

CEPI Customer Support & Security

Overview 2023

MPAAA Fall Conference

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Agenda

- ▶ Introduction to the CEPI Customer Support Team
 - Who is part of CEPI CST?
 - Why is CEPI CST important and what do they do?
 - Who contacts CEPI CST?
 - What type of support volume does CEPI CST process?
- ▶ Discussion about CEPI Security Forms
 - Where are the forms located?
 - What different forms are available?
 - How do I remove users and what is needed?
 - Which actions by you can help CEPI CST?

CEPI Customer Support Team

- ▶ The CEPI CST team consists of 4 team members (Kris, Sandy, Chad, and Erni).
 - We process every email, phone call, data request, and security form that is sent to CEPI.
 - Our team is there to assist with finding documentation, creating and removing accounts, sending and reviewing data quality emails, troubleshooting application errors, updating the CEPI external webpage, and recording/reporting system outages.

Customer Support Duties/Importance

Front Line



- ❖ **Calls**
- ❖ **Emails**
- ❖ **Security Forms**
- ❖ **Data Requests**
- ❖ **Health & Safety Forms**
- ❖ **OK2Say Forms**

Application Knowledge



- ❖ **MSDS** (Michigan Student Data Systems)
- ❖ **REP** (Registry of Educational Personnel)
- ❖ **TSDL** (Teacher Student Data Link)
- ❖ **EEM** (Educational Entity Master)
- ❖ **D/CH** (Days and Clock Hours)
- ❖ **Early Childhood**
- ❖ **FID** (Financial Information Database)
- ❖ **SID** (School Infrastructure Database)
- ❖ **GAD** (Graduation and Dropout Application)
- ❖ **STARR** (Student Transcript and Academic Record Repository)
- ❖ **MPDI/MCCDI** (Michigan Postsecondary Data Inventory)

Who could be Contacting CEPI Customer Support?

- ▶ Every district in Michigan (893 districts)
- ▶ Every school in Michigan (7206 schools)
- ▶ External users (Parents asking about EEM, MI School Data, or Transcripts)
- ▶ Educational or State Partners (MDE, LARA, MDOC, and Treasury)

CEPI Customer Support in Numbers (2022)

- ▶ CST processed **18,718** total requests from phone calls, emails, security forms in 2022
- ▶ CST processed **9,624** security forms (Adds or Removals)
- ▶ CST had their busiest month from security forms in September

CEPI Security Forms

The most current versions of our security forms are found in section [Security Forms](#) on our CEPI website.

Center for Educational Performance and Information

Security Forms

Application Security Forms

To access a CEPI data collection application, you must complete and submit the security agreement form. Most forms must be signed by your lead administrator, as listed in the Educational Entity Header. Security forms can be scanned and sent by email to cepi@doe.state.mi.us or mailed to 87500-0406.

Please allow up to three business days for us to process your form. We will email you once your form has been processed.

By signing a CEPI security form, you agree to protect student privacy and abide by all state and federal laws that govern the use of education data. You also agree to protect your user ID and password from unauthorized use. Allowing anyone else to use your account will result in the account being deaccess.

For a list of CEPI application users for your entity, please email cepi@doe.state.mi.us with your entity name and code and the subject: "Application Users" and we can provide you with that list.

To remove access to CEPI or MDE applications for yourself or another user at your entity, please complete and submit the user removal request form.

[User Removal Request Form](#)

- District/PSA Users
- Nonpublic School Users
- College/University Users
- Other Nonschool Recipient Users
- MI School Data Users

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- MIEdNA
- Interlocal Fiscal Status Schools
- Related Sites
- Section 301a Michigan Data Hub Reports

Privacy and Security

- Account Maintenance
- Field Policy
- Security Forms

Data Use

- CEPI Data
- View CEPI Privacy Data
- View Your Data Use List

Stay Connected

- CEPI Newsletter
- Contact CEPI

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Different CEPI Security Forms to Add Users

- ▶ District/ISD/PSA Users
 - [CEPI District/ISD/PSA User Application Security Form](#)
- ▶ Nonpublic School Users
 - [CEPI Nonpublic User Application Security Form](#)
- ▶ College/University Users
 - [Educational Entity Master \(EEM\) IHE Security form](#)
 - [Michigan Student Data System \(MSDS\) IHE security form](#)
 - [MPDI IHE Security Form](#)
- ▶ Other Nonschool Recipient Users
 - [ONSR User Application Security Form](#)

Security forms can be scanned and sent by email to cepi@michigan.gov or faxed to 517-335-0488.

Removal of Users

Details for removing CEPI/MDE access for a user

- Submit removals immediately after user leaves entity
- Forms do not have to be signed by EEM lead admin and can be signed by district person requesting the access removal
- Forms do not require you to know the login ID's (helpful but not necessary – first and last name for user is required)
- Removal of accounts does not update the EEM page if the user was listed as a contact (Districts need to [update](#) their [EEM](#))

To remove access to CEPI or MDE applications for yourself or another user at your entity, please complete and submit the user removal request form:

User Removal Request Form

Ways to Help CEPI CST

- ▶ Before submitting forms to add access, each new user needs to Request Access via the [MILogin for Third Party](#) to **each** application (MSDS, FID, GAD, REP, EEM, or SID) selected on the form. *(This is probably the most important thing that you can do for us...It will eliminate unnecessary follow up from CST to the new user. IF they have not requested access, the account cannot be created.)*
- ▶ Verify form is completely filled out with signatures by new user and EEM lead admin.

Questions?

Thank you!