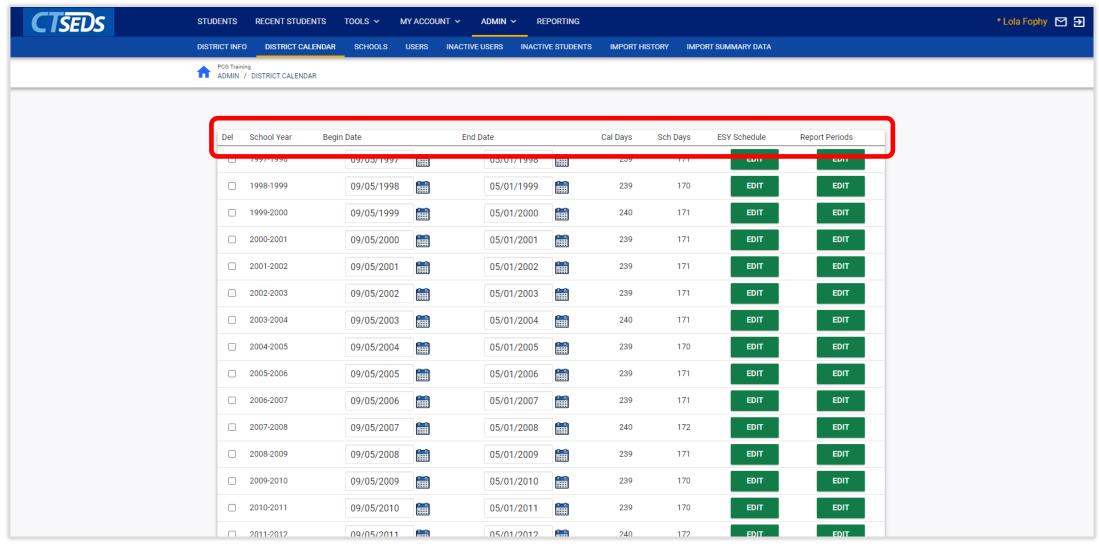
District Calendar



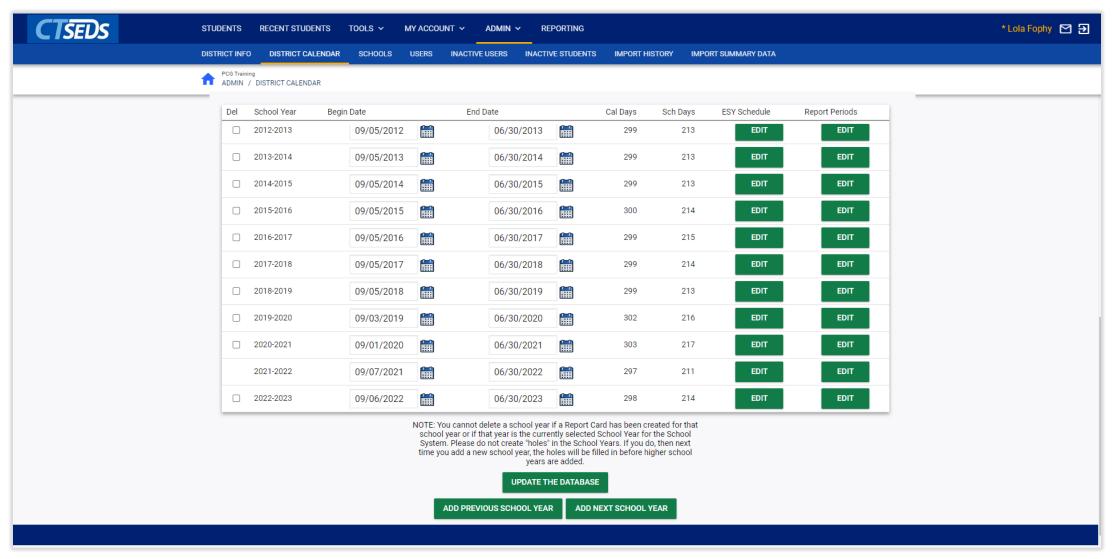
District Calendar



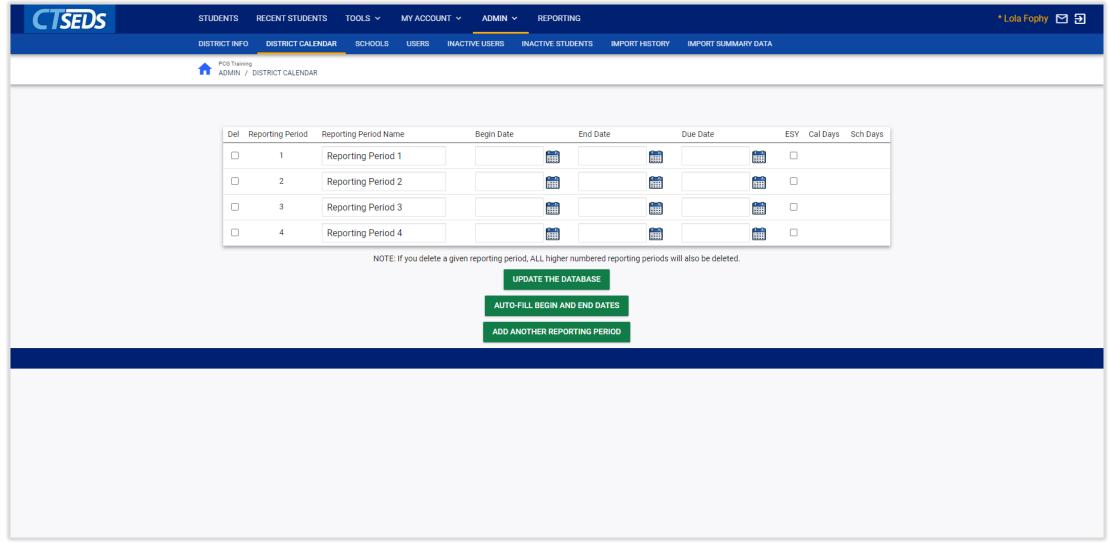
Edit School Years



Edit School Years



Edit Reporting Periods



Users and User Types

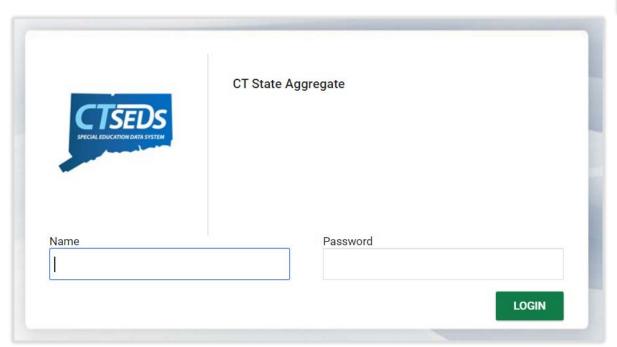
Available User Types

User Types School Personnel Provider Aggregate Provider Special Ed Teacher Student Team Leader **Aggregate Student Team Leader** Administrator/Certifier Administrator (no R/S) **Aggregate Administrator/Certifier APSEP Aggregate Administrator/Certifier District IT Administrator OSEP Aggregate Data Manager OSEP Aggregate District Administrator**

District Site Login Page

URL: Varies by LEA/District

Username: Email Address





Aggregate Site Login Page

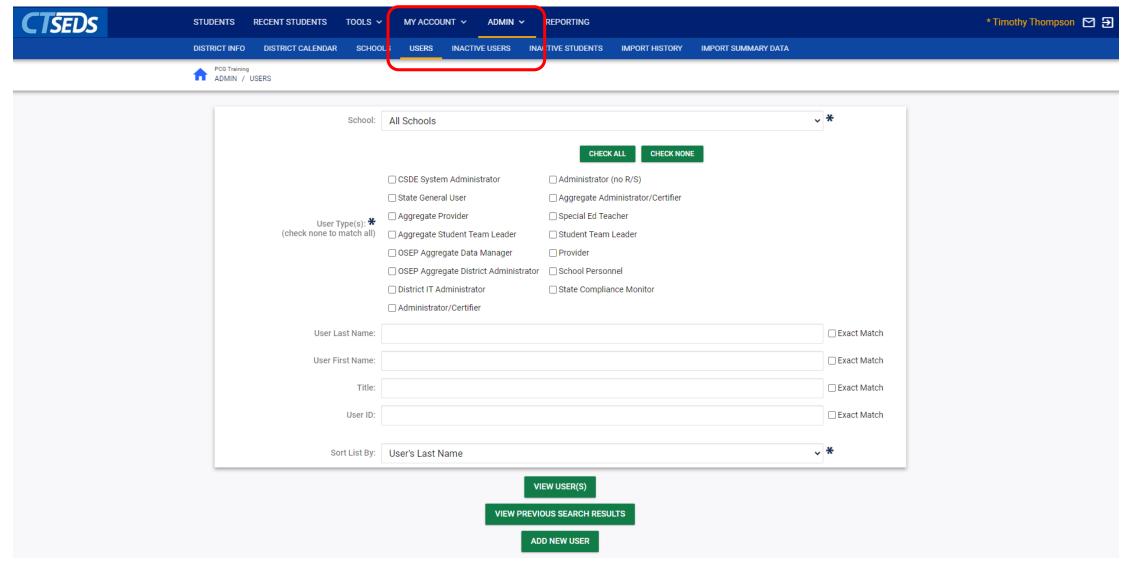
URL: https://ctseds.ct.gov/~ctstate/

Name: Email Address

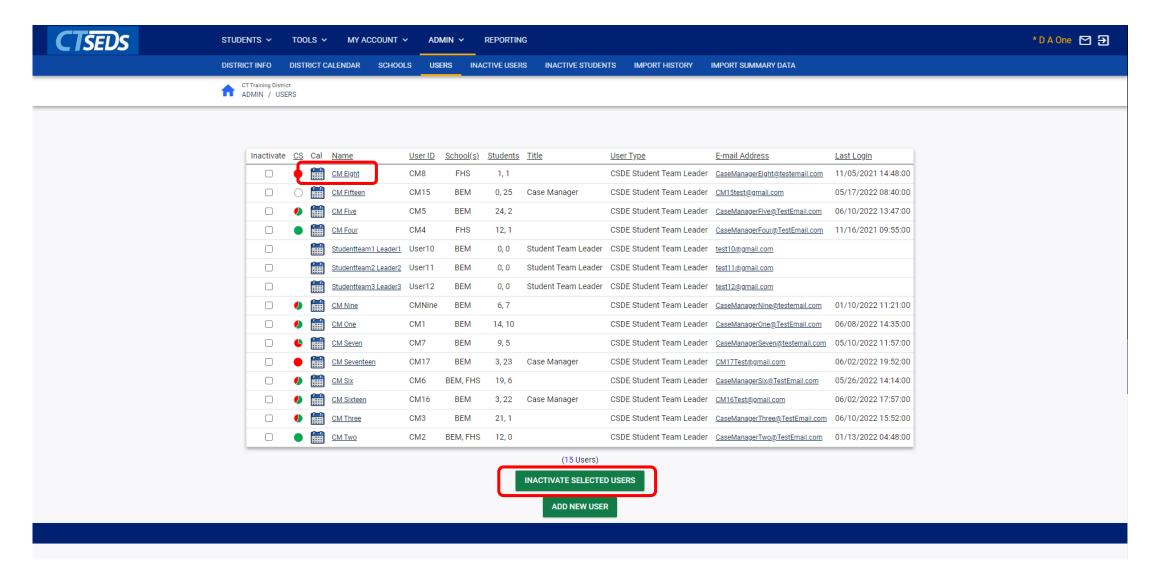
User Type	Can Finalize IEP	Can Finalize 504	Can be IEP/504 Case Manager	Can be IEP/504 Team Member	Can Set Up Own Caseload	Can Access the Caseload Administration Wizard	Can Search for	Can Delete Documents and Events	Contact the Help
School Personnel	No	No	No	Yes	No	No	No	No	No
Provider	No	Yes	Yes	Yes	Yes	No	No	No	No
Aggregate Provider	No	Yes	Yes	Yes	Yes	No	No	No	No
Special Ed Teacher	No	No	Yes	Yes	Yes	No	No	No	No
Student Team Leader	Yes	Yes	Yes	Yes	Yes	No	No	No	No
Aggregate Student Team Leader	Yes	Yes	Yes	Yes	Yes	No	No	No	No

User Type	Can Finalize IEP	Can Finalize 504	Can be IEP/504 Case Manager	Team	Can Set Up Own Caseload	Administration	Can Search for	Can Delete Documents and Events	Can Contact the Help Desk
Administrator/ Certifier	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Administrator (no R/S)	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Aggregate Administrator / Certifier	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
APSEP Aggregate Administrator/Certifier	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
District IT Administrator	No	No	No	No	No	No	View Only	No	Yes
OSEP Aggregate Data Manager	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
OSEP Aggregate District Administrator	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

