

# FREQUENTLY ASKED QUESTIONS:

## IEP Forms

1. **How do I change information in the CURRENT Affirmed/Attested IEP or can the CURRENT IEP be deleted?**
2. **How do I add an attachment to an IEP and what file formats are supported?**
3. **How do I add an addendum/amendment to an IEP?**
4. **I have held an addendum but I need to access additional forms: i.e. Services, Goals, etc.?**
5. **Why is the Affirm/Attest link missing on the screen?**
6. **Why isn't the students age on the IEP the same as the age on the student record?**
7. **Why do I have to scroll around to see all of the IEP form content on my screen?**
8. **What is the Unaffirmed IEPS section on the SEIS home screen?**
9. **How do I access blank IEP forms in SEIS?**

## Frequently Asked Questions

### **1. How do I change information in the CURRENT Affirmed/Attested IEP or can the CURRENT IEP be deleted?**

It is not possible to edit or delete the CURRENT "Affirmed and Attested" copy of the IEP as it is a locked in .PDF format. If information has been entered incorrectly or forgotten we recommend entering the correct information into the FUTURE IEP and then RE-Affirm and Attest. When this takes place, the newly affirmed copy of the IEP will go into the CURRENT position and the old incorrect IEP will go into HISTORY.

### **2. How do I add an attachment to an IEP and what file formats are supported?**

The SEIS system allows files to be attached in the following formats.

- GIF (Graphic Interchange Format)
- JPG/JPEG (Joint Photographic Experts Group)
- PDF (Portable Document Format)
- RTF (Rich Text Format)
- TXT (Plain Text)
- ZIP (Compressed File Format)

To attach a file, follow these steps:

- 1) Open the document that needs to be attached.
- 2) At the top of the screen click on FILE and then click SAVE AS
- 3) Select the destination to save the file to by using the SAVE IN drop down at the top.
- 4) Type the file name into the FILE NAME box.
- 5) In the SAVE AS TYPE drop down select an appropriate file format that is listed above. In most cases this will be
  - a .RTF (Rich Text Format) file type.
- 6) Click SAVE
- 7) While in SEIS, click on STUDENT IEPS on the left hand side of the SEIS home page.
- 8) Click SEARCH FOR STUDENT IEPS then click FUTURE or CURRENT on the right depending on what version of the IEP the file needs to be attached to.
- 9) Scroll to the bottom of the listing of forms and click on ATTACHMENTS.
- 10) Click the ADD AN ATTACHMENT link.
- 11) Type a title for the attachment
- 12) Click BROWSE and select the file that had been previously saved in the supported format.
- 13) Click the SUBMIT button at the bottom.

### **3. How do I add an addendum/amendment to an IEP?**

This feature is available via the Current affirmed/attested IEP only. The Addendum/Amendment is useful when the IEP has already been affirmed but now there are things that need to be added or changed on the CURRENT IEP such as a goal or maybe even a service.

- 1) Click STUDENT IEPs on the left navigation bar.
- 2) Search for the Student (or click the Search button to display entire caseload).
- 3) Click the CURRENT link.
- 4) Scroll to the bottom of the IEP forms list.
- 5) Click ADD AN ADDENDUM/AMENDMENT TO THIS IEP.
- 6) The addendum/amendment page will open, type info and click SAVE.
- 7) Back on the IEP listing page: \*Use the VIEW/PRINT link to print the addendum. \*Use the DELETE link to remove an addendum that has not been affirmed. Affirmed addendum's can be deleted however it requires the Delete Addendum permissions which can only be obtained by a District or SELPA level user. \*Use the EDIT link to open the addendum page and click AFFIRM ADDENDUM to lock the page into PDF format.

An unlimited number of Addendum's/Amendments can be added to the Current IEP. Once the Current IEP moves to HISTORY, the previously affirmed addendum's will remain with that IEP, and the same process begins with the new Current.

#### **4. I have held an addendum but I need to access additional forms: i.e. Services, Goals, etc.?**

- 1) The only editable documents are located in the Future IEP, so the first step to access the necessary pages would be to go to the Future IEP, edit/add the information needed and save the forms.
- 2) In the Future IEP listing of forms (print multiple forms), once all the information has been entered on the pages, check the boxes to print the edited forms.
- 3) Click Print Selected Forms.
- 4) When viewing the printable version of the forms in PDF, use the small disc icon or Save A Copy button located in the toolbar directly above the document to save the .PDF to the computer.
- 5) A Save As window appears asking to select the location and title of the forms.
- 6) Once the forms are saved to the computer (desktop/folder) close the .PDF "Adobe" window.
- 7) Go back to the Current IEP.
- 8) Use the Attachments link located at the very bottom of the listing of forms.
- 9) Click the Add an Attachment button.
- 10) Title the forms as will be displayed on the CURRENT IEP listing page and use the Browse button to locate the recently saved IEP forms (desktop/folder).
- 11) Click Submit and Return to IEP list to see the recently attached forms on the Current IEP.

#### **5. Why is the Affirm/Attest link missing on the screen?**

There are two reasons as to why this may be occurring:

- 1) The user trying to affirm is not the designated Case Manager for the particular student.
- 2) The student is in Pending eligibility status.

submitting a Student Change Form to request either a change in Case Manager status or change in Eligibility status will notify the district. Once the request has been processed, the Affirm and Attest link will appear.

