Department of Education

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The New York City Department of Education

NCLB-SES Technical Guide

Revised for FY10

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I Introduction

The Federal No-Child-Left-Behind Act ("NCLB") provides for Supplemental Educational Services ("SES") for disadvantaged students in State-identified public schools. SES offers tutoring in reading, language arts, and math. This extra help is provided after school, or on weekends, in the school, home, on-line or at community centers. The goal is to improve academic performance for disadvantaged students. Disadvantaged is defined, for this purpose, as students who receive free meals. The list of State-approved schools is published annually by NYSED.

Vendor screening occurs at two levels: NYSED identifies qualified vendors annually; then the DOE negotiates contracts with these vendors to ensure that students receive the program that was approved by the State. Ultimately, parents choose the provider that will best meet the educational and situational needs of their children.

Before providing any service or accessing student information, vendor staff must have security clearance in PETS. Vendors must also be technically adept at managing the NCLB SES application which captures, stores, and coordinates payment. The DOE provides technical support but not one-on-one consulting. Vendors furnish attendance data to the DOE; certification frequencies vary depending upon whether the vendor is an eCommerce subscriber. eCommerce subscribers may certify attendance throughout the month; non eCommerce vendors may only certify attendance the last week of the month. This attendance data is subsequently shared with the State. Vendors must also provide student education plans and individual progress reports to each parent with a copy to the school and to the SES program office. Copies to parents are to be submitted within a week of the form's creation; principals' copies are to be submitted quarterly.

II Objective

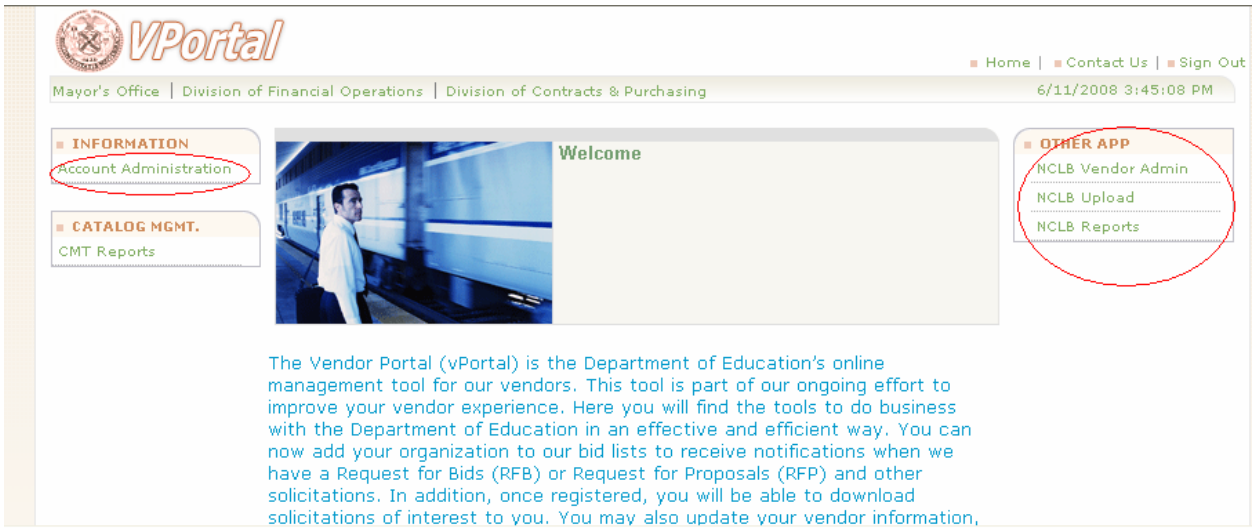
The SES tutoring program increases standards of accountability for schools and provides parents greater flexibility in choosing tutors.

The current NCLB SES application contains a database of SES Schools and students eligible for the program. It helps the program office and the vendor manage data online, and provides a way for the program office to generate reports that measure student and school performance.

The system also interfaces with PETS (Personal Eligibility Tracking System) to make sure that the staff that interact directly with students, or have access to student information have security clearance.

III SES application

A link to the application through the DOE Division of Contracts and Purchasing Vendor Portal is circled on the right side of the screen shot below.



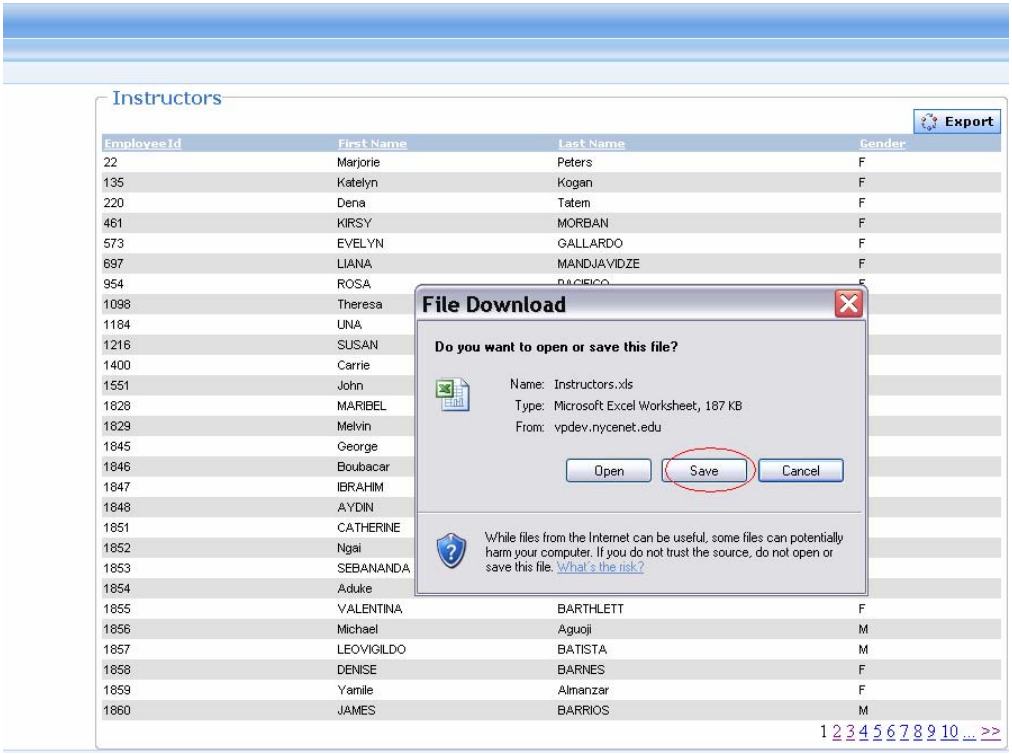
Vendors have three options:

1. **Vendor Administration**

The vendor administrator may create accounts that restrict access to applications and / or functions within the application; edit the contact and general information.

a) Instructors

This lists teachers, tutors and other staff. These individuals must be registered, approved and made active in PETS system prior to providing services to the students. The PETS system involves three steps: inputting of staff information, approval of staff and if staff is approved ensuring staff is "active" in the system. All approved staff appear as "active" on PETS; it is the responsibility of the provider to switch non working staff to "inactive". If teachers/tutors are improperly registered, they may not have contact with the school or students under any circumstances. Actual, real-time PETS information is closely monitored by the DOE. If the DOE finds that a student-facing vendor employee is interacting with students while improperly registered, the vendor will be subject to sanctions. In addition to sanctions, vendors will not be paid for student-facing services provided by non



approved staff. The roster can be downloaded on to an excel file by clicking on "Export" and clicking on "Save."

b) Enrollments

Providers may choose to approve or reject students who are initially enrolled by the Integrated Service Center staff. Once approved, students MUST receive tutoring within 30 days. No wait-listing of students is permitted. A vendor purposely holding forms in the anticipation of a more significant enrollment is considered "wait-listing" -- this is not permitted. Vendors who approve students and do not provide services within 30 days are subject to sanctions. To approve students, click on "Approve Enrollment". The approval process can be completed for each student individually or for a group of students. Click on Accept for individual approval or Reject for individual rejection. For bulk approve/reject actions, please check the box to the left of the corresponding OSIS number then click on the ACCEPT button.