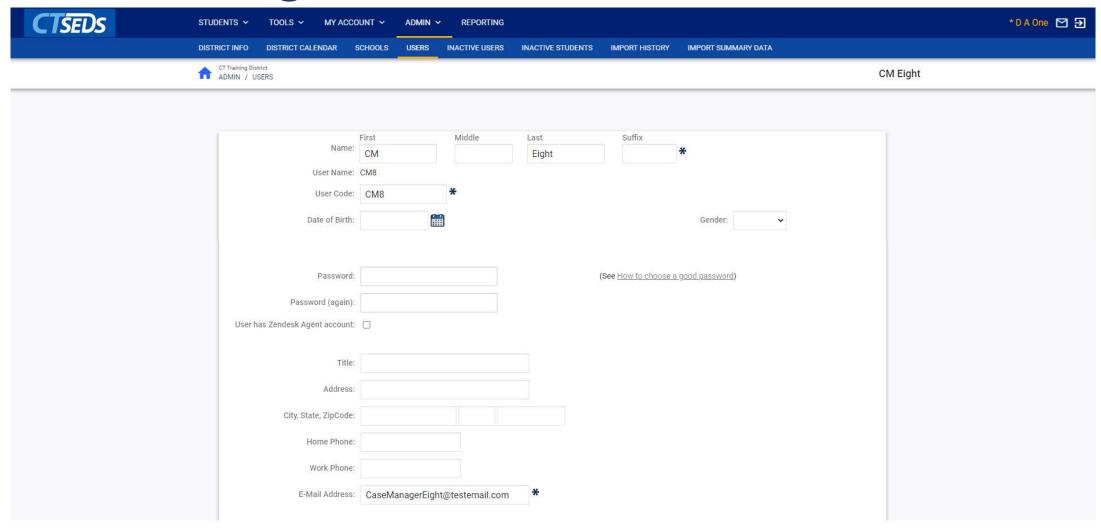
Manage Users



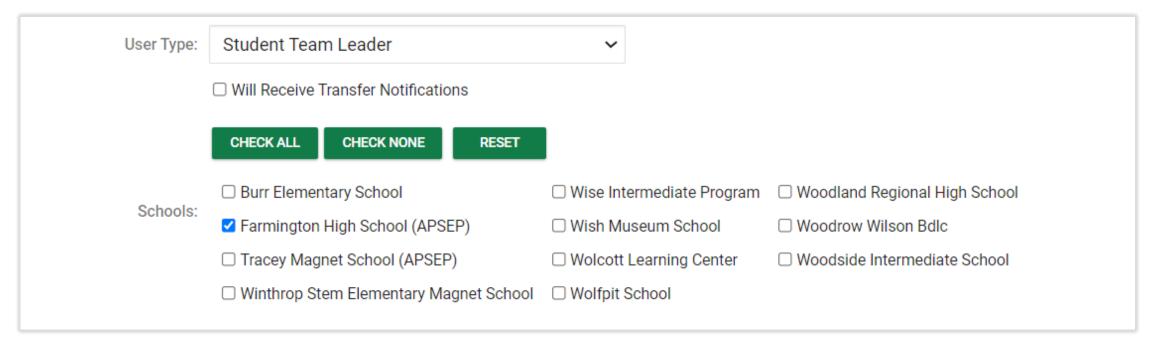
Manage Users

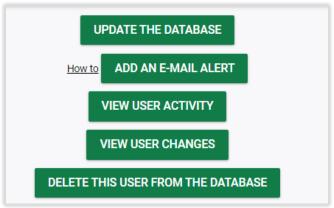


User Profile Page

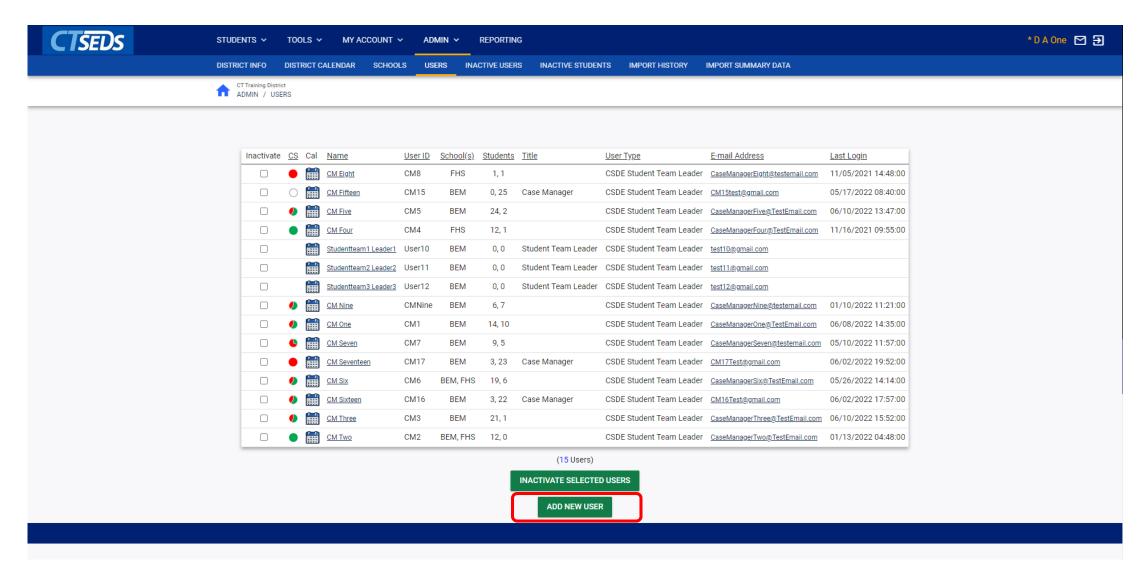


User Profile Page

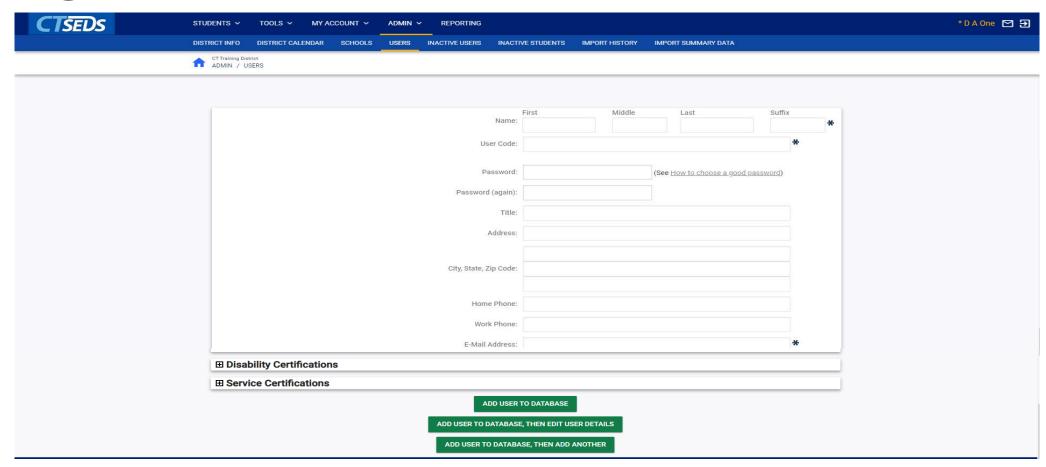




Adding Users



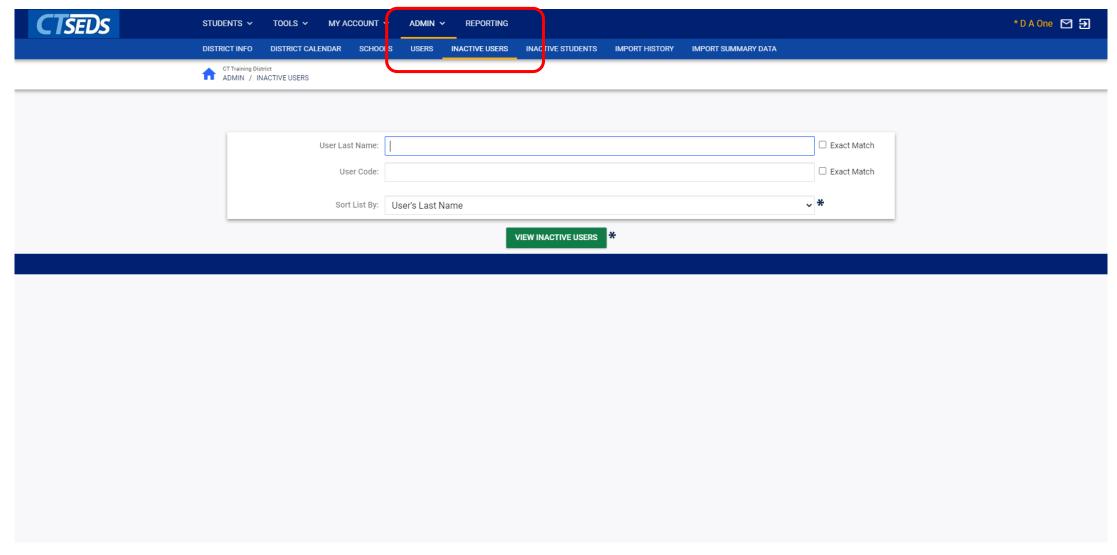
Adding Users



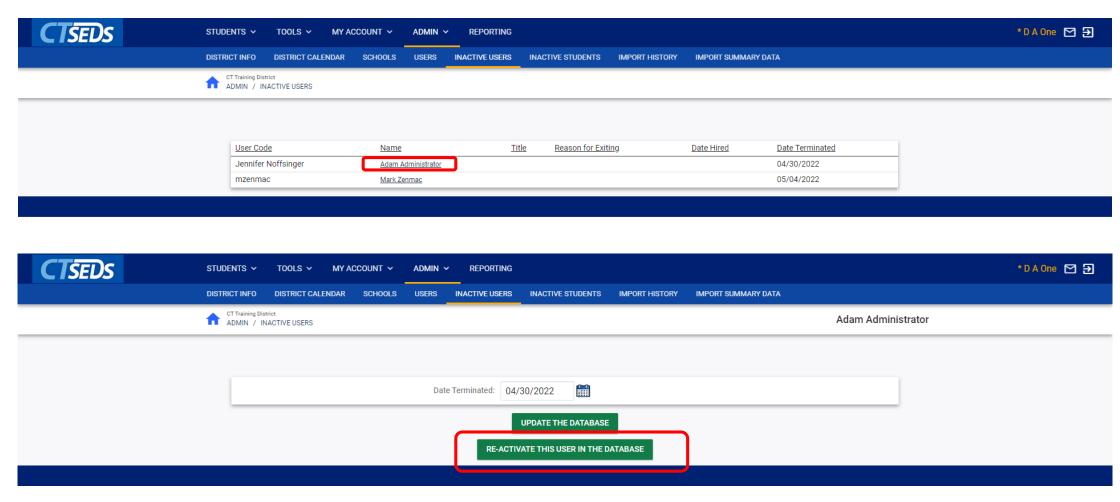
User Codes: User's First Initial, the First three digits of District Code, and Last Name