#### **6. Why isn't the students age on the IEP the same as the age on the student record?**

On the IEP the age is calculated using the IEP Meeting Date and the Date of Birth of the student while the age on the

student record is calculated using just the date of birth; this is done to ensure the age on the IEP accurately reflects the age of the student at the time of the meeting.

For example if the IEP date on the future IEP is 4/19/2006 and the DOB of the student is 10/15/1991, on the IEP it will display as 14 and on the student record it will display as 15 but once the IEP date is changed to the new meeting date (e.g. 4/19/2007) it will change the Age and it will display as 15.

#### **7. Why do I have to scroll around to see all of the IEP form content on my screen?**

A few reasons: There are several different IEP forms on SEIS, and some of them are quite wide. There may not be enough room for the monitor to display the entire width. Most forms are longer than a computer screen, which causes the user to scroll either downward or side to side to complete the data entry. Also, the screen resolution may be set to show images in a large format. This will result in less showing on the screen at one time. As well as, if the monitor being used is rather small, there may not be enough room to show a large portion of the form.

#### **8. What is the Unaffirmed IEPS section on the SEIS home screen?**

The Unaffirmed IEPs section is a notice of IEP meetings that have been held but have yet to be affirmed. IEPs that meet the following criteria will appear on this list:

Students with affirmed IEPs in SEIS will be included in list if: The IEP Meeting date (LAST\_IEP) in the Future IEP forms is AFTER the last Affirmed Date.

Also, students without affirmed IEPs in SEIS will be included in list if: Today/current date is after the IEP Meeting date (LAST\_IEP) in the Future IEP forms.

#### **9. How do I access blank IEP forms in SEIS?**

The SEIS system does not produce blank IEP forms. IEP forms are generated when a student record is added into the system. If the need arises to use blank IEP forms, please contact the district/SELPA office as many are providing blank forms through their own local website, via SEIS's document library, and/or other locations...

## PRINTING

1. **When I attempt to print an IEP, the printer icon does not appear, why?**
2. **When I attempt to print IEP forms, a blank form appears. What do I do?**
3. **"Some" of the content I type is not printing. It is visible on the screen but not the printed form, why?**
4. **When I tell the system to print, the screen flashes and returns me to the same page I was on and nothing happens, why?**
5. **How do I print Spanish IEP forms?**
6. **How do I change the font or format of an IEP form?**
7. **How do I print mailing labels? (Using Word 2003 or newer)?**
8. **How do I print mailing labels? (Using Word 2000)?**
9. **How do I include TO THE PARENTS OF (Student Name) in the mailing labels?**

## Frequently Asked Questions

### **1. When I attempt to print an IEP, the printer icon does not appear, why?**

If the IEP page is displayed on the screen in Adobe Reader yet the Printer Icon is missing, the Adobe Reader tool bar needs to be reset to display the missing icon.

While viewing the IEP page, click on the ALT Key and the F8 key at the same time and then let go, this will reset the tool bar and display the printer icon.

### **2. When I attempt to print IEP forms, a blank form appears. What do I do?**

Instances where a blank page appears on the screen rather than the actual IEP form, Adobe Reader will need to be reinstalled.

Here are the steps:

1) Determine the operating system:

--**For a PC**, do this: Go to the desktop and right click on the MY COMPUTER icon. Click Properties and next there should be the word System. Underneath it will show what operating system is being ran. Take note of what OS such as Windows 98, 2000, XP etc.

--**For a Mac**, do this: Click on the Apple icon at the top left corner of the screen. Then go to About this Mac. Take

note of what OS is running such as OS X, 10.2 etc.

2) Go to the SEIS login screen (page where you enter your username/password).

3) In the top green bar, click on System Requirements.

4) Click on the ADOBE READER (All Platforms) link. You will be directed to the Adobe site to download the version of operating system that is running on your computer. Follow the on screen instructions. If at any time during the install the program asks to Run or Save, click Run.

5) Once the install is complete the system will show an install complete message or a finish button. Restart the computer after the install has completed. Log into SEIS and try printing, the first time printing, Adobe will prompt a user agreement form, Accept and print.

If there are any problems with downloading the software, please contact the local IT department as there might be some restrictions on your computer.

### **3. "Some" of the content I type is not printing. It is visible on the screen but not the printed form, why?**

The Most frequent solution to this type of problem is to make sure to not use the 'less than' and 'greater than symbols' (<>) when working on an online data entry system, as these symbols are recognized as programming code and information will be cut off on the printed version of the IEP forms. Rather than using the symbols, type out the words less than or greater than.

### **4. When I tell the system to print, the screen flashes and returns me to the same page I was on and nothing happens, why?**

This issue is generally caused by a Pop-up blocker being installed on the computer. Follow the below instructions to Unblock Pop-ups.

**Internet Explorer (PC):**

1) Go to the top of the screen, click on Tools and then Internet Options.

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2) Under the Privacy tab, click the Settings button in the bottom Pop-Up Blocker section.