"Enrollment" has four tabs – reflecting all options

i. Pending- This shows students waiting for approval or rejection. Contact information MUST be completed before accepting or rejecting students.

ii. Approved – This shows approved students. However, AFTER approving and BEFORE uploading attendance you have 5-day grace period to reject a student.

iii. Rejected – This shows rejected students. Likewise, you have a 5-day grace period to reverse a rejection (i.e. to approve)

unless the student has already enrolled with another provider. Vendors have a 30 day window to reject; include a reason.

iv. Discharged/Transferred- This shows Discharged/Transferred students. All discharged /transferred students need to be re-enrolled before providing the service.

Note: If the student comes back after being discharged, the student needs to be re-enrolled before providing the service. The system will not allow the user to upload attendance if the student is not re-enrolled.

Accepted Enrollment(s)

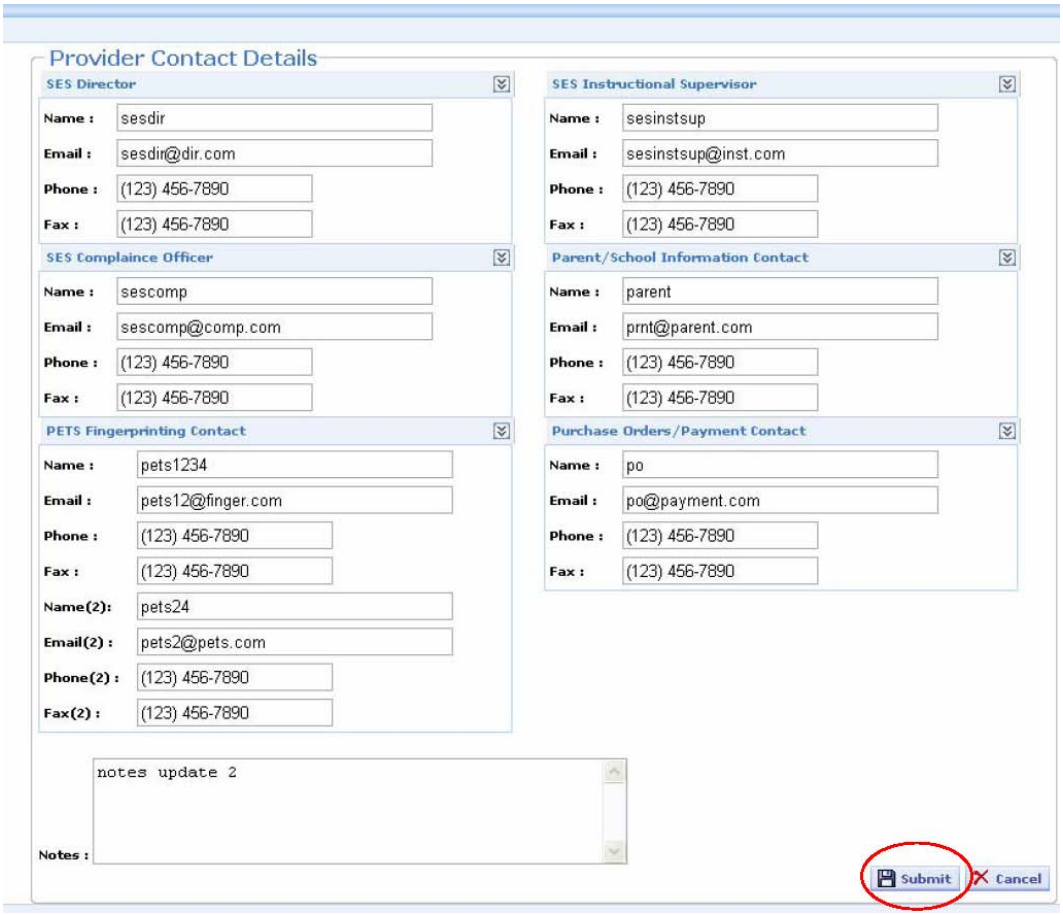
Pending (0) | Accepted (130) | Rejected (1) | Discharged/Terminated/Transferred (11)

	OSIS Number	First Name	Last Name	Service	Service Type	Grade	SchoolDBN	Form Number
☐	162854077	AYGQPXIR	YXDSQVTS	ELA/Reading Individual (02)	Individual	06	17K002	ENG100549
☐	162622607	YVZGQRDY	KTZYVFMX	ELA/Reading Individual (02)	Individual	06	17K246	ENG100547
☐	162591680	NQZEEDZZ	YFSQSLTV	ELA/Reading Individual (02)	Individual	07	21K228	ENG100546
☐	162469584	OJLSTBMV	FTLWMMHN	ELA/Reading Individual (02)	Individual	06	17K002	ENG100545

c) Provider Contact Management

This shows your contact information. You can edit and update your contact information. Please note that without completing this step you will be unable to certify attendance.

All contact information must be entered before students can be accepted



d) <u>Student Education Plan (SEP)</u>

This shows the student education plans for all accepted students. You must enter SEP into the SES application for each student you tutor, within the first several sessions (1-3)

<u>Creating SEP for a student</u>

i. *Click on "Search by Student ID"*
ii. *Enter Student ID and hit return*

iii. *Click on the OSIS number to enter SEP*
iv. *Enter Plan date*
v. *Select ELA or Math (this selection is only available when the student is enrolled in a dual program, otherwise it will only show ELA or Math.*
vi. *Click on* *to search core performance type and detail;*
vii. *Select a type and the selected value will be transferred to the SEP screen.* Only one goal can be selected at a time
viii. *Enter the way of progress measurement in the "Evaluation "box on the SEP screen and click on insert to add the achievement goal. (This should match with your application submission to SED.* Click add if adding

another goal, then begin process again from Step iii

ix. *Click on "Save and Preview" to save and print the plan*

NCLB Vendor Admin

VPortal

Home Help Logoff

9/11/2008 5:47:15 PM

Options
- Home
  - Instructors
  - Enrollments
  - Student Education Plan
  - Provider Contact Management
  - User Management
  - Student Report
  - Location Report
  - Progress Report
  - Accept Services