APSEP User Codes: User's First Initial, AP1, and Last Name

Inactive Users

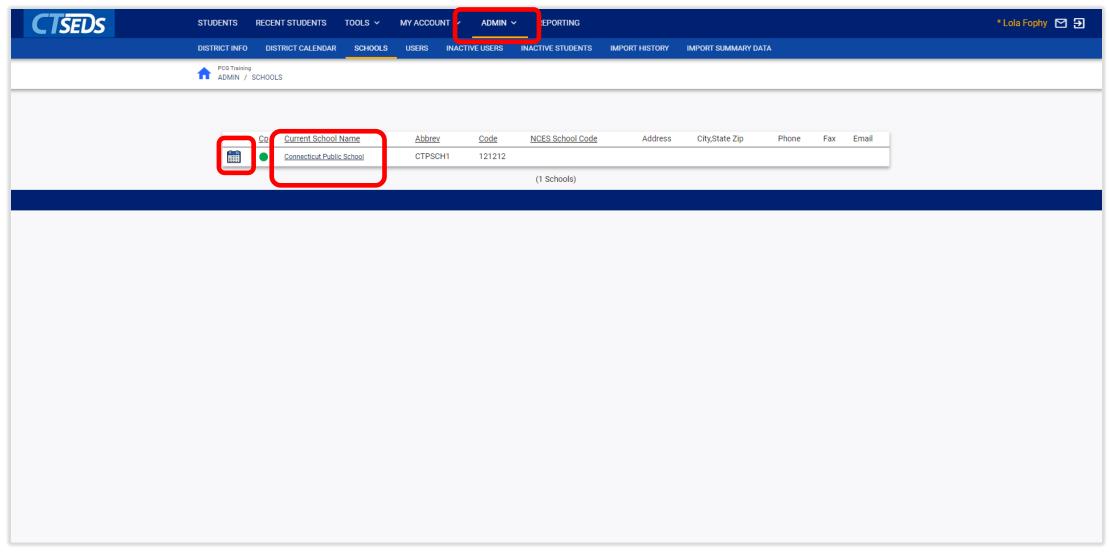


Reactivating User Screens

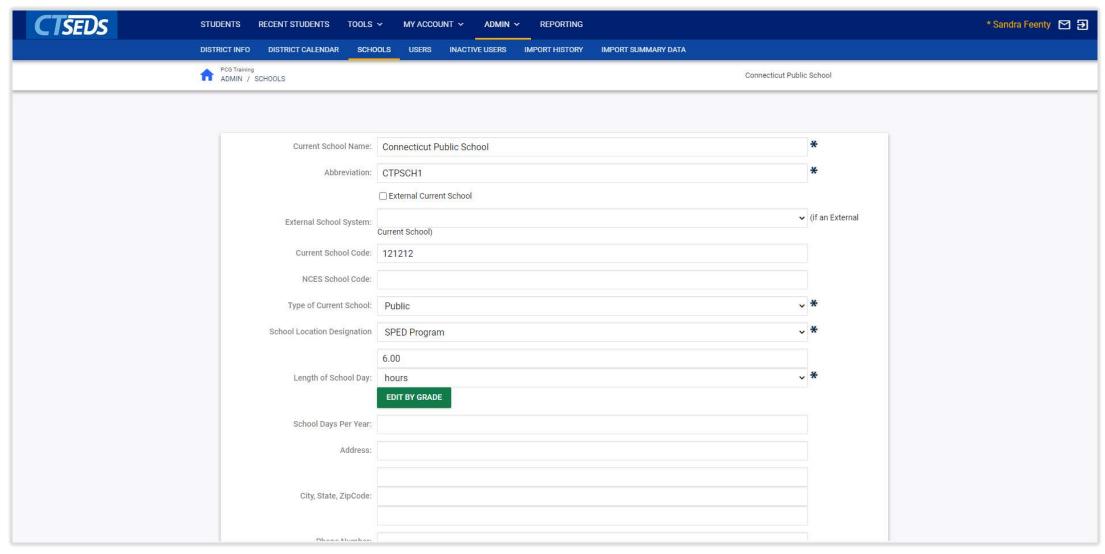


School Management

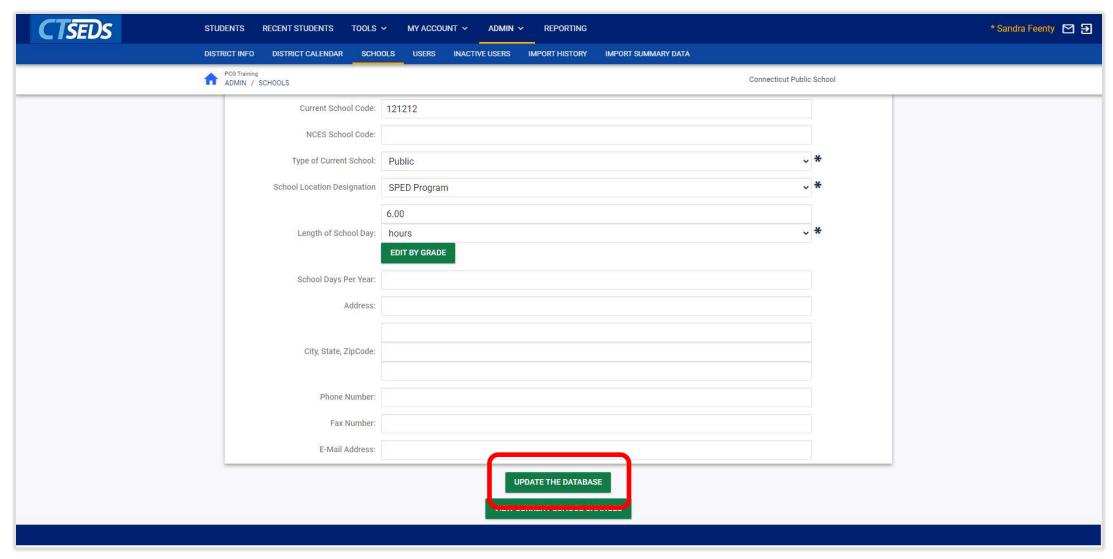
Schools



Schools



Schools

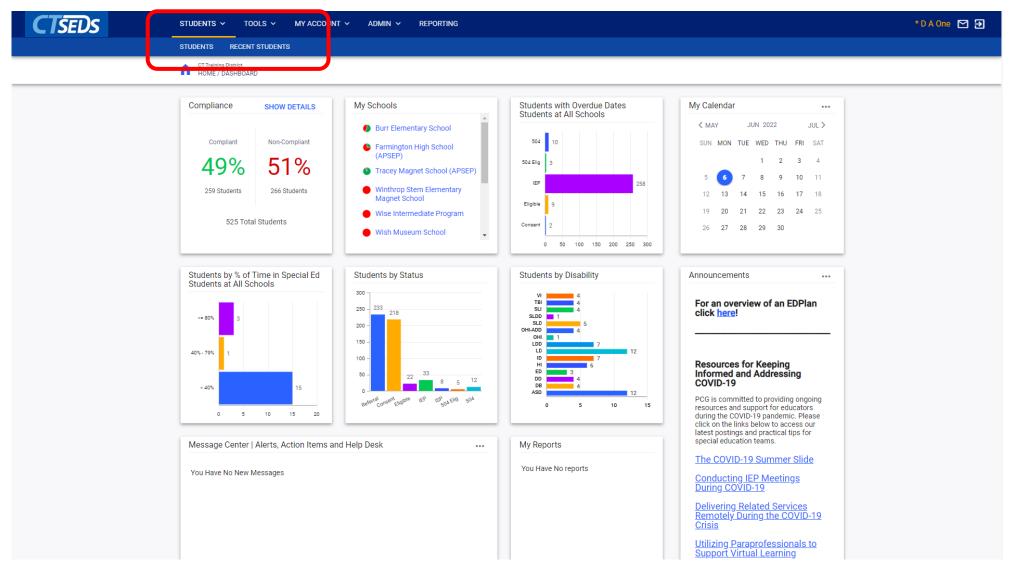


Managing Students In CT-SEDS

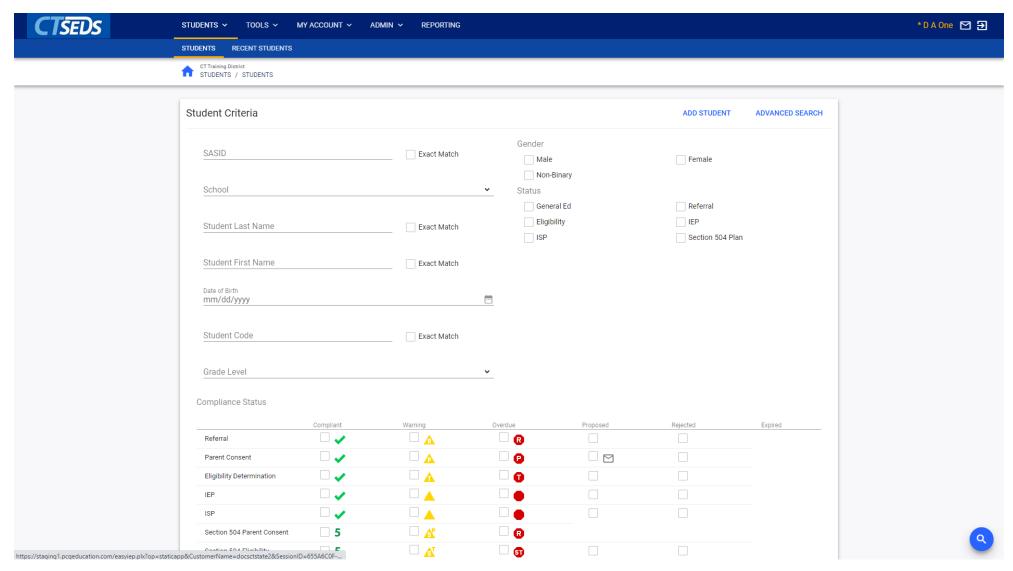
Searching for Students, Assigning User Caseloads, Deleting Finalized Documents, Manual Event Creation, Tracking Homebound Placement