3) In the Address of website to allow textbox, enter the SEIS web address: [www.seis.org](http://www.seis.org). Click the Add button to the right.

4) The address will then be placed in the Allowed sites box. Click Close at the bottom of this window and then OK to close the Internet Options window.

**Firefox (PC):**

1) Go to the top of the screen and click on Tools and then Options.

2) Click the Content icon in the top menu

3) First item listed is Block Popup Windows. Make sure this has a check mark and then click Exceptions or Allow

Sites to the right.

4) In the Address of web site text box, enter the SEIS web address: [www.seis.org](http://www.seis.org). Click the Allow button.

5) The address will then be placed in the Allowed sites box. Click Close at the bottom of this window and then OK to close the Options window.

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**Firefox (Mac)**

1) Click on FIREFOX at the top left of the screen and select Preferences.

2) Click the Content icon in the top menu

3) First item listed is Block Popup Windows. Make sure this has a check mark and then click Exceptions or Allow Sites to the right.

4) In the Address of web site text box, enter the SEIS web address: [www.seis.org](http://www.seis.org). Click the Allow button.

5) The address will then be placed in the Allowed sites box. Click Close at the bottom of this window and then OK to close the Options window.

**Safari (Mac)**

Click on Safari in the menu bar (next to the Apple logo). If "Block Pop-up Windows" is checked, click on it again to uncheck it.

**5. How do I print Spanish IEP forms?**

Please Note: Not every IEP form is available in Spanish.

1) While on the SEIS home screen click on STUDENT IEPs.

2) Next click the SEARCH FOR STUDENT IEPs button.

3) All students on caseload will appear, find student and click the FUTURE or CURRENT link on the right side of the page.

4) The listing of forms will appear. Select the forms to print in Spanish by adding a check mark in the boxes to the left of the forms.

5) Towards the top of the screen, change the default ENGLISH selection in the PRINT FORMS IN drop down box to SPANISH.

6) Click Print Selected Forms.

Spanish version of the IEP forms will appear, use the Printer Icon to send the forms to the printer. Note, if a Spanish version is not available, the form will appear in English.

### **6. How do I change the font or format of an IEP form?**

The font and format of the IEP forms has been decided by your SELPA forms committee. Any questions or concerns regarding the IEP form font or format should be directed to the SELPA office.

### **7. How do I print mailing labels? (Using Word 2003 or newer)?**

1) First click on Current Students OR create a specific search using Search for Students.

2) At the top of the search results page there will be a Perform Task drop down that defaults to PRINT. Change that drop down to DOWNLOAD MAILING LABELS, then click GO to the right.

3) Next a list of instructions on printing mailing labels will appear. Select the format to download the labels, either the parent's names: Parent 1 Name/Mailing Info OR student's name: Student Name/Parent 1 Mailing Info. Click the DOWNLOAD LABELS button.

4) Make sure to select to SAVE the file rather than Opening it. In the Save As dialog box be sure to keep track of where the file is being saved on the computer. If any changes are made to the File Name make sure to include this extension at the end of the name ".csv" in order to retain the format needed and click SAVE.

5) A download complete box will appear, click CLOSE.

6) Next minimize SEIS and open Microsoft Word.

7) At the top of the screen in Word, click on TOOLS, LETTERS AND MAILINGS, MAIL MERGE. A list of instructions (wizard) will appear on the right hand side of the screen in a blue box.

8) Step 1 of 6: Select the LABELS radio button and click next at the bottom.

9) Step 2 of 6: Click LABEL OPTIONS and select the appropriate type of labels. Example Avery 5160. Click OK and then next at the bottom.

10) Step 3 of 6: Click BROWSE and select the .CSV file that was previously saved to the computer. Click OPEN. The MAIL MERGE RECIPIENT dialog box will appear, click OK, and then click next at the bottom.

11) Step 4 of 6: Click ADDRESS BLOCK and then click OK in the INSERT ADDRESS BLOCK dialog box. Click the UPDATE ALL LABELS button. Click next at the bottom.

12) Step 5 of 6: Click next at the bottom to complete the merge.

13) Step 6 of 6: Print the labels by going to FILE at the top of the screen and PRINT.

### **8. How do I print mailing labels? (Using Word 2000)?**

1) First click on Current Students OR create a specific search using Search for Students.