Accepted Enrollments

OSIS Number	First Name	Last Name	Service	Service Type	School DBN	SEP Created	Date Created	Date Updated
100108377	RKQJJCXE	BPXTJUGT	ELA/Reading Group (01)	Group	21K228	Yes		
100153323	CFGXKFUZ	GFJAMLOV	ELA/Reading Group (01)	Group	17K002	Yes		09/11/2008
100187096	JSGTEIIC	CNDVXWKA	ELA/Reading Group (01)	Group	21K228	No		
100238853	SAKTNJLD	SJAYNUTC	ELA/Reading Group (01)	Group	21K228	No		
100270469	ROSBQKNF	PWNMLRUG	ELA/Reading Group (01)	Group	17K246	No		
100297706	BZAVDXFV	WCKGPAFH	Math Group (05)	Group	21K228	No		
100317642	PRXIXYAG	WQVXWGKX	WeekEnd ELA/Reading/Math...	Group	21K228	No		
100359428	WTCKSRFH	EVKPQIZT	WeekEnd ELA/Reading/Math...	Group	17K246	No		
100379238	AWFJPDVG	ASWIMFUG	Math Group (05)	Group	17K246	No		
195822088	TNVQARPG	FNNNVJPB	ELA/Reading Individual (...	Individual	21K228	Yes		
195826084	LTRCOZVZ	EVHCIAXB	ELA/Reading Individual (...	Individual	21K228	Yes		
195830738	UZMWOZJP	QBNUIIMA	ELA/Reading Individual (...	Individual	21K228	No		
195848872	WYHBXNBU	CXRVBDEU	ELA/Reading Group (01)	Group	21K228	No		
195849937	MKAIBAEK	CWIXMNPG	ELA/Reading Group (01)	Group	21K228	No		
195865320	IBPVIUMU	DPVTAMIH	WeekEnd ELA/Reading/Math...	Group	21K228	No		
195867804	RLYTLRPD	JSIYASCC	Math Individual (06)	Individual	17K246	Yes	09/08/2008	09/08/2008
195881217	FNJTFFQZ	ZGTHUZRN	WeekEnd ELA/Reading/Math...	Group	17K246	No		
195951313	VJEDUUJC	ODMBZLSQ	ELA/Reading Group (01)	Group	17K246	No		
199906064	VNOKQFZG	BHLXLCU	Math Group (05)	Group	17K002	No		
102657521	LIWCRAOF	DYLMJNAE	ELA/Reading Individual (...	Individual	17K246	No		

STUDENT ID: 155811597 PLAN NUMBER:

Student Details

Student First Name:	BYEZKJXP	**Student Last Name:**	YFPNYTMY
Grade:	06	**Special ED/ELL:**	
School DBN:	21K228	**School Name:**	IS 228 DAVID A BOODY

Provider/Session Details

Provider Name:	LEARN IT SYSTEMS LLC	**Provider ID:**	143
Service name:	WeekEnd ELA/Reading/Math Group (09)	**Service ID:**	67
Service Start Date:	09/18/2008	**Service End Date:**	06/30/2009

Information provided by parent

☐ Report cards ☐ Stand Test Scores ☐ Grow Net Report ☐ EPAL

☐ NYSESLAT ☐ ECLAS2 ☐ EL SOL ☐ Other

Comments:

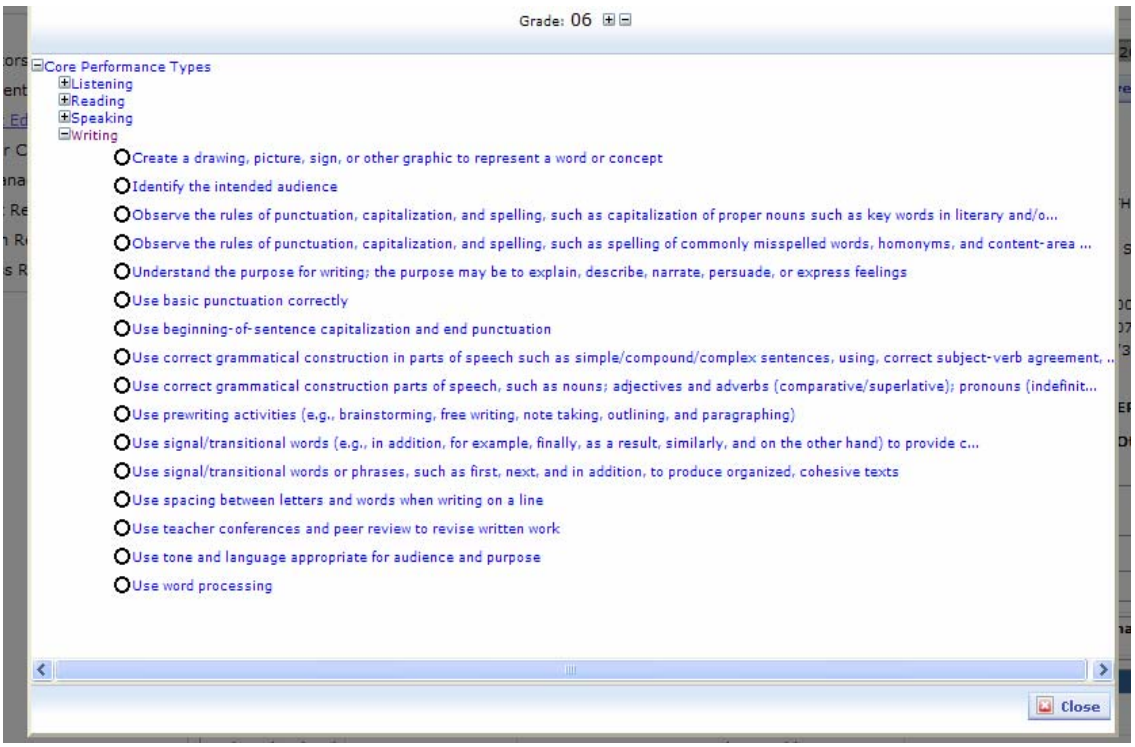
Plan details

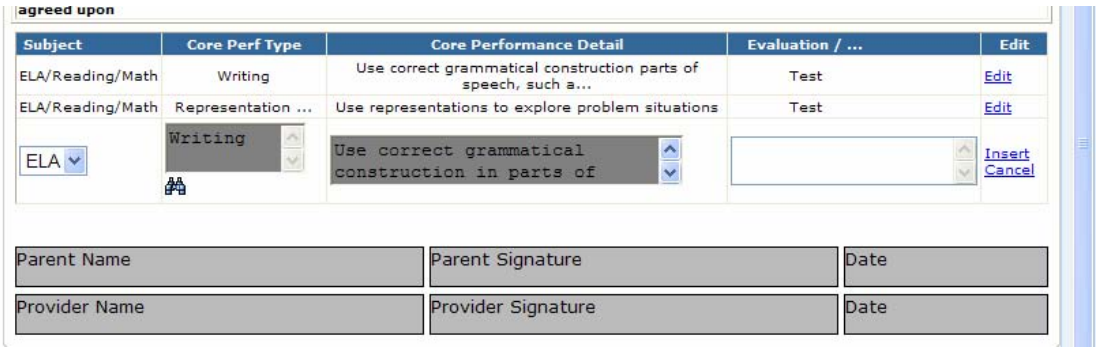
Plan start date: **Maximum hours:** 30.00

Based on the information provided by the school and in consultation with the parents, the following achievement goals have been agreed upon

Subject	Core Perf Type	Core Performance Detail	Evaluation / ...	Edit
ELA				Insert Cancel

