Indiana
DEPARTMENT OF EDUCATION

Using EdPlan Connect
Frequently Asked Questions

Number	Question	Answer
1	**Are there any videos demonstrating the new EdPlan Connect system?**	Yes. There are two videos available--Using EdPlan Connect for Parents and Using EdPlan Connect for IIEP Users.
2	**Can a school corporation opt out of EdPlan Connect, and how can the school corporation turn it off? Can I opt back in?**	Yes. School corporations are able to opt out of EdPlan Connect. If a director of special education wishes to turn off EdPlan Connect, please email indianaIEP@pcgus.com. If the school corporation has previously opted out and now wishes to opt back in, please email indianaIEP@pcgus.com.
3	**Do the guidelines need to be emailed out to each family for EdPlan Connect?**	The system is turned on. Alerts went out starting April 1, 2020. IDOE would recommend sending out information to parents, including the EdPlan Connect Parent Quick Access Guide and the IN Connect Parent Complete Guide. Both documents are available on the OSE's website on the "Parent & Community Resources" page, along with a short announcement introducing EdPlan Connect.The Spanish version of the EdPlan Parent Complete Guide is also available at the following link Guía de usuario para el portal de Parent Connect.
4	**Will parents be automatically notified about EdPlan Connect?**	Parents will receive a notification if an IEP/SP is finalized. They will also receive a notification if an IEP/SP needs a signature. The IEP/SP will generate an email that states that the parent has a pending action. If any of the following documents are finalized, parents will receive an email: ● Notice of Initial Evaluation ● Notice of Reevaluation ● Notice of Case Conference (Evaluation)

		● Data Points ● Billing Medicaid for Health-Related Services ● Notice of Procedural Safeguards (finalized in the system) ● Notice of Ineligibility ● Education Evaluation Report ● Notice of Evaluation Refusal ● Notice of Reevaluation Refusal Notifications do not go out immediately. The documents generated during the day are swept into EdPlan Connect each night around midnight and notifications go out accordingly.
5	**Who will the email be from, so that parents know it is a legitimate email and not a scam of some sort?**	The email alert will be sent out to parents from "noreply@doe.in.gov."
6	**Can parents still leave a note, along with giving a response and signature within EdPlan Connect?**	The notes section for parents has been disabled as of June 4, 2020. The parent's response is stored under the **Details** of the event recently finalized (e.g. an IEP). To view this, click on the **Student History** tab and then under the event (i.e. the document recently finalized and needing signature). When you click on **Details**, you will see the selected parent response and signature date.
7	**Are documents available in English and in a parent's native language?**	All emails, the website, and onscreen instructions will be translated for parents if the TOR has marked the parent's language in the **Parent Info** section as one of the ten languages currently translated by PCG. Those languages include: French; German; Japanese; Mandarin; Russian; Spanish; Vietnamese; Burmese; Arabic; and Punjabi. The parent would be able to see both the English and translated versions of the document as long as the TOR created both versions.
8	**How can Parent Portal Access be disabled on a parent-by-parent basis?**	The following users have the permissions to disable Parent Portal access: Teacher of Record, Team Member, District Admin., and District Admin.-Transfer. To find the **Disable** checkbox, choose a student and click on the **Parent Info** tab. Click on **Details** and then choose **Disable Portal Access** at the bottom.

9 UPDATED	**What happens after a parent signs a document in EdPlan Connect?** **Will TORs receive alerts?**	The parent's signature is stored under the **Details** of the event recently finalized (e.g. an IEP or SP). To view this, click on the **Student History** tab and then under the event (i.e. the document recently finalized and needing signature). When you click on **Details**, you will see the signature - once provided - along with the parent response selected by the parent and signature date. Beginning July 31, Teachers of Record (TORs) will receive alerts anytime an event (e.g. an IEP or SP) is finalized in the EdPlan Connect Parent Portal. These alerts were enabled to allow TORs to be able to easily monitor parents' and/or guardians' responses to finalized events within IIEP. When a parent/guardian provides a response to a document, a TOR will receive an alert via the Message Board in IIEP. The message will inform the TOR which student/document received a response. TORs will only receive one email after midnight if any events were finalized on the previous day. For example, if 20 events were finalized from a TOR's caseload in one day, that TOR would only receive one email outlining all of the responses.
10	**What types of historical documents are visible to parents in the EdPlan Connect System?**	The following are complete lists of document types that will be viewable to parents in the student's record in IIEP - only if they are the final version. As a general note, all final documents generated by the IEP, ILP, or 504 systems appear, along with any files uploaded into the student's documents. **IEP Documents:** ● Billing Medicaid for Health-Related Services ● Consent to Disclose Personally Identifiable Information ● Data Points ● Education Evaluation Report ● Homebound Referral ● IEP ● IEP/SP at a Glance ● Indicator 14 Letter ● Medicaid Referral ● Notice of Case Conference (Evaluation) ● Notice of Discontinuation of Special Education ● Notice of Evaluation Refusal ● Notice of Implementation ● Notice of Ineligibility ● Notice of Initial Evaluation ● Notice of Initial Evaluation Following Interventions ● Notice of Initial Proposed IEP