- 2) At the top of the search results page there will be a Perform Task drop down that defaults to PRINT. Change that drop down to DOWNLOAD MAILING LABELS, then click GO to the right.
- 3) Next list of instructions on printing mailing labels will appear. Select the format to download the labels, either the parent's names: Parent 1 Name/Mailing Info OR student's name: Student Name/Parent 1 Mailing Info. Click the DOWNLOAD LABELS button.
- 4) Make sure to select to SAVE the file rather than Opening it. In the Save As dialog box be sure to keep track of where the file is being saved on the computer. If any changes are made to the File Name make sure to include this extension at the end of the name ".csv" in order to retain the format needed and click SAVE.
- 5) A download complete box will appear, click CLOSE.
- 6) Next minimize SEIS and open Microsoft Word.
- 7) At the top of the screen in Word, click on TOOLS, MAIL MERGE. The MAIL MERGE helper will open.
- 8) Under box number 1 click CREATE and then Mailing Labels. Select Active Window.
- 9) Under box 2 DATA SOURCE, click Get Data. Click Open Data Source and Browse for the .csv file that was saved earlier on the computer. Keep in mind that files of type drop down will need to be changed to locate the csv file.
- 10) A window will come up, click SET UP MAIN DOCUMENT.
- 11) A Label Options window will appear, select the type of labels, i.e. Avery 5160. Select your labels and then click OK.
- 12) Next a Create Label dialog box will appear. This is where the appearance of the label such as name and address are set up. Click on Insert Merge Field to select a field to input in the Box. The first one will be Name. Next hit Enter once on the keyboard. Click Insert Merge Field again and this time select Address. Hit Enter one more time and then click Insert Merge Field again. This time select City type a comma hit space click Insert Merge Field again select State and hit space twice and then click Insert Merge field once more to select Zip. When complete it should look like this.  
 «Name»  
 «Address»  
 «City», «State» «Zip»
- 13) Click OK at the bottom of the dialog box. The Mail Merge Helper window will appear.
- 14) Under the number 3, click on Merge. In the Merge To drop down make sure it reads New Document. This will allow the viewing of the labels before they are printed.
- 15) Next click Merge again.
- 16) The document will appear, simply go to File and Print to print the labels.

### **9. How do I include TO THE PARENTS OF (Student Name) in the mailing labels?**

These steps are provided using Microsoft Word 2003 or newer.

- 1) First click on Current Students OR create a specific search using Search for Students.

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- 2) At the top of the search results page there will be a Perform Task drop down that defaults to PRINT. Change that drop down to DOWNLOAD MAILING LABELS, then click GO to the right.

- 3) Next a list of instructions on printing mailing labels will appear. Select the format to download the labels, either the parent's names: Parent 1 Name/Mailing Info OR student's name: Student Name/Parent 1 Mailing Info. Click the DOWNLOAD LABELS button.
- 4) Make sure to select to SAVE the file rather than Opening it. In the Save As dialog box be sure to keep track of where the file is being saved on the computer. If any changes are made to the File Name make sure to include this extension at the end of the name ".csv" in order to retain the format needed and click SAVE.
- 5) A download complete box will appear, click CLOSE.
- 6) Next minimize SEIS and open Microsoft Word.
- 7) At the top of the screen in Word, click on TOOLS, LETTERS AND MAILINGS, MAIL MERGE. A list of instructions (wizard) will appear on the right hand side of the screen in a blue box.
- 8) Step 1 of 6: Select the LABELS radio button and click next at the bottom.
- 9) Step 2 of 6: Click LABEL OPTIONS and select the appropriate type of labels. Example Avery 5160. Click OK and then next at the bottom.
- 10) Step 3 of 6: Click BROWSE and select the .CSV file that was previously saved to the computer. Click OPEN. The MAIL MERGE RECIPIENT dialog box will appear, click OK, and then click next at the bottom.
- 11) Step 4 of 6: Click GREETING LINE and then in the drop down that reads, GREETING LINE FOR INVALID RECIPIENT NAMES, type in TO THE PARENTS OF click OK. Then click the ADDRESS BLOCK link. Next click the UPDATE ALL LABELS button. Click next at the bottom.
- 12) Step 5 of 6: Click next at the bottom to complete the merge.
- 13) Step 6 of 6: Print the labels by going to FILE at the top of the screen and PRINT.

## SERVICES

1. **What do the letters DNR stand for to the left of each of my services?**
2. **What's considered a duplicate services?**
3. **What to do if a service needs to be listed twice on an IEP, during the same school year?**
4. **What needs to be done when a change in placement/service occurs due to the new school year?**

## **Frequently Asked Questions**

### **1. What do the letters DNR stand for to the left of each of my services?**

DNR stands for DO NOT REPORT. The DNR check box is used when a service should not be reported to CASEMIS. Mark services DNR when a service is listed twice on an IEP AND the start dates occur during the same School Year. If the PROVIDER for the two services are different, then no need to mark either DNR.

### **2. What's considered a duplicate services?**

CASEMIS only allows a single service code per student to be reported during each reporting cycle. This means that if a service code is listed twice on an IEP AND the Start Dates occur during the same School Year, this is considered a duplicate service and will produce an error come reporting time. The exception to this rule is if a service is listed twice on an IEP AND the PROVIDER are two separate entities, CASEMIS does allow these two services to be reported being that two separate entities are providing the service to the student.

### **3. What to do if a service needs to be listed twice on an IEP, during the same school year?**

We've heard from many users telling us they need to list a particular service more than once on their IEPs (when it's occurring during the same school year). Doing so will cause CASEMIS errors as mentioned above but there is a way around this. When a service is listed twice on an IEP AND the Start Dates of both services will commence during the same school year, list both services on the IEP but make sure to check the DNR (Do Not Report) box of one of the two services (checkbox located to the left of each service) to avoid any CASEMIS errors during reporting time. Having this checkbox marked on one of the two services will allow the IEP team to fully describe the services to be provided for the student and at the same time bypass any CASEMIS errors.