Searching for Students

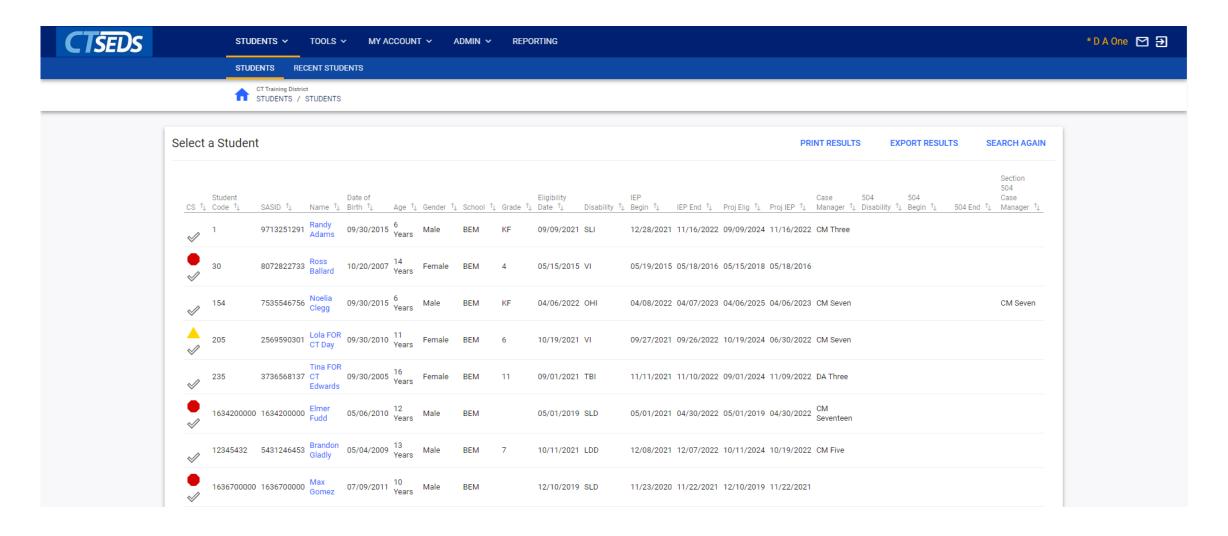
CT-SEDS Home Page



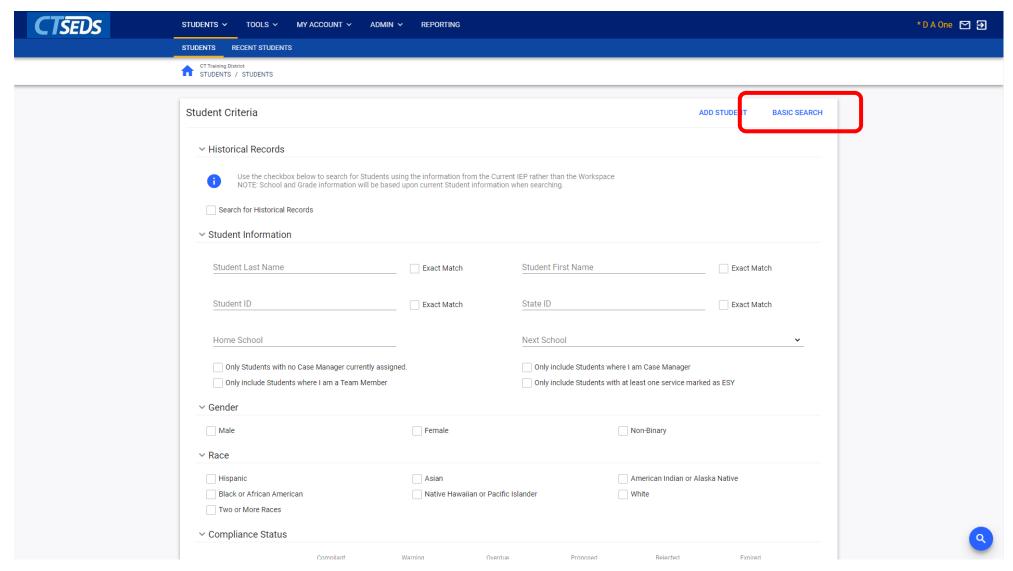
Student Search



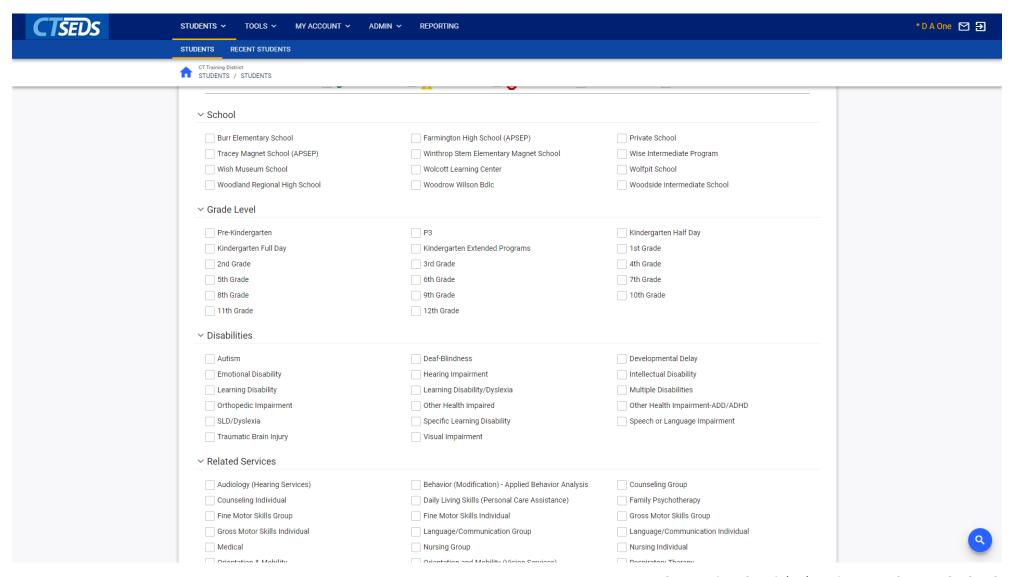
Student Search Results



Advanced Student Search

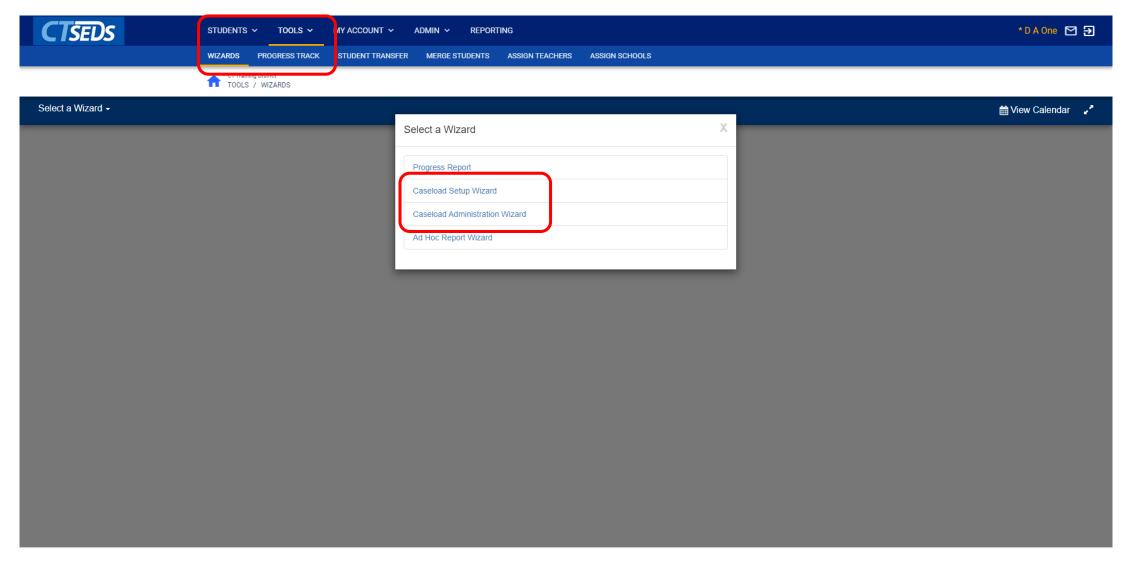


Advanced Search

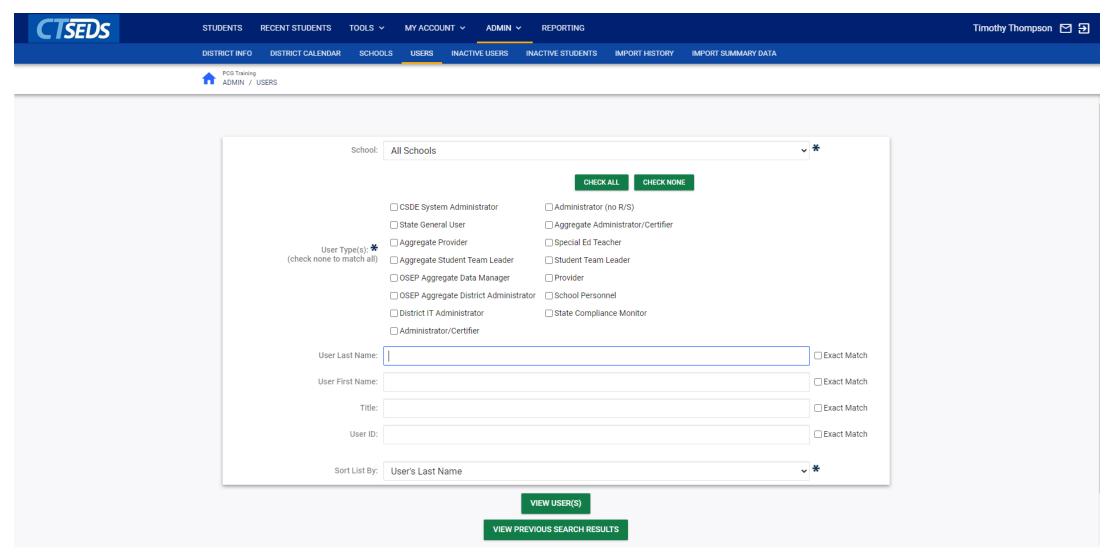


Assigning User Caseloads

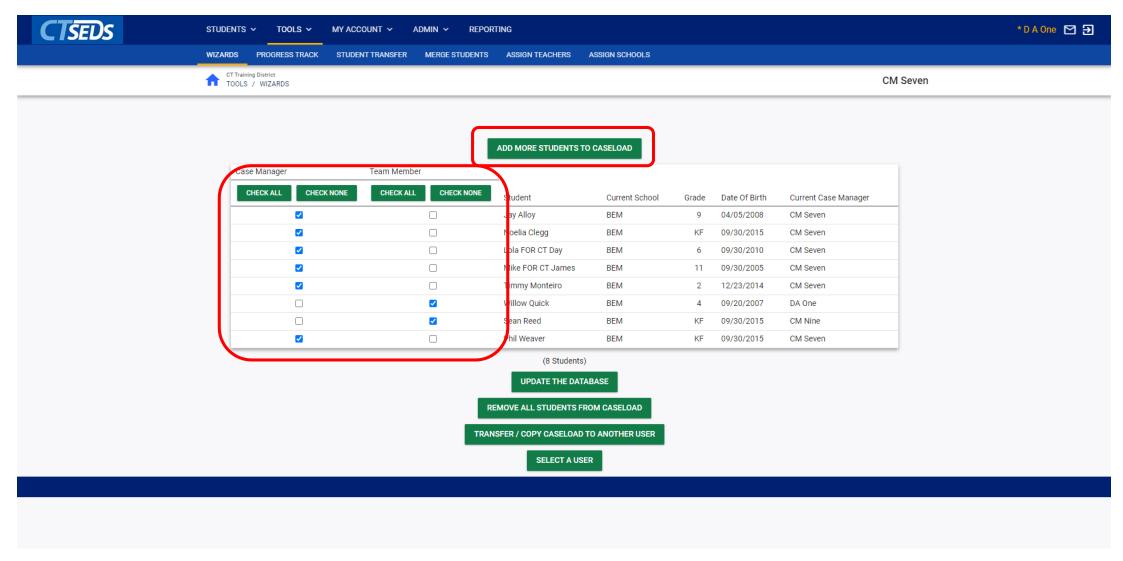
Caseload Wizards



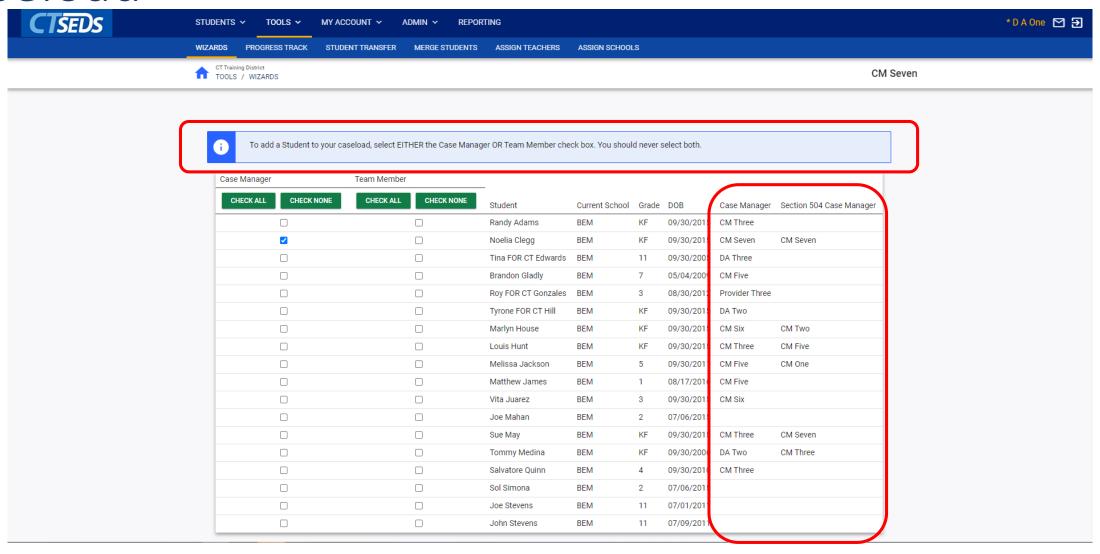
Caseload Admin Wizard – Search for User



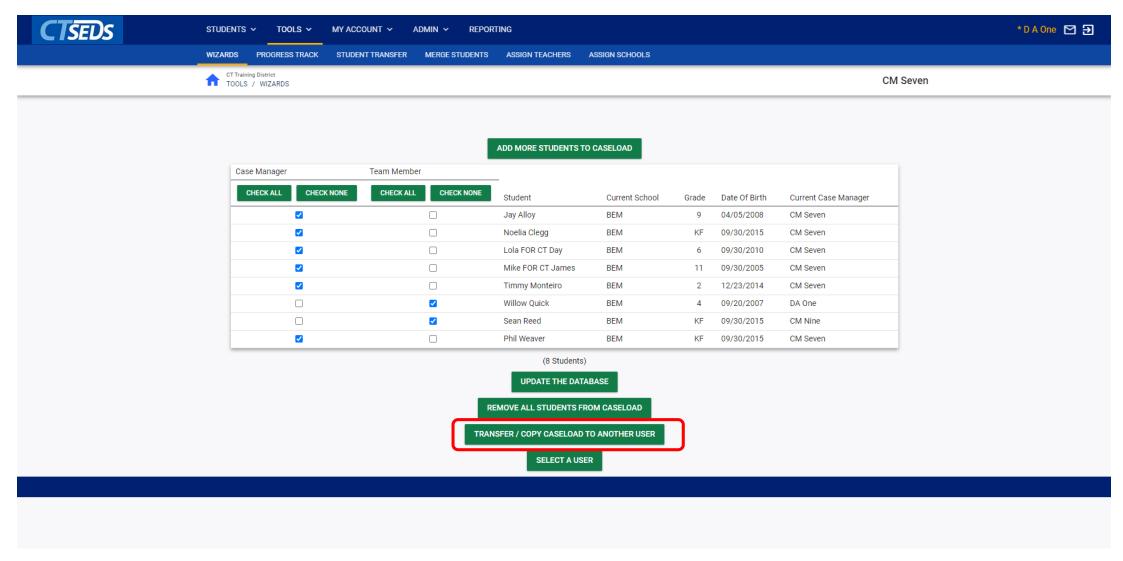
Caseload Admin Wizard – Viewing Caseload



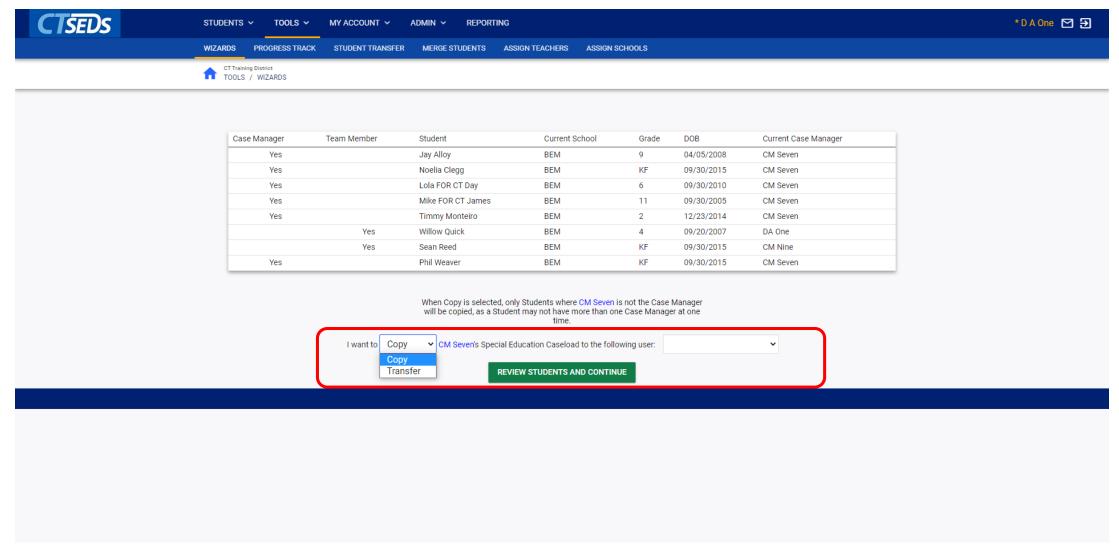
Caseload Admin Wizard – Adding Students to Caseload



Caseload Admin Wizard – Transfer Caseload



Caseload Admin Wizard – Transfer Caseload



Deleting Finalized Documents



STUDENTS RECENT STUDENTS

ENTS TOOLS V

MY ACCOUNT ~

ADMIN ~

REPORTING

M. DIXON

STUDENT INFO V

REFERRAL AND EVALUATIONS

IEP PROCESS

SP PROCESS

504 PROCESS

ADMIN ~



STUDENTS / ADMIN / CREATE/VIEW DOCUMENTS

Maureen Dixon

* Vanessa Mayes

UPLOAD EXTERNAL DOCUMENT(S)

Documents created for Maureen Dixon

Del	Doc ID	Date Generated	Generated By	Document		Batch	<u>Status</u>	Request Signature	Signatures
Е	402	06/28/2022	Vilma Estrada	Parent Notice of Referral to Determine Eligibility (504)	PDF				
Е	383	06/28/2022	Vilma Estrada	Consent for the Initial Provision of Special Education	PDF		Yes		
Е	382	06/28/2022	Vilma Estrada	Consent for the Initial Provision of Special Education (Proposed)	PDF		Yes		
Е	381	06/28/2022	Vilma Estrada	Consent to Conduct an Initial Evaluation/ Reevaluation	PDF		Yes		
Е	380	06/28/2022	Vilma Estrada	Consent to Conduct an Initial Evaluation/ Reevaluation (Proposed)	PDF		Yes		
✓	379	06/28/2022	Vilma Estrada	PPT Record of Meeting	PDF				
Е	378	06/28/2022	Vilma Estrada	Notice of PPT Meeting	PDF				
Е	377	06/28/2022	Vilma Estrada	Referral to Determine Eligibility for Special Education and Related Services	PDF			0	

An 'E' in the 'Del' column indicates that the document is associated with an Event. A 'C' in the 'Del' column indicates that the document is associated with a Parent Contact. In either case, the document can't be deleted until the associated event or contact is deleted. An 'A' in the 'Del' column indicates that the document is associated with another Document and it will deleted when the associated document is deleted.

(8 Documents)

UPDATE THE DATABASE

VIEW DOCUMENT BATCH

UPLOAD EXTERNAL ATTACHMENT(S)

UPLOAD EXTERNAL DOCUMENT(S)

Documents created for Maureen Dixon

Del	Doc ID	Date Generated	Generated By	Document		Batch	<u>Status</u>	Request Signature	Signatures
Е	402	06/28/2022	Vilma Estrada	Parent Notice of Referral to Determine Eligibility (504)	PDF				
Е	383	06/28/2022	Vilma Estrada	Consent for the Initial Provision of Special Education	PDF		Yes		
Е	382	06/28/2022	Vilma Estrada	Consent for the Initial Provision of Special Education (Proposed)	PDF		Yes		
Е	381	06/28/2022	Vilma Estrada	Consent to Conduct an Initial Evaluation/ Reevaluation	PDF		Yes		
Е	380	06/28/2022	Vilma Estrada	Consent to Conduct an Initial Evaluation/ Reevaluation (Proposed)	PDF		Yes		
Е	378	06/28/2022	Vilma Estrada	Notice of PPT Meeting	PDF				
Е	377	06/28/2022	Vilma Estrada	Referral to Determine Eligibility for Special Education and Related Services	PDF				

An 'E' in the 'Del' column indicates that the document is associated with an Event. A 'C' in the 'Del' column indicates that the document is associated with a Parent Contact. In either case, the document can't be deleted until the associated event or contact is deleted. An 'A' in the 'Del' column indicates that the document is associated with another Document and it will deleted when the associated document is deleted.

(7 Documents)

UPDATE THE DATABASE

VIEW DOCUMENT BATCH

UPLOAD EXTERNAL ATTACHMENT(S)

VIEW INACTIVE DOCUMENTS

Inactive Documents Created for Maureen Dixon

Re-Activate	Doc ID	Date Generated	Generated By	<u>Document</u>		<u>Status</u>
	379	06/28/2022	Vilma Estrada	PPT Record of Meeting	PDF	No

An 'E' in the 'Re-Activate' column indicates that the document is associated with an Event. A 'C' in the 'Re-Activate' column indicates that the document is associated with a Parent Contact. In either case, the document can't be re-activated until the associated event or contact is re-activated. An 'A' in the 'Re-Activate' column indicates that the document is associated with another Document and it will reactivated when the associated document is re-activated.