		● Notice of Procedural Safeguards (html) ● Notice of Reevaluation ● Notice of Reevaluation Refusal ● Rejection of Initial Proposed IEP ● Rejection of Services in a Public School ● SP ● Summary of Performance **If the district uses the ILP system, the following ILP Documents will be viewable (if applicable):** ● Annual Parent Notification Letter ● EL Monitoring Letter ● ILP ● ILP At A Glance ● Initial Parent Notification Letter ● Parent Notification Letter Annual ● Parent Notification Letter Exit ● Parent Notification Letter Initial **If the district uses the 504 system, the following 504 Documents will be viewable (if applicable):** ● 504 Consent for Evaluation ● 504-EasyFax Cover Sheet ● 504-Eligibility Report (Eligibility Termination) ● 504-Eligibility Report (Eligible) ● 504-Eligibility Report (Not Eligible) ● 504-Health Care Plan ● 504-Manifestation Determination ● 504-Medical Information Certification ● 504-Meeting Minutes ● 504-Parent Revocation of Consent ● 504-Prior Written Notice ● 504-Procedural Safeguards ● 504-Referral Form ● 504-Service Plan ● IN-504-Release Info Any document uploaded in IIEP will be visible under the **Documents** tab to parents through the EdPlan Connect Parent Portal.
11	**Can we import parent information (phone and**	Yes. Email indianaiep@pcgus.com to get a copy of the import template, along with the instructions.

	email) into the system?	
12	**What reports are available to administrators to track Parent actions?**	There are 4 reports available for the District Administrators. The first report will pull the information available in the system for the parents and the last 3 will provide information on parents accessing the system, actions outstanding, and actions that have been completed. ● Parent Contact Information ● Parent Portal Logins ● Parent Portal Document Actions ● Parent Portal Action Report
13	**Will parents be able to view past IEPs?**	Yes. The documents listed above in FAQ #10 and any document uploaded into IIEP under the student's record will be visible in the Parent Portal accounts under the tab for **Documents** for future reference.
14	**If a parent reports, "I do not have the original email that allows me to access EdPlan Connect. How can I access it?" What can I do to assist?**	To send an ad-hoc access email, the user would need to go into the IIEP system to the **Parent Info** tab, click on the parent they would like to send an email to, and then scroll down to find **Portal Access: Send Adhoc Access Email**. An IIEP user can send a parent an ad-hoc email anytime they need the link to the portal. Additionally, the link to log in to EdPlan Connect will also be included in any email notifications sent to the parents when a new, final document is posted to the portal.
15	**Which document types are available for signature?**	● IEP/SP ● Notice of Implementation for an IEP/SP ● Notice of Initial Proposed IEP
16	**What should I expect to see after a parent has responded within EdPlan Connect?**	If a document is available for signature, the IIEP system has four response options for parents or guardians from which to select. Those four options include: ● Accepted ● Ten instructional days have passed since the IEP has been provided* ● Rejected Initial - Student remains in general education

		● Rejected - Parent enrolls child in nonpublic school *At this time, ten instructional days is an option, although this option **should not** be selected by any parent or guardian. The TOR may explain that this option should not be selected. IDOE is working to update the response options to remove this one from the options available in EdPlan Connect. A response can be provided with or without a signature. Please check event details for a signature after a parent has responded.
17	**What are the parent email types and corresponding subject lines when alerts go out to parents/guardians?**	An email alert will go out around midnight once a document is finalized. If the document is one of the three documents listed in FAQ #15, the subject line of the email will read: ● Pending Action Notification Email If the document is one listed in FAQ #10 or any document uploaded into the student's record in IIEP, the subject line of the email will read: ● Document to Review If sending an ad-hoc email as referenced in FAQ #14, the subject line of the email will read: ● Welcome to EdPlan Connect

For additional information, please email Emma Everson at eeverson@doe.in.gov.

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