### **4. What needs to be done when a change in placement/service occurs due to the new school year?**

If an IEP has been held or will be held by the end of the fiscal year to implement a placement/service change, follow these steps:

- 1) Do not delete the old services from the IEP, list the services as provided to the student through the end of the fiscal year. Make sure to enter an End Date for these services (last day of school).
- 2) Add the new services to the IEP.
- 3) If necessary, affirm and attest the IEP. This will lock the old and new service information into the CURRENT IEP. The old service will remain on the FUTURE IEP and can be deleted when preparing for the next meeting.

## GOALS

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1. **How do I add a goal to a student's IEP?**
2. **How do I add a goal I created on an IEP to my personal goal bank?**
3. **How and when do I delete goals from student's FUTURE IEP?**
4. **How do I create a Progress Report?**

## **Frequently Asked Questions**

### **1. How do I add a goal to a student's IEP?**

- 1) Click STUDENT IEPS on the left hand side of the SEIS home screen.
- 2) Next either type in the student's last name and click the SEARCH FOR STUDENT IEPS button or simply click the SEARCH FOR STUDENT IEPS button to see all of the pending and eligible students.
- 3) When the student names appear, click on the FUTURE link to the far right to go into the FUTURE IEP list of forms.
- 4) Click the EDIT link to the right of the goals form.
- 5) Here the GOALS SUMMARY PAGE will appear. This page houses all of the goals that have been added to this student's IEP.
- 6) To add a new goal to this student's IEP, click on the CREATE NEW GOAL link.
- 7) A blank goal page will be displayed. The Goal and objectives can be input from scratch by typing them in or use the CHOOSE GOAL link at the top of the blank goal to choose a goal from one of the goal libraries.
- 8) After the goal has been added and checked for spelling errors, make sure to hit the SAVE AND ADD GOAL TO IEP button which is located at the top or bottom of the goal page.

### **2. How do I add a goal I created on an IEP to my personal goal bank?**

- 1) First step of adding an already saved goal on a student's IEP to the personal My Goals bank is to ensure Focus Area(s) have been created. Click on MANAGE MY GOAL BANK on the left hand side of the SEIS home screen.
- 2) Next click ADD FOCUS AREA and add as many Focus Areas as needed to hold the goals.
- 3) Go into the student's FUTURE IEP and click EDIT to the right of the goals page.
- 4) On the GOAL SUMMARY page, to the left of each goal there is a SELECT FOCUS AREA drop down.
- 5) Click that drop down to the left of the goal to add to the library and select the focus area to place the goal into.
- 6) Click GO, the goal will be placed into the selected focus area in the "My Goals" goal bank.

### **3. How and when do I delete goals from student's FUTURE IEP?**

Progress Reports are completed on the Future IEP so goals affirmed at the most recent meeting are listed in the Future to edit and affirm the progress reports throughout the year. As goals are met, a final progress report should be affirmed and then they should be deleted to only keep goals that are still being worked on via the Future IEP. Once the new meeting arrives, create new goals and again make sure to affirm those prior year's goals and delete if no longer needed for the new meeting.

- 1) While on the SEIS home screen, click on STUDENT IEPS in the left hand toolbar.
- 2) Click Search for Student IEPS.

3) A list of current and pending eligibility students will appear. Click on FUTURE to the right of the student's name.

4) Click EDIT to the right of the Goals page.

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5) On the Goals Summary Page, to the left of each of the goals there is a DELETE link, use this link to remove goals no longer needed.

#### **4. How do I create a Progress Report?**

1) Click STUDENT IEPs on the left navigation bar.

2) Search for the student (or click the SEARCH FOR STUDENTS button to display entire caseload).

3) Click the FUTURE link.

4) Click EDIT to the right of the Goals page.

5) Click EDIT to the left of an individual goal from the Goal Summary page.

6) Enter progress notes in the designated area.

7) Click the Ready for PR link in the current progress area, and click Update.

8) Save the goal.

9) Continue to follow steps (5-8) to enter progress notes on all the goals for this student.

10) Once all progress notes have been added and the Ready For PR column in the goals summary indicates YES, the case manager is responsible for affirming the progress report. Only goals that are marked YES will be included in the AFFIRMED progress report.

11) Case Manager Instructions: Click the AFFIRM PROGRESS REPORT button on the goals summary page.

12) A link called PRINT AFFIRMED PROGRESS REPORT can be found below the affirm button, use this at any time after the progress has been affirmed to print the most recent affirmed progress report.

Please Note: Printing from this page utilizes Pop-Ups, please make sure to allow pop-ups for the SEIS site

([www.seis.org](http://www.seis.org)) in order to view the printed page.

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## STUDENTS STATUS

1. **I have requested a new student be added to my caseload, how soon will I have access to the student's IEP?**
2. **How do I get a pending student into my current students list?**
3. **An initial has been held, the student did not qualify. What do I do next?**
4. **What happens if a parent declines an assessment?**
5. **How do I handle a student that moved in the middle of their assessment?**
6. **Students exiting special ed, what to do with their information?**

## Frequently Asked Questions

### **1. I have requested a new student be added to my caseload, how soon will I have access to the student's IEP?**

Teacher level users are only able to submit requests to add a student to their caseload, using the Add Student Form located on the left hand side of the SEIS home screen. Students are assigned to caseloads at the district/SELPA level, to monitor and avoid duplicate student records in the system. Add Student requests are sent instantaneously to the district/SELPA and displayed on their homepage notices. Teachers should check the status of their requests via the homepage notice section titled: New Students To Be Added.