(1 Document)

UPDATE THE DATABASE

Documents:	O Prior Written Notice	O Summary of Planning and Placement Team (PPT) Meeting
	O Parent Notice of Referral to Determine Eligibility for Special Education and Related Services	Claws Relating to Seclusions and Restraints
	○ Reading Worksheet	O Parent Guide to Special Education in CT
	O Notice of PPT Meeting	O Procedural Safeguards
	O PPT Record of Meeting	○ Transition Bill of Rights
	$\bigcirc \ Multidisciplinary \ Evaluation \ Report \ for \ Students \ Suspected \ of \ Having \ a \ Specific \ Learning \ Disability$	C Learning Mode IEP Implementation Plan
	O PPT Attendance Excusal Document	O Mathematics Worksheet
	○ CT Summary of Performance	○ Written Expression Worksheet
	○ Progress Report	O Building a Bridge
	Letters: (No Letters Available)	
	CREATE DRAFT (WILL BE SAVED FOR 30 DAYS)	
	CREATE FINAL DOCUMENT (WILL BE SAVED)	
	UPLOAD EXTERNAL DOCUMENT(S)	

Documents created for Missie Kasey

Doc ID	Date Generated	Generated By	<u>Document</u>		Batch	<u>Status</u>	Req Sig?	Signatures
14185	06/07/2022	Jane Thompson	Reading Worksheet	PDF				
14184	06/07/2022	Jane Thompson	Mutual Agreement to Extend Evaluation Timeline for Determining	PDF				

Documents created for Missie Kasey

Doc ID	Date Generated	Generated By	<u>Document</u>		Batch	<u>Status</u>	Req Sig?	Signatures
14185	06/07/2022	Jane Thompson	Reading Worksheet	PDF				
14184	06/07/2022	Jane Thompson	Mutual Agreement to Extend Evaluation Timeline for Determining	PDF				
14183	06/07/2022	Jane Thompson	Consent to Conduct an Initial Evaluation/ Reevaluation	PDF		Yes		
14182	06/07/2022	Jane Thompson	Consent to Conduct an Initial Evaluation/ Reevaluation (Proposed)	PDF		Yes		
14181	06/07/2022	Jane Thompson	Prior Written Notice	PDF				
14180	06/07/2022	Jane Thompson	PPT Record of Meeting	PDF				
14179	06/07/2022	Jane Thompson	Notice of PPT Meeting	PDF				
14178	06/07/2022	Jane Thompson	Referral to Determine Eligibility for Special Education and Related Services	PDF				

(8 Documents)

UPDATE THE DATABASE

VIEW DOCUMENT BATCH

UPLOAD EXTERNAL ATTACHMENT(S)

Active Inactive

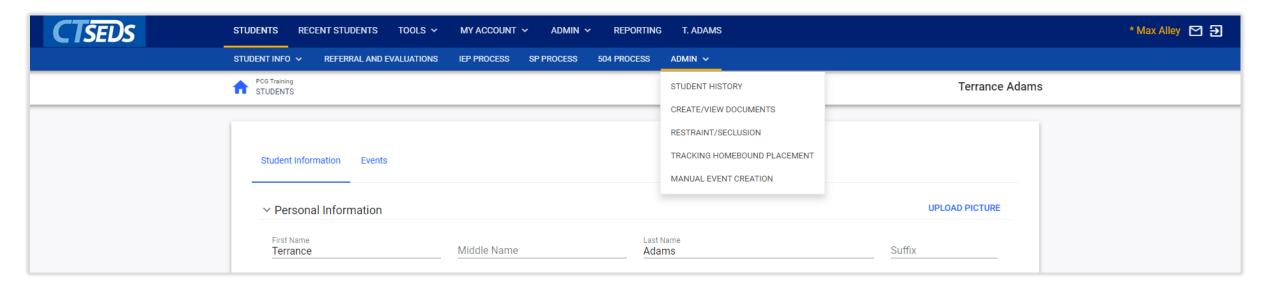
Del	↑ Event ID ↑	Event Date ↑↓	Event Type ↑↓	Disability ↑↓	Begin Date ↑↓	End Date ↑↓	User ↑↓	Document ↑↓	Date Created ↑↓	Details
	541	06/27/2022	District Change		mm/dd/yyyy 🛅	mm/dd/yyyy 🛅	Transfer / Import		06/27/2022 18:51 (15 days)	<i>/</i> *
	120	06/12/2022	Grade Change (11th Grade)		06/12/2022	mm/dd/yyyy 🛅	Transfer / Import		06/12/2022 12:42 (30 days)	
	119	06/12/2022	Current School Change (Connecticut Public School)		06/12/2022	mm/dd/yyyy 📅	Transfer / Import		06/12/2022 12:42 (30 days)	<i>*</i>
	313	06/10/2022	DocumentEvent		mm/dd/yyyy 🛅	mm/dd/yyyy 🛗	Sarah Elwell	Notice of PPT Meeting (ID# 11)	06/16/2022 10:12 (26 days)	-
	312	05/02/2022	Referral		mm/dd/yyyy 🛗	mm/dd/yyyy 🛗	Sarah Elwell	Referral to Determine Eligibility for Special Education and Related Services (ID# 10)	06/16/2022 10:11 (26 days)	•
	311	03/01/2022	District Change		mm/dd/yyyy 🛅	mm/dd/yyyy 🛗	Sarah Elwell		06/16/2022 10:11 (26 days)	1
	12	12/10/2019 😇	Student Enrollment		mm/dd/yyyy 🛅	mm/dd/yyyy 🛅	Transfer / Import		06/12/2022 12:40 (30 days)	•

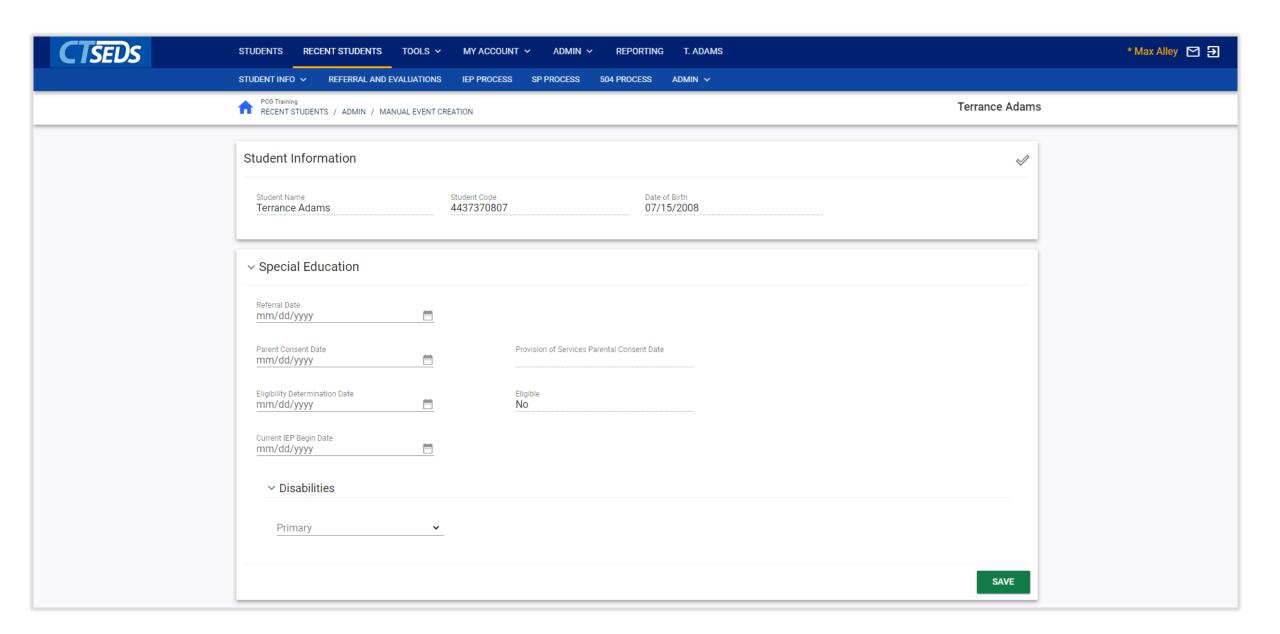
SAVE

 Event History **VIEW USER ACTIONS VIEW PARENT ACTIONS PRINT EVENT HISTORY** Event Type Year Date Type Domain Active Inactive End Date ↑↓ ↑ Event ID ↑ Event Date ↑ Event Type ↑↓ Disability ↑↓ Begin Date ↑↓ User ↑↓ Document ↑↓ Date Created 🔒 Date Inactivated 🔒 Reactivate Details Notice of PPT Meeting 06/16/2022 10:12 07/12/2022 19:29 313 06/10/2022 DocumentEvent Sarah Elwell (ID# 11) (26 days)

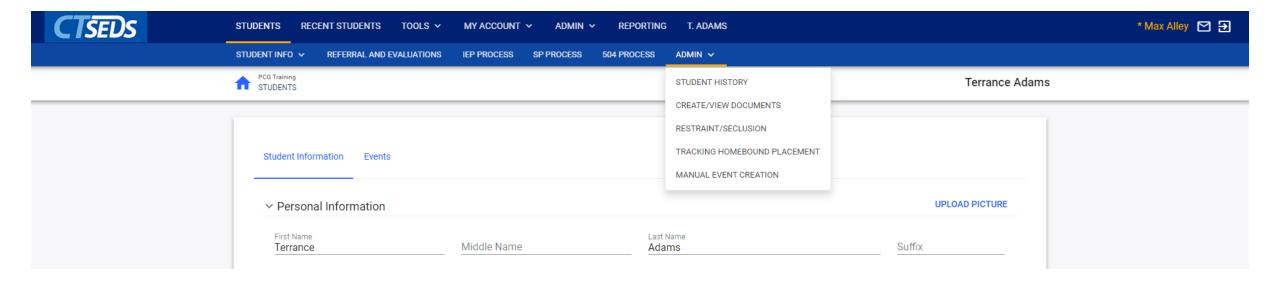
SAVE

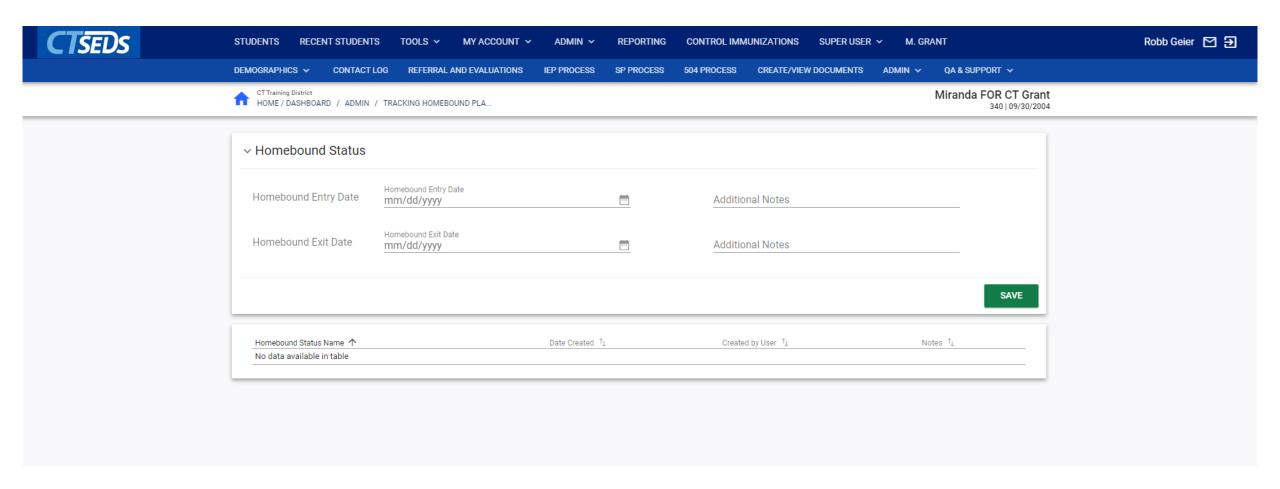
Manual Event Creation





Tracking Homebound Placement





Managing Data In CT-SEDS

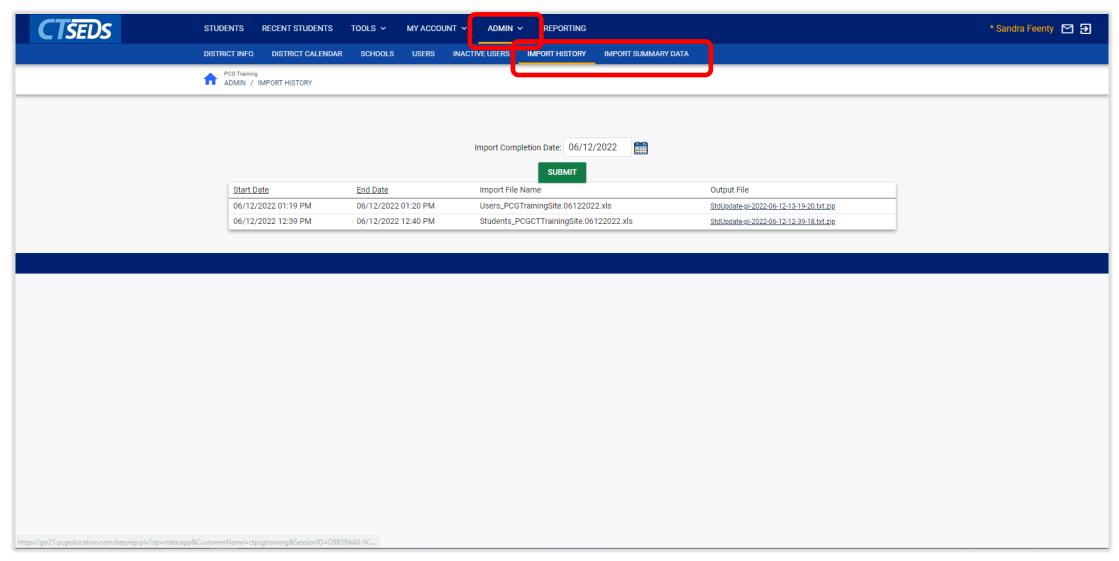
Custom Data, Import History and Import Summary Data, Reporting

Custom Data

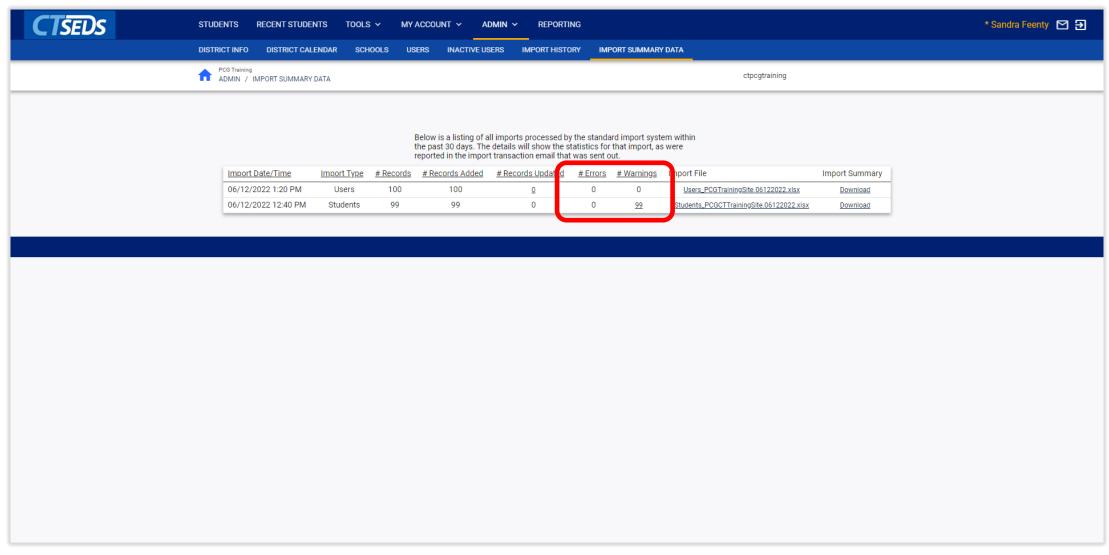
Procedural Safeguards			
A copy of the Procedural Safegu	ards in Special Education is enclosed.		
A copy of Procedural Safeguard	s in Special Education was provided to you previou	ısly this school year. If you would like another cop	by of the Procedural Safeguards please contact
Procedural Safeguard Contact CDSE Team	Procedural Safeguard Title District Safeguards Contact	Procedural Safeguard Phone 777-888-9999	
Parent Notice			
A copy of this notice has been s be sent to the student with a cop	ent to the parent(s). (This is required if rights unde by to the parents.)	er IDEA have been transferred to the student at ag	e 18. When rights transfer, meeting notices must
		CLOSE	CREATE DRAFT CREATE FINAL