Save Save & Preview Close

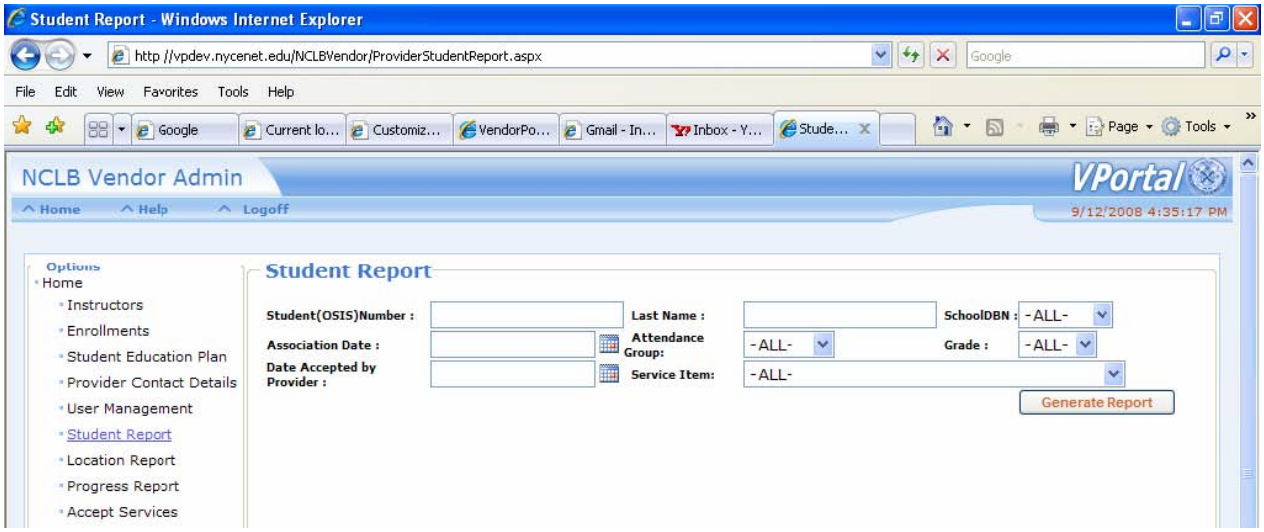




e) User Management

This gives users access to specific parts of the NCLB application. The administrator for a vendor can create "child accounts" to access the Vendor Portal. A "child account" is a way to give an employee restricted access to applications and/or functions within the application. The creation of child accounts is done in the Vendor Portal account administration section. In order for vendors to maintain privacy, it is important to create "child accounts" as these accounts limit the users' access.

Create a child account and grant access to NCLB applications



i. *Select Account Administration*
ii. *Select add/edit users*
iii. *Click on "Add new"*
iv. *Enter information in the respective fields and select the access for the user*
v. *After submitting the info, an email will be sent to the user, assigning the username and password for access to the vendor portal.*
vi. *Specify which links with the NCLB application are available to the child account.*
vii. *Go to NCLB Vendor Admin*
viii. *Select User admin*
ix. *Select user ID to assign NCLB specific action*
x. *Each box represents a link in the application.*
xi. *Click on "Save" to save the changes.*

f) Student Report

This report will generate a list of students with additional information that is very beneficial, such as contact information, if the student is an English Language Learner. The results can be exported to excel.

g) Location report

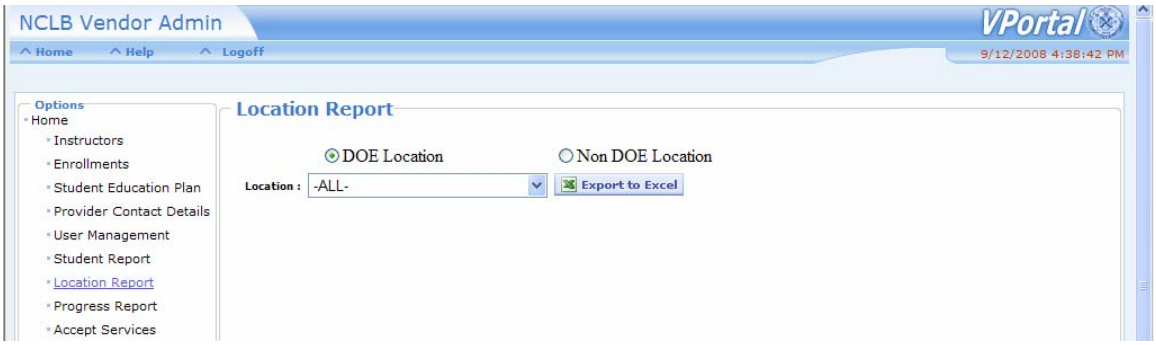
This report shows locations used by a provider. The primary selection is either "DOE Location" or "non DOE Location". The report will directly open into excel.

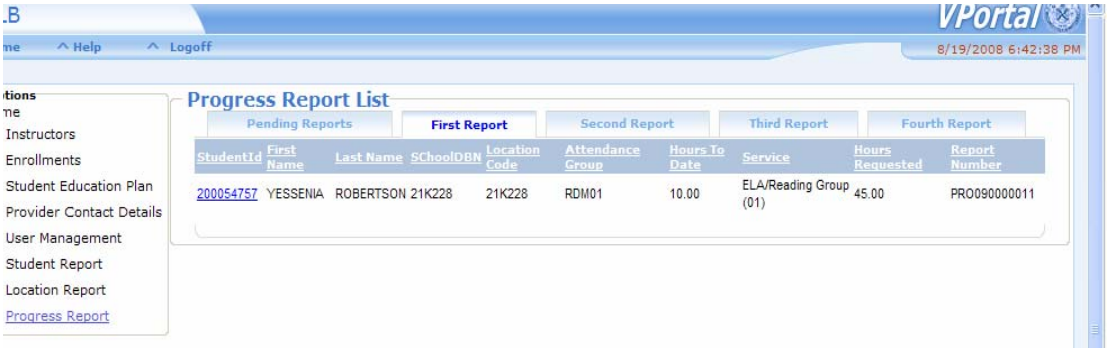
h) Progress Reports

The Progress Report link will provide a list of students for whom a progress report is required. Each student will have four progress reports at 25%, 50%, 75% or 100% of service. The academic goals prescribed on the Student Education Plan (SEP) will appear and the report will require a comment on the progress of achieving prescribed goals. . Student attendance cannot be uploaded if progress reports are not created on a quarterly basis.

Submit Progress Report

Step1: *When you click on the Student ID (OSIS) number in the Pending Reports (not in the individual program reports tabs) the following screen will open:*





STUDENT ID: 200346401 PROGRESS REPORT NUMBER: 1

Student Details

Student First Name:	LUCIA	**Student Last Name:**	MONTES
Grade:	08	**Special ED/ELL:**	Y Y
School DBN:	17K246	**School Name:**	IS 246 WALT WHITMAN

Provider/Session Details

Provider Name:	TESTQUEST, INC.dd	**Provider ID:**	60
Service name:	ELA/Reading Individual (02)	**Service ID:**	2
Service Start Date:	08/18/2008	**Service End Date:**	06/30/2009

Attendance **Max Hrs of Service: 40.00** **Hours to Date: 40**

Service Date	Start Time	End Time	Minutes	Hours
09/01/2008	4:00 PM	7:00 PM	180	3.000000
09/02/2008	4:00 PM	7:00 PM	180	3.000000
09/03/2008	4:00 PM	7:00 PM	180	3.000000
			Total Hours:	9.000000

Academic Progress

Subject	Core Perf Type	Core Performance Detail	Evaluation / ...	Progress Indicator
ELA/Reading	Writing	Identify the intended audience	tools	-Select-

Save | Save & Preview | Close

Student Details – This shows details of the student such as Name, Grade, Service and School.