### **2. How do I get a pending student into my current students list?**

After the IEP team has determined the student is Eligible and will be receiving services, notify the district of the student's status change by submitting a Student Change Form.

Note: Only students who will be receiving services should be made Eligible/Current.

- 1) On the SEIS home screen go to STUDENT CHANGE FORM in the left hand navigation bar.
- 2) Select the student's name from the drop down list and then click GO.
- 3) Select CHANGE ELIGIBILITY STATUS OF PENDING STUDENT.
- 4) Select the status of Determined Eligible, will receive services.
- 5) Use the optional Comments box to add additional information to the request. Click SUBMIT. The request will be sent to the district who will change the eligibility status of the student in the SEIS system. Once the request is completed, the Case Manager will be able to Affirm/Attest that IEP.

### **3. An initial has been held, the student did not qualify. What do I do next?**

Once the initial has been held and it has been determined that the student does not qualify, the below steps should be completed to have the student's eligibility status changed in the SEIS system.

- 1) Fill in fields A-1 through A-30 on the CASEMIS A Table. Field A-30 is the plan type, be sure to choose code 70, 80 or 90. Save the form.
- 2) Go to Pending Eligibility list and click the Student Change Form link for the appropriate student.
- 3) Select request to Change Eligibility of Pending Student and select applicable reason for second drop down list.
- 4) Once the request is submitted, the district will then go in and change the eligibility status in the SEIS system which will also removed the student from the teachers caseload.

Note: All information previously entered on the initial IEP is saved in the student's History for reference and in case the student returns to be reassessed.

### **4. What happens if a parent declines an assessment?**

- 1) On the SEIS home screen go to STUDENT CHANGE FORM on the left hand navigation bar.
- 2) Select the student's name from the drop down list, click GO.

3) Select CHANGE ELIGIBILITY STATUS OF PENDING STUDENT.

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4) After that is selected, another drop down will appear. Make sure to select ASSESSMENT NOT COMPLETED.

5) Use the optional Comments box to add additional information to the request. Click SUBMIT. At this point, the district will be notified of this request, once processed the student will be removed from the caseload.

### **5. How do I handle a student that moved in the middle of their assessment?**

1) On the SEIS home screen go to STUDENT CHANGE FORM on the left hand navigation bar.

2) Select the student's name from the drop down list and then click GO.

3) Select CHANGE ELIGIBILITY STATUS OF PENDING STUDENT.

4) After that is selected, another drop down will appear and here you will want to select ASSESSMENT NOT COMPLETED.

5) Use the optional Comments box to add additional information to your request. Click SUBMIT. At this point, the district will be notified of this request, once processed the student will be removed from the caseload.

### **6. Students exiting Special Ed, what to do with their information?**

When a student is exiting special education, for whichever reason it may be (returned to eg. Ed., graduated, moved, etc.) their IEP must maintain all of their information from when the student was receiving services. Primarily we're hearing from service providers getting CASEMIS errors because they've removed the services from the IEP, and/or the Disability and so on. The services the student was receiving up until the exit IEP must remain listed on the IEP rather than deleting them. Simply enter an End Date (in most cases this will be the date of this IEP meeting), keep the Disability and any other information. There is no need to input upcoming meeting dates as the student will not be continuing (Next Annual, Next Evaluation) as these future date fields are not CASEMIS required and do not apply in this situation. Also, the Plan Type needs to remain as 10-IEP/IFSP or 20-ISP, rather than changing this field to code 70, 80 or 90.

The reason services and other information must remain on the IEP is due to this information being reported to CDE during the end of year CASEMIS report. Once the student is Exited, an Exit Date and Exit Reason is inputted, so all information indicates that the student is no longer receiving any services.

So once there are no errors and after affirming this Exit IEP, use the Student Change Form (link found on the left hand side navigation bar) and select either Exit Student From Special Ed or Student Moved to Another District, depending which is appropriate for the student and enter Exit Date/Reason then submit request. The district will process the Exit and the student will be removed from the caseload.

## CASEMIS

1. **I've cleaned up any errors but still see the "Show Report Errors" link on all my students, why?**
2. **How do I check for CASEMIS errors?**
3. **I have made a selection in a drop down, how do I make the field empty again?**

## Frequently Asked Questions

### **1. I've cleaned up any errors but still see the "Show Report Errors" link on all my students, why?**

The link to "Show Reporting Errors" on the Student IEPs page is a standard link that doesn't go away, it's similar to the links for the IEPs, they're always there to get into the records and that function as needed.

### **2. How do I check for CASEMIS errors?**

- 1) From the SEIS home screen, click on STUDENT IEPs and then click the Search for Student IEPs button.
- 2) A list of current and pending eligibility students will appear.
- 3) Click the SHOW REPORTING ERRORS link to the left of the student's name.
- 4) The CASEMIS A tab will appear and display all of the Table A errors in Red next to the fields in question. Make the necessary corrections and Save the form.
- 5) Click the CASEMIS B (Services) tab and press the SHOW CASEMIS ERRORS button to view any errors dealing with services. Make the necessary corrections and Save the form.