Import History and Import Summary Data

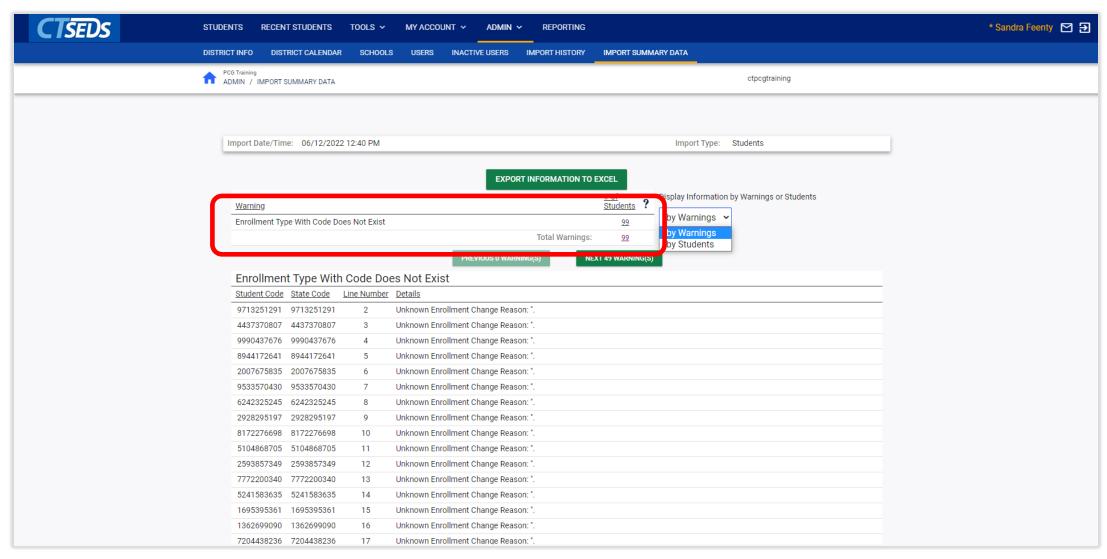
Imports



Import Summary Data



Import Summary Data



Reporting



udent Criteria			VIEW MY CASELOAD	ADVANCED SEARCH
SASID	Exact Match	Gender Male Non-Binary	Female	
School	<u> </u>	Status		
Student Last Name	Exact Match	General Ed Eligibility ISP	Referral IEP Section 504 Plan	
Student First Name	Exact Match			
Date of Birth mm/dd/yyyy	···			
Student Code	Exact Match			
Grade Level	~			

TSEDS	STUDENTS RECENT STUDENTS TOOLS >	MY ACCOUNT ~ ADMIN ~ REPORTING	
	PCG Training STUDENTS		
	✓ Grade Level		
	Pre-Kindergarten	☐ P3	Kindergarten Half Day
	Kindergarten Full Day 2nd Grade	Kindergarten Extended Programs 3rd Grade	1st Grade 4th Grade
	5th Grade	6th Grade 9th Grade	7th Grade 10th Grade
	8th Grade 11th Grade	12th Grade	Total Glade
	→ Disabilities		
	Autism	Deaf-Blindness	Developmental Delay
	Emotional Disability	Hearing Impairment	Intellectual Disability
	Learning Disability	Learning Disability/Dyslexia	Multiple Disabilities
	Orthopedic Impairment	Other Health Impaired	Other Health Impairment-ADD/ADHD
	SLD/Dyslexia	Specific Learning Disability	Speech or Language Impairment
	Traumatic Brain Injury	Visual Impairment	
	- Polotod Corvings		
	✓ Related Services		
	Audiology (Hearing Services)	Behavior (Modification) - Applied Behavior Analysis	Counseling Group
	Counseling Individual	Daily Living Skills (Personal Care Assistance)	Family Psychotherapy
	Fine Motor Skills Group	Fine Motor Skills Individual	Gross Motor Skills Group
	Gross Motor Skills Individual	Language/Communication Group	Language/Communication Individual
	Medical	Nursing Group	Nursing Individual
	Orientation & Mobility	Orientation and Mobility (Vision Services)	Respiratory Therapy
	Transition Service(s)		
	→ Special Ed Services		
	Academic Skills	Adaptive PE	Behavior
	Behavior Modification (ABA)	Braille Instruction	Daily Living Skills
	Executive Functioning	Functional Skills	Language/Communication
	Mathematics	Pre-Academic Skills	Reading
	Social Skills	Social/Emotional Development	Structured Literacy
	Study Skills	Transition Services	Writing
		_	_

STUDENTS RECENT STUDENTS TOOLS ~ MY ACCOUNT ~ ADMIN ~ REPORTING

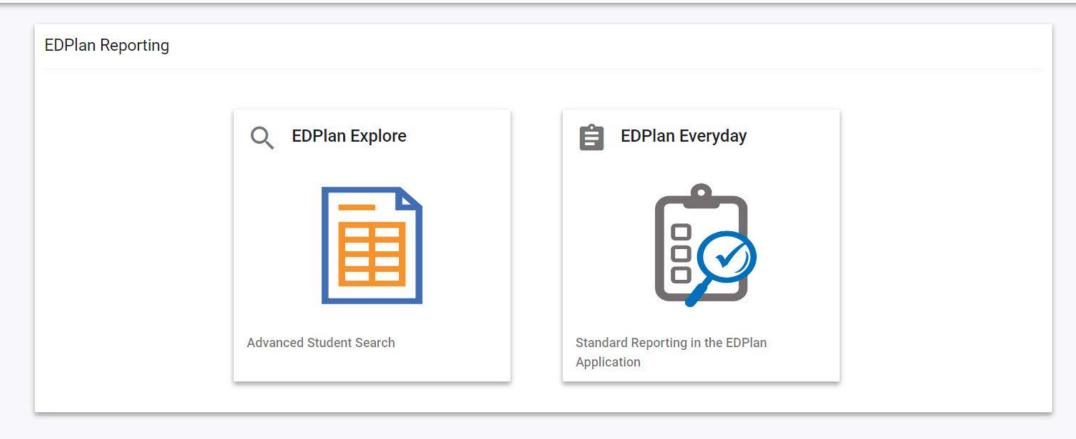


elect	a Studen	t													PRINT RESU	JLTS	EXPORT	RESULTS	SE	ARCH AGAI
CS [↑] ↓	Student Code †	SASID [†] ↓	Name [↑] ↓	Date of Birth [↑] ↓	Age [↑] ↓	Gender [↑]	↓ School [†] ↓	Grade [↑] ↓	Eligibility Date [↑] ∔	Disability 1	IEP ↑ Begin ↑↓	IEP End ↑↓	Proj Elig [↑] ↓	Proj IEP [↑] ↓	Case Manager [†] ↓	504 Disabili	504 ity [†] ↓ Begin	¹ [↑] ↓ 504	End [↑] ↓	Section 504 Case Manager †
∜	8944172641	8944172641	Suk Akin	10/07/2011	10 Years	Male	CTPSCH1	5							Sherman Fitzgerald					
✓	6242325245	6242325245	Marcela Alley	09/11/2013	8 Years	Female	CTPSCH1	4							Olevia Cox		06/2	5/2022 06/2	24/2023	Olevia Cox
✓	2928295197	2928295197	Marty Alvarez	09/11/2012	9 Years	Male	CTPSCH1	4							Rose Davis					
●	5104868705	5104868705	Wendy Arnold	08/08/2013	8 Years	Female	CTPSCH1	4	01/12/202	2 ASD			01/12/2025	03/10/2022	Nettie Jensen					Lory Owen
<u> </u>	5241583635	5241583635	Nettie Baker	08/07/2012	9 Years	Female	CTPSCH1	4						10/07/2022	Sydney Gardner					Sydney Gardner
	9366069036	9366069036	Vanessa DON'T USE Bush	10/03/2012	9 Years	Female	CTPSCH1	5	06/28/202	2 ASD	07/04/202	2 07/03/2023	3 06/28/2025	07/01/2023	Sung Casey					Sung Casey
✓	6089397336	6089397336	Peter Casey	10/08/2011	10 Years	Male	CTPSCH1	5						10/26/2022		Communic	ation			
	3994022053	3994022053	Mario Duncan	10/05/2011	10 Years	Male	CTPSCH1	5	06/07/202	2 SLI	06/29/202	2 06/28/2023	3 06/07/2025	06/07/2023	Melaine Erickson					
	8567392855	8567392855	Vita Juarez	09/30/2015	6 Years	Female	CTPSCH1	3							Sabrina Forret					Mildred Arnold
	2033352096	2033352096	Rolando Owen	10/07/2011	10 Years	Male	CTPSCH1	5												
<u>^</u>	5584415781	5584415781	Santiago Robbins	10/06/2011	10 Years	Male	CTPSCH1	5	06/22/202	2 SLI			06/22/2025	10/10/2022	Vilma Estrada					Vilma Estrada
	6969775072	6969775072	Roy Rogerson	08/30/2014	7 Years	Male	CTPSCH1	3												



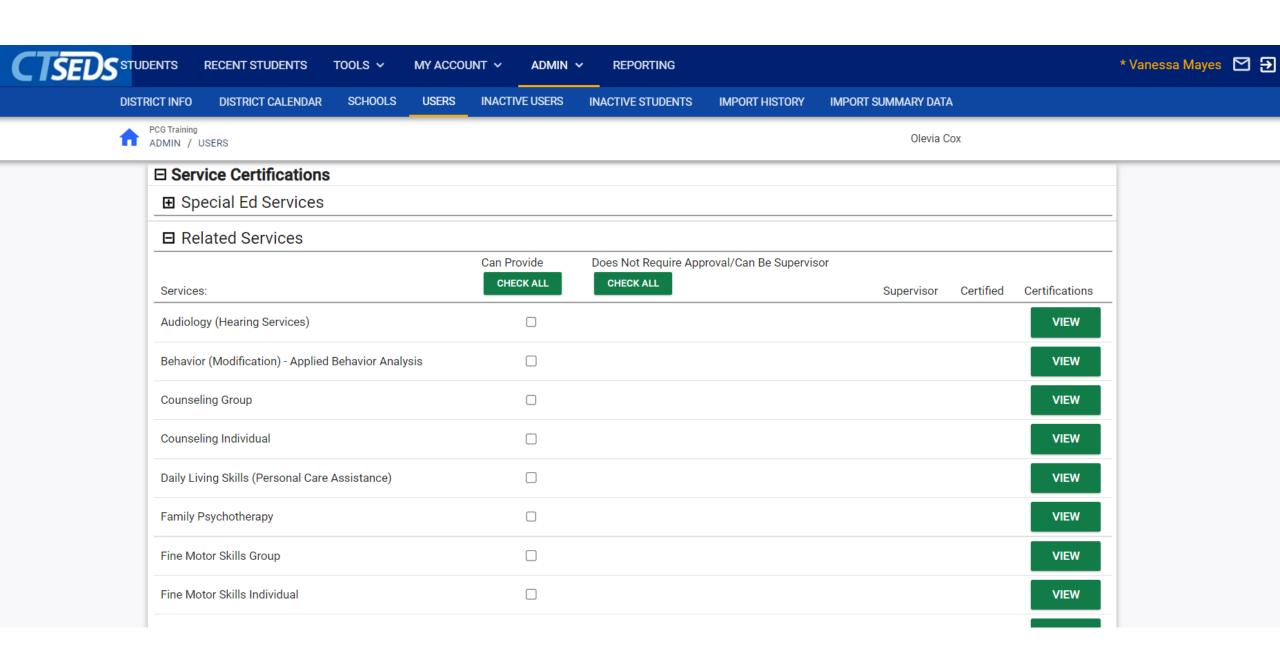
STUDENTS RECENT STUDENTS TOOLS > MY ACCOUNT > ADMIN > REPORTING





* Vanessa Mayes

Service Documentation





HOME / DASHBOARD / ADMIN / RELATED SERVICES

PCG Training

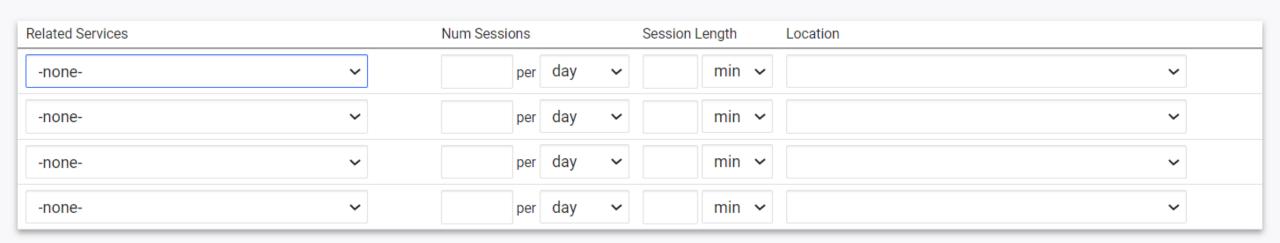
Lyndsay Yee

There are no Related Services for this Student yet.