Step2: *Specify the progress indicator for each goal by selecting from the drop down list. This list will only include the goals as prescribed in the Student Education Plan (SEP). Additional goals cannot be added when creating progress reports.*

Step3: *Print (save and print) the form. When you print the form the progress report will automatically move to the right tab (fist, second third or fourth).*

Please note: Despite filling out this information on-line you are still required to send in a signed, scanned version of the progress report to the program office at 65 Court Street, room 1002.

i) <u>Accept Services</u>

Before students can be accepted for service, the general parameters for the service have to accept. Do this by validating that hour of service and hourly rate is correct. Then select the checkbox and click the accept button.

Accept Services

Services

Service Item	Service Type	Service Hours	Rate Per Hour($)	Open For Enrollment	Service Grade
ELA/Reading Group (01)	Group	45.00	10.00	Yes	0K,01
ELA/Reading Individual (02)	Individual	40.00	40.00	Yes	All
Math Group (05)	Group	40.00	20.00	Yes	02
WeekEnd ELA/Reading/Math Group (09)	Group	40.00	40.00	Yes	0K
Math Individual (06)	Individual	40.50	20.00	Yes	0K,02,03,04,05,06,07,08,09,10,11,12

Accept

2. NCLB Reports

SES Reports permits users to extract information and export it as an invoice format. There are three options in SES reporting: Generating, Extracting and Editing:

1. Generate Invoice

To create a new report, the user must select a parameter and/or filter the parameters to extract the data. The user can select "Create Invoice" to generate a report. Please select the "Fiscal year" from drop down choices along with the" Invoice month". Service Type and Student id are optional. Click on Generate Invoice to extract the report. The information appears in the body of the screen.

NCLB

Home Help Logoff

Pre-populated Non-Editable User entry required Optional

Report : Create Invoice

* Fiscal Year: 2009 Location: -Select- Attendence Group Code : -Select- Student Id: School DBN: -Select- Service Type: -Select-

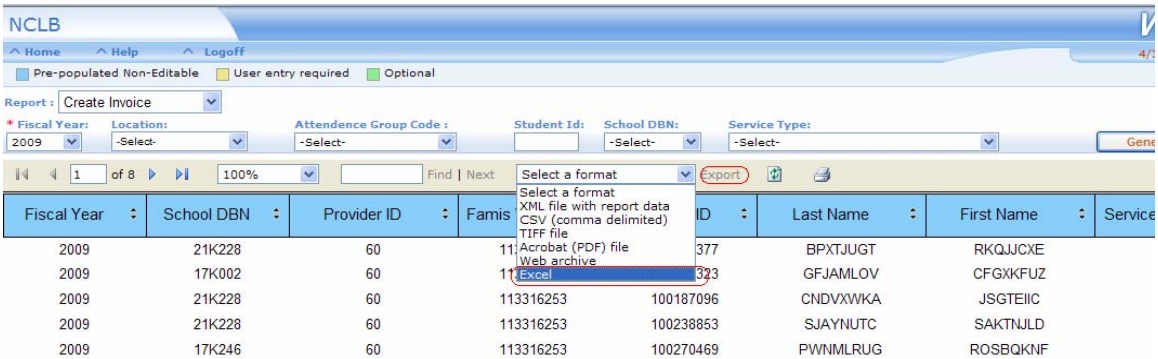
1 of 8 100% Find | Next Select a format Export

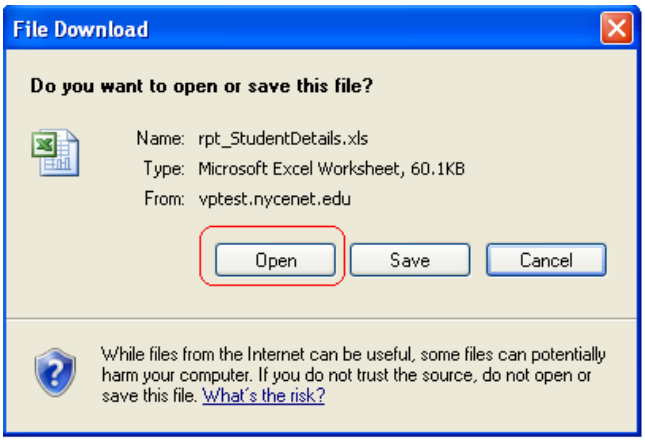
Fiscal Year	School DBN	Provider ID	Famis Vendor ID	Student ID	Last Name	First Name	Service
2009	21K228	60	113316253	100108377	BPXTJUGT	RKQJJCXE	
2009	17K002	60	113316253	100153323	GFJAMLOV	CFGXKFUZ	
2009	21K228	60	113316253	100187096	CNDVXWKA	JSGTEIIC	
2009	21K228	60	113316253	100238853	SJAYNUTC	SAKTNJLD	
2009	17K246	60	113316253	100270469	PWNMLRUG	ROSBQKNF	
2009	21K228	60	113316253	100297706	WCKGPAFH	BZAVDXFV	

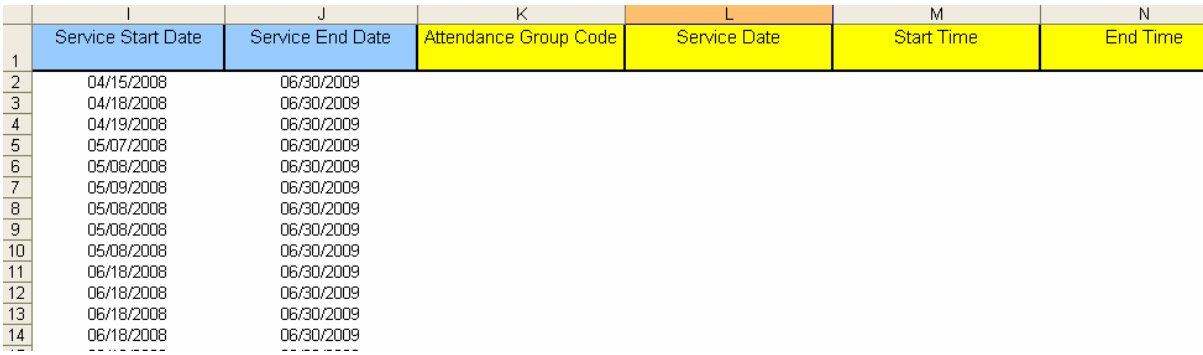
2. Extract Report

To download and save a copy on your computer, use the select format dropdown to choose a format (Excel) and the click" Export". Click on "Open" and save Excel file on your computer. Enter all the required fields (columns with yellow headers). At the bottom of the window, go to the drop down menu labeled "Save as Type". Scroll