### **3. I have made a selection in a drop down, how do I make the field empty again?**

A field in the CASEMIS A tab will be used as an example:

- 1) Click on STUDENT IEPS on the left of the SEIS home screen.
- 2) Next click SEARCH FOR STUDENT IEPS
- 3) Click the student's name.
- 4) At the top of the screen you will see a list of Tabs, click the CASEMIS A tab.  
Example: A second ethnicity was accidentally selected and later found that the student only has one Ethnicity; here is how to remove the unwanted selection.
- 5) First click the drop down associated with Field A-16 ETHNICITY2.
- 6) The very first option in the drop down menu, there will be a blank area/selection.
- 7) Click the blank area/selection to empty out the field.
- 8) Save the form.

## SEARCH FOR STUDENTS

1. **How do I create a list of all my students with their parent's contact info?**
2. **Why is my list of current students out of alphabetical order?**
3. **What does DOS and DOR stand for?**
4. **When I am in Search For Students, why do some of the scroll bars not work on the drop down menu's?**
5. **How do I get information from SEIS into an excel spreadsheet?**
6. **Why is my saved search not opening in Excel?**
7. **How do I delete a custom search that I have created?**
8. **How do I search for preschoolers with missing and not affirmed DRDP's?**

## Frequently Asked Questions

### **1. How do I create a list of all my students with their parent's contact info?**

- 1) Click on the Search for Students link on the left hand navigation bar
- 2) In the Search Criteria section, leave as is and scroll to the bottom of the page to the Columns to Show in Results section (below the black line)
- 3) Leave the Select Type of Report as is 'Student report' but change the Birthday dropdown to read Parent 1 Name, then change Case Manager to Parent 1 Street Address and change School of Attendance to Parent 1 Home Phone. If you need to see more info, then simply use the Add New Column link to add more drop downs with the information you'd like to see.
- 4) Press the Search button to view the results.
- 5) All students on your caseload will appear with the specific information requested to be displayed. To PRINT the information, press the GO button located at the top of the page next to the Perform Task PRINT selection.
- 6) The following page will allow you to Group or Sort the information before printing, this step is options, simply use the PRINT button to view the information in print preview and then use the FILE menu at the top of the browser and select PRINT to send to your printer.
- 7) Use the back button to return to the printing options page and then click Cancel to return to the search results. Use the Redefine Search link below the Go button to return to the search criteria page to SAVE this search for future use.
- 8) In the Save Search as textbox, change the New Search text to a name that will reference this search, i.e. Contact Info. Check the box for Add to Navigation Bar and then press the Save Search button. Now the search will be listed under Custom Searches and clickable anytime to view the information as needed.

### **2. Why is my list of current students out of alphabetical order?**

The SEIS system orders the names in alphabetical order by the last name of the student. If there's an instance where a student is not listed in the correct order, follow these steps:

- 1) Go into the student record by clicking on CURRENT STUDENTS, finding the student's name and then clicking GO next to the View Demographics Tab.
- 2) Once on the Demographics tab, review the LAST NAME field. There is probably a space or a foreign character before the last name. Remove the extra character/space and Save the form and then return to the list, the names will be sorted correctly.

### **3. What does DOS and DOR stand for?**

DOS = District Of Service

DOR = District Of Residence

### **4. When I am in Search For Students, why do some of the scroll bars not work on the drop down menu's?**

This should only be experienced if using a PC with Internet Explorer 6 as the internet browser. The only fix available for this problem is to install or upgrade to Internet Explorer 7. Please contact the local IT department about installing this software.

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### **5. How do I get information from SEIS into an excel spreadsheet?**

- 1) On the left hand side of the SEIS home screen, click on SEARCH FOR STUDENTS.

- 2) Compile a search to gather the students that are needed.
- 3) Click SEARCH at the bottom of the page.
- 4) When the search results come up, go to the Perform Task drop down at the top of the screen and change the drop down from PRINT to DOWNLOAD DATA.
- 5) Next click the GO button to the right.
- 6) When asked to open or save the data, click Open and the document will open into Excel where it can be saved or printed for future reference.

#### **6. Why is my saved search not opening in Excel?**

In the title of the saved search there are foreign characters that are causing the computer not to recognize what format to open the document in. When naming the saved search make sure it only contains words and no special characters (i.e. / - ; \*).

#### **7. How do I delete a custom search that I have created?**

- 1) Click SEARCH FOR STUDENTS on the left hand side of the SEIS home screen.
- 2) At the top of the page, use LOAD SAVED SEARCH dropdown to select the search that needs to be deleted.
- 3) When the saved search opens, use the scroll bar at the bottom of the screen to go to the far right of the screen. A blue DELETE link will be visible, click that and the saved search will be removed.