L. YEE

ADMIN ~

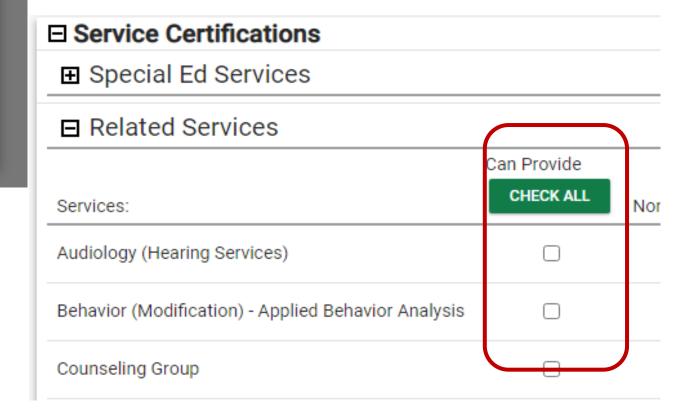
ADD RELATED SERVICES

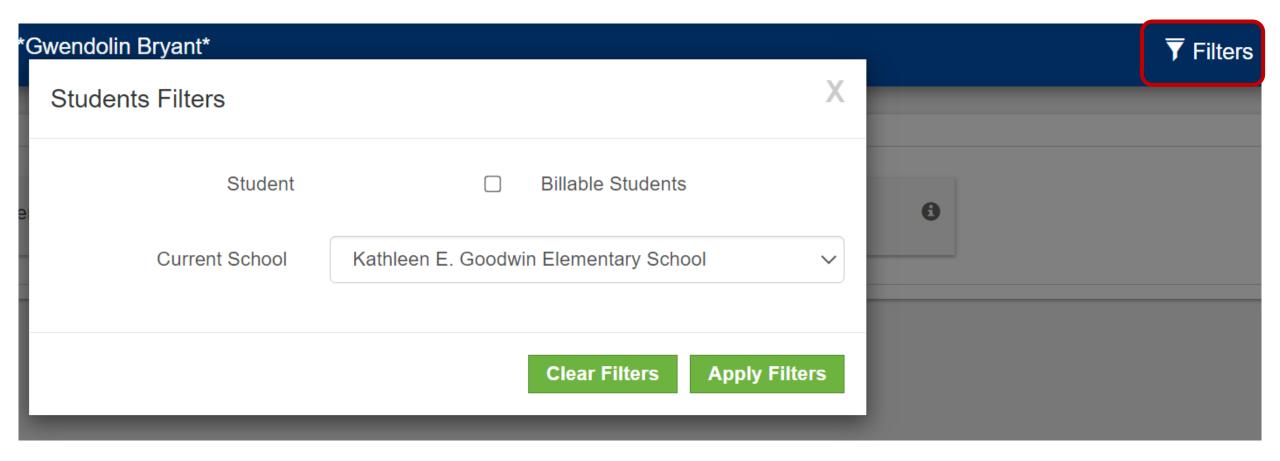


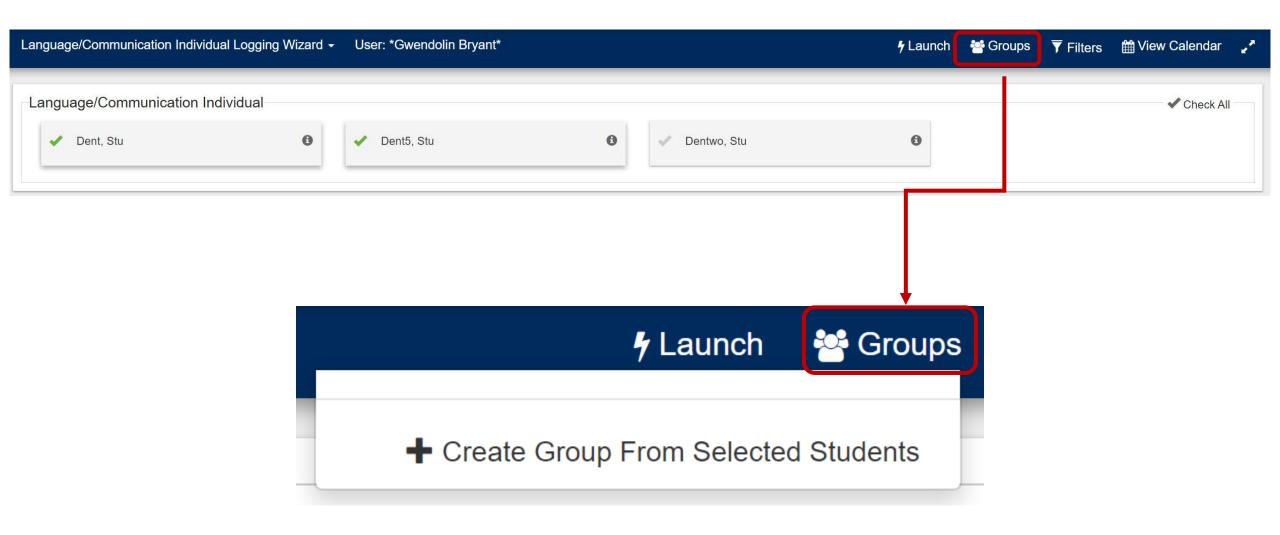
To add more than 4 services of any one type, you must update the database, then return to this page

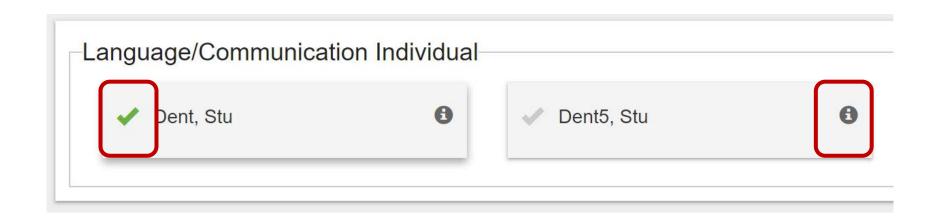
UPDATE THE DATABASE

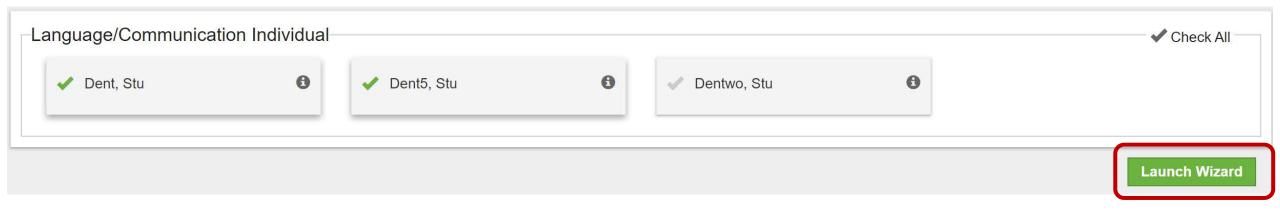
Select a Wizard	Χ
Progress Report	
Fine Motor Skills Group Logging Wizard	
Fine Motor Skills Individual Logging Wizard	
Gross Motor Skills Group Logging Wizard	
Gross Motor Skills Individual Logging Wizard	
Language/Communication Group Logging Wizard	
Language/Communication Individual Logging Wizard	
Caseload Setup Wizard	

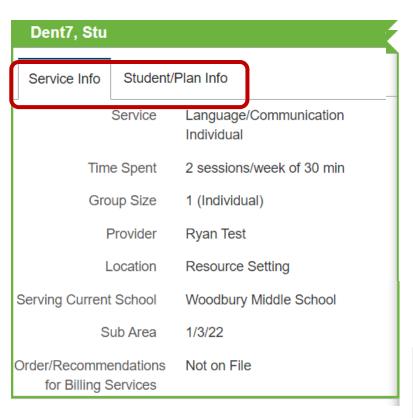


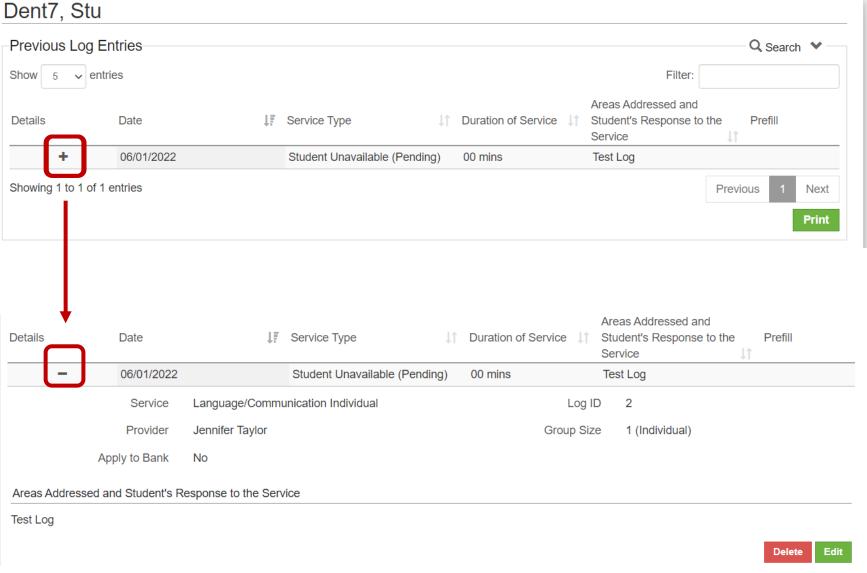


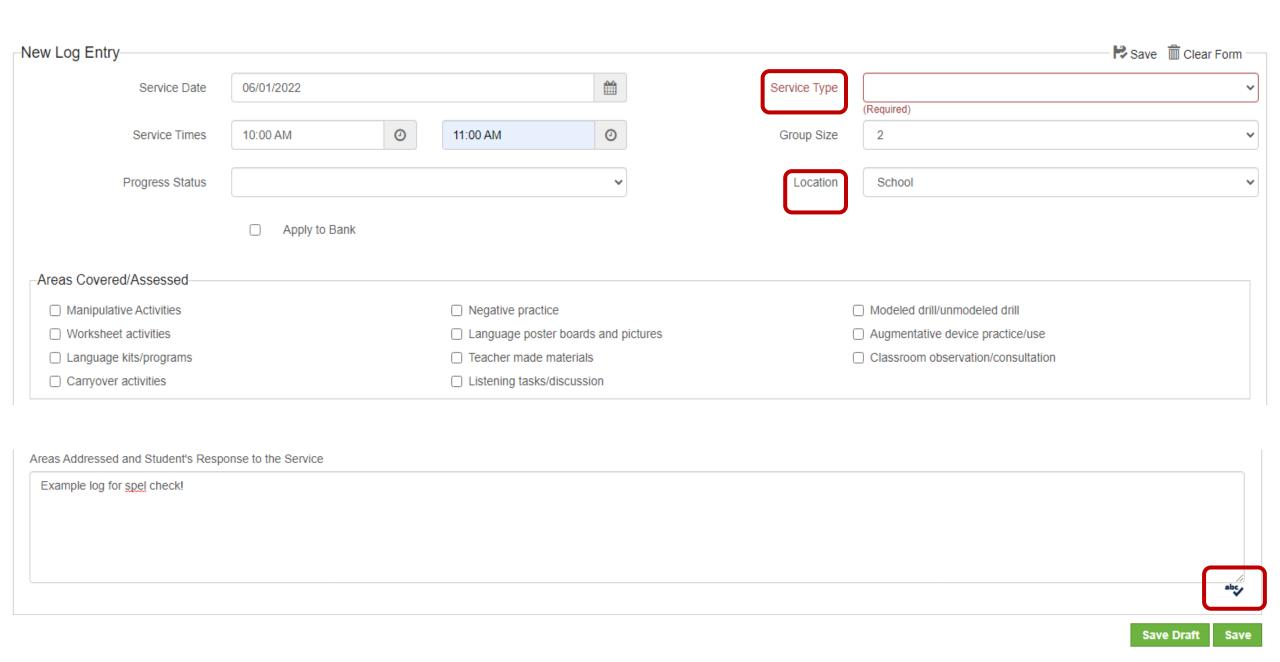












Confirm Log Entry

Dent, Stu-

Log ID 5

Provider Gwendolin Bryant

Service Date 06/02/2022

Service Type School Closed

Duration of Service 00 mins

Group Size 1 (Individual)

Areas Addressed and Student's Response to the Service

Test

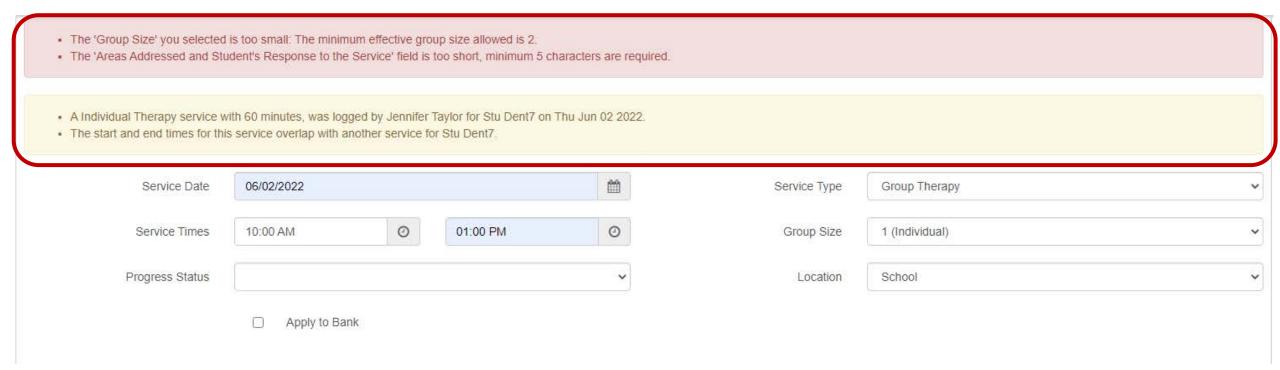
Delete

Edit

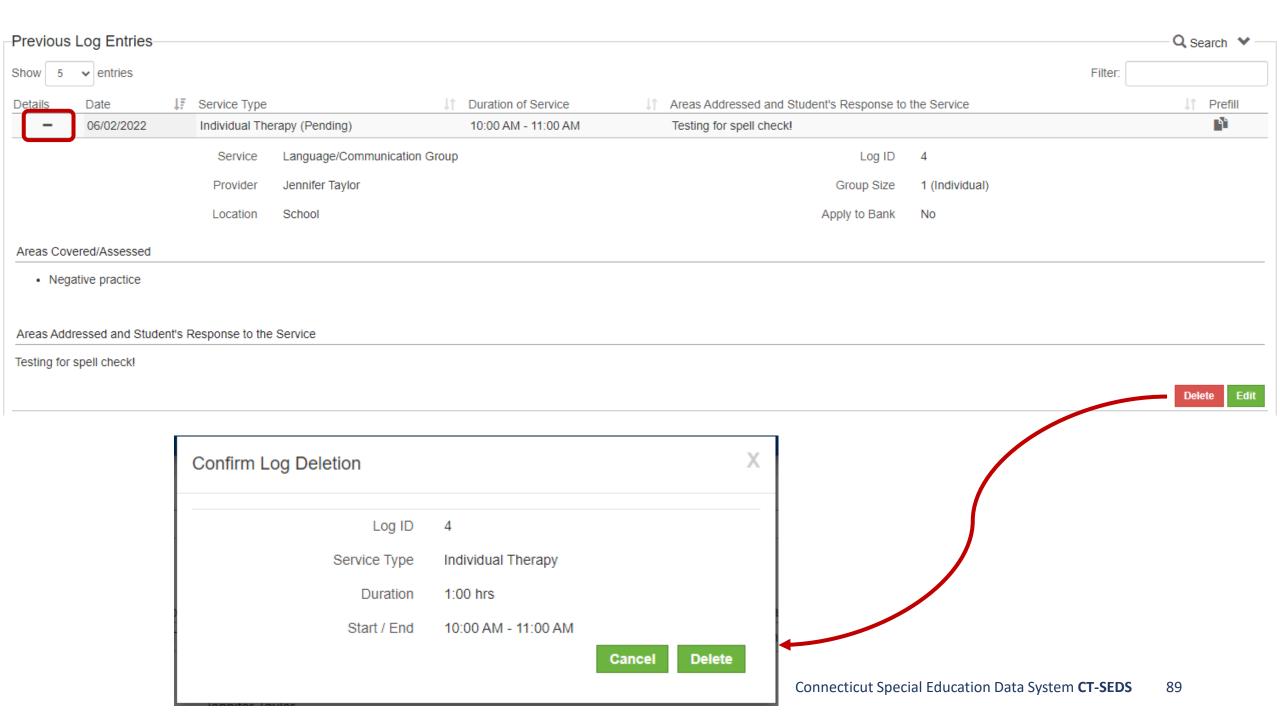
Confirm log(s), then return to the top of the logging wizard