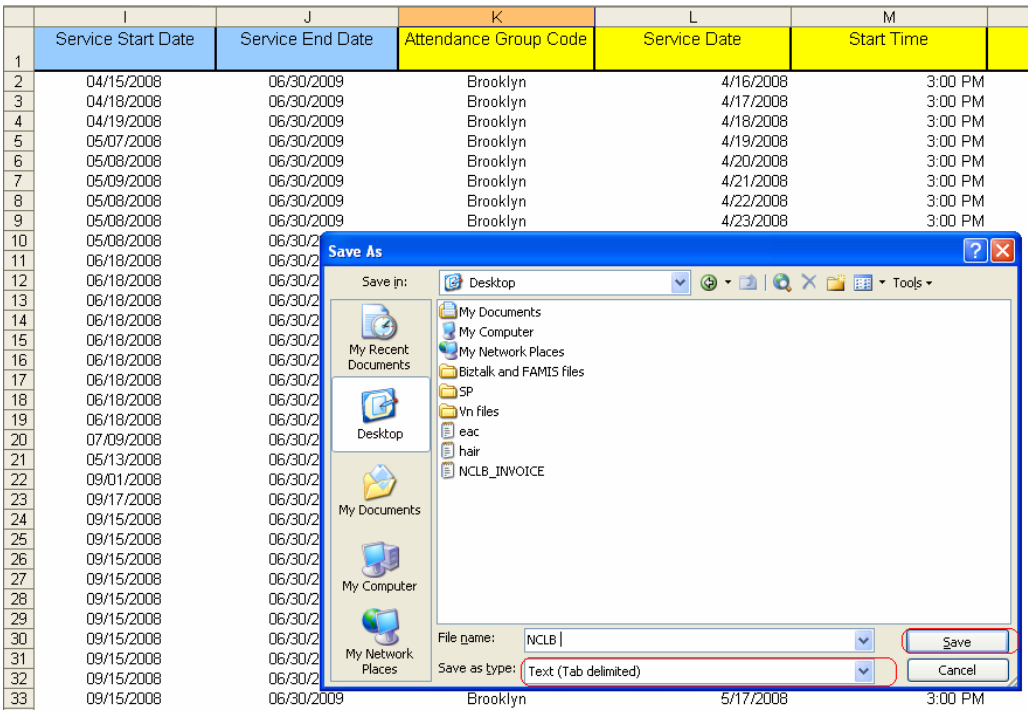
down, until you see "TXT (Tab Delimited) (*.txt)". Select this option and click “Save”. When extracting a report, the following columns must be formatted: service date, start time and end time. Service date needs to be formatted as MM/DD/YYY; start and end time must be formatted as HH:MM AM/PM.







	I	J	K	L	M	N
1	Service Start Date	Service End Date	Attendance Group Code	Service Date	Start Time	End Time
2	04/15/2008	06/30/2009				
3	04/18/2008	06/30/2009				
4	04/19/2008	06/30/2009				
5	05/07/2008	06/30/2009				
6	05/08/2008	06/30/2009				
7	05/09/2008	06/30/2009				
8	05/08/2008	06/30/2009				
9	05/08/2008	06/30/2009				
10	05/08/2008	06/30/2009				
11	06/18/2008	06/30/2009				
12	06/18/2008	06/30/2009				
13	06/18/2008	06/30/2009				
14	06/18/2008	06/30/2009				



	I	J	K	L	M	N
1	Service Start Date	Service End Date	Attendance Group Code	Service Date	Start Time	End Time
2	04/15/2008	06/30/2009	Brooklyn	4/16/2008	3:00 PM	6:00 PM
3	04/18/2008	06/30/2009	Brooklyn	4/17/2008	3:00 PM	6:00 PM
4	04/19/2008	06/30/2009	Brooklyn	4/18/2008	3:00 PM	6:00 PM
5	05/07/2008	06/30/2009	Brooklyn	4/19/2008	3:00 PM	6:00 PM
6	05/08/2008	06/30/2009	Brooklyn	4/20/2008	3:00 PM	6:00 PM
7	05/09/2008	06/30/2009	Brooklyn	4/21/2008	3:00 PM	6:00 PM
8	05/08/2008	06/30/2009	Brooklyn	4/22/2008	3:00 PM	6:00 PM
9	05/08/2008	06/30/2009	Brooklyn	4/23/2008	3:00 PM	6:00 PM
10	05/08/2008	06/30/2				6:00 PM
11	06/18/2008	06/30/2				6:00 PM
12	06/18/2008	06/30/2				6:00 PM
13	06/18/2008	06/30/2				6:00 PM
14	06/18/2008	06/30/2				6:00 PM
15	06/18/2008	06/30/2				6:00 PM
16	06/18/2008	06/30/2				6:00 PM
17	06/18/2008	06/30/2				6:00 PM
18	06/18/2008	06/30/2				6:00 PM
19	06/18/2008	06/30/2				6:00 PM
20	07/09/2008	06/30/2				6:00 PM
21	05/13/2008	06/30/2				6:00 PM
22	09/01/2008	06/30/2				6:00 PM
23	09/17/2008	06/30/2				6:00 PM
24	09/15/2008	06/30/2				6:00 PM
25	09/15/2008	06/30/2				6:00 PM
26	09/15/2008	06/30/2				6:00 PM
27	09/15/2008	06/30/2				6:00 PM
28	09/15/2008	06/30/2				6:00 PM
29	09/15/2008	06/30/2				6:00 PM
30	09/15/2008	06/30/2				6:00 PM
31	09/15/2008	06/30/2				6:00 PM
32	09/15/2008	06/30/2				6:00 PM
33	09/15/2008	06/30/2009	Brooklyn	5/17/2008	3:00 PM	6:00 PM

3. **Edit Report**

When editing the exported file, please follow these rules:

v. Check the header column

- Pre-populated Non-Editable
- User entry required
- Optional
- Columns with blue headers are Pre-populated and Non-editable
- Entry is required for the columns with yellow headers
- Columns with Green headers are optional

3. NCLB Upload

SES Upload application allows vendors and/or authorized users to upload SES file for invoicing. Only tab-delimitated (.*txt) files are allowed to be uploaded through the system. Click on "Browse." Select file and click on "Upload File."

a) NCLB Upload Status

Once uploaded, the user can check the status by clicking on "Status Page"

The "Status" field shows the uploaded file status

1. TOTAL- Total no of records
2. ERROR- No of records that failed validation

3. PASS-No of records that passed validation
4. STATUS –The file status can be
    i. New
    ii. File Saved. Please Wait...
    iii. Passed Format Validation
    iv. Failed Format Validation
    v. Processing…
    vi. Records Failed to be Inserted
    vii. Passed Rules Validation
    viii. Failed Rules Validation
    ix. Submitted
    x. Uploaded to Mainframe
    xi. Attend Code Required
    xii. Deleted Batch
    xiii. File has no records

b) To know more about the status, please refer table1

c) To avoid validation errors, please refer table2

Submit Batch

After the batch passes through all validation rules, the batch can be submitted for invoicing. Click on to submit the batch.