#### **8. How do I search for preschoolers with missing and not affirmed DRDP's?**

The DRDP report submitted to CASEMIS will only pull in student's DRDP file if it's been affirmed. Here are steps to find those that do not have an affirmed DRDP on file for the upcoming reporting cycle (Fall):

- 1) Go to Search for Students
- 2) Under Search Criteria, select the following criteria to find the appropriate students (Use the existing fields and change them to the needed items):
  - Grade = Preschool
  - DRDP Status = Missing AND In Progress (meaning added but not affirmed)
  - Entry Date is between: 1/1/1900 and 11/1/2008
  - Exited Status = No
  - Birthdate is between 11/30/2002 and 11/30/2005 for the Fall 2008 Assessment.
- 3) Now for Columns to Show in Results (below the black line) Select Type of Report, first dropdown, to "DRDP REPORT" (this is critical to see the drdp data).
- 4) Use the "Save Search As" field (at the top of this page) and name your search, add to the Nav Bar then Save it for use at any time.
- 5) Click Search to view the results.

## USER PROFILES

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1. **How do I change my password in the SEIS system?**

## **Frequently Asked Questions**

### **1. How do I change my password in the SEIS system?**

- 1) While logged into SEIS, place the mouse over **MANAGE MY PROFILE** on the top green tool bar of the homescreen.
- 2) The option for **MANAGE MY PASSWORD** will appear. Click on this link and type the new password into both boxes. **PLEASE NOTE:** Passwords must contain a minimum of 6 characters including at least 1 number.
- 3) Click **CHANGE MY PASSWORD**.

## COMPUTER RELATED

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1. **A computer prompt asks me if I want it to save my password, should I say "yes"?**
2. **I keep getting security system warnings when I log in or change pages, why?**
3. **What are the system requirements to run SEIS?**
4. **How do I install an internet browser that is supported by the SEIS system?**
5. **How do I install Adobe Reader?**

## Frequently Asked Questions

### **1. A computer prompt asks me if I want it to save my password, should I say "yes"?**

Make sure to select the "NO" option. While it may seem to be a nice convenient feature to not have to type in the password every time, it defeats the purpose of having a password and security measures. Anyone who accesses the computer will have automatic access to student records. This is especially critical in a classroom setting.

### **2. I keep getting security system warnings when I log in or change pages, why?**

Individual computer settings can be customized to warn the user when entering a page that IS secure, IS NOT SECURE, or a page which contains BOTH SECURE and NON-SECURE items. These settings can be alerted in your browser preferences window.

**PC** users, in Internet Explorer:

- 1) Go to the Tools menu
- 2) Select Internet Option
- 3) Click on the Advanced tab
- 4) Deselect the option that alerts when moving around secure/non-secure pages.

**MAC** users in Firefox, depending on browser version, this option can be located by clicking FIREFOX at the top of the Firefox window.

- 1) Click preferences
- 2) Under the advanced tab there will be a security window. In here there will be a section that reads Certificates, make sure that the option SELECT ONE AUTOMATICALLY is chosen. Some school computers may be "locked" and will require assistance from the local IT department. Please be assured that the SEIS System IS a SECURE site.

### **3. What are the system requirements to run SEIS?**

SEIS can be accessed using any computer with internet access, though the best results will be obtained by using the most recent Operating System, Browser, and Adobe Reader. The preferred browser while working on SEIS is Internet Explorer and Firefox. Firefox is especially recommended for Mac OSX users being that Microsoft is no longer supporting Internet Explorer for Macs. SEIS is a big, dynamic system that is made to be very user-friendly, and this requires a very high-level of programming. Older browsers and systems may encounter problems, this includes Macs, especially Laptops and iMacs running pre OSX systems can experience some "freezing" due to a memory leak. For these older Macs, it is highly recommended holding off on accessing the print view of the IEP forms until all data entry has been completed.

### **4. How do I install an internet browser that is supported by the SEIS system?**

- 1) On the SEIS login screen (page where you enter your username/password).
- 2) In the top green bar, click on System Requirements.
- 3) Click on the browser link available depending on type of computer currently on and follow the install process. If questions arise about the browser/platform, please contact the local IT department. Some school computers may be "locked" and will require assistance from the local IT department to download the browser.

## 5. How do I install Adobe Reader?

1) Determine the operating system:

--**For a PC**, do this: Go to the desktop and right click on the MY COMPUTER icon. Click Properties and next there should be the word System. Underneath it will show what operating system is being ran. Take note of what OS such as Windows 98, 2000, XP etc.

--**For a Mac**, do this: Click on the Apple icon at the top left corner of the screen. Then go to About this Mac. Take note of what OS is running such as OS X, 10.2 etc.

2) Go to the SEIS login screen (page where you enter your username/password).

3) In the top green bar, click on System Requirements.

4) Click on the ADOBE READER (All Platforms) link. You will be directed to the Adobe site to download the version of operating system that is running on your computer. Follow the on screen instructions. If at any time during the install the program asks to Run or Save, click Run.

5) Once the install is complete the system will show an install complete message or a finish button. Restart the computer after the install has completed. Log into SEIS and try printing, the first time printing, Adobe will prompt a user agreement form, Accept and print.

If there are any problems with downloading the software, please contact the local IT department as there might be some restrictions on your computer. Some school computers may be "locked" and will require assistance from the local IT department to download the browser.