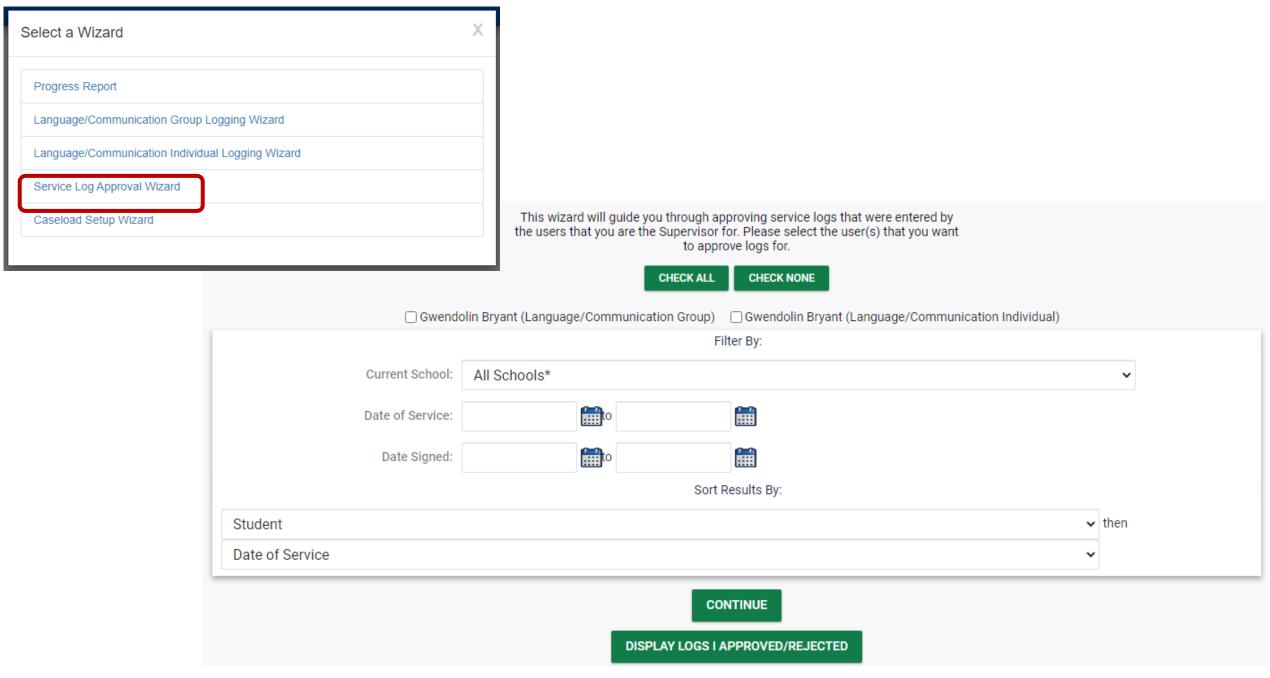
Confirm log(s), then enter more logs for this Student

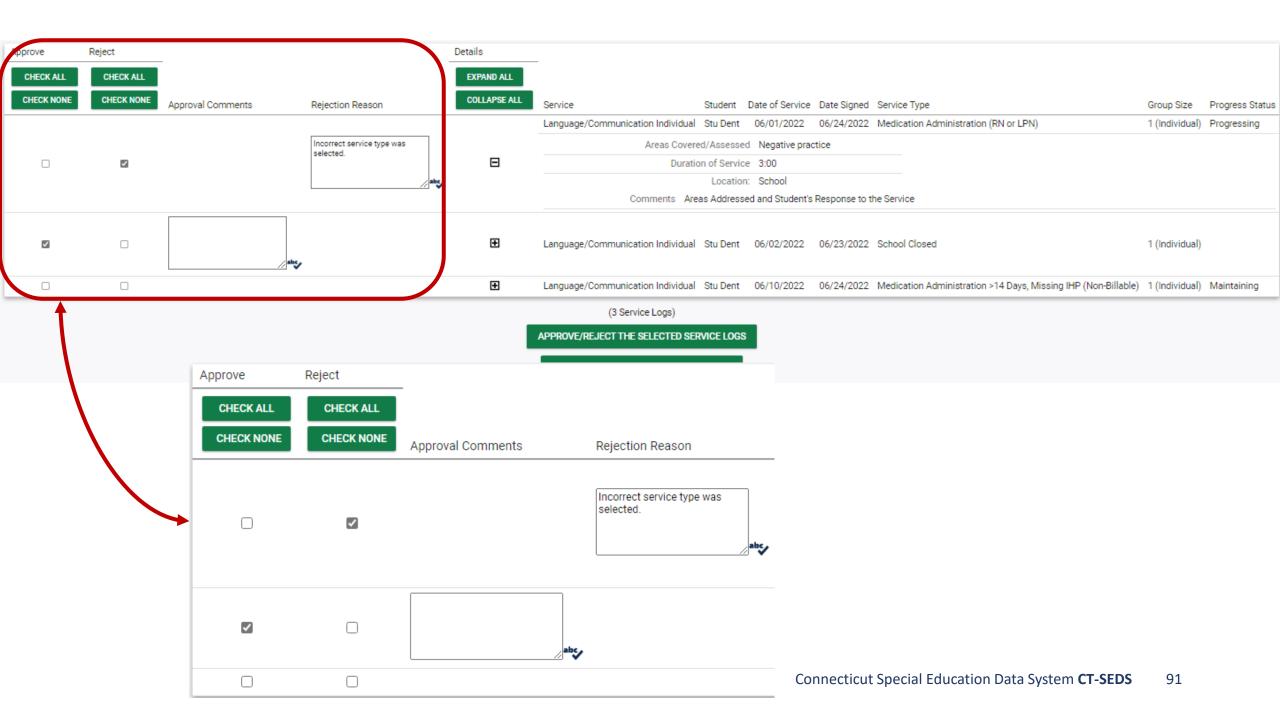
Confirm log(s), then return to the Student selection page



Select Group Fields		X
Service Date		
Service Type		•
Duration of Service	Hours	Minutes
Group Size		*
Location		*
	Apply to Bank	
Areas Covered/Assessed		
☐ Manipulative activities	□ Negative practice	☐ Modeled drill/unmodeled drill
☐ Worksheet activities	☐ Language poster boards and pictures	☐ Augmentative device practice/use
☐ Language kits/programs	☐ Teacher made materials	☐ Classroom observation/consultation
☐ Carryover activities	Listening tasks/discussion	
		Cancel Apply







Managing Support in CT-SEDS

Tiered Support Model

Tier Support	Descriptions	Responsible
First-Tier	Supporting users and their permissions including resetting passwords, assigning schools, document deletions, simple troubleshooting	LEA District and School Leaders
Second-Tier	Expert level support: If the issue cannot be answered by the First Level Support staff, CT-SEDS Support provides access to the CT-SEDS messaging system as well as email and phone support	CT-SEDS Support Team
Third-Tier	Developer support for bugs, upgrades, system patches, and technical and release issues.	CT-SEDS Support Team

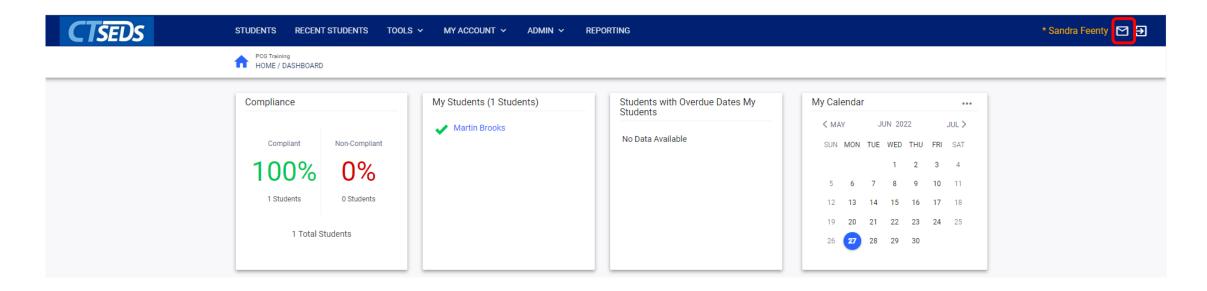
CT-SEDS Support Model

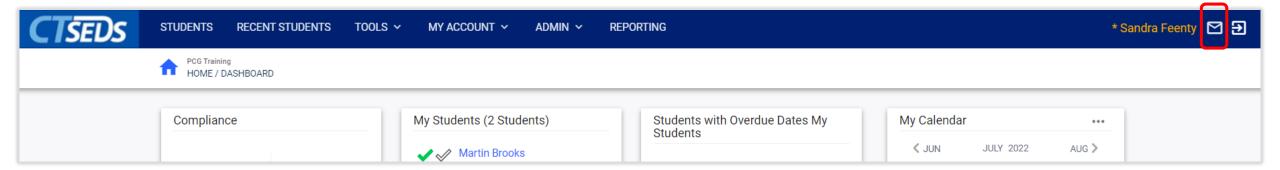
Exceeding your Expectations is our Goal!

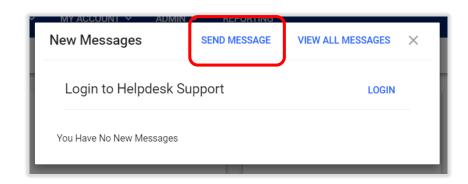
- Ensuring that end-users have a support resource available to them is at the heart of our commitment to our partners (YOU). Members of the dedicated CT-SEDS Support team will provide districts with a multi-faceted network of support. This includes:
 - Message board
 - Email
 - Toll-free phone from 8:30 a.m. to 5:30 p.m. Eastern, Monday through Friday except for federal and state-recognized holidays

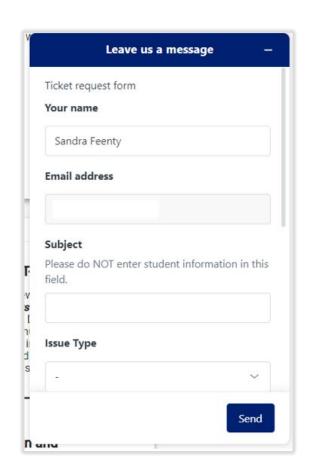
CT-SEDS Support Messaging

Message Board Availability: All Administrative users may submit messages to the message board and receive responses from an CT-SEDS Support team member at any time!









Message Board Details

Required Information:

- Users must include the student's First and Last Name, SASID Number, and the Page or Situation where they are experiencing difficulty.
- Once a request is placed, CT-SEDS Support staff with specific project knowledge will work with the district expert until the problem is resolved.

REMINDER/RECOMMENDATION:

- Administrative users should NOT send multiple messages about the same topic. All
 messages are answered as they come in; therefore, multiple messages will only slow
 the response time.
- The discussion between the support personnel and user are saved like a threaded discussion. Therefore, users may go back and view past questions and answers.
- All information transmitted between the user and PCG staff is encrypted to assure compliance with FERPA and HIPAA regulations regarding the privacy of student information.

CT-SEDS Support Tools

Email: PCG recommends that only District Administrators utilize the CTSEDS_Support@pcgus.com email for general inquiries such as requests for additional services. All technical questions should be submitted via the message board to preserve confidentiality.

Toll Free number: (833) 668-2600 is available to only CT-SEDS Administrators. PCG's phone support system provides the District staff immediate feedback and assistance. It is intended for those situations that are time sensitive and critical.

CT-SEDS Support Partnership

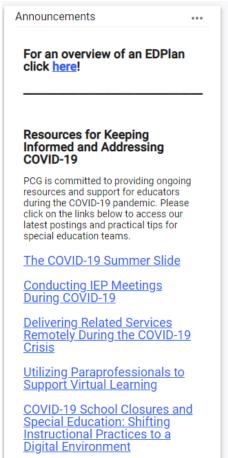
PCG encourages districts to communicate that school personnel should first leverage their District and School Level CT-SEDS Experts to assist in any end user concern

- This is the recommended method of operation because the knowledge of these School Level Experts demonstrates to their colleagues both "buy-in" and expertise with the new system.
- Many questions from the users are special education process-related, not system-related, and can be best answered by the District/School Level Experts.
- For special education process-related questions, the District/School Level Experts can turn to CSDE resources and the RESC alliance.

Your Immediate Support Tools



CT-SEDS Manuals and Videos available in the Documents Widget on the Home Page.



Key Administrative To Do List

- Find and Review User Resources
- Understand the Difference between the Aggregate Site and District Sites
- Set Up Your District Calendar
 - Set Up School Calendars if Different from the District
- Assign User Caseloads and/or Provide Staff with Resources on how to Assign their own Caseloads
- Update User Information as Needed
 - Assign Users to Schools
 - Resetting Passwords
- Know How to Get Help

Thank You!