Delete Batch

Click on to delete the batch

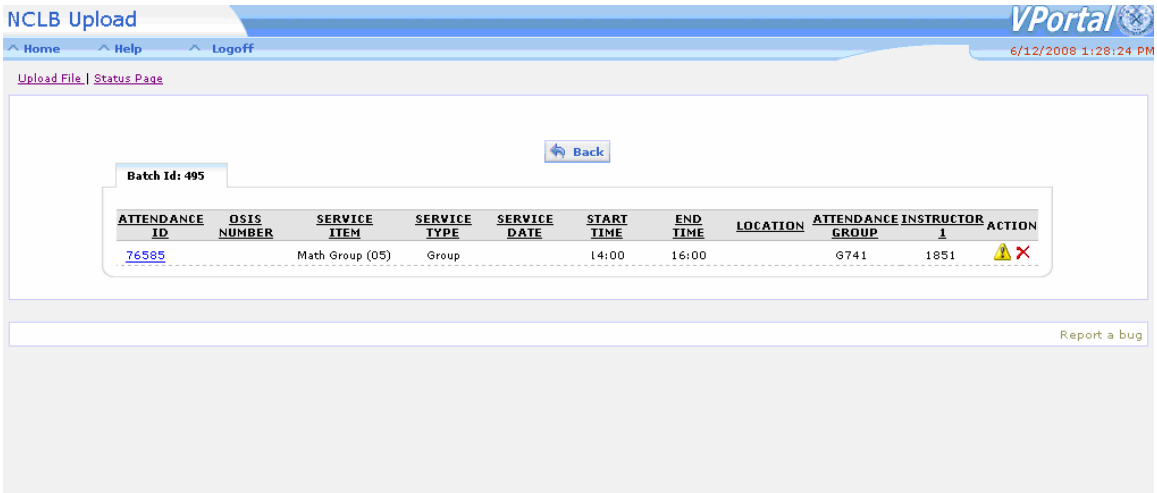
Note: Delete icon does not appear if progress reports are associated with the batch. Progress reports have to be deleted from our end for you to delete the batch.

Certify Batch

Click on the certification icon ( ) to certify the invoice.

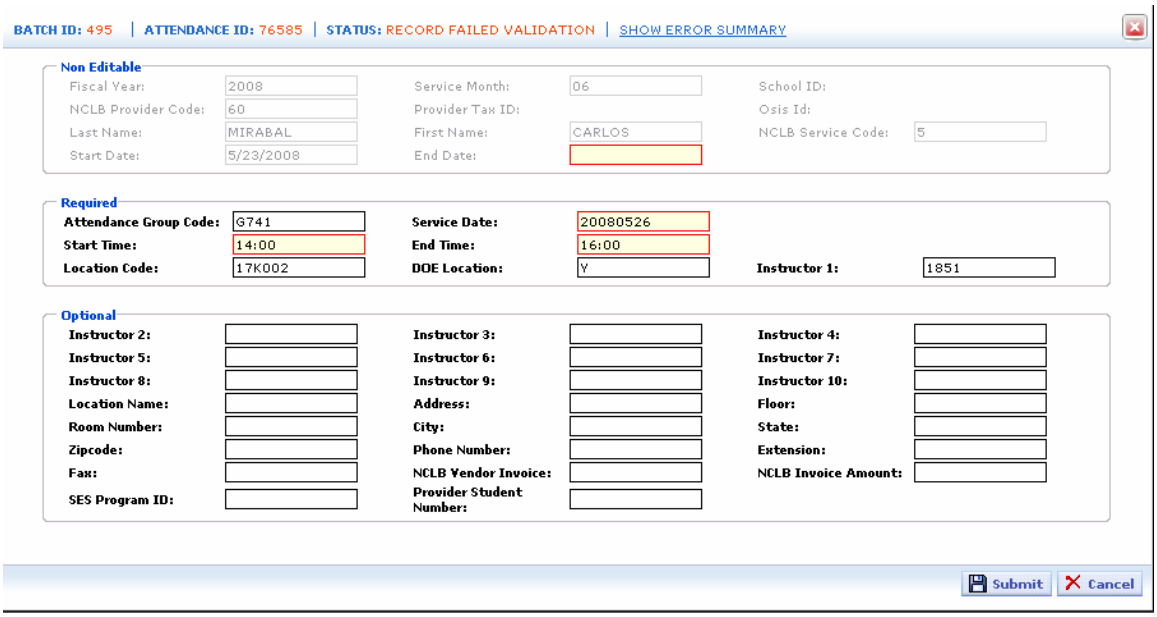
Record Status

The record status page displays record's relevant information. You can see errors associated with each record. You also delete each record. When you delete the last record, you will be automatically redirected to upload status page.



Edit Record

A mouse over on the icon (⚠) shows the error messages regarding that record. To edit, user must click on the "Record ID" on the 1st column (left) to open the record details, in which an edit can be performed.



When an error occurs on the non-changeable fields, the only option is to delete the record.

After correcting errors for the required and optional fields, the record can be submitted again for validation.

When a corrected record passes the validation, the user is presented with the next record that contains errors. Only when a batch is error free, the option to submit the batch becomes available.

Table1 – Status Messages Explained

Status	Description	Reason	Action to be taken
New	File is uploaded for the first time	NA	None
File Saved. Please Wait...	File has been uploaded and has been sent for validation	NA	None
Passed Format Validation	The file is in the right format	NA	None
Failed Format Validation	Incorrect file format	The file is not in tab-delimitated (.*txt) format or the data in the file is not in the right format.	Upload correct file format
Processing...	The system is still processing the request	NA	None

Passed Rules Validation	The file is in the right format and has passed rules validation	NA	Submit the file for invoicing. Click on the submit icon to submit the file. Once the batch is submitted, a new invoice number is generated.
Failed Rules Validation	The file is in the right format but did not pass rules validation	Wrong data	Click on the error icon and check if all the data entered is correct and is in the right format. Rectify the errors.
Uploaded to Mainframe	Invoice number is generated and the file has been sent for approval	NA	None
Deleted Batch	Batch has been deleted	Error Batch	Upload a new file
File has no records	No data in the file	Mandatory fields are empty	Enter data

Table 2 - Field Name Tips

Fieldname	Value	Description	Example	Validation
FISCAL YR		Auto Populated. Please do not modify columns with blue header		
SchoolDBN		Auto Populated. Please do not modify columns with blue header		
NCLB PROVIDER CODE		Auto Populated. Please do not modify columns with blue header		

PROVIDER (TAX ID)		Auto Populated. Please do not modify columns with blue header		
OSIS ID		Auto Populated. Please do not modify columns with blue header		
LAST NAME		Auto Populated. Please do not modify columns with blue header		
FIRST NAME		Auto Populated. Please do not modify columns with blue header		
NCLB SERVICE CODE		Auto Populated. Please do not modify columns with blue header		
START DT		Auto Populated. Please do not modify columns with blue header		
END DT		Auto Populated. Please do not modify columns with blue header		
ATTENDANCE GROUP CODE This shading should be yellow	Pre populated after first input.	Unique group code provider by the vendor. This will be helpful while uploading attendance for all students in a group.	BronxELAgroup	
SERVICE DATE This shading should be yellow	Required field	The date the student was provided service.	04/12/2009	Service date must be between Service Start Date and End date

START TIME This shading should be yellow		Start Time	06:00 PM	1. Should be valid time format HH:MM AM/PM. 2. Session length must be less than or equal to 180 minutes (3hrs)
END TIME This shading should be yellow		Service End Time	09:00 PM	1. Should be valid time format HH:MM AM/PM. 2. Session length must be less than or equal to 180 minutes (3hrs)
LOCATION CODE	Pre populated after first input	Location of service		1. Location code must be the School DBN if the service is provided at DOE location. DOE location will be 'Y'. 2. Providers can enter their location code if the student is services at their location. Enter DOE location as 'N'. Location details such as Floor, room #, city, state, zip code and fax numbers becomes mandatory. 3. Location code will be "HOME" if the student is tutored at home. 4. Location code will be "ONLINE" if the student is tutored online.
DOE LOCATION	Pre populated after first input	INDICATOR IF SERVICE PROVIDED AT SCHOOL OR OTHER LOCATION	Y / N	DOE location = 'Y' if the student is tutored at DOE location. DOE location = 'N' if services are not being provided in a public school.
INSTRUCTOR 1	Pre populated after first input (PETS id number)	PETS ID	1234	Instructor must be eligible on the service date

INSTRUCTOR 2	Optional field	PETS ID	1234	Instructor must be eligible on the service date

INSTRUCTOR 3	Optional field	PETS ID	1234	Instructor must be eligible on the service date
INSTRUCTOR 4	Optional field	PETS ID	1234	Instructor must be eligible on the service date
INSTRUCTOR 5	Optional field	PETS ID	1234	Instructor must be eligible on the service date
INSTRUCTOR 6	Optional field	PETS ID	1234	Instructor must be eligible on the service date
INSTRUCTOR 7	Optional field	PETS ID	1234	Instructor must be eligible on the service date
INSTRUCTOR 8	Optional field	PETS ID	1234	Instructor must be eligible on the service date
INSTRUCTOR 9	Optional field	PETS ID	1234	Instructor must be eligible on the service date
INSTRUCTOR 10	Optional field	PETS ID	1234	Instructor must be eligible on the service date
LOCATION NAME	Pre populated after first input	Location Name	Bronx	Required field only if DOE location =N and not home
ADDRESS	Pre populated after first input	Address	66 Camden street	Required field only if DOE location =N and not home
FLOOR	Pre populated after first input	Floor	7th floor	Required field only if DOE location =N and not home
ROOM NUMBER	Pre populated after first input	Room Number	1201	Required field only if DOE location =N and not home

CITY	Pre populated after first input	City	Bronx	Required field only if DOE location =N and not home
STATE	Pre populated after first input	State	NY	Required field only if DOE location =N and not home
ZIPCODE	Pre populated after first input	Zip Code	11201	Required field only if DOE location =N and not home
PHONE NUMBER	Pre populated after first input	Phone Number	212-212-2121	Required field only if DOE location =N and not home
EXTENSION	Pre populated after first input			Required field only if DOE location =N and not home
FAX	Pre populated after first input			Required field only if DOE location =N and not home
NCLB VENDOR INVOICE	Free for vendor use. Optional field			
NCLB INVOICE AMT	Free for vendor use. Optional field			
NCLB SES PROG ID	Free for vendor use. Optional field			
PROVIDER STUDENT NUMBER	Free for vendor use. Optional field			

Frequently Asked Questions (FAQs)

1. I am unable to login to Vendor Portal.
2. I am the master account user. Why am I unable to see NCLB links on Vendor Portal?

3. How can I create a child account and grant access to NCLB application?

4. I am a child user. Why am I unable to see any links?

5. I am trying to accept a student and system does not allow me. I receive a message saying "Service that student is enrolled in, is not accepted by provider yet."

6. I don't see any of my locations listed.

7. I did the progress report two hours ago. However, the system says that a progress report is required.

8. Is there a way to research students that have not been approved for our school for services?

9. I get an error "Your previous batch is being processed. Please upload new file after processing is completed" when I try to upload a file.

10. Can I upload huge files?

11. I am unable to delete the batch and I get an error "Progress reports exist for this batch". How can I delete it?

12. What is the difference between DOE Location and Location code?

13. What is my location code?

14. I don't see a certify icon.

15. Who should I contact for errors in the application?

16. What is the difference between online attendance and upload?

17. I'm unable to upload attendance for the student. The service end date for the student has been changed while downloading a report

18. Do's and Don'ts while uploading a file

1. I am unable to login to Vendor Portal.

- Login using your Tax id/User Id and password.
- Make sure you are using the right link

  http://vendorportal.nycenet.edu/vendorportal/login.aspx

- Contact Vendor hotline if you are still unable to login

  Vendor Hotline email: vendorhotline@schools.nyc.gov
  Vendor Hotline contact: 718-935-2300

2. **I am the master account user. Why am I unable to see NCLB links on Vendor Portal?**

   Contact Vendor Hotline @ 718-935-2300

3. **How can I create a child account and grant access to NCLB application?**

   xii. Select Account Administration
   xiii. Select add/edit users
   xiv. Click on "Add new"
   xv. Enter information in the respective fields and select the access for the user
   xvi. After submitting the info, an email will be sent to the user, assigning the username and password for access to the vendor portal.
   xvii. Specify which links with the NCLB application are available to the child account.
   xviii. Go to NCLB Vendor Admin
   xix. Select User admin
   xx. Select user ID to assign NCLB specific action
   xxi. Each box represents a link in the application.
   xxii. Click on "Save" to save the changes

4. **I am a child user. Why am I unable to see any links?**

   Contact your administrator to grant you access to the links.

5. **I am trying to accept a student and system does not allow me. I receive a message saying "Service that student is enrolled in, is not accepted by provider yet."**

   Check if you have accepted the services under your profile.
   Also, check if you have filled out the provider's contact information.

6. **I don't see any of my locations listed.**

   Locations are in the system after the first upload. Please refer to the manual. Table 2 in the manual has more details about the same.

7. **I did the progress report two hours ago. However, the system says that a progress report is required.**

   Go to check your batch upload's status page. Check if there are any errors. Check the record mentioned for the errors. Finally, resubmit the specific record.

8. **Is there a way to research students that have not been approved for our school for services?**

   No

9. **I get an error "Your previous batch is being processed. Please upload new file after processing is completed" when I try to upload a file.**

   Only one file can be uploaded at a time. Please go to status and check if the file is processed and upload another file.

10. **Can I upload huge files?**

    You can upload up to 3000 records.

11. **I am unable to delete the batch and I get an error "Progress reports exist for this batch". How can I delete it?**

    The system won't allow you to delete the attendance if progress reports are associated with the batch.

12. **What is the difference between DOE Location and Location code in NCLB Upload?**

    If you are tutoring the student at a DOE location, enter DOE location as "Y" and the location code will be your SchoolDBN.

    If you are tutoring the student at a Non-DOE location, enter DOE location as "N" and the location code will be your Location code.

13. **What is my location code?**

    If you are tutoring the student at a DOE location, enter DOE location as "Y" and the location code will be your SchoolDBN.

    If you are tutoring the student at a Non-DOE location, enter DOE location as "N" and the location code will be your Location code.

14. **I don't see a certify icon.**

    Non- ecommerce vendors are allowed to certify only on the last 7 calendar days of every month.

15. **Who should I contact for errors in the application?**

    Contact NCLB support at NCLB-SES@schools.nyc.gov

16. **What is the difference between online attendance and upload?**

Online attendance is for providers who have few students. It is easier to upload using "NCLB Upload" if you have many students.

17. I'm unable to upload attendance for the student. The service end date for the student has been changed while downloading a report

The student might have been discharged or transferred. Please check in vendor admin – enrollments section to check if the student is discharged. If the student is discharged, the student must be re-enrolled before providing the service.

18. Do's and Don'ts while uploading a file

Do's

Read the manual before if you are uploading attendance for the first time.
Download reports using "NCLB Reports" for the latest report.
Always submit SEP before uploading any attendance for any students.
Upload attendance in a timely manner.
Provide all necessary information such as batch#, OSIS#, error message and a screenshot when you send an email to NCLB Support.
Always check if the student is active or discharged before providing the service. Once discharged, the students must be re-enrolled before providing the service.

Don'ts
Do not upload a file more than 4MB or 3000 records at a time.
Do not wait for the certification period to upload attendance. Attendance can be uploaded and submitted anytime.
Do not modify fields with blue header when you down a report from NCLB Reports.